

At: Gadeirydd ac Aelodau'r Pwyllgor  
Archwilio Perfformiad

Dyddiad: Dydd Gwener, 9 Mawrth  
2018

Rhif Union: 01824 712554

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR ARCHWILIO PERFFORMIAD, DYDD IAU, 15 MAWRTH 2018** am **10.00** am yn **YSTAFELL PWYLLGOR 1A, COUNTY HALL, RHUTHUN.**

Yn gywir iawn

G Williams

Pennaeth Gwasanaethau Cyfreithiol, AD a Democrataidd

**CYNHELIR SESIWN BRIFFIO AR GYFER YR AELODAU ETHOLEDIG AM 9.30 A.M. YN UNION O FLAEN Y CYFARFOD**

## **AGENDA**

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

#### **1 YMDDIHEURIADAU**

#### **2 DATGANIADAU O FUDDIANT (Tudalennau 5 - 6)**

Dylai'r Aelodau ddatgan unrhyw gysylltiad personol neu gysylltiad sy'n rhagfarnu ag unrhyw fater a nodwyd fel 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 bryd yn unol ag Adran 100B(4) Deddf Llywodraeth Leol 1972.

**4 COFNODION Y CYFARFOD DIWETHAF** (Tudalennau 7 - 20)

Derbyn cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 01 Chwefror 2018 (copi ynghlwm).

**10:00am – 10:05am**

**5 SAFONAU A PHERFFORMIAD Y GWASANAETH LLYFRGELL**  
(Tudalennau 21 - 36)

Ystyried adroddiad gan y Prif Lyfrgellydd (copi ynghlwm) sy'n tanlinellu perfformiad y Gwasanaeth Llyfrgell yn erbyn safonau cenedlaethol.

**10:05am – 10:35am**

**6 RHEOLI PERFFORMIAD Y CYNLLUN CORFFORAETHOL 2017-2022**  
(Tudalennau 37 - 86)

Ystyried adroddiad gan y Rheolwr Tîm Cynllunio Strategol (copi ynghlwm) sy'n gofyn am sylwadau'r Pwyllgor ar y fframwaith rheoli perfformiad ar gyfer Cynllun Corfforaethol y Cyngor 2017-2022.

**10:35am – 11:05am**

**EGWYL 11:05am – 11:15pm**

**7 CYNLLUN CYDRADDOLDEB STRATEGOL INTERIM 2016-2018.**  
(Tudalennau 87 - 130)

Ceisio sylwadau a chefnogaeth y Pwyllgor ar gyfer Cynllun Cydraddoldeb Strategol Interim y Cyngor 2016-2018 (copi ynghlwm)

**11:15am – 11:45am**

**8 RHAGLEN WAITH ARCHWILIO** (Tudalennau 131 - 154)

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.

**11.45am - 12.00pm**

**9 ADBORTH GAN GYNRYCHIOLWYR Y PWYLLGOR**

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

**12:00pm-12:05pm**

## **RHAN 2 - MATERION CYFRINACHOL**

Argymhellir yn unol ag Adran 100A (4) Deddf Llywodraeth Leol 1972 y dylid gwahardd y Wasg a'r Cyhoedd o'r cyfarfod tra bydd yr eitemau busnes canlynol yn cael eu hystyried oherwydd ei bod yn debygol y bydd gwybodaeth eithriedig (fel y diffinnir ym Mharagraff 14 Rhan 4 Atodlen 12A y Ddeddf) yn cael ei datgelu.

### **10 DIWEDDARIAD AR WASANAETHAU GOFAL MEWNOL** (Tudalennau 155 - 172)

Ystyried adroddiad cyfrinachol gan y Rheolwr Gwasanaeth - Gwasanaethau Cleient (Gwasanaethau Cymorth Cymunedol) (copi ynghlwm) sy'n rhoi'r manylion diweddaraf i'r Pwyllgor ynglŷn â'r cynnydd a wnaed hyd yma mewn perthynas â sefydliadau gofal cymdeithasol y Cyngor. Mae'r adroddiad hefyd yn gofyn am sylwadau'r Pwyllgor i'w cyflwyno i'r Cabinet mewn perthynas â chanlyniad ymarfer tendr agored ar gyfer trosglwyddiad arfaethedig Canolfan Ddydd Hafan Deg, Y Rhyl.

**12:05pm-1:00pm**

## **AELODAETH**

### **Y Cynghorwyr**

Y Cyngorydd Huw Jones (Cadeirydd)

Ellie Chard

Ann Davies

Martyn Holland

Geraint Lloyd-Williams

Bob Murray

Y Cyngorydd Hugh Carson Irving (Is-Gadeirydd)

Arwel Roberts

Peter Scott

David Williams

Eryl Williams

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

Holl Gynghorwyr er gwybodaeth

Y Wasg a'r Llyfrgelloedd

Cynghorau Tref a Chymuned

Mae tudalen hwn yn fwriadol wag

DEDDF LLYWODRAETH LEOL 2000

Cod Ymddygiad Aelodau

## DATGELU A CHOFRESTRU BUDDIANNAU

Rwyf i,  
(enw)

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

Cyngor Sir Ddinbych

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

Dyddiad Datgelu:

Pwyllgor (nodwch):

Agenda eitem

Pwnc:

Natur y Buddiant:

(Gweler y nodyn isod)\*

Llofnod

Dyddiad

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

**Code of Conduct for Members**

**DISCLOSURE AND REGISTRATION OF INTERESTS**

I, *(name)*

a \*member/co-opted member of  
*(\*please delete as appropriate)*

**Denbighshire County Council**

**CONFIRM** that I have declared a **\*personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-

*(\*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)\**

Signed

Date

\*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

## PWYLLGOR ARCHWILIO PERFFORMIAD

Cofnodion cyfarfod o'r Pwyllgor Archwilio Perfformiad a gynhaliwyd yn Conference Room 1a, County Hall, Ruthin, Dydd Iau, 1 Chwefror 2018 am 10.00 am.

### YN BRESENNOL

Y Cynghorwyr Ellie Chard, Ann Davies, Martyn Holland, Huw Jones (Cadeirydd), Geraint Lloyd-Williams, Bob Murray, Arwel Roberts, Peter Scott a/ac David Williams.

Y Cynghorydd Huw Hilditch-Roberts, Y Cynghorydd Richard Mainon, Y Cynghorydd Julian Thompson Hill, Y Cynghorydd Graham Timms a/ac Y Cynghorydd Emrys Wynne

### HEFYD YN BRESENNOL

Pennaeth Addysg a Gwasanaethau Plant (KIE), Prif Reolwr Addysg (JM), Arweinydd Addysg Uwchradd GwE (PM-J), Pennaeth Gwasanaethau Cymorth Cymunedol (PG), Swyddog Cwynion Statudol a Chorfforaethol (KR), Rheolwr Gwella Gwasanaethau (FA), Rheolwr Cyfreithiol a Gweithrediadau Caffael (HM), Partner Busnes Caffael (MW), Cydlynnydd Archwilio (RE) a'r Swyddog Gwasanaethau Democraidd (KAE)

Aelodau cyfetholedig dros addysg (eitem 5 ar y rhaglen yn unig) Mike Hall, Kathleen Jones a David Lloyd.

## 1 YMDDIHEURIADAU

Cafwyd ymddiheuriadau gan y Cynghorydd Hugh Irving, a'r Aelod Cyfetholedig Gareth Williams.

## 2 DATGAN CYSYLLTIAD

Roedd y Cynghorwyr canlynol yn datgan cysylltiad:

- Ellie Chard – Llywodraethwr Ysgol Tir Morfa ac Ysgol Mair
- Martyn Holland - Llywodraethwr Ysgol Bro Famau a'r Santes Ffraid
- Huw Jones – Llywodraethwr Ysgol Caer Drewyn ac Ysgol Carrog
- Arwel Roberts – Llywodraethwr Ysgol y Castell ac Ysgol Dewi Sant
- Peter Scott – Llywodraethwr Ysgol Brynhyfryd ac Ysgol Gynradd Wirfoddol Llanelwy a
- Graham Timms – Llywodraethwr Ysgol Dinas Brân

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

Nid oedd unrhyw fater brys.

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

Cyflwynwyd cofnodion cyfarfod y Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 7 Rhagfyr 2017. Nid oedd unrhyw faterion yn codi.

***PENDERFYNWYD y dylid, yn amodol ar yr uchod, derbyn a chymeradwyo Cofnodion y cyfarfod Pwyllgor Archwilio Perfformiad a gynhaliwyd ar 7 Rhagfyr 2017 fel cofnod cywir.***

Cyn dechrau'r drafodaeth ar yr eitem busnes canlynol, diolchodd y Cadeirydd i'r Pennaeth Addysg a Gwasanaethau Plant a'r Prif Reolwr Addysg am y digwyddiad hyfforddiant ardderchog ar archwilio data addysg a hwyluswyd yn gynharach yr wythnos honno i'r holl gynghorwyr. Cafwyd ymateb da gan bawb a fynychodd y sesiwn oedd yn teimlo ei fod yn hynod ddefnyddiol at ddiben deall data perfformiad addysgol.

### 5 **CANLYNIADAU ARHOLIADAU CYFNOD ALLWEDDOL 4 WEDI EU GWIRIO**

Cyflwynodd yr Aelod Arweiniol Addysg, Plant a Phobl Ifanc gyd adroddiad y Prif Reolwr Addysg ac Arweinydd Uwchradd GwE (dosbarthwyd yn flaenorol) a oedd yn cyflwyno perfformiad canlyniadau arholiadau allanol ysgolion Sir Ddinbych yng Nghyfnod Allweddol (CA) 4 ac ôl 16.

Yn ystod ei gyflwyniad, dywedodd yr Aelod Arweiniol nad oedd yr ystadegau wedi eu gwirio a gyflwynwyd i'r Pwyllgor yn amrywio'n sylweddol o'r data a gyflwynwyd i'r Pwyllgor ym Medi 2017. Fodd bynnag, cadarnhaodd y Pennaeth Addysg a Gwasanaethau Plant ers i'r Pwyllgor ystyried y data dros dro roedd Ysgrifennydd Cabinet Addysg Llywodraeth Cymru wedi cyhoeddi datganiad yn rhybuddio awdurdodau lleol yn erbyn cymharu canlyniadau arholiadau allanol blwyddyn academaidd 2016/17 gyda rhai blynyddoedd blaenorol, oherwydd y cyflwynwyd y fframwaith arholiadau newydd ar gyfer y flwyddyn 2016/17. O dan y fframwaith newydd nid oedd cymwysterau llenyddiaeth Cymraeg na Saesneg yn cyfrif tuag at Lefel 2+ (L2+) Dangosydd Perfformiad Allweddol TGAU (DPA) ac roedd yna fwch o 40% ar unrhyw gymwysterau galwedigaethol oedd yn cyfrif tuag at DPA L1, L2 a L2+

Hysbysodd y Pennaeth Addysg a Gwasanaethau Plant ac Arweinydd Uwchradd GwE y Pwyllgor er ei bod yn galonogol adrodd bod gan Sir Ddinbych ddwy o'r ysgolion oedd yn perfformio orau ar draws rhanbarth Gogledd Cymru, Ysgol Bryn Hyfryd a Santes Ffraid, roedd hefyd yn cynnwys dwy o ysgolion mwyaf heriol y rhanbarth o safbwynt y nifer o ddisgyblion oedd yn cael Cinio Ysgol am Ddim o fewn yr ardal, Ysgol Uwchradd Gatholig y Bendigaid Edward Jones ac Ysgol Uwchradd Y Rhyl, y ddwy ysgol â dros 30% o ddisgyblion yn hawlio Prydau Ysgol am Ddim. Roedd cael ysgolion yn y ddau gategori hwn yn pwysleisio proffil



amrywiol a chymhleth y sir yn gyffredinol, yn ogystal â'i hysgolion ac yn amlygu'r angen am gefnogaeth arbenigol dwys wedi'i thargedu mewn ysgolion penodol.

Yn genedlaethol roedd y data perfformiad wedi dangos gostyngiad mewn perfformiad ar draws y wlad lle roedd yna lefelau uchel o amddifadedd, wedi'i fesur yn ôl nifer y disgyblion â hawl i Brydau Ysgol am Ddim. Roedd Llywodraeth Cymru yn fwy nag ymwybodol o'r ystadegyn hwn ac roedd yna drafodaeth genedlaethol o safbwynt heriau'r cymwysterau newydd ar gyfer rhai disgyblion â hawl i Brydau Ysgol am Ddim.

Hysbysodd Arweinydd Uwchradd GwE yr aelodau:

- ei bod yn galonogol adrodd nad oedd Ysgol Uwchradd Prestatyn a Santes Ffraid yn cael eu monitro gan Estyn mwyach; roedd perfformiad L2+ TGAU y sir wedi bod yn gryf am y 4 blynedd ddiwethaf. Fodd bynnag, bu gostyngiad mewn perfformiad yn ystod 2016/17 oedd wedi'i briodoli i'r cymhwyster newydd angen lefel uwch o sgiliau darllen a gwydnwch. Roedd yr agwedd hon wedi profi'n anodd i rai disgyblion â hawl i Brydau Ysgol am Ddim; Roedd perfformiad Cymraeg iaith gyntaf yn Sir Ddinbych ymysg y gorau yn y rhanbarth ac yng Nghymru. Roedd y papur arholiad ac asesiad Cymraeg iaith gyntaf yr un fath â'r asesiad ac arholiad iaith Saesneg. Roedd yn ddiddorol nad oedd perfformiad cryf disgyblion Sir Ddinbych yn yr iaith Gymraeg wedi'i adlewyrchu mewn rhannau eraill o Gymru; perfformiad yn yr arholiad ac asesiad iaith Saesneg wedi gostwng yn 2016/17;
- roedd y cymhwyster 'Gwyddoniaeth' cyffredinol wedi diflannu yn ystod 2016/17, bellach roedd yn ofynnol i ddisgyblion eistedd papur pwnc gwyddoniaeth penodol a dau arholiad mathemateg - rhifedd ynghyd ag arholiad mathemateg a gwyddoniaeth; ac
- at ddibenion 'Safon Uwch' roedd Llywodraeth Cymru angen adroddiad ar gyrhaeddiad 3 Safon Uwch A\* i C. Fodd bynnag, ni chaniateir i ystadegau Bagloriaeth Cymru gael eu cynnwys yn y data hwn. Adroddwyd arnynt ar wahân;

Hysbysodd Prif Reolwr Addysg y Cyngor y Pwyllgor bod yr Awdurdod yn defnyddio strategaethau cyson i geisio gwella presenoldeb mewn ysgolion. Er bod cyfraddau gwahardd disgyblion y Cyngor am hyd at 5 diwrnod yn un o'r uchaf yng Nghymru roedd yna reswm y tu ôl i'r ystadegyn hwn. Roedd yr Awdurdod wedi gwneud penderfyniad y dylid adrodd am bob disgybl y gofynnwyd iddynt beidio mynd i'r ysgol am gyfnod o 5 diwrnod neu lai fesul ysgol i'r Awdurdod fel gwaharddiadau tymor byr i alluogi'r Awdurdod gysylltu â nhw a sicrhau nad oeddent 'ar goll' yn y tymor hir.

Roedd perfformiad y Cyngor mewn perthynas â gwaharddiadau tymor penodol (5 diwrnod neu fwy) neu waharddiad parhaol yn llawer gwell, oedd yn ymddangos fel petai'r strategaeth llym yn berthnasol i waharddiadau tymor byr, gyda'r bwriad i gadw disgyblion mewn cysylltiad ag addysg a dysgu, yn gweithio. Roedd adroddiad manwl ar Reoli Ymddygiad ac Absenoldeb yn ysgolion y sir wedi'i drefnu ar gyfer cyflwyniad i'r Pwyllgor yn ei gyfarfod yn Ebrill 2018.

Mewn ymateb i gwestiynau aelodau'r Pwyllgor, roedd yr Aelod Arweiniol, yr Awdurdod Lleol a swyddogion Addysg GwE yn:

- cadarnhau mewn perthynas â chanlyniadau Safon Uwch, roedd disgyblion yn ysgolion y sir yn ennill mwy o ganlyniadau 3 gradd A\* neu A na'r sawl oedd yn astudio mewn colegau addysg bellach, er bod canlyniadau colegau lleol wedi gwella. Fodd bynnag, roedd myfyrwyr oedd yn mynychu'r 6ed dosbarth ym Mhrestatyn a'r Rhyl yn perfformio'n gryf yn eu Safon A; yn hanesyddol, nid oedd canlyniadau Safon Uwch wedi bod yn destun yr un lefel o graffu gan Estyn â pherfformiad lefel TGAU. Fodd bynnag, byddai Llywodraeth Cymru ac Estyn yn ymgymryd â darn o waith yn fuan gyda'r bwriad o sefydlu gwybodaeth gymharol gwell ar ganlyniadau Safon Uwch a Chymhwyster Galwedigaethol amlinellu'r gwahanol strategaethau a ddefnyddir i ddarparu addysg i ddisbylion oedd mewn perygl o ddatgysylltu â'r system addysg e.e. Derbyn addysg heblaw yn yr ysgol, cyrsiau galwedigaethol yn y colegau, disgyblion ag anghenion ychwanegol sylweddol (AYS), Anghenion Addysgol Arbennig (AAA), disgyblion â phroblemau ymddygiad. Mewn ymdrech i gadw disgyblion mewn addysg a gwella eu deilliannau bywyd, roedd rhaglenni addysg pwrpasol wedi eu dyfeisio ar eu cyfer; cadarnhawyd mai ychydig o fyfyrwyr yn y sir oedd yn derbyn eu haddysg gartref yn ôl dewis rhiant, roedd y plant hyn yn hysbys i'r Cyngor ac felly byddai'n sicrhau ei fod yn cyflawni ei gyfrifoldebau diogelu tuag atynt.

Er bod gan yr Awdurdod ddyletswydd i ddarparu addysg statudol i blant hyd at 16 oed, os nad oedd y rhieni yn dewis cysylltu â'r Cyngor roedd hyn yn ei gwneud yn anodd iawn i'r Awdurdod gyflawni ei ddyletswyddau addysgol ac weithiau i gyflawni ei ddyletswyddau diogelu. Fodd bynnag, byddai'r Cyngor bob amser yn gwneud pob ymdrech i gyflawni pob dyletswydd.

Roedd nifer o sefydliadau eiriolaeth plant wedi canmol y camau a gymerwyd gan Sir Ddinbych i ymdrechu i ymgysylltu â rhieni/gwarchodwyr anodd eu cyrraedd neu wedi ymddieithrio. Roedd hefyd yn bwysig cofio bod gan nifer o gyrff a sefydliadau cyhoeddus, gan gynnwys ymarferwyr ieuchyd ddyletswydd i roi gwybod am bryderon diogelu i'r Heddlu ac i awdurdodau lleol;

- bod disgyblion yn gorfod cofrestru mewn canolfan arholi i eistedd arholiadau cydnabyddedig e.e. ysgol Byddai'r myfyriwr ond yn cael eistedd arholiad ym mha bynnag ganolfan yr oedd wedi cofrestru; cadarnhawyd bod yr Awdurdod yn hyderus bod pob un o'i ddisgyblion yn hysbys i'r Cyngor ac o ganlyniad roedd swyddogion yn gwybod yn union y math o gefnogaeth yr oedd pob disgybl ei angen. Er bod cyfraddau absenoldeb yn bennaf yn uwch yn ysgolion cynradd ac uwchradd ardal arfordirol y sir roedd yn bwysig deall bod dros 35% o ddisgyblion y sir yn mynychu'r ysgolion hyn ac roedd nifer ohonynt yn destun amddifadedd ac/neu'n wynebu heriau difrifol. dywedwyd er bod Llywodraeth Cymru yn tueddu i ganolbwyntio a rhoi mwy o bwyslais ar L2, L2+, cyrhaeddiad disgyblion Safon Uwch a Lefel 3, roedd yn bwysig cofio bod rhai disgyblion sy'n cyflawni achrediad L1 yn gyrrhaeddiad. I'r

disgyblion hyn, roedd L1 yn fwy ystyrion a byddai'n gwella eu canlyniadau bywyd;cadarnhawyd bod rhoi gwybod am gyrhaeddiad mewn perthynas â Phrydau Ysgol am Ddim yn ofyniad gan Lywodraeth Cymru, ond sicrhawyd yr aelodau bod hawl disgyblion unigol i Brydau Ysgol am Ddim ond yn hysbys i staff gweinyddol yr ysgol a staff y sir at ddibenion ystadegau yn unig. Ni fyddai cyfoedion yn ymwybodol pa ddisgyblion oedd yn derbyn Prydau Ysgol am Ddim. Roedd hefyd yn bwysig cofio nad oedd hawl i Brydau Ysgol am Ddim yn angenrheidiol yn golygu y byddai plentyn yn ei chael hi'n anodd cyflawni'n academiaidd, roedd yn dibynnu ar amgylchiadau pob plentyn unigol a'r gefnogaeth ar gael iddyn nhw gartref ac yn yr ysgol;eglwurwyd y system 'Sgôr Capio 9' newydd oedd yn rhoi cyfartaledd perfformiad disgybl unigol ar draws ei 9 b/pwnc gorau (gan gynnwys Cymraeg/Saesneg iaith, 2 arholiad mathemateg a hyd at fwyafswm o ddau gymhwyster galwedigaethol). Gan fod Llywodraeth Cymru yn defnyddio'r sgôr hwn fel mesur perfformiad ar gyfer cyrhaeddiad, drwy amodiad y gall y 9 pwnc gorau ond cynnwys mwyafswm o 2 gymhwyster galwedigaethol, roedd y Llywodraeth fel petai'n diystyru'r hyn oedd orau i'r disgybl. Roedd hefyd yn ymddangos yn anghyson gydag ardal 3 o'r fframwaith arolwg newydd gan Estyn oedd yn canolbwyntio ar ansawdd addysgu, ehangder, cydbwysedd a phriodoldeb y cwricwlwm, a darpariaeth sgiliau. Roedd Llywodraeth Cymru yn archwilio'r anghysondeb hwn ar hyn o bryd;

- eglurwyd er nad oedd Bagloriaeth Cymru yn cael ei chydabod at ddibenion data perfformiad Llywodraeth Cymru fel naill ai cymhwyster TGAU neu Safon Uwch, roedd yn ofynnol i bob ysgol adrodd ar berfformiad disgyblion sy'n ennill y cymhwyster hwn. Er hynny, mae nifer cynyddol o brifysgolion wedi cydnabod Bagloriaeth Cymru fel cymhwyster lefel mynediad Gwasanaeth Derbyniadau Prifysgolion a Cholegau (UCAS).dywedwyd mai Cymwysterau Cymru oedd y corff oedd yn rheoleiddio cymwysterau allanol. Penderfynodd ar gwmpas cymhwyster a'r dull yr asesir e.e. ar sail modiwl, ar sail arholiad neu cymysgedd o'r ddau;dywedwyd bod disgyblion gydag awtistiaeth a phroblemau iechyd meddwl yn wynebu nifer o heriau yn eu bywyd bob dydd. Er hynny, roedd nifer o'r disgyblion hyn yn gyflawnwyr uchel. Ni fyddai'r Awdurdod yn aros am ddiagnosis swyddogol o anghenion meddygol disgybl cyn darparu'r gefnogaeth ofynnol. Roedd strategaethau ymyrraeth a gwaith o fewn ysgolion yn sicrhau y darperir cefnogaeth briodol gynted ag y bydd angen lle nodwyd hynny. Fodd bynnag, roedd y cynnydd mawr yn y nifer o ddisgyblion gyda phroblemau iechyd meddwl mewn blynyddoedd diweddar o bryder mawr ac o ganlyniad angen adnoddau sylweddol i'w gefnogi;dywedwyd bod llywodraethwyr yn cael eu gwneud yn ymwybodol o effaith ymddygiad gwael ac ymddygiad sy'n tarfu ar ddisgyblion eraill a'r angen i leihau maint dosbarthiadau i reoli'r problem;
- cadarnhawyd ei bod yn galonogol bod y Cyngor wedi cynnwys blaenoriaeth yn ei Gynllun Corfforaethol newydd i gefnogi pobl ifanc y sir i gael y sgiliau sydd eu hangen i gyflawni eu potensial. Byddai cyngor gyrfaoedd effeithiol yn hanfodol i sicrhau bod disgyblion yn gwireddu eu llawn botensial a chefnogi nod y Cyngor o gyflawni'r flaenoriaeth gorfforaethol;cadarnhawyd bod y Gwasanaeth Addysg yn dadansoddi a chymharu cyrhaeddiad addysgol ar sail rhyw, mis geni, ethnigrwydd ac ati. Roedd y wybodaeth hon

hefyd ar gael mewn perthynas â phrofion cenedlaethol ac yn cael ei defnyddio fel rhan o'r pwysoli ar gyfer dadansoddi perfformiad yn gyffredinol. Yn y dyfodol byddai data sy'n ymwneud â'r dysgwyr mwyaf galluog yn cael ei ddadansoddi i geisio sicrhau eu bod yn cael eu herio'n effeithiol ac yn rheolaidd i wireddu eu llawn botensial. cadarnhawyd bod Grŵp Monitro Safonau Ysgolion y Sir yn cwestiynu penaeithiaid a chadeiryddion llywodraethwyr ar bob agwedd o berfformiad eu hysgol – darpariaeth addysg, arweinyddiaeth a rheolaeth, gan gynnwys rheolaeth ariannol. Er bod gan swyddogion Gwasanaeth Addysg y sir wybodaeth strategol o berfformiad ysgolion, ac roedd y Pennaeth a Chadeirydd Llywodraethwyr yn gyfrifol am gryfderau a gwendid ysgolion unigol a chyfrifoldebau eu rheoli a delio â nhw.dywedwyd y byddai rownd newydd arolygon Estyn, i ddechrau ym mis Medi 2018, hefyd yn archwilio ansawdd arweinyddiaeth mewn ysgolion unigol. Roedd gan fframwaith arolwg newydd Estyn ystod llawer ehangach na'r fframwaith arolwg presennol. Gallai ysgolion Sir Ddinbych a'r Awdurdod Addysg o bosibl berfformio'n dda o dan y fframwaith newydd gan mai un o'i gryfderau oedd ei gynnig addysg i holl ddisgyblion yn hytrach na ffocws bach ar gyflawni cymwysterau yn unig; eglurwyd fod gan Wasanaeth Addysg y sir rôl allweddol fel 'ceidwad' i sicrhau nad yw unrhyw blentyn yn y sir yn methu, i sicrhau lle bo hynny'n bosibl, nad yw unrhyw blentyn yn colli cysylltiad ac yn cael ei ystyried fel 'rhai nad ydynt mewn addysg, cyflogeth na hyfforddiant (NEET) a sicrhau bod pob disgybl ar ddiwedd eu siwrnai addysgol yn weithgar yn economaidd ac yn ddinasyddion cyfrifol. Roedd swyddogion yn fodlon rhoi eu barn yn genedlaethol ar sut oedd Sir Ddinbych yn ystyried pwysigrwydd ymgysylltu'n barhaus gyda disgyblion a rhieni/gwarchodwyr i sicrhau nad oedd datgysylltu yn opsiwn; dywedwyd bod y nifer o ddisgyblion yn Sir Ddinbych nad oedd mewn addysg, cyflogaeth na hyfforddiant wedi gostwng o 4% i 1.1%.

- cadarnhawyd bod llawer o waith wedi'i wneud gan lechyd Cyhoeddus Cymru ar effaith Profiadau Niweidiol yn Ystod Plentyndod ar fywydau plant a dewisiadau ar gyfer y dyfodol. Er bod yr astudiaeth hon yn nodi mesurau sydd angen eu cymryd er mwyn gwella canlyniadau i blant sy'n destun profiadau niweidiol, iddynt fod yn llwyddiannus roedd angen agwedd aml-asiantaeth ac yn eiddo i bob partner.

Mewn ymateb i nifer o ymholiadau a godwyd yn ystod y drafodaeth, roedd swyddogion yn cytuno i ehangu'r adroddiad ar Reoli Ymddygiad ac Absenoldeb i'w gyflwyno i'r Pwyllgor yn Ebrill 2018 i gynnwys yr agweddau canlynol:

- her i'r ysgolion mewn perthynas ag ymddygiad ac absenoldeb;
- dyletswyddau'r Cyngor a grymoedd mewn perthynas â darparu addysg i blant o gymuned Sipsiwn a Theithwyr;
- pa un a oedd unrhyw dystiolaeth bod absenoldeb awdurdodedig yn effeithio ar berfformiad cyffredinol ysgolion unigol;
- darpariaeth ar gael i rieni sy'n dymuno mynd â'u plant ar ymweliadau estynedig dramor i fynychu digwyddiadau crefyddol neu i ymweld â theulu ac

ati a mesurau diogelu sydd gan yr Awdurdod i sicrhau bod pob disgybl yn dychwelyd i addysg llawn amser yn dilyn eu hymweliadau;

- manylion y cynnydd yn y nifer o ddisgyblion yn ysgolion y sir â phroblemau cymdeithasol yn y blynyddoedd diweddar a'r gwaith a wneir gan lechyd Cyhoeddus Cymru ar Brofiadau Niweidiol yn Ystod Plentyndod; a
- gorolwg ar y dadansoddiad a gynhaliwyd ar unrhyw gydgyssylltiad posibl rhwng hawl i Brydau Ysgol am Ddim, presenoldeb yn yr ysgol a chyrrhaeddiad.

Atgoffodd y Cydlynnydd Archwilio y Pwyllgor y penderfynwyd mewn cyfarfod blaenorol i wahodd Penaethiaid a'r Cadeirydd Llywodraethwyr ysgolion uwchradd unigol, yn achlysurol, i gyfarfodydd yn y dyfodol i drafod cynnydd gydag aelodau ar ddarparu cynlluniau gwella ysgolion. Nod y camau hyn fyddai darparu cefnogaeth adeiladol i'r sawl sy'n gyfrifol am ysgolion gyda'r bwriad i wella pob agwedd o berfformiad, boed yn academaidd, ariannol, rheoli, presenoldeb ac ati;

Ar ddiwedd y drafodaeth roedd y Pwyllgor yn llongyfarch disgyblion yn Ysgol Plas Cefndy, Uned Atgyfeirio Disgyblion y Cyngor ar eu perfformiad ardderchog mewn arholiadau allanol yn 2016/17 a:

**Penderfynwyd:**

- (i) yn amodol ar y sylwadau uchod, derbyn gwybodaeth a ddarparwyd ar berfformiad ysgolion yn erbyn perfformiad blaenorol a'r meincnod allanol sydd ar gael ar hyn o bryd;***
- (ii) cadarnhau, fel rhan o'i ystyriaeth, ei fod wedi darllen, deall ac ystyried yr Asesiad o'r Effaith ar Les (Atodiad 5); ac***
- (iii) anfon gwahoddiadau at y Pennaeth a Chadeirydd Llywodraethwyr dwy o ysgolion uwchradd y sir sy'n perfformio'n wael yn gyson i fynychu cyfarfod y Pwyllgor yn y dyfodol agos i drafod cynnydd cyflawni cynlluniau gwella'r ysgol.***

## **6 PERFFORMIAD Cwynion EICH LLAIS (CHWARTER 3)**

Cyflwynodd yr Aelod Arweiniol Datblygu Seilwaith Cymunedol adroddiad y Swyddog Cwynion Statudol a Chorfforaethol (dosbarthwyd yn flaenorol) oedd yn rhoi gorolwg o ganmoliaeth, awgrymiadau a chwynion a dderbyniwyd gan y Cyngor o dan ei bolisi adborth cwsmeriaid 'Eich Llais' yn ystod trydydd chwarter 2017/18.

Roedd yr adroddiad hefyd yn cynnwys yr ystadegau ar y nifer o gwynion a dderbyniwyd o dan weithdrefn cwynion statudol Gwasanaethau Cymdeithasol ar gyfer yr un cyfnod, ynghyd â siartiau'n dangos tueddiadau perfformiad wrth ddelio gyda chwynion dros gyfnod o bedair blynedd.

Yn ystod Chwarter 3 o 2017/18 er nad oedd dwy gwyn Cam 1 wedi derbyn sylw o fewn y targed corfforaethol, roedd y Cyngor wedi cyrraedd ei darged drwy ddelio

gyda 98% o gwynion o fewn y targed 10 diwrnod gwaith. Roedd manylion yn yr adroddiad ar y rhesymau pam nad oedd wedi cwrdd â'r targed ar gyfer y ddwy gwyn nad oedd wedi derbyn sylw o fewn yr amserlenni a osodwyd.

Mewn ymateb i gwestiynau, roedd yr Aelod Arweiniol, Pennaeth Gwasanaethau Cefnogi Cymunedol a'r Swyddog Cwynion Corfforaethol yn:

- cadarnhau mai diben yr adroddiad oedd mesur perfformiad y Cyngor wrth ddelio gyda chwynion o fewn yr amserlen a osodwyd, roedd yn adrodd ar y nifer a dderbyniwyd a'r amser a gymerodd i'r Cyngor ymateb iddynt. Nid oedd yn dadansoddi natur y gwyn; yn dweud er bod gan Wasanaethau fwyafswm o 10 diwrnod i ddelio gyda chwyn, roeddent yn derbyn sylw yn llawer cynt yn y rhan fwyaf o achosion; a
- chadarnhawyd bod y data a ddefnyddiwyd o dan y broses monitro perfformiad yn cael ei ddefnyddio gan wasanaethau ac adrannau i nodi tueddiadau yn y mathau o gwynion a dderbyniwyd ac i helpu i hybu mesurau gwella mewn meysydd lle roedd yn ymddangos bod cwynion ar gynydd.

Cyflwynodd y Rheolwr Gwella Gwasanaeth y 'Dangosfwrdd Cwsmeriaid – Adroddiad Diweddariad' ynghlwm â'r adroddiad 'Eich Llais'. Roedd yr adroddiad hwn yn rhoi gorolwg o ganlyniadau ymdrech a boddhad cwsmeriaid ar gyfer Chwarter 3 2017/18 yn dilyn y cysylltiad gyda'r Cyngor. Roedd yr adroddiad yn amlinellu'r nifer o ymatebion a dderbyniwyd i geisiadau am adborth gan gwsmeriaid, ynghyd â'r prif ymatebion cadarnhaol a negyddol a dderbyniwyd.

Yn ystod ei chyflwyniad, roedd y Rheolwr Gwella Gwasanaeth yn cydnabod y bu rhywfaint o ostyngiad mewn lefelau boddhad yng nghanlyniadau mis Tachwedd a Rhagfyr o'i gymharu â mis Hydref. Fodd bynnag, roedd cyfradd boddhad cwsmer o 80% ym mis Hydref yr uchaf a gofnodwyd hyd yma. Roedd gwaith ar y gweill i ymestyn yr arolwg boddhad cwsmer i rai gwasanaethau sy'n wynebu'r cyhoedd o fewn y Cyngor. Roedd y rhain yn wasanaethau oedd wedi cynhyrchu'r nifer fwyaf o alwadau i'r Cyngor. Rhagwelwyd y byddai'r datblygiad hwn yn helpu i wella gwasanaethau cwsmeriaid ar draws nifer o wasanaethau sy'n wynebu cwsmeriaid.

Mewn ymateb i gwestiynau gan yr Aelodau, roedd y Rheolwr Gwella Gwasanaeth, Pennaeth Gwasanaethau Cefnogi Cymunedol a'r Swyddog Cwynion Corfforaethol yn:

- dweud mai'r rheswm pam bod 60 cwsmer yn teimlo bod y gwasanaeth a dderbyniwyd yn ystod y cyswllt cyntaf gyda'r Cyngor heb ateb eu disgwyliadau oedd yn bennaf oherwydd eu bod yn disgwyl i'w problem gael ei datrys ar unwaith wrth gysylltu;
- cadarnhawyd bod y Cyngor yn y broses o recriwtio Swyddog Iaith Gymraeg ar hyn o bryd, a byddai ei rôl yn cynnwys sicrhau cydymffurfiaeth gyda Safonau Iaith Gymraeg y Cyngor;
- dywedwyd bod disgwyl i holl staff sy'n wynebu'r cwsmer a holl staff eraill ddangos empathi a thosturi wrth ddelio â'r cyhoedd hyd yn oed os oeddent

- yn delio gydag achwynydd dig. Fodd bynnag, roedd yn bwysig cofio nad oedd holl aelodau'r cyhoedd yn trin swyddogion gyda pharch a chwarteisi;
- cadarnhawyd os oedd gan aelodau bryderon am berfformiad Gwasanaeth wrth ddelio gyda chwynion neu gyfraddau boddhad cwsmer mewn perthynas â Gwasanaeth penodol, gall y Pwyllgor eu gwahodd i gyfarfod yn y dyfodol i archwilio a thrafod y pryderon hynny; ac
  - amlinellwyd y broses y dylai'r aelodau ei dilyn yn defnyddio'r system EMMA pan fyddent angen dilyn ymholiad/cais am wasanaeth a gofrestrwyd ar y system CRM.

Cafodd yr Aelodau wybod gan yr Aelod Arweiniol a'r Rheolwr Gwella Gwasanaeth bod y contract ar gyfer darparu system Rheoli Perthynas Cwsmer newydd yn parhau yn y broses o gael ei lunio. Roedd cyfarfod wedi'i drefnu ar gyfer yr wythnos ddilynol gyda'r bwriad i geisio cytundeb ar ddrafft terfynol y contract. Ar ôl cytuno arno a'i gymeradwyo, gwneir trefniadau i weithredu'r system, gan gynnwys hyfforddiant i staff ac aelodau ar ei ddefnyddio ac ati.

Ar ddiwedd y drafodaeth:

**Penderfynwyd:**

- (i) ***derbyn adroddiad ar berfformiad y Cyngor wrth ddelio gyda chwynion, canmoliaeth ac awgrymiadau a dderbyniwyd o dan y weithdrefn Cwynion Corfforaethol 'Eich Llais' yn ystod Chwarter 3, 2017-2018;***  
***a***
- (ii) ***derbyn y data ar ganlyniadau Ymdrech a Boddhad Cwsmeriaid ar gyfer Cyngor Sir Ddinbych Chwarter 3, 2017-18.***

## **7 GWASANAETH A REOLIR AR GYFER DARPARU GWEITHWYR ASIANTAETH**

Wrth gyflwyno cydadroddiad y Rheolwr Gweithredoedd Cyfreithiol a Chaffael a'r Rheolwr Categori (Gwasanaethau Proffesiynol) Gwasanaeth Caffael Cydweithrediadol (dosbarthwyd yn flaenorol) hysbysodd yr Aelod Arweiniol Cyllid, Perfformiad ac Asedau yr aelodau bod yr adroddiad yn cael ei gyflwyno i'r Pwyllgor ar gais y Cabinet.

Yn ystod ei gyflwyniad dywedodd yr Aelod Arweiniol oddeutu 10 mlynedd yn ôl bod y Cyngor at ddibenion gwerth gorau wedi ymuno â chytundeb Fframwaith at ddibenion cyflogi staff dros dro. Gan fod y Cyngor nawr yn gweithredu Gwasanaeth Caffael ar y cyd gyda Chyngor Sir y Fflint roedd y ddau awdurdod wedi penderfynu alinio dyddiadau diwedd contract eu Fframwaith presennol i'w galluogi i fynd allan i dendro ar y cyd ar Fframwaith newydd i ddechrau ar ddyddiad cyfleus i bawb gyda golwg ar wireddu buddion ariannol mwyaf i'r ddau gyngor.

Y Cabinet wrth ystyried pa un ai i gymeradwyo dechrau ymarfer caffael gyda'r bwriad i ddechrau contract o benodi asiantaeth i gyflenwi staff dros dro i'w defnyddio gan y Cyngor yn ei gyfarfod yn Rhagfyr 2017 wedi gofyn i'r Pwyllgor

Archwilio edrych yn fanwl ar y meysydd canlynol sy'n gysylltiedig â'r Fframwaith a phenodi asiantaeth i ymgymryd â'r gwaith:

- Data cymharol ar wariant Sir Ddinbych a Sir y Fflint ar staff asiantaeth mewn blynyddoedd diweddar;
- Gwariant Sir Ddinbych cyn dechrau'r contract asiantaeth Matrics presennol a'i wariant gyda Matrics o dan contract blaenorol hyd at 2014;
- manylion cymharol ar gyfraddau tâl ac amodau gwasanaeth i staff parhaol y Cyngor a'r sawl a gyflogir drwy asiantaeth i ymgymryd â'r un dyletswyddau;
- atebion eraill posibl i'r Fframwaith oedd ar gael ar gyfer dod o hyd i staff dros dro ar fyr rybudd; a'r
- rhesymau pam bod angen i'r Cyngor ddefnyddio staff asiantaeth.

Roedd y data gofynnol wedi'i gynnwys yn yr adroddiad ac atodiadau cysylltiol a rhoddodd yr Aelod Arweiniol fanylion y cynnwys i aelodau'r Pwyllgor cyn gwahodd cwestiynau. Dywedodd fod y Cabinet wedi rhoi cyfarwyddyd i swyddogion ddechrau'r broses dendro ar y ddealltwriaeth bod y Pwyllgor Archwilio yn adrodd ar ei ganfyddiadau i'r Cabinet cyn gofyn iddo benodi darparwr. Roedd yr ymarfer caffael wedi dechrau gan ddefnyddio Fframwaith MSTAR 2 Gorchymyn Caffael Eastern Shires (ESPO).

Ymatebodd yr Aelod Arweiniol a'r Swyddogion Cyfreithiol a Chaffael i gwestiynau aelodau gan:

- egluro sut oedd y Fframwaith yn gweithio a dywedwyd os oedd angen staff yna byddai'r holl fanylion yn mynd ar y System Caffael fyddai wedyn yn hysbysu pob asiantaeth a gofrestrwyd ar y Fframwaith am ofynion y Cyngor a'u gwahodd i gyflwyno manylion ymgeiswyr posibl.
- cadarnhawyd bod y mwyafrif o gyflogwyr mawr yn defnyddio staff asiantaeth ar gyfer staff arbenigol ar fyr rybudd at ddibenion rhyddhau pwysau annisgwyl neu i ymgymryd â gwaith prosiect o fewn amser cyfyngedig;
- dywedwyd nad oeddent yn defnyddio'r fframwaith Gweithwyr Asiantaeth ar gyfer staff gofal cartref ac athrawon cyflenwi, roeddent yn cael eu cyflogi neu eu comisiynu yn defnyddio systemau neu gontractau eraill;
- cadarnhawyd bod y system Matrics a ddefnyddir ar hyn o bryd ar gyfer darparu staff asiantaeth yn cynnwys adran gyda rhestr o holl ddogfennau gorfodol wedi eu gwirio yr oedd yn ofynnol i staff posibl eu darparu e.e. cymwysterau proffesiynol, prawf preswyllo/dogfennau hawl i weithio ac ati. Gall y Cyngor hefyd ychwanegu dogfennau/gwiriadau eraill a ddilyswyd y byddai staff angen eu darparu e.e. gwiriadau Gwasanaeth Datgelu a Gwahardd (GDG) ac ati; wrth roi manylion swyddi sydd angen eu llenwi dros dro ar y Fframwaith byddai'r Cyngor yn nodi ei gyfradd tâl ar gyfer y swydd. Fodd bynnag, yn dibynnu ar y sgiliau arbenigol sydd eu hangen mae'n bosibl



y bydd asiantaeth yn cysylltu â'r Cyngor yn gofyn am gyfradd uwch/gyfradd premiwm ar gyfer swyddi o'r fath os oeddent yn cael anawsterau i ddenu ymgeiswyr ar raddfa cyflog y Cyngor. Llond llaw o staff asiantaeth fesul blwyddyn sy'n gweithio i Sir Ddinbych oedd yn debyg o gael eu talu ar raddfa premiwm, roeddent yn weithwyr proffesiynol arbenigol oedd yn brin iawn ar draws y wlad e.e. Syrfewyr Meintiau;

- dywedwyd bod staff asiantaeth sy'n cael eu cyflogi gan y Cyngor yn derbyn yr un rhaglen sefydlu â'r staff a benodir gan y Cyngor ei hun a byddent â'r un hawliau iechyd a lles â staff y Cyngor ei hun. Ni fu unrhyw achosion na thensiwn rhwng staff y Cyngor a staff asiantaeth yn Sir Ddinbych, roedd y staff i gyd yn parchu ei gilydd ac yn ymgymryd â'u dyletswyddau; sicrhawyd aelodau bod Cyngor Sir Ddinbych wedi mabwysiadu dull rhyngweithiol i reoli'r defnydd o weithwyr asiantaeth, gan sicrhau eu bod yn cael eu cyflogi yn bennaf ar gyfer prosiectau amser cyfyngedig neu i ryddhau pwysau tymor byr, felly'r gwahaniaeth sy'n cael ei wario gan Sir Ddinbych o'i gymharu â Chyngor Sir y Fflint dros yr un cyfnod o amser (fel y manylwyd yn yr atodiadau gyda'r adroddiad);
- dywedwyd y gallent gynnwys cwestiwn o dan y Fframwaith newydd ynglŷn â pha un a oedd gan ymgeiswyr posibl 'wiriadau GDG presennol cludadwy' y gellir eu defnyddio fel gwiriad yn hytrach na gorfod ymgeisio am wiriad GDG ar wahân a allai ohirio eu penodiad ar gyfer swydd;
- dywedwyd bod penderfyniad ynglŷn ag a ddylid talu goramser i weithwyr Sir Ddinbych i ymgymryd â rolau o fewn eu gwasanaeth er mwyn rhyddhau pwysau neu i ddarparu prosiect, yn hytrach na chyflogi staff asiantaeth i ymgymryd â'r gwaith, yn benderfyniad i'r Gwasanaeth dan sylw. Fodd bynnag, cyn dechrau ymarfer caffael ar gyfer cyflogi staff asiantaeth, byddai'r Gwasanaeth sydd angen y staff angen dangos bod yr holl fesurau posibl i fynd i'r afael â phrinder staff wedi'i archwilio; cadarnhawyd bod y Gwasanaeth Caffael yn monitro defnydd Gwasanaethau o staff asiantaeth a'u cyfnod contract yn agos. Cyn i gyfnod contract ddod i ben byddai swyddogion yn cysylltu â'r gwasanaeth perthnasol i gadarnhau a ydynt dal angen gwasanaeth gweithiwr asiantaeth am gyfnod pellach o amser. Roedd y gwaith monitro contract hwn yn bwysig gan fod staff asiantaeth a gyflogir am gyfnod mwy na 12 wythnos yn gymwys i hawliau cyflogaeth penodol; adwyedwyd os oedd y Cyngor am fabwysiadu polisi talu 'Cyflog Byw Gwirioneddol' fel y pwynt graddfa cyflog isaf ar draws yr Awdurdod byddai hyn yn effeithio ar bob pwynt graddfa cyflog arall. O ganlyniad, byddai'n cynyddu cost staff asiantaeth yn ogystal â'u cyfraddau yn y mwyafrif o achosion a osodwyd ar yr un raddfa â graddfeydd cyflog Sir Ddinbych ar gyfer yr un swydd.

Mewn ymateb i awgrym gan Gadeirydd y Pwyllgor y gellir cryfhau trefniadau llywodraethu ar gyfer y contract Fframwaith newydd arfaethedig o safbwynt Sir Ddinbych os byddai cynrychiolydd o Adran Adnoddau Dynol y Cyngor a'i Adran Archwilio Mewnol yn mynychu'r cyfarfodydd adolygu chwarterol rheolaidd yn y dyfodol – dywedodd swyddogion bod trafodaethau ynglŷn â chynrychiolaeth Adnoddau Dynol mewn cyfarfodydd adolygu yn y dyfodol wedi eu cynnal y diwrnod

blaenorol gyda Rheolwr Adnoddau Dynol a oedd wedi cytuno y dylai cynrychiolydd Adnoddau Dynol fynychu cyfarfodydd adolygu yn y dyfodol. Byddai Adnoddau Dynol hefyd o hyn ymlaen yn llunio a chyflenwi gwybodaeth dadansoddi data i reolwyr Gwasanaeth ar ddefnydd eu gwasanaeth o staff asiantaeth.

Yn dilyn trafodaeth fanwl gwnaeth y Pwyllgor:

***Benderfynu: yn amodol ar y sylwadau uchod -***

- (i) Hysbysu'r Cabinet, ar ôl ystyried yr holl wybodaeth y gofynnodd i'r Pwyllgor Archwilio ei hadolygu mewn perthynas â'r ymarfer caffael ac unrhyw ddewisiadau eraill posibl sydd ar gael i'r Cyngor ar gyfer darparu gwasanaeth rheoli ar gyfer cyflenwi gweithwyr asiantaeth, roedd yn fodlon bod y contract presennol yn cael ei reoli a'i ddefnyddio'n effeithiol, ac na fyddai trefniadau amgen yn ddewis effeithiol nac ymarferol ar gyfer darparu staff arbenigol dros dro neu am amser cyfyngedig;***
- (ii) argymhell i'r Cabinet y dylai symud ymlaen gyda'r broses gaffael i ddarparu'r gyflenwi staff asiantaeth i'w defnyddio ar draws gwasanaethau'r Cyngor; ac***
- (iii) ar ddiwedd y broses gaffael, yn seiliedig ar werth gorau, penodi'r tendrwr mwyaf economaidd i gyflenwi'r gwasanaeth.***

## **8 RHAGLEN WAITH ARCHWILIO**

Cyflwynodd y Cydlynnydd Archwilio adroddiad (a gylchredwyd ymlaen llaw) yn gofyn i'r

Aelodau adolygu rhaglen waith y Pwyllgor a rhoi'r wybodaeth ddiweddaraf ar faterion perthnasol.

Roedd copi o "ffurflen gynnig Aelodau" wedi'i chynnwys yn Atodiad 2. Gofynnodd y Cydlynnydd Archwilio i unrhyw gynigion gael eu cyflwyno iddi hi. Mae Rhaglen Gwaith i'r Dyfodol y Cabinet wedi'i chynnwys yn Atodiad 3 ac mae tabl gyda chrynodeb o benderfyniadau diweddar y Pwyllgor a gwybodaeth am y cynnydd eu rhoi ar waith wedi ei gynnwys yn Atodiad 4.

Mewn ymateb i'r nifer o ymholiadau a godwyd yn ystod trafodaeth gynharach ynglŷn â gwirio canlyniadau arholiad cyfnod allweddol 4 cytunwyd i ehangu'r adroddiad gerllaw ar Reoli Ymddygiad ac Absenoldeb i gynnwys yr ymholiadau hynny ar gyfer y Pwyllgor Archwilio Perfformiad yn Ebrill 2018.

Roedd y Pwyllgor hefyd yn gynharach wedi gofyn i wahoddiadau gael eu hanfon at y Pennaeth a Chadeirydd Llywodraethwyr dwy o ysgolion uwchradd y sir sy'n perfformio'n wael yn gyson i fynychu cyfarfod y Pwyllgor yn y dyfodol agos i drafod cynnydd cyflawni cynlluniau gwella'r ysgol.

Cyfeiriodd y Pwyllgor Archwilio y Pwyllgor at yr adroddiad Diweddariad Gwybodaeth (dosbarthwyd yn flaenorol) a llythyr a dderbyniwyd gan Ysgrifennydd Cabinet Economi a Thrafnidiaeth Llywodraeth Cymru yn nodi ei fod yn hapus i

swyddogion Llywodraeth Cymru fynychu Pwyllgor Archwilio Perfformiad i drafod arian cyfalaf ar gyfer prosiectau priffyrdd. Cytunwyd i anfon gwahoddiad gyda sawl dewis dyddiad.

Gofynnodd y Pwyllgor Archwilio am fynegiant diddordeb mewn cynrychioli'r Pwyllgor Archwilio Perfformiad ar y Grŵp Tasg a Gorffen Gofal Cymdeithasol Mewnol Gwasanaethau Oedolion. Ymatebodd y Cynghorydd Huw Jones bod un o'r canolfannau gofal dan drafodaeth yn ei ward ef ac y byddai'n dymuno cael ei ystyried.

### **PENDERFYNWYD –**

***(i) yn amodol ar y sylwadau a'r diwygiadau uchod, y dylid cymeradwyo'r Rhaglen Gwaith i'r Dyfodol; a***

***Cynghorydd Huw Jones i gael ei benodi fel cynrychiolydd y Pwyllgor ar Grŵp Tasg a Gorffen Gofal Cymdeithasol Mewnol Gwasanaethau Oedolion.***

## **9 ADBORTH GAN GYNRYCHIOLWYR PWYLLGORAU**

Hysbysodd y Cynghorydd Geraint Lloyd Williams y Pwyllgor y byddai'n mynychu'r Her Cyfleusterau, Asedau a Gwasanaethau Tai ar 14 Chwefror.

Daeth y cyfarfod i ben am 13:15

Mae tudalen hwn yn fwriadol wag

**Adroddiad i'r:** Pwyllgor Archwilio Perfformiad

**Dyddiad y Cyfarfod:** 15 Mawrth 2018

**Aelod/Swyddog Arweiniol:** Aelod Arweiniol dros Ddatblygu Isadeiledd Cymunedol / Pennaeth Cyfathrebiadau, Cwsmeriaid a Marchnata

**Awdur yr Adroddiad:** Prif Lyfrgellydd

**Teitl:** Safonau a Pherfformiad y Gwasanaeth Llyfrgell

## 1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn dynodi perfformiad y Gwasanaeth Llyfrgell gan ddefnyddio'r Safonau Cenedlaethol.

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

Rhoi manylion am berfformiad y Cyngor ar ddiwedd 5<sup>ed</sup> Fframwaith Safonau Llyfrgelloedd Cyhoeddus Cymru 2014-17, a'r cynnydd a wnaed wrth ddatblygu llyfrgelloedd fel hybiau cymunedol.

## 3. Beth yw'r Argymhellion?

Bod y Pwyllgor yn ystyried y perfformiad a gwneud sylwadau amdano gan ddefnyddio 5<sup>ed</sup> fframwaith Safonau Llyfrgelloedd Cyhoeddus Cymru ac ystyried gofyn am adroddiad cynnydd am berfformiad gan ddefnyddio'r 6<sup>ed</sup> Fframwaith 2017-20 ym mis Rhagfyr 2018.

## 4. Manylion am yr Adroddiad

### 4.1 Safonau Llyfrgelloedd Cyhoeddus Cymru

Mae gan awdurdodau Llyfrgelloedd yng Nghymru ddyletswydd statudol o dan Ddeddf Llyfrgelloedd Cyhoeddus ac Amgueddfeydd 1964 i ddarparu gwasanaeth 'cynhwysfawr ac effeithlon' i'w preswylwyr. Mae'r Fframwaith o Safonau Llyfrgelloedd Cyhoeddus Cymru yn galluogi MALD (Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd Llywodraeth Cymru) i fesur ac asesu sut mae awdurdodau yn cyflawni eu dyletswyddau statudol.

4.2 Mae Gwasanaethau Llyfrgell yn cyflwyno Adroddiad Blynyddol bob mis Gorffennaf, sy'n sôn am berfformiad y flwyddyn ariannol ddiwethaf. Yn dilyn hynny, bydd MALD yn ymateb gydag asesiad ffurfiol ym mis Medi. Mae'r Adroddiad Asesu Blynyddol diweddaraf yn ymdrin â 2016-17 a pherfformiad gan ddefnyddio'r 5<sup>ed</sup> Fframwaith 2014-17 llawn, ac mae'n cynnwys 18 Hawl Graidd a 7 Dangosydd Ansawdd gyda thargedau penodol. Mae'r adroddiad wedi ei atodi fel Atodiad A.

4.4 O'r 5<sup>ed</sup> Fframwaith (2014-17), mae Sir Ddinbych wedi bodloni 17 o'r 18 Hawl Graidd. Roedd yr un a fodlonwyd yn rhannol yn cyfeirio at ddarparu modd i'r cyhoedd gyrchu strategaeth, polisïau a gweledigaeth y gwasanaeth.

4.5 O'r 16 Dangosydd Ansawdd (DA) yn y Fframwaith cyfredol, mae gan 7 ohonynt dargedau penodol gan MALD. Mae pob dangosydd arall i gymharu perfformiad gydag awdurdodau eraill yng Nghymru. Y 7 sydd gan dargedau penodol yw:

|       |   |
|-------|---|
| DA 3  | Cymorth ar gyfer datblygiad defnyddwyr unigol (defnyddio'r isadeiledd TGCh, cynnwys digidol, gwybodaeth a gweithgareddau datblygu darllenwyr) |
| DA 5  | Lleoliadau gwasanaethau llyfrgell   |
| DA 8  | Gwariant ar lyfrau ac adnoddau i'r cyhoedd eu defnyddio.  |
| DA 9  | Darpariaeth o ddeunydd darllen addas (% y gyllideb llyfrau a wariwyd ar yr Iaith Gymraeg ac adnoddau i blant)                                 |
| DA 10 | Darpariaeth cyfrifiaduron ac Wi-Fi sydd ar gael i'r cyhoedd   |
| DA 13 | Lefelau staffio a chymwysterau  |
| DA 16 | Oriau agor  |

4.6 O'r Dangosyddion Ansawdd hyn, mae MALD yn asesu bob blwyddyn a ydy'r rhain wedi eu bodloni, eu bodloni'n rhannol, neu heb eu bodloni:

| Dangosyddion ansawdd Cyngor Sir Ddinbych (allan o 7) | Bodlonwyd | Bodlonwyd yn rhannol | Heb eu bodloni |
|--|-----------|----------------------|----------------|
| 2014/15  | 3         | 4                    | 0              |
| 2015/16  | 3         | 3                    | 1              |
| 2016/17  | 4         | 1                    | 1              |

Oherwydd newidiadau i System Reoli Llyfrgelloedd yn ystod y flwyddyn, nid oedd data ar gael ar gyfer unrhyw un o awdurdodau Gogledd Cymru i adrodd am DA 9 sy'n asesu % y gyllideb deunyddiau a wariwyd ar stoc i blant a stoc Cymraeg. Byddwn wedi rhoi sylw i'r mater mewn pryd inni roi'r data yn adroddiad 2017-18.

4.7 Mae perfformiad wedi gwella yn 2016/17 gan ein bod wedi bodloni targed ychwanegol trwy ddarparu Wi-Fi cyhoeddus ym mhob llyfrgell (dim ond 6 o'r 8 llyfrgell ddarparodd y cyfleuster hwn yn 15/16). Gwnaethom fodloni DA13 am lefelau staffio a chymwysterau yn rhannol, ond ni wnaethom ei gyflawni yn llawn oherwydd bod lefel staff y pen yn is na'r targed. Dywedom fod yno 1.99 o swyddi cyfwerth ag amser llawn (FTE) fesul 10,000 o boblogaeth (y targed yw 3.6). Mae staff rheng flaen a staff rheoli sy'n gweithio yn ein llyfrgelloedd ac ein siopau un alwad yn darparu ystod eang o wasanaethau ychwanegol i gwsmeriaid nad ydynt wedi eu cynnwys yn anghenion Safonau Llyfrgelloedd Cyhoeddus Cymru. Nodwn 50% y cyfanswm o lefel staffio a gwariant ar staff o dan y Safonau Llyfrgell. Nid ydym wedi bodloni DA8 am ddeunyddiau darllen diweddar: cawsom 155 o eitemau newydd (y targed yw 243), gan wario £1436 (y targed yw £2180), y 1000 o boblogaeth gyda chyfradd ailgyflenwi o 7.3% (y targed yw 11%).

4.8 Yn adroddiad dadansoddi perfformiad Sir Ddinbych, mae'r adroddiad asesu yn ein cymeradwyo am ein gwelliant wrth godi'r nifer o ymweliadau â'r llyfrgelloedd (cynnydd o 5% a'r pedwerydd uchaf yng Nghymru o ran nifer yr ymweliadau y pen),

treblu'r nifer o ymweliadau rhithwir, a chynyddu'r nifer o fenthycwyr gweithredol (cynydd o 15%).

- 4.9 Daeth 6<sup>ed</sup> fframwaith newydd, *Llyfrgelloedd cysylltiedig ac uchelgeisiol: Chweched fframwaith ansawdd Safonau Llyfrgelloedd Cyhoeddus Cymru 2017-2020*, i rym ym mis Ebrill 2017 a bydd Sir Ddinbych yn cyflwyno adroddiad gan ddefnyddio'r safonau hyn yn Haf 2018. Mae'r fframwaith newydd hwn yn parhau i ddarparu cyfleoedd i lyfrgelloedd ddarparu gwasanaethau mewn modd arloesol a gwneud y gorau o'r adnoddau sydd ar gael iddynt. Dangosydd ychwanegol i'w groesawu yn y fframwaith newydd yw dangosydd (DA4) sy'n cydnabod gwaith llyfrgelloedd wrth gefnogi iechyd a lles. Mae Uned Ddata Cymru hefyd yn cyflwyno Mesur Atebolrwydd Cyhoeddus newydd sy'n ymwneud â llyfrgelloedd yn 2018-19, yn seiliedig ar ganran y Dangosyddion Ansawdd y Safonau Llyfrgelloedd Cyhoeddus Cymru a gyflawnwyd. Credwn fod hyn yn fesur mwy ystyrlon na'r rheiny a ddefnyddiwyd yn y gorffennol mewn perthynas â llyfrgelloedd.
- 4.10 **Diweddariad am ddatblygiadau / Hybiau Cymunedol**  
Mae'r gwaith adnewyddu yn Llyfrgell Llanelwy i fod i orffen diwedd mis Mawrth 2018. Bydd y fynedfa well, cynllun mewnol newydd gyda rhagor o gyfrifiaduron i'r cyhoedd eu defnyddio, cyfleusterau cegin cymunedol a phwynt gwybodaeth twristiaeth, yn cynnig adnodd hyblyg ar gyfer y gymuned ehangach i'w ddefnyddio. Bydd adnewyddu Llyfrgell Dinbych, a ariennir gan grant £120,000 gan MALD Llywodraeth Cymru, yn dechrau ym mis Mawrth 2018 i ddarparu cyfleuster cymuned gwell, deniadol a hyblyg. Bydd gwaith i ddechrau gosod to newydd yn Llyfrgell Rhyl hefyd yn dechrau ym mis Mawrth 2018. Mae Wi-Fi corfforaethol a chyfleusterau argraffu ar gael ym mhob llyfrgell ac mae rhagor o staff y Cyngor yn defnyddio'r llyfrgelloedd i gyfarfod cleientiaid a defnyddio'r desgiau sydd ar gael.
- 4.11 Mae'r nifer o wasanaethau i gymunedau mewn llyfrgelloedd yn cynyddu. Mae'r polisi codi tâl wedi ei ddiwygio i gynnig ystafelloedd yn y llyfrgell am ddim ar gyfer gweithgareddau sy'n darparu gwasanaeth yn uniongyrchol i gwsmeriaid (gweler Atodiad B). Mae'r Gwasanaethau Llyfrgell yn gweithio'n agos â Gwasanaethau Cymorth Cymuned i fireinio'r fenter 'Talking Points', a pharatoi ar gyfer cyflwyno Credyd Cynhwysol pan fydd llyfrgelloedd yn darparu cymorth digidol i hawlwr. Mae sesiynau Cyngor ar Bopeth Sir Ddinbych yn cael eu cynnal mewn sawl llyfrgell, ac maent yn brysur iawn. Mae timau Cyflogaeth Strategol, sydd wedi eu lleoli yn Llyfrgell y Rhyl, yn defnyddio'r llyfrgelloedd yr ardal i ymgysylltu â'u cleientiaid. Mae Cymraeg i Blant yn awr yn darparu sesiwn wythnosol yn Llyfrgell Rhuddlan i annog teuluoedd i fagu eu plant yn ddwyieithog.
- 4.12 Cwblhawyd ail-strwythuro tîm rheoli llyfrgelloedd ym mis Hydref gan benodi Prif Lyfrgellydd llawn amser newydd, a thîm bychan o Reolwyr Gwasanaethau i Gwsmeriaid sy'n atebol iddi. Cwblhawyd trosglwyddiad tîm Rheoli Incwm i'r adran Cyllid ac Asedau ym mis Rhagfyr, ac o ganlyniad adolygwyd strwythuro staff yn Llyfrgell y Rhyl. Ar draws y sir, mae 64% o staff yn ddwyieithog.
- 4.13 **Cydweithrediad Rhanbarthol**  
Yn dilyn gweithredu'r System Reoli Llyfrgelloedd Cymru gyfan yn 2016, sefydlwyd Uned Gwasanaethau Llyfryddiaethol Gogledd Cymru i'w rhannu ym mis Awst 2017,

gyda gwelliannau yn dilyn mewn effeithlonrwydd a chynaliadwyedd gwasanaethau, ac arbedion ariannol.

4.14 I archwilio rhagor o gyfleoedd am gydweithredu rhanbarthol, darparodd MALD gyllid i Benaethiaid o Wasanaethau Llyfrgelloedd Gogledd Cymru (HOLIS) gomisiynu astudiaeth dichonoldeb am fodd i gyd-weithio'n rhanbarthol ar draws Gogledd Cymru i lyfrgelloedd cyhoeddus roi darpariaeth iechyd a lles. Bydd yr adroddiad hwn yn barod erbyn diwedd mis Mawrth 2018.

4.15 Mae cwsmeriaid Sir Ddinbych yn parhau i gael budd o ddull cydweithredol cenedlaethol i gaffael llyfrau llyfrgell a gwasanaethau digidol. Ym mis Ebrill 2017, rhoddwyd contractau newydd ledled Cymru i gaffael cyflenwad o lyfrau newydd i oedolion a phlant ar gyfer 2017-20 sy'n galluogi Sir Ddinbych i sicrhau'r gwerth gorau am arian o'i chyllideb deunyddiau newydd. Bydd contract newydd ar gyfer cyflenwi e-lyfrau ac e-lyfrau llafar yn cael ei roi ym mis Mawrth 2018, gan alluogi cwsmeriaid Sir Ddinbych i gael gaffael ar adnoddau cyfun o wasanaeth a'i rhennir ledled Cymru.

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

Mae Gwasanaeth Llyfrgell yn gyfrifoldeb statudol i'r Awdurdod, ac mae ei wasanaeth yn cyfrannu at flaenoriaethau corfforaethol megis meithrin gwydnwch cymunedol, moderneiddio gwasanaethau, cynhwysiad digidol, llythrennedd, dysgu gydol oes ac ymgysylltu â'r gymuned.

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

Mae trawsnewid llyfrgelloedd yn hybiau cymunedol yn galluogi ystod eang o wasanaethau cyngor eraill a phartneriaid i gyrraedd cymunedau lleol trwy eu rhwydwaith o safleoedd a chyfleusterau sy'n bodoli'n barod. Nid oes cynlluniau ariannol yn rhan o'r adroddiad gwybodaeth hwn.

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

Ni chwblhawyd Asesiad o Effaith ar Les, ond mae 6<sup>ed</sup> Fframwaith Safonau Llyfrgelloedd wedi ei osod i ddangos fod gan lyfrgelloedd gyfraniad clir i'r saith nod y Ddeddf Llesiant Cenedlaethau'r Dyfodol.

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

Roedd Archwiliad Perfformiad ym mis Mawrth 2017 yn ystyried Asesiad o berfformiad Gwasanaethau Llyfrgell 2015/16 gan Lywodraeth Cymru. Nid oes rhagor o ymgynghoriadau wedi bod ynghylch yr adroddiad penodol hwn.

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

Nid yw'n berthnasol.

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

Nid yw'n berthnasol.



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

Mae Adran 7.4.2(b) Cyfansoddiad y Cyngor yn rhagnodi y gall archwiliad “adolygu ac archwilio perfformiad y Cyngor ynghylch ei amcanion polisi, targedau perfformiad a/neu feysydd gwasanaethau penodol.”

### **Swyddog Cyswllt:**

Prif Lyfrgellydd

Rhif Ffôn: 01824 708207

Mae tudalen hwn yn fwriadol wag

# Safonau Llyfrgelloedd Cyhoeddus Cymru 2014-17

## Cyngor Sir Ddinbych

### Adroddiad Asesu Blynyddol 2016-17

Lluniwyd yr adroddiad hwn ar sail yr wybodaeth a ddarparwyd yn y ffurflen flynyddol, yr astudiaeth achos a'r adroddiad naratif a gyflwynwyd gan Sir Ddinbych i Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd Llywodraeth Cymru.

#### 1) Crynodeb gweithredol

Mae Sir Ddinbych wedi bodloni 17 o'r 18 hawl graidd yn llawn a bodloni 1 yn rhannol.

O'r 7 dangosydd ansawdd sydd â tharged, mae Sir Ddinbych wedi cyflawni 4 yn llawn, 1 yn rhannol ac wedi methu â chyflawni 1. Oherwydd newid y system rheoli llyfrgell (LMS) nid oedd data ar gael ar gyfer un dangosydd (DA 9).

Yn sgil adolygu'r fethodoleg mewn rhai ardaloedd yn dilyn yr uno â Siop Un Alwad, yn ogystal â newid yr LMS, mae Sir Ddinbych wedi cael trafferthion cael gafael ar rywfaint o ddata. Fodd bynnag, mae tystiolaeth galonogol o welliant, yn sgil cyflwyno'r rhwydwaith Wi-Fi i'r holl fannau gwasanaeth sefydlog, mwy o ddefnydd ar eitemau clyweledol a nifer uwch o ymweliadau. Mae lefelau staffio isel yn parhau i fod yn destun pryder ond ar y cyfan ymddengys bod y gwasanaeth yn sefydlogi ar ôl cyfnod o newid.

- Cynhaliodd Sir Ddinbych arolygon defnyddwyr llyfrgell i oedolion a phlant ym mis Chwefror 2017 gan sgorio'n uwch na'r canolrif ar gyfer Cymru ym meysydd iechyd a lles a chanran yr oedolion sy'n dweud bod y llyfrgell yn dda iawn neu'n dda yn gyffredinol.
- Mae'r nifer sy'n mynychu sesiynau hyfforddi wedi'u trefnu o flaen llaw wedi cynyddu eleni, ond mae'r lefel fesul pen y boblogaeth yn parhau islaw'r canolrif ar gyfer Cymru.
- Cofnododd Sir Ddinbych y 4ydd nifer uchaf o ymweliadau fesul pen y boblogaeth a'r 5ed nifer uchaf o rith-ymweliadau yn dilyn cynnydd yn ystod y flwyddyn ddiwethaf.
- Mae Sir Ddinbych wedi methu â chyflawni unrhyw un o'r targedau ar gyfer lefelau derbyniadau, ac nid oes data ar gael ar y gwariant ar ddeunyddiau plant nac ychwaith ar ddeunyddiau Cymraeg. Mae'r ddarpariaeth TGCh fesul pen y boblogaeth yn cyrraedd y targed a osodwyd, ac mae'r holl lyfrgelloedd yn cynnig cyfleusterau TGCh.
- Mae'r lefelau gwariant cyffredinol wedi'u cadw yn Sir Ddinbych, ac mae cyfanswm y gwariant refeniw fesul pen y boblogaeth yn uwch na'r canolrif ar gyfer Cymru.

O ran y pedwar maes yn y fframwaith (*Cwsmeriaid a chymunedau; Mynediad i bawb; Dysgu am oes; ac Arweinyddiaeth a datblygu*) o'i gymharu â gweddill Cymru, mae Sir Ddinbych yn gyffredinol yn perfformio'n dda yn y maes *Mynediad i bawb*, ac mae ei berfformiad yn fwy cymysg yn y meysydd eraill.

O'i gymharu â'r flwyddyn flaenorol, cafwyd gwelliannau amlwg yn y ddarpariaeth Wi-Fi ac yn nifer yr ymwelwyr. Nid oes modd cymharu lefelau staffio a gwariant yn uniongyrchol oherwydd y newid i gynnwys adnoddau Siop Un Alwad, ac mae newid y system rheoli llyfrgelloedd (LMS) yn ystod y flwyddyn wedi cael effaith ar rai meysydd.

## 2) Perfformiad yn erbyn y safonau

Mae'r fframwaith safonau yn cynnwys hawliau craidd, dangosyddion ansawdd sydd â thargedau, dangosyddion ansawdd sydd â meincnodau a mesurau effaith. Mae Adran 2 yn crynhoi cyflawniadau yn erbyn yr hawliau craidd, y dangosyddion ansawdd sydd â thargedau, y dangosyddion ansawdd sy'n dangos perfformiad yn erbyn awdurdodau eraill, a'r mesurau effaith. Ceir asesiad naratif o berfformiad yr awdurdod yn Adran 3.

### a) Hawliau craidd

Mae Sir Ddinbych yn cyflawni 17 o'r 18 hawl graidd yn llawn ac yn rhannol gyflawni 1. Y maes nad yw'n cyflawni'r holl hawliau craidd yn llawn yw *Arweinyddiaeth a datblygu* – mae'r dulliau trosglwyddo gwybodaeth i gwsmeriaid yn dal i gael eu hystyried.

### b) Dangosyddion ansawdd sydd â thargedau

Mae 16 o ddangosyddion ansawdd (DA) yn y fframwaith. O'r 7 sydd â thargedau, mae Sir Ddinbych yn cyflawni 4 yn llawn, 1 yn rhannol ac yn methu â chyflawni 1. Oherwydd newid y system rheoli (LMS) yn ystod y flwyddyn, nid oedd data ar gael ar gyfer DA 9:

| Dangosydd Ansawdd                                    | Cyflawni?           |                    |
|--|---------------------|--------------------|
| DA 3 Datblygiad unigol:                              |                     | Cyflawni'n llawn   |
| a) Cymorth TGCh                                      | ✓                   |                    |
| b) Hyfforddiant sgiliau                              | ✓                   |                    |
| c) Llythrennedd gwybodaeth                           | ✓                   |                    |
| d) Cymorth e-lywodraeth                              | ✓                   |                    |
| e) Datblygu darllenwyr                               | ✓                   |                    |
| DA 5 Lleoliad manau gwasanaeth                       | ✓                   | Cyflawni'n llawn   |
| DA 8 Deunydd darllen cyfoes:                         |                     | Heb ei gyflawni    |
| a) Derbyniadau fesul pen y boblogaeth                | ✗                   |                    |
| <u>neu</u> Wariant ar ddeunyddiau fesul pen          | ✗                   |                    |
| b) Cyfradd adnewyddu                                 | ✗                   |                    |
| DA 9 Deunydd darllen priodol:                        |                     |                    |
| a) % y gyllideb deunyddiau ar blant                  | <i>amherthnasol</i> |                    |
| b) % y gyllideb deunyddiau wedi'i wario ar y Gymraeg | <i>amherthnasol</i> |                    |
| <u>neu</u> Wariant ar y Gymraeg fesul pen            | <i>amherthnasol</i> |                    |
| DA 10 Mynediad ar-lein:                              |                     | Cyflawni'n llawn   |
| a) Pob man gwasanaeth                                | ✓                   |                    |
| Cyfrifiaduron fesul pen y boblogaeth                 | ✓                   |                    |
| b) Darpariaeth Wi-Fi                                 | ✓                   |                    |
| DA 13 Lefelau staffio a chymwysterau:                |                     | Cyflawni'n rhannol |
| a) Staff fesul pen y boblogaeth                      | ✗                   |                    |
| b) Staff proffesiynol fesul pen y boblogaeth         | ✓                   |                    |

| Dangosydd Ansawdd                                | Cyflawni?           |                  |
|--|---------------------|------------------|
| c) Cymhwyster/hyfforddiant pennaeth y gwasanaeth | ✓                   |                  |
| d) Canran DPP                                    | <i>amherthnasol</i> |                  |
| DA 16 Oriau agor fesul pen y boblogaeth          | ✓                   | Cyflawni'n llawn |

O'i gymharu â'r llynedd, cafwyd gwelliant yn DA 10, gyda'r holl fannau gwasanaeth sefydlog nawr yn cynnig mynediad Wi-Fi.

### c) Mesur effaith

Mae'r fframwaith yn cynnwys tri dangosydd sy'n ceisio casglu tystiolaeth o'r effaith y mae defnyddio'r gwasanaeth llyfrgell yn ei gael ar fywydau pobl. Drwy'r dangosyddion hyn a rhai eraill, mae'n bosibl gweld sut y mae'r gwasanaeth llyfrgell yn cyfrannu tuag at agendâu addysgol, cymdeithasol, economaidd ac iechyd a lles, yn lleol a chenedlaethol. Nid oes targedau i'r dangosyddion hyn. Nid oedd pob awdurdod wedi casglu data ar gyfer y dangosyddion effaith, ac mae'r safleoedd felly wedi'u cynnwys yn ôl nifer yr ymatebwyr a nodir, ac 1 yw'r awdurdod sydd â'r sgôr uchaf.

Cynhaliodd Sir Ddinbych arolwg defnyddwyr llyfrgell i oedolion a phlant ym mis Chwefror 2017. Oherwydd prinder staff, ni chasglwyd data ar nifer y mynychwyr sesiynau hyfforddi a oedd wedi cael cymorth i gyflawni eu hamcanion.

| Dangosydd perfformiad  |                     | Safle | Isaf | Canolrif | Uchaf |
|--|---------------------|-------|------|----------|-------|
| DA 1 Gwneud gwahaniaeth  |                     |       |      |          |       |
| b) % y plant sy'n meddwl bod y llyfrgell yn eu helpu i ddysgu a chael gwybod pethau:                         | 85%                 | 17/19 | 68%  | 93%      | 100%  |
| e) % yr oedolion sy'n credu bod y llyfrgell wedi gwneud gwahaniaeth i'w bywydau:                             | 86%                 | 10/19 | 36%  | 86%      | 97%   |
| % y plant sy'n credu bod y llyfrgell wedi gwneud gwahaniaeth i'w bywydau:                                    | 82%                 | 8/17  | 58%  | 82%      | 98%   |
| DA 4 b) % mynychwyr sesiynau hyfforddi a ddywedodd fod yr hyfforddiant wedi'u helpu i gyflawni eu hamcanion: | <i>amherthnasol</i> |       | 80%  | 97%      | 100%  |

Cyflwynodd Sir Ddinbych un astudiaeth achos effaith, a honno'n disgrifio'r gwasanaeth Pwyntiau Siarad. Mae hyn yn rhoi cyfle i ddinasyddion gwrrd â staff iechyd a gofal cymdeithasol o sefydliadau partner i drafod materion sy'n berthnasol iddynt hwy; gellid wedi cryfhau'r astudiaeth achos trwy gynnwys tystiolaeth gan ddefnyddwyr.

### d) Dangosyddion perfformiad a meincnodau ansawdd

Nid oes targedau i'r dangosyddion sy'n weddill, ond maent yn fodd i gymharu perfformiad rhwng awdurdodau. Mae'r tabl canlynol yn crynhoi sefyllfa Sir Ddinbych ar gyfer 2016-17. Mae safle'r awdurdod wedi'i roi allan o 22, sef 1 yw'r uchaf a 22 yw'r awdurdod sydd â'r sgôr isaf, oni nodir yn wahanol. Mae dangosyddion sydd â llai na 22 awdurdod wedi cyflenwi data ar eu cyfer yn ddangosyddion lle nad oedd yr elfennau data perthnasol ar gael i rai awdurdodau. Mae ffigyrau a roddwyd ar gyfer dwy flynedd gyntaf y fframwaith o ran DA 4 i DA 16 wedi'u hailadrodd er hwylustod cymharu. Noder bod y dangosyddion 'fesul pen' wedi'u cyfrifo fesul 1,000 y boblogaeth.

| Dangosydd perfformiad   | Safle                 | Isaf  | Canolrif | Uchaf   | 2015/16 | Safle                | 2014/15 | Safle   |        |
|---|-----------------------|-------|----------|---------|---------|----------------------|---------|---------|--------|
| DA 1 Gwneud gwahaniaeth   |                       |       |          |         |         |                      |         |         |        |
| a) sgiliau newydd   | 58%                   | 15/19 | 23%      | 71%     | 93%     | <i>amherth nasol</i> |         |         |        |
| c) iechyd a lles  | 58%                   | 10/20 | 26%      | 56%     | 94%     | <i>amherth nasol</i> |         |         |        |
| d) lle diogel a chroesawgar   | 93%                   | 19/19 | 93%      | 98%     | 100%    | <i>amherth nasol</i> |         |         |        |
| DA 2 Bodlonrwydd cwsmeriaid   |                       |       |          |         |         |                      |         |         |        |
| a) dewis 'da iawn' neu 'da' o lyfrau                                  | 90%                   | 8 /20 | 74%      | 90%     | 98%     | <i>amherth nasol</i> |         |         |        |
| b) gofal cwsmeriaid 'da iawn' neu 'da'                                | 98%                   | 12/20 | 90%      | 99%     | 100%    | <i>amherth nasol</i> |         |         |        |
| c) 'da iawn' neu 'da' yn gyffredinol                                  | 98%                   | 5 /20 | 92%      | 97%     | 100%    | <i>amherth nasol</i> |         |         |        |
| d) sgôr plant allan o ddeg  | 8.7                   | 16/19 | 8.6      | 9.1     | 10.0    | <i>amherth nasol</i> |         |         |        |
| DA 4 Hyfforddiant i ddefnyddwyr                                       |                       |       |          |         |         |                      |         |         |        |
| a) mynychwyr fesul pen  | 12                    | 20    | 3        | 34      | 248     | 11                   | 19      | 8       | 20     |
| c) hyfforddiant anffurfiol fesul pen y boblogaeth                     | <i>amherth hnasol</i> |       | 1        | 156     | 712     | <i>amherth nasol</i> |         | 206     | 7 / 21 |
| DA 6 Defnyddio'r llyfrgell  |                       |       |          |         |         |                      |         |         |        |
| a) ymweliadau fesul pen y boblogaeth                                  | 4,805                 | 4     | 2,453    | 4,033   | 6,751   | 4,579                | 8       | 5,082   | 5      |
| b) rhith-ymweliadau fesul pen y boblogaeth                            | 1,201                 | 5 /21 | 341      | 922     | 2,299   | 397                  | 21      | 700     | 15     |
| c) benthycwyr gweithredol fesul pen y boblogaeth                      | 183                   | 7     | 77       | 153     | 235     | 159                  | 11      | 179     | 7      |
| DA 7 mynychwyr mewn digwyddiadau fesul pen y boblogaeth               | 298                   | 5     | 62       | 214     | 496     | 393                  | 2       | 464     | 1      |
| DA 11 Defnyddio TGCh - % yr amser ar gael i'w defnyddio gan y cyhoedd |                       |       |          |         |         |                      |         |         |        |
| a) offer  | <i>amherth hnasol</i> |       | 16%      | 32%     | 69%     | 27%                  | 16      | 34%     | 14     |
| DA 12 Cyflenwi ceisiadau  |                       |       |          |         |         |                      |         |         |        |
| a) % ar gael o fewn 7 diwrnod   | 73%*                  | 8 /21 | 48%      | 70%     | 82%     | 86%                  | 1       | 81%     | 1      |
| b) % ar gael o fewn 15 diwrnod  | 80%*                  | 16/21 | 65%      | 85%     | 96%     | 95%                  | 2       | 90%     | 3      |
| DA 13 Lefelau staffio a chymwysterau                                  |                       |       |          |         |         |                      |         |         |        |
| (v) a) cyfanswm gwirfoddolwyr   | 0                     | 20    | 0        | 24      | 209     | 38                   | 5       | 0       | 17     |
| b) cyfanswm oriau gwirfoddolwyr                                       | 0                     | 20    | 0        | 798     | 5,156   | 793                  | 10      | 0       | 17     |
| DA 14 Gwariant gweithredol  |                       |       |          |         |         |                      |         |         |        |
| a) cyfanswm gwariant fesul pen  | £14,244               | 7 /21 | £6,745   | £11,979 | £16,968 | £13,934              | 8 / 21  | £16,749 | 5      |
| b) % ar staff   | 56%                   | 13/21 | 46%      | 58%     | 75%     | 55%                  | 14 / 21 | 57%     | 11     |
| % ar adnoddau gwybodaeth  | 10%                   | 18/21 | 4%       | 13%     | 25%     | 10%                  | 16 / 21 | 11%     | 17     |
| % ar offer ac adeiladau   | 7%                    | 4 /21 | 0%       | 4%      | 20%     | 8%                   | 4 / 21  | 4%      | 11     |
| % ar gostau gweithredol eraill  | 26%                   | 8 /21 | 9%       | 22%     | 37%     | 27%                  | 9 / 21  | 28%     | 9      |
| c) gwariant cyfalaf fesul   | £2,280                | 3 /21 | £0       | £341    | £16,692 | £111                 | 12 / 21 | £228    | 12     |

| Dangosydd perfformiad  | Safle          | Isaf  | Canolrif | Uchaf | 2015/16 | Safle          | 2014/15 | Safle        |   |
|--|----------------|-------|----------|-------|---------|----------------|---------|--------------|---|
| DA 15 Cost net am bob ymweliad   | £2.51          | 7 /20 | £1.50    | £2.33 | £3.30   | £2.53          | 9 /21   | #            |   |
| DA 16 Oriau agor ( <i>gweler y nodyn</i> )                               |                |       |          |       |         |                |         |              |   |
| (ii) a) % oriau cau manau gwasanaeth sefydlog heb gynllunio gwneud hynny | 0.00%          | 1     | 0.00%    | 0.00% | 0.48%   | 0.00%          | 1       | 0%           | 1 |
| b) % arosfannau llyfrgell deithiol / danfon i'r cartref a fethwyd        | <i>amherth</i> |       | 0.00%    | 0.13% | 8.33%   | <i>amherth</i> |         | <i>nasol</i> |   |

*Nodyn: Mae'r safleoedd yma wedi'u troi o chwith, sef mai 1 yw'r awdurdod sydd â'r sgôr isaf (perfformio orau).*

*\* Drwy gytundeb â MALD, mae'r ffigyrau yn seiliedig ar dri mis cyntaf y flwyddyn yn unig oherwydd rhoi system rheoli llyfrgell newydd ar waith yng nghanol y flwyddyn.*

*# Ni chyflwynwyd data incwm ar gyfer 2014-15 er mwyn cyfrifo'r ffigwr hwn.*

Dim ond tri awdurdod a gyflwynodd ddata ynghylch y defnydd ar Wi-Fi yn ystod 2016-17 ac felly nid yw wedi'i gynnwys yn y tabl uchod.

### 3) Dadansoddi perfformiad

Mae'r hawliau craidd a'r dangosyddion ansawdd wedi cael eu rhannu yn bedwar maes allweddol. Mae adran hon yr adroddiad yn amlinellu perfformiad yn erbyn y dangosyddion ansawdd yn y pedwar maes hynny, ac yn cymharu'r canlyniadau â rhai dwy flynedd gyntaf y fframwaith.

#### a) Cwsmeriaid a chymunedau

Cynhaliodd Sir Ddinbych arolwg defnyddwyr llyfrgell i oedolion a phlant ym mis Chwefror 2017, gan fod â sampl cymharol fach. Mae'r awdurdod yn sgorio'n uwch na'r canolrif ar gyfer Cymru ym meysydd iechyd a lles ac o ran canran yr oedolion sy'n credu bod y llyfrgell yn dda neu'n dda iawn; fodd bynnag, mae'n sgorio islaw'r canolrif ym meysydd sgiliau newydd ac, ar 93%, dyma'r awdurdod sydd â'r sgôr isaf o ran canran yr oedolion sydd wedi teimlo'r llyfrgell yn lle diogel a chroesawgar. Fodd bynnag, mewn cyd-destun ehangach, mae hwn yn dal yn ganlyniad da iawn.

Cafwyd cynnydd o 7% yn y nifer sy'n mynychu sesiynau hyfforddi wedi'u trefnu o flaen llaw, ond mae hyn yn parhau'n isel. Ni chofnodwyd y nifer sy'n cael cymorth drwy hyfforddiant anffurfiol eleni oherwydd prinder staff. Mae pob man gwasanaeth yn darparu ystod eang y gwasanaethau i gefnogi datblygiad unigol.

#### b) Mynediad i bawb

Mae Sir Ddinbych yn cyrraedd y targed ar gyfer mynediad rhwydd i fannau gwasanaeth gan gofnodi nifer yr ymweliadau i adeiladau llyfrgell sy'n bedwerydd uchaf fesul pen y boblogaeth yng Nghymru, ac yn gynydd o 5% yn ystod y flwyddyn ddiwethaf. Mae nifer y rhith-ymweliadau wedi treblu yn ystod y flwyddyn ddiwethaf a'r lefel fesul pen y boblogaeth nawr yw'r pumed uchaf yng Nghymru. Mae cyfanswm nifer aelodau'r llyfrgell wedi haneru yn ystod y flwyddyn ddiwethaf, fodd bynnag, mae hyn yn bennaf oherwydd newid yn y LMS sydd wedi bod yn gyfle i lanhau data'r aelodaeth data, ac mae'r lefel fesul pen y boblogaeth yn parhau yn uwch na'r canolrif ar gyfer Cymru yn ei chyfanrwydd. Mae nifer y benthydwyr gweithredol wedi cynyddu 15% er nad yw'r data ond yn cynhrychioli 7 mis ac nid blwyddyn lawn. Dylid canmol y gwasanaeth am y meysydd gwelliant hyn sy'n mynd yn

erbyn y duedd gyffredinol yng Nghymru.

Mae'r nifer sy'n mynychu digwyddiadau a gweithgareddau a drefnwyd gan y llyfrgell 24% yn is na'r llynedd, er bod y lefel fesul pen y boblogaeth yn parhau yn uwch na'r canolrif a dyma'r pumed uchaf yng Nghymru.

### **c) Dysgu am oes**

Mae Sir Ddinbych wedi gweld cynnydd yn nifer y derbyniadau ac yng nghyfanswm y gwariant ar ddeunyddiau yn 2016-17, ond fodd bynnag, mae'n dal yn methu â chyrraedd y targedau ar gyfer derbyniadau ac yn cofnodi un o'r cyfraddau adnewyddu isaf o'r holl awdurdodau hynny a gyflenwodd ddata. Oherwydd gweithio gyda dwy system LMS wahanol yn ystod y flwyddyn, nid yw Sir Ddinbych wedi gallu darparu data am y gwariant ar ddeunyddiau plant na deunyddiau Cymraeg.

Mae'r ddarpariaeth TGCh fesul pen y boblogaeth yn cyrraedd y targed a osodwyd, ac mae'r holl lyfrgelloedd yn darparu cyfleusterau, er nad oedd Sir Ddinbych yn gallu echdynnu'r data ynghylch nifer yr oriau y mae cyfleusterau TGCh a Wi-Fi ar gael ac yn cael eu defnyddio, a'r cyfleusterau hynny nawr ar gael yn yr holl fannau gwasanaeth sefydlog.

Mae nifer y ceisiadau wedi gostwng 59% o'i gymharu â'r llynedd ac mae canran y ceisiadau hynny sydd wedi'u cyflenwi o fewn 15 diwrnod wedi gostwng yn is na'r canolrif ar gyfer Cymru yn ei chyfanrwydd, fodd bynnag, nodir bod mabwysiadau system rheoli llyfrgell newydd wedi cael effaith ar gyflenwi ceisiadau am dri chwarter y flwyddyn.

### **d) Arweinyddiaeth a datblygu**

Cafwyd newidiadau mawr yn y ffordd y mae Sir Ddinbych wedi cyfrifo'r ffigyrau staff yn 2016-17. Yn ffurflen y llynedd, cyfrifwyd y cyfan o'r staff ychwanegol yn sgil uno â'r Siop Un Alwad; fodd bynnag, ar gyfer 2016-17, mae'r ffigyrau FTE a gwariant ar staff ond yn cynnwys 50% o'r staff ac mae hyn yn adlewyrchiad cywirach o gydbwysedd y gwaith ac yn debyg i'r hyn a adroddir gan awdurdodau eraill. O ganlyniad, nid oes modd cymharu'n uniongyrchol â'r flwyddyn flaenorol.

Nid yw Sir Ddinbych ar hyn o bryd yn cyrraedd y targedau ar gyfer nifer y staff yn gyffredinol na nifer y staff proffesiynol, gan fod ag un o'r lefelau isaf o ran cyfanswm staff fesul pen y boblogaeth yng Nghymru. Mae Sir Ddinbych yn un o dri awdurdod yn unig i beidio â defnyddio gwirfoddolwyr eleni, o'i gymharu â 38 gwirfoddolwr y llynedd. Oherwydd nifer y staff newydd o ganlyniad i'r Siop Un Alwad, nid yw wedi bod yn bosibl i Sir Ddinbych ddarparu gwybodaeth ar hyfforddiant staff.

Mae'r lefelau gwariant wedi'u cynnal yn Sir Ddinbych yn 2016-17, gydag ychydig o gynnydd yn y gwariant refeniw yn gyffredinol, ac felly mae'r lefel fesul pen y boblogaeth yn parhau yn uwch na'r canolrif ar gyfer Cymru. Y gost net gyfartalog am bob ymweliad yn 2016-17 oedd £2.51 – sydd lawr ar £2.53 y llynedd oherwydd y cynnydd yn y rhith-ymweliadau. Mae'r oriau agor yn cyrraedd y targed a osodwyd, ac ni chafodd unrhyw wasanaeth ei gau heb gynllunio gwneud hynny.



#### **4) Cyd-destun strategol**

Cyflwynodd Sir Ddinbych ddatganiad clir yn dangos cyfraniad y gwasanaeth i flaenoriaethau ac amcanion strategol Llywodraeth Cymru, a hynny ym meysydd datblygiad y blynyddoedd cynnar a diwylliant Cymru, dysgu gydol oes, gwytnwch cymunedol a chydraddoldeb.

#### **5) Cyfeiriad i'r dyfodol**

Yn sgil ad-drefnu ym mis Ebrill 2016, mae cynlluniau i'r dyfodol yn cynnwys datblygiad pellach ar ganolfannau cymunedol, gan gynnwys adnewyddu arfaethedig, brandio newydd a marchnata, fframwaith datblygu proffesiynol a rhaglen wirfoddolwyr, a hyfforddiant ymwybyddiaeth Cyfeillion Dementia.

#### **6) Casgliad**

Yn sgil adolygu'r fethodoleg mewn rhai ardaloedd yn dilyn yr uno â Siop Un Alwad, yn ogystal â newid yr LMS, mae Sir Ddinbych wedi cael trafferthion cael gafael ar rywfaint o ddata. Fodd bynnag, mae tystiolaeth galonogol o welliant, yn sgil cyflwyno'r rhwydwaith Wi-Fi i'r holl fannau gwasanaeth sefydlog, mwy o ddefnydd ar eitemau clyweledol a nifer uwch o ymweliadau. Mae lefelau staffio isel yn parhau i fod yn destun pryder ond ar y cyfan ymddengys bod y gwasanaeth yn sefydlogi ar ôl cyfnod o newid.

Mae tudalen hwn yn fwriadol wag

## Defnydd o ystafelloedd a gofod Llyfrgelloedd a Siopau Un Alwad

Mae Llyfrgelloedd a Siopau Un Alwad yn cynnig gofod o fewn y gymuned leol i drigolion Sir Ddinbych gael mynediad at, a derbyn, gwasanaethau a gwybodaeth am wasanaethau. Maent yn cynnig gofod anffurfiol, hygyrch, a di-duedd all fod yn fwy priodol na lleoliad mwy ffurfiol. Rhoddir blaenoriaeth i ddefnydd sydd o fudd i'r gymuned, yn hytrach nag ar gyfer cyfarfodydd busnes.

### A) Defnydd am ddim:

- Gwasanaeth uniongyrchol sydd o fudd i'r gymuned, wedi eu darparu gan CSDd ac asiantaethau partner ee Pwyntiau Siarad, Cyngor ar Bopeth Sir Ddinbych, Grwp Cynefin, Swyddogion Cefnogi Cymuned yr Heddlu, Undeb Credyd
- Gweithgareddau sy'n cynnwys cleientiaid neu'r cyhoedd megis grwpiau hunan-gymorth a chefnogi ee Cruse, Cymorth i Ddiodefwr, Atgyfeirio i Ymarfer Corff, Iechyd Galwedigaethol CSDd, Hafal
- Apwyntiadau 1-1 gyda chleientiaid lle mae gofod cyhoeddus anffurfiol yn briodol
- Syrjeris aelodau etholedig CSDd neu cyfarfodydd 1-1 hefo aelodau o'u wardiau
- Stodinau gwybodaeth, arddangosfeydd i godi ymwybyddiaeth y cyhoedd o wasanaeth neu ymgyrch
- Digwyddiadau y Gwasanaeth Llyfrgell SUA ee Dechrau Da, grwpiau darllen, digwyddiadau awdur

Ni anogir cyfarfodydd/hyfforddiant caeedig mewnol CSDd – rhoddir blaenoriaeth i ddefnydd agored gyda budd uniongyrchol i'r cyhoedd. Does ond modd bwcio rhain mis neu lai cyn y dyddiad dan sylw.

### B) Graddfa gostyngedig ar gyfer grwpiau cymunedol lleol/elusennau cofrestredig

**£18.00 am sesiwn hanner diwrnod (bore/pnawn/fin nos) yn ystod oriau agor y llyfrgell**

Mae'r gweithgareddau sy'n gymwys ar gyfer y raddfa yma yn cynnwys

- Colegau a grwpiau /sefydliadau addysgol eraill e.e Coleg Cambria, Llandrillo, U3A, Prifysgol Bangor
- Dosbarthiadau hamdden a drefnir gan fudiad ar gyfer ei aelodau ei hun e.e. Clytwaith, gwersi celf
- Syrjeris Aelodau Cynulliad ac Aelodau Seneddol
- Cyfarfodydd caeedig neu ddigwyddiadau hyfforddiant gan y sector cyhoeddus/tryddydd sector
- Digwyddiad i godi arian gan grwpiau cymunedol ee Ymchwil Cancr, Cymdeithas Alzheimer's

*Ar gyfer llogwyr newydd yn unig: Os bydd 10 sesiwn neu ragor yn cael eu trefnu a'u talu amdanynt o flaenllaw, bydd 20% o ostyngiad. Ni roddir ad-daliad os bydd sesiynnau yn cael eu canslo.*

Codir y raddfa ostyngedig ar wasanaethau a phrosiectau sy'n cael eu hariannu yn uniongyrchol i ddarparu'r gwasanaeth (ee trwy arian grant), neu fe gytunir ar raddfa benodol gyda rheolaeth y llyfrgell.

### C) Graddfa llawn ar gyfer llogwyr masnachol, cwmnïau preifat, grwpiau gwneud elw ayyb

**£40.00 am sesiwn hanner diwrnod (bore/pnawn/fin nos) yn ystod oriau agor y llyfrgell**

e.e. Clarks shoes, Co-op, Nat West Bank

*Os bydd 10 sesiwn neu ragor yn cael eu trefnu a'u talu amdanynt o flaenllaw, bydd 20% o ostyngiad. Ni roddir ad-daliad os bydd sesiynnau yn cael eu canslo.*

Bydd angen trafod gyda rheolaeth y llyfrgell i ddefnyddio'r llyfrgell y tu allan i oriau agor fesul cais.

Dylid trefnu'r llogi trwy gysylltu â'r llyfrgell benodol yn uniongyrchol.

Daw'r polisi hyn i rym ar Ionawr 1<sup>af</sup> 2018 ar gyfer llogwyr newydd, ac o Ebrill 1<sup>af</sup> 2018 ar gyfer llogwyr presennol a rheolaidd.

**Denbighshire County Council**  
**Use of Library One Stop Shop rooms and spaces**

Libraries and One Stop Shop offer a space within the local community for Denbighshire's residents to access and receive services and information about services. They provide an informal, accessible, neutral non-designated space which may be more conducive than a more formal setting. Priority will be given to use which has a community benefit, rather than for business meetings.

**A) Free use:**

- Direct services for the benefit of the community, delivered by DCC and partner agencies eg Talking Points, OPUS, Citizens Advice Denbighshire, Grwp Cynefin, PCSO, Credit Union
- Activities involving clients or the general public such as self-help and support groups eg Cruse, Victim Support, GP exercise referral, DCC Occupational Health, Hafal,
- 1-1 appointments with clients where an informal public space is suitable
- DCC elected members' surgeries or 1-1s with constituents
- Information stalls, displays or exhibitions to raise the public's awareness of a service or campaign
- Events and meetings organised by the Library OSS eg reading groups, Bookstart, author events

Use for closed internal DCC meetings/training is not encouraged – priority is given to open use with a direct benefit to the public. Bookings for this purpose can only be made 1 month or less prior to the date needed.

**B) Discounted rate for local community groups / registered charities**

**£18.00 for a half day session (morning/afternoon/evening) within library opening hours**

Activities which qualify for the discounted rate would include

- Colleges & other educational groups / establishments e.g. Coleg Cambria, Llandrillo, U3A, Bangor University.
- Leisure classes run by a third party for own members e.g. Patchwork, Life Drawing, Adult art classes
- AM and MP surgeries
- Closed meeting or training event organised by public or third sector
- Fundraising events by community groups e.g. Cancer Research, Alzheimer's Society

*For new bookers only: If 10 or more sessions are booked and paid for in advance, a 20% discount will be applied. No refund if sessions are cancelled.*

Services and projects which are funded directly to provide a service (eg via grant funding) will be charged the discounted rate, or a specific charge will be negotiated by library management.

**C) Full hire rate for commercial bookings for private companies, profit making groups etc**

**£40.00 for a half day session (morning/afternoon/evening) within library opening hours**

e.g. Clarks shoes, Co-op, Nat West Bank etc

*If 10 or more sessions are booked and paid for in advance, a 20% discount will be applied. No refund if sessions are cancelled.*

Bookings for use out of library hours will be negotiated individually with library management.

Bookings can be made by contacting the individual library directly.

Applicable from January 1<sup>st</sup> 2018 for new bookings, and April 1<sup>st</sup> 2018 for existing and regular bookings. This policy and pricing structure will be reviewed annually.

|                                 |   |
|---------------------------------|---|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Perfformiad</b>   |
| <b>Dyddiad y Cyfarfod:</b>      | <b>15 Mawrth 2018</b>   |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Cyllid a Pherfformiad/<br/>Pennaeth Gwella Busnes a Moderneiddio</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Rheolwr Tîm Cynllunio Strategol</b>  |
| <b>Teitl:</b>                   | <b>Rheoli Perfformiad y Cynllun Corfforaethol 2017–2022</b>                             |

## 1. Am beth mae'r adroddiad yn sôn?

Rheoli Perfformiad y Cynllun Corfforaethol 2017 – 2022

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

- 2.1 Sicrhau dealltwriaeth, a chonsensws ynglŷn â'r wybodaeth y byddwn yn ei ddefnyddio er mwyn gwerthuso cynnydd a pherfformiad yn erbyn ein blaenoriaethau corfforaethol, a sicrhau fod aelodau a swyddogion yn y cyngor yn ymwybodol o ac yn cefnogi'r fframwaith llywodraethu ar gyfer cyflawni'r Cynllun Corfforaethol.

## 3. Beth yw'r argymhellion?

- 3.1 Bod y Pwyllgor Archwilio yn ystyried ac yn gwneud sylwadau ar y cynnwys, gan gymeradwyo'r cynnwys yn y Disgrifiadau Cyflwr Presennol a Chyflwr y Dyfodol, a'r dangosyddion a'r trothwyon yn yr adroddiad perfformiad atodol hefyd (neu ddiwygiadau eraill y cytunwyd arnynt). Caiff hwn wedyn ei gyflwyno i Gyfarfod Briffio'r Cabinet (9 Ebrill).

## 4. Manylion yr Adroddiad

- 4.1 Mae'r prif adroddiad yn darparu amlinelliad bras o feini prawf llwyddiant (Cyflwr y Dyfodol) y Cynllun Corfforaethol (a fydd yn cael ei ddefnyddio i werthuso cyflawniad yn erbyn ein hamcanion), yn ogystal â mynegiant bras o elfennau y byddwn yn mynd i'r afael â hwy er mwyn darparu yn erbyn y meini prawf llwyddiant (os ydynt yn wybyddus ar hyn o bryd).
- 4.2 Mae hefyd yn darparu gwaelodlin (Cyflwr Presennol) er mwyn ein galluogi i asesu'r cynnydd a wnaed rhwng agor y cynllun hwn a'i gau yn y pen draw. Mae Atodiad A yn cefnogi'r adran hon, sy'n cynnwys manylion ar y dangosyddion penodol a fydd yn cael eu defnyddio i fonitro perfformiad. Gyda'i gilydd dylent ein galluogi i werthuso sut rydym yn cyflawni yn erbyn y meini prawf llwyddiant a'r canlyniad cyffredinol wrth i ni symud ymlaen drwy'r rhaglen waith ac wrth werthuso ein llwyddiant pan fydd y rhaglen yn dod i ben.

- 4.3 Mae rhai o'r dangosyddion yn newydd, felly nid ydynt eto wedi eu mesur / nid oes gwaelodlin. Fodd bynnag caiff y trothwyon y dyhëir eu cynnwys, fel bod darllenwyr yn deall lefel uchelgais Sir Ddinbych.
- 4.4 O fewn yr Adroddiad Technegol hwn mae prosiectau a mentrau a fydd yn peryglu cam cyntaf (neu 'tranche') y gwaith wrth gefnogi cyflawni yn erbyn y blaenoriaethau. Un o'r tasgau allweddol cyntaf yw cwmpasu'r prosiectau hyn er mwyn sicrhau eu bod yn cyd-fynd ag amcanion blaenoriaeth cyffredinol.
- 4.5 Mae'r ail adran yn disgrifio sut caiff y broses o ddarparu'r Cynllun Corfforaethol ei reoli, yn benodol drwy fyrdau rhaglen sy'n atebol i'r Tîm Gweithredol Corfforaethol a'r Cabinet, a hefyd yn agored i Archwilio.

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

Bydd y penderfyniad hwn yn cefnogi fframwaith rheoli perfformiad y Cynllun Corfforaethol, felly darperir adroddiadau ar ein cynnydd yn erbyn blaenoriaethau corfforaethol yn y dyfodol o fewn cyd-destun yr hyn y cytunir arno heddiw. Felly mae'n bwysig bod y Cabinet yn cytuno fod y casgliad o ddangosyddion yn berthnasol, a bod trothwyon cysylltiol yn deg.

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

Does dim goblygiadau cost ar gyfer y cais hwn.

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

Er gwybodaeth mae'r adroddiad hwn ac nid yw'n yn gofyn am Asesiad o Effaith ar Les.

## **8. Pa ymgynghoriadau sydd wedi eu cynnal gyda'r Pwyllgor Archwilio ac eraill?**

Mae swyddogion Cynllunio Strategol a Pherfformiad wedi gweithio gyda Phenaethiaid Gwasanaeth a swyddogion o wasanaethau perthnasol i gytuno ar fframwaith rheoli perfformiad drafft ar gyfer pob blaenoriaeth, a chytuno ar drothwyon cysylltiol ar gyfer perfformiad.

Caiff y wybodaeth yma ei gyflwyno wedyn i Gyfarfod Briffio'r Cabinet ar 9 Ebrill.

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

Er gwybodaeth yn unig mae'r papur hwn, felly does dim angen datganiad gan y Prif Swyddog Cyllid.

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

Mae risg na fydd y Fframwaith Rheoli Perfformiad a amlinellir yn ein galluogi i gofnodi cynnydd mor effeithiol ag yr ydym yn disgwyl iddo wneud. Felly bydd cyfle i adolygu ei berthnasedd yn ystod ymarferion cynllunio gwasanaeth blynyddol a hefyd drwy gyfarfodydd Bwrdd Rhaglen, ac i wneud unrhyw newidiadau angenrheidiol.

**11. Pŵer i wneud y Penderfyniad**

11.1. Mae rheoli perfformiad a monitro yn elfen allweddol o Raglen Cymru ar gyfer Gwella, sydd wedi'i thanategu gan ofynion statudol Deddf Llywodraeth Leol 1999 a Mesur Llywodraeth Leol (Cymru) 2009.

11.2 Mae Adrannau 7.3 a 7.4 Cyfansoddiad y Cyngor yn nodi y gall y Pwyllgor Archwilio Perfformiad adolygu a chraffu ar berfformiad y Cyngor a'r broses o gyflawni ei amcanion.

**Swyddog Cyswllt:**

Rheolwr Tîm Cynllunio Strategol

Rhif ffôn: 01824 708079

Mae tudalen hwn yn fwriadol wag



# Working together for the future of Denbighshire

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Corporate Plan  
2017-2022

# Performance Management of the Corporate Plan 2017-2022

This document outlines the performance management  
framework for the Corporate Plan 2017-2022

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## INTRODUCTION & SUMMARY

This document outlines the performance management framework for the Corporate Plan 2017-2022.

There are two sections, with the first section providing a summary of the broad success criteria (Future State) that will be used to evaluate achievement against our objectives, along with a brief indication of elements that will be addressed in order to deliver against the success criteria. It also provides a baseline (Current State) to enable us to assess the progress made between the opening of this plan and its eventual closure.

This section is supported by Appendix A (the Technical Report) that contains detail on the specific indicators that will be used to monitor performance. Collectively they should enable us to evaluate achievement against the success criteria and the overall outcome. Some of these indicators are new, so measurement hasn't yet happened and/or no baseline exists. Nevertheless the aspirational thresholds are included, so that readers are clear about Denbighshire's level of ambition. Included within this appendix are the projects and initiatives that will comprise the initial phase (or 'tranche') of work in support of delivery against the priorities. A key first task is to scope out these projects to ensure alignment with overall priority objectives.

Section two describes how delivery of the Corporate Plan will be governed, namely via programme boards accountable to CET and Cabinet, and also open to Scrutiny.

## PRIORITIES

This document and the attached technical document details the baseline and aspiration for each priority in the Corporate Plan at its outset.

### CORPORATE PLAN 2017-2022

|                          |  |                          |  |
|--------------------------|--|--------------------------|--|
| <b><u>Priority :</u></b> | <b>Housing: Everyone is supported to live in homes that meet their needs</b>   | <b><u>Priority :</u></b> | <b>Resilient Communities: The council works with people and communities to build independence and resilience</b> |
| <b><u>Priority :</u></b> | <b>Young People: A place where younger people will want to live and work and have the skills to do so</b>                                      | <b><u>Priority :</u></b> | <b>Environment: Attractive and protected, supporting well-being and economic prosperity</b>                      |
| <b><u>Priority :</u></b> | <b>Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links</b> |                          |  |

## Housing: Everyone is supported to live in homes that meet their needs



It is recognised that there is a need to ensure housing is available to meet the needs of Denbighshire residents and that this is an important factor in retaining or attracting young people to live in the area. During the last Corporate Plan we made a commitment to develop housing availability, and we want to continue to expand on those successes over the course of this new Corporate Plan.

| Current State   | Future State  |
|---|---|
| <p>1,194 people were on the SARTH list at Q3 2017-18.</p> <p>The Conwy &amp; Denbighshire Wellbeing Assessment highlighted that in the year ending March 2016 only 127 new homes were built Denbighshire, despite Local Development Plans (LDP) predicting a new dwelling requirement of over 400 each year. This suggests a significant under provision of new housing.</p> <p>There is lack of good quality housing that is affordable and fit for purpose.</p> <p>Links between the Council, private owners and housing associations could be improved to provide more housing options across the board.</p> | <p>There will be 1,000 more homes available within Denbighshire, including:</p> <ul style="list-style-type: none"> <li>• 170 additional Council homes;</li> <li>• 260 additional affordable homes provided by private developers and RSLs.</li> </ul> |
| <p>The percentage of the population who cannot live independently (aged 18 or over) is higher than the rest of Wales.</p>   | <p>There will be fewer people in residential care through mechanisms including:</p>   |

|   |   |
|---|---|
| <p>Spend on residential care placements has risen in 2016/17, despite efforts to reduce the extent to which this model of care is used.</p> <p>The average length of time in a residential care home for adults aged 65 and over in Denbighshire is currently above the national average.</p> <p>At present there are three Extra Care Facilities in Denbighshire providing 139 units/homes in total, but this does not equate to sufficient Extra Care Placements available to meet the increasing needs of older people with support needs.</p> | <ul style="list-style-type: none"> <li>Over 90 additional Extra Care Homes will be available for residents across Denbighshire (63 in Denbigh &amp; approximately 30 in Ruthin)</li> </ul>  |
| <p>Community Support Services are encountering clients whose physical and learning disabilities are increasingly complex. There is insufficient supported housing to meet their needs.</p>  | <p>There will be more people living in their own homes for longer (including people with support needs) through mechanisms including:</p> <ul style="list-style-type: none"> <li>An additional eight Supported Housing Units in central Denbighshire to support adults with low level support needs.</li> </ul> |
| <p>There is a lack of affordable housing that retains or attracts young people to live in the area.</p> <p>Links between the Council, private owners and housing associations could be improved to provide more housing options for young people.</p>   | <p>More young people (up to the age of 35) will be able to afford housing through mechanisms including:</p> <ul style="list-style-type: none"> <li>Mortgage deposit loan schemes;</li> <li>Supporting young people into stable tenancies.</li> </ul>  |
| <p>Less than 20% of empty properties were brought back into use in Denbighshire in 2016/17, but Denbighshire has still ranked in the top 4 best performing councils in Wales since 2014.</p>  | <p>500 empty dwellings will have been returned to occupation and used for housing needs in the area.</p>  |

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• People want to see more empty buildings made available for housing where possible.</li></ul> |  |
|--|--|

**Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links**



Denbighshire understands that access to goods and services is key to maintaining people’s independence, however, depending on where you live, this is not always easy. During the course of this new Corporate Plan, Denbighshire will make it a priority to ensure that communities throughout the county are connected and have access to the goods and services they need.

| Current State   | Future State  |
|---|---|
| <p>Many residents have no access problems because they are mobile and work/services/education are accessible to them, i.e. they are generally car owners. There are also many people who are mobile and do not own a car but can still access work/services/education because they can walk or cycle, or live near a frequent bus route. There are others who experience mobility and accessibility issues to an extent that travelling to employment, services or work is very challenging.</p> <p>There are some key bus routes in rural areas but buses cannot meet people’s</p> | <p>Improved travel connectivity across the county.</p> <ul style="list-style-type: none"> <li>• Those with no access problems will consider private travel less and active travel/public transport more;</li> <li>• There is help with mobility issues for those who don’t have or who cannot drive;</li> <li>• A public travel network has been established that is underpinned by active travel;</li> <li>• Improved travel to key areas where transport can support the Growth Bid (Abergele, Prestatyn, St Asaph and Deeside);</li> <li>• Non-emergency patient transport, community car</li> </ul> |

|  |  |
|--|--|
| <p>needs to access work, education or services.</p> <p>Access to employment in Deeside/Wrexham areas is via private car only and there is a need for a more frequent service to St Asaph Business Park, Kimmel Bay and Abergele Hospital.</p> <p>Public transport in the north of the county is self-funding and commercially viable, with a network of robust, frequent and accessible buses. Newer vehicles have a good internal environment, including (in some) USB charging points. People in North Denbighshire can more easily get to work or education, retail and public services than those in the south.</p> <p>The local authority is the main funder for rural bus services. There is some community transport in Denbighshire but the number of volunteer drivers has reduced recently and it is difficult to recruit new volunteers.</p> <p>Some towns have poor traffic flow/pedestrian options and we would like to see more people walking/cycling instead of driving.</p> | <p>schemes, and a third tier model will be more flexible and provide more bespoke solutions;</p> <ul style="list-style-type: none"> <li>• Residents can use smart phones to access responsive and bespoke non-emergency patient transport;</li> <li>• There will be more effective traffic flow, park and pedestrianised areas in town centres to support regeneration.</li> </ul> |
| <p>Although under pressure, our current road and bridge infrastructure is acceptable, but will require significant investment just to maintain this standard.</p>  | <p>Our road and bridge infrastructure continues to be viable because we have continued to invest in it.</p>  |
| <p>We currently have poor or no coverage in terms of superfast broadband and mobile network in some areas of Denbighshire, and the roll out of</p>   | <p>County-wide superfast broadband and mobile networks, including 4G and 5G. Mechanisms include:</p>   |



superfast and availability of 4G and 5G is expected to continue to lag behind that for Wales and the UK. This affects residents' ability to work, learn, conduct business, manage their online accounts and socialise. It also jeopardises our regional and local economic growth vision.

As at January 2018, 90.4% of Denbighshire has superfast coverage (>30 Mbps). In terms of rank, out of all 650 constituencies in the UK, Vale of Clwyd was 351, Clwyd West ranked as 544 and Clwyd South 498 for the percentage of Superfast Broadband coverage (Over 24 Mbps).

The availability of broadband of 10 Mbps or below is a legal right by 2020 according to the Universal Service Obligation agreed by the UK government. Denbighshire performance is far worse than the UK, 10.1% of premises in Denbighshire had 6.3 Mbps or below in Q4 2017-18.

In February 2015, Ofcom varied the licences of the UK's four mobile networks to commit the operators to providing 90% geographic coverage for 2G (voice only) calls by the end of 2017. In December 2016, Denbighshire had 52.71% geographic coverage.

3G is quickly being superseded in terms of acceptability and usefulness by 4G, and in urban/commercial areas of the UK, by 5G.

32.32% of indoor premises in Denbighshire had mobile 4G signal in December 2017, compared to 34% in Wales and 58% across the UK.

- Using public service assets to address gaps in coverage, where possible.

Our ambition is to have, by 2022:

- 100% superfast coverage in Denbighshire (over 30Mbps);
- Zero premises with broadband of 10 Mbps or below;
- 95% 2G geographic (outdoor) signal from all operators from all operators;
- 80% indoor premises with mobile 4G signal;
- 80% mobile 4G road signal;
- We would like to see at least one 5G site in Denbighshire by 2019 (this is ambitious)\*.

\*5G is being trialled now and currently no Universal Service Commitments are in place. The focus of implementation is on areas with significant commercial benefits.

|  |  |
|--|--|
| <p>4G road (A and B roads) signal in Denbighshire is also extremely low: 14.72% mobile 4G road signal in December 2017, compared to 53% in Wales and 68% across the UK.</p>  |  |
| <p>The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels in Denbighshire was 47% in Q3 2017. This is a cheaper way to deliver a service, and is also more convenient for many customers.</p>  | <p>There will be an increasing proportion of information and services with an online option and more Council transactions taking place on line.</p>  |
| <p>More and more organisations are moving to online platforms (some solely online like Universal Credit). However, not all customers are able to access successfully, either due to digital access and/or digital literacy.</p> <p>There is a high likelihood of digital exclusion in Denbighshire either due to digital access (because of our poor broadband and mobile coverage) or digital literacy issues. Literacy issues are particularly prominent among older people, those with a slightly higher proportion of people with disabilities, people on low incomes, and people with lower level education/qualifications.</p> | <p>All residents skilled and confident in accessing goods and services online.</p> <p>Those most likely to be digitally excluded are offered training and support to improve their digital access skills.</p> <p>Digital literacy in financial products and services is a priority area for support.</p> |
| <p>People told us that events are important to them, either as attendees or as organisers.</p> <p>Attending and organising events supports people's well-being and the county's economic prosperity.</p> <p>Many locations where Denbighshire County Council host events require</p>   | <p>An increased number of events will be staged in the county.</p> <p>Improved infrastructure will be in place that will make it cheaper and easier to hold events, such as installing better fixed solutions (pop up power, etc.);</p>  |

better infrastructure. The events arena is an example. Individual event set-up costs are high because the infrastructure to support the event is hired in for each event, e.g. power, venue deposits, weather protection, etc.

It is currently less appealing to run more events in Denbighshire for event promoters and providers due to the set up costs.

Improved Wi-Fi/mobile coverage, charging points or travel connectivity will help communities organise events.

## Resilient Communities: The council works with people and communities to build independence and resilience



In Denbighshire we aim to promote people’s health and well-being and encourage them to remain as independent as possible. In order to do this, we need to work with everyone in the community, to ensure that there are strong support networks in place and ensure people have more involvement in decisions affecting their future well-being. At the same time, we will continue to make sure that people at risk of abuse or exploitation are safeguarded.

| Current State  | Future State  |
|--|---|
| <p>There is much community capacity, valued community assets, and people feel able to make a valuable contribution to their communities when given the tools to do so.</p> | <p>Community groups will be thriving, with practical advice and support available to help them be effective.</p> <p>The Community Planning website will be available to support good practise in terms of planning, engagement, alignment with public sector strategic objectives, etc.</p> |
| <p>People want to easily access information that supports their independence and resilience.</p>   | <p>People will be more resilient and independent because they have access to good information that will help them. Dewis Cymru will be developed to support this aim.</p>   |

|  |  |
|--|--|
|  |  |
| <p>People wish to be more involved in shaping and improving services.</p> <p>Ongoing and meaningful engagement is important but people feel DCC could improve on how it involves, listens to, and works with communities.</p>  | <p>Residents will feel informed and empowered to influence services. In place will be:</p> <ul style="list-style-type: none"> <li>- A citizen’s panel;</li> <li>- An engagement portal to manage new pieces of consultation, make consultation feedback mandatory, and enable residents to express preferences according to consultations they’d be interested in;</li> <li>- An engagement toolkit to support best practise.</li> </ul> |
| <p>For many years it’s been recognised that domestic abuse tends to be under reported. The latest data has shown an increase in the number of incidents reported, and an increase in the number of repeat victims.</p> <p>Domestic abuse is a key community safety concern affecting hundreds of people in the county each year – not just victims but their families too.</p>   | <p>Everyone will feel safer in their communities, particularly those suffering the consequences of domestic abuse.</p>   |
| <p>The numbers of people providing unpaid care is increasing and is expected to continue to do so, and this care is increasingly provided by those over the age of 65.</p> <p>Breakdown of carer support is a key trigger for the person being cared for requiring more formal packages of care, including residential care.</p> <p>Housing that is adaptable can enable people to stay in their own homes for longer.</p> | <p>People will be able to live in their own homes for longer. There will be:</p> <ul style="list-style-type: none"> <li>- Greater support for carers to enable them to sustain their carer roles;</li> <li>- More flexible housing that is able to accommodate to people’s changing needs;</li> <li>- Measures to help prevent loneliness and isolation that can lead to greater care demands.</li> </ul>                                |

|  |   |
|--|---|
| <p>Health and social care services need to be more integrated and include a focus on prevention.</p> <p>There's an appetite to realise the potential of new technology to enable services to be delivered within localities.</p> | <p>Vulnerable people receive more effective support from public sector organisations.</p> |
|--|---|

## Environment: Attractive and protected, supporting well-being and economic prosperity



Denbighshire aims to ensure that the environment is both attractive and protected, but also supports community well-being and economic prosperity. To achieve this we will reduce our carbon impact and increase the use of renewables throughout the county. We also plan to increase the biodiversity value of the county by protecting vulnerable species and habitats for the benefit of both wildlife and people who live and visit Denbighshire. Alongside this, Denbighshire aims to raise the profile of the county as a place to hold outdoor events that capitalise on our unique environment.

| Current State   | Future State   |
|---|--|
| <p>Only 46% of council homes have at least a 'C' energy efficiency rating – the rest have lower energy efficiency ratings. This impacts not just on the environment, but also on household fuel costs.</p>  | <p>All existing and acquired council homes will have at least a 'C' energy efficiency rating.</p>    |
| <p>No new council housing has been built recently, but there is now opportunity to do so and – with it – opportunity to have an ambitious energy specification.</p>   | <p>All our new council housing built will achieve an 'Excellent' energy rating.</p>                  |
| <p>The numbers of black grouse, little terns, adders, sand lizards &amp; bees are considered of particular importance due to a combination of their small or declining populations, limited range, and also because they tend to be indicative of healthy ecosystems.</p> | <p>There will be growing numbers of black grouse, little terns, adders, sand lizards &amp; bees.</p> |

|   |  |
|---|--|
| <p>The tree canopy coverage in Rhyl and Upper Denbigh is among the lowest in Wales.</p>   | <p>There will 18,000 more trees across Rhyl and Denbigh</p>  |
| <p>Over 9,000 properties in Denbighshire are at sufficient risk of flooding that a scheme has been developed to address the risk. All require significant capital investment to deliver (subject to approved funding), but could be match-funded from the Welsh Government (WG).</p> <p>£5 million has been committed to the East Rhyl Flood Defence Scheme, which is already underway and due for completion in July 2020.</p> | <p>500 properties will have benefitted from a reduced risk of flooding through the Rhyl East scheme.</p> <p>Other flood schemes will have been delivered, dependent on resources, but possibly including:</p> <ul style="list-style-type: none"> <li>• Barkby Beach to Point of Ayr Coastal Risk Management Strategy</li> <li>• Rhyl Yacht Club Wall Replacement Scheme</li> <li>• Glascoed Road, St Asaph Flood Risk Management Scheme</li> <li>• Dyserth Flood Risk Management Scheme</li> <li>• Llanbedr DC Flood Risk Management Scheme</li> <li>• Heol Esgob, St Asaph Flood Risk Management Scheme</li> <li>• Ffordd Derwen, Rhyl Drainage Study</li> <li>• Rhyl Central Coastal Defence Improvement Scheme</li> </ul> |
| <p>There's an expectation (especially among young people) that in the future green energy will be the main source of energy due to opportunities afforded by technological advances and the climate impact of fossil fuels.</p>   | <p>Renewable energy provision across the county has increased.</p>   |
| <p>The Climate Change Strategy for Wales sets a 3% target reduction in carbon output each year.</p>   | <p>Carbon emissions from Council assets have reduced by at least 15% by 2022</p>   |
| <p>People feel there is untapped potential to see more tourism/leisure spend in the</p>   | <p>The county has a higher profile as a location to visit, so that we can</p>  |



county, due to its attractive environment, heritage in the area, and the potential to hold more community (and larger scale) events in the county,

capitalise on Denbighshire's economic potential.

Tourism spend in the county has increased.

## Young People: A place where younger people will want to live and work and have the skills to do so



We want Denbighshire to be a place where young people can and want to flourish. To do this there must be excellent education provision working alongside a strong employment offer for all, focusing on skills for work and skills for life. We also know that physical and emotional well-being from an early age is important, preventing problems occurring later in life. We want to make sure that we give young people the best start in life, and will work with our partners, schools and businesses to make this happen.

| Current State   | Future State   |
|---|--|
| <p>Based on attainment in Summer 2017, 89% of pupils achieved the expected standard (Level 4, Key Stage 2) at the end of primary school. 50% achieved 5 GCSEs A*-C (Level 2 Key Stage 4), including English or Welsh (1<sup>st</sup> language) and Maths, at the end of secondary school. A gap of 39%.</p> | <p>All young people are being supported to achieve their potential. We would expect to see a reduction in the number of pupils not achieving the expected standard at the end of secondary where they did achieve the expected standard at the end of primary.</p> |
| <p>22 schools provide education through buildings in condition categories C &amp; D.</p>  | <p>Review education provision in Denbigh, Rhyl and Llangollen under the 21<sup>st</sup> Century Schools programme.</p>   |

|  |   |
|--|---|
| <p>Young people don't feel they are sufficiently aware of some key practical topics, ranging from understanding mortgages, paying taxes, managing household finances, to also understanding how to support their own mental well-being.</p> <p>A great deal of work is being undertaken on the well-being agenda, but it could be better targeted and coordinated.</p> | <p>Young people are resilient and have the right skills to thrive, including practical, financial and emotional skills.</p>   |
| <p>There are a number of programmes available to support parenting in the county, but the council does not have a coordinated approach to these or understand their effectiveness as a whole.</p>  | <p>Parents have access to the right support so that they can give their children the best start in life.</p>  |
| <p>Young People are unsure about the steps that they need to take to follow their career ambitions.</p> <p>Many young people are unsure about what jobs are available, and don't think about it until late in their school life when subject choices have already been committed to.</p>   | <p>Help and advice is available so that young people make the right choices to prepare them for the work that they want to do, and feel confident and well-supported to enter employment.</p> |
| <p>The curriculum offers little opportunities for practical work experience any more.</p> <p>Although there are volunteering opportunities through the Welch Baccalaureate there is no concerted campaign to encourage young people into volunteering.</p>   | <p>Quality mentoring and work opportunities are available to young people to help them develop their skills.</p>  |

|  |  |
|--|--|
| <p>Set within the context of the North Wales Economic Ambition Board's work and the North Wales Growth Deal, the council remains committed to its <a href="#">Economic Ambition Strategy 2013-2023</a>, which seeks to develop sectors that have potential to offer quality, sustainable jobs in Denbighshire.</p> | <p>Young people can find employment that appeals to them and matches their skills.</p> |
|--|--|

Delivery of the Corporate Plan will be via a programme management methodology. Programme management should be used where there is major change that brings complexity and risk, many interdependencies to manage, and conflicting priorities to resolve – all factors that apply to this corporate plan.

The Programme Board will work with County Council services, programmes and projects which contribute to the overall ambition of the Corporate Plan priorities, and principles of equality & diversity and support for the Welsh language will underpin the work of this Programme Board.

Projects within the scope of the Programme Board will be developed, managed and implemented by nominated project managers with support from the Programme Board.

The Programme Board will have synergy with other forums, for example the Conwy and Denbighshire Public Service Board (PSB), and it will align with key strategies such as the Carers' Strategy, the Homelessness Strategy, Digital Futures Programme and so forth.

### **Relationship with Corporate Executive Team**

The Programme Board will have programme level authority to implement the priorities for the Corporate Plan, and to take decisions derived from CET, handed down by Cabinet. The Programme Board Chair Person (Corporate Director) is empowered to make judgements as to which decisions can be made at the Programme Board and relayed directly to relevant Service Areas and/or public sector partners, and which decisions need to be referred back to CET and/or Cabinet. The latter are most likely to be decisions that will impact upon the wider organisation, those which may attract significant negative publicity or where the Programme Board view differs significantly from that of a Service Area and/or public sector partner.

### **Relationship with Council, Cabinet and Strategic Investment Group**

There will be clear and identified routes in relationship to working with the Council, Cabinet and Strategic Investment Group where resources are required, and political agreement is required for Programme Board activities. Cover reports for project briefs, business cases and highlight reports will outline key recommendations and the power to make a decision.

### **Relationship with Scrutiny Committees**

The Programme Board's work will be reported to Performance Scrutiny at quarterly intervals as part of current performance management arrangements. At any other time the Programme Board may be asked to present its programme to Scrutiny Committees, which will play a key role in providing assurance to the Council that the Programme and its Board are delivering in line with the Corporate Plan.

Reports on Programme Board activities may be requested by Scrutiny at any time. The Programme Board Chair Person (Corporate Director) will provide these reports.

# Working together for the future of Denbighshire

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Corporate Plan  
2017-2022

## Appendix 2 – Corporate Performance Report

**QUARTER 3, 2017-18**

This document provides an update on performance against the council's corporate priorities at the end of quarter 3, 2017-18

# Corporate Plan 2017-2022

## General Information

|                              |   |
|------------------------------|---|
| <b>Contributing Services</b> | Business Improvement & Modernisation, Community Support Services, Customers, Communications and Marketing, Education & Children's Services, Facilities, Assets & Housing, Finance, Highways & Environmental Services, Legal, HR & Democratic Services, Planning & Public Protection |
|------------------------------|---|

## Housing: Everyone is supported to live in homes that meet their needs

### Indicators

|          |   |
|----------|---|
| PPPAH001 | The additional supply of affordable housing, including social housing, provided during the year |
|----------|---|

### Latest Data Comment

|           |  |
|-----------|--|
| Quarter 3 | Thresholds are to be amended to reflect the 260 additional affordable homes. This will be available in Q4. |
|-----------|--|

|           |  |
|-----------|--|
| CPBIM101i | % of residents reporting they felt satisfied with the availability of housing in their area (Residents Survey) |
|-----------|--|

|           |   |
|-----------|---|
| CPBIM102i | % of residents reporting they are satisfied with the standard of housing in their area (Residents Survey) |
|-----------|---|

|           |   |
|-----------|---|
| CPPPP103i | Number of additional homes provided in Denbighshire |
|-----------|---|

### Latest Data Comment

|           |   |
|-----------|---|
| Quarter 3 | Data taken from Land Availability Study Annually – available approx. May time each year |
|-----------|---|

|           |  |
|-----------|--|
| CPFAH104i | The additional supply of Council Houses provided |
|-----------|--|

### Latest Data Comment

|           |  |
|-----------|--|
| Quarter 3 | October 2017 Baseline - no additional council homes provided as at the end of Q3. Project currently in development |
|-----------|--|

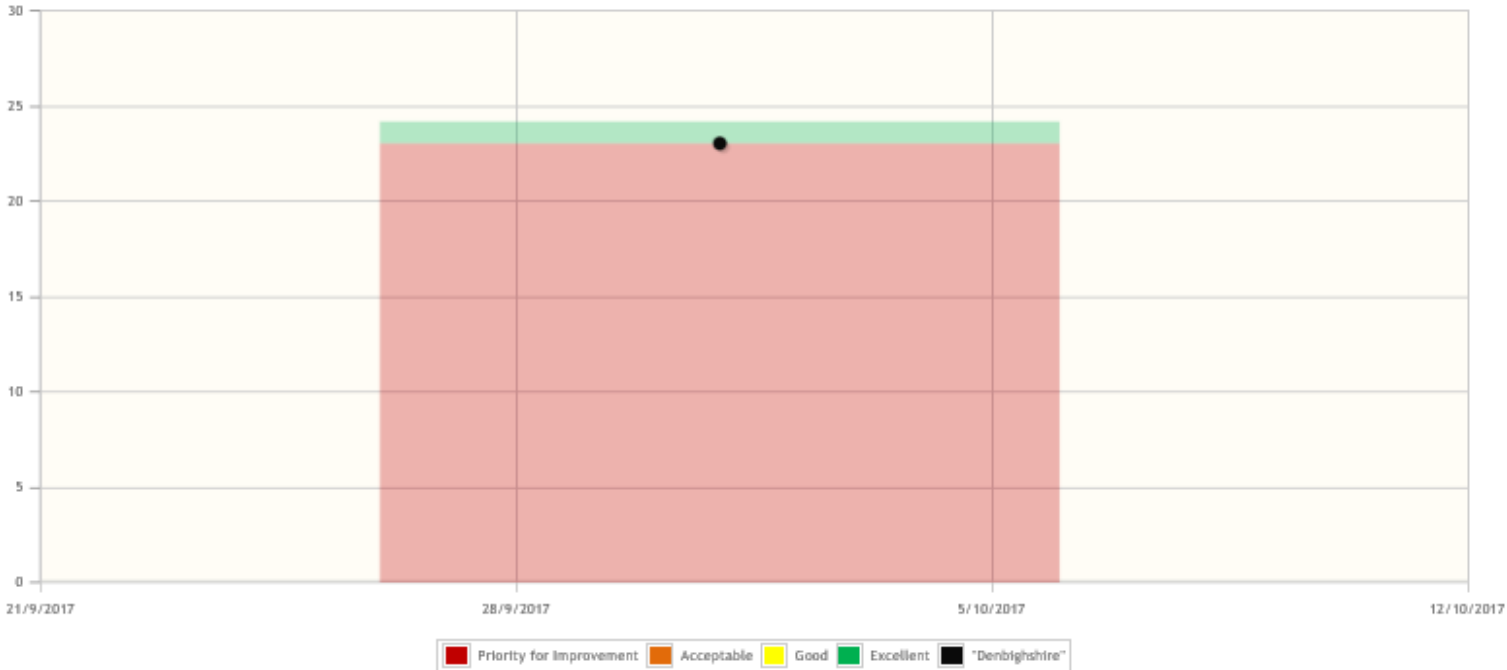
|           |  |
|-----------|--|
| CPCSS105i | Number of additional Extra Care Homes supported by DCC |
|-----------|--|

### Latest Data Comment

|           |  |
|-----------|--|
| Quarter 3 | October 2017 Baseline - no addition ECH provided as at the end of Q3. Project currently in development |
|-----------|--|



|           |   |
|-----------|---|
| CPCSS106i | Number of additional specialist homes supported by DCC (including DFGs and Major Adaptations) |
|-----------|---|



**Latest Data Comment**

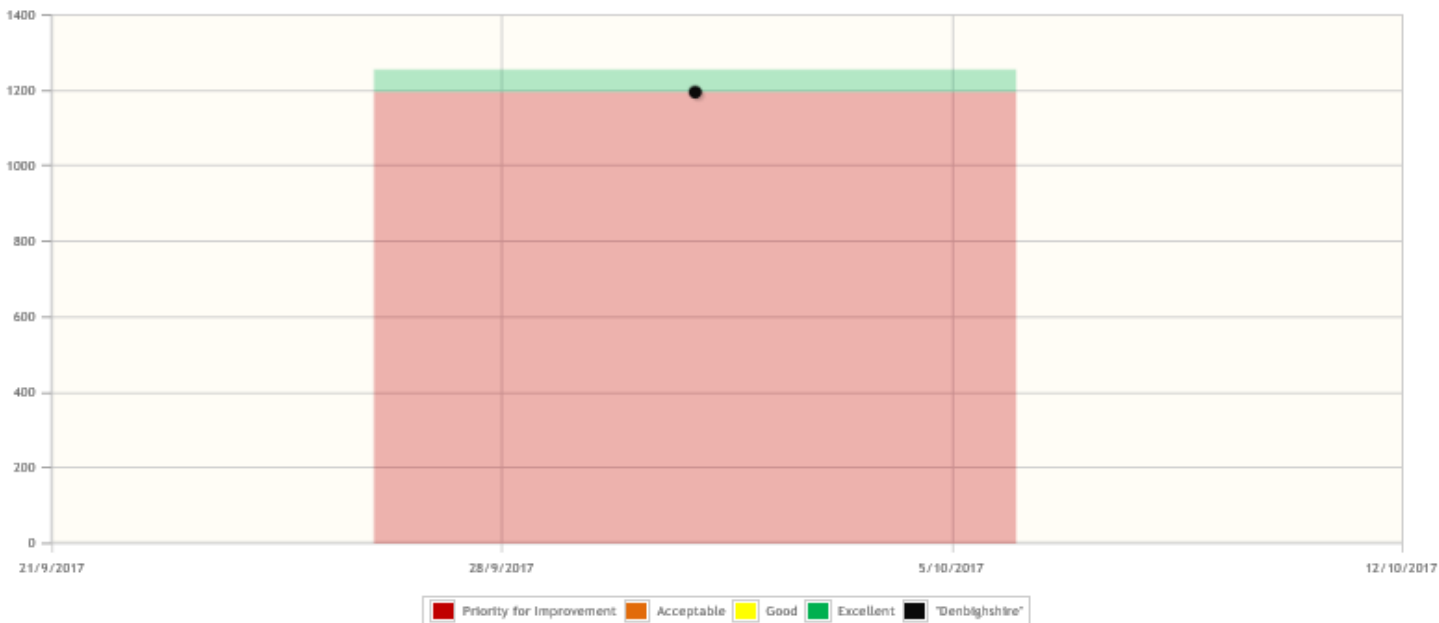
Quarter 3    Apr - Dec 17 - 23 DFGs completed. Additional data re other Major Adaptations unavailable until Q4.

|           |  |
|-----------|--|
| CPPPP107i | Number of empty properties brought back into use |
|-----------|--|

**Latest Data Comment**

Quarter 3    Thresholds have been agreed and will be reported on an annual basis. 2017/18 data due in Q4.

|            |  |
|------------|--|
| CPCFAH108i | Number of people on SARTH waiting list |
|------------|--|

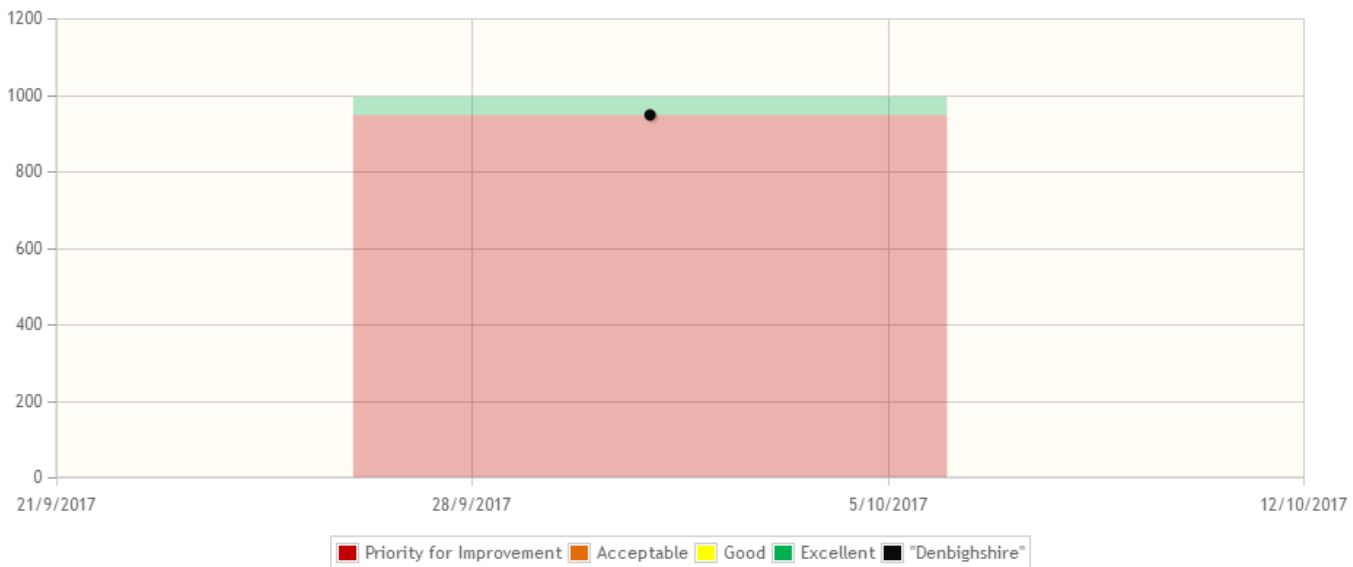


### Latest Data Comment

Quarter 3 The SARTH waiting list changes on a daily basis so this figure is as at Q3 2017-18: 1,194

CPBIM103i

Number of people supported into homes that meet their needs (Community Support Services Provision)



### Latest Data Comment

Quarter 3 As at end of Apr - Dec 2017 924 in total (see breakdown in comments):

- Supporting People/Young Peoples PP – 888 successfully supported out of 1105 referrals
- Community Living (internal & external) – 15
- Adult Placements – 5
- ECH Placements - 16

NEW SUGGESTED

The number of private sector homes improved in standard and quality due to intervention from the Council

### Latest Data Comment

Quarter 3 (Agree contributing stats e.g. Private sector dwellings returned to acceptable level, grants, energy efficiencies etc.?)

### Activities

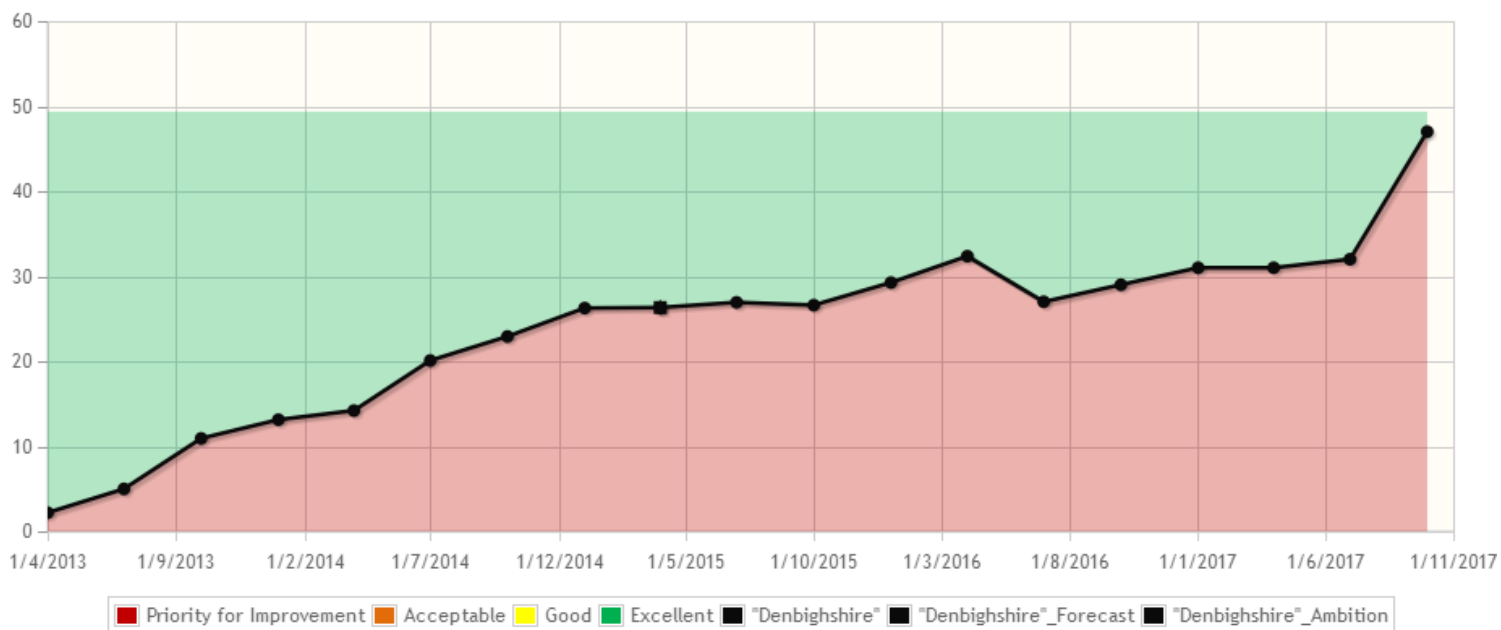
|          |   |          |          |
|----------|---|----------|----------|
| PR003628 | Denbigh Extra Care Housing  | 14/03/16 | 31/10/18 |
| PR004023 | Ruthin Extra Care Housing (Phase 2)   | 14/02/17 | 14/02/22 |
| PR004433 | Additional Council Housing Developments   |          |          |
| NEW      | Additional Affordable Homes   |          |          |
| NEW      | Additional specialist housing to support people with disabilities and low level support needs |          |          |
| NEW      | Help young people access suitable homes they can afford                                       |          |          |
| NEW      | Bring 500 empty properties back into use  |          |          |

# Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links

## Indicators

CES301

The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels



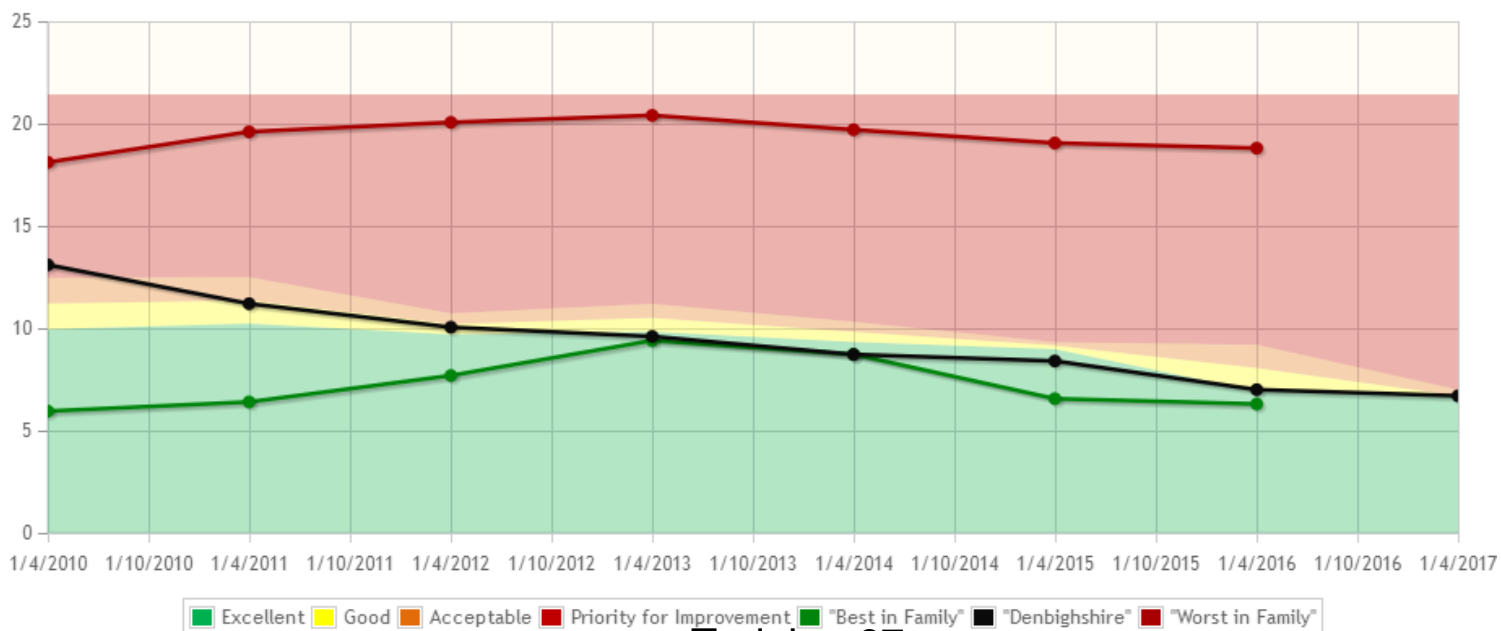
## Latest Data Comment

Quarter 3

From a total of 2888 transactions undertaken (using only 9 identified common transactions that are available) 1370 of these were undertaken via the website. There was an increase in the number of reports concerning missed bins and damage to pavement & potholes during December 2017. This was as a result of adverse weather conditions that effected services during this month. This resulted in causing additional unforeseen damage to roads and pavements for which reports were submitted.

THS012

The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition

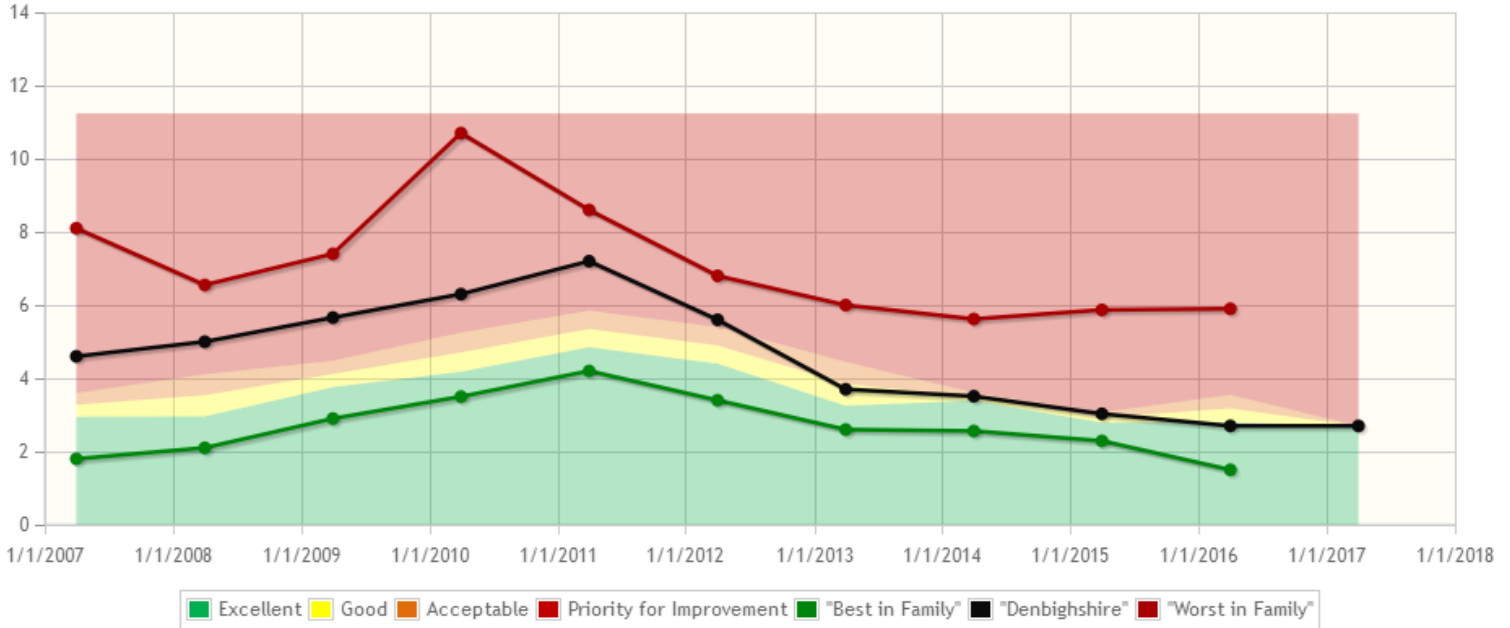


### Latest Data Comment

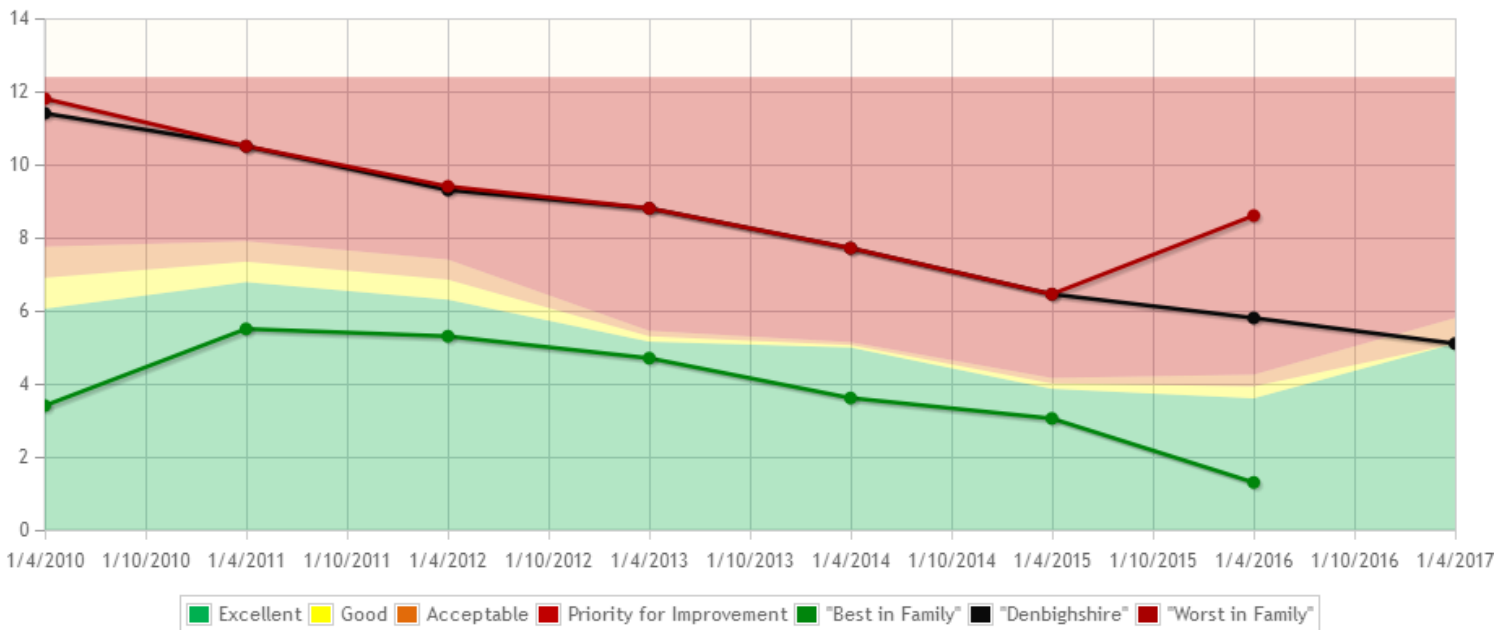
Annual 2017/18 = 6.7%. Performance to be 'good' against thresholds based on the 'family group'.

THS012a, THS012b and THS012c all at an 'acceptable' level.

**THS012a** The percentage of principle A roads that are in overall poor condition

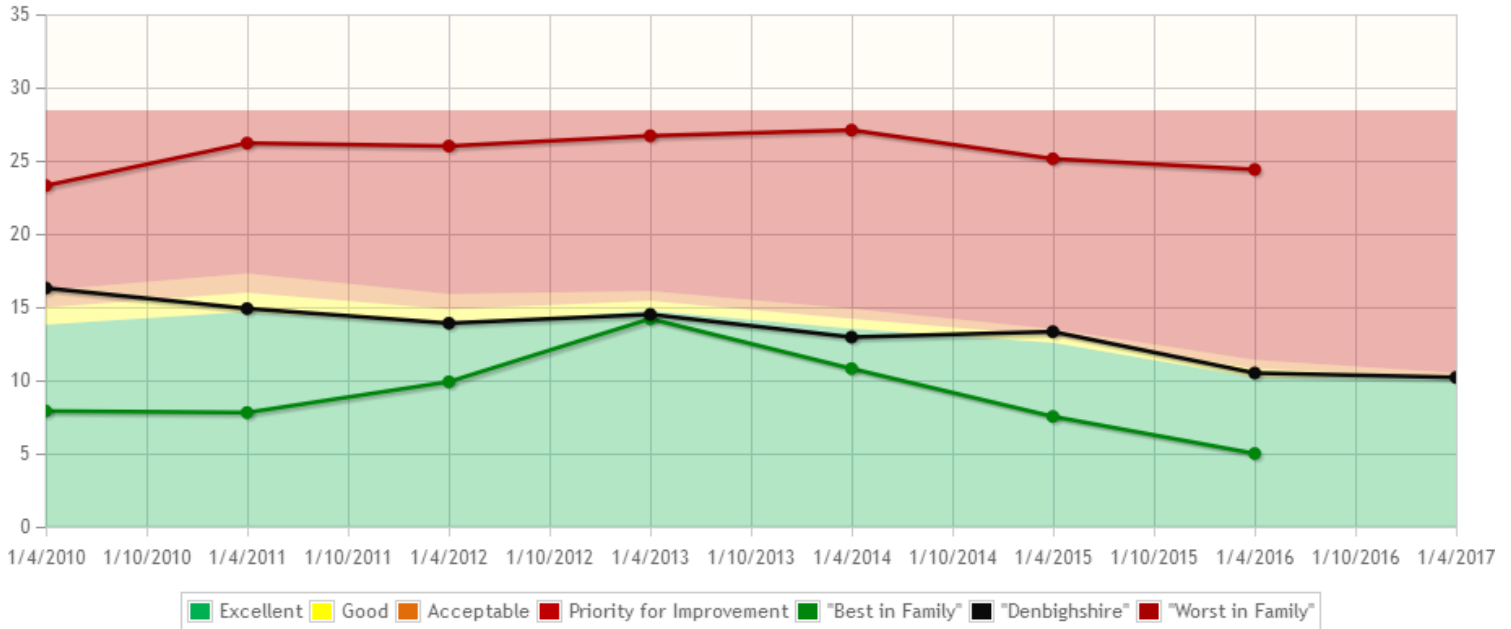


**THS012b** The percentage of non-principal/classified B roads that are in overall poor condition



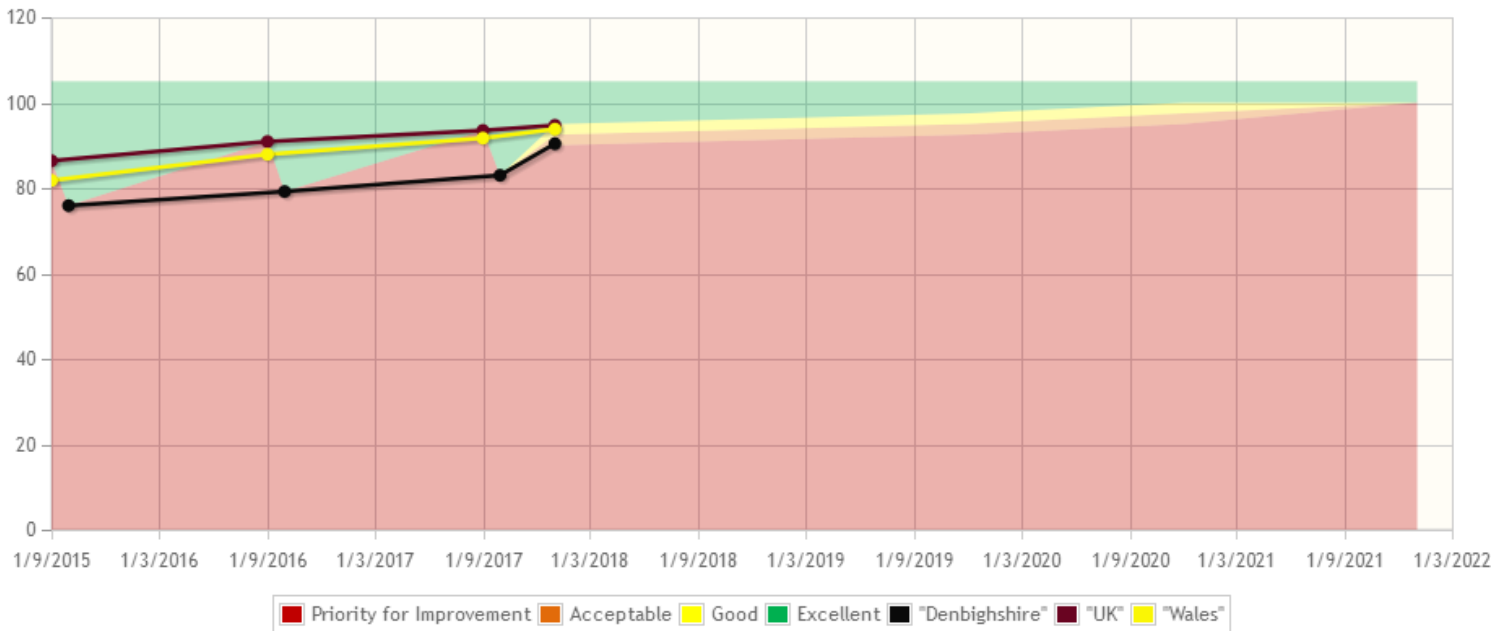
THS012c

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



CPBIM201i

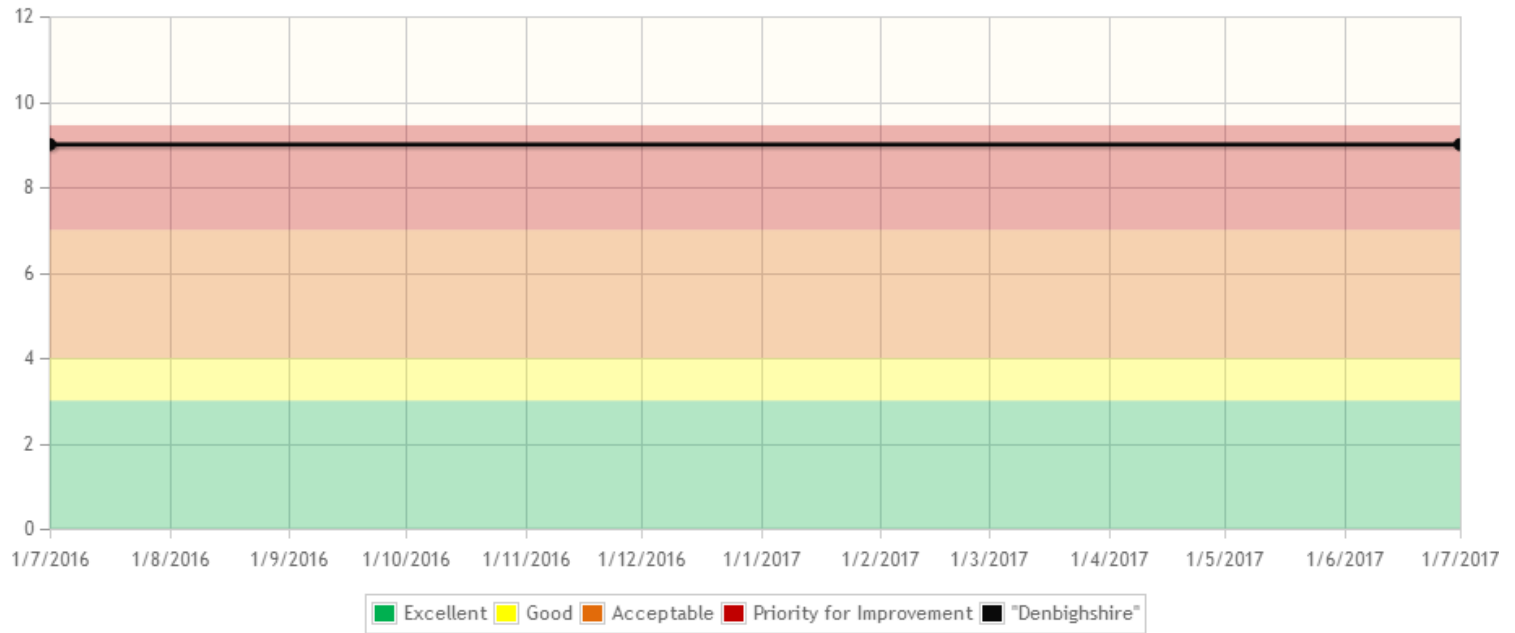
% Superfast Coverage in Denbighshire (>30 Mbps)



**Latest Data Comment**

Quarter 3 90.4% superfast coverage in Denbighshire as at January 2018. Our ambition is to have, by 2022, 100% coverage. In terms of rank, out of all 650 constituencies in the UK, Vale of Clwyd was 351, Clwyd West ranked as 544 and Clwyd South 498 for the percentage of Superfast Broadband coverage (Over 24 Mbps).

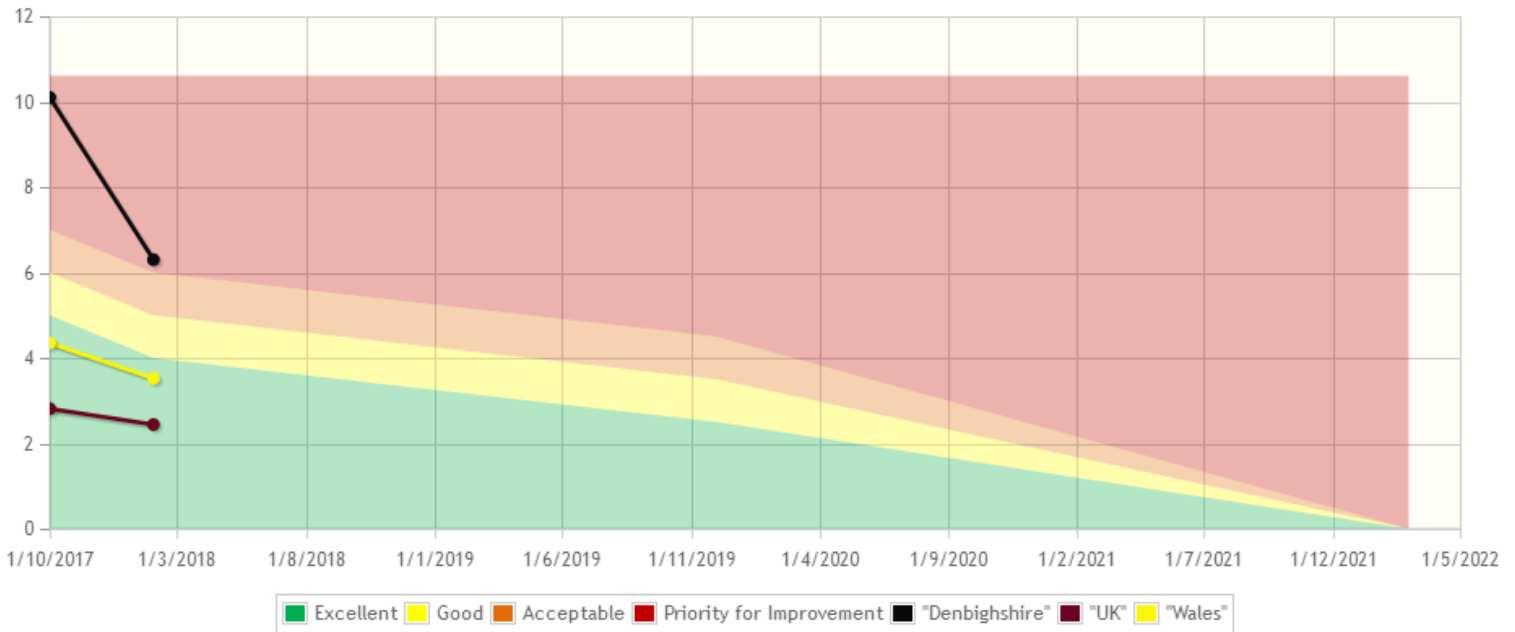
**CPBIM207i** The overall likelihood of digital exclusion in Denbighshire



**Latest Data Comment**

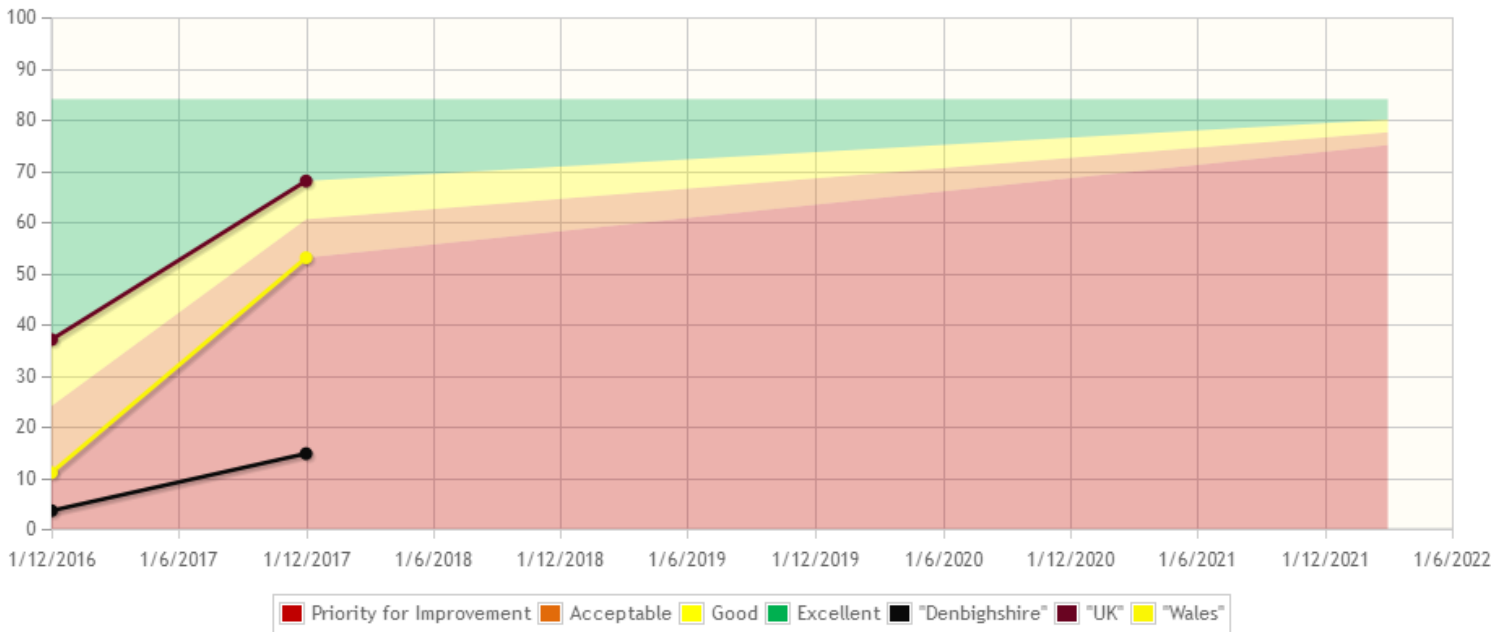
**Quarter 3** The likelihood of exclusion is ranked on a 9-point scale, with 9 indicating the highest likelihood. The score is based on a combination of digital indicators and social indicators.

**CPBIM202i** % of premises with Broadband of 10 Mbps or below (USO)



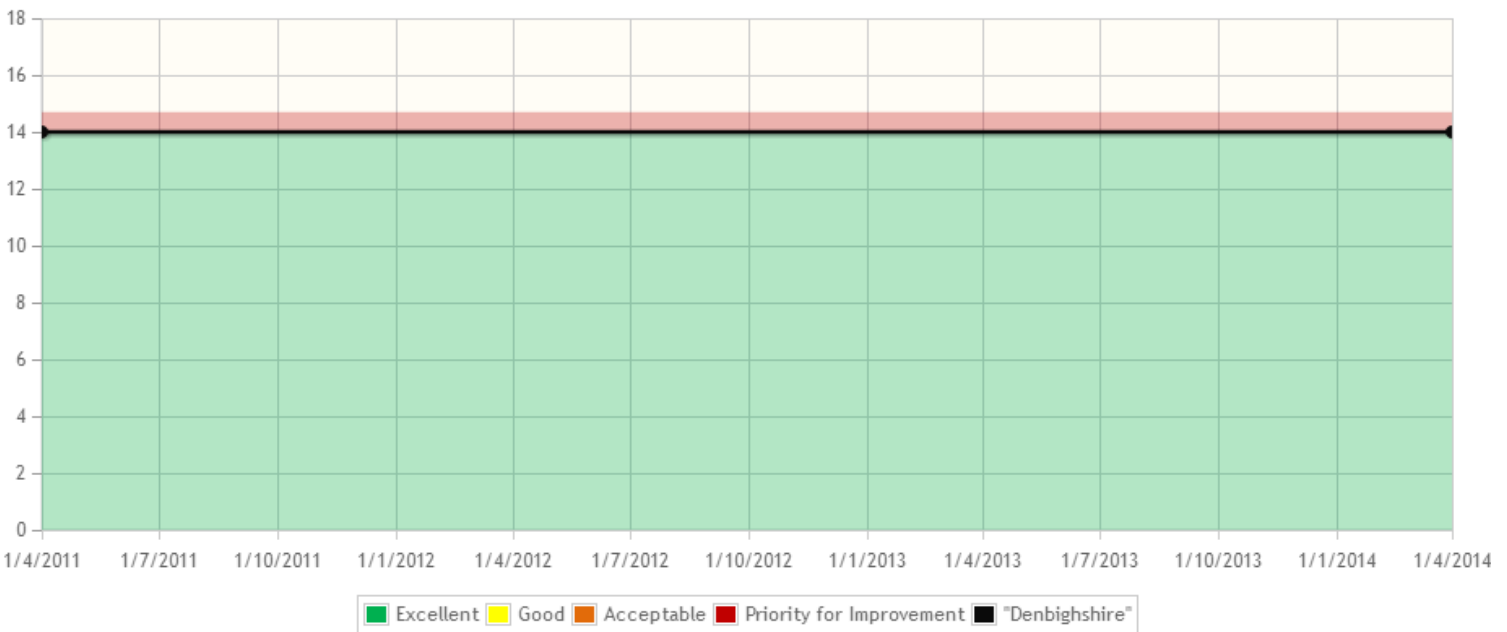
**Latest Data Comment**

**Quarter 4** 6.3% of premises in Denbighshire have Broadband of 10 Mbps or below. Our ambition is to have, by 2022 zero premises with broadband of 10 Mbps or below.



**Latest Data Comment**

2017 As at December 2017, 14.72% of A and B roads in Denbighshire had mobile 4G signal. Our ambition is to have 80% coverage by 2022 but the thresholds will need to be kept under review should the pace of change quicken.



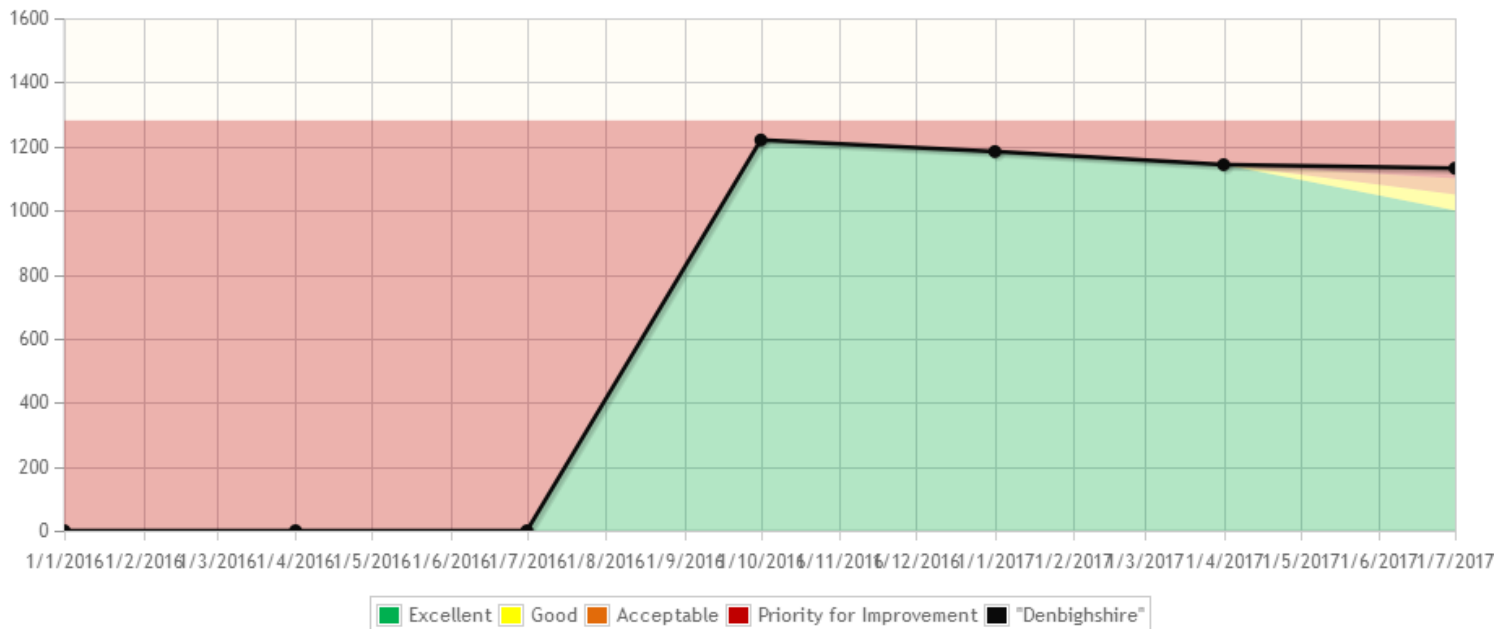
**Latest Data Comment**

2014 8 of 58 of LSOAs in Denbighshire are among the 10% most deprived in Wales (2014). Llandrillo is the 7th most deprived in Wales

| Activities               |  |  |          |          |
|--------------------------|--|--|----------|----------|
| PR004434                 | Digital Access Points  |  | 14/09/17 | 31/03/22 |
| Projects to be developed |  |  |          |          |
| CPHES201a                | Invest in roads and bridges  |  | 01/04/18 | 31/03/19 |
| CPHES202a                | Improve infrastructure for events                                  |  | 01/04/18 | 31/03/19 |
| CPHES203a                | Better enable people to travel to work, education and services     |  | 01/04/18 | 31/03/19 |
| CPHES204a                | Target those most likely to be digitally excluded                  |  | 01/04/18 | 31/03/19 |
| CPHES205a                | Ensure council information and services are accessible online      |  | 01/04/18 | 31/03/19 |
| CPHES206a                | Make superfast broadband and mobile networks available to everyone |  | 01/04/18 | 31/03/19 |

## Resilient Communities: The council works with people and communities to build independence and resilience

| Indicators |   |
|------------|---|
| QCSS005m   | The average length of time adults (aged 65 or over) are supported in residential care homes |



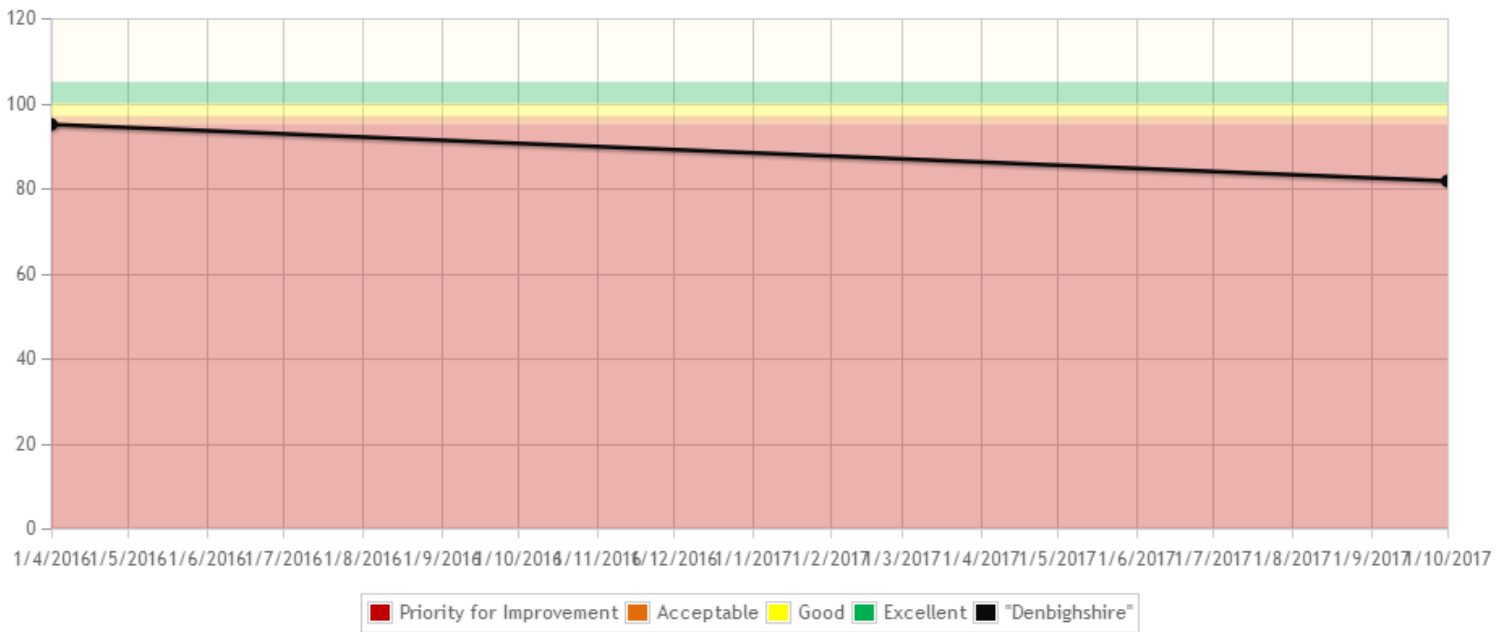
### Latest Data Comment

Denbighshire's current figure as at Q3 is 1187 days which is over the acceptable threshold the acceptable threshold of 1100 days (inverted indicator). These thresholds were set by CSSLT last November in readiness for their service challenge and they were of the view these figures should hopefully see a decline over the next 3 years and would like to get under the 1000 days over the next few years. Wales's average is 800 days currently.



AnnualCSS002m

The percentage of people reporting they have received the right information or advice when they needed it

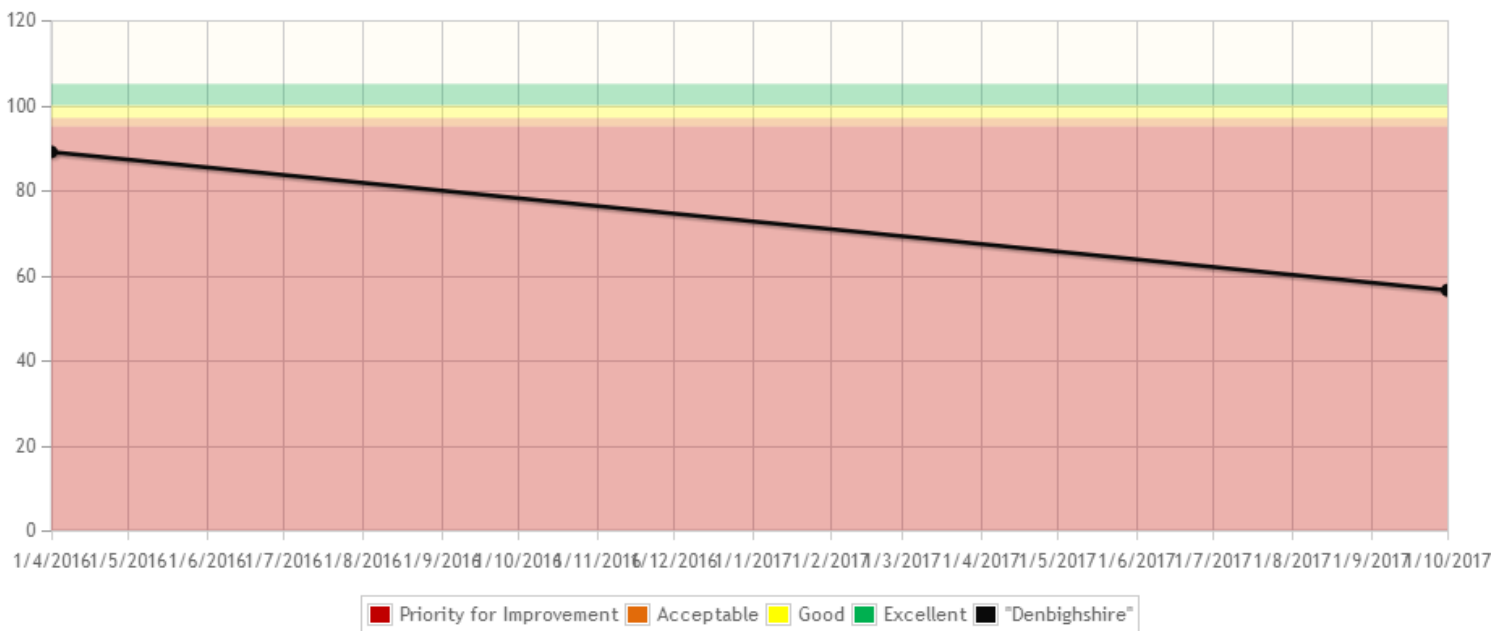


**Latest Data Comment**

Q3 In Q3 81.7% people (236 from a total of 289 reported that they received the right information or advice when they needed it.

AnnualCSS004m

The percentage of carers reporting they feel supported to continue in their caring role

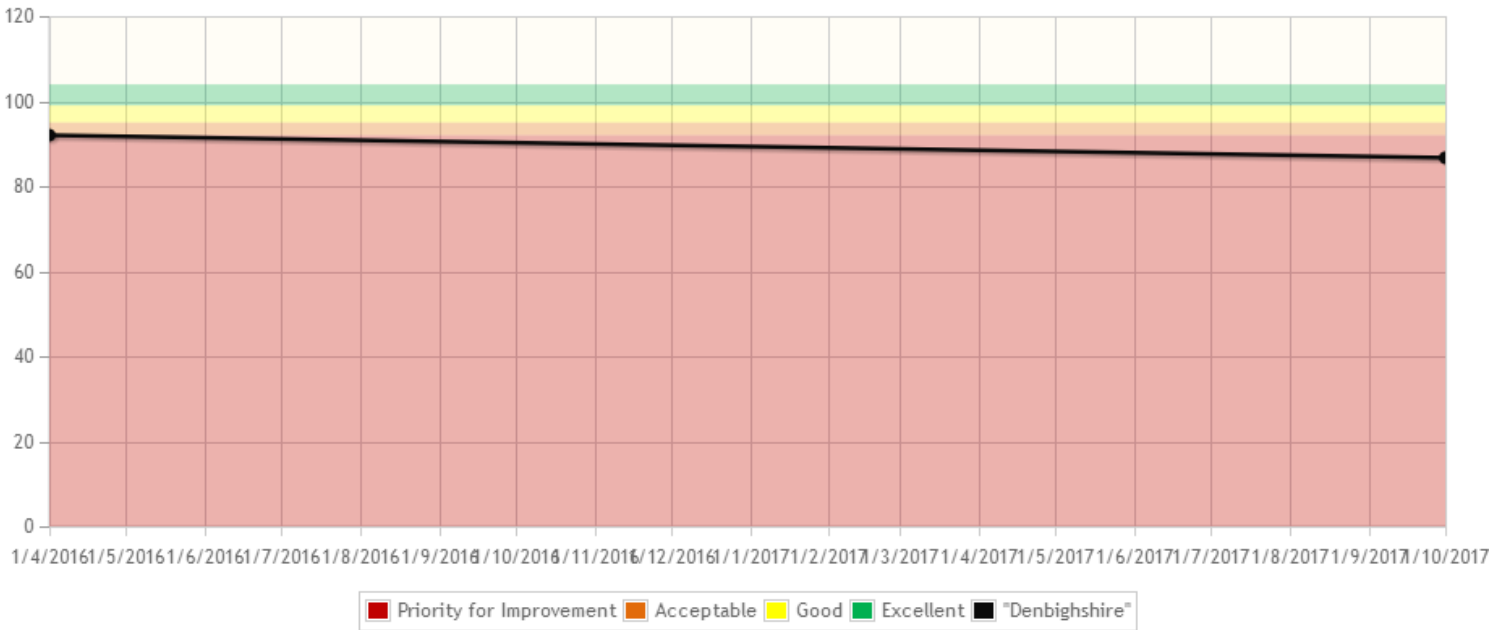


**Latest Data Comment**

Q3 Only 65 people out of a total of 115 people confirmed that they felt supported to continue in their caring role.

AnnualCSS014m

The percentage of people reporting that they know who to contact about their care and support

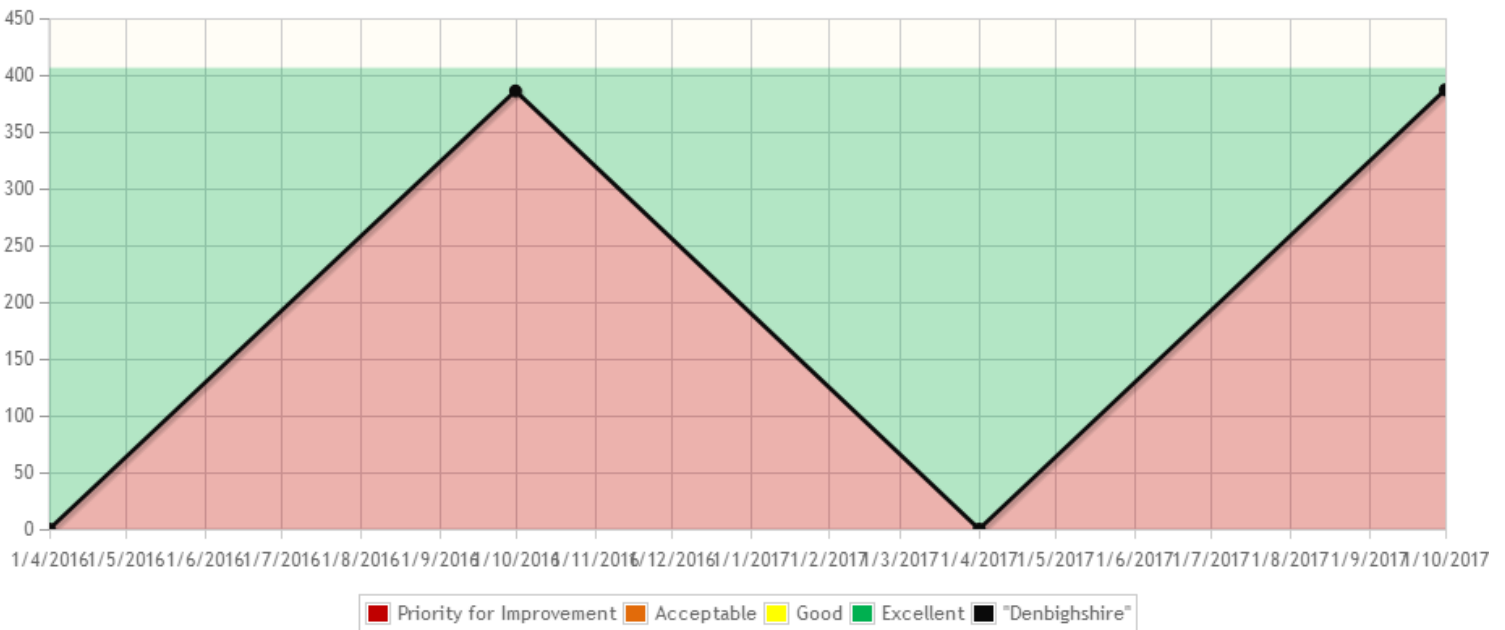


**Latest Data Comment**

Q3 From a total of 278 people, 241 confirmed they knew who to contact about their care and support.

CSSAGGR03

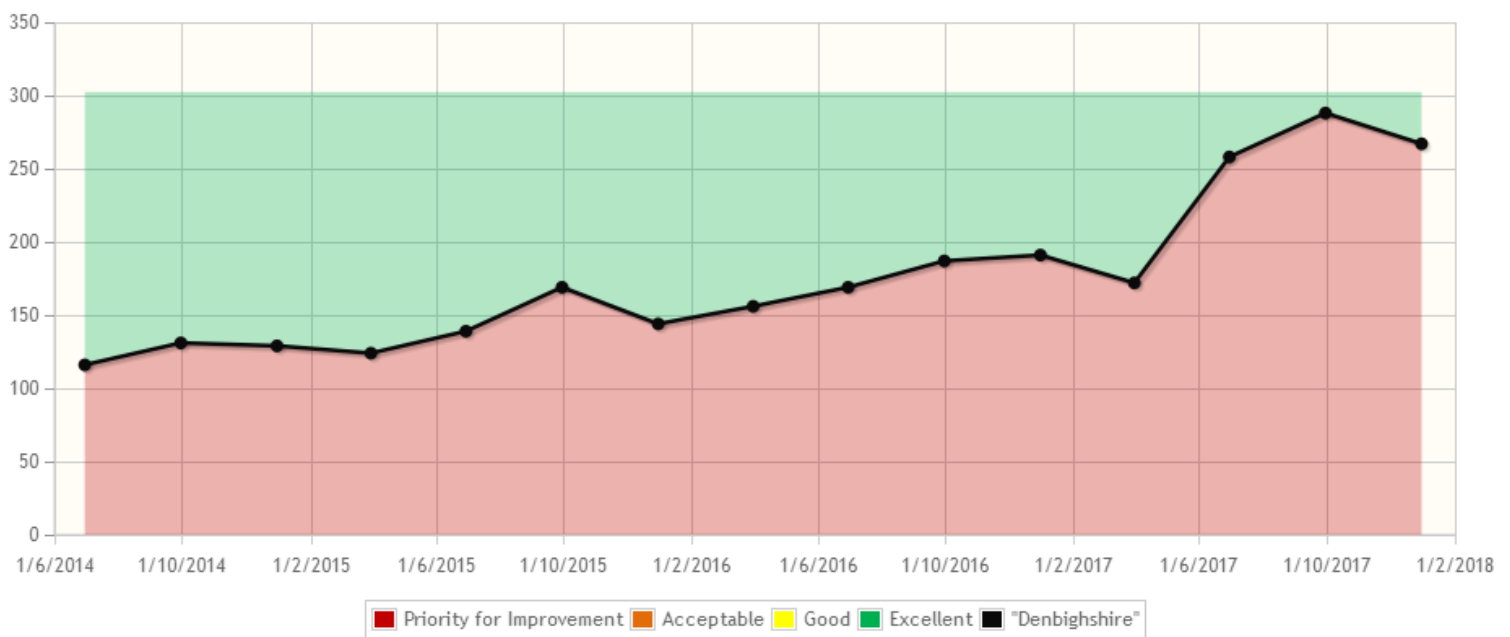
Number of assessments of need for support for carers undertaken during the year



**Latest Data Comment**

Q3 387 assessments of need for support for carers were undertaken for the year. We reported the number of these that led to a support plan for the carer was 106.

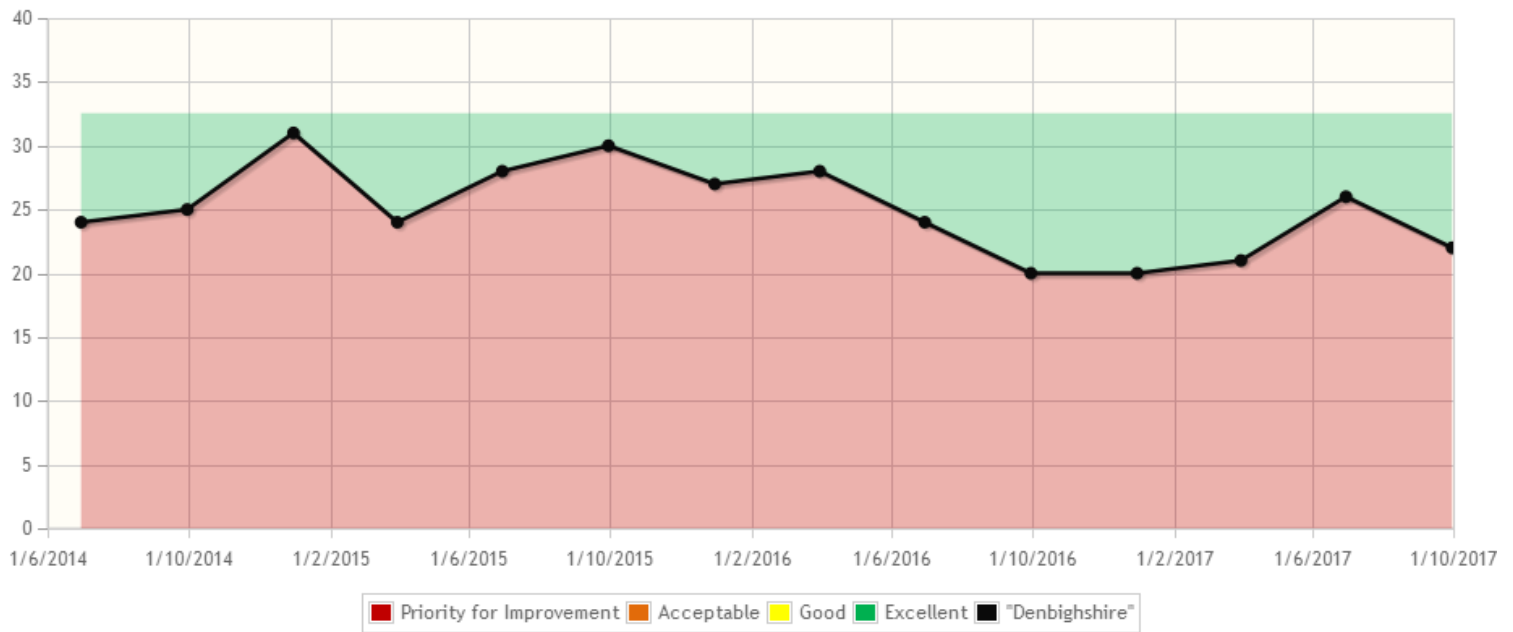
|           |   |
|-----------|---|
| CPBIM301i | The percentage of people who agree "my local area is a place where people will pull together to improve the local area".            |
| CPCCM302i | The number of hits on the Dewis Cymru Platform  |
| CPBIM303i | The percentage of people who feel able to influence decisions affecting their local area.   |
| CPBIM304i | The percentage of projects which have considered the 10 National Principles of engagement within their Wellbeing Impact Assessments |
| CPBIM305i | The number of recorded incidents of domestic abuse.   |



### Latest Data Comment

31/12/17 Figures are much increased since last year in terms of being reported. Her Majesty's Inspectorate visited all Police forces in England and Wales in 2016 and found that crime reporting could be improved. We are seeing the results of the new capturing crimes reporting methods on the police system which highlights an increase in all crimes this year and the end of last year.

|           |   |
|-----------|---|
| CPBIM306i | The number of repeat offenders of domestic abuse. |
|-----------|---|



### Activities

|          |   |          |          |
|----------|---|----------|----------|
| PR004413 | Community Planning and Development Resource | 16/11/17 | 31/03/18 |
| NEW      | Citizen's Panel to be set up                |          |          |

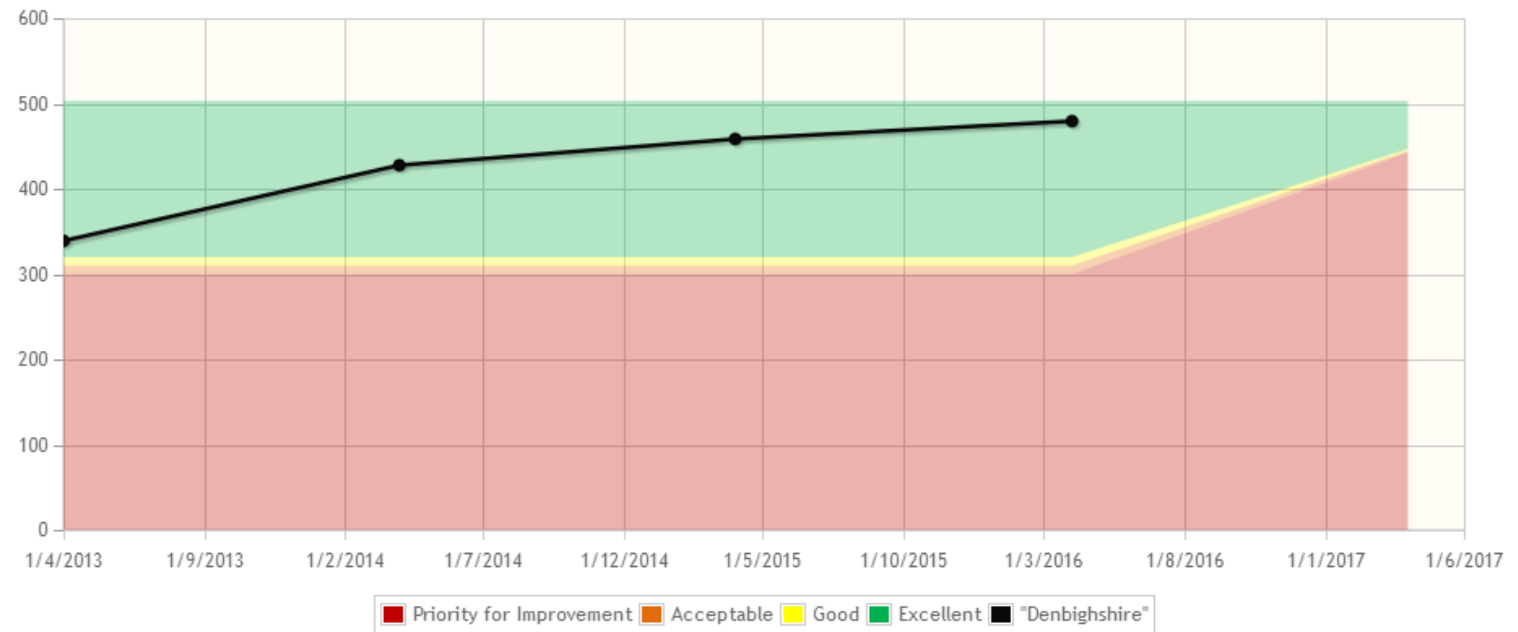
### Projects to be developed

|                                  |  |          |          |
|----------------------------------|--|----------|----------|
| Currently Project Brief stage    | People are involved in shaping and improving services.         | 01/04/18 | 31/03/18 |
| Currently at Project Brief stage | Accessible information supporting independence and resilience. | 01/04/18 | 31/03/18 |
| Currently at Business Case stage | Carers in Denbighshire are well supported.                     | 01/04/18 | 31/03/18 |
| Currently at Project Brief stage | Act to reduce domestic abuse.                                  | 01/04/18 | 31/03/18 |
| Project Brief to be created      | Seamless Health & Social Care Services.                        | 01/04/18 | 31/03/18 |

# Environment: Attractive and protected, supporting well-being and economic prosperity

## Indicators

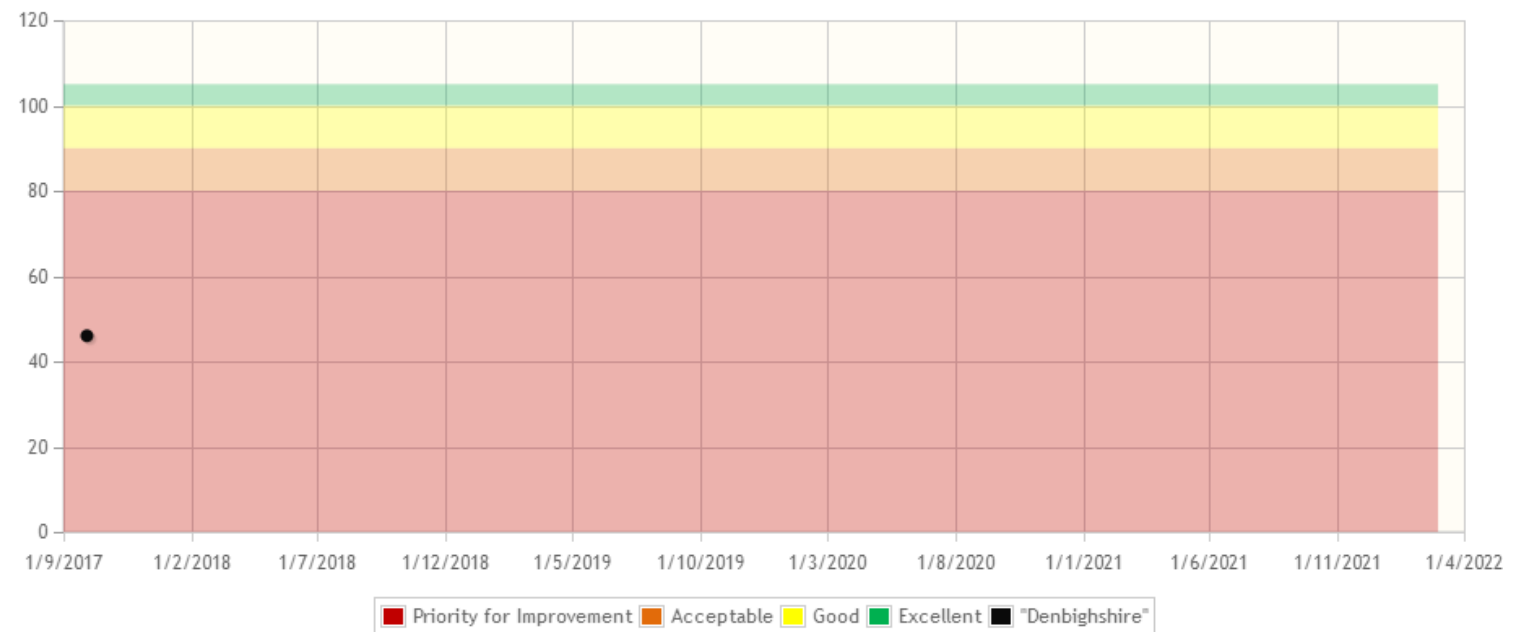
|        |  |
|--------|--|
| CMLi10 | STEAM - Total Economic Impact of Tourism (£ million) |
|--------|--|



### Latest Data Comment

Annual The economic impact of tourism has increased 3.2% on the 2015 figure (£millions)

|           |   |
|-----------|---|
| CPFAH401i | % of existing and acquired Council housing stock (1st April 2017 baseline) achieving an EPC (Energy) rating of C or above |
|-----------|---|



### Latest Data Comment

Quarter 3 46% of current existing stock (1,570 properties) as at the end Q2 are reported to have achieved an energy rating of C or above. However, it is noted that not all stock condition surveys have been completed at this time and this figure is subject to change.

CPFAH402i % of all new build council housing achieving an EPC (Energy) rating of A

**Latest Data Comment**

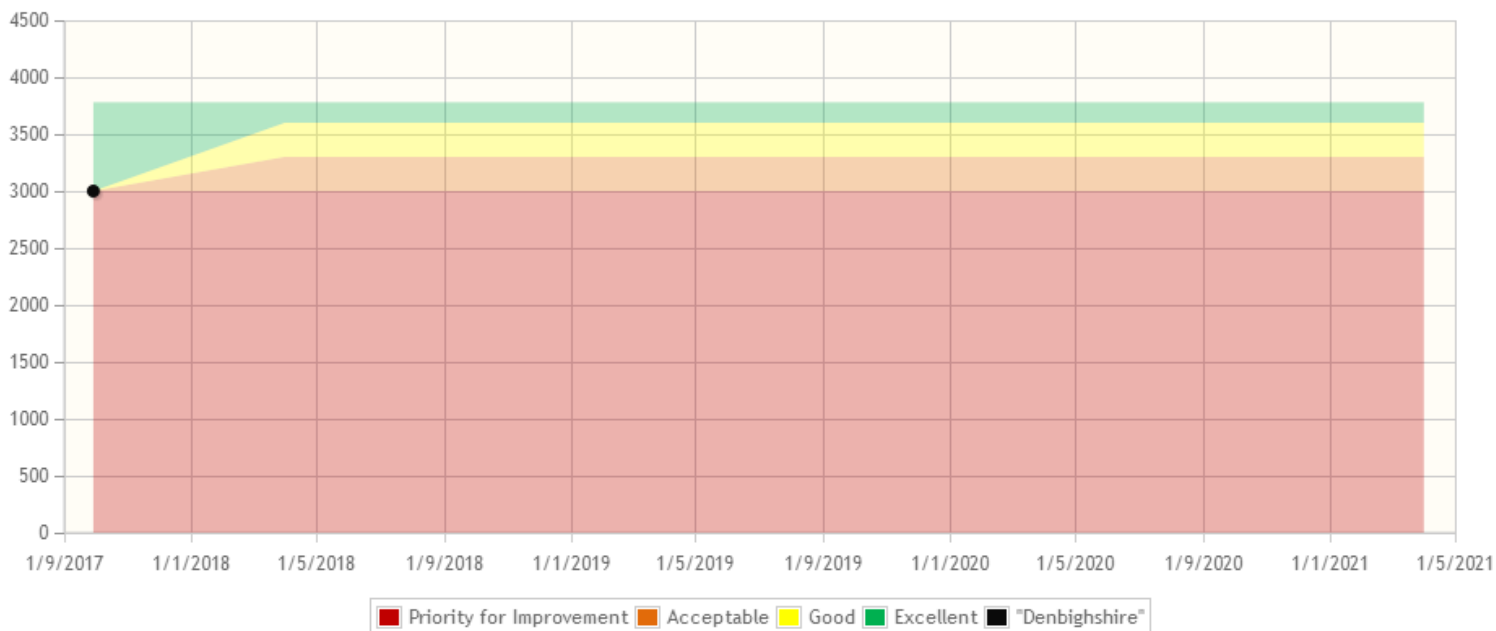
Quarter 3 At present we haven't built any new council housing to achieve an EPC (Energy) rating of A.

CPBIM403i Percentage reduction - from a 31/03/17 baseline – in carbon emissions (tonnes) from Council assets

**Latest Data Comment**

Quarter 3 The current baseline for Council buildings is 10,907 (tonnes) with a target to reduce this to 9,271 (tonnes) by 2022. Current baseline data for fleet carbon emissions is awaited.

CPHES404i No. of trees planted to increase canopy cover in Rhyl and Denbigh



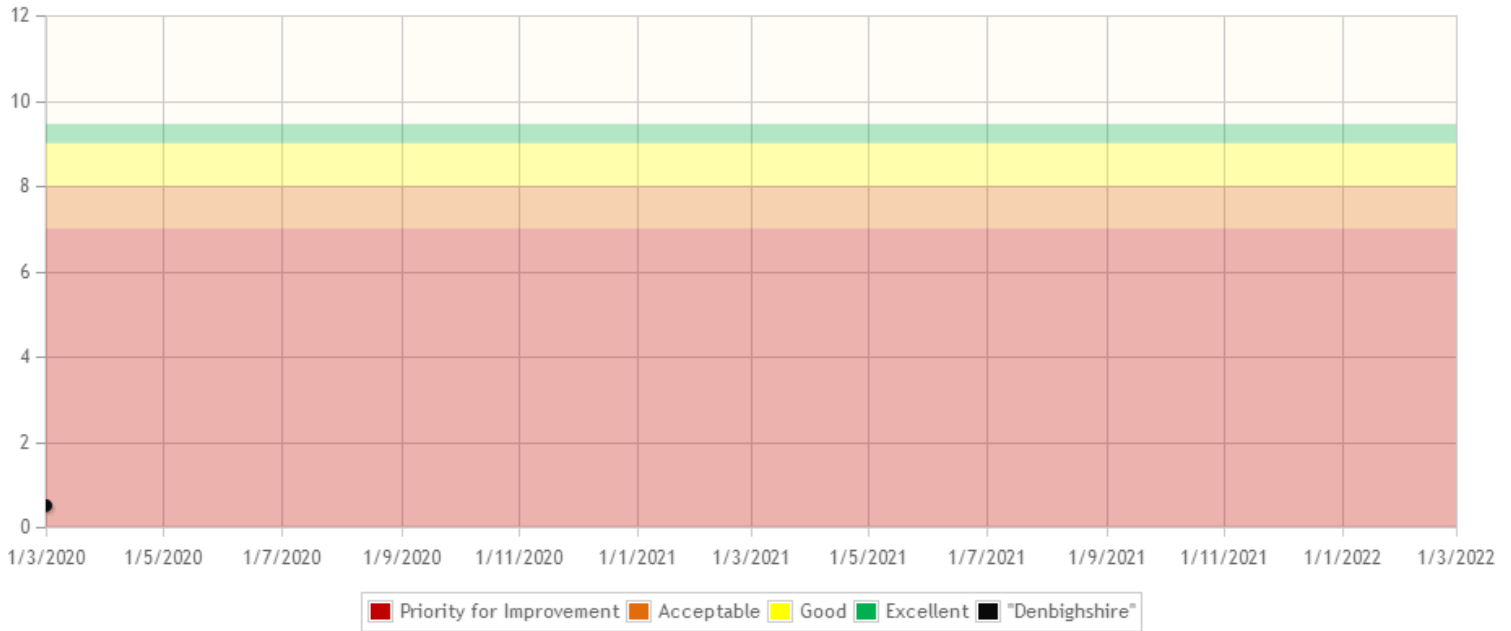
**Latest Data Comment**

Quarter 3 We will have planted 3,000 in Rhyl by end of 2017/18.

CPHES405i Growing numbers of black grouse, little terns, adders, sand lizards & bees

**Latest Data Comment**

Quarter 3 The numbers of black grouse, little terns, adders, sand lizards & bees is currently at an 'acceptable' level within the county. These species and groups of species are considered to be of particular importance due to a combination of their small or declining populations, limited range, and also because they tend to be indicative of healthy ecosystems.

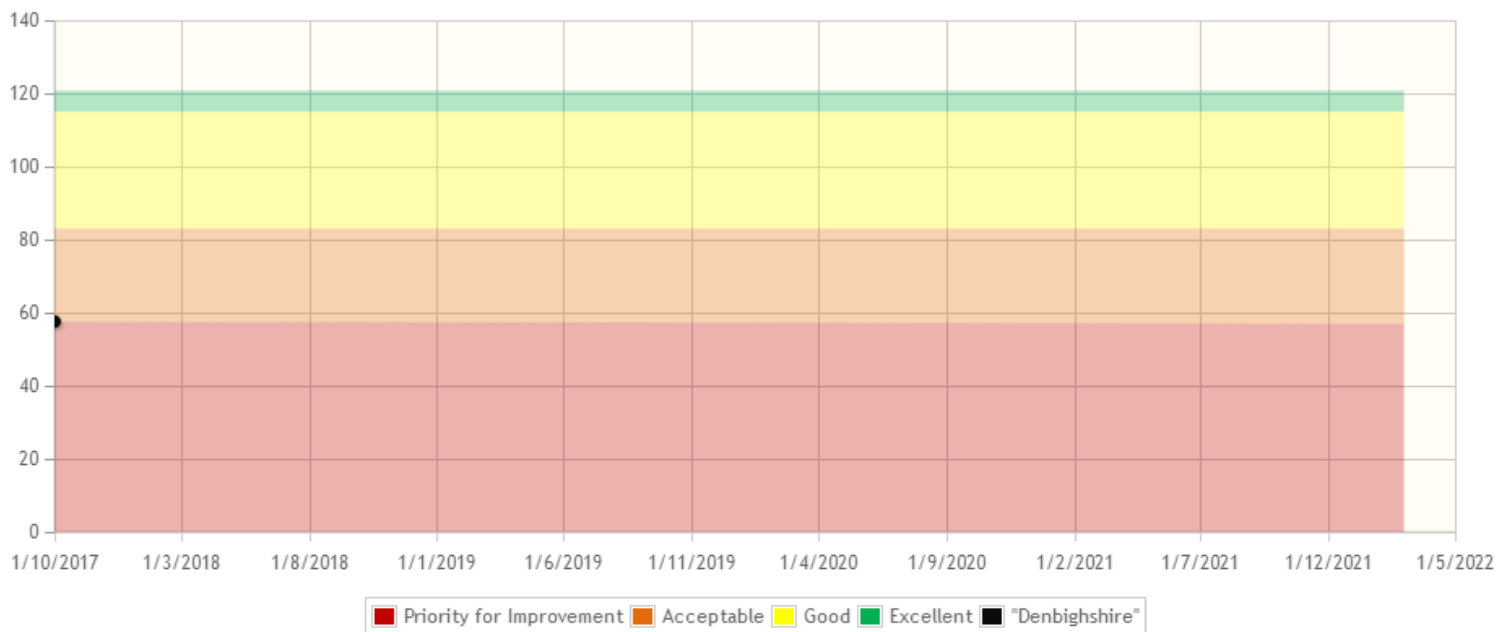


### Latest Data Comment

Quarter 3 It is anticipated that approximately 500 properties in East Rhyl will benefit from a reduced risk of flooding (1 in 200 year standard of protection in 100 years' time). It is anticipated that this scheme will be completed in July 2020. The overall ambition is that approx. 9,000 properties will benefit from a reduced risk of flooding in Denbighshire by 2022.

### Latest Data Comment

Quarter 3 We will use the results of the Resident's Survey 2018 to inform us as to whether people are satisfied or dissatisfied with their local open spaces.



**Latest Data Comment**

Quarter 3 This is the baseline for this indicator. 56.958 Electricity Generation Technologies (MWe) and 0.595 Heat Generation Technologies (MWh). Baseline 57.553 in total for the County. The ambition is to see this double by 2022.

**Activities**

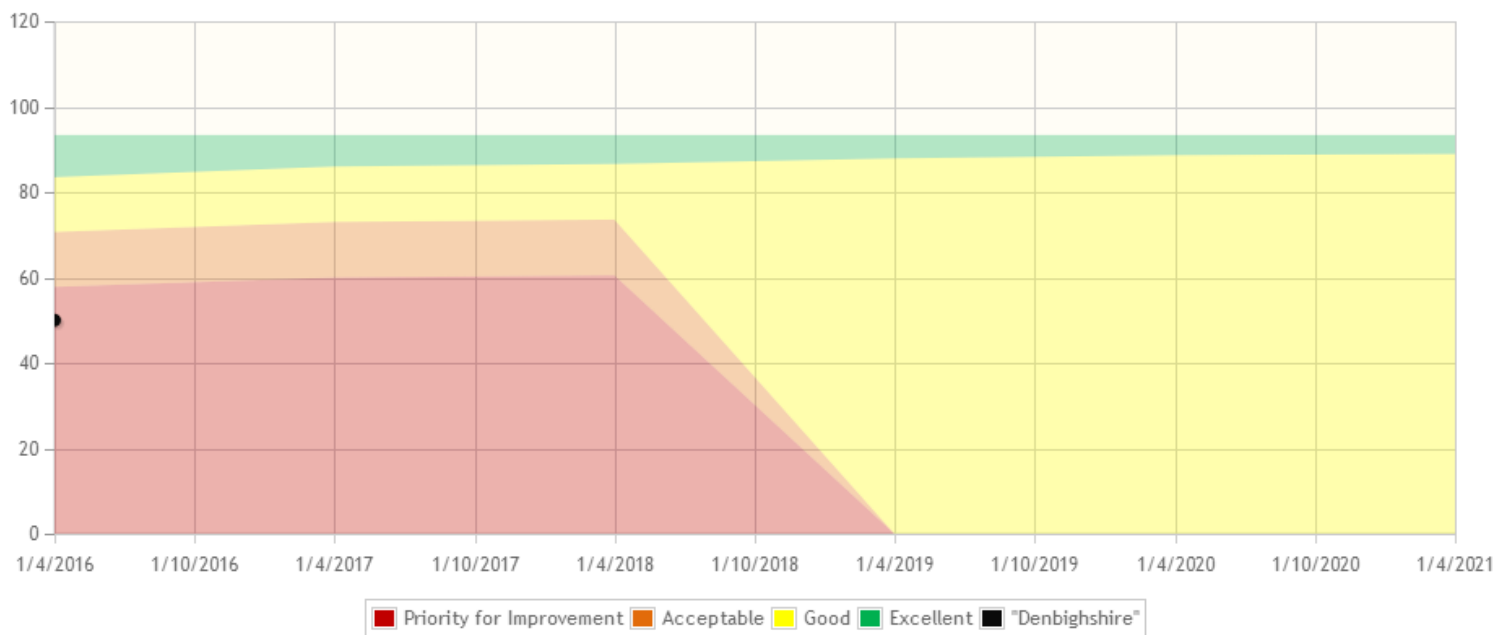
|          |   |          |          |
|----------|---|----------|----------|
| PR003864 | East Rhyl Coastal Defence Scheme                              | 01/01/14 | 31/12/20 |
| PR004410 | PLANT Project : Urban Tree Planting                           | 02/01/18 | 02/01/22 |
| PR004418 | Biodiversity Corporate Plan 2017-2022 – Environment Priority  | 01/04/17 | 31/03/22 |
|          | Barkby Beach to Point of Ayr Coastal Risk Management Strategy |          |          |
|          | Rhyl Yacht Club Wall Replacement Scheme                       |          |          |
|          | Glascoed Road, St Asaph Flood Risk Management Scheme          |          |          |
|          | Dyserth Flood Risk Management Scheme                          |          |          |
|          | Llanbedr DC Flood Risk Management Scheme                      |          |          |
|          | Heol Esgob, St Asaph Flood Risk Management Scheme             |          |          |
|          | Ffordd Derwen, Rhyl Drainage Study                            |          |          |
|          | Rhyl Central Coastal Defence Improvement Scheme               |          |          |
|          | Prestatyn Central Coastal Defence Improvement Scheme          |          |          |
|          | Denbighshire as a place to visit                              |          |          |
|          | Improve the energy efficiency of council houses               |          |          |
|          | Increase renewable energy provision across the county         |          |          |
|          | Reduce carbon emissions from Council assets                   |          |          |



# Young People: A place where younger people will want to live and work and have the skills to do so

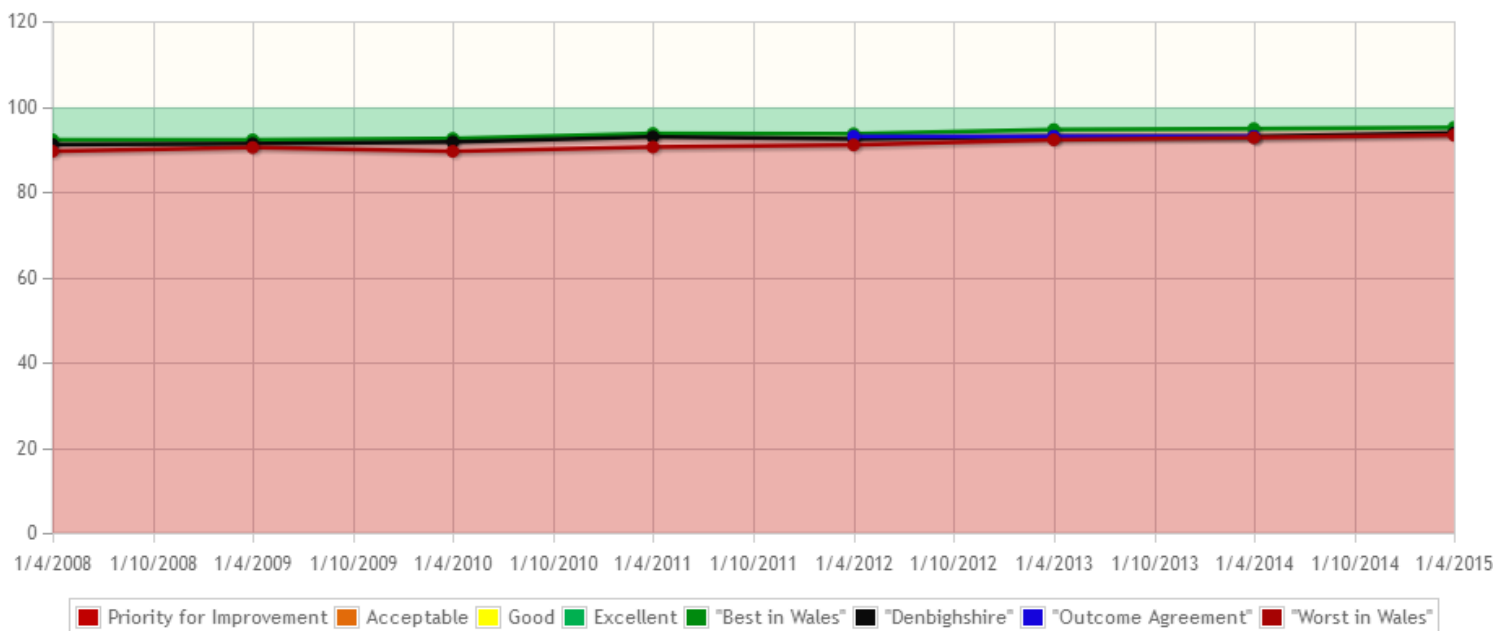
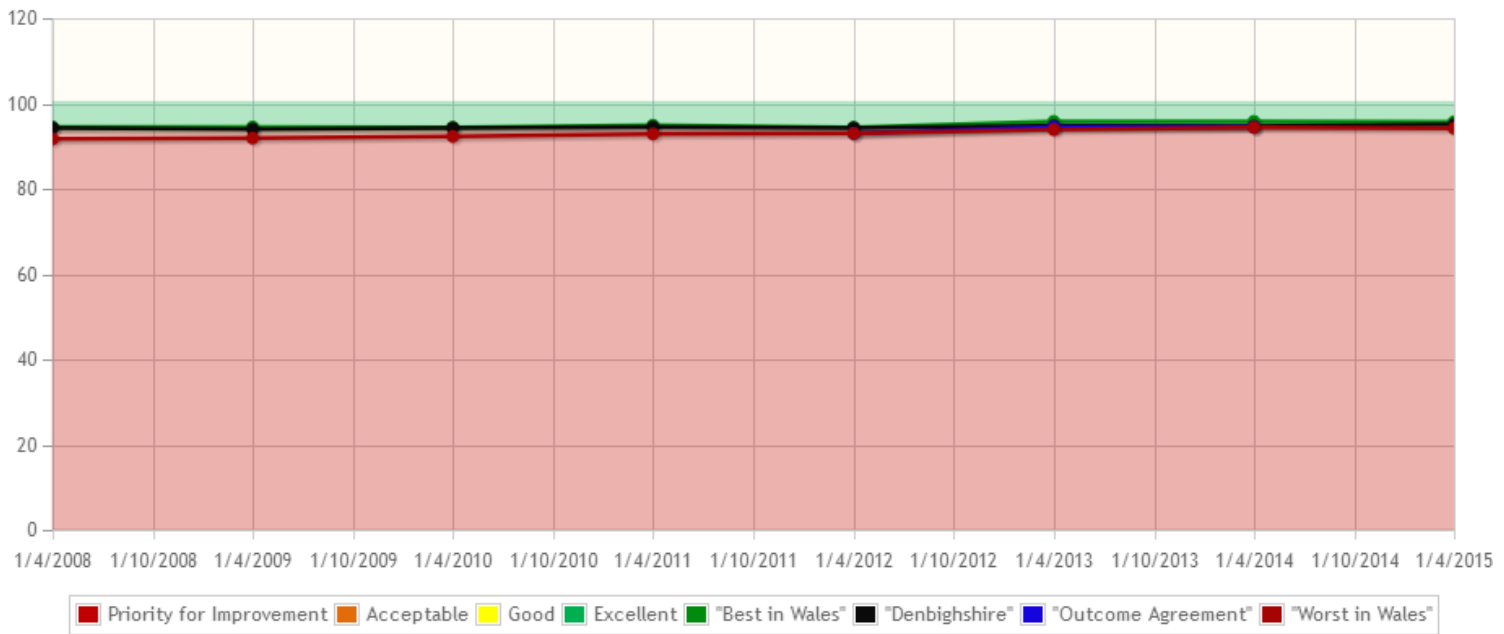
## Indicators

|  |              |   |
|--|--------------|---|
|  | CPEDU003/017 | The percentage of children achieving 5 GCSEs A*-C (Level 2, Key Stage 4), including English or Welsh (1st language) and Maths, by the end of secondary school, against the percentage that achieved the expected standard at the end of primary school (Level 4, Key Stage 2) |
|--|--------------|---|



## Latest Data Comment

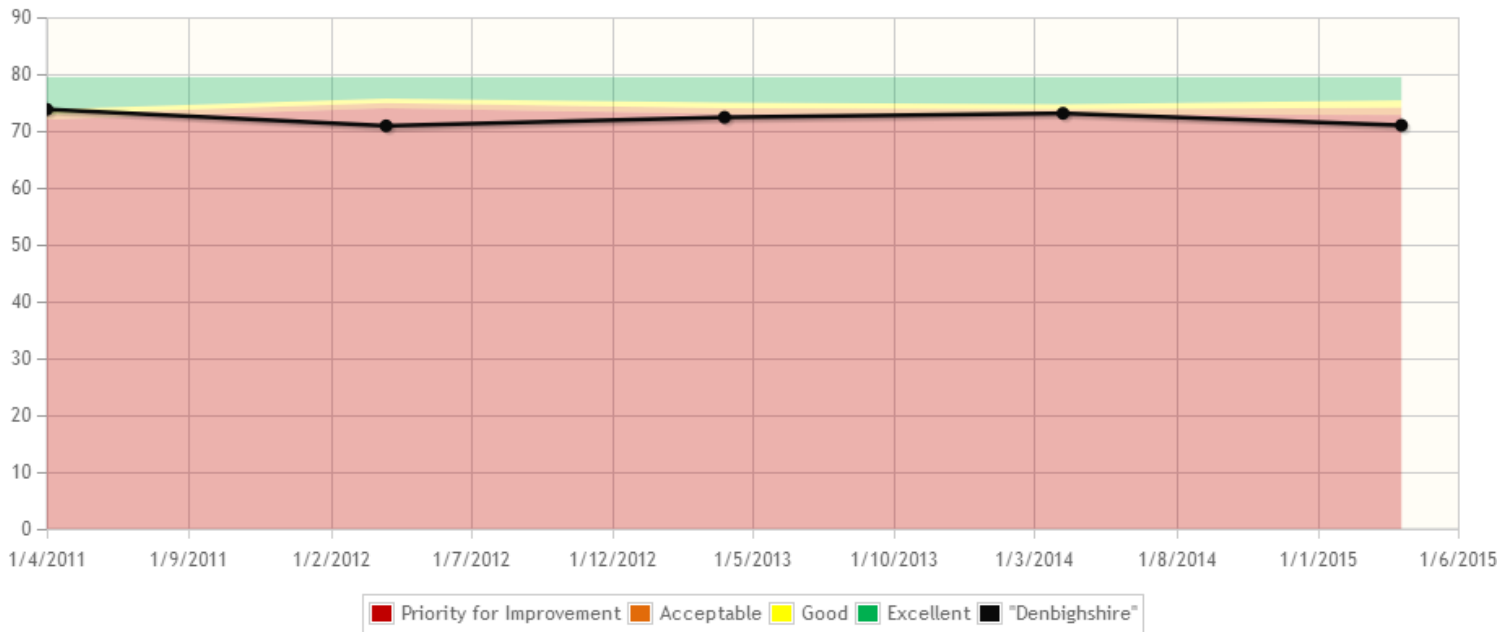
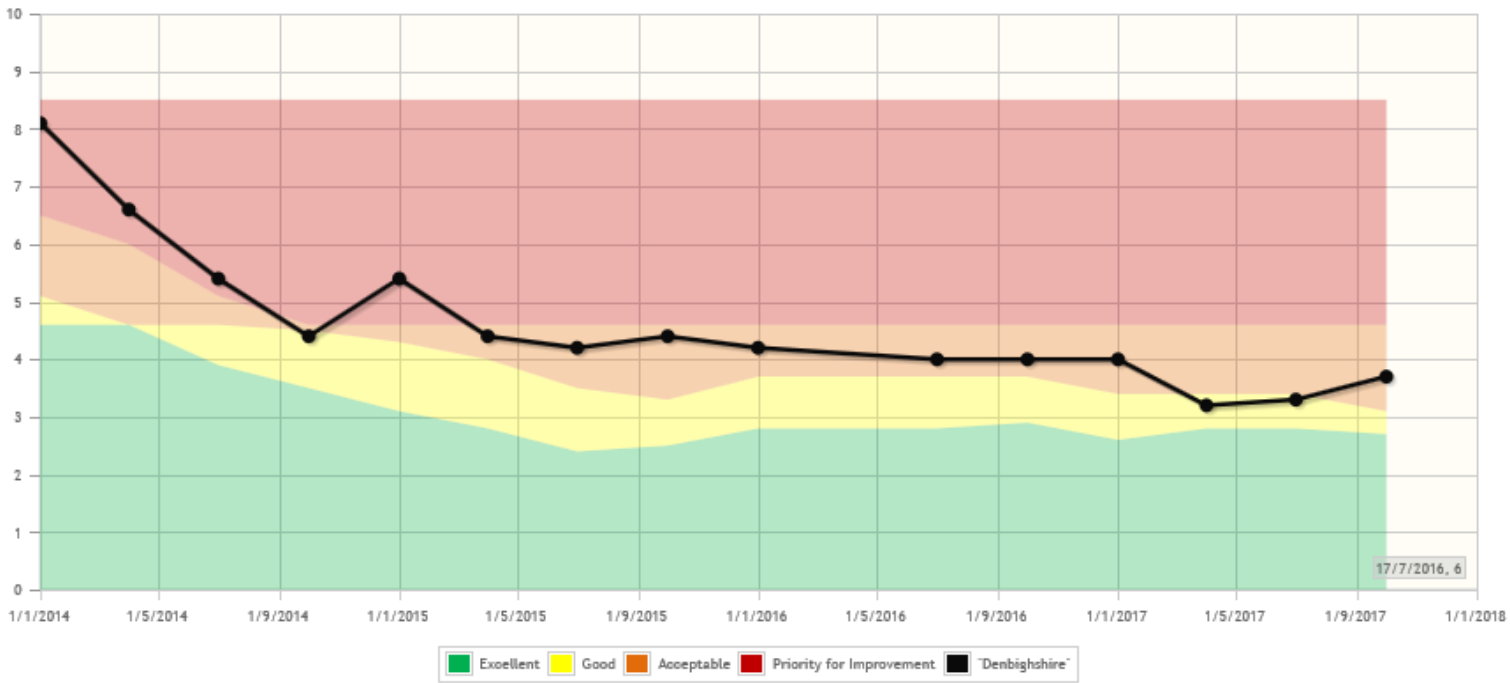
|          |  |
|----------|--|
| 01/04/16 | <p>This measure is under development. It seeks to plot recent Yr 11 performance against their achievements 5 years ago. Therefore, in this example, 50% of Yr11 pupils achieved 5 GCSEs A*-C (including English or Welsh (1st language) and Maths, against 83.5% of them achieving the commensurate grade at the end of Yr6. The threshold for Red: Priority for Improvement uses Welsh Government modelled outcome figures for what Denbighshire should be achieving for L2+ KS4 (not yet published beyond 2018/19).</p> <p><b>N.B:</b> The Green: Excellent projected threshold represented above shows Core Subject Indicator performance for Key Stage 2 between 2013-17, our latest position therefore being on the far right of the graph under 2021 (88.93%).</p> |
|----------|--|



### Latest Data Comment

01/04/15

Secondary attendance in Denbighshire improved by 0.8% in 2015-16 academic year. Continued improvement elsewhere means the median increased from 93.8% to 94.3%. Although we are catching-up with the Median, it remains 0.5 points ahead, meaning that this indicator remains a priority for improvement.

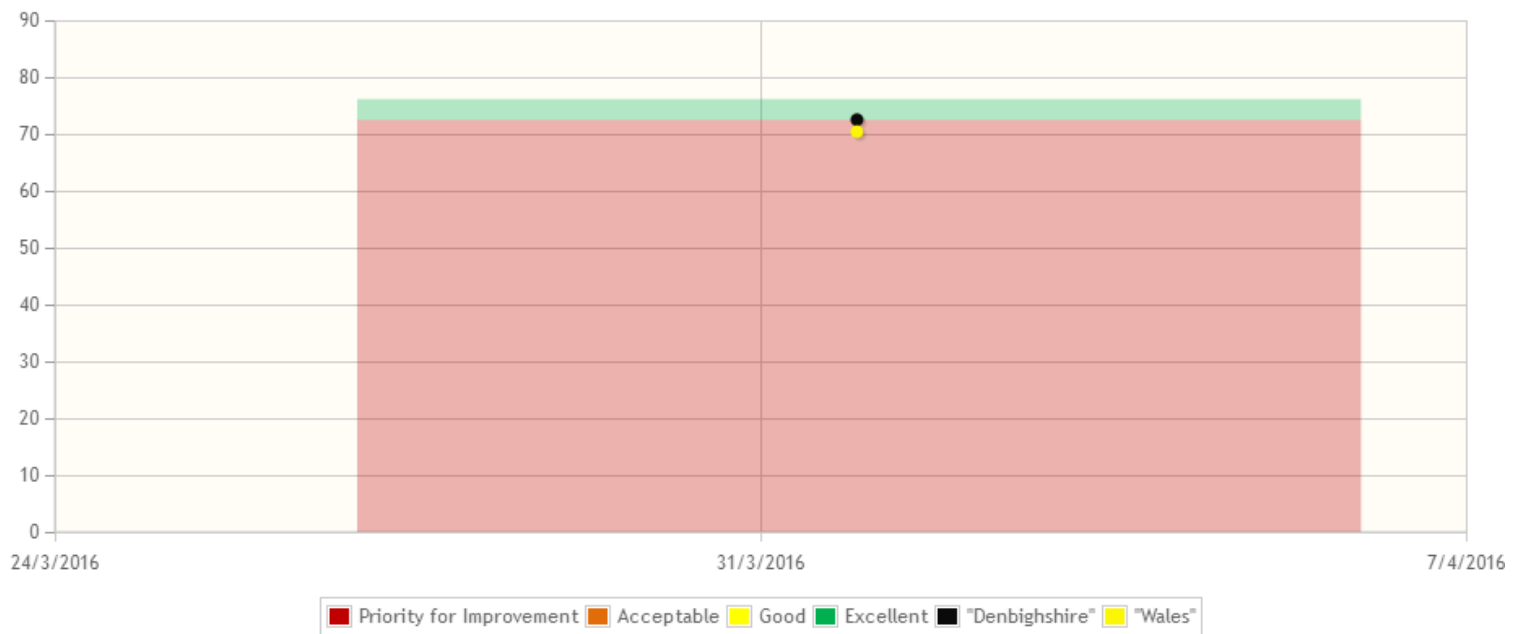


**Latest Data Comment**

01/04/15

Denbighshire currently falls 1.8% below the Welsh median, with 29% of children aged 4-5 being of an unhealthy weight or obese.

|           |   |
|-----------|---|
| CPECS501i | The percentage of Yr11 pupils who achieved KS4 Welsh Bacculaureate Skills Challenge Certificate (Level 2) |
|-----------|---|



**Latest Data Comment**

01/02/18 This is the first year data for the above measure has been published. 72.5% of Denbighshire Yr11 pupils achieved the Welsh Bacculaureate Skills Challenge Certificate Level 2, above the Wales average, 70.4%. The Welsh Bacculaureate Skills Challenge Certificate allows learners to consolidate and progress the development of essential and employability skills, developing skills, attributes and behaviours. It provides experiences that will enable learners to prepare for university, further training or employment; and builds on the candidate’s previous education and allows for progression along and between the chosen pathway for each individual.

|           |  |
|-----------|--|
| CPECS503i | The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who show a Green or Yellow status against pupils’ feelings about school |
|-----------|--|

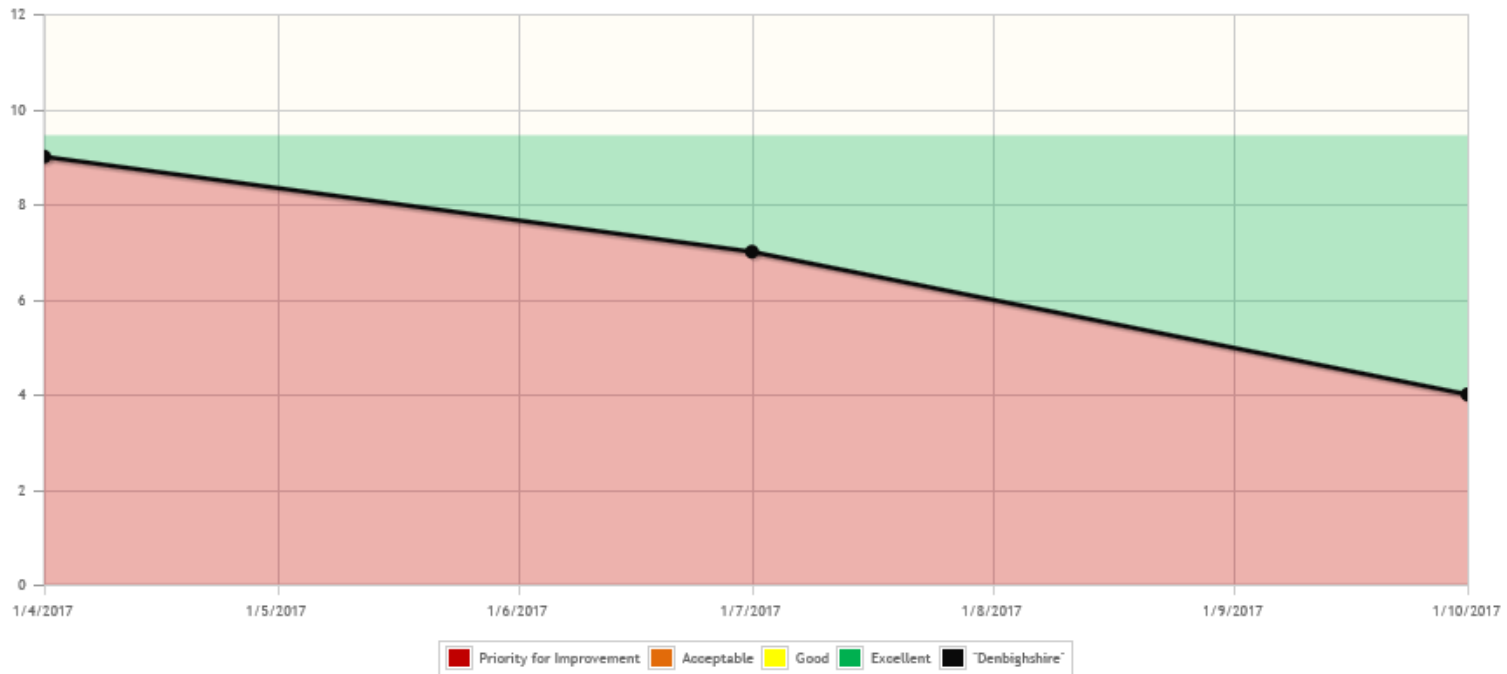
**Latest Data Comment**

01/02/18 The deadline for schools to complete the first PASS survey has just passed at the end of January. The data from this is expected to be available nearer the end of February.

|           |  |
|-----------|--|
| CPECS504i | The number of pupils involved with businesses on the Business Register   |
| CPECS505i | The number of pupils benefiting from the Public Service Mentoring Scheme |

**Latest Data Comment**

01/02/18 Both these measures form part of the Ready to Work project’s benefit matrix, data for which is expected in July following the first quarter 2018/19.



### Latest Data Comment

01/02/18

This measure is currently a count only and no thresholds for performance have been applied. Significant work would be needed to drive up the numbers of young volunteers recorded through the council's Kinetic system.

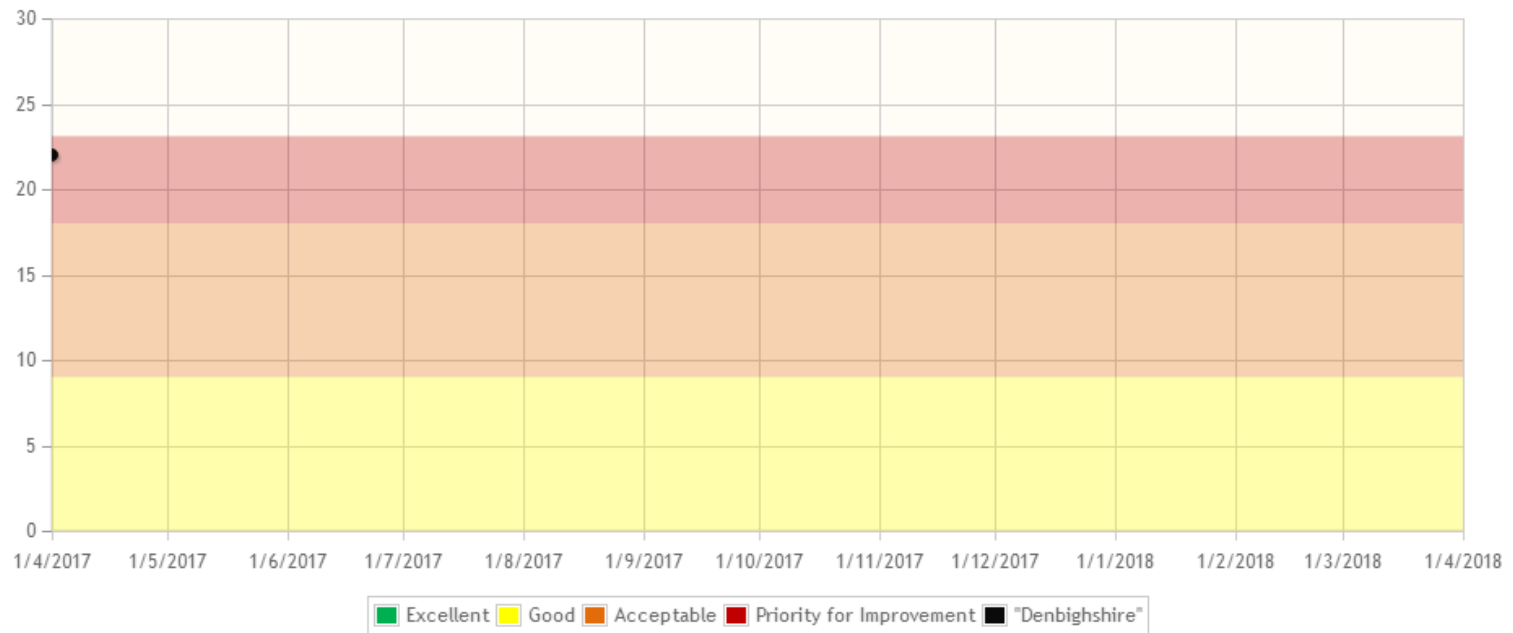
### Latest Data Comment

01/02/18

We would like to include a measure around the ACE agenda within the framework, however, none exist currently on a Local Authority basis. Regional and national developments around this agenda will hopefully lead to local measurement, but further work is needed to explore this.

## Measures

|           |  |
|-----------|--|
| CPECS502i | The number of schools providing education through suitability and condition categories C & D |
|-----------|--|



### Latest Data Comment

|          |  |
|----------|--|
| 01/04/17 | Currently 22 schools are providing education in buildings that have the lowest suitability and condition categories (C & D). The 21st Century Schools Programme of course will reduce this figure, and the Service has set ambitious local thresholds where 0 schools represents Green: Excellent performance. |
|----------|--|

## Activities

|                      |                                       |          |          |
|----------------------|---------------------------------------|----------|----------|
| ECA 4.1b,4.2a-c,4.3a | Ready for Work                        | 01/09/17 | 31/03/20 |
| ECA 4.2c             | The Denbighshire Working Start Scheme | 01/09/17 | 01/04/22 |
| MOD.ED               | Modernising Education                 |          |          |

## Projects to be developed

|           |   |          |          |
|-----------|---|----------|----------|
| CPECS501a | Improving standards and tracking pupil attainment         | 01/04/18 | 31/03/19 |
| CPECS502a | Health and wellbeing of pupils (link to PASS project)     | 01/04/18 | 31/03/19 |
| PR004438  | Support for parents                                       | 01/04/18 | 31/03/19 |
| CPPPP504a | Develop greater employment opportunities for young people | 01/04/18 | 31/03/19 |

|                                 |  |
|---------------------------------|--|
| <b>Adroddiad i'r:</b>           | <b>Pwyllgor Archwilio Perfformiad</b>  |
| <b>Dyddiad y Cyfarfod:</b>      | <b>15 Mawrth 2018</b>  |
| <b>Aelod/Swyddog Arweiniol:</b> | <b>Aelod Arweiniol Safonau Corfforaethol / Pennaeth Gwella Busnes a Moderneiddio</b> |
| <b>Awdur yr Adroddiad:</b>      | <b>Tîm Cynllunio Strategol</b>   |
| <b>Teitl:</b>                   | <b>Adroddiad Blynyddol Cynllun Cydraddoldeb Strategol Interim 2016-2018.</b>         |

## 1. Am beth mae'r adroddiad yn sôn?

- 1.1 Mae'n rhaid i'r Cyngor gyhoeddi adroddiad blynyddol ar ei amcanion cydraddoldeb a'r Cynllun Cydraddoldeb Strategol erbyn 31 Mawrth bob blwyddyn. Mae'r adroddiad yn sôn am ddogfen flynyddol ddrafft y Cyngor, dan y teitl "Adroddiad Cynllun Cydraddoldeb Strategol Interim 2016 – 2018".

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

- 2.1 Mae angen penderfyniad i gefnogi Adroddiad Cynllun Cydraddoldeb Strategol Interim 2016 – 2018 drafft, sydd ynghlwm fel **Atodiad 1**.
- 2.2 Mae cyhoeddi adroddiad blynyddol ar berfformiad o ran cydraddoldeb ac amrywiaeth yn ofyniad statudol dan Ddyletswydd Cydraddoldeb y Sector Cyhoeddus (Dyletswyddau Cyffredinol) Deddf Cydraddoldeb 2010.

## 3. Beth yw'r argymhellion?

- 3.1 Argymhellir fod Aelodau, yn amodol ar unrhyw newidiadau a gytunir arnynt, yn cefnogi Adroddiad Cynllun Cydraddoldeb Strategol Interim 2016 – 2018 fel bod modd ei gyfieithu a'i gyhoeddi erbyn y dyddiad gofynnol.

## 4. Manylion yr Adroddiad

- 4.1 Mae Atodiad 1 yn cynnwys crynodeb naratif ar berfformiad yn erbyn Cynllun Cydraddoldeb Strategol Interim y Cyngor sy'n dod i ben ym mis Mawrth. Mae'r gyfraith yn gorchymyn ein bod yn dangos "sylw dyledus" drwy ein Dyletswydd Cydraddoldeb y Sector Cyhoeddus ym mhob un o'n penderfyniadau. Mae'r ddeddfwriaeth yn gorfodi gofynion manwl a heriol gan Awdurdodau ond mae'n rhoi mwy o ryddid i awdurdodau i feddwl am atebion lleol unigryw ac yn eu gwneud yn fwy atebol i gymunedau. Caiff hyn ei adlewyrchu yn yr adroddiad drafft.
- 4.2 Mae'r adroddiad drafft yn cynnig manylion am y gwasanaethau a'r gweithgareddau hynny sy'n cyfrannu ar yr agenda cydraddoldeb ac amrywiaeth ar gyfer y Cyngor ac yn cyflawni ein gofynion statudol dan Ddeddf Cydraddoldeb 2010. Mae'r Ddeddf yn cynnig y fframwaith deddfwriaethol i ddiogelu hawliau pobl gyda nodweddion a ddiogelir. Mae ein gwaith dan Ddeddf Cydraddoldeb 2010 yn gorchymyn ein bod yn:

- Cael gwared ar neu leihau anfanteision y mae pobl yn eu ddioddef oherwydd eu nodweddion a ddiogelir.
- Cymryd camau i ddiwallu anghenion pobl o anghenion a ddiogelir pan eu bod yn wahanol i anghenion pobl eraill
- Annog pobl â nodweddion a ddiogelir i gymryd rhan mewn bywyd cyhoeddus neu weithgareddau eraill.

4.3 Mae'r Cynllun Cydraddoldeb Strategol Interim yn ein hymrwymo i gyflawni pedwar amcan, yn seiliedig ar sicrhau nad yw ein cymunedau yn dioddef triniaeth anghyfartal neu annheg ar sail unrhyw nodweddion a ddiogelir, ac na fyddant yn gwneud hynny. Yr amcanion hynny yw:

- Gwella cyfranogiad defnyddwyr gwasanaethau a gwneud gwell defnydd o dystiolaeth

- Sir Ddinbych decach ac iachach
- Sir Ddinbych fwy ffyniannus a thecach
- Sir Ddinbych sydd â chymunedau cydlynol diogel.

4.4 Mae'r Dyletswyddau Penodol (Rheoliadau Cymru 2011) dan Ddeddf Cydraddoldeb 2010 yn ein gorchymyn i wneud darpariaethau Ymgysylltu priodol, er enghraifft:

- Asesu effaith polisiâu a chynlluniau perthnasol
- Unrhyw wybodaeth a gyhoeddwyd yn hygyrch
- Ymgysylltu a chynnwys grwpiau sydd â "nodweddion a ddiogelir"
- Casglu gwybodaeth am gyflogaeth
- Ymdrin â gwahaniaethau cyflog annheg
- Hyfforddiant ac Ymwybyddiaeth Staff
- Defnyddio arferion Caffael i gyfrannu at gyflawni amcanion cydraddoldeb.

Mae'r adroddiad drafft yn amlygu ble rydym wedi cyflawni Dyletswyddau Penodol.

4.5 Cytunodd ac awdurdododd y Grŵp Cydraddoldeb Corfforaethol (a ddaeth i ben ym mis Mawrth 2017) Gynlluniau Cydraddoldeb Strategol blaenorol y Cyngor. Pan ddaeth y fforwm hwnnw i ben, gwnaed argymhelliad i'r Pwyllgor Archwilio Perfformiad fod yn fforwm priodol i oruchwylio'r rhaglen cydraddoldeb ac amrywiaeth, gan ysgytied y byddai'n cynnig her gadarn i'n hymrwymadau.

4.6 O ddechrau blwyddyn ariannol 2018 – 2019 byddwn yn adrodd ar ein ymrwymiad a'n cyfraniad at gydraddoldeb ac amrywiaeth drwy ein Cynllun Corfforaethol 2017 – 2022 newydd. Yn lle cael amcanon cydraddoldeb ar wahân a chynllun ar wahân, bydd cydraddoldeb yn egwyddor a fydd yn llifo drwy bopeth a wnawn, wedi ei fewnoli'n llawn ym mhob un o'n gwasanaethau a gweithgareddau.

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

5.1 Mae gofyn i'r Cyngor gael cynllun cydraddoldeb strategol ac amcanion cydraddoldeb dan ddeddfwriaeth o fewn Deddf Cydraddoldeb 2010. Yn ogystal, mae gofyn i'r Cyngor arddangos 'sylw dyledus' drwy ein Dyletswydd Cydraddoldeb y Sector Cyhoeddus ym mhob un o'i benderfyniadau. Mae asesu effaith bosibl newidiadau



arfaethedig i bolisiau, gweithdrefnau ac arferion yn allweddol i gyflawni ein blaenoriaethau corfforaethol. Dylid mewnnoli cydraddoldeb ac amrywiaeth drwy bob un o'n blaenoriaethau corfforaethol, er budd ein cymunedau amrywiol.

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

- 6.1 Nid oes unrhyw gost yn gysylltiedig â'r penderfyniad hwn, heb law am gostau cyfieithu sy'n ofyniad corfforaethol. Ar ôl cytuno ar yr argymhelliad, bydd y ddogfen ar gael ar-lein.

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

- 7.1 Nid oes angen Asesiad o Effaith ar gyfer yr adroddiad hwn. Mae'r adroddiad yn cynnig gwerthusiad ôl-weithredol o gyfraniadau'r Cyngor tuag at gydraddoldeb ac amrywiaeth. Mae'r holl gynnwys yn cyfrannu tuag at effaith ar bobl sy'n rhannu nodweddion a ddiogelir. Byddai Asesiad o Effaith ar Gydraddoldeb ar y Cynllun Cydraddoldeb Strategol wedi cael ei gynnal pan grëwyd yr adroddiad Interim ddechrau 2016.

## **8. Pa ymgynghoriadau sydd wedi eu cynnal gyda'r Pwyllgor Archwilio ac eraill?**

- 8.1 Mae'r adroddiad wedi'i ddatblygu gan y Tîm Cynllunio Strategol, mewn ymgynghoriad â holl wasanaethau'r Cyngor. Mae'r wybodaeth o fewn Atodiad 1 wedi ei darparu gan wasanaethau, a'i rhannu gyda'r Uwch Dîm Arweinyddiaeth cyn iddo gael ei gyflwyno i'r Pwyllgor Archwilio Perfformiad i gael eu cefnogaeth.

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

- 9.1 Nid oes goblygiadau ariannol arwyddocaol o ganlyniad i'r adroddiad hwn.

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

- 10.1 Byddai methiant i gyhoeddi Adroddiad Cynllun Cydraddoldeb Strategol Interim 2016 – 2018 erbyn dyddiad cau 31 Mawrth yn debyg o arwain at argymhellion statudol gan y Comisiwn Cydraddoldeb a Hawliau Dynol (y corff cenedlaethol sy'n goruchwylio cydraddoldeb ac amrywiaeth) a Swyddfa Archwilio Cymru, gyda goblygiadau o ran enw da'r Cyngor a heriau posibl yn yr Uchel Lys, Adolygiadau Barnwrol a byddai penderfyniadau'n cael eu hystyried yn anghyfreithlon.

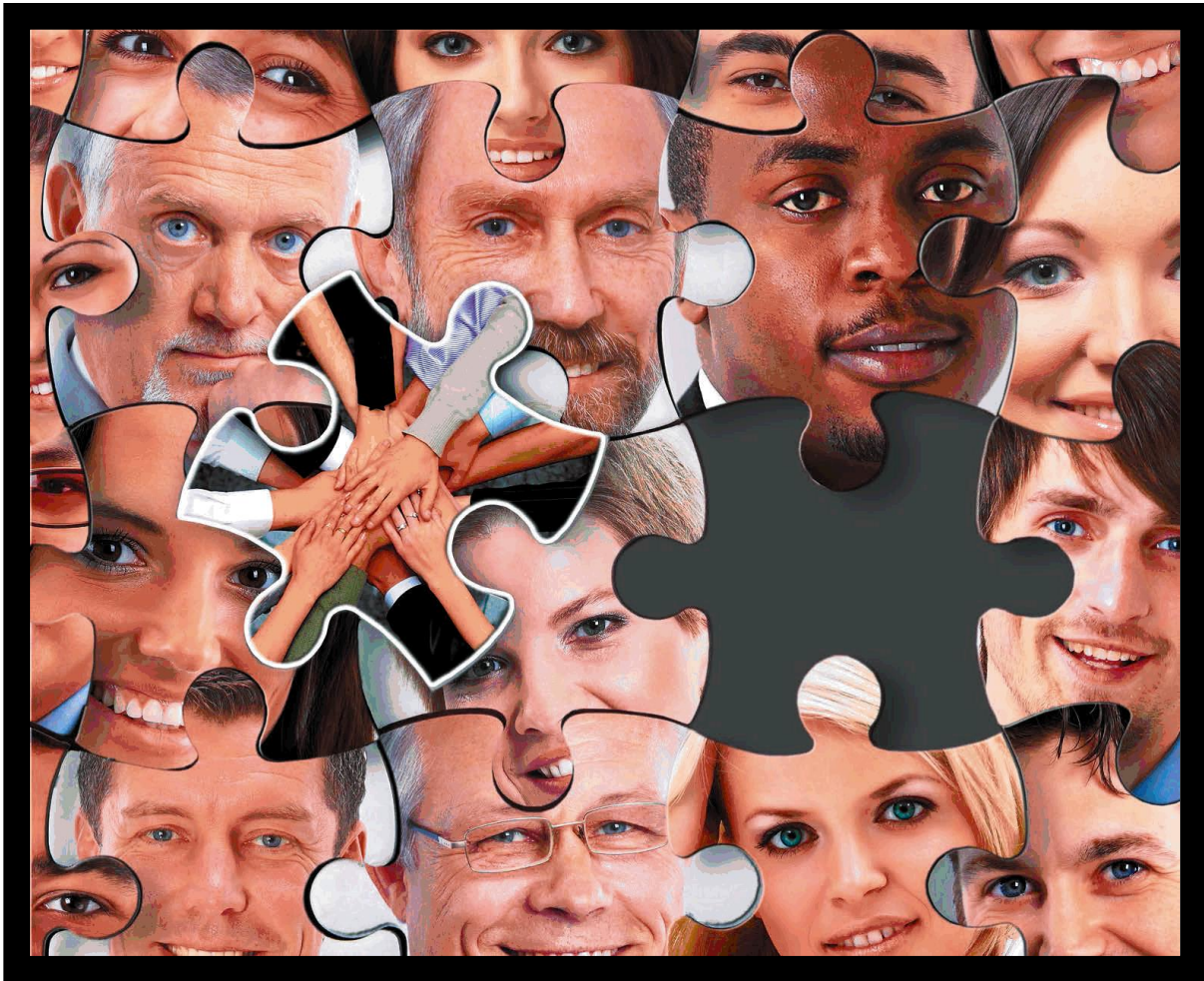
## **11. Pŵer i wneud y Penderfyniad**

- 11.1 Mae gofyn i'r Cyngor gyhoeddi adroddiad blynyddol i arddangos "sylw dyledus" drwy ei Ddyletswydd Cydraddoldeb y Sector Cyhoeddus dan Ddyletswyddau Cyffredinol Deddf Cydraddoldeb 2010.
- 11.2 Mae Adran 7.15.2 Cyfansoddiad y Cyngor yn gosod amod fod cylch gorchwyl y Pwyllgor Archwilio Perfformiad yn cynnwys archwilio perfformiad y Cyngor a chyflawni ei amcanion, gan gynnwys ar faterion cydraddoldeb.

### **Swyddog Cyswllt:**

Swyddog Cynllunio Strategol a Pherfformiad  
Rhif ffôn: 01824 708074

Mae tudalen hwn yn fwriadol wag



**Denbighshire County Council**

# **Interim Strategic Equality Plan 2016-2018**

**Final Report March 2018**

This document outlines the key projects and activities Denbighshire County Council has delivered on the Interim Strategic Equality Plan for the 2017 – 2018 financial year.

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## Introduction



Cllr Mark Young  
Lead Member for Corporate Standards

As the Lead Member for Corporate Standards within Denbighshire County Council, which includes Equality and Diversity, Safeguarding and Community Safety within my remit, I am pleased to bring you our summary and final report on the Interim Strategic Equality Plan for 2016 – 2018.

From the start of the 2018 - 2019 financial year, we will be reporting upon our commitment and contribution to equality and diversity via our new Corporate Plan. Instead of having separate equality objectives and a separate equality plan, equality will be, and is already, a principle running through all that we do and as such our response to the equality agenda will be embedded in our Corporate Plan. Please [click here](#) to view our Corporate Plan for 2017 – 2022.

Furthermore, Section 19 of Denbighshire County Council's Constitution currently identifies four Champion roles:

- Older People's Champion
- Homelessness Champion
- Carers' Champion
- Learning Disabilities Champion

The Corporate Plan 2017 – 2022 contains specific priorities for young people and housing and homelessness, and actions to support older people and carers within its resilient communities' priority. The re-appointment of member champions undertaking the roles outlined in the role descriptions will assist the Council's aims of supporting these areas and further enhancing our commitment to equality and diversity.

In order to bring you final performance against our **Interim Strategic Equality Plan** (which set out the focus for our activity for the period April 2016 - March 2018) we offer information against the objectives set out in that Plan. [Click here to view the interim plan in full.](#)

Our **four objectives** were:

- 1. Enhance involvement of service users and better use evidence**
- 2. A Fairer and Healthier Denbighshire**
- 3. A Fairer More Prosperous Denbighshire**
- 4. A Denbighshire of Safe Cohesive Communities.**

Our strategy started from the basis of identifying populations which the Council as a public authority impacted upon or could influence. The individuals within these populations have a range of characteristics and may identify with, or feel a belonging with, a range of groups or communities. The Equality Act 2010 sets out a prescribed list of protected characteristics which have traditionally been referred to as Equality Strands. These are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

The strategy was designed to allow the Council to play its role, as a public authority, in ensuring that individuals within each of these populations did not, nor would they, suffer unequal or unfair treatment on the basis of any of the protected characteristics. It also allowed the Council to co-ordinate steps towards delivery of positive outcomes for people of all protected characteristics, including activities designed to narrow the gap in outcomes between different groups.

Each year we are required to publish our Strategic Equality Plan report by 31 March. These reports are added to our DCC Website: [Click here for link to appropriate page](#) (Equality Monitoring Page).

Each year we are also required, as a local Authority, to publish reports for Welsh Government detailing our commitment and compliance with the Public Sector Equality Duty:

- The Public Sector Equality Duty Report was released in July 2017 ([click here to see this report](#)).
- The Equal Pay Audit (March 2017) was also released in July 2017.

## Summary

Our experience of delivery, feedback from engagement and the intelligence we have gleaned from research has led us to embed the equality principles throughout the Council's functions and services. We believe we need to understand the issues and engage communities and individuals in the development of our services. Our Interim Strategic Equality Plan adopted an approach which equipped the Council to deliver significant progress for all, by reducing current inequalities. Our new Corporate Plan 2017 – 2022 continues to embed the equality principles throughout all our functions and services.

In our approach to mainstreaming equality and diversity information, making it more readily available throughout the County we created Equality and Diversity pages on our Denbighshire County Council (DCC) website; these highlight our commitment to celebrating diversity and promoting equality in everything we do, to improve the quality of life for everyone living, working and visiting Denbighshire ([click here for link to the web pages](#)).

Each school in Denbighshire has been given the tools to undertake, under the Public Sector Equality Duty, their requirements to:

- Prepare and publish equality objectives (once every four years)
- Publish information to demonstrate how they are complying with the PSED (annually).

Schools should set as many objectives appropriate to their size and circumstances. The objectives should fit the school's needs and they should be achievable. Schools do not have to write objectives for each protected characteristic. Schools should be contacted directly for a copy of their equality objectives.

[Click here to link to Education pages](#) on equality and diversity.

Additionally a host of activities have been undertaken in support of our outcomes to fully embrace equality and diversity. Analysis of these activities is given below. Some activities within the Interim Strategic Equality Plan did not progress as well as we would have liked, and we will therefore be ensuring that we monitor these activities more closely to ensure that no gaps in provision are experienced. These are referred to in sections under each Outcome called "Areas for Future Development".

Our robust and modern forums will continue to take forward equality and diversity, embedding these throughout the Council, mindful of the goals and principles set out in the Wellbeing of Future Generations (Wales) Act 2015 (WFGAct). Some of the forums are detailed below:

- Wellbeing Impact Assessment Quality Assurance Group

- Verto User Group (Planning and Performance Officers)
- Performance Scrutiny Committee
- Strategic Planning Team overseeing the annual Strategic Equality Plan until October 2017 when a fully integrated plan for WFGAct was embedded (focus on “A More Equal Wales”).
- The Public Sector Equality Duty Report and the Equal Pay Audit will in future be monitored and agreed by Cabinet; they may offer an insight into workforce gaps in equality and diversity so will continue to be key documentation.
- DCC continues with its membership of the North Wales Public Sector Equality Network (NWPSSEN) – a forum which was initially recommended by the Equalities and Human Rights Commission. The meetings are held bi monthly and Strategic Planning Team Members attend the meetings. NWPSSEN has developed a Regional Equalities Plan which has been filtered down into the Denbighshire Interim Strategic Equality Plan and into the new Corporate Plan.



## Outcome 1: Enhance involvement of service users and better use evidence

### **We said we would implement service user participation developments in social care and community support services.**

- We are working with community support services to develop user groups that can link into our wider participation and engagement activity, with a view to having a sub set of the proposed Citizens' Panel.
- We have various planning groups which have service user and carer representation, for example:
  - ✓ Local Implementation Team
  - ✓ Learning Disability Strategic Planning Group
  - ✓ Carers strategy group
  - ✓ Ageing Well in Denbighshire Group
  - ✓ Ageing Well in Denbighshire Multi Agency and Resident Group.
- We are aiming to set up Forum(s) to engage with citizens who are receiving care and support, or are carers themselves, to work together to improve the experiences of Denbighshire citizens – following up on “Have Your Say” Citizen Survey responses. Interest was invited by end January 2018 (analysis by April 2018).
- Children and adults receiving support and service provision are offered a “what matters” conversation for individual support packages. Feedback from the 2017-18 Community Support Services annual “Have Your Say” citizen survey is as follows:
  - ✓ 80% felt they have been actively involved in decisions about their care and support (320/401) – 85% of adults receiving care & support, 67% of carers receiving support.
  - ✓ 97% were able to communicate in their preferred language. (411/424) – same figure for both adults receiving care & support and carers.
  - ✓ 94% felt that they were treated with dignity and respect (418/424) – 96% of adults receiving care & support, 89% of carers receiving support.
- In order to ensure effective implementation of compliance with the Social Service and Well-being Act (2014), a great deal of work has been done to adopt the new principles of joint responsibility between both the individual citizen and the Local Authority Community Support Services to deliver outcomes that are important to the individual citizen. Staff have participated in training events and workshops and policies and procedures have been revised to reflect this new collaborative practice.

- The key themes emerging from our young people are around education, health, transport, employment, inflation, housing, community safety, environment and renewable energy, and young people's voice. This has contributed directly to the Corporate Plan for 2017-2022.
- In 2016 work began on a Population Assessment, running under the auspices of the North Wales Social Care and Wellbeing Services Improvement Collaborative. The Assessment now pulls together information about people's care and support needs and the support needs of carers in north Wales. It shows how well people's needs are being met and the services we will need to meet them in future. Local authorities in North Wales worked together with Betsi Cadwaladr University Health Board (BCUHB), supported by Public Health Wales, to produce the assessment which is a requirement of the Social Services and Wellbeing Act (2014).

The population assessment has been used to make decisions about the services we need to provide in North Wales to meet people's care and support needs and the support needs of carers. It helps us make decisions about where to use our resources, meet other requirements of the Act and inform the work of the new Regional Partnership Board.

We will use all kinds of evidence to identify what is needed and ask people what they think is important including: people who currently use care and support services; the North Wales Citizen's Panel; and staff who deliver services in the local authorities, health, private and voluntary sectors.

The final report was published online on 1 April 2017 and based on the themes below (some of which fit under equality and diversity) so that people can find the section they are most interested in:

- ✓ Children and young people
- ✓ Older people
- ✓ Health, physical disabilities and sensory impairment
- ✓ Learning disability and autism
- ✓ Mental health
- ✓ Carers
- ✓ Violence against women, domestic abuse and sexual violence
- ✓ Other specific groups: substance misuse; homelessness; veterans; people in the secure estate.

**We said we would capture lessons learned so that best practice can be rolled out to other service areas.**

- We continue to provide equality training for staff via the Respect Booklet. A new online equality e-module, incorporating the Respect Booklet, has been

created and translated. This will be accessible via the NHS Platform for E Learning late Spring 2018.

- In terms of the current position related to personnel within the authority having read the Respect Booklet, numbers can be seen in the table below as at 28 February 2018. These figures do not include school personnel.

#### Respect Booklet

|                                       | Not Read | Read | Grand Total | %    |
|---------------------------------------|----------|------|-------------|------|
| Business Improvement & Modernisation  | 0        | 88   | 88          | 100% |
| Chief Executive Section               | 0        | 1    | 1           | 100% |
| Community Support Services            | 7        | 477  | 484         | 99%  |
| Corporate Directors                   | 0        | 3    | 3           | 100% |
| Customers, Communications & Marketing | 1        | 91   | 92          | 99%  |
| Education & Children Services         | 22       | 257  | 279         | 92%  |
| Facilities, Assets & Housing          | 5        | 663  | 668         | 99%  |
| Finance                               | 0        | 56   | 56          | 100% |
| Highways & Environmental Services     | 5        | 313  | 318         | 98%  |
| Legal, HR & Democratic Services       | 0        | 83   | 83          | 100% |
| Planning & Public Protection          | 1        | 124  | 125         | 99%  |
| Denbighshire County Council           | 41       | 2156 | 2197        | 98%  |

- We have provided Gypsy, Roma and Traveller Cultural Awareness training to the project team involved in the design and delivery of the Gypsy, Roma and Traveller Accommodation Needs Assessment.
- We have produced a myth buster leaflet to challenge commonly held misconceptions and negative stereotypes that exist around the Gypsy and Traveller culture. This is published on our website and has been shared with the local media and staff. [Click here](#) to view the web pages.
- The Lead Officer for Commercial Leisure sits on the Chief Cultural and Leisure Officers Association (CCLOA) management group on both a regional and national level. The group also has representation from WG, the WLGA and Sport Wales and is a forum for the dissemination of best practice, the sharing of ideas and challenges and to understand the WG agenda.

**We said we would monitor and learn the lessons from successful engagement of service users and citizens in service design and apply these lessons to future service change proposals.**

- We have created a new Public Engagement Officer role in the Council in order to be able to improve the quality and consistency of public engagement in all service areas. The post has been filled and a work programme set out.
- An Older People's Strategy Development Officer is in place whose role it is to liaise with services and agencies, bringing people together to ensure effective partnership working takes place to achieve positive outcomes for older people in Denbighshire. To help achieve this aim an Ageing Well in Denbighshire multi-agency and residents group has been developed, facilitated by the Older People's Strategy Development Officer.
- In terms of transport, we undertake a number of drop-in surgeries specifically for bus passengers, to understand their needs and their concerns. We also undertake a formal and lengthy consultation with the wider community, including bus passengers, prior to any retendering. We last did this in the autumn 2017 before service changes in March. We received a good response from passengers and were able to build in many of their suggestions into the service design.
- We have worked with North Wales Policy Officers within Community Support Services to develop Policies relating to:
  - ✓ Advocacy – to ensure all citizens have a voice
  - ✓ Assessment & Eligibility for managed care & support
  - ✓ Direct Payments – incorporating the principle of empowerment.
- The Housing Community Development service has significantly expanded activities in communities and some real successes have experienced through getting closer to communities and working together to create great places to live. We have been able to revitalise community involvement in key housing areas. There are strong community groups developing in these areas which will enable these communities to be more self-resilient in the future.
- Locally focussed Neighbourhood plans have been developed to capture and inform local needs. In addition a wider Community Development and Engagement strategy has been developed to outline the priorities for the service and in inform our work in our communities. The work plan will be informed by needs and demand in our communities which will target services and those of our partners based on a wide range of data and information to ensure we provide services based on evidence of what is needed in each locality. This will be key in driving efficiency and effectiveness to ensure that cross working across Housing, the Youth Service and the new Community

Development Officer role in developing co-ordination of all partners work in our neighbourhoods.

- Community Development Coordinators have been working with residents and community groups to expand the use of our network of resource / community centres. We are working to make these centres vibrant hubs for communities and will be key to providing a wide range of activities to develop capacity within communities and create opportunities to reduce social isolation. Whether part of a retirement complex or part of a wider estate we want activities to bring communities together in addition to benefits of engaging with digital financial pressures.
- Housing's current programme of area improvements is in response to feedback of previous surveys around parking areas in St Asaph which has led to a significant investment to improve the situation.
- A significant amount of work has been achieved with DTARF (Denbighshire Tenants and Residents Federation) which is the overarching tenant's group federation to ensure that the group operates at the appropriate level and represents all our residents.
- We are currently developing the look and feel of the Housing website to make it easier and quicker for customers to use a digital approach to access our services. This will include having greater access to information such as rent balances through the implementation of the new 'Open Housing' IT system. This modernisation also supports the Council's wider modernisation plans to further develop One Stop Shops and digital access to manage the projected increase in rental transactions in forthcoming years.
- Within Leisure Services, service uses customer feedback (feedback forms and customer forums) helps us to inform improvements and future investment. Such feedback is discussed at our performance meetings and used to make improvements where possible. The Nova Centre (Prestatyn) has recently undergone a full access audit and using lessons learnt from other sites are making reasonable adjustments and improvements to access to meet the needs of users.
- All the work being undertaken on County Conversation, working towards the aspirations of our County residents and visitors and our new Corporate and Wellbeing Plans, has involved contact with groups from protected characteristics to inform new iterations of plans.
- We have reviewed the DCC Engagement Strategy and Toolkit to incorporate the Children and Young People engagement strategy. An Engagement Champions Group has now been established with agreed Terms of Reference and Action Plan. Consultation with groups with protected characteristics has been undertaken.

**We said we would encourage and support participation in our democratic structures and seek to improve the balance of protected characteristics represented in our structures.**

- We developed a promotional campaign to encourage people to become school governors including specific aims of increasing diversity.
- The Equality and Human Rights Commission report “Is Wales Fairer?” included an evidence-based challenge that indicated a need to “Increase access to justice and encourage democratic participation”.

Discussions have taken place with the Wales Data Unit to obtain a breakdown of the 2017 Elections for Members (Denbighshire, Regional and National) in terms of the make-up of those Members in relation to protected characteristics. The data related to this may not be available until end of April and won't be available County by County, only pan Wales.

**We said we would develop a new approach to impact assessment and to engagement and consultation that will increase participation, from across the protected groups, in these processes.**

- Our Wellbeing Impact Assessments, launched in September 2016, is our on line integrated impact assessment and incorporates equality impact assessment, as well as guidance on engagement with all communities. These Assessments (WIAs) are designed to assess the likely impact of ideas, policies, reports or projects on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world. WIAs support us to consider the impact of our proposals on people who share protected characteristics, the Welsh language, biodiversity, health, community cohesion, economic development, and so on. The approach has been designed to support the development of our thinking and to consider ways to enhance the contribution our proposals could make to the well-being of future generations.
- Wellbeing Impact Assessments continue to be embedded in committee processes and project management methodology and 100% of proposals presented to Cabinet or Council have been impact assessed.

**We said we would ensure that the latest research is provided to decision makers including relevant sections of Is Britain Fairer? And Is Wales Fairer? as well as other relevant research and intelligence from academics, public bodies and groups representing those who share particular protected characteristics.**

- An Assessment of Local Wellbeing website has been launched; this Well-being Assessment seeks to capture the strengths and assets of its people and communities. It also seeks to describe the challenges and opportunities faced

both now and in the future. The Well-being Assessment has been informed by data, national and local research and most importantly feedback provided to us from residents, visitors and businesses. [Click here](#) to access the website.

- The number of Freedom of Information Requests has totalled 31 for the first three quarters of the financial year in relation to equality and diversity. All have been dealt with in the correct time frames. These FOIs have been received corporately and encompassed requests regarding, for example, wheelchair access to vehicles and taxis, apprenticeships, spend on children's disability equipment for those with special educational needs, supported living provision, equal pay claims, older people's care, domestic violence, modern slavery, prayers before Council meetings, Romanian community rights and rights of Asylum seekers.

#### **Areas for Future Development:**

- The average number of days taken to deliver a Disabled Facilities Grant (DFG) adaptation averaged 133 days, (Best in Wales for 2015-16) and 142 days in 2016-17. Despite the decline of 9 days, Denbighshire remained in the top quartile for performance - ranking 2nd in Wales.
- Work on relocating Rhyl Register Office from Marsh Road, to Rhyl Town Hall, in order to provide much improved facilities and access, has experienced some minor setbacks and delays. However, plans are now progressing well and a draft programme of works has been developed, with an adjusted anticipated contract completion date of April - May 2018.
- There is currently no data available as to the number of schools in Denbighshire which have a Strategic Equality Plan available. Education and Children's Services have recently introduced a new School review system which will enable schools to undertake self-audits of their school strategic equality plans. The Service will be able to review these to help identify any specific areas of support that maybe required. This will be an ongoing process. In the meantime, schools can be contacted directly to obtain a copy of their Strategic Equality Plan, as stated in our Summary above.

## Outcome 2: A Fairer and Healthier Denbighshire

**We said we would improve access and involvement in preventative and care services will be developed through the continuing implementation of the Social Services and Wellbeing Act 2014.**

- During the last quarter of 2016 -17 Education and Children's Services successfully bid for money from the Integrated Care Fund to commission a consultant to carry out engagement with families and service providers to identify levels of interest and promote the creation of social enterprises specifically to grow services within the community to provide out of school provision for children with additional needs.

The work was completed by the end of March 2017 with a core group of parents & carers coming together, but the project was unable to formally constitute a social enterprise within the proposed timescale. The independent consultants provided the following resources as a toolkit for establishing social enterprises:

- Holiday Activities Social Enterprise Business Plan
- "Steps to Social Enterprise" guide
- Consultation Report
- Consultation Master Database
- Directory of Services & pre-existing holiday activities.

Links with partners, stakeholders & communities were strengthened through the consultation & engagement process, especially with parents/carers.

- The winners have been announced for the National Campaign for the Arts' (NCA) Hearts for the Arts Awards 2018. The awards celebrate the work of Councils, Councillors and Council Officers who have overcome financial challenges to ensure the arts stay at the centre of community life. 'Lost in Art' by Denbighshire County Council has been named Best Local Authority Arts Project Encouraging Community Cohesion. Lost in Art is a visual arts project for people living with dementia and their carers. The aim of the project is to explore the role of visual arts in addressing issues that can affect people with dementia, including social isolation, confidence, communication and quality of life. The project was developed with the support of the Arts Council of Wales and the Dementia Services Development Centre at Bangor University and its Dementia and Imagination research project. There are two groups running in Denbighshire at present one in Rhyl and the other at the Ruthin Craft Centre

The Bangor University led Dementia and Imagination research project has led Lost in Art to be mentioned in the All-party parliamentary group's inquiry to



Arts, Health and Wellbeing – “Creative Health: Arts for Health and Wellbeing” published in July 2017.

- The Active Young People and Community Sport Team set out plans and activities based on the School Sport Survey, which is the biggest bi-annual survey of young people regarding school and community sport. The team are currently preparing plans for the next survey which will take place in April 2018. Structure of activities, style of delivery and opportunities for volunteering, refereeing and coaching are covered as well as the types of activities they like to play. This has helped these teams target ‘inequality’ groups which have been identified as less likely to take part in sport, such as women and girls, people with a disability, people from areas of deprivation and Black and Minority Ethnic (BME) groups. Denbighshire Leisure now has a substantial and varied offer for these groups. The Active Young People Team has also launched a programme called “US Girls Leadership” this year, to encourage more girls to volunteer and become young leaders.
- The Holiday provision programme for disabled children, which is led on by the Disability Sport Officer and officers from Education and Children’s Services uses feedback from the children, parents and staff to ensure that the needs of the young people are taken into account.
- The Community Wellbeing Team continues to work with colleagues in Education and Children’s Services regarding provision for disabled young people. The assessment of summer activity 2017 has led to keeping this work as a priority and development of joint working
- Disability Sport Wales (Disability Sport) and Public Health Wales (Emotional Health) aims to work as ‘one public sector’ bringing the skills, assets and resources from the Community Wellbeing Team to play its role within the broader public sector and its engagement with people in Denbighshire communities.
- The Lead Officer for the Community Wellbeing Team takes an active role with the National Principal Youth Officer Group in developing and influencing the Welsh Government proposed National Youth Work Strategy update from 2018 onwards. This has led to Welsh Government accepting they need to develop their ideas further ahead of any proposals being made.
- The Youth Service has developed good Welsh language youth work arrangements in partnership with the Urdd. A Welsh language reference group was established in September 2017, leading with the Urdd on Welsh medium provision. Outcomes are expected to be known in Summer 2018.
- In September 2017 a new Community Sport Activator was appointed. This is a post jointly funded by Community Wellbeing and Community Housing. The

aim of this post is to deliver activities to housing tenants, older people and to develop the rural offer.

- Staff from Denbighshire County Council's Strategic Leisure team were recently awarded the 'Insport' Development Bronze Award by a panel of leading sport professionals. The Insport Development programme is part of the broader insport project, which aims to support the physical activity, sport, and leisure sectors delivering inclusively of disabled people. The programme consists of 4 incremental standards (Ribbon, Bronze, Silver and Gold), against which a series of aims have been identified. As part of the presentation information was provided on the delivery of activities, workforce development and facilities amongst other things. The team will now be working towards the Silver award.
- In partnership with Young Ambassadors Cymru, Sport Wales and Youth Sport Trust, the Young Ambassador programme continues to develop with Denbighshire leading the way in relation to how many Young Ambassadors we now have, having almost doubled the amount of Bronze Young Ambassadors we have in our primary schools in the last 2 years. The Gold Young Ambassadors meet monthly and lead on 5x60 clubs and events such as the Young Ambassadors Conference, competitions, festivals, and county wide areas of work.
- Community Arts work with countryside Services to support them to engage with hard to reach groups. The Youth Service is supported to work with home educated young people for example.
- In partnership with Education and Children's Services, further funding was provided for Disability Sport and Family Information Service to engage with community groups, sport clubs, education and registered childcare providers to provide an inclusion toolkit for settings to deliver more inclusively. Funding of up to £1,000 is also available to the settings through completing self-assessment part of toolkit. This allows groups to become more inclusive for people with disabilities and for partners to engage in this important activity.
- Community Chest grants were awarded to 50 local groups which helped them develop their services. This directly contributes to Denbighshire's Leisure Strategy enabling voluntary groups to contribute to the overall health and wellbeing of their communities through sport and leisure activity.
- Funding received from North Wales Police to deliver Arson Reduction activities in collaboration with the Fire Service to address antisocial behaviour including Arson Reduction and Substance Misuse sessions led by Choose Life Charity.
- Denbighshire had the highest response level across Wales in the last School Sports Survey. Comparing 2013 with 2015, the survey shows an additional 753 pupils were 'hooked on sport' (an increase of 13%), confidence levels

improved in an additional 348 pupils (an increase of 10%) and an additional 521 pupils considered that activity they took part in contributed to a healthier lifestyle (an increase of 9%). The next survey will start in April 2018.

**We said we would focus on improving support to those receiving care by involving them in the choices that affect the services they receive and ensuring abuse and neglect are prevented.**

- The Council has been working to respond to the requirements of the Social Service and Well-being Act through its programme to modernise the way social services deliver. This work places greater emphasis on the outcomes of individuals, including outcome-focussed conversations. Training has been rolled out to staff and we will continue to develop this practice in 2018 - 19.
- Community Support Services continues to utilise a process of involving people who use services in the recruitment of front facing and management staff, where practical.

**We said we would support all protected groups to adopt healthy lifestyles including through the provision of specialised activities targeted at particular protected groups.**

- We have worked with partners to ensure universal leisure provision is inclusive.
- The number of older people (60+) participating in physical activity and wellbeing opportunities delivered or commissioned through our Leisure Centres totalled 16,050 for the period October – December 2017.
- The varied works programme for the Facilities, Assets & Housing department meets and supports cross cutting themes for the Council to meeting need, promoting healthy food diet for our schoolchildren via our School Catering Service. The works programmes across the department's four teams is very much 'customer focused and driven by our customers' needs'.
- A week-long series of events was held in September 2017 across Denbighshire to celebrate older people, in the run-up to International Day of Older Persons (1 October).

The events were arranged by the Ageing Well in Denbighshire Multi Agency and Resident Group to showcase what support is available. This Partnership includes Denbighshire County Council, Age Connect, Alzheimer's Society, British Red Cross, Care & Repair, Care Forum Wales, Citizens' Advice Denbighshire, NEWCIS and the NHS and many more. Events included sessions of the Lost in Art project, social events, arts and textiles a 'culture club' for arts and dance and Talking Points sessions for people to get advice and information on well-being issues.

**We said we would work with the health board to assess care and support needs (and carer support needs) of the population**

- Please see Outcome 1 above regarding Population Assessment by North Wales Social Care and Wellbeing Services Improvement Collaborative.
- The Single Point of Access (SPoA) operates to support citizens and professionals of Denbighshire. Services are delivered in partnership between BCUHB and DCC. Health and Social Care services have a duty to provide /arrange preventative services in its area of need for care and support and consider what could be done to meet those needs. It is impossible for everyone to know about all the services available to support people's health and well-being in Denbighshire. The SPoA can provide information, advice and assistance about the services available to ensure that citizen's needs are met appropriately. SPoA helps people to become better informed, more independent and self-caring; it aims to ensure positive health, care and well-being outcomes for individuals. The SPoA can discuss the different services available in your community and provide you with useful information about these services.

**We said we would assess care needs and the needs of carers through a new approach that focusses on what matters to the service user.**

- We provided more Telecare equipment to citizens - figures have increased from 395 in 2012, to 1,704 in 2016-17. 2017-18 are not yet available. This means more people are using technology to contact the Council in the event of an emergency and it enables people to live safely in their homes.

**We said we would provide a bi-lingual information, advice and assistance service.**

- We have recruited Welsh Language Champions throughout the authority who champion and monitor our Welsh language standards, promoting best practice and identifying any non-compliance within their own services.
- We have created a new post for a corporate Welsh Language Officer to help promote the use of the Welsh Language, encourage best practice and compliance with the Welsh Language Standards.
- We work with Partners to help to improve the provision of services in the Welsh Language in Denbighshire through a Welsh Language Forum.
- We have created a Welsh Language members group.
- We have an annual meeting with the Welsh Language Commissioner to test and adjust our approach.

- We continue to monitor the percentage of people reporting they were able to communicate in their preferred language. Currently service users for Community Support Services report 97% response in terms of being able to communicate in their preferred language.
- All libraries and one stop shops continue to offer bilingual information, advice and assistance.
- Services continue to use translation and interpreting facilities to communicate in languages other than English and Welsh within the Council are encouraged to use "thebigword". Services wishing to use facilities to support people living with hearing impairments are encouraged to use Action for Hearing Loss. These arrangements formed part of our Strategic Equality Plan monitoring and performance work to ensure we offer equality and diversity throughout our Council.
- Within Facilities, Assets & Housing annual policy reviews are carried out to ensure they are up to date with legislative requirements, this includes close monitoring of the Welsh Language Standards Action Plan for the service and ensuring actions are progressed.
- The development of a dedicated customers contact centre for housing which will integrate with the repairs help desk includes staff recruited who are fluent in Welsh and English.
- Schools Catering branding, menus and healthy food notices are displayed in Welsh in all of our School dining rooms, and also within our Commercial catering premises; Café R in Ruthin Craft Centre.
- Following the successful implementation of online booking through the Denbighshire Leisure website, the service will be progressing online joining for members in 2018 which will be a new system we will be developing with our software provider and could be used as the pilot for other Welsh authorities.
- In Leisure Work has been undertaken with Technogym to embed the Welsh language into the screens customers use to access our fitness equipment.
- The Youth Service continues joint work with the Urdd to promote the Welsh Language and culture activity with young people (the award winning 'Welsh is a Winner' project). A new Welsh Language Reference group for Youth Work has been established and job descriptions updated in order to enable Welsh speakers to be recruited and then trained in youth work
- There is support for childcare settings through the Out of School Hours Grant to enhance communication with Welsh speaking children who attend their provision.

- The Active Young People team have two first language Welsh speakers, and 2 Gold Young Ambassadors who are Welsh speakers. Awards, qualifications and presentations are all offered and available through the medium of Welsh.
- The Community Art service use Welsh language artists to deliver workshops especially in Lost in Art and the programme of arts activity at Capel y Waun day care facility. Also, Camau Bach – an early years music project delivered in partnership with Menter Iaith and Canolfan Gerdd William Mathias to support engagement at the HWB, Denbigh and the Oaktree Centre, Rhyl. We also support Menter Iaith to deliver several music and art sessions for young people through the medium of Welsh.
- A new School branding programme is due to commence in 2018, which will display stronger Welsh language standards.

**We said we would promote social enterprises and co-operatives which involve people who need care and support. Examples of our work includes:**

- Taskforce, based in Ruthin, continues to provide work opportunities to adults with learning disabilities.
- Popty Catering continues to provide work opportunities to adults with learning disabilities. There is a contract with Popty to visit DCC offices selling sandwiches / refreshments.
- Meifod Wood Products' core business is the manufacture of high quality wooden outdoor furniture. They are used in a wide range of outdoor locations, including domestic gardens, pubs, care homes, schools to name but a few. Meifod is a Denbighshire County Council business creating employment for adults with learning disabilities.
- Cefndy Healthcare and Manufacturing, in partnership with DCC, supplies aids to daily living and creates meaningful employment for disabled members of the community.
- The Woodland Skills Project continues to be supported by DCC, providing a range of woodland based activities two days a week, especially for people living with complex disabilities.

**We said we would improve protection and referral procedures for adults in need of safeguarding.**

- We have publicised the names of all service safeguarding representatives in our office buildings and on our intranet.

- We have printed and distributed “Safeguarding Awareness – Children and Adults at risk” marketing materials including a leaflet, video for staff and an e-learning module.
- We have strengthened safeguarding teams with additional resource. The performance measures around Adult Protection are currently under review with Welsh Government.
- A new strategy for mental health services in North Wales is in the final stages of development and approval. That strategy is known as Together for Mental Health in North Wales, and it sets out a wide range of principles and actions, to be taken forward over the 3-5 years up to 2022.

It has been agreed by the Together for Mental Health Partnership Board that the approach to implementation should be as bottom-up as possible, and be rooted in the various communities across North Wales – with the default being local, rather than regional implementation structures.

There are 3 across North Wales: Conwy and Denbighshire, Gwynedd and Môn, and Wrexham and Flintshire.

- It is important that we enable people to feel safe, as the perception of safety is often as important to an individual as safety itself. As part of our current satisfaction surveys of adult citizens, we ask whether they feel safe. The proportion of adult citizens responding positively to this question during 2016-2017 was 92% (401 out of 437). This is down slightly from 95% (396 out of 416) the previous year. It was noted that many responses highlight a fear of falling as the problem, which has been fed back to Welsh Government. We will continue to operate a Falls Prevention Service within Denbighshire.
- Safeguarding is a key theme throughout the Facilities, Assets & Housing service. The Service’s Safeguarding Group plans, implements and reviews progress not simply in terms of safer recruitment which has shown good improvement in the diverse services within FAH, but also in terms of provision. The group monitor and control safeguarding of groups using leisure facilities. Feedback and best practice is shared within the group for consistency and also directly fed into the Corporate Safeguarding Panel which includes raising case studies of ‘softer’ safeguarding issues before the ‘protection’ stages. The monitoring that FAH carry out on safer recruitment has been highlighted as an area of good practice in the Corporate safeguarding group. The group continues to monitor and evaluate progress made in improving safeguarding practice across FAH.
- Safeguarding Awareness E Learning - brand new safeguarding training that is being rolled out across the county. The training has been produced via our e-learning modules. Safeguarding is everyone’s business and we all have a role

to play in reporting any concerns we may have about vulnerable people living in our communities.

**We said we would ensure people can access advocacy services.**

- We continue to deliver an information, advice and assistance service that conforms to the Social Services and Wellbeing Act. The Children and Families Support Gateway is delivering an information, advice and assistance service within Education and Children's Services which complies with Part 2 of the Social Services and Wellbeing Act. However the aspiration of the Act is to deliver a single integrated experience for citizens requiring information, advice or assistance. In conjunction with the Family Information Service, Community Support Service and Customers, Communications and Marketing Services we are reviewing our compliance with the National Advice Network standards. This work is ongoing from 2015 -16.
- We mentioned previously, we continue to develop our Talking Points - an information, advice and assistance service at the heart of the community. Talking Points are an opportunity for the citizens of Denbighshire to meet with health, social care and third sector staff in their own community in a convenient, appropriate and welcoming venue such as a local library, and to talk with them about the well-being outcomes they desire for themselves or others.
- Children and Adult services commission Advocacy Services. Adult services has recently assessed current advocacy arrangements using a tool called the Golden Thread, a self- assessment tool for commissioners. The purpose of the tool is to bench mark where we are at in relation to implementing the Social Services and Wellbeing Act code of practice for Advocacy. We are acting on the findings.

**We said we would ensure safety, dignity and empowerment for those receiving care services.**

- We continue to monitor the percentage of people reporting they were treated with dignity and respect. Currently citizens interacting with Community Support Services report 94% response in terms of being treated with dignity and respect – 96% for adults receiving care and support, and 89% for carers.

**We said we would promote healthy lifestyles choices for all and provides the necessary access arrangements to support these choices.**

- The Council's Facilities, Assets and Housing Service has worked in partnership with Sport Wales, Betsi Cadwaladr University Health Board, Public Health Wales, the National Exercise Referral Programme and Duke of Edinburgh Outdoor Activities to deliver a range of active leisure opportunities specifically targeted at older, disabled, and younger people. These have included free swimming



for under 16 year olds during school holidays and free swimming for over 60's throughout the year.

- Catering Team involvement with the School Holiday Enrichment Programme (SHEP) over the past two years has been a great success, with the initial project in 2016 involving just 4 schools, this was increased in 2017 to include 8 schools with a further increase in 2018 to 16 schools. This project involves close work with the Schools themselves, local community organisations and our Community Wellbeing department.
- We promote all projects and initiatives undertaken by Countryside services through press, public relations, social media and video. Countryside Services has produced webpages promoting our accessible Denbighshire. [Please click here to see pages.](#) Ideas for activities, healthy lifestyle choices and guidance on area maps are available.
- We have been working with landowners to replace stiles on public paths with hand and kissing gates to help ease access for users with mobility issues. Although the paths may still have natural obstacles that impact on their movement, it is generally felt ageing populations mobility in the countryside can be reduced where they cross stiles the farmers are intended to provide and maintain. With the landowners agreement we are looking to remove stiles and replace with hand or kissing gates. We are not targeting specific routes but are replacing them as resources allow where the opportunity arises. There is an ongoing project to replace all the stiles along the River Clwyd bank from Ruthin to Bodfari, with much of the middle section now completed. This work has only been possible due to grant funding from the Welsh Government that ends this year. We will look for other funding to assist this programme and ensure the Rights of Way Improvement Plan continues to recognise and support our work to improve access for users who may find existing routes difficult to access.
- Equality of access in the wider countryside can be a challenge but where conditions are reasonable for accessibility for all, provision is made. A number of the Community Miles routes developed this year have replaced stiles with gates on Public Rights of Way (which will facilitate easier access as much as possible). The Llandegla Community Miles route has been published, which is number 13 in the series.
- The Out and About event programme includes a broad range of countryside activities, with 4,030 people engaged in the programme during 2017.
- The Accessible Denbighshire area on Denbighshire Countryside's website highlights the most accessible routes across the County. Most of our Countryside Sites are consistently being improved to be more accessible by surfacing paths or removal of steps and other structures, for example the three and a half miles of the Prestatyn-Dyserth Way can be enjoyed due to its

all-weather tarmac surface. The Countryside Service Team secured £20,000 in grant aid to fund footpath improvements at Loggerheads Country Park in 2017 -18. The work has established an accessible path between Loggerheads Visitor Centre and Devil's Gorge, which will link to the Loggerheads Trumper Programme.

- An all-terrain Trumper / mobility scooter has been purchased by the Countryside Service team for the public to use at Loggerheads Country Park. The scooter will be available through a pre bookable service and will be introduced over the next six months. The aim of the project is to enable people with mobility problems to join their friends and family on days out in the Park.
- The Walking the Way to Health scheme has been delivering health and wellbeing benefits for over 15 years. Designed to encourage individuals to exercise regularly through walking as part of a social group, it has proved very successful. The benefits from walking for physical and mental wellbeing, reducing social isolation and community cohesion are well documented, and this initiative delivers directly on the goals for the Wellbeing of Future Generations Act. A coordinator organises and motivates around 10 groups, with 30+ volunteer walk leaders, delivering around 20 weekly walks. This results in over 10,000+ participations every year.
- The Rhyl Communities First Walking Group participated in a joint project between Denbighshire Countryside and Art Services, which included a guided walk around Loggerheads Country Park and working with an artist to create a Mosaic that celebrates the special features of the Park.
- The Denbigh Men's Shed group participated in a photography exhibition featuring the landscape around Llangollen and the Alyn Valley. The project improved people's health and well-being through encouraging people to visit new places, but also made images of these spectacular landscapes accessible to all.
- Ysgol Llywelyn have become the third school in Denbighshire to receive an award for their effort in getting their pupils travelling actively to school. They received the Silver School Mark Award on February 8 as a result of getting over 15% more students walking and cycling to and from school. An active school run has so many benefits for young people and schools, from increasing the pupils' levels of physical activity, helping to promote students' physical and mental health and wellbeing, reducing the number of cars at the school gates and creating a better environment for the whole school community.
- Service users within Countryside and Heritage Services are actively engaged in service improvement through our volunteer programmes, which include physical improvements at sites, and also helping others to understand and

enjoy the area through guiding walks. Participants include people from across the whole age spectrum. 140 volunteer activities are provided every year by the Countryside Service department, in addition to specific weekly volunteering opportunities for individuals with additional needs and their carer. Comments boxes are available for users to provide feedback about their experiences at our busiest sites, such as Loggerheads Country Park and occasional outdoor surveys are completed, enabling people to provide suggestions for improvements.

- Denbighshire Countryside Service has recently become responsible for the management of the allotments for the authority as a whole, providing opportunities to improve people's health and well-being through outdoor activity, growing nutritional food and socialising with others. The Service is currently reviewing the allotments and rationalising plots to increase provision where possible. Rhyl and Prestatyn allotments include raised beds, making them accessible to more people. A programme of improvements is currently underway to increase the number of raised beds at other sites.
- Weekly gardening activities are held at the Corwen Community Garden and are supported by the South Countryside Service Team, these provide the opportunity for people to learn new skills, meet new people and take a share of the produce home. The project also makes a positive contribution to the landscape setting of the car park area in Corwen.
- Two Young Ranger schemes are supported by Denbighshire Countryside Service, one based at Loggerheads Country Park and the other at Llangollen. Both groups provide opportunities for Young People to become involved in countryside management skills and have between 15 – 20 regular attendees. Activities over the past twelve months include, wild bee surveys, abseiling, building dormice boxes, little tern visits, hedge planting, woodland coppicing, looking for reptiles, moorland management and craft.
- Ysgol Carreg Emlyn achieved a top award for health and wellbeing. Ysgol Carreg Emlyn has received the National Quality Award, the highest award a school can obtain through the Welsh Network of Healthy School Schemes. In order to achieve the award, the school demonstrated the highest standard in indicators across seven health topics, including mental and emotional health, wellbeing and relationships, environment, and safety.

#### **Areas for Future Development:**

- Following the successful implementation of online booking through the Denbighshire Leisure website, the service will be progressing online joining for members in 2018 which will be a new system we will be developing with our software provider and could be used as the pilot for other Welsh authorities.

- Denbighshire Countryside Service are looking at the feasibility of extending the access for all path at Rhyl Cut.
- Funding applications are currently being submitted to improve the accessibility of the picnic areas at Rhuddlan Nature Reserve.
- We said we would increase the number of people receiving direct payments and similar arrangements to enable citizens' greater involvement in managing their own care, if that is their preference. Much work has been undertaken to develop the Support Budget offer and to ensure staff are fully aware of the opportunity for flexibility and creativity.
- The recent trend for year on year decreasing numbers of Support Budgets for adult social care is now expected to change and we will continue to monitor closely. Information is as follows:
  - ✓ 2015/2016 the figure was 140
  - ✓ 2016/2017 the figure was 106
  - ✓ Between 01/04/2017 & 31/12/2017 (3 quarters of a year) the figure was 112.

## Outcome 3: A Fairer More Prosperous Denbighshire

**We said we would ensure that a fair and prosperous Denbighshire will be one where income inequality between different groups is reduced. We said we would ensure that a fair and prosperous Denbighshire will be one where people from all backgrounds are supported to take advantage of entrepreneurial and employment opportunities and, where the education and training that underpins participation in a prosperous economy can be delivered in a way and in an environment that allows people from all backgrounds and with the full range of protected characteristics to flourish.**

- The Youth Service work with Schools, Careers and Education in order to progress joint work to support young people at risk of becoming NEET (young people aged 16-24 Not in Education, Employment or Training). A Youth Panel (Engagement Officer, Careers and Youth Service) meets regularly and is the forum to consider the progression needs of all young people at risk of becoming NEET and to develop best responses to support Young People. In order to speed up responses and referrals, the membership of the Youth Panel has been expanded to include representatives from other services and agencies, e.g. Department of Work and Pensions / Team Around the Family/ ADTRAC / Housing etc. Cases are reviewed at each meeting and 2017-18 dates have already been agreed.
- As part of Denbighshire work to deliver its Economic and Community Ambition Strategy, the 14-19 team are also managing and delivering on the 'Ready for Work' project. The aim is to provide schools and students with additional expertise and support from businesses and mentoring support from alumni and public service employees to enrich the current Careers and World of Work activities undertaken in schools. The intention is that the project will be embedded within the Welsh Baccalaureate going forward to ensure the sustainability of the initiative. The Ready for Work project is a significant investment by the local authority and is one of the priorities set out in the Corporate Plan for 2017 -2022, meeting the needs of Young People.

There are a number of strands to the Ready for Work initiative which, for successful delivery, will draw upon the mutual support and co-operation of schools, the LA, governors, elected members, public service mentors and students, local employers and other partners. The strands include:

- ✓ Establishment of a business register
- ✓ Extending the Careers Wales Business Class initiative
- ✓ Establishment of an 'alumni community' in each school
- ✓ Mentoring scheme for students
- ✓ Delivery as part of the core curriculum
- ✓ Support and guidance for school governors
- ✓ Engagement with elected members

- ✓ Collaborative bilingual careers evenings
- We have provided over 50 extended and supported work placements for the Year 11 cohort from September 2017. All placements are monitored by TRAC or Learning Support Mentors. We are looking to Denbighshire County Council providing more placements in vocational areas.
- We have also developed an Employability Skills Pathway in the Land Based sector that comprises a skills based course at Coleg Cambria, Llysfasi, and an extended land based work placement. The 14-19 Team funds the vetting of all placements through Dream Safety, a Denbigh company.
- In terms of Careers advice and support, we enjoy an excellent working relationship with Careers Wales and all schools and pupils have free access to their website which gives up to date information and data relating to Labour Market Information and trends, availability of apprenticeships and jobs in the region, careers advice etc. All our secondary schools are also in a pilot programme for the Careers Wales Education Business Exchange which will provide schools with a database of local employers and businesses who are prepared to have pupils on school visits, offer work experience and support with mock interviews and careers events etc.
- We launched the SEREN Project last year targeting extra support for our highest attaining students. This year there are 255 Year 12 and 13 students from Conwy and Denbighshire who are enrolled in the Conwy and Denbighshire SEREN Hub. It is too early to evaluate the impact of the SEREN project as yet in terms of numbers of students offered and accepting Higher Education places at the most prestigious universities but evaluations by students are extremely positive and there are already indications that applications to Russell Group universities have increased this year. The Conwy & Denbighshire Hub has developed a thriving enrichment programme, the flagship of which is the Medical Sciences programme which is delivered by highly motivational consultants and doctors at Glan Clwyd Hospital.
- Both Leisure and Youth Service deliver provision that contributes to a wide range areas that could increase pressures on the public sector specifically and the economy generally. Community Wellbeing recognises the valuable contribution that is made through community based interventions and that they contribute to a wide range of issues such as limiting the growth of obesity through active lifestyles, engaging young people into programmes that support lifelong learning and reducing the risk of becoming NEET.
- The Young Ambassador Scheme (as previously mentioned) and Young Leader courses provide valuable life skills for the next generation and volunteer opportunities in Youth work and sport. The Youth Service and Active Young People Team continues to invest in volunteers developing their skills and knowledge to enhance the youth work & sporting offer and support

continuous professional development through training opportunities such as level 2 and 3 Youth Work and the Sports Leaders Level 2. These opportunities have provided individuals with experience to gain paid employment. Many of these volunteers now work within our holiday programmes, and one has just gained employment with us a Community Sport Activator. She went through our Young Ambassador system, our Sport Leader pathway, our volunteer programme, and our 5x60 and Dragon sport programme as a younger pupil.

- Community Arts work with hard to reach groups such as older people, those that are lonely and socially isolated, NEETS, those with mental health problems, disadvantages families with young children and people with dementia.
- The inclusion of Community Benefit requirements in all major works tenders provides long term community resilience in the form of local employment and training opportunities. This is particularly sustainable through the North Wales Construction Framework which gives the potential for longevity of employment across a large number of projects. Work on the replacement framework is ongoing in conjunction with colleagues in Procurement and several discussions regarding how the Council improves the identification and specification of community benefits within contract tenders and awards have taken place with a view to targeting funding and activities in identified and prioritised areas.
- Initiatives are developed in consultation with service departments and in partnership with contractors, further education colleges and national training bodies such as The Construction Industry Training Board and The National Skills Academy. As part of the extension and refurbishment of Ysgol Glan Clwyd, 21 pupils were invited by the steel fabricator to experience the design, manufacture and erection of the steel frame for the building, together with receiving an insight into the industry as a whole including employment and apprenticeship opportunities.
- Facilities, Assets and Housing supports informal, non-formal and formal education through early years, after school, holiday provision, youth work, extra-curricular and alternative curriculum for vulnerable learners. Families are supported through the Family Information Service, the Oaktree, Integrated Children's Centre and recently families who are choosing to educate their children otherwise have been engaged with the Youth Service and Community Arts. The youth service has used highly creative ways to engage young people from different groups with diverse needs. High quality have been achieved in terms of both accredited outcomes and distance travelled. This includes Sports Leaders, Duke Of Edinburgh, First Aid, ASDAN and Agored Cymru.

These qualifications and accredited units recognise young people's learning achievements and supports the development of skills and knowledge through non-formal settings.

- Youth Service provision, including Welsh Language activity delivered in partnership with the URDD are able to gain a 'recorded learning outcome'. This system is an effective way of capturing young people's positive participation across a range of 'softer skill' and harder to measure areas.
- There is innovative approach to ensure that the delivery of accreditation and qualifications is done in a way that supports particular groups of young people who are referred to the youth service. This includes the practical embedding of literacy and numeracy through all programmes in a practical way that allows learners to succeed in these skills whilst developing lifelong learning.

**As an employer we said we would ensure our practices deliver fair recruitment, development and reward in employment.**

- We have developed new social media templates for recruitment and produced social media videos to help in the recruitment of such posts as school crossing patrols.
- We now use the Disability Confident Scheme within recruitment, supporting and promoting disabled people in our workplace. Being Disability Confident is a unique opportunity to lead the way in our communities. There are three levels designed for use – Denbighshire are at Level 2 – these provide a fully inclusive and accessible recruitment process, enabling us to offer a guaranteed interview for anyone who meets the criteria of the Scheme. [Click here](#) for more information on the Scheme.
- As mentioned in the Summary above, we have produced the Public Sector Equality Duty report for April 2016 – March 2017 detailing our commitment and compliance with the Public Sector Equality Duty.
- Each year we are required, as a local Authority, to publish reports for Welsh Government detailing our commitment and compliance with the Public Sector Equality Duty in terms of an equal Pay Audit (March 2017).
- We have a programme of streamlining key policies and have Equality Impact Assessed all Human Resources policies (100%). We are also monitoring the effectiveness of the induction / refresher training for staff. Future policies will be assessed using our Wellbeing Impact Assessment. This was mentioned above.
- Additionally Education policies such as the Model Safeguarding Policy for Schools, the Attendance Policy for Schools and Managing Health Care Needs



of Young People Guidance and Model Policy (all designed to support inclusion and protect those with protected characteristics) have undergone Wellbeing Impact Assessments.

- In Facilities, Assets & Housing, the Workforce Development group looks at all staff training needs including statutory requirements, development and succession planning. Delivery of training is coordinated through the Training Group and Lead Officers and there has been good impact in recruiting difficult to appoint staff and a 'grow our own' approach (e.g. Leisure Officer Trainee, Community Youth Worker Trainee, recruitment fairs for Catering / Cleaning).
- A Youth Service specification was developed to inform the future direction and strategy for the service and deliver with significantly less budget. This was developed with involvement from all key partners and stakeholders. The Community Youth Worker structure is a flat one, however, two posts now have been graded higher which also creates opportunity for career advancement in the professional Youth Work structure. In 2017 we created 2 Community Youth Worker trainee posts in order to support a 'grown your own' approach. Within Community Sport a Young Ambassador has progressed into employment as a Community Sport Activator.
- Volunteers are used across Community Wellbeing and, alongside partnership arrangements, bring additional capacity to delivery programmes. Aside from the saving through delivery of around 24,000 volunteering hours per year, this also has given an opportunity to develop and train volunteers who have then gone onto be part time paid staff and full time employees. This cohort of people are 'home grown' and enable local people to develop skills for the workplace and supports the service through having well developed staff.

**We said we would ensure our Economic and Business Development, and Anti-Poverty programmes work to enhance opportunity and reduce economic inequalities.**

- We have started up an internal project – Denbighshire Working Start Scheme - to offer work experience within Denbighshire County Council to residents and are wanting to target this to areas where disadvantage could hold people back.
- We have appointed a Principal Manager Strategic Employment to bring together the work of the national tackling poverty programmes within Denbighshire. There are proposals for further European-funded Tackling Poverty programmes over the next three years, for which funding levels are likely to be in excess of £1 million. This work will contribute to some of the barriers of employment faced by unemployed citizens, thus working toward eliminating inequality.

- In January 2017 a workshop was facilitated to bring together Denbighshire County Council, the Department of Work and Pensions (DWP) and Grwp Llandrillo Menai to agree how all parties could collaborate better mapping out job opportunities to be provided by Rhyl Waterfront developments and DCC Catering and Facilities.
- The work above all supports our Economic and Community Ambition priority, and also supports the Tackling Poverty agenda. All this work will contribute to some of the barriers of employment faced by unemployed citizens, working towards eliminating inequality.

**We said we would focus on eliminating barriers and supporting people to prosper. This will include reducing attainment gaps between those with different protected characteristics and ensuring our learning environments are safe from bullying and hate crime.**

- 0.9% of school leavers left education without a qualification in 2017. This places the Local Authority 8th in Wales in terms of supporting school leavers to obtain a qualification.
- In 2017, there were 16 children in local authority care in year 11, 10 of these achieved qualifications including 5 who gained the L1 threshold and 1 who achieved the L2+. Most of those who did not achieve a formal qualification were in secure accommodation or had significant health issues. All children except those in secure accommodation have places in college or 6th form. This is consistent with the profile of previous years.
- The Disability Wellbeing Coordinator is successfully working on progressing joint working and meeting the needs of families and children, in compliance with Additional Learning Need reforms. This was mentioned in Outcome 2 above.
- In terms of Careers advice and support, we have been successful with a joint bid to the Economic Ambition Board for providing a programme of initiatives under the Ready for Work banner, as previously mentioned. This will include progressing Business Class to all Denbighshire secondary schools over a 3 year period. We continue to work with Ysbyty Glan Clwyd and BCUHB to develop stronger links with DCC schools.
- The SEREN Project continues to target extra support for our highest attaining students. Over 94 students are placed on extended work placements that are monitored by the 14-19 and TRAC teams. This is an increase of 44 students from 2016-17
- At the end of Primary Phase Education the percentage of pupils achieving the expected outcome measure (CSI) improved slightly to 88.9%.

- At the end of statutory education 50% of pupils achieved level 2 threshold. This is lower than the outcome achieved last year however as the qualification changed the Welsh Government has instructed that direct comparisons cannot be made.
- From the information we have from across secondary schools we know that there have been 57 bullying incidents in 2016/17. This number has remained the same reporting period the previous year. Where possible, the bullying incidents were broken down into types of bullying, listed below:
  - ✓ 41 'unknown' ( meaning school were unable to clearly identify a definite type or reason)
  - ✓ 16 "identity based"
    - 11 related to appearance
    - 1 related to race, religion, belief
    - 3 related to sexual orientation
    - 1 related to disability

Further work is planned with school Councils and Youth Councils to address these issues in schools.

- The Denbighshire County Council-led TRAC 11-24 project has been recognised with two awards. The project, which runs across all six North Wales authorities supports young people aged 11-24 at highest risk of becoming NEET (Not in Education, Employment, or Training). The project was recognised at the European structural and investment fund's annual information event in Swansea

### **Areas for Future Development:**

- Literacy, Numeracy and ICT Skills development in schools is being informed by the information we have on attainment gaps. The regional school improvement service, GwE, has operational responsibility for improving attainment standards on behalf of the authority, and it is an area of concern that the rate of improvement has been slow. New data for English Additional Language, Free School Meals and gender breakdowns for 2016 -17 academic attainment are causing concern, with English as an Additional Language (EAL) and Free School Meals (FSM) attainment at Foundation Phase and Key Stage 4 being below the Wales Median.
- We said we would carry out quarterly in-depth analysis of recruitment, retention and pay issues in relation to people within a protected characteristic - this work has not yet started and needs to be incorporated into the HR Business Partner work plan. Business Partners will be required to support services, where support is required.

- We wished to encourage all staff to provide equality monitoring information - this is currently on hold whilst we investigate how we can capture the information for staff who are not office based and also tied into capturing information on Welsh Language Standards for staff.

## Outcome 4: A Denbighshire of Safe Cohesive Communities

### **We said we would improve our understanding of the profile and needs of the population we serve commencing with a focus on Council housing tenants.**

- We support delivery of appropriate accommodation for Gypsy, Roma and Traveller residential and transit sites, as identified in the needs assessment. We have been working with representatives from the Gypsy, Roma and Traveller to progress the delivery of the proposed residential and transit sites. We have appointed a project manager and a project team and have begun to identify possible locations for the sites.
- The housing service collects equality profile information on Council house tenants; to better understand their needs and to enable greater understanding of any differences between the views of people in the different protected groups when it comes to customer satisfaction. We have increased the percentage of Council housing tenants for whom we hold equality profile information.

For all Housing projects, we will carry out profiling to ensure activities fully reflect the needs of the community.

- We have a special needs housing group to manage and promote equality of access to specialised housing accommodation; the Specialist Housing Group meets every six weeks to discuss progress with referrals currently on the list, to discuss new referrals to the list and to discuss any void adapted properties which are becoming available. All adapted properties have to be considered by the Specialist Housing Group for possible reallocation to a tenant (from the Specialist Housing List) who will make use of the adaptations.
- Housing are currently carrying out a review of their Older People's provision to gain a clearer understanding of tenants' potential needs (such as telecare provision, adequacy of equipment, level of support and suitability of current sheltered stock to meet the needs of older people.

### **We said we would continue to facilitate community development activities that are led by and draw upon the contributions of the full-range of members of our diverse communities.**

- We now have six Syrian families living in the County. The families are housed in County wide locations. Several other private rented sector properties are at different stages of advancement and completion in joining the scheme, and it is hoped we will have another 3 families residing in the County by Spring 2018, taking the number up to 9.

All the Syrian families have settled in well, and children of school age attend local schools, where they learn English and Welsh, and make friends through play and in classrooms.

Adult Syrians attend ESOL classes, (English for Speakers of Other Languages) at college, several times per week.

Any health issues that are identified are managed locally, and one family have recently had a new baby girl, born just before Christmas 2017. No community tensions exist around the locations where the Syrians reside, and Specialist Police Officers from North Wales Police have strong links to the project via partnership working.

- As part of the process for Wales to be recognised as an Age-Friendly Nation, Denbighshire is one of the 22 Welsh Local Authorities which has signed up to the Dublin Declaration; showing our real commitment at a local level to creating communities that are inclusive and supportive for all, regardless of their age. In December 2017 a review of performance against the Dublin Declaration took place and a best practice paper presented to the Older People's Commissioning Unit and was very well received.
- Our Ageing Well in Denbighshire is in sync with the Ageing Well in Wales's policy and incorporates the objectives of supporting Ageing well communities, Dementia friendly communities, Falls, Loneliness and Isolation, and employment and learning opportunities.
- In working towards the United Nations Principles for older persons we continue to adopt and support activities for independence, participation, care, self-fulfilment and dignity.
- February 2018 saw Rhyl turned into a sea of white, green and purple to mark 100 years of women being given the right to vote. Rhyl's Pont y Ddraig bridge, Skytower and promenade shelters were illuminated in the suffragette colours to mark the sacrifices made by women who campaigned for the right to vote.
- If a householder is physically unable to move their bins to the collection point and there is no-one else at the property that is able to take the refuse out then we can offer an assisted collection service. We may collect refuse from a specified point to be agreed with the householder e.g. outside the back door, or down the drive in front of garage etc. [Click here](#) to obtain further detail.
- A recently agreed proposal was to give an extra hour of additional parking time to Blue Badge holders parking within our pay and display car parks. The way this will work is that if a Blue Badge holder purchases 1 hour of parking for £1, the Civil Enforcement Officers will automatically add a further hour onto the expiry time shown on their pay and display ticket – providing that they display a valid Blue Badge. This would be classed as a reasonable adjustment under the

Equality Act 2010. This was a Lead Member delegated decision, which is published on the website.

We have also made some other adjustments to one of the car parks in Denbigh to improve accessibility for Blue Badge holders.

- Denbighshire Housing is part of the Children, Young People's & Families Partnership (CYPFP) and are currently supporting the development of the Young Peoples Pathway and Homelessness Prevention Strategy
- The Community Wellbeing service makes a proactive contribution to the Children & Young People and Families Partnership (CYPFP) e.g. influencing setting priorities of promoting the voices of CYP and emotional / mental health priorities, leading on the Childcare Sufficiency Audit, the 30 hr Childcare offer.

There has been good progress in embedding the work of the Community Wellbeing service following consultation with stakeholders. This includes community based and targeted provision, joint work with the Urdd / Young Farmers, Leisure and Education. The Youth Service referral process has supported increasing referrals from partners generally but the TRAC Project and Denbighshire Youth Engagement Panel specifically (e.g. personal support enabling pupils to engage in education, young parents group at the Oak Tree Centre led by the FIS and Youth Service). More schools are asking for youth work interventions and contributing to costs to deliver these. Rhyl High School are funding a new programme on a 3 year basis.

- The new Youth Council approach has been instigated and a 3 year timeframe established. Over 3,000 young people were consulted and issues that they want to debate have been identified. Youth Workers work in partnership with Education and facilitated prioritisation of YP issues. The Youth Council 'an evening with' have been implemented. Each session is opened by the Chair of the County Council and the Youth Council have debated Housing and the Environment – with panel members from council services. Head of Education has requested follow up work with schools through the Youth Council which clearly is supporting young people's voices being heard and responded to.
- The AYP (Active Young People) and programmes continue to be user led with participant's interests and needs considered and prioritised as part of the development of programmes, rather than opportunities simply being offered. The AYP Team utilise questionnaires, surveys, suggestion boxes & Q&A sessions frequently, to ensure demand is consistently met each term.
- Work is in progress on the Community Engagement strategy which will seek to expand the network of residents groups but also widen access to engaging with the service to improve representation and communication methods including digital access.

- The Council has in place an Armed Forces and Veterans Covenant which ensures those members of the armed forces community do not suffer any disadvantage in accessing Council services. Supporting the delivery of the Covenant is a Cabinet Lead Member for the Armed Forces and a Lead Officer underpinned by a Denbighshire Armed Forces Covenant Group consisting of representatives from the public sector, third sector and in particular armed forces charities. The Council has specific policies in place to support armed forces personnel and veterans in relation to housing needs and educational needs of armed forces families. Our Supporting People Team are also actively engaged in assisting homeless veterans sleeping rough or 'sofa surfing' in Denbighshire.
- Dropped kerbs are probably the most visible way that our Highways work to improve access, and this is directly linked to the Supporting Independence in Denbighshire and wellbeing agendas and feeds directly into the requirements of the WFG Act; this is something we would like to develop further (subject to available resources). Our current programme for installing further dropped kerbs throughout the County is ongoing, with funding set aside. This is a year on year arrangement, and priority is currently being given to connecting community areas with services, for example linking Sheltered Housing with Chemists.

**Through the Safer Conwy and Denbighshire partnership we said we would ensure we develop the capacity to support victims and raise awareness of Domestic Violence and Sexual Violence whilst working with partners to tackle offenders.**

- We continue to participate in the Conwy and Denbighshire Community Safety Partnership's (C&DCSP) regional activities to raise awareness and encourage reporting of hate crime. We have attended numerous statutory and third sector events to raise awareness of domestic abuse; we have also ensured Welsh Government information has been shared.
- We continue to participate in the C&DCSP's activities to raise awareness and encourage reporting of domestic abuse. We promote the Live Fear Free Helpline at every opportunity. On 24 November 2017 we supported an event in kind which was hosted by North Wales Women's Centre in Denbighshire for International White Ribbon Day.
- We continue to monitor the DCC Workplace Policy on Domestic Abuse, Violence against Women and Sexual Violence to protect our staff and ensure information is available to provide advice and guidance on those affected by domestic abuse and or sexual violence. A new E learning module has been made available, and is mandatory for all Council personnel to complete, to ensure we raise further awareness on Domestic Abuse, Violence against Women and Sexual Violence. The C&DCSP Domestic abuse lead officer has



been reviewing the work place policy to make sure the new Laws are reflected in the policy this work is on-going with HR in Denbighshire.

- The C&DCSP Domestic violence lead officer has been reviewing the MARAC process across North Wales as part of the Regional working arrangements. As a result of this review there are a number of recommendations to ensure the effectiveness of the process. The implementation of these recommendations will be overseen by the Regional Domestic Violence Strategic group. The Denbighshire and Conwy Community Safety Manager is a member of this group and will report back locally on the implementation of the recommendations.
- All taxi drivers in Denbighshire have received child sexual exploitation (CSE) awareness training as part of their licensing arrangements.
- The C&DCSP managed to secure £10,000 to run the same initiative as was run in 2016 – 2017 in terms of provision of posters in taxis over Christmas, highlighting domestic violence issues. The scheme, placed a small dashboard sticker into all or most of the DCC Licensed taxis with a generic Domestic Abuse Helpline, so every passenger, male, female, old or young would see the bilingual message with the DCC crest and North Wales Police crest in Partnership work.

#### **Areas for Future Development:**

- There were no areas identified for future development for this Outcome at this time.

## For more information on anything in this document

Please feel free to contact us. We would be happy to provide any additional guidance and materials to help you.



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**Phone:** 01824 706101 (Monday to Friday, 8:30am to 5pm). Rydym yn croesawu galwadau ffôn yn Gymraeg / We welcome telephone calls in Welsh.



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|                            |                                       |
|----------------------------|---------------------------------------|
| <b>Adroddiad i'r:</b>      | <b>Pwyllgor Archwilio Perfformiad</b> |
| <b>Dyddiad y Cyfarfod:</b> | <b>15 Mawrth 2018</b>                 |
| <b>Swyddog Arweiniol:</b>  | <b>Cydlynnydd Archwilio</b>           |
| <b>Awdur yr Adroddiad:</b> | <b>Cydlynnydd Archwilio</b>           |
| <b>Teitl:</b>              | <b>Rhaglen Waith Archwilio</b>        |

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## 1. Am beth mae'r adroddiad yn sôn?

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

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

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

## 3. Beth yw'r Argymhellion?

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

## 4. Manylion am yr adroddiad.

4.1 Mae Adran 7 o Gyfansoddiad Cyngor Sir Ddinbych yn nodi cylch gorchwyl, swyddogaethau ac aelodaeth pob Pwyllgor Archwilio. Mae'r Adran hon hefyd yn cynnwys rheolau gweithdrefnau a thrafodaeth ar gyfer cyfarfodydd pwyllgorau.

4.2 Mae'r Cyfansoddiad yn amodi bod yn rhaid i bwyllgorau archwilio'r Cyngor baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Drwy adolygu a blaenoriaethu materion mae modd i aelodau sicrhau fod y rhaglen waith yn cyflwyno rhaglen dan arweiniad yr aelodau.

4.3 Arfer sydd wedi'i fabwysiadu yn Sir Ddinbych ers nifer o flynyddoedd yw bod pwyllgorau archwilio'n cyfyngu ar nifer yr adroddiadau a ystyrir mewn unrhyw gyfarfod i uchafswm o bedwar, yn ogystal ag adroddiad rhaglen waith y Pwyllgor ei hun. Nod y dull hwn yw hwyluso cael trafodaeth fanwl ac effeithiol ar bob pwnc.

4.4 Yn y blynyddoedd diweddar mae Llywodraeth Cymru a Swyddfa Archwilio Cymru wedi tynnu sylw at yr angen i gryfhau rôl archwilio ar draws llywodraeth leol a gwasanaethau cyhoeddus yng Nghymru, gan gynnwys defnyddio archwilio fel modd o ymgysylltu â phreswylwyr a

defnyddwyr gwasanaeth. O hyn ymlaen disgwylir i archwilio ymgysylltu'n well ac yn amlach â'r cyhoedd gyda golwg ar sicrhau penderfyniadau gwell a fydd yn y pen draw yn arwain at well canlyniadau i ddinasyddion. Bydd Swyddfa Archwilio Cymru yn mesur effeithiolrwydd archwilio wrth gyflawni'r disgwyliadau hyn.

- 4.5 Gan ystyried y weledigaeth genedlaethol ar gyfer archwilio ac ar yr un pryd ganolbwyntio ar flaenoriaethau lleol, argymhellodd y Grŵp Cadeiryddion ac Is-gadeiryddion Archwilio (GCIGA) y dylai pwyllgorau archwilio'r Cyngor, wrth benderfynu ar eu rhaglenni gwaith, ganolbwyntio ar y meysydd allweddol canlynol:
- arbedion ar y gyllideb;
  - cyflawni amcanion y Cynllun Corfforaethol (gyda phwyslais arbennig ar y modd o'u cyflawni yn ystod cyfnod o galedi ariannol);
  - unrhyw eitemau eraill a gytunwyd gan y Pwyllgor Archwilio (neu'r GCIGA) fel blaenoriaeth uchel (yn seiliedig ar y meini prawf profion 'PAPER' - gweler ochr gefn y 'ffurflen gynnig aelodau' yn Atodiad 2 ) a;
  - Materion brys, materion na ellir eu rhagweld neu faterion â blaenoriaeth uchel

#### Ffurflenni Cynnig ar gyfer Archwilio

- 4.6 Fel y crybwyllwyd ym mharagraff 4.2 uchod, mae Cyfansoddiad y Cyngor yn gofyn i bwyllgorau archwilio baratoi ac adolygu rhaglen ar gyfer eu gwaith i'r dyfodol. Er mwyn cynorthwyo'r broses o flaenoriaethu adroddiadau, os yw'r swyddogion o'r farn fod pwnc yn haeddu'r amser i gael ei drafod ar agenda fusnes y Pwyllgor, mae'n rhaid iddynt wneud cais ffurfiol i'r Pwyllgor i ystyried derbyn adroddiad ar y pwnc hwnnw. Gwneir hyn trwy gyflwyno 'ffurflen gynnig' sy'n egluro pwrpas, pwysigrwydd a chanlyniadau posibl y pynciau a awgrymir. Does dim un ffurflen gynnig wedi dod i law oddi wrth swyddog i'w ystyried yn y cyfarfod cyfredol.
- 4.7 Er mwyn gwneud gwell defnydd o amser archwilio drwy ganolbwyntio adnoddau pwyllgorau i archwilio testunau'n fanwl, gan ychwanegu gwerth drwy'r broses o wneud penderfyniadau a sicrhau gwell canlyniadau ar gyfer preswylwyr, penderfynodd y GCIGA y dylai'r aelodau, yn ogystal â swyddogion, gwblhau 'ffurflenni cynnig ar gyfer archwilio' yn amlinellu pam eu bod yn credu y byddai'r testun yn elwa o fewnbwn archwilio. Gellir gweld copi o 'ffurflen gynnig' yn Atodiad 2. Mae ochr gefn y ffurflen hon yn cynnwys siart lif sy'n rhestru'r cwestiynau y dylai aelodau eu hystyried wrth baratoi i gynnig eitem ar gyfer archwilio, ac y dylai pwyllgorau eu gofyn wrth benderfynu ar addasrwydd testun arfaethedig i'w gynnwys ar raglen gwaith i'r dyfodol archwilio. Os, ar ôl cwblhau'r broses hon, y penderfynir nad yw'r testun yn addas i'w archwilio'n ffurfiol gan bwyllgor archwilio, yna gellir ystyried dulliau eraill o rannu'r wybodaeth neu archwilio'r mater e.e. darparu 'adroddiad gwybodaeth', neu os yw'r mater yn un o natur leol gellir ei archwilio gan y Grŵp Aelodau Ardal (GAA) perthnasol. Ni ddylai unrhyw eitemau gael eu cynnwys ar raglen gwaith i'r dyfodol heb i 'ffurflen gynnig ar gyfer

archwilio' gael ei chwblhau, ac i'r testun gael ei gymeradwyo i'w gynnwys ar y rhaglen gan un ai'r Pwyllgor neu'r GCIGA. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Archwilio.

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

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

#### Datblygiad Penderfyniadau'r Pwyllgor

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

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

Dan drefniadau archwilio'r Cyngor mae'r Grŵp Cadeiryddion ac Is-Gadeiryddion Archwilio (GCIGA) yn gweithredu fel pwyllgor cydlynu. Cynhelir cyfarfod nesaf y Grŵp ar brynhawn 15 Mawrth 2018.

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

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

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

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

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

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

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**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   |
|----------|-----------------------------------|--|---|--|----------------------------------|--|
| 26 April | <b>Cllr. Huw Hilditch Roberts</b> | 1. Pupil progress from Year 10 to KS4<br><br><b>[Education]</b>                                  | 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)   | Ensure that all pupils are supported to achieve their full potential   | Julian Molloy/Karen Evans/GwE    | January 2017 (deferred September 2017/rescheduled December 2017) |
|          | <b>Cllr. Huw Hilditch-Roberts</b> | 2. <i>Behaviour and Absenteeism Management in Denbighshire Schools</i><br><br><b>[Education]</b> | <i>To:</i><br><i>(i) examine data for exclusion, authorised and unauthorised absenteeism rates per school for the county;</i><br><i>(ii) outline the reasons why the County is the worst performing authority in Wales for short-term exclusions (5 days or less days) during last year and is consistently one of the lowest performers in Wales including details of the challenge process undertaken by the Authority in relation to performance in this area;</i><br><i>(iii) examine the guidance given to schools in relation to behaviour and absenteeism management to ensure that it is used effectively (including information on the number of fixed penalty notices (FPNs))</i> | <i>Determination if the problem of short term exclusions is confined to certain schools and if so the reasons behind this in order to improve performance and ensure that the county's pupils are supported to achieve their potential, gaining the right skills to thrive</i> | <i>Karen Evans/Julian Molloy</i> | <i>By SCVCG January 2018</i>                                     |

Tudalen 135

Tudalen 136

| Meeting | Lead Member(s)                     | Item (description / title) |                         | Purpose of report   | Expected Outcomes   | Author                   | Date Entered  |
|---------|------------------------------------|----------------------------|-------------------------|---|---|--------------------------|---------------|
|         |                                    |                            |                         | <p><i>issued and court proceedings initiated), and any evidence that authorised absenteeism affects individual schools' overall performance. The report to also detail any provisions available for parents who wish to take their children for extended visits abroad to attend religious events or to visit family etc. and safeguarding measures the Authority has in place to ensure that all pupils return to full time education following their visits;;</i></p> <p><i>(iv) detail the Council's responsibilities and powers in relation to the provision of education to gypsy/traveller children of school age;</i></p> <p><i>(v) provide details of the increase in the number of pupils in the county's schools presenting with social problems in recent years, and of the work undertaken by PHW on Adverse Childhood Experiences (ACE); and</i></p> <p><i>(vi) give an overview of the analysis undertaken on potential correlation between FSM entitlement, school attendance and attainment</i></p> |   |                          |               |
|         | <b>Cllr. Julian Thompson -Hill</b> | 3.                         | 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 2017 |
|         |                                    |                            |                         |   |   |                          |               |



| Meeting | Lead Member(s)              | Item (description / title)   | Purpose of report  | Expected Outcomes  | Author   | Date Entered                                     |
|---------|-----------------------------|--|--|--|--|--|
| 7 June  | <b>Cllr. Bobby Feeley</b>   | 1. Draft Director of Social Services Annual Report for 2017/18   | 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                | April 2017                                       |
|         | <b>Cllr. Richard Mainon</b> | 2 Your Voice' complaints performance (Q 4) to include social services complaints and quarterly public opinion/satisfaction information | 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;<br>(ii) how services encourage feedback and use it to redesign or change the way they deliver services; and<br>(iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them. | Identification of areas of poor performance with a view to the development of recommendations to address weaknesses. | Kevin Roberts/Ann Lloyd/Phil Gilroy/Liz Grieve | July 2017  |
|         | <b>Cllr. Brian Jones</b>    | 3. National Report on Waste Management in Wales  | To consider the findings of the Wales Audit Office's (WAO) national study on waste management and the associated recommendations   | To consider how Denbighshire will respond to the national recommendations in relation to waste management            | Tony Ward/Jim Espley                           | By SCVCG July 2017 (rescheduled November 2017 as |

Tudalen 137

Tudalen 138

| Meeting   | Lead Member(s)                     | Item (description / title) |   | Purpose of report  | Expected Outcomes   | Author                              | Date Entered                           |
|---|------------------------------------|----------------------------|---|--|---|-------------------------------------|--|
|   |                                    |                            |   |  |   |                                     | awaiting WAO report)                   |
|   | <b>Cllr. Richard Mainon</b>        | 4.                         | Customer Effort Dashboard                             | To monitor the progress achieved in relation to developing the Customer Effort Dashboard and the feedback trend from the new telephony system  | Improve resident accessibility to the Council's enquiries service, assisting them to easily access required services and consequent improving the customer satisfaction experience of the Council       | Liz Grieve/Ffion Angharad           | March 2017 (re-arranged February 2018) |
| 19 July   | <b>Cllr. Julian Thompson -Hill</b> | 1.                         | Corporate Plan (Q4) 2017/2022                         | To monitor the Council's progress in delivering the Corporate Plan 2017-22   | Ensuring that the Council meets its targets to deliver its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents                            | Alan Smith/Nicola Kneale/Heidi Gray | June 2017                              |
|   | <b>Cllr. Tony Thomas</b>           | 2                          | Impact of the Suspension of the 'Right to Buy' Scheme | To evaluate the impact and effectiveness of the Council's application to suspend the 'Right to Buy' Scheme on the availability of properties within the Authority's housing stock  | Improved capacity within the Council's housing stock to increase availability to meet local need and improve residents lives through the availability of high quality housing                           | Jamie Groves/Geoff Davies           | July 2017                              |
| (WG representatives to be invited) tbc<br><br>July/Sept/Nov – dependent on availability | <b>Cllr. Brian Jones</b>           | 3.                         | Capital Funding for Highways Projects                 | To discuss with WG representatives potential capital funding for maintaining and improving the highway network and to understand the revenue implications to the WG of the impact of the Local Government Borrowing Initiative | A greater understanding of how highways capital funding can be maximised with a view to developing the local economy and supporting the Council to deliver its connected communities corporate priority | Tony Ward/Tim Towers                | February 2018                          |
|   |                                    |                            |   |  |   |                                     |  |

| Meeting      | Lead Member(s)                    | Item (description / title)  | Purpose of report   | Expected Outcomes  | Author                              | Date Entered  |
|--------------|-----------------------------------|---|---|--|-------------------------------------|---------------|
| 27 September | <b>Cllr. Huw Hilditch-Roberts</b> | 1. Provisional External Examinations and Teacher Assessments <b>[Education]</b> | To review the performance of schools and that of looked after children  | Scrutiny of performance leading to recommendations for improvement   | Karen Evans/Julian Molloy/GwE       | July 2017     |
| 29 November  | <b>Cllr. Richard Mainon</b>       | 1. Library Service Standards 2017/18  | To detail the Council's performance in delivering library services and the progress made in developing libraries as community hubs  | Identification of any slippages in performance or delays in progressing the development of community hubs with a view to recommending solutions in a bid to modernise the Council and improve outcomes for residents | Liz Grieve/Bethan Hughes            | February 2018 |
|              | <b>Cllr. Julian Thompson-Hill</b> | 1. Corporate Plan (Q2) 2017/2022  | To monitor the Council's progress in delivering the Corporate Plan 2017-22  | Ensuring that the Council meets its targets to deliver its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents   | Alan Smith/Nicola Kneale/Heidi Gray | February 2017 |
| Jan 2019     | <b>Cllr. Huw Hilditch Roberts</b> | 1. Verified External Examinations and Teacher Assessments <b>[Education]</b>    | To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils.<br><br>The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire | Scrutiny of performance leading to recommendations for improvement   | Karen Evans/Julian Molloy/GwE       | July 2017     |
|              |                                   |   |   |  |                                     |               |

Tudalen 139

Future Issues

Tudalen 140

| Item (description / title)   | Purpose of report  | Expected Outcomes   | Author                           | Date Entered         |
|--|--|---|----------------------------------|----------------------|
| <i>School Improvement Plans</i><br><b>[Education]</b>  | <i>To discuss with representatives of particular schools their progress in achieving their improvement plans</i>                     | <i>Provision of support to the schools to ensure they deliver their plans and improve outcomes for their pupils and the school as a whole</i> | <i>Karen Evans/Julian Molloy</i> | <i>February 2018</i> |
| Implementation of the Donaldson Report 'Successful Futures' – Independent Review of Curriculum and Assessment Arrangements in Wales<br><b>[Education]</b><br><b>Dependent upon the legislative timetable</b> | To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings | Better outcomes for learners to equip them with jobs market skills  | Karen Evans                      | April 2015           |
| <b>(Following local authority elections – winter/spring 2017-18)</b><br>Update on options appraisals for In-house care services. (Dolwen & Hafan Dêg)<br><b>[WIA required]</b>                               | To consider the results of the analysis undertaken with respect to potential options for future provision of the services            | Formulation of recommendations with respect to the future provision of the services for submission to Cabinet                                 | Phil Gilroy                      | June 2016            |
|  |  |   |                                  |                      |

**Information/Consultation Reports**

| Date   | Item (description / title)  | Purpose of report  | Author                              | Date Entered |
|--|---|--|-------------------------------------|--------------|
| <b>September 2018 &amp; March 2019</b><br><br><b>[Information]</b> | Corporate Plan 2017/22 (Q1) 2018/19<br><br>&<br><br>Corporate Plan 2017/22 Q3 2018/19<br>To monitor the Council's progress in delivering the Corporate Plan | Ensuring that the Council meets its targets and delivers its Corporate Plan and the Council's services in line with its aspirations and to the satisfaction of local residents | Alan Smith/Nicola Kneale/Heidi Gray | June 2017    |

**Note for officers – Committee Report Deadlines**

|         |                 |         |                 |         |                 |
|---------|-----------------|---------|-----------------|---------|-----------------|
| Meeting | <b>Deadline</b> | Meeting | <b>Deadline</b> | Meeting | <b>Deadline</b> |
|---------|-----------------|---------|-----------------|---------|-----------------|

|          |                 |               |                 |        |               |
|----------|-----------------|---------------|-----------------|--------|---------------|
|          |                 |               |                 |        |               |
| 26 April | <b>12 April</b> | <i>10 May</i> | <b>26 April</b> | 7 June | <b>24 May</b> |

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Mae tudalen hwn yn fwiadol wag

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

## Ystyried addasrwydd pwnc ar gyfer craffu

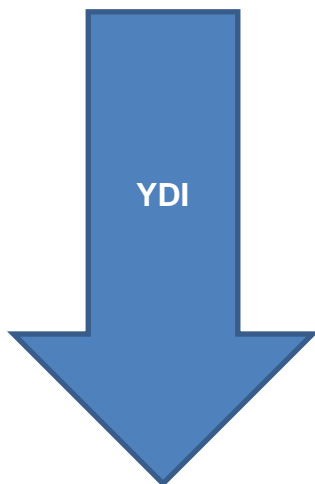
### Ffurflen Gynnig / Cais a dderbyniwyd

(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>20 Mar</b> | 1                          | Childrens Village Underground Carpark            | Approval to proceed with refurbishment works  | Yes                                | Councillor Julian Thompson-Hill / Russell Vaughan             |
|               | 2                          | Business Rates Write Offs                        | To consider writing off irrecoverable Business Rates  | Yes                                | Councillor Julian Thompson-Hill / Richard Weigh /Paul Barnes  |
|               | 3                          | Finance Report                                   | To update Cabinet on the current financial position of the Council                              | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh               |
|               | 4                          | Items from Scrutiny Committees                   |   | Tbc                                | Scrutiny Coordinator  |
| <b>24 Apr</b> | 1                          | Insurance Contract Award                         | Following a tender process to award the contract to the preferred bidder for insurance services | Yes                                | Councillor Julian Thompson-Hill / Richard Weigh / Chris Jones |
|               | 2                          | CPO of the Former North Wales Hospital, Denbigh  | To provide an update on the CPO process   | Tbc                                | Councillor Brian Jones / Gareth Roberts                       |
|               | 3                          | Hafan Deg Day Care Centre, Rhyl                  | To appoint a Provider to take over the lease and running of the day care service                | Yes                                | Councillor Bobby Feeley / Phil Gilroy / Emily Jones-Davies    |
|               | 4                          | Queens Market and Savoy Hotel, West Parade, Rhyl | To consider proposals relating to the Queens Market and Savoy Hotel, West Parade, Rhyl          | Yes                                | Councillor Julian Thompson-Hill / David Mathews               |

## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |  | Purpose of report   | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                   |
|---------------|----------------------------|--|---|------------------------------------|--|
|               | 5                          | Finance Report   | To update Cabinet on the current financial position of the Council  | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh            |
|               | 6                          | Items from Scrutiny Committees   | To consider any issues raised by Scrutiny for Cabinet's attention   | Tbc                                | Scrutiny Coordinator                                       |
| <b>22 May</b> | 1                          | Managed Service for the Provision of Agency Workers  | To receive a report to award to the most economically advantageous tenderer   | Yes                                | Councillor Julian Thompson-Hill / Lisa Jones / Helen Makin |
|               | 2                          | Regional Regeneration - North Wales Regional Regeneration Plan and Welsh Government's Targeted Regeneration Investment Programme | To approve priorities in the Regional Regeneration Plan and the wider Draft Regional Plan and funding programme prior to submission to the Welsh Government | Yes                                | Councillor Hugh Evans / Graham Boase / Kim Waller          |
|               | 3                          | Finance Report   | To update Cabinet on the current financial position of the Council  | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh            |
|               | 4                          | Items from Scrutiny Committees   | To consider any issues raised by Scrutiny for Cabinet's attention   | Tbc                                | Scrutiny Coordinator                                       |
|               |                            |  |   |                                    |  |

## Cabinet Forward Work Plan

| Meeting        | Item (description / title) |                                | Purpose of report  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|----------------|----------------------------|--------------------------------|--|------------------------------------|---|
| <b>26 June</b> | 1                          | Corporate Plan 2017-2022 (Q4)  | To review progress against the performance management framework  | Tbc                                | Councillor Julian Thompson-Hill / Nicola Kneale |
|                | 2                          | 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>31 July</b> | 1                          | Business Improvement Districts | To inform members of progress made on developing Business Improvement Districts and to make a recommendation in respect of the Business Plan | Tbc                                | Councillor Hugh Evans / Mike Horrocks           |
|                | 2                          | Finance Report                 | To update Cabinet on the current financial position of the Council   | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|                | 3                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                |  |                                    |   |

## Cabinet Forward Work Plan

| Meeting        | Item (description / title) |                                | Purpose of report  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|----------------|----------------------------|--------------------------------|--|------------------------------------|---|
| <b>25 Sept</b> | 1                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|                | 2                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                |  |                                    |   |
| <b>30 Oct</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>20 Nov</b>  | 1                          | Corporate Plan 2017-2022 (Q2)  | To review progress against the performance management framework    | Tbc                                | Councillor Julian Thompson-Hill / Nicola Kneale |
|                | 2                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|                | 3                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
|                |                            |                                |  |                                    |   |

## Cabinet Forward Work Plan

| Meeting | Item (description / title) |                                | Purpose of report  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|---------|----------------------------|--------------------------------|--|------------------------------------|---|
| 18 Dec  | 1                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|         | 2                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
|         |                            |                                |  |                                    |   |

Note for officers – Cabinet Report Deadlines

| <i>Meeting</i>  | <i>Deadline</i>    | <i>Meeting</i> | <i>Deadline</i> | <i>Meeting</i> | <i>Deadline</i> |
|-----------------|--------------------|----------------|-----------------|----------------|-----------------|
|                 |                    |                |                 |                |                 |
| <i>February</i> | <b>13 February</b> | <i>March</i>   | <b>6 March</b>  | <i>April</i>   | <b>10 April</b> |

Updated 01/03/18 - 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   |
|-----------------------|---|--|--|
| 1<br>February<br>2018 | 5. VERIFIED KEY STAGE 4 EXAMINATION RESULTS | <p><b><u>Resolved:</u></b></p> <p><b><i>(i) subject to the above observations, to receive the information provided on the performance of schools against previous performance and the external benchmarks currently available;</i></b></p> <p><b><i>(ii) to confirm that, as part of its consideration, it had read, understood and taken account of the Well-being Impact Assessment (Appendix 5); and</i></b></p> <p><b><i>(iii) that invitations be sent to the Headteacher and Chair of Governors of two of the county's consistently low performing secondary schools to attend a meeting of the Committee in the near future to discuss progress in delivering their school improvement plans.</i></b></p> | <p>(i) Lead Member and officers informed of the Committee's observations;</p> <p>(iii) work currently underway to plan and scope future meetings with school representatives</p> |
|                       | 6. YOUR VOICE COMPLAINTS PERFORMANCE (Q3)   | <p><b><u>Resolved: to</u></b></p> <p><b><i>(i) receive the report on the Council's performance in dealing with complaints, compliments and suggestions received under the 'Your Voice' Corporate</i></b></p>   | The Lead Member and officers have been advised of the Committee's comments   |

|  |  |   |   |
|--|--|---|---|
|  |  | <p><i>Complaints procedure during Quarter 3, 2017-18; and</i></p> <p><i>(ii) receive the data on the Customer Effort and Satisfaction results for Denbighshire County Council for Quarter 3, 2017-18</i></p>  |   |
|  | <p><b>7. MANAGED SERVICE FOR THE PROVISION OF AGENCY WORKERS</b></p> | <p><b><u>Resolved:</u> - subject to the above observations –</b></p> <p><i>(i) to inform Cabinet that, having considered all the information it had asked Scrutiny to review in relation to the procurement exercise and any potential alternative options that may be available to the Council for the provision of a managed service for the supply of agency workers, it was satisfied that the current contract was effectively managed and used, and that alternative arrangements would not be an efficient or viable option for the provision of temporary or time-limited specialist staff going forward;</i></p> <p><i>(ii) to recommend to Cabinet that it should proceed with the procurement process for a provider to supply agency staff for use across Council Services; and</i></p> <p><i>(iii) at the conclusion of the procurement process, based on best value, to appoint the most economically advantageous tenderer to supply this service.</i></p> | <p>The Lead Member and officers have been advised of the Committee’s observations which will be presented to Cabinet when it considers the appointment of a provider to supply agency staff for use across Council Services at its meeting on 22 May 2018</p> |





Mae tudalen hwn yn fwiadol wag

Yn rhinwedd Paragraff(au) 14 Rhan 4, Atodlen 12A  
Deddf Llywodraeth Leol 1972.

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