

At: Aelodau'r Pwyllgor Craffu
Perfformiad

Dyddiad: Dydd Gwener, 23
Tachwedd 2018

Rhif Union: 01824 712554

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Annwyl Gyngorydd

Fe'ch gwahoddir i fynychu cyfarfod y **PWYLLGOR CRAFFU PERFFORMIAD, DYDD IAU, 29 TACHWEDD 2018** am **10.00 am** yn **YSTAFELL BWYLLGOR 1A, NEUADD Y SIR, RHUTHUN.**

Yn gywir iawn

G Williams
Pennaeth Gwasanaethau Cyfreithiol, AD a Democrataidd

Cynhelir sesiwn frifio ar gyfer aelodau am 9.15am, yn union o flaen y prif gyfarfod. Taer erfynnir ar i aelodau wneud pob ymdrech i fynychu'r sesiwn hon.

AGENDA

RHAN 1 – ESTYNNIR GWAHODDIAD I'R WASG AC AELODAU'R CYHOEDD FYNYCHU'R RHAN YMA O'R CYFARFOD

1 YMDDIHEURIADAU

2 DATGANIADAU O FUDDIANT

Aelodau i ddatgan unrhyw gysylltiad personol neu gysylltiad sy'n rhagfarnu yn y busnes a nodwyd i'w ystyried yn y cyfarfod hwn.

3 MATERION BRYD FEL Y'U CYTUNWYD GAN Y CADEIRYDD

Hysbysiad 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 5 - 12)
Derbyn cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd ar 29 Medi 2018 (copi ynghlwm).
- 5 ARHOLIADAU ALLANOL DROS DRO AC ASESIAU ATHRAWON**
(Tudalennau 13 - 24)
Adolygu perfformiad ysgolion a phlant sy'n derbyn gofal.
- 6 CYNLLUN CORFFORAETHOL CHWARTER 2 - 2017//2022** (Tudalennau 25 - 58)
Monitro cynnydd y Cyngor o ran cyflawni Cynllun Corfforaethol 2017 i 2022.
- 7 CWYNIION EICH LLAIS CHWARTER 2** (Tudalennau 59 - 68)
Ystyried perfformiad Gwasanaethau i gydymffurfio â chwynion y Cyngor.
- 8 DANGOSFWRDD YMDRECH CWSMERIAID** (Tudalennau 69 - 82)
I ystyried canlyniadau Bodlonrwydd ac Ymdrech Cwsmeriaid a phenderfynu pa mor aml y dymunir derbyn adroddiadau ar hyn yn y dyfodol.
- 9 RHAGLEN WAITH CRAFFU** (Tudalennau 83 - 104)
Ystyried adroddiad gan y Cydlynnydd Craffu (copi wedi'i atodi) yn gofyn am adolygiad o raglen gwaith i'r dyfodol y pwyllgor ac yn diweddarau aelodau ar faterion perthnasol.
- 10 ADBORTH GAN GYNRYCHIOLWYR PWYLLGORAU**
Derbyn unrhyw ddiweddariadau gan gynrychiolwyr y Pwyllgor ar Fyrddau a Grwpiau amrywiol y Cyngor.

AELODAETH

Y Cynghorwyr

Y Cynghorydd Huw Jones (Cadeirydd)

Ellie Chard
Ann Davies
Rachel Flynn
Martyn Holland

Y Cynghorydd Hugh Carson Irving (Is-

Gadeirydd)
Geraint Lloyd-Williams
Bob Murray
Arwel Roberts
David Williams

Aelodau Cyfetholedig dros Addysg sy'n Pleidleisio (Rhifau Eitemau Agenda 5 yn unig)

Kathleen Jones
David Lloyd

Neil Roberts

COPIAU I'R:

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

Mae tudalen hwn yn fwriadol wag

PERFORMANCE SCRUTINY COMMITTEE

Cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd yn Ystafell Gynadledda 1a, Neuadd y Sir, Rhuthun, ddydd Mawrth, 9 Hydref am 10.00am.

YN BRESENNOL

Y Cyngorwyr Ellie Chard, Rachel Flynn, Martyn Holland, Hugh Irving (Is-Gadeirydd), Geraint Lloyd-Williams a Bob Murray.

HEFYD YN BRESENNOL

Y Cyngorwyr Meirick Lloyd Davies ac Emrys Wynne, Prif Weithredwr (JG), Pennaeth Cwsmeriaid, Cyfathrebu a Marchnata (LG), Rheolwr Gwella Gwasanaeth (FA), Swyddog Cynllunio a Pherfformiad Strategol (EH), Cydlynnydd Craffu (RhE) a Swyddog Gwasanaeth Democraataidd (KE).

1 YMDDIHEURIADAU

Derbyniwyd ymddiheuriadau gan aelodau'r Pwyllgor y Cyngorwyr Anne Davies, Huw Jones (Cadeirydd), Arwel Roberts a David Williams.

Y Cyngorydd Richard Mainon, Aelod Arweiniol dros Ddatblygu Seilwaith Cymunedol ar gyfer eitem busnes 6.

Yn absenoldeb y Cadeirydd, cadeiriodd yr Is-gadeirydd, y Cyngorydd Hugh Irving y cyfarfod hwn.

2 DATGAN CYSYLLTIAD

Ni chafwyd unrhyw ddatganiadau o gysylltiad.

3 MATERION BRYN FEL Y CYTUNWYD GAN Y CADEIRYDD

Nid oedd unrhyw fater bryn.

4 COFNODION Y CYFARFOD DIWETHAF

Mynegodd y Cyngorydd Martyn Holland ei siomedigaeth fod ei sylwadau o dan eitem Busnes 5 'Datblygu Strategaeth Cynnal Priffyrdd' ar y diffyg cyllid i gynnal y rhwydwaith ffyrdd gwledig heb eu cynnwys.

Gofynnodd y Cyngorydd Holland y dylid nodi fod Cyngor Sir Y Fflint wedi cyhoeddi yn ddiweddar ei fod angen buddsoddiad o oddeutu £40m yn ei rhwydwaith priffyrdd i'w cynnal nhw i safon foddhaol. Yn yr un modd mae Sir Ddinbych angen buddsoddiad o oddeutu £11m ar gyfer ei strwythurau priffyrdd a phontydd er mwyn eu cadw nhw mewn safon foddhaol, roedd hynny ar ben y buddsoddiad sydd ei angen yn ffyrdd y sir er mwyn eu cynnal nhw.

Tra bod cyllid Llywodraeth Cymru wastad yn cael ei groesawu roedd y Grant Adnewyddu Ffyrdd a dderbyniwyd yn ddiweddar yn dod i £1.2m o ganlyniad i natur gostus y prosiectau cynnal a chadw priffyrdd ac wedi cael ei wario i gyd er mwyn gwella nifer cyfyngedig o ffyrdd yn y sir.

Roedd gan Sir Ddinbych rwydwaith o tua 14,000 milltiroedd, gyda oddeutu dim ond 3,000 wedi'u dosbarthu fel ffyrdd A a B ac o ganlyniad wedi atynnu cyllid cynnal a chadw LIC.

Mae'r rhan fwyaf o ffyrdd y sir unai yn ffyrdd C neu'n annosbarthedig, ac felly ddim yn ffurfio rhan o'r data a defnyddir i atynnu cyllid LIC i fuddsoddi ynddyn nhw, mae hynny yn ei dro yn anfantais i fusnesau, preswylwyr ac ardaloedd gwledig y sir.

Roedd gwledydd Ewropeaidd eraill wedi defnyddio cyfran o'u harian Amcan 1 i wella'r isadeiledd ffyrdd ond am ryw reswm nid oedd Cymru wedi mabwysiadu'r dull hwn.

Penderfynwyd yn amodol ar yr uchod, y dylid derbyn a chymeradwyo cofnodion cyfarfod y Pwyllgor Craffu Perfformiad a gynhaliwyd ar 19 Gorffennaf 2018 fel cofnod cywir.

5 COFRESTR RISG GORFFORAETHOL

Cyflwynodd yr Aelod Arweiniol dros Gyllid, Perfformiad ac Asedau adroddiad y Swyddog Cynllunio a Pherfformiad (wedi'i ddsbarthu'n flaenorol) a gyflwynodd copi i'r Pwyllgor o Gofrestr Risg Corfforaethol y Cyngor a naratif ar ddileu, ychwanegu a diwygiadau arfaethedig i'r Gofrestr.

Yn ystod ei gyflwyniad fe amlinellodd yr Aelod Arweiniol y broses adolygu ar gyfer y Gofrestr a rhoi diffiniad o'r termau 'Risg Hanfodol' a 'Risg Gweddilliol'. Mae'r Cofrestr Risg Gorfforaethol yn cynnwys y risgiau lefel uchel wedi'u hadnabod gan y Cyngor, a risgiau lefel is wedi'u cynnwys yn y Cofrestrau Risg Gwasanaeth. Gallai'r Gofrestr Risg Corfforaethol gael ei ddiweddarau ar unrhyw adeg ond yn cael ei adolygu'n ffurfiol bob chwe mis a Chofrestrau Risg Gwasanaeth yn cael eu hadolygu bob chwarter.

Gallai risgiau eu huwchraddio o'r Gofrestr Risg Gwasanaeth i'r Gofrestr Risg Corfforaethol os oes angen, ac i'r gwrthwyneb gallai Risgiau Corfforaethol gael eu hisraddio i Risgiau Gwasanaeth a'u cofnodi yn y Gofrestr Risg Gwasanaeth perthnasol.

Cynghorodd yr Aelod Arweiniol hefyd fod Atodiad 1 o'r adroddiad wedi cael ei ailfformatio yn ôl cais y Pwyllgor, i alluogi aelodau i adnabod yn hawdd pa 'risgiau' oedd yn newydd, wedi newid, wedi'u dileu neu heb fod yn ddarostyngedig i unrhyw newidiadau.

Dau 'risg' newydd oedd wedi tynnu sylw'r aelodau ac wedi'u hychwanegu i'r Gofrestr fel rhan o adolygiad diweddar oedd:

- Risg rhif 00036: y risg fod unrhyw effeithiau negyddol o adael yr Undeb Ewropeaidd ddim yn gallu cael eu lliniaru gan y Cyngor – mae'r risg wedi

cael ei ychwanegu fel effaith y Deyrnas Unedig (DU) yn gadael yr Undeb Ewropeaidd yn dal i fod yn aneglur. O ganlyniad i'r ansicrwydd presennol ynghylch yr achos penodol hwn, mae'r risgiau 'hanfodol' a 'gweddilliol' wedi cael eu dosbarthu fel B1 (coch).

- Risg rhif 00037: y risg lle nad oes gan y partneriaid adnoddau ar ei gyfer, blaenoriaethau ar y cyd neu ymrwymiad i gefnogi cyflenwi cynlluniau a blaenoriaethau a rennir. Mae gan y risg ddosbarthiad 'risg hanfodol' o B1 (coch) a dosbarthiad 'risg gweddilliol' o C2 (oren) o ganlyniad i'r ffaith bod byrddau ar y cyd yn cael eu mynychu gan reolwyr uwch a chynlluniau a blaenoriaethau ar y cyd (h.y. Cynllun Llesiant y Bwrdd Gwasanaeth Cyhoeddus) wedi cael eu datblygu i adlewyrchu blaenoriaethau sector cyhoeddus ehangach (Cynllun Corfforaethol Cyngor Sir Ddinbych er enghraifft).

Wrth ymateb i gwestiynau aelodau, dyma'r Aelod Arweiniol a'r Swyddog Cynllunio a Pherfformiad:

- yn cynghori fod y ddau ddosbarthiad risg 'hanfodol' a gweddilliol' ar gyfer 00035 yn berthnasol i'r Fargen Twf Rhanbarthol yn cael dosbarthiad C1 (coch) ar hyn o bryd. Y rheswm dros hynny oedd bod y manylion yn dal i gael eu casglu ar gyfer y Fargen. Pan fydd mwy o fanylion penodol ar y Fargen ar gael byddai'r sgoriau risg yn cael eu hadolygu yn seiliedig ar y wybodaeth newydd;
- cadarnhau fod y gwaith paratoi y mae'r Cyngor wedi'i wneud mewn perthynas â'r effaith posib o gyflwyno'r Credyd Cynhwysol (CC) yn Sir Ddinbych ar breswylwyr a'r Cyngor (rhif risg 00016) wedi bod yn llwyddiannus iawn. Felly mae'r dosbarthiad 'Risg Hanfodol' B2 (coch) wedi lleihau i ddosbarthiad 'Risg Gweddilliol' o D3 (melyn). Mae'r Pwyllgor Craffu Cymunedau wedi archwilio'r gwaith mewn manylder gynharach yn yr haf. Mae'r 'risg corfforaethol' hwn yn gallu o bosib lleihau ymhellach a'i drosglwyddo i'r Gofrestr Risg Gwasanaeth i gael ei reoli gan y Gwasanaeth yn y dyfodol;
- yn cynghori er bod 'risgiau' yn gallu newid o bosib ar unrhyw adeg a bod y Gofrestr yn cael ei ddiwygio i adlewyrchu hyn ar y pryd, mae adolygiad ffurfiol o'r Gofrestr Risg Corfforaethol yn ei gyfanrwydd wedi'i gymryd gan y Tîm Gweithredol Corfforaethol (TGC) bob chwe mis. Os oedd risg yn cael ei israddio i Risg Gwasanaeth neu'n cael ei dynnu'n gyfan gwbl nid oedd yn golygu na ellir ei ail-ychwanegu ar y Gofrestr Risg Corfforaethol nes ymlaen os byddai amgylchiadau yn golygu bod angen ei gynnwys;
- yn cynghori o ran risgiau 00033 a 00034 – y risg bod y gost o ofal yn mynd y tu hwnt i adnoddau'r Cyngor a'i bod yn amhosib cwrdd â'r galw am ofal arbenigol yn lleol – rhagor o arian wedi ei gadw i un ochr ar gyfer gwasanaethau gofal cymdeithasol, yn enwedig gwasanaethau arbenigol. Fodd bynnag mae'r galw am wasanaethau o'r fath yn anodd ei rhagweld ac yn gallu amrywio. Yn ogystal gall y Gwasanaethau lechyd ar adegau fod yn gyfrifol am ariannu gofal arbenigol. Gyda bwriad i liniaru yn erbyn y risgiau yn y maes penodol hwn mae arian wrth gefn ar gael i helpu i gefnogi'r Cyngor yn ystod cyfnodau lle mae galw mawr am wasanaethau arbenigol costus. Mae'n annhebygol

iawn bod unrhyw un o'r risgiau hyn am gael eu tynnu oddi ar y Gofrestr Risg Corfforaethol yn y dyfodol rhagweladwy;

- yn cynghori tra bod Trysorlys y DU wedi sicrhau cyllid penodol i gymryd lle Cyllid yr UE a fyddai'n cael ei golli, roedd y sicrwydd hwn wedi'i gyfyngu i amser ac nid oedd unrhyw fanylion ar gael eto ar y cyllid hirdymor. Roedd LIC hefyd wedi ymrwymo i gyfrannu pan fydd Cyllid yr UE yn cael ei golli, ond manylion ddim ar gael eto ar:
 - pa fath o gyllid fyddai ar gael;
 - p'un ai fyddai'n cymryd lle'r arian UE gydag arian cyfatebol; neu
 - pe bai ar gael ar draws Cymru neu'n gyfyngedig i ardaloedd daearyddol penodol.

Tra bod ymrwymiad wedi'i wneud bod cyllid wedi'i sicrhau yn barod yn cael ei anrhydeddu i sicrhau fod yr holl brosiectau yn cael eu cyflawni fel y cynlluniwyd yn wreiddiol, nid oedd unrhyw addewidion wedi'i gwneud hyd yma ynghylch cyllid a fyddai efallai ar gael i brosiectau'r dyfodol;

- yn hysbysu'r Pwyllgor fod darn o waith wedi'i ddechrau yn ystod y flwyddyn ar gasglu cofrestr o risgiau cymunedol h.y. newid hinsawdd, iaith Gymraeg ac ati. Mae'r wybodaeth a gafwyd o'r ymarfer hwn wedi cael ei ddefnyddio ar gyfer yr Asesiad o Anghenion Lles ac am asesu unrhyw effaith posib ar gymunedau yn ymwneud â'r risgiau â nodwyd;
- yn cynghori bod rhif risg 00011 yn berthnasol i allu'r Cyngor i ymateb i ddigwyddiad 'unwaith ac am byth' h.y. yn debyg i drychineb Tŵr Grenfell. Mae'r sgôr 'risg gweddilliol' ar gyfer y risg yn E2 (melyn) oherwydd yr argaeledd o gymorth trwy Wasanaeth Cynllunio mewn Argyfwng Rhanbarthol Gogledd Cymru (NWREP) a Fforwm Atgyfnerthu Gogledd Cymru (NWRP).

Yn dibynnu ar natur yr achos byddai'r sefydliadau hyn yn penodi 'prif sefydliad i gydlynu ymateb h.y. Yr Heddlu, Gwasanaeth Tân ac Achub ac ati. Mae'r Grŵp Cadeiryddion ac Is-gadeiryddion Craffu wedi gofyn am adroddiad ar ymateb asiantaethau i dân diweddar ar Fynydd Llantysilio; a
- cadarnhau mewn perthynas â risg rhif 00021 yn ymwneud â phartneriaethau effeithiol a rhyngwyneb rhwng y Bwrdd Iechyd a'r Cyngor yn cael eu datblygu, tra bod y ddau sefydliad yn cydweithio byddai yna wastad heriau yn yr ardal hon.

Cyn dod â'r drafodaeth i derfyn fe ofynnodd yr aelodau bod adroddiadau yn y dyfodol yn cynnwys copi o'r 'Matrics Risg' er mwyn iddyn nhw allu dadansoddi'r penderfyniadau risgiau 'hanfodol' a 'gweddilliol' a'u bod yn cael copi o'r ddogfen 'Arweiniad i Reoli Risg'. Pwysleisiodd aelodau hefyd y pwysigrwydd o wiriadau'r Gwasanaeth Datgelu a Gwahardd, yn enwedig y rheiny ar gyfer staff mewn ysgolion, i fod yn gyfredol ac i gael eu diweddarau.

Wedi trafodaeth fanwl dyma'r Pwyllgor yn:

Penderfynu: - yn amodol ar y sylwadau uchod -

(i) nodi'r dileadau, yr ychwanegiadau a'r newidiadau i'r Gofrestr Risg Gorfforaethol (atodiad 1): ac

(ii) argymhell bod y Gofrestr Risg Gorfforaethol, ynghyd â sylwadau'r Pwyllgor Craffu Perfformiad yn cael eu cyflwyno i sesiwn Briffio'r Cabinet yn ei gyfarfod ar 15 Hydref am drafodaeth.

6 DANGOSFWRDD YMDRECH CWSMERIAID

Yn absenoldeb yr Aelod Arweiniol dros Isadeiledd Cymunedol, fe gyflwynodd Pennaeth Cwsmeriaid, Cyfathrebu a Marchnata adroddiad y Rheolwr Gwella Gwasanaethau (wedi'i ddsbarthu'n flaenorol) wnaeth ddarparu golwg cyffredinol i'r Pwyllgor o ganlyniadau Ymdrech a Boddhad Cwsmeriaid.

Mae'r adroddiad yn cynnwys enghreifftiau gair-am-air ac awgrymiadau i wella gwasanaeth yn seiliedig ar yr adborth a dderbyniwyd. Fe atgoffodd y Pennaeth Gwasanaeth yr aelodau mai cynllun peilot oedd y Dangosfwrdd Ymdrech a Boddhad Cwsmeriaid yn y lle cyntaf, ond yn sgil ei lwyddiant cyflwynwyd system fel rhan gyfannol o Ganolfan Gwasanaethau i Gwsmeriaid y Cyngor.

Yn dilyn trafodaeth gydag Uwch Dîm Arweinyddiaeth y Cyngor cyflawnwyd gwaith i ehangu'r gwasanaeth i gwsmeriaid eraill yn defnyddio gwasanaethau'r Cyngor, dyma wasanaethau gyda chyfran uchel o alwadau gan y cyhoedd a rhanddeiliaid eraill - yn ystod y deuddeg mis hyd at Medi 2018 mae'r arolwg wedi cael ei ymestyn i bedwar gwasanaeth y cyngor a hyd at 13 o adrannau gwahanol.

Yn ôl y Rheolwr Gwella Gwasanaethau mae gan y system y gallu i lunio adroddiadau ar faint o ymdrech sydd ei angen ar ran y cwsmer i ateb eu hymholiad ynghyd â chyfradd boddhad cwsmeriaid ar ddiwedd y broses.

Dros gyfnod o 12 mis, roedd 3 thema amlwg yn sgil y dadansoddiad o ran pam nad oedd cwsmeriaid yn fodlon wedi'u cyswllt â'r Cyngor.

- y galwr yn cael ei drosglwyddo, neu'n cael rhif uniongyrchol i'w alw, a bod eu galwad ddim yn cael ei ateb;
- mae'r galwr wedi gadael neges ar y peiriant ateb ond neb wedi ei ffonio'n ôl; ac
- ar ôl i'r ymholiad gael ei nodi ar y system, yn gofyn i wasanaeth penodol gysylltu â hwy'n uniongyrchol, ni chafodd y cwsmer alwad yn ôl.

Fe arweiniodd hynny at y Prosiect Gwell Gwasanaeth Ffôn - gan gynyddu gallu cwsmeriaid 'i gyrraedd y lle iawn y tro cyntaf' wrth ddeialu prif rif ffôn y Cyngor ar 01824 706000.

Yn ymateb i gwestiynau'r aelodau dyma Bennaeth y Gwasanaeth a'r Rheolwr Gwella Gwasanaeth yn:

- cytuno i gynnwys ffigyrau gwirioneddol yn ogystal â chanrannau yn adroddiadau'r dyfodol;
- cadarnhau fod y nifer o arolygon ffôn symudol wedi'u llenwi a'u dychwelyd yn foddhaol ac yn uwch na'r ffigur dychwelyd ar gyfartaledd ar gyfer arolygon yn gyffredinol;
- cynghori fod y Cyngor ddim yn bwriadu cyflwyno App ffôn symudol/tabled ar gyfer dibenion cymryd rhan yn y math hwn o arolygon gan fod awdurdodau lleol sydd wedi eu cyflwyno bellach yn trio rhoi gorau iddyn nhw oherwydd gofynion cymhleth TGCh a phrosesau 'cefn swyddfa' sydd eu hangen i'w cefnogi. Mae gwefan Cyngor Sir Ddinbych yn cael ei defnyddio'n aml iawn gan breswylwyr a chwsmeriaid ar gyfer rhyngweithio â'r awdurdod a byddai

datblygu'r wefan ymhellach ar gyfer y diben hynny yn syriad llawer mwy effeithiol na chyflwyno App:

- cynghori bod y System Rheoli Cysylltiadau Cwsmeriaid newydd a oedd ar fin cael ei gyflwyno ddiwedd Hydref neu ddechrau Tachwedd 2018 yn gweithio'n effeithiol gyda ffonau symudol ac yn gwella prosesau o'r dechrau i'w diwedd ac o ganlyniad yn cefnogi rhyngweithiad preswlydd/cwsmer gyda'r Cyngor;
- cadarnhau fod y data a dderbyniwyd o'r arolygon yn cael ei ddefnyddio i wella gwasanaethau gyda'r bwriad o sicrhau fod yr holl Wasanaethau yn cydymffurfio â Safon Corfforaethol ar gyfer darparu gwasanaeth - Dull Sir Ddinbych. Er hynny byddai yna wastad le am welliant yn fewnol yn y Cyngor ac yn allanol gyda rhanddeiliaid;
- cynghori bod y data a dderbyniwyd o'r arolygon wedi'i ddadansoddi gan weithgor o swyddogion o'r prif wasanaethau sy'n delio â chwsmeriaid. Cynrychiolwyr gwasanaeth yn gallu cael gafael ar ddata is i lawr ac adnabod pa gynghorydd unigol o fewn eu Gwasanaeth oedd wedi delio â'r ymholiad ac wedi mynd i'r afael ag unrhyw achosion neu broblemau a godwyd gyda'r bwriad o wella'r gwasanaeth a gynigir yn y dyfodol. Yn yr un modd gellir defnyddio'r adborth i adnabod arfer orau ac i gyfleu canmoliaeth a gwerthfawrogiad personol i gynghorwyr unigol;
- ymgymryd i ymchwilio pam fod ymholiadau rhai aelodau etholedig yn dal i fod wedi cofrestru fel 'pinc' ar y system olrhain ymholiadau aelodau (EMMA)
- cynghori er bod EMMA yn ffordd effeithiol o wirio cynnydd wrth ddelio ag ymholiadau, roedd yn bwysig fod swyddogion yn ymateb i ymholiadau trwy EMMA. Byddai'r system RhCC newydd yn cymryd lle EMMA ar gyfer ymholiadau aelodau;
- cadarnhau fod yr holl ymholiadau sydd heb eu hateb eto ar EMMA yn cael eu hadrodd i UDA y Cyngor yn wythnosol;
- mwy hyderus er mai'r nod yn yr hirdymor oedd cynyddu'r nifer o ryngweithiadau electronig gyda'r Cyngor oedd trwy'r wefan, nid oedd hynny'n golygu na fyddai preswylwyr ac ati yn gallu cysylltu â'r Cyngor dros y ffôn neu wyneb i wyneb os mai dyna yw eu dull o ddewis ar gyfer cyfathrebu. Trwy gynyddu cyfleoedd i breswylwyr ac eraill i gysylltu â'r Awdurdod yn electronig ar amser sydd yn gyfleus iddyn nhw byddai'r Cyngor yn gwneud defnydd mwy effeithiol o'i adnoddau h.y. rhyddhau cymhwysedd o fewn yr amgylcheddau ffôn a chysylltiad â chwsmeriaid i helpu'r rhai mwy diamddiffyn, a'r rheiny sydd angen cymorth i drafod â'r cyngor;
- cynghori bod Adran Gwasanaethau i Gwsmeriaid y Cyngor yn cydymffurfio â holl Safonau'r Iaith Gymraeg a oedd yn berthnasol i'w wasanaethau;
- cadarnhau bod Cymdeithas dros Reolwyr TG yn y sector gyhoeddus (SOCITIM) yn archwilio gwefan y Cyngor yn flynyddol ac o dan ei safonau mae wedi derbyn gradd sêr o 3 allan o 4 yn rheolaidd – Cyngor Dinas Caerdydd yw'r unig un yng Nghymru i gael gradd 4*. Rheolwyd a gweinyddwyd gwefan Cyngor Sir Ddinbych gan dîm mewnol o swyddogion a heb brynu i mewn, ac felly roedd ffocws y Tîm yn barhaol ar wefan y Cyngor a gwasanaethau ar safleoedd micro y Cyngor;
- cadarnhau bod preswylwyr, swyddogion a chynghorwyr yr un fath i gyd yn cael eu hadnabod fel cwsmeriaid wrth iddyn nhw wneud ymholiadau gyda'r

Adran Gwasanaethau i Gwsmeriaid. Bydd y system RhCC newydd yn cyfeirio'r holl ymholiadau yn uniongyrchol i'r gwasanaethau perthnasol;

- cydnabod bod preswylwyr yn aml yn mynd at aelodau etholedig gydag ymholiadau o ddydd i ddydd ac y byddai'n haws mynd i'r afael â nhw pe baent yn cysylltu â'r Cyngor yn uniongyrchol.

Mae gan yr Awdurdod bresenoldeb ar nifer o blatfformau cyfryngau cymdeithasol ac er na fyddai swyddogion yn chwilio am ymholiadau unigol wedi'u gadael ar safleoedd cyfryngau cymdeithasol, byddai aelodau etholedig yn gallu cyfeirio preswylwyr i'r platfformau hynny ar gyfer gwybodaeth gyffredinol, rhifau ffôn neu ddiweddariadau ar achosion ac ati; a

- cynghorwyd fod trafodaethau yn cael eu cynnal ar hyn o bryd gyda TGCh a'r cwmni sydd yn gyfrifol am gyflenwi'r derfynellfa cofrestru ymwelwyr o'r enw 'Entrysign' mewn derbynfeydd yn swyddfeydd y Cyngor er mwyn sicrhau fod y wybodaeth sy'n cael ei arddangos ar y terfynellfeydd yn gwbl ddwyieithog.

Wedi trafodaeth manwl dyma'r Pwyllgor yn:

Penderfynu: -

(i) yn ddarostyngedig i'r arsylwadau uchod a'r gweithredoedd â nodwyd uchod yn cael eu datblygu i dderbyn yr adroddiad; ac

(ii) i ofyn bod adroddiad yn cael ei gyflwyno i'r Pwyllgor mewn deuddeg i bymtheg mis yn adolygu'r broses o weithredu'r System Rheoli Cysylltiadau Cwsmeriaid newydd a'i berfformiad mewn darparu gwasanaethau yn canolbwyntio ar gwsmeriaid sy'n effeithiol ac effeithlon yn unol â manyleb y cynnyrch a disgwyliadau'r Cyngor

7 RHAGLEN WAITH CRAFFU

Cyflwynodd y Cydlynnydd Craffu adroddiad (a ddisbarthwyd yn flaenorol) yn gofyn am sylwadau'r Aelodau ar raglen 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 Craffu i unrhyw gynigion gael eu cyflwyno iddi hi. Rhaglen Gwaith i'r Dyfodol y Cabinet wedi'i gynnwys hefyd fel Atodiad 3, y tabl yn crynhoi penderfyniadau diweddar gan y Pwyllgor ac yn cynghori ar y cynnydd yn eu gweithredu wedi'i gynnwys fel Atodiad 4.

Cynghorodd y Cydlynnydd Craffu wrth y Pwyllgor bod y Cadeirydd yn mynychu'r Gynhadledd Diwygio Addysg yng Nghaerdydd gyda'r Pennaeth Addysg, ac felly roedd yr eitem ar Arholiadau Allanol Dros Dro ac Asesiadau Athrawon (wedi'i gynnwys i gael ei drafod yn y cyfarfod hwn) yn cael ei ohirio i'w drafod ym Mhwyllgor Craffu Perfformiad mis Tachwedd.

Hysbysodd y Cydlynnydd Craffu y Pwyllgor hefyd bod yr adroddiad Rheoli Gwastraff heb gael ei gyhoeddi eto gan Swyddfa Archwilio Cymru ac felly y byddai'r eitem hynny'n cael ei ohirio i'w drafod yn y cyfarfod wedi'i drefnu ar gyfer 31 Ionawr 2019.

Yn dilyn trafodaeth yn gynharach ar y RhCC, cytunwyd dros dro i drefnu adolygiad o'r system mewn 12 mis (Tachwedd 2019).

Atgoffodd y Cydlynnydd Craffu yr aelodau os oedd ganddynt unrhyw eitemau yr oeddent o'r farn oedd angen eu craffu yna dylent lenwi a dychwelyd y ffurflen gais (atodiad 2) a fyddai yna'n cael ei drafod gan y Grŵp Craffu Cadeiryddion ac Is-gadeiryddion yn eu cyfarfod nesaf ym mis Hydref.

PENDERFYNWYD - yn amodol ar yr uchod, y dylid cymeradwyo'r Rhaglen Gwaith I'r Dyfodol.

8 ADBORTH GAN GYNRYCHIOLWYR PWYLLGORAU

Nid oedd unrhyw ddiweddariad i adrodd ar yr eitem hon.

Adroddiad i'r:	Pwyllgor Craffu Perfformiad
Dyddiad y cyfarfod:	29 Tachwedd 2018
Aelod/Swyddog Arweiniol:	Aelod Arweiniol Addysg, Plant a Phobl Ifanc/ Pennaeth Addysg a Gwasanaethau Plant
Awduron yr Adroddiad:	Prif Reolwr Addysg ac Arweinwyr Uwchradd a Chynradd GwE
Teitl:	Asesiadau Athrawon a Chanlyniadau Arholiadau CA4 Dros Dro

1. Am beth mae'r adroddiad yn sôn?

Asesiadau Athrawon a ddilyswyd o'r Cyfnod Sylfaen i Gyfnod Allweddol 3 a pherfformiad arholiadau CA4 dros dro ysgolion uwchradd Sir Ddinbych.

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

Darparu gwybodaeth ynglŷn â pherfformiad asesiadau athrawon ac arholiadau allanol ysgolion Sir Ddinbych yn 2018.

3. Beth yw'r Argymhellion?

Bod yr aelodau'n adolygu a chyflwyno sylwadau ar berfformiad ysgolion yn erbyn y perfformiad blaenorol a chytuno ar feysydd i'w gwella.

4. Data cymharol

Mae'r adroddiad hwn (Atodiad 1) yn wahanol i flynyddoedd blaenorol er mwyn cymryd i ystyriaeth bod Llywodraeth Cymru wedi cyflwyno newidiadau arwyddocaol i'r ffordd y caiff mesuryddion perfformiad eu hadrodd. Yn dilyn ymgynghoriad Llywodraeth Cymru ar gyhoeddi asesiadau athrawon yn y dyfodol, nid yw Llywodraeth Cymru bellach yn cyhoeddi data'r Cyfnod Sylfaen, Cyfnod Allweddol 2 na Chyfnod Allweddol 3 yn yr ysgol, yr awdurdod lleol nac ar lefel consortia ac felly heblaw am gymharu â chyfartaleddau cenedlaethol, nid oes gwybodaeth gymharol na gwybodaeth feincnodi ar gael.

Newidiadau i Feysydd Dysgu yn y Cyfnod Sylfaen

Ym mis Hydref 2014, adolygwyd Meysydd Dysgu (MD) y Cyfnod Sylfaen ar gyfer Iaith, Llythrennedd a Sgiliau Cyfathrebu a Datblygiad Mathemategol er mwyn eu gwneud yn gydnaws â Fframwaith Llythrennedd a Rhifedd Cenedlaethol yn ogystal â'u gwneud yn fwy ymestynnol. Yn unol â hyn, cafodd canlyniadau'r Cyfnod Sylfaen eu hailgalibro er mwyn eu gwneud yn gydnaws â disgwyliadau cynyddol y Meysydd Dysgu adolygedig.

Cyflwynwyd y MD adolygedig yn statudol o fis Medi 2015 ymlaen. Mae hyn yn golygu mai'r cohort o blant a ddechreuodd mewn dosbarth Derbyn ym mis Medi 2015 oedd y plant cyntaf i gael eu hasesu'n ffurfiol yn erbyn y canlyniadau adolygedig ar ddiwedd y Cyfnod Sylfaen yn haf 2018. Gan hynny, dylid osgoi cymharu canlyniadau Cyfnod Sylfaen ysgolion â blynyddoedd blaenorol gan nad ydynt yn cael eu mesur ar sail gymaradwy.

Cyfnod Allweddol 4 a Chyfnod Allweddol 5

Rhaid pwysleisio y bydd y wybodaeth ddechreuol ynglŷn â chanlyniadau CA4 yn cael eu rhannu ond ni ellir cael mynediad at ddata cymharol na data meincodi ar hyn o bryd.

Gan hynny, mae angen cymryd gofal wrth ystyried y wybodaeth gan na fydd y dadansoddiadau na'r cymariaethau wedi'u cwblhau ar lefel genedlaethol nes dechrau'r flwyddyn nesaf. Caiff data a ddilyswyd ei ddarparu yn adroddiad mis Chwefror i aelodau, gan gynnwys data gwerth ychwanegol cymharol.

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

Mae'r adroddiad hwn yn cyfrannu at y flaenoriaeth gorfforaethol Pobl Ifanc: Man lle bydd pobl iau am fyw a gweithio ynddo a lle bydd ganddynt y sgiliau i wneud hynny.

Gweld bod pob plentyn sy'n cyflawni'r safon a ddisgwylir ar ddiwedd yr ysgol gynradd (Lefel 4, Cyfnod Allweddol 2) yn cyflawni 5 TGAU A*-C (Lefel 2 Cyfnod Allweddol 4), gan gynnwys Saesneg neu Gymraeg (iaith 1af) a Mathemateg, erbyn diwedd yr ysgol uwchradd.

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

Amh.

7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Les? Gellir lawrlwytho adroddiad yr Asesiad o Effaith ar Lesiant o'r [wefan](#) a dylid ei gynnwys fel atodiad i'r adroddiad.

Sir Ddinbych ffyniannus

Sir Ddinbych wydn

Sir Ddinbych iachach

Sir Ddinbych fwy cyfartal

Sir Ddinbych gyda chymunedau cydlynol

Sir Ddinbych lle mae diwylliant bywiog a'r Gymraeg yn ffynnu

Sir Ddinbych sy'n gyfrifol yn fyd-eang

8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Craffu ac eraill?

Amh.

9. Datganiad y Prif Swyddog Cyllid

Amh.

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

Bydd yr Awdurdod Lleol a GwE yn parhau i herio Penaethiaid a rheolwyr ysgolion i sicrhau bod yr ysgolion yn cymryd y camau gweithredu priodol er mwyn gwella safonau.

Lleihau unrhyw risgiau i gefnogaeth a heriau yn ysgolion Sir Ddinbych, mae Swyddogion Addysg yn yr Awdurdod yn monitro ac yn asesu ansawdd y gwasanaeth addysg rhanbarthol (GwE).

Sicrhau gwelliant yng nghanlyniadau arholiadau allanol.

Parhau i wella yn erbyn y gostyngiad yng Ngrant Llwybrau Dysgu 14-19 a chyllid Ymagwedd Dryloyw at Gostio a Phrisio Cronfa Gymdeithasol Ewrop.

11. Pŵer i wneud y Penderfyniad

Mae Erthygl 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu pwerau'r Pwyllgor Archwilio mewn perthynas ag adolygu amcanion perfformiad a pholisi.

Swyddog Cyswllt:
Prif Reolwr Addysg
Ffôn: 01824 708027

Mae tudalen hwn yn fwriadol wag

APPENDIX 1

SCRUTINY COMMITTEE REPORT DENBIGHSHIRE

2018

(DRAFT)

CONTENT

1. Context

2. Standards

Overview of performance – Primary and Secondary

- Foundation Phase
- Key Stage 2
- Key Stage 3
- Key Stage 4

3. Inspection Profile

4. Target Setting

1. STANDARDS - PRIMARY SCHOOLS

FOUNDATION PHASE

This year's results in the Foundation Phase shows a national decrease when compared to previous years. The main reason for this is the fact that new outcomes from the FP Assessment Framework have been used in language and mathematics. Many teachers are under the impression that there are higher expectations to achieve an Outcome and this is one factor that has led to less pupils achieving Outcome 5. This national decrease in the results is reflected in Denbighshire results. GwE anticipated this and has focused on improving provision in the Nursery and Reception classes, which will provide a robust base for achieving higher outcomes by the time the pupils reach the end of the Key Stage.

Foundation Phase outcomes for 2018 show a decrease when compared to previous years. The main reason for this is the fact that new, more challenging outcome descriptors from the Foundation Phase Assessment Framework have been used in language and mathematics. This national decrease in the results is reflected in Denbighshire's results. GwE anticipated this and has focused on improving provision in the Nursery and Reception classes, which will provide a robust base for achieving higher outcomes by the time the pupils reach the end of the Key Stage. The decrease in the percentage of pupils attaining the FPI in Denbighshire was significantly less than the dip nationally.

Denbighshire's performance at the higher than expected outcomes (outcome 6) in LLC(W) and PSD continues to be strong. Even though there are higher expectations to achieve this Outcome this year, the schools have raised the level of challenge to meet the new requirements. GwE's training and guidance for Foundation Phase teachers on how to target pupils that are on the border between O5/6 has contributed positively towards securing this result.

The performance difference between boys and girls has remained consistent in the Foundation Phase over the last few years and that pattern has continued despite the changes to the assessment requirements. The performance gap between the boys and the girls in Denbighshire is lower than the national average, but higher than the previous year.

The Foundation Phase Profile was introduced in September 2015 and it is statutory for schools to use the Profile to undertake baseline assessments of children at the start of Reception Year. When comparing end of phase assessments with the baseline assessment data (Foundation Phase Profile), Denbighshire pupils make above expected progress in all four areas.

Key Stage 2

Denbighshire's KS2 results at the expected level (level 4+) have continuously improved for the past six years. This year, Denbighshire's and the national performance is similar. Performance at the higher than expected levels is better than the previous year in Welsh and Maths.

Comparing end of Key Stage 2 data with end of Foundation Phase data, Denbighshire pupils make above expected progress in Welsh, English and Mathematics.

Strengths and Successes

- Foundation Phase Higher Outcomes (Outcome 6+) in Welsh and PSD.
- Schools have responded well to the various Foundation Phase training programmes provided. This is evidenced by the decrease in performance this year being considerably lower than nationally.
- Attendance at network meetings for Foundation Phase has been good and this has, and will continue to improve provision and standards in Denbighshire schools.
- Key stage 2 performance at the expected level over time.

Areas for Improvement

- Tackling the impact of deprivation on educational attainment continues to be a priority.
- Improve provision and standards at the expected levels in Foundation Phase LLC.
- Improve provision and standards at the higher than expected levels in Foundation Phase mathematical development and English and science at Key Stage 2.
- Further strengthen cluster working to promote collaboration and to share good practice.

Key Stage 3

Performance across the main indicators in KS3 is once again strong this year. As for the CSI indicator, Denbighshire's performance has increased by 1.6% to 87.2%, and as a result reduced the gap in comparison to the National average to only 0.9%. There was a decrease in the percentage of FSM pupils that achieved the CSI indicator. There is no national data available at the moment.

Welsh First Language: the performance on the expected level has increased significantly. As for the national comparison, performance is higher, but the size of the local cohort must be taken into consideration. The performance one level above the expected level has also increased over the course of three years and is higher than the national average.

English: the performance on the expected level in English has continued to increase slightly over the course of three years and again this year, but is still slightly lower than the national average. A similar pattern can be seen one level above the expected level, with further progress this year and performance is relatively in line with the national average.

Mathematics: the performance on the expected level in Mathematics saw a slight decrease this year and a small three-year decrease; as a result, performance is below the national average. There is also a small decrease can be seen in Denbighshire performance, one level above the expected level, and remains slightly below the Wales' average.

Science: a small decrease in the performance on the expected level but it remains high and slightly below the national percentage. The performance one level above the expected level has increased slightly and is broadly in line with the national percentage.

Strengths and successes

- Denbighshire performance in Key Stage 3 has remained constant and is broadly in line with national performance. The trend in performance in Welsh First language is encouraging

Areas for Improvement

- Increase the performance of FSM pupils on the expected levels in the core subjects.

Key Stage 4

Contextual information for 2018 examinations

Following the changes in 2016-17 there remains significant volatility in GCSE outcomes. Significant changes to the pattern and numbers of pupils sitting exams in the Summer 2018 has had an impact on results as demonstrated in the proportion of grades across all subjects in the A+ to C range in Wales decreasing by 1.2pp to 61.6%. GCSEs are being reformed and 15 updated subjects were sat this summer for the first time. The new GCSE suite of qualifications in Science was examined for the first time in 2018, and coincides with the changes to the performance indications at KS4, to include only GCSE results for Science, as two measures in the capped 9 indicator. As a result, comparison with historical data is not applicable. Schools were able to select pathways from a triple Science route, Double award Science, Double award Applied Science and Single award Applied Science. As the capped 9 indicator includes two Science measures, the majority of schools followed the triple and double award pathways.

There has been significant change to grade boundaries since the Summer of 2017 and November 2017 compared to the Summer of 2018, particularly at C grade in English and mathematics. This has made it difficult for schools to ensure accurate projections and target setting. Initial analysis suggests that schools data has been significantly influenced by registration decisions.

School performance should be considered against its own performance trajectory as it is not appropriate to compare schools against each other due to the different contexts and stages of improvement.

Initial Analysis

In 2018, there was a decrease in the percentage of each main indicator in comparison with 2017, particularly in Science and the Capped 9 Score.

	2017	2018	+ / -
TL2+	50.0	47.5	-2.5
TL2	63.6	59.8	-3.8
TL1	90.2	87	-3.2
ENGLISH	59.2	55.8	-3.4
WELSH	79.3	77.6	-1.7
MATHEMATICS	53.5	50.8	-2.7
NUMERACY	55.6	54	-1.6
MATHEMATICS (Best of the 2)	58.4	57.0	-1.4
SCIENCE	66.8	54.3	-12.5
5A*/A	14.4	12.3	-2.1
CAPPED 9 SCORE	333.9	323.5	-10.4

Performance in Welsh has remained consistently high. L2 English performance has decreased 3.4% but Denbighshire performance has been significantly hit by a significant spike in 2018 Summer English grade boundaries.

Although 2018 saw a similar and significant increase in mathematics and numeracy grade boundaries, in Denbighshire there is a smaller decrease in Mathematics. As a result, Numeracy and the percentage of learners that achieved one of the two has affected the expected progress in the TL2+ indicator.

Because of the changes in the Science qualification, comparison with 2017 performance is not possible.

Strengths and successes

- Inclusive schools, it is also noted that there is strong collaboration to develop an extensive and balanced curriculum and provision for all learners.
- Welsh (first language) performance is consistently high.
- Significant improvements in specific schools with regard to some indicators.

Areas for Improvement

- Ensure that a forensic analysis is undertaken to verify why there has been a significant decrease in the English A*-C percentages.
- Improve Mathematics and Science performance.
- In specific schools, continue to improve the quality of departmental expertise and leadership in the core subjects.
- Reduce in school variance particularly across core subjects

2. INSPECTION PROFILE

The inspection profile is good across the primary sector in Denbighshire during academic year 2017-2018, no secondary schools were inspected last year. One Estyn undertook an inspection in 9 schools (8 primary schools, no secondary schools and 1 special school). In 8 schools [%], it was announced that no follow-up action was needed and one schools required intensive follow-up category of Estyn Review.

The judgement profile across the 5 inspection areas are indicated below:

Primary Profile	Excellent	Good	Satisfactory	Unsatisfactory
IA1: Standards		7	1	
IA2: Well-being and attitudes to learning	1	6	1	
IA3: Teaching and learning experiences		6	1	
IA4: Care support and guidance		8		
IA5: Leadership and management	1	6	1	

Special School Profile	Excellent	Good	Satisfactory	Unsatisfactory
IA1: Standards		1		
IA2: Well-being and attitudes to learning		1		
IA3: Teaching and learning experiences		1		
IA4: Care support and guidance		1		
IA5: Leadership and management		1		

3. TARGET SETTING

In May 2018, the Cabinet Secretary for Education published a [Written Statement](#) providing an update on Key Stage 4 school performance measures arrangements for 2019 onwards. This announced the introduction of new 'interim' Key Stage 4 performance measures to be reported against from September 2019 (2018/19 cohort data). These 'interim' measures, based on point scores, will replace the existing suite of Key Stage 4 performance measures, including the Level 1 and Level 2 inclusive measures, from 2019.

In the other key stages, Welsh Government has already legislated to:

- discontinue the routine publication of the Teacher Assessment and National Reading and Numeracy Test data at a school and regional level from 2018/19; and
- ensure that the 2016/17 publication of this data at a school and regional level to the public, partners, stakeholders and policy makers will be the last year that this is done.

Welsh Government (WG) have been urgently considering the school target setting requirements, in view of the changes being brought in, and have been engaging with the sector on how these arrangements could be managed in the short term. However, the required legislative procedure hasn't allowed WG to align the statutory requirements as immediately as desired.

At Key Stage 4, schools are required to set final, reviewed and provisional targets against the percentage of pupils achieving the Level 1 and Level 2 inclusive measures, along with three targets based on self-evaluation. These targets need to be submitted to, and agreed by, the Local Authority no later than 31 December. Given our move away from threshold measures, we recognise that it no longer make sense to require schools to set targets against what will soon become obsolete school performance measures.

The table below sets out the current target setting statutory requirements for the relevant key stages:

Key Stage 2 (Year 6 pupils)	Key Stage 3 (Year 9 pupils)	Key Stage 4 (Year 11 pupils)
Percentage of pupils achieving Level 4 or above in English	Percentage of pupils achieving Level 5 or above in English	Percentage of pupils achieving the Level 2 Threshold including English/Welsh and Mathematics
Percentage of pupils achieving Level 4 or above in Welsh first language	Percentage of pupils achieving Level 5 or above in Welsh first language	Percentage of pupils achieving the Level 1 Threshold

Percentage of pupils achieving Level 4 or above in Mathematics	Percentage of pupils achieving Level 5 or above in Science	
Percentage of pupils achieving Level 4 or above in Science	Percentage of pupils achieving Level 5 or above in Mathematics	
<i>Local Target 1</i>	<i>Local Target 1</i>	<i>Local Target 1</i>
<i>Local Target 2</i>	<i>Local Target 2</i>	<i>Local Target 2</i>
<i>Local Target 3</i>	<i>Local Target 3</i>	<i>Local Target 3</i>
<i>*Local Targets should reflect priorities identified through self-evaluation</i>		

Welsh Government (WG) are working towards removing the prescriptive nature of targets (including Level 1 and Level 2 inclusive at Key Stage 4) in favour of increasing the **number of non-prescriptive targets based on the outcome of self-evaluation**.

The required legislative process means it will be impossible for WG to implement the proposed changes prior to 31 December 2018, when targets are required to have been set by schools and agreed by the Local Authority. There will, therefore, be a period where the requirements of the regulations do not reflect WG intentions or expectations in terms of target setting.

During this transitional period, schools and Local Authorities will need to consider what targets would be most appropriate to set this year.

Way forward

Effective self-evaluation, target-setting and planning for improvement is at the core of ensuring improved outcomes for pupils. The raising of standards requires the profession to critically evaluate and, if necessary, change what they do and how they do it. Effective target-setting plays a key role in raising standards, and must be undertaken at the same time as planning for improvement.

Setting targets allows schools to focus on what they currently do and the improvements they wish to bring about. It contributes to school effectiveness but only when it is carried out as part of the process of planning for improvement. What is key is that schools identify and set appropriate **improvement targets linked to their improvement priorities**. These should be set as **local targets** prescribed in the table above and may include specific and measurable goals when appropriate. However, **not all improvement targets can be quantitative**. If we asked schools to set clear improvement targets, then it would allow the **local target** as at present to be either quantitative or qualitative.

Schools would only share their key improvement targets (or Local Targets) with the LA/Consortium. Local Authorities would still hold the statutory responsibility for signing off the improvement targets set by the schools. This process is usually quality assured by school improvement staff on behalf of the LAs. Local Targets would not be aggregated on an LA or regional basis.

In the interim, schools will also have to report against the prescribed statutory targets described in the table above until they are removed by legislation.

Dyddiad y cyfarfod: 29 Tachwedd 2018

Aelod / Swyddog Arweiniol: Aelod Arweiniol Cyllid, Perfformiad ac Asedau Strategol
Pennaeth Gwella Busnes a Moderneiddio

Awdur yr Adroddiad: Rheolwr Tîm Cynllunio Strategol

Teitl: Adroddiad Perfformiad y Cynllun Corfforaethol
Chwarter 2 2018-19

1. Am beth mae'r adroddiad yn sôn?

- 1.1 Mae'r adroddiad hwn yn cyflwyno'r wybodaeth ddiweddaraf am gyflawni Cynllun Corfforaethol 2017-2022 ar ddiwedd chwarter 2 2018-19.
- 1.2 Mae Atodiad 1 yn rhoi Crynodeb Gweithredol sy'n cynnwys cyflawniadau ac eithriadau allweddol.
- 1.3 Mae Atodiad 2 yn cynnwys yr adroddiad chwarterol llawn a luniwyd gan y System Rheoli Perfformiad Verto.
- 1.4 Mae Atodiadau 3 a 4 yn cynnwys crynodeb o'r prosiectau sy'n cael eu rheoli dan bob bwrdd rhaglen, ynghyd â gwybodaeth am swyddogion gweithredol a rheolwyr allweddol prosiectau; hyder cyffredinol ynghylch cyflawni; a chrynodeb o statws risgiau allweddol, cerrig milltir a'r manteision sy'n gysylltiedig â phob prosiect.

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

- 2.1 Darparu gwybodaeth am gynnydd y Cyngor ar ddiwedd chwarter 2 2018-19 mewn perthynas â chyflawni amcanion y Cynllun Corfforaethol.
- 2.2 Mae adrodd yn ôl yn rheolaidd yn un o ofynion monitro angenrheidiol y Cynllun Corfforaethol er mwyn sicrhau bod y Cyngor yn gweithredu ei ddyletswydd i wella.
- 2.3 Rydym yn monitro ein perfformiad yn rheolaidd ac yn cyflwyno adroddiadau pob chwarter i gyfarfodydd y Pwyllgor Craffu a'r Cabinet ac yn llunio Adroddiad Perfformiad Blynyddol i werthuso'r cynnydd.

3. Beth yw'r Argymhellion?

- 3.1 Argymhellir bod y Pwyllgor yn defnyddio'r adroddiad hwn i nodi meysydd gwasanaeth (neu feysydd gwaith) penodol a fyddai'n elwa o graffu manwl i wella canlyniadau ar gyfer dinasyddion a pherfformiad cyffredinol y Cyngor, ac i hwyluso'r gwaith o gyflawni'r Cynllun Corfforaethol.

4. Manylion yr Adroddiad

- 4.1 Ar gyfer pob blaenoriaeth, mae dau ddarn o sylwebaeth:
 - *Statws Perfformiad* sy'n cynnig naratif ac asesiad o'r hyn y mae'r dangosyddion yn ei ddweud wrthym am ein cymunedau ar hyn o bryd;
 - *Cynnydd Rhaglen* sy'n amlinellu sut mae prosiectau a nodwyd i gefnogi pob blaenoriaeth yn datblygu.
- 4.2 Mae'r *Statws Perfformiad* yn rhoi awgrym i ni ynglŷn â sut y mae pethau yn ein cymunedau ar hyn o bryd. Ar ôl cydnabod mai'r rhain yw'r meysydd yr ydym eisiau eu gwella yn ystod oes y Cynllun Corfforaethol hwn, ni fyddem yn disgwyl i'n perfformiad fod yn dda mewn perthynas â'r dangosyddion hyn ar hyn o bryd.
- 4.3 Dylai'r rhaglen waith sydd gennym mewn grym i fynd i'r afael â'r dangosyddion hyn gael effaith gadarnhaol dros amser, felly mae cynnydd yn y maes hwn yn bwysig. Mae'r statws *Cynnydd Rhaglen* ar gyfer pob blaenoriaeth yn adlewyrchu hyn. Bydd y statws yn rhoi gwybod i ddarllenwyr a yw prosiectau'n cael eu cyflawni ar amser, gan gadw at y gost a'r ansawdd. **Mae hwn yn faes pwysig i'r Pwyllgorau Craffu ei ystyried.**
- 4.4 Mae modd cael *Statws Perfformiad* gwael ond statws *Cynnydd Rhaglen* cryf. Wrth i ni symud ymlaen tuag at gwblhau'r Cynllun hwn, rhagwelwn y byddai'r ddau'n cyfateb yn gadarnhaol (h.y. byddai'r ddau yn Dda fan leiaf).
- 4.5 Mae Adroddiad Perfformiad Chwarter 2 2018-19 (Atodiad 2) yn edrych ar Gynllun Corfforaethol 2017-22 ac mae'n rhoi asesiad yn seiliedig ar dystiolaeth am y sefyllfa bresennol.
- 5. Sut mae'r penderfyniad yn cyfrannu at y Blaenoriaethau Corfforaethol?**
- 5.1 Mae'r adroddiad hwn yn darparu gwybodaeth am ein cynnydd wrth gyflawni'r Cynllun Corfforaethol. Dylai unrhyw benderfyniad a wneir gyfrannu at gyflawni'r Blaenoriaethau Corfforaethol yn llwyddiannus.
- 6. Faint fydd hyn yn ei gostio a sut y bydd yn effeithio ar wasanaethau eraill?**
- 6.1 Mae Cynllun Corfforaethol 2017-22 yn nodi faint o arian yn ychwanegol y mae'r Cyngor yn bwriadu ei fuddsoddi ym mhob blaenoriaeth gorfforaethol dros y pum mlynedd. Rhagwelir y bydd y Cynllun Corfforaethol yn cael ei gyflawni gan ddefnyddio'r buddsoddiad ychwanegol hwn ac o fewn cyllidebau presennol.
- 7. Beth yw prif gasgliadau'r Asesiad o Effaith ar Les? Gellir lawrlwytho adroddiad cyflawn yr Asesiad o Effaith ar Les yma [ar y wefan](#) a dylid ei gynnwys fel atodiad i'r adroddiad hwn.**
- 7.1 Cynhaliwyd Asesiad o Effaith ar Les ar y Cynllun Corfforaethol a chafodd ei gyflwyno i'r Cyngor ar 17 Hydref 2017. Nid oes angen asesiad pellach gan na fydd yr argymhellion yn yr adroddiad hwn yn cael effaith uniongyrchol ar ein staff nac ar ein cymunedau.
- 8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Craffu ac eraill?**

8.1 Daw'r wybodaeth sy'n angenrheidiol i lunio'r adroddiad hwn gan wasanaethau, ac mae'r cynnwys wedi'i drafod gyda'r Uwch Dîm Arweinyddiaeth er mwyn llunio'r adroddiad ar gyfer y Pwyllgor Craffu Perfformiad. Mae'r adroddiad hefyd wedi'i gyflwyno i'w drafod yn y Cabinet ar 20 Tachwedd.

9. Datganiad y Prif Swyddog Cyllid

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

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

10.1 Nid oes unrhyw risg benodol yn gysylltiedig â'r adroddiad hwn. Swyddogaeth y Gofrestr Risgiau Corfforaethol a'r Gofrestr Risgiau Gwasanaethau yw dynodi (a rheoli) digwyddiadau posibl o risg a allai olygu na all y Cyngor gyflawni ei Gynllun Corfforaethol.

11. Pŵer i wneud y Penderfyniad

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

11.2 Mae Adran 7 o Gyfansoddiad y Cyngor yn amlinellu pwerau a dyletswyddau Craffu mewn perthynas â chraffu ar berfformiad yr Awdurdod.

Swyddog Cyswllt:

Rheolwr Tîm Cynllunio Strategol

Ffôn: 01824 708079

Mae tudalen hwn yn fwriadol wag

Working together for the future of Denbighshire

Corporate Plan
2017-2022

Appendix 1 – Summary Corporate Performance Report

QUARTER 2 (July-September), 2018-19

This document provides a SUMMARY of performance against the council's corporate priorities at the end of quarter 2, 2018-19

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INTRODUCTION & SUMMARY

This performance report looks at the Corporate Plan 2017-22. It provides an evidence-based assessment of the current position. The report contains a summary of the key issues identified.

OVERALL CORPORATE PLAN PERFORMANCE SUMMARY

Of the five priorities in this Corporate Plan, at the end of September 2018 two remained a 'priority for improvement' in terms of current performance: Resilient Communities and Young People. The remaining three priorities continued to be at an 'acceptable' level: Housing, Connected Communities and Environment. This is to be expected at this early stage in the plan, but progress with designing and implementing solutions is developing well across all five priorities. A comprehensive forward work plan is in place until summer 2019.

Resources for all projects have been identified, either from within services or by monies made available via a Corporate Plan fund. Management of such finances will be reported on regularly through both the programme boards and financial reports to Cabinet.

During quarterly updates to Performance Scrutiny the message has been reiterated that the Committee may wish to invite Programme Board representatives to a future meeting to discuss the Boards' work, remit and the projects they are responsible for delivering, as a means of determining key areas for the Committee to focus on in future. This demonstrates that the governance arrangements are effective too, all of which should be conducive to successful delivery of the overall Plan.

The delivery of the Corporate Plan is via a programme management methodology. At the end of September 2018 all five programmes were progressing at a 'good' level. Two Programme Boards have been established and continue to 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.

Under the Local Government Measure, the Wales Audit Office (WAO) annually reviews the Council's progress towards meeting its objectives and its prospects for continuing to improve in the year ahead. For the year 2017-18, the WAO has concluded overall that: *'The Council continues to meet its statutory requirements in relation to continuous improvement' and that: 'Having made significant progress in delivering its current vision, the Council is developing an updated plan to describe its vision and key ambitions for the future'*. The WAO's review of the Council's progress is an important part of understanding our progress towards delivering our Corporate Priorities.

OUTCOME & PERFORMANCE SUMMARY

This is the summary position for each priority in the Corporate Plan as at the end of Quarter 2 (September, 30th, 2018).

For each priority there are two pieces of commentary:

- *Performance Status* provides narrative and an assessment of what the indicators tell us about our communities at present;

- *Programme Progress* sections outline how projects identified in support of each priority are developing.

The *Performance Status* gives an indication about how things are in our communities at present. Having recognised these are areas in which we want to improve during the life of this Corporate Plan, we wouldn't expect to be performing well in relation to these indicators at the present time.

The Programme of work we have in place to address these indicators should have a positive impact over time, so progress in this area is important. The *Programme Progress* status for each priority reflects this. The status will inform readers of whether the projects are being delivered on time, to cost, and to quality. This is an important area for Scrutiny to consider.

It's possible to have a poor *Performance Status* but a strong *Programme Progress* status. As we progress towards the completion of this Plan, we'd anticipate that both would match positively (i.e. both would be at least 'Good').

CORPORATE PLAN 2017-2022

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

KEY

Each outcome contains a number of indicators, performance measures, and improvement activities. This content is used to determine how good the current position of the council is, which is based on contextual data to enable a more robust understanding of our performance.

THE COLOURS

Colour	Action Status	Measure Status
Green	On Target	Excellent
Yellow	Experiencing Obstacles	Good
Orange	At Risk	Acceptable
Red	Compromised	Priority for Improvement
Blue	Completed	N/A
Grey	No data	No data/count only/unknown

THE EVALUATION

- The default methodology for performance evaluation is where the upper quartile reflects the transition to Excellent, and the Wales median reflects the transition to a Priority for Improvement.
- The default position for activity reporting is documented in the project management methodology, summarised above (Action Status).

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.

Performance Status: Acceptable

Overall our performance is 'acceptable'.

We know that a substantial number of people in Denbighshire are unable to afford market rent or to purchase a home. In response to this a new Affordable Housing Register to help people secure their own home has been launched: Tai Teg. This register offers an opportunity to access a range of opportunities through new builds and vacancies within existing housing for people who are employed but who cannot afford market housing. This is a partnership project being led by Grŵp Cynefin with North Wales local authorities (including Denbighshire) and other Housing Associations. (Note, Tai Teg does not include the traditional Council or Housing Association properties for rent, which are dealt with through SARTH, the single common housing register in Denbighshire.) For details of support available and eligibility criteria, please see www.taiteg.org.uk

Tai Teg deals with all Intermediate & Low Cost Home Ownership (Shared Equity) properties in Denbighshire and across North Wales. Over 250 dwellings of this tenure have been developed in the County since 2004. Tai Teg was re-launched at the end of May 2018 following a review of the registration process, the launch of a new website and branding refresh. Prior to the relaunch there were 244 people registered as interested in Affordable Home Ownership and 118 applicants for Intermediate Rental (there may be some double counting as applicants can register for both).

Applicants were recently required to re-register on Tai Teg, to ensure that all the data was up to date and relevant as per GDPR. As of October 2018 there are now 220 registered users on Tai Teg. 131 applicants have requested Affordable Home Ownership and 141 applicants have registered an interest in Intermediate Rental (again applicants can register for both). There have been five successful applications for the 'Rent to Own' scheme and one successful purchase of

an open market property through the 'Homebuy' scheme so far this year. It's also worth noting that the largest user group for Tai Teg is the 25-34 age category, which demonstrates that young adults needing housing are engaging with the website.

As at 30 September 2018, the number of applicants on the single common housing register in Denbighshire (SARTH) was 1,169. The SARTH is for those who are likely to be eligible for social housing.

A total of 47 Disabled Facilities Grants were delivered (April – September 2018), enabling people to better maintain their independence and continue to live safely in their own homes.

Programme Progress: Good

Projects that are currently being scoped out include an additional supply of private sector homes, and also supporting young people to access suitable and affordable homes.

There are two live projects for the provision of Extra Care Housing:

- Denbigh Extra Care Housing Project intends to develop a supported housing village of 71 units, catering for older people and adults with complex disabilities by 2020. This project remained 'on target', during the period
- The extra 30 units in the Ruthin Extra Care Housing, Phase 2 has been 'experiencing obstacles' due to timescales and milestones being estimates and there has been slippage in terms of time. The delivery confidence, however, remains reasonably high and regular meetings continue to be held.

The project 'Bringing 500 empty properties back into use' has now set up a Project Team who will be developing a business case to be presented to the Young People & Housing Board in autumn 2018. The approach will be delivered through developing an Empty Homes Delivery Plan, to include actions such as:

- Negotiating purchases, enforcement action, compulsory purchase order (CPO) and enforced sale to take a proactive approach to address the most problematic empty homes.
- Developing a publicity action plan to raise awareness of empty homes and publicise success stories whenever possible
- Reviewing the advice pack for landlords and owners

45 of the 260 additional affordable homes we aim to bring forward have been delivered by working with RSLs and the private sector. Currently seven schemes are fully or partially funded through the Social Housing Grant Programme Delivery Plan and work has started on site. These schemes will provide 132 homes in the next three years. A further 147 units are part of schemes that are already approved, currently being drawn up, or that will be achieved through planning obligation requirements on several larger developments.

Work has begun on the 170 council homes through renovation of the former HMO at 40 Brighton Road in Rhyl and demolition of the former Pennant Flats in Denbigh. Planning applications were also submitted for the developments at The Dell in Prestatyn and the site of the former Pennant Flats in Denbigh.

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.

Performance Status: Acceptable

Overall our performance is 'acceptable'.

As at May 2018, the percentage of 4G coverage on A and B roads in Denbighshire had improved from 33.65% to 43.08%; the same as the Wales average (43%). Notwithstanding this improvement, performance is still considered to be "Red: Priority for Improvement". (Please note Ofcom has restated UK and constituent nations' coverage figures provided previously to include corrections to Vodafone's 4G data. A more complete restatement of historic mobile coverage levels will be provided in Ofcom's annual 2018 Connected Nations report, which will be published at the end of 2018.)

Our response to the percentage of damaged roads and pavements made safe within target time slightly increased to an overall 98.11%, between July and September 2018. Of the 265 total for the period, 260 were made safe within timescale.

Programme Progress: Good

A Business Case was presented to the Board in September for the Project to 'make superfast broadband and mobile networks available to everyone'. This project supports the Connected Communities priority and is about identifying and supporting where possible and practical the development of our infrastructure to achieve county-wide superfast broadband and mobile networks, including 4G and 5G. The project will be made up of a number of workstreams that address different elements of the issues present within this context.

The Digital Access Points project has been rejected and has been closed. The project was scrutinised by our Digital Futures Board who agreed there was low confidence in the project's ability to deliver lasting change (i.e. better infrastructure and less digital exclusion). This demonstrates our commitment to test all projects using robust project and programme methodology to ensure we invest in projects that promise clear and deliverable benefits and value for money. A closure report was submitted to the Communities and Environment Programme Board in September 2018.

A business case for the proposed project to "Improve infrastructure to make it easier to stage events" will be submitted for approval to the Programme Board in October 2018. Further work took place over the summer to define the scope of the project. The project, if approved, will need to involve partners and communities to ensure the right community-based event infrastructure investments are made in the right places.

Over the coming months further collaborative work with internal and external partners will be undertaken, and multi-agency groups will be taking forward Travel and Digital Exclusion projects. Workshops took place in September 2018 to agree the scope.

The business case for the proposed project to "Ensure Council information and services will be accessible online where possible" (which is likely to aim to increase online transactions, as discussed above) will be submitted to the Communities and Environment Programme Board in January 2019.

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.

Performance Status: Priority for Improvement

Although a proportion of the indicators for this priority are either counts or results of the Residents' Survey 2018, there are some important indicators where there is much to achieve before performance will be deemed Acceptable. Therefore the status at present remains a 'Priority for Improvement'.

The average length of time adults (aged 65+) are supported in residential care homes slightly decreased in this period to a total of 1,026 days, but remains a 'priority for improvement'. We acknowledge that it is highly unlikely that we will be able to reach the 'acceptable' Welsh median level of no more than 800 days in the next three years.

The Dewis Cymru website was developed by Data Cymru on behalf of the 22 local authorities in Wales, with a view to being one key resource directory for well-being provision in Wales. To support this particular Corporate Priority for a resilient community, more work is required to ensure we have a consistent approach to providing access to information. A Group has been convened to look at working together to enhance Dewis Cymru and to use this as our focal point for providing information (outside of www.denbighshire.gov.uk). A Project Brief will be taken to the Corporate Plan Programme Board (Communities and Environment) in March 2019; the aim of this project will be to embed use of this resource throughout the Council and with our partners, to ensure it is adopted as the vehicle to publish information moving forward. From figures available from the British Red Cross we note there has been a reduction from 454 to 441 in the number of resources listed for Denbighshire on Dewis Cymru.

Domestic abuse is a community safety issue that has negative implications not just on its direct impact on victims but also (and particularly) affected children, often triggering issues of poverty and adverse childhood experiences that have repercussions into adulthood. There has been an increase from 348 to 408 recorded incidents in the figures compared to April–June 2018. There was an annual increase of 52% from the 268 incidents reported at the same time last year. This is largely attributed to a recent national focus on crime-recording integrity, which has led to changes in the recording of victim-based crime. Previously, if police attended an incident it would only be recorded as one incident, even if multiple offences may have taken place. Now, multiple offences can be attributed to one incident, if relevant. As a result, reports of Domestic Crime being identified in Conwy and Denbighshire (and regionally) continue to increase. We can report that the number of repeat offenders of domestic abuse has fallen in both Denbighshire and Conwy (repeat offenders are people who have committed a domestic abuse offence on three or more occasions in 12 months).

It's important to note that many of the projects under this priority put in place preventative measures that should have a positive effect on the trends of these indicators. However, they are influencing and enabling in their nature (rather than delivering tangible outputs), and we must be conscious that the assumptions we've made could pose a risk to our achieving our goals (e.g. we assume that if advice is made available online our residents and/or those supporting them will access and follow this advice). For these cases it will be important to follow-up post-project implementation to check the impact of our interventions.

Programme Progress: Good

The Community Planning & Development Resource Project is now completed and closed, with functions now considered as business as usual, and many community planning activities in progress throughout the county. A Community Resilience event is being arranged for County and Town & Community Councillors in late October to showcase the support available throughout the county.

Carers play a pivotal role in supporting vulnerable people to live at home. We have asked carers in Denbighshire to have their say on what support would help them and how support can be improved (survey closed end August 2018) and the findings from the survey will inform a cross-sector group who will now develop the business case for the Supporting Carers Project, which is due at the Communities & Environment board in autumn 2018.

A further cross-sector group will be brought together to develop the business case 'Acting to reduce Domestic Abuse in Denbighshire' within the context of the North Wales Strategy to tackle Violence Against Women, Domestic Abuse and Sexual Violence. The project purpose is to translate the North Wales Strategy into a workable, achievable local action plan for Denbighshire. A business case will be brought to the board in May 2019.

A project around Denbighshire Working Towards Being Dementia Friendly has recently come forward, and will be explored with the support of the Alzheimer's Society. This is a good example

of the governance structure we have in place with the programme boards also allowing room for initiatives to come forward, demonstrating that our Corporate Plan is not static.

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.

Performance Status: Acceptable

Overall our performance is 'acceptable'.

2,200 native broadleaved trees will be planted from November 2018 through to February 2019. When choosing the mix consideration has to be given to its windswept coastal location and difficult ground conditions – a legacy of Glan Morfa being a former landfill site. Countryside Services have mitigated against these negative factors and have chosen a broad variety of trees that will provide colour, a nesting habitat, food source and which will completely transform what was previously a derelict landscape. Species include Oak, Silver Birch, Cherry, Hazel, Alder, Field Maple, Rowan, Hawthorn and three varieties of Willow. Children were encouraged to explore the great outdoors during a countryside event at Glan Morfa, Rhyl and celebrated the launch of the 'PLANT' scheme in September. The event 'Wild Rhyl' was organised by Rhyl Town Council and Denbighshire Countryside Services.

Time spent outdoors in nature is known to be beneficial to mental and physical health. A Biodiversity Officer has been appointed, whose role will be to ensure key staff (planning officers, etc.) are make informed decisions about biodiversity in Denbighshire, and to engage residents in activities and projects that will provide many opportunities for local residents to improve their wellbeing. Access to COFNOD - the Local Environmental Records Centre for North Wales data - is also important as it provides information on the location of protected species so that we can target our conservation work. This data will enable us to ensure that important sites, habitats, and

species are considered appropriately during project design and development. This information is also important in the local development plan and the assessment of planning applications.

Seasonal viewing structures and a visitor centre were opened in July at the UK's largest little tern colony on Gronant beach, which is managed by Denbighshire County Council. The structures are put up when the terns are nesting, offering the public closer views of the birds without disturbing them. The visitor centre offers shelter in bad weather along with reference material, images beamed live from nests and a space to learn more about the project. Gronant is the only little tern breeding colony in Wales and contributes more than 10% of the entire UK breeding population. The birds come to the UK every year from West Africa to breed in Gronant. This year a record 171 pairs of little tern raised a total of 192 young, and we increased our efforts to collect scientific information on the terns, and had three students from Bangor University collecting data for their final year dissertations.

With the exception of monitoring surveys, no works relating to sand lizards were undertaken in this period, as this is a sub optimal time of year to work in this habitat. The results of the surveys are still being collated, but the sand patches created earlier in the year are well established, and the dunes at Gronant represent increasingly suitable habitat for sand lizards. Both an adult male and an adult female were recorded on site in 2018 for the first time since 2014. There was evidence of potential breeding on site, with records of potential nesting tunnels recorded in the dunes.

Following the black grouse surveys undertaken at Llantysilio on April 20th the site was devastated by a fire that burnt for four weeks starting in July at the height of this summer's heatwave. Drone surveys carried out by Natural Resources Wales (NRW) have shown the extent of a wildfire. Mynydd Llantysilio is common land. It is part of the Berwyn and South Clwyd Mountains Special Area of Conservation (SAC) and the Clwydian Range Area of Outstanding Natural Beauty (AONB). Initial surveys reveal that 247 hectares (the size of about 247 rugby pitches) has been burnt and there is little vegetation left in the area. The mountain is a Site of Special Scientific Interest (SSSI) for its heather moorland habitats and upland breeding birds and is home to rare birds like the black grouse and the curlew. It also provides grazing areas for local farmers and is popular with walkers.

NRW worked with North Wales Fire and Rescue Service (NWFRS) and Denbighshire Countryside Services to cut back vegetation and create fire breaks to try to stop the fire spreading. It is anticipated that some heathland plants will grow back from roots that have survived the fire or from the seeds. However, the peatland areas are likely to take much longer to re-vegetate and some areas may not recover naturally.

During the autumn, NRW will work with partners to fully assess the damage and plan what needs to be done to try to restore the mountain to its former glory. NRW will also be working with the other organisations involved to carry out a review of their response. This considerable loss of habitat is expected to have a negative impact on black grouse numbers in Denbighshire, with breeding success for 2018 also expected to be reduced.

The adder population we monitor at Loggerheads is currently being surveyed. A small number of juvenile adders have been recorded this year, which is a good sign, but it will be several years until these are sufficiently developed to have young. For this reason the population remains very vulnerable. Work has begun to identify and create a new Roadside Nature Reserve and subsequent management plan at Boncyn Foel Bach, Hiraethog, to protect adders. This will be the first Roadside Nature Reserve in the county specifically set up to protect an animal rather than a plant community or species.

We have continued to progress with our Bee Friendly work. We have developed a project funded through our ESD grant to collect wildflower seeds from the verges. The seeds were sent to the woodland skills centre in Bodfari, who are germinating them at their facility, and will provide us with the plug plants that will be given to communities and community groups who wish to develop their own Bee Friendly site. This has the advantage of being able to offer wildflowers with a local provenance, rather than introducing wildflowers from further afield with a different genetic makeup. We are also due to purchase a herbicide-free weed control device which uses heat and an organic foam made from olive oil to kill plants. The foam is non-toxic and will enable the Council to reduce the amount of herbicides it uses to control unwanted growth of plants and non-native invasive weeds. This machine is the first of its kind in Wales, and will help us to comply with our 'Bee Friendly' obligations.

The economic benefit of tourism in Denbighshire is continuing to grow. The latest STEAM economic impact figures published in September 2018 show that in 2017 tourism brought £490.35million into the local economy, an increase of 2.3% on 2016, and of 70% since 2007. Last year tourism supported 6,231 jobs in Denbighshire, while 5.93m people visited the county - an increase of 25% since 2007 - for a total of 11.58m days. The number of visitors to the coast increased to 3.16m, as did the number of visitor days spent (6.92m) and the number of staying visitors (900,000). In total last year there were 1.5m staying visitors who contributed a total of £331.46m to the economy. The Council continues to support tourism via strong partnership working in North Wales to capitalise on the growing tourism market.

The Council also runs projects to upskill staff working in tourism-related businesses to improve the visitor experience, creates new tourism leaflets and promotional films to reach wider audiences, as well supporting key events and festivals such as Llangollen International Musical Eisteddfod.

The total number of Council homes in Denbighshire in 2017 was 3,385. During 2017/18 a total of 957 (28%) council surveyed properties were recorded as achieving an energy rating of C or above. This will be the baseline for the project, which aims to achieve 100% by the end of this corporate plan.

Programme Progress: Good

100% of all live projects are 'on target', these being:

- East Rhyl Coastal Defence Scheme
- PLANT Project : Urban Tree Planting
- Improving biodiversity in Denbighshire

The East Rhyl Coastal Defence Scheme continues to progress well and remains 'on target'. The Council, supported by the Welsh Government's Coastal Risk Management Programme, has drawn up plans to install rock armouring and increase the height of the sea wall along the promenade between Splash Point and the slipway adjacent to Rhyl Golf Club. Construction is expected to take 18 months and start during 2019, subject to planning permission, other necessary consents being granted and funding agreement. Residents will have the chance to view the plans and comment on them at drop-in sessions to be held in October and November 2018. The rock armouring is being designed to dissipate the energy from storm waves so the impact on the new wall will be substantially reduced and significantly decrease the risk of flooding over the next 100 years. The design life of the scheme also includes allowances for the impacts of climate change and sea level rise. The secondary protection from the inshore walls and flood gates - along with the storm water storage and release facilities at Rhyl Golf Club - will remain to provide another layer of protection for this piece of coastline.

Highlight Reports outlining the progress and plans for all the flooding defence activity and the progress of schemes and studies were presented to the Board in September 2018. We currently have nine schemes underway relating to Coastal and Flood Risk Management.

The Wales Audit Office (WAO) is currently auditing our approach to reducing the number of properties at risk of flooding in Denbighshire. The final report is anticipated early 2019, and it may give us some ideas for how we could further improve our approach to flood management.

The Reducing Carbon Emissions business case will be presented to the Board in October 2018. The business case to Improve Energy Efficiency in [existing and acquired] Council Housing is currently being developed and will be presented to the Board in January 2019. This closely links to the Housing priority, where the ambition is that any new build Council housing will achieve an energy efficiency rating of 'A'.

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.

Performance Status: Priority for Improvement

Overall our performance remains as a 'Priority for Improvement'. As reported in the last performance report the following annual indicators remain as a priority for improvement:

- Attendance at secondary school.
- 4-5 year olds who are a healthy weight or underweight.
- Schools providing education through suitability and condition categories C & D.

The percentage increase in the salaries of young people enrolled in the 'Employment Bursary Project' is a new annual measure that has been added to this priority in order to measure the anticipated difference that the project will make for young people. The bursary project seeks to create opportunities for younger people in Denbighshire by enabling employed young people to undertake training / development and access mentoring that will enable them to progress within their current workplace or seek promotion elsewhere. Baseline and thresholds are in the process of being established and will be in place for the project launch in November 2018.

Programme Progress: Good

The Ready for Work project's initiatives are progressing well. Further work has been done on the preparation for the three careers events that are to be held in November. Invitations have been sent to businesses and organisations that expressed an interest.

In September, students from Ysgol Carreg Emlyn and Ysgol Llanfair Dyffryn Clwyd took part in panel-signing ceremonies as work on both schools progresses. They had the chance to sign panels that make up the structure for their new school buildings.

A new bilingual church school, in partnership with the Diocese of St Asaph, is being built in Llanfair while in Clocaenog a new single site school for Ysgol Carreg Emlyn is being built. Both schools are being funded through the Welsh Government's 21st Century Schools programme, in partnership with investment from Denbighshire County Council and are both expected to be open by the summer of next year.

Work on a £23m Catholic school in Rhyl is also progressing on schedule. A beam-signing ceremony was held with pupils and staff from Ysgol Mair primary school and Blessed Edward Jones Catholic High School. The beams will form part of the structure of the new building, which is set to open in autumn 2019.

A Highlight Report will be presented to the Board in October on the 'live projects' in the 21st Century Schools Programme (Band A and B).

The Entrepreneur Space project brief, following approval, has moved into the Business Case stage and will be presented to the Board in December 2018, along with a paper on ways to address the gap in attainment between the end of primary school and secondary school.

The Support for Parents project brief, following approval, has also moved into the Business Case stage and is scheduled to be presented to the Board in February 2019.

Mae tudalen hwn yn fwriadol wag

Corporate Plan 2017-2022

Priority 1 - Housing: Everyone is supported to live in homes that meet their needs

General Information

Status	ACCEPTABLE
Rationale	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

Indicators

PPPAH001Annual	The additional supply of affordable housing, including social housing, provided during the year
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
CPFAH104i	The additional supply of Council Houses provided
CPCSS105i	Number of additional Extra Care Homes supported by DCC
CPCSS106i	Number of additional specialised homes supported by DCC (including DFGs and Major Adaptations)
CPPPP107i	Number of empty properties brought back into use (old definition)
CPFAH108i	Number of people on SARTH waiting list
CPBIM103i	Number of people supported into homes that meet their needs (Community Support Services Provision)
PPP121iAnnual	The number of private sector homes improved in standard and quality due to intervention from the Council

Activities

PR003628	Denbigh Extra Care Housing	14/03/16	30/10/20
PR004023	Ruthin Extra Care Housing (Phase 2)	14/02/17	14/02/22
PR004433	Additional Council Housing Developments	01/04/16	31/03/22
PR004447	Work with RSLs and the private sector to deliver additional affordable homes	01/04/17	31/03/22
PR004448	Bring 500 Empty Homes back into use	01/04/17	31/03/22

Priority 2 - Connected Communities: Communities are connected and have access to goods and services locally, online and through good transport links

General Information

Status	ACCEPTABLE
Description	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.

Indicators

CPCCM209i	The percentage of transactions undertaken via the web, compared to the total number of transactions undertaken using all access channels
THS012	The percentage of principal (A) and non-principal (B) and (C) roads that are in overall poor condition
PAM020	The percentage of principle A roads that are in overall poor condition
PAM021	The percentage of non-principal/classified B roads that are in overall poor condition
PAM022	The percentage of non-principal/classified C roads that are in overall poor condition
CPCCM201i	% Superfast Coverage in Denbighshire (>30 Mbps)
CPCCM207i	The overall likelihood of digital exclusion in Denbighshire
CPCCM202i	% of premises with Broadband of 10 Mbps or below (USO)
CPCCM205i	% mobile 4G road signal (all operators)
CPCCM208i	Percentage of LSOAs in Denbighshire in the 10% most deprived in Wales in terms of Access to Services (WIMD)

Measures

CPQHESCAT1	Percentage of damaged roads and pavements made safe within target time (CAT1 - Category 1 defects dealt within timescale)
HESRCSi	6 monthly Road Condition Score for around 75% of the remaining network (some C roads and almost all unclassified roads)

Activities

PR004434	Digital Access Points	14/09/17	31/03/22
PR004436	Target those most likely to be digitally excluded so they have the skills and means to use digital services	01/01/18	
PR004444	Invest in roads and bridges to maintain a viable, sustainable infrastructure	01/04/18	31/03/22
PR004484	Make superfast broadband and mobile networks available to everyone	22/02/18	31/03/22
PR004487	Better enable people to travel to work, education and services	01/03/18	31/03/22
PR004632	Improve infrastructure to make it easier to stage events	01/04/18	31/03/22
PR004707	Ensure Council Information and Services are Accessible Online	24/04/18	31/12/21

Priority 3 - Resilient Communities: The council works with people and communities to build independence and resilience

General Information

Status	PRIORITY FOR IMPROVEMENT
Rationale	In Denbighshire we aim to promote people's health & 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.

Indicators

QCSS005m	The average length of time adults (aged 65 or over) are supported in residential care homes
AnnualCSS002m	The percentage of people reporting they have 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
AnnualCSS014m	The percentage of people reporting that they know who to contact about their care and support
CSSAGGR03	Number of assessments of need for support for carers undertaken during the year
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 sessions on the Dewis Cymru Platform
CPBIM303i	The percentage of people who feel able to influence decisions affecting their local area
CPCCM304i	The percentage of projects that have considered the 10 National Principles of Engagement within their Well-being Impact Assessments
CPBIM305i	The number of recorded incidents of domestic abuse
CPBIM306i	The number of repeat offenders of domestic abuse

Activities

PR004413	Community Planning & Development Resource	16/11/17	31/03/19
PR004440	People are involved in shaping and improving services	03/04/18	31/03/22
PR004458	Supporting Carers in Denbighshire	01/04/18	31/03/22
PR004707	Ensure Council Information and Services are Accessible Online	24/04/18	31/12/21
PR004716	Act to reduce Domestic Abuse	01/07/18	31/03/20

Priority 4 - Environment: Attractive and protected, supporting well-being and economic prosperity

General Information

Status	ACCEPTABLE
Rationale	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.

Indicators

CPCCMSTEAMi	STEAM - Total Economic Impact of Tourism (£ million)
CPFAH401i	% of existing and acquired Council housing stock (1st April 2017 baseline) achieving an EPC (Energy) rating of C or above
CPFAH402i	% of all new build council housing achieving an EPC (Energy) rating of A
CPBIM403i	Percentage reduction - from a 31/03/17 baseline – in carbon emissions (tonnes) from Council assets
CPHES404i	No. of trees planted to increase canopy cover in Rhyl and Denbigh
CPHES406i	No. of properties with reduced risk of flooding (1,000s)
CPBIM407i	Please tell us how satisfied or dissatisfied you are with your local open spaces? Countryside, Beaches, Parks Resident Survey response Qs 3:

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	Improving biodiversity in Denbighshire	01/04/17	31/03/22
PR004701	Reducing carbon emissions from council assets	02/04/18	31/03/22
PR004727	Improving Energy Efficiency in Council Houses	01/04/17	31/03/22

Priority 5 - Young People: A place where younger people will want to live and work and have the skills to do so

General Information

Status	PRIORITY FOR IMPROVEMENT
Rationale	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. We will work with our partners, schools and businesses to make this happen.

Indicators

PAM007	Percentage of pupil attendance in primary schools
PAM008	Percentage of pupil attendance in secondary schools
QECA4.6i	% of the population aged 18 to 24 claiming JSA
CPBIM504i	The percentage of children aged 4-5 years who are a healthy weight or underweight
CPECS501i	The percentage of Yr11 pupils who achieved KS4 Welsh Baccalaureate Skills Challenge Certificate (Level 2)
CPECS503i	The percentage of pupils (using Pupil Attitudes to Self and School - PASS) who respond positively against pupils' feelings about school
CPECS504i	The number of pupils involved with businesses on the Business Register
CPECS505i	The number of pupils benefiting from the Public Service Mentoring Scheme
CPBIM503i	The number of young volunteers (0-25) - recorded through Kinetic
CPEDU003/PAM006	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)
RSQPPP2018	The percentage of residents that are satisfied that there are job opportunities for young people at the start of their career
RSQECS2018	The percentage of residents that are satisfied that there are opportunities for young people to develop their skills
RSQBIM2018	The percentage of residents that are satisfied that there are leisure opportunities that appeal to young people

Measures

CPECS502m	The number of schools providing education through suitability and condition categories C & D
CPPPP501m	The percentage increase in the salaries of young people enrolled in the Employment Bursary Project

Activities

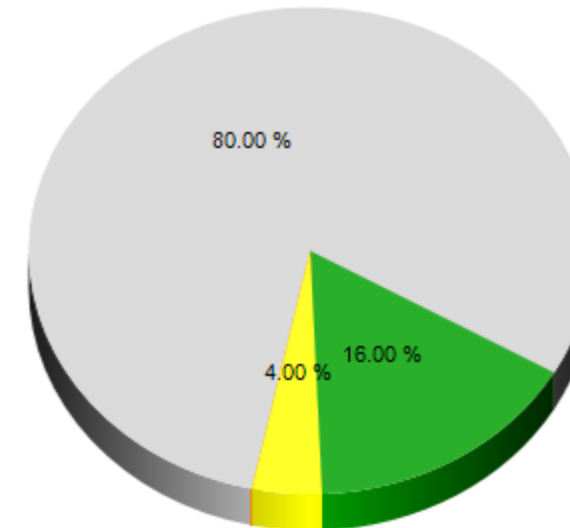
ECA	TechZone / ParthDechnoleg: Growth Sector Move-on Accommodation	02/09/18	31/03/20
ECA	Young Person Employment Bursary	01/10/18	31/03/22
ECA 2.3b	PROCUREMENT: Local Supplier Development	01/06/15	31/03/20
ECA 3.2a	New Growth Sectors / St. Asaph Business Park Development	01/01/15	31/03/19
ECA 4.1b,4.2a-c,4.3a	Ready for Work	01/09/17	31/03/20
ECA 4.2c	The Denbighshire Working Start Scheme	01/09/17	01/04/22
ECA 4.3a/4.4	Develop technology based shared entrepreneur space, Rhyl	16/10/18	31/03/22
MOD.ED	Modernising Education		
PR004431	Monitoring and supporting positive pupil attitudes to self and school/well-being	03/07/17	31/08/21
PR004438	Supporting Parents in Denbighshire	01/04/18	31/03/22
PR004589	Develop closer working practices to remove barriers for children and young people to successfully engage in learning, training or employment		

Programme Dashboard

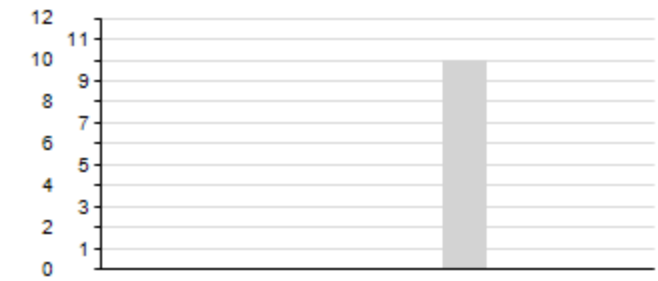
Corporate Priority: Communities and Environment

Total Number of Projects	26				
	Forecasted	Actual	Variance		
Total Investment In Projects	£295,602	£641	£294,961		
	On Target	At Risk	Experiencing Obstacles	Off Target	None
Project Status	4	0	1	0	20
Cost Status	5	0	0	0	21
Milestone Status	4	0	1	0	21
Risk Status	3	0	2	0	21
Cashable Benefit Status	1	0	1	0	24
Non Cashable Benefit Status	3	0	1	0	22
	Project Brief	Business Case	Projects	Closed	
Projects in Gateway	10	7	6	2	
	2018	2019	2020	2021	
Projects Due To End	0	1	1	2	

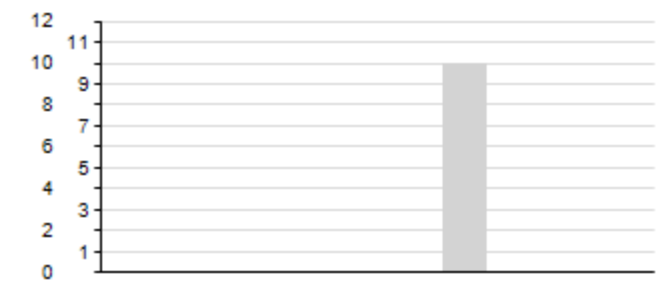
Corporate Priority: Communities and Environment Project Status



Project Cost Status



Project Milestone Status



Corporate Priority: Communities and Environment Project Status

Corporate Priority: Communities and Environment - High Level Project Status as at 19/10/2018

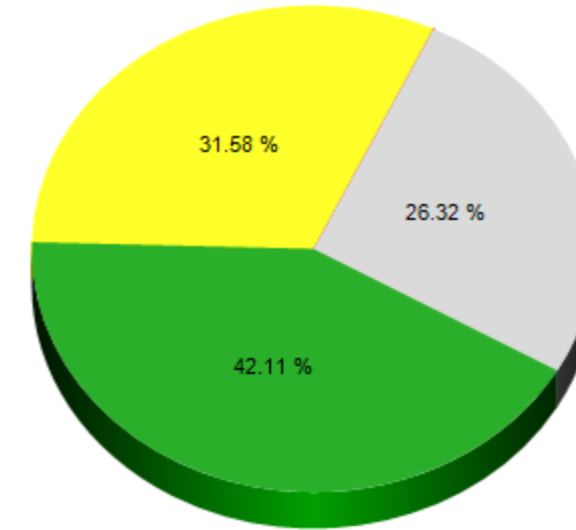
Project Code	Project Name	Project Manager(s)	Project Executive(s)	Project Status	Current Gateway Stage	Project Start Date	Total Forecasted Cost (£000's)	Total Actual Cost (£000's)	End Date	Cost Status	Milestone Status	Risk Status	Cashable Benefit Status	NonCashable Benefit Status
PR003864	East Rhyl Coastal Defence Scheme	Wayne Hope	Tony Ward	On Target	Projects	01/01/14			31/12/20	On Target	On Target	On Target	None	On Target
PR004410	PLANT Project : Urban Tree Planting	Huw Rees	Tony Ward	On Target	Projects	02/01/18	£219		02/01/22	On Target	On Target	Experiencing Obstacles	None	On Target
PR004413	Community Planning & Development Resource	Amy Selby	Alan Smith	Completed	Closed	16/11/17			31/03/19	None	None	None	None	None
PR004418	Improving biodiversity in Denbighshire	Huw Rees	Tony Ward	On Target	Projects	01/04/17	£158		31/03/22	On Target	On Target	On Target	On Target	On Target
PR004422	Barkby Beach to Point of Ayr Coastal Risk Management Strategy	Wayne Hope	Tony Ward	None	Project Brief		£50			None	None	None	None	None
PR004424	Glascoed Road, St Asaph Flood Risk Management Scheme	Wayne Hope	Tony Ward	None	Project Brief		£550			None	None	None	None	None
PR004425	Dyserth Flood Risk Management Scheme	Wayne Hope	Tony Ward	None	Project Brief					None	None	None	None	None
PR004426	Llanbedr DC Flood Risk Management Scheme	Wayne Hope	Tony Ward	None	Project Brief		£2,670			None	None	None	None	None
PR004427	Heol Esgob, St Asaph Flood Risk Management Scheme	Wayne Hope	Tony Ward	None	Project Brief					None	None	None	None	None
PR004428	Ffordd Derwen, Rhyl Drainage Study	Wayne Hope	Tony Ward	None	Project Brief		£25			None	None	None	None	None
PR004429	Rhyl Central Coastal Defence Improvement Scheme	Wayne Hope	Tony Ward	None	Project Brief					None	None	None	None	None
PR004430	Prestatyn Central Coastal Defence Improvement Scheme	Wayne Hope	Tony Ward	None	Project Brief					None	None	None	None	None

PR004434	Digital Access Points			None	Closed	14/09/17	£140		31/03/22	None	None	None	None	None
PR004436	Target those most likely to be digitally excluded so they have the skills and means to use digital services			None	Business Cases	01/01/18				None	None	None	None	None
PR004440	People are involved in shaping and improving services	Sian Owen	Liz Grieve	None	Business Cases	03/04/18	£172		31/03/22	None	None	None	None	None
PR004444	Invest in roads and bridges to maintain a viable, sustainable infrastructure	Tim Towers, Garry W Davies	Tony Ward	Experiencing Obstacles	Projects	01/04/18			31/03/22	On Target	On Target	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles
PR004458	Supporting Carers in Denbighshire	Carys Williams, James Wood	Phil Gilroy, Karen Evans	None	Business Cases	01/04/18	£483	£483	31/03/22	None	None	None	None	None
PR004484	Make superfast broadband and mobile networks available to everyone		Alan Smith	None	Projects	22/02/18	£210		31/03/22	None	None	None	None	None
PR004487	Better enable people to travel to work, education and services	Mike Jones		None	Business Cases	01/03/18			31/03/22	None	None	None	None	None
PR004632	Improve infrastructure to make it easier to stage events		Jamie Groves	None	Business Cases	01/04/18	£420		31/03/22	None	None	None	None	None
PR004701	Reducing carbon emissions from council assets	Tom Booty	Tony Ward	None	Stage Review (Business Case)	02/04/18	£590	£	31/03/22	None	None	None	None	None
PR004707	Ensure Council Information and Services are Accessible Online	Carol Dale	Liz Grieve	None	Business Cases	24/04/18	£290,023		31/12/21	None	None	None	None	None
PR004716	Act to reduce Domestic Abuse	Catrin Roberts	Gary Williams	None	Project Brief	01/07/18	£15		31/03/23	None	None	None	None	None
PR004727	Improving Energy Efficiency in Council Houses	David Lorey	Jamie Groves	None	Business Cases	01/04/17			31/03/22	None	None	None	None	None
PR004793	Community Resource Teams	Ann Lloyd, David Soley		On Target	Projects	01/04/18	£35		31/03/21	On Target	Experiencing Obstacles	On Target	None	None
PR004806	Provide easily accessible information that supports people's independence and resilience			None	Project Brief	03/09/18			31/07/22	None	None	None	None	None
							Totals	£295,602	£641					

Programme Dashboard Corporate Priority: Young People & Housing

Total Number of Projects	19				
	Forecasted	Actual	Variance		
Total Investment In Projects	£111,798	£14,114	£97,685		
	On Target	At Risk	Experiencing Obstacles	Off Target	None
Project Status	8	0	6	0	5
Cost Status	8	0	5	0	6
Milestone Status	10	0	4	0	5
Risk Status	6	1	7	0	5
Cashable Benefit Status	3	0	6	0	10
Non Cashable Benefit Status	8	0	5	0	6
	Project Brief	Business Case	Projects	Closed	
Projects in Gateway	1	2	15	0	
	2018	2019	2020	2021	
Projects Due To End	0	5	4	1	

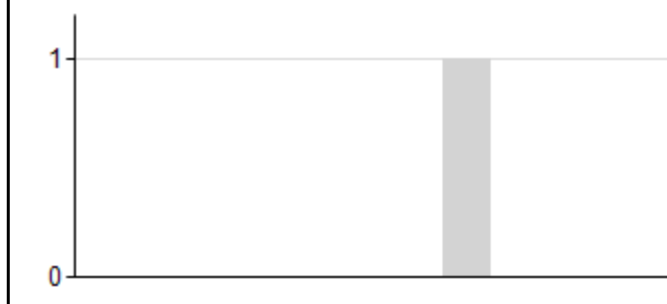
Corporate Priority: Young People & Housing Project Status



Project Cost Status



Project Milestone Status



Corporate Priority: Young People & Housing Project Status

Corporate Priority: Young People & Housing - High Level Project Status as at 19/10/2018														
Project Code	Project Name	Project Manager(s)	Project Executive(s)	Project Status	Current Gateway Stage	Project Start Date	Total Forecasted Cost (£000's)	Total Actual Cost (£000's)	End Date	Cost Status	Milestone Status	Risk Status	Cashable Benefit Status	NonCashable Benefit Status
PR000319	Ruthin Town: Glasdir Development-Relocation of Ysgol Pen Barras and Rhos Street School	Carwyn Edwards	Nicola Stubbins	On Target	Projects	21/04/14	£11,223	£10,926	30/04/19	Experiencing Obstacles	On Target	Experiencing Obstacles	Experiencing Obstacles	None
PR000330	Ruthin Area Review: New Area School for Ysgol Carreg Emlyn	Carwyn Edwards, Joe Griffiths	Nicola Stubbins	Experiencing Obstacles	Projects	01/01/14	£4,765	£641	30/09/19	Experiencing Obstacles	Experiencing Obstacles	At Risk	Experiencing Obstacles	Experiencing Obstacles
ECA 2.3b	PROCUREMENT: Local Supplier Development	Arwel Staples	Helen Makin	On Target	Projects	01/06/15			31/03/20	None	On Target	On Target	None	On Target
PR003628	Denbigh Extra Care Housing	Katie Newe, Holly Evans	Phil Gilroy	On Target	Projects	14/03/16	£750	£750	30/10/20	On Target	On Target	On Target	On Target	On Target
ECA 4.1b,4.2a-c,4.3a	Ready for Work	Sian Price	Karen Evans	On Target	Projects	01/09/17	£144	£40	31/03/20	On Target	On Target	Experiencing Obstacles	None	Experiencing Obstacles
PR004006	New build 3-16 Catholic school in Rhyl	Lisa Walchester	Karen Evans	Experiencing Obstacles	Projects	08/12/16	£23,737	£1,492	31/12/19	On Target	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles	On Target
PR004007	Ruthin Review - New School for Llanfair DC	Joe Griffiths, Isobel Bourke-Richardson	Karen Evans	Experiencing Obstacles	Projects	05/12/16	£2,390	£180	30/11/19	On Target	On Target	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles
PR004023	Ruthin Extra Care Housing (Phase 2)	Katie Newe, Holly Evans	Phil Gilroy	On Target	Projects	14/02/17	£10,000		14/02/22	Experiencing Obstacles	On Target	On Target	On Target	On Target
ECA 4.2c	The Denbighshire Working Start Scheme		Liz Grieve	Experiencing Obstacles	Projects	01/09/17	£826		01/04/22	None	None	None	None	None
ECA	TechZone / ParthDechnoleg: Growth Sector Move-on Accommodation	Robin Evans, James Evans	Emlyn Jones	Experiencing Obstacles	Projects	02/09/18	£2,403		31/03/20	Experiencing Obstacles	On Target	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles

ECA 4.3a/4.4	Develop technology based shared entrepreneur space, Rhyl	Mike Horrocks	Emlyn Jones	None	Business Cases	16/10/18	£176		31/03/22	None	None	None	None	None
PR004431	Monitoring and supporting positive pupil attitudes to self and school/well-being	Paula Roberts	Karen Evans	None	Projects	03/07/17	£85	£85	31/08/21	None	None	None	None	None
PR004433	Additional Council Housing Developments	Mark Dixon	Jamie Groves	On Target	Projects	01/04/16	£25,176		31/03/22	On Target	On Target	On Target	On Target	On Target
PR004438	Supporting Parents in Denbighshire	James Wood, Jan Jukes-Hughes		None	Business Cases	01/04/18	£30,000		31/03/22	None	None	None	None	None
PR004447	Work with RSLs and the private sector to deliver additional affordable homes	Angela Loftus	Emlyn Jones	On Target	Projects	01/04/17			31/03/22	On Target	On Target	On Target	None	On Target
PR004448	Bring 500 Empty Homes back into use	Gareth Roberts	Emlyn Jones	None	Stage Review (Business Case)	01/04/17	£30	£	31/03/22	On Target	Experiencing Obstacles	Experiencing Obstacles	None	On Target
PR004558	Transition to the new 3-16 Catholic school in Rhyl	Lisa Walchester	Karen Evans	Experiencing Obstacles	Projects	01/11/17			31/12/19	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles	Experiencing Obstacles
PR004589	Develop closer working practices to remove barriers for children and young people to successfully engage in learning, training or employment	Julian Molloy	Karen Evans	None	Project Brief					None	None	None	None	None
ECA	Young Person Employment Bursary	Carolyn Roberts	Emlyn Jones	On Target	Projects	01/10/18	£95		31/03/22	On Target	On Target	On Target	None	On Target
Totals							£111,798	£14,114						

Adroddiad i'r:	Pwyllgor Craffu Perfformiad
Dyddiad y cyfarfod:	29 Tachwedd 2018
Aelod / Swyddog Arweiniol:	Aelod Arweiniol dros Ddatblygu Isadeiledd Cymunedol/ Pennaeth y Gwasanaethau Cymorth Cymunedol
Awdur yr Adroddiad:	Swyddog Cwynion Statudol a Chorfforaethol
Teitl:	Adroddiad Eich Llais – Ch2 2018/19

1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn rhoi trosolwg o ganmoliaeth, awgrymiadau a chwynion a dderbyniwyd gan Gyngor Sir Ddinbych o dan bolisi adborth cwsmeriaid y cyngor 'Eich Llais' yn ystod Ch2 2018/19. Mae'r adroddiad hefyd yn cynnwys cwynion y Gwasanaethau Cymdeithasol a dderbyniwyd o dan ei weithdrefn gwynion statudol.

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

Galluogi'r Pwyllgor i gyflawni ei rôl graffu mewn perthynas â pherfformiad y Cyngor wrth ymdrin ag adborth oddi wrth gwsmeriaid a rhoi gwybodaeth i'r Pwyllgor ynglŷn ag enghreifftiau penodol lle mae gwasanaethau'r Cyngor wedi bod yn dysgu o'r cwynion.

3. Beth yw'r Argymhellion?

Bod y Pwyllgor yn ystyried cynnwys yr adroddiad hwn ac, os yw'n briodol, nodi unrhyw feysydd y dylid eu craffu ymhellach.

4. Manylion yr Adroddiad

4.1 Penawdau ar gyfer Ch2 2018/19 (gweler atodiad 1 am ragor o fanylion):

- Derbyniodd y Cyngor 88 o gwynion yn ystod Ch2 (14% [12] yn fwy na'r chwarter blaenorol). Mae gostyngiad mewn cwynion o 20% o Ch2 2017/18 a gostyngiad cyffredinol o 22% flwyddyn ar ôl blwyddyn.
- Derbyniodd y Cyngor 127 canmoliaeth yn ystod Ch2 (13% [16] yn fwy na'r chwarter blaenorol).
- Derbyniodd y Cyngor 52 o awgrymiadau yn ystod Ch2 (71% [36] yn fwy na'r chwarter blaenorol).

4.2 Ymdriniwyd â'r holl gwynion Cam 1 o fewn yr amserlen yn Ch2 gan gyflawni perfformiad o 100%. Mae hyn yn parhau â'r perfformiad rhagorol o Ch1. Gweler tabl 1 ar gyfer perfformiad fesul gwasanaeth ar gyfer Ch2 2018/19.

4.3 Perfformiad Ch2 2018/19

- Ymatebwyd i 100% (88/88) o gwynion Cam 1 o fewn yr amserlen. Y targed corfforaethol yw 95%.

- Mae Siart 1 yn atodiad 1 yn dangos perfformiad hanesyddol mewn perthynas ag ymateb i gwynion cam 1. Mae'r targedau corfforaethol yn uchelgeisiol iawn, ac mae cwrdd â 95% yn cynrychioli "rhagoriaeth".
- Ymatebwyd i 88% (8/9) o gwynion Cam 2 o fewn yr amserlen. Y targed corfforaethol eto yw 95%. Gweler tabl 2 ar gyfer perfformiad Cam 2 yn ôl gwasanaeth. Er bod hyn yn ymddangos yn isel, dylid ystyried y ganran mewn cyddestun gan mai dim ond 9 cwyn Cam 2 oedd yna. Mae perfformiad cyffredinol yr awdurdod yn parhau i fod yn 95%, sy'n cynrychioli sefyllfa o ragoriaeth.
- Mae Siart 2 yn atodiad 1 yn dangos perfformiad hanesyddol mewn perthynas ag ymateb i gwynion cam 2.
- Mae Siart 3 yn atodiad 1 yn dangos perfformiad hanesyddol mewn perthynas ag ymateb i'r nifer o gwynion a gafwyd.
- Mae Tabl 3 yn atodiad 1 yn rhoi manylion canmoliaeth a dderbyniwyd gan y gwasanaeth yn 2018/19.
- Mae Siart 4 yn atodiad 1 yn dangos perfformiad hanesyddol mewn perthynas â chanmoliaeth a dderbyniodd yr awdurdod.

4.4 Cwynion Cam 1 Ch2 2018/19

Nid oedd unrhyw gwynion Cam 1 hwyr yn Ch2 ac mae'r perfformiad yn parhau i fod yn nodedig oddi wrth swyddogion adborth y gwasanaeth sy'n prosesu'r cwynion ynghyd â'r swyddog cwynion.

4.5 Cwynion Cam 2 Ch2 2018/19

Roedd 1 gŵyn Cam 2 hwyr oddi wrth Cynllunio a Gwarchod y Cyhoedd ac roedd hyn oherwydd problem hir dymor gyda dinesydd mewn perthynas â llygredd. Roedd y swyddog yn delio â hyn ar wyliau ar yr adeg y dylid ymateb i'r gŵyn. Gweler 4.8 - gellid bod wedi osgoi'r gŵyn hwyr hon pe bai'r achwynydd wedi cael ei hysbysu bod y swyddog ar wyliau.

4.6 Canlyniadau Cam 1 C2 2018/19

- Nifer y cwynion a gadarnhawyd: 42% (37 cwyn)
- Nifer y cwynion a gadarnhawyd yn rhannol 23% (20 cwyn)
- Nifer y cwynion na chadarnhawyd 35% (31 cwyn)

4.7 Cwynion ynghylch gwasanaethau a gomisiynwyd: Ch2 2018/19

- Derbyniwyd 9 cwyn cam 1 ynglŷn â gwasanaethau a ddarperir gan Civica (1 yn llai na Ch1 2018/19).
- Derbyniwyd 6 cwyn cam 1 ynghylch gwasanaethau a ddarperir gan Kingdom Security (4 yn llai nag yn Ch1 2018/19). Mae hyn yn cyfrif am 46% o gwynion cam 1 a dderbyniwyd ar gyfer Cynllunio a Gwarchod y Cyhoedd yn ystod Ch1. Ni dderbyniwyd unrhyw gwynion yn erbyn y Kingdom ym mis Medi 2018.
- Derbyniwyd 1 cwyn cam 2 ynglŷn â gwasanaethau a ddarperir gan Civica (1 yn llai na Ch1 2018/19).
- Derbyniwyd 2 gwyn cam 2 ynglŷn â gwasanaethau a ddarperir gan Kingdom (a dim un yn Ch1 2018/19).

4.8 Gwelliannau i'r Gwasanaeth o ganlyniad i gwynion: Ch2 2018/19

Cadarnhawyd cwyn ar gyfer grŵp a ddefnyddiodd y cyfrifiaduron yn Llyfrgell y Rhyl yn rheolaidd, lle roedd rhywun arall wedi archebu i'w defnyddio ac felly nid oeddent ar gael. Arweiniodd hyn at adolygiad o'r gweithdrefnau archebu yn y llyfrgell ac rŵan mae archebion bloc o gyfrifiaduron yn cael ei nodi yn nyddiadur archebu ystafelloedd hefyd er mwyn sicrhau nad yw hyn yn digwydd eto.

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

Mae'r cynllun Eich Llais yn cyfrannu'n uniongyrchol at flaenoriaeth gorfforaethol Cymunedau Gwydn, gan mai ei nod yw darparu gwasanaethau sy'n fodern, yn effeithlon ac wedi'u rheoli'n dda.

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

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

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

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

8. **Pa ymgynghoriadau a gynhaliwyd gyda Chraffu ac eraill?**

Adrodd yn fisol i'r Uwch Dîm Arweinyddiaeth.

9. **Datganiad y Prif Swyddog Cyllid**

Nid oes unrhyw oblygiadau ariannol amlwg yn codi o'r adroddiad.

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

Drwy beidio â delio â chwynion yn effeithiol, gall enw da'r Cyngor ddiodef.

11. **Pŵer i wneud y Penderfyniad**

Mae adrannau 7.3 a 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu cylch gwaith y Pwyllgor a'i bwerau o ran perfformiad Gwasanaethau.

Swyddog Cyswllt:

Swyddog Cwynion Statudol a Chorfforaethol
Ffôn: 01824 706409.

Mae tudalen hwn yn fwriadol wag

Your Voice information

1 Your Voice reporting periods

The following periods are used for reporting data:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

2 Complaint response timescales

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

Stage 1: **10** working days

Stage 2: **20** working days

Please note: Community Support Services and Children and Family Services complaints usually follow statutory timescales.

3 Your Voice performance measures

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

Red	less than 90% of complaints responded to within timescale
Amber	when more than 90% but less than 95% of complaints are responded to within timescale
Green	95% or more of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q2 2018/19

Service	Quarter 2 - Stage 1			Total Stage 1		
	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-
Legal, HR and Democratic Services	4	4	100%	5	5	100%
Customers	12	12	100%	12	12	100%
Revs and Bens (Civica)	9	9	100%	19	19	100%
Highways & Environmental Services	23	23	100%	47	47	100%
Facilities, Assets and Housing	17	17	100%	29	29	100%
Planning and Public Protection	13	13	100%	34	34	100%
COMMUNITY SUPPORT SERVICES	6	6	100%	11	11	100%
Education and Childrens Services	4	4	100%	7	7	100%
	88	88	100%	164	164	100%

Chart 1: Stage 1 complaint response times

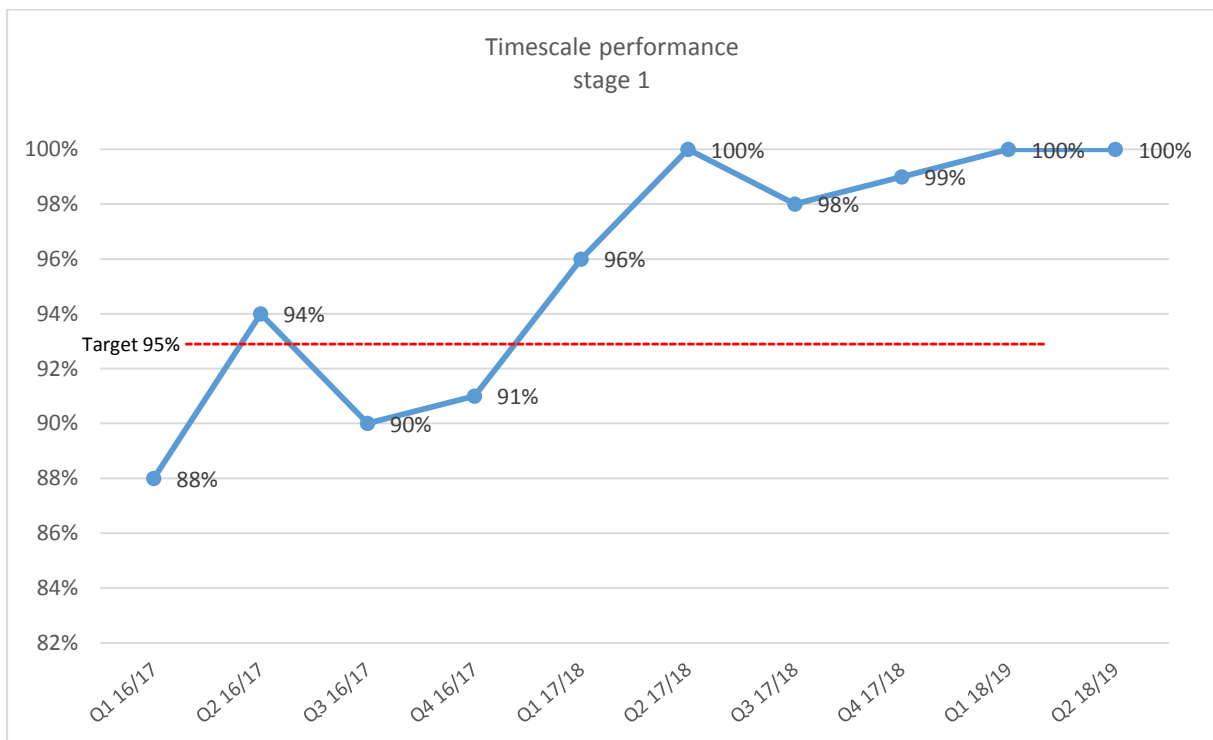


Table 2: Overall complaint response times for stage 2 complaints – Q2 2018/19

Service	Quarter 2 - Stage 2			Total Stage 2			%
	Rec'd	Within	%	%	Rec'd	Within	
Business Improvement & Modernisation	0	0	-	-	0	0	-
Legal, HR and Democratic Services	0	0	-	-	1	1	100%
Customers	0	0	-	-	0	0	-
Revs and Bens (Civica)	1	1	100%	-	3	3	100%
Highways & Environmental Services	2	2	100%	-	5	5	100%
Facilities, Assets and Housing	0	0	-	-	0	0	-
Planning and Public Protection	4	3	75%	-	6	5	83%
COMMUNITY SUPPORT SERVICES	2	2	100%	-	2	2	100%
Education and Childrens Services	0	0	-	-	3	3	100%
Corporate Total	9	8	89%	0%	20	19	95%

Chart 2: Stage 2 complaint response times

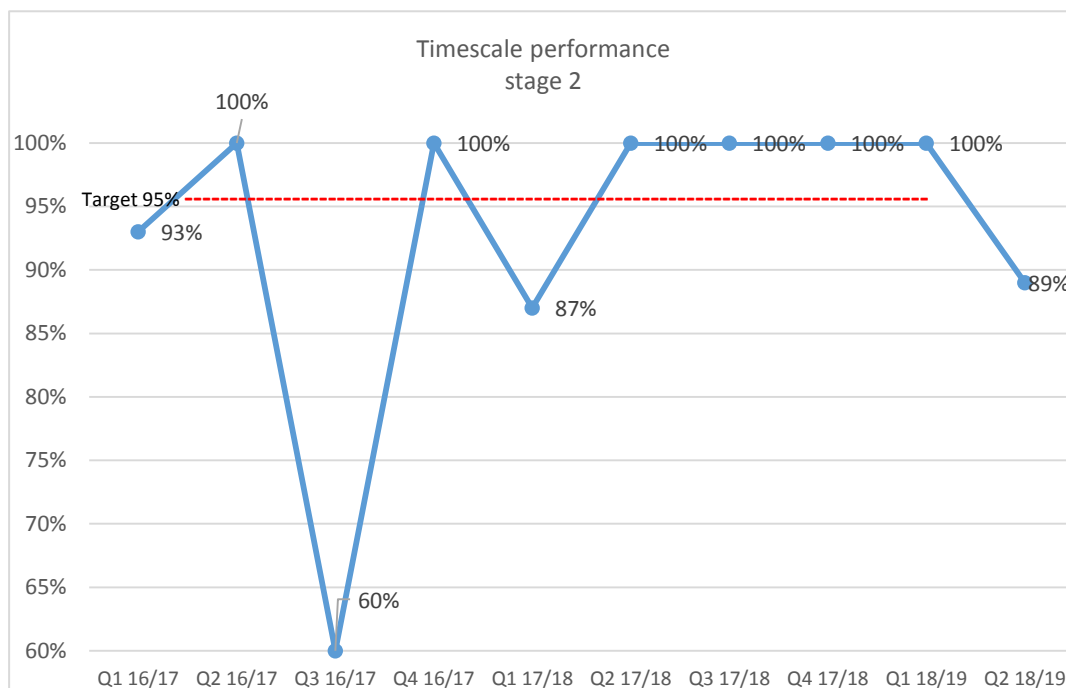


Chart 3: Total number of complaints received

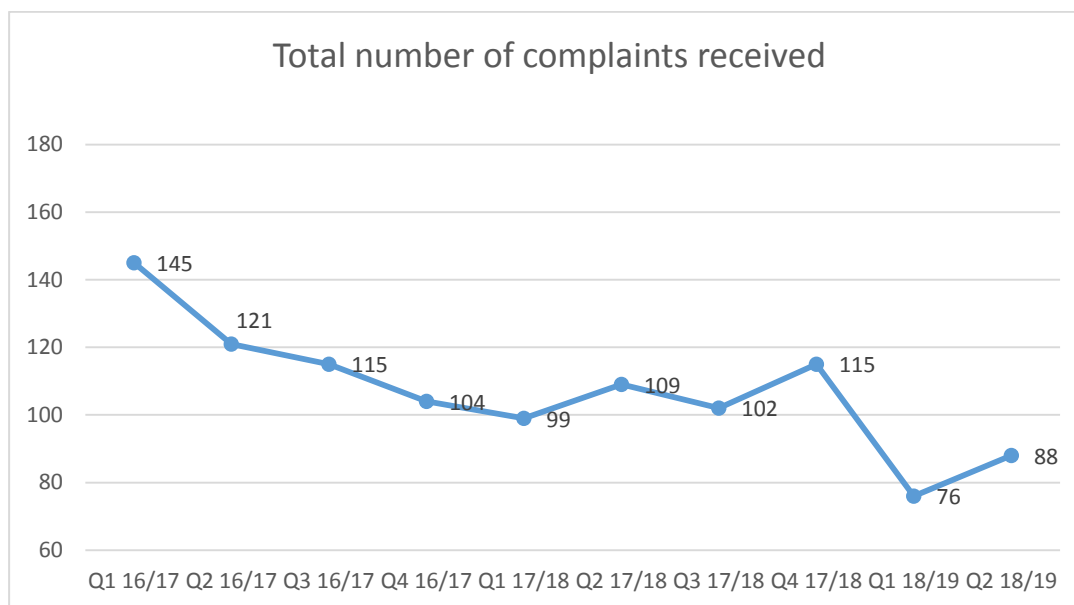
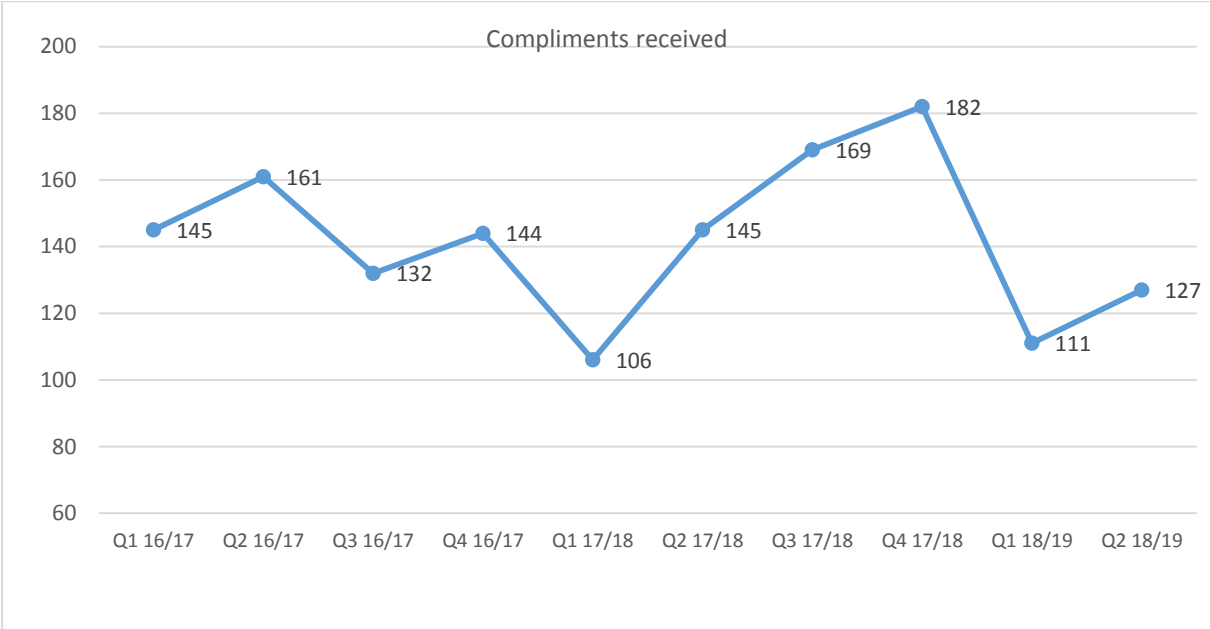


Table 3: Compliments received during 2018/19

Service Area	Q1	Q2	Q3	Q4	Total
Business Improvement and Modernisation	0	0			0
Legal HR and Democratic Services	0	0			0
Customers	4	9			13
Revenues and Benefits	0	1			1
Education and Children's Services	34	20			54
Highways and Environmental Services	16	40			56
Facilities Assets and Housing	8	20			28
Planning and Public Protection	8	6			14
Community Support Services	41	31			72
	111	127			238

Chart 4: Compliments received



Example complaints

Stage 1 Legal HR and Democratic Services - Upheld

A complaint was lodged in September by a citizen who had applied for a position on the authority. The decision to recruit took some time and he had not been informed. Eventually, after chasing the outcome up he was informed the position had been filled and that he would receive feedback but this did not happen. The complaint was investigated within corporate timescales and upheld with a letter of apology sent to the complainant. As a result, the service agreed to remind all recruiting officers of the need to ensure that contact is made with all interviewed candidates after a recruiting process.

Stage 1 Highways and Environmental Services – Not upheld

A complaint was lodged by a business that had telephoned a number of times to request that their waste was collected as it had been missed. It was investigated and found to be not upheld because at the time of the complaint there were serious fires in the area and the waste crews were unable to access the mountain that the business was set on.

Mae tudalen hwn yn fwriadol wag

Adroddiad i'r:	Pwyllgor Craffu Perfformiad
Dyddiad y cyfarfod:	29 Tachwedd 2018
Aelod / Swyddog Arweiniol:	Aelod Arweiniol Seilwaith Cymunedol/ Pennaeth Cwsmeriaid, Cyfathrebu a Marchnata
Awdur yr Adroddiad:	Rheolwr Gwella Gwasanaeth
Teitl:	Dangosfwrdd Ymdrech Cwsmeriaid – Adroddiad Diweddarau Chwarter 2

1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad hwn yn rhoi trosolwg o ganlyniadau ymdrech a boddhad cwsmeriaid o adborth gan gwsmeriaid, ar ôl iddynt ddod i gysylltiad â'r Cyngor yn ystod chwarter 2.

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

Darparu gwybodaeth am ganlyniadau perfformiad chwarter 2 er mwyn i'r Pwyllgor allu craffu ar y canlyniadau ar gyfer nifer o wasanaethau'r Cyngor sy'n delio'n uniongyrchol â chwsmeriaid yn ôl canlyniadau corfforaethol y Cyngor.

3. Beth yw'r Argymhellion?

Bod y Pwyllgor yn ystyried cynnwys yr adroddiad blynyddol diwethaf (a gyflwynwyd ar 27 Medi) ac adroddiad cyfredol chwarter 2, ac yn cadarnhau pa mor aml y dylid cyflwyno adroddiadau yn y dyfodol.

4. Manylion yr Adroddiad

4.1 Cefndir

Yn dilyn adroddiad blynyddol Dangosfwrdd Ymdrech Cwsmeriaid ym mis Medi (*gweler atodiad 1 am gopi a'r atodlen gysylltiedig*), gofynnodd yr Aelodau i adroddiadau yn y dyfodol gynnwys ffigyrau gwirioneddol yn ogystal â chanrannau.

Gweler *atodiad 2* am gymhariaeth rhwng canlyniadau chwarter 1 a 2 gyda'r duedd gyffredinol i'w gweld mewn ffigyrau a chanrannau yn ôl y gofyn. Mae'r rhain yn dangos gwelliant mewn 7 maes perfformio.

Mae gwaith yn parhau gyda chynrychiolwyr y gwasanaethau i ddod o hyd i welliannau i'r gwasanaethau sy'n cael eu hawgrymu drwy adborth gan y cwsmeriaid a chofnodion gair-am-air. Mae'r gweithdy nesaf wedi'i drefnu ar gyfer Rhagfyr 2018.

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

Mae'r Dangoswrdd Ymdrech a Bodlonrwydd Cwsmeriaid yn cyfrannu'n uniongyrchol at y cynllun corfforaethol: Gweithio gyda'n gilydd er lles dyfodol Sir Ddinbych: a'i flaenoriaethau sy'n dod i'r amlwg.

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

Ffi fisol sy'n cynnwys cefnogaeth i ddefnyddwyr er mwyn gwneud y defnydd gorau o ddadansoddiadau ac adroddiad galw cwsmeriaid yn ôl i wneud y mwyaf o'r potensial i ddod o hyd i arferion da a meysydd i'w gwella wrth ddarparu gwasanaeth.

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

Adroddiad perfformiad yw hwn ac ni cheisir unrhyw benderfyniad er mwyn gwneud unrhyw newidiadau a fyddai'n effeithio ar staff neu'r gymuned. Gan hynny, nid oes angen Aseiad o Effaith ar Les ar gyfer yr adroddiad hwn.

8. Pa ymgynghoriadau a gynhaliwyd gyda'r Pwyllgorau Craffu ac eraill?

Adroddiadau craffu rheolaidd.

9. Datganiad y Prif Swyddog Cyllid

Nid oes unrhyw oblygiadau ariannol amlwg yn codi o'r adroddiad.

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

Amh.

11. Pŵer i wneud y Penderfyniad

Mae adrannau 7.3 a 7.4.2(b) o Gyfansoddiad y Cyngor yn amlinellu cylch gwaith y Pwyllgor a'i bwerau o ran perfformiad Gwasanaethau.

Swyddog Cyswllt:

Rheolwr Gwella Gwasanaeth: Cwsmeriaid, Cyfathrebu a Marchnata

Ffôn: 01824 712648

Report to:	Performance Scrutiny Committee
Date of Meeting:	27th September 2018
Lead Member / Officer:	Lead Member for Community Infrastructure/ Head of Customers, Communication and Marketing
Report Author:	Service Improvement Manager
Title:	Customer Effort Dashboard - Update Report

1. What is the report about?

The report provides an overview of the Customer Effort and Customer Satisfaction results, together with examples of customer verbatim and suggestions for service improvement, in conclusion to customer feedback following their contact with the Denbighshire County Council.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in monitoring:

- a) the progress achieved in relation to developing the Customer Effort Dashboard
- b) and benchmarking the Customer Effort and Customer Satisfaction results for multiple customer facing council services, against the council's corporate results.

To provide the Committee with information regarding examples where customers have offered suggestions for improvements to council services.

3. What are the Recommendations?

Committee considers the content of this report and, if appropriate, identify any areas that require further scrutiny.

4. Report details

4.1 Background

Following a successful pilot in September 2016, Customers, Communications & Marketing Service continued to complete independent analysis of Customer 'Effort' and 'Satisfaction' rates, by seeking their views immediately after they accessed service using the Council's Contact Centre.

The survey results provided Denbighshire with a monthly:

- a) Customer Effort score – demonstrating how much effort customers have to go to, to transact with the Council (the lower the score the less effort is required) and a
- b) Customer Satisfaction score – including a breakdown of scores for each of 8 customer service 'behaviours'.

- c) Customer Comment Report - allowing analysis of customer verbatim to identify service improvement areas
- d) Customer Call-back report – allowing the service to ring customers and seek further information about how we ‘can do things better’
- e) Agent Feedback reports - customer feedback on the quality of the transaction detailed by specific agent who dealt with the call to as to reflect on their own performance and improve where necessary.
- f) Customer Facing webpage – published to members of the public via our website, together with examples of the feedback received - to view please visit:
<https://www.denbighshire.gov.uk/en/your-council/complaints-compliments-and-feedback/customer-satisfaction-results.aspx>

Over 12 months, analysis of this information identified 3 emerging themes as to why customers were not satisfied following their contact with the council:

- 1) Having being transferred or given a direct dialled number to ring the specific service requested, no one answered the phone.
- 2) Having left an answering machine message, the customer did not receive a call-back as requested.
- 3) Having had their enquiry logged onto the system, asking for a specific service to contact them direct, no call-back was received.

In response to the above, a ‘Better Telephony Project’ was implemented which involved enhancements to the existing telephony system enabling improved accessibility for customers – increasing their ability to ‘get to the right place 1st time’ when dialling the Councils main telephone number 01824 706000.

Customers can now make enquiries with 4 council services and up to 13 different sections, by dialling one direct telephone number.

Further to this and following a report early 2018, SLT agreed for the survey to be extended to other customer facing services which account for the highest volume of calls into the Council to explore further service improvements (*please see annex 1 for a list of service now being surveyed*)

April 2018, we held our first training workshop with service representatives (facilitated by the survey suppliers) after which time the first set of service specific results were published and benchmarked against the corporate results (*please see annex 2 for the latest survey results August 2018*)

An analysis of customer verbatim also confirm which areas are already performing well and which need further improvement

Highlights:

“I enquired about the SARTH housing register, I spoke to a lady who was extremely helpful, I received all the information required, completed the form, and I am delighted to have been offered a property - I move in next week, I couldn't be happier! Thank you DCC!!”

“Because the lady in school grants could not have been more helpful and understand and even said any problems give her a ring she really was perfect person to help me and if at all possible please can you pass on my thanks and say thank you to her”

Lowlights:

“I called to request information. The person whom I needed to speak was on holiday so I was told I would have to wait till they returned to resolve the issue as there was no cover in this area. I’m still waiting for that call”

“I reported a dead badger. The lady on the phone was lovely and said she’d contact the Trust to collect the body. However, the badger is still there and apart from a distressing sight there is the issue of flies and purification in this hot weather”

Long term trend analysis demonstrates that customers are now having to put less effort into contacting the Council to access the service they want, and in doing so they are more satisfied with the quality of customer services they received (*please see annex 3 for results*)

Future improvement areas have also been identified which will further reduce customer effort, increase customer satisfaction and ultimately reduce costs (*please see annex 4*).

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

The Customer Effort and Satisfaction Dashboard directly contributes to the corporate plan: Working together for the future of Denbighshire; and its emerging priorities.

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

Monthly fee which includes user support to make best use of the analysis and call-back report to maximise the potential to identify best practice and areas for improvement in service delivery.

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

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment is not required for this report.

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

Regular Scrutiny Reports.

9. Chief Finance Officer Statement

There are no obvious financial implications arising from the report.

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

N/A

11. Power to make the Decision

Sections 7.3 and 7.4.2(b) of the Council’s Constitution outlines the Committee’s remit and powers with respect of Services’ performance.

Annexes

1. New Services from June 2018

Building Control	01824 706717	
Children Services	01824 712200	
Council Tax	01824 706000	Option 2
Customer Services	01824 706000	
Housing	01824 706000	Option 3
Benefits	01824 706000	Option 2
Other		
Planning	01824 706727	
School admissions	01824 712698	
SPOA	0300 456 1000	

2. Customer Effort Dashboard breakdown by service

Customer Effort Dashboard Summary Report

Current Month - August 18

Service	Volume				Summary Survey Results						Surveyable calls
	External Inbound Calls	Surveys Sent	Surveys Received	Response Rate	Customer Effort	Customer Satisfaction	Agent Willingness to Help	Did not meet Expectation	-ve Agent Sentiment	-ve Service Sentiment	
Building Control	551	72	4	6%	52	9.0	9.8	100%	0%	50%	13%
Children's services	715	71	2	3%	3	10.0	10.0	0%	0%	0%	10%
Council Tax	2,310	475	38	8%	21	8.1	8.9	14%	6%	28%	21%
Customer Services	3,911	831	127	15%	30	8.2	8.6	39%	6%	30%	21%
Housing	1,085	187	12	6%	38	7.5	8.7	50%	0%	36%	17%
Housing Benefits	1,428	165	18	11%	3	9.7	9.6	0%	0%	0%	12%
Other	3,269	559	32	6%	34	7.7	8.2	41%	24%	36%	17%
Planning	567	80	5	6%	3	10.0	9.6	0%	0%	0%	14%
Schools	8	8	1	13%	3	10.0	10.0	0%	0%	0%	94%
SPOA	1,604	99	7	7%	39	6.7	6.3	50%	0%	33%	6%
Grand Total	15,448	2,538	246	10%	26	8.2	8.6	32%	7%	27%	16%

Previous Months - from Mar 18

Service	Volume				Summary Survey Results						Surveyable calls
	External Inbound Calls	Surveys Sent	Surveys Received	Response Rate	Customer Effort	Customer Satisfaction	Agent Willingness to Help	Did not meet Expectation	-ve Agent Sentiment	-ve Service Sentiment	
Building Control	2,622	397	24	6%	19	8.1	8.0	23%	13%	18%	15%
Children's services	3,754	362	26	7%	67	5.5	6.5	89%	20%	71%	10%
Council Tax	11,971	2,365	244	10%	32	7.3	7.8	32%	27%	38%	20%
Customer Services	21,823	4,115	679	17%	32	7.7	8.4	40%	14%	34%	19%
Housing	13,575	1,835	201	11%	42	7.1	7.8	52%	17%	45%	14%
Housing Benefits	7,599	1,030	62	6%	31	7.3	7.9	33%	9%	33%	14%
Other	21,900	2,967	169	6%	35	7.3	7.9	39%	13%	39%	14%
Planning	2,810	395	33	8%	29	7.8	8.4	36%	0%	28%	14%
Schools	1,375	303	22	7%	44	7.1	7.7	57%	14%	44%	22%
SPOA	8,047	489	61	12%	39	7.4	7.9	52%	16%	38%	6%
Grand Total	95,476	14,258	1521	11%	35	7.5	8.0	41%	16%	37%	15%

*Customer Effort demonstrates how much effort customers have to go to, to transact with the Council – the lower the score the less effort is required.

**Thresholds:	Green	20% and below	Yellow	20% – 35%
	Orange	36% - 50%	Red	50% and above

3. Long Term Trend

Positive 12 month trends include:

Customer Effort	38% to 30%
Customer Satisfaction	73% to 77%
Agent willingness to help	81% to 82%
Calling the Council (after visiting our website)	static @ 30%
1 st time resolution	70% to 78%
Ease to resolve query	69% to 74%
Ease to get through	73% to 75%

Based on these results, Denbighshire are above average for Councils across the UK

4. Future Improvements

- To reduce the number of phone calls into the Council – currently the council receives more than double the number of residents and more than 4 times the number of residential properties a year – this is high
- To increase the number of website visitors completing their transactions online – currently 30% of those visiting Denbighshire website resort to ringing the council in order to access the service they require – this is all about signposting, making the transaction easy and seamless.

Appendix 2

Customer Effort Dashboard Summary Report Quarter Two – 2018

Service	Volume				Summary Survey Results						Surveyable calls
	External Inbound Calls	Surveys Sent	Surveys Received	Response Rate	Customer Effort	Customer Satisfaction	Agent Willingness to Help	Did not meet Expectation	-ve Agent Sentiment	-ve Service Sentiment	
Building Control	1,639	328	10	3%	30	8.8	8.9	50%	25%	29%	20%
Children's services	2,301	281	13	5%	65	5.9	6.9	80%	33%	73%	12%
Council Tax	6,754	1,911	144	8%	19	8.5	9.0	19%	6%	23%	28%
Customer Services	12,784	3,326	443	13%	32	7.8	8.4	41%	13%	33%	26%
Housing	9,161	799	48	6%	45	6.8	7.3	57%	30%	46%	9%
Housing Benefits	4,445	685	42	6%	11	8.8	8.9	12%	8%	9%	15%
Other	13,495	2,414	127	5%	34	7.6	8.1	42%	18%	36%	18%
Planning	1,674	322	12	4%	26	7.8	7.9	30%	0%	25%	19%
Schools	1,083	21	15	71%	45	7.3	7.5	57%	20%	50%	2%
SPOA	4,630	438	31	7%	40	7.1	7.3	48%	22%	45%	9%
Grand Total	57,966	10,525	885	8%	31	7.9	8.3	38%	14%	33%	18%

Quarter One - 2018

Service	Volume				Summary Survey Results						Surveyable calls
	External Inbound Calls	Surveys Sent	Surveys Received	Response Rate	Customer Effort	Customer Satisfaction	Agent Willingness to Help	Did not meet Expectation	-ve Agent Sentiment	-ve Service Sentiment	
Building Control	1,553	312	17	5%	18	8.1	8.0	20%	0%	15%	20%
Children's services	2,126	270	13	5%	72	4.6	5.6	100%	25%	70%	13%
Council Tax	7,085	1,462	130	9%	33	7.3	7.8	35%	28%	39%	21%
Customer Services	11,437	3,079	387	13%	31	7.9	8.5	39%	11%	31%	27%
Housing	3,610	1,320	111	8%	43	6.8	7.5	51%	15%	46%	37%
Housing Benefits	4,332	632	39	6%	28	7.4	8.0	29%	9%	29%	15%
Other	10,880	2,153	96	4%	34	7.6	8.2	39%	12%	38%	20%
Planning	1,701	304	18	6%	21	8.3	9.1	25%	0%	18%	18%
Schools	209	237	14	6%	42	7.0	7.6	50%	17%	45%	113%
SPOA	4,693	360	41	11%	36	7.9	8.5	56%	5%	30%	8%

Grand Total	47,626	10,129	866	9%	33	7.5	8.2	40%	14%	35%	21%
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Quarter One vs Quarter Two – 2018

Service	Volume				Summary Survey Results						Surveyable calls	
	External Inbound Calls	Surveys Sent	Surveys Received	Response Rate	Customer Effort	Customer Satisfaction	Agent Willingness to Help	Did not meet Expectation	-ve Agent Sentiment	-ve Service Sentiment		
Service	86	16	-7	-2%	12	0.7	0.9	30%	25%	13%	0%	
Building Control	175	11	0	0%	-7	1.3	1.3	-20%	8%	3%	0%	
Children's services	-	331	449	14	-1%	-14	1.3	1.2	-16%	-21%	-15%	-8%
Council Tax	1,347	247	56	1%	2	0.0	-0.1	2%	1%	3%	1%	
Customer Services	5,551	521	-63	-2%	2	-0.1	-0.2	6%	16%	0%	28%	
Housing	113	53	3	0%	-16	1.4	0.9	-18%	-1%	-20%	-1%	
Housing Benefits	2,615	261	31	1%	0	0.1	-0.1	3%	6%	-2%	2%	
Other	-	27	18	-6	-2%	5	-0.4	-1.1	5%	0%	7%	-1%
Planning	874	216	1	66%	2	0.3	0.0	7%	3%	5%	111%	
Schools	-	63	78	-10	-4%	4	-0.8	-1.2	-8%	17%	15%	-2%

Grand Total	10,340	396	19	0%	-2	0.3	0.2	-2%	0%	-2%	3%
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Trend

Positive trends between quarters:

	Q1		Q2
Customer Effort	33	to	31
Customer Satisfaction	75%	to	79%
Agent willingness to help	82%	to	83%
Calling the Council (after visiting website)	28%	to	29%
1 st time resolution	76%	to	78%
Ease to resolve query	72%	to	75%
Ease to get through	74%	to	78%

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Actual scores and volumes between quarters:

	Q1		Q2
Customer Effort	33	to	31
Customer Satisfaction	7.53	to	7.86
Agent willingness to help	8.15	to	8.35
Calling the Council (after visiting website)	13,335	to	16,810

1 st time resolution	7.60	to	7.80
Ease to resolve query	7.20	to	7.50
Ease to get through	7.40	to	7.80

**average mark scored for all surveys between score of 1 to 10 (10 being the highest score)

Mae tudalen hwn yn fwiadol wag

Adroddiad i'r:	Pwyllgor Craffu Perfformiad
Dyddiad y Cyfarfod:	29 Tachwedd 2018
Swyddog Arweiniol:	Cydlynnydd Craffu
Awdur yr Adroddiad:	Cydlynnydd Craffu
Teitl:	Rhaglen Waith Craffu

1. Am beth mae'r adroddiad yn sôn?

Mae'r adroddiad yn cyflwyno drafft rhaglen waith i'r dyfodol y Pwyllgor Craffu 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 Craffu. 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 craffu'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 craffu'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 craffu ar draws llywodraeth leol a gwasanaethau cyhoeddus yng Nghymru, gan gynnwys defnyddio craffu fel modd o ymgysylltu â phreswylwyr a

defnyddwyr gwasanaeth. O hyn ymlaen disgwylir i graffu 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 craffu wrth gyflawni'r disgwyliadau hyn.

- 4.5 Gan ystyried y weledigaeth genedlaethol ar gyfer craffu ac ar yr un pryd ganolbwyntio ar flaenoriaethau lleol, argymhellodd y Grŵp Cadeiryddion ac Is-gadeiryddion Craffu (GCIGC) y dylai pwyllgorau craffu'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 Craffu (neu'r GCIGA) fel blaenoriaeth uchel (yn seiliedig ar y meini prawf profion 'PAPER' - gweler ochr gefn y 'ffurflen gynnis aelodau' yn Atodiad 2) a;
 - Materion brys, materion na ellir eu rhagweld neu faterion â blaenoriaeth uchel

Ffurflenni Cynnig ar gyfer Craffu

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

gymeradwyo i'w gynnwys ar y rhaglen gan un ai'r Pwyllgor neu'r GCIGC. Mae cymorth ar gael i lenwi'r ffurflenni gan y Cydlynnydd Craffu.

Safonau'r Gwasanaeth Llyfrgelloedd

- 4.8 Roedd yr eitem uchod wedi ei chynnwys ar raglen waith y cyfarfod presennol ond hysbyswyd y Cyngor, gan Adran Amgueddfeydd a Llyfrgelloedd Llywodraeth Cymru, fod peth oedi eleni o ran asesu adroddiadau safonau llyfrgelloedd cyhoeddus. O ganlyniad mae'r Cadeirydd wedi caniatáu gohirio cyflwyniad yr adroddiad i'r Pwyllgor tan fis Ionawr 2019 (gweler Atodiad 1 ynghlwm).

Rhaglen Waith i'r Dyfodol y Cabinet

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

Datblygiad Penderfyniadau'r Pwyllgor

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

5. Grŵp Cadeiryddion ac Is-Gadeiryddion Craffu

Dan drefniadau craffu'r Cyngor mae'r Grŵp Cadeiryddion ac Is-Gadeiryddion Craffu (GCIGC) yn gweithredu fel pwyllgor cydlynu. Cyfarfu'r Grŵp ar 25 Hydref. Yn y cyfarfod hwnnw ystyriwyd cais oddi wrth y Pwyllgor Llywodraethu Corfforaethol ar i Graffu fonitro gweithrediad cynigion gwella sydd yn deillio o adroddiad Swyddfa Archwilio Cymru o'i Adolygiad o Safbwynt y Defnyddiwr Gwasanaeth – Safon Ansawdd Tai Cymru (dyddiedig Medi 2018). O ganlyniad mae adroddiad wedi ei gynnwys ar raglen waith y Pwyllgor ar gyfer ei gyfarfod ym mis Mawrth 2019 (gweler Atodiad 1 sy'n atodedig).

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

Bydd craffu 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 Aseiad o Effaith ar Les? Gellir lawrlwytho'r adroddiad Aseiad o Effaith ar Les o'r [wefan](#) a dylai gael ei gynnwys fel atodiad i'r adroddiad hwn

Nid oes Aseiad o Effaith ar Les wedi ei wneud mewn perthynas â phwrpas neu gynnwys yr adroddiad hwn. Ond bydd y Pwyllgor Craffu, drwy ei waith yn craffu 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 Neddŵ 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 craffu arnynt 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 Craffu a/neu Grŵp Cadeiryddion ac Is-Gadeiryddion Craffuo 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 Craffu

Rhif ffôn: (01824) 712554

e-bost: rhian.evans@sirddinbych.gov.uk

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

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
31 Jan 2019	Cllr. Huw Hilditch Roberts	1. Verified External Examinations and Teacher Assessments [Education]	To review the performance of schools and that of looked after children; and GwE's impact on the educational attainment of the County's pupils. The report to incorporate GwE's Annual report and information on the 5 year trend in relation to educational attainment in Denbighshire	Scrutiny of performance leading to recommendations for improvement	Karen Evans/Julian Molloy/GwE	July 2017
		2. The effectiveness of Well-being Impact Assessments (WIA)	To consider an approach towards evaluating the effectiveness of the Council's WIAs	To an agree an approach to be used across the Council for evaluating and challenging WIAs, which will should realise better, more holistic, decision making	Emma Horan	By SCVCG June 2018
	Cllr. Richard Mainon	3. 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 (rescheduled October 2018)
	Cllr. Brian Jones	4. <i>Draft Fleet Management Strategy (provisional scheduling – timing may change)</i>	<i>To consider the new draft fleet management strategy (including an evaluation of the use of potential alternative fuel sources to run the fleet)</i>	<i>To provide observations and recommendations on the strategy that will support the delivery of the corporate priority relating to the environment by reducing</i>	<i>Tony Ward</i>	<i>By SCVCG June 2018</i>

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Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
				<i>CO2 emissions from the Council's own vehicle fleet and the realisation of financial efficiencies</i>		
	Cllr. Brian Jones	5. <i>National Report on Waste Management in Wales (including: Waste management-waste prevention Waste management - municipal recycling Waste management procurement of infrastructure)</i> <i>tbc</i>	<i>To consider the findings of the Wales Audit Office's (WAO) national study on waste management and the associated recommendations</i>	<i>To consider how Denbighshire will respond to the national recommendations in relation to waste management</i>	<i>Tony Ward/Jim Espley</i>	<i>By SCVCG July 2017 (rescheduled Nov 2017, Mar 2018 & Sept 2018 as awaiting WAO report)</i>
21 March	Cllr. Brian Jones	1. <i>Draft Sustainable Travel Plan (provisional scheduling – timing may change)</i>	<i>To consider the draft sustainable travel plan (including the Council's role in facilitating the locating of vehicle charging points across the county, its work with other local authorities and stakeholders with respect of their availability and in relation to other potential alternative travel modes, and in supporting the community to switch to sustainable fuels)</i>	<i>To provide observations and recommendations that will support the delivery of the corporate priorities relating to the environment and connected communities by reducing CO2 emissions and improving travel connectivity</i>	<i>Emlyn Jones/Mike Jones</i>	<i>By SCVCG June 2018</i>
	Cllr. Bobby Feeley	2. <i>Dolwen Residential Care Home</i>	<i>To consider the Task and Finish Group's recommendations relating to the future provision of services at Dolwen Residential Care Home, Denbigh</i>	<i>Pre-decision scrutiny of the task and finish group's findings and the formulation of recommendations for presentation to Cabinet with respect of the future provision of services at</i>	<i>Task and Finish Group/Phil Gilroy/Abbe Harvey</i>	<i>July 2018</i>

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
					<i>Dolwen with a view to ensuring that everyone is supported to live in homes that meet their needs and are able to live independent and resilient lives</i>		
	Cllrs. Tony Thomas and Bobby Feeley	3.	Housing Services	To outline how the Services are addressing the two proposals for improvement outlined in the WAO Service User Perspective Review – the Welsh Quality Housing Standard (Sept. 2018) in relation to working with tenants: (i) to help those experiencing damp and homes that are not adequately heated, fuel efficient, or well insulated; and (ii) to review the long-term impact of the ending of the resident warden service from its sheltered housing schemes	To ensure compliance with regulatory recommendations whilst supporting the delivery of the Council’s corporate priorities relating to housing and resilient communities	Geoff Davies/Jamie Groves/Phil Gilroy/Ann Lloyd/Katie Newe	By SCVCG October 2018
2 May	Cllr. Julian Thompson -Hill	1.	Corporate Risk Register	To consider the latest version of the Council’s Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale/Emma Horan	May 2018
	Cllr. Richard Mainon	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: (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	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	June 2018

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			complaints will be dealt with within the specified timeframe; (ii) how services encourage feedback and use it to redesign or change the way they deliver services; and (iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them.			
13 June	Cllr. Bobby Feeley	1. Draft Director of Social Services Annual Report for 2018/19	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2018/19 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins	May 2018)
18 July	Cllr. Julian Thompson -Hill	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 Barton-Price	May 2018
	Cllr. Bobby Feeley	2. Draft Director of Social Services Annual Report for 2018/19	To scrutinise the content of the draft annual report to ensure it provides a fair and clear evaluation of performance in 2018/19 and clearly articulates future plans	Identification of any specific performance issues which require further scrutiny by the committee in future	Nicola Stubbins/Ann Lloyd	July 2018
26 Sept	Cllr. Huw Hilditch-Roberts	1. Provisional External Examinations and Teacher Assessments [Education]	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	May 2018
	Cllr. Bobby Feeley	2. Hafan Deg, Rhyl	To monitor the effectiveness of the transfer of the facility and services to an external provider	To evaluate the impact of the transfer of the facility and services on all stakeholders	Phil Gilroy/Katie Newe	March 2018

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
		(12 months following the commencement of the contract)	and the impact of the transfer on services-users, staff, local residents and the local community (including lessons learnt from the process)	and to assess whether the services provided at Hafan Deg are in line with the contract specification, support the Council's vision for adult social care and the five ways to well-being and the requirements of the Social Services and Well-being (Wales) Act 2014		
	Cllr. Bobby Feeley	3. Cefndy Healthcare Annual Report 2018/19 and Annual Plan 2019/20	To consider the company's performance during 2018/19 and its Annual Plan for 2019/20	An assessment of the company's performance in delivering its business within budget and meeting targets will assist with the identification of future trends and requirements and support the delivery of the Council's priority relating to Resilient Communities	Phil Gilroy/Simon Rowlands/Nick Bowles	July 2018
28 Nov	Cllr. Julian Thompson -Hill	1. Corporate Risk Register	To consider the latest version of the Council's Corporate Risk Register	Effective monitoring and management of identified risk to reduce risks to residents and the Authority	Alan Smith/Nicola Kneale/Emma Horan	May 2018
	Cllr. Julian Thompson -Hill	2. 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 Barton-Price	February 2017
	Cllr. Richard Mainon	3. <i>Customer Relationship Manager (CRM) System</i> <i>(provisionally scheduled – tbc)</i>	<i>To review the implementation of the new CRM system and its performance in delivering efficient and effective customer focussed services in line with the product</i>	<i>An efficient and effective customer enquiries system that deals with enquiries quickly, to a high level of customer satisfaction, whilst</i>	<i>Liz Grieve/Ffion Angharad</i>	<i>September 2018</i>

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			<i>specification and the Council's expectations</i>	<i>realising value for money for the Authority</i>		

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
<i>School Improvement Plans</i> [Education]	<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 [Education] Dependent upon the legislative timetable	To consider and monitor the plans to implement the agreed measures adopted by WG following the consultation on the review's findings	Better outcomes for learners to equip them with jobs market skills	Karen Evans	April 2015

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Information/Consultation Reports

Date	Item (description / title)	Purpose of report	Author	Date Entered
October 2018	Data on School Exclusions in Denbighshire [Education]	To detail the number of fixed-term (under and over 5 days) and permanent exclusions from the county's schools for the years 2014/15; 2015/16 and 2016/17. The information to include the numbers per individual school in the county and the reasons for excluding pupils	Karen Evans/Julian Molloy	April 2018

<p>March 2019 & September 2019 [Information]</p>	<p>Corporate Plan 2017/22 (Q1) 2018/19 & Corporate Plan 2017/22 Q3 2018/19 To monitor the Council's progress in delivering the Corporate Plan</p>	<p>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</p>	<p>Alan Smith/Nicola Kneale/Heidi Gray</p>	<p>September 2018</p>
<p>March 2019 & September 2019 [Information]</p>	<p>Your Voice' complaints performance (Q1) & (Q3) to include social services complaints and quarterly public opinion/satisfaction information</p>	<p>To scrutinise Services' performance in complying with the Council's complaints and identify areas of poor performance with a view to the development of recommendations to address weaknesses. The report to include: (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; (ii) how services encourage feedback and use it to redesign or change the way they deliver services; and (iii) details of complaints which have been upheld or partially upheld and the lessons learnt from them.</p>	<p>Kevin Roberts/Ann Lloyd/Phil Gilroy</p>	<p>September 2018</p>

Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
31 January 2019	17 January 2019	21 March	7 March	2 May	18 April

Performance Scrutiny Work Programme.doc
 Updated 19/11/2018 RhE

Mae tudalen hwn yn fwiadol wag

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

Ystyried addasrwydd pwnc ar gyfer craffu

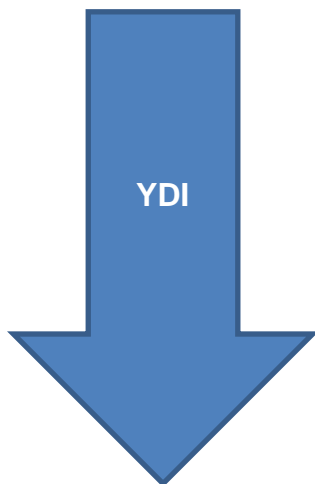
Ffurflen Gynnig / Cais a dderbyniwyd

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



Ydi o'n bodloni'r gofynion canlynol?

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



Dim gweithredu pellach gan y Pwyllgor Craffu. 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
18 Dec	1	Denbighshire County Council Waste & Recycling Model	To seek approval to develop/implement a new model for waste and recycling service, subject to confirmation of funding from Welsh Government	Yes	Councillor Brian Jones / Tony Ward / Tara Dumas
	2	North Wales Construction Framework 2	To appoint contractors for the project	Yes	Tania Silva
	3	Homelessness Prevention/Supporting People Commissioning Plan 2019-22	To approve the Commissioning Plan prior to its submission to the Regional Collaborative Committee and Welsh Government in January 2019	Yes	Councillor Bobby Feeley / Liana Duffy
	4	Sustainable Drainage Systems (SuDS) Approval Body (SAB)	To seek Cabinet approval for the establishment of a Sustainable Drainage Systems Approval Body	Yes	Councillor Brian Jones / Wayne Hope
	5	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	6	Local Full Fibre Network	To consider the roll-out of local full fibre networks	Tbc	Councillors Hugh Evans and Richard Mainon / Stuart Whitfield

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
22 Jan 2019	1	Budget 2019/20 – Final Proposals	To consider a report setting out the implications of the Local Government Settlement 2019/20 and proposals to finalise the budget for 2019/20.	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Recommendations of the Strategic Investment Group	To seek Cabinet's support of projects identified for inclusion in the 2019/20 Capital Plan.	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	3	Housing Rent Setting & Housing Revenue and Capital Budgets 2019/20	To seek approval for the proposed annual rent increase for council housing and to approve the Housing Revenue Account Capital and Revenue Budgets for 2019/20 and Housing Stock Business Plan	Yes	Councillor Julian Thompson-Hill / Richard Weigh / Geoff Davies
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
26 Feb 2019	1	Denbighshire's Replacement Local Development Plan – Draft Pre Deposit (preferred strategy) for consultation.	To consider a recommendation to Council.	Tbc	Councillor Brian Jones / Angela Loftus
	2	Non-Domestic Rates (NDR) Write-Offs	To seek Cabinet approval to write off irrecoverable NDR (Business rates) as detailed within the report	Yes	Councillor Julian Thompson-Hill / Richard Weigh
	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
26 Mar 2019	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

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
30 Apr 2019	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
28 May 2019	1	North Wales Growth Bid Governance Agreement 2	To approve the governance arrangements in relation to the implementation of the growth deal.	Yes	Councillor Hugh Evans / Graham Boase / Gary Williams
	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

Future Issues – date to be confirmed

<i>Item (description/title)</i>	<i>Purpose of report</i>	<i>Cabinet Decision required (yes/no)</i>	<i>Author – Lead member and contact officer</i>
Rhyl Regeneration Programme re-launch	To support the future arrangements regarding the regeneration of Rhyl	Yes	Councillor Hugh Evans / Graham Boase

Cabinet Forward Work Plan

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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>November</i>	<i>6 November</i>	<i>December</i>	<i>4 December</i>	<i>January</i>	<i>8 January</i>

Updated 13/11/18 - SP

Cabinet Forward Work Programme.doc

Mae tudalen hwn yn fwiadol wag

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
27 September 2018	5. CORPORATE RISK REGISTER	<p><u>Resolved:</u> - subject to the above observations</p> <p>(i) to note the proposed deletions, additions and amendments to the Corporate Risk Register (Appendix 1): and</p> <p>(ii) to recommend that the Corporate Risk Register, along with Performance Scrutiny Committee's observations, be presented to Cabinet Briefing at its meeting on 15 October for discussion.</p>	Lead Member and relevant officers informed of the Committee's recommendations
	6. CUSTOMER EFFORT DASHBOARD	<p><u>Resolved:</u> -</p> <p>(i) subject to the above observations and the actions identified above being progressed to receive the report; and</p> <p>(ii) to request that a report be presented to the Committee in twelve to fifteen months' time reviewing the implementation of the new Customer Relationship Management System and its performance in delivering efficient and effective customer focussed services in line with the product specification and the Council's expectations</p>	Lead Member and relevant officers advised of the Committee's recommendations and follow-up report provisionally scheduled into the Committee's forward work programme for its meeting in November 2019 (see Appendix 1)

Mae tudalen hwn yn fwiadol wag