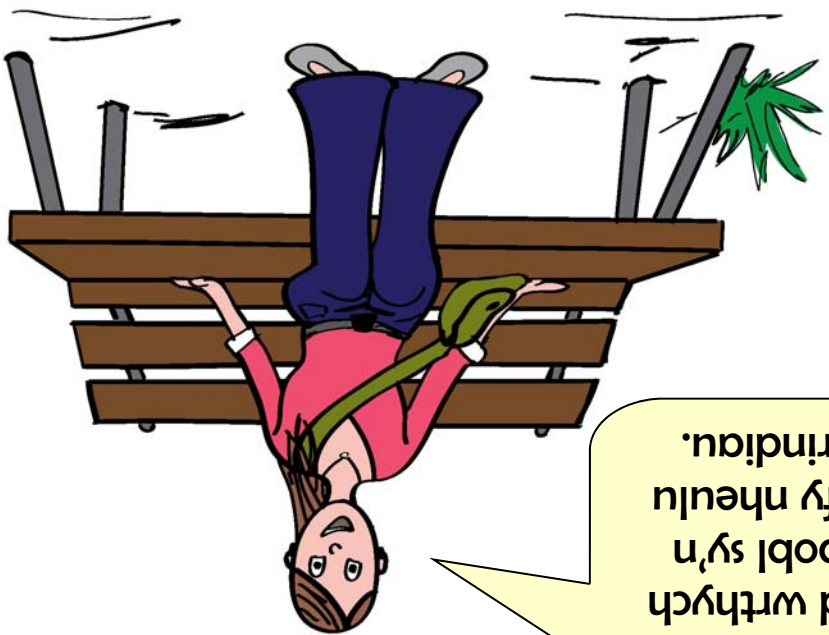


Cyngor Sir Ddinbych
Gwasanaethau Cymdeithasol



Gadewch i mi
ddwed wrthy ch
am y bobl sy'n
cynnal fy nheulu
a'm ffrindiau.

2009-10

Adroddiad Blynnyddol



Annual Report 2009-10

Let me tell you
about the people
who support my
family and friends.



Denbighshire County Council
Social Services

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If you would like to find out more about our services and how to access them, contact the First Contact Team. You can write or call in to see them at:

64 Brighton Road Rhyl LL18 3HN	County Hall Wynnstay Road Ruthin LL15 1YN
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Phone 01824 712900
 Fax 01824 712888
 Text 07917 597993
 Email firstcontactteam@denbighshire.gov.uk
 Website www.denbighshire.gov.uk

For a version of this leaflet in Braille, in large print or another language or format, call free on 0800 243 980.

Am fersiwn o'r datlen hon mewn Braille, print bras neu iaith neu fformat arall, ffoniwch am ddim ar 0800 243 980.

Ffôn 01824 712900
 Ffacs 01824 712888
 Testun 07917 597993
 E-bost timcyswiltcynat@sirddinbrych.gov.uk
 Gwefan www.sirddinbrych.gov.uk

64 Ffordd Brighton
 Y Rhyl
 LL18 3HN
 Ffordd Wynnstay
 Ruthin
 LL15 1YN

Os hoffech chi wybod mwy am ein gwasanaethau a sut i'w cyrchu, cysylltwch â'r Tîm Cyswilt Cynat. Gallwch ysgrifennu neu alw i'w gweld yn:

Tudalen	
30	Blaenoriaethau
28	Casgliad
22	Cefnogi'r gwasanaethau
15	Gwasanaethau Plant a Theuluoedd
6	Gwasanaethau Oedolion
5	Cyrchu gwasanaethau
4	Cefndir
3	Cyflwyniad



Dyma Adroddiad Blyneddol cyntaf Sir Ddinbych ar wasanaethau gofal cymdeithasol, ac mae'n rhannu'r agwedd newydd tuag at bartnariadau a gwasanaethau Cymdeithasol yng Nghymru. Mae'r adroddiad yn ymdrin â 2009/10 ac yn cynnwys fy marn ynglŷn â pha mor effeithiol y mae'r Gwasanaethau Cymdeithasol wedi bod wrth ddialu anghenion ein cymunedau. Mae'r adroddiad hefyd yn esbonio ein blaenoriaethau ar gyfer 2010/11.

Mae'r adroddiad yn rhannu'r trefniadau sydd gan y Cynghor i asesu cynnydd a chynllunio at y dyfodol, yn enwedig ei weledigaeth o ddod yn "Cynghor Sy'n Perfformio'n Uchel yn Agosach at y Gymuned".

Gyda phob adran o'r adroddiad mae dadansoddiad manwl o gryfderau a gwenddadau, a thystiolaeth yn cefnogi'r datganiadau a wnaed. Mae llawer o bobl wedi cyfrannu i'r dadansoddiad y tu cefn i hyn, gan gynnwys y bobl sy'n defnyddio'r gwasanaethau, cynghorwyr, staff a chynrychiolwyr cyrff rydym yn gweithio gyda hwy yn rheolaidd megis y Gwasanaeth Iechyd Gwladol, darparwyr sector gofal annibynnol a chyrff gwifrodol.

Er bod Sir Ddinbych yn sir fechan, mae'n cyflwyno set ddifrifol o heriau i'r rhai sy'n gyfrifol am gyflwyno Gwasanaethau Cymdeithasol. Mae'r rhain yn cynnwys poblogaeth sy'n heneiddio'n gyflym, rhai o'r ardaloedd mwyaf diffreintiedig yng Nghymru, a gwasanaethu grŵp amrywiol o gymunedau. Rhaid i ni hefyd sicrhau bod pob rhan o'r sir yn cael mynediad cyfartal at ein gwasanaethau. Bydd yr adroddiad hwn yn nodi sut rydym yn ymateb i'r heriau sy'n ein wnebu yn Sir Ddinbych.

Bydd yn rhaid i bob awdurdod lleoli baratoi ar gyfer toriadau dyfion mewn cyllid sector cyhoeddus, yn enwedig o 2011/12 ymlaen. Yng ngwasanaethau cymdeithasol, mae genym record da o newid gwasanaethau i ddarparu mwy o annibyniaeth, dewis a gwerth am arian. Bydd angen parhau gyda'r gwaith hwn dros yr ychydig flynyddoedd nesaf i'n helpu i fordwyo trwy'r cyfnod a'nodd, bob amser yn cadw diogelwch a deiliannau i bobl sy'n defnyddio'r gwasanaethau ar flaenau'n meddylliau. Ceir enghreifftiau yn yr adroddiad yma sydd yn dynodi rhai o brofiadau ein defnyddwyr gwasanaeth a safbwyntiau pobl eraill sydd wedi arolygu ein gwasanaethau.

Introduction

This is Denbighshire's first Annual Report about Social Services and it is part of a new approach to evaluating social care services in Wales. The report covers 2009/10 and includes my judgment about how effective social services have been in meeting the needs of our communities. The report also explains what our priorities are for 2010/11.

The report fits in with the arrangements the Council has for assessing progress and planning for the future, in particular its vision of becoming "A High Performing Council Closer to the Community".

Each section of the report is backed by detailed analysis of strengths and weaknesses and evidence supporting the statements made. Many people have contributed to the analysis behind this, including people who use services, councillors, staff and representatives of organisations we work with regularly like the NHS, independent sector care providers and voluntary organisations.

Although Denbighshire is a small county, it does present a serious set of challenges for those responsible for delivering social services. These include having a rapidly ageing population, some of the most deprived areas in Wales, and serving a diverse group of communities. We also have to make sure that all parts of the county have equal access to our services. This report will tell you how we are responding to the challenges we face in Denbighshire.

All local authorities will have to prepare for deep public sector funding cuts, particularly from 2011/12 onwards. In social services we have a good track record of changing services to provide greater independence, choice and value for money. This work will need to continue over the next few years to help us navigate these difficult times, always with the safety and outcomes for people using services at the front of our minds.

Examples are given in this report to highlight some of the experiences of our service users and the views of others who have inspected our services.




I gadw cyflwr diennw y defnyddiwyd gwasanaeth, 'rydym wedi priodi eu sylwadau gyda aelodau o Deulu Ceri - teulu dichonadwy Sir Ddinbych. Mae rhagor o fanylion am Deulu Ceri i'w cael ar wefan Sir Ddinbych lach www.sirddinbychiach.co.uk.

Rwy'n creosawu adborth a sylwadau ar gynnwys yr adroddiad hwn, gan ei bod yn bwysig cyflwyno darlun y gellir ei adnabod o'r Gwasanaethau Cymdeithasol yn Sir Ddinbych. Gellir atfon sylwadau at y Swyddog Datblygu Gwasanaeth, Fronfraith, d/o Ty Russell, Fordd Churton, y Rhyl, LL18 3DP. Ffôn 01824 712900, e-bost: sylwadauagc@sirddinbych.gov.uk

Cyfarwyddwr Corfforaethol – Gwasanaethau Cymdeithasol a Thai

Sally Ellis



To preserve the anonymity of service users, we have attributed their comments to members of Ceri's Family - Denbighshire's virtual family. More details about Ceri's Family can be found on the Healthy Denbighshire website: www.healthydenbighshire.co.uk.

I welcome feedback and comments on the contents of this report as it is important to present a recognisable picture of social services in Denbighshire. Feedback can be provided to the Communications Officer, Fronfraith c/o Russell House, Churton Road, Rhyl, LL18 3DP. Tel: 01824 712900, email: ssdcomments@denbighshire.gov.uk



Sally Ellis
Corporate Director of Social Services and Housing

Background

Denbighshire Social Services are part of the Social Services and Housing Directorate - one of four Directorates in the Council. Most social work services operate out of offices in Rhyl and Ruthin, and staff are working more and more as part of multi-agency teams. This is the case particularly with the NHS, police, education, housing and the voluntary sector. This helps to make sure that people receive seamless services.

Direct care services (for example residential care, home care or community living services) operate throughout the county. Most of these are now provided by the independent sector on our behalf.

Effective social care can only happen within the wider plans we have for the Council. Our Corporate Plan for 2009 – 12 sets out the improvements we expect to see, which include delivering better value for money and being more in touch with our communities. We also have targets to help us become a high performing Council by 2012.



Older people

The main challenge to older people's services is to manage the impact of demographic change. Over 20% of the Denbighshire population are aged over 65. The Welsh average is 17.8%. Rapid increases in the numbers of people aged over 80, and the fact that over 60% of pensioners live alone, is leading to a greater demand for services. Our resources are not growing at the same rate, so we need to change our services to be able to manage with what we have. The range of services provided for older people during the 1980s and 1990s no longer matches the expectations of people who are used to being independent and having a choice about how they live.

We are rapidly developing services which help people stay independent. These include extra care housing, Telecare and reablement, as well as initiatives to promote health and wellbeing. Following the opening of Gorwel Newydd, our first extra care housing development in Rhyl in 2009, two further extra care housing schemes will open in Prestatyn and Ruthin in 2010 and 2011.

These new services enable us to increase the number of older people cared for within limited resources. For example, this year we have increased the number of people using Telecare. Although we have a high number of older people in care homes compared with other authorities, we are able to support the growing majority to stay in their own homes.

"Many, many thanks for the kind and professional service which my father (he is 91) has received. The help is twofold as it gives me and my brother reassurance of assistance at any time. You are great, many thanks to you."

Service user feedback.

We also have a number of joint services with the Betsi Cadwaladr University Local Health Board (BCUHB) who face many of the same challenges we do. During 2009/10, we have continued to perform well with the NHS to enable timely discharge from hospital. We have developed use of the joint Response and Rehabilitation Service (RARS) and built on the service provided by the joint community equipment store.



Mae gennym nifer o gyd-wasanaethau gyda Bwrdd Iechyd Prifysgol Betsi Cadwaladr (FBC) sy'n wlynebu llawer o'r un heriau â ni. Yn ystod 2009/10 rydym wedi parhau i berfformio'n dda gyda'r GIG i alluogi rhyddhad amserol o'r ysbdyt. Rydym wedi datblygu defnydd o'r Gwasanaeth Ymateb ac Adsefyliad (RARS) ac wedi adeiladu ar y gwasanaeth a ddarperir gan y gyd-storfa offer cymunedol.

Adroddiadau defnyddwyr gwasanaeth.

"Llawer iawn o ddiolch am y gwasanaeth caredig a phroffesiynol a dddebnyioedd fy Nhad (mae o'n 91). Mae dwy ochr i'r cymorth gan ei fod yn rhoi tawelwch meddwl i mi ac i'm brawd fod cymorth ar gael rhyw dro. 'Rydych yn wych, llawer o ddiolch i chi!'"

Mae'r gwasanaethau newydd hyn yn galluogi i ni gynhyddu nifer y bobl hyn sy'n derbyn gofal o fewn adnoddau prin. Er enghraifft, eleni rydym wedi cynhyddu nifer y bobl sy'n defnyddio Teleofal. Er bod nifer uchel o bobl mewn cartrefi gofal o gymharu ag awdurdodau eraill, rydym yn medru ceffnogi'r myafritff cynyddol i aros yn eu cartrefi eu hunain.

Rydym yn gyflym yn datblygu gwasanaethau sy'n helpu pobl i aros yn annibynnol. Mae'r rhain yn cynnwys tai gofal ychwanegol, teleofal ac ailalluogi, ynghyd â blaengareddau i hybu iechyd a lles. Ar ôl agor Gorwel Newydd, ein datblygiad tai gofal ychwanegol cyntaf yn y Rhyl yn 2009, bydd dau gynllun arall yn agor ym Mhrestatyn a Ruthun yn 2010 a 2011.

Y brit her i wasanaethau pobl hyn yw rheoli effaith newid demograffig. Mae dros 20% o boblogaeth Sir Ddinbych yn 65 a throsood. Y gyfarfaledd Cymreig yw 17.8%. Mae cynydd cyflym yn y nifer o bobl dros 80 oed, a'r ffath bod mwy na 60% o bensiynwyr yn byw ar eu pennau eu hunain yn arwain at fwy o alw am y gwasanaethau. Nid yw ein hadnoddau yn cynyddu ar yr un raddfa, ac felly efallai y bydd angen newid ein gwasanaethau i fedru ymdopi gyda'r hyn sydd gennym. Nid yw'r ystod o wasanaethau a ddarparwyd i bobl hyn yn ystod y 1980au a'r 1990au bellach yn cyfateb â disgyliadau pobl sydd arfer bod yn annibynnol a medru dewis sut maent yn byw.



Rydym hefyd wedi cyfrannu'n helaeth at y cynllunio i'r gwasanaethau cymunedol i ddisodli wardiau cleifion mewnol yn Ysbyty Frenhinol Alexandra a fydd yn rhan o'r Gwasanaeth Gofal Cartref Uwch sydd i'w dreialu a'i arfarnu yn 2010/11.

Mewn partneriaeth â'r BIPBC, rydym wedi agor cyfleusterau newydd ym Mhrestatyn i ddarparu un pwynt cyswilt â nyrsus ardal, gweithwyr cymdeithasol, therapïddion galwedigaethol, wardeniaid tai lloches a chyffwrdd y sector gwirfoddol. Byddwn yn arfarnu'r cynllun hwn y flwyddyn nesaf.

Mae adborth gan ein defnyddwyr gwasanaeth a gofaliwyr yn nodi bod ein gwasanaethau o safon gyffredinol dda.

Adborth defnyddwyr gwasanaeth.

“Dyma bwt o neges i ddweud diolch am yr holl gymorth a chefnogaeth wnaethoch roi dros y misoedd diwethaf. Roedd yn gationgol i wybod fod rhywun ar ochr arall y ffon pan fo'r angen. Unwaith eto diolch am bopeth, fe'u werthfawrogoedd gan y dda'u ohonynt yn fawr iawn.”

Iechyd meddwl heneod

Mae genym brosesau rheoli gofal da sy'n cynnwys asesu, cynllunio gofal ac adolygu. Mae angen gwaith pellach i sicrhau ein bod yn gyson o ran ymgyrdd ag adolygiadau. Byddwn hefyd yn gweithio gydag awdurdodau eraill i ystyried sut medrwn ymestyn gwasanaethau gofal cartref yn rhaio ardal oedd mwy gwledig y sir.

We have also contributed extensively to the plans for community services to replace the two in-patient wards at the Royal Alexandra Hospital and will be part of the Home Enhanced Care Service which will be piloted and evaluated in 2010/11.

In partnership with the BCUHB, we have opened a new facility in Prestatyn to provide a single point of access to district nurses, social workers, occupational therapists, sheltered housing wardens and voluntary sector organisations. We will evaluate this scheme next year.

Feedback from our service users and carers tells us that our services are generally of a good standard.

“This is just a little message to say thank you for all the help and support you gave us over the last few months. It really was a lifeline to know that there was someone at the other end of the phone when needed. Once again thank you for everything, it really was very much appreciated by both of us.”

Service user feedback.

We have well developed care management processes which involve assessment, care planning and reviewing. We need to do further work to make sure we are consistent in how we carry out reviews. We will also work with other authorities to look at how we can extend domiciliary care services in some of the more rural areas of the county.

Elderly mental health

During 2009/10 we worked with the NHS to develop services and help people with dementia to remain in their community. As part of this we set up a single point of access for these services. These services were recently inspected by the Care and Social Services Inspectorate for Wales (CSSIW) and Health Inspectorate Wales (HIW) and we are awaiting the report on their findings. This will help inform the future development of this service.





Mae poblogaeth yr oedolion gydag anabledd dysgu heryd yn cynyddu'n gyflym, oherwydd bod pobl gydag anabledd dysgu yn byw yn hiraeth ac mae mwy o fabanod yn cael eu geni gydag anghenion cymhleth ac sy'n prifio'n oedolion. Mae gennynt nifer cynyddol o bobl hyn gydag anabledd dysgu a phobl iau gydag ymddygiedad heriol ac anghenion corfforol eraill.

Nid yw adnoddau yn cynyddu ar yr un raddfa â'r nifer o bobl gydag anabledd dysgu ac mae galw cwbl gyfiawn am wasanaethau sy'n fwy personol. Mae hyn yn golygu bod y defnyddwyr gwasanaeth yn rheoli'r gwasanaethau a dderbynir, fwy a mwy. Rydym yn newid ein gwasanaethau i ymateb i hyn.

Dros y bedair blynedd diwethaf, rydym wedi defnyddio Cynllunio sy'n Canolbwyntio ar y Person i gynyddu annibyniaeth a rheoli sut cyflwynir gwasanaethau. Mae Cefnogaeth a Arweiniwr gan y Dinesydd (CDS) yn rhoi'r unigolyn wrth raidd y cynllunio, ac yn rheoli eu cefnogaeth. Mae peilot CDS yn rhedeg ar hyn o bryd a byddwn yn ei arfarnu bliwyddlyn nesaf.

Rydym yn cefnogi 200 o oedolion 18-64 oed gydag anabledd dysgu i fyw a chwarae rhan weithredol yn eu cymuned. Mae cyfradd y bobl gydag anabledd dysgu rydym yn eu cefnogi yn uwch na'r cyfraddedd Cymreig. Rydym yn cefnogi 39 o oedolion 18-64 oed gydag anabledd dysgu mewn cartrefi gofal. Mae hyn yn uwch na chylfartaledd Cymru a hoffem leihau'r nifer. Rydym wedi chwarae rôl allweddol wrth sefydlu cynlluniau rhanbarthol, gan gynnwys yr Uned Gomisynnu Rhanbarthol a tydd yn gwella dewis mewn lleoliadau a rhoi gwell gwerth am arian a'r Rhwydwaith Anabledd Dysgu Rhanbarthol sy'n cynnwys cynghorau a'r GIG, yn gweithio gyda'i gilidd i ddelio â heriau cyffredin.

Heryd rydym wedi adolygu ein gwasanaethau cyflie gwaith a dydd a bellach yn darparu rhai gwasanaethau newydd: er enghraifft, gwasanaethau dydd i bobl gydag anabledd dysgu sydd wedi ymdeol. Rydym heryd wedi adolygu Gofal Iechyd Cefndy ac wedi datblygu cyflieoedd gwaith gyda thâl i bobl gydag anabledd dysgu a grwpiau cleient eraill. Byddwn heryd yn defnyddio arian Cydgyfeiriant Ewropeaidd "New Work Connections" i helpu ein busnesau cyflie gwaith ddod yn fwy masnachol.

The population of adults with learning disabilities is also growing quickly because people with learning disabilities are living longer and more babies born with complex needs are surviving to become adults. We have a growing number of older people with learning disabilities and of younger people with challenging behaviour and other physical needs.

Resources are not growing at the same rate as the numbers of people with learning disabilities and there is an entirely justified demand for services that are more personalised. This means that the service user is more in control of the services they receive. We are changing our services in response to this.

Over the last four years we have used Person Centred Planning to empower service users to increase independence and control over the way their services are delivered. Citizen Directed Support (CDS) puts the person at the centre of planning, and in control of their support. A CDS pilot is currently being run and will be evaluated next year.

We support over 200 adults aged 18-64 with learning disabilities to live and have an active part in their community. We support a higher rate of people with learning disabilities than the Welsh average. We support 39 adults, aged 18-64 with learning disabilities in care homes. This is above the Welsh average and we would like to reduce this number. We have played a key role in setting up regional schemes, including the Regional Commissioning Unit which will improve placement choice and achieve better value for money and the Regional Learning Disability Network which involves councils and the NHS working together to tackle common challenges.

We have also reviewed our day and work opportunities services and are now providing some new services; for example, day services for people with learning disabilities who have retired. We also reviewed Cefndy Healthcare and have developed paid employment opportunities for people with learning disabilities and other client groups. We will also be using European Convergence New Work Connections money to help our work opportunities businesses to be more commercial.



Adorth defnyddiwr gwasanaeth.

“Mae'r offer a gefais wedi ei gwneud yn haws mynd i fyny'r grisiau ac rwyf nawr yn medru cysgu yn fy ngwely yn hytrach nag ar y sofffa. Rwyf hefyd yn medru gwneud brechdan a diod oer, diolch i'r stól a gefais, rhywbeth na fedrais ei wneud am amser math. Diolch yn fawr.”

chynnydd o flwyddyn i flwyddyn.

Mae'r Gwasanaeth Offer Cymunedol Integredig (CESI) yn bartneriaeth gyda'r GIG, yn darparu a rheoli offer fel Teleofal i helpu i bobl fyw'n annibynnol yn y gymuned. Bu nifer dda yn gofyn am wasanaethau teleofal ar draws pob gwpr cïent; eleni derbyniodd 400 arall y gwasanaeth teleofal. Mae ein perfformiad ymhlith y gorau yng Nghymru. Mae cynnydd wrth hyrwyddo'r nifer sy'n hawlio taliadau uniongyrchol hefyd yn gadarnhaol gyda

wethio'n uniongyrchol gyda pobl.

Rydym yn cefnogi mwy o bobl gydag anabledd corfforol a/neu nam synhwyrol i fyw yn eu cartref na'rhan fwyaf o awdurdodau Cymru (rydym yn bumed). Mae genny'm dreftadau rheoli gŵal effeithiol, ond mae ymateb i lefelau uchel o alw a bodloni'r gofynion corfforol wedi bod yn her. Rydym yn adolygu ein prosesau a'n systemau i roddi mwy o amser i ymarferwyr

Pobl gydag anabledd corfforol a nam synhwyrol

fyndu'r bynglio bellach.

Colodd James ei swydd pan fu i gaffi gau. Nid oedd yn medru cael swydd arall oherwydd ei anabledd ac fe gollodd hyder. Nid oedd eisiau mynychu cyflê gwaith ond roedd ei sefyllfa gartref yn anodd ac roedd angen arno fynd allan o'r ty. Dechreuodd fynychu bynglio Llanrhaeadr ar gyfer gwasanaeth dydd. Helpodd redeg y bynglio. Cynyddodd ei hyder ar y cyd â'i annibyniaeth a gostyngodd lefelau straen. Ymunodd â chwrs coleg a chael help i gael swydd arall. Nid oes angen iddo



mae rhagor o wella i ddod.

Mae Bwrdd Gwellia Newid Demograffig Sir Ddinbych wedi hybu rôl y Cyngor o ran datblygu gwasanaethau a lleoliadau cyflê gwaith i bobl ag anabledd dysgu. Tra bod ymrwymiad cadarnhaol wedi bod gan Gyfarwyddiaethau eraill, bu lleoliadau gwaith yn brin ac mae hwn yn faes lle

Denbighshire's Demographic Change Improvement Board have promoted the Council's role in developing services and work opportunity placements for people with learning disabilities. Whilst there has been a positive commitment from other Directorates, work placements have been limited and this remains an area for improvement.



James lost his job when a café closed. He was not able to find other employment because of his disability and his confidence was knocked. He did not want to attend work opportunities but his home situation was difficult and he needed to get out of the house. He started to attend the Llanrhaeadr bungalow for a day service. James helped run the bungalow. His confidence increased along with his independence and his stress levels reduced. He enrolled on a college course and was helped to find another job. He no longer needs to attend the bungalow.

People with physical disabilities and sensory impairments

We support more people who have a physical disability and/or sensory impairment to live at home than most other Welsh authorities (we are ranked fifth). We have effective care management arrangements in place, but responding to high levels of demand and meeting the recording requirements has been challenging. We are reviewing our processes and systems to give practitioners more time for direct work with people.

The Community Equipment Service Integration (CESI) is a partnership with the NHS, providing and managing a wide range of equipment like Telecare, to help people live independently within the community. There has been a good take up of Telecare services across all client groups; this year another 400 people received a Telecare service. Our performance is within the best in Wales. Progress in promoting the take up of direct payments is also positive with a year on year increase.

“The equipment I have had has made it easier to get upstairs and I am now able to sleep in my bed instead of downstairs on the sofa... I am also able to make myself a sandwich and a cold drink, thanks to the percher you have provided me with, something I haven't been able to do for a long time. Thank you.”

Service user feedback.



Services for people with mental health needs are delivered by the Conwy and Denbighshire Adult Mental Health and Social Care Partnership. This partnership includes Denbighshire County Council, the NHS and Conwy County Borough Council and has been in place for over 5 years.

The service looks at all aspects of the lives of people with mental health needs including independence and recovery, rather than focusing on illness. However, we believe that this focus is variable across the service and needs to become more consistent. The service performs strongly in assessing, planning for and meeting the needs of service users and supports more people with a mental illness than most other authorities (we are ranked fifth for the number of people supported at home).

There is a good range of services for people with different levels of need. An Assertive Outreach Team operates in the north of the county and Home Treatment is available in the north and into the middle of Denbighshire. Services prevent admission to hospital or reduce the length of stay when this is not possible. Feedback from service users has been positive. While there are detailed plans in place to further develop both of these services this is dependent on the reconfiguration of in-patient services which will allow investment in these community services. Providing services in rural areas is a challenge. Accommodation and work opportunities also need to be developed.

Our case management and review procedures are well established and audited. In complex cases, a rehabilitation panel makes sure services are matched to the service user's needs. This has achieved savings, and we believe there is further potential for invest to save initiatives like this.

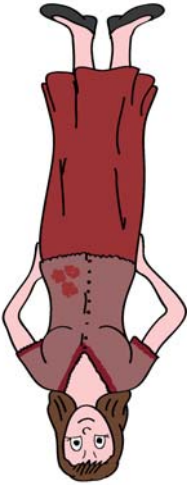
The partnership has learned from 2 serious case reviews involving mental health service users in the county; we have now improved systems for managing risk and making sure that adult mental health services work closely with Children's Services where people with mental health needs have children. We have also implemented a vulnerable adults' procedure.



Mae gwasanaethau anghenion iechyd meddwl yn cael eu cyflwyno gan Bartneriaeth Iechyd Meddwl a Gofal Cymdeithasol Conwy a Sir Ddinbych. Mae'r bartneriaeth yn cynnwys Cyngor Sir Ddinbych, y GIG a Chyngor Bwrdeistref Sirol Conwy, ac mae wedi bodoli am fwy na 5 mlynedd. Mae'r gwasanaeth yn ystyried holl agweddau bywydau pobl gydag anghenion iechyd meddwl gan gynnwys annibyniaeth ac adferiad, yn hytrach na chanolbwyntio ar salwch. Fodd bynnag, credwn bod y ffocws hwn yn amrywio ar draws y gwasanaeth ac mae angen iddo fod yn fwy cyson. Mae'r gwasanaeth yn perfformio'n gryf o ran asesu, cynllunio ar gyfer a diwallu anghenion defnyddwyr gwasanaeth ac yn cefnogi mwy o bobl gyda salwch meddwl na'r than fwyaf o awdurdodau eraill (rydym yn dumed o ran y nifer o bobl a gefnogir yn eu cartrefi). Mae ystod da o wasanaethau i bobl gyda lefelau gwahanol o angen. Mae Tim Allgymorth Grymusol yn gweithredu yng ngogledd y Sir ac mae Trinïaeth yn y Cartref ar gael yn y gogledd a chanol Sir Ddinbych. Mae gwasanaethau yn rhwystro mynediad i ysbty neu'n lleihau hyd yr arhosiad pan nad yw hyn yn bosibl. Mae adorth gan ddefnyddwyr gwasanaeth wedi bod yn gadarnhaol. Tra bod cynlluniau manwl yn bodoli i ddatblygu ymhellach y gwasanaethau hyn, mae hyn yn dibynnu ar aiffurfio gwasanaethau cleffion mewnol a fydd yn caniatáu buddsoddiad yn y gwasanaethau cymunedol hyn. Mae darparu gwasanaethau mewn ardaloedd gwledig yn her. Mae angen hefyd datblygu llefy a chyffioedd gwaith.

Mae ein trefniadau rheoli achosion ac adolygu wedi eu hen sefydlu. Mewn achosion cymhleth, mae panel adsefydlu yn sicrhau bod gwasanaethau yn cyfateb i anghenion defnyddwyr gwasanaeth. Mae hyn wedi cyflawni arbedion, ac rydym yn cred bod posibilrwydd pellach i fuddsoddi er mwyn arbed mewn blaengaraddau fel hyn.

Mae'r bartneriaeth wedi dysgu o ddau adolygiad achos difrifol yn cynnwys defnyddwyr gwasanaeth iechyd meddwl yn y sir; mae genym bellach well systemau ar gyfer rheoli risg a sicrhau bod gwasanaethau iechyd meddwl oedolion yn gweithio'n agos gyda'r Gwasanaethau Plant lle mae gan bobl gydag anghenion iechyd meddwl blant. Rydym hefyd wedi gweithredu trefniant oedolion hawdd eu niweidio.



Mae Ellen yn gofalu am ei thad yng nghyfraith, Dennis, sy'n byw 5 milltir i ffwrdd. Mae ganddo Alzheimer's ac wedi cwmpo nifer o weithiau yn ddiweddar. Adeg ei atgyfrio roedd Ellen ar ben ei thennyn ac yn treulio'r than fwyaf o'i hamser yng nghartref Dennis. Roded yn teimlo'n euog ei bod yn esgeuluso ei theulu ei hun a'i chartref.

Catodd Ellen asesiad o'i anghenion, a chyfeiriodd at y sector gwirfoddol i gael cefnogaeth, gwybodadaeth reolaidd ar faterion gofaluwr a chyngor. Catodd Ellen gerdyn argyfwng gofaluwr i roddi iddi fwy o dawelwch meddwl pan fydd allian o'r ty.

Rydym yn cydnabod cyfraniad ac anghenion gofaluwr ac rydym wedi datblygu ystod o wybodaeth a gwasanaethau ar eu cyfer. Datblygwyd y gwasanaethau hyn gyda chyfraniogiad gofaluwr. Byddwn yn adolygu effaith y gwasanaethau hyn y fwyddyn nesaf. Bydd angen i ni barhau i weithio gyda'r holl asiantaethau i adnabod y gofaluwr hynny sy'n dal yn gudd.

Substance misuse has a major impact on the lives of many children and adults who are referred to social services. Substance misuse is a complex area because of the vast range of needs and the many different types of services needed to address them. Prevention of substance misuse is important and we aim to make sure that people know where they can get help and support. We work with the NHS to offer a wide range of services.

Service user feedback.

"My family didn't understand, they thought I was just having a party and they would tell me to get a job and sort myself out, they didn't understand that it's a 24hr graft to maintain an addiction, once off drugs you need ongoing help. If it wasn't for the support, I would be homeless and using again."

Carers

We recognise the contribution and needs of carers and have developed a range of information and services for them. These services have been developed with the involvement of carers. We will review the impact of these services next year. We need to continue to work with all agencies to identify those hidden carers who are still not known to us.



Ellen cares for her father-in-law, Dennis senior, who lives 5 miles away. He has Alzheimers and has had several falls recently. At the time of referral, Ellen was at the end of her tether, and spending most of her time at Dennis' home. She was feeling guilty that she was neglecting her own family and home.

Ellen's needs were assessed, and she was referred to the voluntary sector for support, regular information on carers issues and counselling. Ellen signed up for a carers emergency card for greater peace of mind when she is out and about.

Adorth defnyddiwr gwasanaeth.

Mae camddefniddio sylweddau yn cael effaith arwyddocaol ar fywydau nifer o blant ac oedolion sy'n cael eu cyfeirio at y Gwasanaethau Cymdeithasol. Mae camddefniddio sylweddau yn faes cymhleth oherwydd yr ystod anghenion enfawr a'r nifer o wasanaethau gwahanol sydd eu hangen i'r rhwystr. Mae rhwystro camddefniddio sylweddau yn bwysig a'r nod yw sicrhau bod pobl yn gwybod lle medrent gael help a chefnogaeth. Rydym yn gweithio gyda'r GIG i gynig ystod eang o wasanaethau.

"Doedd fy nheulu ddim yn deall. Roeddent yn meddwl bod fy mywyd yn barti ac yn dweud wrthyf am gael swydd a sortio fy hun allan. Doedden nhw ddim yn deall ei bod yn waitn anodd 24 awr i gynnal bod yn gaeth i gyffuriau, ac unwaith rydych oddi ar y cyffuriau mae angen cefnogaeth trwy'r amser. Heb y gefnogaeth, buaswn yn ddigartref ac yn defnyddio cyffuriau unwaith eto."

Dennis was also reassessed by social services, which resulted in an increase in community care services and referral to the Gofal Befriending Scheme. Three months after the assessment, Ellen felt far more positive and was delighted that she had been listened to. She had been surprised and pleased at what was available.

In 2009/10 almost 80% of identified carers were offered an assessment of their needs, an increase of 10% since the previous year. Our records show that almost 60% of these carers were then provided with a service. However, we know that our records understate the actual number and we need to improve our recording.

We also need to work with other agencies to make sure that we give information to carers in a consistent way, and that all new services take the needs of carers into account right from the beginning.

Protection of Vulnerable Adults (POVA)

The effectiveness of our work to protect vulnerable adults is improving each year. This was confirmed by the positive inspection report by the CSSIW. Our POVA Team were seen to be effective and responsive in keeping vulnerable people safe.

Notable practice - In Denbighshire additional procedural notes and guidance have been issued to staff. These include guidance in relation to financial abuse, the Mental Capacity Act and a 'refusal of service' procedure, to be used when adults who are vulnerable to abuse refuse a service.'

Excerpt from CSSIW National Inspection of Adult Protection – All Wales Overview March 2010.

Like the rest of Wales, we have seen an increased number of referrals relating to adult protection over the last four years. A training programme for staff and other agencies has improved the quality of our work and we have seen a steady increase in the proportion of cases where the risks to the vulnerable person have been reduced or removed.

Cafodd Dennis ei ailasesu gan y Gwasanaethau Cymdeithasol, a arweiniodd at gynnydd mewn gwasanaethau gofal cymunedol a chyfeiriad at Gynllun Cyfeillion Gofal. Dri mis ar ôl yr asesiad, roedd Ellen yn teimlo'n llawer mwy cadarnhaol ac yn falch bod rhywun wedi gwranddo arni. Roedd wedi synnu o deall beth oedd ar gael.

Yn 2009/10 cynigwyd bron i 80% o oedolion a adnabuwyd fel gofaliwyr asesiad o'u hanghenion, cynnydd o 10% ar y fflwyddyn flaenorol. Dengys ein cofnodion bod bron i 60% o'r rhain wedi derbyn gwasanaeth. Fodd bynnag, rydym yn gwychbod bod ein cofnodion yn tanadrodd y niferoedd gwirioneddol ac mae angen i ni wella ein treftnadau cofnodol.

Amdiffyn Oedolion Hawdd eu Niweidio (POVA)

Mae effeithiolrwyddedd ein gwaith i amdiffyn oedolion hawdd eu niweidio yn gwella bob blwyddyn. Cadarnhawyd hyn gan adroddiad archwilio gan AGGCC. Gwelwyd bod ein Tim POVA yn effeithiol ac yn ymateb i gadw pobl hawdd eu niweidio yn ddiogel.

'Arterion nodedig - Yn Sir Ddinbych, mae nodiadau treftnadau ychwanegol ac arweiniad wedi eu rhoi i staff. Mae'n cynnwys canllaw ar gamdriniaeth ariannol, Deddf Gallu Meddyliol a threftnadau gwrtwod gwasanaeth, i'w defnyddio lle mae oedolion sy'n agored i gael eu camdrin yn gwrthod gwasanaeth.'

Darn o Archwiliad Cenedlaethol Amdiffyn Oedolion AGGCC – Trosolwg Cymru Gyfan Mawrth 2010.

Fel gweddill Cymru, rydym wedi gweld cynnydd yn y nifer o atgyfeiriadau sy'n ymwneud ag amdiffyn oedolion dros y 4 blwydd diwethaf. Mae rhaglen hyfforddi i staff ac asiantaethau eraill wedi gwella ansawdd ein gwaith ac rydym wedi gweld cynnydd gradol yn y cyfran o achosion lle mae'r perygl i berson hawdd eu niweidio wedi ei ostwng neu ei ddileu.

Mae trefniadau rhyddhau hyblyg ar benwythnosau yn heriol ac mae angen agwedd mwy hyblyg. Mae hwn yn faes lle gellir gwella o hyd.

Mae'r Tim Gwaith Cymdeithasol Ysbty yn cynnig cyngor a chefnogaeth ymarferol ac emosïynol i ddefnyddwyr gwasanaeth, gofaiwyr anffurfiol ac aelodau teulu. Rydym yn gweithio'n dda gyda'r Gwasanaeth Iechyd Gwladol i sicrhau bod trefn rhyddhau cleifion yn effeithiol, yn cael ei rheoli'n dda ac yn ddiolegel. Rydym yn ceisio helpu pobl i gael cymaint o anibyniaeth ag y bob modd wrth iddynt ddychwelyd i'w cymunedau.

Yn 2003, cyflwynwyd cynigion i newid y caffi yng Ngerddi Botanegol y Rhyl yn swyddfa gofrestru a thori coed i greu maes parcio. Datblygodd trigolion a oedd yn gwrthwnebu'r cynigion Cymdeithas Trigolion a gofyn am gyngor gan yr asiantaeth. Ar ôl cyngor gan yr asiantaeth a chyd help a hyfforddiant i ddechrau, bu iddynt ailagor y caffi eu hunain. Mae bellach ar agor bob dydd yn defnyddio gwirtodolwyr, ac yn fusnes sy'n gwneud elw i'r gymdeithas.

Ers hynny maent wedi sicrhau cyllid allanol i wneud gwelliannau cyffredinol i'r gerddi ac, yn wir, y llynedd cafwyd ymweliad brenhinol yno ac fe enillwyd Gwobr y Frenhines. Yn 2009 fe ymgymrodd y gymdeithas â rheoli'r clwb bowlio a'r clwb tennis a chyd a chyllid mae wedi ailwampio'r adeiladau gan greu ystafelloedd cyfarfod/hyfforddi i'r gymuned eu defnyddio.

Mae genym ystod o wasanaethau sy'n gweithio gyda chymunedau i hybu anibyniaeth a chynhwysiant cymdeithasol. Mae'r Asiantaeth Datblygu Cymunedol yn darparu ystod o flaengaraddau sy'n cefnogi pobl yn eu cymunedau, gan leihau'r angen am wasanaethau statudol.

Cymunedau

Blwyddyn nesaf, byddwn yn gwella asesadau risg a sut rydym yn monitro ac olrhain camau a gytunwyd i amddiffyn oedolion hawdd eu niweidio.

Next year, we will improve risk assessment and the way we monitor and track agreed actions to protect vulnerable adults.

Communities

We have a range of services that work with communities to promote independence and social inclusion. The Community Development Agency provides a range of community initiatives which support vulnerable people within their communities, reducing the need for statutory services.

In 2003, proposals were put forward to change the café in Rhyl Botanical Gardens into a register office and remove some trees to create a car park. Residents who opposed these proposals developed a Residents' Association and sought advice from the Community Development Agency.

Following the agency's advice and with initial help and training, they reopened the café themselves. The café is now open every day using volunteers, and is a profit-making concern for the association. Since then they have secured external funding to make general improvements to the gardens and indeed last year had a royal visit and won the Queen's Award. In 2009, the association took over the management of the bowling club and tennis club and with funding have refurbished the buildings creating comfortable meeting rooms for use by the community.

The Hospital Social Work Team offers practical and emotional advice and support for service users, informal carers and family members. We work well with the NHS to make sure that patient discharge is effective, efficiently managed and safe. We aim to help people to regain as much independence as possible when they return to their communities.

Making discharge arrangements at weekends is challenging and a more flexible approach is required. This remains an area for improvement.

The Anti-Poverty and Welfare Rights Team offer advice to anyone in poverty to try to improve their financial quality of life and general well-being. During 2009/10 we helped 579 people get an extra £3.4m in state benefits and tax credits. Working with the Welfare Rights Partnership, we have helped 867 adults and children out of poverty.



Robert called the Anti-Poverty and Welfare Rights Team’s freephone advice line. Following a review of the situation, the Welfare Rights Advisor identified benefit entitlements which Robert was eligible to apply for. Applications were completed and Robert was awarded the benefits which resulted in an additional £182.85 weekly income. He later reported that the team’s input had improved his physical and mental health and his quality of life.

Our First Contact Team provide an effective single point of access across the county. The high volume of referrals and enquiries (particularly for Children’s Services) has been an ongoing challenge. Next year, we will review our front door services to make sure that we build on our current strengths.

Mae'r Tim Gwrth-Diodi a Hawliau Les yn cynnig cynngor i bobl mewn tlodi i ceisio gwella ansawdd ariannol eu bywyddau a'u lles yn gyffredinol. Yn ystod 2009/10 helpodd y tim 579 o bobl i gael £3.4m ychwanegol mewn budd-daliadau a chredydau treth. Gan weithio gyda'r Bartneriaeth Hawliau Les, mae'r tim wedi helpu 867 o oedolion a phlant allan o dlodi.

Galwodd Robert linell gymorth rhadffon y Tim Gwrth-Diodi a Hawliau Les. Ar ôl adolygu'r setyllfa, nododd y Cynghordd Hawliau Les hawliadau budd-dal yr oedd gan Robert hawl i wneud cais amdanynt. Cwblhawyd y ceisiadau ac fe dderbyniodd Robert y budd-daliadau a arweiniodd at £182.85 ychwanegol mewn incwm wythnosol. Adroddodd Robert yn ddiweddarach bod mewnbyn y tim wedi gwella ansawdd ei iechyd corfforol a meddyliol a'i ansawdd bywyd.



Mae ein Tim Cyswilt Cynntaf yn darparu un pwynt mynediad effeithiol ar draws y sir. Mae nifer uchel atgyfeiriadau ac ymholiadau (yn enwedig ar gyfer Gwasanaethau Plant) wedi bod yn her. Y flwyddyn nesaf, byddwn yn adolygu ein gwasanaethau drws ffrynt i sicrhau ein bod yn adeiladu ar ein cryfderau presennol.

Mae adroddiadau yn cyfringau yn ddiweddar a mwy o ymwybyddiaeth ymhlith y cyhoedd o bwysigrwydd diogelu ac amddiffyn plant yn parhau i arwain at lawer o wath cymhleth yn y Gwasanaethau Plant a Theuluoedd, fel yn yr awdurdodau lleoli eraill ledled y DU. Yn 2009/10, cawsom bron i 2800 atgyfeiriad ac ymgymerydd â 40% yn fwy o asesadau rhagarweiniol nag yn 2008/09. Cwblhawyd 73% o'r rhain o fewn yr amserlen benodol o 7 diwrnod.

Mae'r cynnydd hwn yn y gwaith wedi golygu na allwn gynnal ein perfformiad rhagorol yn 2008/09 ar draws y bwrdd. Er enghraifft, tra rydym wedi cynnal a chynyddu lefel yr asesadau rhagarweiniol a ymgymerydd, rydym wedi cael trafferth cwblhau digon o asesadau craidd o fewn yr amserlen a benwyd. Mae maint, cymhlethdod a gofnyddion y gwaith hwn, ynghyd â disgwyliadau uwch o ran cofnodi da, yn golygu gorfod adolygu ac ailddatblygu ein prosesau atgyfeiriol ac asesu yn 2010/11. Bydd hyn yn ein helpu i wneud yn siwr bod ein gwasanaethau yn parhau i fod yn gryf ac ag adnoddau priodol.

Mae ein Uned Diogelu yn darparu gwasanaeth annibynnol i sicrhau bod arferion o ansawdd uchel cyson ac yn darparu'r deilliannau gorau posibl i blant a phobl ifanc. Mae staff yn cadefrio cyfarfoddd amddiffyn plant ac adolygiadau statudol gofal plant, ac yn ymgymryd ag archwiliadau ffelïau achos yn rheolaidd. Mae hyn wedi galluogi i ni adnabod arferion da a meysydd lle mae angen gwella.

'Mae arweinyddiaeth effeithiol o ran diogelu gan y Cyfarwyddwr Gwasanaethau Cymdeithasol... Mae perthynas wath dda gydag asiantaethau eraill a chydweithio effeithiol yn y prosesau amddiffyn plant. Mae gwaith cymdeithasol ymarferol yn destun gorchwyliaeth rheoli drwy gyfarfoddd gorchwyllo ac archwyllo rheolaidd.'

Dyfniad o adolygiad AGCC o drefniadau diogelu, adroddiad Hydref 2009.



Safeguarding and child protection

Recent media coverage and greater awareness among the public and other agencies of the importance of safeguarding and protecting children continues to result in a high volume of complex work in Children and Family Services, as in other local authorities across the UK. In 2009/10, we received almost 2800 referrals and carried out over 40% more initial assessments than in 2008/09. We completed 73% of these within the set timescale of 7 days.

This increased volume of work has meant that we have been unable to sustain our excellent performance of 2008/09 across the board. For example, while we have maintained and increased the level of initial assessments we have carried out, we have struggled to complete enough core assessments within the set timescale. The volume, complexity and demands of this work, together with increased expectations for good recording, mean having to review and redevelop our referral and assessment processes in 2010/11. This will help us to make sure that our services continue to be resilient and appropriately resourced.

Our Safeguarding Unit provides an independent service to make sure that practice is of consistently high quality and that it delivers the best possible outcomes for children and young people. The staff chair child protection meetings and statutory child care reviews, and carry out regular case file audits. This has enabled us to identify good practice and areas for improvement.

'There is effective leadership in safeguarding by the Director of Social Services... The referral and allocation systems work well to ensure speedy decision making, prioritisation, and effective response to immediate risks. There are good working relationships with other agencies and effective working together in the child protection processes. Social work practice is subject to management oversight through regular supervision and audit.'

Excerpt from CSSIW review of safeguarding arrangements report October 2009.

The Conwy and Denbighshire Local Safeguarding Children Board (LSCB) has been in place since May 2008. There are clear governance arrangements in place across both local authorities and an agreed Business Plan. There is work in progress to produce a safeguarding policy for all the other local partnerships.

'The Board also has some well developed professional working relationships. The board has agreed a membership that includes chief officers of the main local agencies involved with commissioning or service provision for safeguarding and promoting the welfare of children and young people in Denbighshire and Conwy.'

Excerpt from CSSIW review of LSCB arrangements report October 2009.

Protecting children from abuse and neglect remains the key role for the LSCB. This includes children and young people who have experienced problems linked to parental mental health, domestic abuse and substance misuse.

The LSCB training group provides good quality training which is available to all agencies working with children across both counties. Our priority for this year will be making sure that all agencies use the same good working practices and we will consult children, young people and their families to make our services better.

Children in need and family support

Over recent years, we have invested in a range of family support and therapeutic services. These have helped to avoid family breakdown and supported children and young people who have been abused. We work with education, Child and Adolescent Mental Health Services (CAMHS), the NHS, the police and housing services. Together, we have been successful in delivering good results for children.

Mae Bwrdd Diogelu Lleol Plant Conwy a Sir Ddinbych wedi bodoli ers Mai 2008. Mae trefniadau rheolaeth clir yn bodoli yn y ddau awdurdod a chynllun busnes rydym wedi gytuno. Mae gwaith ar y gweill i gyhoeddi strategaeth ddiogelu ar gyfer yr holl bartneriaethau lleol eraill.

'Mae gan y Bwrdd hefyd berthnasau proffesiynol da eraill sydd wedi datblygu. Mae wedi cytuno aelodaeth sy'n cynnwys prif swyddogion y prif asiantaethau lleol sy'n comisiynu gwasanaeth neu ddarparu gwasanaeth i ddiogelu a hybu lles plant a phobl ifanc yn Sir Ddinbych a Conwy.'

Darn o adolygiad AGCC o drefniadau Bwrdd Diogelu Lleol Plant, adroddiad Hydref 2009.

Amdiffyn plant rhag camdriniaeth ac esgeulustod yw rôl allweddol y Bwrdd, gan gynnwys plant a phobl ifanc sydd wedi cael problemau sy'n gysylltiedig ag iechyd meddwl rhieni, camdriniaeth ddomesig a chamdddefnyddio sylweddau.

Mae grŵp hyfforddwr Bwrdd Diogelu yn darparu hyfforddiant o ansawdd sydd ar gael i bob asiantaeth sy'n gweithio gyda phlant yn y ddwy sir. Ein blaenoriaeth i'r fwyddyn hon fydd sicrhau fod pob asiantaeth yn defnyddio yr un dulliau gweithio gorau a byddwn yn ymgynghori plant, pobl ifanc a'u teuluoedd i wella ein gwasanaethau.

Plant mewn angen a chefnogi teuluoedd

Mewn blynyddoedd diweddar, rydym wedi buddsoddi mewn ystod o wasanethau cefnogi teuluoedd a therapïwrig. Mae'r rhain wedi helpu osgoi chwaliu teuluoedd a chefnogi plant a phobl ifanc sydd wedi eu camdrin. Rydym yn gweithio gydag addysg, Gwasanaethau Iechyd Meddwl Plant a Glasoed (CAMHS), y GIG, yr heddlu a'r gwasanaethau tai. Gyda'n gilydd, rydym wedi bod yn llwyddiannus yn cael canlyniadau da i blant.

Yn 2010/11, un o'n blaoriaethau yw gwella ein trefniadau i asesu a delio ag anghenion trwy wella cydgylltied ein Gwasanaeth Cefnogi Teuluoedd. Bydd hyn yn ein galluogi i ymyrryd yn gynnar a gweithio'n agosach gydag asiantaethau eraill i alluogi imwy o blant aros yn eu cartrefi yn ddiogel.

Cyfeirwyd Spud at y Tim Prosiect Therapiwrig ac Ataliad i'w helpu i adsefydlu gartref gyda'i dad biolegol. Ar y pryd nid oedd presenoldeb ac ymddygiad Spud yn yr ysgol yn dda. Dros gyfnod o fiwyddyn, buom yn gweithio'n agos gyda Spud a'i dad gan gynnwys rhoi cynngor rhianta i hybu hyder wrth bennu ffiniau a rheoli ymddygiad.

Rydym wedi rhoi cefnogaeth therapiwrig i'r tad a'r mab, i ddellio gyda'u lles emosiynol mewn perthynas â'u hanes personol a'u taitth trwy fywyd gyda'i gilydd ac ar wahân. Hefyd, rhoddwn help a chefnogaeth tra oeddynt mewn adeg o argyfwng.

Mae Spud yn parhau i fynychu addysg law-n-amser ac yn dod ymlaen llawer gwell gyda'i dad. Mae'r llwyddiant hwn, o safbwynt cyflwyno gwasanaeth, yn cael ei grynhoui orau gan y dyfyniad isod gan y teulu:

"Rwy'n hapus efo sut aeth pethau. Roedd Dave yn deg gyda mi ac nid oedd yn dwud wrthyf beth i'w wneud. Roedd yn gwrandao ar yr hyn roedd gennyf i'w ddweud, heb actio fel sarsiant. Nid oedd yn rhoi gorchmynion i mi ac roedd yn gweithio efo'r teulu. Pe byddai wedi rhoi gorchmynion, fyddwn i ddim wedi gwrandao."



Spud was referred to the Therapeutic and Preventative Project Team to help to rehabilitate him with his birth father. At the time Spud's attendance and behaviour at school were not good. Over a period of one year we worked closely with Spud and his father including providing parenting advice to set boundaries and manage behaviours.

We provided therapeutic support for both father and son to address their emotional well-being in relation to their personal history and life journey together and apart. We also offered help and support when Spud and his father were going through a crisis.

Spud is still in full-time education and is getting along a lot better with his father. This success story is best summarised by this quote from the family:

"I'm happy with the way things went. Dave was fair with me and didn't tell me what to do. He listened to what I had to say and worked with me rather than like a sergeant major, didn't give me orders and worked with the family. If he had given me orders I wouldn't have done it".



This year we have seen an increase in demand for services for children in need and a rise in the number of children who are the subject of care proceedings.

In 2010/11, one of our priorities is to improve our arrangements to assess and address needs by improving the co-ordination of our Family Support Service. This will enable us to intervene early and to work more closely with other agencies to enable more children to stay at home safely.

Services for children and young people with disabilities have improved significantly in the last two years with reduced waiting lists, a better range of services and effective relationships with partners. 2010/11 will see further improvements to the range of services like short breaks. Some of these will be developed on a regional basis. A transitions coordinator has joined the Children with Disabilities Team which has been of great benefit to those young people moving from Children's Services to Adult Services.

Sean has autism. To help him develop his social skills we arranged for a project worker to meet with Sean every week. This has been really beneficial and Sean has developed a strong social network. His self confidence has also increased. The project worker has also taught Sean to read and put him forward for a North Wales reading competition in which he won an award. This further boosted Sean's self esteem and confidence in social situations.



Work is currently underway to develop an integrated service for disabled children which will result in integrated referral, assessment and care management processes across all partner agencies in 2010/11. In developing the service we have consulted families and taken their views into account.

Transition

We have improved the arrangements by which children who need social services transfer over to Adult Services if they need ongoing support. For example, as a young person with disabilities becomes an adult, and when a young person leaving care needs continued support. However, while agreements are in place, they are not always implemented and we know there have been gaps. In 2010/11, we will continue to improve the way we monitor and measure the success of this service.

Rydym wedi gwella'r gwasanaethau lle mae plant sydd angen gwasanaethau cymdeithasol yn trosglwyddo i Wasanaethau Oedolion os ydynt angen cefnogaeth barhaus. Er enghraifft, wrth i berson ifanc gydag anabledd dod yn oedolyn, a phan fydd person ifanc sy'n gadael gofal ydynt bob amser yn cael eu gwethredu ac rydym yn gwychu bod bod ychrau wedi bod. Yn 2010/11, byddwn yn parhau i wella sut rydym yn monitro a mesur llwyddiant y gwasanaeth hwn.

Cyfnod trosglwyddo

Mae gwaith ar y gweill i ddatblygu gwasanaeth integredig ar gyfer plant anabl a fydd yn arwain at brosesau integredig atgyfairo, asesu a rheoli gofal ar draws pob asiantaeth bartner yn 2010/11. Wrth ddatblygu'r gwasanaeth, rydym wedi ymgynghori â theuluoedd ac wedi cymryd eu barn i ystyriaeth.



Mae gan Sion awstiaeth. I'w helpu i ddatblygu ei sgiliau cymdeithasol, trefnwyd bod gweithiwr prosiect yn cyfarfod â Sion bob wythnos. Mae hyn wedi bod yn fuddiol iawn ac mae Sion wedi datblygu rhwydwaith cymdeithasol da. Mae ei hunan-hyder hefyd wedi cynyddu. Mae'r gweithiwr prosiect hefyd wedi dysgu Sion i ddarllen a'i gael i gymryd rhan mewn cystadieuath ddarllen yng Ngogledd Cymru, lle cafodd wob. Mae hyn wedi rhoi hwb pellach i hunanbarch Sion a rhoi mwy o hyder iddo mewn sefyllfaoedd cymdeithasol.

Mae gwasanaethau i blant a phobl ifanc ag anabledd wedi gwella'n arwyddocaol yn y ddwy flynedd diwethaf, gyda rhesstr aros fyrrach, gwell ystod o wasanaethau a pherthynas effeithiol gyda phartneriaid. Bydd 2010/11 yn gweld gwella'nau pellach i'r ystod o wasanaethau megis egwylliau byrion, Bydd rhai o'r rhain yn cael eu datblygu'n rhanbarthol. Mae cydlynedd cyfnod trosglwyddo wedi ymuno â'r Tim Plant ag Anabled, sydd wedi bod yn fanteisiol iawn i'r bobl ifanc hynny sy'n symud o Wasanaethau Plant i Wasanaethau Oedolion.

Gwasanaethau i blant a phobl ifanc gydag anabled

Yn Sir Ddinbych, roedd 172 o blant yn derbyn gofal gan yr awdurdod lleol ar ddiwedd 2009/10. Roedd hyn yn 18% yn fwy na diwedd y blwyddyn diwethaf. Cyn hyn, roedd niferoedd wedi gostwng yn raddol am bum mlynedd yn olynol. Rydym yn gwerthfawrogi nad ydym ar ein pennau ein hunain yn y duedd hon, a adlewyrchir yn genedlaethol. Credwn bod hyn yn rhannol oherwydd bod amrywiol staff profesiynol yn defnyddio agwedd mwy gofalus tuag at reoli risg. Mae hyn yn ddealladwy yng nghyd-destun achosion sydd wedi ymddangos yn y cyfryngau. Mae hyn wedi arwain at bwysau cynyddol ar y Tîm Plant sy'n Derbyn Gofal a Thîm y Llys, ac ar y gwasanaethau mabwysiadu a maethu.

Fel gydag awdurdodau lleol eraill, bu cynnydd yn y nifer o achosion gofal. Mae hyn wedi arwain at gynnydd yn y galw am leoliadau a chysylltiad dan oruchwyliad. Rydym yn adolygu ein trefniadau cysylltiad dan oruchwyliad i sicrhau bod adnoddau a safonau yn bodoli i ddarparu gwasanaeth o ansawdd.

Yn ystod y flwyddyn a aeth heibio, rydym wedi parhau i berfformio'n dda wrth gefnogi ein plant sydd mewn gofal. Roedd gan bob un gynllun gofal pan daethant i mewn i ofal ac mae ganddynt gweithwyr cymdeithasol wedi eu dyrannu. Roedd gan bob un gynllun parhaus o fewn amserlen brodol. Gostyngwyd nifer plant lle'r oedd lleoliad yn chwahu a'r rhai a oedd yn gorffod newid ysgol, gan parhau gyda'r record wych o sicrhau bod bron i 100% o blant yn cael Cynllun Personol Addysg o fewn amserlen a benwyd.

Rydym ni hefyd wedi parhau i adeiladu ar ein gwaith fel rhieni corfforaethol ac rydym yn cynnig ystod da o wasanaethau a gweithgareddau allgyrsiol. Mae'r rhain yn cynnwys lleoliadau gwaith a chyflie i gael hyfforddiant, cyfranogiad plant a phobl ifanc wrth recriwtio staff a mynediad am ddim i weithgareddau hamdden. Ble bynnag y bo modd, rydym yn annog plant sy'n derbyn gofal i chwarae rhan mewn gweithgareddau achredig trwy Britysgol Plant a Phobl Ifanc.

Eni, catodd bron 90% o'n pobl ifanc gymhwyster achredig ar ddiwedd blwyddyn 11. Mae gennynt lawer o gynlluniau da i helpu pobl ifanc sy'n derbyn gofal wneud y mwyafrif o'n potensial a gwella eu siawns mewn bywyd.

In Denbighshire, there were 172 children who were looked after by the local authority at the end of 2009/10. This was 18% more than at the end of the previous year. Before this, numbers had steadily decreased for five consecutive years. We appreciate that we are not alone in this rising trend which is mirrored nationally. We believe that this is partly because a range of professionals are now using a more cautious approach to managing risk. This is understandable in the context of widely publicised cases in the media. This has led to increased pressure on the Children Looked After and Court Team and on fostering and adoption services.

As in many other local authorities, there has been an increase in the number of care proceedings. This has led to an increased demand for placements and supervised contact. We are reviewing our supervised contact arrangements to make sure that there are resources and standards in place to provide a good quality service.

During this last year, we have continued to perform well in supporting our children who are in care. All had a care plan in place when they came into care and have allocated social workers. All had a plan for permanence in place within set timescales. We reduced the numbers of children experiencing placement breakdowns and those having to move school, and continued our excellent track record in ensuring almost 100% of children had Personal Education Plans in place within set timescales.

We have also continued to build on our work as corporate parents and we are offering a good range of services and extracurricular activities. These include work placements and training opportunities, involvement of children and young people in staff recruitment, and free access to leisure activities. Wherever possible we encourage children who are looked after to take part in accredited activities through the Children and Young People's University.

This year, almost 90% of our young people gained an accredited qualification at the end of year 11. We have many good schemes in place to help looked after young people maximise their potential and improve their life chances.

Corporate parenting - care leavers



We have improved our service for young people leaving care and have worked with Barnardos to make sure that 100% have a Personal Advisor. We have continued to maintain good contact with young people who have left care and have worked with our housing department to make sure care leavers have suitable housing, with support where needed. The following real life case example highlights how these services are making a positive difference.

Kevin wanted to work in the media industry. After spending most of his life in care, when the time came to leave his foster home we worked with Barnardos and the education service to help him to live independently and to secure a place at university. Kevin is now coming to the end of his first year of university and is doing really well. We have worked closely with the university to empower Kevin to become independent and achieve his goals.

The Southwark Judgment has created additional demand to support young homeless people aged 16 – 17, so we will continue to work with housing organisations to improve the way we support this vulnerable group. We are disappointed that the proportion of young people who have left care and who are in education, employment or training is low. We will be working with Barnardos to address this.

Fostering and adoption service

The recent increase in the number of children coming into care has placed pressure on the Fostering and Adoption Service. Over the past few years, we have steadily increased the number of our foster carers which has meant we have been better able to match individual children's needs and place them in their home communities. We only have a very small number of children placed outside Denbighshire. We have a very good relationship with our foster carers, providing structured training, supervision and support, which reduces the risk of placement breakdown. The increasing numbers of children and young people becoming looked after will mean a renewed drive on recruiting foster carers.

The Fostering and Adoption Panel has been key to improving our services. The quality and success of this service is reflected in inspection reports.



Rydym wedi gwella ein gwasanaeth i bobl ifanc sy'n gadael gofal ac wedi gweithio gyda Barnardos i sicrhau bod gan 100% Ymgynghorodd Personol. Rydym wedi parhau i gadw cysylltiad da gyda phobl ifanc sydd wedi gadael gofal ac wedi gweithio gyda'n adran tai i sicrhau bod ganddynnt lety addas, gyda chefnogaeth lle mae angen hynny. Mae'r achos go iawn canlynol yn tanlinellu sut mae'r gwasanaethau hyn yn gwneud gwahaniaeth cadarnhaol. Roedd Kevin eisieu gweithio yn y cyfryngau. Ar ôl treulio'r than fwyaf o'i fwyd yn derbyn gofal, pan ddaeth yn amser iddo adael ei gartref mae'n bu i ni weithio gyda Barnardos a'r wasanaeth addysg i'w helpu i fyw'n annibynnol a chael lle mewn prifysgol. Mae Kevin bellach yn dod i ddiwedd ei fwyddyn gyntaf yn y brifysgol ac yn gwneud yn dda iawn. Rydym wedi gweithio'n agos â'r brifysgol i rymuso Kevin i ddod yn annibynnol a chyflawni ei amcanion.

Mae Penderfyniad Southwark wedi creu galw ychwanegol i gefnogi pobl ifanc ddigartref 16-17 oed, felly byddwn yn parhau i weithio gyda mudladau tai i wella sut rydym yn cefnogi'r grŵp hwn sy'n agored i niwed. Rydym yn siomedig mai cyfran o bobl ifanc sydd wedi gadael gofal sydd mewn addysg, cyflogaeth neu hyfforddiant yn isel. Byddwn yn gweithio gyda Barnardos i wella hyn.

Gwasanaeth mabwysiadu a maethu

Mae'r cynnydd diweddar yn y nifer o blant sy'n derbyn gofal wedi rhoi pwysau ar y gwasanaeth Mabwysiadu a Maethu. Dros yr ychydig flynyddoedd diwethaf, rydym wedi cynyddu'r raddol y nifer o ofalwyr maeth, sy'n golygu ein bod wedi medru cyfateb yn well anghenion plant unigol a'u lleoli yng nghymuned eu cartrefi. Dim ond nifer fechan o blant sydd wedi eu lleoli y tu allan i Sir Ddinbych. Mae gennynt berthynas dda iawn gyda'n ofalwyr maeth, gan roddi hyfforddiant, gorchuddwyliaeth a chefnogaeth iddynt, sy'n lleihau'r perygl bod lleoliad yn chwali. Bydd y cynnydd yn y nifer o blant a phobl ifanc sy'n derbyn gofal yn golygu ymgrych newydd i recriwtio gofalwyr maeth.

Mae'r Panel Maethu a Mabwysiadu wedi bod yn allweddol o ran gwella ein gwasanaethau. Adlewyrchir llwyddiant y gwasanaeth hwn mewn adroddiadau archwilio.

Rhianta corfforaethol - gadael gofal

Adroeth gan rhiant gofalwr ifanc.

"Mae fy mhientyn yn cael gwneud pethau gyda gofalwyr ifanc nad ydy'n ni'n gallu gwneud fel teulu."

to cynnau hamdden am ddim.

presented a chyrraedd gofalwyr ifanc mewn ysgolion dehol a darparu ifanc a ddaw i rym yn ystod 2010/11. Mae'n cynnwys prosiect i fonro Mae'r Bartneriaeth Plant a Phobl Ifanc wedi datblygu strategaeth gofalwyr

gofalwyr ifanc.

ni sicrhau bod gwahanol asiantaethau yn cydnabod a deall angenion cefnogaeth un-i-un a gweithgareddau hamdden a chael hwy. Mae angen i ystod o wasanaethau gan Weithredu Dros Biant. Mae hyn yn cynnwys Rydym yn gweithio gyda'r Bartneriaeth Plant a Phobl Ifanc i gomisynu

yr ysgol a chyrraedd addysgol.

Y gall gofalu gael effaith ar iechyd a lles, ynghyd ag effeithio presentod yn gan bod nifer uwch na'r cyfarledd o ofalwyr ifanc yn Sir Ddinbych. Rydym yn sicrhau bod y bobl ifanc hyn yn cael eu cefnogi gan ein bod yn cydnabod Rydym wedi bod yn rhagweithio o ran adnabod gofalwyr ifanc, sy'n bwysig

Gofalwyr ifanc

amrediad y gwasanaethau ceffnogi mabwysiadu.

Mabwysiadu Gogledd Cymru yn cychwyn gweithredu gyda gwelliannau i mabwysiadu a'u teuluoedd biolegol. Yn 2010/11 bydd Gwasanaeth goruchwyliaeth a chefnogaeth iddynt a cheffnogi plant sydd wedi eu cynnwys recriwio ac asesu darpar fabwysiadwyr, darparu hyfforddiant, iawn, mae'n darparu gwasanaeth o ansawdd uchel. Mae gwalth yn enwedig plant ifanc, mewn lleoliad mabwysiadu. Er bod y tim yn tychan Rydym wedi parhau i leoli cyfran arwyddocaol o blant sy'n derbyn gofal, yn

Adroeth gan ofalwr maeth.

"Mae'r gwasanaeth wedi bod yn ardderchog, wastad yn barod i wrando a chynghori a chynnig unrhyw gefnogaeth fyddai o fudd i ni, diolch."

"The service has been excellent, always ready to listen and advise and recommend any support that may help us, thank you."

Feedback from a foster carer.

We have continued to place a significant proportion of children who are looked after, particularly young children, in adoptive placements. Although the team is very small, they provide high quality services. Their work involves recruiting and assessing prospective adopters, providing training, supervision and support to adopters, and supporting adopted children and their birth families. 2010/11 will see the North Wales Adoption Service start operating with improvements to the range of adoption support services.

Young carers

We have been proactive in identifying young carers, which is important as Denbighshire has above average numbers of young carers. We are making sure that these young people are supported as we recognise that caring can have an impact on health and wellbeing, as well as affecting school attendance and educational achievement.

We work with the Children and Young People's Partnership to commission a range of services from Action for Children. This includes one to one support and fun and leisure activities. We need to make sure that different agencies recognise and understand the needs of young carers.

The Children and Young People's Partnership have developed a young carers' strategy which will come into effect during 2010/11. It involves a project to monitor the attendance and achievement of young carers in selected schools and providing free leisure passes.

"My child can do things with young carers that we can't do as a family."

Feedback from the parent of a young carer.

Leadership and culture

Following a difficult period for the Council, the Wales Audit Office letter for 2008/09 concluded that “a good start has been made to improving the running of the Council.” A new Chief Executive was appointed in June 2009 and together with the political leadership of the council, a strong vision has been developed - to be “A High Performing Council Closer to the Community”. Business and financial plans have been developed and challenging targets have been set. This will help us achieve our goals while working through the acute financial challenges facing all public sector organisations.

In social services, we have had a stable senior management team for the last five years, with stability in our political leadership too. This has had a positive impact on how we perform and work with others to improve our services. However, in 2009/10 two experienced Heads of Service left, so there is inevitable change and risk arising from this. A key challenge for 2010/11 is leading and supporting the new arrangements - particularly in light of interim management arrangements and our financial challenges.

Corporate and political support

A number of Elected Members have taken up the role of Champions to raise awareness of issues affecting older people, carers, children and young people and homeless people.

Our work is monitored by a number of groups and organisations, including our own Councillors. A number of Elected Members are part of the Social Services and Housing Scrutiny Committee, which looks at whether we are providing the best quality services we can within our resources. Members of this committee also visit places to meet with service users and staff to hear about their experiences and views about the quality of our services. They use this feedback to develop and improve services.

Caiff ein gwath ei fonitro gan nifer o grwpiau a chyrff, gan gynnwys ein Cynghorwyr ein hunain. Mae nifer o Aelodau Etholedig yn rhan o Bwyllgor Cragu Gwasanaethau Cymdeithasol a Thai, sy'n ystyried a ydym yn darparu'r gwasanaethau o'r ansawdd orau o fewn ein hadnoddau. Mae aelodau'r pwyllgor hwn hefyd yn ymweld â defnyddwyr gwasanaeth a staff i glywed am eu profiadau a'u barn ar ansawdd ein gwasanaethau. Maent yn defnyddio'r adborth i ddatblygu a gwella gwasanaethau.

Cefnogaeth gorroraethol a gwleidyddol

Yn y gwasanaethau cymdeithasol, bu genym dim uwch reoli cadarn am y pum mlynedd ddwethaf, gyda chadernid yn ein harweiniad gwleidyddol hefyd. Mae hyn wedi cael effaith gadarnhaol ar ein perfformiad a sut rydym yn gweithio gydag eraill i wella gwasanaethau. Yn 2009/10 gadawodd dau Bennaeth Gwasanaeth profiadol ac felly mae newid anoche a pherygl yn deillio o hyn. Her allweddol ar gyfer 2010/11 yw arwain a chefnogi'r trefniadau newydd – yn enwedig o ran trefniadau rheoli dros dro a'n heriau ariannol.

Ar ôl cyfnod anodd i'r Cyngor, daeth llythyr Swyddfa Archwilio Cymru ar gyfer 2008/09 i'r casgliad bod cychwyn da wedi ei wneud o ran gwella rhedeg y Cyngor. Penodwyd Ffif Weithredwr newydd ym Mehefin 2009 ac ynghyd ag arweiniad gwleidyddol y Cyngor, mae gwleidyddiaeth gref wedi ei datblygu – i fod yn "Cyngor sy'n Perfformio'n Uchel yn Agosach ar y Gymanedd". Datblygyd cynlluniau busnes ac ariannol a phennwyd targedau ymestynol. Bydd hyn yn ein helpu i gyflawni ein hamcanion tra'n gweithio i'w heriau ariannol difficol sy'n wnebu holl gyff sector cyhoeddus.

Arweinyddiaeth a diwylliant

Mae angen i ni barhau gyda gweilliamau, yn arbennig lleihau faint o amser a dreulir yn cofnodi gwybodaeth er mwyn cael mwy o amser i weithio'n uniongyrchol gyda defnyddwyr y gwasanaeth.

Swyddfa Archwilio Cymru.

'Mae Cyngor Sir Ddinbych wedi sefydlu trefniadau effeithiol i gefnogi ei staff ar gyfer newid trosod i System Gwasanaethau Cymdeithasol PARIS newydd.'

Rydym wedi gweithio'n agos â Chynghorau Sir Conwy a Sir y Fflint i brynu a datblygu PARIS, ein system TG.

Systemau gwybodaeth

Rydym wedi gweithio'n galed i ostwng lefelau absenoleb staff, ond rydym yn gwybod bod angen gostwng hyn ymhellach.

Bydd nifer o'n rheolwyr yn cyrraedd oedran ymddol yn y 5 mlynedd nesaf ac felly rydym yn buddsoddi yn ein staff ac yn datblygu eu sgiliau i baratoi ar gyfer hyn. Eleni catodd mwy na 100 aelod staff gymwysterau sy'n berthnasol i'w swydd. Mae ein buddsoddiad mewn staff yn cyfrannu at y gyfradd drostiant o 6% mewn staff. Mae hyn yn well na'r cyfrataledd cenedlaethol ar gyfer y sector cyhoeddus, sy'n 12.6%.

Mae gweithlu sydd wedi ei hyffordd'n dda a'i symbyliu wrth graidd cyflwyno gofal cymdeithasol da. Mae gennynt weithlu ymroddedig ac ymroddgar. Rydym yn gweithio gyda chyrtff partner i ddenu a chadw gweithlu gyda sgiliau a chymwysterau da. Rydym wedi gweithio'n galed i godi profffil gofal cymdeithasol a'i wneud yn ddewis gyfra cadarnhaol i bobl ifanc a phobl sy'n dychwelyd i'r gwaith. Rydym yn cael her wrth recriwtio pobl i rai meysydd, megis staff gofal mewn lleoliadau preswyl a Thîm Derbyn a Diogelu Plant.

A well trained and motivated workforce is at the heart of delivering good social care. We have a committed and dedicated workforce. We work with partner organisations to attract and keep a highly skilled and qualified workforce. We have worked hard to raise the profile of social care and make it a positive career choice for young people and people returning to work. We experience challenges in recruiting staff to some areas, like care staff in residential settings and the Children's Intake and Safeguarding Team.

A number of our managers will reach retirement age within the next 5 years, so we are investing in our staff and developing their skills to prepare for this. This year over 100 staff achieved qualifications relevant to their jobs. Our investment in staff contributes to a current staff turnover rate of 6%. This is better than the national average for the public sector, which is 12.6%.

We have worked hard to reduce staff sickness levels, but we know that we need to reduce them further.

Information systems

We have worked closely with Conwy and Flintshire County Councils to buy and develop PARIS, our IT system.

'Denbighshire County Council has established effective arrangements to support its staff for its switchover to the new PARIS Social Services System.'

Wales Audit Office.

We need to continue to make improvements, in particular reducing the amount of time practitioners spend entering information so that they have more time to work directly with service users.

angen gwneud mw.

Mae ein Cynllun Cydraddoldeb Corfforaethol yn amlinellu'r heriau a wynebdir gennyym o ran parhau i wella ein gwasanaethau, hybu cynhwysiant a chyflie cyfartal. Rydym wedi gwella mynediad at lawer o'n gwasanaethau ond her barhaus yw cludiant mewn ardaloedd gwledig. Rydym yn deilio â hyn, er enghraifft gyda'r Cynllun Bws Nos, ond rydym yn cydnabod bod angen gwneud mw.

Cydraddoldeb ac amrywiaeth

Mae gennyym systemau rheoli perfformiad da sydd wedi ein galluogi i gyflawni 70% o'r dangosyddion cenedlaethol ar gyfer Gwasanaethau Plant a Theuluoedd a 63% o'r dangosyddion Oedolion, i gyrraedd lefel perfformiad chwarterl 2 uchaf yn 2008/09.

Rydym hefyd wedi pennu safonau ar gyfer cyflwyno gwasanaeth ac rydym yn monitro'r rhain, a phrosesu i sicrhau ein bod yn perfformio'n dda. Mae hyn yn cynnwys archwilio ffeiliau achos a chynlluniau gofal yn rheolaidd. Fodd bynnag, mae angen i ni sicrhau ein bod yn defnyddio'r prosesau hyn yn fwy cyson ar draws gwasanaethau.



Cwynodd Bethan ynglyn â'n penderfyniad i rannu gwybodaeth gyda thrydd parti, heb ei chaniatod. Mae gennyym drefn ysgrifenedig bellach i rwystro hyn rhag digwydd eto yn y dyfodol.

Mae gennyym brosesau da i fonitro ein perfformiad ac ansawdd ein gwasanaethau. Mae'r rhain yn cynnwys systemau adborth cwsmeriaid ac rydym yn parhau i ymateb i'r hyn y mae pobl yn ei ddweud wrthyym.

Perfformiad a sicrhau ansawdd

Rydym am gyweryd pob cyflie i weithio gyda mudladau eraill. I wneud hyn, bydd rhaid i'n systemau TG weithio gyda eu rhai nhw, tydyn nhw ddim ar hyn o bryd. Byddwn yn gweithio hefo nhw i wneud i hyn ddigwydd ble mae hi'n bosib.

We want to take every opportunity to work with other organisations. To do this, our IT systems need to interact with theirs and they don't at the moment. We will be working with them to make this happen where possible.

Performance and quality assurance

We have good processes in place to monitor our performance and the quality of our services. These include our customer feedback systems and we continue to respond to what people tell us.



Bethan complained about our decision to share personal information with a third party without her consent. We now have a written procedure to prevent this happening again in future.

We also have set standards for service delivery and monitor these, and processes to make sure we perform well. This includes making regular quality checks of case files and action plans. However we need to make sure we apply these processes consistently across services.

We have good performance management systems which enabled us to have 70% of national indicators for Children and Family Services and 63% of indicators in Adults, achieving top 2 quartile performance in 2008/09.

Equality and diversity

Our Corporate Equalities Plan outlines the challenges we face in continuing to improve our services, promoting inclusion and equal opportunities. We have improved access to many of our services but an ongoing challenge for us is transport in rural locations. We are addressing this, for example with the Night Rider Scheme, but we recognise that more needs to be done.

Rydym yn cynnwys defnyddwyr gwasanaeth wrth gynllunio, datlygu a chyflwyno gwasanaethau ynghyd â phrosesu recriwio. Mae rhai enghreifftiau o hyn yn y Gwasanaethau Oedolion yn cynnwys Cynllunio sy'n Canolbwyntio ar y Person, peilot Cefnogaeth a Gyfeirir gan y Person a'r Strategaeth Ofalwyr.

Dangosodd archwiliad Swyddogion Adolygu Annibynnol ein bod wedi cynnwys plant a phobl ifanc yn eu gofal a'u dyfodol. Mae plant a phobl ifanc anabl a'u teuluoedd wedi helpu llunio Prosiect Integreiddio Plant gydag Anabedd.

Byddwn yn parhau i gynnwys defnyddwyr ac ofalwyr ble bynnag sy'n bosib.

Cynnwys defnyddwyr a gofalwyr

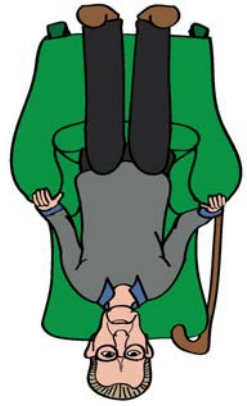
Mewn nifer bychan o achosion mae rhyddhad o'r ysbty wedi ei oedi oherwydd anawsterau trenu gofal cartref mewn ardaloedd gwledig. Rydym eisiau gwethio gyda Chynghorau Sir Wrecsam a Gwynedd i wella'r sefyllfa yn yr ardaloedd hyn.

Mae crynodad o siaradwyr Cymraeg yn ne a gorllewin Sir Ddinbych ond llai yn ardaloedd yr arfordir a'r dwyrain. Rydym yn wnebu heriau parhaus o ran darparu'r holl wasanaethau trwy gyfwrng y Gyrraeg. Rydym wedi adnabod staff ac Aelod Etholedig i'n helpu yn hyn o beth.

Adroddiadau gwasanaeth.

“Nid wyf byth yn mynd allan gan nad yw bysus ac arosfannau bws yn ddiofel i bobl oedranus anabl, yn enwedig yn y nos. Mae tacsis yn mynd â gormod o arian o mhensiwn ac ni fedraf eu fforddio.

Mae Bws Nos Sir Ddinbych yn ddull diogel, fforddiadwy, o ddrws i ddrws ac mae gwirfoddolwyr rhagoroi sydd wastad yn barod i helpu.”



“I never go out as buses and bus stops are not safe for disabled elderly people especially at night. Taxis take too much money out of my pension, I can't afford them.

Denbighshire Night Rider is wheelchair accessible, affordable, a safe door to door service and has great volunteers who are always happy to help.”

Service user feedback.

In a small number of cases, discharge from hospital has been delayed because of difficulties arranging home care in rural areas. We are looking to work with Wrexham and Gwynedd County Councils to improve the situation in these areas.

There is a concentration of Welsh speakers in the south and west of Denbighshire, but less so in the coastal and eastern areas. We face ongoing challenges in providing all services through the medium of Welsh.

Involving users and carers

We involve service users in planning, developing and delivering services as well as recruitment processes. Some examples of how we did this in Adult Services include Person Centred Planning, the Citizen Directed Support pilot and the Carers' Strategy.

The inspection of the Independent Reviewing Officers showed that we have involved children and young people in plans for their care and their future. Disabled children and young people and their families have helped shape the Children with Disabilities Integration Project.

We will continue to involve users and carers wherever possible.

Planning and partnerships

We work together with other local authorities, public sector organisations, and the independent and voluntary sectors. Examples include the Emergency Duty Team with Wrexham and Flintshire County Councils and the launch of the North Wales Adoption Service.

We are part of the Regional Partnership Board which includes all 6 North Wales local authorities. Current projects include:

- ◆ North Wales Adoption Service
- ◆ North Wales Learning Disability Project
- ◆ North Wales Domiciliary Project
- ◆ Joint Working with the North Wales Procurement Partnership
- ◆ Joint working with Betsi Cadwaladr University Local Health Board
- ◆ North Wales Residential/Nursing Pre-Placement Agreement

During 2009/10 both the Children and Young People's Partnership and the Health, Social Care and Wellbeing Partnerships continued to work well. The structure of the partnerships is currently being reviewed.

In 2009/10, the NHS in Wales reorganised, with the creation of the Betsi Cadwaladr University Local Health Board across North Wales replacing 8 former health organisations. Although this has been very disruptive, we have been able to build on previous strong relationships to continue working together to deliver services. These include Hafan Lles, the integrated locality team in Prestatyn, the regional learning disability network and the development of integrated services for disabled children.

Financial stability and resources

Like all other local authorities, we face a very challenging financial situation over the next few years. This means we have to make our services more efficient by working with other organisations and making sure we make the right changes.

Fel pob awdurdod lleol arall, rydym yn wnebu seyllfa ariannol heriol iawn dros yr ychydig flynyddoedd nesaf. Mae hyn yn golygu bod angen i ni wneud ein gwasanaethau yn fwy effeithiol trwy weithio gyda chyffwrdd eraill a sicrhau ein bod yn gwneud y newidadau priodol.

Sefydligrwydd ariannol ac adnoddau

Yn 2009/10, ad-drefnwyd y GIG yng Nghymru, gyda chreu Bwrdd Iechyd Lleol Prifysgol Betsi Cadwaladr yng Ngogledd Cymru, yn disodli 8 corff Iechyd blaenorol. Er bod hyn wedi bod yn chwalfa fawr, rydym wedi medru adeiladu ar berthynas grefflaenorol i barhau i weithio gyda'n gilydd i gyflwyno gwasanaethau. Mae'r rhain yn cynnwys Hafan Lles, tîm lleol integredig ym Mhrestatyn, rhywddwrdd anabledd dysgu rhanbarthol a datblygu gwasanaethau integredig i blant anabl.

Yn ystod 2009/2010 parhaodd y Bartneriaeth Plant a Phobl Ifanc a'r Bartneriaeth Iechyd, Gofal Cymdeithasol a Lles i weithio'n dda. Mae strwythur y partneriaethau yn cael ei adolygu ar hyn o bryd.

- ◆ Gwasanaeth Mabwysiadu Gogledd Cymru
- ◆ Prosiect LD Gogledd Cymru
- ◆ Prosiect Gofal Cartref Gogledd Cymru
- ◆ Cydweithio gyda Phartneriaeth Prynu Gogledd Cymru
- ◆ Cydweithio gyda Bwrdd Iechyd Lleol Prifysgol Betsi Cadwaladr
- ◆ Cytundeb Cyn-Lleoliad Nysio / Preswyl Gogledd Cymru

Rydym yn rhan o Fwrdd Partneriaeth Rhanbarthol sy'n cynnwys y 6 awdurdod lleol yng Ngogledd Cymru. Mae prosiectau presennol yn cynnwys:

Rydym yn gweithio gydag awdurdodau lleol eraill, cyrff sector cyhoeddus a'r sectorau annibynnol a gwirfoddol. Mae enghreifftiau'n cynnwys Tîm Dyletswyddau Argyfwng gyda Cynghorau Sir Wrecsam a Sir y Fflint a Iansio Gwasanaeth Mabwysiadu Gogledd Cymru.

There has never been a greater need for organisations to work together to continue to provide high quality services in spite of financial pressures. We will do this in a number of ways, like investing to save, more joint working, and being more efficient in the way we work.

We have a good track record for managing and monitoring our finances, but the coming years will be even more challenging with increasing demand for services and less money.

Commissioning and contracting

We recognise the importance of working with voluntary organisations and independent providers to deliver the right services at the right price.

We have commissioning strategies which set out our plans for developing services. We developed these with the NHS, education and the voluntary and independent sectors. We also consulted service users to make sure that our plans will deliver the services they need. Where appropriate, we commission services with other organisations, like our Joint Commissioning Panel for Children and Family Services and our Supporting People Commissioning Group.

Mae gennyf strategaethau comisiynu sy'n nodi ein cynlluniau ar gyfer datblygu gwasanaethau. Datblygwyd y rhain gyda'r GIG, Addysg a'r sectorau gwirfoddol ac annibynnol. Hefyd, ymgynghorwyd â defnyddwyr gwasanaeth i sicrhau bod ein cynlluniau yn cyflwyno'r gwasanaethau sydd eu hangen arnynt. Lle bo'n briodol, rydym yn comisiynu gwasanaethau gyda chyrff eraill, megis ein Cyd-Banel Comisiynu ar gyfer Gwasanaethau Plant a Theuluoedd a'n Grŵp Comisiynu Cefnogi Pobl.

Rydym yn cydnabod pwysigrwydd gweithio gyda chyrff gwirfoddol a darparwr annibynnol i ddarparu'r gwasanaethau priodol am y pris priodol.

Comisiynu a chontractau

Ni fu erioed fwy o angen i gyrrf weithio gyda'i gilydd i barhau i ddarparu gwasanaethau o ansawdd er gwaethaf pwysau ariannol. Byddwn yn gwneud hyn mewn nifer o ffyrdd, megis buddsoddi i arbed, mwy o gydweithio a bod yn fwy effeithiol o ran sut rydym yn gweithio. Mae gennyf record dda wrth reoli a monitro ein harian, ond bydd y blynyddoedd nesaf yn fwy o her fyth, gyda galw cynyddol am wasanaethau a llai o arian.

Denbighshire Social Services continues to perform well in most areas. We have a strong and stable foundation to deliver effective services as demand changes and increases. We have a good track record for delivering modern services, a strong leadership team and a committed workforce. This is important as the coming years will be challenging for us.

We have already seen increased demand for services combined with increasingly complex needs. In 2009/10 there was a higher number of looked after children, a rise in court proceedings, and more older people and people with learning disabilities needing support. We plan to respond to these challenges and are already delivering services that promote independence and focus on collaborative solutions.

Throughout this period of change we will need to make sure that we keep our focus on delivering services which improve the health and well-being of vulnerable people.

Our assessment is that:

✓ **People can get the help they need**

There is good access to services. We have a good range of public information so that people can find out what help is available, where and how to get it. We have a well organised First Contact Team which provides a single point of access for services.

Most people receive a timely and good quality assessment of their needs but we recognise that further work is needed on initial and core assessments.

We have good care management and review processes. However, we need to improve the way we work so that there is more time to spend with people rather than entering data on our systems.

Mae gennyml broses rheoli gofal ac adolygu da. Serch hynny, mae angen i ni wella sut rydym yn gweithio fel bod mwy o amser i'w dreulio gyda phobl yn hytrach na chofnodi data ar ein systemau.

Mae'r rhan fwyaf o bobl yn derbyn asesiad amserol, ansawdd uchel o'u hanghenion ond rydym yn cydnabod bod angen gwaith pellach ar asesiadau rhagarweiniol a chraidd.

Mae mynediad da at wasanaethau. Mae gennyml ystod da o wybodaeth gyhoeddus fel bod pobl yn medru canfod yr hyn sydd ar gael, ymhl e a sut i'w gael. Mae gennyml Dim Cyswllt Cynatf da sy'n cynnig un pwynt mynediad ar gyfer gwasanaethau.

✓ **Bod pobl yn cael yr help maent ei angen**

Ein hasesiad yw:

Trwy gydol y cyfnod hwn o newid bydd angen i ni sicrhau ein bod yn parhau i ganolbwyntio ar wasanaethau sy'n gwella iechyd a lles pobl hawdd eu niweidio.

Rydym eisoes wedi gweld cynydd yn y galw am wasanaethau ar y cyd ag anghenion cynyddol gymhleth. Yn 2009/10 roedd mwy o blant sy'n derbyn gofal, cynnydd mewn achosion llys a mwy o bobl hyn a phobl gydag anabledyddysgu sydd angen cefnogaeth. Rydym yn bwriadu ymateb i'r heriau hyn ac eisoes yn cyflwyno gwasanaethau sy'n hybu annibyniaeth ac sy'n canolbwyntio ar atebion cydwethredol.

ddod yn rha i heriol i ni. a gweithiu ymroddedig. Mae hyn yn bwysig gan y bydd y blynyddoedd i gennyml record da o ran cyflwyno gwasanaethau modern, tîm arwain cryf gyflwyno gwasanaethau effeithiol wrth i'r galw newid a chynyddu. Mae dda yn y rhan fwyaf o meysydd. Mae gennyml syftaen cryf a setydlod i Mae Gwasanaethau Cymdeithasol Sir Ddinbych yn parhau i pherfformio'n

Sir Ddinbych
Delweddau Teulu Ceri: © Partneriaeth Iechyd, Gofal Cymdeithasol a Lles

ariannol.
Credwn ein bod yn darparu gwasanaethau effeithiol o ansawdd uchel a'n
bod mewn sefyllfa dda i gynnal a gwella gwasanaethau er gwaeathaf heriau

Cymdeithasol a Lles i hybu cynhwysiant, bywyd iach a lles.
blaengar hefyd wedi eu datblygu gan y Bartneriaeth Iechyd, Gofal
budd-daliadau y mae ganddynnt hawl iddynt. Mae ystod o wasanaethau
yn llwyddiannus iawn o ran lleihau tiodi a sicrhau bod pobl yn hawlio'r
cynyddu bod blwyddyn. Mae ein Tîm Gwrth-Diodi a Hawliau Lles wedi bod
cymdeithasol pobl. Mae nifer y bobl sy'n derbyn gwasanaethau wedi
Mae gennynt ystod o wasanaethau sy'n hybu annibyniaeth a chynhwysiant

rydym yn parhau i berfformio'n dda yn erbyn targedau.
adoddadau archwilio cadarnhaol o ran sut rydym yn gwneud hyn ac
Mae ein gwasanaethau yn diogelu pobl hawdd eu niweidio. Catfwd

✓ **Mae gwasanaethau yn cael effaith ar fywydau pobl**

canolbwyntio ar ganlyniadau yn hytrach na phrosesau.
ond mae angen i ni sicrhau eu bod yn cael eu defnyddio'n rheolaidd ac yn
Mae gennynt systemau yn bodoli i fonitro ansawdd ein gwasanaethau,
ar ein cartrefi gofal preswyl a'n gwasanaethau maethu.

Mae adborth gan ddefnyddwyr gwasanaeth a gofaliwyr yn gyffredinol yn
gadarnhaol iawn. Rydym wedi derbyn adroddiadau archwilio cadarnhaol
Mae ystod dda o wasanaethau i ddiwallu anghenion a aseswyd a chadw

plant mewn angen.
bydd angen i ni gwblhau ein cynlluniau i gryfhau ein trefniadau ar gyfer
gydag amrediad o fudiadau i ddarparu gwell gwasanaethau. Yn 2009/10
agweddau ymateb ac ailalluogi, a Theleofal. Rydym yn gweithio'n agos
pobl yn ddiogel. Rydym wedi buddsoddi mewn tai gofal ychwanegol,
Mae ystod dda o wasanaethau i ddiwallu anghenion a aseswyd a chadw

✓ **Rydym yn cynnig ystod dda o wasanaethau o ansawdd**

✓ **We offer a good range of quality services**

There is a good range of services to meet assessed needs and to keep people safe. We have invested in extra care housing, response and reablement approaches, and Telecare. We work closely with a range of organisations to provide better services. In 2009/10 we will complete our plans to strengthen our arrangements for children in need.

Feedback from service users and carers is generally very positive. We have received positive inspection reports about our residential care homes and fostering services.

We have systems in place to monitor the quality of our services, but we need to make sure they are applied consistently and focus on results rather than processes.

✓ **Services have a positive effect on people's lives**

Our services safeguard vulnerable people. We have received positive inspection reports about how we do this and we continue to perform well against targets.

We have a range services which promote independence and social inclusion. The number of people receiving services is increasing each year. Our Anti-Poverty and Welfare Rights Team have been very successful in reducing poverty and making sure that people access the benefits they are entitled to. A range of innovative services has also been developed by the Health Social Care and Wellbeing Partnership to help promote inclusion, healthy lifestyles and wellbeing.

We believe that we provide effective and good quality services and that we are in a good position to sustain and improve services despite financial challenges.

Ceri's Family images: © Denbighshire Health Social Care and Well Being Partnership

We have developed detailed service Business Plans which set a substantial work programme for developing our services over the next 3 years. A summary of a small proportion of the actions we have planned is set out below. These are viewed as our high level priorities and are supported by more detailed actions in our service Business Plans. In 2010/11:

1	We will continue to remodel our services to meet the impact of demographic change and changing service user expectations	
1.1	Action	Develop extra care housing facilities in Prestatyn (2010/11) and Ruthin (2011/12). We will make progress towards Denbigh extra care housing.
	Outcome	61 units will be available in Prestatyn in 2010/11 to meet the needs of older people.
1.2	Action	Implement a minimum of six community based initiatives to support older people by March 2011.
	Outcome	More older people will be supported independently in their own community.
1.3	Action	Develop and implement a reablement approach to care planning and service delivery to be available throughout Denbighshire by the end of 2010.
	Outcome	At least 65 people will have the opportunity for their independence maximised via a reablement approach.
1.4	Action	Develop a North Wales short break service for children with disabilities by March 2012.
	Outcome	Better co-ordinated and integrated services for children with disabilities.
1.5	Action	Full implementation of transition protocol for disabled young people.
	Outcome	Transitions are well planned and involve people.

1	Ffe wawn barhau i ailfodelu ein gwasanaethau i gyfarfod ag effaith newid demograffig a disgylliadau cyfnewidiol defnyddwyr gwasanaeth	
1.1	Gweithred	Datblygu cyfleusterau tai gofal ychwanegol ym Mhrestatyn (2010/11) a Rhuthun (2011/12). Ffe symudwn ymlaen tuag at dai gofal ychwanegol Ddinbych.
	Canlyniad	Bydd 61 o unedau ar gael ym Mhrestatyn yn 2010/11 i gyfarfod ag anghenion pobl hyn.
1.2	Gweithred	Gweithredu isafswm o chwech o fentrau cymunedol i gefnogi pobl hyn erbyn Mawrth 2011.
	Canlyniad	Bydd mwy o bobl hyn yn cael eu cynnal yn annibynnol yn eu cymuned eu hunain.
1.3	Gweithred	Datblygu a gweithredu ymagwedd o ail-alluogi tuag at gynllunio gofal a chyflawni gwasanaeth i fod ar gael ledled Sir Ddinbych erbyn diwedd 2010.
	Canlyniad	Ffe fydd gan o leiaf 65 o bobl gyflie i uchafu eu hannibyniaeth drwy ddull o ail-alluogi.
1.4	Gweithred	Datblygu gwasanaeth seibiant byr Gogledd Cymru i blant gydag anabledau erbyn Mawrth 2012.
	Canlyniad	Gwasanaethau wedi eu cydlynu a'u hintegreiddio'n well i blant gydag anabled.
1.5	Gweithred	Gweithredu protocol trosglwyddo'n llawn ar gyfer pobl ifanc anabl.
	Canlyniad	Trosglwyddiadau wedi eu cynllunio'n dda ac yn cynnwys pobl.

Rydym wedi datblygu Cynlluniau Busnes gwasanaeth manwl sy'n gosod rhaglen waitth sylweddol i ddatblygu ein gwasanaethau dros y tair blynedd nesaf. Mae crynodeb o gyfran fechan o'r camau rydym wedi eu cynllunio wedi eu gosod allan isod. Ffe'u gwelir fel ein blaenoriaethau lefel uchel ac maent wedi eu cynnal gan gamau sy'n fwy manwl ar yn ein Cynlluniau Busnes gwasanaethau. Yn 2010/11:

2		Fe wna'n weithio gydag awdurdodau lleol eraill a phartneriaid i gyflawni'r agenda o gydweithredu
2.1	Gweithred	Darparu uned gomisiynu rhanbarthol ar gyfer gwasanaethau i bobl sydd ag anabledd dysgu.
	Canlyniad	Unwaith y bydd yn gweithredu'n llawn bydd yr uned yn darparu cynllion cyllideb sylweddol o 2010/11 ymlaen.
2.2	Gweithred	Gweithio gyda'r bartneriaeth rhanbarthol i ddatblygu cytundeb cartref a phroses ategol o fonitro ansawdd.
	Canlyniad	Fe fydd yna gyfundeby cyson a threfniadau monitro yng Ngogledd Cymru sy'n canolbwyntio ar ganlyniadau gwell ar gyfer defnyddwyr gwasanaeth a manteision ariannol.
2.3	Gweithred	Fe wna'n wella diogelwch oedolion sy'n agored i niwed ymhellach drwy gyflawni'r argymhellion yn adroddiadau archwiliad.
	Canlyniad	Bydd asesu risg ar gyfer pob gwaith Amdiffiyn Oedolion sy'n Agored i Niwed yn cael ei gryfhau a bydd yn gwella ein hymagwedd tuag at ddiogelu oedolion sy'n agored i niwed sydd mewn perygl.
2.4	Gweithred	Fe wna'n ddarparu ystod o dîman ardal integredig ar draws y sir yn seiliedig ar ddysgu oddi wrth brofiad Hafan Lles ym Mhrestatyn a'r Gwasanaeth Gofal Cartref Gwell yn Y Rhyl.
	Canlyniad	Fe sefydlir tîm fydd â chyd-leoliad yn ne'r sir.

2	We will work with other local authorities and partners to deliver the collaboration agenda	
2.1	Action	Deliver a regional commissioning unit for services for people with a learning disability.
	Outcome	Once fully operational the unit will begin to deliver significant budget savings from 2010/11.
2.2	Action	Work with the regional partnership to develop a new domiciliary contract and a supporting quality monitoring process.
	Outcome	There will be consistent contract and monitoring arrangements in North Wales which focus on improved outcomes for service users and financial benefits.
2.3	Action	We will further improve the protection of vulnerable adults by delivering the recommendations from inspection reports.
	Outcome	Risk assessment for all POVA work will be strengthened and enhance our approach to safeguarding vulnerable adults at risk.
2.4	Action	We will deliver a range of integrated locality teams across the county based on the learning from the experience of Hafan Lles in Prestatyn and the Home Enhanced Care Service in Rhyl.
	Outcome	A co-located team will be established in the south of the county.

3	We will become a higher performing Council that is closer to the community	
3.1	Action	Achieve performance in the top two quartiles for our key performance indicators by April 2012.
	Outcome	Overall performance compares well nationally with very strong performance for our basic processes especially the timeliness of assessments, care planning and reviews.
3.2	Action	Deliver a programme of efficiency savings and produce detailed plans for further savings in 2011/12 and 2012/13.
	Outcome	Our processes and services are delivered more efficiently and within our overall budget.
3.3	Action	Further develop our approach to participation to ensure the council becomes closer to the groups of people who need and use social care services.
	Outcome	We will listen to the views of service users and carers and use the information to help shape our services. Well planned changes in social care services will be effectively communicated.

4	We will ensure Children's Services maintains good performance while making essential changes to deal with increased work volume and complexity	
4.1	Action	Review and refine our referral and assessment processes to ensure that our front door services are effective, resilient and appropriately resourced.
	Outcome	Strengthened services to Children in Need and Child Protection/Safeguarding arrangements.
4.2	Action	Develop a new family support strategy.
	Outcome	Delivery of a high quality and effective family support service which focuses on early intervention and prevention.

3	Fe fyddwn yn Gyngor sy'n perfformio'n well ac sy'n nes at y gymuned	
3.1	Gweithred	Cyflawni perfformiad yn y ddau chwarterl uchaf o ran ein dangosyddion perfformiad allweddol erbyn Ebrill 2012.
	Canlyniad	Perfformiad cyffredinol yn cymharu'n dda'n genedlaethol gyda pherfformiad cryf iawn gyda'n prosesau syffaeol yn enwedig amseroedd asesiadau, cynllunio gofal ac adolygiadau.
3.2	Gweithred	Darparu rhaglen o gynllunio effeithlonrwydd a chynhyrchu cynlluniau manwl ar gyfer cynllun pellach yn 2011/12 a 2012/13.
	Canlyniad	Caiff ein prosesau a'n gwasanaethau ei ddarparu'n fwy effeithlon ac o fewn ein cyllideb gyffredinol.
3.3	Gweithred	Datblygu ein hymagwedd ymhellach tuag at gyfranogiad i sicrhau fod y cynngor yn dod yn nes at y grwpiau o bobl sydd angen ac sy'n defnyddio gwasanaethau gofal cymdeithasol.
	Canlyniad	Fe wawn wrando ar farn defnyddwyr gwasanaeth a gofalwyr a defnyddio'r wybodaeth i helpu i siapiau gwasanaethau. Bydd newidiadau sydd wedi eu cynllunio'n dda yn y gwasanaethau gofal cymdeithasol yn cael eu cyfathrebu.
4	Fe wawn sicrhau fod gwasanaethau plant yn cynnal perfformiad da wrth wneud newidiadau hanfodol i ddelio â chynnydd yn y baich gwaith a'i gymhlethdod	
	Gweithred	Adolygu a mireinio ein prosesau cyfeirio ac asesu i sicrhau bod ein gwasanaethau drws ffrynt yn effeithiol, yn mynd gydag adnoddau priodol.
4.1	Gweithred	Adolygu a mireinio ein prosesau cyfeirio ac asesu i sicrhau bod ein gwasanaethau drws ffrynt yn effeithiol, yn mynd gydag adnoddau priodol.
	Canlyniad	Gwasanaethau cryfach ar gyfer Plant Mewn Angen a threfniadau Amddiffyn/Diolegu Plant.
4.2	Gweithred	Datblygu strategaeth cefnogi teuluoedd newydd.
	Canlyniad	Darpariaeth gwasanaethau cefnogi teuluoedd effeithiol o ansawdd sy'n canolbwyntio ar ymyriad cynnar ac atal.

5		Fe wnawn wella canlyniadau i blant sy'n derbyn gofal
5.1	Gweithred	Adolygu ein Strategaeth Lleoli a darparu rhaglen well o gefnogaeth a datblygiad profesiynol ar gyfer gofaliwyr maeth.
Canlyniad		Lleoliadau o ansawdd gyda sefydlogrwydd lleoliad yn y 2 chwarterel uchaf yng Nghymru.
5.2	Gweithred	Cefnogi gweillannau a cyrhaeddiad mewn addysgol, gwaith a hyfforddiant:
Canlyniad		<ul style="list-style-type: none"> ♦ bydd blant sy'n derbyn gofal yn newid ysgol mewn amgylchiadau eithriadol yn unig, ♦ bydd Cynlluniau Addysg Bersonol i blant sy'n derbyn gofal yn eu lle'n brydlon, ♦ byddem yn cadw mewn gysylltiad gyda'r rhai sy'n gadael gofal lle mae'n briodol, a ♦ Byddem yn cefnogi'r rhai sy'n gadael gofal i ddarganfod lle'ty priodol a chyrchu addysg, gwaith a hyfforddiant.
Canlyniad		Gwell cyfleoedd bywyd i blant sy'n derbyn gofal a'r rhai sy'n gadael gofal.
6	Fe wnawn fwrw blaenoriaethau gweithlu allweddol ymlaen	
6.1	Gweithred	I weithio gydag awdurdodau cymdogaol i sefydlu cydwethrediaid/partneriaeth i gyflwynu hyfforddiant a chyfrifoldebau gweithlu.
Canlyniad		Ymagwedd a rennir tuag at ddatblygu gweithlu sy'n darparu mwy o wlymch ac sy'n fwy cost-effeithiol.

5	We will improve outcomes for children who are looked after	
5.1	Action	Revise our Placement Strategy and deliver an enhanced programme of support and professional development for foster carers.
	Outcome	Quality placements with placement stability in the top 2 quartiles for Wales.
5.2	Action	<p>We will support improvements and attainment in education, employment and training by making sure that:</p> <ul style="list-style-type: none"> ♦ looked after children only change school in exceptional circumstances, ♦ Personal Education Plans for looked after children are in place on time, ♦ we maintain contact with care leavers where appropriate, and ♦ we support care leavers in finding suitable accommodation and accessing education, employment or training.
	Outcome	Improved life chances for looked after children and care leavers.
6	We will take forward key workforce priorities	
6.1	Action	To work with neighbouring authorities to establish a collaboration/partnership to deliver training and workforce responsibilities.
	Outcome	Shared approach to workforce development that provides greater resilience and is cost effective.

Os hoffech weld y ffeithiau a'r ffigyrau tu ôl i'r adroddiad yma, neu cyfrannu i'r un nesaf, cysylltwch y Swyddog Cyfathrebu ar 01824 712900 neu epostwch: sylwaduaagc@sirddinbigh.gov.uk

7	Fe wawn weithredu rhaglen i ddatblygu ein systemau gwybodaeth a'n defnydd o dechnoleg	
	7.1	Gweithred Lleihau'r amser y mae ymarferwyr yn ei dreulio'n mewndynnu gwybodaeth fel y gallwn uchafu'r amser sydd ganddyn nhw i weithio'n uniongyrchol â phobl.
	Canlyniad	Ffordd symlach o gofnodi data i ymgymeryr ac arferion gweithio mwy hyblyg.
	Gweithred	Dod ag ystod o brosiectau TG at ei gilydd i ddarparu ffyrdd mwy hyblyg, ymatebol a goledig o weithio.
Canlyniad	Lai o ddibyniaeth ar systemau sy'n seiliedig ar bapur a gweli platform ar gyfer cydweithio.	

6.2	Gweithred	I gynllunio ac ymateb i broffil oed y gweithlu yn Sir Ddinbych a:
		◆ datblygu cynllun gweithredu i recriwtio mwy o weithwyr o'r grŵp oedran 20 - 29 (wrth ystyried deddfwriaeth gwahaniaethau ar sail oed);
		◆ datblygu a chefnogi rheolwyr potensial y dyfodol, sicrhau fod staff profiadol a chymwys yn cael eu denu at swyddi rheng flaen yn enwedig y rheiny sy'n ymwneud â gweithgareddau diogel.
		Canlyniad Gweithlu profiadol sydd wedi eu datblygu'n dda ar lefel weithredol a rheolaethol gyda buddsoddiad mewn cynllunio olyniaeth drwy gynnydd yn nifer yr hyfforddai graddedig, prentisiaid modern a rheolaeth.
6.3	Gweithred	I leihau nifer y ddyddiau a gollwyd oherwydd salwch o gyfartaledd o 2 ddiwrnod y person bob blwyddyn.
	Canlyniad	Caffi iechyd a lles staff eu hyrwyddo ac mae gwasanaethau'n fwy effeithlon.

6.2	Action	To plan and respond to the age profile of the workforce in Denbighshire by: <ul style="list-style-type: none"> developing an action plan to recruit more workers from the 20 - 29 age bracket (whilst taking account of age discrimination legislation), developing and supporting potential managers of the future, and ensuring that experienced and competent staff are attracted to front line posts, particularly those involving safeguarding activities.
	Outcome	A well developed, experienced workforce at an operational and managerial level with investment in succession planning through an increase in the number of graduate trainees, modern apprentices and management.
6.3	Action	To reduce the number of days lost to sickness by an average of 2 days per person each year.
	Outcome	Staff health and wellbeing promoted and services are more efficient.

7	We will implement a programme to develop our information systems and use of technology	
7.1	Action	Reduce the amount of time practitioners spend entering information so that we can maximise the time they have to work directly with people.
	Outcome	Streamlined data entry for practitioners and more flexible working practices.
7.2	Action	Bring together a range of IT projects to deliver more flexible, responsive and informed ways of working.
	Outcome	Reduced reliance on paper based systems and improved platform for collaboration.

If you would like to see all the facts and figures behind this report, or contribute to next year's, please contact the Communications Officer on 01824 712900 or email: ssdcomments@denbighshire.gov.uk