

# Pecyn Dogfennau Cyhoeddus

Penallta House,  
Tredomen Park,  
Ystrad Mynach,  
Hengoed CF82 7PG

Ty Penallta,  
Parc Tredomen,  
Ystrad Mynach,  
Hengoed CF82 7PG



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Am unrhyw ymholiad yn ymwneud â'r agenda hwn cysylltwch â Charlotte Evans  
(Rhif Ffôn: 01443 864420 Ebst: [sullie@caerphilly.gov.uk](mailto:sullie@caerphilly.gov.uk))

**Dyddiad: Dydd Mercher, 17 Mawrth 2021**

Annwyl Syr/Fadam,

Bydd cyfarfod digidol o'r **Cabinet** yn cael ei gynnal trwy Microsoft Teams ar **Dydd Mercher, 24ain Mawrth, 2021 am 10.00 am**. i ystyried materion a gynhwysir yn yr agenda canlynol. . Mae croeso i chi ddefnyddio'r iaith Gymraeg yn y cyfarfod, a dylid rhoi cyfnod rhybudd o 3 diwrnod gwaith os ydych yn dymuno gwneud hynny.

Bydd y cyfarfod hwn yn cael ei recordio a bydd ar gael i'w weld trwy wefan y Cyngor, ac eithrio trafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig. Felly, bydd delweddau/sain yr unigolion sy'n bresennol ac/neu sy'n siarad yn ystod y Cabinet ar gael i'r cyhoedd trwy'r recordiad ar wefan y Cyngor: [www.caerffili.gov.uk](http://www.caerffili.gov.uk)

Yr eiddoch yn gywir,

**Christina HARRY**  
PRIF WEITHREDWR

## A G E N D A

Tudalennau

1 I dderbyn ymddiheuriadau am absenoldeb

2 Datganiadau o Ddiddordeb.

Atgoffi'r Cyngorwyr a Swyddogion o'u cyfrifoldeb personol i ddatgan unrhyw fuddiannau personol a/neu niweidiol mewn perthynas ag unrhyw eitem o fusnes ar yr agenda hwn yn unol â Deddf Llywodraeth Leol 2000, Cyfansoddiad y Cyngor a'r Cod Ymddygiad ar gyfer Cyngorwyr a Swyddogion.

A greener place Man gwyrddach



I gymeradwyo a llofnodi'r cofnodion canlynol:-

- |                                     |   |         |
|-------------------------------------|---|---------|
| 3                                   | Cynhaliwyd y Cabinet ar 17 Chwefror 2021. | 1 - 4   |
| 4                                   | Cynhaliwyd y Cabinet ar 24 Chwefror 2021. | 5 - 10  |
| Nodi – Blaenraglen Waith y Cabinet. |   |         |
| 5                                   | Blaenraglen Waith y Cabinet.              | 11 - 14 |

Eitem frys – Nid yn destun galw i mewn: -

- |   |  |         |
|---|--|---------|
| 6 | I dderbyn ac ystyried yr adroddiad(au) canlynol sydd ym marn y Swyddog Priodol yn gallu cael ei drafod pan nad yw'r cyfarfod ar agor i'r cyhoedd ac i ystyried yn gyntaf os yw lles y cyhoedd yn golygu y dylai'r cyfarfod gael ei gau i'r cyhoedd ar gyfer ystyriaeth o'r eitem(au):- | 15 - 16 |
| 7 | Rhaglen Safleoedd Strategol Llywodraeth Cymru – Cyfleoedd I Ness Tar, Caerffili.   | 17 - 44 |
| 8 | Cynllun Rhyddhad Ardrethi Manwerthu, Hamdden a Lletygarwch Llywodraeth Cymru 2021/2022.  | 45 - 54 |

To receive and consider the following reports on which executive decisions are required: -

- |    |   |           |
|----|---|-----------|
| 9  | Cynllun Cydraddoldeb Strategol - Adroddiad Monitro A Gwella Blynddol 2019-2020. | 55 - 110  |
| 10 | Adolygiad o'r Polisi Cwynion Corfforaethol a Pholisi Ymddygiad Annerbyniol.     | 111 - 174 |
| 11 | Papur Gwyn ar Ailgydbwysio Gofal a Chymorth.                                    |           |
| 12 | Fferm Wynt Pen March – Memorandwm Cyd-ddealltwriaeth.                           | 175 - 186 |
| 13 | Taliadau Parcio Ceir.   | 187 - 190 |

### **Cylchrediad:**

Cynghorwyr

S. Cook, N. George, C.J. Gordon, P.A. Marsden, S. Morgan, L. Phipps, J. Ridgewell, Mrs E. Stenner a R. Whiting,

A Swyddogion Priodol.

## **SUT FYDDWN YN DEFNYDDIO EICH GWYBODAETH**

Bydd yr unigolion hynny sy'n mynychu cyfarfodydd pwyllgor i siarad/roi tystiolaeth yn cael eu henwi yng nghofnodion y cyfarfod hynny, weithiau bydd hyn yn cynnwys eu man gweithio neu fusnes a'r barnau a fynegir. Bydd cofnodion o'r cyfarfod gan gynnwys manylion y siaradwyr ar gael i'r cyhoedd ar wefan y Cyngor ar [www.caerffili.gov.uk](http://www.caerffili.gov.uk). ac eithrio am drafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig.

Mae gennych nifer o hawliau mewn perthynas â'r wybodaeth, gan gynnwys yr hawl i gael mynediad at wybodaeth sydd gennym amdanoch a'r hawl i gwyno os ydych yn anhapus gyda'r modd y mae eich gwybodaeth yn cael ei brosesu.

Am wybodaeth bellach ar sut rydym yn prosesu eich gwybodaeth a'ch hawliau, ewch i'r [Hysbysiad Preifatrwydd Cyfarfodydd Pwyllgor Llawn](#) ar ein gwefan neu cysylltwch â Gwasanaethau Cyfreithiol drwy e-bostio [griffd2@caerffili.gov.uk](mailto:griffd2@caerffili.gov.uk) neu ffoniwch 01443 863028.

Gadewir y dudalen hon yn wag yn fwriadol



## CABINET

### COFNODION Y CYFARFOD O BELL A GYNHALIWYD DROS MICROSOFT TEAMS AR DDYDD MERCHER, 17 CHWEFROR 2021 AM 10:30AM

YN BRESENNOL:

Cynghorydd P. Marsden (Arweinydd) - Cadeirydd

Cynghorwyr:

S. Cook (Gofal Cymdeithasol), N. George (Gwastraff a Diogelu'r Cyhoedd), C. Gordon (Gwasanaethau Corfforaethol), S. Morgan (Economi a Menter), L. Phipps (Tai a Lleoedd), J. Ridgewell (Amgylchedd ac Isadeiledd), E. Stenner (Perfformiad a Gwasanaethau i Gwsmeriaid) ac R. Whiting (Dysgu a Chyflawniad).

Ynghyd a:

C. Harrhy (Prif Weithredwr), D. Street (Cyfarwyddwr Corfforaethol - Gwasanaethau Cymdeithasol a Thai) ac M.S. Williams (Cyfarwyddwr Corfforaethol Dros Dro - Cymunedau).

Hefyd yn bresennol:

S. Harris (Pennaeth Gwasanaethau Ariannol a Swyddog Adran 151), R. Tranter (Pennaeth Gwasanaethau Cyfreithiol a'r Swyddog Monitro), M. Harris (Swyddog Cymorth Gwasanaethau'r Pwyllgor / Gyrrwr), A. Dredge (Swyddog Cymorth y Prif Weithredwr) ac C. Evans (Swyddog Gwasanaethau Pwyllgor).

## TREFNIADAU RECORDIO A PHLEIDLEISIO

Atgoffodd yr Arweinydd y rhai a oedd yn bresennol fod y cyfarfod yn cael ei ffilmio ond na fyddai'n cael ei ffrydio'n fyw, ond byddai recordiad ar gael yn dilyn y cyfarfod drwy wefan y Cyngor - [Cliciwch yma i'w weld](#). Dywedodd y byddai penderfyniadau yn cael eu gwneud drwy Microsoft Forms.

### 1. YMDDIHEURIADAU AM ABSENOLDEB

Derbyniwyd ymddiheuriadau am absenoldeb oddi wrth R. Edmunds (Cyfarwyddwr Corfforaethol - Addysg a Gwasanaethau Corfforaethol).

### 2. DATGANIAD O FUDDIANT

Ni wnaed unrhyw ddatganiadau ar ddechrau nac yn ystod y cyfarfod.

### **3. BLAENRAGLEN WAITH Y CABINET - I'W NODI**

Darparwyd Blaenraglen Waith y Cabinet i'r Cabinet, a oedd yn manylu ar yr adroddiadau a oedd ar yr amserlen rhwng 17 Chwefror 2021 i'r 24 Chwefror 2021. Atgoffwyd yr Aelodau mai dogfen weithredol yw Blaenraglen Waith y Cabinet ac felly'n gallu newid.

Yn dilyn ystyriaeth a thrafodaeth, fe'i cynigiwyd ac eiliwyd bod y Blaenraglen Waith yn cael ei nodi. Drwy ddangos dwylo cytunwyd hyn yn unfrydol.

PENDERFYNWYD y dylid nodi Blaenraglen Waith y Cabinet.

### **4. CYNIGION CYLLIDEB AR GYFER 2021/22 A RHAGOLWG ARIANNOL TYMOR CANOLIG**

Roedd yr adroddiad yn gofyn am gymeradwyaeth y Cabinet i gynigion cyllideb 2021/22 cyn i'r Cyngor benderfynu'n derfynol ar 24 Chwefror 2021 a rhoi'r wybodaeth ddiweddaraf am y Cynllun Ariannol Tymor Canolig (CATC).

Atgoffwyd y Cabinet bod y cynnydd hwnnw o 3.1% yn y Setliad Cyllid Dros Dro ynghyd â'r cynnydd arfaethedig o 3.9% o ran Treth y Cyngor yn golygu na fydd yn ofynnol nodi unrhyw arbedion newydd er mwyn mantoli'r gyllideb ar gyfer blwyddyn ariannol 2021/22. At hynny, bydd y cynigion yn yr adroddiad hefyd yn cynnal y ddarpariaeth gwasanaeth ar draws y Cyngor, yn ariannu'r galw cynyddol a phwysau gwasanaeth mewn meysydd allweddol fel Gwasanaethau Cymdeithasol ac Addysg, yn galluogi buddsoddiadau newydd sy'n canolbwyntio ar y gymuned mewn meysydd fel Gofalu am Gaerffili a'r Gronfa Grymuso Cymunedol arfaethedig, darparu'r gallu a'r gwytnwch sy'n ofynnol i yrru Rhaglen Trawsnewid Tîm Caerffili a'r Cynllun Llundain Lleoedd ymlaen a mynd i'r afael â materion etifeddiaeth mewn perthynas â diffygion incwm mewn nifer o wasanaethau.

Nododd y Cabinet na fydd manylion Setliad Ariannol Terfynol Llywodraeth Leol 2021/22 yn cael eu cyhoeddi tan 2 Mawrth 2021, ond rhagwelir na fydd hyn yn amrywio'n sylweddol o'r sefyllfa a nodir yn y Setliad Dros Dro.

Mae'r Cyngor ar daith o ran adfer, gwella a thrawsnewid a bydd y cynigion a nodir yn yr adroddiad yn darparu llwyfan cadarn i symud ymlaen gyda'r cynlluniau uchelgeisiol.

Nododd yr Aelod Cabinet nad yw'r Setliad Ariannol yn cwmpasu goblygiadau ariannol y pandemig coronafeirws parhaus, o ran y costau ychwanegol sy'n cael eu hysgwyddo a cholledion incwm, ill dau. Bydd y rhain yn parhau i gael eu hariannu trwy Grantiau Llywodraeth Cymru a bydd y sefyllfa'n cael ei hadolygu'n agos wrth i ni symud i'r flwyddyn ariannol newydd.

Cyfeiriwyd y Cabinet at Adran 5.4 o'r adroddiad ac Atodiad 2 a oedd yn rhoi manylion y symudiad rhagamcanol ar Falansau'r Gronfa Gyffredinol. Gofynnwyd i'r Cabinet nodi bod gwarged Treth y Cyngor wedi'i sianelu drwy'r Gronfa Gyffredinol bob blwyddyn er mwyn cefnogi'r gyllideb sylfaenol yn y flwyddyn ariannol ddilynol. Mewn blynyddoedd arferol, amcangyfrifir bod y gwarged hwn tua £1.050 miliwn ond mae effaith andwyol wedi bod ar gasglu Treth y Cyngor yn ystod 2020/21 oherwydd COVID-19. Er bod Llywodraeth Cymru wedi darparu rhywfaint o arian i liniaru hyn, ni fyddai'n ddoeth ar hyn o bryd tybio y bydd gwarged Treth y Cyngor yn cael ei gyflawni yn y flwyddyn gyfredol er mwyn cefnogi'r gyllideb ar gyfer 2021/22. Am un flwyddyn yn unig, argymhellir felly y dylai'r £1.050m sydd ei angen i gefnogi cyllideb 2021/22 gael ei ariannu drwy alw ar y Gronfa Gyffredinol.

Gofynnwyd i'r Cabinet nodi, ar ôl hefyd caniatáu i'r rhagamcaniad gymryd balansau gwaith o danwariant disgwylidig ar gyllideb refeniw 2020/21, mai'r balans rhagamcanol ar gyfer y Gronfa Gyffredinol yw £11.232 miliwn. Mae hyn yn cynrychioli 3.05% o Gyllideb Refeniw Net

arfaethedig 2021/22 sydd fymryn yn uwch na'r lefel isaf o 3% a argymhellir gan y Swyddog Adran 151.

Nodwyd er bod y cynnydd o 3.1% yn y Setliad Ariannol i'w groesawu, mae'r sefyllfa ariannu ar gyfer Llywodraeth Leol yn y dyfodol yn debygol o fod yn heriol oherwydd effaith ariannol ddigynsail COVID-19 a'r pwysau a fydd hynny'n rhoi ar arian cyhoeddus am flynyddoedd i ddod.

Cyfeiriwyd y Cabinet at Adran 5.7 yr adroddiad a oedd yn manylu ar y rhagolygon ariannol ar gyfer y cyfnod o bedair blynedd 2022/23 i 2025/26 ac roedd yn amlwg y bydd angen arbedion sylweddol wrth symud ymlaen. Mae'r Cyngor mewn sefyllfa dda i ddelio â'r her hon a'r Rhaglen Drawsnewid fydd y sbardun allweddol i sicrhau bod gwydnwch ariannol yn cael ei gynnal yn y dyfodol.

Diolchodd y Cabinet i'r Swyddog a'r Aelod Cabinet am yr adroddiad a chafwyd trafodaeth.

Trafododd yr Aelodau'r adroddiad yn helaeth a gofynnwyd am ragor o wybodaeth o ran Treth y Cyngor ar gyfer eiddo Band D ym Mwrdeistref Sirol Caerffili o'i gymharu ag Awdurdodau Lleol eraill a nifer yr aelwydydd yn y Fwrdeistref Sirol ym Mandiau A i C. Eglurodd yr Aelod Cabinet mai dim ond Cyngor Sir Penfro sydd â chyfradd is o Dreth y Cyngor Band D yng Nghymru ar hyn o bryd, sy'n golygu bod pob Awdurdod cyfagos yn codi mwy na Chyngor Bwrdeistref Sirol Caerffili ar hyn o bryd. Yn ogystal, nodwyd bod 76.2% o'r eiddo yn y Fwrdeistref Sirol yn dod o fewn Bandiau A i C.

Cynhaliwyd trafodaethau ynghylch Cynllun Gostyngiadau Treth y Cyngor a nifer yr aelwydydd sy'n elwa ar hyn o bryd. Eglurodd yr Aelod Cabinet fod 16,800 o aelwydydd yn derbyn cymorth drwy Gynllun Gostyngiadau Treth y Cyngor, gyda 10,584 ohonynt yn cael gostyngiad o 100% yn eu Treth y Cyngor.

Trafododd y Cabinet oblygiadau COVID-19 ar drefniadau cyllideb yn y dyfodol ac ailadroddwyd y bydd costau ychwanegol a cholledion incwm y gellir eu priodoli'n uniongyrchol i'r pandemig yn parhau i gael eu hariannu drwy Grantiau Llywodraeth Cymru yn 2021/22, er bod y symiau a ddyrennir ar hyn o bryd gan Lywodraeth y DU yn llawer llai nag yn y flwyddyn ariannol gyfredol. Atgoffwyd y Cabinet hefyd o'r tybiaethau allweddol a ddefnyddiwyd yn y Cynllun Ariannol Tymor Canolig diwygiedig, a'r gofyniad arbedion dangosol o tua £21.1 miliwn ar gyfer y cyfnod pedair blynedd rhwng 2022/23 a 2025/26.

Yn dilyn ystyriaeth a thrafodaeth, cynigiwyd ac eiliwyd i gymeradwyo argymhellion yr adroddiad. Cytunwyd ar hyn yn unfrydol ar y system bleidleisio electronig.

**PENDERFYNWYD** ac argymhellwyd i'r Cyngor, am y rhesymau a geir yn Adroddiad y Swyddog: -

- i) Bod y cynigion cyllideb refeniw ar gyfer 2021/22 o £ 368.227 miliwn, fel y manylir trwy gydol yr adroddiad a'u crynhoi yn Atodiad 1, yn cael eu cytuno;
- ii) Bod y cynnig i benodi pedwar Rheolwr Prosiect tymor penodol am gyfnod cychwynnol o 2 flynedd i gefnogi cyflwyno Rhaglen Drawsnewid a Chynllun Lluio Lleoedd y Cyngor, gyda chyfanswm y costau o £368,000 yn cael eu hariannu o'r gronfa wrth gefn o £1.8 miliwn a gymeradwywyd yn flaenorol, yn cael ei gytuno gan y Cyngor er mwyn cefnogi cyflwyno'r CATC (paragraff 5.3.37);
- iii) Bod y symudiadau ar y Gronfa Gyffredinol yn Atodiad 2 yn cael ei nodi, a chytuno ar y cynnig y dylid defnyddio dim ond £1.050 miliwn o falans y Gronfa Gyffredinol am flwyddyn er mwyn cefnogi cyllideb 2021/22 oherwydd nad oes gwarged Treth y Cyngor tybiedig yn y flwyddyn ariannol 2020/21;

- iv) Bod y Rhaglen Gyfalaf arfaethedig ar gyfer y cyfnod 2019/20 i 2021/22 fel y'i nodir yn Atodiad 5, yn cael ei gytuno;
- v) Bod y cynnig i gynyddu Treth y Cyngor gan 3.9% ar gyfer y flwyddyn ariannol 2021/22 yn cael ei gytuno er mwyn sicrhau bod cyllideb gytbwys yn cael ei chyflawni (gan osod Band D Treth y Cyngor ar £1,230.57);
- vi) Bod y gofyniad arbedion posibl dangosol o £20.7 miliwn ar gyfer y cyfnod pedair blynedd 2022/23 i 2025/26, yn cael ei nodi.

Daeth y cyfarfod i ben am 11am.

Wedi'i gymeradwyo a'i llofnodi fel cofnod cywir yn amodol ar unrhyw gywiriadau a wnaed yn y cyfarfod a gynhaliwyd ar 24 Mawrth 2021.

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CADEIRYDD





## CABINET

### COFNODION Y CYFARFOD A GYNHALIWIYD O BELL DROS MICROSOFT TEAMS AR DDYDD MERCHER 24 CHWEFROR AM 10.30AM

PRESENNOL:

Y Cynghorwr P. Marsden (Arweinydd) - Cadeirydd

Y Cynghorwyr:

S. Cook (Gofal Cymdeithasol), N. George (Gwastraff a Diogelwch y Cyhoedd), C. Gordon (Gwasanaethau Corfforaethol), S Morgan, (Economi a Menter), L Phipps (Tai a Lleoedd), J Ridgewell (Yr Amgylchedd ac Isadeiledd), E Stenner, (Perfformiad a Gwasanaethau i Gwsmeriaid) ac R. Whiting (Dysgu a Chyflawniad).

Ynghyd â:

C Harrhy (Prif Weithredwr), R. Edmunds (Cyfarwyddwr Corfforaethol - Addysg a Gwasanaethau Corfforaethol), D Street (Cyfarwyddwr Corfforaethol - Gwasanaethau Cymdeithasol a Thai) ac M.S. Williams (Cyfarwyddwr Corfforaethol Dros Dro - Cymunedau)

Hefyd yn bresennol:

L. Donovan (Pennaeth Gwasanaethau Pobl), C. Forbes-Thompson (Rheolwr Craffu), S. Harris (Pennaeth Gwasanaethau Cyllid a'r Swyddog Adran 151), S.Richards (Pennaeth Cynllunio Addysg a Strategaeth), S. Pugh (Rheolwr Cyfathrebu), R Tranter (Pennaeth Gwasanaethau Cyfreithiol a Swyddog Monitro), M. Harris (Swyddog Cymorth Gwasanaethau Pwyllgor/Gyrrwr) a C. Evans (Swyddog Gwasanaethau Pwyllgor).

Y Cynghorwyr C. Mann, T. Parry, J. Pritchard, ac A. Whitcombe.

## TREFNIADAU RECORDIO A PHLEIDLEISIO

Atgoffodd yr Arweinydd y rhai a oedd yn bresennol fod y cyfarfod yn cael ei ffilmio ond na fyddai'n cael ei ffrydio'n fyw, ond byddai recordiad ar gael yn dilyn y cyfarfod drwy wefan y Cyngor – [Cliciwch yma i'w weld](#). Dywedodd y byddai penderfyniadau'n cael eu gwneud drwy Microsoft Forms.

### 1. YMDDIHEURIADAU AM ABSENOLDEB

Ni chafwyd unrhyw ymddiheuriadau am absenoldeb ond ni ymunodd C. Harrhy (Prif Weithredwr) â'r cyfarfod hyd nes i eitem 7 gael ei thrafod, oherwydd ymrwymiad i gyfarfod blaenorol.

### 2. DATGANIADAU O DDIDDORDEB

Datganodd M.S. Williams (Cyfarwyddwr Corfforaethol Dros Dro - Cymunedau) ddiddordeb personol yn eitem 5 o'r agenda - [Trosglwyddo Gwyliau Blynyddol 2020](#) am ei fod am

drosglwyddo gwyliau blynyddol (a oedd wedi'i drafod gyda'r Prif Weithredwr) a gadawodd y cyfarfod yn ystod yr ystyriaeth.

### 3. CABINET - 10 IONAWR 2021

PENDERFYNWYD bod y cofnodion y cyfarfod a gynhaliwyd ar y 10 Ionawr yn cael eu cymeradwyo fel cofnod cywir.

### 4. BLAENRAGLEN WAITH Y CABINET – I'W NODI

Darparwyd Blaenraglen Waith y Cabinet i'r Cabinet, a oedd yn manylu ar yr adroddiadau a oedd ar yr amserlen rhwng 24 Chwefror 2021 a 24 Mawrth 2021. Atgoffwyd yr Aelodau mai dogfen weithredol yw Blaenraglen Waith y Cabinet ac felly'n gallu newid.

Yn dilyn ystyriaeth a thrafodaeth, fe'i cynigiwyd ac eiliwyd bod y Blaenraglen Waith yn cael ei nodi. Drwy ddangos dwylo cytunwyd hyn yn unfrydol.

PENDERFYNWYD y dylid nodi Blaenraglen Waith y Cabinet..

### 5. TROSGLWYDDO GWYLIAU BLYNYDDOL 2020

Roedd yr adroddiad yn chwilio am benderfyniad Cabinet o ran gweddillau gwyliau blynyddol

Nodwyd bod Polisi Gwyliau Blynyddol y Cyngor yn datgan:

*3. Dylid cymryd hawl gwyliau blynyddol gweithiwr yn y flwyddyn wyliau lle chafodd ei chasglu. Gall gweithwyr trosglwyddo i fyny at bum diwrnod o wyliau blynyddol i'r flwyddyn wyliau ddilynol gyda chymeradwyaeth ymlaen llaw gan eu rheolwr. Dylai'r gwyliau sy'n cael eu trosglwyddo gael eu defnyddio cyn gynted â phosibl yn y flwyddyn wyliau newydd.*

Nododd y Cabinet bod y pandemig wedi effeithio ar argaeledd staff mewn rhai gwasanaethau, gan arwain at staff yn cytuno i weithio trwy gyfnodau o wyliau oedd wedi eu cynllunio ac felly yn dangos gweddillau dros y 5 diwrnod ar ddiwedd y flwyddyn wyliau.

Gofynnwyd i'r Cabinet gydnabod ymroddiad y staff gyda'r gweddillau gormodol hyn, gan y byddai anawsterau wedi bod wrth ddarparu gwasanaethau os byddai'r gwyliau wedi eu cymryd. Byddai'n edrych yn afresymol ac annheg i'w cosbi yn y math amgylchiadau trwy golli unrhyw falans dros y 5 diwrnod caniatol.

Diolchodd y Cabinet i'r Swyddog ac Aelod Cabinet am yr adroddiad a chafwyd trafodaeth.

Gofynnodd aelod o'r Cabinet, wrth nodi ymdrechion y staff i gynnal y gwasanaeth a ddarperir, am fwy o wybodaeth am yr ymgynghoriad gyda'r staff. Esboniodd swyddogion bod yr ymgynghoriad wedi ei gynnal gyda Chyfarwyddwyr a Phenaeithiaid Gwasanaeth, a bod pob un ohonynt yn hapus gyda'r argymhellion.

Yn dilyn ystyriaeth a thrafodaeth, cynigiwyd ac eiliwyd i gymeradwyo argymhellion yr adroddiad. Cytunwyd ar hyn yn unfrydol ar y system bleidleisio electronig.

PENDERFYNWYD am y rhesymau a gynhwysir yn Adroddiad y Swyddog:

- i) Y dylid cytuno bod Penaethiaid Gwasanaeth (neu Uwch Reolwr) yn trafod gyda'r staff sydd â gweddillau gwyliau blynyddol dros 5 diwrnod yn eu trosglwyddo, p'un a ydynt yn dymuno i'r absenoldeb blynyddol gormodol gael ei dalu i fyny neu ei ychwanegu at falans eu gwyliau blynyddol ar gyfer 2021.

Ni ddylai Aelodau o'r tîm Arwain a effeithir dderbyn cynnig o daliad. Er eglurder, y tîm Arwain yw'r Tîm Rheoli Corfforaethol a Phenaethiaid Gwasanaeth.

- ii) Y dylid cytuno bod hon yn sefyllfa unwaith ac am byth i fynd i'r afael ag effaith y pandemig ar wasanaethau yn 2020 ac nid yw'n newid i'r Polisi
- iii) Y dylid cytuno pan delir am y gwyliau gormodol dylai'r gost ddod o gyllidebau referniw gwasanaeth craidd

## **6. ADRODDIAD MONITRO CYLLIDEB REFENIW CYFAN-AWDURDOD (Cyfnod 9)**

Cafodd yr adroddiad hwn ei hystyried gan Bwyllgor Polisi a Chraffu Adnoddau ar 23 Chwefror 2021 yn darparu manylion o'r sefyllfa bresennol o ran cyllid wedi ei dderbyn o Lywodraeth Cymru (LIC) mewn perthynas â chostau ychwanegol, ac incwm a gollir o ganlyniad uniongyrchol i'r pandemig Covid-19 cyfredol.

Roedd yr adroddiad yn darparu manylion sefyllfa rhagamcanol cyllideb referniw 2020/21 yn seiliedig ar wybodaeth a oedd ar gael ym mis 9 y flwyddyn ariannol gyfredol. Darparwyd sylwebaeth hefyd trwy gydol yr adroddiad ar yr amrywiadau mwy sylweddol yn erbyn y gyllideb.

Roedd yr adroddiad hefyd yn cynnwys cynigion ar gyfer defnyddio cronfeydd wrth gefn mewn meysydd penodol.

Diolchodd y Cabinet i'r Swyddog ac Aelod Cabinet am yr adroddiad a chafwyd trafodaeth.

Yn dilyn ystyriaeth a thrafodaeth, cynigiwyd ac eiliwyd i gymeradwyo argymhellion yr adroddiad. Cytunwyd ar hyn yn unfrydol ar y system bleidleisio electronig.

PENDERFYNWYD am y rhesymau a gynhwysir yn Adroddiad y Swyddog:

- i) Dylid nodi'r adroddiad;
- ii) Y defnydd arfaethedig o gronfeydd wrth gefn sy'n dod i gyfanswm o £648k yn cael ei gynorthwyo fel y manylir yn Adran 5.3 o'r adroddiad.

## **7. FFRAMWAITH LLES A LLUNIO LLEOEDD CAERFFILI**

Oherwydd ymrwymadau cyfarfod blaenorol, ymunodd y Prif Weithredwr, C. Harrhy, â'r cyfarfod i ystyried yr eitem hon.

Cyflwynodd yr Arweinydd yr adroddiad, a oedd wedi cael ei hystyried gan y Cyd-bwyllgor Craffu ar 22 Chwefror 2021 a darparu diweddariad ar rai o'r buddsoddiadau cyfalaf sylweddol a wnaethpwyd yn y blynyddoedd diweddar ar draws amcanion lles y Cyngor ac wedi cynnig cyfres o brosiectau a fydd yn ffurfio sylfaen i Fframwaith Lles a Llunio Lleoedd y Fwrdeistref Sirol gyfan.

Nododd yr adroddiad fecanwaith ymgysylltu â'r gymuned arfaethedig sy'n galluogi i rhanddeiliaid allweddol gael cyfle i lunio a mireinio'r Fframwaith Lles a Llunio Lleoedd yn y dyfodol.

Nodwyd bod y Cyngor wedi bod yn datblygu Fframwaith Lles a Llunio Lleoedd ers gwanwyn 2020. Mae'r Fframwaith wedi ei adeiladu ar amrywiaeth eang o fuddsoddiadau cyfalaf ar draws y Fwrdeistref Sirol yn ystod y blynyddoedd diwethaf ac wedi ei ddatblygu i ystyried:

- Rhaglenni buddsoddi aml-flwyddyn hir-sefydlog presennol;
- Cyfleoedd cyllido a buddsoddi presennol ac sy'n dod i'r amlwg;
- Blaenoriaethau ac amcanion y Cynllun Corfforaethol;
- Angen sydd eisoes wedi'i nodi;
- Cyfleoedd prosiect cydweithredol;
- Cyfleoedd Masnachol sy'n dod i'r amlwg;
- Fframwaith Adfer Strategol y Cyngor;

Mae drafft Fframwaith Lles a Llunio Lleoedd fel y nodir yn adran 5.8 yn cynnwys rhestr o fuddsoddiadau posibl ar draws Caerffili gwerth dros £231 miliwn sy'n cyd-fynd yn benodol â'r Cyngor a'i Amcanion Lles mabwysiedig.

Nodwyd bod y fframwaith fuddsoddi hwn yn darparu cyfle i adeiladu, atgyweirio ac adnewyddu seilwaith allweddol ac asesiadau ar draws hyd a lled Bwrdeistref Sirol Caerffili, ynghyd â hyrwyddo'n benodol y nodau a'r cyfeiriad polisi a osodwyd yn flaenorol o fewn strategaethau fel Cynllun Corfforaethol y Cyngor, y Strategaeth Chwaraeon a Hamdden Egniol (SARS), Strategaeth Adfywio'r Cyngor "Sail i Lwyddiant 2018-2023" yn ogystal â'r cynigion cyffrous o fewn y Rhaglen Band B Ysgolion y 21<sup>ain</sup> Ganrif.

Mae'r cynnig fframwaith hwn o'r pwys mwyaf ar hyn o bryd, gan ei fod yn cynnig elfen bwysig o gynllun adfer COVID-19 y Cyngor, sy'n bwriadu cefnogi cymunedau wrth iddyn nhw ddechrau dod allan o'r pandemig COVID-19. Mae buddsoddiadau hir dymor mewn seilwaith fel yr hyn sy'n cael ei awgrymu o fewn y Fframwaith hwn, yn cynnig potensial i ail-gydbwysu'r economi leol, gwella cynhyrchiant a chreu swyddi a chyfleoedd ledled Caerffili, sydd o bwysigrwydd mawr tra bod cefnogaeth yn cael ei ddarparu i gymunedau i ailadeiladu dyfodol cynaliadwy a gwydn ar ôl COVID-19. Mae'r cyfle'n bodoli i weithio gyda'n gilydd i greu Caerffili gwell a mwy llewyrchus i bawb, gan ymgorffori cyd-gymuned "Tîm Caerffili" a'r model arweinyddiaeth ddinesig o gyflawni.

Nodwyd bod angen i'r prosiectau a'r syniadau o fewn y Fframwaith gael eu datblygu i fod yn gynigion a fydd yn cael eu llunio trwy ymgysylltu a chraffu cymunedol cyn penderfynu gweithredu.

Mewn llawer o achosion, bydd y buddsoddiad i gefnogi'r prosiectau hyn yn gyfuniad o gyfalaf mewnol a grant allanol, gyda'r olaf hefyd yn destun prosesau cymeradwyo allanol perthnasol.

Mae'r rhaglen ymgysylltu barhaus a ddisgrifir yn adran 5.9 o'r adroddiad wedi ei dylunio yn benodol i sicrhau bod y Fframwaith yn cael ei fireinio'n barhaus dros y blynyddoedd i ddod â chyfleoedd ar gyfer cynigion Lles a Llunio Lleoedd y dyfodol i gael eu hychwanegu a'u hystyried wrth iddynt ddod i'r amlwg.

Cafodd y Rheolwr Craffu ei wahodd i'r cyfarfod a darparodd drosolwg manwl o'r sylwadau ac atebion a gafodd eu gwneud yn y Cyd-bwyllgor Craffu ar 22 Chwefror. Nodwyd bod dadl hir yn ystod y cyfarfod a bod pryderon wedi cael eu codi ynghylch rhai o gynigion y prosiect o fewn yr adroddiad, fodd bynnag cefnogodd y Pwyllgor Craffu'r argymhellion yn yr adroddiad yn unfrydol.

Diolchodd y Cabinet yr Arweinydd a'r Swyddogion am yr adroddiad a chafwyd trafodaeth.

Trafododd y Cabinet yr adroddiad yn estynedig a chroesawodd y buddsoddiadau mewn meysydd allweddol fel Addysg ac Ysgolion yr 21<sup>ain</sup> Ganrif, ynghyd â Gofal Cymdeithasol fel darpariaeth seibiant. Roedd pob Aelod o'r Cabinet yn falch o gefnogi'r adroddiad a chynigion uchelgeisiol y prosiect o dan eu portffolios. Roedd pwyslais ar fuddiannau economaidd, cymdeithasol ac amgylcheddol fel cynyddu cyfleoedd swyddi a phrentisiaethau, prosiectau lleihau carbon a phrosiectau yn seiliedig ar y gymuned sy'n annog ymgysylltu â'r gymuned sydd i gyd yn darparu buddiannau ariannol i'r Awdurdod Lleol, fel y manylir yn yr adroddiad.

Yn dilyn ystyriaeth a thrafodaeth, cynigiwyd ac eiliwyd i gymeradwyo argymhellion yr adroddiad. Cytunwyd ar hyn yn unfrydol ar y system bleidleisio electronig.

PENDERFYNWYD am y rhesymau a gynhwysir yn Adroddiad y Swyddog:

- i) Ystyried y safbwyntiau a'r argymhellion a wnaethpwyd yn yr holl Bwyllgorau Craffu ar 22 Chwefror 2021.
- ii) Nodi buddsoddiadau Lles a Llunio Lleoedd, gwerth dros £153 miliwn sydd wedi eu hymgymryd rhwng 2017 a 2020 fel y'i nodwyd yn adran 5.6 yr adroddiad;
- iii) Nodi buddsoddiadau Lles a Llunio Lleoedd sydd wedi eu cymeradwyo sydd gwerth dros £129 miliwn, fel y'i nodwyd yn adran 5.7 yr adroddiad;
- iv) Y dylid cytuno bod y prosiectau sydd wedi eu nodi yn adran 5.8 sydd gwerth dros £231 miliwn yn ffurfio Fframwaith Lles a Llunio Lleoedd cychwynnol y Cyngor o 2021 ymlaen, gan greu map ffordd cynaliadwy a chydnerth i'n dod allan o'r pandemig COVID-19 yn gryfach;
- v) Y dylid cytuno y gellir datblygu'r prosiectau a nodwyd yn adran 5.8 yn achosion busnes i'w ystyried;
- vi) Y dylid cydnabod bod angen i bob cynnig fynd drwy'r prosesau ymgynghori, craffu, cymeradwyo cyllid a phenderfynu perthnasol cyn eu gweithredu;
- vii) Y dylid cytuno ar y mecanweithiau arfaethedig ar gyfer ymgysylltu â'r gymuned fel y'u nodir yn adran 5.9 yr adroddiad;
- viii) Nodi cymeradwyaethau cyllido gwerth cyfanswm o £28.591 miliwn sydd eisoes wedi'u cadarnhau ar gyfer Fframwaith Llunio Lleoedd fel y nodwyd yn Adran 10 yr adroddiad;
- ix) Cymeradwyo argymhelliad bod cyllid gwerth £1.640 miliwn sydd wedi'i ddal yng nghyllideb Cyfraniad Refeniw Cyllid Amrywiol at Wariant Cyfalaf (RCCO) 2020/21 hefyd cael ei glustnodi i'r Fframwaith Llunio Lleoedd, a fyddai'n cynyddu cyfanswm y cyllid sydd ar gael i £30.231 miliwn.
- x) Y dylid cytuno bod cyd-gyfarfod o'r holl Bwyllgorau Craffu yn cael eu cynnal ddwywaith y flwyddyn i ystyried cynnydd y Fframwaith Lles a Llunio Lleoedd.
- xi) Cytuno i gael adroddiad ar wahân ar y Gronfa Grymuso Gymunedol a fydd yn nodi'r mecanweithiau lle all Aelodau Etholedig, ynghyd â'u cymunedau, ddatblygu syniadau prosiect i'w ystyried o fewn y Fframwaith.

Daeth y cyfarfod i ben am 11.11am

Wedi ei gymeradwyo a'i lofnodi fel cofnod cywir yn amodol ar unrhyw gywiriadau a wnaed yn y cyfarfod a gynhaliwyd ar 24 Mawrth 2021.

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CADEIRYDD

Gadewir y dudalen hon yn wag yn fwriadol

# Eitem Ar Yr Agenda 5

Dyddiad y Cabinet	Teitl	Materion Allweddol	Awdur	Aelod y Cabinet
24/03/2021 10:30	Fferm Wynt Pen March - Cyfle i'r Cyngor Buddsoddi	Mae'r Cyngor wedi cael cyfle i gymryd diddordeb masnachol mewn prosiect fferm wynt sy'n cael ei ddatblygu gan RWE Renewables ar dir i'r gogledd o Rymni. Er mwyn i RWE archwilio opsiynau partneriaeth yn fanylach, maen nhw am i'r Cyngor ymrwymo i Femorandwm Cydddealltwriaeth nad yw'n gyfreithiol rwymol.	Dallimore, Allan; Kyte, Rhian;	Y Cyngorydd Morgan, Sean;
24/03/2021 10:30	Papur Gwyn ar Ail-gydbwyso Gofal a Chymorth	Rhannu cynnig Papur Gwyn Llywodraeth Cymru ar Ail-gydbwyso Gofal a Chymorth a cheisio barn Aelodau mewn perthynas ag ymateb i'r ymgynghoriad	Street, Dave;	Y Cyngorydd Cook, Shayne;
24/03/2021 10:30	Adroddiad Cydraddoldeb Blynyddol 2019/20	Ceisio cymeradwyaeth y Cabinet o ran yr Adroddiad Cydraddoldeb Blynyddol 2019/20 statudol sy'n darparu diweddariad ar y cynnydd a wnaed yn ystod y flwyddyn ariannol 2019/20 yn erbyn y targedau yng Nghynllun Strategol Cydraddoldeb 2016-2020 y Cyngor.	Cullinane, Anwen; Peters, Kathryn; Richards, Sue;	Y Cyngorydd Stenner, Eluned;
24/03/2021 10:30	Taliadau Meysydd Parcio	Diweddarau'r Cabinet ar y safbwynt diweddaraf o ran yr effaith economaidd ar ganol trefi a achosir gan bandemig y coronafeirws ac argymell cymorth i'r economi lleol a pharcio am ddim pellach.	Williams, Mark S;	Y Cyngorydd Ridgewell, John;
24/03/2021 10:30	Ness Tar - Cytundeb Benthyciad Llywodraeth Cymru	Ystyried gofynion benthyciad LIC	Kyte, Rhian; Williams, Mark S;	Y Cyngorydd Morgan, Sean;
24/03/2021 10:30	Cynllun Rhyddhad Ardrethi Manwerthu, Hamdden a Lletygarwch 2021/2022 Llywodraeth	Cabinet i gymeradwyo'r Cynllun Rhyddhad Ardrethi Manwerthu, Hamdden a Lletygarwch ar gyfer 2021/2022 yn unig	Harris, Stephen R;	Y Cyngorydd Stenner, Eluned;

	Cymru			
24/03/2021 10:45	Adolygiad o'r Polisi Cwynion Corfforaethol a Pholisi Ymddygiad Annerbyniol	Adolygu a chymeradwyo'r Polisi Pryderon a Chwynion newydd sydd wedi'i seilio ar ddogfen enghreifftiol a gyhoeddwyd gan yr Ombwdsmon ynghyd ag adolygu'r Polisi presennol ar gyfer delio â gweithredoedd Annerbyniol, Parhaus ac Afresymol gan Achwynwyr.	Lane, Lisa;	Y Cynghorydd Stenner, Eluned;
07/04/2021 10:30	Gweithio Hyblyg – Adroddiad Diweddarau	Cabinet i ystyried cynigion ar gyfer camau nesaf ffrydiau gwaith yr Adolygiad Corfforaethol Gweithio Hyblyg	Lloyd, Marcus; Edmunds, Richard (Ed);	Y Cynghorydd Gordon, Colin J;
07/04/2021 10:30	Band B y Rhaglen Ysgolion ac Addysg ar gyfer yr 21ain Ganrif - Adroddiad Gwrthwynebu Statudol ar gyfer Ysgol Gymraeg Cwm Gwyddon	Ystyried canlyniad y broses Ymgynghori Statudol a'r argymhellion o ran y cynnig i adleoli ac ehangu ar YGG Cwm Gwyddon	West, Andrea;	Y Cynghorydd Whiting, Ross;
07/04/2021 10:30	Band B y Rhaglen Ysgolion ac Addysg ar gyfer yr 21ain Ganrif - Adroddiad Gwrthwynebu Statudol ar gyfer Ysgol a Chanolfan Adnoddau Cae'r Drindod	Ystyried canlyniad y broses Ymgynghori Statudol a'r argymhellion o ran yr ehangiad arfaethedig i Ysgol a Chanolfan Adnoddau Cae'r Drindod	West, Andrea;	Y Cynghorydd Whiting, Ross;
07/04/2021 10:30	Adolygiad o Wasanaethau Gwastraff - Trefniadau Rheoli Contractau	Ystyried cynigion i gryfhau trefniadau rheoli contractau o fewn Gwasanaethau Gwastraff	Harris, Stephen R;	Y Cynghorydd Ridgewell, John;
07/04/2021 10:30	Band B y Rhaglen Ysgolion a Cholegau ar gyfer yr 21ain Ganrif - Cynnig	Ceisio barn aelodau ar y cam nesaf o brosiectau Band B yr Ysgolion ar gyfer yr 21ain Ganrif er mwyn symud ymlaen i gyflwyno Achos Busnes i	West, Andrea;	Y Cynghorydd Whiting, Ross;



	Cam 2 ar gyfer Ysgol Gynradd Plasyfelin	Lywodraeth Cymru.		
07/04/2021 10:30	Band B y Rhaglen Ysgolion ac Addysg ar gyfer yr 21ain Ganrif - Cam 2 Ysgol Iau Llancaeach ac Ysgol Fabanod Llanfabon	Ceisio barn aelodau ar y cam nesaf o brosiectau Band B yr Ysgolion ar gyfer yr 21ain Ganrif er mwyn symud ymlaen i gyflwyno Achos Busnes i Lywodraeth Cymru.	West, Andrea;	Y Cynghorydd Whiting, Ross;
07/04/2021 10:30	Band B y Rhaglen Ysgolion ac Addysg ar gyfer yr 21ain Ganrif - Cynnig Cam 2 ar gyfer Canolfan ar gyfer Dysgwyr Agored i Niwed	Ceisio barn aelodau ar y cam nesaf o brosiectau Band B yr Ysgolion ar gyfer yr 21ain Ganrif er mwyn symud ymlaen i gyflwyno Achos Busnes i Lywodraeth Cymru.	West, Andrea;	Y Cynghorydd Whiting, Ross;
07/04/2021 10:30	Adolygiad Fflyd - Diweddariad	Diweddaru'r Cabinet ar gynnydd yr adolygiad gwasanaeth o fflyd y Cyngor hyd yn hyn.	Cooke, Paul; Richards, Sue;	Y Cynghorydd Ridgewell, John;
21/04/2021 10:30	Cynllun Busnes y Gwasanaeth Cyflawni Addysg 2021-22	Rhaid i'r Gwasanaeth Cyflawni Addysg gyflwyno Cynllun Busnes rhanbarthol blynyddol cyffredinol ar sail flynyddol. Mae'r adroddiad hwn yn gofyn i aelodau ystyried cynnwys llawn Cynllun Busnes drafft y Gwasanaeth Cyflawni Addysg fel rhan o'r broses ymgynghori ranbarthol.	Cole, Keri;	Y Cynghorydd Whiting, Ross;
21/04/2021 10:30	Rhaglen Trawsnewid Tîm Caerffili - Diweddariad 6 mis	Rhoi diweddariad i aelodau ar gynnydd yn erbyn Strategaeth Trawsnewid Tîm Caerffili	Richards, Sue;	Y Cynghorydd Stenner, Eluned;
21/04/2021 10:30	Asesiad Perfformiad Corfforaethol - Chwarter 1/Chwarter 2	Rhoi diweddariad perfformiad lefel uchel i'r Cabinet o'r Cyngor (o Ebrill - Medi 2020) yn seiliedig ar yr wybodaeth gan Asesiadau Perfformiad y Gyfadrn am yr un cyfnod.	Roberts, Ros; Richards, Sue;	Y Cynghorydd Stenner, Eluned;

21/04/2021 10:30	Diweddariad ar Brosiect y Bwrdd Adfywio	Argymhell dyrannu Cronfa Datblygu Prosiect y Bwrdd Adfywio, gwerth hyd at £107 mil, tuag at brosiect a gymeradwywyd ac a werthuswyd yn ddiweddar a nodi dyraniad Cyllid Trwydded i Arloesi ar gyfer Coffi Vista, Caerffili. Ystyried dyrannu cyllid ychwanegol ar gyfer Prosiect y Bwrdd Adfywio	Kyte, Rhian;	Y Cynghorydd Morgan, Sean;
21/04/2021 10:30	Ffordd Coedwig Cwmcarn	Ystyried dull cydweithredol arfaethedig gyda Chyfoeth Naturiol Cymru i alluogi ailagor y Ffordd Coedwig	Hudson, Paul; Kyte, Rhian;	Y Cynghorydd Morgan, Sean;



## CABINET – 24TH MARCH 2021

### PUBLIC INTEREST TEST – EXEMPTION FROM DISCLOSURE OF DOCUMENTS PARAGRAPH 14 SCHEDULE 12A LOCAL GOVERNMENT ACT 1972

**SUBJECT:** WELSH GOVERNMENT STRATEGIC SITES PROGRAMME –  
OPPORTUNITIES FOR NESS TAR, CAERPHILLY

**REPORT BY:** HEAD OF LEGAL SERVICES AND MONITORING OFFICER

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I have considered grounds for exemption of information contained in the report referred to above and make the following recommendations to the Proper Officer: -

#### EXEMPTIONS APPLYING TO THE REPORT:

Paragraph 14 - Information relating to the financial or business affairs of any particular person.

#### FACTORS IN FAVOUR OF DISCLOSURE:

There is a public interest in regeneration proposals within the Caerphilly basin.

#### PREJUDICE WHICH WOULD RESULT IF THE INFORMATION WERE DISCLOSED:

The report contains information relating to the financial or business affairs of particular persons.

#### MY VIEW ON THE PUBLIC INTEREST TEST IS AS FOLLOWS:

That paragraph 14 should apply. I am mindful of the need to ensure the transparency and accountability of public authorities for decisions taken. However, disclosure of the information contained in the report could prejudice the individuals.

On that basis I feel that the public interest in maintaining the exemption outweighs the public interest in disclosing the information at this stage. Members are asked to consider these factors when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.

#### RECOMMENDED DECISION ON EXEMPTION FROM DISCLOSURE:

On the basis set out above I feel that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, and that the report should be exempt.

Signed: 

Dated: 18th March 2021

Post: HEAD OF LEGAL SERVICES & MONITORING OFFICER

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I accept/~~do not~~ the recommendation made above.

Signed: 

Proper Officer

Date: 18th March 2021

Gadewir y dudalen hon yn wag yn fwriadol

# Eitem Ar Yr Agenda 7

By virtue of paragraph(s) 12, 14 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

Gadewir y dudalen hon yn wag yn fwriadol

By virtue of paragraph(s) 12, 14 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

Gadewir y dudalen hon yn wag yn fwriadol



By virtue of paragraph(s) 12, 14 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

Gadewir y dudalen hon yn wag yn fwriadol



## CABINET – 24TH MARCH 2021

**SUBJECT: WELSH GOVERNMENT RETAIL, LEISURE & HOSPITALITY RATE RELIEF SCHEME 2021/2022**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES**

### 1. PURPOSE OF REPORT

- 1.1 The Welsh Government (WG) has announced a new temporary business rate relief scheme, the 'Retail, Leisure and Hospitality Rate Relief Scheme' for the financial year 2021/22 only.
- 1.2 Relief granted by the Authority under this new scheme is to be reimbursed by WG by way of a specific cash-limited grant but, before any relief is awarded, the Authority must consider and adopt the new scheme.
- 1.3 This report recommends that the Council endorses the new relief scheme in accordance with the WG guidance set out in Appendix 1.

### 2. SUMMARY

- 2.1 The report provides details of the new 'Retail, Leisure and Hospitality Rate Relief Scheme' offered by WG for 2021/22 only.
- 2.2 Adoption of the new scheme as set out at Appendix 1 is obligatory because WG has prescribed the details for the scheme. The Authority must formally adopt the new scheme set out in the guidance at Appendix 1 in order to obtain the WG grant funding.

### 3. RECOMMENDATIONS

- 3.1 Cabinet is asked to:
  - 3.1.1 Endorse the 'Retail, Leisure and Hospitality Rate Relief Scheme 2021-22' (the 2021/22 Scheme), in accordance with the guidance set out at Appendix 1 and the provisions of section 47(1) (a) and section 47(3) of the Local Government Finance Act 1988.
  - 3.1.2 Note that the Head of Financial Services & S151 Officer will use delegated powers to award the relief.
  - 3.1.3 Support the proposal set out in paragraph 5.6 that in order to maximise take-up by ratepayers and minimise administration costs for the Authority, the rate relief will be applied directly to eligible ratepayers' bills based on records already held by the Council's Business Rates Team.
  - 3.1.4 Note that Officers of the Authority will make the business community aware of the 2021/22 Scheme through its usual channels, including its website and social media. In addition, Cabinet is asked to agree that where a business is not granted relief through the process set out in

paragraph 5.6, they will be asked to submit an email explaining how they satisfy the scheme criteria to enable the Business Rates Team to determine their eligibility or otherwise.

#### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To ensure that the Authority complies with the grant conditions in order to obtain and fully utilise the grant funding in respect of any rate relief awarded under the WG Scheme as detailed in the guidance set out at Appendix 1.

#### **5. THE REPORT**

- 5.1 WG has announced the 'Retail, Leisure and Hospitality Rate Relief Scheme 2021/22' (the 2021/22 Scheme). It is intended that the relief under the 2021/22 Scheme will be made available subject to the Authority adopting the new Scheme as set out in the guidance at Appendix 1 and accepting the grant offer.
- 5.2 Appendix 1 of this report is a guidance document issued by WG which in effect prescribes the detailed criteria and conditions for the 2021/22 Scheme. The 2021/22 Scheme is aimed at businesses in Wales in the retail, leisure and hospitality sectors, for example shops, pubs and restaurants, gyms, performance venues and hotels.
- 5.3 The 2021/22 Scheme aims to provide support for eligible occupied properties by offering a discount of 100% on the non-domestic rates bill for a property, to all eligible premises. The scheme will apply to all eligible ratepayers with a rateable value of £500,000 or less.
- 5.4 As this is a temporary measure for 2021/22 only, WG will provide the relief by reimbursing local authorities that use their discretionary relief powers under section 47 of the Local Government Finance Act 1988. It will be for individual local authorities to adopt a scheme and decide in each individual case when to grant relief under section 47.
- 5.5 WG will reimburse local authorities for the relief that is provided in line with the WG guidance via a grant under section 31 of the Local Government Act 2003 and section 58A of the Government of Wales Act 2006. WG has estimated the grant for Caerphilly CBC to be £8.9m and it is anticipated that the full cost of the scheme can be met through this allocation.
- 5.6 In order to qualify for this rate relief, the guidance states that it will be for local authorities to determine how they wish to administer the scheme. In order to maximise take-up by ratepayers and minimise administration costs for the Authority, it is proposed that rate relief is applied directly to eligible ratepayers' bills based on records already held by the Council's Business Rates Team.
- 5.7 Alongside this proposed approach, Officers will make the business community aware of the 2021/22 Scheme through its usual channels, including its website and social media. In addition, where a business is not granted relief through the process set out in paragraph 5.6, they will be asked to submit an email explaining how they satisfy the scheme criteria to enable the Business Rates Team to determine their eligibility or otherwise.
- 5.8 Full details of the Scheme, including the qualifying criteria, are included in the guidance set out at Appendix 1.

#### **Conclusion**

- 5.9 The report provides details of a new rate relief scheme offered by WG and attaches at Appendix 1 details of the new scheme. Adoption of the new scheme as set out at Appendix 1 is obligatory because WG has prescribed the details for the scheme.

- 5.10 The Authority must formally adopt the new scheme set out in the guidance at Appendix 1 in order to obtain the WG grant funding. In order to implement the new scheme, Cabinet is asked to endorse the recommendations set out in paragraphs 3.1.1 to 3.1.4 of this report.

## **6. ASSUMPTIONS**

- 6.1 It is assumed that the recommendations in the report will maximise the use of the grant funding in terms of the amount of rate relief awarded, whilst minimising the staff/administrative costs incurred in awarding the rate relief.

## **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The adoption of the 2021/22 Scheme will support eligible businesses by reducing the amount of business rates payable which in turn may help create employment opportunities and increase entrepreneurial activities which is a key theme of 'A Foundation for Success 2018-2023' – Regeneration Strategy.

## **8. WELL-BEING OF FUTURE GENERATIONS**

- 8.1 Effective financial management is a key element in ensuring that the Well-being Goals in the Well-being of Future Generations Act (Wales) 2015 are met.
- A prosperous Wales – maximising the take-up of this WG business rate relief scheme will minimise the amount of rates payable by eligible businesses which helps them to continue trading.
  - Long Term – It is hoped that eligible local businesses will be able to continue trading which will enable future generations to benefit in the long-term from a diverse range of businesses, which should also improve the economic, social, environmental and cultural well-being of residents.

## **9. EQUALITIES IMPLICATIONS**

- 9.1 An Equality Impact Assessment (EIA) screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance. No potential for unlawful discrimination and/or low level or minor negative impact has been identified; therefore a full EIA has not been carried out.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no direct financial implications as the Authority will be reimbursed by WG for any relief granted, provided it can evidence that the expenditure falls within the terms of the 'Retail, Leisure and Hospitality Rate Relief 2021/22' grant offer.
- 10.2 Based on an initial WG assessment of qualifying businesses for the 'Retail, Leisure and Hospitality Rate Relief Scheme 2021/22', the funding available to Caerphilly CBC is £8.9m. It is anticipated that the full cost of the scheme can be met through this allocation.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 There are none in respect of this report.

## 12. CONSULTATIONS

12.1 There are no consultation responses that have not been reflected in this report.

## 13. STATUTORY POWER

13.1 Local Government Finance Act 1988, Government of Wales Act 2006 and Local Government Act 1972, 2000 and 2003. The decision as to whether to adopt the WG 'Retail, Leisure and Hospitality Rate Relief Scheme 2021/22' may be taken by Cabinet. The Head of Financial Services & S151 Officer will use delegated powers to award the relief.

## 14. URGENCY (CABINET ITEMS ONLY)

14.1 Due to the requirement for Cabinet to endorse the 'Retail, Leisure and Hospitality Rate Relief Scheme 2021-22' prior to the production and posting of the new year annual rate demand notices in late March 2021, this decision cannot be subject to call in procedures. The Mayor has been consulted on this matter and has agreed that the decision proposed is reasonable in all the circumstances and that it can be treated as a matter of urgency.

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Cllr Eluned Stenner, Cabinet Member for Finance, Performance & Customer Service  
(Email: [stenne@caerphilly.gov.uk](mailto:stenne@caerphilly.gov.uk))

Appendices:

Appendix 1 – Retail, Leisure and Hospitality Rates Relief in Wales 2021-22 – Guidance

# Non-Domestic Rates – Retail, Leisure and Hospitality Rates Relief in Wales – 2021-22

## Guidance

### About this guidance

This guidance is intended to support county and county borough councils ('local authorities') in administering the Retail, Leisure and Hospitality Rates Relief scheme ('the relief'). On 3 March 2021, the Minister for Finance and Trefnydd announced the extension of the relief on a temporary basis for 2021-22. This guidance applies to Wales only.

This guidance sets out the criteria which the Welsh Government will use to determine the funding for local authorities for relief provided to retail, leisure and hospitality properties. The guidance does not replace any existing non-domestic rates legislation or any other relief.

Enquiries about the scheme should be sent to: [localtaxationpolicy@gov.wales](mailto:localtaxationpolicy@gov.wales)

The relief is being offered from 1 April 2021 and will be available until 31 March 2022.

## Introduction

This relief is aimed at businesses and other ratepayers in Wales in the retail, leisure and hospitality sectors, for example shops, pubs and restaurants, gyms, performance venues and hotels.

The Welsh Government will provide grant funding to the 22 local authorities in Wales to provide the Retail, Leisure and Hospitality Rates Relief scheme to eligible ratepayers for 2021-22. The scheme aims to provide support for eligible occupied properties by offering a discount of 100% on the non-domestic rates bill for a property, to all eligible premises. The scheme will apply to all eligible ratepayers with a rateable value of £500,000 or less.

This document provides guidance on the operation and delivery of the scheme.

## Retail, Leisure and Hospitality Rates Relief How will the relief be provided?

As this is a temporary measure, we are providing the relief by reimbursing local authorities that use their discretionary relief powers under section 47 of the Local Government Finance Act 1988. It will be for individual local authorities to adopt a scheme and decide in each individual case when to grant relief under section 47. The Welsh Government will reimburse local authorities for the relief that is provided

in line with this guidance via a grant under section 31 of the Local Government Act 2003 and section 58A of the Government of Wales Act 2006.

## **How will the scheme be administered?**

It will be for local authorities to determine how they wish to administer the scheme to maximise take-up and minimise the administrative burden for ratepayers and for local authority staff.

Local authorities are responsible for providing ratepayers with clear and accessible information on the details and administration of the scheme. If, for any reason, an authority is unable to provide this relief to eligible ratepayers from 1 April 2021, consideration should be given to notifying eligible ratepayers that they qualify for the relief and that their bills will be recalculated.

## **Which properties will benefit from relief?**

Properties that will benefit from this relief will be occupied retail, leisure and hospitality properties – such as shops, pubs and restaurants, gyms, performance venues and hotels across Wales. More detailed eligibility criteria and exceptions to the relief are set out below.

Relief should be granted to each eligible business as a reduction to its rates bill based on occupation between 1 April 2021 and 31 March 2022. It is recognised that there may be some instances where a local authority is retrospectively notified of a change of occupier. In such cases, if it is clear that the ratepayer was in occupation on or after the 1 April 2021, the local authority may use its discretion in awarding relief.

It is intended that, for the purposes of this scheme, retail properties such as, 'shops, restaurants, cafes and drinking establishments' will mean the following (subject to the other criteria in this guidance).

### **Hereditaments that are being used for the sale of goods to visiting members of the public**

- Shops (such as florists, bakers, butchers, grocers, greengrocers, jewellers, stationers, off-licences, newsagents, hardware stores, supermarkets, etc)
- Charity shops
- Opticians
- Pharmacies
- Post offices
- Furnishing shops or display rooms (such as carpet shops, double-glazing, garage doors)
- Car or caravan showrooms
- Second hand car lots
- Markets
- Petrol stations
- Garden centres
- Art galleries (where art is for sale or hire)



**Hereditaments that are being used for the provision of the following services to visiting members of the public**

- Hair and beauty services
- Shoe repairs or key cutting
- Travel agents
- Ticket offices, eg. for theatre
- Dry cleaners
- Launderettes
- PC, TV or domestic appliance repair
- Funeral directors
- Photo processing
- DVD or video rentals
- Tool hire
- Car hire
- Estate and letting agents

**Hereditaments that are being used for the sale of food and / or drink to visiting members of the public**

- Restaurants
- Drive-through or drive-in restaurants
- Takeaways
- Sandwich shops
- Cafés
- Coffee shops
- Pubs
- Bars or Wine Bars

We consider assembly and leisure to mean the following.

**Hereditaments that are being used for the provision of sport, leisure and facilities to visiting members of the public (including for the viewing of such activities) and for the assembly of visiting members of the public**

- Sports grounds and clubs
- Sport and leisure facilities
- Gyms
- Tourist attractions
- Museums and art galleries
- Stately homes and historic houses
- Theatres
- Live Music Venues
- Cinemas
- Nightclubs

**Hereditaments that are being used for the assembly of visiting members of the public**

- Public halls

- Clubhouses, clubs and institutions

We consider hotels, guest & boarding premises and self-catering accommodation to mean the following.

### **Hereditaments where the non-domestic part is being used for the provision of living accommodation as a business**

- Hotels, Guest and Boarding Houses,
- Holiday homes,
- Caravan parks and sites

### **Other considerations**

To qualify for the relief, the hereditament should be wholly or mainly used for the qualifying purposes. In a similar way to other reliefs, this is a test on use rather than occupation. Therefore, hereditaments which are occupied but not wholly or mainly used for the qualifying purpose will not qualify for the relief. For the avoidance of doubt, hereditaments which closed temporarily due to the government's advice on Covid-19 should be treated as occupied for the purposes of this relief.

The above list is not intended to be exhaustive as it would be impossible to list all the many and varied retail, leisure and hospitality uses that exist. There will also be mixed uses. However, it is intended to be a guide for local authorities as to the types of uses that the Welsh Government considers for this purpose to be eligible for relief. Local authorities should determine for themselves whether particular properties not listed are broadly similar in nature to those above and, if so, to consider them eligible for the relief. Conversely, properties that are not broadly similar in nature to those listed above should not be eligible for the relief.

As the grant of the relief is discretionary, local authorities may choose not to grant the relief if they consider that appropriate, for example where granting the relief would go against the local authority's wider objectives for the local area.

Ratepayers may view that they have been able to continue trading at a substantial level during Coronavirus restrictions and as such would be inclined to not accept the relief. Arrangements for opting out of receiving relief should be made with the relevant local authority.

### **Types of hereditaments that are not considered to be eligible for Retail, Leisure and Hospitality Rates Relief**

Any hereditament with a rateable value over £500,000.

The following list sets out the types of uses that the Welsh Government does not consider to be retail, leisure or hospitality use for the purpose of this relief and which would not be deemed eligible for the relief. However, it will be for local authorities to determine if hereditaments are similar in nature to those listed and if they would not be eligible for relief under the scheme.

## **Hereditaments that are being used wholly or mainly for the provision of the following services to visiting members of the public**

- Financial services (eg. banks, building societies, cash points, ATMs, bureaux de change, payday lenders, betting shops, pawnbrokers)
- Medical services (eg. vets, dentists, doctors, osteopaths, chiropractors)
- Professional services (eg. solicitors, accountants, insurance agents, financial advisers, tutors)
- Post Office sorting offices
- Day nurseries
- Kennels and catteries
- Casinos and gambling clubs
- Show homes and marketing suites
- Employment agencies

There are a number of further types of hereditament which the Welsh Government believes should not be eligible for the relief.

## **Hereditaments that are not reasonably accessible to visiting members of the public**

If a hereditament is not usually reasonably accessible to visiting members of the public, it will be ineligible for relief under the scheme even if there is ancillary use of the hereditament that might be considered to fall within the descriptions listed under [Which properties will benefit from relief?](#)

## **Hereditaments that are not occupied**

Properties that are not occupied on 1 April 2021 should be excluded from this relief. However, under the mandatory Empty Property Rates Relief, empty properties will receive a 100% reduction in rates for the first three months (and in certain cases, six months) of being empty.

## **Hereditaments that are owned, rented or managed by a local authority**

Hereditaments owned, rented or managed by a local authority, such as visitor centres, tourist information shops and council-run coffee shops or gift shops attached to historic buildings, are exempt from this scheme.

## **How much relief will be available?**

The total amount of government funded relief available for each property under this scheme for 2021-22 is 100% of the remaining bill, after mandatory reliefs and other discretionary reliefs funded by section 31 grants have been applied, excluding those where local authorities have used their wider discretionary relief powers introduced by the Localism Act 2011 which are not funded by section 31 grants. Retail, Leisure and Hospitality Rates Relief should be applied against the net bill after other reliefs have been applied.

The eligibility for the relief and the relief itself will be assessed and calculated on a daily basis. The following formula should be used to determine the amount of relief to be granted for a particular hereditament in the financial year.

Amount of relief to be granted =  $V$ , where

$V$  is the daily charge for the hereditament for the chargeable day after the application of any mandatory relief and any other discretionary reliefs, excluding those where local authorities have used their discretionary relief powers introduced by the Localism Act 2011 which are not funded by section 31 grants.

This should be calculated ignoring any prior-year adjustments in liabilities which fall to be liable on the day.

Ratepayers who occupy more than one property will be entitled to Retail, Leisure and Hospitality Rates Relief for each of their eligible properties.

Retail, leisure and hospitality properties which are excluded from Small Business Rates Relief due to the multiple occupation rule are eligible for this relief scheme.

## **Changes to existing hereditaments, including change in occupier**

Empty properties becoming occupied after 1 April 2021 will qualify for this relief. If there is a change in occupier part way through the financial year, after relief has already been provided to the hereditament, the new occupier will qualify for the relief if they operate in the retail, leisure or hospitality sectors on a pro-rata basis based on the remaining days of occupation using the formula used in the section titled [How much relief will be available?](#)

The discount should be applied on a day-to-day basis using the formula set out above. A new hereditament created as a result of a split or merger during the financial year, or where there is a change of use, should be considered afresh for the discount on that day.

## **State Aid**

Following the end of the transition period for the United Kingdom leaving the European Union on 31 December 2020, EU State Aid regulations only apply in limited circumstances. As the relief is not funded by EU residual funds, EU State Aid regulations no longer apply for this scheme. As of 1 January 2021, the UK Subsidy Regime came into force. The scheme has been viewed to be outside the scope of any international trade agreements as measures are focused locally within Wales.



## CABINET – 24 MAWRTH 2021

**PWNC: CYNLLUN CYDRADDOLDEB STRATEGOL – ADRODDIAD  
MONITRO A GWELLA BLYNYDDOL 2019-2020**

**ADRODDIAD GAN: Y CYFARWYDDWR CORFFORAETHOL – ADDYSG A  
GWASANAETHAU CORFFORAETHOL**

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### **1. DIBEN YR ADRODDIAD**

- 1.1 Hysbysu'r Cabinet am y cynnydd a wnaed yn ystod y flwyddyn ariannol 2019-2020 yn erbyn targedau yng Nghynllun Cydraddoldeb Strategol 2016-2020 cyfredol y Cyngor, ac i'r Cabinet ei gymeradwyo i'w gyhoeddi ar wefan y Cyngor.

### **2. CRYNODEB**

- 2.1 Mae dyletswydd statudol ar y Cyngor i baratoi adroddiad monitro blynyddol ar faterion sy'n ymwneud â Chydraddoldeb o dan y ddeddfwriaeth gyfredol. Mae'r gofynion yn fanwl iawn o ran pa wybodaeth berthnasol y mae'n rhaid ei chynnwys yn yr adroddiad monitro a gwella blynyddol (a atodir yn llawn fel atodiad).
- 2.2 Felly cyflwynir yr wybodaeth er mwyn sicrhau bod y corff rheoleiddio dan sylw (y Comisiwn Cydraddoldeb a Hawliau Dynol) yn cael tystiolaeth lawn o gydymffurfiaeth y Cyngor â'r dyletswyddau statudol hynny a'i ymrwymiad iddynt.
- 2.3 Rhaid i'r Cynllun Cydraddoldeb Strategol - Adroddiad Monitro a Gwella Blynyddol gael ei gyhoeddi erbyn 31 Mawrth y flwyddyn ganlynol.

### **3. ARGYMHELLION**

- 3.1 I'r Cabinet gymeradwyo'r adroddiad monitro a gwella blynyddol i'w gyhoeddi ar wefan y Cyngor erbyn y 31 Mawrth.

### **4. RHESYMAU DROS YR ARGYMHELLION**

- 4.1 Mae'n ofynnol i'r Cyngor o dan Reoliadau Deddf Cydraddoldeb 2010 (Dyletswyddau Statudol) (Cymru) 2011 baratoi adroddiad monitro blynyddol ar y camau a gymerwyd ganddo i gyflawni dyletswydd cydraddoldeb y sector cyhoeddus a'i Amcanion Cydraddoldeb ei hun.

### **5. YR ADRODDIAD**

- 5.1 O dan Ddyletswydd Cydraddoldeb y Sector Cyhoeddus yng Nghymru, rhaid i adroddiad blynyddol ar y Cynllun Cydraddoldeb Strategol gael ei gyhoeddi o fewn 12 mis ar ôl diwedd y flwyddyn ariannol y mae a wnelo'r adroddiad hwnnw â hi.

5.2 Atodir adroddiad Cynllun Cydraddoldeb Strategol – Adroddiad Monitro a Gwella Blynyddol 2019-2020 i'r adroddiad hwn.

5.3 Fodd bynnag, i grynhoi, dylid nodi'r wybodaeth ganlynol am berfformiad sy'n ymwneud â'r flwyddyn ariannol dan sylw:

- Cafodd wythnos Ymwybyddiaeth Troseddau Casineb ei nodi trwy gefnogi mentrau rhanbarthol yn y gymuned. Yn gorfforaethol mi wnaethom weithio mewn partneriaeth â Dangos y Cerdyn Coch i Hiliaeth a lansio'r Diwrnod Gwisgo Coch a gweithio gyda chlybiau rygbi lleol oedd yn hyrwyddo Wythnos Ymwybyddiaeth Troseddau Casineb yn eu deunydd ategol a thrwy eu sianeli cyfryngau cymdeithasol.
- Cyflenwodd Rhaglen Graidd Cyswllt Ysgolion Cymru 1,046 o wersi gyda 498 ohonynt yn canolbwyntio ar fwlio, amrywiaeth, parch neu ddiffyg parch a gorfodaeth.
- Gwariodd y Rhaglen Gwaith Anabledd, gaiff ei redeg gan y Gwasanaethau Eiddo, £65,000 ar gefnogi gwaith gwella mynediad i bobl anabl.
- Gwnaed gwaith sylweddol i ymgysylltu â nifer fawr o fusnesau lleol sydd â chanran uchel o ddinasyddion yr UE yn eu gweithlu i weithio gyda nhw ynghylch y Cynllun Statws Preswlydd Sefydlog yr Undeb Ewropeaidd. Mae'r gwaith yn parhau trwy weithio'n agos gydag asiantaethau recriwtio i gyrraedd nifer uwch o Wladolion yr UE a chefnogi gwytnwch Brexit lleol.
- Datblygwyd ac ymgynghorwyd â'r Cynllun Cydraddoldeb Strategol 2020-2024. Mabwysiadwyd y Cynllun gan y Cyngor llawn ym mis Hydref 2020.
- Cafodd nifer o ddiwrnodau ymwybyddiaeth eu dathlu neu eu nodi gan gynnwys Wythnos Ymwybyddiaeth Troseddau Casineb, Mis Hanes LHDT, Diwrnod Shwmae, Diwrnod Rhyngwladol Dynion a oedd yn canolbwyntio ar iechyd meddwl, Wythnos Ymwybyddiaeth Dementia, Pride Cymru, Diwrnod Hawliau'r Gymraeg (Mae gen i hawl) a Diwrnod Cofio'r Holocaust.
- Mae gwaith rhyng-genedlaethau rhwng Fforwm 50+ Caerffili ac Ysgol Lewis Pengam yn parhau gyda'r ysgol yn gweithio gyda Chartref Gofal Trafalgar yn Nelson i gynhyrchu barddoniaeth ar gyfer digwyddiad *Barddoniaeth Gyda'n Gilydd*, dan ofal Gyles Brandreth ac a fynychwyd gan Dduges Cernyw.
- Cafwyd rhagor o gynnydd gyda'r gwaith o greu Ffrindiau Dementia gyda 1,395 o bobl ar draws y fwrdeistref sirol bellach yn Ffrindiau Dementia a 10 Hyrwyddwr Dementia ychwanegol wedi'u hyfforddi. Y ffocws y nawr yw cynnwys pobl ifanc a chreu mwy o Ysgolion sy'n Dementia Gyfeillgar a gweithio i wneud Bargod y dref Dementia Gyfeillgar gyntaf.

#### 5.4 **Casgliad**

Mae'r adroddiad yn dangos cynnydd y Cyngor yn ystod y flwyddyn ariannol 2019-2020 yn erbyn targedau yng Nghynllun Cydraddoldeb Strategol cyfredol y Cyngor.

## 6. **RHAGDYBIAETHAU**

6.1 Ni wnaed unrhyw ragdybiaethau wrth baratoi'r adroddiad hwn.

## 7. **CYSYLLTIADAU Â PHOLISIŌU PERTHNASOL Y CYNGOR**

### 7.1 **Cynllun Corfforaethol 2018-2023.**

Mae'r adroddiad hwn yn cyd-fynd ag amcanion canlynol Cynllun Corfforaethol 2018-2023;

Amcan 1 - Gwella cyfleoedd addysg i bawb

Amcan 2 - Galluogi cyflogaeth

Amcan 6 – Cynorthwyo dinasyddion i aros yn annibynnol a gwella eu llesiant

7.2 Ceir hefyd nifer o strategaethau cenedlaethol neu reoliadau gan Lywodraeth Cymru y mae gwaith Cydraddoldeb y Cyngor yn gysylltiedig â nhw;

- **“Ffyniant i Bawb ” a “Cynllun Cyflawni Cenedlaethol Cydlyniant Cymunedol”** - Strategaethau Cydlyniant Cymunedol Llywodraeth Cymru
- **“Mynd i'r Afael â Throseddau a Digwyddiadau Casineb: Fframwaith Gweithredu”** ymrwymiad Llywodraeth Cymru i herio gelyniaeth a rhagfarn, gyda'r nod o ysgogi mwy o arweiniad a gwaith partneriaeth yng Nghymru er mwyn herio troseddau casineb a mynd i'r afael â nhw.
- **“Teithio at Ddyfodol Gwell”** – Fframwaith Gweithredu a Chynllun Cyflawni Llywodraeth Cymru i Sipsiwn a Theithwyr;
- **“Cymraeg 2050: Strategaeth y Gymraeg”** – fframwaith Llywodraeth Cymru i gefnogi ac ehangu'r defnydd o'r Gymraeg, ac agweddau amrywiol ar reoliadau Cynllunio, Trwyddedu ac Adeiladu.

## 8. LLESIANT CENEDLAETHAU'R DYFODOL

8.1 Mae materion sy'n ymwneud â Chydraddoldeb yn themâu trawsbynciol y Nodau Llesiant yn Neddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 ac maent yn effeithio ar holl bolisïau, swyddogaethau a gweithdrefnau'r Cyngor, gan gwmpasu'r rhai sydd wedi'u hanelu at y polisïau cyhoeddus a mewnlol sy'n cwmpasu aelodau o staff y Cyngor. Mae'r adroddiad yn cyfrannu at y Nodau Llesiant canlynol:

- Cymru sy'n fwy cyfartal
- Cymru o gymunedau cydlynus
- Cymru â diwylliant bywiog lle mae'r Gymraeg yn ffynnu
- Hirdymor – Sicrhau bod y Cyngor yn darparu gwasanaethau sy'n cael eu cyflwyno yn unol ag anghenion ei breswylwyr.
- Atal – Mae'r adroddiad yn rhoi tystiolaeth o'r gwaith a wnaed er mwyn sicrhau bod y staff yn cael eu hyfforddi a bod gwasanaethau yn cael eu darparu mewn ffordd gynhwysol nad yw'n gwahaniaethu.
- Integreiddio – Bydd integreiddio Cydraddoldeb a'r Gymraeg â'r polisïau a'r cynlluniau sydd ar waith gan y Cyngor yn sicrhau cysondeb o ran cyflawni amcanion a chyflwyno adroddiadau ar ddyletswyddau ac yn meithrin perthynas gydgyssylltiedig a chryfach rhwng gwasanaethau.
- Cydweithredu – Mae'r adroddiad yn rhoi tystiolaeth o'r gwaith a wnaed drwy gydweithio â nifer o bartneriaid y Cyngor.
- Cynnwys – Mae'n bwysig iawn ein bod yn cynnwys pobl a phartneriaid yn y gwaith a wnawn, fel y bydd y gwaith yn gydgyssylltiedig ac yn gyson ond hefyd fel y gall pobl o gefndiroedd amrywiol ddylanwadu ar newid drwy ddarparu gwasanaethau a rhoi polisïau ar waith.

## 9. GOBLYGIADAU CYDRADDOLDEB

9.1 Cynhaliwyd asesiad llawn ac ymgynghoriad ar Gydraddoldeb mewn perthynas â'r Cynllun Cydraddoldeb Strategol wrth iddo gael ei ddatblygu, felly ni wnaed asesiad llawn o'r adroddiad blynyddol hwn. Mae'r adroddiad ei hun yn asesu'r hyn a gyflawnwyd gan y Cyngor o dan y Cynllun.

## 10. GOBLYGIADAU ARIANNOL

10.1 Nid oes unrhyw oblygiadau ariannol uniongyrchol i'r adroddiad hwn am fod yr adroddiad blynyddol yn cwmpasu gwaith a wnaed eisoes yn y flwyddyn ariannol flaenorol.

## 11. GOBLYGIADAU O RAN PERSONÉL

- 11.1 Nid oes unrhyw oblygiadau o ran personél i'r adroddiad hwn, ond parheir i adolygu hyn wrth i'r gwaith a nodwyd yn y Cynllun Cydraddoldeb Strategol fynd rhagddo.

## 12. YMGYNGHORIADAU

- 12.1 Mae'r adroddiad yn seiliedig ar ddata a gasglwyd ym mhob maes gwasanaeth ar weithredu'r Cynllun Cydraddoldeb Strategol yn ystod 2019-2020.
- 12.2 Anfonwyd yr adroddiad hwn at yr Ymgynghoreion a restrir isod ac mae'r holl sylwadau a gyflwynwyd wedi'u hadlewyrchu yn yr adroddiad hwn.

## 13. PŴER STATUDOL

- 13.1 Rheoliadau Deddf Cydraddoldeb 2010 (Dyletswyddau Statudol) (Cymru) 2011  
Mesur y Gymraeg (Cymru) 2011  
Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015  
Deddf Hawliau Dynol 1998  
Mesur Llywodraeth Leol (Cymru) 2011

Awdur: Anwen Cullinane, Uwch Swyddog Polisi – Cydraddoldeb, y Gymraeg ac Ymgynghori – [cullima@caerffili.gov.uk](mailto:cullima@caerffili.gov.uk)

Ymgynghoreion: Christina Harrhy – Prif Weithredwr  
Richard Edmunds – Cyfarwyddwr Corfforaethol – Addysg a Gwasanaethau Corfforaethol  
Y Cynghorydd Eluned Stenner – Aelod Cabinet dros Perfformiad a Gwasanaethau Cwsmer  
Y Cynghorydd James Pritchard – Cadeirydd Pwyllgor Craffu Polisi ac Adnoddau  
Sue Richards – Pennaeth Cynllunio a Strategaeth Addysg  
Robert Tranter – Pennaeth Gwasanaethau Cyfreithiol a Swyddog Monitro  
Lynne Donovan – Pennaeth Gwasanaethau Pobl  
Keri Cole – Prif Swyddog Addysg  
Mark Williams – Pennaeth Gwasanaethau Eiddo Dros Dro  
Kathryn Peters – Rheolwr Gwella Gwasanaethau a Phartneriaethau  
Ros Roberts – Rheolwr Gwella Busnes  
Christopher Hunt – Cydlynnydd Cydlyniant Cymunedol (Gorllewin Gwent)  
Hayley Lancaster – Uwch Swyddog Cyfathrebu  
Elizabeth Sharma – Swyddog Ymgynghori ac Ymgysylltu  
Louise Saddler – Arbenigwr Gwe  
Nick Rutter – Swyddog Cyfathrebu Digidol  
Siân Wolf-Williams – Swyddog Polisi  
Mark Jennings – Swyddog Strategaeth Dai  
Lisa Rawlings – Swyddog Rhanbarthol Cyfamod y Lluoedd Arfog  
Emma Bush – Seicolegydd Addysgol  
Lyndon Samuel – Cydlynnydd Cyswllt Ysgolion Rhanbarthol, Heddlu Gwent  
Phil Diamond – Rheolwr Gwasanaeth – Bwrdd Partneriaeth Rhanbarthol

Papurau Cefndir:

- Cynllun Cydraddoldeb Strategol 2016-2020
- Amcanion a Chynllun Gweithredu ar gyfer Cydraddoldeb a'r Iaith Gymraeg 2016-2020
- Hysbysiad Cydymffurfio – Adran 44 o Fesur y Gymraeg (Cymru) 2011
- Adroddiad i'r Cabinet ar 18 Ionawr 2017 – Strategaeth y Gymraeg 2017-2022



- Dogfennau Canllaw Amrywiol (Mae'r rhain ar gael yn electronig er gwybodaeth drwy Borthol y Fewnrwyd ac ar wefan y Cyngor yn [www.caerffili.gov.uk/cydraddoldeb](http://www.caerffili.gov.uk/cydraddoldeb))

Atodiadau:

Atodiad 1 Cynllun Cydraddoldeb Strategol – Adroddiad Monitro a Gwella Blynyddol 2019-2020

Gadewir y dudalen hon yn wag yn fwriadol

# Cyngor Bwrdeistref Sirol Caerffili

## Cynllun Cydraddoldeb Strategol

### Adroddiad Monitro a Gwella Blynyddol 2019-2020

Mae'r Cyngor hwn yn cydnabod bod gan bobl anghenion, gofynion a nodau gwahanol, a byddwn yn gweithio yn erbyn pob math o wahaniaethu drwy hyrwyddo cysylltiadau da a chyd-barch o fewn ein cymunedau, ein trigolion, ein haelodau etholedig, y rhai sy'n gwneud cais i ni am swyddi a'n gweithlu a rhyngddynt.

Byddwn hefyd yn gweithio i sicrhau bod gan bawb fynediad cyfartal at ein gwasanaethau, heb ystyried tarddiad ethnig, rhyw, oedran, statws priodasol, cyfeiriadedd rhywiol, anabled, ailbennu rhywedd, credoau crefyddol neu ddiffyg ffydd, y defnydd o'r Gymraeg, iaith arwyddion Prydain neu ieithoedd eraill, cenedligrwydd, cyfrifoldeb am unrhyw ddibynyddion nac unrhyw reswm arall na ellir dangos bod cyfiawnhad drosto.

Cyhoeddwyd 31 Mawrth 2021

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Man gwyrddach



## Cynnwys

Rhagarweiniad .....	Error! Bookmark not defined.
Mynd i'r afael â Thrais a Cham-drin ar sail Hunaniaeth .....	3
Mynd i'r Afael â'r Blwch Cyflog rhwng y Rhywiau .....	Error! Bookmark not defined.
Gwella Mynediad Corfforol.....	12
Gwella Mynediad Cyfathrebu .....	14
Ymgysylltu a Chyfranogiad Cynhwysol.....	16
Cydymffurfio â Safonau'r Gymraeg.	Error! Bookmark not defined.
Cefnogi Cymunedau sy'n Ystyriol o Oedran.....	25
Cefnogi Cyfamod y Lluoedd Arfog.....	27
Gweithio gyda Chymunedau Sipsiwn a Theithwyr.....	31
Amrywiaeth yn y Gweithlu .....	Error! Bookmark not defined.
Cydymffurfiad Corfforaethol.....	38
Arferion Da, Teilwra Gwasanaethau a Hyrwyddo.....	40
ATODIAD A – Crynodeb o Ddata Gweithlu CBSC .....	

Mae'r cyhoeddiad hwn ar gael yn Gymraeg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais.  
This publication is available in Welsh. It is available in other languages and formats on request.

## Rhagarweiniad

Mae'n ofynnol i'r Cyngor o dan Reoliadau Deddf Cydraddoldeb 2010 (Dyletswyddau Statudol) (Cymru) 2011 baratoi adroddiad monitro blynyddol ar y camau a gymerwyd ganddo i gyflawni dyletswydd cydraddoldeb y sector cyhoeddus a'i Amcanion Cydraddoldeb ei hun. Llywodraeth Cymru oedd y llywodraeth gyntaf i osod dyletswyddau penodol ar wasanaethau cyhoeddus yn ychwanegol at y rhai sy'n ofynnol o dan y Ddeddf. Mae'r Ddeddf yn gosod dyletswydd ar gyrrff cyhoeddus i ystyried sut i gyfrannu'n gadarnhaol tuag at gymdeithas decach drwy ddarparu gwasanaethau gan roi sylw dyledus i ddileu gwahaniaethu.

Mae pob adran o'r adroddiad hwn yn ystyried cynnydd y Cyngor yn ystod 2019-2020, gan gynnwys nifer o astudiaethau achos er mwyn dangos y gwaith y mae meysydd gwasanaeth wedi'i wneud i sicrhau cydymffurfiaid a gwella'r ffordd y darperir gwasanaethau o flwyddyn i flwyddyn.

Mae'r Cyngor yn parhau i weithio mewn partneriaeth â sefydliadau eraill, y mae rhai ohonynt yn aelodau o Fwrdd Gwasanaethau Cyhoeddus Caerffili. Mae'r Bwrdd Gwasanaethau Cyhoeddus yn dwyn cyrrff cyhoeddus ynghyd i weithio i wella llesiant economaidd, cymdeithasol, amgylcheddol a diwylliannol Bwrdeistref Sirol Caerffili, y mae rhan o'r gwaith hwn yn golygu sicrhau bod y nod o 'Cymru sy'n fwy cyfartal' yn cael ei gyflawni. Mae'r aelodau, sy'n dod o'r sectorau cyhoeddus, gwirfoddol a phreifat, yn ymdrechu i fod yn greadigol ac arloesol wrth gyflawni eu dyletswyddau statudol.

Caiff cryn dipyn o wybodaeth y Cyngor sy'n ymwneud â Chydraddoldeb ei gyhoeddi eisoes ar ffurf fanylach ar dudalennau Cydraddoldeb gwefan y Cyngor, lle y gallwch hefyd lawrlwytho fersiwn pdf o'r adroddiad hwn: [www.caerffili.gov.uk/cydraddoldeb](http://www.caerffili.gov.uk/cydraddoldeb).

Mae'r Cyngor yn parhau'n ymrwymedig i sicrhau bod pawb ym mwrdeistref sirol Caerffili yn cael ei drin gyda'r un parch ac nad yw amgylchiadau unigolion yn eu rhwystro rhag cael y gwasanaethau sydd eu hangen arnynt gan y Cyngor neu ei bartneriaid.

Er mwyn i'r Adroddiad Blynyddol hwn ar Gydraddoldeb gael ei ystyried yn briodol, aeth drwy broses gymeradwyo fewnol drwy'r Cabinet ar 24 Mawrth 2021. Yna, caiff yr adroddiad blynyddol ei gyhoeddi ar wefan y Cyngor erbyn 31 Mawrth 2021.

**Cyng. Philippa Marsden**  
**Arweinydd**

**Christina Harrhy**  
**Prif Weithredwr**

# Mynd i'r afael â Thrais a Cham-drin ar sail Hunaniaeth

## Gwaith Adrodd a Monitro Bwlio Gwahaniaethol mewn Ysgolion 2019-2020

Mae Cynllun Cydraddoldeb Strategol 2016-2020 yn cynnwys Amcan Cydraddoldeb penodol i 'Mynd i'r afael â Thrais a Cham-drin ar sail Hunaniaeth'. Ei nod yw lleihau nifer yr achosion gwirioneddol neu ganfyddedig o gam-drin, bwlio, aflonyddu a thrais, troseddau casineb ac achosion casineb yn y fwrdeistref sirol.

Er mwyn mesur yr amcan hwn mae angen i ni sicrhau bod mesurau monitro ac adrodd gwell ar waith. Bydd hyn yn arwain at gofnodion mwy cywir a *gall* arwain at gynnydd yn nifer yr achosion a gofnodwyd, ond byddai hynny o ganlyniad i well ymwybyddiaeth a chofnodi.

Caiff data ei gasglu a'i gofnodi mewn ffyrdd amrywiol er mwyn nodi tueddiadau, targedu cymorth a dangos bod y Cyngor a'r ysgolion yn cydymffurfio â dyletswyddau cyfreithiol ynglŷn â'r materion hyn. Ar gyfer unrhyw ddata a gesglir ac unrhyw adroddiadau a gyhoeddir, defnyddir cyfansymiau wedi'u hanonymeiddio, gyda dim ond enghreifftiau o arferion da gan ysgolion unigol, neu'r rhai sydd wedi cael hyfforddiant pwrpasol yn cael eu henwi'n benodol ar unrhyw adeg.

Mae bwlio gwahaniaethol yn achos pryder i bob awdurdod lleol. Mae'r adroddiad hwn yn nodi bod Cyngor Bwrdeistref Sirol Caerffili a'i bartneriaid yn mynd ati i fonitro'r sefyllfa a mynd i'r afael â'r materion drwy weithio gyda sefydliadau er mwyn gwneud cynnydd cadarnhaol bob blwyddyn. Mae 87 o sefydliadau addysgol yn cyflwyno data monitro i'r Gyfadran Addysg, a cheir crynodeb o'r achosion a gofnodwyd yn [Nhabl 1](#):

**Tabl 1 – Tabl o Achosion a Gofnodwyd**

	Gofalu	Diwylliannol	Anabledd	Rhywedd	Homoffobig	Iaith	Cenedligrwydd	Hil	Crefydd neu Gred	Ddim yn hysbys	Cyfanswm y Tymor
Tymor yr Haf 2017-2018	2	-	-	1	12	-	-	24	4	1	43
Tymor yr Haf 2018-2019	-	1	2	2	9	1	-	16	2	-	33
Tymor yr Haf 2019-2020	-	1	2	2	9	-	1	16	2	1	34
Tymor yr Hydref 2017-2018	-	-	2	4	8	-	-	25	1	-	40
Tymor yr Hydref 2018-2019	-	2	1	1	9	-	4	21	1	-	39
Tymor yr Hydref 2019-2020	-	-	2	1	4	1	-	37	1	1	46
Tymor y Gwanwyn 2017-2018	-	4	1	-	2	2	-	8	-	-	17
Tymor y Gwanwyn 2018-2019	-	-	3	2	10	1	1	44	12	-	73
Tymor y Gwanwyn 2019-2020	-	1	-	6	6	4	-	9	1	-	27

## Arolwg Bwlio 2019-2020

Yn anffodus ni ailadroddwyd yr Arolwg Bwlio yn 2019-2020 oherwydd adnoddau a blaenoriaethau eraill.

Cyhoeddwyd Canllawiau Gwrth-fwlio Statudol gan Lywodraeth Cymru ddiwedd mis Tachwedd 2020. Mae llawer mwy o bwyslais ar fwlio ar sail hunaniaeth yn y ddogfen newydd a bydd polisi'r Cyngor yn cael ei ddiweddarau i adlewyrchu'r canllawiau statudol newydd.

## Pecyn Cymorth Trawsryweddol

Roedd grwpiau ffocws i ymgynghori â phobl ifanc ar y pecyn cymorth wedi'u hamserlennu i gael eu cynnal ym mis Ebrill 2020 fel bod modd clywed eu lleisiau yn y ddogfen, ond oherwydd y pandemig bu'n rhaid canslo'r sesiynau hyn. Mae swyddogion yn ystyried anfon y pecyn cymorth drafft allan i ymgynghoriad a gobeithio y gallant gynnal y sesiynau gyda'r bobl ifanc ar dyddiad diweddarach.

## Hyfforddiant ar gyfer Ysgolion a lleoliadau Pobl Ifanc

Mae ysgolion ym mwrdeistref sirol Caerffili yn cael hyfforddiant drwy Raglen Graidd Cyswllt Ysgolion Cymru Gyfan (RGCYCG) a ddarperir gan Heddlu Gwent. Mae'r sesiynau hyn yn ymdrin â phynciau megis parch, bwlio a materion sy'n ymwneud ag amrywiaeth mewn ysgolion cynradd ac uwchradd yn y fwrdeistref sirol i'r myfyrwyr.

Mae'r rhaglen yn enghraifft o Weithio mewn Partneriaeth rhwng Llywodraeth Cymru a phedwar Heddlu Cymru ac mae'n cynnwys cyfres o fewnbynnau Atal Troseddu/rhoi gwersi a mentrau Plismona Cefnogol mewn Ysgolion sydd â'r nod o wneud y canlynol:

- addysgu plant a phobl ifanc am y niwed y mae camddefnyddio sylweddau yn ei achosi i'w hiechyd, eu teuluoedd a'r gymuned ehangach
- hyrwyddo egwyddorion dinasyddiaeth gadarnhaol drwy gyfrwng addysg
- sicrhau gostyngiad mewn lefelau troseddu ac anhrefn ymhlith ein cymunedau ifanc.

Bydd yr holl sesiynau yn parhau i gael eu cyflwyno drwy apwyntiad wedi'i drefnu ymlaen llaw â Swyddog Cymuned Ysgol yr Heddlu. Mae Swyddogion Cymuned Ysgol yr Heddlu yn darparu amrywiaeth o weithgareddau Plismona Cefnogol mewn Ysgolion a diogelu, gan gynnwys datrys achosion drwy ddefnyddio'r Polisi Trechu Troseddau Mewn Ysgolion a dulliau adferol. Mae Swyddogion Cymuned Ysgol yr Heddlu hefyd wedi cyflwyno amrywiaeth o wasanaethau ysgol sy'n briodol o ran oedran.

Rhagwelir y bydd rôl diogelu ychwanegol yn meithrin cysylltiadau rhwng y cymunedau lleol a'r cymunedau ysgol yn ogystal ag asiantaethau partner, e.e. y Gwasanaeth Troseddau Ieuenctid, Gwasanaethau Diogelu ac ati. Mae hyn yn berthnasol iawn i achosion o fwlio gwahaniaethol sy'n seiliedig ar hunaniaeth lle mae troseddau wedi cael eu cyflawni hefyd o bosibl.

Cefnogir RGCYCG yn llawn gan wefan benodol – [School Beat](#) sy'n cynnwys rhagor o wybodaeth a chanllawiau i athrawon, disgyblion a rhieni.

Yn ystod 2019-2020, cyflwynwyd 1,046 o wersi, gan greu 28,355 o gysylltiadau â disgyblion. Cyflwynwyd 498 o wersi a oedd yn ymdrin â bwlio, amrywiaeth, gorfodi a pharch neu ddiffyg parch, gan greu 10,148 o gysylltiadau â disgyblion. Roedd y gwaith hefyd yn cynnwys cyflwyno 32 gwasanaeth i 6601 o ddisgyblion.

Mae Tîm Cydraddoldeb, Iaith Gymraeg ac Ymgynghori'r Cyngor wedi darparu hyfforddiant i staff ysgolion a llywodraethwyr ac wedi hyrwyddo digwyddiadau sy'n codi ymwybyddiaeth fel Mis Hanes LDHT, Mis Hanes Pobl Dduon ac ati.

Mae staff y Cyngor yn ymwybodol o asiantaethau partner ac maent yn gallu cyfeirio ysgolion a gweithwyr ieuenctid at adnoddau megis gweithdai a deunyddiau cwricwlwm gan asiantaethau megis Umbrella Cymru, Stonewall Cymru, Dangos y Cerdyn Coch i Hiliaeth, Gwasanaeth Lleiafrifoedd Ethnig Gwent (GEMS) a'u helpu i gael gafael arnynt.

Mae'r Cyngor yn gweithio gyda rhanddeiliaid (ysgolion, gwasanaeth ieuenctid, pobl ifanc, awdurdodau cyfagos, asiantaethau partneriaeth ac ati) i ddatblygu canllawiau sy'n adlewyrchu newidiadau i ofynion cyfreithiol neu anghenion pobl ifanc yn yr awdurdod, e.e. datblygu cynlluniau a pholisïau mewn perthynas â newidiadau i'r cwricwlwm Addysg Personol, Gymdeithasol ac Iechyd er mwyn mynd i'r afael ag addysg rhywioldeb, iechyd a chydberthnasau sy'n cyfeirio'n amlwg at rywioldeb a rhywedd, mewn ffyrdd sy'n briodol o ran oedran.

Mae Spectrum Cymru wedi bod yn cyflwyno gweithdai hyfforddiant addysgol i ddisgyblion a staff mewn ysgolion ar yr Agenda Trais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol (VAWDASV). Derbyniodd cyfanswm o 14 ysgol yn y fwrdeistref sirol yr hyfforddiant hwn yn ystod 2019-2020, a derbyniodd 2 ysgol ymgynghoriadau staff.

Mae 3 ysgol gynradd yn y fwrdeistref sirol wedi cychwyn rhaglen gwrth-fwlio KIVA yn eu hysgolion. Mae'r pecyn cymorth gwrth-fwlio hwn sy'n cael ei ddysgu yn CA2 gyda'r nod o atal unrhyw ddigwyddiadau bwlio. Mae hefyd yn darparu arolwg a chanlyniadau disgyblion diwedd blwyddyn. Ar hyn o bryd rydym yn aros i'n cyfres lawn gyntaf o ddata o'r ysgolion hyn ddadansoddi'r effaith.



Roedd cynlluniau'n cael eu gwneud i gynnal 'Gwobr Diana - rhaglen gwrth-fwlio' am y tro cyntaf erioed yng Nghaerffili, yn Ysgol Idris Davies 3-18 oed ym mis Ebrill 2020. Fodd bynnag, bu'n rhaid canslo hyn oherwydd pandemig Covid-19. Pan fydd yn bosibl byddwn yn edrych ar aildrefnu'r rhaglen hon, a fydd yn rhoi cyfle i 10 ysgol uwchradd yn y fwrdeistref sirol dderbyn hyfforddiant fel rhan o'r broses ddyfarnu.

Mae Gwasanaeth Ieuencid y Cyngor yn rhedeg Grŵp Ieuencid LHDTC+ a elwir yn "Guys, Gals and Non-binary Pals" (GGNP). Mae'r grŵp yn fenter unigryw sy'n cefnogi pobl ifanc rhwng 11 a 25 oed sy'n uniaethu fel LHDTC+. Mae'r prosiect llawn amser hwn yn rhoi mynediad at gymorth, gwybodaeth ac eiriolaeth i bobl yn y fwrdeistref sirol a'r ardaloedd cyffiniol. Cynigir amgylchedd diogel a chyfrinachol i bobl ifanc fynegi eu hunain a chael cyfle i ymgysylltu a chymdeithasu â phobl ifanc sy'n rhannu'r un profiadau a heriau.

### **Mynegai Cydraddoldeb Addysg – Stonewall Cymru**

Mae Mynegai Cydraddoldeb Addysg Stonewall yn sicrhau bod mesurau ar waith a bod camau cadarnhaol yn cael eu cymryd i gefnogi pobl ifanc Lesbiaidd, Hoyw, Deurywiol a Thrawsrywiol sy'n byw yn y gymuned leol. Mae'r mesurau yn ymwneud â pha mor dda y mae awdurdodau lleol yn gwneud y canlynol:

- helpu a chefnogi ysgolion i fod yn gynhwysol
- dathlu gwahaniaeth
- atal a mynd i'r afael â bwlio homoffobig, deuffobig a thrawsffobig.

Mynegai Cydraddoldeb Addysg Stonewall yw'r unig adnodd cenedlaethol a ddefnyddir i feincnodi'r cynnydd sy'n cael ei wneud yn y maes hwn. Mae'n ffordd effeithiol o ddangos arferion da ond hefyd sylweddoli beth yw'r bylchau lle mae angen gwella a'u deall. Yn ôl data 2018, roedd Caerffili yn y safle cyntaf yng Nghymru o ran arfer cynhwysol, ac yn 19<sup>eg</sup> a draws y DU.

Ni chynhaliodd Stonewall archwiliad cynhwysiant ar gyfer 2018-2019 gan eu bod yn ailstrwythuro eu model Mynegai Cydraddoldeb. Mae'r dyddiad cau ar gyfer archwiliad 2019-2020 wedi'i ymestyn i fis Rhagfyr 2020 o ganlyniad i bandemig Covid-19.

### **Cydlyniant Cymunedol ac Addysg**

Mae swyddogion addysg wedi bod yn cyfarfod gyda'r swyddog cydlyniant cymunedol rhanbarthol i drafod sut gall eu gwaith hwy gynnal gwaith ei gilydd. Fe sefydlwyd Prosiect Gefeillio, sy'n golygu gwneud cysylltiadau rhwng dosbarthiadau o blant mewn ysgolion sydd ag amrywiaeth yn eu dalgylchoedd. Mae'r amrywiaeth yn cynnwys amrywiaeth ethnig, diwylliannol a chymdeithasol-economaid, i greu

cefndir ystyrllon ar gyfer ymchwilio i beth yw hunaniaeth. Yn anffodus mae'r prosiect wedi'i ohirio tan ar ôl y pandemig. Gall gefeillio gael ei ddefnyddio i adeiladu perthnasau er mwyn ymchwilio beth sy'n debyg rhyngom ac i ymchwilio i amrywiaeth. Mae canllawiau ar gyfer hyn yn cael eu datblygu, i gael eu cyhoeddi cyn hir.

Gan fod y tîm Cydlyniad Rhanbarthol yn canolbwyntio'n benodol ar hyrwyddo cynhwysiad a gweithredu ar ran amrywiaeth, rydym ni'n parhau i gydweithio gyda swyddogion arweiniol cydraddoldeb ar nodau a themâu rydym yn eu rhannu. Yn fwy diweddar, mae hyn wedi cynnwys cyd-drefnu gwaith yn canolbwyntio ar Wythnos Ymwybyddiaeth Troseddau Casineb, Wythnos Ymwybyddiaeth Ffoaduriaid a Diwrnod Cofio'r Holocaust.

I nodi Diwrnod Cofio'r Holocaust eleni, roedd tair brif araith oddi wrth rai wnaeth oroesi'r Holocaust. Roedd dwy o'r areithiau hynny wedi'u hanelu tuag at blant a phobl ifanc, gyda chynrychiolaeth o bob ysgol yng Ngwent fel ein bod yn gallu ymwneud gyda dros 200 o ddisgyblion. Fe wnaethom hefyd gynnal sesiynau i gymunedau a rhanddeiliaid, a chyd-drefnu munud o dawelwch ar draws yr awdurdod fel teyrnged briodol i nodi 75 mlynedd ers y rhyddhau yn Auschwitz.

Yn rhanbarthol, fe wnaethom dynnu sylw sylweddol at Wythnos Ymwybyddiaeth Troseddau Casineb – i gydnabod bod yr Wythnos hon yn 2019 yn digwydd ar y dyddiad gadael a fwriadwyd ar gyfer Brexit. Roedd rhan o'n hymdrechion rhanbarthol ni'n cynnwys dyrannu £5,000 o'r gyllideb cydlyniad rhanbarthol i brosiectau ymwybyddiaeth lleol. Aeth £3,000 i gefnogi cynlluniau rhanbarthol wedi'u seilio ar y gymuned (manylion wedi'u rhestru isod). Fe wnaethom brynu llenyddiaeth a deunydd marchnata i gefnogi stondinau dros dro mewn archfarchnadoedd a llyfrgelloedd lleol ac adeiladau dinesig.

Hefyd roeddem ni'n cydweithio gyda rhai ysgolion ar draws y rhanbarth, gan weithio gyda phlant a phobl ifanc i gynhyrchu celf yn cyfleu neges o gynhwysiad, amrywiaeth a derbyn.

Roedd y Cyfryngau Cymdeithasol yn chwarae rhan sylweddol, gan bostio negeseuon gydol yr wythnos, a chafwyd yr un peth ar gyfer yr holl staff gyda negeseuon ebost. Yn gorfforaethol roeddem ni'n bartneriaid gyda **Dangos y Cerdyn Coch i Hiliaeth** a lansio Diwrnod Gwisgo Coch. Rydym wedi bod yn gweithio gyda chlybiau rygbi lleol sydd wedi hyrwyddo Diwrnod Ymwybyddiaeth Troseddau Casineb yn eu llenyddiaeth cefnogi a thrwy eu sianelau cyfryngau cymdeithasol.

I ddilyn gwelwch restr o brosiectau Gorllewin Gwent gafodd eu hariannu trwy gyfrwng y gyllideb cydlyniad i gefnogi Wythnos Ymwybyddiaeth Troseddau Casineb ac a gyflawnwyd yn y fwrdeistref sirol.

- Canolfan y Celfyddydau Llantarnam Grange ac Ysgol Lewis, Pengam**  
Roedd y prosiect hwn yn cynnwys cynnal grŵp o fyfyrwyr o Indonesia fel rhan o raglen breswyl i gyfoedion. Roedd yn wythnos o weithgareddau yn ymchwilio i ddiwylliannau ei gilydd. Roedd yn cynnwys teithiau dydd, dawns a chelf. Bu Swyddogion Cydlyniad yn mynychu'r digwyddiad.
- Materion gwirfoddoli**  
Bu grŵp o bobl ifanc gydag anghenion dysgu ychwanegol yn gweithio ar brosiect ymchwil i faterion troseddau casineb ar gludiant cyhoeddus a ddiodefwyd gan bobl oedd yn dweud bod ganddynt anabledd. Fe ddatblygwyd hyn ar ôl i arolwg cynharach awgrymu bod canran uchel o deithwyr oedd yn dweud bod ganddynt anabledd wedi dioddef camdriniaeth wrth deithio ar gludiant cyhoeddus. Roedd y grŵp gwnaeth yr ymchwil hwn wedi teithio ar draws Gorllewin Gwent yn ystod yr wythnosac wedi cofnodi eu profiadau. Ar y diwedd, daeth yr holl wirfoddolwyr ifanc at ei gilydd i gronni eu casgliadau a datblygu rhestr o argymhellion i'w gyrru i Weinidog Cludiant Cymru i'w hystyried.
- Menter Gymdeithasol Rec Rock**  
Roedd y prosiect hwn yn ymgysylltu gyda'r gymuned i adeiladu sgiliau a hyder trwy fiwsig, mewn cydweithrediad gyda Llyfrgell Bargoed. Fe greodd y trefnwyr amserlen o weithgareddau i redeg gydol mis Hydref 2019. Roedd y rheiny'n cynnwys ysgrifennu a recordio cân i ddathlu amrywiaeth, a hefyd hwyluso dau berfformiad byr i ddathlu cyfraniad artistiaid duon i'r diwydiant miwsig (un wedi'i dargedu tuag at blant ysgolion cynradd a'r llall yn agored i'r cyhoedd).

### Cynllun Statws Preswylwyr Sefydlog yr Undeb Ewropeaidd

Bu'r Cyd-drefnydd Cydlyniad Cymunedol Rhanbarthol yn briffio swyddogion allweddol yn ystod y cyfnod cyn lansio Cynllun Statws Preswylwyr Sefydlog yr Undeb Ewropeaidd. Roedd mapio symudiadau mudo, i ddangos y mudo i mewn i bob awdurdod, hefyd yn cefnogi'r cyngor i adeiladu gwytnwch i ymdopi gyda Brexit.

Yn ystod y cyfnod hwn, aeth ymdrech sylweddol i godi ymwybyddiaeth o Gynllun Statws Preswylwyr Sefydlog yr Undeb Ewropeaidd a chefnogi fforymau lleol oedd yn gweithio ar wytnwch ar gyfer Brexit, i ddatblygu'r trafodaethau hynny gyda dinasyddion yr Undeb Ewropeaidd oedd yn byw yn y fwrdeistref.

Fel rhan o hynny, fe gynhaliodd y Swyddogion Cydlyniad Cymunedol Rhanbarthol ddigwyddiadau ymwybyddiaeth o'r Cynllun Statws Preswylwyr Sefydlog. Roedd rheiny'n rhedeg mewn cydweithrediad gyda phartneriaid trydydd sector oedd yn gallu darparu cyngor ar fewnfudo (gyda chofrestriad IOSC). Cefnogwyd hyn trwy gyfrwng y

gyllideb Cydlyniad Cymunedol, gan argraffu llenyddiaeth ar y Cynllun Statws Sefydlog mewn nifer o ieithoedd Ewropeaidd, ar gael i bob adran ac ysgol ac mewn adeiladau cymunedol. Roeddem hefyd yn gweithio mewn partneriaeth gyda'r Awdurdod Addysg Lleol ar gyfleu negeseuon allweddol i deuluoedd roedd yr awdurdod yn gwybod eu bod yn Ddinasyddion yr Undeb Ewropeaidd.

Bu'r Tîm Cydlyniad Cymunedol yn cyd-gysylltu gyda nifer o ysgolion ar draws rhanbarth Gorllewin Gwent, i ddarparu gweithdai gwrth-wahaniaethu i dros 500 o ddisgyblion. Mae'r sesiynau hyn yn cefnogi ysgolion i hyrwyddo cydraddoldeb ac ymwybyddiaeth, a chanolbwyntio ar negeseuon cadarnhaol am amrywiaeth. Mae'r sesiynau hefyd o gymorth i hysbysu athrawon o beth yw bwlio ar sail hunaniaeth. Roedd hyn yn cynnwys nifer o sesiynau hyfforddi ar amrywiaeth ar gyfer cyfnod allweddol 2, i Ysgol Gynradd Treffilip ac Ysgol Gynradd y Rhosyn Gwyn. Darparwyd sesiynau pellach i flynyddoedd 7, 8 a 9 yn Ysgol Lewis Pengam, Ysgol Gyfun Heolddu a'r 'Ganolfan' yn Ysgol Gyfun Cwm Rhymni - Campws y Gwyndy.

### Rhaglen Adsefydlu Fyd-eang

Mae Caerffili'n parhau i gefnogi teuluoedd o ffoaduriaid. Bu'r Cyd-drefnydd Cydlyniad Cymunedol Rhanbarthol yn parhau i ddarparu cefnogaeth gyson mewn ymateb i bob agwedd o'r rhaglen/rhaglenni. Mae'r Cyd-drefnydd ar hyn o bryd yn goruchwyllo a chefnogi'r Cyngor wrth i'r awdurdod hwn barhau i gymryd rhan yn y ddau gynllun.

Mae'r Cydlynydd Cydlyniad Cymunedol Rhanbarthol wedi ysgrifennu adroddiad ar gyfer y Cabinet yng Nghaerffili ar y gwaith yn y dyfodol gydag adsefydlu ffoaduriaid yn yr ardal, sef y Rhaglen Adsefydlu Fyd-eang, a fydd yn nodi casgliad y rhaglenni ailsefydlu cyfredol. Cyflwynwyd yr adroddiad hwn ym mis Tachwedd 2020 oherwydd y pandemig ac mae'r Cyngor wedi cytuno i gymryd rhan yn y Rhaglen Ailsefydlu Byd-eang newydd. Yn y cyfamser, bydd y gefnogaeth yn parhau am 5 mlynedd i'r teuluoedd sydd wedi cyrraedd yn barod trwy gyfrwng y Rhaglen Adsefydlu Pobl Agored i Niwed.

Dyma rywfaint o'r gwaith mae'r Cyd-drefnydd wedi'i wneud i gefnogi'r rhaglen:

- Rheoli'r gefnogaeth ESOL ranbarthol a gafwyd i sicrhâi bod pob teulu'n cael darpariaeth gyson
- Parhau i gynnal cyswllt gyda'r tîm gweithwyr achos yn y gefnogaeth maen nhw'n ei darparu i deuluoedd; mae hynny'n cynnwys datblygu dulliau gweithredu gyda'r tîm i oresgyn ymddygiad heriol/anghenion cymhleth ayb.

## **Trais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol (VAWDASV)**

Mae Cyngor Bwrdeistref Sirol Caerffili wedi gwneud cynnydd sylweddol tuag at fodloni ei ofynion o dan y Fframwaith Hyfforddiant Cenedlaethol. Gweler **Adran 10. Amrywiaeth yn y Gweithlu** am fanylion am hyfforddiant.

DRAFT

## Mynd i'r Afael â'r Bwlch Cyflog rhwng y Rhywiau

Cyhoeddodd y Cyngor ei Ddatganiad am y Bwlch Cyflog rhwng y Rhywiau ar gyfer 2019. Cyhoeddir y data ar wefan y Cyngor ac un o wefannau'r llywodraeth erbyn 30 Mawrth bob blwyddyn. Roedd oedi wrth gyhoeddi Datganiad 2019 oherwydd pandemig Covid-19.

**Cyfanswm Nifer y Cyflogeion a gynhwyswyd yn y data hyn: 6666**

**Nifer y Menywod: 4684 (70.26%)**

**Nifer y Dynion: 1982 (29.73%)**

**Tabl 2 – Crynodeb o'r Bwlch Cyflog rhwng y Rhywiau**

	%
1. Bwlch cyflog cymedrig rhwng y rhywiau – Cyflog arferol	8.3%
2. Cyfradd gymedrig yr Awr – Cyflog arferol (Dynion/Menywod)	(£12.65 / £11.60)
3. Bwlch cyflog canolrifol rhwng y rhywiau – Cyflog arferol	10.3%
4. Cyfradd ganolrifol yr awr – Cyflog arferol (Dynion/Menywod)	(£11.24 / £10.08)
5. Bwlch cyflog cymedrig rhwng y rhywiau – Tâl bonws yn y 12 mis yn dod i ben 31 Mawrth 2020	0%
6. Bwlch cyflog canolrifol rhwng y rhywiau – Tâl bonws yn y 12 mis yn dod i ben 31 Mawrth 2020	0%
7. Cyfran y cyflogeion sy'n ddynion ac yn fenywod y talwyd bonws iddynt yn y 12 mis yn dod i ben 31 Mawrth 2020:	Dynion - 0 Menywod - 0

**Noder:** Yn Nhabl 2, ystyr 'Cyflog Arferol' yw cyflog sylfaenol; lwfansau; tâl am wyliau; a tâl premiwm ar gyfer sifftiau. Nid yw'n cynnwys tâl goramser; tâl diswyddo; tâl yn lle gwyliau; na chydnyddiaeth anariannol. Nid yw'r Cyngor yn cynnig tâl fesul darn o waith na chynlluniau cymhelliant bonws.

**Tabl 3 - Cyfran y cyflogeion gwrywaidd a benywaidd ym mhob chwarterl**

Chwarterl	Benyw % (Pobl)	Gwryw % (Pobl)
<b>Chwarterl (isaf) cyntaf (£8.50 - £9.01)</b>	87.5% (1458)	12.5% (208)
<b>Ail chwarterl (£9.02 - £10.65)</b>	66.3% (1105)	33.7% (562)
<b>Trydydd chwarterl (£10.66 – £13.77)</b>	64.4% (1072)	35.6% (594)
<b>Pedwerydd chwarterl (uchaf) (£13.18 – £17.46)</b>	62.9% (1049)	37.1% (618)

Fel y dengys **Tabl 3** mae'r data yn nodi bod nifer sylweddol uwch o fenywod na dynion yn llenwi swyddi ym mhob chwarter am mai gweithlu benywaidd yn bennaf yw gweithlu'r Cyngor.

Fel cyfran, dengys y data o ran y gweithlu gwrywaidd (1982):

- bod 10.49% yn llenwi swyddi yn y chwarter isaf,
- 28.36% yn yr ail chwarter,
- 29.97% yn y trydydd chwarter a
- 31.18% yn y pedwerydd chwarter.

Mewn cymhariaeth, ymhlith y gweithlu benywaidd (4684):

- mae 31.13% yn llenwi swyddi yn y chwarter isaf,
- mae 23.59% yn yr ail chwarter,
- 22.89% yn y trydydd chwarter ac
- mae 22.39% yn y pedwerydd chwarter.

Mae'r Cyngor yn hyderus nad yw'r blwch cyflog rhwng y rhywiau i'w briodoli i'r ffaith ei fod yn talu cyflogau gwahanol i gyflogeion gwrywaidd a benywaidd am wneud yr un gwaith neu waith cyfatebol. Mae'r bwlch cyflog rhwng y rhywiau i'w briodoli i rolau y mae dynion a menywod yn gweithio ynddynt ar hyn o bryd a'r cyflogau a delir am gyflawni'r rolau hyn.

Mae ein bwlch cyflog rhwng y rhywiau yn adlewyrchu achosion o fwlch cyflog rhwng y rhywiau a welir mewn cymdeithas. Er enghraifft, mae ymchwil wedi nodi, er bod rhieni yn gynyddol hyblyg, mai menywod sy'n gyfrifol, a hynny'n anghymesur, am ofal plant o hyd. Mae'n ffaith o fewn y data hyn fod y mwyafrif helaeth o'r swyddi rhan-amser yn cael eu dal gan fenywod ac mai'r swyddi hyn yw'r rhai lle y telir cyflogau yn y chwarterau isaf. Mae 1244 o'r swyddi hyn yn swyddi Graddfa Un yn strwythuwr cyflog wedi'i werthuso y Cyngor ac wedi'u llenwi gan fenywod ym meysydd glanhau, arlwyo a chlybiau brecwast. Mae cyfloeodd rhan amser yn parhau i ddenu ymgeiswyr sy'n fenywod yn y mwyafrif llethol o achosion.

Mae gwasanaethau'r Cyngor yn amrywiol ac yn cynnwys glanhau, arlwyo, casglu sbwriel ac ailgylchu, tai, gwasanaethau cymdeithasol/gwasanaethau gofal, hamdden, ieuenctid, llyfrgelloedd, gwasanaethau addysg, gan gynnwys addysg oedolion, gwasanaethau technegol, cynllunio a phriffyrdd.

I weld y datganiad llawn gweler eitem agenda 8 – [Agenda Cabinet - 11 Mawrth 2020](#)

# Gwella Mynediad Corfforol

## Rhaglen Waith Mynediad i Bobl Anabl

Mae Is-adran Gwasanaethau Eiddo Corfforaethol y Cyngor wedi parhau i gyflwyno gwelliannau er mwyn sicrhau bod adeiladau cyhoeddus yn hygyrch i bawb drwy Raglen Waith Mynediad i Bobl Anabl. Bob blwyddyn, trefnir rhaglen waith er mwyn diweddarau a gwella'r gallu i gael mynediad corfforol i amrywiaeth o adeiladau sy'n eiddo i'r Cyngor.

Yn ystod 2019-2020, roedd £65,000 o ariannu ar gael i gefnogi gwaith gwella mynediad i bobl anabl. Roedd y gwaith yn cynnwys:

### Addysg

- Darparu canllawiau rheiliau o fewn rhai adeiladau ysgolion – **£3,000**

### Cymunedau

- Mynediad ramp o allanfeydd tân mewn rhai canolfannau cymunedol – **£15,000**
- Teclyn codi ar gyfer pwll nofio mewn canolfan hamdden – **£6,000**
- Gwelliannau i hygyrchedd prif fynedfeydd safleoedd addysg oedolion – **£19,000**
- Gwelliannau i hygyrchedd prif fynedfeydd canolfannau ieuentid – **£4,000**
- Darparu cilfachau parcio ceir i'r anabl mewn parciau – **£3,000**
- Hygyrchedd meysydd parcio mewn swyddfeydd corfforaethol – **£2,000**

### Gwasanaethau Cymdeithasol

- Gwell darpariaeth toiledau a gwelliannau i brif ddrysau'r fynedfa mewn cyfleusterau gofal 2 ddiwrnod ac 1 cartref gofal preswyl – **£13,000**



# Gwella Mynediad Cyfathrebu

## Gwefan y Cyngor

Mae'r wefan yn 100% ddwyieithog o ran cynnwys tudalennau gwe. Cynhaliwyd archwiliad llawn o'r wefan yn 2019, yn dilyn Ymchwiliad gan y Comisiynydd Iaith (CSG304). Er gwaethaf ein hymdrechion gorau i gyflawni'r holl gamau gorfodi, ni allwn fod yn sicr bod y testun Saesneg a Chymraeg ar ein gwefan yn cyfateb yn llwyr. Fodd bynnag, rydym yn parhau i fod yn ymrwymedig i sicrhau bod hyn yn cael ei wirio a'i fonitro'n barhaus, a'n bod yn gweithredu ar unrhyw anghysondebau fel blaenoriaeth. Mae'r adolygiad o wefan y Cyngor yn weithgaredd parhaus, ac mae'r gweithgor a sefydlwyd yn parhau i gwrdd yn rheolaidd i gynnal cynnydd.

Rydym yn gweithio tuag at y ddeddfwriaeth hygyrchedd newydd bydd yn ei gwneud yn ofynnol i wefan y Cyngor gydymffurfio â *Chanllawiau Hygyrchedd Cynnwys Gwe Consortiwm y We Fyd-Eang 2.1 Lefel AA* erbyn 23 Medi 2020. Rydym wrthi'n archwilio'r wefan ac yn ymdrechu i wneud y diwygiadau angenrheidiol i cyrraedd y cydymffurfiad hwn.

Fel rhan o'r un ddeddfwriaeth, byddwn yn cyhoeddi datganiad hygyrchedd sy'n cynnwys manylion am ble mae'r wefan yn cydymffurfio â WCAG 2.1 AA yn ogystal â thynnu sylw at unrhyw feysydd nad ydynt yn cydymffurfio. Bydd y cynllun gweithredu i ddatrys y meysydd hyn nad ydynt yn cydymffurfio hefyd yn cael ei ddarparu.

Ar y wefan, o dan yr opsiwn 'Hygyrchedd', rhoddir dolenni i ganllawiau ar y meysydd canlynol:

- gwneud eich llygoden yn haws i'w defnyddio
- defnyddio'ch bysellfwrdd i reoli'ch llygoden
- dulliau amgen yn lle defnyddio bysellfwrdd a llygoden
- mwyhau maint y testun yn eich porwr gwe
- newid lliwiau testun a chefnidir
- sut i chwyddo'ch sgrin
- darllenwyr sgrin a phorwyr sy'n siarad.

Bydd Grŵp Hygyrchedd hefyd yn cael ei sefydlu gyda swyddogion yn gyfrifol am ysgrifennu a/neu gyhoeddi dogfennau ac adroddiadau ar wefan y Cyngor. Bydd y grŵp yn rhannu gwybodaeth â'i gilydd wrth i ni ymdrechu i sicrhau bod yr holl ddogfennau, y wefan ac apiau symudol yn cydymffurfio yn unol â'r rheoliadau.

## Mynediad at wybodaeth

Cafodd y wefan y nifer canlynol o drawiadau / ymweliadau rhwng Mehefin 2019 - Ebrill 2020

- **Ymweliadau â thudalennau Saesneg** - 4,284,754
- **Ymweliadau â thudalennau Cymraeg** - 46,949
  
- **Nifer y tanysgrifwyr i'r fersiwn Saesneg o fwletinau Gov Delivery**  
34,445 o danysgrifwyr gyda 136 o fwletinau wedi'u hanfon a chyfradd ymgysylltu o 82.30%
  
- **Nifer y tanysgrifwyr i'r fersiwn Gymraeg o fwletinau Gov Delivery**  
313 o danysgrifwyr gyda 132 o fwletinau wedi'u hanfon (llai oherwydd y gwall technegol sydd wedi'i gywiro) a chyfradd ymgysylltu o 71.30%

## Data Cyfryngau Cymdeithasol

**Tabl 4 – Nifer dilynwyr sianeli cyfryngau cymdeithasol y Cyngor yn ystod 2019-20**

Sianel Cyfryngau Cymdeithasol	Nifer dilynwyr	Nifer postiadau
Twitter	18,600	4,761
Instagram	2,897	4,761
Facebook	25,984	4,761
LinkedIn	4,186	180

## Ymgysylltu a Chyfranogiad Cynhwysol

Fe barhaodd Ymgysylltu a Chyfranogiad ar raddfa dda ar draws Cyngor Bwrdeistref Sirol Caerffili yn ystod 2019/2020, yn fewnol gyda'n staff ac yn allanol gyda'n cymunedau a'n partneriaid.

Wrth i'r rhaglen drawsnewid 'Tîm Caerffili - yn Well Gyda'n Gilydd' gyflymu wrth ei gwaith, cafodd yr Uwch Swyddog Cyfathrebu eu secondio i'r tîm Trawsnewid - i ddarparu arbenigedd ar gyfathrebu ac ymgysylltu i gefnogi'r flaenoriaeth strategol allweddol hon.

Mae Strategaeth Drawsnewid 'Tîm Caerffili – yn Well Gyda'n Gilydd', a gadarnhawyd gan y Cyngor yn haf 2019, yn tynnu sylw at ymgysylltu a gweithio gyda'n cymunedau fel elfen hollbwysig o'r rhaglen. Roedd y strategaeth yn pwysleisio y byddwn yn "defnyddio arferion gorau'r Gymdeithas Cyfranogiad Cyhoeddus Ryngwladol i hysbysu, ymgynghori, cynnwys, cydweithio a grymuso ein cymunedau".

Ar gyfer hyn, datblygwyd a chadarnhawyd Fframwaith 'Ymgynghori ac Ymgysylltu' Tîm Caerffili, a gadarnhawyd gan Gabinet y cyngor yn Chwefror 2020, i ddisgrifio sut i weithredu ar gyfer dealltwriaeth gyffredin i wella ymhellach ar yr ymgysylltu. Mae'n dangos yr egwyddorion a'r safonau ar gyfer sut bydd y cyngor yn ymgysylltu 'i greu disgwyliadau clir a chyffredinol sy'n galluogi canolbwyntio ar yr hyn y gellir ei gyflawni'.

Yr egwyddorion tu mewn i'r fframwaith yw:

- Grymuso trigolion lleol i gael mwy o ddylanwad dros y materion sy'n effeithio arnyn nhw
- Cynyddu a chryfhau rôl cymunedau yn y ffordd rydym yn byw, gweithio ac ymweld â Bwrdeistref Sirol Caerffili
- Bydd hyn yn ein helpu i sicrhau bod y gwasanaethau rydym ni'n eu darparu'n diwallu'r anghenion hynny a bod yr adnoddau sydd ar gael yn cael eu defnyddio'n effeithiol ac yn unol â blaenoriaethau cytunedig
- Byddwn yn cefnogi cymunedau i weithredu trwy eu helpu i nodi anghenion a'u cefnogi i ddatblygu atebion a arweinir gan y gymuned.

Mae egwyddorion strategol Deddf Cydraddoldeb 2010 a'r dyletswyddau penodol, ac Egwyddorion Cenedlaethol Ymgysylltu Cyhoeddus yng Nghymru, wedi'u gosod i mewn i bob rhan o'r ddogfen.

Yn fewnol, mae'r cyngor wedi cynnal amrediad o weithgareddau ymgysylltu a chyfranogi gyda staff ar draws y sefydliad, yn cynnwys cyfres o sesiynau yn Ionawr/Chwefror 2020 dan arweiniad y thri Cyfarwyddwr Corfforaethol. Roedd y

sesiynau hyn yn cynnwys sesiynau rhyngweithio, lle cafodd aelodau staff eu hannog i gynnig syniadau ac atebion o ran sut gellid gwneud eu meysydd hwy o waith yn fwy effeithiol a/neu effeithlon er budd i bawb.

Mae'r adborth hwn wedi bod yn hanfodol i helpu i siapio'r ddarpariaeth o wasanaethau mewn nifer o feysydd allweddol.

Mae gweithgareddau ymgynghori ac ymgysylltu byw yn parhau i gael eu hyrwyddo'n rhagweithiol ar dudalen flaen gwefan y Cyngor, yn ogystal ag ar draws ei sianelau digidol. Hefyd yn cael eu cofnodi ar y wefan mae manylion pellach o'r gweithgareddau ymgysylltu cyfredol (yn cynnwys linciau i arolygon byw lle bo'n briodol) a chanlyniadau gweithgareddau ymgysylltu diweddar.

<https://www.caerphilly.gov.uk/involved/Consultations.aspx>

Yn ystod 2019/2020, fe gynhaliodd y cyngor nifer o ymgynghoriadau allweddol ar lefel gorfforaethol, yn cynnwys:

- Roedd ymgynghori ar Fframwaith 'Ymgynghori ac Ymgysylltu' Tîm Caerffili yn digwydd ar yr un pryd ag ymgynghori ar Amcanion Cydraddoldeb drafft y cyngor am 2020-2024. Roedd hynny am fod ymgysylltu a chyfranogiad effeithiol yn sail i nifer o'r amcanion yng Nghynllun Cydraddoldeb Strategol y cyngor (gweler y rhan nesaf)
- Sgwrs Caerffili – yr ymgynghoriad blynyddol ar gyllideb y cyngor, sy'n enghraifft o sut bydd y Cyngor yn defnyddio amrywiaeth o ddulliau i annog cyfranogiad, hyrwyddo ymgynghoriadau a sicrhau bod pob sector o'r gymuned yn gallu rhoi eu barn.

Fel mewn blynyddoedd cynharach, roedd yr holl ohebiaeth hyrwyddo ac ymgynghori oedd ar gael oddi wrth Sgwrs Caerffili'n gwbl ddwyieithog. Roedd gohebiaeth mewn ysgrifen at bob grŵp allweddol fel yr amlinellwyd yng Nghanllawiau Ymgynghori a Monitro'r cyngor.

Roedd y gweithgareddau wyneb yn wyneb yn cynnwys ymgysylltu mewn canol trefi/archfarchnadoedd; sesiynau galw heibio mewn llyfrgelloedd ar draws y fwrdeistref a chyfarfod Panel Safbwynt gyda chefnogaeth cyfryngau digidol (yn cynnwys Facebook, Trydar a NewsOnline), cynnwys fideo a chynnwys ar y we, Newslin, negeseuon ebost wedi'u targedu at randdeiliaid ac arolygon ar bapur ac ar lein.

Bu Menter Iaith Caerffili'n hwyluso trafodaeth wyneb yn wyneb yn Gymraeg, a bu aelodau o Rwydwaith Rhieni Caerffili ac Aelodau'r Fforwm Ieuentid, yn ogystal ag aelodau o'r cyhoedd yn ehangach hefyd yn mynychu cyfarfod o Banel Safbwynt y Cyngor.

Ar gyfer sesiynau galw heibio, gofynnwyd i drigolion gysylltu â ni ymlaen llaw cyn dod yno os oedd ganddynt unrhyw anghenion penodol fel rhai o ran mynediad, lŵp clyw, angen am gyfleusterau cyfieithu neu eu bod yn dymuno defnyddio'r Gymraeg.

I weld yr adroddiad llawn, cliciwch ar y linc yma – [Sgwrs Caerffili 2019-2020](#)

## **Cynllun Cydraddoldeb Strategol 2020-2024 – Y broses o Ddatblygu ac Ymgynghori**

Roedd yn ofynnol gan Lywodraeth Cymru i Gyngor Bwrdeistref Sirol Caerffili baratoi Cynllun Cydraddoldeb Strategol am 2020-2024, fel pob awdurdod lleol arall yng Nghymru. Roedd angen cyhoeddi hwn erbyn Ebrill 2020, ond cafwyd estyniad ar hynny oherwydd y pandemig, a chymeradwywyd y Cynllun newydd gan y Cyngor llawn ym mis Hydref 2020.

Cafodd y Cynllun ei ysgrifennu i egluro wrth staff, aelodau etholedig, trigolion a rhanddeiliaid sut mae Cyngor Bwrdeistref Sirol Caerffili'n bwriadu cyflawni ei ymrwymïadau cydraddoldeb wrth barhau i fod yn sefydliad cynhwysol nad yw'n goddef gwahaniaethu o unrhyw fath.

Roedd y Cyngor yn adeiladu ar yr ymrwymïad oedd yn bodoli'n barod a'i waith cynharach i gael cydraddoldeb. Fe ymgymrodd ag amrediad o waith i gasglu tystiolaeth ac i ymgysylltu cyn ymgynghori, er mwyn datblygu cynnwys y Cynllun Cydraddoldeb Strategol a datblygu Amcanion Cydraddoldeb drafft mewn ffordd ystyrlon:

- Adolygu gofynion y ddeddfwriaeth
- Adolygu adroddiadau a chanllawiau allanol oddi wrth y Comisiwn Cydraddoldeb a Hawliau Dynol
- Adolygu Cynllun Cydraddoldeb Strategol cyfredol y Cyngor a'r dogfennau a chanllawiau cysylltiedig
- Adolygu gwaith ymgynghori cynharach a ymgwymerwyd gan y Cyngor o ran materion cydraddoldeb
- Dadansoddi setiau data lleol a chenedlaethol
- Adolygu dogfennau cydraddoldeb Llywodraeth Cymru ac awdurdodau lleol eraill
- Ymgysylltu gyda rheolwyr darparu gwasanaethau tu mewn i'r Cyngor
- Trafodaethau gyda Chymdeithas Llywodraeth Leol Cymru, Llywodraeth Cymru ac awdurdodau lleol eraill ar draws Cymru, o ran y materion cydraddoldeb allweddol cyfredol a rhai i'r dyfodol y gellid eu hystyried yn amcanion cydraddoldeb.

Wedyn cafwyd cyfnod o ymgynghori ffurfiol ar yr amcanion cydraddoldeb drafft yn y Cynllun.

Diben yr ymgynghori ffurfiol a ddigwyddodd oedd cael barn trigolion, aelodau etholedig, staff a rhanddeiliaid eraill ar yr amcanion drafft a amlinellwyd yn y Cynllun Cydraddoldeb Strategol drafft, a gweld beth oedd y camau mwyaf priodol i helpu'r Cyngor i gyflawni'r amcanion hynny, ar ôl cytuno arnynt. Bydd y ffordd hon o weithredu'n helpu i ddangos camau gweithredu ystyrllon wedi'u seilio ar yr angen a welwyd, ac yn unol gyda'r angen yn ôl Llywodraeth Cymru.

Roedd yr ymgynghori'n gofyn yn benodol i bobl roi eu barn ar bob un o'r amcanion drafft isod:

1. Deall a dileu'r rhwystrau y mae pobl yn eu hwynebu wrth gyrchu gwasanaethau Gwella
2. Gwella cyfleoedd addysg i bawb
3. Hybu a hwyluso cymunedau cynhwysol a chydlynol
4. Ymgysylltu â thrigolion i'w hannog i gymryd rhan a lleisio barn wrth gynllunio gwasanaethau
5. Sicrhau y gall y cyhoedd sy'n siarad Cymraeg gael mynediad i wasanaethau sy'n cydymffurfio â'r gofynion statudol
6. Creu gweithlu sy'n adlewyrchu a pharchu amrywiaeth y cymunedau yn y fwrdeistref sirol
7. Lleihau'r Bwlch Cyflog Rhwng y Rhywiau

Fe ddigwyddodd yr ymgynghori ffurfiol am gyfnod o 4 wythnos o 11 Tachwedd 2019 tan 6 Rhagfyr 2019. Roedd yr holl ddogfennau ymgynghori ar gael yn ddwyieithog ac mewn amrywiaeth o ffurfiau, yn cynnwys rhai hawdd i'w darllen a phrint mawr, fel bod pawb a ddymunai'n gallu rhoi eu barn.

Cafodd yr ymgynghori ei hyrwyddo mewn amrywiaeth o ffyrdd ac roedd ar gael ar draws amrywiaeth o lwyfannau. Y prif erfyn ar gyfer ymgynghori oedd holiadur, ond roedd anogaeth i'r rhai gymrodd ran i ymateb mewn nifer o ffyrdd. Bu ymgynghori wyneb yn wyneb gyda grwpiau oedd â diddordeb arbennig yn yr ymgynghori hwn ac sy'n anoddach eu cyrraedd trwy gyfrwng dulliau ymgynghori eraill. Roeddem ni'n ymgysylltu gyda Phobl yn Gyntaf Caerffili, Rhwydwaith Rhieni Caerffili, Cymuned Fyddar Caerffili a Disability CanDo, trwy ddefnyddio grwpiau canolbwyntio wedi'u targedu.

Cafodd yr ymgynghori ei hyrwyddo'n fewnol i aelodau etholedig a chyflogeion a'i rannu'n helaeth gyda:

- cyrff lleol a rhanbarthol gyda diddordeb mewn cydraddoldeb a chyrrff partner sector gyhoeddus lleol, trwy ddefnyddio rhestrau dosbarthu ebost ar gyfer cylchredeg yn ehangach
- cyrff trydydd sector lleol trwy gyfrwng Cymdeithas Mudiadau Gwirfoddol Gwent (GAVO) er mwyn ei ddsbarthu'n ehangach

- cynghorau tref a chymuned lleol trwy gyfrwng ebost. Roedd gan bob cyngor tref a chymuned gyfarfodydd yn ystod y cyfnod ymgynghori neu'n fuan ar ei ôl.
- cysylltwyd trwy ebost gyda'r rhai a ganlyn a'u hannog i gymryd rhan - aelodau Panel Safbwynt Caerffili, Pobl yn Gyntaf Caerffili, y Swyddog Cydlyniad Cymunedol Rhanbarthol, Menter Iaith Caerffili, Disability Cando, Fforwm 50+ Caerffili, Umbrella Cymru, Stonewall Cymru, Anabled Cymru, Deaf-Friendly a Gwasanaeth Ieuenctid a Grŵp Ieuenctid LHDTG Gwasanaeth Ieuenctid Bwrdeistref Sirol Caerffili.

I weld y Cynllun, cliciwch ar y linc yma – [Cynllun Cydraddoldeb Strategol 2020-2024](#)

## Pride Cymru 2019 – Cynghorau Balch



Roedd Cyngor Bwrdeistref Sirol Caerffili yn falch o gael ei gynrychioli ym Mhenwythnos Mawr Pride Cymru yng Nghaerdydd o dan y faner 'Cynghorau Balch'. Penwythnos Mawr Pride Cymru yw'r dathliad mwyaf o amrywiaeth, cynhwysiant a'r gymuned LHDT+ yng Nghymru, ac mae'n gyfle i bawb, ni waeth beth yw eu hoedran, rhyw, rhywedd neu hil ddod ynghyd a dathlu'r cyfan sy'n gwneud Cymru yn lle mor groesawgar.

Nododd Pride Cymru 2018 chweched flwyddyn rhwydwaith 'Cynghorau Balch', sy'n dwyn ynghyd nifer o gynghorau yn y de, gan dynnu sylw at y gwaith partneriaeth y mae cynghorau yn y rhanbarth yn ei wneud er mwyn hyrwyddo cydraddoldeb yn y de a dathlu amrywiaeth yn ein cymunedau.



Trefnodd Cynrychiolwyr o Gyngor Bwrdeistref Sirol Caerffili, stondin 'Cynghorau Balch' yn ystod Penwythnos Mawr Pride Cymru. Ymgysylltodd staff ag ymwelwyr er mwyn trafod sut y gall cynghorau wella ymhellach ar y gwaith y maent yn ei wneud i sicrhau cydraddoldeb i breswylwyr a chyflogeion LHDT+, yn ogystal â chyfeirio pobl at wasanaethau a gynigir gan gynghorau a phartneriaid.

Cymerodd Cyngor Bwrdeistref Sirol Caerffili, fel rhan o Gyngorau Balch, ran ym Mhared Pride Cymru am y tro cyntaf gan orymdeithio a dathlu ar strydoedd canol y ddinas.

Mae Cyngorau Balch yn ymrwymedig i hyrwyddo cydraddoldeb mewn gwasanaethau cyhoeddus a dileu'r rhwystrau a wynebir gan bobl LHDT.

DRAFT



# Cydymffurfio â Safonau'r Gymraeg

## Safonau'r Gymraeg

Disodlwyd Deddf yr Iaith Gymraeg 1993 gan Fesur y Gymraeg (Cymru) 2011 ac fel rhan o'r ddeddfwriaeth newydd, yng Nghymru mae i'r Gymraeg yr un statws cyfreithiol â Saesneg a rhaid peidio â'i thrin yn llai ffafriol. Nid oes angen i gyrff cyhoeddus ddatblygu a gweithredu Cynlluniau Iaith Gymraeg mwyach ond, yn lle hynny, mae'n rhaid iddynt bellach gydymffurfio â chyfres genedlaethol o Safonau'r Gymraeg.

Mae Comisiynydd y Gymraeg wedi cyhoeddi Hysbysiad Cydymffurfio sy'n nodi pa rai o'r 176 o safonau yn y ddeddfwriaeth sy'n gymwys i'r awdurdod lleol, ynghyd ag unrhyw eithriadau a'u dyddiadau gweithredu.

Cofnodir ein cynnydd bob blwyddyn yn **Adroddiad Blynyddol Safonau'r Gymraeg 2019-2020**, a gyhoeddir ar ein gwefan. I wel dyr adroddiad cliciwch yma - [Safonau'r Gymraeg](#).

## Cydymffurfio â Safonau'r Gymraeg

Cyhoeddir adroddiad monitro blynyddol ar wefan y Cyngor bob haf er mwyn rhoi adroddiad ar ei gydymffurfiaeth â Safonau'r Gymraeg.

Mae'r adroddiad blynyddol yn cwmpasu pedwar maes sy'n ofynnol o dan y fframwaith rheoleiddio ac yn dangos ymrwymiad parhaus y Cyngor i ddarparu gwasanaethau dwyieithog i'r cyhoedd ac aelodau o'r staff.

Mae'r pedwar maes y mae'n rhaid cyflwyno adroddiad arnynt fel a ganlyn:

- Cwynion gan y Cyhoedd
- Sgiliau Iaith Staff
- Darparu Hyfforddiant cyfrwng Cymraeg
- Recriwtio i Swyddi Gwag

Mae pedwar o'r Amcanion Cydraddoldeb Strategol yn cynnwys materion sy'n ymwneud â'r Gymraeg yn benodol, sef:

**Amcan Cydraddoldeb 4** - Gwella Mynediad Cyfathrebu

**Amcan Cydraddoldeb 6** - Cydymffurfio â Safonau'r Gymraeg

**Amcan Cydraddoldeb 10** - Amrywiaeth yn y Gweithlu

**Amcan Cydraddoldeb 11** – Cydymffurfiad Corfforaethol

Dyma rai o'r llwyddiannau yn y gwaith gyda'r Gymraeg yn 2019-2020:

- **Rhestr o Enwau Lleoedd wedi'i Safoni** – Gwaith gyda Swyddfa Comisiynydd y Gymraeg i adolygu enwau lleoedd a chytuno ar restr safonol ohonynt ar gyfer y fwrdeistref sirol. Mae'r rhestr yn ystyried defnydd lleol, hanes, ynganiad, gramadeg a sillafiad. Fe ddechreuodd y gwaith hwn yn haf 2018 a daeth i ben yn hydref 2019. Roedd yn cynnwys cael panel o arbenigwyr i edrych ar dystiolaeth o ddefnydd lleol ac ynganiad enwau lleoedd yn y fwrdeistref sirol. Cafodd y gwaith hwn ei weld fel enghraifft o'r arfer gorau yng Nghymru, ac roedd y drafodaeth agored a chynhaliol rhwng y Cyngor a staff y Comisiynydd yn rhan bwysig o hynny. Mae cael rhestr gytunedig yn golygu bydd cysondeb yn y ffordd o sillafu ac ehangu enwau lleoedd lleol yn y dyfodol.
- **Adroddiad Sicrwydd y Comisiynydd 2018-2019** - fe soniwyd am Gyngor Caerffili yn adroddiad sicrwydd blynyddol Comisiynydd y Gymraeg 'Hawlio Cyfleoedd'. Mae'r adroddiad yn sôn am yr archwiliad o'n Gwasanaethau Iaith Gymraeg ni, roeddem wedi comisiynu Menter Iaith Caerffili i'w wneud, gan ddefnyddio'r canlyniadau i weld lle'r oedd bylchau ac i ddathlu llwyddiannau.

Mae ein gwaith partneriaeth gyda Menter Iaith Caerffili'n parhau, trwy gysylltiadau sydd yn Strategaeth y Gymraeg, ac mae'n amhrisiadwy o ran rhannau o'n gwaith yn darparu gwasanaethau. Er enghraifft comisiynwyd Menter Iaith Caerffili gan Dwristiaeth i wneud y cyhoeddiadau uchelseinydd yng ngŵyl y Caws Mawr 2019 fel eu bod yn ddwyieithog ac yn cydymffurfio gyda'r Safonau perthnasol.

- **Cwynion ac Ymchwiliadau** – Dim ond 1 gwyn a gofnodwyd o ran yr iaith Gymraeg yn ystod 2019-2020, a 7 cais am wasanaeth. Gweler y rhan **Cydymffurfiad Corfforaethol**. Gallwn hefyd adrodd na chawsom ddim ymchwiliadau newydd yn ystod 2019-2020, sy'n rhyfeddol ac yn arwydd bod y gwaith sydd wedi digwydd i gydymffurfio gyda'r Safonau'n dechrau dangos ei werth.

## Diwrnod Shwmae / Su'mae

Ymunodd staff Cyngor Caerffili â miloedd o bobl a sefydliadau ledled Cymru i nodi Diwrnod Shwmae / Su'mae (Dydd Llun 15 Hydref).

Cymerodd Cyngor Bwrdeistref Sirol Caerffili gamau breision i ddod yn awdurdod dwyieithog fel rhan o Fesur y Gymraeg (Cymru) 2011. Fel rhan o'r gwaith hwn, mae hyrwyddo Diwrnod Shwmae / Su'mae gyda'r staff, y gymuned ac ysgolion wedi rhoi cyfle i bawb yn y fwrdeistref ddathlu'r Gymraeg.

Dathlodd llyfrgelloedd ledled y fwrdeistref sirol Ddiwrnod Shwmae/Su'mae drwy ddefnyddio hunlun i atgoffa ac annog staff ac ymwelwyr i ddweud “#ShwmaeSumaeCaerffili”! Fe wnaethant hefyd ddefnyddio'r cyfryngau cymdeithasol i helpu lledaenu'r neges.



Gwahoddwyd staff y cyngor i 'Fore Coffi' yn Nhŷ Penallta, i fwynhau pice ar y maen, diod poeth a chyfle i ymarfer eu sgiliau Cymraeg gydag eraill o wahanol rannau o'r sefydliad. Yn ogystal â hynny, roedd Menter Iaith Caerffili yno i hyrwyddo cyfleoedd i ddefnyddio'r Gymraeg mewn gweithgareddau cymdeithasol yn eu sesiynau ar draws y fwrdeistref.

Cafodd holl staff y Cyngor eu hannog i ddechrau pob sgwrs gyda Shwmae, a chafodd gwybodaeth ei harddangos a oedd yn cynnwys llinell amser ar gyfer y Gymraeg yn esbonio sut mae'r iaith wedi datblygu.

## Cefnogi Cymunedau sy'n Ystyriol o Oedran

### Poetry Together



Fe ymunodd disgyblion blwyddyn 10 o Ysgol Lewis, Pengam gyda phreswylwyr o Gartref Gofal Trafalgar Park, Nelson i ddangos cryfder y gair ysgrifenedig i ddod â gwahanol grwpiau oed at ei gilydd, mewn digwyddiad Poetry Together yn ddiweddar, ym mis Hydref 2019. Cynhaliwyd y digwyddiad yn Ysgol Eaton Square yn Llundain, dan arweiniad y cyflwynydd Gyles Brandreth a gyda Duges Cernyw'n bresennol.

Roedd y disgyblion a'r trigolion cartref preswyl yn amrywio o 14 i 94 oed. Yn y digwyddiad buont yn adrodd gwaith gan Idris Davies ac roedd barddoniaeth mewn Pwyleg o'r enw Ucheldiroedd, wedi'i pherfformio gan Leon Block, a gymrodd ran yn yr ail ryfel byd, a disgybl Kasper Dudek. Roedd hefyd ddarn o'r enw 'Friendship' a ysgrifennwyd gan Beryl Jones, un o breswylwyr Trafalgar Park.

Roedd Diwrnod Cenedlaethol Barddoniaeth yn tynnu sylw at fanteision dysgu barddoniaeth ar gof a phontio'r bwlch rhwng cenedlaethau, i wella'r cof a datblygiad lleferydd a chynyddu hyder, trwy ddysgu ac adrodd barddoniaeth. Daeth yr ysbrydoliaeth ar gyfer Poetry Together ar ôl i Gyles Brandreth wneud rhaglen radio'r flwyddyn ddiwethaf am ba mor werthfawr yw dysgu barddoniaeth ar gof. Roedd yn defnyddio ymchwil gan Brifysgol Caergrawnt oedd yn dangos sut mae dysgu ac adrodd barddoniaeth o fudd i bobl ifanc a hŷn.

### Fforwm 50+ Caerffili – Digwyddiad y Nadolig

Mae'r Fforwm 50+ yn parhau gyda'u digwyddiadau ar gyfer gwahanol genedlaethau yn Ysgol Lewis, Pengam. Yn ystod haf 2019 fe ymunodd Mike Oliver â Phwyllgor Llywio'r Fforwm 50+, ac yntau newydd ymddeol o fod yn brifathro cynorthwyol Ysgol Lewis, Pengam. Mae ef wedi bod yn cefnogi a hwyluso'r Clwb Cinio Rhyng-ghenedlaeth fu'n digwydd yn yr ysgol am nifer o flynyddoedd.

Fe drefnodd y Pwyllgor Llywio ddigwyddiad arbennig, Clwb Cinio Nadolig, yn 2019. Y Fforwm 50+ dalodd am yr adloniant yno, ac estynnwyd gwahoddiad oedd yn cynnwys aelodau'r Fforwm. Cafodd pawb fwynhau pryd Nadolig, gydag 80 o bobl yn bresennol, cymysgedd o aelodau o'r Clwb Cinio Rhyng-ghenedlaeth, y Fforwm 50+, Gofalwyr (di-dâl), Cartref Gofal, Grŵp Strôc a Grŵp Eglwys. Yn ystod y pryd cawsant eu diddanu gan ddau gyn-ddisgybl o Ysgol Lewis, Pengam.

## Cyfeillion Dementia

Fe ddatblygodd Cymunedau sy'n Gyfeillgar i Ddementia yn ystod y cyfnod 2019-2020, gan ganolbwyntio mwy ar gael plant, pobl ifanc ac ysgolion i gymryd rhan. Roedd gwaith yn parhau hefyd i ganolbwyntio ar ddarparu cyrsiau ymwybyddiaeth Cyfeillion Dementia a Hyfforddi'r Hyfforddwyr (Pencampwyr Dementia). O ganlyniad i hyn:

- daeth 1,395 o bobl yn gyfeillion dementia, gan ddarparu 54 o sesiynau
- hyfforddwyd 10 o Bencampwyr Dementia ychwanegol

Y Cyng. Carol Andrews yw cadeirydd y Grŵp Cynllunio Cymunedau Cyfeillgar i Ddementia, ac roedd hi'n allweddol mewn datblygu'r ysgol gyntaf yn y fwrdeistref i gyrraedd statws Cyfeillgar i Ddementia, sef Ysgol Heolddu, Bargoed. Byddwn yn gweithio tuag at gael tref Bargoed i ddod yn dref sy'n Gyfeillgar i Ddementia.

# Cefnogi Cyfamod y Lluoedd Arfog

## Y Lluoedd Arfog yng Nghaerffili



Yng Nghymru, amcangyfrifir bod 385,000 o aelodau o Gymuned y Lluoedd Arfog. Mae hyn yn cyfateb i 12% o'r boblogaeth. Mae hyn yn cynnwys aelodau presennol, aelodau wrth gefn a chadetiadaid yn ogystal â'u teuluoedd a chyn-aelodau o'r Lluoedd Arfog. Bydd llawer wedi cael profiad o ryfel, yn uniongyrchol neu'n anuniongyrchol, a'r heriau y gall godi yn ei sgil.

Mae 3,230 o bersonél milwrol a sifil wedi'u lleoli yng Nghymru ac mae yna 60 o sefydliadau a chanolfannau'r Weinyddiaeth Amddiffyn, gan gynnwys canolfannau wrth gefn a'r ystadau hyfforddi. Gwyddys i 15,230 o bobl adael Lluoedd Arfog Rheolaidd y DU yn 2018. Amcangyfrifir bod 3000 wedi ymgartrefu yng Nghymru.

Roedd Cyngor Bwrdeistref Sirol Caerffili yn un o'r awdurdodau lleol cyntaf yng Nghymru i lofnodi Cyfamod y Lluoedd Arfog a chadw at ei addewid i gefnogi Cymuned y Lluoedd Arfog.

Bu'n flwyddyn gynhyrchiol iawn o ran codi proffil Cyfamod y Lluoedd Arfog ym Mwrdeistref Sirol Caerffili ac ardal ehangach Gwent. Cyflawnwyd hyn drwy newid polisiâu, hyfforddiant, digwyddiadau a chyhoeddusrwydd. Mae Cylchlythyr Cyfamod Lluoedd Arfog Gwent yn cael derbyniad da a'i ddsbarthu ledled y fwrdeistref a Gwent.

### Hyfforddiant

Mae pecyn e-ddysgu Cyfamod y Lluoedd Arfog wedi cael ei ryddhau ac mae ar gael drwy'r fewnwyd i'r staff ac ar wefan y Cyngor. Mae hyfforddiant pwrpasol wedi cael ei roi i adrannau; ond oherwydd Covid 19 bydd y sesiynau hyn yn awr yn cael eu cynnig ar lein.

## Gemau Invictus



Cafodd Cymro fu'n gwasanaethu yn y fyddin, Jonathan Congreve, 57, o'r Gelligaer ei anrhydeddu gan Gyngor Bwrdeistref Sirol Caerffili mewn cyfarfod o'r cyngor llawn yn Nhŷ Penallta dydd Mawrth, 3 Mawrth 2020. Cafodd Mr Congreve ei ddewis i gynrychioli Team UK yng Ngemau Invictus yn 2021, gan gystadlu mewn saethyddiaeth, nofio a rhwyfo. Roedd John wedi gwasanaethu yn y fyddin am 22 o flynyddoedd, ac erbyn adeg gadael roedd yn Staff Sergeant yn y Royal Electrical Mechanical Engineers.

## Cynllun Cydnabod Cyflogwyr Amddiffyn – Gwobr Aur

Mae'r Cynllun Cydnabod Cyflogwyr Amddiffyn yn cydnabod y rhai sydd wedi mynd ymhell tu draw i'r gofyn yn eu hymdrechion i gefnogi cymuned y lluoedd arfog. Mae hon yn wobwr bwysig oddi wrth y Weinyddiaeth Amddiffyn i anrhydeddu cyrff sydd wedi dangos a hyrwyddo cymorth arbennig o dda i bobl sydd yn y lluoedd wrth gefn, cadetiaid, cyn filwyr a'u teuluoedd.

Eleni fe ddyfarnwyd y Wobr Aur i 10 o gyflogwyr yng Nghymru – gyda 3 o'r rheiny yng Ngwent. Ymysg y rhai a gafodd y wobwr hon roedd Bwrdd Iechyd Prifysgol Aneurin Bevan, Cyngor Bwrdeistref Sirol Caerffili a Chyngor Tref Casnewydd. Bydd pob un o'r rhain yn gweithio'n agos i sicrhau bod Cymuned y Lluoedd Arfog yn cael y gefnogaeth orau bosibl.



Fel awdurdod, mae Cyngor Bwrdeistref Sirol Caerffili wedi ymrwymo ei hunan i weithredu'n bendant o blaid cymuned y Lluoedd Arfog. Mae polisïau a gweithdrefnau adnoddau dynol yn eu lle i ganiatáu hyblygrwydd ar gyfer ymrwymadau i hyfforddi a gweithredu, ac fe ganolbwyntiwyd ar wella'r cyfleoedd cyflogaeth i bobl o'r lluoedd arfog, yn cynnwys Cynllun Sicrwydd Cyfweliad.

## Cyngor Bwrdeistref Caerffili'n cefnogi'r ymgyrch #40ThousandStrong

Mae Help for Heroes wedi diolch i bobl Caerffili am gefnogi eu hymgyrch #40ThousandStrong i godi ymwybyddiaeth o anghenion y dynion a'r merched sydd wedi gadael gwasanaeth milwrol am resymau meddygol.

Roedd gwirfoddolwyr, ynghyd â gwasanaeth Tân ac Achub De Cymru, Côr Gwragedd Militaraidd Caerdydd a Milwyr wrth Gefn o Sgwadron 614 y Royal Auxiliary Air Force yng Nghanolfan Siopa Cwrt y Castell yn y dref ar ddydd Sadwrn 2 Tachwedd. Fe wnaeth busnesau lleol, arweinyddion dinesig a'r cyhoedd gyfrannu'n hael a rhoi dros £1,000.

Roedd arddangosfa o dros 4,000 o ffigyrau bychain, i ddangos graddfa'r angen am adferiad corfforol a meddyliol ymysg pobl sy'n gadael y Lluoedd Arfog am resymau meddygol. Gallai cefnogwyr gyfrannu at yr elusen a chael eu ffigwr eu hunain mewn bocs fel symbol o'r ymgyrch.

Fe ddewiswyd Caerffili ar gyfer lansio ymgyrch yr elusen yng Nghymru am fod gan y dref boblogaeth o bron 40,000, sef nifer y dynion a merched sydd wedi gadael eu gyrfa filaraidd am resymau meddygol dros y 20 mlynedd diwethaf.

## Swyddog Cefnogi Addysg Lluoedd Ei Mawrhydi

Mae pecyn newydd o gefnogaeth i blant pobl y Lluoedd Arfog yng Nghaerffili, i'w helpu gyda'u cyrhaeddiad a'u datblygiad, trwy ariannu swyddog cefnogi wedi'i neilltuo iddynt. Daw hyn ar ôl llwyddiant cais am grant oddi wrth Gronfa Cefnogi Addysg y Weinyddiaeth Amddiffyn i gyflogi swyddog cefnogi addysg Lluoedd Ei Mawrhydi. Mae'n swydd i weithio ar draws addysg, gyda chyrff y trydydd sector, i godi ymwybyddiaeth o'r heriau unigryw y gall plant sydd â'u rhieni yn y lluoedd arfog eu hwynebu oherwydd yr angen i symud ac i wasanaethu. Trefnwyd ariannu newydd oddi wrth y Weinyddiaeth Amaeth am swydd 2 flynedd, yn dechrau ym Medi 2020.





## Ymwybyddiaeth ymhlith y Cyhoedd

Mae'r gwaith o godi ymwybyddiaeth ymhlith y cyhoedd o'r gwaith y mae'r awdurdodau lleol yn ei wneud o ran y Lluoedd Arfog yn mynd rhagddo'n dda. Mae'r dudalen Facebook (Cymuned Lluoedd Arfog Gwent) a Twitter (@GwentAFC) sy'n hyrwyddo'r gwaith a'r digwyddiadau ar gyfer Cymuned y Lluoedd Arfog wedi cael tipyn o sylw ac mae'r gwaith dadansoddi yn gadarnhaol.

Mae'r cylchlythyr chwarterol sy'n cael ei baratoi a'i anfon at bob meddygfa, canolfan waith a llyfrgell a'r gymuned ehangach yn cael derbyniad da iawn ac maent yn llwyddo i gyrraedd y rhai yn y gymuned ehangach nad oes ganddynt fynediad at y rhyngrwyd o bosibl.

Mae Cyfeiriadur gwasanaethau Gwent wedi cael derbyniad da. Mae'r ddogfen ar gael ar wefan CBSC i'r cyhoedd.

DRAFT

## Gweithio gyda Chymunedau Sipsiwn a Theithwyr

Mae Grŵp Sipsiwn a Theithwyr y Cyngor yn cyfarfod ddwywaith y flwyddyn i fonitro newidiadau yn y sefyllfa leol ers cyhoeddi'r Aseiad o Anghenion Llety Sipsiwn a Theithwyr a gafodd ei gwblhau yn 2015 a'i gymeradwyo gan Lywodraeth Cymru yn 2016. Mae'r ffocws ar hyn o bryd ar yr Aseiad Llety Sipsiwn a Theithwyr, ond mae hyn wedi'i ohirio oherwydd y pandemig. Fodd bynnag, mae rhywfaint o waith sylfaenol wedi'i wneud ynghyd ag ymgynghori â chynrychiolwyr grwpiau cymorth Sipsiwn a Theithwyr ynghylch yr aseiad. Rhagwelir y bydd yr aseiad wedi'i gwblhau yng ngwanwyn 2021, er mwyn bwydo i mewn i'r adolygiad o'r Cynllun Datblygu Lleol.

Yn ystod 2019-2020 nid oedd unrhyw wersylloedd anghyfreithlon yn y fwrdeistref sirol i ni ddelio â nhw. Rydym wedi bod yn gweithio gyda safle yng ngogledd y fwrdeistref sirol trwy gydol y flwyddyn ddiwethaf 2019-2020, gan eu cynorthwyo a'u cynghori gydag unrhyw faterion lles megis draenio a chyflenwad dŵr. Rydym hefyd wedi darparu gwybodaeth i'r wefan gan Lywodraeth Cymru er mwyn cynorthwyo yn ystod y cyfyngiadau cyfnod clo parhaus. Yn ystod y broses ymgysylltu â'r wefan hon, mi wnaethom gysylltu â Teithio Ymlaen: y Gwasanaeth Cynghori ac Eiriolaeth Sipsiwn, Roma a Theithwyr.

## Amrywiaeth yn y Gweithlu

### Gwelliannau i Ddata ar Weithlu CBSC

Mae'n rhaid i'r Cyngor gadw gwybodaeth gyfredol am ei holl gyflogeion ar ei gronfa ddata adnoddau dynol er mwyn sicrhau y gall gyfathrebu â staff yn effeithiol a chyflawni ei rwymedigaethau cytundebol fel cyflogwr. Mae'n rhaid i'r Cyngor gasglu gwybodaeth am gyflogeion o dan y gyfraith, er enghraifft eu sgiliau Cymraeg a data ar gydraddoldeb sy'n helpu'r Cyngor i ddeall proffil y gweithlu er mwyn cyflawni Dyletswydd Cydraddoldeb y Sector Cyhoeddus.

Mae'r gallu i gofnodi gwybodaeth am y Gymraeg o ran data staff a gwaith dadansoddi yn rhan annatod o'r system gyflogres yng Nghyngor Bwrdeistref Sirol Caerffili. Dangosir ffigurau diwedd y flwyddyn ariannol hyd at 31 Mawrth 2020 isod yn **Nhabl 6**.

Yn unol â Hysbysiad Cydymffurfiad Safonau Iaith Cymraeg y Cyngor, rhaid i'r Cyngor asesu a chofnodi sgiliau iaith ei weithwyr. Rhaid i'r Cyngor hefyd adrodd yn flynyddol ar nifer y gweithwyr sydd â sgiliau Cymraeg ar ddiwedd y flwyddyn dan sylw (Safon 170). Rhestrir y Safonau perthnasol isod. I weld yr Hysbysiad Cydymffurfiad cliciwch ar y ddolen hon - [Hysbysiad Cydraddoldeb CBSC](#)

**Tabl 5 – Safonau Cymraeg Perthnasol yn ymwneud ag asesu a chofnodi Sgiliau Cymraeg gweithwyr**

Safon Rhif	Manylion
127	Rhaid i chi asesu sgiliau Cymraeg eich cyflogeion.
151	Rhaid i chi gadw cofnod (yn dilyn asesiadau o sgiliau iaith Gymraeg eich cyflogeion a wnaed gennych yn unol â safon 127), o nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol a, phan fo hynny'n wybyddus ichi, rhaid ichi gadw cofnod o lefel sgiliau'r cyflogeion hynny.

O gymharu â'r llynedd, unwaith eto rydym wedi cofnodi siaradwyr Cymraeg ychwanegol ar y system AD ar draws bron pob un ond 2 o'r 17 maes gwasanaeth Gellir esbonio'r cynnydd yn rhannol oherwydd bod proses fwy cadarn yn ei lle i ddal yr wybodaeth hon, e.e. ar y cam penodi.

**Tabl 6 – Cyfanswm nifer y staff a siaradwyr Cymraeg a gofnodwyd ar iTrent Cyfansymiau'r Cyngor**

	Cyfanswm Staff	Siaradwyr Cymraeg	%
<b>2016-2017</b>	8,682	402	4.63
<b>2017-2018</b>	8,767	436	4.97
<b>2018-2019</b>	8,533	1,581	18.53
<b>2019-2020</b>	8,402	1,796	21.37

## Trosolwg o Raglen Hyfforddiant Cydraddoldeb 2019-2020

Bu rhaglen hyfforddiant gynhwysfawr a ddarparwyd ar gyfer staff ac aelodau etholedig ar gydraddoldeb a'r Gymraeg, sy'n cynnwys cyrsiau i ddysgu Cymraeg ac Iaith Arwyddion Prydain, yn llwyddiant mawr unwaith eto eleni.

Cofrestrodd cyfanswm o **253** o aelodau o staff i fynychu cyrsiau a oedd yn ymwneud â chydraddoldeb penodol **Tabl 7**:

**Tabl 7 – Staff a gofrestrwyd i fynychu cyrsiau ynglyn â chydraddoldeb**

Teitl y Cwrs	Presenoldeb	Niferoedd a dynnwyd yn ôl
Iaith Arwyddion Prydain (lefelau 1-4)	15	0
Hyfforddiant Cyfeillion Dementia	102	0
Asesiad o'r Effaith ar Gydraddoldeb	29	3
Ymwybyddiaeth o Gydraddoldeb	67	0
Ymwybyddiaeth Ofalgar	40	2

Rydym yn parghau â'n hymdrechion i wella gallu ein staff i gynnal Asesiadau cadarn o'r Effaith ar Gydraddoldeb wrth gynllunio, diwygio neu ystyried lleihau / terfynu unrhyw un o wasanaethau, polisiau, swyddogaethau, strategaethau neu brosiectau'r Cyngor.

Un llwyddiant allweddol oedd cyflwyno hyfforddiant Ffrindiau Dementia a'r system "hyfforddi i hyfforddi" ar gyfer Hyrwyddwyr Dementia. Mae Hyrwyddwyr Dementia hefyd yn rhoi hyfforddiant Ffrindiau Dementia yn eu meysydd gwasanaeth eu hunain bellach, mae hyn wedi bod yn arbennig o lwyddiannus o fewn ein hadran lyfrgell.

## Hyfforddiant Trais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol (VAWDASV)

Mae Cyngor Bwrdeistref Sirol Caerffili wedi gwneud cynnydd sylweddol tuag at fodloni ei ofnyon o dan y Fframwaith Hyfforddiant Cenedlaethol. Bu ffocws ar gyfer 2019/2020 o hyd ar gydlynu a chyflwyno hyfforddiant **Grŵp 1** (Codi Ymwybyddiaeth) a **Grŵp 2** (Gofyn a Gweithredu). Mae'r gallu i roi hyfforddiant yn fewnol hefyd wedi cael ei ddatblygu.

Yn 2019, cafodd ein Cynllun Hyfforddiant ar Drais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol ei adolygu a'i ddiweddarau i adlewyrchu'r cynnydd a wnaed ers 2016/17 a manylu ar ein nodau hyfforddiant hyd at 2022. Cyflwynwyd y cynllun hyfforddiant newydd i'r Tîm VAWDASV Rhanbarthol ym mis Mawrth 2019.

Mae nifer y staff a gafodd hyfforddiant yn uchel iawn, sy'n adlewyrchu maint ein gweithlu.

**Cynnydd Grŵp 1:**

- Ar ddiwedd mis Mawrth 2020, roedd 4177 o gyflogeion presennol wedi cwblhau hyfforddiant Grŵp 1 (Codi Ymwybyddiaeth). Mae'r ffigur hwn yn cyfateb i 57% o'r gweithlu (wedi cynyddu o 42% 31/3/2019)

**Cynnydd Grŵp 2:**

- Ar ddiwedd mis Mawrth 2019, roedd 682 o'r staff wedi cwblhau hyfforddiant Grŵp 2 (Gofyn a Gweithredu), sef 45% o'r staff y nodwyd bod angen yr hyfforddiant arnynt (wedi cynyddu o 24% 31/3/2019)

Gwnaed cynnydd yng **Ngrŵp 1** a **Grŵp 2** y Fframwaith Hyfforddi Cenedlaethol.

Dyma fydd ein ffocws ar gyfer 2020/21 o hyd gyda'r bwriad o'i gyflwyno i ysgolion.

Bwriedir cynnal adolygiad o ofynion **Grŵp 3** (Hyrwyddwyr) a **Grŵp 6**

(Arweinyddiaeth) hefyd. Ar y gweill hefyd y mae'r datblygiad ar gyfer cyflwyno'r

hyfforddiant hwn yn ddigidol. Mae cyfres ffilmiau Cryfhau Arweinyddiaeth wedi bod

ar gael i holl aelodau **Grŵp 6** i'w gwyllo. Cyflwynwyd hyfforddiant **Grŵp 1** i holl

aelodau **Grŵp 6** yn ystod 2018/2019. Mae'r Uwch Dîm Arweinyddiaeth hefyd wedi

cael cyfle i gwblhau hyfforddiant **Grŵp 2** yn 2018, 2019 a 2020.

## Hyfforddiant Iaith Gymraeg

Un o ofynion Safonau'r Gymraeg mewn perthynas â hyfforddiant staff yw bod cyrsiau hyfforddiant iaith Gymraeg yn cael eu darparu.

Ers 2001, mae **2,034** o staff y Cyngor a staff sefydliadau partner wedi mynychu dosbarthiadau Cymraeg Llafar, yn amrywio o gyrsiau rhagflas i ddechreuwyr, hyd at a chan gynnwys cyrsiau Safon Uwch.

Mae'r Safonau perthnasol fel a ganlyn:

130	Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith— (a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a (b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
131	Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.
132	Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu— (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru); (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg; (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.







Bu cynnydd sylweddol yn nifer y staff a fynychodd hyfforddiant iaith Gymraeg ar gyfer y flwyddyn dan sylw, gyda'r Cyngor yn trefnu hyfforddiant Cymraeg llafar a chodi ymwybyddiaeth i'r staff ac aelodau etholedig.

Dengys **Tabl 8** y data ar y cyrsiau a gynigiwyd i staff CBS Caerffili ac a fynychwyd ganddynt yn ystod y flwyddyn academaidd 2019-2020:

**Tabl 8 - Cyrsiau Iaith Gymraeg a gynigiwyd i staff CBS Caerffili ac a fynychwyd ganddynt ar gyfer y flwyddyn academaidd 2019-2020**

TEITL Y CWRS A GYNIGIWYD	NIFER Y CYRSIAU A GYNIGIWYD	NIFER YR AELODAU O STAFF A FYNICHODD Y CWRS
30 Wythnos	41	36
Cymraeg Gwaith – Cwrs 10 awr	15	159
Cwrs Blasu Deuddydd y Gymraeg	3	15
Say Something in Welsh (Ar-lein)	3	13
Tynnu nôl o gyrsiau	Ddim yn berthnasol	0

Lansiwyd Cwrs Iaith Gymraeg Ar-lein 10 a elwir yn **Cymraeg Gwaith** yn ystod gwanwyn 2018. Mae'r cwrs yn eich cyflwyno i eiriau ac ymadroddion bob dydd yn dibynnu ym mha sector rydych chi'n gweithio ynddo. Mae'r cyrsiau sy'n cael eu cynnig yn cynnwys y sector gofal iechyd, y sector gofal cymdeithasol, gwasanaethau brys, athrawon, penaethiaid, y sector twristiaeth, manwerthu, y sector trafndiaeth ac ychydig o rai eraill.

 <p><b>HEALTHCARE SECTOR: PART 2</b> Part 2 - This free course has been tailored for the Healthcare sector. The course is open to everyone.</p> <p><a href="#">Get Started</a></p>	 <p><b>SOCIAL CARE: PART 2</b> Part 2 - This free course has been tailored for the Social Care sector and is open to everyone.</p> <p><a href="#">Get Started</a></p>	 <p><b>EMERGENCY SERVICES: PART 2</b> Part 2 - This free course has been tailored for the Emergency Services. The course is open to everyone.</p> <p><a href="#">Get Started</a></p>
 <p><b>TEACHERS: PART 1</b> Part 1 - This free course has been tailored for teachers. The course is open to everyone.</p> <p><a href="#">Get Started</a></p>	 <p><b>HEADTEACHERS: PART 1</b> Part 1 - This free course has been tailored for Headteachers. The course is open to everyone.</p> <p><a href="#">Get Started</a></p>	 <p><b>TOURISM SECTOR: PART 1</b> Part 1 - This free course has been tailored for the Tourism sector. The course is open to everyone.</p> <p><a href="#">Get Started</a></p>

Gellir ymgymryd â'r cwrs fesul cam, Rhan 1 a Rhan 2, ac mae'n tywys y dysgwr trwy gyfres o sefyllfaoedd ac yna set o gwestiynau. Ar ôl cwblhau'r cwrs, caiff tystysgrif ei e-bostio at ddysgwyr.

Gwelodd y cyfnod clo ym mis Mawrth 2020 gynnydd yn nifer y bobl sy'n cwblhau'r cyrsiau hyn gyda thros 500 o gyrsiau'n cael eu cwblhau, yn bennaf gan staff addysgu.

## Recriwtio a'r Gymraeg

Un o ofynion Safonau'r Gymraeg yw adrodd ar ein cynnydd mewn perthynas â recriwtio a nodi ein cynnydd o ran recriwtio a'r Gymraeg fel amlinellir yn Safon 136. Hysbysebwyd cyfanswm o **2,401** o swyddi gwag a swyddi newydd rhwng 31 Mawrth 2019 a 31 Mawrth 2020. Roedd y gofynion ynglyn â'r Gymraeg ar gyfer y swyddi hyn fel a ganlyn:

- (i) roedd sgiliau Cymraeg yn hanfodol  
**24**
- (ii) roedd angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd  
**10**

Mae cyrsiau hyfforddiant iaith Gymraeg wedi bod ar gael i bob aelod o'r staff am ddim ers y flwyddyn academaidd 2001-2002 (gweler **Adran 3**)

- (iii) Roedd sgiliau Cymraeg yn ddymunol  
**2327**
- (iv) Nid oedd angen sgiliau Cymraeg  
**2336\***

**\*Aseswyd nad oedd angen sgiliau Cymraeg ar gyfer y swydd hon oherwydd sgiliau Cymraeg yr aelodau eraill o'r tîm. Fodd bynnag, hysbysebir bod Cymraeg yn ddymunol o leiaf ar gyfer pob swydd wag.**

Nodwyd, o ddadansoddi'r data a gofnodwyd, bod y cwestiwn sy'n cael ei ofyn ar y Ffurflen Asesu'r Gymraeg '**Dim Gofyniad Cymraeg**' naill ai ddim yn cael ei ateb yn gywir neu ei gofnodi'n gywir. Mae hwn yn faes a fydd yn cael ei adolygu a bydd unrhyw welliannau a gaiff eu hadnabod yn cael eu gweithredu. Byddwn yn gweithio gyda rheolwyr recriwtio a Gwasanaethau Pobl ac yn rhoi eglurder ar unrhyw ganllawiau sydd ar waith ar hyn o bryd.

Mae'r Asesiadau Sgiliau Cymraeg mewn perthynas â swyddi gwag neu newydd wedi'u cofnodi gan Adnoddau Dynol ers mis Hydref 2016. Yna mae'r asesiad a'r dystiolaeth ategol yn rhan o'r achos busnes sy'n ofynnol er mwyn cael caniatâd i lenwi swydd wag neu greu swydd newydd.

Yn dilyn adroddiad y llynedd, mae'r broses recriwtio wedi'i chryfhau gyda chwblhau Asesiad Sgiliau Cymraeg ar gyfer pob swydd newydd neu swydd wag, sy'n cael eu hysbysebu fel rhai lle mae'r **Gymraeg yn ddymunol** fel gofyniad safonol. Mae'r asesiad a wneir yn penderfynu a ddylid hysbysebu unrhyw swyddi newydd neu swyddi gwag fel rhai lle mae'r **Gymraeg yn hanfodol**, yn unol â rôl y swydd a chyswllt â'r cyhoedd.



# Cydymffurfiad Corfforaethol

## Dadansoddiad o'r cwynion a gyflwynwyd yn ystod 2019 - 2020

Mae adran 4 o **Gynllun Cydraddoldeb Strategol 2016-2020** yn diffinio'r hyn a ystyrir yn gŵyn o ran materion sy'n ymwneud â Chydraddoldeb a'r Gymraeg, a hynny er mwyn bod yn gyson wrth ymdrin ag unrhyw gŵyn o'r fath gan fod y Cyngor yn gweithredu gwasanaeth integredig ar gyfer Cydraddoldeb a'r Gymraeg.

### v) Cwynion

- 4.10 *Gall cwyn gael ei diffinio fel sefyllfa lle nad yw aelod o'r cyhoedd, neu grŵp, yn fodlon ar safon gwasanaeth, neu weithredu neu ddiffyg gweithredu gan y Cyngor neu aelod o'r staff.*
- 4.11 *Ymdrinnir â phob cwyn yn unol â'r polisi Cwynion corfforaethol, ond gyda'r angen ychwanegol i gyfieithu pob gohebiaeth i mewn ac allan ar y mater yn unol â **Chanllawiau ar Gyfieithu Iaith Cymraeg 2016** ac unrhyw broblem arall o ran cyfieithiad, dyluniad neu fformat.*
- 4.12 *Caiff cwynion eu monitro'n llawn yn ôl categori o Gydraddoldeb ac ym mha bynnag iaith neu fformat a gyflwynwyd i ddechrau.*
- 4.13 *Gellir gwneud cwynion yn ysgrifenedig, dros y ffôn neu drwy e-bost i gyfeiriad e-bost penodol y Cyngor [cwynion@caerffili.gov.uk](mailto:cwynion@caerffili.gov.uk).*
- 4.14 *Ceir rhagor o ganllawiau yn y [Canllawiau ar Gwynion ynghylch Cydraddoldeb a'r Gymraeg](#) sydd ar ein gwefan.*

Mae cwynion ynglyn â Chydraddoldeb a'r Gymraeg yn rhan o'r adroddiad chwarterol i'r Pwyllgor Archwilio fel rhan o'r broses ar gyfer Cwynion Corfforaethol lle y bo'n briodol, ac mae'r Uwch-swyddog Polisi (Cydraddoldeb, y Gymraeg ac Ymgynghori) bellach yn aelod o'r Grŵp Dysgu o Gwynion corfforaethol sy'n cyfarfod bob chwarter i drafod cwynion penodol a thrawsbynciol.

Cwynion Corfforaethol yw'r rhai sydd o ganlyniad i fethiant proses neu fethiant i weithredu polisi'r Cyngor yn gywir. Mae'r rhain yn gwynion a allai gael eu hanfon ymlaen yn y pen draw at yr Ombwdsmon Gwasanaethau Cyhoeddus neu Gomisiynydd y Gymraeg er enghraifft. Ymdrinnir â materion ynglyn ag ymddygiad neu agwedd aelodau o'r staff o dan y Cod Ymddygiad drwy brosesau adnoddau dynol mewnol.

Mae cwynion ynglyn â Chydraddoldeb a'r Gymraeg yn rhychwantu'r ddau fath o gŵyn yn yr ystyr y gall methiant proses fod o ganlyniad i agweddau neu safbwyntiau aelod o'r staff tuag at grŵp penodol er enghraifft.

Yn ystod 2019-2020, cafwyd **1** gŵyn ynglyn â chydoddoldeb. Roedd y gŵyn yn gysylltiedig ag anabledd mewn perthynas â materion priffyrdd ac ymatebwyd iddi o fewn yr amserlen gorfforaethol. Cawsom **5** cais am wasanaeth a oedd yn ymwneud â chydoddoldeb. Cyfeiriodd 4 o'r ceisiadau hyn at anabledd mewn perthynas â materion priffyrdd a thai ac redd y bumed yn ymwneud â mater LDHT+.

Yn ystod 2019-2020, cawsom **7** cais am wasanaeth ac **1** gŵyn ynglyn â'r Gymraeg. Roedd yr **1** gŵyn yn ymwneud â llythyr gwybodaeth Covid-19 a anfonwyd at yr holl drigolion oedd mewn Saesneg yn unig. Gwnaed penderfyniad strategol oherwydd natur frys yr wybodaeth Covid-19; y byddai'r holl wybodaeth am y mater hwn yn cael ei chyhoeddi a'i hanfon yn Saesneg yn unig. Ymatebwyd i'r gŵyn o fewn amserlenni corfforaethol. Mae'r holl ddogfennau a negeseuon cyfryngau cymdeithasol eraill sy'n ymwneud â'r argyfwng Coronafeirws parhaus yn gwbl ddwyieithog ac yn cwrdd â gofynion Hysbysiad Cydymffurfiad y Cyngor.

Roedd y **7** cais am wasanaeth yn cynnwys problemau gyda gwasanaethau digidol ar-lein ar ein gwefan a diffyg ymwybyddiaeth o'r Gymraeg a diffyg sgiliau iaith Gymraeg ymhlith staff wrth ddelio â galwadau, e-byst ac ymholiadau wyneb yn wyneb. Trafodwyd y ceisiadau gwasanaeth gyda'r meysydd gwasanaeth perthnasol ac mae unrhyw faterion wedi'u datrys neu yn cael eu datrys ar hyn o bryd trwy godi ymwybyddiaeth staff, hyfforddiant iaith Gymraeg neu ddiwygiadau i systemau digidol ar-lein lle cafodd materion eu hadnabod.

**Tabl 9 – Cwynion a Cheisiadau Gwasanaeth a dderbyniwyd yn ystod 2019-2020 gan Gyfarwyddiaeth a Maes Gwasanaeth**

Cyfadranau	Maes Gwasanaeth	Cwynion Cydraddoldeb	Ceisiadau Gwasanaeth Cydraddoldeb	Cwynion y Gymraeg	Ceisiadau Gwasanaeth y Gymraeg
<b>Prif Weithredwr</b>	Prif Weithredwr	-	1	-	-
<b>Cymunedau</b>	Priffyrdd	1	1	-	-
	Tai	-	1	-	-
	Hamdden	-	1	-	1
	Cynllunio	-	-	-	1
	Gwasanaeth Cofrestru	-	-	-	1
	Lleoliadau	-	-	-	2
	Rheoli Gwastraff	-	-	-	1
<b>Addysg a</b>	Addysg	-	1	-	-
<b>Gwasanaethau Corfforaethol</b>	Polisi a Phartneriaethau	-	-	1	1
	<b>Cyfansymiau</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>7</b>

## Arferion Da, Teilwra Gwasanaethau a Hyrwyddo

Mae'r straeon canlynol yn dangos sut mae meysydd gwasanaeth y Cyngor wedi teilwra eu gwaith o ddydd i ddydd yn unol â gofynion ac anghenion defnyddwyr gwasanaeth unigol. Mae pob un yn enghraifft ardderchog o roi egwyddorion Cydraddoldeb a'r Gymraeg ar waith yn ymarferol er budd pobl yn y fwrdeistref sirol.

### Strategaeth Ddigartrefedd Gwent

Cafodd Strategaeth Ddigartrefedd Gwent ei chymeradwyo gan y Cabinet yn Rhagfyr 2018 ac mae nawr yn weithredol ac yn dod ymlaen yn y fwrdeistref sirol. Mae'n darparu cynllun gweithredu pedair blynedd sy'n cynnwys amcanion rhanbarthol a lleol. Cafodd nifer o'r camau yn y strategaeth eu cyflawni yn yr ychydig fisoedd cyntaf o'i datblygu, gyda'r mwyafrif o'r gwaith ymarferol ar ddigartrefedd a gwaith partneriaeth yn eu lle'n barod yn y fwrdeistref sirol.

Bu'r cyngor yn gweithio'n llwyddiannus eto yn 2019 gyda Llochesi Nos Eglwysi Bwrdeistref Caerffili, mewn partneriaeth gyda'r Parch. Sue Phillips o Eglwys y Bedyddwyr Elim, Pontllanfraith, a Cornerstone Support Services Ltd. Roedd eglwysi a chanolfannau ar draws y fwrdeistref sirol yn cymryd rhan ac yn agor eu drysau i ddarparu cyfleusterau a chefnogaeth yn ystod misoedd y gaeaf. Roedd arian ychwanegol oddi wrth Lywodraeth Cymru'n galluogi'r bartneriaeth i ddarparu cartrefi i bedwar allan o bymtheg o gleientiaid y Llochesi Nos yn ystod y flwyddyn. Mae cefnogaeth yn parhau, trwy fod y gronfa atal digartrefedd yn sicrhau bod pobl sy'n cysgu allan yn cael mynediad at lefydd i fyw ynddynt.

### Gweithgareddau LHDTTC



Roedd y cyngor yn llawn o liwiau'r enfys mewn digwyddiad ym mis Gorffennaf 2019 i gefnogi amrywiaeth a chynhwysiad i'r gymuned LHDTTCQ+. Mae'r awdurdod wedi camu ymlaen lawer yn yr ymdrech i ddod yn 'Gyngor Balch' ers ei lansio yn 2015. Gwahoddwyd cynrychiolwyr o Pride Cymru i brif swyddfeydd y cyngor yn Nhŷ Penallta i hyrwyddo'r digwyddiad Balchder oedd i'w gynnal cyn hir, mewn partneriaeth gyda Grŵp Ieuencid LHDTTC y cyngor.

Cafodd nifer o ddigwyddiadau eu hyrwyddo i ddathlu Mis Hanes LHDTC. Daeth Pride Cymru i ymweld â phencadlys y Cyngor yn Nhŷ Penallta i hyrwyddo'u gwaith i hyrwyddo cydraddoldeb yng Nghymru.



Fe ymunodd staff arlwygo Caerffili hefyd mewn hyrwyddo'r mis, trwy ddarparu 'Teisen Enfys' i'r staff a gwisgo lliwiau'r enfys.



Fel rhan o Fis Hanes LHDTC, roedd Cyngor Caerffili'n rhedeg cystadleuaeth celf i ysgolion a grwpiau ieuencid ar draws y fwrdeistref sirol, wedi'i seilio ar thema'r mis hanes LHDTC, sef 'Barddoniaeth, Rhyddiaith a Dramâu'.

Roedd y gwaith a gynhyrchwyd gan y bobl ifanc yn ffantastig. Dyma enillwyr 2020.



Fel rhan o barhad y gwaith 'Cyngor Balch', gwahoddwyd Cyngor Caerffili a Chyngor Rhondda Cynon Taf i ddigwyddiad Mis Hanes LHDTC a groesawyd i Gampws Nantgarw gan Goleg y Cymoedd. Roedd y digwyddiad yn cynnwys siaradwyr o Pride Cymru a darlithydd o'r coleg ei hunan, Paul Davies, fu'n sôn am Hawliau LHDTC: Cymryd Golwg Fyd-eang.



## Wythnos Weithredu Dementia

Fe drefnodd gwasanaeth llyfrgell Caerffili a Chymdeithas Alzheimer amrediad o weithgareddau i'w cynnal yn ystod Wythnos Weithredu Dementia (20-26 Mai 2019).

Bu'r Pencampwyr Dementia'n croesawu sesiynau Cyfeillion Dementia i lyfrgelloedd lleol ar draws y fwrdeistref sirol. Roedd y rhain yn sesiynau di-dâl, yn agored i'r cyhoedd ddod iddynt ac wedi'u hanelu at unrhyw un oedd yn dymuno dysgu dipyn bach mwy am Gyfeillion Dementia.



Y thema oedd 'cynhwysiad' ac roedd hynny am fod dros un rhan o dair o bobl gyda dementia'n dweud eu bod yn teimlo'n unig, a dros un rhan o dair wedi colli cysylltiad gyda'u cyfeillion ar ôl cael diagnosis. Roedd Cyngor Caerffili'n annog trigolion i weithredu fel bod pobl gyda dementia'n gallu parhau i gadw cysylltiad am amser hirach gyda'r pethau maen nhw'n eu caru.

## Urddas Mislif

Daeth Gwasanaethau Chwaraeon a Hamdden y cyngor yn un o'r gwasanaethau hamdden cyntaf yn y Deyrnas Unedig i gymryd camau tuag at daclo 'tloidi mislif'. Mae'n dechrau gyda'r gred na ddylai unrhyw eneth gollu cyfleoedd ar gyfer chwaraeon a hamdden egnïol am na all gael nwyddau mislif; bydd y cynllun Urddas Mislif yn awr yn golygu bod pob canolfan hamdden yn y fwrdeistref sirol yn cynnig cyflenwadau digonol o eitemau hylendid, i barhau i leihau'r rhwystrau i fywyd egnïol.

Fe benderfynodd Llywodraeth Cymru ddarparu cynnyrch hylendid o bob ysgol a choleg ar draws Cymru. Gall diffyg cynnyrch hylendid gael effaith o hyd at 2% ar bresenoldeb mewn ysgolion, ac yn dilyn ymlaen o hynny, mae'r Gwasanaethau Chwaraeon a Hamdden yn cytuno bod effaith debyg hefyd mewn canolfannau hamdden. Felly bydd trefnu bod cynnyrch hylendid ar gael yn caniatáu i enethod ifanc a merched Caerffili allu ymarfer yn hyderus, wrth barhau i ddatblygu'r teimlad o gefnogaeth mae pob canolfan hamdden yn ceisio'i darparu i bob un sy'n ei defnyddio.

## Prosiect yr Islawr yn dathlu 20 mlynedd o wasanaeth



Mae Prosiect yr Islawr yn Coed Duon wedi dathlu 20 mlynedd o wasanaeth i bobl ifanc a'r gymuned. Yr Islawr yw'r prosiect gwybodaeth ar gyfer Gwasanaeth Ieuenctid Caerffili, yn darparu cefnogaeth, eirioli a gwybodaeth gyffredinol i bobl ifanc 11-25 oed.

Mae'r prosiect yn cynnig nifer o wasanaethau eraill hefyd, fel gwaith grŵp a sesiynau gwybodaeth h.y. cyffuriau ac alcohol, hunan barch, diogelwch ar y rhyngwrwyd, ysgrifennu CV a llawer mwy. Mae hefyd yn cynnig cefnogaeth trwy redeg Grŵp LHDTCC misol, ac erbyn hyn mae dros 100 o bobl ifanc LHDTCC wedi cofrestru gyda'r grŵp.

## Iechyd Meddwl

Ar 19 Tachwedd 2019, roedd dathliad ar gyfer Diwrnod Rhyngwladol Dynion, ar y cyd gydag Unsain Caerffili.

Roedd arddangosfa o wybodaeth i gefnogi hyn, yn tynnu sylw at bobl enwog sydd wedi brwydo gyda materion iechyd meddwl, a manylion cyswllt ar gyfer rhwydweithiau cefnogi perthnasol. Roedd 'Mind' Caerffili yno i hyrwyddo eu rhaglen iechyd meddwl leol, wedi'i hanelu'n benodol at ddynion. Roedd hefyd siaradwyr gwadd yno o nifer o gyrff cefnogi lleol, ac i gau'r digwyddiad roedd Neville Southall, gôl geidwad i Gymru ac Everton, sy'n hyrwyddo materion iechyd meddwl yn yr ardal leol.



## Diwrnod Cofio'r Holocost

Fe wnaeth Cyngor Bwrdeistref Sirol Caerffili gofnodi Diwrnod Cofio'r Holocost yn Nhŷ Penallta gyda digwyddiad ar gyfer Gwent gyfan, ar 30 Ionawr 2020. Roedd Dr Martin Stern MBE yno, un fu trwy'r Holocost, ac fe soniodd am ei brofiad ei hun ohono.

Ganwyd Dr Martin Stern yn yr Iseldiroedd yn 1938. Daeth y Natsïaid i'r wlad honno yn 1940 ac aeth bywyd yn fwyfwy anodd i dad Martin, oedd yn Iddew, a bu'n rhaid iddo fynd i guddio. Cafodd Martin ei guddio gan gwpwl yn Amsterdam, yn agos at le'r oedd Anne Frank yn cuddio. Pan oedd yn bump oed, cafodd Martin ei arestio yn yr ysgol a'i yrru i wersyll carchar yn yr Iseldiroedd, oedd yn lle i aros dros dro cyn mynd i wersylloedd lladd y Natsïaid. Yn wahanol i'r rhan fwyaf o blant yno, cawsant hwy eu gyrru i dref Terezin yng ngwlad Siec. Yno roedd Iddewon yn cael eu defnyddio gan y Natsïaid i roi'r argraff anghywir i weddill y byd am beth oedd yn digwydd i Iddewon, ond wedyn byddent yn cael eu gyrru i'w lladd.

Oherwydd amgylchiadau eithriadol, llwyddodd gwraig oedd yn garcharor yno i ofalu amdanynt hyd at ddiwedd y rhyfel. Fe aeth 15,000 o blant trwy Terezin (Theresienstadt) a dim ond ychydig o'r plant barhaodd yn fyw, ond roedd Martin a'i chwaer Erica ymysg y rheiny. Cafodd eu tad ei yrru i Auschwitz a bu farw yng ngwersyll Buchenwald. Bu ewythr a thad-cu Martin hefyd farw tra roeddent yng ngafael y Natsïaid.

Ar ôl yr Ail Ryfel Byd, bu Martin yn byw yn Amsterdam ac wedyn symudodd i Loegr yn 1950. Ymhen amser, bu'n astudio Meddygaeth yn Rhydychen a daeth yn arbenigwr mewn asthma a chlefydau alergedd yng Nghaerlŷr.

Ers iddo ymddeol yn 2002, mae Martin wedi gweithio mewn addysg yn y Ganolfan Holocost Genedlaethol yn Laxton, swydd Nottingham, a gydag Ymddiriedolaeth Diwrnod Cofio'r Holocost. Mae'n aelod o Ganolfan Stanley Burton ar gyfer Astudiaethau Holocost a Hil-laddiad ym Mhrifysgol Caerlŷr. Mae Martin yn credu bod rhaid i addysg am hil-laddiad a digwyddiadau eraill o ladd niferoedd mawr nid yn unig addysgu am beth ddigwyddodd ond hefyd am beth sy'n arwain pobl i gyflawni'r fath droseddau.



## Diwrnod Hawliau'r Gymraeg (Mae gen i hawl)

Mae Diwrnod Hawliau Iaith Gymraeg yn ddiwrnod i hyrwyddo hawliau gyda'r iaith Gymraeg. Mae'n gyfle i gyrff fel y Cyngor hyrwyddo a dathlu'r gwasanaethau Cymraeg mae'n eu cynnig, a'r hawliau sydd gan bobl i ddefnyddio'r Gymraeg wrth ddefnyddio'r gwasanaethau



**caerphillycbc** @CaerphillyCBC

Mae Cyngor Bwrdeistref Sirol Caerffili yn falch i gefnogi Diwrnod Hawliau'r Gymraeg. Dydd Gwener 6 Rhagfyr.

Heddiw byddwn yn rhannu gwybodaeth am sut y gallwch gael mynediad at wasanaethau trwy'r Gymraeg. @ComyGymraeg #maegenihawl

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6 Rhagfyr, 2019  
diwrnod i hyrwyddo hawliau'r Gymraeg. Am fwy o wybodaeth, cysylltwch â ni.

6 December, 2019 – a day to promote Welsh language rights. For more information, please contact us.

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7 Rhagfyr, 2020 - diwrnod i hyrwyddo hawliau'r Gymraeg. Am fwy o wybodaeth, cysylltwch â ni.

7 December, 2020 – a day to promote Welsh language rights. For more information, please contact us.

#MAEGENIHAWL



## Atodiad A – Crynodeb o ddata ar y Gweithlu

Mae'r wybodaeth ganlynol yn ddata lefel uchel a oedd ar system gyflogres iTrent ar 31 Mawrth 2020 mewn perthynas â phroffil gweithlu CBS Caerffili, o ran nodweddion gwarchoddedig a gallu ieithyddol staff.

- Dangosir Rhyw, Ethnigrwydd ac Anabledd yn ôl Cyfadran ar hyn o bryd.
- Dangosir data ar Grefydd neu Gred a Chyfeiriadedd Rhywiol yn ôl cyfansymiau Corfforaethol yn unig ar hyn o bryd. Mae'r data wedi gwella yn ystod y flwyddyn ariannol ddiwethaf.
- Mae Gallu Ieithyddol ar gael yn ôl Maes Gwasanaeth ond darperir y data hyn fel cyfansymiau Corfforaethol er gwybodaeth.
- Nid oes gwybodaeth arall wedi cael ei chyflwyno gan nad oes unrhyw gofnodion yn y categorïau dan sylw.

Rhyw yn ôl Cyfadran	Dynion	Menywod	Heb ddatgelu
Cymunedau	884	615	0
Addysg a Gwasanaethau Corfforaethol	900	4,223	0
Gwasanaethau Cymdeithasol a Thai	508	1,433	0
<b>Cyfanswm yr Awdurdod</b>	<b>2,242</b>	<b>6,160</b>	<b>0</b>

Anabledd yn ôl Cyfadran	Anabl	Nifer	Heb ddatgelu	Ddim am Ddatgan
Cymunedau	55	1,351	93	0
Addysg a Gwasanaethau Corfforaethol	81	4,245	797	0
Gwasanaethau Cymdeithasol a Thai	62	1,798	81	0
<b>Cyfanswm yr Awdurdod</b>	<b>188</b>	<b>7,247</b>	<b>967</b>	<b>0</b>

Cyfeiriadedd Rhywiol (cyfansymiau)	Niferoedd
Deurywiol	18
Hoyw	33
Heterorywiol	2,851
Lesbiaidd	21
Arall	27
Heb ei ddatgelu	5,342
Amharod i Ddatgan	110
<b>Cyfanswm yr Awdurdod</b>	<b>8,402</b>

Ethnigrwydd yn ôl Cyfadran	Gwyn	BME	Heb ddatgelu	Ddim am Ddatgan
Cymunedau	1,399	14	83	3
Addysg a Gwasanaethau Corfforaethol	4,333	38	749	3
Gwasanaethau Cymdeithasol a Thai	1,851	29	60	1
<b>Cyfanswm yr Awdurdod</b>	<b>7,431</b>	<b>75</b>	<b>889</b>	<b>7</b>

<b>Crefydd neu Gred (cyfansymiau)</b>	<b>Niferoedd</b>
Bwdhaeth	5
Cristnogaeth (Pob Enwad)	1,194
Hindŵaeth	4
Iddewiaeth	1
Islam	1
Siciaeth	2
Dyneiddiol	6
Dim Crefydd	1,594
Heb ddatgelu	5,495
Ddim am Ddatgan	62
Arall	38
<b>Cyfanswm yr Awdurdod</b>	<b>8,402</b>

<b>Cenedligrwydd</b>	<b>Niferoedd</b>
Prydeinig (Nid o Ynysoedd y Sianel nac Ynys Manaw)	1,041
Seisnig	74
Gwyddelig Gogledd Iwerddon	3
Gwyddelig	6
Cymreig	2,129
Albanaidd	4
Cernywaidd	1
Arall	37
Heb ddatgelu	5,101
Ddim am Ddatgan	6
<b>Cyfanswm yr Awdurdod</b>	<b>8,402</b>

<b>Gallu Ieithyddol (Heblaw am Saesneg)</b>	<b>Niferoedd</b>
Arabeg	1
Braille	2
Llydaweg	0
Iaith Arwyddion Prydain	46
Croateg	0
Iseldireg	2
Ffrangeg	37
Almaeneg	13
Iaith Roeg	2
Hebraeg	1
Hindi	2
Hwngareg	0
Eidaleg	3
Cwrdeg	1
Iaith Arwyddion Makaton	1
Malaialam	2
Nepali	1
Romaneg	1
Rwsieg	1
Serbeg	0
Sbaeneg	11
Tamil	1
Twrceg	2
Cymraeg	1,796

(Ni chofnodir cyfanswm nifer y staff am fod rhai aelodau o'r staff yn siarad mwy na dwy iaith)

Gadewir y dudalen hon yn wag yn fwriadol



## **CABINET 24TH MARCH 2021**

**SUBJECT: REVIEW OF CORPORATE COMPLAINTS POLICY AND UNACCEPTABLE BEHAVIOUR POLICY**

**REPORT BY: HEAD OF DEMOCRATIC SERVICES AND DEPUTY MONITORING OFFICER**

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### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to ask Cabinet to consider the views of the Audit Committee on the model Concerns and Complaints Policy at Appendix 1, the Statement of Principles at Appendix 2 and the Unreasonable Persistent or Unreasonable actions by Complainants Policy at Appendix 3 and to ask Cabinet to endorse these documents. Cabinet is also asked to support the reporting mechanisms set out in paragraph 5.11.

### **2. SUMMARY**

- 2.1 The purpose of this report is to ask Cabinet to review the comments of the Audit Committee and to endorse the new Concerns and Complaints Policy attached at Appendix 1 which is based on the model document issued by the Ombudsman, together with the associated Statement of Principles attached at Appendix 2. These principles underpin the complaints handling process.
- 2.2 In light of the introduction of the new Model policy it is also timely to ask Cabinet to review and endorse the provisions of the existing Policy for dealing with Unacceptable, Persistent or Unreasonable actions by Complainants.

### **3. RECOMMENDATIONS**

- 3.1 Cabinet is asked to consider the views of the Audit Committee which will be presented verbally and to endorse the model Concerns and Complaints Policy at Appendix 1, the Statement of Principles at Appendix 2 and the Unreasonable Persistent or Unreasonable actions by Complainants Policy at Appendix 3.
- 3.2 Cabinet is also asked to endorse the reporting mechanisms so that Cabinet receives reports twice yearly.

#### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 Under its terms of reference the Audit Committee has responsibility for overseeing and monitoring the outcome of complaints and for reviewing the policy including the adequacy and effectiveness of the policy and the adoption of the Complaints Policy is a Cabinet function.

#### **5. THE REPORT**

- 5.1 By way of background, members will be aware that the Council's current Complaints Policy was adopted by Cabinet in February 2013 following Welsh Government guidance issued in 2011. Save for minor changes the current Policy has been in place since that date. However overtime the Ombudsman has recognised that a diverse range of complaints practices has emerged and so the aim of the new guidance and policy outlined below is to bring practices back into broad alignment, providing basic standards, a common language and a set of principles to underpin how complaints are handled throughout public services.
- 5.2 In 2019 the Ombudsman gained new powers under the Public Services Ombudsman for Wales Act 2019 which received Royal Assent in May 2019. Part 4 of the 2019 Act sets out complaints handling procedures and in accordance with this part of the Act the Ombudsman published a Statement of Principles concerning complaints handling procedures, and a model complaints handling policy together with associated guidance on the implementation of the new model Concerns and Complaints Policy.
- 5.3 The Complaints Standards Authority (CSA) was also created within the Ombudsman's office which has been developing standards for complaints handling across the bodies within the Ombudsman's jurisdiction. It is also gathering data to identify trends and patterns in public service delivery and has been providing training and support to complaints handlers in public bodies to support learning from complaints which has been taken up by officers at Caerphilly.
- 5.4 Against this backdrop, on 30<sup>th</sup> September 2020, the Ombudsman wrote to all Local Authorities to confirm that the Statement of Principles, Model Complaint Handling Process, and Guidance were in full effect and in compliance with Section 38 of the new Act requested all public bodies to reflect on how their own practices and procedures comply with the stated guidance and how they will ensure that all complaints are captured appropriately. All Councils have been asked to provide a copy of its updated complaints handling procedure by 31<sup>st</sup> March 2021.
- 5.5 The updated guidance recognises that organisations will need to interpret it in a way which is appropriate to their own circumstances. However, it is explicit that the arrangements for managing complaints behind the scenes must not detract from the service user's perception of a common approach, so elements such as the form, the timescales and the number of stages should be consistent for all.
- 5.6 Members are therefore asked to consider the Model Concerns and Complaints Policy attached at Appendix 1, the Statement of Principles at Appendix 2 and the Council's existing Policy relating to Unacceptable, Persistent and Unreasonable Complainants at Appendix 3. For completeness a copy of the Ombudsman's guidance is attached at Appendix 4.

## **The draft Model Concerns and Complaints Policy**

- 5.7 Members will be aware that the policy is designed to deal with corporate complaints and that there are separate complaints processes for dealing with school-based complaints and social services complaints. The Social Services Complaints Procedure Wales Regulations 2014 outlines the procedure for handling complaints from persons receiving a service from social services and school-based complaints are dealt with by the School and Governing Body. In addition, Freedom of Information complaints and complaints about Data Protection matters are within the remit of the Information Commissioner. As such the policy directs complainants to the appropriate contacts.
- 5.8 The new Model Concerns and Complaints Policy and guidance has been shared with complaints officers and the Council's Corporate Management Team. Overall there is no change to the two-stage approach which will remain with the right to escalate a complaint to the Ombudsman should a complainant be dissatisfied with the response. That said, while the actions we take will remain the same in terms of dealing and responding to contacts and concerns, there will be a greater emphasis on the way in which we record contacts and complaints under the Policy. The stage 1 informal resolution process will become more part and parcel of front-line service delivery and not viewed as separate from it. Staff will be empowered and trained to recognise a complaint and to deal with them as they arise with the aim of resolving issues on the spot. As a result members are likely to see an increase in the number of complaints recorded and reported.
- 5.9 To support this change, senior officers within Customer Services are undertaking a scoping exercise with a service provider to streamline the process both internally and customer facing to provide the customer with a more efficient and focussed service. The Ombudsman's office has offered to provide further training to all authorities in the coming year as required.
- 5.10 Cabinet are advised that Audit Committee received regular reports on the existing complaints process and that officers have established a Learning from Complaints Group which comprises Complaints Officers across the authority, the Corporate Complaints Officer ( who is responsible for maintaining the central complaints record), the Council's Senior Policy Officer (Equalities Welsh Language and Consultation), a representative from the Council's Performance Management Unit and a representative from the Council's Internal Audit Section. These meetings are chaired by the deputy Monitoring Officer. This Group will continue to meet in order to review and implement any changes to current practice as set out in the guidance to compliment the Model Concerns and Complaints Policy. This will include a review of the way in which we collect data, the methods for learning from concerns and complaints and a common means to identify and disseminate good practice and to put in place action plans where required.
- 5.11 In terms of complaints handling roles, the guidance sets out a requirement for Cabinet to receive reports on the number and type of complaints, their outcomes and any remedial action taken as a consequence. It is a matter for Cabinet to determine how frequently it should receive such reports, however it should be at least twice a year. It is proposed that Cabinet receive reports twice yearly (including an Annual Report).
- 5.12 In addition to the Ombudsman's guidance, the Local Government and Elections (Wales) Act 2021 sets out provisions for the Audit Committee (to be renamed the Governance and Audit Committee) to "review and assess the authority's ability to

handle complaints effectively and to make reports and recommendations in relation to the authority's ability to handle complaints effectively". It is therefore proposed that Audit committee also receive reports twice yearly under their terms of reference.

- 5.13 In addition to the above reporting lines, Corporate Management Team will receive quarterly updates on complaints outcomes to establish any wider lessons and to improve processes and procedures. Data will also be shared on a quarterly basis with the CSA.

### **Statement of Principles**

- 5.14 In addition to the new Model policy the Ombudsman has published a Statement of Principles which are set out in Appendix 2. It is these principles which form the basis of the new Complaints Policy and is intended to provide customers with an overview of what an effective complaints handling process should be, namely

- 1) Complainant Focused
- 2) Simple
- 3) Fair & Objective
- 4) Timely & Effective
- 5) Accountable
- 6) Committed to Continuous Improvement

It is intended to promote these principles on the Council's Website alongside the Concerns and Complaints Policy.

### **Council's existing Policy relating to Unacceptable, Persistent and Unreasonable Complainants.**

- 5.15 Members will be aware that the Council has adopted a policy for dealing with Unacceptable, Persistent and Unreasonable Complainants. The policy is rarely utilised but provides officers with support and advice on managing situations when we find that someone's actions are unacceptable. It is therefore recommended that this policy is endorsed and is published alongside the Concerns and Complaints Policy and Statement of Principles.

### **5.16 Conclusion**

In light of the information contained above members are asked to consider the recommendations set out in paragraph 3.

## **6. ASSUMPTIONS**

- 6.1 The provisions of the Model Complaints and Concerns Policy follows the draft issued by the Public Services Ombudsman for Wales.

## **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 Monitoring of the Council's corporate complaints and successful resolution of those complaints contribute to the following Well-Being goals within the Well-being of Future Generations Act (Wales) 2015 as it supports the provision of higher quality and more effective services to the public across all service areas. In addition, monitoring provides information on the level of satisfaction of the services provided



corporately by the Council. The result of the monitoring enables each department to focus on areas of concern, to improve services and to monitor performance, ensure that any trends or issues raised are identified and dealt with to be avoided in the future and to ensure that corporate complaints are dealt with consistently and fairly across all service areas.

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities and thriving Welsh language
- A globally responsible Wales

## **8. WELL-BEING OF FUTURE GENERATIONS**

- 8.1 This report contributes to the Well-being Goals as set out in Links to policies above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the monitoring of the Council's corporate complaints handling across all service areas enables departments to focus on areas of concern, to improve services and to monitor performance to ensure that any issues raised are identified and dealt with to be avoided in future.

## **9. EQUALITIES IMPLICATIONS**

- 9.1 Monitoring of complaints via the Corporate Complaints policy addresses the Council's statutory duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Welsh Language Measure (Wales) 2011 in two ways. It addresses specific complaints to the Council around alleged discrimination by service areas and addresses the monitoring of complaints from people who fall under the categories protected by these statutory duties.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no direct financial implications arising from this report.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 There are no direct personnel implications arising from this report.

## **12. CONSULTATIONS**

- 12.1 The report to Audit Committee has been circulated to the consultees listed below and any responses have been incorporated within the report. In addition, a copy of this report has been provided to the Cabinet Member for Corporate Services.

## **13. STATUTORY POWER**

- 13.1 Public Services Ombudsman for Wales Act 2019.

Author: Lisa Lane Head of Democratic Services and Deputy Monitoring Officer

Consultees: Corporate Management Team  
Robert Tranter, Head of Legal Services and Monitoring officer  
Gemma Hoare, Senior Housing Officer (Customer Services)  
Karen Williams, Customer Services Digital Hub Manager  
Rob Waggett, Customer Services Development Officer  
Liam Miles, Customer Services/Complaints Officer  
Nicola Broom, Complaints and Information Manager Social Services  
Michelle Moore, Social Services Complaints and Information Officer  
Ros Roberts, Business Improvement Manager  
Andrea Jones, Corporate Complaints Officer  
Anwen Cullinane, Senior Policy Officer (Equalities, Welsh Language and Consultation)  
Deborah Gronow, Audit Group Manager  
Karen Williams, PA to Chief Executive  
Leigh Brook, PA to the Director of Social Services and Housing  
Lianne Fry, PA to Corporate Management Team  
Sian Wilkes, PA to the Interim Corporate Director of Communities  
Councillor Colin Gordon Cabinet Member for Corporate Services

Appendices:

Appendix 1 Revised Concerns and Complaints Policy  
Appendix 2 Statement of Principles relating to the Complaints Handling process  
Appendix 3 The Policy for dealing with Unacceptable Persistent or Unreasonable actions by complainants  
Appendix 4 Guidance for Public Service Providers on Implementing the Concerns and Complaints Policy



## CAERPHILLY COUNTY BOROUGH COUNCIL

### CONCERNS AND COMPLAINTS POLICY

Caerphilly County Borough Council is committed to dealing effectively with any concerns or complaints you may have about our services.

We aim to clarify any issues you may be unsure about. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we did something wrong, we'll apologise and, where possible, try to put things right for you. We aim to learn from our mistakes and use the information we gain from complaints to improve our services.

#### **When to use this policy**

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right of appeal for example against a refusal to grant you planning permission or the decision not to give your child a place in a particular school so, rather than investigate your concern, we will explain to you how you can appeal. Sometimes, you might be concerned about matters that are not covered by this policy for example where a legal framework applies, and we will then advise you about how to make your concerns known.

This policy does not apply to Freedom of Information or data access issues. Please contact the Council's Information Unit, Penallta House, Ystrad Mynach, Hengoed CF82 7PG; telephone 01443 864320; email [foi@caerphilly.gov.uk](mailto:foi@caerphilly.gov.uk)

This Policy does not apply to complaints about schools. Should you wish to raise a complaint about a school contact the school direct who can provide you with a copy of their complaints policy.

Complaints Officers can advise on the type and scope of complaints they can consider.

#### **Asking us to provide a service?**

If you are approaching us to request a service, for example, reporting a missed bin collection or a faulty streetlight or requesting an appointment this policy doesn't apply. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below.

## Dealing with Your Complaint

We have a two-stage approach for dealing with your complaint.

### Stage 1 Informal resolution

If possible, we believe it's best to deal with things straight away. If you have a concern, please raise it with the person you're dealing with. They will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

We aim to complete the informal stage as quickly as possible and no longer than 10 days. If it is not possible to resolve the concern within this timescale then the matter may be escalated to the formal investigation stage as outlined below. You will be advised how you can escalate your complaint.

### How to express concern or complain formally

#### You can express your concern in any of the following ways:

- Ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- Get in touch with our central complaint contact point on 01443 864221 if you want to make your complaint over the phone.
- Use the form on our website at [www.complaints@caerphilly.gov.uk](http://www.complaints@caerphilly.gov.uk)
- Email us at [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk)
- Write to us at: Caerphilly County Borough Council FAO Corporate Complaints Officer c/o Legal Services Penallta House Ystrad Mynach Hengoed CF82 7 PG

We aim to have concern and complaint forms available at all of our service outlets and public areas and also at appropriate locations in the Contact Centres, Libraries, Area Housing Offices and Leisure Centres.

Copies of this policy and the complaint form are available in Welsh and can be made available in other formats including audio or braille on request.

### Dealing with your concern

- We will formally acknowledge your concern within **5** working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you need documents in large type.
- We will deal with your concern in an open and honest way.

- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within **six** months. This is because it's better to look into your concerns while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to explain why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. In any event, we will not consider any concerns about matters that took place more than three years ago.

If you're expressing a concern on behalf of somebody else, we'll need their agreement to you acting on their behalf.

### **What if there is more than one body involved?**

If your complaint covers more than one body e.g. a Housing Association and the Council, we will usually work with them to decide who should take the lead in dealing with your concerns. You will then be given the name of the person responsible for communicating with you while we consider your complaint.

If the complaint is about a body working on our behalf for example a repair contractor, you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will look into this ourselves and respond to you unless we have agreed that those organisations will comply with a similar complaints handling process as set out in this document which includes those organisations informing complainants of the right to complain to the Public Services Ombudsman for Wales. If a contractual complaints process is in place, we will still monitor complaints received and how the contractor deals with them.

### **Stage 2 Formal Investigation**

We will tell you who we have asked to look into your concern or complaint. Usually this will be the relevant Head of Service or a person nominated on his/her behalf. If the complaint involves more than one Head of Service's area of responsibility the nominated Head of Service will co-ordinate the response to you or it may be dealt with by the Council's Monitoring Officer, or his/her deputy. In certain cases, for example where a statutory procedure applies, we may appoint an independent investigator.

We will set out our understanding of your concerns and ask you to confirm that we are right. We'll also ask you to tell us what outcome you're hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex, we will:

- Let you know within this time why we think it may take longer to investigate.
- Tell you how long we expect it to take.
- Let you know where we have reached with the investigation, and
- Give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concerns will firstly aim to establish the facts. The extent of the investigation will depend upon how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet with you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include information you have provided, our case files, notes of conversations, letters, emails or whatever may be relevant to your particular concern. If necessary, we'll talk to the staff or others involved and look at our policies, any legal entitlement and guidance.

### **Outcome**

If we formally investigate your complaint, we will let you know what we find. If necessary, we will produce a report. We'll explain how and why we came to our conclusions.

If we find that we made a mistake, we'll tell you what happened and why.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we make a mistake, we will always apologise for it.

### **Putting Things Right**

If we didn't provide you with a service you should have had, we'll aim to provide it now, if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd done things properly.

If you had to pay for a service yourself, when we should have provided it for you, or if you were entitled to funding you did not receive we will try to refund the cost.

### **The Ombudsman**

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the service provider.
- Have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman normally expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- Phone: 0300 790 0203
- Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)
- The website: [www.ombudsman.wales](http://www.ombudsman.wales)
- Writing to: Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Commissioner's Office deals with complaints about services in Welsh. We can advise you about such organisations.

### Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our senior management team considers a summary of all complaints quarterly and is made aware of all serious complaints. Our Cabinet also considers our response to complaints at least twice a year. We may also make reports to other committees within the Council including Audit committee. We share summary (anonymised) information on complaints received and complaints outcomes with the Ombudsman as part of our commitment to accountability and learning from complaints.

Where there is a need for significant change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it. We will let you know when changes we've promised have been made.

### What if you need help?

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact any of the following services who may be able to assist you.

Citizens Advice Bureau – [admin1@cacbg.org.uk](mailto:admin1@cacbg.org.uk) telephone number 03444 772020 and or 01443 835363

Tai Pawb – [info@taipawb.org](mailto:info@taipawb.org) telephone number 02920 537630

[sheltercymru.org.uk](http://sheltercymru.org.uk) telephone number 08000 495495

You can also use this concerns and complaints policy if you are under the age of 18. If you need help, you can speak to someone on the Meic Helpline.

- Phone 0808 802 3456
- Website [www.meiccymru.org](http://www.meiccymru.org)

or contact the Children's Commissioner for Wales. Contact details are:

- Phone 0808 801 1000
- Email [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)
- Website [www.childcom.org.uk](http://www.childcom.org.uk)

**What we expect from you**

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations when we find that someone's actions are unacceptable.



## **Appendix A**

### **Concern/Complaint form**

Please Note: The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in Section B.

#### **A. Your details**

Surname:

Forename:

Title: Mr/Mrs/Miss/Ms/if other please state

Address & Postcode:

Your Email address:

Daytime Contact Telephone Number:

Please state how you would prefer us to contact you:

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

#### **B: Making a complaint on behalf of someone else: Their details:**

Please note: We have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem.

**Their Full Name:**

**Address and Postcode:**

**What is your relationship to them?**

**Why are you making a complaint on their behalf?**

**C. About your concern/complaint (please continue your answers to the following questions on a separate sheet(s) if necessary)**

- 1 Name of the department/section/service you are complaining about:
- 2 What do you think they did wrong, or failed to do?
- 3 Describe how you personally have suffered or have been affected:
- 4 What do you think should be done to put things right?
- 5 When did you first become aware of the problem?
- 6 Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so:
- 7 If it is more than six months since you first became aware of the problem, please say why you have not complained before now:

If you have any documents to support your concern/complaint please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Corporate Complaints Officer  
Caerphilly County Borough Council  
C/o Legal Services  
Penallta House  
Ystrad Mynach  
Hengoed CF82 7PG

How to contact us: email us [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk), telephone: 01443 864221,  
website: [www.complaints@caerphilly.gov.uk](http://www.complaints@caerphilly.gov.uk), write to us at the above address.

# **Complaints Standards Authority – Wales**

Complaint Handling Processes  
– Statement of Principles



# Complaint Handling Processes

## – Statement of Principles

### **Effective complaints handling processes should be:**

- 1) Complainant Focused
- 2) Simple
- 3) Fair & Objective
- 4) Timely & Effective
- 5) Accountable
- 6) Committed to Continuous Improvement

#### **1) Complainant Focused**

- The complainant should always be at the centre of the complaints process.
- Service providers need to be flexible when responding to complainants' differing needs.

#### **2) Simple**

- Complaints processes should be well-publicised, have easy-to-follow instructions and have no more than two stages.
- Information on advocacy services and support should be available.
- Complaints responses should set out clearly the next stage and the right to approach the Ombudsman.

### **3) Fair & Objective**

- Complainants should receive a complete and appropriate response to their concerns.
- Complainants and staff complained about should be treated equally and with dignity.

### **4) Timely & Effective**

- Complaints should be resolved promptly, when possible
- Investigations should be thorough, yet prompt.
- Complainants should be kept informed throughout of the progress of a lengthy investigation.

### **5) Accountable**

- Complainants should receive an honest and clear explanation of the findings of an investigation.
- Service providers should explain to complainants what changes will be made if their complaint is upheld, whenever possible.

### **6) Committed to Continuous Improvement**

- Information from complaints should be collated and analysed.
- Data should be shared with the organisation's senior leaders and the Ombudsman to support improvement in complaint handling and in service delivery.
- Decision makers should regularly review the information gathered from complaints when planning service delivery.



## **How to contact us**

Phone 0300 790 0203

E-mail [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Visit the website [www.ombudsman.wales](http://www.ombudsman.wales)

Write to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

You can also follow us on Twitter: [@OmbudsmanWales](https://twitter.com/OmbudsmanWales)

## CAERPHILLY COUNTY BOROUGH COUNCIL

### **POLICY AND PROCEDURE FOR DEALING WITH UNACCEPTABLE, PERSISTENT OR UNREASONABLE ACTIONS BY COMPLAINANTS UNDER THE COUNCIL'S CORPORATE COMPLAINTS POLICY**

#### Contents

Introduction

Policy Aims

Defining Unacceptable Actions by Complainants

- Abusive Correspondence
- Unreasonable Demands
- Unreasonable Persistence

Managing Unacceptable Conduct by Complainants

Deciding to Restrict Complainant Contact

Dissatisfaction about a Decision to Restrict Contact

Recording and Reviewing a Decision to Restrict Contact

Policy Review

## **1. Introduction**

This policy document sets out the approach by Caerphilly County Borough Council (“the Council”) to the rare instances where persons who complain under the Council’s Corporate Complaints Policy do so in such circumstances that their actions or behaviour do not justify expending further resources.

Such instances are very rare but typically involve persons who refuse to accept ‘closure’ and constantly write in or verbally reiterating the same complaint and thus waste time and effort and consequentially public monies on unnecessary and/or disproportionate investigation. The term complainant includes anyone acting on behalf of a complainant or who contacts the Council in connection with a complaint.

## **2. Policy Aims**

To deal and respond fairly, honestly, consistently and appropriately with all complainants, including those whose actions we consider unacceptable. The Council believes that all complainants have the right to be heard, understood and respected and receive an appropriate response in line with the Council’s Complaints policy and to comply with Article 10 of the European Convention on Human Rights (ECHR) – freedom of expression. To advise all complainants, both at initial contact and throughout their dealings, what we can or cannot do in relation to their complaint. In doing so, we aim to be open and not raise hopes or expectations that we cannot meet or would not be a proportionate outcome. We also aim to ensure that other complainants and Council officers do not suffer any disadvantage from those complainants who act in an unacceptable manner. To have a stated position, policy and procedure that explains how and why the Council will disengage with complainants who act in an unreasonable or unacceptable manner.

## **3. Defining Unacceptable Actions by Complainants**

People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint received. There may also be occasions where medical, mental health or disability-related issues are involved whereby people appear aggressive through no fault of their own, leading to misunderstandings that can escalate complaints seemingly out of nowhere.

It is accepted that being persistent can be a positive advantage when pursuing a complaint, however, the actions of complainants who are ‘unreasonable’ and/or have unrealistic expectations places unnecessary demands on the Council and its officers. It is only those actions that we



consider to be unreasonable or unacceptable that we aim to manage under this policy. \*\* Officers are reminded that where the actions of a complainant are not covered in this policy they must refer to the Health and Safety policies and seek appropriate guidance from their Head of Service in conjunction with the Corporate Health and Safety Division. Contact the Equalities and Welsh Language team for any equalities related issues (including relevant training).

For ease of reference the unreasonable actions covered by this policy are grouped under three broad headings: -

### **3.1 Abusive Correspondence**

- (a) This includes correspondence that may cause staff to feel afraid, abused or adversely affects their dignity in the workplace. On occasions such correspondence may amount to harassment and may require a referral to the Health and Safety Division. Officers should first seek guidance from their Head of Service if such circumstances arise.

### **3.2 Unreasonable Demands**

- (a) A Complainant may make what we consider unreasonable demands through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make. What amounts to unreasonable demands will always depend on the circumstances surrounding the behaviour and the gravity of the issues raised by the complainant.
- (b) Examples of actions grouped under this heading include demanding responses within an unreasonable timescale, insisting on seeing or speaking to a particular member of staff, continual phone calls or letters, repeatedly calling at offices seeking personal contact, repeatedly changing the substance of the complaint or raising unrelated concerns with the intention of prolonging the outcome or diverting enquiries.
- (c) We consider these demands as unacceptable and unreasonable if they: -
- Take up an excessive and disproportionate amount of staff time and resource implications;
  - Disadvantage other complainants or departmental functions
  - Are judged as intended to disrupt;
  - Deliberately exaggerate the impact of the issue complained of

It is acknowledged that some complaints will require substantial investigation and resources, which are entirely necessary and proportionate.

### **3.3 Unreasonable Persistence**

- (a) We recognise that some complainants will not or cannot accept that the Council is unable to assist them further or provide a level of service other than that provided already. Complainants may persist in disagreeing with the action or decision taken in relation to their complaint or contact the service/organisation persistently about these issues. The final letter to a complainant will include a signpost to the Public Services Ombudsman For Wales (the Ombudsman). It is recognised that some complainants may have already sought a complaint handling review from the Ombudsman and received a response but continue to pursue the matter with the Council.
- (b) Examples of actions grouped under this heading include: -
- Persistent refusal to accept a decision made in relation to a complaint;
  - Persistent refusal to accept explanations relating to what the Council can or cannot do;
  - Continuing to pursue a complaint without presenting any new or relevant information;
  - Providing fictitious or manufactured evidence to pursue what may have been a true complaint;
  - Manufacturing complaints against members of staff when the complainant disagrees with an outcome;
  - Endeavouring to pursue a complaint by multiple approaches to different service areas of the Council. The way in which the complainant approaches the Council may be entirely reasonable, but it is their persistent behaviour in continuing to do so that is not.
- (c) We consider the actions of persistent complainers to be unacceptable when they take up what the Council regards as being a disproportionate amount of time and resources.

## **4. Managing Unacceptable Conduct by Complainants**

There are relatively few complainants whose conduct we may consider unacceptable. How we aim to manage this conduct depends on its nature and extent. Where Officers have concerns about or difficulties with their

dealings with any complainant, in addition to the provisions below they are also advised to complete a chronology of contacts utilising the form attached at Appendix 1.

If it adversely affects the ability of an officer to do his/her work and provide a service to others, the Council may need to restrict complainant contact in order to manage the unacceptable conduct. We aim to do this in a way, wherever possible, that allows a complaint to progress to completion through the established corporate complaints process.

We may restrict contact in person, by telephone, fax, letter or electronically or by any combination of these, examples of which are set out below. We will try to maintain at least one form of contact. In extreme cases and where it is appropriate, we will advise the complainant in writing that their name is on a 'no personal contact' list. This means that they must restrict contact with the organisation in relation to any complaint matter to either written communication or through a third party.

These steps should only be taken after careful consideration of the situation by the relevant Head of Service.

It is acknowledged that unreasonable people may make reasonable complaints and it is important that Officers take note of the matters being referred to ensure that they do not overlook a genuine concern. The threat or use of physical violence, verbal abuse or harassment towards any member of staff is likely to result in the ending of all direct contact with the complainant and must be dealt with under the Council's Health and Safety Policies. We do not accept correspondence (letter, fax or electronic) that is abusive to staff. When this happens we will tell the complainant that we will not respond to their correspondence.

If they do not stop, the complainant will be advised that we may require future contact to be through a third party. Staff may end telephone calls if the caller is considered aggressive, abusive or offensive. The staff member taking the call has the right to make this decision, tell the caller that the behaviour is unacceptable and end the call if the behaviour does not stop. Officers are advised to report this type of behaviour to the relevant Head of Service.

Where a complainant repeatedly phones, visits any of the Council offices sends irrelevant documents or continually raises the same issues, we may decide to: -

- Only take telephone calls from the complainant at set times on set days and/or appoint a single point of contact to deal with calls or correspondence from the complainant in the future

- Require the complainant to make an appointment before visiting the Council offices or restrict contact to written correspondence only
- Return 'irrelevant' documents to the complainant
- Take other action that we consider appropriate

We will, however, always tell the complainant what action we are taking and why.

Where a complainant continues to correspond on a wider angle of issues, and this conduct is considered unreasonably excessive, then the complainant may be told that only a certain number of issues will be considered in a given period and asked to limit or focus their requests accordingly. The Council's response will be proportionate to the nature of the given allegations.

Complainant action may be considered unreasonably persistent if the Council's corporate complaints policy has been exhausted and the complainant continues to persistently dispute the decision relating to their complaint. The complainant may be told that no future phone calls will be accepted or interviews granted concerning this complaint. Any future contact by the complainant on this issue must be in writing. Future correspondence may be read and filed, but only subject to further enquiry or review if the complainant provides significant new information relating to the same complaint.

The complainant will receive a written acknowledgement that their correspondence has been read, assessed and placed in their file. Officers who propose this course of action should first consult with the Head of Service.

## **5. Restricted Contact**

Wherever possible, we will give a complainant the opportunity to modify their behaviour or action before a decision is taken. Complainants will be told in writing why a decision has been made to restrict future contact and what the restricted contact arrangements are.

## **6. Dissatisfaction about a Decision to Restrict Contact –**

If a complainant is dissatisfied with the decision to restrict then the complainant may refer the matter to the Council's Monitoring Officer to review the decision.

Once restriction of contact has been notified, subsequent correspondence from complainants should be carefully considered to ensure that no new circumstances are being reported which should otherwise be subject to

separate complaint or significantly affect any decision on the matter complained of.

## **7. Recording and Reviewing a Decision to Restrict Contact**

- 7.1 We will record all incidents of unacceptable actions by complainants. Where it is decided to restrict complainant contact, an entry will be made in the relevant Complaints file, setting out the decision and the revised contact arrangements. A decision to restrict complainant contact may be reconsidered if the complainant is prepared to appropriately engage with the Council's procedure and protocols as set out in this document. The relevant Head of Service will review the status of all complainants with restricted contact arrangements on a regular basis should that person continue to correspond with the service.

## **8. Notification to Local Members**

- 8.1 In addition the Council's Monitoring Officer will notify the relevant Ward Member (on a confidential basis) that a constituent has been designated as a complainant with restricted contact under this Policy.

## **9. Policy Review**

This policy will be reviewed every 2 years.

Reviewed November 2015

Next date for review is November 2017.

Appendix 1

Chronology of Contact

DATE / TIME	INCIDENT/OBSERVATION/CHANGE OF CIRCUMSTANCES	ACTIONS/OUTCOMES	SOURCE OF INFORMATION

## **Complaints Standards Authority – Wales**

Guidance for Public Service Providers on  
Implementing the Concerns and Complaints Policy



## Preface

This Guidance is designed to help public service providers to implement the Concerns and Complaints Policy ('the Policy'), via their own complaints processes.

Public service providers should have regard to this guidance when developing arrangements for the delivery of the concerns and complaints handling service within their organisation. Variations can be introduced to take account of the size or operational requirements of organisations, but must not impact on people's experience of a common approach in complaint handling by public service providers.

[Please note that NHS bodies in Wales must adhere to the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011, known as 'Putting Things Right'.

Also, the Social Services Complaints Regulations (Wales) 2014 outline the procedure for handling complaints about Social Care issues in Wales.]

How complaints are managed internally is a matter for each organisation to determine, subject to statutory guidance e.g. in social care complaints. However, the requirements of the Policy, relating to timescales, number of stages and information gathered on complaint forms, for example, should not be altered, unless the organisation chooses to work to **shorter** timescales.




## Section 1 – Introduction

### Purpose of the Model Concerns and Complaints Policy

- 1.1 Complaints systems can make an important contribution to the improvement of public services.
- 1.2 The purpose of this Policy for handling concerns and complaints is to establish across the spectrum of public service providers:
  - Common principles for the effective handling of concerns and complaints.
  - A common model for dealing with concerns and complaints.
- 1.3 In addition, it is intended that this guidance will also enable:
  - Common data collection procedures.
  - Common methods for learning from concerns and complaints.
  - A common means to identify and disseminate good practice.

**Note:** Whenever reference is made to a “concern” or “complaint”, it refers to both “concern and complaint”.



This guidance recognises that organisations will need to interpret it in a way which is appropriate to their own circumstances. However, the arrangements for managing complaints behind the scenes must not detract from the service user's perception of a common approach, so elements such as the form, the timescales and the number of stages should be consistent for all.

## **Statutory Basis and Scope of the Policy and Guidance**

- 1.4** The Policy and this Guidance are issued under the powers contained within Section 36 of the Public Services Ombudsman (Wales) Act 2019 which created the Complaints Standards Authority for Wales. They apply to public service providers in Wales.
- 1.5** They are compatible with the health service statutory procedure set out in the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011. The Regulations apply to complaints about NHS services and guidance on implementing the regulations is provided by the NHS in Wales.
- 1.6** The Social Services Complaints Regulations (Wales) 2014 outline the two stage procedure for handling complaints about Social Services issues.
- 1.7** Public service providers will need to ensure that their

complaints processes comply fully with their Welsh language duties and that complainants should not be disadvantaged when they complain through the medium of Welsh.

- 1.8** All bodies subject to the Policy and this Guidance will be notified and advised when the final versions of each have been agreed.

## Section 2 - Definition and Principles

### What is a complaint?

2.1 A complaint is:

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.
- Made by one or more members of the public (someone or a group in receipt of or denied a service to which they are entitled by the service provider).
- About a public service provider's action or lack of action or the standard of service provided.
- Something which requires a response.

It can be about the public service provider itself, a person, body or trader acting on its behalf, or a partnership of public service providers.

2.2 A complaint is not:

- An initial request for a service, such as reporting a faulty street light.
- An appeal against a 'properly made' decision by a public body.
- A means to seek change to legislation or a 'properly made' decision (when laws or policies have been correctly applied, e.g. the setting of rent payments).

- A means for lobbying groups/organisations to seek to promote a cause.

## Six principles for dealing with complaints

2.3 The following principles always apply when handling complaints. The process should be:

- a) Complainant Focused
- b) Simple
- c) Fair & Objective
- d) Timely & Effective
- e) Accountable
- f) Committed to Continuous Improvement

### a) Complainant Focused

- The complainant should always be at the centre of the complaints process.
- Service providers need to be flexible when responding to complainants' differing needs.

### b) Simple

- Complaints processes should be well-publicised, have easy-to-follow instructions and have no more than two stages.
- Information on advocacy services and support should be available.
- Complaints responses should set out clearly the next stage and the right to approach the Ombudsman.



### **c) Fair & Objective**

- Complainants should receive a complete and appropriate response to their concerns.
- Complainants and staff complained about should be treated equally and with dignity.

### **d) Timely & Effective**

- Complaints should be resolved promptly, when possible.
- Investigations should be thorough, yet prompt.
- Complainants should be kept informed throughout of the progress of a lengthy investigation.

### **e) Accountable**

- Complainants should receive an honest and clear explanation of the findings of an investigation.
- Service providers should explain to complainants what changes will be made if their complaint is upheld, whenever possible.

### **f) Committed to Continuous Improvement**


- Information from complaints should be collated and analysed.
- Data should be shared with the organisation's senior leaders and the Ombudsman to support improvement in complaint handling and in service delivery.
- Decision makers should regularly review the information gathered from complaints when planning service delivery.

## Section 3 – Complaint Handling Arrangements

- 3.1 Complaints processes should be simple, flexible and focus on achieving the most appropriate outcomes for individuals and services. Public service providers should take a proactive approach to dealing with concerns, by focusing on individuals' needs and not the complaints process itself.
- 3.2 If all public services use the same complaints process, it will be easier to deal with concerns that relate to more than one service provider.
- 3.3 References in this section to 'complaints processes' do not apply to Social Services complaints, which should be considered in accordance with the statutory Social Services Complaints Regulations.

### Who may put forward a concern

- 3.4 Any member of the public, including a child, who has received, or was entitled to receive, a service from the public service provider may make a complaint. The same applies if they have suffered due to the inappropriate action or lack of action by the public service provider.
- 3.5 Where a concern is notified by a young person or child, the responsible body must provide them with such assistance that they may reasonably require in order to



pursue the concern. This should include making the young person or child aware of the help that could be provided by the Children’s Commissioner for Wales.

**3.6** A concern can also be put forward by someone on behalf of another person, as follows:

- Someone who is unwell or has died
- A child
- Those who lack the capacity (as defined by the Mental Capacity Act 2005)
- They have been asked to do so by the person affected

Public service providers must satisfy themselves, as far as the circumstances of the person affected allow for it, that the representative is acting with the authority of that person and, if possible, obtain their signature to confirm this.

**3.7** This Policy does not apply to members of staff raising employment issues. There are other internal mechanisms for these types of concerns, for example, whistleblowing, bullying, or grievance procedures.

## **Complaint handling roles**

**3.8** **The Board/Cabinet** of the public service provider should ensure that the Policy is adopted and in place. It is not appropriate for the Board/Cabinet to be involved in the



investigation of individual complaints. However, it should receive reports on the number and type of complaints received, their outcomes and any remedial action taken as a consequence. It is for the Board/Cabinet to determine how frequently it should receive such reports, however, this should be at least twice a year. Organisations with such arrangements in place may, in addition, want to include the consideration of complaints reports to be included within the remit of a scrutiny or similar type committee.

**3.9 Responsible Officer** – Each organisation should appoint an officer (e.g. chief executive, director, clerk) with responsibility for ensuring the Policy is adopted and the guidance is followed.

**3.10 The Person/Team co-ordinating complaints** – The public service provider should have an individual or team responsible for co-ordinating responses to all complaints which are not resolved at the informal stage. For example, in a small organisation such as a community council, this is likely to be the clerk, whereas some large organisations may have a central complaints team for this purpose. For ease of reference throughout this document, this role is described as the “central complaints handler”. Organisations may also use this individual or team to help ensure consistent, high quality responses are given to complainants.



## Resources

- 3.11** The public service provider should ensure that the necessary resources are made available to enable delivery of the Policy, including:
- Staffing (including administrative support, if necessary)
  - Training
  - Complaint handling administration systems.

## Accessibility and publicising complaints processes

- 3.12** Complaints processes must be accessible to all and publicity is key in ensuring awareness of them.
- 3.13** Complaints processes should be widely publicised by:
- Promoting the existence of the process, together with appropriate contact details, on a regular basis in any newsletters or other publications for service users.
  - Producing a bilingual complaints information leaflet.
  - Ensuring the leaflet is available at all public reception areas and common areas where service users may frequent and made widely available to the organisation's staff.
  - Circulating the leaflets to local offices of relevant advice and advocacy organisations operating in the service provider's area.

- Publishing the complaints process at a prominent and easily accessed area of the organisation's website (ideally via a link on the home page).

**To ensure accessibility:**

- Make complaints information available in alternative formats such as on CD, in large print, Braille, etc.
- Make complaints information available in other languages commonly used in the organisation's area and publicise its existence.
- Accept oral complaints.
- Be able to call upon translation/interpretation services (including British Sign Language).

**3.14** Public service providers should keep a comprehensive list of relevant advice and advocacy organisations in their locality. Advice should be provided to complainants who require/request such support as to which organisation is likely to be the most suitable to help them, in relation to their circumstances.

**3.15** Smaller service providers should go as far as they can to ensure there is equality of access for all service users.



## The complaints information leaflet/complaint form


- 3.16 Use the words from the complaints process when drafting forms and leaflets.
- 3.17 You can encourage complainants to complete a complaint form (on paper or on the website). However, people may prefer to present their complaint by telephone, email, or in person (or other method). In doing so, staff dealing with the complaint should ensure that they have gathered the same information as that being sought on the complaint form and ensure it is recorded appropriately.

## The complaints process

### Stage 1 - Informal Resolution

- 3.18 This stage offers the opportunity for informal engagement at the point of service delivery to seek to resolve complaints either at the time the concern arises or very shortly thereafter. This stage should be part and parcel of front line service delivery and not viewed as separate from it. This first step will normally aim to be an explanation or other appropriate remedial action by frontline staff to remedy the complaint.
- Staff should be empowered and trained to deal with complaints as they arise with the aim of resolving issues on the spot. This training can be provided during their induction period, with ongoing development.

- Staff should be trained to recognise the seriousness of a complaint and understand when it should be referred to more senior staff.
- Staff may receive complaints that do not involve their own service, but that of another department. It may be difficult for those in large organisations to know to whom the complainant should be referred but, at the very least, all staff should be able to direct the complainant to the organisation's central complaints team, who will then be able to advise the complainant appropriately.
- Staff may receive a complaint that not only involves their own service, but also another section/department. It is recommended that, in such instances – since it is unlikely that the staff member will have the necessary authority to resolve a complaint on behalf of another service area – the complainant should be referred directly to the central complaints team.
- Staff must advise complainants how to progress their complaint to the formal investigation stage, if they are not satisfied with the outcome of the end of the informal stage.
- Complainants may wish their complaint to be 'fast tracked' straight through to the next stage (Stage 2). This should be discouraged, wherever possible. If the request stems from a breakdown in the relationship



between the complainant and the service area staff, however, it may be wise to proceed directly to Stage 2. If approved by senior staff, this should be facilitated.

- Frontline staff should be trained and encouraged to provide appropriate information on advice and advocacy support at Stage 1 of the complaints process. It is recognised that they may not be aware of all the types of help available, particularly when operating in a specialist field themselves. Nevertheless, they should certainly have knowledge of support that relates to their service area. For example, a housing officer should be able to advise a complainant with a housing complaint about the services of Shelter Cymru.
- The central complaints team should be a source of support for frontline staff in respect of informal resolution.

**3.19** The informal resolution stage should be completed as quickly as possible and certainly take no longer than ten working days. If it is not possible to resolve the concern within the relevant timescale, then the matter should be escalated to the formal investigation stage.

**3.20** Examples of the type of concern that can be resolved at the local resolution stage are:

- An appointment was made for a boiler to be fixed and the tenant complains that no-one turned up on the appointed day.

- Someone complains that their bin hasn't been emptied by the refuse collection service, when the missed collection has already been reported three times.

**3.21** An example of the type of complaint that would not be resolved at the informal stage is:


- A complaint involving a series of different errors in the calculation of allowances applicable to Council Tax payments.

## **Stage 2 - Formal Internal Investigation**

**3.22** “Investigate once, investigate well” is the principle for this stage of the process. Emphasis is placed on one investigation to deal thoroughly with the concerns raised, rather than multiple investigations at different levels in the organisation which can be protracted. However, the Stage 2 element of the complaints process is intended to be flexible to respond appropriately to the complaint. “Investigating well” also means investigating in a manner that is proportionate to the nature and degree of complexity of the complaint. This means that, for more straightforward complaints, the investigation may not need to be so detailed.

**3.23** The following sets out how a complaint should be dealt with at Stage 2.

- Stage 2 complaints should be sent by the complainant



to the central complaints handler of the organisation.

- Having formally received a complaint at Stage 2, an acknowledgement should be sent by the central complaints handler as soon as is possible, but within a maximum of five working days.
- If the complaint is “out of time” – i.e. the issue being complained about is older than six months (from the time that the complainant first became aware of the problem), consideration should be given as to whether there are good reasons as to why it should nevertheless be accepted. For health complaints, there is an absolute cut off time of three years and other bodies may wish to adopt this.
- The central complaints handler should offer to discuss the complaint with the complainant, including:
  - Helping the complainant to understand the process
  - Confirming their preferred method of communication
  - Confirming what they want as an outcome to their complaint
  - Providing advice of relevant advocacy and support services if they need help to make their complaint
- Depending on the nature of the complaint it may be necessary to obtain the complainant’s permission to access their personal file. If the complainant refuses to give permission, it should be explained to them that




this will have an effect on the ability to conduct a thorough investigation.

- If the complainant is complaining on behalf of someone else, their consent will usually be needed before an investigation can begin.

**3.24** When the central complaints handler is satisfied that they understand the complaint, they should:

- If applicable to their organisation, grade the seriousness of the complaint to decide on the appropriate level of investigation.
- Identify an officer within the organisation with sufficient seniority, credibility and independence from the source of the complaint to undertake the investigation:
  - Depending on the nature of the complaint, this may still be someone within the service section/department, but it may require someone independent from the section/department, including possibly the complaint handler themselves.
  - In the case of community/town councils, who may only have one member of staff (the clerk), it is accepted that the clerk will often undertake the role of “frontline, informal resolution” and that the chair/mayor or sub- committee of the council could, where necessary, take on the role of “investigator”.

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- When deciding on an “investigator”, consider whether the investigation will need to span across more than one service and the level of seniority required to investigate across all those areas.
  - Having recorded the complaint on the complaints handling system on receipt, the central complaints handler should keep track of (and record) progress and take responsibility for monitoring the smooth running of the investigation, ensuring that timescales are met. The stage 2 complaints process should normally be concluded within 20 working days (or such shorter timescale as determined by the public service provider). When this is not possible, complainants must be informed of the reasons and be agreeable to any extension. In any event, there should be regular contact with the complainant, updating them on the progress on the case.
  - A complainant may withdraw their concern at any time, however, the public service provider may continue to investigate if it feels that it is necessary to do so.
  - It is recommended that the central complaints handler produces a portfolio of specimen documents/ templates to assist those involved in the complaints process. These could include:
    - A form for frontline staff for logging relevant complaints at the informal stage

- An acknowledgement letter
- A framework for 'update' letters to the complainant
- Interview request letters (e.g. for the investigator when requiring meetings with staff involved)
- A template for investigation reports

## Complaints investigations


**3.25** A complaint investigation should be a fact finding exercise which is impartial, open, transparent and proportionate to the seriousness of the complaint. For serious complaints, a plan needs to be drawn up enabling the complaint to be investigated systematically.

**3.26** However, even when the complaint reaches the Stage 2, there may still be potential for resolving the concern to the complainant's satisfaction through an early resolution and without having to undertake a full and lengthy investigation. Consideration should be given to the possibility of this. The Ombudsman welcomes attempts to resolve matters at all stages of a complaint.

**3.27** Consideration should also be given to whether face to face meetings and/or mediation could be a means to resolving the complaint.

**3.28** Evidence gathering can include:

- Correspondence (letters and emails)
- Notes of telephone conversations

- 
- Organisational policies and procedures
  - Good practice guidance
  - Records (including those specifically relating to the complaint under consideration and training records of staff involved in the complaint)
  - Legislation
  - Interviews (including detailed notetaking)
  - Site plans and visits
  - Photographic evidence
  - Recordings in various formats (e.g. phone, CCTV)
  - Obtaining professional/expert advice

**3.29** A draft report should be shared with the complainant and those complained about, before a final report is published.


**3.30** Recommendations arising from investigations should be ‘Specific, Measurable, Achievable, Realistic and Timed’ (“SMART”).

**3.31** At the end of an investigation, a written outcome, such as letter or email, should be produced and, in more serious cases, a report.

Where a report is produced, it should include, where appropriate:

- The scope of the investigation
- A summary of the investigation:

- Details of key issues, setting out a brief chronology of events leading to the complaint)
- Those who were interviewed (including setting out to what degree the complainant, and if appropriate, any affected relatives, advocates, etc. were involved in the investigation)
- Conclusion
  - If the complaint is found to be justified/upheld
  - How it happened - i.e. what went wrong
  - Why it happened – i.e. the root cause of the problem (e.g. human error, a systemic failure)
  - What impact did it have on the complainant?
  - If a systemic failing has been identified, an explanation of actions taken to put things right, with a view to ensuring the same problem does not occur again
  - If appropriate, an apology
  - If appropriate, an offer of redress
  - If the complaint has not been upheld, there should be an explanation of why this conclusion has been reached, demonstrating that it has been arrived at, based on the evidence gathered.
- Overall the report should demonstrate throughout that the complaint has been taken seriously, that



the investigation undertaken has been fair and, in accordance with the seriousness of the complaint, proportionately thorough.

- Even in cases where an investigation upholds the complaint and offers remedy/redress, it may be that the complainant remains dissatisfied for some reason. Therefore, in all cases, the report should inform the complainant that, if they remain dissatisfied, they have the right to seek independent external consideration of their complaint. Information about making a complaint to the Public Services Ombudsman for Wales and other appropriate complaint handlers, should be provided.

**3.32** Consideration should be given to offering a meeting to a complainant at the time of closing a complaint investigation. Such a meeting may help the complainant to understand how the outcome was reached.

## The final steps

**3.33** The fact that complaints will vary in their degree of seriousness has already been referred to. The organisation should decide at what level decisions on recommendations in the report can be taken and who should sign to conclude the complaint (i.e. who should sign any report or letter). There will be times when it would be appropriate for the central complaints handler to do so, other times the senior manager or director

responsible (larger organisations), and other times the head of the organisation. The public service provider should establish the level of delegation in this regard. Further, the head of the organisation should ideally see a copy of all final correspondence sent out in respect of Stage 2 complaints.

**3.34** When a complaint has been upheld and there is a clear systemic issue, the appropriate Director or Manager should ensure that an action plan is devised, setting out how the recommendations will be implemented and identify who will be responsible for ensuring their implementation. When it affects them, frontline staff should be involved in this process. The plan should also include arrangements for confirming to the complainant that changes have been implemented and make provision for the monitoring and evaluation of new arrangements introduced to assess their impact.

**3.35** On closing a complaint, the central complaints handler should ensure that working documents used during the course of the investigation are retained in an orderly fashion and stored securely and in accordance with the organisation's data retention policy. If the complaint becomes the subject of further external investigation, such as by the Public Services Ombudsman for Wales, these working documents may be needed as the public service provider's evidence.

## An independent person

**3.36** It may be that, for some investigations, it is considered appropriate to include the involvement of an independent person in the Stage 2 investigation. It will be the responsibility of the central complaints handler to ensure that the organisation has a pool of suitable people to call upon where necessary.


## Complaints involving other legal or disciplinary proceedings

**3.37** Occasionally, complaints received will involve legal or disciplinary proceedings. It may from time to time be necessary to put the investigation of a complaint “on hold” until the conclusion of those other proceedings. However, it should not automatically be assumed that this is necessary in every case. An assessment should be made (with legal advice sought, if appropriate) to identify whether it is possible to address the subject of the complaint, without impacting unfairly on the other proceedings underway. It is important that, if a complainant is in a continued state of disadvantage as a result of likely poor service delivery, every step is taken to conclude this part of their complaint. This will mean that, if the complaint is upheld, it has been demonstrated that the organisation is doing everything it can to return them as soon as possible to the position they would have been in if that failure had not occurred.



## Complaints involving more than one service provider

- 3.38** There are occasions when a complaint received will involve more than one organisation. In this case, the role of the central complaints handler will be slightly different. Having established the elements of the complaint and which organisations are involved, they should contact their counterpart(s) in the other organisation(s) involved. The complaints officers should then decide which of them should lead on co-ordinating the response to the complainant. It would seem sensible that this should be the organisation with the greatest involvement in the complaint. However, it may be appropriate for the organisation with the largest complaints handling resource to undertake this role.
- 3.39** The role of the complaints officer allocated to the complaint in question is to co-ordinate the investigations in each of the service areas involved. The ultimate aim, therefore, is to provide the complainant with a single, comprehensive, joint response on behalf of all of the organisations involved.
- 3.40** There will be complaints where each element is sufficiently distinct and separate so that all that will be required is to set out the details and outcome of each investigation strand and then add an overall conclusion to the response.



**3.41** However, it is recognised that there will be some cases where the resolution and remedy of a complaint will involve agreement by all involved and that this could lead to tensions and disagreement. Where such disagreements lead to an impasse, it may be necessary to refer the matter to senior management within each of these organisations (depending on the seriousness, possibly the Chief Executives) in order to try to resolve the situation.

**3.42** Where the impasse still cannot be resolved, it may be prudent to refer the matter at this point to a relevant external independent complaint handler (e.g. the Public Services Ombudsman for Wales). However, the complainant should be told of this intention, together with the reason for it, and their agreement should be sought before such a referral takes place.

## **Partnership services**

**3.43** [Note: Whilst not forming part of an individual organisation's complaints handling process, public service providers will need to have regard to the following when forming partnerships with similar and other types of organisations.]

**3.44** The situation in relation to complaints about partnership services is again different, particularly given that not all partners may be subject to this model Policy. Nevertheless, it is good governance practice for every partnership to have in place at the outset a protocol for

dealing with complaints. That protocol should make clear where accountability lies within the partnership for any services delivered – i.e. does responsibility rest with the partnership as an entity, or is each partner accountable for specific aspects of the service delivery?

**3.45** Given that, in most public service provider partnerships, many members will be subject to this Policy, it is recommended that those providers endeavour to agree a protocol with their partners for dealing with complaints in a way that corresponds with this Policy.

**3.46** In particular, it is recommended that:

- Partnerships establish a complaints handling process for services that they as a partnership deliver.
- They identify and publicise a single point of contact for complaints in respect of their activities/services.
- The person/team identified co-ordinates the investigation of the complaint on behalf of the partnership. Depending on the nature of the complaint, if the complaint concerns dissatisfaction with the service delivered by one particular partner, it may be more appropriate to refer the investigation to that particular partner to deal with.
- The partnership ensures that lessons are learned from complaints received and considers whether there are any that should be shared more widely.




## Complaints concerning services that have been contracted out

**3.47** Even though public service providers may contract out the provision of services to private/voluntary organisations, this does not absolve the public service provider of their responsibility for those functions. Central complaints handlers should therefore ensure that those responsible for drafting contracts are aware of the need to include a provision for complaints handling. This should include the requirement for organisations contracted to provide services to comply with similar complaint handling arrangements (i.e. the two stages), with the outcome report/letter being copied to the public service provider. Such organisations should also inform complainants of their right to complain to the Public Services Ombudsman for Wales. Alternatively, the central complaints handler may choose to co-ordinate the response to the complainant, on behalf of the contractor.

## Section 4 – Learning Lessons

### Learning from complaints/continual improvement

- 4.1 Complaints information should be used to improve an organisation's service delivery and increase its effectiveness.
- 4.2 To support this, organisations should:
- Ensure that the central complaints handler periodically reviews all complaint outcomes and their recommendations to identify whether there are any patterns to complaints/wider lessons to be learned that may not be apparent from individual complaints. When considering the lessons that can be learned from a complaint, an assessment should be made as to whether:
    - These are limited to the section/department in question
    - They have an organisation-wide implication
    - They are ones that should be shared across the sector of the public service or even more widely.
  - Ensure that complaints reports are considered on a regular basis by senior management, including an analysis of the data gathered and information on recommendations that have been made for improving service delivery.

- 
- Ensure that complaints data is shared with the Ombudsman to support improvement in complaint handling and in service delivery.
  - Ensure that the information received by senior management is used to target any problem areas and consider if there is potential to improve policies, procedures and services.
  - Ensure that the cabinet/executive board receives reports giving an overview of complaints received, setting out what changes have been made as a result of complaints information and, following monitoring of their implementation, what results have been received.
  - Ensure that an annual report on complaints is produced, drawing out lessons learned over this period and demonstrating how they have contributed to improved service delivery.

## **Recording & monitoring complaints**

- 4.3** Effective complaints management includes collecting specific data and identifying recurring or system-wide problems. All feedback and complaints received should be recorded to ensure that a comprehensive evaluation of data can be made.
- 4.4** To support this, organisations should:
- Have a system to collect organisation-wide complaints data.

- Use the system to help track complaints and compliance with timescales..
- Enable the numbers, types, outcomes and trends of complaints to be captured, to facilitate comparisons with previous periods and identify system wide or recurring complaints.
- Enable key points from lessons learned to be captured.
- Write to the complainant detailing the findings of the investigation, providing an apology for any shortfalls and describing what action will be taken to prevent recurrence.
- Inform the Complaints Standards Authority – Wales of the data collated on a quarterly basis.

**4.5** [Note: Frontline staff should report all serious complaints, or those with wider learning points, that they have dealt with informally to the central complaints service, so that these can be recorded on the central complaints handling database. This should be regardless of whether or not the complaint has been resolved on the spot. For those serious complaints not resolved, such action will mean that there will be a record of the incident should the complaint progress to Stage 2 of the complaints process.]

**4.6** Public service providers should not have to implement a new IT system for these recording purposes. Furthermore, for small organisations like community councils, manual

recording may suffice.

**4.7** In order to also identify outcome trends of complaints, the following high level complaints outcome definitions should be used:

- Complaint about service not provided by this body
- Referred to front line staff and resolved
- Investigation not merited
- Quick Fix/Voluntary Settlement
- Investigation Discontinued
- Upheld – Non-systemic issue
- Upheld – Systemic. Action plan required
- Not Upheld
- Withdrawn

## Section 5 - Staff and Training


### Staff Involved in Complaints

**5.1** Whilst it is not uncommon for people to look for someone to blame when things go wrong, staff should be assured that this is not the aim of an investigation. It should be made clear that any interview that may take place is to establish facts as part of the investigation of a complaint, and that it does not form part of a disciplinary



procedure. (However, a separate disciplinary process could take place, if appropriate.)

- 5.2 When requiring staff to attend for interview, they should be told the purpose of the interview, what to expect and what preparation they need to do. They should be advised that they can bring someone (such as a colleague) for support although the position of confidentiality and their role should be made clear. They should also be advised as to what will happen after the interview.
- 5.3 Being the subject of a complaint is in any event a stressful situation and, depending on the circumstances of the complaint and the issues involved, it may be prudent to inform the interviewee of any staff support/ counselling available.
- 5.4 In the same way that it is important to keep complainants informed on progress in the investigation and its outcome, the same is true in respect of staff.
- 5.5 As well as informing staff involved of the outcomes of complaints and any recommendations that arise, there should also be a means (staff newsletters, making the annual report available on the intranet) of disseminating to staff how the way they deal with complaints can contribute to better public services. Organisational culture should see that reporting a complaint and taking action is positive, as it assists organisational learning. If many individuals (perhaps based in many different locations) deal with a similar type of problem



without this information being shared, then what may be a deep-rooted systemic problem within the organisation may not emerge to the surface. If frontline staff inform the complainant of (intended) action, it is likely to have a positive effect in terms of good customer relations.

## Training

- 5.6 The complaints function needs to be adequately resourced by appropriately trained staff.
- 5.7 The central complaints handler should undertake an assessment of the skills and competencies required by all those involved in the complaints process and ensure that there is an appropriate training strategy in place.
- 5.8 The central complaints handler should continually keep under review the number of skilled and trained officers within the organisation to conduct and prepare reports on investigations.
- 5.9 Those likely to be involved in conducting “sensitive” investigations will in all probability need additional “specialist” training.
- 5.10 Ultimately staff training is a matter for individual public service providers to determine.
- 5.11 General training on complaint handling should be included in the induction programme for all staff in the organisation (this includes staff and Board/Cabinet members).

## Unacceptable Actions by complainants

5.12 The model Policy recognises that some people may act out of character in times of trouble or distress. It should be borne in mind that there may have been upsetting or distressing circumstances leading up to a complaint. A complainant's behaviour should not be regarded as unacceptable just because they are forceful or determined. However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands on an organisation or unacceptable behaviour towards staff. It is these actions that are considered unacceptable. Organisations should therefore have in place an 'unacceptable actions by complainants' policy and ensure that staff receive appropriate associated training. Organisations currently without such a policy, are welcome to use the Public Services Ombudsman for Wales' policy, 'Managing Customer Contact' (available at [www.ombudsman.wales](http://www.ombudsman.wales)) as a basis to develop their own procedure.



## **How to contact us**

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Visit the website [www.ombudsman.wales](http://www.ombudsman.wales)

Write to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

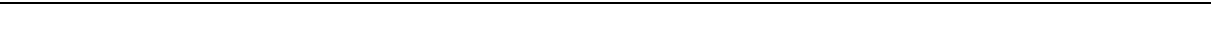
You can also follow us on Twitter: [@OmbudsmanWales](https://twitter.com/OmbudsmanWales)



## **CABINET- 24TH MARCH 2021**

**SUBJECT: PEN MARCH WIND FARM – MEMORANDUM OF UNDERSTANDING**

**REPORT BY: INTERIM CORPORATE DIRECTOR - COMMUNITIES**



### **1. PURPOSE OF REPORT**

- 1.1 This report requests approval for the Council to enter into a non-legally binding Memorandum of Understanding with RWE, a renewable energy company, for a proposed wind farm development at land above Rhymney.

### **2. SUMMARY**

- 2.1 This report requests Cabinet approval for the Council to enter into a non-legally binding Memorandum of Understanding (MoU) with the private green energy company RWE. Initial discussions have been held between the Council and RWE as to the possibility of a shared ownership wind farm development on privately owned land north of Rhymney.
- 2.3 RWE are keen to proceed with this development and require the Council to sign up to the MoU to give them the comfort to allocate resources to modelling the shared ownership options for consideration.
- 2.4 If a model is developed which is attractive to both parties, the Council would look to take a 'stake' in the development. Simplistically, it is likely that this will consist of a percentage of the build cost. The Council would then receive the same percentage return on the revenue generated by the project.

### **3. RECOMMENDATIONS**

- 3.1 That Cabinet:
- i) Approve the signing of the non-legally binding Memorandum of Understanding;
  - ii) Approve that officers work with RWE and the Welsh Government Energy Service to amend the MoU so it reflects the Council's aspirations for the scheme.
  - iii) Approve that officers work with RWE to explore shared ownership models; and
  - iv) Approve that shared ownership model options be presented to Cabinet at a future

date for further discussion.

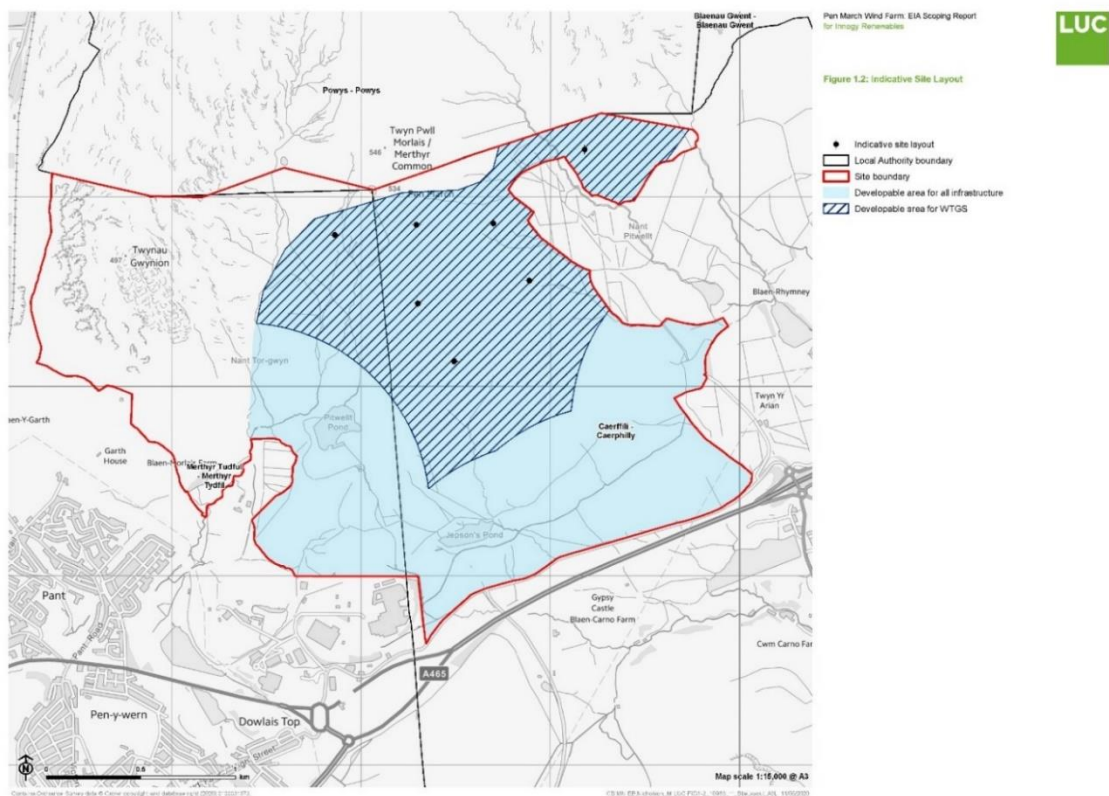
#### 4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To allow further investigation into the possible shared ownership of a wind farm development at Pen March, Rhymney
- 4.2 This opportunity will help the Council meet its green energy production goals as set out in the recently adopted Decarbonisation Strategy: Reduce, Produce Offset, Buy and it will also help deliver on the 'Social Heart, Commercial Head' agenda.

#### 5. THE REPORT

##### Background

- 5.1 The Cabinet Member for Regeneration and senior officers met with RWE officials on the 18<sup>th</sup> July 2019. The meeting had been requested by RWE and it focused on RWE outlining proposals to introduce wind turbines on land north of A465 above Rhymney. RWE plan to introduce at least 7 turbines at this location. The turbines, if constructed, will have a tip height of up to 180 metres and generate up to 5 megawatt per turbine. Since the initial meeting, a dialogue has been open over a possible partnership arrangement for this project, with the Council taking some interest in the development. The area concerned is shown on the plan below:



- 5.2 It is anticipated that a full planning application will be submitted in quarter 4 of 2021. It is important to acknowledge that as this will be a Development of National Significance (DNS), the final planning decision will be subject to the new DNS process, whereby an Inspector examines the application and makes a recommendation to the Welsh Minister

based on planning merits and national priorities. The Minister then decides whether or not to grant permission. The local authority will be statutory consultees but will not determine the application. RWE is targeting a national grid connection for 2026 as the existing system cannot cope at present. RWE refer to the scheme as the Pen March Wind Farm Project.

### **Current Position**

- 5.3 In July 2020, the Innogy Renewables business was integrated into the RWE Group as part of RWE Renewables, hence all dialogue is now with RWE.
- 5.4 CCBC approved an anemometer mast on the site under application reference 19/0848/FULL. This wind monitoring (anemometer) mast is now in situ and RWE will start to get meaningful data soon (it needs to measure for 6 months before the data is of any real value). Based on the initial data coming from the mast, RWE hope to have an advanced draft layout to share with the Council early in the Spring of 2021.
- 5.5 In addition, Environmental Impact Assessment (EIA) work has begun on the project. RWE aim to hold non statutory consultation during Quarter 1 2021, statutory consultation during Quarter 2/3 with the aim to submit a planning application at the end of 2021/22 financial year. Whilst this project will be submitted to Welsh Government through the Development of National Significance (DNS) process, RWE will keep lines of communication open with the Council throughout the process. It is worth noting that RWE are exploring an opportunity to extend the wind farm onto land within Merthyr Tydfil county borough.

### **Commercial Opportunities**

- 5.6 At the meeting on the 18<sup>th</sup> July 2109, RWE outlined that the scheme could generate around £5k per megawatt for community benefits. This led to a discussion about the opportunities for the Council to co-invest/co-own the development should the scheme proceed. RWE were open to this idea, stating that there were multiple potential models of co-ownership in Europe of this nature. Since that date a series of communications between both parties has continued.
- 5.7 RWE have stated that partnering on this relatively small project would be beneficial to them, especially where the partner is willing and able to takes on some of the development risk via partially funding the project at the development stage.
- 5.8 However, the difficulty with modelling this is that RWE Renewables are at the very early stages of development, so the economics attached to both the project costs and the future wholesale/retail prices of energy are variables that are liable to change. This makes it very difficult for them to map out options for co-ownership and to negotiate agreements with the Council until further on in the process. Therefore, it has been agreed to explore both parties entering into a Memorandum of Understanding (MOU) on this development.
- 5.9 Such an agreement would **not** be legally-binding, but it would set out the principles of working together on the Pen March project. RWE have now forwarded a draft MOU to the Council and await our response. A copy of the draft MOU is attached at Appendix 1 for consideration.
- 5.10 This project aligns with a number of corporate priorities. It links with the actions set out in the Council's recently adopted Decarbonisation Plan. Under the Produce theme, this project helps achieve action P8 as set out in the adopted action plan.

*P8 – Produce green on-shore wind energy (Take a commercial interest in private sector on-shore wind developments within and outside of the county borough where opportunity presents itself)*

- 5.11 The project also aligns with the Council's transformation and commercial strategy as set out in section 7.4 below
- 5.12 Officers recommend that the Council enter into the MOU to allow senior officials from both parties to develop option models for a proposed partnership. This recommendation is based on the fact that the MOU is not legally-binding and the Council can effectively walk away from the partnership if it desires.
- 5.13 Entering into the MOU will give RWE the confidence to dedicate resources to investigating and developing partnership models as the scheme progresses. Without the MOU in place, RWE would not commit these resources.
- 5.14 There are several benefits associated with the Council taking a commercial interest in the wind farm development, namely:
- Financial return on our initial investment – (see finance section for more detail).
  - Influencing the impact on the local community. For instance, helping to develop the community benefit fund so that it is targeted towards regeneration and economic goals. This fund is likely to be circa £5k per MW per annum. With this farm aiming to produce 30MW then this equates to circa £150k per annum towards this fund. Examples of how this fund could be used include provision of employment and training opportunities and tackling issues with digital deprivation
  - Ensuring local supply chains and employment opportunities are maximised for the benefit of the local community.
  - The opportunities for the Council to take green electricity directly from the wind farm will be investigated. A Corporate Power Purchase Agreement (CPPA) i.e. a long-term agreement to take electricity directly from the windfarm, could form part of the overall deal.
- 5.15 It is proposed that a small working group will be established to represent the Council's interests in this project. Their remit will include agreeing the final wording of the MoU, liaising with RWE over the evolving shared ownership models and developing the project further should it proceed. There will be representation from CCC Finance and Legal on this group.
- 5.16 The Council is being supported by The Welsh Government Energy Service in this venture and their continued support will be invaluable to the working group. Their expertise will be invaluable in understanding the Council's position throughout the development of the shared ownership delivery models. They have already stated they will support the Council in revising the MoU to ensure the Council and the local community get maximum benefit from the scheme.
- 5.17 The opportunity to sign a MoU with RWE that could lead to the Council taking an active interest in the wind farm project has been endorsed by the Council's Regeneration Project Board.



- 5.18 The Local Member has expressed concerns over signing the MoU before all statutory permissions are in place. They have been informed that it will not be possible to wait until such time to sign the MoU as this would affect programme. They have been made aware that is a non-legally binding agreement and that a further report will be presented to Cabinet for a decision once these models have been fleshed out. This timeline is likely to coincide with that of obtaining planning permission for the project. The Local Member would also like to ensure that the local community would be the main beneficiary of a scheme of this nature.

### **Conclusion**

- 5.19 The MoU is a non-legally binding agreement that will allow both parties to explore options available for shared ownership. As such there is no risk attached to agreeing the recommendations in this report. Once models have been developed, they will be brought back to Cabinet for consideration.

## **6. ASSUMPTIONS**

- 6.1 It is assumed that if the MoU is signed that RWE will develop a range of investment models that will be presented by Officers to Cabinet at a future date.

## **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The proposal is relevant to the following Council policies:

### **7.2 Corporate Plan 2018-2023.**

The report recommendations contribute towards or impacts predominantly on the following Corporate Well-being Objectives:

Objective 2 - Enabling employment.

Objective 6 - Support citizens to remain independent and improve their well-being

### **7.3 Decarbonisation Strategy: Reduce, Produce, Offset, Buy**

The proposal contributes to the aims of the Council's recently adopted Decarbonisation Strategy. The plan concentrates on 4 main themes, Reduce, Produce, Offset and Buy. Under the Produce theme, this project helps achieve the following action as set out in the adopted action plan.

*P8 – Produce green on-shore wind energy (Take a commercial interest in private sector on-shore wind developments within and outside of the county borough where opportunity presents itself)*

### **7.4 Commercialisation and Investment Strategy**

Caerphilly Commercial & Investment Strategy adopted by Council on 8<sup>th</sup> December 2020 confirmed the Council's commitment to seeking good long-term investments for the good of the Council. The Strategy highlights the commercial principles upon which the Council have agreed and include:

- *We will look in all directions for commercial and investment opportunities, demonstrating our commitment to innovation and collaboration by having an open learning environment and launching the Licence to Innovate scheme.*

This opportunity sits comfortably under the 3<sup>rd</sup> pillar of the Strategy 'Enhancing our Relationships with our Partners & Communities' under the following headings:

3. *Consider investment opportunities which provide good financial return but also support key strategic aims such as Decarbonisation Strategy*
5. *Explore any commercial, income generating opportunities or innovative ideas which will boost productivity using seed money allocated by directorate.*

## 7.5 **Transformation Strategy**

The 'Team Caerphilly – Better Together' Transformation Strategy adopted by Council in July 2019 is driven by the notion of 'Commercial Mind, Social Heart' and seeking profit with a purpose. This project is closely aligned with that ethos and seeks to maximize on the community benefits, decarbonization benefits and commercial income.

## 7.6 **A Foundation for Success 2018-2023:**

The Council's Regeneration Strategy - A Foundation for Success has the following vision: ***“To make Caerphilly County Borough a more prosperous, resilient, healthier, more equal place with strong cohesive communities where everyone is empowered to participate.*”**

In particular, the proposal contributes towards the following key theme and Action:

***Creating employment opportunities, increasing entrepreneurial activities, encouraging innovation & improving access to employment.***

Action 41. Work with partners to explore and support where possible energy efficiency initiatives, renewable energy generation, community energy generation projects and energy cooperatives.

## 8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 The proposals outlined in this report contribute to the Well-being Goals. As such it aligns with the following:

- *A Prosperous Wales* – Providing more jobs in the area will create more wealth for the local population.
- *A Resilient Wales* – Providing additional and more diverse employment opportunities will make the area more resilient to external economic factors. The production of green energy within the county borough will also guard against fluctuations in energy prices.
- *A Wales of Cohesive Communities* – providing local employment opportunities will help to stabilise and develop local communities and prevent outmigration as people seek work. Providing cheaper green electricity will also benefit the community.

8.2 The report recommendations are consistent with the five ways of working as defined

within the sustainable development principle in the Act. The five ways of working of the sustainable development principle, listed in the Act are:

- Long Term – The importance of balancing short-term needs with the need to safeguard the ability of future generations to meet their long-term needs;
- Prevention - How acting to prevent problems occurring, or getting worse, may help public bodies meet their objectives;
- Integration – Considering how the public body’s well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies;
- Collaboration – Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives;
- Involvement – The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.

## **9. EQUALITIES IMPLICATIONS**

- 9.1 An EIA screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance. No potential for unlawful discrimination and / or low level or minor negative impact has been identified, therefore a full EIA has not been carried out.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 The MoU is a non-legally binding document so there are no immediate financial implications to the Council.
- 10.2 The signing of the MoU will allow RWE to develop a number of financial models for consideration by the Council. The overall cost associated with developing this 5-7 turbine facility could reach £30m. RWE have indicated that they are relaxed as to the actual investment level by the Council. They have started to sketch out skeletal models based on 5%, 10%, 15% and 20% investment input by the Council. If the MoU is signed, they will build on these models to give more detail on each. RWE are currently offering the opportunity to invest at Final Investment Decision (FID) stage, and the timescale (planning application to be submitted late 2021) leaves a limited window during which CCBC could consider investment at an earlier stage.
- 10.3 Such investment would be at risk (for example if consent was not secured) but would lever higher returns from the investment of capital at FID. Welsh Government Energy Service can offer guidance on managing the development risk.
- 10.4 Based on two indicative project layouts: and assuming a 15year Contract for Difference and merchant tail with a 30 year project life from RWE’s experience, projects dynamic payback is typically 13-17yrs. Investment by the Council could be Financial Investment Decision (FID) stage to reduce the risk exposure to the Council. Outlined below are some very preliminary figures forwarded by RWE. Welsh Government Energy Service have considered these returns and advise that whilst they can be used as a basis for initial agreement to this MoU, an open book approach to agreeing the final share of net returns from the project, which each party should receive at a level reflecting the balance of risk taken during development, and share of capital committed at FID.

- 5% investment at FID would be approx. **£1.25-1.75m**. Indicative annual returns (minus share of OPEX\*) of £105-185k based on £40-60/MWh electricity price.
- 10% investment at FID would be approx. **£2.5-3.5m**. Indicative annual returns (minus share of OPEX) of £210-370k based on £40-60/MWh electricity price.
- 15% investment at FID would be approx. **£3.75-5.25m**. Indicative annual returns (minus share of OPEX) of £315-555k based on £40-60/MWh electricity price.
- 20% investment at FID would be approx. **£5.0-7.0m**. Indicative annual returns (minus share of OPEX) of £420-740k based on £40-60/MWh electricity price.

\* OPEX – Operational Expenditure

- 10.5 As outlined above, there may also be the option for the Council to build into the model the option for a CPPA to take green energy produced from the wind farm. This could be in lieu of revenue generated by the scheme.
- 10.6 Community investment opportunities will also be explored.
- 10.7 It is too early to present more detailed financial models to Cabinet but officers from the proposed working group will develop them with RWE and present them to Cabinet at the earliest opportunity.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 There are no personnel implications associated with this report.

## **12. CONSULTATIONS**

- 12.1 All consultation responses are reflected in the report.

## **13. STATUTORY POWER**

- 13.1 Local Government Act 1972

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Consultees: Cllr Sean Morgan, Deputy Leader and Cabinet Member for Economy and Enterprise  
 Cllr John Ridgewell, Cabinet Member for Environment and Infrastructure  
 Christina Harray – Chief Executive  
 Mark S. Williams, Interim Corporate Director Communities  
 Stephen Harris, Head of Business Improvement Services and Section 151 Officer  
 Lynne Donovan, Head of People Services  
 Rhian Kyte, Head of Regeneration and Planning  
 Robert Tranter, Head of Legal Services/Monitoring Officer  
 Paul Hudson, Business, Enterprise and Renewal Team Manager  
 Dave Roberts, Principal Accountant, Corporate Finance  
 Victoria Camp, Transformation Manager  
 Paul Cooke, Senior Policy Officer

Lisa James, Principal Planner  
Paul Rossiter, Energy and Water Officer  
Anwen Cullinane, Senior Policy Officer, Equalities and Welsh Language  
Cllr Carl Cuss, Twyn Carno ward

Appendices:

Appendix 1 RWE Draft Memorandum of Understanding

## MEMORANDUM OF UNDERSTANDING (MOU)

*RWE Renewables UK Ltd.*

*And*

*Caerphilly County Borough Council*

This is an agreement between RWE Renewables UK Ltd, hereinafter called RWE and Caerphilly County Borough Council, hereinafter called CCBC.

### I. PURPOSE & SCOPE

The purpose of this MOU is to outline how RWE and CCBC will work together, over the course of development and through to construction, to ensure that RWE's proposed development of an onshore wind farm near Rhymney, within the CCBC boundary, hereinafter called Pen March, to secure both a viable project and deliver local benefits in line with CCBC's and Welsh Government's aspirations.

### II. BACKGROUND

RWE Renewables UK Ltd is Wales's biggest renewable energy generator. Assets include Gwynt y Môr Offshore Wind Farm, and Clocaenog Forest, Mynydd y Gwair and Brechfa Forest West onshore wind farms. RWE employs over 110 people in locations across Wales, and the development team project manages new onshore wind developments from securing land options through the planning process, to consent.

Caerphilly County Borough Council is a local authority delivering a range of services to citizens within its geographical boundary. CCBC is not responsible for consenting the Pen March Wind Farm, as this is the responsibility of the Welsh Government.

In 2017, the Welsh Government announced a target that all renewable energy projects should have an 'element of local ownership' from 2020 onwards. Guidance is under development.

### III. RESPONSIBILITIES UNDER THIS MOU

This MOU is *not* binding on either party and is only an expression of an intent to continue negotiations in good faith. This MOU is not necessarily exclusive to CCBC and may be replicated with other parties.

This MOU is intended to recognise and facilitate future discussions on:

- **Shared ownership:** where CCBC could benefit from owning a share of the Pen March Wind Farm, by investing in the project at a later date and receiving a return of net revenue appropriate to the size of investment and the amount of risk taken.
- **Local suppliers:** where RWE and CCBC will work with local businesses to increase the contract opportunities available for the local supply chain, especially during construction, as far as is practicable.
- **Corporate Power Purchase Agreement (cPPA):** either as part of shared ownership (in lieu of revenue) or otherwise, where RWE and CCBC will prior to Financial Investment Decision

(FID) discuss the future opportunity for a cPPA relating to all or some of the electricity generation from the project.

- **Infrastructure:** that options for improving infrastructure alongside the development are explored, for example:

- fast broadband rollout in areas close by that are under served.

- **Community Benefit Fund:** RWE is committed to providing a community benefit fund. This money could be used to facilitate some of the above. RWE will listen to the views of CCBC on the proposals for the geographical extent and uses of the fund, as well as consulting with local community representatives and wider stakeholders in line with industry best practice guidelines.

#### **IV. FUNDING**

This MOU does not include the reimbursement of funds between the two parties.

#### **V. EFFECTIVE DATE AND SIGNATURE**

This MOU shall be effective upon the signature of authorised officials from both parties. It shall be in force from (date) \_\_\_\_ \_ to (date) \_\_\_\_ \_.

#### **Signatures and dates**

*on behalf of RWE Renewables UK Limited on behalf of Caerphilly County Borough Council*

Name: \_\_\_\_\_ Name: \_\_\_\_\_  
Position: \_\_\_\_\_ Position: \_\_\_\_\_  
Date: \_\_\_\_\_ Date: \_\_\_\_\_

Gadewir y dudalen hon yn wag yn fwriadol





## CABINET – 24TH MARCH 2021

**SUBJECT: CAR PARKING CHARGES**

**REPORT BY: INTERIM CORPORATE DIRECTOR OF COMMUNITIES**

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### 1. PURPOSE OF REPORT

- 1.1 To update Cabinet on the latest position with the Economic impact on town centres caused by the coronavirus pandemic and to recommend a further period of free car parking to support the local economy,

### 2. SUMMARY

- 2.1 Many businesses within the County Borough have faced significant challenges as a result of Covid-19 and the lockdown and/or trading restrictions that have resulted. This includes many town centre businesses and particularly the town centre hospitality sector.
- 2.2 Supporting town centres is a key feature of the Council's over-arching regeneration strategy (A Foundation for Success) and the Area Regeneration Masterplans that sit under the over-arching strategy.
- 2.3 The length of Welsh Government lockdown periods and the resultant restrictions on the retail and hospitality sector have placed significant pressure on the high street and businesses within our town centres. This continues to make the economic position extremely challenging for our town centre businesses.
- 2.4 On 17<sup>th</sup> June 2020 the Chief Executive, in consultation with the Leader, Cabinet Members and Acting Section 151 Officer took a delegated powers decision to temporarily suspend car parking charges until 31<sup>st</sup> December 2020 as part of the Covid economic recovery plan. On 9<sup>th</sup> December 2020 Cabinet took a further decision to extend the suspension of car parking charges until 31<sup>st</sup> March 2021.
- 2.5 In light of the continued economic challenges and continued imposition of trading restrictions this report therefore seeks Cabinet approval to further extend the temporary suspension of car parking charges until 30<sup>th</sup> September 2021.

### 3. RECOMMENDATIONS

- 3.1 Cabinet is asked: -

- 3.1.1 To approve a further extension of the temporary suspension of car parking charges until 30<sup>th</sup> September 2021 subject to further review at that time.
- 3.1.2 To agree that the estimated income shortfall of circa £324k is funded from the £2.713m Covid-19 Earmarked Reserve approved by Council at its meeting on the 10<sup>th</sup> September 2020.

#### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To support the Authority's local town centre economy in the current, challenging economic climate and to support local residents in "staying local" for shopping.

#### **5. THE REPORT**

- 5.1 As outlined above, the economic climate remains extremely challenging for town centres and the continued use of lockdown and/or trading restrictions is contributing to the challenging economic trading conditions.
- 5.2 One of the key messages in the fight against Covid-19 has been "stay local" which equally applies to shopping and routine, daily exercise.
- 5.3 One of the key ways in which the Authority can assist in supporting this "stay local" message is to reduce the financial burden on residents by continuing to offer free car parking at its town centre car parks.
- 5.4 The Authority has already committed to offer free car parking until 31<sup>st</sup> March 2021 but given the continued lockdown and resultant trading restrictions then it is clear that this period should be extended.

#### **6. ASSUMPTIONS**

- 6.1 The report has assumed that the challenging economic climate for businesses and residents will last into the Spring and Summer of 2021.

#### **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The report links to a number of corporate well-being objectives, namely.
  - Objective 2 – Enabling employment.
  - Objective 4 – Promote a modern integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment.
  - Objective 5 – Creating a County Borough that supports a healthy lifestyle in accordance with the sustainable development principle within the Wellbeing of Future Generations (Wales) Act 2015.
  - Objective 5 – Support citizens to remain independent and improve their well-being.

## **8. WELL-BEING OF FUTURE GENERATIONS**

8.1 Economic Recovery contributes to the Well-being objectives as set out above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act and it is aimed at improving the economic, environmental, social and cultural well-being and recovery of the area.

8.2 As such it aligns with the following well-being goals:

- A Prosperous Wales – Providing more jobs and housing in the area will create more wealth for the local population.
- A Resilient Wales – Providing additional and more diverse employment will make the area more resilient to external economic factors.
- A Wales of Cohesive Communities – providing local employment and more diverse will help to stabilise and develop local communities and prevent outmigration.

8.3 The report recommendations are consistent with the five ways of working as defined within the sustainable development principle in the Act. The five ways of working of the sustainable development principle, listed in the Act are:

- Long Term – The importance of balancing short-term needs with the need to safeguard the ability of future generations to meet their long-term needs;
- Prevention - How acting to prevent problems getting worse, may help public bodies meet their objectives;
- Integration – Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies;
- Collaboration – Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives;
- Involvement – The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

## **9. EQUALITIES IMPLICATIONS**

9.1 There are no equalities implications arising from the report.

## **10. FINANCIAL IMPLICATIONS**

10.1 The continued provision of free car parking results in loss of income of circa £54k per month from town centre car parks.

10.2 The extension of free parking for the period 01/04/2021 to 30/09/2021 will therefore result in lost income of circa £324k.

10.3 The loss of income is not eligible for funding through the WG Covid-19 Hardship Fund as the waiving of the charges is deemed to be a local decision. The lost income for the 2020/21 financial year has been absorbed within the projected underspend on the Council's wider revenue budget. Moving into the 2021/22 financial year this is unsustainable and it is therefore recommended that the income loss of circa £324k for the period 01/04/21 to 30/09/21 should be funded from the £2.713m Covid-19

Earmarked Reserve approved by Council at its meeting on the 10<sup>th</sup> September 2020.

## **11. PERSONNEL IMPLICATIONS**

11.1 There are no personnel implications associated with this report.

## **12. CONSULTATIONS**

12.1 The report reflects the view of the listed consultees.

## **13. STATUTORY POWER**

13.1 Local Welsh Government Act 2000. This is a Cabinet function.

Author: Mark S Williams, Interim Corporate Director of Communities

Consultees: Councillor Sean Morgan, Cabinet Member for Economy & Enterprise  
Councillor John Ridgewell, Cabinet Member for Environment & Infrastructure  
Robert Tranter, Head of Legal Services and Monitoring Officer  
Stephen Harris, Head of Financial Services & S151 Officer  
Marcus Lloyd, Head of Infrastructure  
Rhian Kyte, Head of Regeneration and Planning  
Councillor Tudor Davies, Chair of Environment & Sustainability Scrutiny  
Councillor Adrian Hussey, Vice Chair of Environment & Sustainability Scrutiny  
Councillor Andrew Whitcombe, Chair of Housing & Regeneration Scrutiny  
Councillor Christine Forehead, Vice Chair of Housing & Regeneration Scrutiny

Background Papers:

Council 6<sup>th</sup> October 2020 – Report on “Decisions taken by the Chief Executive During the Pandemic”.

Cabinet 9<sup>th</sup> December 2020 – Car Parking Charges