

# PWYLLGOR CRAFFU CYMUNEDAU 20<sup>fed</sup> GORFFENAF 2016

## Adroddiad Diwedd Blwyddyn ar Reoli Perfformiad – 1af o Ebrill 2015 hyd at 31ain o Fawrth 2016

### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Bod y Pwyllgor yn craffu ar y sefyllfa diwedd blwyddyn mewn perthynas â monitro perfformiad, neu'r wybodaeth ddiweddaraf sydd ar gael, ar gyfer blwyddyn ariannol 2015/16. Mae'r adroddiad yn cynnwys:

- Golwg ar Berfformiad gan y Penaethiaid Gwasanaeth
- Dynesiad ar gyfer Mesur Perfformiad (Gwasanaethau Tai – Adran Cymunedau)
- Monitro'r Cynllun Gwella – Dangosyddion Perfformiad a Gweithredoedd
- Monitro Cwynion a Canmoliaeth

### Rhesymau:

- Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â monitro perfformiad
- Sicrhau bod meysydd sy'n peri pryder yn cael eu nodi a bod camau perthnasol yn cael eu cymryd

### Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES

### Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng. Linda Evans (Tai)
- Cyng. Meryl Gravell (Adfywio ac Hamdden)
- Cyng. Mair Stephens (Adnoddau Dynol, Effeithlonrwydd a Chydweithio)

<b>Y Cyfarwyddiaethau:</b> Cymunedau / Amgylchedd / Prif Weithredwr	<b>Swyddi:</b>	<b>Rhifau Ffôn / Cyfeiriadau E-bost:</b>
<b>Enw Penaethiaid y Gwasanaethau:</b>		
Wendy Walters	Prif Weithredwr Cynorthwyol (Adfywio a Pholisi)	01267 224112 <a href="mailto:wswalters@sirgar.gov.uk">wswalters@sirgar.gov.uk</a>
Ian Jones	Pennaeth Hamdden	01267 228309 <a href="mailto:ijones@sirgar.gov.uk">ijones@sirgar.gov.uk</a>
Llinos Quelch	Pennaeth Cynllunio	01267 228918 <a href="mailto:lquelch@sirgar.gov.uk">lquelch@sirgar.gov.uk</a>
Robin Staines	Pennaeth Tai a Diogelu'r Cyhoedd	01267 228960 <a href="mailto:rstaines@sirgar.gov.uk">rstaines@sirgar.gov.uk</a>
<b>Awduron yr adroddiad:</b> Anthony Maynard	Rheolwr Cymunedau a Diogelu	01267 224039 <a href="mailto:amaynard@sirgar.gov.uk">amaynard@sirgar.gov.uk</a>
Jonathan Davies	Uwch Swyddog Gwybodaeth i Reolwyr	01554 899308 <a href="mailto:jjadavies@sirgar.gov.uk">jjadavies@sirgar.gov.uk</a>

## EXECUTIVE SUMMARY

# COMMUNITY SCRUTINY COMMITTEE 20<sup>th</sup> JULY 2016

## End of Year Performance Management Report – 1st April 2015 to 31st March 2016

The attached report sets out the performance of the relevant Services' within the Committee's remit, for the 2015/16 financial year.

Members will be aware that the Communities Department has developed a new performance framework and Report B sets out the Department's position, progress in managing and improving performance in relation to its services that fall under this Committee's remit (Housing).

The attached report is structured in the following way:

1. Heads of Service Overview of Performance (Report A)
2. The Approach to Measuring Performance (Report B)
  - Supporting Independence
  - Keeping Safe
  - Improving Health & Wellbeing
  - Information, Advice and Signposting
  - Valuing the Workforce
3. Improvement Plan Monitoring - Actions & Performance Measures (Report C)
4. Compliments and Complaints (Report D)

**DETAILED REPORT ATTACHED?**

**YES**

# IMPLICATIONS

We confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

**Signed:**            **Wendy Walters**            **Assistant Chief Executive (Regeneration & Policy)**  
                          **Ian Jones**                    **Head of Leisure**  
                          **Llinos Quelch**            **Head of Planning**  
                          **Robin Staines**            **Head of Housing & Public Protection**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>

## 1. Policy, Crime & Disorder and Equalities

Performance Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

## 2. Legal

Performance Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

## 5. Risk Management Issues

This report refers to all actions and measures in the 2015/16 Annual Report and 2016/17 Improvement Plan. Potential risks addressed are:

- regulatory report recommendations
- comments on not meeting our own goals - actions and measures
- improvement and comparative data for national measures

# CONSULTATIONS

We confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed:	Wendy Walters	Assistant Chief Executive (Regeneration & Policy)
	Ian Jones	Head of Leisure
	Llinos Quelch	Head of Planning
	Robin Staines	Head of Housing & Public Protection

**1. Local Member(s) – N/A**

**2. Community / Town Council – N/A**

**3. Relevant Partners – N/A**

**4. Staff Side Representatives and other Organisations –** All Departments have been consulted and have had the opportunity to provide comments on their performance and progress

**Section 100D Local Government Act, 1972 – Access to Information  
List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
CCC Annual Report 2014/15 & Improvement Plan 2015/16	<a href="http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf">http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf</a>
Performance Measurement Records	Performance Management Unit, Regeneration & Policy Division
Departmental Business Plans 2015/16	Performance Management Unit, Regeneration & Policy Division
Carmarthenshire Integrated Community Strategy 2011-16	<a href="http://www.thecarmarthenshirepartnership.org.uk">www.thecarmarthenshirepartnership.org.uk</a>
CCC Corporate Strategy 2015-20	<a href="http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf">http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf</a>
Budget Monitoring Reports	Corporate Services Department