



**CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL**

GWŶS I GYFARFOD O'R CYNGOR

C.Hanagan
Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau
Llywodraethol
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Y Pafiliynau
Parc Hen Lofa'r Cambrian
Cwm Clydach CF40 2XX

Dolen gyswllt: Ms J Nicholls - Senior Democratic Services Officer (01443 424098)

DYMA WŶS I CHI i gyfarfod o **PWYLLGOR CRAFFU - CYNNAL GWASANAETHAU CYHOEDDUS, CYMUNEDAU A FFYNIANT** yn cael ei gynnal yn **Council Chamber, The Pavilions, Cambrian Park, Clydach Park, Tonypany, CF40 2XX** ar **DYDD LLUN, 10FED RHAGFYR, 2018** am **5.00 PM**.

Caiff Aelodau nad ydyn nhw'n aelodau o'r pwyllgor ac aelodau o'r cyhoedd gyfrannu yn y cyfarfod ar faterion y cyfarfod er bydd y cais yn ôl doethineb y Cadeirydd. Gofynnwn i chi roi gwybod i Wasanaethau Democrataidd erbyn Dydd Iau, 6 Rhagfyr 2018 trwy ddefnyddio'r manylion cyswllt uchod, gan gynnwys rhoi gwybod a fyddwch chi'n siarad Cymraeg neu Saesneg.

AGENDA

Tudalennau

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Aelodau, yn unol â gofynion y Cod Ymddygiad.

Noder:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, mae rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. COFNODION

Derbyn cofnodion cyfarfod blaenorol y Pwyllgor Craffu – Cynnal Gwasanaethau Cyhoeddus, Cymunedau a Ffyniant a gafodd ei gynnal ar 15 Tachwedd, 2018.

5 - 10

ADRODDIAD CYFARWYDDWR Y GWASANAETHAU CYFREITHIOL A LLYWODRAETHOL

3. CAMWEINYDDU A CHWYNION

Trafod adroddiad Cyfarwyddwr y Gwasanaethau Cyfreithiol a Llywodraethol yn ymwneud â chwynion am gamweinyddu a gafodd eu gwneud i Ombwdsmon Gwasanaethau Cyhoeddus Cymru yn 2017/18.

11 - 30

ADRODDIADAU CYFARWYDDWR - Y GWASANAETH IECHYD A DIOGELWCH Y CYHOEDD, A'R GYMUNED

4. TRAWSNEWID GWASANAETH Y LLYFRGELL DEITHIOL

Rhoi diweddariad i'r Pwyllgor Craffu ar y cynigion a gafodd eu cymeradwyo gan y Cabinet ar gyfer trawsnewid Gwasanaeth y Llyfrgell Deithiol a darparu gwybodaeth am y cynlluniau ar gyfer gweithredu'r newidiadau.

31 - 38

5. ADRODDIAD BLYNYDDOL SAFONAU LLYFRGELLOEDD CYHOEDDUS CYMRU 2017/2018

Derbyn diweddariad ar lafar gan Bennaeth y Gwasanaethau Cymuned mewn perthynas ag Aseiad drafft Safonau Llyfrgelloedd Cyhoeddus Cymru 2017/18 Rhondda Cynon Taf (gyda golwg ar gyflwyno'r Adroddiad Blynyddol terfynol i'r Pwyllgor ym mis Ionawr 2019).

6. AILGYLCHU MEWN ARDALOEDD CYMUNEDOL

Derbyn diweddariad ar lafar mewn perthynas â chynnydd y Gweithgor Craffu - 'Ailgyrchu mewn Ardaloedd Cymunedol' hyd yma gan Gadeirydd ac Is-gadeirydd y Pwyllgor Craffu - Cynnal Gwasanaethau Cyhoeddus, Cymunedau a Ffyniant.

7. MATERION BRYD

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion bryd yng ngoleuni amgylchiadau arbennig.

Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau Llywodraethol

Cylchreliad:-

(Y Cynghorwyr Bwrdeistref Sirol Y Cynghorydd S Bradwick a
Y Cynghorydd T Williams – Cadeirydd ac Is-gadeirydd, yn y drefn honno)

Y Cynghorwyr Bwrdeistref Sirol:

Y Cynghorydd M Weaver, Y Cynghorydd G Stacey, Y Cynghorydd A Chapman,
Y Cynghorydd Owen-Jones, Y Cynghorydd W Treeby, Y Cynghorydd M Fidler-
Jones, Y Cynghorydd D Grehan, Y Cynghorydd E George, Y Cynghorydd G Hughes,
Y Cynghorydd W Owen, Y Cynghorydd S Pickering and Y Cynghorydd E Stephens

Tudalen wag

Mae'r cofnodion hyn yn amodol ar gymeradwyaeth yng nghyfarfod priodol nesaf y Pwyllgor

These Minutes are subject to approval at the next appropriate meeting of the Committee.

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY COMMITTEE

Minutes of the meeting held at Bryn Pica, Llwydcoed, Aberdare on Thursday, 15th November 2018.

PRESENT

County Borough Councillor S. A. Bradwick – in the Chair

County Borough Councillors

M Diamond	E Stephens
D Grehan	W Treeby
G Hughes	T Williams
D Owen-Jones	M Weaver
S Pickering	

Cabinet Member

County Borough Councillor A Crimmings – Cabinet Member for Environment, Leisure and Heritage Services

Officers

Mr N. Wheeler – Director Highways & Streetcare Services

Mr S. Humphreys – Head of Legal, Planning & Environment

J. Nicholls – Senior Democratic Services Officer

16. WELCOME

The Chair welcomed the Cabinet Member for Environment, Leisure and Heritage Services, County Borough Councillor A. Crimmings to the meeting.

17. APOLOGIES FOR ABSENCE

An apology for absence was received from County Borough Councillors A. Chapman, M. Fidler-Jones, E. George and W. Owen

18. DECLARATIONS OF INTEREST

RESOLVED -In accordance with the Code of Conduct, there were no personal declarations of interests made, pertaining to the agenda.

19.. MINUTES

RESOLVED – to approve as an accurate record the minutes of the meeting of the Public Service Delivery, Communities and Prosperity Scrutiny Committee held on the 27th September 2018

20. REPORT OF THE DIRECTOR OF HIGHWAYS AND STREETCARE SERVICES - CURRENT POSITION AND IMPROVING RECYCLING REPORT

The Director of Highways and Streetcare Services presented his report in respect of the Council's current position on recycling, the problem materials and what needs to be done to improve the recycling rate.

It was reported that although in 2016/17 the Council achieved over 64% of its recycling rate, its next significant target of 70% by 2024/2025 will only be achieved with further changes having been implemented to the current service. The Director reported that a reduction in the frequency of residual waste collections can impact positively on the levels of recycling and despite other councils reducing their residual collections, to three or four weekly collections scrutiny was given assurance that this is not a consideration for Rhondda Cynon Taf Council. It was clarified that both increased enforcement powers and active campaigns will assist the local authority reach its next target.

It was reported that by implementing the recent changes to the residual waste levels across the County Borough the service is trying to engage those residents who do not participate in the recycling service at all rather than impact on those who already actively engage in the Council's recycling scheme. Members were pleased to note that the changes to the residual waste collections has not had any impact on the levels of fly tipping.

The Director explained that one problematic material is wood and varnished wood which cannot be recycled and which continues to have an impact on the overall municipal rates by nearly 4% despite changes to the residual waste collections. The Council has entered into discussions with an ethical wood press organisation in the UK so that areas are identified to process the wood and change the market.

Scrutiny was informed that the Council's recycling teams are tackling contamination in recycling and target those residents who do not recycle at all. One way of addressing this is by issuing fixed penalty notices (FPN's) to those residents who do not participate in the scheme although this is used as a last resort when the teams have exhausted every other avenue. It is crucial that the local authority improves its rate by 6% from the current rate of 64% to 70% by 2025 or else it will face financial penalties

A national initiative is being led by the Director of Highways and Streetcare Services which is looking to change behaviours towards recycling through targeted campaigns across Wales, aimed at dealing with specific areas such as plastics and recycling in communal areas (the latter currently being considered as part of the Public Service Delivery, Communities and Prosperity Scrutiny Working Group). Through the targeted work, it is anticipated that there will be a consistent message at a national level although at a local level the campaigns will be carried out in a way that reflects the requirements and needs of the communities. It is proposed that this work will be rolled out over the next few months.

The Director updated Scrutiny in respect of developments at Bryn Pica. From January 2019 it is anticipated that school children will visit the new education centre and there is potential to hold sessions which will educate the residents of RCT in lieu of issuing fixed penalty notices. It was confirmed that discussions are ongoing with Welsh Government and other potential partners in respect of securing funding for the Eco Park project and planning permission is being sought in December 2018 to expand the site.

Scrutiny discussed the use of FPN's with caution but agreed that it offers an effective way of encouraging residents to recycle, when other avenues have been exhausted. In conjunction with Welsh Government and all Welsh Councils, under the Environmental Protection Act (EPA) and Clean Neighbourhoods Act (CNA), a local authority is now able to issue a notice to residents to inform them that they are unable to place any recyclable material within their residual bin or bag. Failure to do this and following a number of warnings, a FPN of a £100 can be issued. It was clarified by the Cabinet Member for Environment, Leisure and Heritage Services that there are processes in place to help those elderly or blind residents who need additional support such as assisted collections. Members agreed that assisted collections are effective but need to be promoted.

A Member suggested that the Council's recycling teams could look to work with other Council staff that carry out home visits or work in care homes so that they are encouraged to recycle and become aware of the recycling procedures. It was also suggested that the recycling teams could visit sheltered accommodation providers to educate the residents and staff alike in respect of the recycling and food waste procedures. Following discussion, scrutiny agreed that this was an area that could be considered as part of the working group currently tackling recycling in communal areas.

The Director assured Scrutiny that all avenues are being pursued to better the recycling targets across the County Borough. It was confirmed that the worst and better performing areas are being targeted to increase the levels of awareness in those under performing areas but also to maintain the performance of those that currently recycle. Another area alluded to by the Director where improvements could be made to the recycling rates is a traffic light system of correspondence to residents to monitor and rate their recycling performance. A green letter will indicate good performance, amber where performance can be improved and red where no recycling is taking place at all. It is considered that the letters will encourage those residents to maintain their level of recycling or inform them of

their poor performance with support to hand in the form of recycling officers should they need it.

Following consideration of the report it was **RESOLVED** that Members:-

1. Acknowledge the contents of the report and the work undertaken by the recycling teams across the County Borough; and
2. Continue to monitor and challenge the reports in respect of the municipal recycling rates.

21. PUBLIC SPACES PROTECTION ORDER (DOG CONTROLS)

The Director of Highways and Streetcare Services reported on the success of the Public Spaces Protection Order (PSPO) since its implementation on the 1st October 2017. Previous attempts to address dog fouling across the County Borough had been unsuccessful and therefore the Council introduced the PSPO in 2017 so that reasonable and proportionate restrictions on the use of publicly accessible land across the County Borough could be implemented. Scrutiny was reminded that the PSPO came into force following a comprehensive public consultation process which demonstrated overwhelming public support.

Scrutiny was informed that since the introduction of the PSPO the Council has issued 246 Fixed Penalty Notices (FPN's). A breakdown of the offences was provided to Scrutiny as was the current position with regards to payments made to date and clarification was provided in respect of some areas such as 'partly paid' which means that the resident is paying the fine by instalments.

In response to a query, the Director confirmed that there are currently four dedicated enforcement officers who do target the worst affected areas (Scrutiny was provided with a list of the 10 worst affected areas across the County Borough).

It was agreed that there is sufficient provision of dog bins within the local authority but there was a suggestion that their location should be officially mapped so that members of the public can arrange their dog walking routes accordingly. It was suggested that an online provision such as 'Find My Bin' would be a handy tool to enable residents to arrange their dog walking route around the their nearest bins.

Following consideration of the report it was **RESOLVED** to acknowledge the report delivered by the Director of Highways and Streetcare Services and that Committee continues to scrutinise and challenge the progress of the Public Spaces Protection Order (Dog Controls).

22. VOLUNTARY SNOW WARDEN SCHEME

Scrutiny was presented with the report of the Director of Communications and Interim head of Democratic Services in respect of the findings and recommendations of the Scrutiny Working Group set up to consider the

Voluntary Snow Warden Scheme as referred to in the Notice of Motion considered by Full Council on the 19th September 2018. Scrutiny was reminded of the original four recommendations (and the additional recommendation as implemented by the Cabinet) that were endorsed at its meeting held on the 18th October 2018 i.e.

- That the dedicated number for Elected Members is utilised to provide Members with support and advice for all Elected Members during periods of inclement weather ;
- That a targeted campaign is undertaken to promote community self help (Communities coming together to help each other on a voluntary basis during times of extreme weather) and to encourage residents to become 'good neighbours';
- That appropriate, practical guidance and good practice in relation to community action in severe weather is shared with the residents of RCT via the Council website (GOV UK -Guidance on Community Action in Severe Weather);
- That further work is undertaken in respect of the public liability aspect of insurance for voluntary work undertaken in a safe manner; and
- That the Mini Ploughs are brought on site before the October Council meeting for all Members to view.

The Director of Highways and Streetcare Services confirmed that on the 24th October 2018 all Elected Members were provided with the opportunity to view the new mini ploughs which were brought to the Council Headquarters prior to Full Council. He advised that the mini ploughs would enhance the current provision and support the existing fleets.

Scrutiny was informed that the recommendations reflect the discussions of the Working Group, that the spirit of volunteering in the community in times of severe weather conditions should be promoted and that clear and practical advice is provided to the residents of Rhondda Cynon Taf via the Council website. The Working Group agreed in principle with the Voluntary Snow Warden scheme but had concerns in respect of the costs incurred to establish the scheme and the impact on officer time. The Working Group also recommended that further work is undertaken in respect of the public liability aspect of insurance for voluntary work undertaken in a safe manner.

Following discussions, it was **RESOLVED**:-

1. To acknowledge that the Executive considered and endorsed the above-mentioned recommendations of the Scrutiny Working Group; and
2. That Scrutiny monitors progress of the recommendations as part of its forward work programme.

Chair
S. A. Bradwick

The meeting closed at 6.30pm

Tudalen wag



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018-2019

PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY COMMITTEE

10TH DECEMBER 2018

MALADMINISTRATION COMPLAINTS 2017-2018

REPORT OF THE DIRECTOR LEGAL AND DEMOCRATIC SERVICES

1. PURPOSE OF THE REPORT

This report is intended to provide Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee with information in respect of complaints of maladministration made to the Public Service Ombudsman for Wales ('PSOW') during 2017/18.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Consider the information contained within the Annual Report and Annual Letter from the Public Ombudsman for Wales in respect of complaints and cases of maladministration investigated by the PSOW for 2017/18; and
- 2.2 Form a view on the Council's work and performance for complaints of maladministration made against the local authority.

3. BACKGROUND

- 3.1 At a meeting of the former Corporate Services Scrutiny Task Team held on 5th May 2004, Members received a report setting out the cases of maladministration investigated by the PSOW and the emerging trend. Members agreed that this information should be reported annually along with comparative information in respect of other Welsh Authorities.
- 3.2 The Public Services Ombudsman (Wales) Act 2005 introduced a two-tier structure for reporting formally on investigations relating to two sections within the Act.

- 3.3 Reports under Section 16 of the Act are public interest reports and almost all are published. The body concerned is required to give publicity to any such report at its own expense.
- 3.4 Section 21 of the Act permits the PSOW to issue an investigation report to the authority and to the complainant without publicity provided the following conditions are satisfied:
- either the Ombudsman finds that the complaint should not be upheld or the authority agrees in advance (having seen the draft report) to implement the recommendations made in the report;
 - and that the Ombudsman considers that the public interest does not require publication.
- 3.5 The Act also gives the PSOW powers to do anything which is calculated to facilitate the settlement of a complaint; as well as or instead of investigating it. In the right circumstances, a 'quick fix' without an investigation can be of advantage to both the complainant and the body concerned.
- 3.6 As well as publishing an Annual Report which provides an overview of maladministration complaints across public bodies in Wales, since 2010 the PSOW has also provided an individual annual summary of the complaints for each authority in an Annual Letter.

4. **CURRENT POSITION AND ANALYSIS**

- 4.1 The number of complaints received by the PSOW and taken into investigation in respect of Rhondda Cynon Taf has remained fairly constant in recent years although there was an increase in the number of complaints for 2016/17. It is pleasing to see that the number of complaints against Rhondda Cynon Taf CBC has decreased from 47 in 2016/17 to 36 in 2017/18 against the local authority average of 60.

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
53	51	40	40	47	36

- 4.2 Of those 36 complaints Children's Social Services made up the highest number of complaints with ten cases, Environment & Environmental Health received five cases and Planning and Building Control received 4. Section B of the Ombudsman's Annual Letter sets out the number of complaints across the individual service areas for Rhondda Cynon Taf.
- 4.3 In the annual letter, the Ombudsman refers to a 5% increase in the number of complaints across Wales which is attributed to an 8% rise in enquiries to his office. Despite the increase in the total number of complaints it is noted that there has been an overall reduction in complaints by 10% against councils.

- 4.4 Set out at Table C is a comparison of compliant outcomes with average outcomes for Local Authorities, adjusted for population distribution. For Rhondda Cynon Taf, twelve cases were closed after their initial consideration and six cases were resolved by way of early resolution/voluntary settlement.
- 4.5 For comparative purposes, Table D within the Annual Report shows the outcome of local authority cases with PSOW intervention and cases closed during this period (in the case of Rhondda Cynon Taf there were 6 cases requiring PSOW intervention and 36 closed complaints for the period). No public interest reports were issued during the period.
- 4.6 Members wishing to view the PSOW's Annual Report in its entirety can access it via the following link:-
- [Annual Report 2017-2018](#)
- 4.7 At the time of publication of the Agenda for this meeting the PSOW's Annual Letter to this Council had not been published on the PSOW website and is therefore attached as Appendix 1 to this report.

5. CONSULTATION

- 5.1 There are no consultation implications aligned to this report.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications aligned to this report.

7. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 7.1 There are no legal implications aligned to the report

8. CONCLUSION

- 8.1 Members of the Public Service Delivery, Communities and Prosperity Scrutiny Committee are asked to consider the information within the PSOW's Annual Report for 2017/18 specific to Rhondda Cynon Taf and form a view on its performance relating to complaints and cases of maladministration.

LOCAL GOVERNMENT ACT 1972
AS AMENDED BY
THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY
COMMITTEE
10th DECEMBER 2018

REPORT OF THE DIRECTOR LEGAL AND DEMOCRATIC SERVICES

Item: Maladministration Complaints 2017-18

Background Papers

Annual Report of the Public Services Ombudsman for Wales 2017/18

Ein Cyf: NB/CW/MA



Catrin.wallace@ombudsman-wales.org.uk

Matthew.aplin@ombudsman-wales.org.uk

15 Hydref 2018

Cynghorwr Andrew Morgan

Wedi'i anfon drwy ebost: Andrew.Morgan2@rctcbc.gov.uk

Llythyr Blynyddol 2017/18

Yn dilyn cyhoeddi fy Adroddiad Blynyddol yn ddiweddar, mae'n bleser gennyf eich darparu chi â'r Llythyr Blynyddol (2017/18) ar gyfer **Cyngor Bwrdeistref Sirol Rhondda Cynon Taf**.

Er bod gennym gyd-destun heriol o ran cwynion, rwy'n falch o allu cyhoeddi bod cynnydd cadarnhaol wedi bod yng ngweithgarwch y swyddfa dros y flwyddyn ddiwethaf.

Cyhoeddwyd pedwar adroddiad diddordeb cyhoeddus yn y flwyddyn ddiwethaf, ond nid oedd yr un yn gysylltiedig ag awdurdodau lleol.

Mae Bil Ombwdsmon Gwasanaethau Cyhoeddus wedi'i osod gan y Cynulliad Cenedlaethol ac yn yr ail gam o'r broses ddeddfwriaethol ar hyn o bryd. Mae hyn yn golygu bod aelodau wedi cytuno ar egwyddorion cyffredinol y Bil a chytunwyd ar Ddatrysiad Terfynol ar y 17 Gorffennaf 2018. Bydd y ddeddfwriaeth newydd yn cynorthwyo i hybu safonau gwasanaethau cyhoeddus oherwydd mae'n bwysig bod Cymru yn parhau i fabwysiadu arfer gorau wrth ymdrin â chwynion a gwella gwasanaeth cyhoeddus. Os datblygir y Bil, byddaf yn ymgysylltu â chyrrff cyhoeddus yng Nghymru i baratoi ar gyfer cyflwyno'r pwerau newydd y Bil.

Trosolwg o gwynion

Ar y cyfan, bu cynnydd o 5% eleni yn y nifer o gwynion ac ymholiadau a dderbyniodd fy swyddfa. Mae hyn wedi'i briodoli i godiad o 8% mewn ymholiadau.

Eleni, gwelodd fy swyddfa ostyngiad o 4% yng nghwynion cyrff cyhoeddus. Er i gwynion yn erbyn cyrff GIG gynyddu gan 7%, gwelsom ostyngiad o 10% yng nghwynion yn erbyn Cynghorau.

Ar ôl lechyd, sy'n cynnwys 41% o'r holl gwynion, mae tai (11%), gwasanaethau cymdeithasol (9%) a rheoli cynllunio ac adeiladu (8%) yn parhau i fod yn feysydd cwyno arwyddocaol.

Bu cynnydd o 14% yn y nifer o gwynion Cod Ymddygiad yn ystod y flwyddyn ddiwethaf. Mae hyn wedi'i briodoli i gynydd o 33% yng nghwynion Cod Ymddygiad sy'n ymwneud â Chynghorau Cymuned. Mae llawer o'r cwynion hyn wedi codi yn dilyn newidiadau yn aelodaeth cynghorau.

Roedd 42% o gwynion Cod Ymddygiad a dderbyniwyd yn ymwneud â hyrwyddo cydraddoldeb a pharch, 19% yn ymwneud â datgelu a chofrestru buddiannau a 16% yn ymwneud ag urddas.

Mae'n bleser gennym adrodd y bu gostyngiad o 47 i 36 yn y nifer o gwynion a dderbyniodd yr Ombwdsmon ynglŷn â Rhondda Cynon Taf yn ystod y flwyddyn ddiwethaf. Fodd bynnag, hoffwn dynnu eich sylw i'r nifer o gwynion yngylch Gwasanaethau Cymdeithasol Plant sy'n derbyn y nifer uchaf o gwynion. Derbyniwyd 10 cwyn, ffigwr sy'n parhau'n ddigyfnewid ers y llynedd.

Isod, mae taflen ffeithiau wedi'i atodi sy'n rhoi dadansoddiad o ddata cwynion sy'n gysylltiedig â'ch Awdurdod Lleol. Eleni, rydym wedi cynnwys set newydd o ystadegau ynghylch ymyriadau Ombwdsmon. Mae'r rhain yn cynnwys yr holl achosion a gadarnhaodd fy swyddfa, yn ogystal â datrysiadau cynnar a setliadau gwirfoddol.

Hoffwn i chi gyflwyno fy llythyr blynyddol i'r Cabinet i gynorthwyo aelodau yn eu hadolygiad o berfformiad y Cyngor.

Mae'r ohebiaeth hon wedi'i chopïo i Brif Weithredwr y Cyngor ac i'ch Swyddog Cyswllt o fewn eich sefydliad. Byddwn yn ailadrodd pwysigrwydd y rôl hon. Yn olaf, bydd copi o fy holl lythyrau blynyddol yn cael eu cyhoeddi ar fy ngwefan.

Yn gywir,



Nick Bennett

Ombwdsmon Gwasanaethau Cyhoeddus Cymru

CC: Chris Bradshaw, Prif Weithredwr
Alison Lagier, Swyddog Cyswllt

Taflen Ffeithiau

Rhondda Cynon Taf

A. Cwynion a gafwyd ac yr ymchwiliwyd iddynt, gyda chyfartaledd yr Awdurdod Lleol wedi'i addasu yn ôl poblogaeth

Awdurdod Lleol	Cwynion a Gafwyd	Cyfartaledd	Cwynion yr ymchwiliwyd iddynt	Cyfartaledd
Cyngor Bwrdeistref Sirol Blaenau Gwent	10	17	0	0
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	40	36	1	1
Cyngor Bwrdeistref Sirol Caerffili	40	45	1	1
Cyngor Caerdydd	109	90	5	3
Cyngor Sir Caerfyrddin	25	46	3	1
Cyngor Sir Ceredigion	35	18	5	1
Dinas a Sir Abertawe	62	61	1	2
Cyngor Bwrdeistref Sirol Conwy	36	29	3	1
Cyngor Sir Ddinbych	20	24	3	1
Cyngor Sir y Fflint	50	39	6	1
Cyngor Gwynedd	29	31	2	1
Cyngor Sir Ynys Môn	29	17	2	0
Cyngor Bwrdeistref Sirol Merthyr Tudful	13	15	2	0
Cyngor Sir Fynwy	16	23	0	1
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	35	35	2	1
Cyngor Dinas Casnewydd	37	37	2	1
Cyngor Sir Benfro	34	31	0	1
Cyngor Sir Powys	39	33	3	1
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	36	60	0	2
Cyngor Bwrdeistref Sirol Torfaen	15	23	0	1
Cyngor Bro Morgannwg	30	32	4	1
Cyngor Bwrdeistref Sirol Wrecsam	41	34	3	1

B. Cwynion a Gafwyd yn ôl Pwnc

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	Cwynion a Gafwyd
Gwasanaethau Cymdeithasol Oedolion	2
Gwinyddiaeth Budd-daliadau	1
Gwasanaethau Cymdeithasol Plant	10
Ymdrin â Chwynion	3
Addysg	1
Amgylchedd a Iechyd Amgylchedd	5
Cyllid a Threthiant	2
Tai	2
Cynllunio a Rheoli Adeiladu	4
Ffyrdd a Thrafnidiaeth	3
Eraill Amrywiol	3

C. Cymharu canlyniadau cwynion â chanlyniadau cyfartalog yr Awdurdodau Lleol, wedi'u haddasu ar gyfer dosbarthiad y boblogaeth

Cyngor sir/ Cyngor Bwrdeistref Sirol	Tu hwnt i Awdurdodaeth	Cynamserol	Achosion 'eraill' wedi'u cau ar ôl ystyriaeth gychwynnol	Datrys yn Gyunnar / Setliad Gwirfoddol	Wedi rhoi'r gorau iddi	Adroddiad Arall - Heb ei gadarnhau	Adroddiad arall - Wedi'i gadarnhau - yn gyfan gwbl neu'n rhannol	Adroddiad budd y cyhoedd	Cyfanswm yr achosion a gaewyd
Rhondda Cynon	6	12	12	6					36
Rhondda Cynon (wedi'i addasu)	10	17	21	8	0	1	1	0	58

CH. Nifer yr achosion lle ymyrrodd Ombwdsmon Gwasanaethau Cyhoeddus Cymru (OGCC)

	Nifer y cwynion lle ymyrrodd OGCC	Cyfanswm y cwynion a gaewyd	% y cwynion lle ymyrrodd OGCC
Awdurdod Lleol			
Cyngor Bwrdeistref Sirol Blaenau Gwent	3	11	27
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	5	39	13
Cyngor Bwrdeistref Sirol Caerffili	3	39	8
Cyngor Caerdydd	37	123	30
Cyngor Sir Caerfyrddin	1	24	4
Cyngor Sir Ceredigion	4	35	11
Dinas a Sir Abertawe	11	62	18
Cyngor Bwrdeistref Sirol Conwy	4	32	13
Cyngor Sir Ddinbych	1	15	7
Cyngor Sir y Fflint	11	47	23
Cyngor Gwynedd	1	26	4
Cyngor Sir Ynys Môn	2	26	8
Cyngor Bwrdeistref Sirol Merthyr Tudful	3	13	23
Cyngor Sir Fynwy	1	14	7
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	4	31	13
Cyngor Dinas Casnewydd	8	34	24
Cyngor Sir Benfro	3	32	9
Cyngor Sir Powys	6	38	16
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	6	36	17
Cyngor Bwrdeistref Sirol Torfaen	1	16	6
Cyngor Bro Morgannwg	3	32	9
Cyngor Bwrdeistref Sirol Wrecsam	8	41	20

D. Cwynion yn ymwneud â'r Cod Ymddygiad a gaewyd

Cyngor Sir/Cyngor Bwrdeistref Sirol	Caewyd ar ôl ystyriaeth gychwynnol	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeirio at y Pwyllgor Safonau	Cyfeirio at y Panel Dyfarnu	Tynnwyd yn ôl	Cyfanswm
Rhondda Cynon Taf	1							1

DD.Cwynion Cod Ymddygiad cynghorau tref/ cymuned

Cyngor Tref/ Cyngor Cymuned	Caewyd ar ôl ystyriaeth gychwynnol	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeirio at y Pwyllgor Safonau		Cyfeirio at y Panel Dyfarnu	Tynnwyd yn ôl
Hirwaun & Penderyn CC	1						3	4

Atodiad

Nodiadau esboniadol

Cymharir Adran A y nifer o gwynion yn erbyn yr Awdurdod Lleol a dderbyniwyd ac a fu'n destun ymchwiliad gan fy swyddfa yn 2017/18, â'r cyfartaledd ar gyfer yr Awdurdod Lleol (wedi'i addasu ar gyfer dosbarthiad poblogaeth) yn ystod yr un cyfnod.

Darparir Adran B dadansoddiad o'r nifer o gwynion am yr Awdurdod Lleol a dderbyniwyd gan fy swyddfa yn 2017/18. Mae'r ffigurau wedi'u cyflwyno yn ôl categorïau pwnc.

Camharir Adran C canlyniadau'r cwynion ar gyfer yr Awdurdod Lleol yn ystod 2017/18 â'r canlyniadau ar gyfartaledd (wedi'u haddasu ar gyfer dosbarthiad poblogaeth) yn ystod yr un cyfnod. Gelwir adroddiadau Budd Cyhoeddus a gyhoeddir o dan adran 16 o Ddeddf Ombwdsmon Gwasanaethau Cyhoeddus (Cymru) 2005 yn adroddiadau 'Adran 16'.

Darparir Adran CH y nifer a chanran o achosion a dderbyniwyd ac ymyrrwyd swyddfa'r Ombwdsmon Gwasanaethau Cyhoeddus Cymru. Mae hyn yn cynnwys yr holl gwynion a gadarnhawyd, datrysiadau cynnar a setliadau gwirfoddol.

Darparir Adran D dadansoddiad o ganlyniadau'r holl gwynion Cod Ymddygiad a dderbyniwyd yn erbyn Cynghorwyr yn ystod 2017/18.

Darparir Adran DD dadansoddiad o ganlyniadau'r cwynion Cod Ymddygiad yn erbyn cynghorau tref/ cymuned

Adborth

Rydym yn croesawu'ch adborth ar y wybodaeth amgaeedig, gan gynnwys awgrymiadau am unrhyw wybodaeth sydd i'w hamgáu mewn crynodebau blynyddol yn y dyfodol. Dylid anfon unrhyw adborth neu ymholiadau at catrin.wallace@ombudsman-wales.org.uk neu matthew.aplin@ombudsman-wales.org.uk

Our Ref: NB/CW/MA



Catrin.wallace@ombudsman-wales.org.uk

Matthew.aplin@ombudsman-wales.org.uk

15 October 2018

Councillor Andrew Morgan

Sent by email: Andrew.Morgan2@rctcbc.gov.uk

Annual Letter 2017/18

Following the recent publication of my Annual Report, I am delighted to provide you with the Annual Letter (2017/18) for **Rhondda Cynon Taf County Borough Council**.

Despite a challenging complaints context, I am delighted to be able to report positive progress in the activities of the office over the past year.

Four public interest reports have been published in the past year, but none related to local authorities.

A new Public Services Ombudsman Bill has been introduced to the National Assembly and is currently at the second stage in the legislative process. This means that Members have agreed the general principles of the Bill and a Financial Resolution was agreed on 17 July 2018. This new legislation will help drive up public service standards as it is important that Wales continues to adopt best practices in complaints handling and public service improvement. If the Bill progresses I will be engaging with public bodies in Wales in preparation for the introduction of the new powers within the Bill.

Overview of complaints

Overall the number of complaints and enquiries received by my office has increased by 5% this year, this is attributed to an 8% rise in enquiries.

This year my office saw a 4% decrease in public body complaints. Despite complaints against NHS bodies increasing by 7%, we have seen a 10% reduction in complaints against councils.

After Health, which comprises 41% of all complaints, housing (11%), social services (9%) and planning and building control (8%) remain significant areas of complaint.

The number of Code of Conduct complaints increased by 14% in the past year, this is attributed to a 33% increase in Code of Conduct complaints involving Community Councils. Many of these complaints have arisen following changes in the membership of councils.

42% of Code of Conduct complaints received were with regards to the promotion of equality and respect, 19% were with regards to disclosure and registration of interests and 16% were with regards to integrity.

We are pleased to report that the number of complaints received by the Ombudsman concerning Rhondda Cynon Taf have decreased in the past year from 47 to 36. However, we would like to draw your attention to the number of complaints regarding Children Social Services which, remaining unchanged from last year, receive the highest number of complaints at 10.

You will find below a factsheet giving a breakdown of complaints data relating to your Local Authority. This year we have included a new set of statistics regarding Ombudsman interventions. These include all cases upheld by my office as well as early resolutions and voluntary settlements.

Please would you present my annual letter to the Cabinet to assist Members in their review of the Council's performance.

This correspondence has been copied to the Chief Executive of the Council and to your Contact Officer within your organisation. I would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', written in a cursive style.

Nick Bennett

Public Services Ombudsman for Wales

CC: Chris Bradshaw, Chief Executive
Alison Lagier, Contact Officer

Factsheet

A. Complaints Received and Investigated with Local Authority average adjusted by population

Local Authority	Complaints Received	Average	Complaints Investigated	Average
Blaenau Gwent County Borough Council	10	17	0	0
Bridgend County Borough Council	40	36	1	1
Caerphilly County Borough Council	40	45	1	1
Cardiff Council	109	90	5	3
Carmarthenshire County Council	25	46	3	1
Ceredigion County Council	35	18	5	1
City and County of Swansea	62	61	1	2
Conwy County Borough Council	36	29	3	1
Denbighshire County Council	20	24	3	1
Flintshire County Council	50	39	6	1
Gwynedd Council	29	31	2	1
Isle of Anglesey County Council	29	17	2	0
Merthyr Tydfil County Borough Council	13	15	2	0
Monmouthshire County Council	16	23	0	1
Neath Port Talbot County Borough Council	35	35	2	1
Newport City Council	37	37	2	1
Pembrokeshire County Council	34	31	0	1
Powys County Council	39	33	3	1
Rhondda Cynon Taf County Borough Council	36	60	0	2
Torfaen County Borough Council	15	23	0	1
Vale of Glamorgan Council	30	32	4	1
Wrexham County Borough Council	41	34	3	1

B. Complaints Received by Subject

Rhondda Cynon Taf County Borough Council	Complaints Received
Adult Social Services	2
Benefits Administration	1
Children s Social Services	10
Complaints Handling	3
Education	1
Environment and Environmental Health	5
Finance and Taxation	2
Housing	2
Planning and Building Control	4
Roads and Transport	3
Various Other	3

C. Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/Voluntary settlement	Discontinued	Other Report - Not upheld	Other Report Upheld - in whole or in part	Public Interest Report	Total Cases closed
Rhondda Cynon	6	12	12	6					36
Rhondda Cynon (adjusted)	10	17	21	8	0	1	1	0	58

D. Number of cases with PSOW intervention

	No. of complaints with PSOW intervention	Total number of closed complaints	% of complaints with PSOW interventions
Local Authority			
Blaenau Gwent County Borough Council	3	11	27
Bridgend County Borough Council	5	39	13
Caerphilly County Borough Council	3	39	8
Cardiff Council	37	123	30
Carmarthenshire County Council	1	24	4
Ceredigion County Council	4	35	11
City and County of Swansea	11	62	18
Conwy County Borough Council	4	32	13
Denbighshire County Council	1	15	7
Flintshire County Council	11	47	23
Gwynedd Council	1	26	4
Isle of Anglesey County Council	2	26	8
Merthyr Tydfil County Borough Council	3	13	23
Monmouthshire County Council	1	14	7
Neath Port Talbot County Borough Council	4	31	13
Newport City Council	8	34	24
Pembrokeshire County Council	3	32	9
Powys County Council	6	38	16
Rhondda Cynon Taf County Borough Council	6	36	17
Torfaen County Borough Council	1	16	6
Vale of Glamorgan Council	3	32	9
Wrexham County Borough Council	8	41	20

E. Code of Conduct Complaints Closed

County/County Borough Councils	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Rhondda Cynon Taf	1							1

F. Town / Community council Code of Conduct Complaints

Town/Community Council	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Hirwaun & Penderyn CC	1						3	4

Appendix

Explanatory Notes

Section A compares the number of complaints against the Local Authority which were received and investigated by my office during 2017/18, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2017/18. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Local Authority during 2017/18, with the average outcome (adjusted for population distribution) during the same period.

Section D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2017/18.

Section F provides a breakdown of all Code of Conduct complaint outcomes against town or community councils.

Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent to catrin.wallace@ombudsman-wales.org.uk or matthew.aplin@ombudsman-wales.org.uk

Tudalen wag

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

PUBLIC SERVICE DELIVERY, COMMUNITIES AND PROSPERITY SCRUTINY COMMITTEE

10th DECEMBER 2018

TRANSFORMATION OF THE MOBILE LIBRARY SERVICE

REPORT OF THE DIRECTOR PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES

Author(s): Wendy Edwards, Head of Community Services (01443 425512)

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to update Scrutiny on the proposals approved by Cabinet for the transformation of the mobile library service and to provide information on the plans for implementation of the changes.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Members of the Public Service Delivery, Communities and Prosperity Scrutiny Committee scrutinise the content of the report; and
- 2.2 Consider whether they require further information on any aspects of the report.

3. BACKGROUND

- 3.1 A report was submitted to Cabinet on 22nd March 2018 outlining proposals to improve the quality and range of services offered by the mobile library service and recommending changes to the service delivery model to facilitate these developments.
- 3.2 The recommendations were to:
- Continue to maintain a mobile library service;
 - Reduce the number of existing vehicles used for delivery of the Mobile Library Service from 3 to 2;

- Invest in two new purpose built vehicles, which unlike the existing service vehicles would have onboard access to Wi-Fi and be suitable from which to provide other Council information services;
 - Change the method of delivery from 393 short stops per fortnight to 48 longer stops every three weeks that would enable the service to expand the range of provision available on the vehicles;
 - Extend the scope of access to, and rebrand the Library Housebound Service to the @HomeLibraryService;
 - To initiate an eight week consultation on the proposals.
- 3.3 The reason for the recommendation was that the three mobile vehicles had been assessed by Fleet as being passed their economic and operational life and this afforded an opportunity for the Library Service to challenge the delivery model of the Mobile Service, identify opportunities to improve the Service and ensure it offers an equivalent service offer to that provided by static libraries.
- 3.4 Cabinet approved the initiation of an eight week consultation on the proposals. The full report can be accessed through the following link:
- <https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2018/03/22/Cabinet22Mar2018.aspx>
- 3.5 The consultation on the proposals took place between 8th May and 3rd July and the consultation feedback report was considered by Cabinet on 20th September 2018.
- 3.6 The proposals were approved by Cabinet. The full report, including the Consultation team's analysis of the responses and the methodology for the consultation can be seen by following the link below:
- <https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2018/09/20/Cabinet20Sep2018.aspx#>

4. CURRENT SITUATION AND NEXT STEPS

- 4.1 All Elected Members have been consulted on the proposed centralised locations for delivery of the service. A timetable with confirmed locations has been developed and will shortly be distributed to Members.
- 4.2 Consultation with the unions and with staff affected by the changes have been undertaken. There will be no compulsory redundancies as there are vacancies within the wider library service for staff whose posts have been removed.

- 4.3 A training programme has been developed to up-skill staff who remain in the mobile library service focussing on key areas such as digital skills which is now a requirement of the role.
- 4.4 Contact is currently being undertaken with other Council services, in the first instance, to identify when they wish to have a presence on the mobile libraries and across which areas so that a timetable of advice sessions can be developed.
- 4.5 Marketing materials are being prepared and information is ready for uploading onto the corporate website and the Library Service Facebook page. Library managers are working with the press office to ensure the launch of the new model of delivery is highlighted in the local press.
- 4.6 Mobile librarians, who know their current customers very well, have been asked to identify those who may wish to transfer onto the @homelibraryservice as the eligibility criteria for accessing this service has been expanded to mitigate against any adverse impact on those who are most vulnerable.
- 4.7 The date for transfer to the new model delivery has been set as 11th February.

5. EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 A full Equality Impact Assessment was undertaken as part of the report to Cabinet as it was recognised that the proposals were likely to have most impact on those who had the protected characteristics of older age and disability.

6. CONSULTATION / INVOLVEMENT

- 6.1 As indicated in 3.5 a public consultation relating to the proposals has taken place between 8th May and 3rd July. A consultation on the location of centralised stops was undertaken with Elected Members. Finally a 10 day consultation was undertaken with staff affected by the changes in accordance with Council policy.

7. FINANCIAL IMPLICATION(S)

- 7.1 The change in model of delivery will result in revenue savings of £54,499 per annum. However, the capital investment made by the Council to maintain a mobile library service (that is the purchase of two new mobile vehicles) has cost £215,000 which has been funded through the Council's Fleet Management Service, as part of its vehicle replacement strategy 2018/19.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 There is no statutory requirement for the Council to provide a Mobile Library Service. The Public Libraries and Museums Act 1964 simply requires local authorities to ensure the provision of a 'comprehensive and efficient service' without providing any criteria for what can be considered as 'comprehensive and efficient.' In Wales the Welsh Public Library Standards have clear quality indicators that library services have to abide by. These do not specify the need for a Mobile Library Service.

9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 9.1 This proposal links to the corporate priority of promoting independence and positive lives for everyone by ensuring that the Council continues to deliver a mobile library service for people who live in an area where there is no static library provision so that they can continue to access books and materials that will enrich their lives. The enhanced facilities that will be offered through the purchase of two new vehicles will further benefit customers by facilitating access to a wider range of information, advice and training including access to free Wi-Fi.
- 9.2 This proposal is designed to ensure that the mobile library service can be sustained over the **longer-term** and remain relevant in the face of changing patterns of customer usage and raised expectations of modern library services. In order to provide the maximum benefit possible to customers, it is intended to **collaborate** with other Council services and partner organisations to facilitate outreach advice and training sessions on the mobile vehicles. This collaboration will add significant value to the service provided and maximise the use of resources thereby contributing to the creation of a more **integrative** model of provision.
- 9.3 The re-branding of the Housebound Service as the @HomeLibraryService, and the expansion of the criteria for eligibility of the home library service, is designed to **prevent** the most vulnerable customers from being adversely affected by the proposed change in mobile library provision. Customers have been **involved** through the consultation in highlighting issues of concern and providing feedback on the proposals. Feedback from customers will continue to be gathered as the new model of delivery is implemented as part of the service's commitment to continuous improvement.
- 9.4 This proposal contributes to the following well-being goals:

- A prosperous Wales – Ensuring a sustainable mobile library service will ensure access to a world of lifelong learning through relevant book stock and materials. Using the vehicles for longer stops that enable access to Wi-Fi and training opportunities will support the development of a more skilled and employable population.
- A healthier Wales – By providing information through books, online resources and access to advice and support sessions through partner organisations and services, customers will be able to make more informed choices for the benefit of their health. They can also be helped through the Book Prescription Scheme that directly supports people with health concerns.
- A more equal Wales – a transformed mobile library service will be better placed to support customers to achieve their potential as they will have access to more online learning as well as books and printed materials. In addition, the new model of longer stops with Wi-Fi accessible vehicles and support to use digital equipment will help to promote and facilitate digital inclusion.
- A Wales of cohesive communities – having longer stops at central locations within communities will allow better opportunities for people to connect with each other. In addition, people will be able to access information on the mobile vehicle about their local community, its events and activities.
- A Wales of vibrant culture and thriving Welsh language – the vehicles carry a collection of Welsh-medium books for adults and children as well as materials related to local history and culture. With the addition of Wi-Fi customers will be able to access further information on any cultural or historical matters of interest as well as gaining access to local history and Family history sites. The mobile vehicles carry promotional materials such as theatre programmes etc and promote local events.
- A globally responsible Wales – Rhondda Cynon Taf's Library Service works with other library services across Wales to procure book stock and e-books/online stock to ensure that resources are used most efficiently.

10. CONCLUSION

- 10.1 Mobile library provision has remained relatively unchanged since its inception, providing access to a range of books and reading materials in various formats for people who do not live near a static library. Those who receive this service are happy with the service provided as it meets their needs.

- 10.2 However, despite all the efforts made to promote the service the number of customers that continue to access the service is low, and the longer term sustainability of the mobile service is under threat unless new customers can be attracted to the service. There is, therefore, a strong business case for changing the model of delivery and enhancing the service on offer in an effort to attract new customers and make maximum use of Council resources.
- 10.3 The expansion of the eligibility criteria for the current Housebound Service and its rebranding as the @homelibraryservice should ensure that any adverse effect on those most in need will be mitigated and they will continue to have access to the books they want.
- 10.4 It is notable that of the 22 local authorities in Wales, only 14 currently retain a mobile service. Of these not all retain both a mobile service and an at home service and in some areas the at home service is delivered by volunteers, not library service staff. Difficult though this change to the provision in Rhondda Cynon Taf may be initially for customers and staff, it remains the best hope of sustaining the service over the longer term and ensuring that Rhondda Cynon Taf continues to deliver a comprehensive and efficient library service.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

**PUBLIC SERVICE DELIVERY, COMMUNITIES AND PROSPERITY
SCRUTINY COMMITTEE**

10TH DECEMBER 2018

**REPORT OF DIRECTOR PUBLIC HEALTH, PROTECTION AND
COMMUNITY SERVICES**

Transformation of the Mobile Library Service

Background Papers

22nd March 2018

Officer to contact: Wendy Edwards, Head of Community Services (01443 425512)

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