

**Cyfeirnod:** IR836

**Dyddiad cyhoeddi:** 01 Medi 2022

## Adroddiad Tai Wrecsam

Rwy'n ysgrifennu mewn ymateb i'ch cais am wybodaeth dyddiedig 8 Awst yn gofyn am wybodaeth mewn perthynas ag adroddiad a gyhoeddwyd gan Archwilydd Cyffredinol Cymru ym mis Awst 2018 a oedd yn dwyn y teitl '[Safbwynt y Defnyddiwr Gwasanaeth – Safon Ansawdd Tai Cymru – Cyngor Bwrdeistref Sirol Wrecsam](#)'.

Yn eich cais am wybodaeth, fe ofynnoch chi am gael gweld ymateb y Cyngor i'r adroddiad dan sylw.

Rwyf wedi cysylltu â chydweithwyr i ganfod ymateb y Cyngor i'n hadroddiad a gyhoeddwyd ym mis Awst 2018. Rydym wedi gallu canfod Ffurflen Ymateb gan y Cyngor ac wedi atodi hon. Rydym wedi cael cadarnhad gan y Cyngor mai hon yw'r fersiwn derfynol o'r Ffurflen Ymateb.

Byddai gwaith dilynol i adolygu'r Camau Gweithredu arfaethedig gan y Cyngor a nodir yn y Ffurflen Ymateb sydd wedi'i hatodi wedi cael ei wneud gan Bwyllgor Craffu Cartrefi ac Amgylchedd y Cyngor. Mae cofnodion cyfarfodydd a gynhaliwyd gan y Pwyllgor hwn ar gael yn gyhoeddus ar Wefan Cyngor Bwrdeistref Sirol Wrecsam.

Gallai fod o gymorth nodi'r cyfarfodydd lle gwnaeth y Pwyllgor Craffu adolygu'r cynnydd a wnaed gan y Cyngor mewn perthynas â'r Safon Ansawdd Tai:

- [Cyfarfod 10 Ionawr 2018](#) – Eitem 45 – Diweddariad ar Raglen Safon Ansawdd Tai Cymru
- [Cyfarfod 13 Mehefin 2018](#) – Eitem 5 – Diweddariad ar Raglen Safon Ansawdd Tai Cymru
- [Cyfarfod 12 Rhagfyr 2018](#) – Eitem 34 - Diweddariad ar Raglen Safon Ansawdd Tai Cymru
- [Cyfarfod 12 Mehefin 2019](#) – Eitem 5 – Diweddariad ar Raglen Safon Ansawdd Tai Cymru

Sylwer fy mod wedi atal peth data personol yn y Ffurflen Ymateb rhag cael ei ddatgelu, yn rhinwedd a40(2) Deddf Rhyddid Gwybodaeth 2000. Y rheswm dros hyn yw mai data personol deiliad y rôl yw hwn ac y byddai ei ddatgelu'n torri egwyddorion diogelu data Deddf Diogelu Data 2018. Mae hwn yn esemptiad llwyr.

Os oes gennych unrhyw ymholiadau, neu gwestiynau am y modd yr wyf wedi ymdrin â'ch cais, cysylltwch â mi'n ddiymdroi.

Yn gywir,

Swyddog Gwybodaeth

## Council Response Form

### Council action planned in response to the proposals for improvement /recommendations issued by the Wales Audit Office (WAO)

**Council:** Wrexham  
**Report title:** The Service User Perspective – the Welsh Housing Quality Standard – Wrexham County Borough Council  
**Issue date:** August 2018  
**Document reference:** 737A2018-19

#### Exhibit: Proposed Council action

Ref	Proposal for improvement / recommendation	Council action planned in response to the proposal for improvement / recommendation issued by the WAO	Target date for completion of actions	Responsible officer
P1	The Council should work with tenants to review its approach to tenant engagement.	There is a significant review about to be undertaken with regard to tenant engagement. Part of the scope of the review is to look at how we can improve the engagement with younger tenants through the use of social media, website etc.	December 2018	

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		<p>A full review of the Tenant and Member Partnership will be undertaken to examine how it operates and to review its effectiveness in terms of inclusivity of the wider population of social tenants.</p> <p>The department has a Tenant Participation Officer who provides an impartial link between the service and its customers .The Tenant Participation Officer promotes and encourages tenants to contribute to the development of policies and procedures and more importantly to contribute to effecting real change in service delivery, where required. This is undertaken through various events and methods inclusive of the following new initiatives:</p> <ul style="list-style-type: none"> <li>• 'Picnic in the Park' was a joint event between WCBC and Wrexham Council tenants held on 22<sup>nd</sup> August 2018 to encourage more tenant engagement and was partly aimed at tenants with young families. The event was well attended and considered to be a resounding</li> </ul>		

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		<p>success and it is hoped to hold similar event in 2019.</p> <ul style="list-style-type: none"> <li>An article entitled 'Tenant Participation –What's It All About?' was featured in the summer edition of the 'Housing Hotline', a copy of which was delivered to every Council property in the County Borough. Requests for ideas on how we can engage through more modern and digital methods to promote further inclusion are continuing to be explored.</li> </ul>		
<b>P2</b>	The Council should review the impact of the ending of the resident warden service from its sheltered housing schemes.	<p>There is no intention to remove the warden service as we currently stand but this is subject to regular review based on the availability of funding from the Supporting People Grant. The service will continue to be based upon a needs assessment and a person centred approach, linked to the appropriate levels of support.</p> <p>The reference to the “residential warden service” is misleading and this was</p>	A further review of the sheltered accommodation service will be undertaken in 2019/20, with a view to improving the stock.	

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		<p>highlighted by the department during the audit. The department removed most of the residential wardens over a decade ago. This was done at that time to enable the Council to comply with the Working Time Directive and as part of a wider review to remodel the service to enable more tenants to receive support especially those elderly vulnerable people residing in the community.</p> <p>However, it is acknowledged that a very small number of residents in our sheltered accommodation will still remember the residential warden service and wish that it had not been removed. In these cases, it is acknowledged that the individuals may feel more vulnerable and in need of support.</p>		
<b>P3</b>	<p>The Council should monitor the impact of the changes it has made to contractor management to ensure that the revised arrangements resolve the issues it has experienced.</p>	<p>Since the WAO visit in January, there has been a restructure within the Property Investment teams. This has resulted in additional staff being recruited. The main issues with the WAO audit related to the kitchen and bathroom programme, which has now been completed, (apart from tenants who have refused). The Property Investment</p>	<p>New Structure has been implemented.</p> <p>Ongoing monitoring process to be</p>	

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		<p>teams are continually monitoring the performance and quality of the works being carried out by external contractors. .</p> <p>Additionally, tender documentation is being reviewed and revised to strengthen the Council's requirements and contractual obligations.</p> <p>Weekly/monthly meetings with contractors are already in place with a suite of key performance indicators being used to assess progress and to enable the Council to take action to improve performance.</p>	<p>reviewed December 2018</p>	