

**MEETING OF THE SAFER COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE  
OF TORFAEN COUNTY BOROUGH COUNCIL**  
Held on Wednesday, 26 September 2018 at 3.00pm  
In the Council Chamber, Civic Centre, Hanbury Road, Pontypool, NP4 6YB

**MINUTES**

**Attendance: Members of the Committee**

**Councillors:**

Ron Burnett	Jessica Powell
Steven Evans	Dave Thomas
Elizabeth Haynes (Chair)	

**Officers:**

Liann Skellett, Senior Corporate Improvement & Scrutiny Officer (SCI&SO)  
Chris Slade, Senior Business Support Officer – Democratic Services (SBSO)

**Invitees:**

Neil Howell, Head of Housing, Commissioning & Service Transformation (HoH,C&S)  
Elke Winton, Group Manager Housing (GMH)  
Alicja Zalesinska, Director, Tai Pawb (AZ)

**Action**

**1 Welcome & Apologies**

- 1.1 The Chair welcomed Members and Officers to the meeting.
- 1.2 Apologies for absence were received from Cllrs Stuart Ashley, Fay Jones, Raymond Mills and Chris Tew.

**2 Declarations of Interest**

- 2.1 The Chair reminded Members that any interests should be verbally declared and recorded on the Declarations of Interest register.
- 2.2 No interests were declared.

**3 Minutes - 20/06/18**

- 3.1 The minutes of the previous meeting were confirmed as an accurate record.

**4 Action Sheet**

- 4.1 There were no outstanding actions.

## **5 Regional Homelessness Strategy**

- 5.1 The Chair introduced the report and gave a brief overview of the suggested scrutiny activity; that the Committee consider the approach taken for developing the local homelessness review and regional homelessness Strategy, and to feedback accordingly and; to view the progress that had been made in meeting WAO's recommendations for addressing homelessness.
- 5.2 The Chair introduced the HoH,C&S and GHM and asked AZ to introduce herself and give a brief overview of the services Tai Pawb offered. AZ explained that Tai Pawb were an organisation who promoted equality and social justice in housing in Wales. A number of local authorities were signed up to Tai Pawb who were able to work with government in order to have their say on housing, homelessness and input into policy.
- 5.3 The Chair invited the HoH,C&S, GHM and AZ to respond to Members' questions and comments. They responded as follows:-
- The local authority was required to have an inclement weather plan for homeless people, which included tents and other equipment. They also worked with MIND and Welsh Government in order to provide emergency funding to help with accommodation for individuals. An individual residing in a tent was not ideal but more often than not, this was something that the person decided to do despite being given guidance as to their options. There is a Rough Sleeper Working Group which involves a number of interested partners. Individual circumstances are considered by Torfaen MIND who provide the tents, some of which had decided to leave their homes through their own choice. Individuals were also given mental health reviews. Sleeping in tents was not advised and advice was never given as to where to pitch. The authority would look to accommodate rough sleepers because of their priority need, but they would also be looked at whether they had left homes through their own choice and if so, it may not be appropriate to home them. It could be, that other alternatives could be looked at, like proactively working with private landlords to keep people in housing, help with rent arrears, engaging support workers, etc.
  - Discussions had taken place with Welsh Government and the authority worked closely with them when putting the strategy together, particularly where the issues people were facing were similar amongst other councils, in an attempt to reduce duplication. Welsh Government was insistent upon local reviews and so it was important to look at what issues were affecting Torfaen specifically. Each local authority carried out their own local reviews, which led to local and regional action plans being developed.
  - There were positive working arrangements across the former Gwent area. It was recognised that homelessness did not stay in one place as people moved around. Where possible, resources could be pooled.

There was an Officer Working Group put in place to look at efficiencies in working together not only as Councils, but other relevant organisations. They were mindful that governance arrangements were in place but it was about local authorities being able to cater for all needs and having a more uniformed approach with strategies and action plans. AZ commented that one of the positive outcomes of working regionally was the discharge from hospital strategy; having the right accommodation for the right people.

- The authority was well respected in terms of experience and quality and it was felt as though Torfaen was in a good position to act as the lead authority for the Officer Working Group. It would not be much of a burden on the authority, as a regional officer was appointed to lead the work. The authority's involvement was mainly to host and chair the meetings.
- A well established and well attended local landlord's forum had been created. There were around 80 attendees and the meetings were held three times a year. The authority was actively engaged with the forum, encouraging them to work with and utilise everything the authority had to offer, such as the Homeseeker register. The authority was also engaged with local estate agents in order to identify any opportunities. More engagement was required around the private rented sector in Torfaen as it was recognised that they played an important part in housing. Some private sector landlords refused to have tenants with low income, but the Council would continue to work with them and encourage them to offer what they had available.
- The authority was able to influence the types of accommodation built through the planning process, for example including affordable housing. It was more about affordability; some people were well below the threshold on low incomes or benefits. Renting in the Cwmbran area was set at a premium with costs slightly less in the north of the borough. The authority had negotiated some good, long term leases for use as temporary accommodation. It was difficult to influence as private landlords used their properties based on what money they could get from renting.
- The Council constantly reviewed accommodation in the borough. Private sector landlords were encouraged to let their properties by incentivising through the private sector landlords leasing scheme. Dialogue was used through the Landlord Hub asking what assistance and support they wanted from the Council. They discussed topics around Rent Smart Wales and tax etc. In the past there were management reports on the housing stock and so it was better to identify the range and provision across Torfaen. The Council had advertised that it was looking for certain types of properties in the borough to become available, in the hope that private sector landlords may come forward. Loans were available from the Council in order to bring properties back into use. The Torfaen Council and Torfaen Homes websites provide information about housing with sections available for private landlords to find out more about letting their properties. It was recognised that although there was a small number of private sector landlords in Torfaen, there was a need to push information out in order to bust some

myths around the negatives of renting properties.

- It was difficult to know how many private landlords had not registered with the authority. If a household presented homeless?? to the Council and the landlord had not registered, the Council were able to say that they could not evict because they had not registered, so it was important that private sector landlords did.
- Best practice and lessons learnt from other local authorities were taken into consideration when creating actions plans. Torfaen were looking at rough sleepers in bad weather, looking for opportunities around night shelters etc. The regional strategy and local action plans were looked at for development opportunities. Opportunities were also looked at through collaboration. There was a national quarterly meeting where officers met and looked at best practice across the board and working opportunities with other partners, such as Tai Pawb. AZ commented that they would be hosting a seminar on homelessness and equality in October, where one of the topics would be looking at homelessness reviews. They had looked at other reviews and in comparison, Torfaen were doing very well; other local authorities were not so forthcoming with information. A lot of good practice was in place and in general, she thought Torfaen could also “shout louder” about their achievements. Opportunities were there, however, to work more with tenants and private sector landlords, in order to raise awareness about rights and responsibilities etc, plus more work could be done with Rent Smart Wales. Welsh Government recognised the need to work with private sector landlords.
- The Regional Homelessness Strategy would be revisited in the future in order to see whether there was any overlap in service delivery. A comprehensive consultation exercise took place when developing the strategy and it was hoped that any overlap in service would have been flagged. A regular review of the strategy would take place and the results would be reported to the Strategic Housing Forum.
- Before the onset of the Housing Act 2014, Welsh Government put on training sessions for staff. Training was ongoing whilst refresher training was also available. The Act was still bedding in and so training was still being identified through the Worksmart review process. Staff could also learn from other local authorities.
- The weekly support worker surgeries took place in Cwmbran Library and the Torfaen Voluntary Alliance offices. Leaflets and adverts were sent to the homelessness forum where third sector organisations attend. The authority was trying to monitor the footfall; it was around ten visits a day. A spreadsheet had been produced indicating whether they were people known to the local authority, whether they were new or whether it would be appropriate to offer them something else. It was early days with support workers in Trevethin and it was not very well attended. There could be a snowball effect once bedded in and more may attend. A more flexible approach could be adopted so people can drop in rather than having to make appointments. Literature was put in the various customer care centres, at partner organisations, GP surgeries, sent to the housing network for it to be disseminated, presented at various forums to name a few, but any other suggestions would be helpful. The

Chair commented that the Council had a good Communications Team, but information around homelessness through Torfaen's communication channels had not been seen. Members were active online and perhaps they could be utilised to disseminate the information and learn more about the issues and be equipped to advise their residents accordingly.

- The Homelessness Review made reference to the use of foodbanks and the authority worked with The Trussell Trust. Some people going to the foodbanks were homeless and others were being signposted. It would be useful to prepare a briefing pack for Members to include the surgeries, obligations of the Act leaflet, online signposting etc.
- Torfaen has the Supporting People Team and various grants are available. The Wales Audit Office review report stated that the authority needed to be more front facing. The authority had undertaken its own review and agreed with that statement and so work had already been undertaken to do so, for example the creation of the surgeries and the development of the Supporting People Gateway where people were able to refer themselves to the Supporting People Team. There are various officers that work directly in areas such as mental health, young people etc. It was rare where an individual or a family would approach the authority where one area would be of a concern – there was usually other issues which was a main playing a factor, such as financial and mental health issues. It was important that the authority looked at all aspects when re-homing somebody – such as their support mechanisms so that the home is sustainable going forward.
- The level of Welsh Government funding had not been set and it was unclear how grant funding would be affected. The authority worked on the basis that cuts would be likely.
- The information set out on the Torfaen Homes website was felt to be quite legislative in nature, which could be considered to be difficult for consumers. This was because of its prescriptive nature where the information has to be made available. Some work could be done to make it easier to read. Information was made available on the Torfaen Council website, whereas the Torfaen Homes site was more of a self-help tool.
- A Rough Sleeper Working Group was initiated and the main issue to come out of that group was to enable the public to report online. Rough sleepers, were in the main, known to the authority which allowed officers to be proactive and go out to speak to them directly. People who present, mainly came through the customer care centre. More creative ways to spread the word about Council services were being used, like text messaging and social media; the latter being one of the most popular ways to contact the Council. It was about striking the right balance.
- The Council oversaw the housing register and reviewed how local housing was accessed. It was important that the Council had a good relationship with its registered social landlords (RSL's). The RSL's were running like a business, with it being in their interest to rent properties as soon as possible. The Council had some responsibilities around families that kept reporting back to the authority and troublesome tenants.

- If someone presented themselves as homeless, the Council would look at their last known address as it gave us an indication as to where they are from. No system was in place in order to check whether they had presented themselves elsewhere, at another local authority. As part of the process, a thorough investigation took place looking at the person's history to see where they have come from and how they came to be homeless. This may bring about a need to make a referral to another local authority. Some individuals may present to the Council if they had been subject to domestic abuse, in which case they may not be referred. Not many cases like these happened.
- The position of the local authority was difficult when selling land to private developers as it had a responsibility to balance the needs of the local community and a commitment to the capital programme to deliver 21<sup>st</sup> century schools etc. All local authorities were in the same position. Education had been the priority for Members; some schools had closed and had been developed as housing sites. The local authority was reviewing its Local Development Plan (LDP) and should Members feel as though the balance was not right then the authority could look at it. There were 2500 people on the housing register and so there was a vast shortage of housing. Some people could not access normal housing because of financial difficulties and so had to look at other packages. Smaller school sites that had closed could be earmarked for affordable homes, as the target in the current LDP was not being delivered, therefore it would be seen as an opportune time to review it.
- New developers in the south of the borough were building 4-5 bed homes which are way above the average person's price range. The price was more than likely targeting people from outside of Torfaen. The average income in Torfaen was too low for lenders.
- As part of the process, when addressing the need for suitable affordable housing, an individual analysis took place, looking at all types of issues – around debt, whether they were receiving medication, what support was required, what they had experienced etc. It was not just about housing somebody as soon as possible, it was also about ensuring that other issues were addressed so they were able to maintain and sustain a home in the future. Each household would have a plan tailored to their needs. The authority was trying to take a proactive approach and so when people access the service they are asked whether they need support.
- The authority was trying to go into schools to find out what pupils expectations were and to advise them about the realities of having their own homes etc. Pupils were also given a questionnaire to complete afterwards.
- Everyone who came through housing services was asked to complete a customer feedback questionnaire. It did attract a lot of complaints and negative comments, but overall good feedback was received. An analysis of the feedback took place, quarterly reports were put together and the narrative was extracted from the feedback. All of this was fed into the action plan to address any issues that have been found and it was all reported to the Homeseeker Steering Group. Annual trends were also identified too. Every manager met with their team members

each month for supervision where individuals are able to report any issues that they were having. The authority also used Care First who provided a 24hr service for colleagues who needed support. A health, safety and wellbeing group was also in place, encouraging members of staff to come forward with any issues.

- The authority was interested in producing a policy around the use of homeless households being placed in B&B accommodation, which was recently produced by Monmouthshire Council. Monmouthshire's policy reflected how Torfaen approaches this.
- A regional task and finish group had been established in order to develop and oversee the regional officer work. The WAO recommendation was that the group continue to review the regional work going forward. The strategy and the action plan would be reported to the strategic housing forum and perhaps scrutiny during their next cycle. They were also working closely with the Cabinet as they were keen to raise the profile of the regional work. A Members Seminars could take place linking in with the delivery of the strategy. They were obliged to have a strategy in place and review it by 1 December, and then periodically review it every 4 years. It would be the first time the authority would do this with Welsh Government. It would be interesting to see how things compare in the next few years. AZ commented that the authority could use Tai Pawb for support in how the monitoring took place.
- The authority was not linked to the Public Service Board in their work but this could be investigated going forward.

5.4 The HoH,C&S, GHM and AZ left the meeting.

#### 5.5 **Recommendations**

On completion of their scrutiny activity, the committee concluded by offering the following comments and recommendations for consideration:

Recommendation 1:-

Explore offering incentives to private landlords, encouraging them to put more properties up for rent and helping to increase the amount of housing that is available within Torfaen.

Recommendation 2:-

Work more with other departments, particularly planning, to maximise land sales, attaching specific conditions requiring developers to increase the availability of affordable housing within the Borough.

Recommendation 3:-

Engage with the Public Service Board (PSB) on the Regional Homelessness strategy, to ensure objectives and strategies are integrated

#### Recommendation 4:-

Develop an action plan to monitor progress of the homelessness strategy, similar to the action plan used to report WAO's proposals for improvement.

#### Recommendation 5:-

Improve use of social media and mobile phone communication to inform people of the help and advice available to them. Furthermore, review the use of more traditional methods of communication, such as, leaflets/posters, ensuring this information is readily available in customer care centres/drop in centres.

#### Recommendation 6:-

Review content on Torfaen's website to ensure information is easier to understand and; in particular, revisit the website link to "Torfaen Homes" to ensure users are directed to this link first and not the Torfaen site. The Torfaen Homes site is felt to be more appropriate to people in need of housing and looking for advice.

#### Recommendation 7:-

Sharing of data will be imperative to ensuring there is no duplication of work across the region and an appropriate co-ordinated approach should be developed, to ensure that there is no duplication of people presenting themselves as homeless within the region.

#### Recommendation 8:-

Consideration should be given to determining how best to take up the offer from Tai Pawb (and other stakeholders) to help monitor progress of strategy going forward.

#### Recommendation 9:-

Consider further improving equality monitoring, (as per WAO's and Tai Pawb's recommendation), in order to monitor trends and analyse how homelessness prevention is particularly successful for different ethnic groups.

Additional comments and observations from the Committee:

The Committee were mindful that they were implementing the strategy, in times of austerity with less money and less resources.

## **6 Item for Next Meeting**

6.1 The Chair confirmed that the item for the next meeting was Highways Maintenance. She stated that Councillors and Officers from Blaenau Gwent County Borough Council would be in attendance in the gallery as part of their Member Development Programme.



6.2 She stated that at the last Informal Chair's Meeting it was agreed that their respective Committees would discuss the item being put forward for the next meeting, in order to identify whether the Committee had any suggestions that they may want considered within the report and to improve their involvement. The information regarding the next item was circulated to members and the Chair asked whether the Committee had anything they wished to add or whether they had any suggestions in relation to invitees. A discussion took place around whether it would be appropriate to invite a contractor or a public forum group to get a residents perspective, or perhaps a Ward Councillor who had experience in that field, but did not sit on the Committee. The SCI&SO agreed to investigate and update the Committee in due course.

**7 Date of Next Meeting - 24/10/18**

7.1 The date of the next meeting was confirmed for 24 October 2018.

7.2 The meeting ended at 5.10pm.

**Signed .....** **Chair** **Date.....**

Minutes produced by Chris Slade, Senior Business Support Officer - Democratic Services

**CYFARFOD PWYLLGOR TROSOLWG A CHRAFFU CYMUNEDAU MWY DIOGEL  
CYNGOR BWRDEISTREF SIROL TORFAEN**  
A gynhaliwyd ar ddydd Mercher, 26 Medi 2018 am 3.00pm  
Yn Siambr y Cyngor, Y Ganolfan Ddinesig, Hanbury Road, Pont-y-pŵl, NP4 6YB

**COFNODION**

**Yn Bresennol: Aelodau'r Pwyllgor**

**Councillors:**

Ron Burnett  
Steven Evans  
Elizabeth Haynes (Chair)

Jessica Powell  
Dave Thomas

**Swyddogion:**

Liann Skellett, Uwch Swyddog Gwelliant Corfforaethol a Chraffu  
Chris Slade, Uwch Swyddog Cefnogi Busnes – Gwasanaethau Democrataidd

**Gwahoddedigion:**

Neil Howell, Pennaeth Tai, Comisiynu a Thrawsnewid Gwasanaeth  
Elke Winton, Rheolwr Grŵp Tai  
Alicja Zalesinska, Cyfarwyddwr, Tai Pawb (AZ)

**Action**

**1 Croeso ac Ymddiheuriadau**

- 1.1 Croesawodd y Cadeirydd Aelodau a Swyddogion i'r cyfarfod.
- 1.2 Derbyniwyd ymddiheuriadau oddi wrth y Cynghorwyr Stuart Ashley, Fay Jones, Raymond Mills a Chris Tew.

**2 Datganiadau o Fuddiant**

- 2.1 Atgoffodd y Cadeirydd Aelodau y dylai unrhyw fuddion gael eu datgan ar lafar a'u cofnodi yn y gofrestr Datganiadau o Fudd.
- 2.2 Ni roddwyd unrhyw ddatganiad.

**3 Cofnodion - 20/06/18**

- 3.1 Cadarnhawyd fod cofnodion y cyfarfod blaenorol yn gywir.

**4 Taflen Weithredu**

- 4.1 Doedd dim gweithgareddau heb eu cwblhau

## 5 Y Strategaeth Ranbarthol Ar Ddigartrefedd

- 5.1 Cyflwynodd y Cadeirydd yr adroddiad a rhoddodd drosolwg o'r gwaith craffu a awgrymwyd; sef bod y Pwyllgor yn ystyried y dull o ddatblygu'r adolygiad digartrefedd lleol a'r Strategaeth digartrefedd ranbarthol, ac i roi adborth yn briodol a; gweld y camau sydd wedi eu cymryd i gwrdd ag argymhellion Swyddfa Archwilio Cymru (SAC) ar gyfer mynd i'r afael â digartrefedd.
- 5.2 Cyflwynodd y Cadeirydd y Pennaeth Tai, Comisiynu a Thrawsnewid Gwasanaeth a'r Rheolwr Grŵp Tai a gofynnodd i AZ i gyflwyno'i hun a rhoi trosolwg cryno o wasanaethau yr oedd Tai Pawb yn eu cynnig. Esboniodd AZ fod Tai Pawb yn sefydliad a oedd yn hybu cydraddoldeb a chyfiawnder cymdeithasol ym maes tai yng Nghymru. Roedd nifer o awdurdodau lleol wedi ymuno â Thai Pawb a oedd yn gallu gweithio gyda'r llywodraeth er mwyn cael dweud eu dweud ar dai, digartrefedd a chael mewnbwn i bolisi.
- 5.3 Gwahoddodd y Cadeirydd i'r Pennaeth Tai, Comisiynu a Thrawsnewid Gwasanaeth, y Rheolwr Grŵp Tai ac AZ i ymateb i gwestiynau a sylwadau'r Aelodau. Cafwyd atebion fel a ganlyn:-
- Roedd gofyn i'r awdurdod lleol gael cynllun tywydd garw ar gyfer pobl ddigartref, a oedd yn cynnwys pebyll ac offer arall. Roedden nhw hefyd yn gweithio gyda MIND a Llywodraeth Cymru er mwyn darparu arian mewn argyfwng i helpu gyda llety i unigolion. Doedd bod unigolyn yn byw mewn pabell ddim yn ddelfrydol ond yn fwy aml na pheidio, roedd hyn yn rhywbeth yr oedd y person yn penderfynu gwneud er gwaethaf derbyn cyngor ynglŷn â'u hopsiynau. Mae yna Weithgor Pobl sy'n Cysgu ar y Stryd sy'n cynnwys nifer o bartneriaid. Mae amgylchiadau unigol yn cael eu hystyried gan MIND Torfaen sy'n darparu'r pebyll, ac roedd rhai wedi penderfynu gadael eu cartrefi o'u gwirfodd. Roedd unigolion hefyd yn cael adolygiadau iechyd meddwl. Doedd cysgu mewn pebyll ddim yn ddoeth a doedd cyngor byth yn cael ei roi ynglŷn â ble i osod pabell. Byddai'r awdurdod yn ceisio rhoi llety i'r rhai sy'n cysgu ar y stryd oherwydd eu hanghenion, ond byddai ystyriaeth hefyd p'un a oedden nhw wedi gadael cartrefi o'u gwirfodd ac, os felly, efallai na fydd yn briodol rhoi llety iddyn nhw. Gellid edrych ar bosibiliadau eraill, fel gweithio'n rhagweithiol gyda landlordiaid preifat i gadw pobl mewn tai, helpu gyda dyledion rhent, cyflogi gweithwyr cymorth, etc.
  - Roedd trafodaethau wedi bod gyda Llywodraeth Cymru ac roedd yr awdurdod yn gweithio'n agos gyda nhw i sefydlu'r strategaeth, yn arbennig pan oedd y problemau yr oedd pobl yn eu hwynebu'n debyg mewn cynghorau eraill, mewn ymgais i leihau dyblygu. Roedd Llywodraeth Cymru'n mynnu bod yna adolygiadau lleol ac felly roedd yn bwysig edrych ar ba broblemau oedd yn effeithio ar Dorfaen yn benodol. Roedd pob awdurdod lleol yn gwneud eu hadolygiadau nhw'u hunain, a oedd yn arwain at ddatblygu cynlluniau gwaith lleol a rhanbarthol.
  - Roedd yna drefniadau cadarnhaol ar gyfer cydweithio ar draws ardal Gwent. Roedd cydnabyddiaeth nad oedd digartrefedd yn aros mewn un

Ile gan fod pobl yn symud o gwmpas. Ble roedd hynny'n bosibl roedd adnoddau'n gallu cael eu cyfuno. Roedd yna Weithgor Swyddogion i edrych ar effeithlonrwydd wrth gydweithio nid yn unig fel Cynghorau ond sefydliadau perthnasol eraill hefyd. Roedden nhw'n ymwybodol fod trefniadau mewn grym ond roedd yn ymwneud â bod awdurdodau lleol yn gallu darparu ar gyfer pob angen a chael dull mwy unffurf gyda strategaethau a chynlluniau gwaith. Dywedodd AZ mai un o ganlyniadau cadarnhaol gweithio'n rhanbarthol oedd y strategaeth rhyddhau o'r ysbyty; cael y llety iawn ar gyfer y bobl iawn.

- Roedd yr awdurdod yn uchel ei barch o ran profiad ac ansawdd a'r teimlad oedd bod Torfaen mewn safle da i arwain y Gweithgor Swyddogion. Ni fyddai'n llawer o faich ar yr awdurdod, gan fod swyddog rhanbarthol yn cael eu penodi i arwain y gwaith. Gwaith yr awdurdod oedd cynnal y cyfarfodydd a chadeirio'r cyfarfodydd.
- Roedd fforwm landlordiaid lleol wedi ei sefydlu ac roedd nifer yn mynychu. Roedd tua 80 yn mynychu ac roedd y cyfarfodydd tair gwaith y flwyddyn. Roedd yr awdurdod yn ymwneud yn fawr gyda'r fforwm ac yn eu hannog i weithio gyda'r awdurdod a defnyddio pob dim oedd gan yr awdurdod i'w gynnig, fel cofrestr Homeseeker. Roedd yr awdurdod hefyd mewn cysylltiad gyda gwerthwyr tai lleol er mwyn nodi unrhyw gyfleoedd. Roedd angen mwy o ymgysylltiad yn y sector rhentu preifat yn Nhorfaen gan fod yna gydnabyddiaeth eu bod yn chwarae rhan bwysig mewn tai. Roedd rhai landlordiaid yn y sector preifat yn gwrthod cael tenantiaid gydag incwm isel, ond byddai'r Cyngor yn parhau i weithio gyda nhw ac yn eu hannog i gynnig yr hyn oedd ar gael ganddyn nhw.
- Roedd yr awdurdod yn gallu dylanwadu ar y mathau o gartrefi oedd yn cael eu hadeiladu trwy'r broses gynllunio, er enghraifft, i gynnwys tai fforddiadwy. Roedd hyn yn ymwneud mwy â fforddiadwyedd; roedd rhai pobl ymhell o dan y trothwy ar incwm isel neu fudd-daliadau. Roedd rhentu yn ardal Cwmbrân yn golygu pris uwch gyda chost ychydig llai yng ngogledd y fwrdeistref. Roedd yr awdurdod wedi cyrraedd cytundeb ar rai prydlesau da, tymor hir i'w defnyddio fel llety dros dro. Roedd yn anodd dylanwadu gan fod landlordiaid preifat yn defnyddio'u heiddo ar sail pa arian y gallan nhw gael o rentu.
- Roedd y Cyngor yn adolygu'r cartrefi yn y fwrdeistref yn gyson. Roedd anogaeth yn cael ei rhoi i landlordiaid yn y sector preifat i osod eu tai trwy anogaethau trwy'r cynllun prydlesu landlordiaid yn y sector preifat. Roedd trafodaeth trwy Hyb y Landlordiaid yn gofyn pa gymorth a chefnogaeth yr oedden nhw eisiau gan y Cyngor. Roedden nhw'n trafod pynciau o gwmpas Rhentu Doeth Cymru a threth etc.. Yn y gorffennol roedd yna adroddiadau rheoli ar y stoc tai ac felly roedd yn well cofnodi'r amrywiaeth a'r ddarpariaeth ar draws Torfaen. Roedd y Cyngor wedi hysbysebu ei fod yn chwilio am fathau penodol o eiddo yn y fwrdeistref i fod ar gael, yn y gobaith y byddai landlordiaid yn y sector preifat yn camu i'r adwy. Roedd benthyciadau ar gael oddi wrth y Cyngor er mwyn adfer eiddo i gael eu defnyddio. Mae gwefannau Cyngor Torfaen a Chartrefi Torfaen yn rhoi gwybodaeth am dai gydag adrannau i landlordiaid preifat i ddysgu mwy ynglŷn â gosod eu tai. Er bod yna nifer fach o landlordiaid yn y sector preifat yn Nhorfaen, cydnabyddwyd

fod angen gwthio gwybodaeth er mwyn chwalu rhai mythau ynglŷn â syniadau negyddol am rentu eiddo.

- Roedd yn anodd gwybod faint o landlordiaid preifat nad oedd wedi cofrestru gyda'r awdurdod. Os oedd teulu'n cyflwyno'u hunain i'r Cyngor fel teulu digartref a doedd y landlord ddim wedi cofrestru, roedd y Cyngor yn gallu dweud nad oedden nhw'n gallu troi allan oherwydd nad oedden nhw wedi cofrestru, felly roedd yn bwysig fod landlordiaid yn y sector preifat yn gwneud hynny.
- Roedd arfer gorau a gwersi a oedd yn cael eu dysgu gan awdurdodau lleol eraill yn cael eu hystyried wrth greu cynlluniau gwaith. Roedd Torfaen yn edrych ar rai a oedd yn cysgu ar y stryd mewn tywydd gwael, gan edrych ar gyfleoedd o gylch llochesi yn ystod y nos etc.. Roedd y strategaeth ranbarthol a chynlluniau gwaith lleol yn cael eu hystyried ar gyfer cyfleoedd am ddatblygiad. Roedd cyfleoedd yn cael eu hystyried trwy gydweithio. Roedd yna gyfarfod chwarterol cenedlaethol ble roedd swyddogion yn cwrdd ac yn edrych ar arfer gorau ar draws y bwrdd ac ar gyfleoedd i weithio gyda phartneriaid eraill, fel Tai Pawb. Dywedodd AZ y bydden nhw'n cynnal seminar ar ddigartrefedd a chydaddoldeb ym mis Hydref, ac un o'r pynciau fyddai adolygiadau digartrefedd. Roedden nhw wedi edrych ar adolygiadau eraill ac, o gymharu, roedd Torfaen yn gwneud yn dda iawn; doedd awdurdodau lleol eraill dim mor barod i rannu gwybodaeth. Roedd digon o arfer da'n bod ac yn gyffredinol, roedd yn meddwl y gallai Torfaen "weiddi'n uwch" ynglŷn â'u llwyddiannau. Roedd cyfleoedd yno serch hynny, i weithio mwy gyda thenantiaid a landlordiaid sector preifat er mwyn codi ymwybyddiaeth am hawliau a chyfrifoldebau etc., hefyd gallai mwy o waith gael ei wneud gyda Rhentu Doeth Cymru. Roedd Llywodraeth Cymru yn cydnabod yr angen i weithio gyda landlordiaid sector preifat.
- Byddai'r Strategaeth Digartrefedd Rhanbarthol yn cael ei hail-ystyried yn y dyfodol er mwyn gweld a oedd yna unrhyw orgyffwrdd o ran cyflenwi gwasanaeth. Cafwyd ymgynghoriad cynhwysfawr yn ystod datblygiad y strategaeth a'r gobaith oedd y byddai unrhyw orgyffwrdd yn y gwasanaeth wedi cael ei amlygu. Byddai yna adolygiad rheolaidd o'r strategaeth a byddai'r canlyniadau'n cael eu hadrodd i'r Fforwm Tai Strategol.
- Cyn dyfodiad Deddf Tai 2014, darparodd Llywodraeth Cymru sesiynau hyfforddi i'w staff. Roedd hyfforddiant yn parhau ac roedd hyfforddiant diweddar hefyd ar gael. Roedd y Ddeddf yn dal i sadio ac felly roedd hyfforddiant yn dal i gael ei adnabod trwy broses adolygiadau Worksmart. Gallai staff hefyd ddysgu o awdurdodau lleol eraill.
- Roedd cymorthfeydd wythnosol yn digwydd yn Llyfrgell Cwmbrân a swyddfeydd Cynghrair Gwirfoddol Torfaen. Roedd taflenni a hysbysebion yn cael eu danfon at y fforwm digartrefedd yr oedd sefydliadau o'r trydydd sector yn mynychu. Roedd yr awdurdod yn ceisio monitro nifer yr ymwelwyr; roedd yn tua deg ymweliad y dydd. Cafodd taenlen ei chynhyrchu yn dangos a oedden nhw'n bobl a oedd yn hysbys i'r awdurdod lleol, a oedden nhw'n newydd neu a fyddai'n briodol cynnig rhywbeth arall iddyn nhw. Roedd yn ddyddiau cynnar gyda gweithwyr cymorth yn Nhrefddyn a doedd dim llawer yn mynychu. Gallai fod yno effaith pelen eira unwaith y byddai wedi dod yn

gyfarwydd, a byddai mwy o bobl yn mynychu. Gallai dull mwy hyblyg gael ei fabwysiadu fel y gall pobl alw i mewn yn hytrach na threfnu apwyntiad. Roedd deunydd darllen wedi ei roi mewn canolfannau gofal cwsmer amrywiol, gyda sefydliadau partner, cymorthfeydd Meddygon Teulu, ei ddanfôn at y rhwydwaith dai i'w rhannu, ei gyflwyno mewn fforymau amrywiol ymhlith llawer eraill, ond byddai croeso i unrhyw awgrymiadau. Dywedodd y Cadeirydd bod gan y Cyngor Dîm cyfathrebu da, ond doedd dim golwg o wybodaeth o gylch digartrefedd trwy sianeli cysylltiadau Torfaen. Roedd aelodau'n weithgar ar-lein ac efallai y gellid eu defnyddio i rannu'r wybodaeth a dysgu mwy am y problemau a bod yn barod i roi cyngor i drigolion yn briodol.

- Roedd yr Adolygiad Digartrefedd yn cyfeirio at y defnydd o fanciau bwyd ac roedd yr awdurdod yn gweithio gydag Ymddiriedolaeth Trussell. Roedd rhai pobl a oedd yn mynd at fanciau bwyd yn ddigartref ac roedd eraill yn cael eu cyfeirio yno. Byddai'n ddefnyddiol i baratoi pecyn briffio i Aelodau a fyddai'n cynnwys y cymorthfeydd, taflen ar ofynion y Ddeddf, cyfeirio ar-lein etc..
- Mae gan Dorfaen y Tîm Cefnogi Pobl ac mae grantiau amrywiol ar gael. Dywedodd adolygiad Swyddfa Archwilio Cymru fod angen i'r awdurdod flaenwynebu mwy. Roedd yr awdurdod eisoes wedi ymgymryd â'r adolygiad ei hun ac roedd yn cytuno â'r datganiad hwnnw ac felly roedd gwaith eisoes wedi ei wneud i sicrhau hyn, er enghraifft creu'r cymorthfeydd a datblygiad Porth Cefnogi Pobl ble roedd pobl yn gallu cyfeirio'u hunain at y Tîm Cefnogi Pobl. Mae yna swyddogion amrywiol sy'n gweithio mewn meysydd fel iechyd meddwl, pobl ifanc etc.. Roedd yn anarferol i unigolyn neu deulu ddod at yr awdurdod pan fyddai un maes yn destun pryder - fel arfer roedd yna faterion eraill a oedd yn ffactor, fel materion ariannol ac iechyd meddwl. Roedd yn bwysig fod yr awdurdod yn edrych ar fod agwedd wrth roi cartref i rywun - fel eu modd o gael cefnogaeth fel bod y cartref yn gynaliadwy yn y dyfodol.
- Doedd lefel ariannu Llywodraeth Cymru ddim wedi ei sefydlu eto ac roedd yn aneglur sut byddai arian grantiau yn cael ei effeithio. Roedd yr awdurdod yn gweithio ar y sail bod toriadau'n debygol.
- Teimlwyd fod y wybodaeth ar wefan Cartrefi Torfaen yn dra deddfwriaethol ei natur, a allai fod yn anodd i ddefnyddwyr. Roedd hyn oherwydd ei natur gyfarwyddol ble mae'n rhaid bod y wybodaeth ar gael. Gellid gwneud peth gwaith i'w gwneud yn haws i'w darllen. Roedd gwybodaeth ar gael ar wefan Cyngor Torfaen, tra bod gwefan Cartref Torfaen yn fwy o declyn hunangymorth.
- Roedd Gweithgor Pobl sy'n Cysgu ar y Stryd wedi dechrau a'r prif fater a ddaeth allan o'r grŵp hynny oedd galluogi'r cyhoedd i roi adroddiadau ar-lein. Roedd pobl sy'n cysgu ar y stryd, ar y cyfan, yn hysbys i'r awdurdod ac roedd hyn yn caniatáu i swyddogion i fod yn rhagweithiol a mynd i siarad â nhw'n uniongyrchol. Mae pobl sy'n cyflwyno'u hunain yn gwneud hynny'n bennaf yn y ganolfan gofal cwsmeriaid. Roedd dulliau mwy creadigol o ledaenu'r gair ynglŷn â gwasanaethau'r Cyngor yn cael eu defnyddio, fel negeseuon testun a'r cyfryngau cymdeithasol; a'r cyfryngau cymdeithasol yw un o'r ffyrdd mwyaf poblogaidd o gysylltu â'r Cyngor. Roedd angen y cydbwysedd iawn.
- Roedd y Cyngor yn goruchwyllo'r gofrestr tai ac yn adolygu sut roedd

pobl yn cael tai lleol. Roedd yn bwysig fod gan y Cyngor berthynas dda gyda landlordiaid cymdeithasol cofrestredig (LCCau). Roedd y LLCau yn rhedeg fel busnes ac roedd o fudd iddyn nhw i rentu eiddo cyn gynted â phosibl. Roedd gan y Cyngor rhai cyfrifoldebau mewn perthynas â theuluoedd a oedd yn parhau i ddod yn ôl at yr awdurdod a thenantiaid trafferthus.

- Os oedd rhywun yn cyflwyno'u hunain fel rhywun digartref, byddai'r Cyngor yn edrych ar eu cyfeiriad diwethaf gan fod hyn yn rhoi syniad o ble roedden nhw'n dod. Doedd dim system mewn grym er mwyn gwirio a oedden nhw wedi cyflwyno'u hunain i rywle arall, mewn awdurdod lleol arall. Fel rhan o'r broses, roedd yna ymchwiliad trylwyr a oedd yn edrych ar hanes y person i weld o ble maen nhw wedi dod a sut ddaethon nhw i fod yn ddigartref. Gall hyn arwain at angen i wneud atgyfeiriad at awdurdod lleol arall. Efallai bydd rhai unigolion yn dod at y Cyngor os ydyn nhw wedi dioddef cam-drin domestig, ac os felly ni ellir eu atgyfeirio. Doedd dim llawer o achosion fel hyn.
- Roedd sefyllfa'r awdurdod lleol yn anodd pan oedd yn gwerthu tir i ddatblygwyr preifat gan fod ganddo gyfrifoldeb i gydbwyso anghenion y gymuned leol ac ymrwymiad i'r rhaglen gyfalaf i gyflenwi ysgolion yr 21<sup>ain</sup> ganrif etc.. Roedd pob awdurdod lleol yn yr un sefyllfa. Roedd addysg wedi bod yn flaenoriaeth i'r Aelodau; roedd rhai ysgolion wedi cau ac wedi eu datblygu fel safleoedd i dai. Roedd yr awdurdod lleol yn adolygu'r Cynllun Datblygu Lleol (CDLI) a phe bai Aelodau'n teimlo nad oedd y cydbwysedd yn gywir, yna gallai'r awdurdod edrych ar hynny. Roedd yna 2500 o bobl ar y gofrestr tai, roedd rhai pobl yn ddigartref o ganlyniad o ganlyniad i brinder mawr o dai. Doedd rhai pobl ddim yn gallu cael tai arferol oherwydd anawsterau ariannol ac felly roedd rhai i bobl edrych ar ddewisiadau eraill. Gallai safleoedd ysgol llai sydd nawr wedi cau gael eu clustnodi ar gyfer tai fforddiadwy, gan nad oedd y targed yn y CDLI presennol yn cael ei gyflenwi, felly roedd yn gyfle addas i'w adolygu.
- Roedd datblygwyr newydd yn ne'r fwrdeistref yn adeiladu cartrefi 4-5 ystafell wely sydd ymhell uwch ben cyrraedd ariannol pobl yn gyffredinol. Roedd y prisoedd mwy na thebyg yn targedu pobl o'r tu allan i Dorfaen. Roedd yr incwm cyfartalog yn Nhorfaen yn rhy isel i fenthycwyr.
- Fel rhan o'r broses, wrth fynd i'r afael â'r angen am dai fforddiadwy, roedd dadansoddiad unigol yn digwydd, i edrych ar bob math o faterion – ynglŷn â dyled, p'un a oedden nhw'n cymryd meddyginiaeth, pa gefnogaeth oedd ei hangen, beth oedd eu profiadau etc.. Nid dim ond mater o ddarparu cartref i rywun cyn gynted â phosibl oedd hi, roedd hefyd yn golygu delio â materion eraill fel eu bod yn gallu cynnal cartref yn y dyfodol. Byddai gan bob teulu gynllun wedi ei deilwra ar gyfer eu hanghenion. Roedd yr awdurdod yn ceisio bod yn rhagweithiol ac felly pan fo pobl yn dod at y gwasanaeth mae'r awdurdod yn gofyn iddyn nhw a oes angen cefnogaeth arnyh nhw.
- Roedd yr awdurdod yn ceisio mynd i mewn i ysgolion i weld beth oedd disgwyliadau disgyblion a rhoi cyngor iddyn nhw ynglŷn â realiti cael eu cartrefi nhw'u hunain etc. Roedd disgyblion yn derbyn holiadur i'w gwblhau wedyn.

- Gofynnwyd i bawb a oedd yn dod trwy'r gwasanaethau tai i gwblhau holiadur adborth cwsmeriaid. Roedd yn destun nifer o gwynion a sylwadau negyddol ond ar y cwbl derbyniwyd adborth da. Cafwyd dadansoddiad o'r adborth, crëwyd adroddiadau chwarterol a chafwyd naratif o'r adborth. Roedd hyn i gyd yn cael ei fwydo i'r cynllun gwaith i fynd i'r afael ag unrhyw broblemau sydd wedi eu canfod ac roedd adroddiad yn mynd at Grŵp Llywio Homeseeker. Roedd tueddiadau blynyddol yn cael eu nodi hefyd. Roedd pob rheolwr yn cwrdd ag aelodau eu tîm pob mis ar gyfer arolygaeth ble roedd unigolion yn gallu adrodd am unrhyw broblemau yr oedden nhw'n wynebu. Roedd yr awdurdod hefyd yn defnyddio Care First a oedd yn darparu gwasanaeth 24 awr i gydweithwyr oedd angen cefnogaeth. Roedd grŵp iechyd, diogelwch a llesiant hefyd yn bodoli ac yn annog aelodau o'r staff i sôn am unrhyw broblemau.
- Roedd gan yr awdurdod ddiddordeb mewn cynhyrchu polisi o gylch yr arfer o osod teuluoedd digartref mewn gwely a brecwast, a gafodd ei gynhyrchu gan Gyngor Sir Fynwy yn ddiweddar. Roedd polisi Sir Fynwy yn adlewyrchu dulliau Torfaen o ddelio â hyn.
- Roedd grŵp tasg a gorffen rhanbarthol wedi ei sefydlu er mwyn datblygu a goruchwyllo gwaith y swyddogion rhanbarthol. Argymhelliad SAC oedd bod y grŵp yn parhau i adolygu'r gwaith rhanbarthol. Byddai'r strategaeth a'r cynllun gwaith yn destun adroddiad i'r fforwm tai strategol tai ac efallai'r pwyllgor craffu yn ystod eu cylchdro nesaf. Roedden nhw'n gweithio'n agos gyda'r Cabinet hefyd gan eu bod yn awyddus i godi proffil y gwaith rhanbarthol. Gallai Seminar i Aelodau ddigwydd gan gysylltu gyda chyflenwi'r strategaeth. Roedd gorfodaeth arnyn nhw i gael strategaeth a'i hadolygu erbyn 1 Rhagfyr, ac yna'n achlysurol pob 4 blynedd. Dyma'r tro cyntaf y byddai'r awdurdod yn gwneud hyn gyda Llywodraeth Cymru. Byddai'n ddiddorol gweld sut mae pethau'n cymharu yn y blynyddoedd nesaf. Dywedodd AZ y gallai'r awdurdod ddefnyddio Tai Pawb am gefnogaeth ar sut byddai'r monitro'n digwydd.
- Doedd yr awdurdod ddim yn gysylltiedig â'r Bwrdd Gwasanaethau Cyhoeddus ond gellid edrych ar hyn yn y dyfodol.

5.4 Gadawodd y Pennaeth Tai, Comisiynu a Thrawsnewid Gwasanaeth, y Rheolwr Grŵp Tai ac AZ y cyfarfod.

## 5.5 Argymhellion

Ar ôl cwblhau eu gwaith craffu, gorffennodd y pwyllgor trwy gynnig y sylwadau a'r argymhellion canlynol i'w hystyried:

Argymhelliad 1:-

Edrych ar gynnig anogaeth i landlordiaid preifat i'w hannog i osod mwy o gartrefi i'w rhentu ac i helpu i gynyddu nifer y tai sydd ar gael yn Nhorfaen.

Argymhelliad 2:-



Gweithio mwy gydag adrannau eraill, yn arbennig yr adran gynllunio, i wneud y mwyaf o werthiannau tir, gosod amodau penodol i orfodi datblygwyr i gynyddu nifer y tai fforddiadwy yn y Fwrdeistref.

Argymhelliad 3:-

Ymgysylltu â'r Bwrdd Gwasanaethau Cyhoeddus (BGC) ar y Strategaeth Digartrefedd Rhanbarthol, er mwyn sicrhau bod amcanion strategaethau'n cael eu hintegreiddio

Argymhelliad 4:-

Datblygu cynllun gwaith i fonitro hynt y strategaeth digartrefedd, yn debyg i'r cynllun gwaith a ddefnyddir i adrodd ar argymhellion SAC ar gyfer gwelliant.

Argymhelliad 5:-

Gwella'r defnydd o gyfryngau cymdeithasol a chysylltiadau ffôn symudol i ddweud wrth bobl am y cymorth a'r cyngor sydd ar gael iddyn nhw. Hefyd, adolygu'r defnydd o ddulliau mwy traddodiadol o gyfathrebu, fel taflenni/posteri, gan sicrhau bod y wybodaeth yma ar gael mewn canolfannau gofal cwsmeriaid/canolfannau galw-i-mewn.

Argymhelliad 6:-

Adolygu cynnwys ar wefan Torfaen er mwyn sicrhau bod gwybodaeth yn haws i'w deall ac, yn arbennig, edrych eto ar y ddolen ar y wefan at "Gartrefi Torfaen" er mwyn sicrhau fod defnyddwyr yn cael eu cyfeirio at y ddolen yma'n gyntaf ac nid i wefan Torfaen. Teimlir fod safle Cartrefi Torfaen yn fwy priodol i bobl sydd angen tai ac yn chwilio am gyngor.

Argymhelliad 7:-

Bydd rhannu data'n hanfodol er mwyn sicrhau nad oes dyblygu gwaith ar draws y rhanbarth a bod dulliau wedi eu cydlynu priodol yn cael eu datblygu, i sicrhau nad yw'r un bobl yn cyflwyno'u hunain o fewn y rhanbarth.

Argymhelliad 8:-

Dylid rhoi ystyriaeth i benderfynu ar y ffordd orau i gymryd mantais o'r cynnig gan Dai Pawb (a rhanddeiliaid eraill) i helpu i fonitro hynt y strategaeth wrth fynd ymlaen.

Argymhelliad 9:-

Ystyried gwella monitro cydraddoldebau ymhellach (yn unol ag argymhellion SAC a Thai Pawb), er mwyn monitro tueddiadau a dadansoddi sut mae atal digartrefedd yn arbennig o lwyddiannus ar gyfer grwpiau ethnig gwahanol.

Sylwadau ychwanegol gan y Pwyllgor:

Roedd y Pwyllgor yn ymwybodol eu bod yn gweithredu'r strategaeth mewn adeg o gyni gyda llai o arian a llai o adnoddau.

## **6 Eitem ar gyfer y Cyfarfod Nesaf**

- 6.1 Cadarnhaodd y Cadeirydd mai'r eitem ar gyfer y cyfarfod nesaf oedd Cynnal a Chadw Priffyrdd. Dywedodd y byddai Cynghorwyr a Swyddogion o Gyngor Bwrdeistref Sirol Blaenau Gwent Cyn bresennol yn yr oriel fel rhan o'u Rhaglen Datblygu Aelodau.
- 6.2 Dywedodd fod cytundeb yng Nghyfarfod Anffurfiol y Cadeirydd y tro diwethaf y byddai'r pwyllgorau priodol yn trafod yr eitem a oedd yn cael ei chyflwyno ar gyfer y cyfarfod nesaf, er mwyn gweld a oedd gan y Pwyllgor unrhyw awgrymiadau yr hofffen nhw eu hystyried fel rhan o'r adroddiad ac i wella'r ffordd yr oedden nhw'n cymryd rhan. Cafodd y wybodaeth ynglŷn â'r eitem nesaf ei chylchredeg ymhlith Aelodau a gofynnodd y Cadeirydd a oedd gan y Pwyllgor unrhyw beth yr oedden nhw am ei ychwanegu neu a oedd ganddyn nhw unrhyw awgrymiadau mewn perthynas â gwahoddedigion. Cafwyd trafodaeth ynglŷn ag a fyddai'n briodol i wahodd contractwr neu grŵp fforwm cyhoeddus i gael barn trigolion, neu efallai Cynghorydd Ward a oedd â phrofiad yn y maes hwnnw, ond nad yn aelod o'r Pwyllgor. Cytunodd y Pennaeth Tai, Comisiynu a Thrawsnewid Gwasanaeth i ymchwilio a rhoi diweddariad i'r Pwyllgor yn y man.

## **7 Dyddiad y Cyfarfod Nesaf - 24/10/18**

- 7.1 Cadarnhawyd mai 24 Hydref 2018 oedd dyddiad y cyfarfod nesaf.
- 7.2 Gorffennodd y cyfarfod am 5.10pm.

..... Cadeirydd Chris Slade, Uwch Swyddog Cefnogi Busnes (Gwasanaethau Democrataidd)