

Digwyddiad Ymgysylltu â Rheolwyr Pobl

People Manager Engagement Event



**24 Mawrth / 24 March
2026**

Cyngor Sir Gâr
Carmarthenshire
County Council



Rhaglen Programme

Croeso, Darren Mutter
Cyfarwyddwr yr Adran
Gwasanaethau Cymdeithasol a Thai

1.30pm

Welcome, Darren Mutter
Director for the Department of Social Services
and Housing

Donna Sharland
Niwroamrywioldeb ac Eithafiaeth

2.00pm

Donna Sharland
Neurodiversity and Extremism

Lluniaeth

2.40pm

Refreshments

Cwynion a Canmoliaeth
Pippa Owens, Rheolwr Cwynion a
Datrysiadau (Gofal Cymdeithasol

3.00pm

Complaints and Compliments
Pippa Owens, Resolution and Complaints Manager
(Social Care)

Iechyd Meddwl, Lles a Awrwain,
Perspectif Profiad – Byw, Darren Mutter

3.30pm

Mental Health, Wellbeing and Leading:
A Lived-Experience Perspective, Darren Mutter

Sylwdau Clo
Cyfarwyddwr yr Adran
Gwasanaethau Cymdeithasol a Thai

4.15pm

Closing Remarks
Director for the Department
of Social Services and
Housing

Darren Mutter

**Cyfarwyddwr yr Adran
Gwasanaethau Gofal Cymdeithasol a
Thai**

**Director for the
Department of
Social Services and
Housing**





Darren Mutter

Cyfarwyddwr Gwasanaethau
Cymdeithasol a Thai
Director of Social Services &
Housing



Jonathan Morgan

Pennaeth Tai
Head of Housing



Kate Burton

Pennaeth Gofal
Cymdeithasol i
Oedolion
Head of Adult
Social Care



Joanna Jones

Pennaeth
Gwasanaethau
Integredig (Dros-Dro)
Head of Integrated
Services (Interim)



Catherine Evans

Uwch Reolwr
Perfformiad a
Thrawsnewid Digidol
Senior Manager,
Performance and
Digital Transformation



Chris Harrison

Pennaeth Comisiynu
Strategol ar y Cyd (Sir
Benfro a Sir Gaerfyrddin)
Head of Strategic Joint
Commissioning (Pembs
and Carms)



Gill Adams

Pennaeth
Gwasanaethau Plant a
Theuluoedd
Head of Children and
Families Services



Arolwg Corfforaethol y Gweithlu Corporate Staff Survey

Cynhaliwyd yr arolwg rhwng
9 Mehefin – 18 Gorffennaf 2025



Survey undertaken: 9 June – 18 July 2025

549 o ymatebion (tua 27% o weithlu'r
Cymunedau)



549 responses (around 27% of the
Communities workforce)

Roedd yr arolwg yn cwmpasu chwe thema:

- Gweithio i Ni
- Llesiant (newydd ar gyfer 2025)
- Cyfathrebu
- Dysgu a Datblygu
- Disgwyliadau a Chydnabyddiaeth
- Sut mae Fy Ngwasanaeth yn Perfformio?

Survey covered six themes:

- Working for Us
- Wellbeing (new for 2025)
- Communication
- Learning & Development
- Expectations & Recognition
- How is My Service Performing?

Yn gyffredinol, mae ymgysylltiad ar draws y
Cymunedau yn gadarnhaol, gyda ymrwymiad
cryf i dimau a'r Cyngor.



**Engagement across Communities is generally
positive, with strong commitment to teams and the
Council.**



Beth mae staff yn dweud sy'n gweithio'n dda

Balchder ac ymrwymiad

Mae staff yn falch o weithio i'r Cyngor
Bwriad cryf i aros dros y 12 mis nesaf

Diwylliant tîm

Cyfathrebu agored o fewn timau
Ymddiriedaeth ac ymdeimlad o gynhwysiant

Llesiant a hyblygrwydd

Llesiant yn cael ei werthfawrogi gan y cyflogwr
Gweithio hybrid a hyblyg yn cael ei werthfawrogi'n fawr

Dysgu a datblygu

Staff yn cael eu hannog i ddatblygu
Cefnogaeth i gael mynediad at ddysgu yn yr iaith ddewisol.

Mae timau lleol a rheolwyr llinell yn gryfder allweddol ar gyfer ymgysylltiad a llesiant.

What staff say is working well

Pride & commitment

Staff are proud to work for the Council
Strong intention to stay over the next 12 months

Team culture

People feel able to speak openly with colleagues
High levels of trust, integrity, and inclusion within teams

Wellbeing & flexibility

Wellbeing is viewed as important by the employer
Hybrid and flexible working strongly valued

Learning & development

Staff feel encouraged to learn and develop
Strong support for accessing learning in preferred language

Local teams and line managers are a clear strength driving engagement and wellbeing.



Heriau a Meysydd i'w Gwella Challenges & Improvement Areas

Cyfathrebu

- Llai o eglurder am beth sy'n digwydd ar draws y sefydliad
- Pryderon ynghylch negeseuon nad ydynt yn cael eu rhaedru'n gyson

Cydnabyddiaeth a llwyth Gwaith

- Mae rhai staff yn teimlo'n cael eu tanbriso
- Llwythi gwaith uchel a phwysau staffio

Pwysau llesiant

- Risg o flinder mewn rhai meysydd
- Pryderon am yr amgylchedd Gwaith

Ymddiriedaeth a dilyniant

- Amheuron ynghylch a yw adborth yr arolwg yn arwain at newid gweledol

Prif ffocws ymlaen: Gwella gwelededd, cyfathrebu, cydnabyddiaeth, a gweithredu ar adborth – yn enwedig ar lefelau uwch a chorfforaethol.

Communication

- Weak understanding of what's happening across the organisation
- Concerns about information not being cascaded consistently

Recognition & workload

- Some staff feel undervalued beyond immediate managers
- High workloads, staffing pressures and uneven work distribution

Wellbeing pressures

- Risk of burnout in some areas
- Concerns about office environment and facilities

Trust & follow-through

- Scepticism about whether survey feedback leads to visible change

Key focus going forward:

Improve visibility, communication, recognition, and action on feedback, particularly at senior and corporate levels.



Cyfathrebu Mewnol

- Amlygodd arolygon staff gyfathrebu mewnol fel mater allweddol
- Cynhaliwyd arolwg dilynol (Mawrth 2026, 521 ymateb) i archwilio beth sy'n gweithio a ble mae angen newid



Beth sy'n gweithio

- Mae staff yn teimlo'n wybodus am faterion gweithredol dydd-i-ddydd
- E-bost a rheolwyr llinell yw'r ffynonellau mwyaf dibynadwy
- Cyfathrebu wyneb yn wyneb a gan reolwyr yn cael ei ystyried y mwyaf effeithiol
- Sgwrs Teams yn cael ei defnyddio'n helaeth, yn enwedig ar gyfer materion brys

Internal Communication

- Staff surveys highlighted internal communication as a key issue
- Follow-up survey (March 2026, 521 responses) explored what works and where change is needed

What works

- Staff feel well informed about day-to-day operational issues
- Email and line managers are the most trusted sources
- Face-to-face and manager communication rated most effective
- Teams chat widely used, especially for urgent issues



Prif faterion

- Gwelededd gwael o flaenoriaethau corfforaethol, negeseuon arweinyddiaeth, cyfleoedd a chydabyddiaeth
- Gorlwytho gwybodaeth, targedu gwan, a rhaeadru anghyson
- Mae negeseuon yn aml yn methu cyrraedd staff rheng-flaen, staff rhan-amser a staff nad ydynt yn gweithio wrth ddesg
- Nid yw'r fewnrwyd a SharePoint yn cael eu hymddiried ar gyfer diweddariadau hanfodol
- Diffyg eglurder ynghylch pwy sy'n gwneud beth a newidiadau i staffio

Beth mae staff eisiau

- Cyfathrebu clir, mewn iaith syml
- Rhaeadru cyson ac amserol gyda dilyniant ysgrifenedig
- Gwell targedu i leihau gorlwytho e-byst
- Mwy o welededd arweinyddiaeth Gwell mynediad i staff rheng-flaen
- Cyfeiriadur staff clir, rolau a strwythurau

Key issues

- Poor visibility of corporate priorities, leadership messages, opportunities and recognition
- Information overload, weak targeting, and inconsistent cascades
- Messages often fail to reach frontline, part-time and non-desk-based staff
- Intranet and SharePoint not trusted for critical updates
- Lack of clarity on who does what and staffing changes

What staff want

- Clear, plain-language communication
- Consistent, timely cascades with written follow-up
- Better targeting to reduce email overload
- Greater leadership visibility
- Improved access for frontline staff
- Clear staff directory, roles and structures



Niwroamrywioldeb ac Eithafiaeth Beth yw'r risgiau

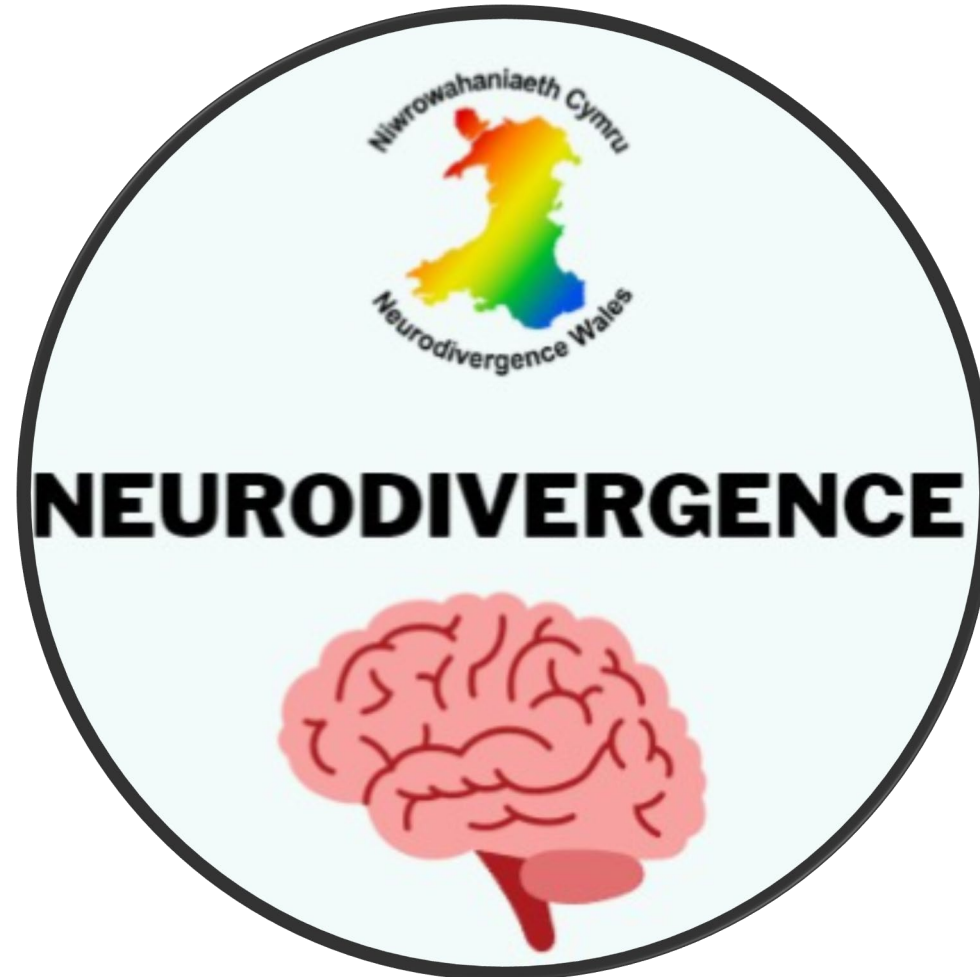
Neurodiversity and Extremism What are the risks?

Donna Sharland



Niwrowahaniaeth

- Awtistiaeth
- ADHD
- Dyslecsia
- Anhwylderau
Tourette a Thic
- Anhwylder Sbectrwm
Alcohol Cynenedigol
- Dyscalculia
- Anhwylder Cydsymud
Datblygiadol
(Dyspraxia)
- Anhwylder Iaith
Datblygiadol (AID)



- Autism
- ADHD
- Dyslexia
- Tourette's and Tic
Disorders
- Foetal Alcohol
Spectrum Disorder
- Dyscalculia
- Developmental
Coordination
Disorder (Dyspraxia)
- Developmental
Language Disorder
(DLD)



Datblygiad sy'n digwydd mewn trefn wahanol, ar gyfradd wahanol

S- MAS1P

Development that happens in a different order, at a different rate



TD

Yn gyntaf cymdeithasol-emosiynol, yna gwybyddol
first social emotional, then cognitive



Typical Development



Autism

ATD

Yn gyntaf gwybyddol, yna cymdeithasol-emosiynol
first cognitive, then social emotional



ATypical Development

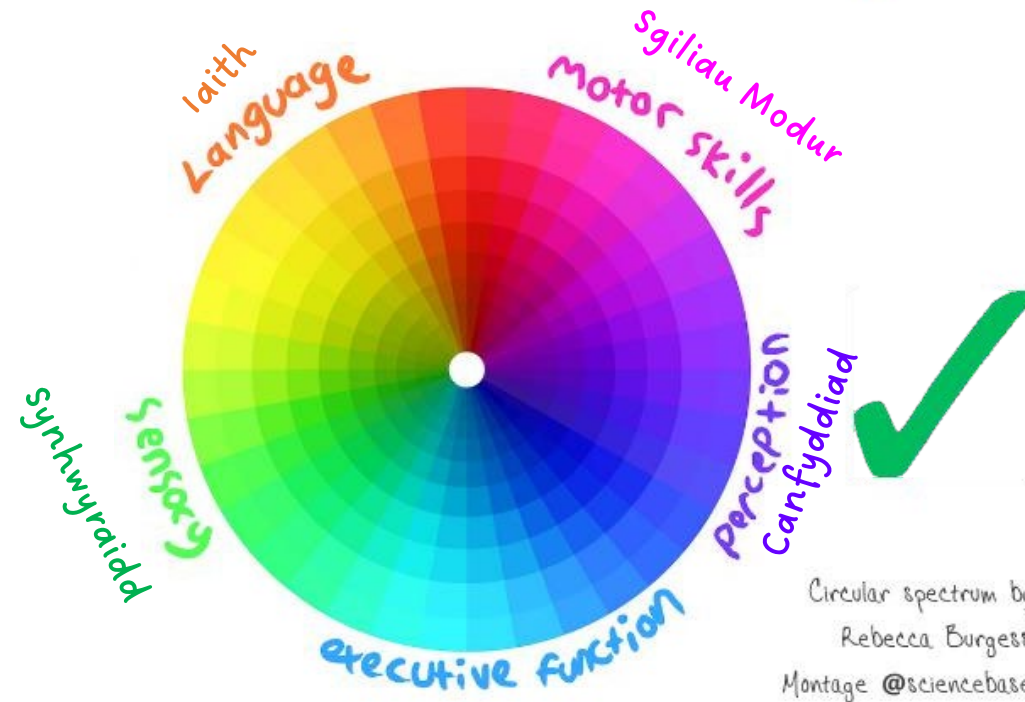


Dr. M.F. Delfos



Beth mae'r spectrwm awtistiaeth yn edrych fel?

What does the autism spectrum look like?



Circular spectrum by
Rebecca Burgess
Montage @sciencebase

Nid yw labeli fel “sy’n gweithio’n uchel” neu “sy’n gweithio’n isel” yn disgrifio pobl yn dda.

Nid yw awtistiaeth yn llinell syth o isel i uchel.

Gall pobl gael sgiliau cryf mewn rhai pethau ac angen help mewn eraill.

Gelwir y gwahaniaethau mawr hyn yn “broffiliau pigog”.

Labels like “high functioning” or “low functioning” don’t describe people well.

Autism is not a straight line from low to high.

People can have strong skills in some areas and need help in others.

These big differences are called “spiky” profiles

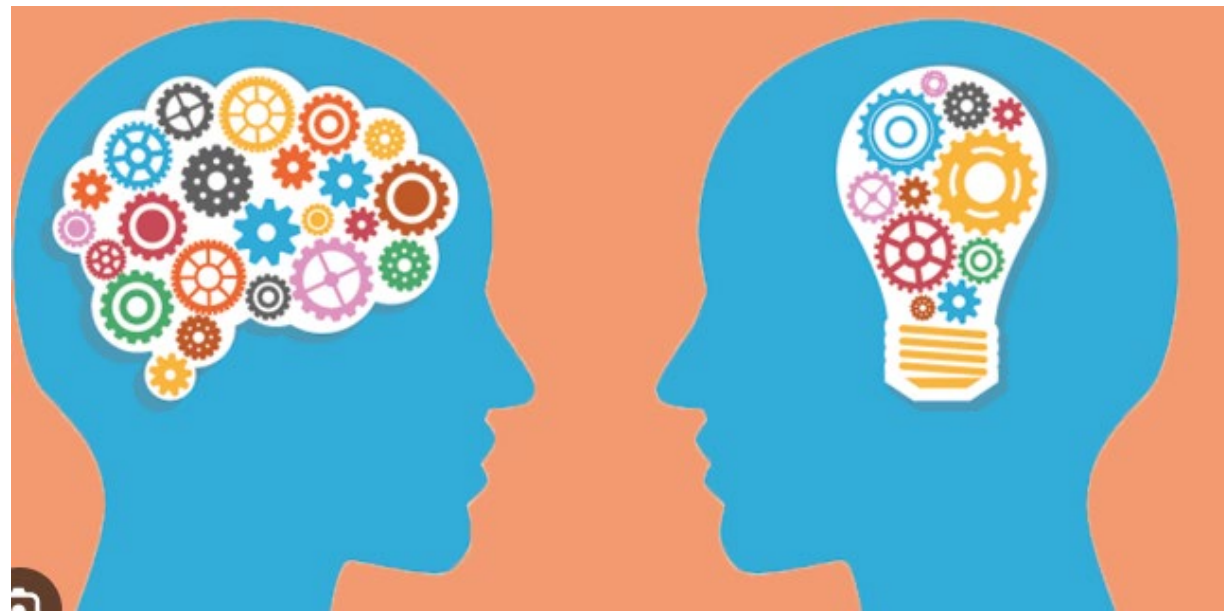


Cyfathrebu Cymdeithasol

- Absenoldeb unrhyw awydd i gyfathrebu ag eraill
- Cyfathrebu wedi'i gyfyngu i fynegi anghenion yn unig
- Defnyddio iaith yn hyderus ond heb ddealltwriaeth lawn
- Bydd gallu i gyfathrebu yn gysylltiedig ag orbryder

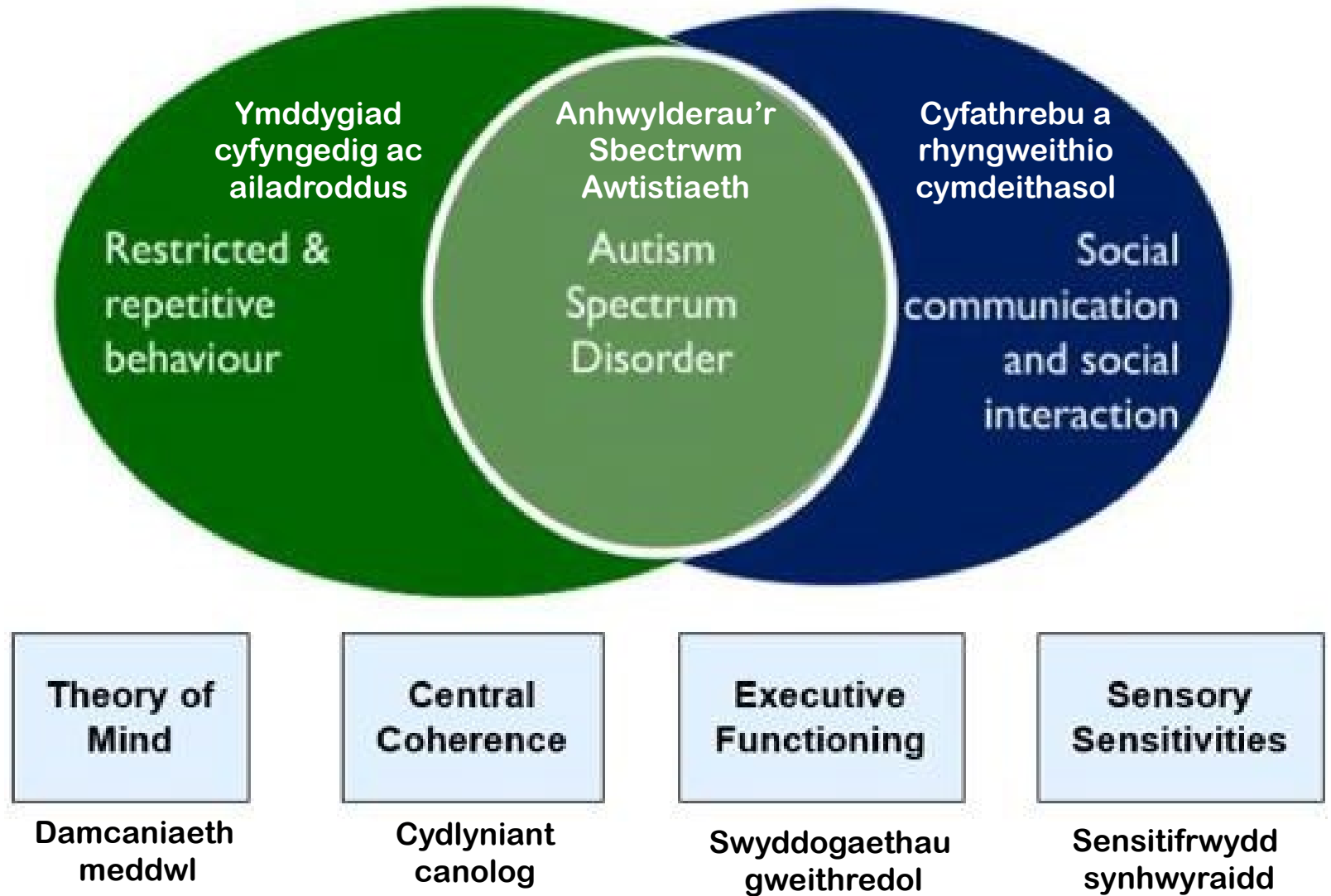
Social Communication

- Absence of any desire to communicate with others
- Communication confined to the expression of needs only
- Use language confidently but lack comprehension
- Ability to communicate will be linked to anxiety



Gwahaniaethau Gwybyddol

Cognitive Differences



Y Cynllun Cymdeithasol

Fi – perthynas â'r byd

Mewn ystyr Gorfforol:

- Y corff
- Ffiniau
- Swyddogaethau

Mewn ystyr seicolegol:

- Fi
- Gwahaniaethau eraill:
 - Hunan-delwedd
 - Synnwyr o le
 - Synnwyr o amser
 - Mewnwelediad cymdeithasol
 - Empathi
 - Damcaniaeth meddwl
 - Swyddogaethau cymdeithasol

Me – Other Differentiation

Fi – Gwahaniaethau Eraill

The Socio Scheme

The ME placed in the world

In a physical sense

- body scheme
- body boundaries
- body functioning

In a psychological sense

- me-

Other differentiation

- self-image
- sense of space
- sense of time
- social insight
- empathy
- theory-of-mind
- social functioning





Mathau o ADHD

ADHD Math Gorfywio

ADHD Math Diffyg
Canolbwyntio

Neu, ADHD Cyfunol



Types of ADHD

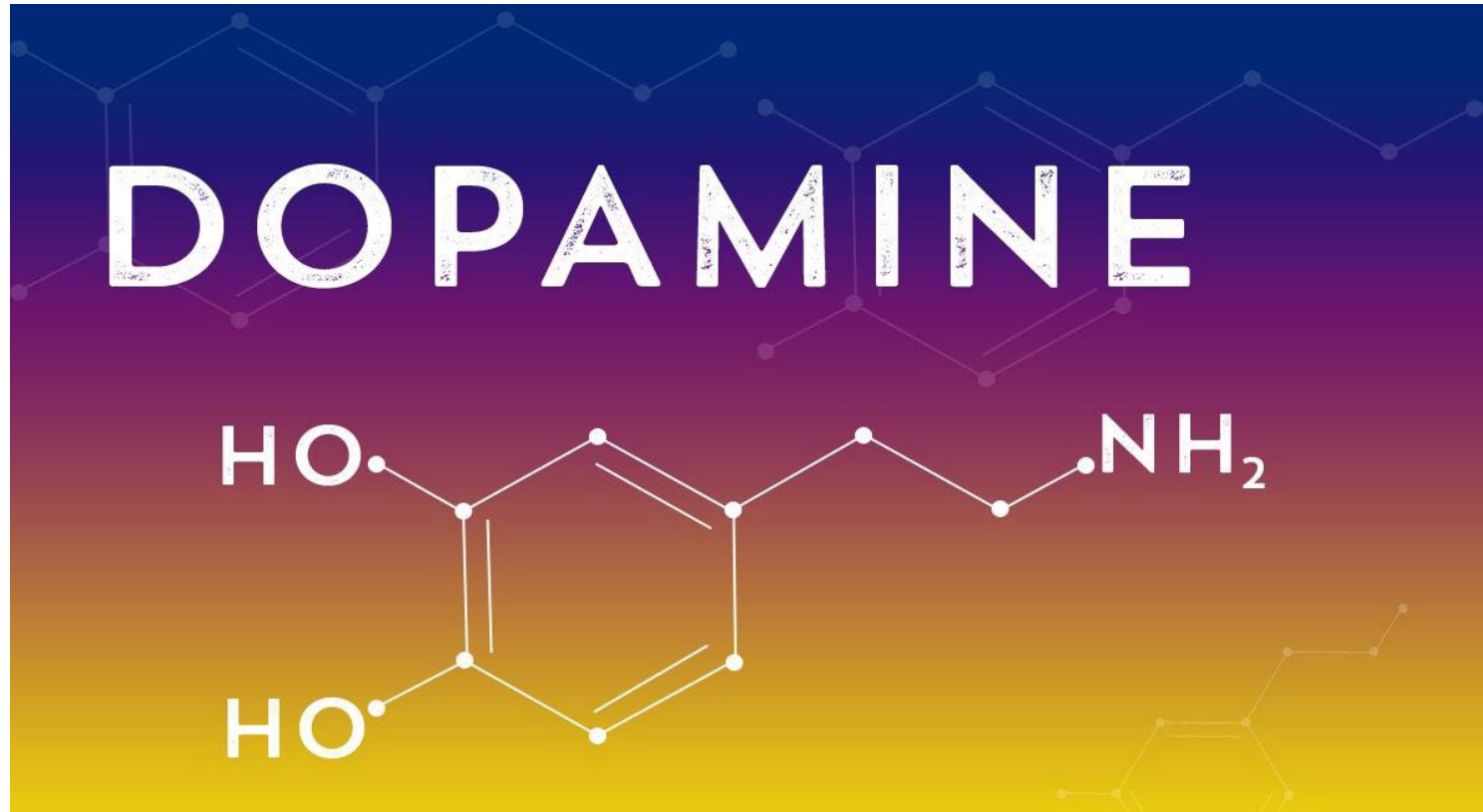
ADHD Hyperactive Type

ADHD Inattentive Type

Or ADHD Combined Type



Damcaniaeth Dopamin Isef Low Dopamine Hypothesis



Gweithredu

- Mae'n ddefnyddiol meddwl am ein galluoedd gweithredol fel system rheoli traffig awyr yr ymennydd, neu ganolfan reoli
- Mae fel maes awyr gyda'r gallu effeithiol i reoli sawl glaniad a chyfodiad ar draws rhwydwaith cymhleth o lonydd hedfan

Executive Functioning

- It is useful to think of our executive functioning abilities as the brain's air traffic control system, or command centre
- It is like an airport having the effective ability to manage multiple arrivals & departures across a complicated network of runways



NA a'r System Cyfiawnder Troseddol

ND & the Criminal Justice System

- Mae unigolion ag AD ac AN yn cael eu cynrychioli'n **anghymesur o uchel** yn y system cyfiawnder troseddol.
- Mae pobl ag AD ac AN **saith gwaith** yn fwy tebygol o ddod i gysylltiad â'r Heddlu.
- **Mae 15% o bobl ifanc sydd yn y ddalffa ar y sbectrwm awtistig.**
- Individuals with LD and ND are **hugely over-represented** in the criminal justice system.
- People with LD and ND Conditions are **seven times more likely to come into contact with the Police**
- **15% of young people in custody are on the autistic spectrum.**



NA a'r System Cyfiawnder Troseddol

ND & the Criminal Justice System

- Mae pobl ifanc ag AD ddeg gwaith yn fwy tebygol o gael eu cadw yn y ddalffa na'r boblogaeth gyffredinol ac maent yn cynrychioli 30% o'r rhai sydd yn y ddalffa.
- Mae gan 25% o'r boblogaeth carcharol anabledd dysgu wedi'i ddiagnosio (sef tua 8,000 o bobl yng Nghymru a Lloegr), ac mae gan 80% o garcharorion anawsterau gyda "sgiliau cyfathrebu".*
- Young people with LD are **ten times more likely to find themselves in custody** than the general population and represent **30% of people in custody**
- **25% of the prison population has a diagnosed learning disability** (that's 8,000 people in England & Wales), and **80% of prisoners have difficulties with "communication skills".***



Bregusrwydd, Gallu a Bwriad

Vulnerability Capability and Intent

Bregusrwydd

- Teimladau o gŵyn a chamweinyddu
- Teimlo dan fygythiad
- Angen hunaniaeth, ystyr a pherthyn
- Dymuniad am statws
- Dymuniad am gyffro ac antur
- Angen rheoli ac amlygu grym dros eraill
- Tuedd i gael eich indoctrinio
- Dymuniad am newid gwleidyddol neu foesol
- Ymgysylltiad cyfleus
- Teulu neu ffrindiau mewn eithafiaeth
- Cyfnod trosiannol o fywyd
- Dylanwad neu reolaeth gan grŵp
- Materion perthnasol o ran iechyd meddwl

Vulnerabilities

- Feelings of grievance and injustice
- Feeling under threat
- A need for identity, meaning and belonging
- A desire for status
- A desire for excitement and adventure
- A need to dominate and control others
- Susceptibility to indoctrination
- A desire for political or moral change
- Opportunistic involvement
- Family or friend's involvement in extremism
- Being at a transitional time of life
- Being influenced or controlled by a group
- Relevant mental health issues



Bregusrwydd, Gallu a Bwriad

Vulnerability Capability and Intent

Gallu

- Gwybodaeth, sgiliau ac arbenigedd
- Mynediad at gyllid
- Mynediad at rwydweithiau troseddol
- Adnoddau (technoleg, offer, logisteg)

Capability

- Knowledge, Skill, Expertise
- Access to funding
- Access to criminal networks
- Resources (Tech, equipment, logistics)



Bregusrwydd, Gallu a Bwriad

Vulnerability Capability and Intent

BWRIAD

Gorbwysleisio hunaniaeth â grŵp neu ideoleg

- Meddylfryd “Ni a Nhw”
- Ddynoli’r gelyn
- Agweddau sy’n cyfiawnhau troseddu
- Dulliau niweidiol i gyflawni nod
- Niweidiol

INTENT

Over-identification with a group or ideology

- ‘Them and Us’ thinking
- Dehumanisation of the enemy
- Attitudes that justify offending
 - Harmful means to an end
 - Harmful objectives



FFRAMWAITH FARA

FARAS FRAMEWORK

Agweddau ar Risg

1. Diddordeb Cyfyngedig	2. Gwahaniaethau mewn Ffantasi Weledol ac Dychymyg Cymdeithasol
3. Angen am drefn, rheolau, trefn a rhagweladwyedd	4. Obsesiwn, ailadrodd a chasglu
5. Gwahaniaethau mewn Rhyngweithio Cymdeithasol a Chyfathrebu	6. Arddulliau Gwybyddol
7. Gwahaniaethau Synhwyrdd	8. Byrllysgedd
9. Cymryd Risg	10. Osgoi Galwadau

Facets of Risk

1. Circumscribed Interest	2. Visual Fantasy and social imagination differences
3. Need for order, rules, routine and predictability	4. Obsessional, repetition and collecting
5 Social interaction and Communication differences	6. Cognitive Styles
7. Sensory differences	8 Impulsivity
9. Risk taking	10. Demand Avoidance



Ffactorau Risg Posibl

Potential Risk Factors



Cyfathrebu Arr-lein

Online interactions



Groomio

Grooming



Bregusrwydd

Vulnerability/suggestible



Unigedd / Ymyleiddio

Isolation/marginalization



Perthyn

Need to belong



Hunan-barch Isel

Low self esteem



Diddordeb dwys mewn technoleg neu arfau

Intense interest in tech or weapons etc



Dim dealltwriaeth o gymhellion cudd

Not understanding ulterior motives



Ymateb Seicolegol i fod yn wahanol

Psychological Reaction to being different (Attwood, T)

- **Depression**

- Low self esteem
- Defective not different
- Isolation

- **Imagination**

- Fantasy World
- Super heroes
- Fiction and Film
- Role play games
- Schizoid PD

- **Arrogance**

- Inflated self esteem
- Comforting over compensation
- Narcissist PD

- **Imitation**

- Expert mimic
- Acting
- An alternative persona
- Dissociative identity disorder



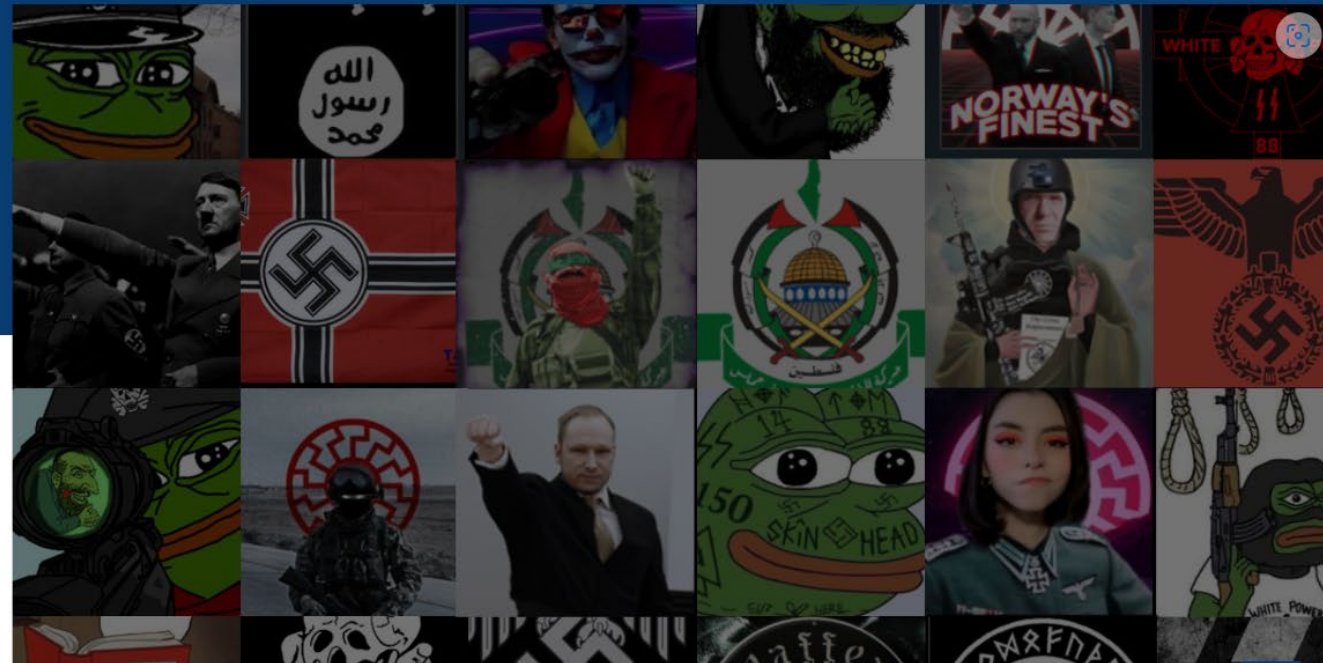
Casineb wedi'i yrru gan Stêm: Prif safle gemau Llawn eithafiaeth ac wrth-Semitiaeth

Steam-Powered Hate: Top Gaming Site Rife with Extremism & Antisemitism



JUMP TO

- 1. Introduction
- 2. Key Findings
- 3. Background



Gwahaniaethau mewn Barn

Differences in Judgements

Lloyd Gunton - Judge Mark Wall QC said Gunton's diagnosis of autism made him "something of a loner and someone more easily impressed by the things you read on the internet" adding "**Yours is not a condition from which you will recover**" and "It is important that, having been tempted to commit a serious offence such as this, you are under **some form of supervision for the rest of your life.**"

Mark Alexander Harding - Judge Sir Michael Birt said it was clear he had not been radicalised. In sentencing, saying "What you did was **related to your disorder**, you are an **intelligent young man who does not hold extremist views**" adding "All the reports have recommended you **get treatment** and I agree."

Lewis Ludlow - Judge Nicholas Hilliard QC comments - Ludlow's autism and depression did not explain his "participation in these offences", and added that his "adherence to violent Jihad" was the "result of free choices made by you". "**I do not regard you as suggestible or easily taken advantage of**" "You were an enthusiastic participant in a joint plan".



Ymyriaeth a Chefnogaeth Awsitaeth



Autism support and intervention
Guidance for professionals within Channel/Prevent

PLISMONA GWRTHDERFYSGAETH CYMRU
COUNTER TERRORISM POLICING WALES
ACT ACTION COUNTERS TERRORISM

Autism support and intervention
Guidance for Parents and Carers of Individuals within Channel/Prevent

PLISMONA GWRTHDERFYSGAETH CYMRU
COUNTER TERRORISM POLICING WALES
ACT ACTION COUNTERS TERRORISM



Lluniaeth

Refreshments

Cwynion a Chanmoliaeth Complaints and Compliments

Pippa Owens - Rheolwr Cwynion a Datrysiadau (Oedolion)
Resolution and Complaints Manager (Adults)



Cyflwyniad

1. Prosesau cwynion
2. Amserlenni
3. Ystadegau allweddol a chostau
4. Beth sy'n bwysig i achwynwyr
5. Sut i'w wneud yn iawn
6. Gwerthoedd Craidd
7. Cymorth sydd ar gael
8. Canmoliaeth

Introduction

1. Complaints processes
2. Timescales
3. Key statistics and costs
4. What matters to complainants
5. How to get it right
6. Core Values
7. Support available
8. Compliments

Cwynion CSG
CCC Complaints

Cwynion Corfforaethol
Corporate Complaints

Cwynion Gwasanaethau
Cymdeithasol
Social Services
Complaints



Y Broses Gwyno

The Complaints Process

Sgrinio
Screening

Cam 1 - Datrysiad Lleol/ Datrysiad Anffurfiol
Stage 1- Local Resolution/ Informal Resolution

Cam 2 - Ymchwiliad Ffurfiol
Stage 2- Formal Investigation

Ombwdsmon Cymru
Ombudsman Wales



Amserlenni

	CORFFORAETHOL	GWASANAETHAU CYMDEITHASOL
I dderbyn	≤6 mis	≤12 mis
I gydnabod (Cam 1)	5 diwrnodau gwaith (gan gynnwys yn y brif amserlen)	2 diwrnodau gwaith (y tu allan i'r prif amserlen)
Cam 1	10 diwrnodau gwaith i ddarparu ymateb ysgrifenedig	<ul style="list-style-type: none">• 10 diwrnodau gwaith i gysylltu (o'r dyddiad cychwyn)• 5 diwrnodau gwaith i ddarparu ymateb ysgrifenedig
Cam 2	20 diwrnodau gwaith i ddarparu ymateb ysgrifenedig	<ul style="list-style-type: none">• 5 diwrnodau gwaith i gadarnhau• 25 diwrnodau gwaith i ddarparu adroddiad IO a llythyr ymateb yr ALL

N.B. Nodwch bwysigrwydd cael estyniadau



Timescales

	CORPORATE	SOCIAL SERVICES
To accept	≤6 months	≤12 months
To acknowledge (Stage 1)	5 working days (inc in main timescale)	2 working days (outside of main timescale)
Stage 1	10 working days to provide written response	<ul style="list-style-type: none"> • 10 working days to contact (from start date) • 5 working days to provide written response
Stage 2	20 working days to provide written response	<ul style="list-style-type: none"> • 5 working days to confirm • 25 working days to provide IO report and LA response letter

NB. Please note the importance of gaining extensions



Ystadegau Gwasanaethau Cymdeithasol 24/25

Canmoliaeth – 135

Cwynion – 144

Cam 1 – 117

Cam 2 – 27

Ombwdsmon - 9

Ystadegau Allweddol:

- Ymatebwyd i 45% o gwynion cam 1 plant a theuluoedd a 67% o oedolion o fewn yr amserlen
- Aeth tua 1 o bob 5 cwyn ymlaen o Gam 1 i Gam 2
- Ni chafodd 56% o gwynion a ddaeth i ben yng Ngham 2 eu cadarnhau



Social Services stats 24/25

Compliments- 135

Complaints-144

Stage 1- 117

Stage 2- 27

Ombudsman- 9

Key Stats:

- 45% of children and family and 67% of adults stage 1 complaints were responded to within timescale
- Around 1 in 5 complaints progressed from Stage 1 to Stage 2
- 56% of complaints concluded at Stage 2 were not upheld



Ymchwiliadau Annibynnol Gwasanaethau Cymdeithasol... Social Services Independent Investigations...

Yn ystod 2024/25 gwariwyd £33,807
Cyfartaledd plant: £2,600, Cyfartaledd oedolion: £1,600

During 2024/25 we spent £33,807
Children's average: £2,600, Adult's average: £1,600

-

O fis Ebrill i fis Rhagfyr 2025 rydym eisoes wedi gwario £39,326
Cyfartaledd plant: £3,225, Cyfartaledd oedolion: £1,861

From April- December 2025 we have already spent £39,326
Children's average: £3,225, Adult's average: £1,861



Dychmygwch eich bod chi'n gwneud cwyn...
Imagine you are making a complaint...

... Beth yw eich disgwyliadau gan y
sefydliad/cwmni wrth iddyn nhw ymateb
i'ch pryderon?

... What are your expectations from the
organisation/company as they respond
to your concerns?

Gwneud pethau'n iawn yng Ngham 1

Getting it right at Stage 1

*“Mae'n **rhaid** i'r awdurdod lleol gynnig trafod y gwyn neu'r sylwadau gyda'r achwynydd **mewn ymgais i ddatrys y mater**. Dylai'r dull hwn arwain at ddatrys y rhan fwyaf o gwynion **yn gyflym a llwyddiannus, gan fodloni'r achwynydd**, a gellir hyrwyddo'r dull hwn i'r achwynydd ar y sail hon. **Dylai'r pwyslais fod ar sicrhau bod y defnyddiwr gwasanaethau'n fodlon yn hytrach nag osgoi Ymchwiliad Ffurfiol.**”*

(Canllawiau ar ddelio â chwynion a sylwadau mewn gwasanaethau cymdeithasol awdurdodau lleol (2014)- Paragraph 67)

*“The local authority **must** offer to discuss the complaint or representation with the complainant **in an attempt to resolve matters**. This approach should allow for the **quick and successful resolution** of most complaints, **to the satisfaction of the complainant**, and can be promoted to the complainant on this basis. **The emphasis should be on achieving service user satisfaction rather than avoiding a Formal Investigation.**”*

(A guide to handling complaints and representations by local authority social services (2014)- Paragraph 67)



Ydy hi'n iawn ymddiheuro? Is it okay to apologise?

“Ni fydd ymddiheuriad, cynnig o driniaeth neu iawndal arall, ynddo'i hun yn gyfystyr â chyfaddefiad o esgeulustod neu dorri dyletswydd statudol.”
(Adran 2 - Deddf Iawndal 2006)

“An apology, an offer of treatment or other redress, shall not of itself amount to an admission of negligence or breach of statutory duty.”
(Section 2- Compensation Act 2006)



Mae'n bwysig ein bod ni... It is important that we...

- Gwrandewch
- Cymryd cwynion o ddifrif
- Trin achwynwyr yn deg
- Cyfathrebu'n briodol
- Darparu ymateb digonol ac amserol
- Ymddiheuro lle bo'n briodol
- Dysgwch o gwynion
- Listen
- Take complaints seriously
- Treat complainants fairly
- Communicate appropriately
- Provide a sufficient and timely response
- Apologise where appropriate
- Learn from complaints



Gwerthoedd Craidd CCC

CCC Core Values

Un tîm

Working as one team

Uniondeb

Act with Integrity

Cwsmeriaid yn Gyntaf

Focus on our customers

Rhagori

Strive for excellence

Cymryd cyfrifoldeb

Take personal
responsibility

Gwranddo

Listen to improve



Cefnogaeth cwyn



Tîm

Cwynion Gwasanaethau Cymdeithasol: Pippa Owens and Owen James
socialcarecomplaints@carmarthenshire.gov.uk

Cwynion Corfforaethol: Robert Davies, Helen Davies and Hywel Phillips
cecorpcomplaints@carmarthenshire.gov.uk



Hyfforddiant

Cwynion Gwasanaethau Cymdeithasol:

- Hyfforddiant Ymchwilwyr Cam 1
- Hyfforddiant ymwybyddiaeth o gwynion
- Hyfforddiant darparwr

Cwynion Corfforaethol:

- Arfer Gorau wrth Ymdrin â Chwynion



Adnoddau

Cwynion Gwasanaethau Cymdeithasol a Chorfforaethol:

- Deddfwriaeth ac Arweiniad
- Taflenni ffeithiau
- Cwestiynau Cyffredin/Rhestrau Gwirio
- Templedi llythyrau/adroddiadau
- Sicrwydd Ansawdd



Complaint support



Team

Social Service Complaints: Pippa Owens and Owen James
socialcarecomplaints@carmarthenshire.gov.uk

Corporate Complaints: Robert Davies, Helen Davies and Hywel Phillips
cecorpcomplaints@carmarthenshire.gov.uk



Training

Social Services Complaints:

- Stage 1 Investigator training
- Complaints awareness training
- Provider training

Corporate Complaints:

- Best Practice Complaint Handling



Resources

Social Services & Corporate Complaints:

- Legislation & Guidance
- Factsheets
- FAQs/ Checklists
- Letter/report templates
- Quality Assurance



Canmoliaeth Compliments

“Hoffwn i [...] ddiolch i chi am **fod mor drylwyr.**

Gwneuthum yn glir o’r dechrau, nad oedd hwn yn llwybr roeddwn i eisiau mynd i lawr, **ond teimlais nad oedd gen i ddewis.**

Fy unig bryder erioed **yw lles fy Mam.**

Rwy’n fodlon bod y mater hwn wedi’i **gymryd o ddifrif** ac rwy’n mawr obeithio [bod **gwersi wedi’u dysgu**].”

“I [...] would like to thank you for **being so thorough.**

I made it clear from the start, that this wasn’t a path I wanted to go down, **but felt I had no choice.**

My only concern has always been **the welfare of my Mum.**

I’m satisfied that this matter has been **taken seriously** and I sincerely hope [that **lessons have been learnt**].”



Cwestiynau...
Any questions...



Darren Mutter

lechyd Meddwl, Lles a Arwain,
Perspective Profiad Byw

**Mental Health, Wellbeing and
Leading: A Lived Experience
Perspective**

Cyngor Sir Gâr
Carmarthenshire
County Council



RHYBUDD CYNHYRCHU EMOSIWN

Gwiriwch eich hun

Gwiriwch eich gilydd

TRIGGER WARNING

Check in with yourself

Check in with each other



11 MEDI

SEPTEMBER 11TH



11 MEDI 2023

SEPTEMBER 11TH 2023



David

- Ethos Gwaith Cryf
- Caru codi pwysau, pysgota ac heicio
- Caru cerddoriaeth
- Tad i un
- Pryder
- Iselder
- Camddefnyddio sylweddau



- Strong Work Ethic
- Loved weight-lifting, fishing and hiking
- Loved music
- Father of one
- Anxiety
- Depression
- Substance misuse



1. O 1 Ebrill 2024 – 31 Mawrth 2025 bu 440 o farwolaethau trwy amheuaeth o hunanladdiad ymhlith trigolion Cymru a fu farw y tu mewn neu y tu allan i Gymru, gan roi cyfradd o **16.8 fesul 100,000** o bobl. Roedd y cyfraddau yn 2023/24 ac 2022/23 yn 13.4 (352 o farwolaethau) ac 13.7 (359 o farwolaethau) yn y drefn honno.
2. Roedd gwrŷr yn cyfrif am **77% o farwolaethau drwy amheuaeth o hunanladdiad**. Roedd y gyfradd benodol i oedran uchaf mewn dynion 35–44 oed (41.8 fesul 100,000).
3. Roedd y gyfradd o amheuaeth o hunanladdiadau yn 2024/25 **dros ddwywaith yn uwch ymhlith trigolion yn yr ardaloedd mwyaf difreintiedig** (19.9 fesul 100,000) a'r ail ardaloedd mwyaf difreintiedig (22.1), o'i gymharu â thrigolion yn yr ardaloedd lleiaf difreintiedig (9.3).
4. (Iechyd Cyhoeddus Cymru, Adroddiad Blynyddol: Marwolaethau drwy amheuaeth o hunanladdiad 2024–25)
Sir Gâr:

2022 – 14

2023 – 30

2024 – 27

1. From 1 April 2024 – 31 March 2025 there were 440 deaths by suspected suicide of Welsh residents who died in or outside of Wales, giving a rate of **16.8 per 100,000** people. The rates in 2023/24 and 2022/23 were 13.4 (352 deaths) and 13.7 (359 deaths) respectively.
2. **Males accounted for 77% of deaths by suspected suicide**. The age-specific rate was highest in males aged 35-44 years (41.8 per 100,000).
3. The rate of suspected suicides in 2024/25 was **over twice as high in residents in the most deprived** (19.9 per 100,000) and next most deprived areas (22.1), compared with residents in the least deprived areas (9.3).
4. (Public Health Wales, Annual Report: Deaths by suspected suicide 2024-25)
Carmarthenshire:

2022 – 14

2023 – 30

2024 – 27



Y Canlyniadau: Ymchwiliad a Chofnodion Meddygol

The Aftermath: Inquest & Medical Records



CYWILLYDD

- Yn greiddiol i gywilydd mae ofn dwfn o gael ein datgysylltu, o gael ein barnu ac o gael ein gwrthod.
- Gall yr ofn hwn yrru pobl i guddio eu hunain go iawn ac i atal eu hanghenion emosiynol dilys.
- Mae strategaethau nodweddiadol i ddelio â theimladau o gywilydd yn cynnwys tynnu'n ôl, ynysu a chamddefnyddio sylweddau.
- Mae dylanwadau cymdeithasol yn gyson yn atgyfnerthu safonau delfrydol o sut y dylem ymddwyn a sut y dylem ymddangos i'r byd.

SHAME

- At the core of shame lies a profound fear of disconnection, of being judged and of rejection.
- This fear can drive people to conceal their authentic selves and suppress their genuine emotional needs.
- Typical strategies deployed to deal with feelings of shame involve withdrawal, isolation and substance mis-use.
- Societal influences constantly reinforce idealised standards of how we should behave and how we should appear to the outside world.



Effaith cywilydd

Impact of shame

“Mae cywilydd cronig yn cael effaith ddwys ar iechyd meddwl drwy danio hunan-siarad negyddol a hunan-feirniadaeth lem yn barhaus, sy'n atgyfnerthu teimladau parhaus o annheilyngdod. Mae'r negeseuon mewnol hyn, pan gânt eu hailadrodd yn ddigon aml, yn troi'n gredoau dyfnion am y person ei hun, gan wneud unigolion yn fwy agored i bryder, iselder ac ansefydlogrwydd emosiynol.”

(Oh H., Lee D-g. & Cho H., 2023)

‘Chronic shame profoundly impacts mental health by perpetually fuelling negative self-talk and harsh self-criticism, which reinforce persistent feelings of unworthiness. These inner messages, repeated often enough, become deeply ingrained beliefs about oneself, making people increasingly susceptible to anxiety, depression, and emotional turmoil.’

(Oh H., Lee D-g. & Cho H., 2023)



GOESGYN CYWILLYDD A STIGMA

- Siarad am anhwylderau corfforol vs broblemau iechyd meddwl.
- Mae'r rhan fwyaf o'r cyngor yn ymwneud â annog pobl i siarad, creu amgylchedd tawel, ac addysgu am bwysigrwydd siarad ac am iechyd meddwl.
- “Defnyddio dulliau sydd mor arferol yn ddiwylliannol â phosibl, er mwyn sefydlu a/neu gynnal ymddygiadau a nodweddion personol sydd mor arferol yn ddiwylliannol â phosibl.”
(Wolfensberger, 1973)

OVERCOMING SHAME AND STIGMA

- Talking about physical ailments v mental health problems.
- A majority of the advice is about encouraging to talk, creating a calm environment, education on the importance of talking and about mental health.
- "Utilization of a means which are as culturally normative as possible, in order to establish and/or maintain personal behaviours and characteristics that are as culturally normative as possible."
(Wolfensberger, 1973)



RHANNU PROFIADAU GONEST

SHARING VULNERABILITY

‘Mae rhannu profiadau gonest, cyfaddef ansicrwydd, neu drafod heriau personol yn galluogi pobl i dorri drwy’r unigedd a’r cyfrinachedd lle mae cywilydd yn ffynnu. Mae’r eiliadau hyn...yn creu cysylltiadau ystyrlon sy’n seiliedig ar ymddiriedaeth ac empathi.’ (Nagle, 2025)

‘Sharing honest experiences, admitting uncertainties, or discussing personal challenges allows people to break through the isolation and secrecy in which shame thrives. These moments...create meaningful connections rooted in trust and empathy.’ (Nagle, 2025)

‘Pan fydd pobl yn datgelu eu hunain go iawn yn ddewr, gan gynnwys eu hofnau a’u diffygion, mae agosatrwydd a chysylltiad yn ffynnu.’ (Nagle, 2025)

‘When people courageously reveal their true selves, including their fears and imperfections, intimacy and connection flourish.’ (Nagle, 2025)

‘Nid yw cywilydd yn gallu goroesi pan gaiff ei leisio. Ac nid yw’n gallu goroesi empathi.’ (Brené Brown)

‘Shame cannot survive being spoken. And it cannot survive empathy.’ (Brene Brown)

Pan fyddwn yn ddigon dewr i fod yn agored ac yn fregus, rydyn ni’n creu lle i eraill wneud yr un peth.

When we’re brave enough to be vulnerable, we create space for others to do the same.



TAWELWCH_H

- 45% o bobl 16–24 oed yn dweud bod aros yn dawel yn well na chael sgwrs annifyr
- Gall osgoi sgyrsiau gael effaith negyddol ar bob agwedd ar fywyd, gan gynnwys swyddi, perthnasoedd, cyfeillgarwch ac iechyd.
- Mae'r pwysau i ymddangos yn hapus ac yn llwyddiannus drwy'r amser yn gwneud gonestrwydd yn teimlo'n beryglus. Mae pobl yn gorffen byw dwy fywyd: yr un maen nhw'n ei ddangos ar-lein a'r un maen nhw'n ei guddio oddi wrth bawb arall. Yn rhy aml, mae'r bywyd cudd hwnnw'n llawn poen.
- (MIND, 'Time to Talk Campaign' 2025)

Sut mae tawelwch wedi gweithio i chi?

SILENCE

- 45% of 16-24 year olds say not speaking up is better than having an awkward conversation
- Not having conversations can have a negative impact on all aspects of life, including jobs, relationships, friendships and health.
- The pressure to appear happy and successful all the time makes honesty feel dangerous. People end up living two lives: the one they present online and the one they hide from everyone else. And too often, that hidden life is filled with pain.
- (MIND, 'Time to Talk Campaign' 2025)

How has silence worked out for you?



Beth allwn ni ei wneud fel arweinwyr?

- Fel arweinwyr, mae gennym gyfle i fynd y tu hwnt i 'wasanaeth gwefus' ac i fod yn ddewr.
- Fel arweinwyr, gallwn ddewis bod yn feiddgar ac yn agored am ein teimladau ein hunain.
- Normaleiddio cael trafferth ar adegau, bod yn anhapus, cael anawsterau
- Mae'r rhai ohonom sy'n fwy gwydn yn y sefyllfa orau i newid y naratif.

Efallai nad oes angen i ni, ond efallai y dylem.

What can we do as leaders?

- We as leaders have an opportunity to go beyond 'lip service' and to be courageous
- We as leaders can choose to be bold and open about our own feelings.
- Normalising struggling at times, being unhappy, having difficulties
- Those of us who are more resilient are in the best position to change the narrative

We may not need to, but maybe we should.



Meddyliau terfynol?

Final thought

Y bylchau rhwng yr hyn yr ydym yn meddwl ein bod yn ei wybod am ein gilydd a'r hyn sy'n digwydd mewn gwirionedd, yw lle mae cywilydd - ac felly'r unigedd emosiynol hunanosodedig - yn dod o hyd i dir ffrwythlon.

Os gallwn ni fel arweinwyr gau'r bwlch hwnnw, trwy fod yn fwy agored ein hunain, gan ddangos ein gwendidau ein hunain o bryd i'w gilydd, yna rydym yn meithrin amgylchedd mwy diogel lle gall y rhai a allai fod yn llai gwydn fod yn fwy agored hefyd.

The gaps between what we think we know about one another and what is really going on, is where shame – and therefore self-imposed emotional isolation - finds fertile ground.

If we as leaders can close that gap, by ourselves being more open, showing our own vulnerabilities from time to time, then we foster a safer environment where those who may be less resilient can also be more open.



- Suicide prevention and self-harm: strategy and delivery plan | GOV.WALES
- Oh H., Lee D-g. & Cho H. *'The differential roles of shame and guilt in the relationship between self-discrepancy and psychological maladjustment.'* (2023, Frontiers in Psychology)
- Nagle, Patrick 'Overcoming Shame.' (2025)
- <https://youtu.be/iCvmsMzIF7o?si=0RO-dFb9z5MsihPt> – 'The Power of Vulnerability' TED Talk (Brene Brown)



Adborth

Hoffem glywed eich barn ar y digwyddiad. Os gwelwch yn dda a allech chi gymryd cwpl o funudau i gwblhau'r ffurflen werthuso, trwy sganio'r Cod QR neu ewch i:

<https://carmarthenshire.welcomesyourfeedback.net/PeopleManagers>

Feedback

We would like to hear your views on the event. Please could you take a couple of minutes to complete an evaluation form, by scanning the QR Code or visit:

<https://carmarthenshire.welcomesyourfeedback.net/PeopleManagers>



Darren Mutter

Closing Remarks

Sylwddau Clo

Diolch
Thank you

sirgar.llyw.cymru
carmarthenshire.gov.wales

