



Complete Agenda

Democracy Services
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

CARE SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 1ST FEBRUARY, 2024

NOTE: A BRIEFING SESSION WILL BE HELD FOR MEMBERS AT 10.15AM

Location

**Hybrid Meeting - Siambr Hywel Dda, Swyddfeydd y Cyngor Caernarfon and
virtually through Zoom**

*** NOTE**

This meeting will be webcast

https://gwynedd.public-i.tv/core//en_GB/portal/home

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(DISTRIBUTED 24/01/24)

CARE SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (11)

Councillors

Menna Baines
Rheinallt Puw
Linda Ann Jones
Gwynfor Owen
Einir Wyn Williams
Jina Gwyrfai

R Medwyn Hughes
Dewi Jones
Linda Morgan
Meryl Roberts
Sasha Williams

Independent (6)

Councillors

Elwyn Jones
Eryl Jones-Williams
John Pughe

Anwen J. Davies
Beth Lawton
Angela Russell

Labour/Liberal (1)

Councillor
Gareth Coj Parry

Ex-officio Members

Vice-Chair of the Council

A G E N D A

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declarations of personal interest.

3. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chair for consideration.

4. MINUTES

4 - 11

The Chair shall propose that the minutes of the meeting of this committee held on the 23rd of November 2023 be signed as a true record.

5. HOUSING ACTION PLAN

12 - 18

To consider the report.

6. PREVENTATIVE WORK THAT IS COMMISSIONED TO THE THIRD SECTOR

19 - 31

To consider the reports.

7. FALLS PROTOCOL

32 - 36

To consider the report.

CARE SCRUTINY COMMITTEE THURSDAY, 23 NOVEMBER 2023

Present: Councillor Beth Lawton (Chair)

Councillors: Menna Baines, Jina Gwyrfai, Dewi Jones, Elwyn Jones, Eryl Jones-Williams, Linda Ann Jones, Beth Lawton, Linda Morgan, Gwynfor Owen, Gareth Coj Parry, Rheinallt Puw, Meryl Roberts and Angela Russell.

Officers in attendance: Llywela Haf Owain (Senior Language and Scrutiny Advisor), Ffion Elain Evans (Democracy Services Officer) and Ellie Mai Evans (Democracy Services Administrative Assistant).

Others invited:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being)
Huw Dylan Owen (Statutory Director of Social Services)
Aled Davies (Head of Adults, Health and Well-being Department)

Present for item 5:

Mari Wynne Jones (Senior Adults Services Manager)

Present for item 6:

Rhion Glyn (Assistant Head - Adults, Health and Well-being)

Present for item 7:

Councillor Elin Walker Jones (Cabinet Member for Children and Young People)
Sian Griffiths (Well-being Leader, Supporting Health and Well-being Service)

1. APOLOGIES

Apologies were received from Councillors Anwen J. Davies, Medwyn Hughes and Eimir Wyn Williams.

2. DECLARATION OF PERSONAL INTEREST

Councillors Eryl Jones Williams and Gwynfor Owen declared interest in Item 7 as they were unpaid carers for members of their family. The members were of the opinion that it was a prejudicial interest, and they withdrew from the meeting during the discussion.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meetings of this committee, held on 21st September 2023, as a true record.

5. DAY CARE SERVICE

The report was presented explaining that the traditional model of providing Day Care had not been reviewed in Gwynedd for many years and it had not been adapted to meet the needs of the Social Services and Well-being Act (Wales) 2014 that came into force in April 2016. It was explained that it was timely to reconsider the provision especially considering recent work that had been done by the Welsh Government and the way that the pandemic had emphasised the importance of socialising opportunities and being a part of a community towards individuals' well-being. It was noted that the hope was that the review would be an opportunity to consider different, more suitable and flexible ways of providing support and services.

It was explained that the Council used to provide a programme of traditional day care activities in specific locations in the county for adults who needed support. These centres enabled elderly people to socialise and participate in specific activities, giving an opportunity for the ones who take care of them on a daily basis to have a brief respite.

It was explained that the department's intention was to move away from the traditional model of providing services associated with buildings and focus instead on how to address and support the well-being of individuals and carers in many ways. To achieve this, it was noted that the department intended to hold a review and consult with the people of Gwynedd on day care provision arrangements.

During the discussion, the following observations were noted:-

- The members expressed their thanks for the report and the developments were welcomed. The members' appreciation was expressed on how honest the content was and the way it admitted that the present provision failed to reach everyone.
- It was noted that the Social Services and Well-being Act (Wales) 2014 had been in force for seven years now therefore it was asked why was it now that the department intended to reconsider the provision?
 - o In response, it was explained that the department had started on the work before the pandemic, but the work had to stop because of safety matters. It was noted that it was timely to reconsider the matter now, but acknowledgement was given to the fact that the work should have been done years ago.
 - o The Cabinet Member for Adults, Health and Well-being added that there had been enormous pressure on the department and that had contributed directly to the time it had taken to revisit the work.
- Concern was expressed that the provision had not reached the rural areas of the County and there was a need to take steps to ensure better provision for these areas in the future.
 - o In response, it was agreed that the provision in rural areas was important, but it would not be possible to have a centre in every village.
 - o Despite this, it was noted that community activities had been happening in most communities and that there was a need to see what would be

- available in different areas and use them in order to provide the support for individuals.
- It was noted that one of the best ways of supporting people was to continue to let them be part of the community, especially in cases where companionship was the problem and therefore collaborating with the community was essential.
- It was accepted that there was a need to adapt the service in order to address the needs of individuals, but it was noted that the traditional model had worked for some people. In association with this, it was asked why had three centres, in Bala, Porthmadog and Caernarfon closed?
 - In response, it was explained that the centres had been closed for many years and the ones in Bala and Porthmadog had closed as part of the extra care housing developments.
 - It was explained that the situation in the context of Caernarfon was a little bit different. The centre was closed because the building was sub-standard and work on the building would have been too costly. It was noted that the department had decided not to spend on that as there was an intention to restructure. It was also explained that Age Cymru had opened a centre in Bontnewydd therefore a provision continued in the area although it was provided in a different way.
 - It was explained that closing these centres a few years back was an initial part of the programme that was now being resumed.
 - It was noted that it was necessary that the provision was expanded over all of Gwynedd and if revisiting the matter as a whole, it would be necessary to look at how people got transported to the locations.
 - In response, it was noted that the comment was fair enough but to bear in mind that day services of this kind were not a statutory requirement. Instead, what was statutory was a provision that supported adults.
 - It was explained that transport was one of the matters that needed consideration once it would be clear what was offered across Gwynedd. It was noted that maybe there would be a way for families to help with transporting individuals to some locations.
 - Concern was expressed that there would not be an opportunity for families to have a period of respite if they had to transport the individuals to the locations.
 - It was agreed that there was a need to consider the well-being of the families and it was confirmed that the department intended to explore different options to ensure that they were not totally dependent on transport from the families.
 - Questions were asked about the sum of money that was wasted on paying rent on empty buildings and on staff who did not work their full contract hours. Concern was expressed that agency staff were called in to fill the gap.
 - It was noted that this was a problem now and that work was under way to try to improve the situation. It was explained that the department hoped that the picture improved after the restructuring.
 - Enquiries were made regarding the timescale of restructuring by noting that the department had many ideas and that the work of discussing and holding investigations could take years. Because of this, it was noted that having a clear timetable was essential and it was asked what intention was there to monitor / review the process to ensure that another seven years did not elapse.

- In response, it was explained that the department was eager to get a recommendation soon and that they did not want the matter to slip. Despite this, it was noted that they did not have a specific programme yet but that they intended to have a robust timetable soon.
 - It was confirmed that the department intended to monitor the work whilst going forward instead of holding formal reviews.
- It was noted that many more things were happening within our communities now compared to what was available seven years ago. It was proposed that there was possibly room to consider using virtual opportunities as well as trying to collaborate with businesses and other organisations in the community in order to boost the local economy more widely.
 - Enquiries were made regarding the sustainability of collaborating with other organisations which were often dependent on grant money in order to provide the service. It was asked if there was a financial risk here?
 - In response, it was noted that the department was not likely to provide grant money towards this type of service and that the work would be commissioned instead.
 - It was explained that the sustainability of providing the service was a significant factor in the proses of planning, especially when considering how diverse the situations were within different communities.

RESOLVED

- a) To accept the report and to note the observations.
- b) Support the proposal to hold a full review of the current provision and consider an alternative model.
- c) Ask the officers to ensure that the new model provided consistent service across the county including service for those who lived in rural areas.
- d) Ask the department to present a further report on the review and the possible models when timely in order to give the scrutinisers an opportunity to give further input.

6. ARRANGEMENTS FOR MANAGING AND MAINTAINING CARE HOMES

The report was presented by explaining that Cyngor Gwynedd had 13 care homes that supported and cared for adults across the county, and that they were inspected frequently by a wide range of internal and external auditors. It was noted that this report gave specific attention to audits that had been held by the Council's Internal Audit Service and they had inspected three care homes during the 2022/23 financial year. Those homes were Plas Gwilym, Hafod Mawddach and Bryn Blodau. It was explained that the purpose of the audits was to ensure that suitable arrangements were in place for appropriately managing and maintaining the homes in accordance with relevant regulations and standards.

It was explained that the inspections had concluded that the assurance level of the homes in question was limited, therefore there was a need to take steps in order to improve compliance with the controls and to reduce the risks that were highlighted. In response, it was explained that the service had committed to implement actions for mitigating the risks that were highlighted and a list of those actions were provided in the report.

It was noted that follow-up audits had been held in the three homes in question in October 2023 in order to ensure that the service / home had implemented the actions they had committed to. It was confirmed that an improvement was seen in every home but there were further actions to be taken in order to reduce the risk further. It was explained that the number of matters that continued to need attention related to staffing matters, such as training and supervision. It was noted that the situation was challenging and varied between homes. It was confirmed that the situation and individual homes continued to be monitored to ensure that the actions would be implemented.

During the discussion, the following observations were noted:

- The members expressed their thanks for the report and the progress made since the first audits was welcomed.
- All care home staff were thanked for their work and commitment to their clients. It was noted that the praise from the people of Gwynedd for the homes was very good and that it was worth noting.
- Attention was drawn to the fact that the internal audit reports of the care homes were submitted to the Governance and Audit Committee before the Care Scrutiny Committee, and it was proposed that representatives from this committee should attend the Governance and Audit Committee meetings in the future when discussions are about care homes' internal audit reports.
- Concern was expressed about the fact that only three homes were being inspected annually and it was asked how to ensure standards in homes that are not inspected that year.
 - o In response, it was explained that Internal Audits chose three homes at random each year to inspect, and other audits also happened, whether external ones or internal ones by the service.
 - o It was noted that the service tried to learn from every audit and that any comments or suggestions for improvements were implemented in each home.
- Members were encouraged to visit care homes in the county as the staff and the residents would be glad to see them.
- It was noted that the individuals went to care homes with much more severe needs now and this led to increasing pressure on the staff. Attention was drawn to the domiciliary care staff who had difficulty meeting their hours as there were no hours available, and it was asked if it was possible to get some of these to help in the care homes.
 - o In response, it was noted that this was something to consider, and hubs were created in some care homes for domiciliary care staff so that staff could complete training, etc. but there was room to develop this further.
- Concern was expressed about the staffing problems, and it was asked if there was a need to look at how the contracts were issued in order to attract more staff. It was noted that the shifts could be long and maybe offering a variety of shorter ones would be a way of attracting people to fill the posts.
 - o In response, it was confirmed that shifts of varied lengths were offered and not all of them were long ones that were over ten hours.
 - o However, attention was drawn to the fact that some members of staff saw it better to work longer shifts as that meant working fewer days.

- It was noted that the department tried to do everything within its ability to be as flexible as possible and that individuals had a choice on what types of shifts they wanted to work. But the need was noted to ensure fairness for the whole staff, therefore there was a need to be consistent and sensible when considering what was possible.
 - It was noted that there was more work to be done to attract young people to the field.
- It was asked how serious the staff shortage was and was there a need to depend on agency staff in some homes.
 - In response, it was confirmed that agency staff continued to be used in some homes but not all. It was explained that the situation varied significantly with some homes better at retaining staff than others.
 - It was noted that there was a challenge in terms of competing with the Health Board in context of weekend wages, etc. as they offered much better terms than the Council.
- Concern was expressed about the lack of training / time to hold training and it was asked had the department considered looking at other ways of holding training, for example in snippets or virtually.
 - It was noted that offering on-line modules was useful if they had problems reaching the appropriate training levels but not as good as holding the training face to face. It was explained that the virtual modules were more useful as refresher sessions.
 - It was explained that the training sessions were being offered in the homes also and the department was open to holding the sessions in many different ways.
- A question was asked about the external audits such as those by Care Inspectorate Wales and was there a connection between the problems that became apparent in the internal audits and in the external audits.
 - In response, it was noted that the Quality Assurance Team was an internal team that audited services and did the same type of inspections as Care Inspectorate Wales.
 - It was explained that an effort was made to coordinate aspects between the different teams and that everyone had a role to play. However, it was noted that there was a need to be cautious by ensuring that there was not too much pressure being put on the front-line services in terms of audits.
 - It was admitted that further work needed to be done on coordinating the audits.

RESOLVED

- a) To accept the report, welcome the progress already made since the initial audits and thank the care homes' staff for their service.
- b) Declare concern for care homes' staffing challenges and problems that emerge as a result, for example, difficulty completing training.
- c) Ask the department to consider how we can ensure that every home reached the high assurance level in the future.
- d) Ask for the Care Scrutiny Committee's Chair and Vice-chair to be invited to attend the Governance and Audit Committee meetings in the future when there are discussions regarding care homes' internal audit reports.
- e) Inform the Governance and Audit Committee members of the observations and decisions of the Care Scrutiny Committee members.

7. SUPPORT FOR UNPAID CARERS

The report was presented by explaining that the report was jointly between the Adults, Health and Well-being Service and the Children and Supporting Families Service as supporting unpaid carers was an important and challenging field which was relevant to both departments. It was explained that it was the unpaid carers that provided the vast majority of care and support to vulnerable, disabled and ill individuals in the community therefore there was a need to ensure that sufficient support was available for them. It was noted that 8.9% of Gwynedd's population identified themselves as unpaid carers according to the 2021 Census but that the real figure was much higher than that.

It was explained that supporting unpaid carers had been identified as one of the objectives within the 'A Caring Gwynedd' priority area in the Council's 2023-28 Plan. It was noted that the Council was eager to collaborate with their partners to develop a strong and ambitious Carers' Plan for Gwynedd, and that the priorities and the aspects that could be addressed had been divided into four themes:

1. Identifying and valuing unpaid carers.
2. Providing information, advice and assistance.
3. Supporting life alongside caring.
4. Supporting unpaid carers in education and the workplace.

Attention was drawn to 'AiDi', a new app that was developed jointly with the Isle of Anglesey County Council in order to help young carers find information and support. The app allowed young carers to get discounts at many local shops and enabled them to quickly contact school or college if they ran late because of their responsibilities. It was noted that 61 young carers had registered so far.

It was explained that the hope was to extend the support that is currently available for unpaid carers with the intention of ensuring fair and timely support and recognition for them.

During the discussion, the following observations were noted:-

- Thanks were expressed for the report and for all the work done by the team to support unpaid carers.
- Praise was given to all the unpaid carers' hard work across Gwynedd. Attention was drawn towards the importance of the work done by them as it directly contributes towards reducing the pressure in other fields.
- Interest was expressed in having more information on direct payments in order for the Councillors to become aware of how the system worked.
 - o In response, it was noted that direct payments were seen as a complex matter in the past but there was so much potential to use them to pay for a wide range of different things.
 - o It was explained that there was uncertainty in terms of how to present the matter among the staff therefore there was a need to work on increasing their confidence and awareness.
 - o Bearing this in mind, it was agreed that it would be beneficial for the Councillors to receive further information about direct payments. It was added that increasing the awareness of the support available for unpaid carers was key and the members were encouraged to spread the message.

- It was suggested that the most suitable way of providing the information to the Councillors was a presentation and it was proposed that it would be helpful for it to be provided face to face.
- It was noted that there was a need to work on raising awareness and build the confidence of the unpaid carers so that they became aware of the support available for them.
- The AiDi app was welcomed noting that it was a huge step forward in the context of supporting young people and it was noted that it should be considered whether there was room to extend the provision for adults.
- Attention was drawn to a book that had been developed by the department in order to provide information about the support and assistance available for unpaid carers in Gwynedd. It was confirmed that the book was nearly ready and would be available in libraries, on-line and sent to all staff of the department.

RESOLVED

- a) To accept the report and declare support to raise awareness of the help available to unpaid carers including the direct payments scheme.
- b) Ask for a presentation and further information for members regarding the direct payments scheme.

The meeting commenced at 10.30am and concluded at 1.20pm.

REPORT TO GWYNEDD COUNCIL’S CARE SCRUTINY COMMITTEE

Date:	February 1, 2024
Title:	Update on Housing Action Plan activities
Purpose:	Update the Committee on activity relating to the Housing Action Plan
Contact Officer:	Hedd Tomos, Assistant Head of Housing and Property
Cabinet Member:	Cllr. Craig ab Iago

1 Introduction / Background

1.1 The purpose of this report is to provide an update on some of the Housing Action Plan’s main projects, detailing what has happened, what is currently underway and what is planned for the coming months.

1.2 The Housing Action Plan aims to ensure “the people of Gwynedd have access to a suitable home which is of a high standard, affordable and improves their quality of life”.

1.1 Good progress has been made since the Plan was launched in April 2021:

- **241 social houses** have been built
- **202 empty properties** have been brought back into use
- **32 units for the homeless** have been built or are in the process of being built
- **64 first time buyers’ grants** have been provided for renovation work on empty properties
- **633 home adaptation grants** have been approved to enable disabled people to continue to live in their own home

1.2 According to the Housing Health Cost Calculator, it is estimated that the support given through these grants has saved **£2,113,897 to the NHS**, and **£17,449,219 to society** between 2019 a 2022.

1.3 By doing all this, over **4550 units have been built or people have received help** to live in a house locally to date.

2. A review of individual projects/areas

Area / project:	Developing our own housing, purchasing private housing and purchasing land for building in the future	Ref.	3a, 3b, 3ff
2.1. Background			
2.1.1. All three of these projects involve increasing the opportunities that are available for people in Gwynedd to own or rent a house which is appropriate for their needs, either by building our own homes under the banner of the Tŷ Gwynedd Scheme (3a), purchasing private housing as part of the Buy to Let Scheme (3b), or purchasing land to build in the future (3ff).			
2.1.2. By implementing these schemes successfully, at the end of the 6-year period of our Housing Action Plan, the Council will have built 90 housing units and purchased another 100 which will be available to let to local residents.			

2.2. What has happened / is in progress

2.2.1. The 'Tŷ Gwynedd' concept, our vision for the kind of housing we intend to build as a part of project 3a (Developing our own houses in order to increase the opportunities for Gwynedd residents to compete in the housing market) was launched in February.

2.2.2. Every house under the banner of 'Tŷ Gwynedd' will be energy-efficient, flexible, eco-friendly and will be built sustainably.

2.2.3. Several developments are currently underway:

- Former library site (3 units)
- Former Ysgol Babanod Coed Mawr site, Bangor (10 units)
- Maes Twnti site, Morfa Nefyn (9 units)
- Land near the former schoolhouse, Llanrug (2 units)
- Site in Llanystumdwy (5 units)
- Site in Mynytho (4 units)

2.2.4. The six projects above are at various stages of development, with drawings being currently produced by our architects for Llanystumdwy, Coed Mawr and Maes Twnti sites; the former Llanberis Library site received planning permission in autumn 2023 and we are currently in the process of receiving initial structural drawings for the houses. The site at Mynytho will be imminently going out to tender in order to appoint architects.

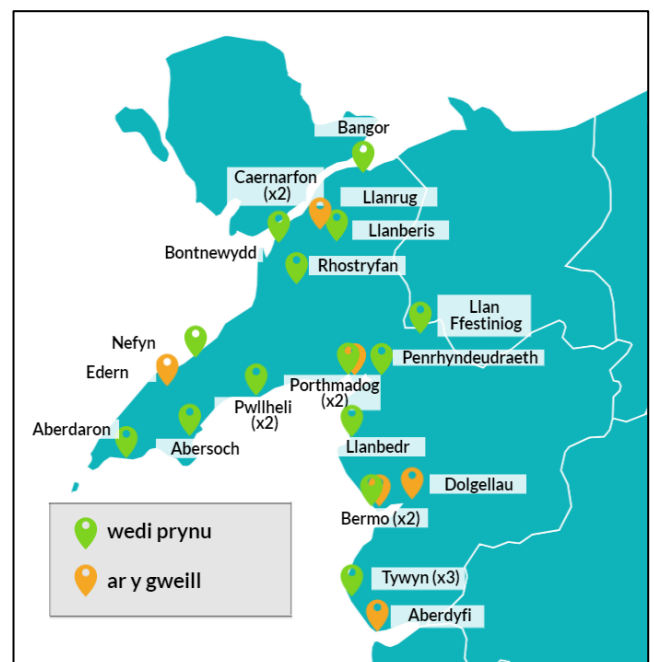
2.2.5. In terms of the **Buy to Let Scheme**, 18 houses have been purchased to date, with another 6 in the process of being purchased. As the map on the right shows, these houses are being purchased all over the county in locations where they can meet the housing needs of local people.

2.2.6. Before being able to let the properties to tenants, they must be brought up to acceptable and statutory living standards, and this work has already been completed for 3 properties, work is currently ongoing in 2 others and 3 are in the process of procuring a contractor.

2.2.7. We are currently discussing letting arrangements, with the intention of holding an open day for eligible applicants to come to see two properties which will be available soon.

2.2.8. In terms of **purchasing land**, since we last reported, we have purchased land in Mynytho, Llanystumdwy and Caernarfon to develop in the future. More information on these purchases can be found [here](#).

2.2.9. In terms of **social housing**, the Council collaborated closely with the Housing Associations to implement the ongoing Social Housing Development Programme (PDP) in the county. This Programme, which is



funded by Welsh Government through Gwynedd’s Social Housing Grant, aims to reach the Council’s target of building 700 social houses across the county during the Plan’s lifetime.

2.2.10. To date, 241 social units have been built, with a further 279 in the pipeline on the Main Programme, which corresponds to a spend of £12.3m in 2023/24. We are also delighted to report that the 2024/25 programme is fully allocated for 6 developments with the potential to build 150+ units over the next two years on the programme.

2.3 Next steps

2.3.1 **Tŷ Gwynedd:** We are working towards tendering for contractors to begin work on the former Llanberis library site during spring this year and we are very close to submitting a formal planning application for the Maes Twnti site at Morfa Nefyn. **Work on other sites is making good progress and formal planning applications will be submitted before the autumn.**

2.3.2 **Property and land purchases:** We continue to search for suitable properties and land to purchase across the county. To this end, we intend to correspond with more empty property owners (ones not contacted during the last cohort) to enquire whether they would consider selling their property to us.

Tŷ Gwynedd – some draft plans:



Further information:

Units developed as part of the development	3	Number of people helped (max.)	13
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Area / project:	Grants	Ref.	3dd, 5f, 5ff
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2.4. Background

2.4.1. The Housing Action Plan includes many schemes involving giving and receiving grants to increase the opportunities available for Gwynedd residents to live in the county.

2.4.2. For example, the grants we give to people in Gwynedd through projects 5f (*Home Safety*) and 5ff (*Adaptations to make houses suitable homes for individuals with disabilities*) enables disabled people to continue to live safely in their own home.

2.4.3. We also provide grants to first time buyers to allow them to renovate empty properties to an acceptable living standard (project 3dd in the Housing Action Plan).

2.4.4. Very recently, we have opened grants for residential elements in community regeneration schemes (scheme 3g in the Housing Action Plan) which provides grants for community groups who provide residential units

to local people. Two groups have already expressed interest and application forms have been shared. We have received forms from one group and the information submitted is currently being considered.

2.5. What has happened / is in progress

2.5.1. **5f & 5ff:** Since the beginning of the Housing Action Plan, 633 adaptations worth £4.4m have been made enabling residents to remain in their home. This figure includes small adaptations such as installing stairlifts or ramps to ease movement or access to homes, or larger structural works such as extensions or adapting current rooms into purpose-built wet rooms.

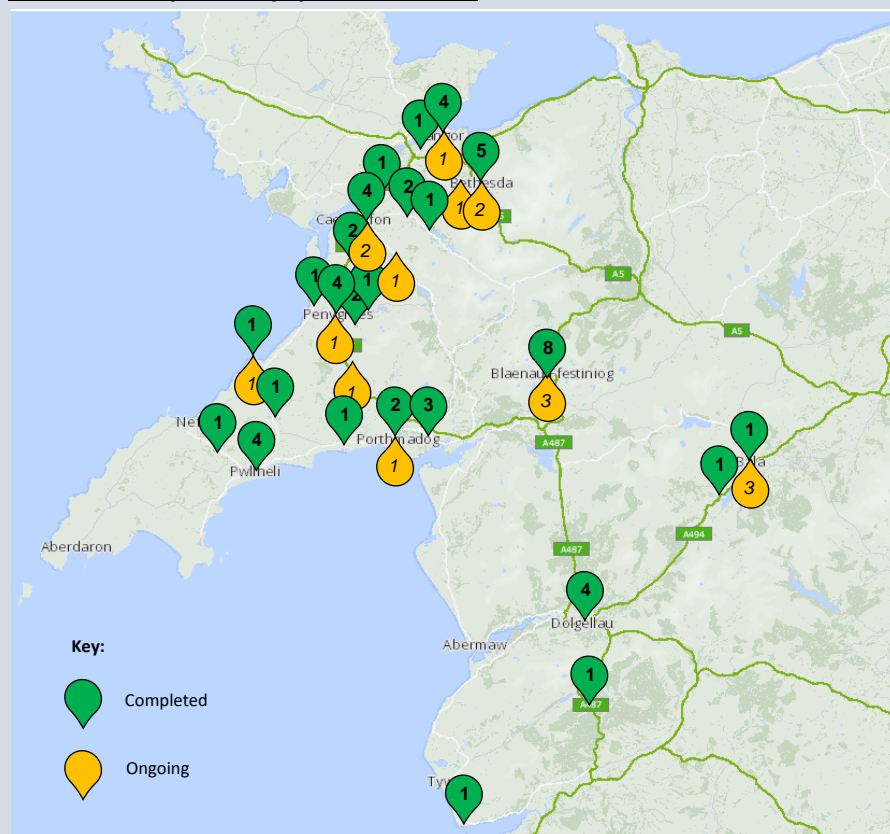
2.5.2. **3dd:** 142 people have been helped by this grant since the beginning of the Plan, which has brought 64 empty homes back into use across the county. Other interventions and means of support the grants team offer to Gwynedd residents includes home improvement loans, the Houses into Homes scheme, and supporting homeowners with materials costs by confirming VAT exemptions/discounts where eligible.

2.5.3. In the National Eisteddfod in Boduan in August 2023, an exciting adaptation to our First Time Buyers' Empty Homes Grant was launched, which means that empty homes which used to be second homes are now eligible for the grant.

2.6. Next steps

2.6.1. Continue to receive and process applications

First Time Buyers' Empty Homes Grant



Completed applications:

Aberdyfi (1); Bangor and Penrhosgarnedd (4); Bethesda and Tregarth (5); Blaenau Ffestiniog and Tanygrisiau (8); Boduan (1); Bontnewydd (1); Caernarfon (4); Chwilog (1); Corris (1); Cwm y Glo (2); Deiniolen (1); Dolgellau (3); Groeslon (1); Llandwrog (1); Llanfachreth (1); Llanllfni (2); Llanuwchllyn (1); Penrhyndeudraeth (3); Penygroes (4); Porthmadog (2); Pwllheli and Llwyn Hudol (4); Treborth (1); Trefor (1); Y Bala (3); Y Felinheli (1); Y Ffôr (1)

Ongoing:

Bangor (1); Bethesda (2); Blaenau Ffestiniog (1); Caernarfon (2); Glasinfryn (1); Pantglas (1); Penygroes (1); Porthmadog (1); Trefor (1); Waunfawr (1)

Further information:

Area/ project:	Homelessness – supported accommodation and other schemes	Ref.	1a, 1b, 1ch, 1d, 4b
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2.7. Background and context

2.7.1. According to the latest data, between 70 and 100 people present as homeless in Gwynedd monthly, and on 31 December 2023, 217 were housed in emergency accommodation in the county.

2.7.2. Alongside this situation, the supply of supported accommodation is not sufficient to answer the demand and to cope with the pressure currently seen by the Homelessness Service.

2.7.3. To this end, plans are in place to develop suitable supported accommodation for those who need our support, as well as other projects which aims to tackle issues associated with homelessness such as mental health support and working with private landlords to offer suitable living units. More details can be found below.

2.7.4. In November 2023, Welsh Government released a White Paper on Ending Homelessness in Wales, and the Council is currently considering the proposed changes and their potential effects. The Government will be reviewing the responses received as part of the recent public consultation, and more details will be released shortly.

2.8. What has happened / is in progress

2.8.1. More details can be found below on completed or ongoing supported accommodation developments:

Tŷ Adferiad, Porthmadog

Supported housing for homeless women, the first of its kind in Gwynedd. Tŷ Adferiad opened its doors in October 2021, and 6 women are currently receiving support.

Units developed as part of the development	6	Number of people helped (max.)	6
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Caertref, Segontium, Caernarfon

4 self-sustaining “pods” for homeless individuals with severe needs. The pods have been built using the *Passivhaus* technology, meaning their energy use is extremely low. The building work has been completed and contractors are on-site completing some snagging tasks. Four people are currently housed in the pods and are receiving support from the Homelessness Service.

Units developed as part of the development	4	Number of people helped (max.)	4
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137 High Street, Bangor

This development, in partnership with Adra and North Wales Housing, provides supported housing enabling individuals to sustain permanent tenancies in the future. It is expected that the construction work will be completed during the spring this year, and the property will be handed over shortly afterwards.

Units developed as part of the development	12	Number of people helped (max.)	12
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Site of former Ysgol Glan Wnion, Dolgellau

This development will offer supported housing for homeless individuals, providing them with the required skills to sustain permanent tenancies in the future. The building work has been completed over the last 12 months, and an open day will be held shortly to enable local members and the public to come over to see the site.

Units developed as part of the development	5	Number of people helped (max.)	5
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Accommodation on Ala Road, Pwllheli

This small but important development will support homeless individuals and families to sustain permanent future tenancies and the area is in great need of this kind of accommodation. Renovation work had to be undertaken on the property, and we are delighted to report that one flat is ready for its first tenant, whilst the other flat will shortly be ready once issues with electricity supply are solved.

Units developed as part of the development	2	Number of people helped (max.)	3
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35 Ffordd y Coleg, Bangor

This plan converts a property on College Road, Bangor, which had been vacant for many years, into three flats for individuals with severe tenancy support needs. As well as rooms, the building will contain an office, kitchen and a meeting room for specialist staff in the basement. The development will be co-managed with North Wales Housing Association. Energy supply issues are holding us the project at present, however we anticipate that the energy supplier will provide solutions in the near future.

Units developed as part of the development	3	Number of people helped (max.)	3
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1d – Specialist mental health support

2.8.2. As part of scheme 1d of the Housing Action Plan, the Department has set up specialist support for cases associated with mental health.

2.8.3. Two officers were appointed, one in autumn 2022 and the other in January 2023, to support individuals who present as homeless or are at risk of being homeless as a result of mental health related problems.

One officer works in the Substance Misuse Team at Betsi Cadwaladr University Health Board, while the other is employed by the Council. Both officers work closely together and the arrangement allows ease of access and effective collaboration between both institutions.

1d: Support packs for private landlords

2.8.4. It is well known that the supply of housing in Gwynedd is lower than present demand. This creates problems for the Homelessness Service when trying to secure permanent accommodation to move individuals on from temporary/unsuitable emergency accommodation.

2.8.5. Since September 2022, the Department has been running the Leasing Scheme Wales: Gwynedd – a national scheme funded by Welsh Government enabling the Council to offer guaranteed rent to landlords, and steady accommodation to tenants. This in turn helps individuals in temporary accommodation move on to a suitable, permanent home.

2.8.6. To date, 20 individuals have received support in 10 properties. 7 other properties are at various stages of development, whether going through renovation work or being assessed.

2.8.7. We hope to encourage more landlords to approach us over the next period, and we will be conducting marketing and communication activities to this end.

2.9. Next steps

2.9.1. Generally, we will continue to develop supported accommodation across the county. Specifically, completing work at 35 Ffordd y Coleg, Bangor, and holding an open day on the former Ysgol Glan Wnion site, Dolgellau.

2.9.2. We have also been holding initial discussions regarding developing further supported units in the Arfon area as part of schemes 1c and 1dd of the Housing Action Plan.

Area / project:	One Stop Shop	Ref	6
2.10. Background			
2.10.1. As part of a report submitted to the Care Scrutiny Committee on September 21, 2023, the Committee was updated on the work to develop a service for Gwynedd residents regarding their housing enquiries.			
2.10.2. Through establishing a One Stop Shop, the Department will introduce a system which can respond in one central place to the needs of residents when submitting housing enquiries. Currently, there are a number of contact points within the Department for the public to access different services in the Housing and Property area which may mean that not all their needs are met.			
2.10.3. In addition, in order to improve customer experiences, the establishment of a One Stop Shop will enable a better understanding of the general needs of our customers, together with highlighting to managers if more of our resources need to be invested in specific areas.			
2.11. What has happened / is in progress			
2.11.1. Engagement sessions with key partners (e.g., housing associations and third sector organisations) were held over the last 18 months to identify if there are opportunities to strengthen the current arrangements and whether there will be any potential impact on the nature of the contact that individuals currently have with the organisations.			
2.11.2. An initial public consultation was held in January 2023 to receive feedback regarding residents' general experiences relating to their contact with the Housing Department.			
2.11.3. We have procured a new system for the administration and management of housing options information, and the scheduled work is progressing the arrangements to set up the system, including a trial period and specific dates for relevant training. The aim is for the system to be operational by summer 2024.			
<u>Single Point of Access (SPOA) Housing Support Grant</u>			
2.11.4. As part of the process of setting up a One Stop Shop, the Council has decided to establish a Single Point of Access (SPOA) for some of the projects and services that are funded through the Housing Support			

Grant. The internal arrangements for staffing are funded through the Housing Support Grant and the officers sit within the One Stop Shop.

2.11.5. The new system has now been active since December 2023, and we are reviewing the implementation of the arrangements with providers.

2.12. What are the next steps?

2.12.1 We will continue to work with the external company building the new Housing Options system, and when construction is complete (around the start of the next fiscal year), to test and implement the system.

2.12.2 We will continue to collaborate with IT Services on the installation and operation of the FFOS system.

2.12.3 We will continue discussions on the operation of the One Stop Shop alongside other internal services within the Department and beyond, and also with external partners such as Housing Associations.

2.12.4 We will continue to deliver staff training to ensure that services are provided effectively.

3. OTHER ACTIVITIES

3.1. The last time we reported, we acknowledged that there was a need to strengthen how the Scheme's messages and successes are communicated, as well as updating Members.

3.2. There is now a specific page for all the Housing and Property Department's activities on the Members Intranet where news items, updates and information are published. Individual pages for each of our main developments are being created (e.g., houses that are bought) in order that a local member is able to see recent developments in their ward.

3.3. In addition, in October 2023, a map was launched on the Members' Intranet which shows the locations of some of the main schemes that have either been completed or are underway. It is anticipated that this map provides Members with easy, clear and direct access to information about our plans. The map will be updated as new datasets become available.

COMMITTEE	Care Scrutiny Committee
DATE	01/02/2024
TITLE	Third sector preventative services for Adults and Children
CABINET MEMBER	Councillor Dilwyn Morgan / Councillor Elin Walker Jones
PURPOSE	To analyse the Adults, Health and Well-being Department and Children and Families Department's investment in preventative third sector services within the care sector.

1 The purpose of the report

To provide information to members regarding the purpose and value of our investment in third sector preventative services to adults and children.

2 The decision sought

2.1 To note and accept the information.

3 Background

A request was received from members regarding our investment in third sector preventative services. It was also asked how we measure the performance of these services.

4. Investment

A summary of the investment is in Appendix 1. The information focuses on preventative third sector services in the care sector, and the total investment is over £800,000.

It should be noted that there are elements of core services associated with the services which are being provided by the third sector and these have been highlighted in the appendix.

5. Analysis.

5.1 Some of the investment is there in order to maintain a specific preventative service, whilst other sums go towards the running costs of specific agencies.

5.2 The investment varies according to the service for historical reasons, including services across the two Departments prioritizing their budgets differently over the years. The investment has taken place over time (over a period of 20 years in some cases) and changing commissioning and working practices after a long period of time can be challenging.

5.3 It can be seen that there are inconsistencies in the level of investment between different agencies. That can be due to the population of the area in which the agency provides a service, or for historical reasons as mentioned in 5.2.

- 5.4 Some agencies provide a service in a specific geographical area, whilst others provide services across Gwynedd. Once again, the pattern of the provision has developed over time, and it is necessary to undertake further work with providers across Gwynedd in order to achieve assurances that individuals in each part of Gwynedd receive support which responds to the demand.
- 5.5 It can be seen that many of the performance measures focus on how much effort has been made by the service rather than what effect the work has on the life circumstances of individuals. Whilst demonstrating effort is commendable, demonstrating evidence of the effect of the service on the skills, knowledge, attitude or understanding of individuals is a better measure of outcomes.
- 5.6 It can be seen that there is an inconsistency in the type of information which is asked for from different providers as well as the detail of the information, e.g. some are asked for the number and nature of referrals, together with details of expenditure, whilst others are asked for a general report on activities. In addition to this, the level of investment does not always correspond to the level and detail of performance information which is requested.
- 5.7 Some agencies provide informal support to individuals and their carers, and appear at a glance to be providing services which are similar to each other. However, different agencies specialise in specific service areas (for example children's services) and offer easy access to services to individuals who are familiar with their services and place their trust in them.
- 5.8 Where work has happened jointly with agencies to review the performance measures, e.g. with Carers Outreach, then it can be seen that the measures focus more on the outcomes for individuals.
- 5.9 We consider the recommendations of the Gwynedd Adults Needs Assessment when we review the performance measures of the individual services.
- 5.10 We also need to include individuals and their families/carers when working with agencies on developing improved performance measures to the future.
- 5.11 When considering the 2023/24 investment, all agencies were asked how they were going to be working with us side by side with the community hubs. They were also asked about how their services aligned with realising the recommendations of the needs assessment and reducing their service's carbon footprint for example. The responses were positive on the whole, however, we need further collaboration and discussions with agencies.
- 5.12 All the preventative services mentioned have been operational for a period of over five years, some for over twenty years. In contrast to our core services, we do not offer the services out to competition amongst other possible providers which could be in the marketplace.
- 5.13 In preparation for a challenging financial situation in 2024/25, the Department has made contact with all the third sector organisations. All the organisations have been made aware that there will be no inflationary increase to their financial allocation for 2024/25, allocations will remain the same. Discussions

were also had about the need to work in a different way in the future, and that we intend to be in touch over the coming weeks and months to discuss further.

6 Conclusion

- 6.1 The information submitted provides a description of the investment situation of the Adults, Health and Well being Department and the Children and Families Department in the third sector's preventative services within the care sector.
- 6.2 We will continue to work to improve the quality of the agencies' performance measures in order to ensure that we are making the most of our investment to improve outcomes for individuals throughout Gwynedd, and ensuring value for money.
- 6.3 The departments will be contacting the third sector further over the coming months in order to decide how we'll be commissioning preventative services from the third sector in future. These conversations have already started during the recent meetings with the organisations.
- 6.4 A timetable will be developed in order to show the progress and timely reporting, and the intended outcome of the work schedule is to commission preventative services with the third sector in a different, more efficient way from the financial year 2025-26 onwards.

7 Recommendation

- 7.1 To note and accept the information.

The purpose and value of investment in third sector preventative services - Care sector

Current Provider	Service Area	Purpose	Investment 2023/24 £	Area	Performance Measures
Carers Outreach	Adults	To maintain and develop Carers Outreach in Gwynedd. To provide information and a support service, to raise the profile of carers in Gwynedd and to raise awareness of carers' needs	78,570	Gwynedd	<ul style="list-style-type: none"> - Measures which demonstrate outcomes for carers - Timely case studies
Alzheimers Society	Adults	To improve the understanding of dementia amongst friends and carers	9,084	Gwynedd	<ul style="list-style-type: none"> - Number of cases - Level of expenditure
CAB	Adults	To support the work of the Citizen's Advice Bureau (CAB)	148,568	Gwynedd	<ul style="list-style-type: none"> - The necessary activities, tasks and standards to realise the objectives - Measures to demonstrate outcomes
Sign Sight Sound	Physical Disability	A service for people with sight impairment and their families including an advocacy service	27,007	Gwynedd	<ul style="list-style-type: none"> - Number of referrals (phone/letter/visits) - Nature of referrals (individuals/carers/other members of the family/professionals) - The nature of the service response
Society for the Blind	Physical Disability	To provide a support service and a resource centre to individuals with sight impairment and their families. Elements of the work are statutory.	82,144	Gwynedd	No details available

Abbey Road Centre	Mental Health	To provide a centre and to sustain a variety of organisations	38,755	Arfon	<ul style="list-style-type: none"> - Regularly review the needs of the information service and act accordingly - To promote good practice by working jointly with service user and carer organisations in the field - To ensure that the opinion of individuals, carers and the third sector is included in the process of planning and monitoring the service
Felin Fach	Mental Health	An “open door” call in service and a 1:1 support service	10,370	Dwyfor	No details available
Tan y Maen	Mental Health	To provide a resource centre for the public	11,898	Meirionnydd	<ul style="list-style-type: none"> - Number of new individuals attending the centre - Number of individuals attending the centre
Samaritans	Mental Health	A listening service for individuals in need and who need to talk to someone	1,800	Gwynedd	<ul style="list-style-type: none"> - Number of phone calls and enquiries - Number of enquiries, calls answered - Number of texts answered - Number of emails answered - Financial information - Details of complaints
Hafal	Mental Health	To provide a resource centre with support and a counselling service	5,620	Dwyfor	<ul style="list-style-type: none"> - Number of new cases - Number of closed cases - Number of released cases - Number of current cases that haven’t been in touch - Number of reablement schemes reviewed - To develop and plan the service accordingly

Age Cymru	Older people	To support the work of Age Cymru. Information relating to what's important to the individual.	116,042	Gwynedd	<ul style="list-style-type: none"> - They regularly sends out questionnaires to the individuals who receive a service. This information is collated and used to plan services for the coming period within their business plan. - Qualitative data is collected from the questionnaires and reported back to Gwynedd Council and fed into the Population Needs Assessment. The information will include information on the 'what matters to you' aspect.
Gofal a Thrwsio	Older people	To offer a service that provides support to older people and disabled people living in their own home.	76,526	Gwynedd	<ul style="list-style-type: none"> - Number of open cases in each area - Databases to be held on each client information cases - Activity statistics
Gorwel	Children	Provide emotional and practical support to women and their children when they are experiencing physical, mental and/or sexual abuse.	23,647	Arfon	<ul style="list-style-type: none"> - To provide a six monthly monitoring report to the Contracting team - Provide a Business Plan - Raise the profile of the Organisation and offer training - Continue to run a training course for new volunteers and training for the present members - Implement and report back on the outcomes that have been set for children in the Agreement.
Gorwel	Children	To provide emotional and practical support to women and their children when they are experiencing physical, mental and/or sexual abuse.	39,861	Meirionnydd	<ul style="list-style-type: none"> - To provide a six monthly monitoring report to the Contracting team - Provide a Business Plan - Raise the profile of the Organisation and offer training

					<ul style="list-style-type: none"> - Continue to run a training course for new volunteers and training for the present members - Implement and report back on the outcomes that have been set for children in the Agreement.
Action for Children	Children	To support and develop services for young carers in Gwynedd.	90,943	Gwynedd	<ul style="list-style-type: none"> - To provide six month activity and statistic reports - To provide appropriate indicators/outcomes to demonstrate achievements
GISDA	Children	To provide short term assistance to individuals and families or single parents who find themselves homeless or/are likely to become homeless and prepare them to live independently.	112,060	Gwynedd	<ul style="list-style-type: none"> - To provide a report showing the targets reached over a six month period
Y Bont	Children	Working with families to try and meet the needs of children and Young people who for whatever reason are separated, or are at risk of being separated from their families and give them support.	21,282	Gwynedd	<ul style="list-style-type: none"> - Monitoring reports, provided every quarter
TOTAL			£894,177		

MEETING	Care Scrutiny Committee
DATE	1 February 2024
TITLE	Preventative work commissioned to the third sector by the Children and Supporting Families Department
PURPOSE	To share information about preventative work commissioned to the third sector that has been achieved and to provide assurance that the service is getting value for money.
AUTHOR	Marian Parry Hughes
Cabinet Member	Councillor Elin Walker Jones

1. Background

- 1.1 The purpose of the report is to share information about the work that has been achieved, and to also give assurance that we are getting value for money from the preventative work that is commissioned to the third sector by the Children and Supporting Families Department.
- 1.2 The two projects commissioned are part of the Families First programme in Gwynedd and correspond with the Welsh Government's Families First Programme Guidance (2017). Both projects are funded through grants.
- 1.3 The current projects which we have commissioned from 'Y Bont' and Barnardo's have been commissioned until March 2024, with the option to extend for another year but this has not yet been confirmed, as we have not received confirmation of the grant total for 2024-2025. The Department has been commissioning Y Bont and Barnardo's for several years, and we have a strong and positive relationship with them. Both organisations have a good relationship with residents in their communities and they are well-established in their local communities.
- 1.4 The Welsh Government is currently working on the Action Plan therefore we will have to wait for the plan to be introduced in order to assess the contents of the revised Plan, in case there are additional needs as a result. As a Service we will respond to the Welsh Government's requirements.

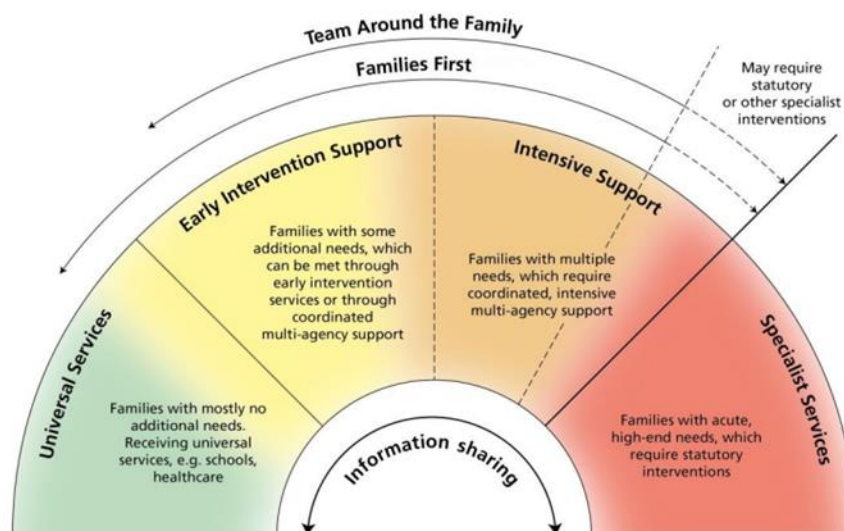
2. The Welsh Government's Action Plan – Families First

- 2.1 The main high-level outcomes for the project is noted in the '**Families First – Programme Guidance' (April 2017)** by the Welsh Government. The aim of Families First work is to provide early intervention and support to families. This is done by working alongside families to prevent or reduce adverse childhood experiences. Families First will also prevent and protect families and reduce the likelihood of more complex needs developing.
- 2.2 The programme is aiming to develop a joint Service with agencies to ensure there are no gaps in the Service and that no duplication occurs. The focus is on "investing to save" by operating in an efficient and effective manner through early intervention or prevention. It is important that good practice is shared and that lessons are learned through providing the Service. By developing a Service that improves families' lives in a positive way, it prevents and intervenes to put families first so they can thrive, and so that young people can reach their potential.
- 2.3 The work that Families First provides covers early intervention through to intensive intervention, and works on a multi-agency basis, but in situations where a family are in crisis,

a statutory service must be provided for these families. The statutory Service is provided within the Children and Supporting Families Department.

2.4 Please see the following diagram that portrays the elements that Families First provides:-

2.5 ¹



2.6 As is noted on the diagram, it shows how essential multi-agency collaboration is, and that there is continued communication when the intervention changes.

3. What type of work is being commissioned and what is the budget?

A Family Support Team for the Meirionnydd Area of Gwynedd – Families First

- 3.1 We have commissioned a Family Support Team for Meirionnydd, Families First from Barnardo's in order to provide the same Service that is being provided in the Arfon and Dwyfor area by a Family Support Team. There are two elements to this work, which are interventions and early intervention parenting programmes, and an evidence-based family support service for parents and families with children and young people between 5 and 25 years old.
- 3.2 The provision is delivered flexibly in a way that is suited and convenient to the parents / family's needs, whether in the home, virtually, over the phone or in a Family centre, according to the needs of parents and families. The element of supporting the family includes developing positive attitudes, aspirations and resilience, improving positive parenting skills and increasing parents' confidence and skills to provide a positive learning environment at home and help their child with learning.
- 3.3 The work also promotes parents' mental health and emotional well-being, and focuses on promoting and maintaining effective relationships within the family. This is achieved by improving the parent-child relationship and the relationship between parents, increasing parents' confidence in their parenting role, strengthening parents' understanding of child

1 Welsh Government (2017) *Families First Programme Guidance*.

development, supporting parents to have good mental health and supporting parents to have positive emotional well-being.

- 3.4 There are bespoke services for parents/families of children and young people in particular circumstances e.g. children/young people who are at risk of not being in education, employment or training (NEET), young people at risk of offending, children/young people who have additional learning needs, at risk of becoming homeless. The project helps to empower young people to act and participate actively in society, increase confidence and resilience, improve social and emotional well-being, improve young people's life opportunities, and promote mental health and well-being.
- 3.5 The preventative work offered also helps to build young people's ability to consider risk, make rational decisions and take control. It also develops positive attitudes by exploring behaviour and aspirations. Furthermore, it develops young people's ability to manage personal and social relationships. It will prevent needs from becoming more severe, and it protects young people from harm caused by exposure to ACEs and other similar experiences.
- 3.6 The annual value of this project is **£156,500**. This funding covers the salaries and running costs of the project. There are two full-time and two part-time members of staff working on this project.
- 3.7 Requests for the Service go through the Referrals Team, who will make a decision as to which services are most appropriate for the Family, and whether they are eligible to access the services. Following assessment, the case will transfer over to the Team around the Family, either for a single Service or for a Service coordinated by a coordinator (for the most complex cases that require more than one Service). They receive detailed reports to consider whether a family's case can be closed if progress has been shown by the family. Please see below a table that provides the number of referrals that have been received, and the number of individuals that Barnardo's have worked with to provide interventions from 2021-2023.

<u>Years</u>	<u>Number of Referrals</u>	<u>Number of Individuals</u>
2021-2022	87	130
2022-2023	203	384
April 2023 – December 2023	177	224

4. Family Support Service; Therapeutic, Counselling and Mediation Services

- 4.1 The project will be one of two specialist Family Support Services (FSS) projects and will provide specialist support to the three Family Support Teams (FST) that have just been developed in Gwynedd; Arfon, Dwyfor and Meirionnydd.
- 4.2 The work commissioned provides the following:-
 - Therapeutic counselling for children aged 10-19 years old based on nationally recognised Therapeutic and Counselling competencies, provided by appropriately trained staff.
 - Inter-parental Relationship Conflict Therapy based on nationally recognised Therapeutic and Counselling competencies, provided by appropriately trained staff.
 - Evidence-based interventions that use the recognised practice of Motivational Interviewing
 - Parent-Child Mediation (to include absent fathers)
 - Family Group Conference Programmes, based on evidence – these solve problems in the family that are impairing a family's ability to provide a stable and happy family home environment.

- Evidence-based counselling for children and young people who have experienced bereavement or the loss of important and influential adults in their lives.
- Person-centred counselling
- Evidence-based intervention programmes for fathers (abusive behaviour at home).

4.3 This is done through one-to-one work, group work, mediation and the group conference. Although some interventions should relate to theories that are based on the adults (the parents), the outcomes should focus on the child, giving full consideration to alleviating **Adverse Childhood Experiences (ACEs)**. Adverse Childhood Experiences (ACEs) means that a child has been exposed to the following in childhood – Alcohol and substance misuse, Physical, mental or sexual abuse and/or neglect, Domestic violence, Parental separation and/or family breakdown, Mental illness or imprisonment of parent.

4.4 We have commissioned Y Bont to do this work. The project has begun since April 2018 with an annual total of **£121,000**. This funding covers the salaries and running costs of the project. 11 members of staff have been employed by Y Bont to do this work. The team is made up of three social workers, six counsellors, 1 Family meeting coordinator, 1 arbitrator. Referrals for this Service are made by social workers. The table below provides the number of families for whom Y Bont have provided interventions from 2021-2023.

<u>Years</u>	<u>Number of families</u>
2021-2022	63
2022-2023	71
April 2023-December 2023	51

5. What are the monitoring arrangements?

- 5.1 The two commissioned projects, namely the Family Support Team for the Meirionnydd Area of Gwynedd - Families First, and the Family Support Service; Therapeutic, Counselling and Mediation Services are monitored by the Welsh Government.
- 5.2 A quarterly report is sent to the Commissioning and Quality Officer within the Children and Supporting Families Service by Y Bont and Barnardo's with a performance report for each quarter, expenditure breakdown, invoices and case studies. This is in accordance with their contracts and the Families First Programme and entire SCW timetable. A report is also sent to the Assistant Head of Supporting People.
- 5.3 The data is presented in the Welsh Government's Performance Management spreadsheet and National Indicators, in order to respond to the Welsh Government's requirements.
- 5.4 We will submit the work to the Welsh Government and meetings will be held if required in order to challenge or discuss any comment, otherwise there will be an end-of-year meeting to ensure the project meets the requirements.
- 5.5 The Welsh Government announces an estimation of the grant funding at the end of December annually, we therefore plan the expenditure annually based on the grant funding we will receive but we cannot confirm the total until March, which is one other reason why there is an extension clause on the contracts.
- 5.6 The Welsh Government can change anything in their Action Plan or introduce an additional grant, therefore the projects are flexible to change with the ability to receive more funding to undertake additional work or schemes, depending on discussions.

5.7 We will need to recommission the work of the Family Support Team for Meirionnydd – Families First and the Family Support Service; Therapeutic, Counselling and Mediation Services by March 2025. Work in advance of the recommissioning will be undertaken by the Department during this year.

6. Is the Council getting value for money?

6.1 A meeting took place with the Welsh Government during the week commencing 11 December where it was noted they were happy with the commissioning work that was happening in Gwynedd for the Family Support Team for Meirionnydd – Families First and the Family Support Service; Therapeutic, Counselling and Mediation Services.

6.2 No underspend has been presented historically by Y Bont. For the year 22/23, Barnardo's had stated that they had an underspend of £10,000 because of a change in the staffing structure, and there was also a vacant post which contributed to the underspend.

6.3 No additional funding has been provided to the organisations for their work despite the number of referrals increasing annually, and that they are working with more individuals who need support from the Service. The number of referrals has increased significantly over the years.

Report to the Care Scrutiny Committee

Title of item:	<i>Protocol for falls</i>
Cabinet Member:	Cllr Dilwyn Morgan, Cabinet Member for Adults, Health and Well-being
Relevant Officer:	Dylan Owen, Statutory Director of Social Services
Date of meeting:	2 February 2024

1. Purpose of the Report:

- 1.1. Provide an update on developing a protocol for falls for Cyngor Gwynedd carers, that can also be used by un-paid carers.

2. Background:

- 2.1. In a Care Scrutiny Committee in the winter of 2023 the Chair at the time, Councillor Eryl Jones-Williams, enquired if there was a joint protocol between the health service and the Council for responding to carers in the community (not in care homes) when a vulnerable individual has a fall. There was no clarity available at the time on what should be done if someone had a fall in the community, especially as significant challenges were to be had in terms of ambulance service response times.
- 2.2. Dylan Owen agreed to look at the situation, and to make enquiries with the ambulance service (*Wales Ambulance Service Trust - WAST*) and Betsi Cadwaladr Health Board officers if a protocol was available locally, or was a national protocol available.
- 2.3. The specific question was: *If a vulnerable individual was to fall in a public area or at their home, what should be done to keep them safe if the ambulance would not arrive for a few hours?* At the time there was considerable discussion regarding an individual who had waited a significant number of hours and carers were worried about them. In some cases, there was a question whether an employed carer should leave the situation to visit the next individual on their daily call rota, and in other cases members of the public were unsure what to do when someone had been lying in pain and uncomfortable on the pavement for many hours.
- 2.4. Several meetings were held with various officers from the local Health Board and WAST and it became apparent:
 - There was no recognised protocol adopted nationally or regionally;

- A protocol called I STUMBLE was available, and used by WAST, but it had been developed by MANGAR UK, a private company. It works using a mnemonic which strives to ensure that individuals remember the main matters to consider if someone has fallen. However, I STUMBLE has not been specifically developed for situations where an individual must wait long hours on the floor. Therefore, it is not fully suitable for the need.
- Other public services across Britain have adapted I STUMBLE and use it in homes for the elderly and so forth.

2.5 WAST officers were not eager to develop a similar system to I STUMBLE specifically for ambulance waiting times. The reason for this was that the MANGAR UK company was working on further developments to the system and an associated mobile phone app and therefore local developments weren't timely for these. WAST officers were not happy for their logo to be on the page.

2.6 A therapy director at the Health Board was happy for the Council to develop a suitable system to adopt, and to support with training if needed. She was willing for the Health Board's logo to be on the page.

2.7 Work was undertaken to develop and translate the I STUMBLE system as seen in Appendix A. Both pages have been created to be a two-sided poster on a laminated page. The first page was developed to show the I STUMBLE system with specific additions for long waiting times for ambulances and support for carers and if they should leave the individual and so forth. The I STUMBLE mnemonic was translated to Welsh 'SYRTHIAF'.

2.8 Plans were discussed with WAST to hold a pilot scheme in the Ffestiniog area on falls prevention and to provide suitable equipment for the local community. WAST officers intended to discuss and arrange to develop the pilot jointly with the Health Board where equipment to lift people would be kept in a local community centre and a number of the local population would receive training on how to use it. An update was expected on establishing this pilot from those establishments.

3. Conclusion / Next steps:

3.1. In order to make use of the SYRTHIAF protocol (Appendix A), it was intended to:

- Receive the opinion and advice of the Scrutiny Committee on the protocol, to ensure it was understandable and reasonable;
- Publish it for Gwynedd's paid carers and other agencies commissioned by the Council in the first instance, and distribute it to the workforce and workplaces;
- Collaborate with the Health Board to provide training on how to use it and to ensure regular use;

- Promote it - to ensure it is regularly used and to ensure that it is visible in relevant work centres.

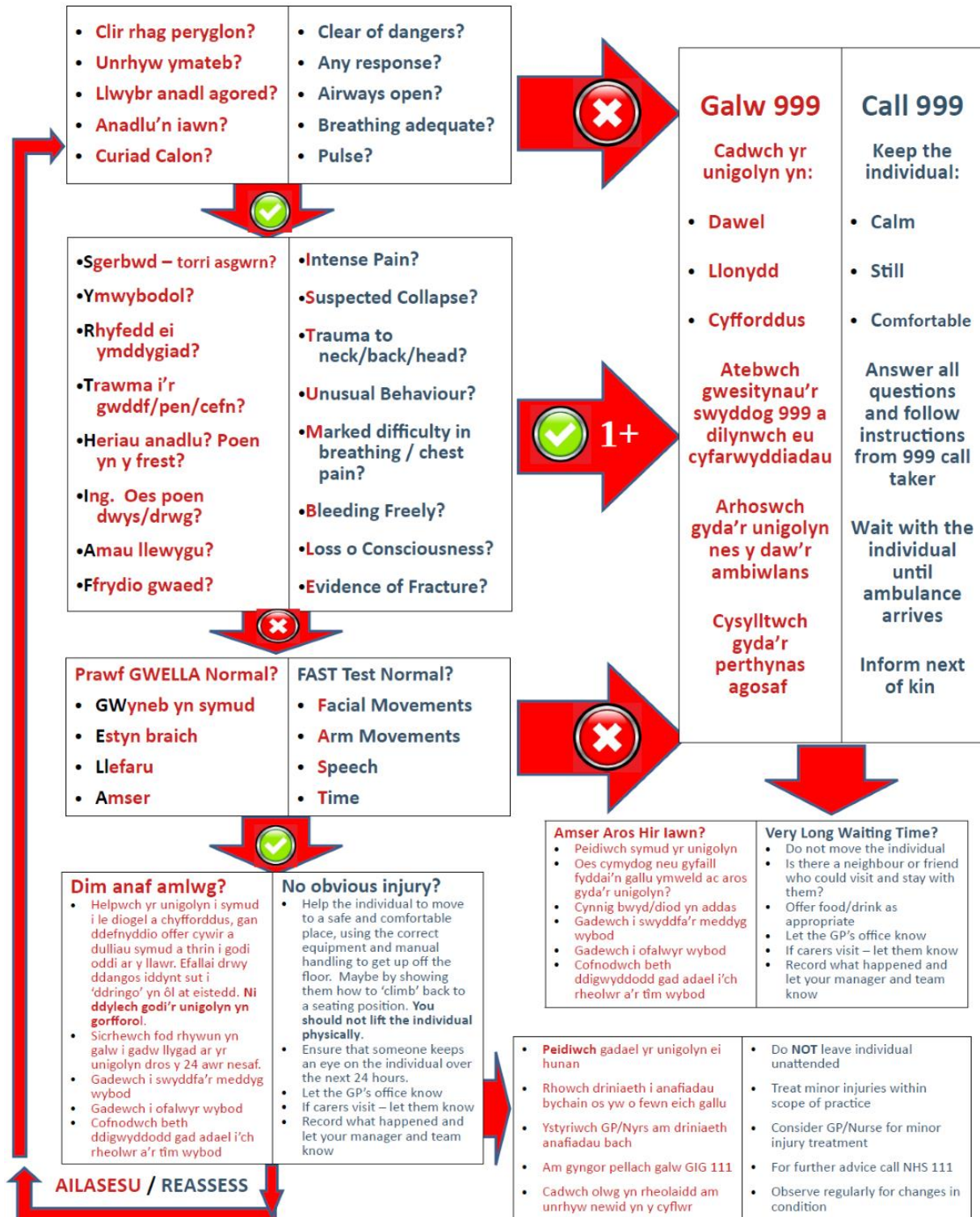
3.2 It was an intended to meet again with the WAST officers and the Health Board to ensure that everyone was on-board and in agreement with the proposed and to arrange key training as soon as possible.

3.3 This meeting would also look again at the possible pilot in the Ffestiniog area.

Appendix A



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



'SYRTHIAF'	'I STUMBLE'
<p>Sgerbwdd – Oes Asgwrn wedi torri?</p> <ul style="list-style-type: none"> Anffurf amlwg ('deformity'), e.e. asgwrn amlwg, chwyddo eithafol, braich/coes wedi byrhau Llai o symud posib yn yr ardal effeithiwyd Symudiad anarferol o amgylch yr ardal effeithiwyd 	<p>Intense Pain</p> <ul style="list-style-type: none"> New pain since fall, including: <ul style="list-style-type: none"> Headache, chest pain and abdominal pain Consider both pain from injury caused by fall or medical causes
<p>Ymwybodol?</p> <ul style="list-style-type: none"> Holwch yr unigolyn, cyn syrthio a oeddech nhw'n: <ul style="list-style-type: none"> Baglu Llewygu/'colapsio' Teimlo pendro Teimlo'n gyfogleid 	<p>Suspected Collapse</p> <ul style="list-style-type: none"> Ask individual if, before their fall, they: <ul style="list-style-type: none"> Tripped Collapsed Felt Dizzy Felt Nauseous
<p>Rhyfedd ei ymddygiad?</p> <ul style="list-style-type: none"> Dryswch newydd Ymddwyn yn wahanol i'r arfer. e.e. blinder, tawel, cynhyrfus Trafferth siarad, e.e. aneglur, cymysgu geiriau, atal dweud 	<p>Trauma to Neck/Back/Head</p> <ul style="list-style-type: none"> New pain in neck/back/head following fall New lump or dent in head with/without bleeding Any new numbness/paralysis in any limbs
<p>Trawma i'r gwddf/pen/cefn?</p> <ul style="list-style-type: none"> Poen newydd yn y gwddf/pen/cefn wedi'r syrthio Lwmp neu dolc yn y pen (os oes gwaed neu beidio) Braich neu goes neu ran o'r corff heb deimlad 	<p>Unusual Behaviour</p> <ul style="list-style-type: none"> New confusion Acting differently to normal self e.g. agitated, drowsy, quiet Difficulty speaking e.g. slurred speech, words mixed up, marked stuttering
<p>Heriau anadlu? Poen yn y frest?</p> <ul style="list-style-type: none"> Prinder eithafol o anadl, heb wella er yn tawelu'n feddylol Methu gorffen brawddegau Gwefusol glas, pennau bysedd glas, blino neu ddryswch 	<p>Marked Difficulty Breathing/Chest Pain</p> <ul style="list-style-type: none"> Severe shortness of breath, not improved when anxiety is reduced Unable to complete sentences Blue/pale lips, blue fingertips, becoming lethargic or confused
<p>Ing. Oes poen dwys/drwg?</p> <ul style="list-style-type: none"> Poen newydd ers syrthio, yn cynnwys cur-pen, poen yn y frest, neu boen yn y bol. Ystyriwch boen o anaf drwy syrthio neu resymau meddygol 	<p>Bleeding Freely</p> <ul style="list-style-type: none"> Free flowing, pumping or squirting blood from wound Apply constant direct pressure to injury with clean dressing (elevate if possible) Try to estimate blood loss (per mugful)
<p>Amau llewygu?</p> <ul style="list-style-type: none"> Wedi taro 'allan' Symud mewn ac allan o fod yn ymwybodol Methu cofio digwyddiadau cyn, yn ystod neu ar ôl syrthio Methu cadw/cofio gwybodaeth ac yn ailadrodd eu hunain 	<p>Loss of Consciousness</p> <ul style="list-style-type: none"> Knocked out Drifting in and out of consciousness Limited memory of events before, during or after fall Unable to retain or recall information/repeating themselves
<p>Ffrydio gwaed?</p> <ul style="list-style-type: none"> Gwaed yn llifo neu bwmpio o'r anaf Rhowch bwysau cyson ar yr anaf gyda gorchudd glan (codi man yr anaf os yn bosibl) Ceisiwch ddyfalu faint o waed gollwyd (sawl mwg) 	<p>Evidence of Fracture</p> <ul style="list-style-type: none"> Obvious deformity e.g. shortened/rotated, bone visible, severe swelling Reduced range of movement in affected area Unusual movement around affected area
<p>Ymhob achos 999 cofiwch gadw'r unioglyn yn: DAWEL, LLONYDD A CHYFFORDDUS</p> <p>Os oes gwaedu, rhowch bwysau cyson ar yr anaf gyda gorchudd glan</p>	<p>In all 999 cases remember to keep resident: CALM, STILL & COMFORTABLE</p> <p>If any bleeding is present, apply constant direct pressure with a clean dressing</p>