



**Gwasanaeth Democraidd**  
**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Cyfarfod / Meeting

**PWYLLGOR CRAFFU GWASANAETHAU**  
**SERVICES SCRUTINY COMMITTEE**

Dyddiad ac Amser / Date and Time

**10.00 a.m. DYDD IAU, 11 EBRILL 2013**

**10.00 a.m. THURSDAY, 11 APRIL 2013**

Lleoliad / Location

**Siambr Dafydd Orwig**

**Pencadlys**

**CAERNARFON**

**Nodwch y lleoliad, o.g.y.dd. / Please note the venue**

Pwynt Cyswllt / Contact Point

**GLYNDA O'BRIEN**

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Dosbarthwyd: 03.04.13

# **PWYLLGOR CRAFFU GWASANAETHAU SERVICES SCRUTINY COMMITTEE**

## **AELODAETH / MEMBERSHIP (18)**

### **Plaid Cymru (9)**

Y Cynghorwyr / Councillors

Huw Edwards	Alan Jones Evans
Chris Hughes	Elin W. Jones
Linda Ann Wyn Jones	Liz Saville Roberts
Dyfrig Siencyn	Ann Williams
Hefin Williams	

### **Annibynnol / Independent (5)**

Y Cynghorwyr / Councillors

Eryl Jones-Williams	Beth Lawton
Dewi Owen	Eirwyn Williams
Elfed Williams	

### **Llais Gwynedd (3)**

Alwyn Gruffydd	Llywarch Bowen Jones
Peter Read	

### **Llafur / Labour (1)**

Y Cynghorydd / Councillor Sion Wyn Jones

### **Aelodau Ex-officio / Ex-officio Members**

Cadeirydd ac Is-Gadeirydd y Cyngor / Chairman and Vice-Chairman of the Council – Y Cynghorwyr / Councillors Selwyn Griffiths a / and Huw Edwards

**AELODAU CYFETHOLEDIG / CO-OPTED MEMBERS:  
Hefo pleidlais ar faterion addysg yn unig /  
With a vote on education matters only**

Y Parchedig / Reverend Robert Townsend  
Yr Eglwys yng Nghymru / The Church in Wales

Mrs Rita Price  
Yr Eglwys Gatholig / The Catholic Church

Mr Dylan Davies  
Cynrychiolydd Rhieni Llywodraethwyr Meirionnydd /  
Representative for Meirionnydd Parent Governors

Mr John Fraser Williams  
Cynrychiolydd Rhieni Llywodraethwyr Arfon /  
Representative for Arfon Parent Governors

Ms Rhian Roberts  
Cynrychiolydd Rhieni Llywodraethwyr Dwyfor /  
Representative for Dwyfor Parent Governors

## A G E N D A

1. **APOLOGIES**

To receive apologies for absence.

2. **DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest.

3. **URGENT BUSINESS**

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

4. **MINUTES**

The Chairman shall propose that the minutes of the meeting of this Committee held on 21 February 2013, be signed as a true copy.

(Copy enclosed – Cream paper)

5. **SCRUTINY INVESTIGATION OF THE QUALITY OF EDUCATION**

***Cabinet Member: Cllr. Sian Gwenllian***

- (a) To receive a progress report on the work of the Scrutiny Investigation of the Quality of Education.
- (b) To elect a Member to serve on the Scrutiny Investigation of the Quality of Education to succeed Councillor Dewi Owen following his recent resignation.

(Copy enclosed – White Paper)

6. **HOME CARE**

***Cabinet Member: Cllr. R H Wyn Williams***

To receive a report by the Care Cabinet Member on the implementation of the above provision.

(Copy enclosed – Green Paper)

7. **ACCOMMODATION AND CARE NEEDS ASSESSMENT, PORTHMADOG**

***Cabinet Member: Cllr. R H Wyn Williams***

To consider a report by the Care Cabinet Member on progress of the above review.

(Copy enclosed – White Paper)

**8. SOCIAL SERVICES ISSUES**

To receive feedback from the Chairman and Vice-chairman of the Services Scrutiny Committee following their meeting with the Statutory Director of Social Services held on the 28 March 2013.

**9. ANNUAL WORK PROGRAMME**

To submit the latest version of the work programme.

(Copy enclosed – Lilac paper)

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## SERVICES SCRUTINY COMMITTEE

### 21.02.13

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**Present:**

**Councillor Dyfrig Siencyn – Chairman**  
**Councillor Peter Read - Vice-chairman**

Councillors: Huw Edwards, Elin Walker Jones, Linda Ann Wyn Jones, Siôn Wyn Jones, Eryl Jones-Williams, Beth Lawton, Liz Saville Roberts, Ann Williams, Eirwyn Williams, Elfed Wyn Williams and R. Hefin Williams.

**Teachers' Unions:** David Healy (NASUWT), Dilwyn Hughes (UCAC)

**Cabinet Members:** Councillor Siân Gwenllian (Education)  
Councillor R H Wyn Williams (Care)

**Officers:** Iwan Trefor Jones (Corporate Director), Morwena Edwards (Statutory Director of Social Services) Gareth James (Members' Manager Support and Scrutiny) and Glynda O'Brien (Members and Scrutiny Support Officer).

**Apologies:** Councillors Alwyn Gruffydd, Selwyn Griffiths (ex-officio Member), Rev. Robert Townsend (Church in Wales), Mrs Rhian Roberts (Dwyfor Parent Governors Representative), Siôn Amllyn (NASUWT).

#### 1. WELCOME

The Chairman welcomed Mr Dilwyn Hughes and Mr David Healy namely the Teachers' Unions representatives to the meeting following the resolution of this Scrutiny Committee to elect them as Co-opted Members without a vote onto the Committee. It was noted that the appointment would be formalised in a report to the full Council in due course.

#### 2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received from any member present.

#### 3. MINUTES

(a) The Chairman signed the minutes of a meeting of this Committee held on 10 January 2013 as a true record subject to adding the words "especially on the weekend" to the resolution in Item 6 (A) (b) to read:

"To request the Senior Adult Services Manager contacts the Health Boards outside Gwynedd to express the concern of this Scrutiny Committee regarding the relationship between Hospitals and Social Services and how arrangements to receive patients' assessments for those sent home from hospital can be improved and the need for provision of the enablement scheme **especially on the weekend**".

(b) In response to a query from a Member regarding the action stemming from the minutes of the previous meeting, the Chairman gave an assurance that the matters requiring attention would be discussed at the next preparatory meeting of this Scrutiny Committee.

**4. GWYNEDD COUNCIL'S RESPONSE TO THE PEMBROKESHIRE JOINT INSPECTORATES REVIEW REPORT**

(a) A joint report was presented by the Corporate Director (ITJ) and the Statutory Director of Social Services, outlining the main developments within Gwynedd Council in responding to the report of the joint inspectorates' review of child protection in Pembrokeshire and a response to specific points at the request of the Scrutiny Committee.

(b) The Education Cabinet Member reported that she was aware of the report published jointly with Estyn and the Care and Social Services Inspectorate Wales in relation to child safety arrangements in Pembrokeshire. Consequently, one of the main priorities of the Education Cabinet Member when she was appointed to her post as a Cabinet Member was to investigate this Council's procedure in this area. An independent report was commissioned to identify how to respond specifically to issues in the children's field. It was true to note that there were gaps in service provision in Gwynedd such as in procedures and accountability that was not sufficiently robust. As a result of that report a detailed work programme was put in place and by now the Cabinet Member was much more content that the procedures were on the correct path. A further investigation was requested to outline why there were gaps in some areas and it was trusted that this report would be ready at the beginning of next month. A Strategic Panel – Safety of Children and Young People was established within Gwynedd Council with the Education Cabinet Member chairing. It was noted that a Project Group of Senior Managers supported the work and challenging reports were received to push the agenda forward in the field of children as well as with vulnerable adults.

(c) The Statutory Director of Social Services explained that her statutory role was divided. She had a statutory role within the Council to ensure that arrangements to protect and safeguard children were suitable and appropriate and that other individuals within the Council also had specific responsibilities. In the context of the Strategic Panel the role of the Statutory Director was to support the Chair and the Care Cabinet Member.

(ch) The role of the Statutory Director was discussed and the following points were highlighted by individual Members.

- The importance of a close link between Members and the Statutory Director especially in those Wards where care homes/homes for the disabled were located.
- The importance that Members were aware of what was happening especially in the children's field as well as to ensure a check of private companies that provide a service to the Council in this area.

(d) In response, the Statutory Director Social Services noted that it was important to have the correct culture within and beyond the Council and it should be ensured that monitoring arrangements were on top of the list of priorities. It was noted that the role

of the CSSIW had changed over the years and they had taken an overview role and expected providers to undertake checks and therefore there was more pressure on the Council to deal with investigations. A comment made by a Member that the Council had to be more proactive was accepted. It was recognised that the timetable had not been achieved regarding the collection of evidence on the quality of residential provision for children with additional needs and the Statutory Director would consider the structure of the unit to ensure that the officers were in the correct roles to respond to the actions. Members were reminded that the Statutory Director had only been in post for six months and this issue had been one of the main priorities that had received her attention. She felt that the field had not been discussed often enough at the Corporate Management Group but had been a subject discussed by Social Services.

(dd) It was noted by a Member that the report was general and it would be beneficial to receive more quantitative facts.

(e) Members were given an opportunity to question the contents of the report and they highlighted the following issues:

- (i) Were CRB checks required for Year 10 pupils when they attended work experience?
- (ii) Was there too much emphasis on CRB checks bearing in mind that there was no advantage to the employers and that they offer places for children as part of their social duty?
- (iii) Would it be possible for the Council to contribute towards the cost of CRBs to employers as it was an additional cost for small companies?
- (iv) Was it possible to implement different procedures such as a risk assessment of the workplace?

(f) In response, the Corporate Director explained that the matter required attention and it was stressed how important it was for every employer to have the correct policies in terms of the safety of young people on work experience in accordance with the Service Level Agreement by Careers Wales.

(ff) It was noted that a risk assessment was a totally different action and every work location was not the same. It could be suggested that it was unnecessary for all employees to receive a CRB check and it should be restricted to the individual who supervised the pupil on work experience.

(g) The Statutory Director expressed concern regarding not implementing CRB checks.

(h) In the context of ensuring a balance between human rights/ freedom act and maintain a safe workforce, the Statutory Director explained that there was no easy answer. A great deal of information had been kept in different Council departments and it was important to draw all this information together as a corporate data bank in order to ensure an overview of the information.

(i) Several members felt that it was necessary to consider the different types of offences that should be noted on corporate data and certainly before making enquiries directly with individuals regarding past offences.

(j) The role of the Scrutiny Committee to challenge the work of the Strategic Panel was discussed: Safeguarding Children and Young People and the Statutory Director's corporate role and it was asked if there were weaknesses in the Human Resources



procedures specifically regarding the lack of references received and checking CRB forms.

In response, it was explained that the Head of Human Resources and the Senior Officer served on the Strategic Panel and a protocol was required and better understanding across the Council corporately.

In terms of the corporate role, it was explained that the report would be submitted by the Strategic Panel via the Education Cabinet Member to the Cabinet and it was possible for the Services Scrutiny Committee to call in the report for scrutiny. The Corporate Director added that certainly progress had been achieved with CRB checks as only 160 out of 6,600 had not been checked thus far. Approximately 240 staff did not have the correct information in terms of references and it was noted that Human Resources were going through the process of receiving them and a more robust policy would be in place by looking at the process of appointing to posts that deal with children and young people.

It was proposed and seconded that the Services Scrutiny Committee should receive an annual report from the Strategic Panel and that it was noted on the Committee's work programme as a permanent subject.

(l) It was estimated that it would be a cost of £260,000 every three years for the Council to check CRB forms, and it was asked if it was necessary to check them every three years. The Care Cabinet Member noted that money had been earmarked centrally to respond to this.

(m) In response to concern regarding the role of Members and protection when they met young people in their homes as part of the daily work in their Wards, the Education Cabinet Member explained that the matter had received attention by the Strategic Panel and in accordance with guidance from the Legal Department, it was understood that every Member required a CRB check. Training was offered in this field that would deal with how Members should behave appropriately in situations in accordance with a clear protocol that would be part of the corporate training.

(n) Members were of the view:

- That every Member should receive a CRB check as a Corporate Parent at their own cost.
- That a panel of three officers (Chief Executive, Monitoring Officer, Statutory Director Social Services) should be established with two members to discuss and monitor the situation.

(o) In response, the Corporate Director noted that the Government was airing this matter and the field of child safety would have priority in the Council's 4 Year Strategic Plan in order that the matter receives attention.

(p) Concern was expressed regarding Point 4(b) which appeared as a green action statement in the Youth Service, yet it was noted that significant gaps continued in terms of Level 2 training for staff and managers.

In response, the Statutory Director of Social Services gave an assurance that she would check the above and contact the Member to update her on the position.

- (r) In response to various observations by Members, the following were noted:-
- That in terms of child protection the Council's Self-evaluation was noted as sufficient as historically the field had not received deserving attention, however, it was stressed that the usual steps in the field by now was quite a feat and it was shown that the forecast was good.
  - That the authority encouraged the use of Webster Stratton strategies in the County's primary school in order to promote good behaviour from the pupils.
  - That the Safeguarding Children's Local Board was a multi-agency body and in the past the focus had been reserved to multi-agency arrangements rather than the Council's corporate arrangements. By now much more attention was given to the Council's own procedures as well as to support multi-agency work.
  - That the Strategic Panel: to Safeguard Children and Young People was to be praised in terms of what had been achieved thus far and it was important to maintain the level of progress. Meetings of the Panel were held in the evening every two months with a Project Group of officers meeting every fortnight.
  - That it would be a requirement to implement and strengthen the arrangements for collecting evidence on the quality of the residential provision by external agencies/bodies/private agencies for children with additional needs as it appeared red in terms of its action status. The CSSIW had undertaken more in this field in the past and the Statutory Director ensured that she met regularly with CSSIW officers and that she would submit a progress report to the Scrutiny Committee as part of its work programme.
  - In the context of the Council having its own specialist provision, it was noted that there was considerable work proceeding in terms of autism and an excellence centre with the intention of establishing most of the provision locally. However, specialist support was required for some individuals and it would not be cost effective to provide locally. The excellence centre would replace the existing Ysgol Hafod Lon and would offer a residential element to respond to the requirements of individuals and their families and would be a means to keep young people in Gwynedd. It was trusted that the centre would be located in the centre of the County and would offer a service through the medium of Welsh. Currently, it was noted that the costs of locating out of county were down, however, every individual could not be placed at Hafod Lon and it would be necessary to use out of county expertise for more profound needs.
  - That every effort was made to support a child linguistically and culturally when they have to be located out of county. In addition, in Gwynedd a great deal of schemes were coordinated via Cwmni Derwen which was a service established jointly with the Health Board and promoted pioneering schemes to respond to the needs of children and to collaborate with parents. The Statutory Director of Social Services gave an assurance that she would investigate further into the arrangements for children located out of county because of reasons concerning safety in order to ensure that they are not excluded linguistically and culturally especially if the situation was complex at home.

**Resolved: (i) To approve the direction of the work to date in responding to the Inspectors' report into child safety in Pembrokeshire.**

(ii) Ensure that the following matters were added to the Scrutiny Committee's Programme of Work in order to submit a:

(a) Annual Report by the Strategic Panel: Safeguarding of Children and Young People, Gwynedd Council

(b) Progress report by the Statutory Director of Social Services regarding strengthening the arrangements to collect evidence on the quality of the residential provision by external agencies/bodies/private agencies for children with additional needs

(iii) Request that the Statutory Director of Social Services deals with the Members' concerns in the following areas:

(a) the significant gaps in terms of level 2 training for staff and managers noted in Point 4(b) of the Project Management Plan: Respond to the Pembrokeshire Joint Review Report

(b) Investigate further the arrangements for children located out of county due to reasons concerning safety in order to ensure that they are not excluded linguistically and culturally especially if the situation with the family is complex.

## 5. ANNUAL WORK PROGRAMME

The latest version of this Scrutiny Committee's work programme was submitted.

**Resolved:** To discuss the work programme in detail at the preparatory meeting of this Scrutiny Committee to be held on 26 February 2013 and to note the additional matters referred to in (ii) above to be added to the work programme.

The meeting commenced at 10.00am and concluded at 11.50am.

<b>MEETING</b>	<b>Services Scrutiny Committee</b>
<b>DATE</b>	<b>11 April 2013</b>
<b>SUBJECT</b>	<b>Scrutiny Investigation - Quality of Education</b>
<b>PURPOSE</b>	<b>To submit an update to the Services Scrutiny Committee on the Scrutiny Investigation into the Quality of Education</b>
<b>AUTHORS</b>	<b>Councillor Chair of the Investigation into the Quality of Education</b>
	<b>Vera Jones Lead Officer of the investigation</b>

## **1. Background**

- 1.1 The Services Scrutiny Committee requested an update on the work that has been undertaken by the Investigation and what remains on the work programme.
- 1.2 To remind the Committee – The Cabinet Member who is responsible for the Education field submitted an application to the Services Scrutiny Committee in July 2012 to establish a scrutiny investigation into the education field, and submitted evidence of the matters that needed to be addressed. The scrutiny members agreed and established an investigation commissioned by the Cabinet member.
- 1.3 A copy of the Cabinet Member’s original application can see seen as part of the papers of the Scrutiny Committee in July 2012.

## **2. The Work**

- 2.1 Part 1 – understanding and analysing the data. As the Committee can imagine, the field of the investigation is quite broad, therefore there was a lot of work for the members of the investigation to gain an understanding of the field and to be able to analyse the data correctly in order to enable them to identify the further work programme.
- 2.2 It was decided to consult with experts in the field, specifically the Head of Education Department and the Secondary Advisor / Senior System Leader to secure a clear understanding of the field to enable the members of the investigation to establish an accurate and realistic work programme to undertake the work.
- 2.3 Although this took a considerable amount of time, it was essential in order to ensure the correct way forward. This work led to deciding that three different categories of secondary schools existed in Gwynedd in the context of the performance of Key Stage 4 (KS4). The categories identified are as follows:
  - Schools where the performance is good
  - School where the performance has / is changing significantly
  - Schools where there is under-performance in the core subjects indicator

- 2.4 The first part of the work has been completed, but the members of the investigation continue to receive regular updates and challenge any additional information that comes to hand during the course of the investigation. For example, Appendix B in this report is a copy of the Education Service's Annual Performance Report that will be addressed by the Investigation in due course. However, having completed the first part of the work of understanding and analysing the data, the remainder of the investigation was established into three further parts.
- 2.5 Second part – challenging at grass roots level. The second part of the investigation is to challenge and truly understand what is happening at grass roots level. In other words, question those who are affected and take the users / customers' perspective. In order to be able to achieve this element successfully, the members of the investigation decided that it was necessary to consult with the following groups in order to identify good practice.
- School head teachers
  - School pupils
  - Parents of pupils (by meeting with parent governors)
- 2.6 A number of meetings with school head teachers have already been held, with one or two other meetings to be rearranged as a result of the availability of the members of the investigation or the Heads. Two schools were identified per category, and it was ensured that the six schools identified represented every area across Gwynedd in order to ensure the best possible representation across the whole of Gwynedd.
- 2.7 The same six schools will be used for meeting with pupils and parents/governors. As expertise is needed to question the pupils in the most accurate way, experts in the field will be doing this on behalf of the members of the investigation.
- 2.8 At present we are arranging a meeting with the parents/governors.
- 2.9 Third part – independent experts in the field. Throughout the work of the investigation the members of the investigation have identified and met with independent experts in the education field – especially in the field of literacy and numeracy to ask for their opinion on how to improve the quality of education and ensure consistency, as well as challenge them for evidence of introducing and achieving an improvement in quality.
- 2.10 Fourth part – draw up and submit evidence based recommendations to the Cabinet Leader. Throughout the work in all the stages noted above the members of the investigation collect evidence and challenge different witnesses in order to lead to stage 4, namely drawing up recommendations to be submitted to the Cabinet Leader.

### **3. Schedule and what is left to be achieved**

- 3.1 As noted above, there is still work to be achieved in the second and third part in order to enable the investigation to submit recommendations in part 4. It is

also noted that an ESTYN inspection is ongoing at present and that it is necessary for the investigation to consider ESTYN's findings jointly with the findings of the investigation. At present it is noted that the schedule for publishing the report by ESTYN has been noted as 11 July 2013.

- 3.2 Therefore it is anticipated that the investigation will be in a situation to complete the work and report to the Cabinet Member and to the Services Scrutiny Committee on 3 October 2013.

#### **4. Changes to the Membership of the Investigation**

- 4.1 The members of the Scrutiny Investigation also wish to note that there has been a change to the membership of the Scrutiny Investigation. They wish to thank Councillor Dewi Owen for chairing the initial meetings of the investigation and for his input into all the work.
- 4.2 Following the aforementioned change to the membership of the investigation, the Scrutiny Committee or the Investigation will be required to select a member to chair the investigation, probably from amongst the Members who are part of the investigation because of the need for background in the field. The current members of the investigation are Councillors Dyfrig Siencyn, Liz Saville Roberts, Alwyn Gruffydd, Sion Wyn Jones and Reverend Roberts Townsend.
- 4.3 The resignation of Councillor Dewi Owen leaves a vacancy on the investigation and, although it will involve a considerable amount of work to catch up, it is suggested to fill the vacancy on the investigation. Bearing in mind the importance of geographical balance, the Committee is asked to formally confirm that Councillor Beth Lawton should be asked to join the investigation.

<b>SUBJECT</b>	<b>Annual Report of the Education Department</b>
<b>AUTHOR(S)</b>	<b>Dewi R Jones, Head of Education</b>

## Introduction

The main purpose of the report is to present information to allow you to scrutinise end of key stage results in the 2011/12 academic year.

The type of information contained in the report, and the opportunity to ask further questions, is an important contribution to the self-evaluation process.

In this context, we must remind ourselves that the Estyn Framework for inspecting authorities includes an expectation that, as part of the self-evaluation process, we are able to answer the types of questions listed below:

- How does the Authority perform against the benchmarks set by the WG for KS3 and KS4?
- How does the Authority's performance compare with other authorities in Wales?
- Is performance similar across the core subjects?
- In which key stage is performance at its best? Where is there room for improvement?
- What is the distribution of schools across the free school meals quartiles? Is this distribution better or worse than the national pattern?
- Are there schools which appear to be underperforming?

## Commentary on performance

Table 1 shows the % of statutory school-age pupils who are entitled to free school meals in Gwynedd over the past four years in comparison with Wales and individual authorities.

**Table 1: % of statutory school-age pupils who are eligible for free school meals**

	2009	2010	2011	2012
Gwynedd	12.6%	13.2%	14.2%	13.7%
Wales	17.8%	18.9%	19.7%	19.3%
Position ( <i>1=lowest</i> )*	4	5	5	5

The position denotes Gwynedd's ranking in comparison with other Welsh authorities, with the lowest position denoting the lowest percentage of 5-15 year old pupils who receive FSM.

The table suggests, if it is accepted that eligibility for free school meals is an appropriate indicator of deprivation, that Gwynedd's performance should be in the five highest amongst Welsh authorities.

## The Foundation Phase and Key Stage 2.

Table 2 shows the percentage of pupils who achieved the Foundation Phase Indicator (FPI)\* in 2012 and the Core Subjects Indicator (CSI) for the previous years, together with the percentage of pupils who have achieved the CSI at the end of Key Stage 2 (KS2) for the same period. It also shows Gwynedd's position regarding performance in comparison with the remaining Welsh authorities.

**Table 2: % of pupils who achieved the Foundation Phase Indicator (FPI) in 2012 and the Core Subjects Indicator (CSI) for the previous years**

	KS1				FP*	KS2				
	2008	2009	2010	2011	2012	2008	2009	2010	2011	2012
Gwynedd	84.4%	84.2 %	84.9%	88.0%	83.0%	76.9 %	81.3 %	83.2 %	82.8 %	86.2 %
Wales	80.7%	81.1 %	81.6%	82.7%	80.5%	75.5 %	77.0 %	78.2 %	80%	82.6 %
Position (1=best)	4 (+2)	5 (-1)	5 (0)	3 (+2)	8 (-3)	9 (-3)	4 (0)	2 (+3)	3 (+2)	3 (+2)

*\*The Foundation Phase Indicator is a new indicator from 2012 onwards, as pupils from this year reach the end of the Foundation Phase at seven years old for the first time. The indicator shows the percentage of pupils who achieve the expected outcome in Personal and Social Development, Well-being and Cultural Diversity; Language, Literacy and Communication Skills and Mathematical Development, together.*

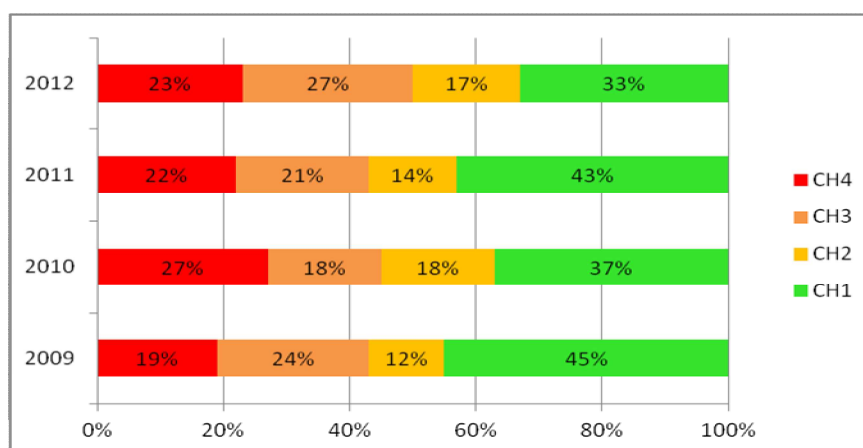
At the end of the Foundation Phase, the performance in 2012 has fallen since 2011, and is slightly lower than the previous years, and places the Authority's performance in the eighth position. In the case of KS2, the result has improved, and is higher than the results of the previous four years. It places the Authority in 3<sup>rd</sup> position.

The table also shows the difference between the position of the CSI and the position of free school meals. The result for the FP shows that performance in 2012 is lower than expected, but the performance of three of the five years has been as good as or better than expectation. KS2 performance has been improving in comparison with other authorities, and is as good as or better for the fourth year running.

There will be a need to give attention to maintaining the improvement that has occurred in KS2 and improving the result at the end of the FP.

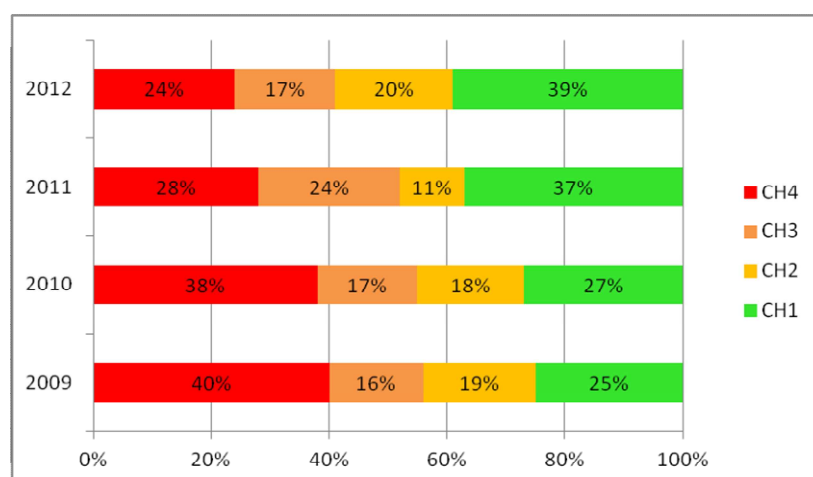
The graphs below (table 3 and 4) show the distribution of Gwynedd's primary schools in the national free school meals benchmark quartiles for the CSI. It is seen that 50% of Gwynedd's schools are in the upper half in 2012 at the end of the FP, and 59% at the end of KS2.

**Table 3: Distribution of schools across FSM quartiles at the end of KS1 and the FP for the CSI/FPI**





**Table 4: Distribution of schools across the FSM quartiles at the end of KS2 for the CSI**



Further analyses show that the results of one school have placed the core subjects indicator in the lowest quartile for the past three years at the end of KS2, and the results of six schools have placed the core subjects indicator in the lowest quartile for the past two years.

The table below (Table 5) shows end of KS2 performance in the core subjects, namely Welsh, English, Mathematics and Science, together with the corresponding performance for Wales.

**Table 5: % of pupils attaining expected levels and higher levels at the end of KS2, together with the corresponding performance for Wales**

	2009		2010		2011		2012	
	Gwynedd	Wales	Gwynedd	Wales	Gwynedd	Wales	Gwynedd	Wales
Welsh L4+	81.9%	79.8%	83.8%	81.0%	82.7%	82.0%	84.1%	83.9%
Welsh L 5+	26.7%	23.9%	28.0%	24.4%	30.3%	25.8%	28.8%	26.6%
English L 4+	84.5%	80.9%	86.6%	81.9%	85.8%	83.3%	86.6%	85.1%
English L5+	29.2%	27.9%	32.7%	28.9%	34.5%	30.5%	33.0%	32.9%
Mathematics L4+	84.4%	82.4%	86.3%	83.2%	85.5%	84.8%	88.8%	86.7%
Mathematics L5+	32.2%	29.3%	31.5%	29.2%	34.4%	31.1%	33.9%	32.8%
Science L4+	87.8	86.4%	90.0%	86.4%	88.4%	87.1%	91.6%	88.5%
Science L5+	31.1%	30.6%	32.1%	30.1%	34.5%	30.9%	33.6%	33.0%

### KEY STAGE 3

In KS3, performance in the CSI has been higher than the expected Welsh benchmark for the previous four years [Table 6], and higher than the national figure for the previous five years [Table 7]. Gwynedd's position has also been higher than the FSM position for the period [Table 7]. In 2012, the % who gained the CSI has improved yet again, and at a higher rate than the national %. This year, Gwynedd has performed best out of all the Welsh authorities, and the figure is 9% higher than the Welsh Assembly Government's 2011 benchmark.

**Table 6: Performance against Welsh Government benchmarks:**

	Key Stage 3 [KS3] CSI				
	2008	2009	2010	2011	2012
<b>Gwynedd</b>	66.0%	70.0%	73.0%	77.0%	83.0%
Benchmark**	65.0%	67.0%	69.0%	74.0%	To be confirmed
Difference	+1	+3	+4	+3	

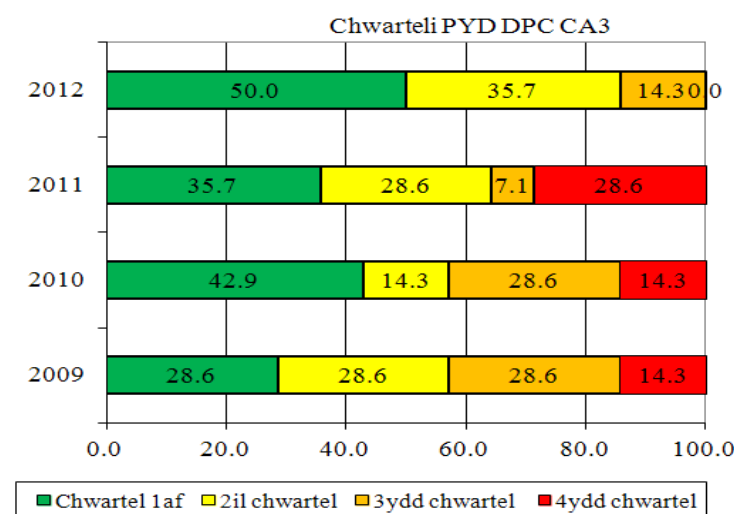
\*\* expected performance modelled based on FSM eligibility

**Table 7: % of pupils attaining the CSI in KS3:**

	Key Stage 3 [KS3]				
	2008	2009	2010	2011	2012
<b>Gwynedd</b>	66.0%	70.0%	73.0%	76.3%	83.0%
Wales	59.6%	61.3%	63.7%	68.0%	72.5%
Position ( <i>1=best</i> )	3	3	2	3	1

The percentage of schools that are in the upper half of FSM national benchmarks has also increased over the past four years. In 2011, 64.3% of schools were in the upper half. In 2012 that figure has increased to 85.7%, and there are now only two schools in the lower half of the national benchmarks, and only one in the lowest 25%. 50.0% of the schools are in the upper quartile in 2012. This is good.

**Table 8: Distribution of schools across the FSM quartiles at the end of KS3 for the CSI.**



None of the schools in Gwynedd have been in the lower quartile for a period of three consecutive years, but two schools have been in the lower half for a period of two years, and there will be a need to continue to work further with those in order to improve performance.

**Table 9: % of pupils attaining expected levels and higher levels at the end of KS3, together with the corresponding performance for Wales**

	2009		2010		2011		2012	
	Gwynedd	Wales	Gwynedd	Wales	Gwynedd	Wales	Gwynedd	Wales
Welsh L5+	78.1%	75.1%	76.7%	76.8%	83.0%	81.3%	86.3%	84.2%
Welsh L 6+	39.1%	35.1%	38.3%	36.4%	41.9%	38.2%	46.2%	44.9%
English L 5+	75.3%	70.6%	75.7%	72.5%	80.0%	76.0%	86.0%	79.3%
English L6+	32.9%	31.7%	33.0%	31.3%	38.8%	32.1%	46.9%	36.3%
Mathematics L5+	77.7%	73.5%	79.1%	75.5%	82.6%	77.9%	86.7%	81.1%
Mathematics L6+	48.3%	43.7%	45.4%	45.0%	49.3%	46.8%	56.1%	48.3%
Science L5+	79.0%	75.6%	81.2%	77.1%	85.1%	80.3%	90.2%	83.6%
Science L6+	46.4%	38.5%	46.9%	37.0%	46.6%	38.9%	56.6%	41.3%

The above data confirms that the performance of Gwynedd's schools in KS3 is good.

#### Key Stage 4

The table below denotes Gwynedd's ranking amongst the Welsh authorities. The table suggests, if it is accepted that entitlement to free schools meals is an appropriate indicator of deprivation, that Gwynedd's performance should be in the upper quarter for Welsh authorities i.e. around the same as the position of free schools meals [FSM].

**Table 10: The national position of Gwynedd based on FSM**

	2009	2010	2011	2012
<b>Gwynedd</b>	12.6%	13.2%	14.2%	13.6%
<b>Wales</b>	17.8%	18.9%	19.7%	19.3%
<b>Position (1=lowest)*</b>	5	5	5	4

**Table 11: Performance against Welsh Government benchmarks:**

	2008		2009		2010		2011		2012	
	L2	Points score	L2+	Points score	L2+	Points score	L2+	Capped points score	L2+	Capped points score
<b>Gwynedd</b>	64%	383	49.8%	402	52.1%	402	53.4%	327	55.0%	335
<b>Benchmark**</b>	64%	382	53.0%	406	55.0%	406	57.0%	332		
<b>Difference</b>	0	1	-4	-4	-3	-4	-4	-5		

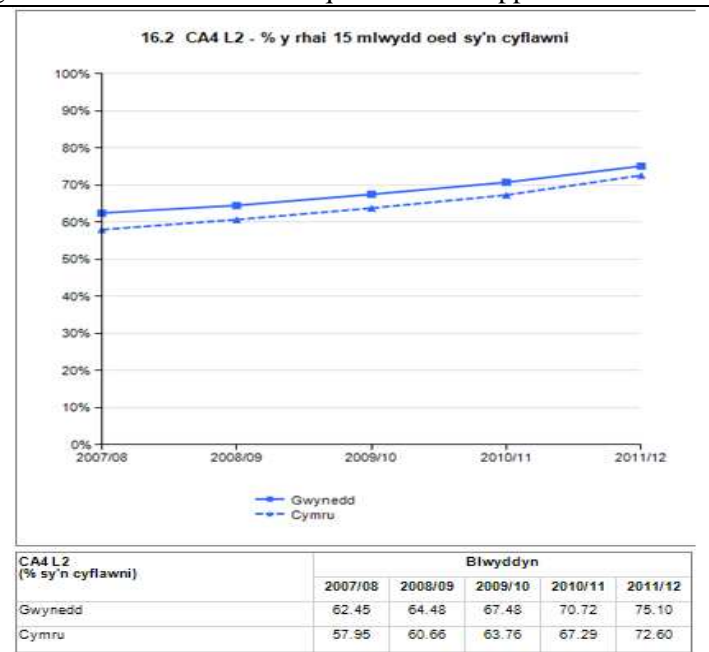
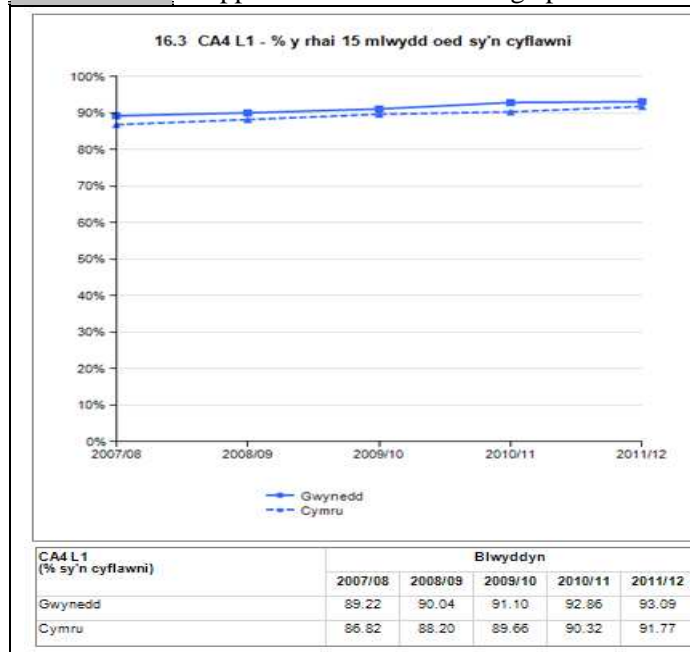
\*\* expected performance modelled based on FSM eligibility

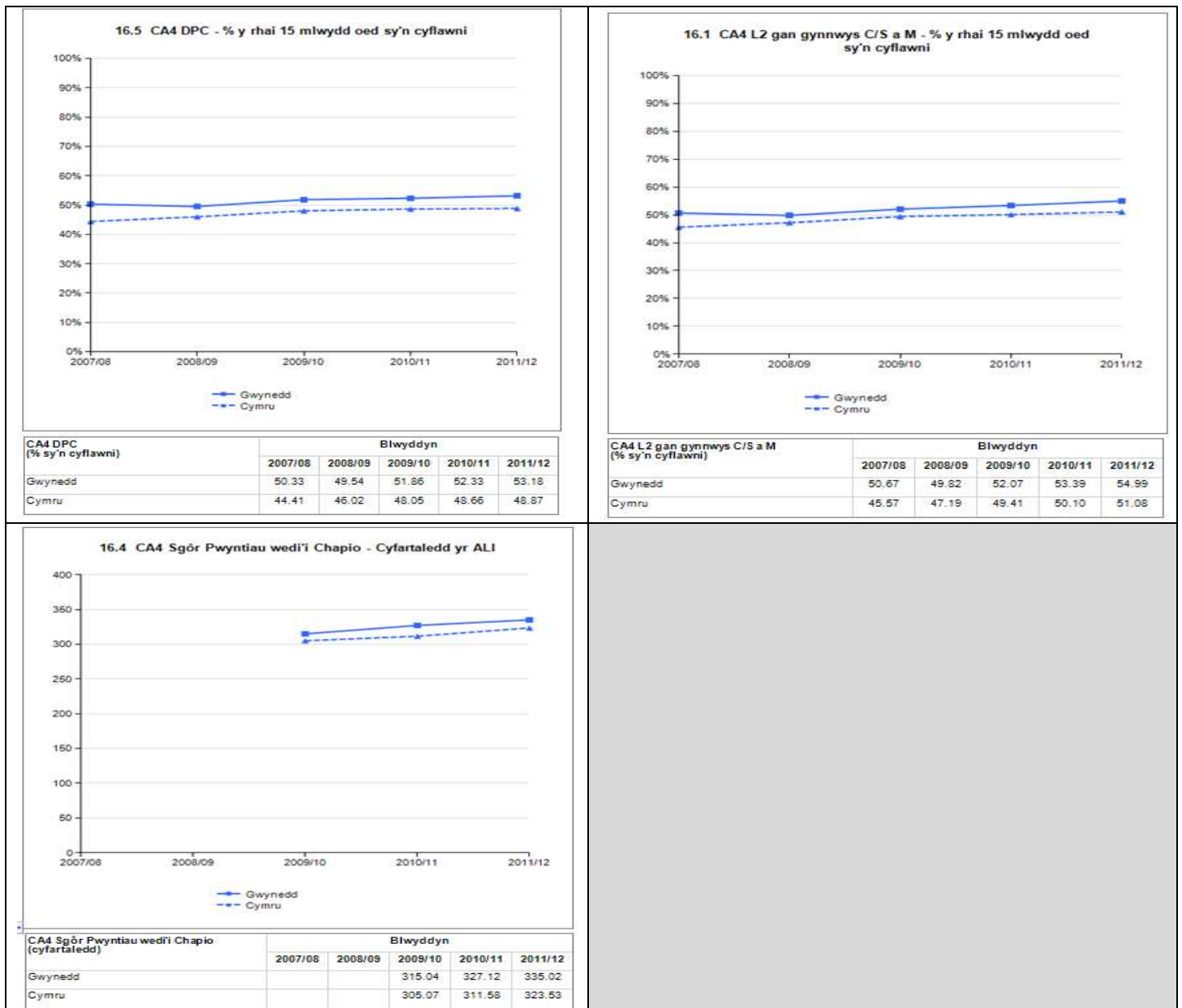
Gwynedd's performance has been close to the Welsh Government benchmark over a period of four years. 2012 benchmarks are not available yet. We expect to receive the information during March 2013.

**Table 12: Performance of 15 year old pupils in comparison with Wales and other authorities**

Gwynedd	2009		2010		2011		2012	
	%	Position	%	Position	%	Position	% [% Wales]	Position
L1T	90.0	8	91.1	9	92.9	4	93.1 [91.8]	8
L2T	64.5	4	67.4	5	70.7	8	75.1 [72.6]	10
L2+T	49.8	7	52.1	6	53.4	6	55.0 [51.1]	6
CSI	49.5	5	51.9	5	52.3	5	53.2 [48.9]	5
CPS			315.0	4	327.1	3	335 [323]	8
Welsh	72.1		71.2		74.7		76.8 [73.8]	
English	61.9		63.9		64.2		64.1 [62.2]	
Mathematics	53.8		55.2		57.0		58.7 [58.4]	
Science	65.6		66.6		66.0		71.5 [70.6]	

L1T	Level 1 Threshold: learning which corresponds to five GCSEs grade D to G
L2T	Level 2 Threshold: learning which corresponds to five GCSEs grade A* to C.
L2+T	Level 2+ Threshold: learning which corresponds to five GCSEs grade A* to C, including Welsh First Language or English and Mathematics.
CSI	Core Subjects Indicator: % of learners who attain the expected levels in English or Welsh First Language, Mathematics and Science together.
CPS	Capped Points Score: average points of the eight best results from all the qualifications approved for use

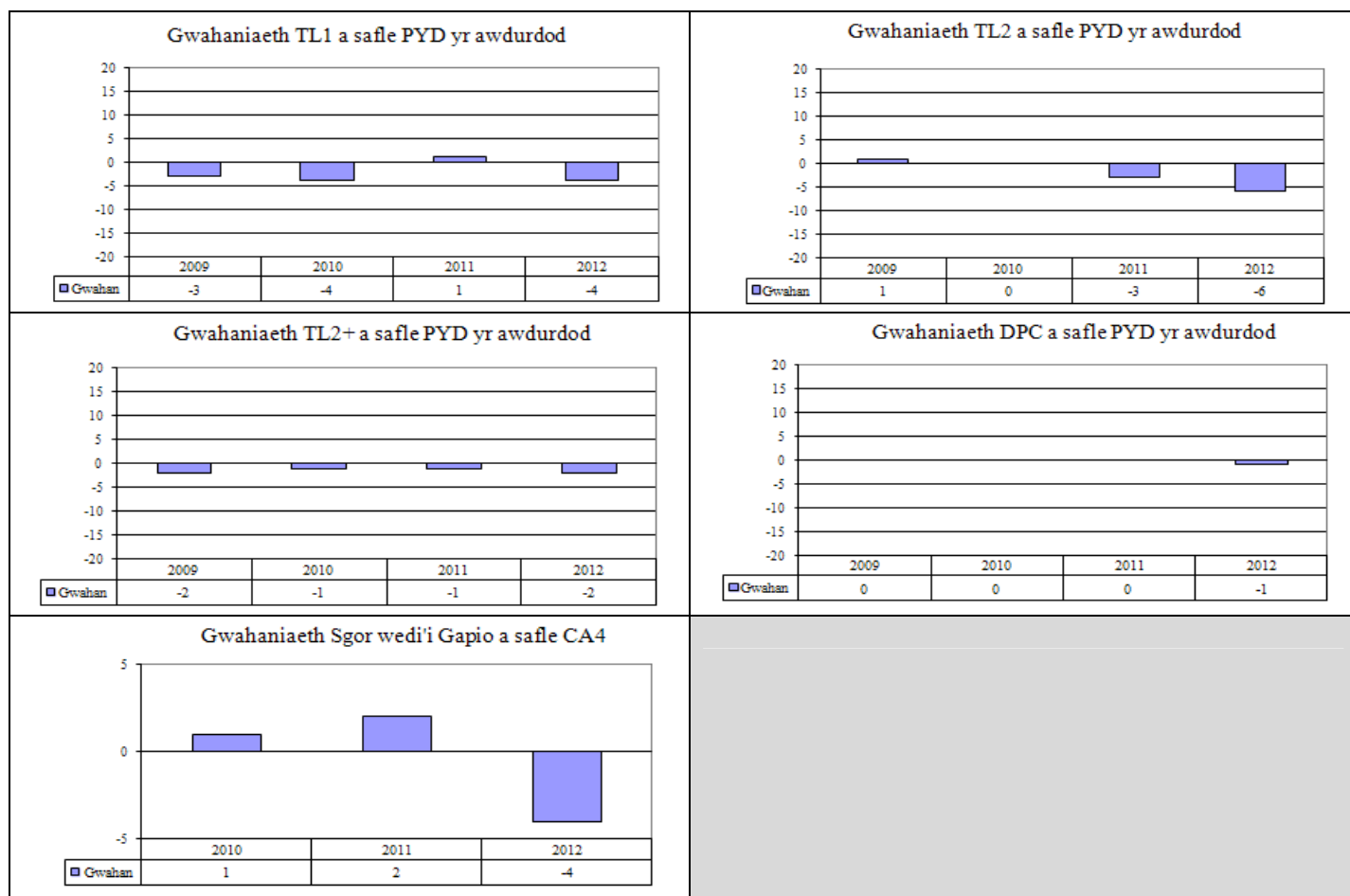




Generally, the comparative performance of Gwynedd has been consistently good in the vast majority of the indicators across the period in question. There is much to be proud of in our schools' performances this year. Six schools are in the first or second quartile for the L2T; seven schools are in the first or second quartile for the L2+T and L1T, and two secondary schools are in the upper quartile for each of the main indicators.

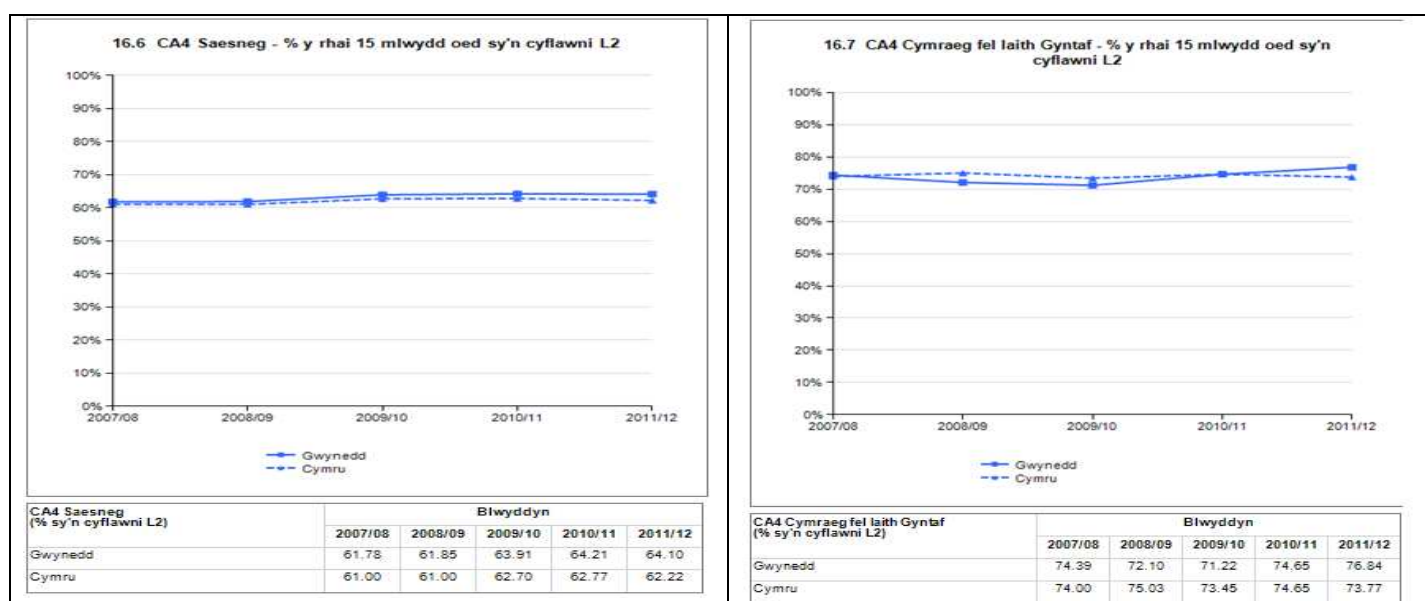
In KS4, the Authority's absolute performance is slightly better than the national pattern, with each of the main indicators between 2009-2012 higher than the corresponding national figure. The improvement rate between 2009-2012 in the L2+T [5.2%]; CSI [3.7%] and the Points Score [20] is higher in Gwynedd than the corresponding national increase: L2+T [3.9%]; CSI [2.9%] and the Points Score [17]. However, the improvement rate between 2009-2012 in the L1T [3.1%]; L2T [10.6%] is slightly lower in Gwynedd than the corresponding national increase: L1T [3.6%]; L2T [11.9%].

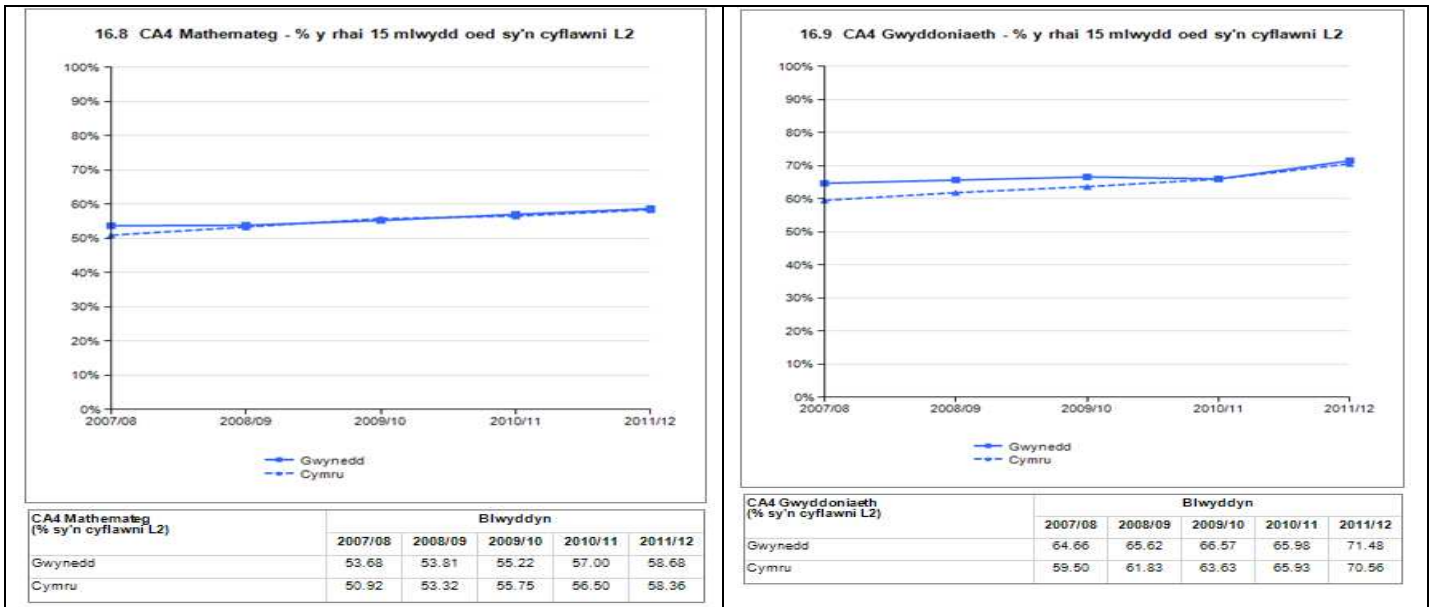
**Table 13: Performance of 15 year old pupils in comparison with FSM position**



Comparative performance is generally positive, with the position in the vast majority of the indicators very close to the FSM position over a rolling period. In 2012, the L2+T and the CSI continue to be similar to the expectation, and in the highest quarter of all Authorities. However, the comparative position of the L1T, L2T and the Capped Score has slipped somewhat this year, but continue to be comfortably within the upper half of all the Authorities.

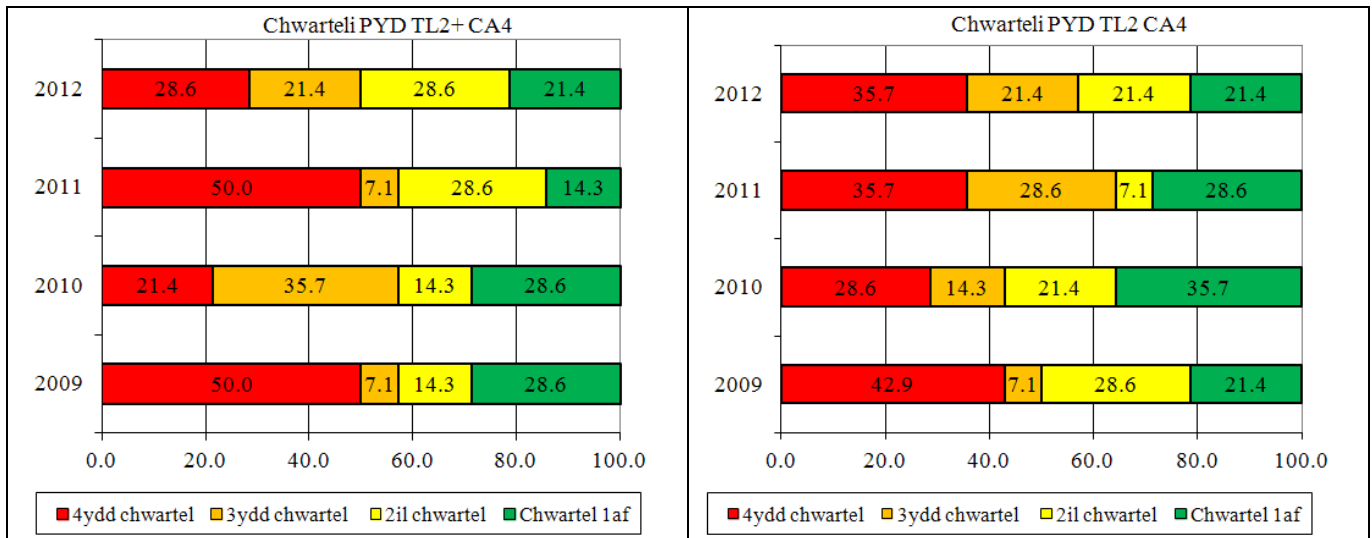
**Table 14: Performance of 15 year old pupils in the core subjects**

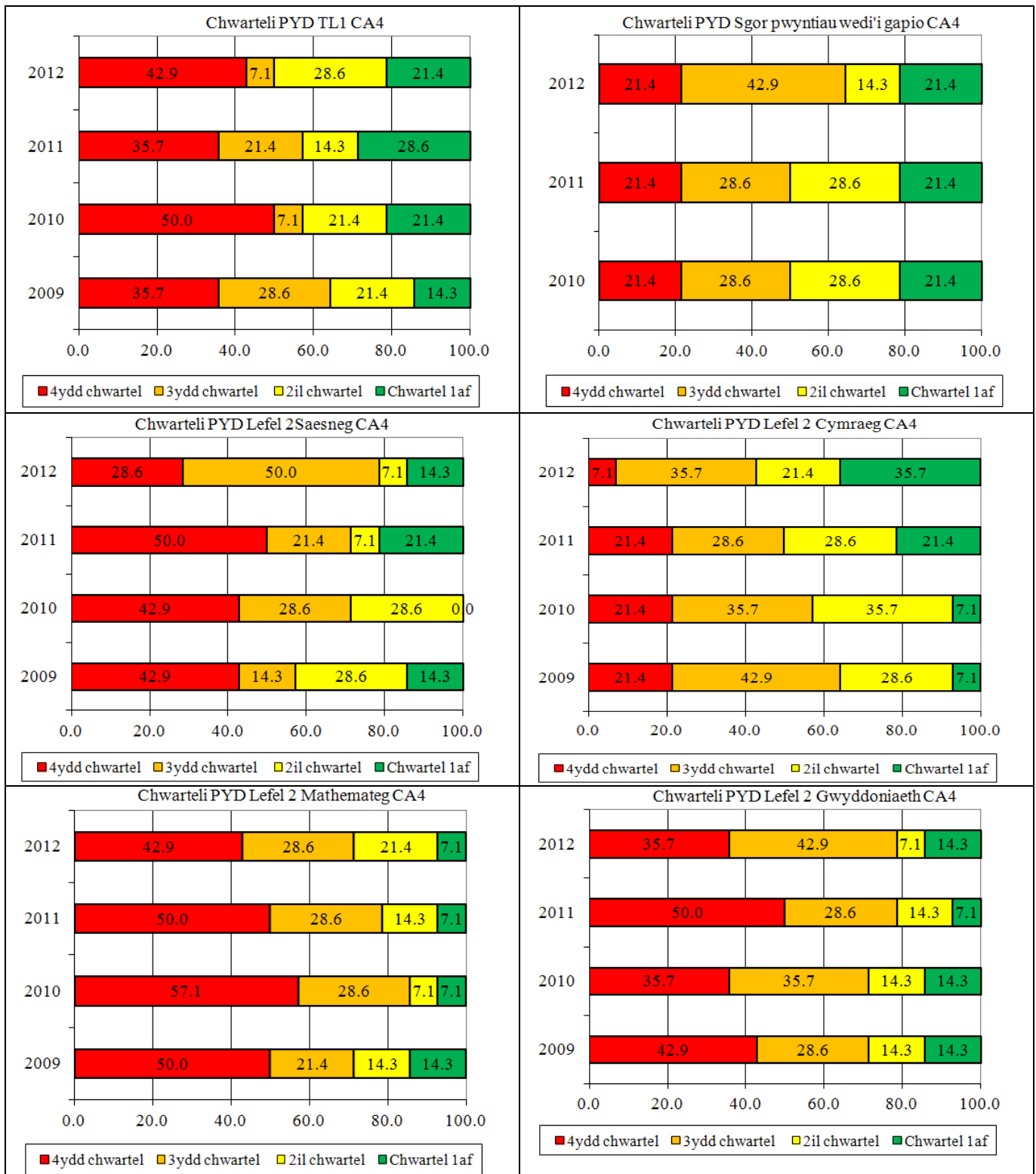




In 2012 Gwynedd is performing higher than Wales in each of the core subjects. The continuous progress in English is better than the national progress, and the figure for 2012 is 1.9% higher than Wales; continuous progress in Mathematics is slightly better than the national progress, and the 2012 figure is 0.3% higher than Wales; continuous progress in Science is less than the national progress but the 2012 figure is higher than the Wales figure by 0.9%. As seen nationally, this increase corresponds with the increase in the number of schools introducing BTEC Applied Science Level 2 [5/14 schools locally], and a further increase is expected in Gwynedd in 2013, as 11/14 schools will be introducing the qualification to a cohort of their learners. The gap between the Authority and Wales in respect of Welsh has closed and in 2012, for the first time in three years, Gwynedd has increased to be higher than Wales [76.8% Gwynedd and 73.8% Wales]. This is good bearing in mind the % that are assessed in every school.

**Table 15: Distribution of individual schools across FSM national benchmarks**





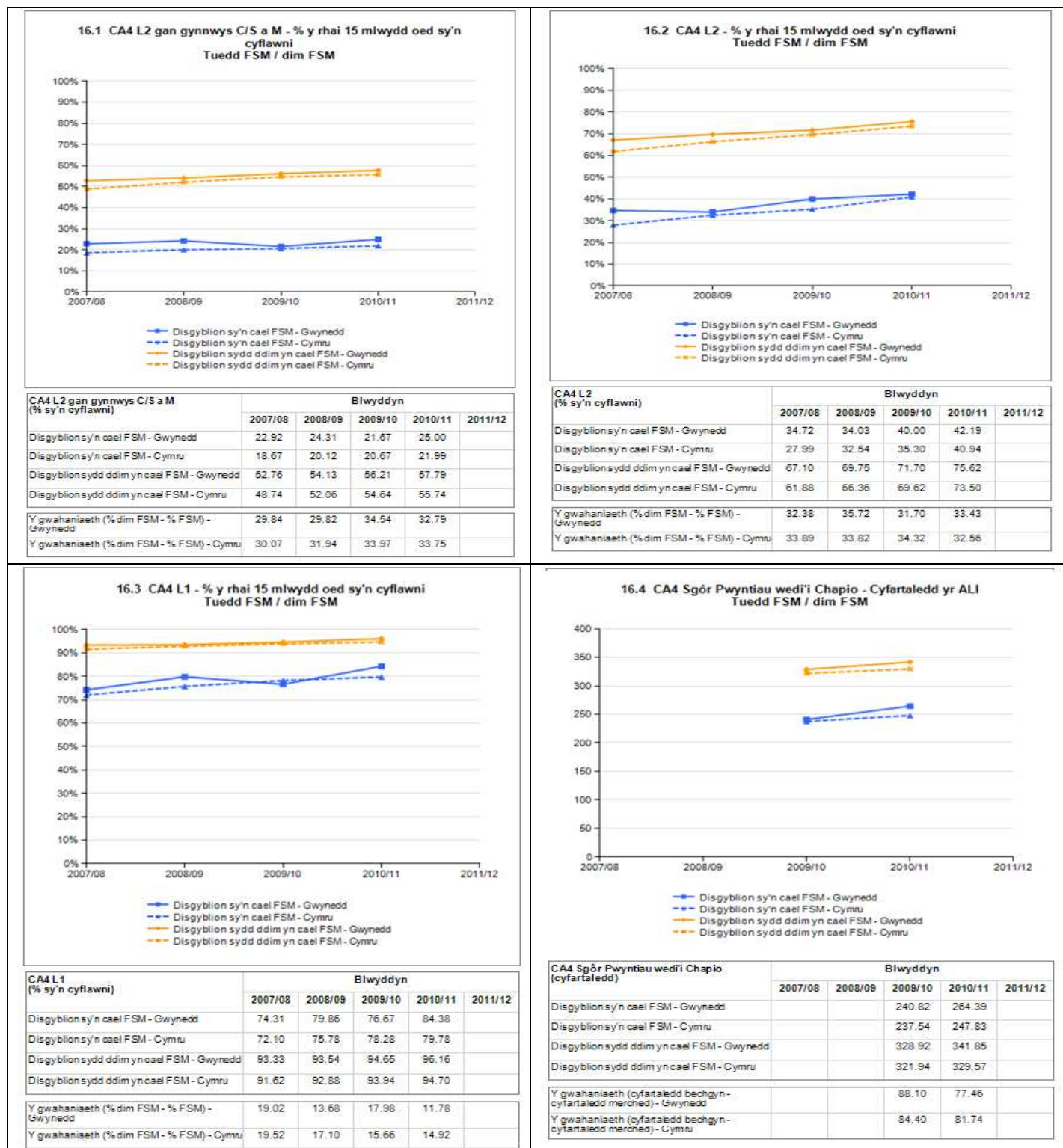
Although Gwynedd's rolling performance in KS4 has been consistently robust, with the Authority performing better than the national average across the vast majority of the indicators; comparing fairly close to the expected FSM position and comparing favourably with the profile of a number of other Authorities in the northern region, the general situation conceals significant variations in performance across schools. Concern has been expressed regarding the performance of just under a half of the secondary schools, and specifically so in the context of performance in the L2+T and the subject of Mathematics. During 2011-12 intensive action plans were implemented for targeting maintenance, which has led to improvements in a number of the schools. However, although there is improvement in the % of pupils who succeed to gain the thresholds in these schools, progress has not been sufficient to raise them from the lower 50.0%, and as a result, it is acknowledged that significant further work needs to be completed [details of individual schools' rolling performance are given in Appendix A].

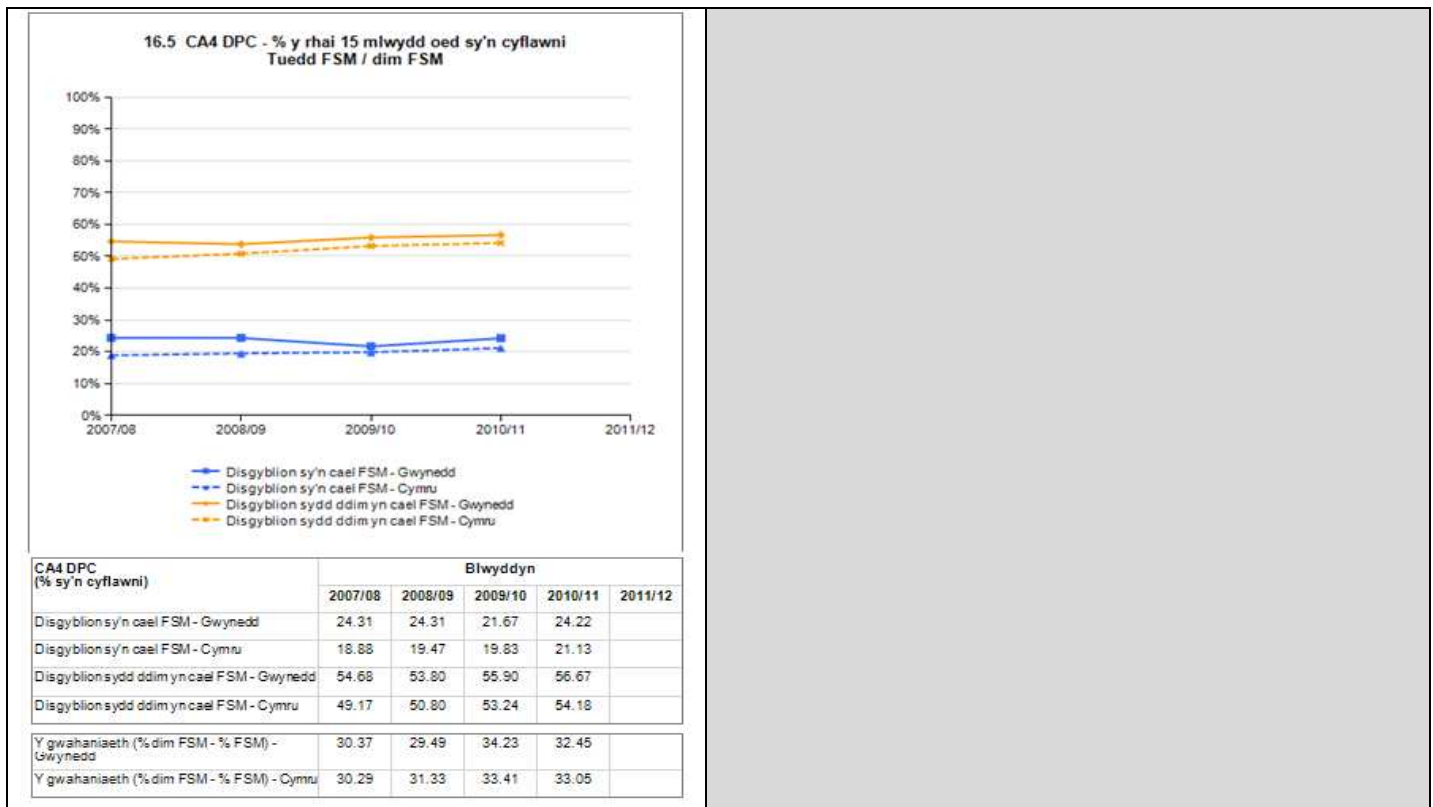


The Cabinet Member has requested a scrutiny investigation into the field, and the work will specifically address the following aspects:

- i. why does polarisation occur in the KS4 performance of schools?
- ii. attainment standards in Mathematics and the impact of this on the L2+T indicator
- iii. why is the quality of KS3 standards and provision generally robust across all the Authority's schools?
- iv. foster a fuller understanding of the performance of pupils receiving FSM and the degree to which the achievement of this group of learners impacts on KS4 performance
- v. the effect of leadership on the performance of schools and the way leadership skills are nurtured and developed.

**Table 16: Compare the performance of pupils receiving FSM / not receiving FSM**





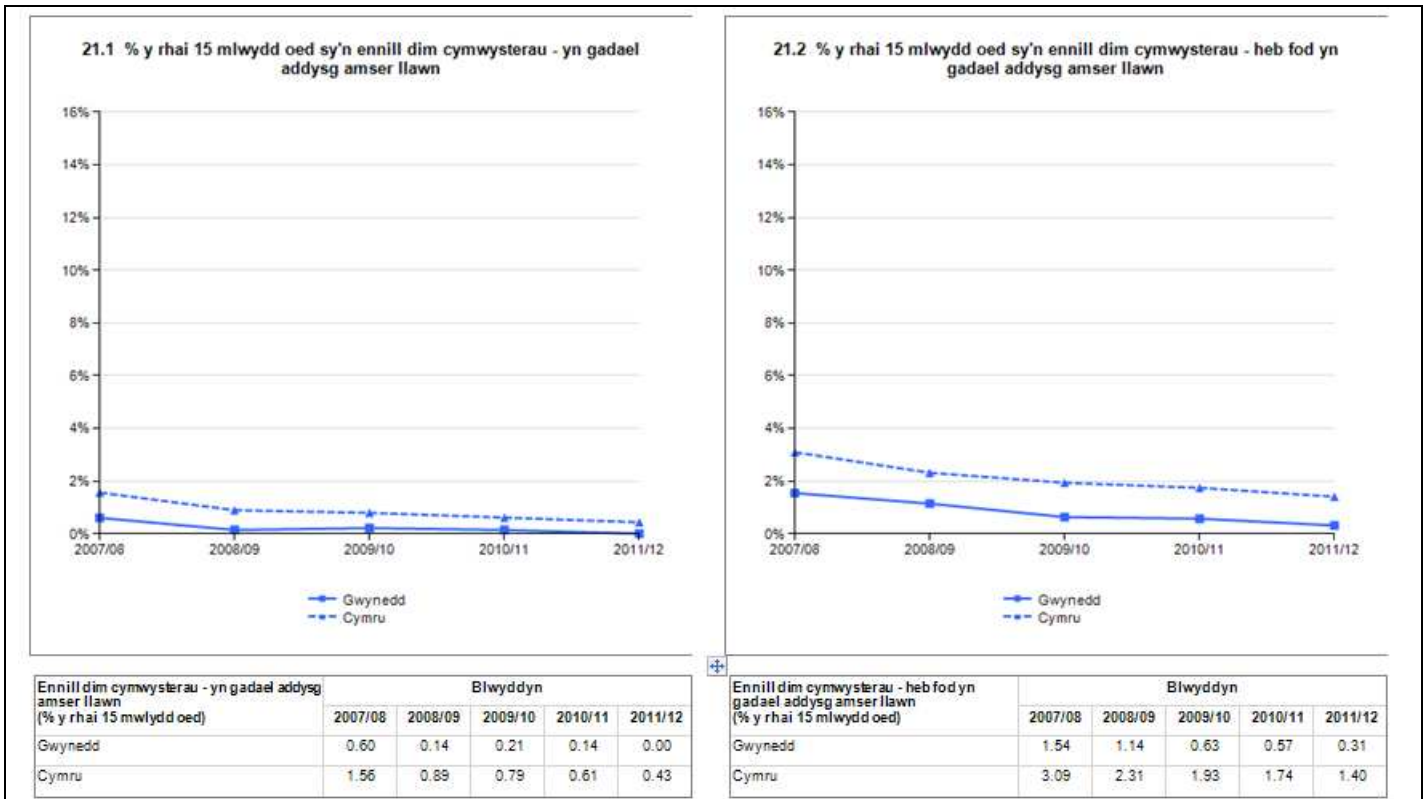
Without exception, the performance of learners receiving FSM in KS4 in the main indicators is better in the authority than the corresponding national figure over the rolling period. The difference between FSM/not receiving FSM, with a few exceptions, is also better or similar to national figures over the same period. This is good. However, there is a need to address the performance of this particular group of learners in some individual schools.

## Attendance

Attendance in the primary compares favourably with other authorities. Attendance in the secondary, although improved, continues to be lower than expected. Between 2009 and 2011, there was greater improvement in Gwynedd than nationally. However, there has been a significant national improvement in 2012 which is not reflected to the same degree in Gwynedd. Consequently, Gwynedd is performing lower than the expectation, and despite the improvement since 2009, absences in the secondary sector still need to be addressed further. A high percentage of Gwynedd's schools is in the lower quartile of national FSM benchmarks [the highest Authority but one]. Unauthorised absences in Gwynedd are better and significantly lower than Wales over a rolling period, and are the eighth lowest of all the authorities in 2012. The attendance of SEN learners is slightly lower than their peers across the sectors. The attendance pattern [2% lower than their peers] is nearly constant across the primary and secondary.

**Table 17: % of 15 years olds who gain no qualifications and who are leaving/not leaving full time education**

Leaving without a qualification and leaving full time education					
	2008	2009	2010	2011	2012
Gwynedd	0.60	0.14	0.21	0.14	0.00
Wales	1.56	0.89	0.79	0.61	0.43
Leaving without a qualification but not leaving full time education					
	2008	2009	2010	2011	2012
Gwynedd	1.54	1.14	0.63	0.57	0.31
Wales	3.09	2.31	1.93	1.74	1.40



Attention is drawn to the fact that the percentage of pupils without a recognised qualification [whether they are leaving or continuing in full time education] has reduced over the period 2008-2011 and compares very well with the corresponding national figure. The figure for 2012 is excellent.

**Table 18: Summarising the County's Performance.**

<b>Summarising Gwynedd's Performance across the Key Stages</b>	
<b>KS1/FP</b>	Good performance over time, but a slight deterioration in 2012.
<b>KS2</b>	Consistently good performance on a County level, with the performance of individual schools having improved.
<b>KS3</b>	Consistently good performance and very good in 2012.
<b>KS4</b>	Good performance on a County level and in just over a half of individual schools.

## APPENDIX: HIGH LEVEL INDICATORS

INDICATOR	TARGET	PERFORMANCE 2012
% of pupils receiving an assessment in language, literacy and communication skills at the end of the FP	72.0%	87.6%
% of pupils eligible to be assessed at the end of KS2 who achieve the CSI	82.0%	86.2%
% difference between the performance of learners receiving FSM/not receiving FSM in CSI KS2	23.0%	13.7%
% of pupils eligible to be assessed at the end of KS3 who achieve the CSI	76.0%	83.0%
% difference between the performance of learners receiving FSM/not receiving FSM in CSI KS3	30.0%	26.6%
% of 16 year old pupils who gain the L2+T	Over 50.0%	55.0%
% of 16 year old pupils who gain the L2T	70.7%	75.1%
% of 16 year old pupils who gain the L1T	92.9%	93.1%
% of 16 year old pupils who gain the CSI	52.3%	53.2%
Performance in the KS4 Capped Points Score	-	335.0
% of secondary schools in the highest 50% in relation to Additional Science KS2>KS4 L2+T	50.0%	78.5%
% of 15 year old pupils leaving full time education without a qualification	0.20%	0.00%
% of pupils who achieved a Level 3 good or above [L3 writing] in KS2 who received a Welsh First Language teacher's assessment at the end of KS3	-	97.2%
Number of primary schools in an ESTYN category	1	1
Number of secondary schools in an ESTYN category	1	2
<b>FINDINGS OF STAKEHOLDERS: ANYONE ACHIEVING</b>		
** based on questionnaires in the Autumn term 2012		
% of KS2 pupils who note that they are happy at school		Not available
% of KS2 pupils who note that they feel safe at school		97.1%
% of KS2 pupils who note that they do well at school		Not available
% of KS2 pupils who are of the opinion that the school teaches them how to stay healthy		97.1%
% of KS2 pupils who are of the opinion that the school deals well with any cases of bullying		90.2%
% of KS3 pupils who note that they are happy at school		Not available
% of KS3 pupils who note that they feel safe at school		95.7%
% of KS3 pupils who note that they do well at school		80.2%
% of KS3 pupils who are of the opinion that the school teaches them how to stay healthy		78.3%
% of KS3 pupils who are of the opinion that the school deals well with any cases of bullying		77.1%
% of KS3 pupils who are of the opinion that the school listens to their views and makes changes they suggest		81.4%
% of KS3 pupils who are of the opinion that teachers assist them to learn and make progress		88.9%
Increasing the devolved percentage of the education budget to 85% [by September 2014]		Not available
% of schools who note that the Authority's identification of standards in the schools is good or better		91.1%
% of schools noting that the support provided by the Authority in the literacy field is good or better		95.5%
% of schools noting that the support provided by the Authority in the numeracy field is good or better		77.8%
% of schools noting that the support provided by the Authority for developing management and administration is good or better		78.9%
% of schools noting that the value for money of the schools improvement service is good or better		92.2%
% of schools noting that the guidance provided by the Authority's senior officers is good or better		85.6%

## Appendix A: Performance of Individual Schools

<b>ARDUDWY [C1]</b>				
<b>40/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	2	3	4
L2T	4	2	4	2
L2+T	4	3	4	4
CSI	4	3	4	4
CPS	-	2	3	3
WELSH	3	3	4	1
ENGLISH	4	3	4	3
MATHEMATICS	4	4	4	4
SCIENCE	4	4	4	3
ATTENDANCE	4	4	4	4

<b>BERWYN [C1]</b>				
<b>28/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	3	4	1	2
L2T	4	4	3	2
L2+T	4	3	4	2
CSI	4	3	4	3
CPS	-	4	4	2
WELSH	3	2	2	1
ENGLISH	4	4	3	3
MATHEMATICS	4	4	4	2
SCIENCE	4	3	2	4
ATTENDANCE	3	4	4	4

<b>BOTWNNOG [C1]</b>				
<b>39/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	3	3	4	2
L2T	1	1	3	2
L2+T	1	2	2	2
CSI	1	1	2	1
CPS	-	2	3	1
WELSH	1	2	1	1
ENGLISH	3	2	3	1
MATHEMATICS	1	2	2	2
SCIENCE	2	2	3	3
ATTENDANCE	3	3	3	4

<b>BRYNREFAIL [C1]</b>				
<b>33/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	4	4	4
L2T	4	4	3	4
L2+T	4	4	2	3
CSI	4	4	2	3
CPS	-	4	3	3
WELSH	2	3	1	2
ENGLISH	4	4	4	4
MATHEMATICS	4	4	3	3
SCIENCE	3	4	3	3
ATTENDANCE	3	2	2	2

<b>DYFFRYN NANTLLE [C2]</b>				
<b>32/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	1	1	1	1
L2T	4	3	3	4
L2+T	4	4	4	4
CSI	4	4	4	4
CPS	-	1	2	3
WELSH	4	3	3	3
ENGLISH	4	3	2	4
MATHEMATICS	4	4	4	4
SCIENCE	4	3	4	3
ATTENDANCE	4	3	1	3



<b>DYFFRYN OGWEN [C3]</b>				
<b>7/35 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	2	1	1	1
L2T	3	3	1	1
L2+T	1	4	1	1
CSI	1	4	1	1
CPS	-	2	1	1
WELSH	4	4	3	3
ENGLISH	2	3	1	1
MATHEMATICS	2	4	2	3
SCIENCE	3	3	4	1
ATTENDANCE	3	3	3	3

<b>EIFIONYDD [C1]</b>				
<b>35/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	4	4	2
L2T	4	3	4	3
L2+T	4	3	4	3
CSI	4	3	4	3
CPS	-	4	4	3
WELSH	3	2	4	2
ENGLISH	4	3	4	3
MATHEMATICS	4	3	4	4
SCIENCE	4	3	4	2
ATTENDANCE	4	4	4	4

<b>FRIARS [C2]</b>				
<b>53/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	2	3	4	3
L2T	2	2	4	4
L2+T	2	3	4	3
CSI	1	2	3	3
CPS	-	3	3	4
WELSH	4	4	2	3
ENGLISH	2	4	4	3
MATHEMATICS	1	3	3	3
SCIENCE	1	2	2	4
ATTENDANCE	4	4	4	4

<b>GADER [C2]</b>				
<b>9/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	2	4	3	4
L2T	1	3	1	1
L2+T	3	4	2	1
CSI	3	3	2	2
CPS	-	3	1	3
WELSH	3	3	3	3
ENGLISH	1	2	1	2
MATHEMATICS	3	4	3	2
SCIENCE	1	2	3	3
ATTENDANCE	2	4	2	1

<b>GLAN Y MŌR [C2]</b>				
<b>18/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	2	4	3	2
L2T	1	1	4	3
L2+T	1	1	2	2
CSI	1	1	2	2
CPS	-	2	2	2
WELSH	2	1	2	1
ENGLISH	2	4	3	4
MATHEMATICS	2	1	3	3
SCIENCE	3	1	4	3
ATTENDANCE	3	1	1	4

<b>MOELWYN [C2]</b>				
<b>52/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	1	3	1	1
L2T	1	2	1	1
L2+T	2	3	3	1
CSI	2	3	3	1
CPS	-	3	2	1
WELSH	2	2	2	2
ENGLISH	3	4	4	4
MATHEMATICS	3	3	4	1
SCIENCE	3	3	4	1
ATTENDANCE	1	1	1	2

<b>SYR HUGH OWEN [C2]</b>				
<b>57/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	4	4	4
L2T	4	4	4	4
L2+T	4	4	4	4
CSI	4	4	4	4
CPS	-	4	4	4
WELSH	3	3	3	3
ENGLISH	4	4	4	4
MATHEMATICS	4	4	4	4
SCIENCE	4	4	4	4
ATTENDANCE	4	4	4	4

<b>TRYFAN [C2]</b>				
<b>25/57 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	4	3	4
L2T	2	2	1	3
L2+T	1	2	1	2
CSI	1	2	1	1
CPS	-	4	1	3
WELSH	2	2	1	1
ENGLISH	1	2	1	3
MATHEMATICS	3	3	1	3
SCIENCE	2	1	1	4
ATTENDANCE	2	2	1	4

<b>TYWYN [C1]</b>				
<b>45/53 FSM Family</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
L1T	4	1	2	4
L2T	3	2	2	4
L2+T	4	3	4	4
CSI	4	3	4	4
CPS	-	2	2	4
WELSH	3	4	4	4
ENGLISH	2	2	4	3
MATHEMATICS	4	4	4	4
SCIENCE	4	3	3	4
ATTENDANCE	4	4	2	4

<b>NAME OF SCRUTINY COMMITTEE</b>	<b>Services Scrutiny Committee</b>
<b>DATE OF MEETING</b>	<b>11 April 2013</b>
<b>TITLE OF ITEM</b>	<b>Home Care</b>
<b>CABINET MEMBER</b>	<b>Councillor R H Wyn Williams</b>

## **1. Context**

This report is submitted following a request by the Scrutiny Committee regarding the provisions of home care. It was requested that the report addresses the following:

- “How does the provision of home care work?”
- Respond to a concern expressed about the “lack of Welsh speakers”
- Update on the hours of work contracts for Council home care workers.

## **2. An overview of the provisions in Gwynedd**

### **Some Facts:**

- Currently approximately 9,250 hours of home care are provided weekly in Gwynedd to 1,300 people (March 2013).
- The total hours of home care has decreased in recent years e.g. approximately 11,000 hours per week were provided in 2008-9 compared with 9,250 hours currently.
- Home care is provided by the Council’s internal provider service and mainly by 8 companies in the independent sector.
- The percentage of provision of the independent sector has increased in recent years to about half of total home care hours.
- Unit cost of home care provided by the Council is £17.92 per hour.



- Maximum unit cost in the independent sector is £14.35 per hour for urban service and £15.50 per hour for rural service. Rural is defined as any place which is 5 miles or more outside a town.
- Since February 2013 home care providers are required to register with the Care Council for Wales. All companies that operate in Gwynedd comply with this requirement.
- On average 76.5% of care staff of independent companies have received NVQ level 2 or 3 qualification. There is variation between companies, with the highest having trained 90% of its staff and the lowest with 50% of its staff qualified in NVQ level 2 or 3.
- 70% of home care staff of the Council's provider service have received NVQ level 2 or 3 qualification. The intention is to ensure that 100% of the staff have the appropriate qualification within the next two years.
- All managers of the independent sector companies as well as the Council's provider service managers have qualified to NVQ level 4 or Diploma 5 Management and Leadership in Health and Social Care.

### **3. Service in accordance with linguistic practices and linguistic needs of the user.**

It is noted in the home care contract that home care service should be provided in the preferred language of the individual who receives the service. It was recommended by the Language Planning Centre that this clause should be changed in the context of More than Words – Strategic Framework for Welsh Services in Health, Social Services and Social Care to “in accordance with the linguistic practices and linguistic needs of the user.”

Our intention by commissioning home care service is to ensure compliance with this expectation.

Nevertheless there are exceptions where the provision has not been provided in accordance with the linguistic needs of the individual. In order to improve this it is expected by now that clear information is shared with home care companies about the language through which the individual wishes to receive his/her home care service.

The percentage of bilingual home care staff of the independent sector companies is on average 84%. The range is between 98% of bilingual staff in the company with the highest percentage and 55% of bilingual staff in the company with the lowest percentage.

All companies are very keen to recruit bilingual staff. In some areas this can be difficult.

A question was raised in the request for this report on the investigation by the Language Commissioner into use of the Welsh language. This Commissioner's investigation will not relate to social care but rather focuses on elements of the Health service.

#### **4. Hospital Service**

The Scrutiny Committee also asked for an update "about the relationship between Hospitals and Social Services" in the context of home care and enablement at weekends.

There is no provision of social work available at weekends apart from the Out Of Hours Team which is mainly responsible for responding to emergencies.

In terms of enablement provision, care plans are organized relating to this during the working week of social workers in the adults teams in the three areas and by Ysbyty Gwynedd social work teams. If a patient is discharged from hospital at the weekend then an assessment is arranged as soon as possible on the Monday or soon after and enablement provided if appropriate.

#### **5. Work Hours Contracts of Gwynedd Council Home Care workers**

During February and March 2013 the Provider unit has been conducting interviews with the workforce in order to give them permanent work contracts. As this report is being written, it is anticipated that the contracts will be operational in April 2013.

<b>NAME OF SCRUTINY COMMITTEE:</b>	<b>Services Scrutiny Committee</b>
<b>DATE OF MEETING:</b>	<b>11<sup>th</sup> April 2013</b>
<b>TITLE OF ITEM:</b>	<b>Accommodation and Care Needs Assessment, Porthmadog</b>
<b>CABINET MEMBER:</b>	<b>Cllr R.H.W.Williams</b>

## **1.0 Background**

1.1 The vision of the Older People Commissioning Plan 2011-2016, which was approved by the Council Board on 24<sup>th</sup> January 2012, looks to “encourage and maintain independence by supporting people to live in their own homes for as long as possible.”

To achieve this, Gwynedd Older People Services need to be transformed in order to respond to the following drivers:

- Welsh Government national requirements
- The wishes of Gwynedd users to live independently (First Hand-Community Engagement)
- The need to respond to the needs of a population which will increase over the next twelve months
- The need to serve the needs of a higher population with a smaller budget

1.2 The Older People Services will, therefore, in future:

- \* Move away from over-dependency on traditional models of services
- See an increasing number of individuals receiving support in order to maintain their independence and live at home
- Continue to collaborate with the voluntary sector to provide older people with opportunities in order to maintain their well-being
- Continue to commission Enablement
- Ensure more people receive telecare, equipment and adaptations
- See
  - Day care being provided by different means
  - that the majority of home care provision will be commissioned through the independent sector
  - specialist units in place offering improvement, enablement and intermediary opportunities
  - More extra care housing units available

- Fewer Council-run residential homes

The Older People Services Transformation Project has been operational for some time and includes consideration of the future of residential homes through the strategic review undertaken. This will be further reported when answering the specific questions asked by the Committee.

## **2.0 Specific Questions**

2.1 The following observations are offered in response to the questions received:-

### **1) What lessons were learnt from the changes in the Blaenau Ffestiniog area and other areas?**

#### **Blaenau Ffestiniog**

Outlined below are the main lessons learnt as a result of work to develop an extra care housing scheme in Llanffestiniog but which will serve the catchment area. The lessons include the importance of:

- \* having the support and commitment of various shareholders to the location and design of the scheme
- \* responding to the concerns of shareholders by sharing information, raising awareness and understanding regarding:
  - \* the aim of the extra care housing development and its relationship with the area's Sheltered Housing and residential home
  - \* the need for the scheme
  - \* the kind of users who would benefit from the development and their needs

#### **Other Areas**

Following a Consultation period on the future of Hafod y Gest Home, Porthmadog, the Council resolved, in December 2011, that Gwynedd Council needed to go back and have a detailed discussion with the community in order to identify and develop a provision which meets the community's requirements and wishes.

Consequently, the Gwynedd Older People Services Transformation Project Board evaluated the work programme, which engaged with and consulted on the future of Hafod -y-Gest home by asking people who were part of the programme or were affected by it to identify:

- what worked well
- what did not work as well
- what could be learnt for the future from the experiences

**Appendix 1** gives a summary of the evaluation.

### **2) Give an update on the progress of the review in Porthmadog and the district and in the rest of the county**

#### **Update of the Survey of Porthmadog and District**

When considering undertaking an assessment of the accommodation and care needs of the people of the Porthmadog area, it was important to ensure local input into the work from the outset and different agencies' experience in providing

services. A local working group was established for the catchment area which included all of Gwynedd Council's elected local members and also representatives of the Betsi Cadwaladr University Health Board, Cymdeithas Tai Eryri, Cartrefi Cymunedol Gwynedd, Gwynedd Care and Repair and Age Cymru.

The discussion on how to undertake the assessment was held in the Working Group with some fundamental decisions leading to what was to happen i.e. to aim to reach as many of the people as possible including approaching many organisations in the area to seek their response to the assessment.

The assessment was geographically-based, extending from Llanystumdwy, up to Garndolbenmaen, over to Beddgelert and down to Talsarnau, including all the communities within that area.

The assessment was undertaken through a specific questionnaire and the following methods:

- Press releases
- A public launch on the 16<sup>th</sup> October 2012 where approximately a hundred people were present
- A copy of the document was presented to the Gwynedd People's Champion, Councillor Gareth Thomas and then,
- formally to the public.
- Call-in sessions in various locations
- Visits by Councillors and the Council's Older People Support Policy Officer to the area's residential and nursing homes to discuss and learn of residents' experiences prior to their moving into a care home.
- Focus groups for care staff in the public and independent sector to ascertain their view on the kind of services they feel would be suitable for the future in the Porthmadog area.
- Community Council meetings were attended to present the background of the assessment

**Appendix 2** includes a copy of the information document circulated with the questionnaire seen in **Appendix 3**. The assessment was originally organised for the period mid October to the end of November but, following observations made regarding the timescale, we agreed to accept questionnaires and observations up to Christmas.

Members of the Friends of Hafod y Gest as well as a number of other local organisations co-operated to distribute and collect the questionnaires. Documents and questionnaires were distributed to libraries and the local leisure centre; questionnaires could also be returned to these locations. Documents and questionnaires were also left in shops and local surgeries.

An information document and questionnaire were produced for the assessment which was discussed and approved by the local Working Group. A total of 2,657 questionnaires were distributed and 573 returned, namely a response rate of 21.6% as seen below.

The results of the review of the accommodation and care needs of older people were submitted to the local working group on 11th February 2013. Councillors of the catchment area continue to meet in order to:

- Identify the main messages needing attention
- make initial proposals as to how to respond to the main messages

Arrangements are in the pipeline to publish the report and an executive summary for circulation.

As part of the Residential and Nursing Strategic Review the Council Board decided on a strategic direction on 17<sup>th</sup> February which proposed the need to:

- reduce the number of traditional residential beds
- increase the number of beds in extra care housing
- increase the number of nursing beds (especially in some areas)
- increase the number of beds for those with memory problems (residential and dementia)

In addition, on 22<sup>nd</sup> February 2011, the need to decommission some residential homes was agreed as a step to achieve the above vision.

Further work was authorised for the remaining homes, submitting further reports when appropriate. Due to the attention given to Hafod y Gest home over the past twelve months, the remaining homes have not made the expected progress. More recently, information from the 2011 census has meant revising a number of figures used to consider the area's commissioning needs. The work, therefore, is continuing and it is hoped to report to the Cabinet in due course.

**3) Note the provision already in place to deal with the closure of any home.**

**Appendix 4** notes what the residential and nursing provision was across Gwynedd in September 2012. Please note that the information is being updated to be current as of the end of March 2013.]

**4) Note the plans in the pipeline to deal with the closure of any home and the timescale**

As has already been noted no decisions have been made regarding the future of any of the other Council residential homes.

**5) Note what kind of discussions were held with the users**

The views of users and prospective users are central to Gwynedd Council's strategy for planning future services. The Council has realised this by commissioning surveys namely "O Lygad y Ffynnon" and "Assessment of Accommodation and Care in the Porthmadog Catchment Area". The contribution of older people fora is crucial in identifying the views of older people who may use future services.

In terms of consulting on future services, in the past we have ensured that we meet individually with every service user and his/her family if the user so wishes. The service also ensures that the user's social worker along with an advocacy service, independent of the Council, are available to assist them.

In addition, an Engagement Group is acting to raise awareness and understanding of service arrangements and service changing plans.

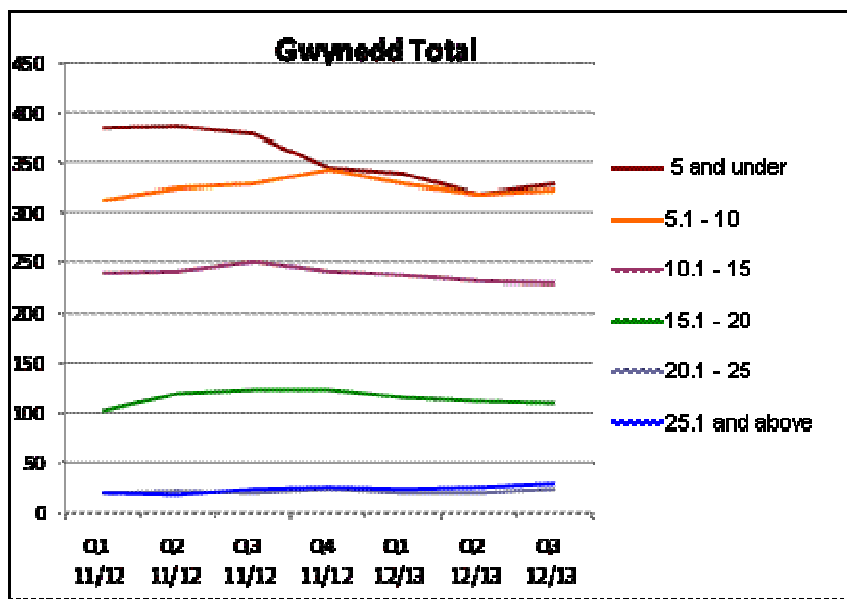
## 6) Note how many people are on the waiting list by area

There is no specific information regarding this but below information can be seen from service users living at home with support. At the end of quarter 3 2012/2013 Gwynedd Council was commissioning home care service for 922 older people with a split by area as noted below.

	Arfon	Dwyfor	Meirionnydd
Number	353	235	334

Since quarter 1 2011/2012 the service has been monitoring the number of hours the individuals have been receiving and the following can be seen in the graph below:

- a reduction in the number of small home care packages [under 5 hours]
- an increase in the number of packages [over 20 packages]



In addition, the service is of the view that:

- there is a reduction in the number of individuals being given long term admission to a residential home
- there is an increase in the number of individuals moving from their homes straight into a nursing home
- the period an individual spends in a care home has decreased

Further work will be undertaken early in 2013/2014 to enable us to obtain evidence as to the period of time an individual was successfully supported at home.

This is also an opportunity to understand factors that led to admission to the care home and to consider whether there was more we could have done to support them at home.

In monitoring the number of older people receiving home care, consideration needs to be given to a number of other factors, including:

- Demographic changes
- The effect of an enablement scheme. By the end of quarter 3 2012/2013, 320 individuals in Gwynedd had received a period of enablement and nearly 50% had left without a care package.
- Developments in the field of telecare and assisted technology

Consideration would also need to be given to the development of Extra Care Housing in Bala since individuals with very profound needs had moved to the scheme and all their needs were being funded by the Health Board.

The adult waiting list of the Council Housing Options Team shows that there are 136 couples over 60, 412 single couples over 60 years old and 24 families over 60 years old on the waiting list across Gwynedd for accommodation for older people, be it for flats, bungalows or sheltered housing.

There is only one extra care housing scheme in Gwynedd, namely in Bala and the waiting list is kept by Clwyd Housing Association not by Gwynedd Council. It can, however, be confirmed that of the 30 units, 9 are vacant.

Of the 585 residential beds across Gwynedd (Council beds and Independent Sector beds), 474 individuals lived in a residential home with 68 empty beds. See appendix 4 for further details.

Apart from the waiting list for EMI beds at Bryn Blodau ( Llan Ffestiniog) and Cefn Rodyn (Tywyn) residential home there isn't a waiting list for beds for the remainder of Meirionnydd, Arfon or Dwyfor

### **3. Concluding Observations**

3.1 The information in the report conveys a picture of what is happening, with much valuable work being undertaken in Porthmadog to better understand the needs of older people. In general, the picture shows a reduction in the number of individuals going into residential care and what the work in Porthmadog emphasises is the need to ensure housing and support choices which respond to the needs of individuals that vary according to circumstances. A more detailed presentation on the assessment of accommodation and care in Porthmadog, along with the findings of the Local Group, could be given once this work has been completed, should the Committee so wish.



**Evaluation of the engagement and consultation work programme on the future of Hafod y Gest Residential Home between July 2010 and January 2012**

## **Introduction**

Following the period of consultation on the future of the Hafod y Gest home, the Council Board resolved, in December 2011, that Gwynedd Council should return to hold thorough discussions with the community in order to identify and develop a provision which meets the community's requirements and aspirations.

In light of this, the Gwynedd Older People Services Transformation Project Board decided to evaluate the engagement and consultation work programme on the future of Hafod y Gest by asking those who participated, or who were affected by the programme, to identify:

- what worked well
- what did not work as well
- what lessons from the experience could be learnt for the future

This document therefore summarises the main messages of the evaluation and identifies what worked well, what did not work as well and the matters to be considered for the future.

Should you wish to receive further information or comment on the document, individuals are asked to contact Emma Davies. In the meantime, Gwynedd Council wishes to thank everyone who participated in the evaluation and we hope that the messages will be considered and incorporated in other projects in the future.

## **EXECUTIVE SUMMARY**

### **What went well**

1. Joint working in the past to obtain input from stakeholders to developments in the Porthmadog catchment.
2. The appreciation of the staff of the home of the support received from the Engagement Manager and other managers in coordinating and gathering their observations on the consultation and in forming a response on their behalf.
3. The support for the residents and families of Hafod y Gest from the home's committed and professional staff, who were in a period of uncertainty themselves.
4. The opportunity to meet with the Corporate Director to seek clarity and to discuss some contentious issues.
5. Families in particular liked the fact that there was a strong procedure in place in relation to correspondence and arranging update meetings.

### **What did not go as well**

1. Stakeholders in general were of the opinion that the consultation had not been open or fair, neither had it succeeded in meeting its aims and objectives and had impacted negatively on many.
2. Not all stakeholders were identified until late in the process.
3. Stakeholders were not convinced that there was clear justification for the reasons of the consultation and they did not clearly reflect the real situation in the community.
4. Not prepared to accept input from stakeholders in the period in question to develop possible options – need to encourage the Council to be more inclusive when discussing developments.
5. The process did not give stakeholders the confidence that they were being given a real opportunity to express their views and to discuss new ideas and options for the type of care provision needed.
6. A number expressed their opinion that the options had been forced upon them, and that there was insufficient time to express their opinions on accommodation and care needs.
7. The users and families of the home noted that it was not clear as to whom the consultation was aimed at. It was explained that the consultation options were much too limited and that they were more suited to future users rather than the needs and the current situation of the existing residents and families of the home.
8. There was an unanimous opinion that there had been massive defects and gaps in the communication procedure during the consultation process, such as not communicating information soon enough, inconsistent messages and the presentation method was debatable. Observations were expressed regarding the standard of the language and terminology used, which was complex and unclear.
9. As a result of the lack of information, a number of people misinterpreted the concept of Extra Care Housing and the type of care available and came up with their own conclusions and definitions.
10. There was an opinion that the lack of information on matters along with inconsistent messages being communicated led to stakeholders losing faith and confidence in the Council. As a result of the lack of information, a number of people misinterpreted the concept and came up with their own conclusions and definitions.

11. There is a need to find a better way of communicating with stakeholders rather than through letters, meetings were appreciated.
12. The open days were appreciated, but it was felt that they had been arranged too late in the process and that their timings were not convenient for all.
13. Individuals had appreciated the opportunity to voice their opinion in a questionnaire, however, they were of the opinion that these were closed questions and that they had been design to guide them towards the desired outcome.
14. There is a need to strengthen arrangements for responding to enquiries in a timely fashion on matters requiring clarity or requests for information and support.
15. Need a mechanism for correcting misleading observations made at public meetings.
16. Important to see Senior Managers during periods of consultation and that they are present at such events and meetings.

### **Matters to be considered in the future**

1. Establish a comprehensive communication scheme, based on good practice, identifying all stakeholders and the relevant communication method for them, ensuring that the communication approach uses simple and clear language throughout the process and prior to its commencement.
2. Invest time and resources to strengthen engagement and consultation processes, ensuring timely input from stakeholders to develop services, options, information packs and plans.
3. Need to consider including a definition of terms at the beginning of a consultation in order to avoid problems that occurred due to confusion regarding language and terminology.
4. During a period of consultation or decommissioning of a service, there is a need to consider training or introduce guidelines for staff, practitioners, families and officers that will outline:
  - a. The procedure for referring new cases to the Home
  - b. What support is available
  - c. The role and responsibilities of individuals during the period.
  - d. The role and responsibilities of the advocacy service.
  - e. Support for staff in terms of mechanisms for coping with change and stress management.
5. Ensure that social workers are available to visit users regularly in order to have individual discussions regarding their needs and concerns.
6. Alleviate the concerns of service users and their families by assessing their care and accommodation needs and forming possible options before the commencement of a period of consultation.
7. Before service users decide to move to a Council Residential home, there is a need to consider explaining the situation and the future of the provision to them.
8. Secure project arrangements that facilitate and support Gwynedd Council projects.

# CARE AND ACCOMMODATION FOR OLDER PEOPLE IN THE PORTHMADOG CATCHMENT AREA



YOUR OPPORTUNITY  
TO HAVE YOUR SAY







## TIMES OF CHANGE

National and local research shows that people's needs and expectations are moving with the times. Because of this, there needs to be a shift in the way we think about services for older people.

It is no longer unusual for people to be fit and healthy long after retirement age. People expect to live at home if their health and their ability to look after themselves allows them to do so. People also expect support should they need it.

Gwynedd Council aims to ensure that older people have a wide choice of suitable accommodation that meets their needs and enables them to live independently in their own communities where this is possible, rather than of asking the individual to change his or her life to suit the provision that is available.

Nowadays, families live further from each other and more older people are living alone than ever before. People are also used to privacy and independence.

When they get older, most people see themselves living at home, with support, if needed. When you think about your future – in five, ten or 20 years time – where do you see yourself living?

For alternative formats contact:

01286 679549

[gcgc@gwynedd.gov.uk](mailto:gcgc@gwynedd.gov.uk)

## Your opportunity to have your say

Gwynedd Council would like to hear what you have to say about the accommodation and care needs for people who are over 55 years old in the Porthmadog catchment area.

During 2011, Gwynedd Council's plan to build a new extra care housing development in Porthmadog instead of Hafod y Gest residential home, was rejected. Because of this, the Council has promised to go back to openly and rigorously discuss older people's care and housing needs.

One of the first steps of this process is this discussion document and the accompanying questionnaire. No decision will be made on any future services based on these documents alone. The aim of this discussion document is to open the discussions and to look into ensuring that everyone has access to the right type of service – no matter what their ability, background or age.

This discussion document will refer to several different types of care and accommodation, including those available at Hafod y Gest. But we're not asking you to think of this home alone as you read and fill in the questionnaire, as the range of challenges we face is far greater than that.

This document is aimed at making you think about your future:

- Have you started to make preparations?
- Does your health prevent you from leading the life you want to live or restrict your choice of home?
- Is your current home appropriate – does it suit your needs today and to the future?
- Where would you like to live as you grow older?
- Are you aware of the available choices, for example the type of houses or flats that are available in the area, or the services that are available for people as they get older?

Make sure that Gwynedd Council hears your voice – by filling the questionnaire at the end of this discussion document.

Remember, if you, or someone you know, needs help to fill in the questionnaire or want more information about Gwynedd Council's care services, please contact us on 01286 679549.

The results and any conclusions drawn from this work will be considered by Gwynedd Council's Cabinet.

## CHANGES IN THE POPULATION MEAN CHANGES IN HOW WE LIVE

Issues that are important for older people are reported in the media almost daily – for example, pensions, health issues and fairness and dignity for care service users.

You may ask why do these issues attract so much attention these days? Did you know that the UK's population is ageing? According to the government's figures, the percentage of people aged 65 or older throughout the UK will increase in the next few years.

### 65+ POPULATION

	2010	2033
UK-wide	10.2 million (17%)	16 million (23%)
Gwynedd	24,000 (20%)	33,000 (26%)

These figures are more acute in Gwynedd – in little over ten years the 65+ population in Gwynedd will have risen by 37%.

The figures are even starker in terms of the 85 years and older age group in Gwynedd – we are likely to see an increase of 119% between 2010 and 2033.

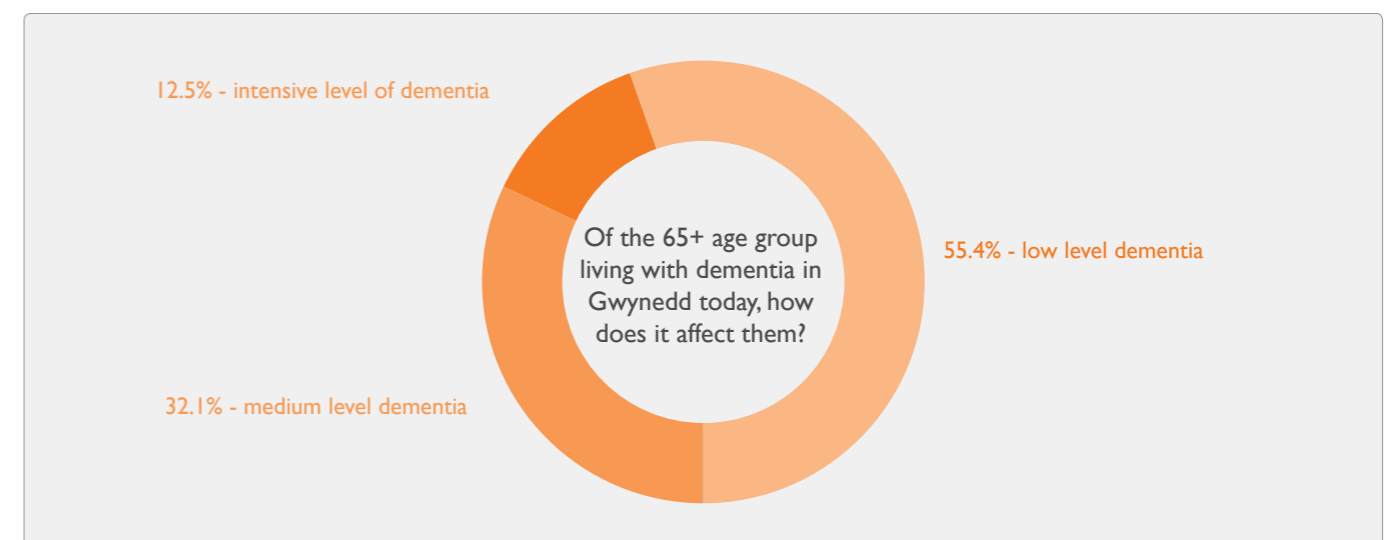
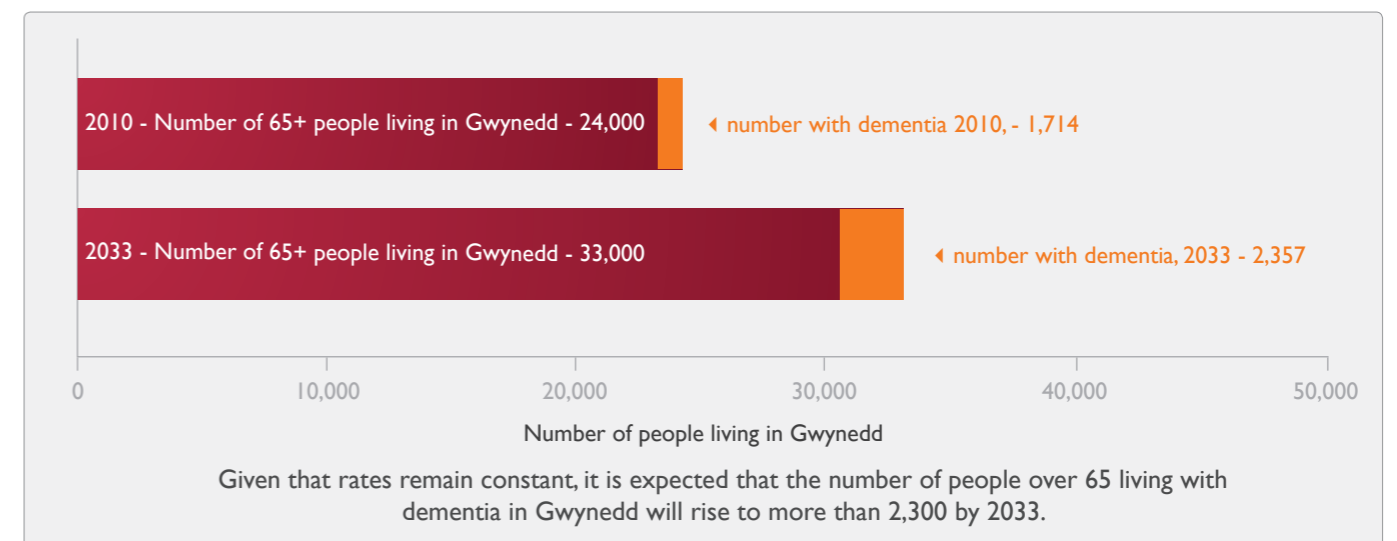
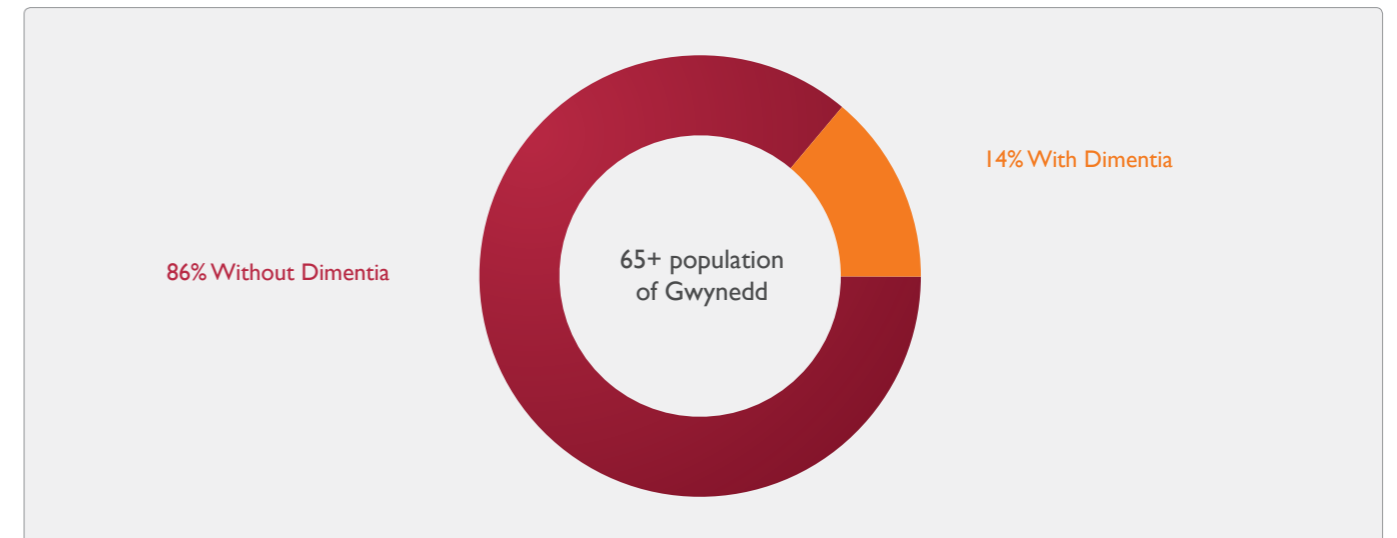
### PERCENTAGE OF POPULATION AGED 85+

	2010	2033
The whole of Gwynedd	2.7%	5.5%
Dwyfor	4%	7%
Meirionnydd	3%	7%

Dementia is one of the main reasons for disability as people get older and we foresee that an increase in the number of older people will lead to an increase in the number of people with dementia.

Today, one in every six person over the age of 80 has some form of dementia while one in every 14 of the 65+ age group has dementia. It is expected that the number of people with dementia will increase by 35%. This will undoubtedly lead to a change in the demands on public services. It is therefore important for the Council to start preparing now for the future. To do this, we will have to know how and where people will want to live as they get older.

## THE NUMBER OF PEOPLE IN GWYNEDD WITH DEMENTIA AND HOW IT AFFECTS THEM



To this end, Gwynedd Council will look carefully at issues concerning accommodation and care for older people throughout the county.

The aim of this booklet is to:

- Explain what kind of accommodation, care and services are currently available in Gwynedd (pages 7-16)
- Ask about your views and aspirations as you look to the future (pages 20-22)

Some of the terms and names of services used in this document may be unfamiliar to you. There is a reference panel at the back of this document to help you.

## THE PORTHMADOG CATCHMENT AREA

Gwynedd Council will be looking at accommodation and care issues for older people throughout the county.

We are doing this to ensure that we, and the residents of Gwynedd, are making the best use of the current provision and in order to be able to plan for improvements and new services – for today and to the future.

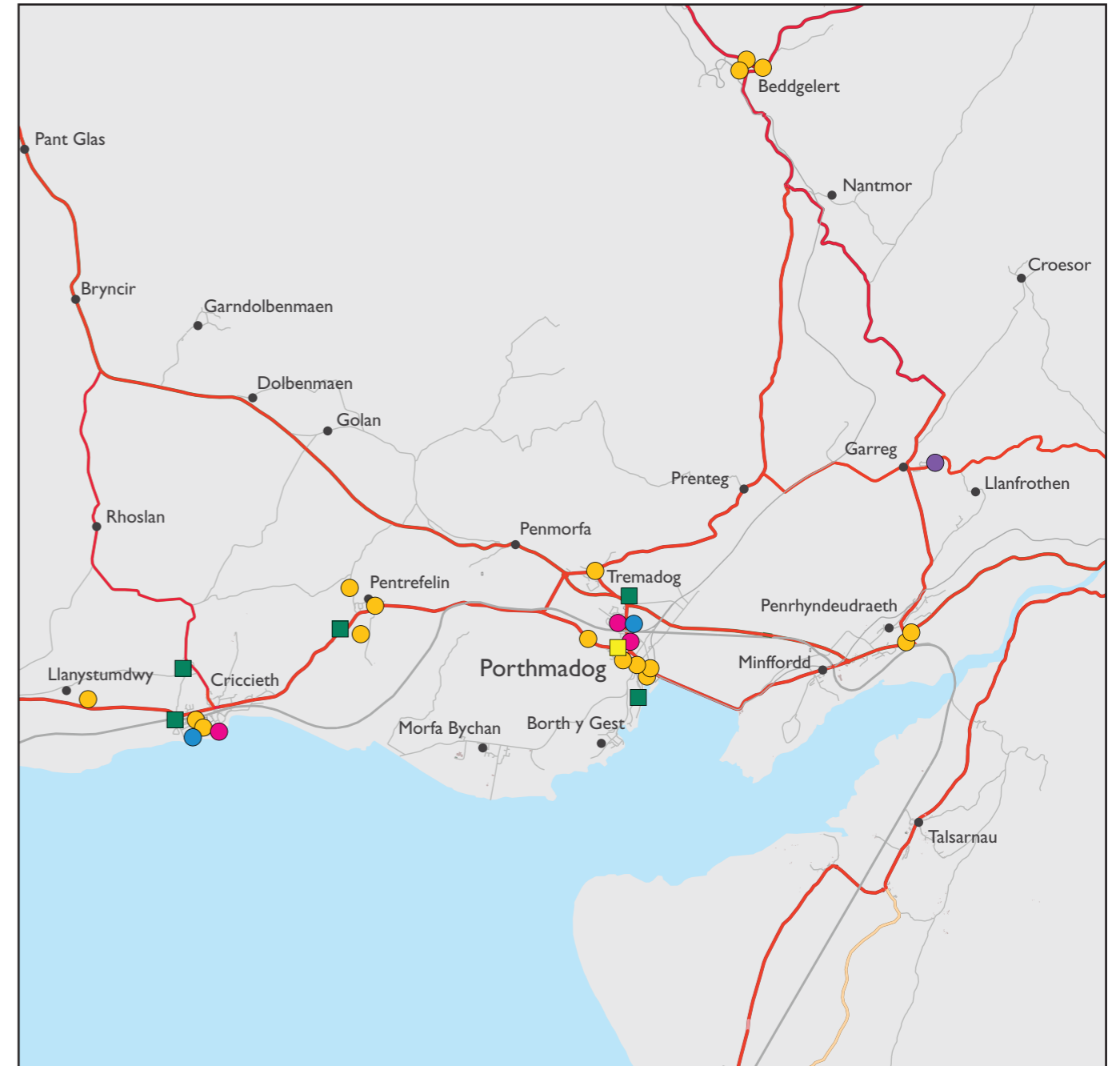
We will be looking at the Porthmadog catchment area first.

With the Porthmadog catchment area we are referring to those towns and villages that maybe see Porthmadog as their main centre for shopping and other services.

The area includes:

- |                  |                    |
|------------------|--------------------|
| • Beddgelert     | • Minffordd        |
| • Borth y Gest   | • Pen Morfa        |
| • Bryncir        | • Penrhyndeudraeth |
| • Criccieth      | • Porthmadog       |
| • Garndolbenmaen | • Prenteg          |
| • Golan          | • Pwllgoleulas     |
| • Llanfrothen    | • Rhoslan          |
| • Llanystumdwy   | • Tremadog         |
| • Morfa Bychan   | • Talsarnau        |

## CURRENT SERVICES IN THE PORTHMADOG CATCHMENT AREA



DAY CENTRES	
<span style="color: blue;">●</span>	Gwynedd Council
<span style="color: magenta;">●</span>	Independent Sector
LUNCH CLUBS	
<span style="color: purple;">●</span>	Lunch Club

SOCIAL CLUBS	
<span style="color: yellow;">●</span>	Social Club
CARE PROVIDER	
<span style="color: yellow;">■</span>	Gwynedd Council Homes
<span style="color: green;">■</span>	Independent Residential and Nursing Home



## THE SITUATION TODAY

The population of the Porthmadog catchment area is ageing and the local population is generally older than the population of Gwynedd in general.

Despite this, unfortunately, according to several different surveys and reports, the kind of homes that are available in the catchment area do not always match people's lifestyles or provide a suitable solution to the kind of problems they might be encountering.

Almost half of the population of the catchment area, or 47%, is aged 50 or older, which is the age when people either need to start planning for the future. Maybe you have already started to consider how and where you, or someone close to you, will live as you get older because of a health condition.

### A SUITABLE PLACE TO LIVE

Of all houses in the Porthmadog catchment area, more than one in three is a detached house and one in three is a terraced house. The Council would like to hear from local people if this affects the way they live as they get older – is it difficult to make alterations to a traditional terrace house that would help enable an older person to continue to live independently? Are you living in a detached house that has become too big for you?

### LIVING COSTS CAN BE A CAUSE FOR CONCERN

We all want people to continue to live with the dignity they deserve as they get older. Sadly, however, many people of pension age are worried about living costs.

Within the Porthmadog catchment area, 28% of the population receive the State Pension. Of these people, 20% receive Pension Credit, which is an additional payment for people in need.

Are you worried that your financial situation prevents you from living in a suitable home for your needs as you get older? The Council wants to hear about your experiences.

We hear time after time about people who find it difficult to heat their home adequately and to keep warm during the winter.

The type of house, flat or bungalow in which you live can have a major impact on living costs. For example, how you heat your home, your ability to insulate and to use energy-saving gadgets varies according to how old your home is and what materials were used to build it.

## WE WANT TO HEAR FROM YOU

Do you think that factors such as the type of house, flat or bungalow in which you live affects your ability to live independently – for better or for worse? Are you worried about living costs, fuel costs and care costs?

Remember to fill in the questionnaire so that Gwynedd Council can prepare for an ageing population.

## SERVICES AND RESOURCES FOR OLDER PEOPLE IN THE PORTHMADOG CATCHMENT AREA

There are already many resources and services that are aimed at older people in the Porthmadog area.



## CHOICES

How and where you live is your choice. This section shows how some of Gwynedd's older people live today.

Remember, full details of what is available for older people in the Porthmadog area can be seen on the map on page 7

### AT HOME

People who continue to live in their own homes as they get older say that they appreciate their independence and privacy.

Thanks to the support of an army of workers and volunteers, many older and vulnerable people are able to continue to live at home despite health problems.

The support that is available throughout the county includes:

- home care and the possibility of being part of the Enablement programme
- the professional support of care workers
- help provided by people working in the voluntary and charity sectors.

Gwynedd Council and the Carers Outreach Service support people who help to look after a relative or friend who live in their own home despite an age-related difficulty or health problem.

In addition, equipment around the home, for example handrails or devices that can summon help should the person fall ill or be in danger, can be of great help and give peace of mind to the individual and their family.



## EXAMPLES OF PEOPLE WHO COULD CONTINUE TO LIVE IN THEIR OWN HOME AND THEIR EXPERIENCES

**Miss Edwards** is 78 and lives alone in a bungalow. Six months ago she suffered a nasty fall while getting out of the bath. She spent ten days convalescing at Ysbyty Gwynedd.

She was worried that she would have to go and live in a care home – she has lived in the same village all her life and was determined to be able to return to her own home.

After she was discharged from hospital she went to an Enablement Unit in a residential home, to give her a chance to regain her strength and to see how she would cope with living by herself again. In the Unit she learnt how to manage steps and how to carry out everyday tasks around the home that are a little bit different so that she could go back to living independently in her own home once more.

When she first returned home, a support worker would drop by three times a day to help her – to get up in the morning, to make lunch and to go to bed. But little by little she could manage more and more herself and by now can look after herself as she used to.

Occupational therapists have been to her house to see what equipment could be of help to her. She has had a new shower installed instead of the old bath and also handrails around her bungalow to help her get up and about.

### SHELTERED HOUSING

The aim of sheltered housing is to create a supportive environment in the community so that older people can continue to live independently and get support at the same time.

Sheltered Housing are apartments or bungalows that have been especially built for older people, though some are dated by now and are difficult to adapt, for example to install a hoist in the bedroom or they are not suitable for a wheelchair user.

There is usually a manager or warden on the site but there is no 24-hour presence. The warden or the emergency services can be contacted through an alarm system in the event of a problem.

Support is available, if needed, by Gwynedd Council services, the private sector as well as volunteers and charities – just as a person who continues to live in their old home or in a traditional care home would have. For example, a person can be helped by home carers to cook or get dressed; one can receive health services through community nurses or be included in social activities if they so wish.

There are community facilities such as a communal lounge and gardens in some sheltered housing developments.



**EXAMPLES OF PEOPLE WHO COULD BE LIVING IN SHELTERED HOUSING AND THEIR EXPERIENCES**



**Mr and Mrs Davies** are both in their early 70s. Their health continues to be quite good, but Mrs Davies has mobility problems and is unable to go up the stairs since having both hips replaced. They felt that their old home had become too big and the garden too much work to manage.

Their only daughter lives and works in Cardiff, and she was worried that she was too far away to keep an eye on her parents.

Now, Mr and Mrs Davies have moved to live in a ground floor apartment in the sheltered housing development in the town centre. Being able to live in a place of their town is important to them. Although support staff are not at the block of flats all day, they are always pleased to see the warden call by.

Telecare equipment has been set up in their home – that is electronic sensors around the home and a press-button gadget to be worn as a pendant around the neck which can summon help should a person fall ill or be in danger. When Mr Davies was ill during the night recently, Mrs Davies was unable to get up to help him, but by pressing the alarm button she was able to call for help from the emergency services.

A care worker from the Council calls in the morning and evening to help Mrs Davies to get up and go to bed and their daughter pays for someone to come to clean twice a week.

Both have made new friends with the other residents since moving here and they enjoy going to the luncheon club every Tuesday in the community room. The flat is convenient for the shops, the library and the chapel and both are able to walk to the station to catch a train to see Mr Davies' brother in the next town.

**DAYTCARE**

However and wherever you chose to live as you get older, Gwynedd Council and its partners can offer support to help you get out and about or aid you with practical tasks.

Older people receive day care for any number of reasons and currently Gwynedd Council's day care service is provided in one of three places – Council run day care centres; Council run residential homes and independently run residential homes.

**EXAMPLES OF PEOPLE WHO CAN BENEFIT FROM DAY CARE SERVICES**

**Mr Murray** is 86 and lives with his daughter and her family. His health has deteriorated lately and his daughter and son in law have to assist him a lot, for instance to get up from bed or from a chair and he can't walk very far. He is also quite forgetful these days.

Mr Murray has recently been going to a weekly lunch club for older people, which is held by the local branch of a charity in the community centre in the village. Volunteers call for Mr Murray in the minibus, which can accommodate his wheelchair. They also bring him home at the end of the afternoon.

The club is an opportunity for Mr Murray to get out of the house and see other people without being dependent on his daughter to drop him off and pick him up. His daughter is reassured that he is in a safe place and it means she has a break and has time to spend with her family.

**Miss Lewis** is 69 and lives alone. She has severe arthritis which means she finds it difficult to get up, move around and to prepare meals.

She is can also be very lonely – she has no family living nearby and some weeks the only person she sees is her neighbour who drops by every now and again.

Now, Miss Lewis has day care three times a week in a Council-run residential home. Every time she attends she has a hot dinner and the staff help her to have a bath. It is also a chance to see other people and she enjoys being in the company of her new friends.

## EXTRA CARE HOUSING

Supporting people to live independently, not being dependent on the development's staff to do things for the individual, is central to extra care housing. However, people can live in extra care housing even if they have acute care needs.

Care staff are available at any hour of the day or night to help with personal care or to respond to an emergency. The kind of care provided can change as the individual's situation changes and needs will be met through a home care service or a GP and community nurses – in exactly the same way as if someone continued to live at their old home or in a traditional residential home.

Facilities in extra care housing usually include common rooms such as a lounge and dining room; an activities room; scooter storage and gardens.

These buildings make the most of the latest technology and modern architectural designs to ensure people's safety and also to promote their independence.

### EXAMPLES OF PEOPLE WHO COULD LIVE IN EXTRA CARE HOUSING AND THEIR EXPERIENCES

**Mrs Hughes** is 94 years old. Her health is not as good as it was and she has to spend periods of time in her bed. She gets help from the extra care housing staff, and uses equipment such as hoists to get up to a chair.

A community nurse comes once a day to treat a wound and to keep a check on her diabetes.

She needs care from extra care housing staff to get up and to be washed and they keep a frequent eye on her, during the night as well if necessary.

She has friends who live in the same housing development and who often call by to keep her company. Her daughter comes to stay in the development's guest room once a month and they enjoy sitting in the complex's private garden together.

**Mrs Jones** is 85 years old. Before she moved to extra care housing she lived on her own. At times she would feel lonely as she would not venture out very often as her home was situated on a steep hill. She was also fearful at night as her home was in an isolated location.

She has always been an independent person and doesn't want to be a burden on other people, and would not therefore feel happy to go to a residential home or to live with one of her children.

Mrs Jones has recently moved to an extra care housing development. She enjoys her independence – she has her own self contained flat with its own front door, and comes and goes as she pleases. She's in her element playing bridge and whist with some of the other residents in the communal room.

At the extra care housing she gets some support from the development's staff with personal tasks.

## CARE HOME

There are different types of care homes – the support available at them depends on the individual's specific needs.

**Residential home** – In Gwynedd, there are residential homes that are run by the Council and by independent companies. Traditional residential homes offer safe and secure accommodation and 24-hour care. Usually, in a residential home, individuals have their own bedroom, with common rooms, such as a lounge, to share with other people. Some homes have ensuite facilities.

People living in a residential home have the opportunity to take part various activities such as gardening and keep fit. More than ever, the emphasis is placed on enabling people to do things for themselves wherever possible so that they can keep hold of their independence. Activities are also organised outside the home as well as visits and activities by local organisations within the home, such as schools and churches.

All homes must be registered by the Care and Social Services Inspectorate for Wales (CSSIW).

### EXAMPLES OF PEOPLE WHO COULD BE LIVING IN A RESIDENTIAL HOME AND THEIR EXPERIENCES

**Mrs Owen** is 83 and is losing her vision because of glaucoma. She also has arthritis and because of this found it increasingly difficult to look after herself – she found it especially hard to cook because she cannot lift saucepans.

She has recently developed a heart complaint though it is stable under her doctor's monitoring. This makes her nervous, especially during the night. Her son is in the armed forces so is away from home for long spells.

Because of her physical condition Mrs Owen can't go out as she used to as she needs someone to pick her up and drop her off. She also needs help to get up from a chair and to move about.

Mrs Owen moved her bed downstairs and the toilet is also on the ground floor, but the bathroom is on the first floor of her house. A home carer would call by four times a day to help her get up, get dressed and prepare meals. Mrs Owen had suffered falls and was hospitalised several times and until recently had managed to return home every time.

But, as her memory lapses and her ability to move around deteriorates, her son is worried that she will injure herself by falling over or have an accident in the house. So she has moved to a nearby residential home.

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## CARE HOME

**Nursing homes** – In Gwynedd, all nursing homes are run by independent companies. If a person's health deteriorates, nursing home staff can provide specialist nursing care.

Appropriate activities are organised for residents as well as opportunities to socialise.

All homes must be registered by the Care and Social Services Inspectorate for Wales (CSSIW).

### EXAMPLES OF PEOPLE WHO COULD BE LIVING IN A NURSING HOME AND THEIR EXPERIENCES

**Mrs Roberts** is 93 and has lived in a nursing home since a stroke left her unable to feel the left hand side of her body. She spends most of her day in a special bed as she needs a hoist to get up. She also has incontinence problems.

The stroke has affected her memory and left her with a speech impediment. It can be difficult to understand what she says so the home's staff monitor her closely to ensure that she isn't in any pain and that she receives plenty of nutrition.

She is completely dependent on others for all aspects of care and she is very vulnerable. Despite this, she still enjoys the company of others and loves music.

## WHAT DO THE DIFFERENT ACCOMMODATIONS OPTION OFFER

	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Live in a place of your own	✓	✓ Every apartment within such a development is entirely self-contained with its own front door.	✓ Every apartment within such a development is entirely self-contained with its own front door.	✗	✗
Help in an emergency	✓ The Council can arrange for you to have Telecare equipment installed in your home, which can be used to call for help if you are ill or have injured yourself.	✓ If there is a warden, he or she can respond to an emergency or an alarm can be used to call for help.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.	✓ Staff are on duty 24-hours, who can be called upon for help at any hour of the day or night.
Personal care	✓ Home carers are able to provide help with personal care such as food preparation and getting dressed and washed	✓ Home carers are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The extra care housing staff are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The home's staff are able to provide help with personal care such as food preparation and getting dressed and washed	✓ The home's staff are able to provide help with personal care such as food preparation and getting dressed and washed
Nursing care	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the GP. Family members can also give nursing care.	✓ Care provided by the community nurse through the family doctor. If a person needs nursing care on a daily basis he or she will need to move to a nursing home.	✓ A home that has been registered with the Care and Social Services Inspectorate for Wales (CSSIW) is qualified to provide nursing care by the homes' staff that is beyond what would be offered by a community nurse or in a residential home.

	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Help around the house	✓ Home carers are able to provide help with tasks related to personal care, such as preparing food and clearing up afterwards, changing bedclothes. The individual will have to arrange his or her cleaning services.	✓ Home carers are able to provide help with tasks related to personal care, such as preparing food and clearing up afterwards, changing bedclothes. The individual will have to arrange his or her cleaning services.	✓ Extra care housing staff are able to provide a full service, if the individual needs it and wishes so.		
Social activities	✓ A number of social activities and day centres for older people are available in Gwynedd.  Support is available through volunteers and charities, if needed, to travel and to participate.	✓ There is a common room in some developments and activities held there – dependent on the resource and the warden. A number of social activities and day centres are held in Gwynedd. Support is available through volunteers and charities, if needed, to travel and to participate.	✓ There are communal rooms such as a lounge and activities room in every such development, where activities are held. Tenants can also take part in activities outside the development.	✓ There are common rooms, such as a lounge, in every home and various activities are held – dependent on the individual's ability to take part.	✓ There are common rooms, such as a lounge, in every home and various activities are held – dependent on the individual's ability to take part.



	At home	Sheltered Housing	Extra Care Housing	Residential home	Nursing home
Costs	<p>If you're on a low income you may be eligible for housing benefit or Council tax benefit.</p> <p>If you're paying for care costs, how much you will have to pay is means tested and the maximum you will have to pay is £50 per week.</p>	<p>Rent for Sheltered Housing in Gwynedd is on average £60-£65 per week – the cost varies depending on how many bedrooms are in a flat or house (2012-13 figures). Pay for the services of a warden and monitoring service is extra (around £11 and £2 respectively). Care costs are additional and how much you will have to pay is means tested and the maximum you will have to pay is £50 per week. So, the most anyone will have to pay is around £128 per week.</p>	<p>Rent for an extra care housing complex in Gwynedd is £110 or £101 per week for one or two-bedroomed apartments (2012-13 figures). Service charges are an additional £63 per week and a daily hot meal in the dining room is £41 per week. Care costs are additional and how much you will have to pay is means tested and the maximum you will have to pay is £50 per week. So, the most anyone will have to pay is £264 per week.</p>	<p>Living and care costs for a Gwynedd Council-run residential home are £581.28 per week (2012-13 figures). Costs of independently run care homes will vary.</p> <p>You may also be eligible for a contribution towards your nursing, care and housing costs from the Council or the health service.</p>	<p>There are no Council-run nursing homes in Gwynedd and costs of independently run care homes will vary.</p> <p>You may also be eligible for a contribution towards your nursing, care and housing costs from the Council or the health service.</p>

Wherever you choose to live, advice is available regarding claiming benefits which could help towards your living costs.

# CARE AND ACCOMMODATION OPTIONS FOR OLDER PEOPLE

A quick guide to some of terms and service names you may have read here – pull out and keep this page for future reference.

## Telecare

The Telecare system involves installing sensors around the home and an electronic device to wear either around the neck or wrist which can be used to call for help if the person is ill, has had a fall or is in danger.

The call goes to a monitoring centre and staff there can contact a neighbour or family member, or the emergency services.

The system can also remind a person to take medicine or warn of smoke or gas in the home.

Telecare users say that it gives peace of mind that help is available day and night if needed, and that it boosts the individual's self confidence to be able to continue to live in their own home if they have been ill or have suffered a fall in the past.

**i** For more information about Telecare telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Enablement

An older person receives a short period of Enablement learning following an illness or injury in order to re-learn skills and to re-gain their independence.

For example, someone may be having difficulties in getting dressed or cooking following a stroke, or is anxious about leaving the house following a fall. Unfortunately, this can lead to a loss of confidence in their ability to look after themselves in the way they were used to. Through the Enablement scheme, people learn how to do things a little differently around the house in order to regain their self-confidence to be able to return home.

Gwynedd Council's first Enablement Unit was recently opened in Penygroes near Caernarfon, where a person can spend a short period in order to regain skills before returning home. The Enablement Unit is situated within a traditional residential home.

**i** For more information about the Enablement scheme, and to find out if you could be eligible, telephone 01286 682888 or email [cynghoriasesuodolion@gwynedd.gov.uk](mailto:cynghoriasesuodolion@gwynedd.gov.uk)

## Support at home

If the Enablement plan is unsuitable for a person, they may be qualified for personal care.

The staff of Gwynedd Council's Provider Service, or workers from the independent sector, can visit people at homes and provide help with all kinds of things, for example: help to get up from bed; going to the toilet; bathing; food preparation; washing clothes and cleaning.

The person may need help with tasks outside the home such as to go shopping and to collect their pension.

**i** For more information about the help available, and to find out if you could be eligible, telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Equipment and adaptations around the home

Simple changes to the home can make a world of difference to a person's ability to live independently in their own home. Such changes include:

- handles and handrails to help someone get up and walk;
- a hoist to help get up from the bath or bed;
- a shower to replace a bath;
- a ramp for a wheelchair.

**Gwynedd's Care and Repair Service** is an agency which can help with adaptations. The agency works to improve living standards and to promote the health and welfare of older people and people with disabilities by installing equipment and making adaptations to people's homes, in accordance with the individual's needs.

**i** For more information about care and repair services telephone 01766 510160 or visit the website [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

## Support for carers, including respite care

A carer is someone who looks after a relative or friend who is ill, frail or has a disability, and who cannot manage to live at home without unpaid practical or emotional support.

Support, including respite care, is available to carers. Respite care means that the person for whom you care is looked after by someone else, either at home or at a residential home, for a short period of time, so you have time for yourself.

**i** For more information about the support available to carers, telephone 01286 682888 or email [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

## Contact point

There are several charities, groups and organisations which can help older people:

Age Cymru Gwynedd a Môn - 01286 677 711 [www.ageuk.org.uk](http://www.ageuk.org.uk)

Citizens Advice Bureau - 08444 772020 / 0845 4503064 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The Gwynedd Older People's Council – 01286 679433

For more information about housing and Council Tax benefit contact Gwynedd Council on 01286 682689

The Department of Works and Pensions [www.dwp.gov.uk](http://www.dwp.gov.uk)



# HAVE YOUR SAY

## Accommodation and care needs for older people in the Porthmadog catchment area

There are major changes afoot in the way that Gwynedd Council will provide care, accommodation and support for older people. To ensure that we invest in the right services and that appropriate care is available, we would ask you to share your experiences and comments by filling in the following questionnaire.

Please return the completed questionnaire by 30 November 2012. We ask that people fill in the questionnaire individually, not as a couple or household.

Please send completed questionnaires to the following address:

**Dafydd Williams, Project Assistant, Social Services, Gwynedd Council, Caernarfon LL55 1SH.**

Should you, or anyone you know, need help to fill in the questionnaire or want more information on Gwynedd Council's care services, please contact **01286 679549** or [gcbc@gwynedd.gov.uk](mailto:gcgc@gwynedd.gov.uk)

Or, if you would rather give your opinion in a different way, write a letter to **Dafydd Williams, Project Assistant, Social Services, Gwynedd Council, Caernarfon LL55 1SH** or send an email to [assessment@gwynedd.gov.uk](mailto:assessment@gwynedd.gov.uk)

## ABOUT YOU

1. Age	
49 or younger	<input checked="" type="checkbox"/>
50 – 64	<input checked="" type="checkbox"/>
65 – 74	<input checked="" type="checkbox"/>
75 – 84	<input checked="" type="checkbox"/>
85 or older	<input checked="" type="checkbox"/>

2. Gender	
Male	<input checked="" type="checkbox"/>
Female	<input checked="" type="checkbox"/>

3. What is your home's postcode?
<input type="text"/>

4. How long have you lived in the area?	
(a) I was born here and have lived here all my life	<input checked="" type="checkbox"/>
(b) I was born and raised here, have spent time living / working away, and have returned here to retire	<input checked="" type="checkbox"/>
(c) I moved here as an adult and have since retired	<input checked="" type="checkbox"/>
(d) I have moved to the area since I retired	<input checked="" type="checkbox"/>
If you selected (c) or (d) above, please state how long you have lived in this area	<input type="text"/>

5. In general, how would you describe your health?	
Very poor	<input checked="" type="checkbox"/>
Fairly poor	<input checked="" type="checkbox"/>
Fair	<input checked="" type="checkbox"/>
Fairly good	<input checked="" type="checkbox"/>
Very good	<input checked="" type="checkbox"/>

**6. Do you currently receive a care service because of your health? If so, please note what type of service.**

Yes	<input checked="" type="checkbox"/>
No	<input checked="" type="checkbox"/>
<b>What type of service you use:</b>	
Telecare	<input checked="" type="checkbox"/>
Enablement scheme	<input checked="" type="checkbox"/>
Home care	<input checked="" type="checkbox"/>
Respite care	<input checked="" type="checkbox"/>
Day care	<input checked="" type="checkbox"/>
A member of the family looks after you	<input checked="" type="checkbox"/>
Residential or nursing care	<input checked="" type="checkbox"/>
Other (please note)	

**7. Where do you currently live? (please tick)**

At home	<input checked="" type="checkbox"/>
In sheltered housing	<input checked="" type="checkbox"/>
In a care home	<input checked="" type="checkbox"/>
Other (describe where)	

**8. Is your current home suitable for your condition – today and looking to the future?**

Today	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Future	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
	Don't Know	<input checked="" type="checkbox"/>		

**9. If your home is not suitable, please state why not?**

Too big	<input checked="" type="checkbox"/>
Too expensive to maintain	<input checked="" type="checkbox"/>
Too expensive to heat	<input checked="" type="checkbox"/>
Garden is too big	<input checked="" type="checkbox"/>
Isolated location	<input checked="" type="checkbox"/>
You have difficulty moving about the house /climb stairs	<input checked="" type="checkbox"/>
Other (please state)	

**10. Do you worry about the following costs, either today or for the future?**

<b>Cost of living</b>				
Today	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Future	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
<b>Cost of fuel/ heating</b>				
Today	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Future	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
<b>Care costs</b>				
Today	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>
The Future	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>

**11. If your home is suitable for you at the moment, and you do not have any care needs, what would be your priorities as you get older?**

Please indicate your score as follows:  
 1 – first choice  
 2 – second choice  
 3 – third choice  
 4 – fourth choice  
 5 – fifth choice

Stay in your own home with support as needed (details on page 10-11)	<input checked="" type="checkbox"/>
Move to a bungalow or smaller house with support as needed	<input checked="" type="checkbox"/>
Move to sheltered housing (details on page 11-12)	<input checked="" type="checkbox"/>
Move to extra care housing (details on page 14)	<input checked="" type="checkbox"/>
Move to a residential home (details on page 15-16)	<input checked="" type="checkbox"/>

**12. Below there is a list of different sorts of services and provisions available to older people as part of the Council's Day Care Service. Please tick the ones which you feel you will need or would choose:**

Opportunity to socialise with other people of the same age, for example a luncheon club or exercise class.	<input checked="" type="checkbox"/>
If you are a carer – that is, if you provide unpaid care and support for a member of the family or friend who otherwise could not manage by themselves – the chance to have a rest, for example someone to sit with the person you care for or telecare.	<input checked="" type="checkbox"/>
If you are very vulnerable, higher level of care during the day, for instance day care support at a specialised centre such as a dementia unit.	<input checked="" type="checkbox"/>
Receive direct payment from Social Services to purchase your own support, based on an assessment of your needs.	<input checked="" type="checkbox"/>
Other, please specify	

**13. Should you need help to have a bath or shower because of a medical condition as you get older, please tick which option you would prefer as part of day care service:**

Equipment or alterations to your home or	<input checked="" type="checkbox"/>
An opportunity to go to a centre or residential home to use specialised equipment	<input checked="" type="checkbox"/>

**14. Below there are three scenarios. Note which 'accommodation option' would be your first (1), second (2), third (3) and fourth (4) option in these three scenarios.**

**SCENARIO 1**  
 Your home is by now too big for you and is difficult to heat and to modify. You had a fall last year which has made you nervous – particularly at night. You are keen to maintain independence and don't want to be a burden to anybody.

1 – first choice	
2 – second choice	
3 – third choice	
4 – fourth choice	
In your own home with telecare support and enablement. (details on page 10-11)	<input checked="" type="checkbox"/>
In sheltered housing (details on page 11-12)	<input checked="" type="checkbox"/>
In extra care housing (details on page 14)	<input checked="" type="checkbox"/>
In a residential home (details on page 15-16)	<input checked="" type="checkbox"/>

## HAVE YOUR SAY.

### SCENARIO 2

You are now far more vulnerable following a minor stroke. Home care workers call twice a day to help you wash and prepare food. You are keen to maintain independence and don't want to be a burden to anybody, but by now you need support to go out.

- 1 – first choice
- 2 – second choice
- 3 – third choice
- 4 – fourth choice

In your own home with telecare support and enablement. (details on page 10-11)	✓
In sheltered housing (details on page 11-12)	✓
In extra care housing (details on page 14)	✓
In a residential home (details on page 15-16)	✓

### SCENARIO 3

Home Care workers by now come four times a day and the community nurse also calls weekly to treat a sore. You have memory problems and the risk of you having a fall or accident around the house has increased significantly. You are keen to maintain your independence and don't want to be a burden to anybody, but by now you are housebound.

- 1 – first choice
- 2 – second choice
- 3 – third choice
- 4 – fourth choice

In your own home with telecare support and enablement. (details on page 10-11)	✓
In sheltered housing (details on page 11-12)	✓
In extra care housing (details on page 14)	✓
In a residential home (details on page 15-16)	✓

### 15. Do you worry about how you will cope as you get older?

Yes	✓
Haven't thought about it	✓
No	✓

### 16. Do you speak Welsh?

Yes	✓
No	✓

If you consider another language to be your first language, please note which:

### 17. Do you have any further comments to make?

If you have further comments, please attach an extra page or letter to this questionnaire

### 18. Your contact details (you don't have to include these)

Name
Address
E-mail
Phone Number

**Thank you for completing this questionnaire.**

**Appendix 4- Number of occupied and empty beds September 2012**

Area	Number of homes	Residential			Residential EMI			Nursing			Nursing EMI		
		Total Beds	Number occupied beds	Number of empty beds	Total Beds	Number occupied beds	Number of empty beds	Total Beds	Number occupied beds	Number of empty beds	Total Beds	Number occupied beds	Number of empty beds
Arfon	17	253	195	30	42	35	3	141	139	2	95	91	4
Dwyfor	13	190	162	19	34	29	5	150	144	6	23	22	1
Meirionnydd	10	142	117	19	16	16	0	44	40	4	0	0	0
<b>Total</b>	<b>40</b>	<b>585</b>	<b>474</b>	<b>68</b>	<b>92</b>	<b>80</b>	<b>8</b>	<b>335</b>	<b>323</b>	<b>12</b>	<b>118</b>	<b>113</b>	<b>5</b>

Scrutiny Forward Work Programme June 2012 onwards – Version 3.00  
(18.03.13)

**Note – this is a live agenda which is regularly updated**

A Corporate Scrutiny Committee

	Item	Preparatory Meeting Date	Scrutiny Committee Date
1	Community Strategy	14.06.12	19.07.12
2	Savings Strategy	14.06.12	19.07.12
3	Systems Thinking (Scrutiny Investigation)	14.06.12	31.01.13
4	Improvement Plan	06.09.12	02.10.12
5	Rural and Urban Balance	06.09.12 02.10.12	13.12.12 07.03.13
6	Partnerships and Collaboration Assessing the progress	19.12.12	
7	Sustainable Procurement	19.12.12	31.01.13 07.03.13
8	The Council's Strategic Plan		
9	The Council and the Public Engagement Arrangements		
10	Workforce Keeping the morale of workers high in a difficult period		
11	Collaboration with Anglesey		
12	Carbon Footprint Policy Assessing the achievement		
13	Emergency Planning Assessing the progress of the SAC Report		

B Communities Scrutiny Committee

	Item	Preparatory Meeting Date	Scrutiny Committee Date
14	Housing Supply and Affordability	18.07.12	04.09.12
15	Housing Scrutiny Investigation	18.09.12	05.02.13
16	Bypass	30.10.12	04.12.12
17	Waste Strategy	30.12.12	04.12.12
18	Transport Consistency of provision for Students across the County	30.12.12	04.12.12 26.03.13
19	Wind Energy Consultation arrangements	30.12.12	04.12.12
20	Empowering Communities Local collaboration with partners		
21	Bangor Pride Consider progress and lessons to be learnt and shared across the County	04.09.12	26.03.13 10.12.13
22	Using Empty Properties Consider the impact of policies by the Council and its partners		
23	Parking Fees Consider consistency across the County		
24	Use of Cycling Routes Consider the progress on standard and use		
25	Parc Glynllifon and Parc Padarn Consider progress		
26	Allotments Challenge what has been achieved on the relevant existing policies and by-laws		
27	Marine Conservation Zones		

28	Apprenticeship Scheme Consider the progress		
29	Condition of Rural Roads Consider problems and possible solutions		
30	Tourism Assessing the impact on the Gwynedd economy		
31	Refuse Collections Information required		
32	Management of Overnight Caravanning Information required		
53	Social Housing	30.12.12	05.02.13
54	Static Caravan Occupation Period	19.02.13	
55	Noddfa, Deiniolen		
56	Cynllun Hurio Ceir		

### C Services Scrutiny Committee

	Item	Preparatory Meeting Date	Scrutiny Committee Date
33	Youth Service Progress on the Review Improvement Programme	25.06.12	31.07.12
34	Education Strategy Consider progress thus far Establish a Working Group to support the Cabinet Member Confirmation of the implications	25.06.12	31.07.12 13.09.12 15.11.12
35	Scrutiny Investigation into the Quality of Education	25.06.12	
36	Change in Healthcare in North Wales – Betsi Cadwaladr Health Board		13.09.12
37	Leisure Centres		

	Consider progress on the Strategic Review	11.10.12	15.11.12
38	Physical Disability Commissioning Plan Consider Progress of the Plan	11.10.12	15.11.12
39	Disability and Autism Consider information	11.10.12	15.11.12
40	Older People Commissioning Plan Consider 'Dignity in Care' information	11.10.12	15.11.12
41	Looked After Children		
42	Land transferred to Cartrefi Cymunedol Gwynedd	22.11.12	10.01.13
43	Local Provision of Services		
44	Pathway to Employment		
45	Telecare and Equipment to Support People	22.11.12	10.01.13
46	Intensive Intervention – Supporting Families		
47	Young People Progress on providing opportunities for those who are unemployed to gain access to work experience and employment		
48	Child Poverty Plan		
49	Support for Carers		
50	Corporate Parent Panel		
51	Matters from the 2011-12 Improvement Plan - Health Improvement Schemes (Page 79) - Language Improvements (Page 84- 86) -		
52	Pembrokeshire Children Services Report	17.01.13	21.02.13
57	Y Gwystl – Engagement arrangements		