



Complete Agenda

Democratic Services
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH



Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

Meeting

CARE SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 20TH NOVEMBER, 2025

This meeting will be webcast

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

Location

**Siambr Hywel Dda - Council Offices, Caernarfon, Shirehall Street, LL55 1SH and
virtually through Zoom**

Note: A briefing session will be held for members at 10:00am

Contact Point

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(DISTRIBUTED 13/11/25)

CARE SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (12)

Councillors

Menna Baines
Linda Morgan
Meryl Roberts
Jina Gwyrfai
Sian Williams
Elin Walker Jones

Rheinallt Puw
Gwynfor Owen
Einir Wyn Williams
John Pughe
Berwyn Parry Jones
Geraint Wyn Parry

Independent (5)

Councillors

Elwyn Jones
Eryl Jones-Williams
Angela Russell

Anwen J. Davies
Beth Lawton

Labour/Liberal (1)

Councillor
Gareth Coj Parry

Ex-officio Members

Chair and Vice-Chair of the Council

A G E N D A

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declarations of personal interest.

3. URGENT BUSINESS

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

4. FAMILY AND CHILDREN CABINET MEMBER PERFORMANCE REPORT 4 - 31

For Committee Members to scrutinise performance matters within the Department.

5. ADULTS HEALTH AND WELL BEING CABINET MEMBER PERFORMANCE REPORT 32 - 61

To scrutinise performance within the Department.

6. HOUSING AND PROPERTY CABINET MEMBER PERFORMANCE REPORT 62 - 93

To scrutinise performance matters within the Department.

7. COMPLAINTS TASK AND FINISH GROUP BRIEF 94 - 96

To adopt the brief and to elect members.

8. MINUTES 97 - 105

The Chairman shall propose that the minutes of the meetings of this committee held on the 25th September 2025 be signed as a true record. (attached)

MEETING	Care Scrutiny Committee
DATE	20 November, 2025
TITLE	Performance Report of the Cabinet Member for Children and Supporting Families
REASON TO SCRUTINISE	For Committee Members to scrutinise performance matters within the Department.
AUTHOR	Sharron Williams Carter and Aled Gibbard, interim Heads of Children and Supporting Families Department
CABINET MEMBER	Councillor Menna Trenholme

1. Why does it need to be scrutinised?

For Committee Members to scrutinise performance matters within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area for which I am responsible as the Cabinet Member for Children and Supporting Families. This includes outlining the latest with the pledges in the Council Plan; the Department's day-to-day work; as well as the latest in terms of the savings scheme and cuts.

We are implementing the Council Plan for 2023-28, and here I report on the progress made up to the end of September 2025, for an autism scheme and residential provision for looked after children in small group homes. All matters have been the subject of discussion and have been challenged by me at a performance challenge meeting, and I am satisfied with the performance of the Department.

2.2 Rationale and justification

Performance of Projects in the Council Plan

The Children and Supporting Families Department has two projects in the Council Plan, namely the Autism Plan and a Plan for developing a residential provision for looked after children in small group homes.

Autism Plan

The Autism plan is continuing to thrive, with an increasing demand for service. The needs and complexities of autistic individuals and their families are complex to analyse, especially if there is a cross-section of needs such as trauma, poverty, neurodivergent parents, Children in care, Child protection cases etc. therefore the need for social workers to be able to consult, discuss cases and seek the direct input of a key worker

who specialises in the field is proving to be successful on a number of cases, which has resulted in a decrease in need and status (from CP to CASP) and several cases closed following intervention. There is now a short waiting list for direct support from a key worker.

The staff training programme is continuing and developing with different levels of training, depending on the job. From basic training for the entire workplace through to advanced training for specialist jobs such as social care workers and team managers. The team now trains workers to facilitate and run support and educational groups and programmes for parents and carers as well as identity groups for autistic young people. A training programme for foster parents is also underway.

Groups such as 'Paned a Sgwrs' for parents and carers and the Neuro club for young people continue to be successful. Joint-working with the Education Department, the Neuro-developmental service, internal and external staff and engagement with the third sector is also continuing.

The Niwro Cymru App which was developed by Autism Gwynedd for providing Information, Advice and support to the ND community and professionals has been very successful following a soft launch at the Eisteddfod, and is being discussed regionally and nationally as a wider IAA tool.

We are confident that there are no current concerns as a result of this scheme, and that the work is progressing to develop and promote opportunities for autistic individuals and their families. It is important to note that funding for this scheme expires in 2027 which therefore creates a risk in the longer term. We will need to consider how to ensure continuity of service in future for this valuable resource.

Residential provision for looked after children in small group homes

The Plan for developing residential provision for looked after children in small group homes has now progressed significantly. The home in Morfa Bychan is operational with two children living in it. For the home in Deiniolen, a recruitment event was organised at the Celt Hotel in Caernarfon in July and was attended by 30 people. Following this, a deputy manager and 5 residential workers were appointed for the second home in Deiniolen. The staff have already started in their jobs. We are still awaiting official registration for the first home, however we are not concerned as we are in ongoing contact with Care Inspectorate Wales and the registration should be completed very soon. A registration application for the second home in Deiniolen has been made and we are waiting to hear back from Care Inspectorate Wales.

We are also in the process of buying a house in Cricieth and hopefully the work on this house will be completed in the new year. To make sure that there is provision in every catchment area in Gwynedd, we are still looking for opportunities to buy a house in Meirionnydd but at the moment this is not possible because of the housing market. This is because there must be a certain specification in order to be registered by Care Inspectorate Wales.

The Department's day-to-day work

There are currently 283 children in care here in Gwynedd. Positive news that emerged over the last year is that 4% of children have left care and returned home. Another positive percentage that should be highlighted is the number of case conferences where the child's voice/opinion (5+ years) was heard. That percentage was 94%, and although it was lower than the previous quarter, we are still working hard to make sure that the child's voice is heard. In the Youth Justice Service the number of people entering the service for the first time fell to 37 (-13%), which is welcomed given the efforts made by the service and the Management Board over the last 12 months. The Out of Hours Team is also doing excellent work ensuring that every call is responded to before the shift ends. The Gwynedd Family Service has managed to extend the 2-year-old childcare scheme to a further 9 provisions, which enables more families to receive support. The play trailer had been hugely successful over the summer.

On the other hand, we must note the concern regarding the number of referrals received by the admissions team. We note that this has been the busiest year for the team since its establishment. As a result, the team feels the pressure considering the number of referrals and the complexity of the cases. The Derwen Service is also feeling the pressure, with over 500 cases open to them. The 16+ Team is also continuing to report that the demand for services is at its peak, and that 238 cases are currently open to them. This is the highest number of cases since establishing the team. A high number of cases and staff shortage creates concerns and high work pressure. We see a clear pattern that the demand on the Children and Supporting Families Department is rising and hence the pressure on our staff. For the first time ever the number of referrals has almost reached 8,000, which is a 5% increase over the past year. The forecast for this year is that the number of referrals will stay the same around the 8,000 mark, if not higher.

We must emphasise that we have acknowledged this increasing work pressure on our workforce. In light of the increasing work pressures, we as a department have submitted bids and there are a number of successful bids for 2025-2026. This includes 5 bids in total. £400,000 for 7 posts in the operational teams. £300,000 for a specialist residential service in 1 house. £500,000 for out-of-county placements. £200,000 for Derwen Direct Payments. £800,000 for Derwen Support Workers. These bids total £2.2 million. Several bids were made because the number of referrals had risen significantly and the complexities of cases had also increased. As well as the fact that more families need the input of the Children's teams. By being successful with the bids it provides consistency to services and gives the best to children and families. We know that it will be challenging to attract staff, especially experienced and qualified staff, but with time we hope that these additions will bring some relief to our conscientious workforce.

External Auditors' Reports (if relevant)

The Child Practice Review, Our Bravery Brought Justice, was published on Tuesday 4 November. We as a department are currently working with the Education Department to respond fully and promptly to the recommendations.

We are also being audited jointly with the Education Department by Care Inspectorate Wales and Estyn the week commencing 10 November. We will update members in the next report.

3. Consultation

The report has been produced based on the information and content of the latest meeting to challenge and support the performance of the Children and Supporting Families Department. The Director, the interim Heads, Service Managers, Senior Operational Officer and I were present in this meeting.

Appendices

Appendix 1: Project milestone progress reports for projects in the Council Plan

Appendix 2: The Department's Performance Measures

Cyngor Gwynedd Plan 2023-28 - Year 3 Actions

A Caring Gwynedd: Supporting the residents of Gwynedd to live full and safe lives in our communities

Department	Project	Overview	What we want to achieve during the THIRD year 2025-26 (milestones):	Outline of the milestones for the remainder of the Plan period:
Children and Families	Autism Plan	Children, young people and adults with autism find it difficult to obtain the specialist support they require. We will therefore improve our provision and make it easier for individuals and their families to transfer between different services.	<p>1. Continue with the training programme for front-line staff. Ensure staff undertake Level 1 and 2 Autism training and ensure that figures are increasing. Ensure specialist jobs do undertake Level 3 training, and the Autism Team also provides bespoke training for Level 4.</p> <p>2. Train staff to conduct specialist autism groups, such as CYGNET to be able to give a wider provision across the County.</p> <p>3. Continue to develop groups and consult with stakeholders regarding what groups need to be held and that these are spread across the County, e.g. neuro club, identity group, etc. This will then feed into the Gwynedd autism stakeholders' group which meets every quarter.</p> <p>4. Continue to collaborate with the Education Department, Neurodevelopmental Team (NDT), Integrated Autism Service (IAS) and Gwynedd statutory services to ensure that Gwynedd children, young people and adults get access to services and the support needed.</p> <p>5. Consult with internal and external staff. Create a community scheme in practice for professionals to get access to the team's expertise.</p> <p>6. Continue to develop resources and create varied workbooks to be shared with workers for use in their day-to-day work.</p>	<p>1. Create a business plan</p> <p>2. Launch the Neuro Gwynedd app to get easier access to local information and services</p> <p>3. Establish the stakeholders' group to promote cooperation, co-production and share good practice.</p>

Children and Families	Develop a residential provision for looked-after children in small group homes	<p>We want to improve the experiences of children looked after by the Council who have profound and complex needs, who currently must leave the county or Wales to receive suitable provision. We will develop registered residential homes for small groups of up to two children, which will allow them to be looked after in Gwynedd, attend local schools, and participate fully in the lives of their communities.</p>	<ol style="list-style-type: none"> 1. Placement of second child at Morfa Bychan at the start of April 2025. 2. Appointing staff to the second and third house, i.e. Deiniolen and Edern. 3. Make adaptations to both houses, Deiniolen and Edern, to ensure that they reach CIW requirements. 4. We will then work to ensure a CIW registration for both houses in Deiniolen and Edern. 5. We hope to open both houses in Deiniolen and Edern and get them up and running. 6. We intend to look for a potential location in the south of the county to get an additional small home. 	<ol style="list-style-type: none"> 1. Building a house / purchasing a fourth home. 2. Receive CIW registration for all the homes. 3. Appoint Managers and staff for the remainder of the houses. 4. Training for staff in each house. 5. Look whether it is possible to undertake eco-friendly work - solar panels, etc. This is dependent on how much grant money remains following the purchase / building of the houses and undertaking all the adaptations required to realise the best and safest homes.
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Challenging and Supporting Performance

Children and Supporting Families
Department

Period: April – September 2025

Department's Overview – Looked After Children

Purpose: I want you to ensure that I am kept safe, safeguarded from harm, have a stable life and have every opportunity and help to reach my potential.

Number of Looked After Children

283 (30/09/25)

Number of Court cases

35 (30/09/25)

Percentage of Looked After Children who have had three or more placements during the year (cumulative)

2%

Percentage of looked-after children who have returned home (out of care) during the year (cumulative)

4%

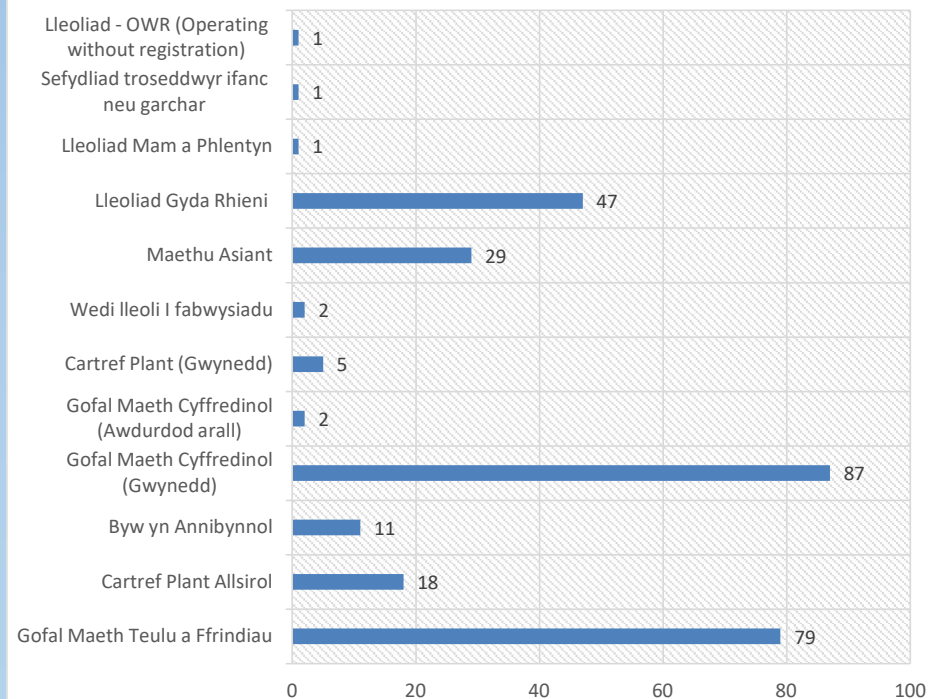
Average Workload

18

Number of children who have entered care since April

31 (26% under 1 year old)

Lleoliadau Plant Mewn Gofal 30/09/2025



Department's Overview – Looked After Children

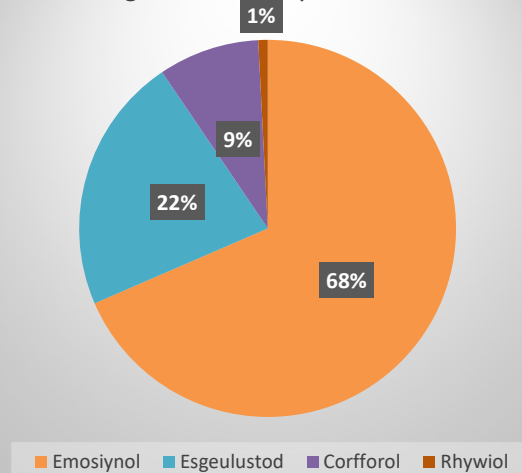
Percentage of children discussed at initial child protection conference that were registered (Cumulative)
90%

Percentage of case conferences where the voice/views of the child (5+ years old) were heard
94%

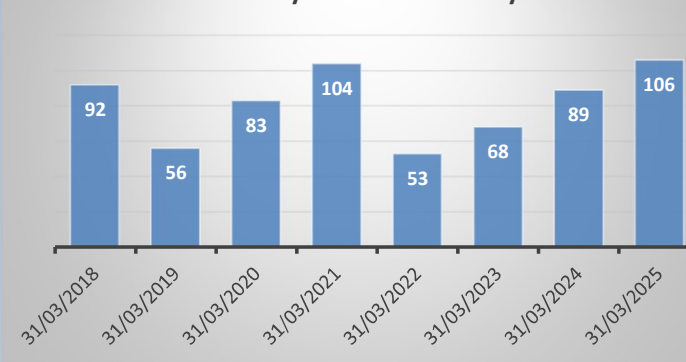
Number of children on the Child Protection Register
127 (30/09/25)

Average number of days the children had been on the child protection register
216

Prif Gategoriâu Plant ar y Gofrestr 30/09/25



Plant ar y Gofrestr Amddiffyn



Number of registered children

97 (6 months)

Leader – Marian Parry Hughes

Keeping Families Together: Referrals Team

Number of referrals (IAA)

Q1 - 1914

Q2 - 1822

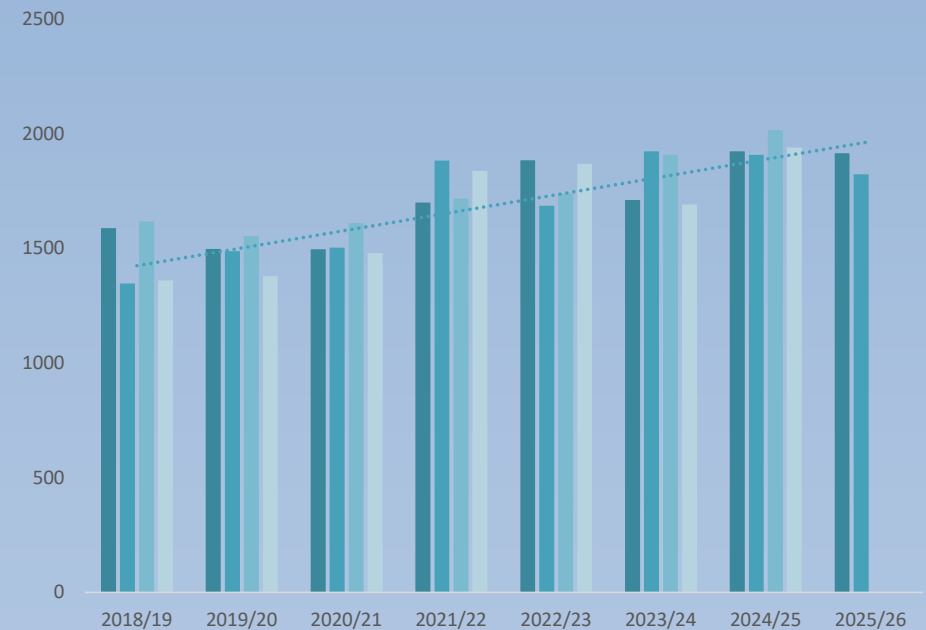
Referrals Source

Police – 1751
Education – 343
Health – 319

Performance Overview:

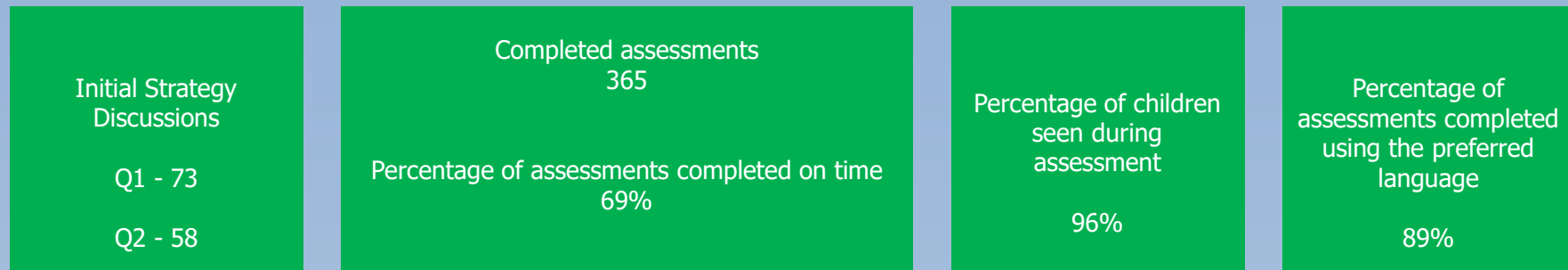
- Staffing situation is placing additional pressure
- Complex cases on-going
- Several requests from other Local Authorities for us to accept cases

New Referrals



Leader: Eiliw Hughes

Keeping Families Together: Admissions Team (Assessments)



Performance Overview:

Assessments within 42 days has fallen as there are vacant jobs within the team, assessments are often complex and often an incident/new information comes in that means that it is necessary to revisit and discuss, those completed beyond the 42 days do not raise safeguarding concerns.

Leader: Elliw Hughes

Gwynedd Families First Grants Programme 2025/26

Purpose – That Gwynedd children and families are happy and are thriving.

The purpose of the programme is to provide early support to families, with the aim of preventing issues from getting worse and to prevent them being in a situation where costly rehabilitative care is required via the statutory services in the future.

What is available via the Families First programme in Gwynedd:

- **Team Around the Family Co-ordinator for the most vulnerable families.**
- **Support from our Family Support Team with behavioural issues and everyday matters that may arise.**
- **Intervention by Y Bont to strengthen family relationships through reconciliation, family group conference and counselling.**
- **Support via Derwen to support families who have a child with additional needs that have not been diagnosed.**
- **Support from the Early Development Team if there is concern about a child's general development and language.**
- **Support from a preventative worker from the Youth Justice Service if there is concern about anti-social behaviour.**



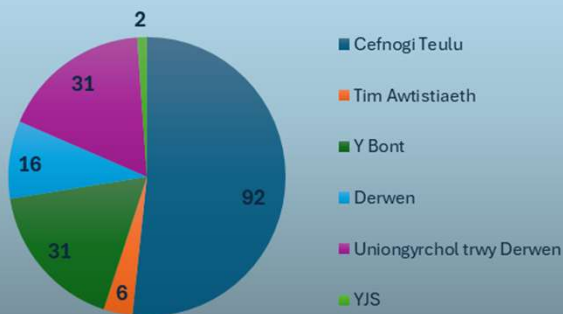
Gwynedd Families First Grants Programme 2025/26

National performance measures have been established to inform people how well the programme is performing within local authorities.

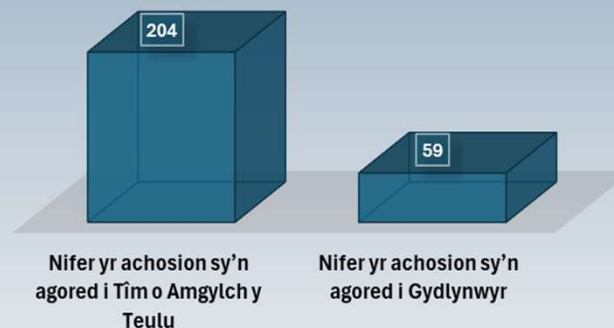
Performance Overview: Team Around the Family figures April – September 2025. **Leader – Caren Brown**

Nifer y cyfeiriadau newydd yn ystod Ebrill-Medi 2025: 184

Nifer y teuluoedd sydd wedi eu cyfeirio i Wasanaethau Ebrill-Medi 2025



ACHOSION TÎM O AMGYLCH Y TEULU



Number of Family Assessments and Plans April – September 2025:
Total number of Assessments: 117
Total number of Family Plans: 10



Statements from Families -

"The care that I have received has been outstanding since being under teams around the family especially with EJ as she has gone above and beyond with the support I have received from her. I'm extremely grateful for the support I have received with my son's schooling and help with my housing situation, and always available to offer any advice she has"

"All communication, speed and contact have all been very clear & impressive with myself and others so thank you very much for being there to help myself including my children"

Keeping Families Together: Trobwynt

Purpose: I want you to ensure that I am kept safe, safeguarded from harm, have a stable life and have every opportunity and help to reach my potential.

Number of children
open to the team on
30/09/25 96

Percentage of cases where
progress is seen in accordance
with the purpose of the
intervention

Q1 – 77%
Q2 – 79%

Performance Overview:

- 31 out of 36 children continue to live at home with their families following intervention (Child Protection Cases or Help and Support).
- 10 children completely out of care following court assessments to revoke the care orders (10 No orders following court).
- 29 cases covering antenatal up to 12 months have been open with the intention of keeping them home or returning them home from foster care.
- 72 children were open (Q1 & 2) with parent/parents misusing substances.

Leader: Aled Gibbard

Fostering

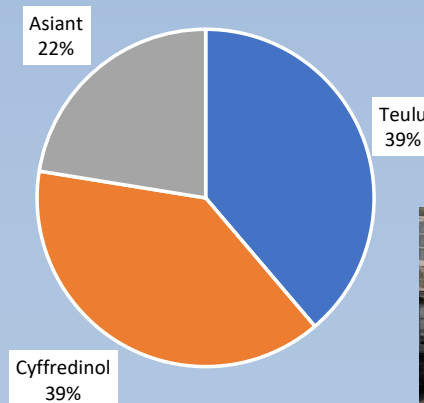
An observation from a foster child / parent :

Emma – who is now 21 years old – shared her emotional experience of being brought up as part of a foster family through Foster Wales Gwynedd.

"It has been a lovely experience giving the love, the safety and the support the children deserve. Knowing that you have helped them to grow into who they are is something very special.

"People often ask how does it feel when the children leave. To be honest it is always bitter-sweet. We become so close to them – they feel part of the family – then it's difficult to say goodbye. But at the same time, it is very pleasing to know that they are moving forward to get a new start, as they rightly deserve. Seeing them happy, settled and doing well makes it all worthwhile. And when we keep in touch and see their progress, it reminds us of the importance of fostering."

Lleoliadau Newydd Ebrill-Medi 2025



- **283 looked after children on 30/9/25**
- **70% in foster care**

Family / Friends (Cumulative)

Referrals – 61

Suitability Assessments – 46

Full assessments –



Performance overview.

Leader: Aled Gibbard

Council Plan Project :- Autism Plan (April to September)

Purpose: Promote autistic individuals and their families to thrive and live life to their full potential.

Performance Overview: -

- The number of staff who have completed level 1 and 2 training across the council has increased significantly over the last 6 months. The number of workers within social services who have assessment duties completing the level 3 and 4 training has also increased.
- Successful event in the Eisteddfod with a soft launch of the Neuro app. The App is now being discussed regionally and nationally as a ND information hub.
- A stakeholder group has been established and meets quarterly.
- A clear pathway has been established for support, guidance and consultation with professionals. Autism Gwynedd is a secondary service within social services, so the team do not hold cases but work as part of the care plan to support the workers and the families if required.
- The team's social worker supports the transition age. The social worker is also available to assess care and support needs jointly with the statutory teams to ensure that a concise and holistic assessment of the person/family's needs is identified through the neurodivergence lens.
- Work completed on a 1-1 basis is measured against well-being markers by completing an outcome star.
- Work is continuing with third sector consultation. Representation from the third sector is attending the stakeholder group, this work is continuing and developing

Number of IAA enquiries
104

Number of cases receiving direct and indirect intervention
178

Number that have completed training (6-month period)
E-Module L1 - 256
E Module L2- 198
E Module L3- 119

“This App is excellent, all the information from diagnosis to support for everyone in one place. Information that is reliable and accurate.
(member of the public)



The work the team provides is miraculous, as if they have a 'magic wand' when they go out to work with children and families. The team is very knowledgeable in every element of autism and Neurodivergence, therefore being able to contact the team to discuss complex cases is very valuable and assists us as workers to look at the situation in a different way. It is pleasing to see families being de-registered from the child protection register because of a change in approach and improved understanding by the families and the professional workers.

(Social Worker)

Council Plan Project :- Small Group Homes

Purpose: To be developed

Performance Overview: -

- A recruitment event was organised for Deiniolen in July, 2025. Following this we have appointed a Deputy Manager and five residential workers. We intend to appoint to one other residential worker post.
- We are still awaiting registration for Morfa Bychan but CIW are happy that we are operating with 2 children living in the house despite us not being registered yet. This is because Aled Gibbard had to register to be a Responsible Individual (RI).
- We are currently submitting a registration application for Deiniolen to CIW and hope that this will be in place by November.
- We have also bought a house in Cricieth. Housing and Property are currently working on the house to get it ready for the child who is currently living at Hafan y Sêr. We hope that everything will be in place before Christmas. This will be prioritised as the next house to be opened.
- We have also bought a house on Farrar Road, Bangor for children / young people leaving care. We are waiting for Housing and Property to carry out the work on this property too.
- We are still looking for a suitable house for the project in the south Meirionnydd area, but the suitable housing options are very scarce in this catchment area.

MEASURES

to be developed
for 2025-26



Leader: Aled Gibbard

Keeping Families Together: After-care Team

Purpose: "I want to be independent and get help when I need it".

Percentage of after-care
young people who have been
homeless

Cumulative - 3%

The Team's Cases 30/9/25

Care and support - 33

Category 1 - 47

Category 2 - 2

Category 3 - 155

Number of asylum seekers

3 (aged 16-17)

28 (18+)

Performance Overview:

- A number of staffing changes recently with 2 x Social Workers leaving to new posts but managed to get two new workers to fill the gap.
- The workload continues to be heavy with several challenging cases, including a significant increase in cases on the Child Protection register.
- Continue to face a shortage of accommodation options for individuals leaving care with complex needs. At times this means that individuals face moving on to accommodation that is unsuitable for their needs, leading to some being expelled because of their behaviours. This can lead to the Homelessness Department stating that they have no further duty to offer accommodation to individuals, which leaves them in a vulnerable situation and with a lack of suitable options. Have discussed this with the homelessness department and recognise that there is currently a gap in the provision for individuals with challenges and complex issues.

Leader: Aled Gibbard

DERWEN Service

Purpose: - I want to be accepted as I am and have the same opportunities as any other child.

Number of
assessments
completed
since July '25:
31

Children and
Young People
open to the
service: 505

New referrals since July '25: 31

Internal referrals since July '25:
35

Looked After Children: 11

Children on the Protection
Register: 1

Performance Overview:

Overview of the Occupational Therapy Service – A private Occupational Therapist has been commissioned to focus on the cases with the most needs, and the full-time post has now been filled. The person appointed is about to qualify as an Occupational Therapist, therefore he has been working as a Social Care Practitioner until he receives his certificate.

Social Work Team's Performance and Capacity – The summer was challenging for Derwen with illness and leave, but we appear to have managed to cope. Every post has now been filled. One new social worker (recently qualified) will start with the team at the end of October. One social worker is leaving on secondment with the After-care team, but a person within Derwen has agreed to cover the post temporarily as a social care practitioner.

Care and Support Service for Customers – The Duty and Customer Care Team remains under significant pressure at present, as the waiting list for the Derwen nursing service continues to be very long. Because of this, children and families rely on the support from this service, placing more pressure on the team to cope with the increasing demand. System.

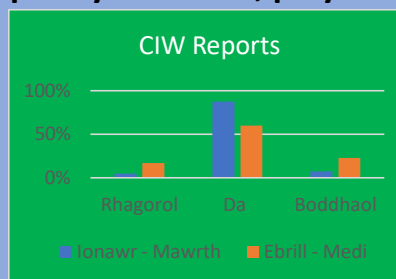
Leader: David Lewis

Teulu Gwynedd Service (Gwynedd Family Service) Childcare and Play



Purpose: Support childcare settings to provide high-quality childcare, play and early education services.

381 children and 176 parents attended 13 play trailer sessions during the summer holidays



Plas Pawb Nursery Parents' Questionnaires - 100% scored 5 or 6 out of 6 for the level of care

Gather the views of childcare providers at the end of the support from the service. Measure to be developed

• Play

11 grant applications were agreed for providers on the activities framework to hold activities during the summer holidays. Positive feedback from families with an increased number of children on the Play Trailer this summer. 'Staff and the activities were excellent; A good session, it was great to have something like this for children to do outside on a sunny day and for free. It is lovely that this exists and for free'

• Major capital projects

Cylch Meithrin Deiniolen have registered with CIW and have moved into the new cabin. The new Plant y Nant provision has registered with CIW and has moved into the new cabin at the Ysgol Bro Lleu site. Continue to work on the Our Lady and Hiracl project.

• Scheme to extend Childcare for two-year-olds

Stage 3 was approved by the Council Cabinet in May. 9 additional provisions have signed an agreement to provide Childcare for 2-year-olds, this will enable more families to get support from September 2025.

• Plas Pawb Nursery

One member of staff attending Ysgol Goedwig (Forest School) training, work is underway to work jointly with Ysgol Maesincla and Maesincla Nursery Group to develop a forest school on the site.

Parents feedback 'When mothers go back to work following maternity, one of the main concerns is how will the baby settle in a nursery and if enough care will be given, but there is one thing for certain – we have never had to worry about this at Plas Pawb!'



'Plant y Nant' is outside the new building at Ysgol Bro Lleu.

Gwynedd Family Service

Early Years Advisory Teachers



PURPOSE: Ensure a quality childcare and nursery education for early years children in Gwynedd

A high percentage of settings scoring green on the quality evaluation document **Data to be analysed**
Data will be available annually – April 2026

A high percentage of settings have received a good or better CIW/ESTYN inspection.
Data will be available every term
85%

Gather the views of settings following training.
Questionnaires sent out.
Measure to be developed – analyse the questionnaires
Percentage responded 51%

Percentage of children receiving an IDP by following the provision map process.
Measure – termly data
75%

Performance Overview:

- Have offered three training sessions to each setting – Attachment Theory, Loose Parts and Positive Behaviour
 - Training being prepared for the Autumn term by team members.
 - The administrative team have put an effective system in place to analyse questionnaires.
 - Working on creating a plan to ensure that the principles of Trauma Informed Schools training have been embedded.
 - Staff have attended Beth Kitchen 'Accredited Advanced Sensory Needs Practitioner' training
 - An agreement in place to promote joint-working between the setting and parents to ensure that a higher percentage of children are toilet-trained before they reach school nursery education – no data at the moment.
 - Working with new childcare settings for 2-year-olds by working with the childminder first
 - One setting has received a ESTYN/CIW inspection – investigation following the inspection to question the inspection process.
 - Have had to re-advertise posts for the team
- Leader: Gwawr Hughes and Sioned Owen**

Gwynedd Family Service Administration and Business



Purpose: Provide high-quality administrative, business and customer care support for all stakeholders

- Administer, monitor and distribute grant monies for settings covering Flying Start, Childcare for 2-year-olds and the Childcare Offer to providers. The administrative and business team have been especially busy recently with the administration of all the usual grants together with the applications for expanding Flying Start namely step 3 Childcare for 2-year-olds coming into effect.
- A project is underway to develop an electronic system to administrate and monitor Flying Start grants specifically, with the aim of improving the efficiency and transparency of the process. The aim is to have the system in use by the next school term.
- Work to promote the Unit in its new form is continuing, to ensure that the public and stakeholders are aware of the extensive services available by Teulu Gwynedd. An Engagement and Marketing Assistant was appointed to develop the work further and to ensure that we reach more people in an effective and efficient way by working towards getting more followers on our social media and ensuring that the information pages of our Unit are up-to- date on the Cyngor Gwynedd website.
- We are continuing with the innovative Resource of podcasts. Plans are in place to complete the production and publication of the latest two episodes by the end of December 2025. There has been excellent collaboration between members of the Unit and Health to provide useful information to Gwynedd parents.
- Very positive feedback from parents who can use all the Unit's activities and projects including the Hwiangerddi Project (Nursery rhymes). By working with Live Music Now parents were given an opportunity to compose and record nursery rhymes for their children and perform them live in a very emotional and valuable event.

Customer Care
satisfaction
questionnaires

Report back by the end of
the year

Number of social
media followers

Increase = 43%

Number of engagement
sessions with Gwynedd
Families

35

Number of children receiving
their Flying Start claim,
Childcare for 2-year-olds or
the Childcare Offer:

1,844

Number of enquiries
Information for Families
have responded to:

153

Leader: Sioned Owen and Elen Foulkes

Gwynedd Family Service

Supporting Families



Purpose: Support and provide the best opportunities for families, children and the young people of Gwynedd.

138 new referrals for **Gwynedd Parenting / Behaviour** one-to-one support

46 new referrals for **Gwynedd Early Development** support

76% of parents stating an improvement in their parenting skills following support

84% of parents stating an improvement in the language, communication, play and developmental skills of their children following support



Performance Overview:

- Family Support Officers have held several Hwyl i Deuluoedd (Fun for Families) sessions over the summer including; hwyl yr haf, a circus, trips, pram walk, sensory sessions and messy play. 205 families have attended with some families stating 'A great session and plenty of activities for all ages', 'Excellent time' and 'Very fun, friendly, five stars'.
- Cygnnet training received by team members to support families with neuro-diverse needs. This followed our joint-working with the Gwynedd Neuro Team and as we welcomed a new code of practice to our practical work with families. Elkan Gestalt training was held for Early Development officers to support the language and communication skills of children with Additional Learning Needs, and training by Beth Kitchen 'Accredited Advanced Sensory Needs Practitioner Training'. Cam Ymlaen training by Dr Ceryl Davies, to support families regarding violence against parents by children.
- Have appointed a fathers officer who has picked up a number of cases in the brief period since August. Have started several attempts to share information about this support with messages on our social websites.
- A period of preparing to restructure the team following a Barnardo's Family Support Officer transferring over with TUPE. The staff have been inducted to Ffordd Gwynedd. An office has been established in Felin Fach, Pwllheli and in Cae Penarlâg, Dolgellau to address the needs of the area's families more effectively. The official opening of the Deiniolen Office was successful with several people from the community visiting.
- Leader: Sue Layton and Sioned Owen**

Out of hours Team / EDT

Purpose: I want timely help to be available for me in a care emergency

Number of calls received by
the emergency duty team

1774

Number of calls that received a
decision within a 'shift' period

1774

Number of calls that have
not received a response
based on a lack of capacity

0

Performance Overview:

- Response to demand – In the period April 25 to September 25 every call received a response and a decision within that shift, and appropriate action was taken within the limitations of such an emergency service. 1774 calls were received, with 924 Gwynedd calls, 756 Ynys Môn calls with the rest outside the authorities.
- 389 of the calls involved Looked after Children – Gwynedd 253, Ynys Môn 121 and the rest were other Authorities. This is often regarding regulations of returning home to a setting – and if they are late they are escalated. 'Missing' interviews are conducted by the case worker and this can be for innocent reasons where there was no risk; to other examples where being missing is causing a risk to the child, e.g. exploitation.
- Homelessness – In this last period, 115 of the calls involved homelessness – including 38 from Gwynedd. As noted previously, the Gwynedd Homelessness Service has created its own out-of-hours arrangements. This arrangement has been operational since 6/2/24. Since the beginning of April the homelessness option is separate within the options on the main contact number, however, some calls continue to come through to the EDT, as partnership agents who come into contact with homeless people have not been notified of the new arrangement. The number of calls to the Emergency Duty Team relating to Gwynedd is continuing to decrease under the new system and reduces the risks to this service.
- Mental Health – 185 of the calls relate to mental health issues including formal assessments under the Act. Of these, 80 are from Gwynedd. 58 assessments under the Mental Health Act have been completed by the Emergency Duty Team.

Leader - Dafydd Paul

Youth Justice Service

Purpose: I want to be safe and happy throughout my life without offending

Number of First Time Entrants
43

Reoffending Rate
27.8%

Custody Rate
1

Number of Caseload
111

Performance Overview:

Between July 24 and June 25, the number of people entering the service for the first time reduced to 37 (-13%), which is welcomed given the efforts made by the service and the Management Board during the last 12 months. Our re-offending rate has also reduced to 27.8% and is lower than the regional and national averages, in addition, we can report that our Out of Court Disposals cohort has a far lower re-offending rate of 11-13%. We have had our first sentence of secure detention in three years, and the child is currently being detained at Werrington Young Offender Institution after being sentenced on 4th October to 2 years 9 months for Section 18 wounding with intent. The Youth Justice Service continues to support the child through regular visits, maintaining contact with parents/family and attending safeguarding and review meetings with the institution. The caseload continues to be healthy and the engagement within the community is very good. There has been a slight decrease in the number of women referred to the service, we will continue to monitor this. Most cases (79%) are managed on the grounds of Out of Court Decision. The YJS Management Board continues to monitor Diversity and Protected Characteristics, and children who are not in full-time education and who have difficulties with Emotional and Mental Health issues again cause concern. Our Youth Justice Plan 2025-26 has been approved by YJB Wales and will be published on the websites of both counties soon.

Leader: Stephen Wood

Unpaid Carers

PURPOSE: To know, acknowledge and support the priceless work that unpaid carers across Gwynedd do.

Young carers who have access to Aidi (App/card)	Young carers supported by Action for Children in the period	Young carers assessment completed by Action for Children during the period	Children receiving Support Services as respite to carer parents – Derwen
116	145	36	240

Performance Quantitative Measures

The Council commissions Action for Children to provide assessments of the needs of young carers and offer practical support, information, support, advice and guidance. There were **36** young people on the waiting list at the end of the period. XXX reviews were conducted during the period:

- Number newly registered with Aidi in the period **42**
- Number of approved short breaks **39** (via Amser grant)
- 38% look after a brother/sister, 62% look after a parent (8% look after another adult in the family).
- 42% look after a parent with mental health issues.
- Number of young carers/families who report that they have more information about the services/support available to them = 100%

It should be noted that the organisation can only currently provide support for 12 months for children from 8 years old upwards.

There have been internal changes within the Council's Carers Team this year and now there is a Carers Well-being Officer working on the work programme that covers every age range – children and adults. This officer worked on providing and adapting information resources, making contact with the Community Hubs, launching and promoting the carers card for adults, confirm ways of engaging and hearing the voices of carers and consider further ways of working jointly with organisations and local groups at grass roots level as well as internal teams.

Feedback from persons who receive the service:

"Young Carers gave me a chance to get away from the stress at home, made me more confident in myself and overall improved my mood." 15-year-old young carer

"I want to say a big thank you on behalf of my son, he enjoyed himself with you. We greatly appreciated having an event on our doorstep for us as well. Parent of 10-year-old young carer."

Themes ...

- Families still need financial support, stress on families
- The number of children looking after parents with mental health issues is increasing, impact on family relations
- The number of children who need well-being support via our well-being programmes is increasing.
- The service is entirely dependent on grants and donations to be able to give short periods of respite to young carers (no money in the budget for this).
- Since introducing methods that are guided by trauma to our interventions, we have seen better engagement and more open communication by children and young people.

***Feedback and themes via Action for Children service*

Workforce Development

PURPOSE: Workforce Development

Performance Overview and messages:

**Y cwrs yn cyflawni ei amcanion
1af o Ebrill 2025 - 30ain Medi 2025**



Recruitment

- Recruitment continues to be a priority; 10 names were referred on to the service through an SOS campaign during this period. Busy during this time around opening a new children's home in Deiniolen and a specific event in the Bangor area for adults.

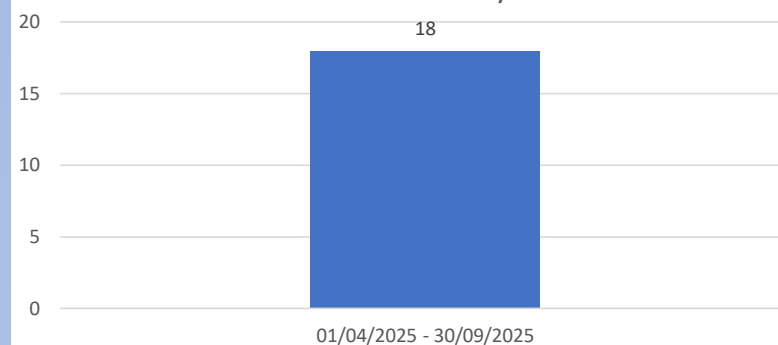
Course Feedback

We continuously evaluate courses to ensure that they continue to meet the need.

**Asesiad Gyffredinol o'r cwrs
1af o Ebrill 2025 - 30ain Medi 2025**



**Unigolion wedi eu cyfeirio ymlaen i'r timau
Oedolion a Phlant drwy'r ymgyrch SOS
#GalwGofalwyr**



Exceptions

Purpose: Report on any data or exceptions in performance that cause concern or pride.

Initial Child Protection
Conferences on time

54%

The percentage of
children re-referred
within 12 months of
de-registration

11%

MEETING	Scrutiny Committee for Care
DATE	20/11/2025
TITLE	Cabinet Member Performance Report for Adults, Health and Well being Department
REASON FOR SCRUTINY	To provide assurance that the Cabinet Member has a grip on the Department's performance matters.
AUTHOR	Mari Wynne Jones
CABINET MEMBER	Cllr. Dilwyn Morgan

1. Why is scrutiny needed?

So that Members of the Committee can be satisfied that I, the Cabinet Member for Adults, Health and Well-being, have a grip on performance matters within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area I am responsible for as Cabinet Member for Adults, Health and Well-being. This includes outlining the latest position against the Council Plan commitments; the Department's day-to-day work; and updating you on any external reviews that have taken place during the period.

We are operating under the Council Plan 2023-28, and here I report on progress made up to 31/08/25. All matters have been discussed and been subject to challenge by me in a performance challenge meeting. We all know the challenges facing the Adults, Health and Well-being Department, and these were highlighted more than ever as part of the Clean Slate report. In the context of these challenges, I am pleased that significant progress has been made during the year, and I am satisfied with the Department's performance.

2.2 Rationale and justification

Performance of the Council Plan Commitments

2.2.1 Below is a summary of the main projects that have seen progress or cause concern, but note these are some examples only, and I am not referring to every single workflow as the department's projects are very extensive. See full project detail in Appendix 1.

Project 1 – Modernising our care facilities to meet future needs

2.2.2 The upgrades to the residential homes Hafod Mawddach and Cefn Rodyn have been completed, and the dementia unit at Bryn Blodau has opened. There has been a delay in the timetable for opening the dementia unit at Plas Hedd, but it is expected that in the coming weeks we will be in a position to confirm the opening date.

2.2.3 Discussions are progressing regarding Additional Care Housing provision in Caernarfon, with a site identified. Construction work has begun on a development of suitable care housing at the Penyberth site with the aim of being ready by Autumn 2026. There has been slippage in the timetable for identifying sites for Additional Care Housing in the Dolgellau area, but a specific resource has been identified to work on this scheme, and work has started.

Project 2 – Using more technology to improve Gwynedd residents' access to support and care

2.2.4 Anyone can now self-refer for telecare equipment via the Council's website, over 80% of the county's telecare devices have been transferred to new digital devices, at no extra cost to Gwynedd residents. Work to develop the direct payments service continues. Any new package is now offered a digital account, equivalent to a 'virtual wallet' to make it easier to manage their direct payment packages. Ensuring the workforce is confident promoting direct payments is a priority for me, and I am in ongoing discussions with the service to ensure this happens.

Project 3 – Working with Health Services to enable people to live their best lives in the community

2.2.5 The new Mental Health Service has been established and the workforce have settled into Council offices in Caernarfon and Penrhyn. The service has stabilised and we will continue to monitor progress over the coming months. Joint review of A.117 cases with the Health Board is a challenge, mainly due to the Health Board's capacity.

2.2.6 Effective collaboration is happening between the Gwynedd Hospital Discharge Service and the Community Resource Teams. Recently 5 social work practitioners have been based one day a week in Ysbyty Gwynedd from the Bangor, Llŷn and

Eifionydd areas – because they are part of the area TAC they bring their knowledge of local resources and networks directly into the hospital assessment, where previously the hospital decided the level of care without awareness of local services and possible community supports where the patient lives. With the three linked to the TAC it is possible to follow cases through from hospital to the community. The hope is that individuals will leave the hospital promptly, with less chance of deterioration and therefore care needs being less or at least more proportionate to needs, avoiding over-provision.

Project 4 – Developing training and work opportunities for people who need support

2.2.7 The Learning Disability Career Pathway Coordinator is working across Gwynedd and Anglesey using regional funding, and we have also released time for 3 Support Officers within the service to promote work opportunities and support individuals into paid employment. As the measures will show later in the report, this has been a sweeping success since the project began in 2023. We must continue to ensure those on the programme are supported to develop into paid employment with fair pay in due course if that is their wish.

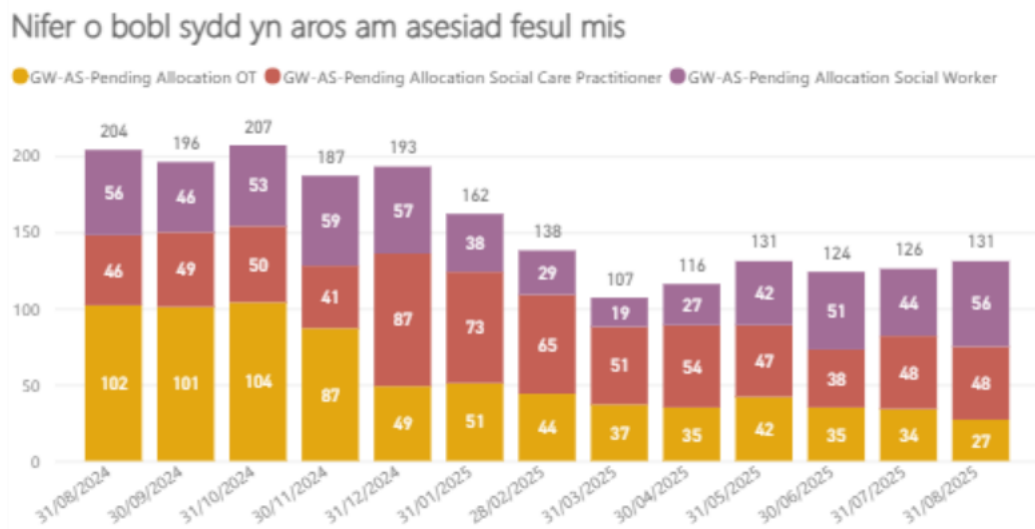
Project 5 – Llechen Lân (A Clean Slate)

2.2.8 The Clean Slate research and report has been completed, with other Welsh counties showing considerable interest in the findings. Recommendations from the Clean Slate report have begun to be implemented and several milestones have already been reached. The recommendations will continue to be part of the Adults Department plan which will be developed over the coming months as the new Head develops their vision.

Department day-to-day work – Performance and Measures

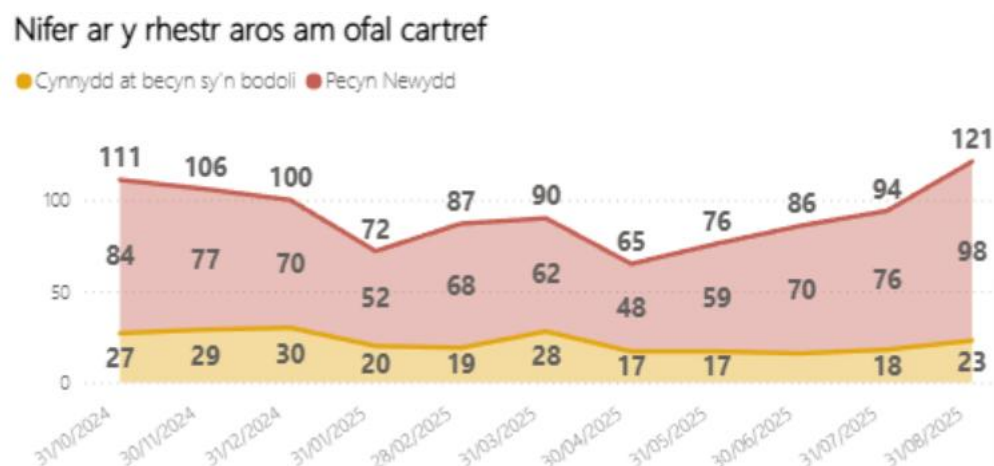
2.2.9 The department continues with work to strengthen its performance measures, developing measures that truly reflect Department performance, and the Department is making progress in developing the report from meeting to meeting. The department has a number of measures, but I will refer below to those that cause concern or warrant congratulations specifically.

2.2.10



Within the **Older People, Physical and Sensory Disabilities Service** the waiting list for receiving assessments has reduced. Specifically, the waiting list for occupational therapy assessment has reduced significantly over the last year, from a high of 104 in October 2024, down to 27 by August 2025. Recruitment of an Occupational Therapist in the Bangor area has reduced waiting lists in that area but there are still recruitment challenges for therapists in South Meirionnydd with the Eifionydd team having to help with cases. The Therapy Lead has made the waiting list a key priority.

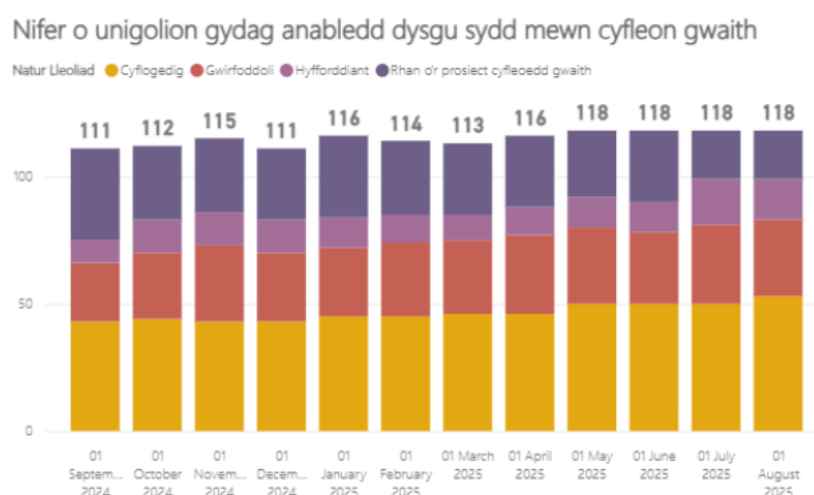
2.2.11



Since my last report, I had seen a reduction in the waiting list and the proportion of **home care** hours that were unmet. Unfortunately by the end of August 2025 we see an increase again, with over 98 people waiting for a new home care package compared with 48 in April 2025. Challenges have arisen in some areas during the difficult summer period. Grant funding has enabled us to temporarily allocate more

packages to the Tywyn and Eifionydd areas for now, and we see this has provided a temporary solution to the waiting list. Other areas still causing concern in terms of waiting lists include Dyffryn Nantlle and Bethesda.

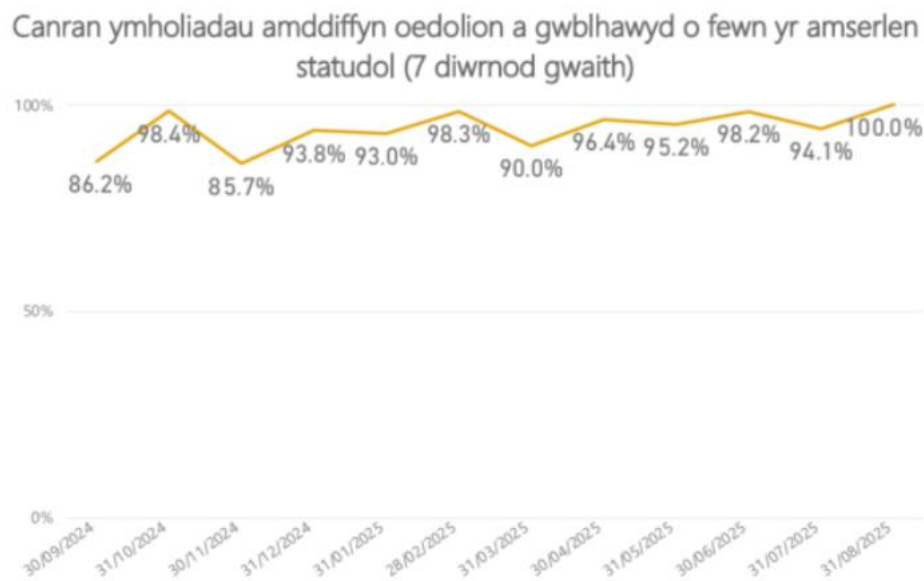
2.2.12



The work opportunities scheme in the **Learning Disability** service has remained fairly steady over the last year. I am very proud to see that 114 are part of the work opportunities scheme at the point these figures were noted and look forward to further development of the service over the next period as we invest in the support.

2.2.13 Over recent months 268 individuals across the county have attended **Dementia Actif** services. This service is essential to support people living with dementia and their families. However, many of those attending the sessions are individuals who are not living with dementia, which demonstrates the social value of the work. I am very pleased to see these figures and it highlights how essential preventative services are in helping people continue to live independently and contribute within their communities, while also providing vital support to unpaid carers.

2.2.14



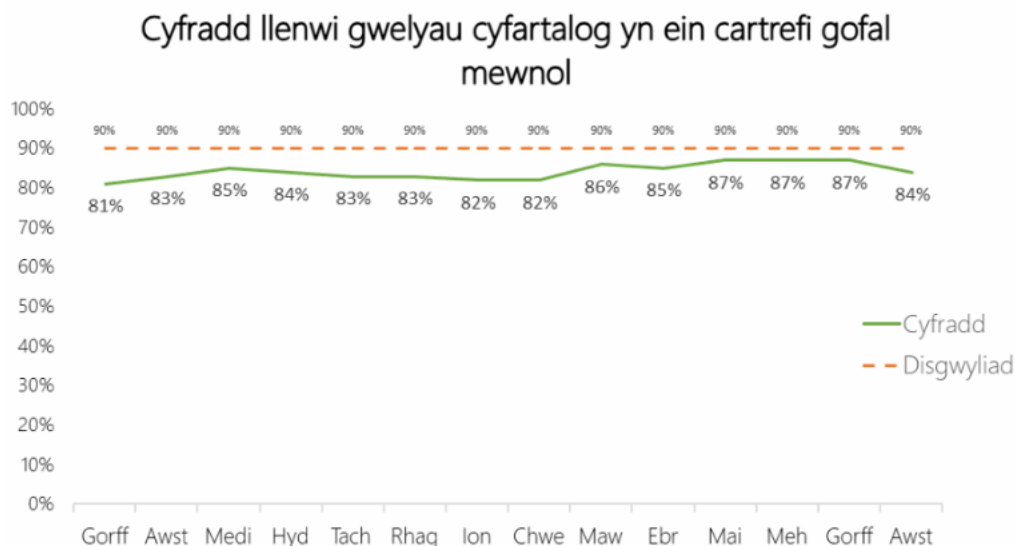
The number of adult safeguarding enquiries completed within statutory timescales remains consistent, succeeding in responding in a timely manner to referrals in the majority of cases amid other workload pressures. We have seen a small decline in the number of enquiries completed within 7 days in June and July. This is due to staff absences within the safeguarding team mainly, which means cases fall to Area Leads on top of their normal workloads. An experienced Social Worker joined the safeguarding team in mid-April on a temporary basis to assist with enquiries. This has enabled us to increase the team's capacity to complete enquiries within statutory timescales in every case.

2.2.15 The number waiting for a **Deprivation of Liberty Safeguards (DoLS)** assessment remains a concern with 341 individuals on the waiting list for assessment at the end of August 2025. The department has received further grant funding from the Government to support work to reduce the waiting list. Following a successful bid, we are very pleased that we have recently been able to appoint 1 Best Interests Assessor, and are still recruiting for 1 more. The officer started training at the end of October. This will enable the Department to tackle the matter during the coming year.

2.2.16 The performance of the **Quality Assurance** service is commendable as they have succeeded in carrying out monitoring activity with 100% of care providers in the last 12 months. This is a much higher figure than we have seen for some time, and the team's new working arrangements have contributed. They now carry out shorter and more regular visits focusing on specific areas with providers rather than long visits with every provider to discuss every aspect of their service. This ensures better collaborative relationships between the service and providers and means they can

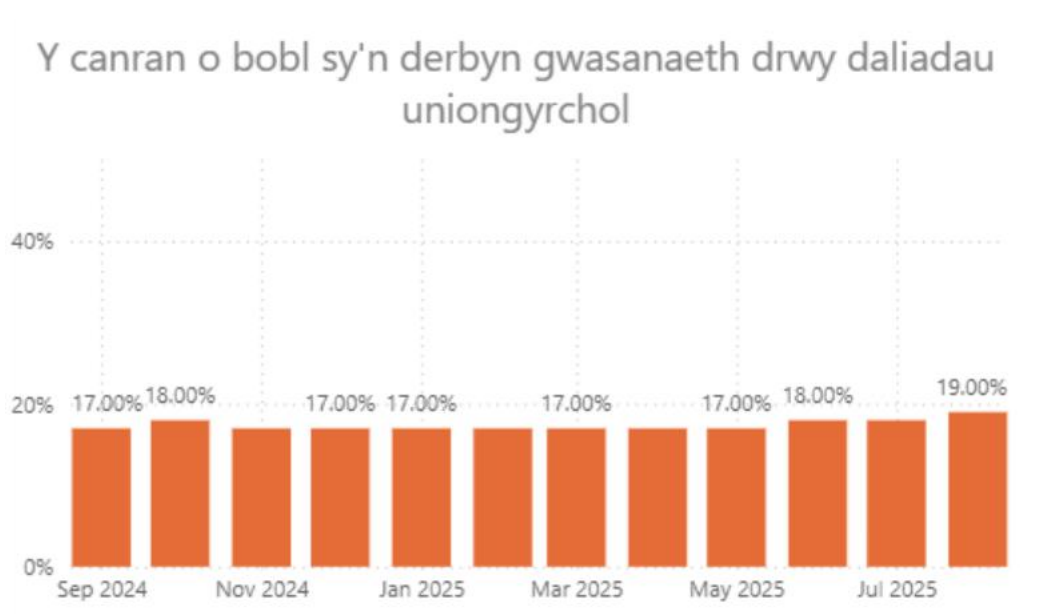
reach more providers. Officers are also working with residential and supported living settings facing challenges, with the aim of offering support to managers.

2.2.17



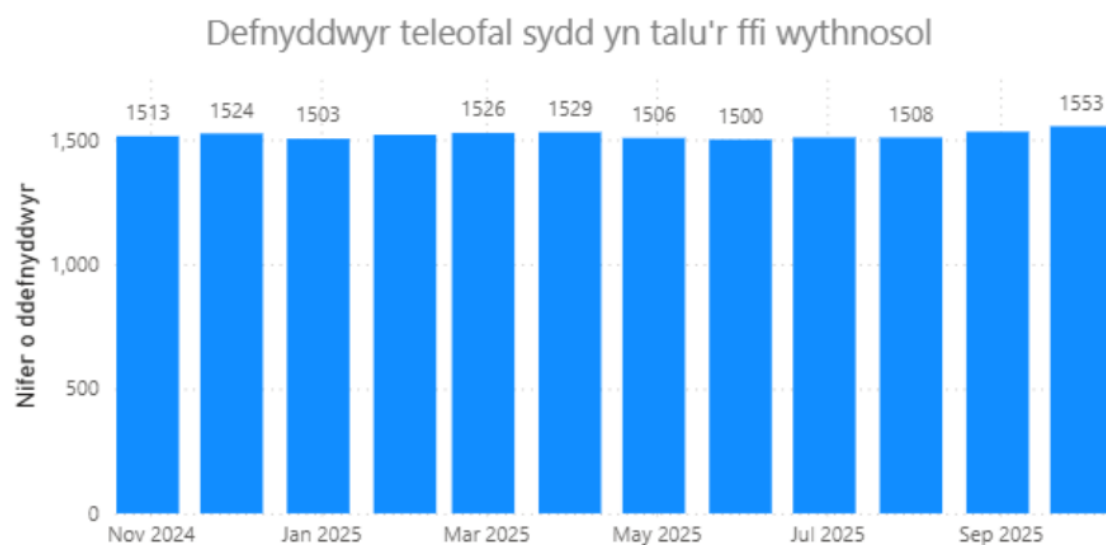
I am pleased to report that there has been an increase in the bed occupancy rate in internal **residential homes**, rising from 81% in July 2024 to 87% in July 2025. We see a decline entering August 2025; this is due to staffing levels having dropped at Plas Hedd and Plas y Don. Additionally, the department notes it continues to be challenging to make full use of beds in some homes due to staffing levels and the level of residents' needs. The service will develop a new measure in this area to provide better context when monitoring the occupancy rate in future.

2.2.18



I am pleased to report we continue to increase the percentage of adults receiving their services through **direct payments** (17% at the end of September 2024 increased to 19% by August 2025). Although this seems a small increase, it is a percentage of a large number of people. As noted above, work to develop the direct payments service continues. Any new package is now offered a digital account, equivalent to a 'virtual wallet' to make it easier to manage their direct payment packages. The impact of promotional work and collaboration with social work teams is beginning to show, but further continued development is required. We will share a survey with direct payment recipients soon, with the intention of bringing a co-production group together to discuss how we can improve the service and the support available on the ground.

2.2.19



Similarly, we have been focusing on the **telecare** service to tidy arrangements and ensure consistency regarding individuals' financial contribution to the service. Around 80% of Gwynedd's telecare devices have been transferred to new digital devices. The transfers are expected to be completed by the end of December 2025. By August 2025, 1,553 people were paying for the service. We continue to promote the use of the service and the technology that enables care more broadly.

2.3 External Reviews

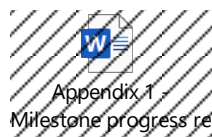
Over the last year the Adults Department has been the subject of several external reviews – mainly by Care Inspectorate Wales (on the Department's services in general), and Audit Wales (on Home Care services specifically). The findings of these two reviews were reported to the scrutiny committee on 20/02/25, and the recommendations are being implemented. We will update members on progress as required.

3. Consultation

The report has been created based on information and content from the most recent performance challenge meeting to challenge and support performance in the Adults, Health and Well-being Department, with the Director, Head of Department, Assistant Heads and myself present at this meeting.

Appendices

Appendix 1: Milestone progress reports for Council Plan projects



Appendix 2: Department Performance Measures



Gwynedd Council Plan 2023–28 – Year 3 Actions

Caring Gwynedd: Supporting Gwynedd residents to live full and safe lives in our communities

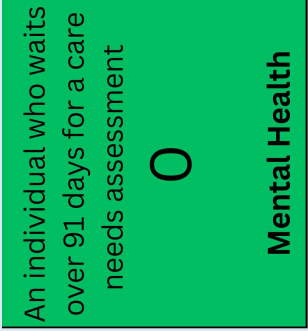
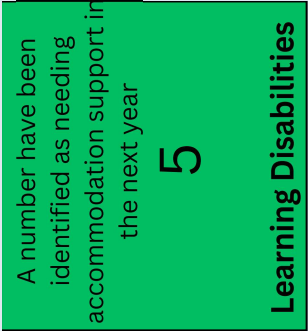
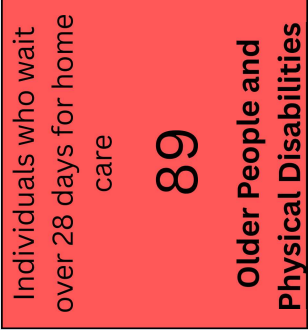
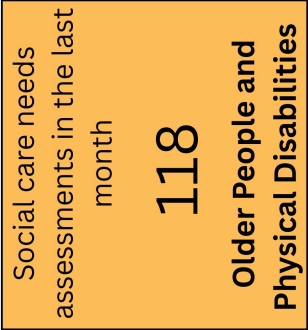
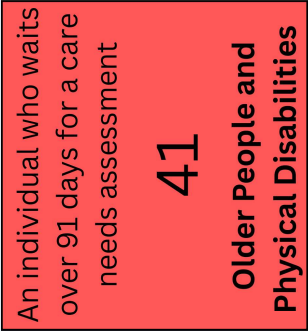
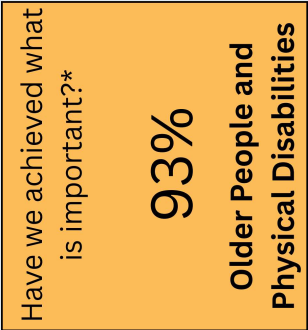
Department	Project	What we aim to achieve during the THIRD year 2025–26 (milestones):	Brief update on progress with milestones so far (include date)	Has the milestone been completed / likely to be completed by the end of the financial year (Yes / No)
Adults	Modernising our care resources to meet future needs	<ol style="list-style-type: none"> 1. Submit a brief and business case to the Housing and Property Department for Extra Care Housing in the Caernarfon area, and prepare a timetable for the work. 2. Scope the need for additional Extra Care Housing provision on the Penyberth site, Pwllheli. 3. Decide on the way forward for Extra Care Housing provision in the Dolgellau area. 4. Complete and submit an initial business case for a new nursing home at Penyberth. 5. Prepare a full analysis of all our in-house homes detailing the investment needed to meet modern standards. 	<ol style="list-style-type: none"> 1. Initial brief submitted, and Project Board in place. 2. 3. Discussions started with Housing and Property, awaiting evidence from Housing LIN work to support. 4. Expected to submit to Cabinet before Christmas 2025. 5. Brief prepared for commissioning 	<ol style="list-style-type: none"> 1 Yes 2 Yes 3 Yes 4 Yes 5. Yes

		6. Complete 2 new supported houses. 7. Produce a report summarising the demand for care accommodation in Gwynedd over the next 20 years, prepared jointly with the Housing and Property Department.	this piece of work. Commission going out on Sell2Wales. 6. 7. Report commissioned by Housing LIN, to be delivered January 2026.	6 Yes 7. Yes
Adults	Using more technology to improve Gwynedd residents' ability to access support and care	1. Promote the use of the Dewis Cymru system across Gwynedd and train editors on their role in maintaining the system. 2. Develop a promotional programme for 'Help Yourself', Telecare, Direct Payments and other options that support Living Well. 3. Make a menu of telecare devices available and promote widely on the website, in the media and through social work teams. 4. Transfer all individuals using Direct Payments to a new payment system (employment cards).	1. Development group has met and a plan is in place. 2. Looking to appoint a lead to drive the programme. 3. 'Good news' stories have appeared in the press, and considering a local paper campaign. 4. Any new package is now provided on the card system, but transferring historic packages before March will be a challenge (and depends on individuals' choices).	1. Yes 2. Yes 3. Yes 4. No
Adults	Ensuring timely and full support is available to help people live at home with their families	1. Update our assessment documents to ensure they provide accurate and reliable data on unpaid carers' support. 2. Develop arrangements to help unpaid carers plan ahead for caring for their loved ones in an emergency, including a standard form to	1. Invested time of a dedicated officer supporting teams to focus on carers' issues. 2. Mosaic system will not be operational by the end of 2025–26,	1. Yes 2. Yes

		<p>complete and a dedicated recording space on the new Mosaic social care system.</p> <p>3. Implement a work programme to reduce our home care waiting lists, ensuring no one waits more than 91 days for home care.</p>	<p>but we will have developed a form/plan.</p> <p>3. Plan in place to prioritise and boost provision in areas with the highest waiting lists, but meeting the milestone by year-end will be a challenge.</p>	<p>3. No</p>
Adults	Collaborating with Health Services to enable people to live their best life in the community	<p>1. Review Social Services and Health front doors and decide on the best model for our Information, Advice and Assistance service for the future.</p> <p>2. Community Resource Teams to decide on the most suitable collaboration and co-location arrangements in each sub-area, with home care providers as a core part of these teams across the county.</p> <p>3. Trial a Social Work Practitioner role located with Hospital Discharge Coordinators to facilitate patient discharge and prevent inappropriate referrals to our community resource teams.</p> <p>4. Restructure management of our community resource teams to support the sub-area-based way of working.</p> <p>5. Review our new collaboration arrangements with community mental health teams to ensure they are robust (one year established).</p> <p>6. Complete a review, jointly with Mantell Gwynedd, of how we commission third sector</p>	<p>1. Review completed. Evaluating options and further analysis before agreeing to trial a new model.</p> <p>2. Co-location arrangements, where possible, completed. Meeting and communication arrangements still need attention in some areas.</p> <p>3. Trial work completed and the 'in reach' arrangement for 4 CRTs continues and successfully prevents unnecessary demand from hospital and enables CRTs to prioritise much more effectively.</p> <p>4. Completed.</p> <p>5.</p>	<p>1 Yes</p> <p>2 Yes</p> <p>3 Yes</p> <p>4 Yes</p> <p>5. Yes</p> <p>6. Yes</p>

		<p>services to ensure consistency and best value across the county.</p> <p>7. Develop a commissioning strategy to ensure we understand Gwynedd residents' care and support needs over the coming years and can develop a diverse, sustainable market to meet demand.</p>	<p>6. Work ongoing, collaborated with Mantell Gwynedd on social value, starting with three organisations.</p> <p>7. Work ongoing, but meeting the milestone by year-end will be challenging due to issues needing resolution in the home care field in particular.</p>	7. No
Adults	Developing training and work opportunities for individuals who need support	<p>1. Development work on the new Dolfeurig building progressing during 2025–26, aiming to open by 2027.</p> <p>2. Secure long-term resource for employment support officers so this work becomes a permanent part of the service.</p> <p>3. Develop businesses to employ individuals with learning disabilities within the Council.</p> <p>4. Jointly with our partners, develop a community opportunities strategy for learning disabilities in Gwynedd.</p>	<p>1. Work progressing according to timetable.</p> <p>2.</p> <p>3.</p> <p>4. Started joint mapping work with Anglesey. Intend to complete regional work. Anticipate this will take time to complete.</p>	<p>1. Yes</p> <p>2. Yes</p> <p>3. Yes</p> <p>4. No</p>

Overview of the performance of the Adults, Health and Well-being Department August 2025



Does the Service succeed in meeting the need?



Yes, constantly



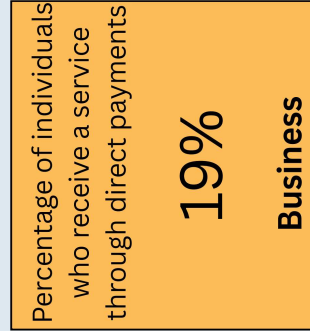
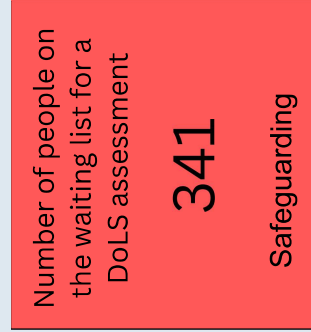
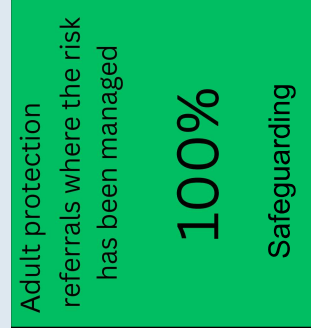
Is it partial, inconsistent or delayed



Long delays or lack of ability to deliver

*It should be noted that this is a sample of individuals who have received a care review. These figures do not include individuals who are waiting for a service.

Overview of the performance of the Adults, Health and Well-being Department August 2025



Does the Service succeed in meeting the need?



Yes, constantly



Is it partial, inconsistent or delayed



Long delays or lack of ability to deliver

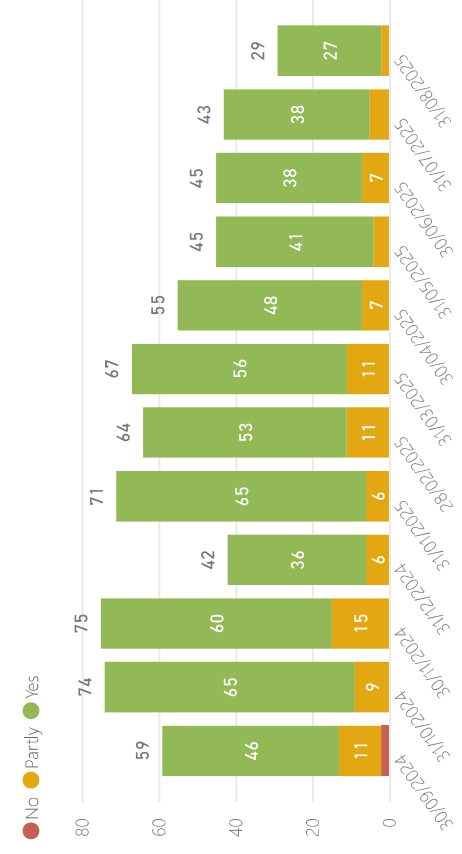
Older People and Physical Disabilities - Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

The percentage of reviews where the individual has stated that we have succeeded in supporting them to achieve what is important to them



Do individuals feel that they have been supported to achieve what is important to them?



As is the annual pattern, the number of completed reviews has dropped significantly over the summer months, with teams prioritising urgent work due to staff holidays and staffing difficulties in some teams. The percentage of individuals satisfied is increasing, and no one has stated that we have failed to achieve what matters to them, although a small number have said they were only partly satisfied, and the reasons for this vary. Many of the reviews marked as 'partial' are based on the individual's personal circumstances rather than unmet needs from the service, e.g., bereavement, unsuitable housing, lack of confidence, mental health problems. There are occasional comments about a lack of socialising services, and some accept that returning home is no longer an option.

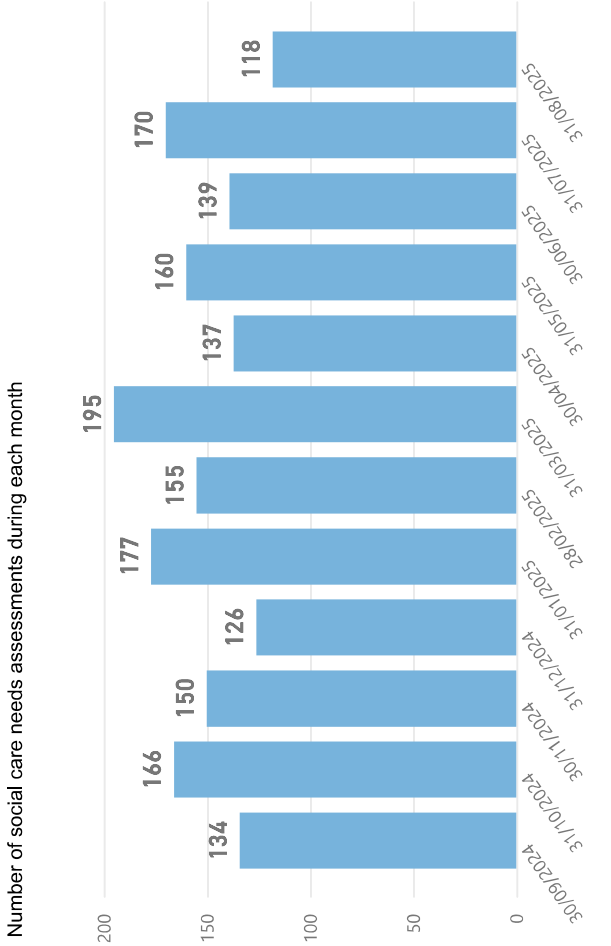
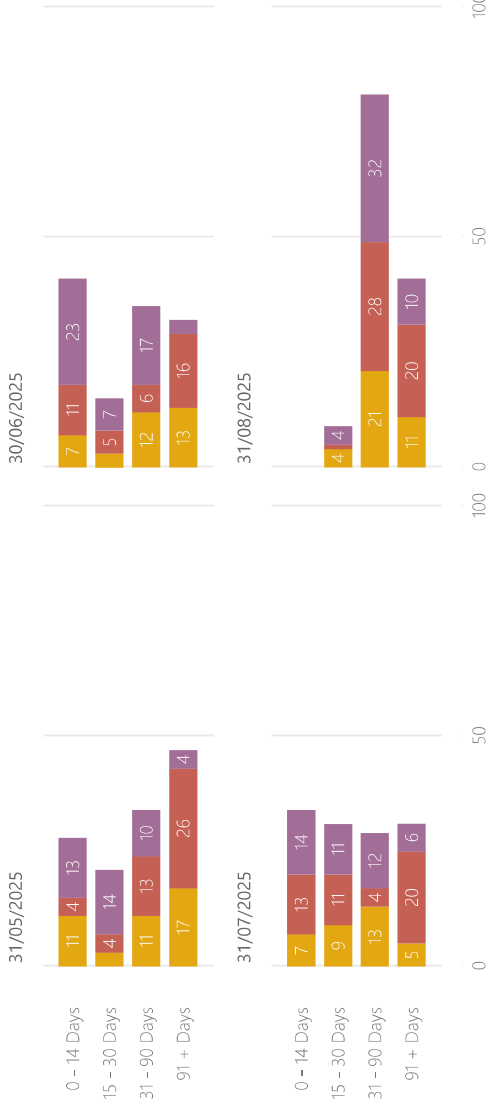


Older People and Physical Disabilities - Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long individuals have been waiting for a care needs assessment

● GW-AS-Pending Allocation OT ● GW-AS-Pending Allocation Social Care Practitioner ● GW-AS-Pending Allocation Social Worker



From the data we can see that the numbers waiting for assessment had increased by August while the number of assessments had fallen; the figures are fairly similar across the three roles — Social Worker Practitioner, Occupational Therapist (OT) and Social Worker (SW) — and this situation follows the usual annual pattern over the summer period

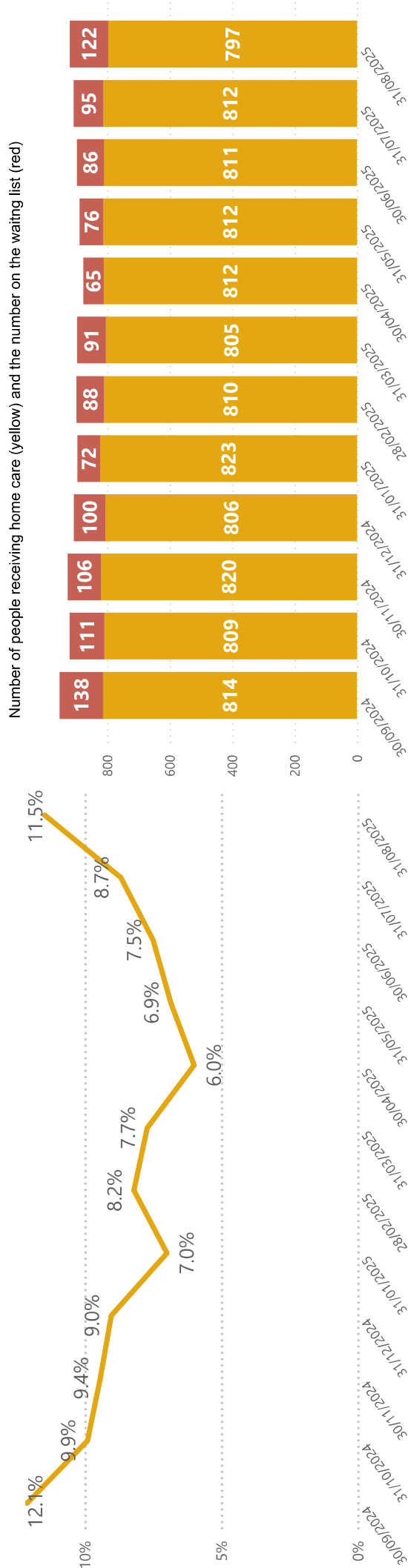
Staffing problems continue in some teams, with CRT Caernarfon facing specific challenges. There is light on the horizon: a social worker and a practitioner start in September, both inexperienced, which means the manager will provide support for a period and they are unlikely to carry a full caseload during the first months

The Occupational Therapy situation remains very mixed across Gwynedd. Llŷn and Eifionydd are stable at present, while waiting lists are higher in Caernarfon and Bangor. South Meirionnydd has been unable to recruit an OT for some time and the Eifionydd team have been providing temporary support for the cases; the vacant South Meirionnydd OT post is out to advert and there is concern there may be no interest again.

The South Meirionnydd waiting list has fallen significantly recently following the purchase of services from private provider Flex360. They completed 48 OT assessments for us over the summer, which has helped in practice and reduced pressure on the team. The current concern is that the waiting list will rise again because there has been no interest in the Senior OT post. We also have a Social Work Practitioner due to qualify in January 2026.

Home Care Waiting Lists - Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"



Unfortunately we see that the waiting list is increasing and the length of time some individuals are waiting is worrying.

We had challenging periods in the Bethesda area over the summer and needed other providers to support as an emergency to keep home care packages running; there was excellent collaboration given the circumstances. Other concerns remain in other areas as well. We have had to share packages out across other areas to maintain availability. All packages were successfully transferred by the end of August and the waiting list has now reduced.

There is still funding to continue commissioning local providers in Tywyn and Eifionydd, and this has enabled a temporary solution to the waiting list. We hope this becomes a more long-term solution with grant funding.

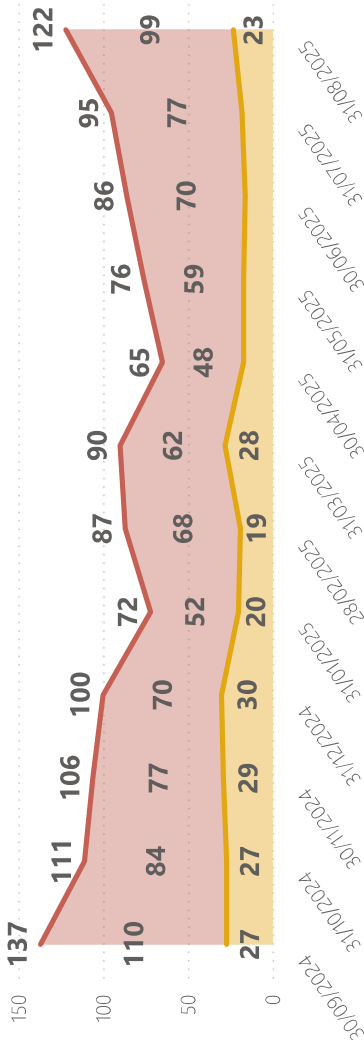
The situation in Dyffryn Nantlle continues to be challenging and we are still in talks with providers in neighbouring subareas to free up more care for Dyffryn Nantlle. Recent conversations have taken place with internal providers to explore possible options to release capacity in home care hours. There is very good collaboration happening in Eifionydd between the CRT and the Home Care Supervisor, and this provides lessons to be learned for every area. The intention is therefore to start specific meetings to discuss the waiting list, ensure these happen weekly, and that Team Managers and supervisors prioritise them.

Home Care Waiting Lists – Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

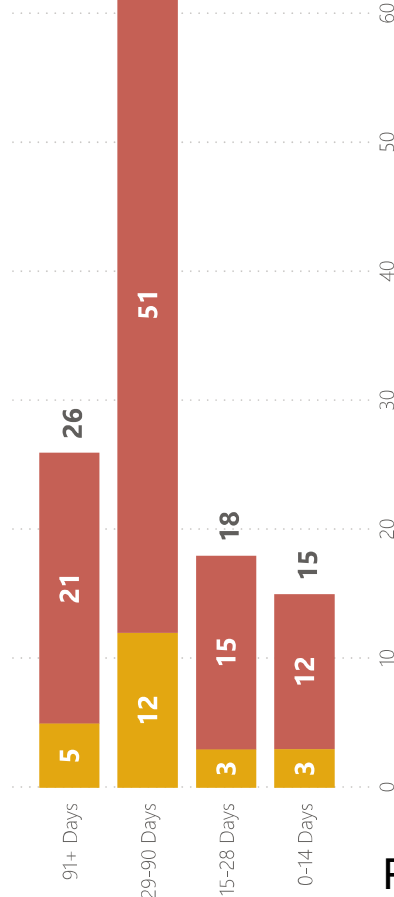
Number of people on the waiting list for home care

● Increase to an existing package ● New Package



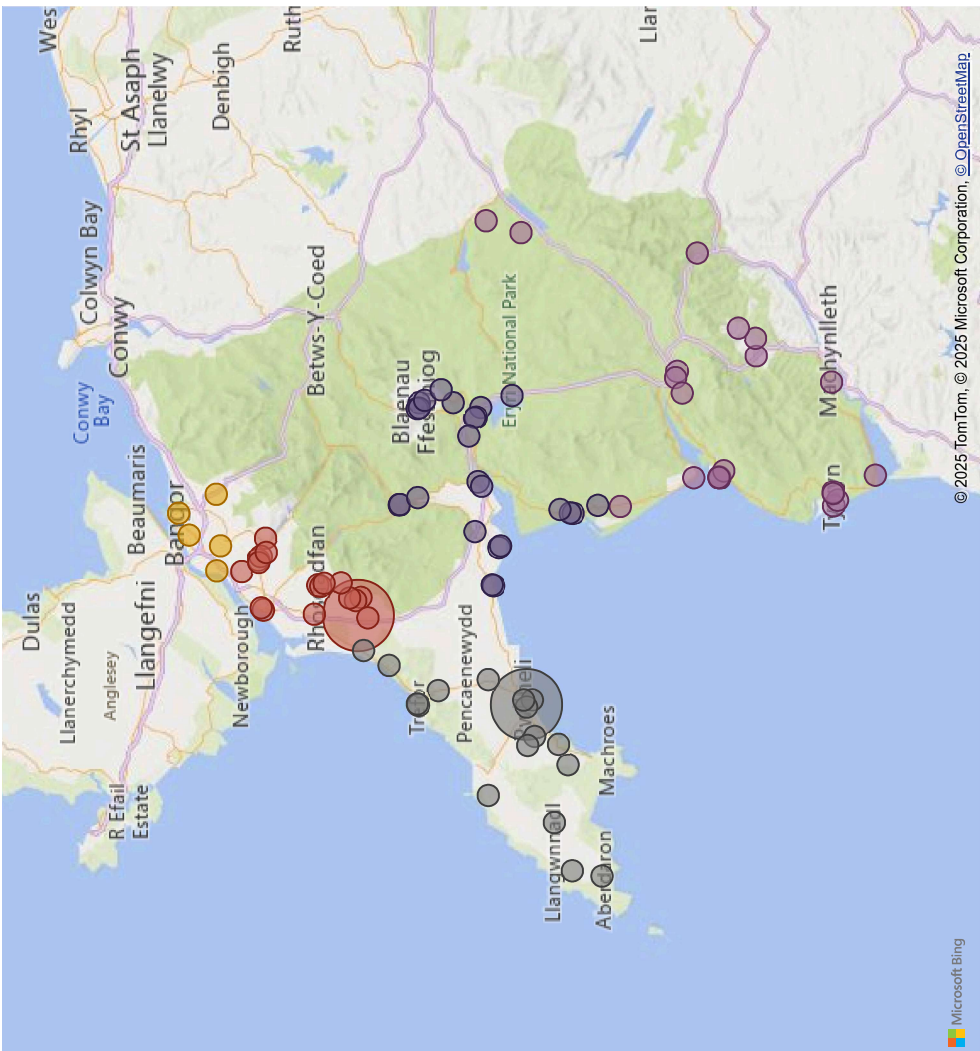
For how long individuals have been on the waiting list

● Increase to an existing package ● New Package



Number of people on the waiting lists for a new package

ardal ● Bangor ● Caernarfon ● De Meirionnydd ● Eifonydd ● Llyn

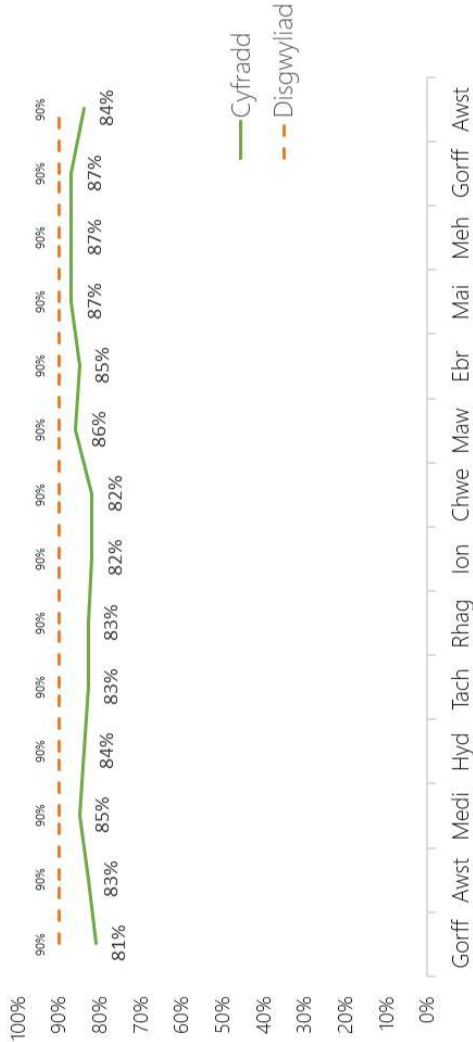


Internal Provider - Rhion Glyn

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

The average bed occupancy rate in our residential care homes

Cyfradd llenwi gwelyau cyfartalog yn ein cartrefi gofal
mewnol



The occupancy rate was at its highest for some time during May, June and July this year, but then we see a fall to 84% by the end of August. These percentages include the Dementia Unit at Plas Hedd (7 beds) which cannot be opened because the emergency plan in the Home needs to be redesigned. We are currently awaiting a timetable for making the necessary alterations.

Work is under way to rewire and refit the kitchen at Plas Ogwen where some beds need to be kept empty to facilitate the significant work required. We have received confirmation that a Project Manager has been appointed to lead the work on behalf of the contractor.

Developing Measure: Staffing Levels

This table shows staffing levels per home as at 31.08.25, and the levels reported to the last Performance Meeting (information as at 31.03.25). These percentages are calculated on the basis of vacant posts and where staff with fixed-hour contracts are on long-term sick leave (longer than 28 days). The information does not include levels of bank/occasional staff, short-term sickness, or situations where staff have been suspended from duty.

Comparing the two periods shows the situation is more challenging at present, which is also reflected when looking at the average for the two periods (91% in March and 89% in September). The situation is particularly difficult at Plas Hedd at the moment and a targeted recruitment campaign is underway in Bangor.

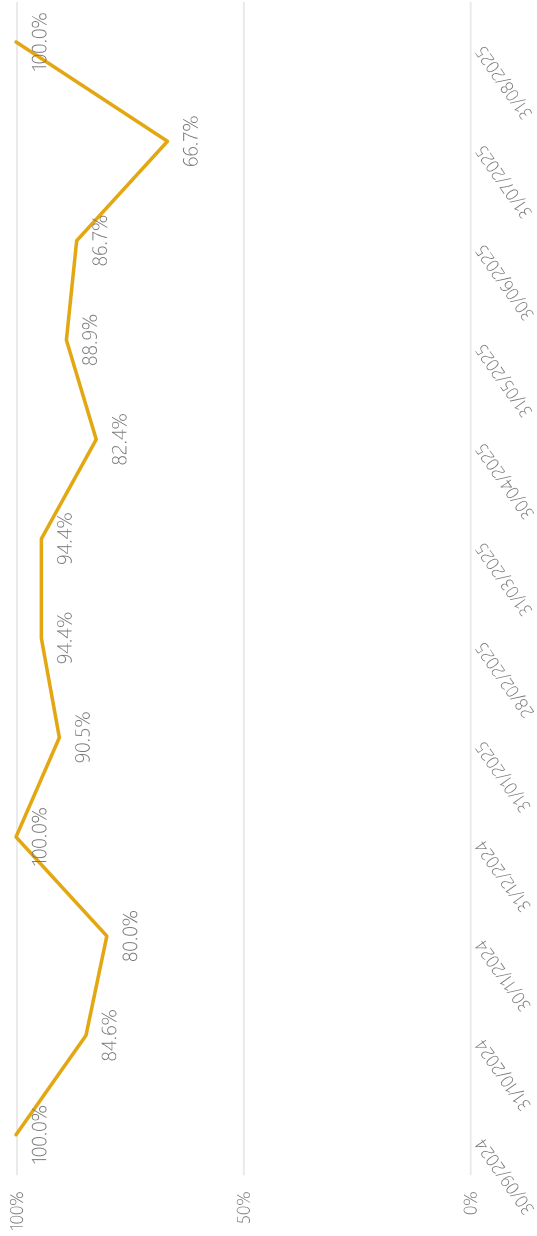
	Lefelau staffio (31/03/2025)	Lefelau staffio (31/08/2025)
Plas Hedd	87%	74%
Plas Ogwen	86%	95%
Plas Pengwaith	90%	90%
Plas Maesinla	100%	94%
Plas Gwilym	96%	91%
Plas Hafan	96%	87%
Plas y Don	84%	77%
Bryn Blodau	90%	97%
Cefn Rodyn	97%	92%
Hafod Mawddach	95%	84%
Llys Cadfan	84%	91%



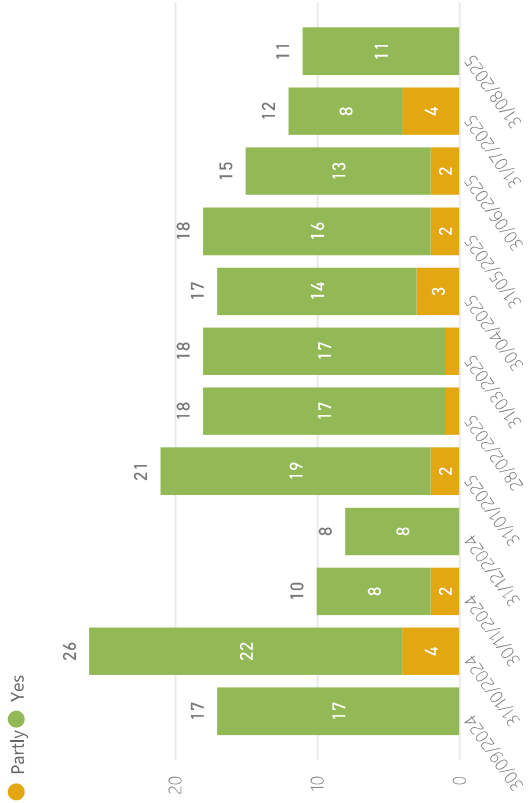
Learning Disabilities - Llinos Rowlands

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

The percentage of reviews where the individual has indicated that we have succeeded in support ing them to achieve what is important



Do individuals feel that they have been supported to achieve what is important to them?



The service continues to prioritise reviews for people receiving housing and support.

The holiday period temporarily affected the number of reviews during the summer but the numbers have risen again as everyone returned to work.

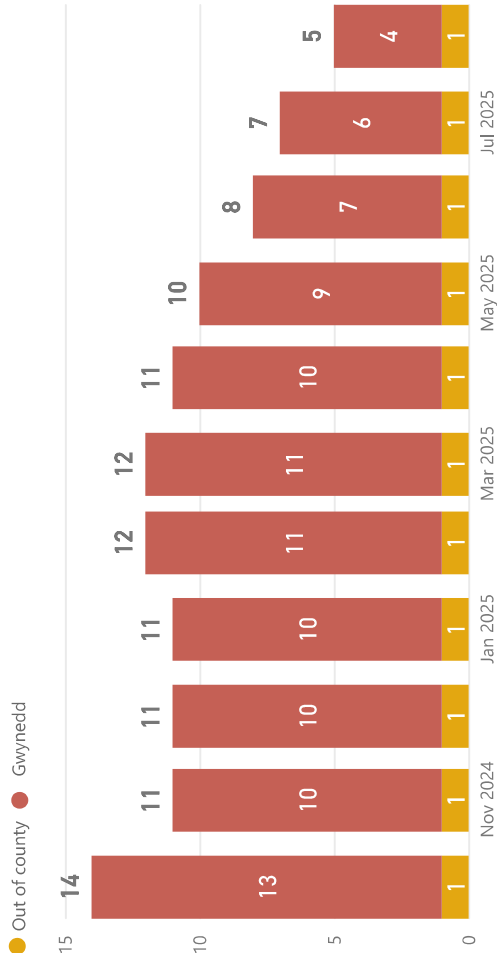
By the end of the period everyone had fully achieved what mattered to them; there were a few earlier examples of only partial achievement. The reasons for not achieving their goals are varied and no single theme emerges, e.g. a person has moved to a new home and needs to settle, an individual's health limits what they can do, a caregiving relationship problem affects the person's wellbeing, or someone is waiting to move to live independently.



Learning Disabilities - Llinos Rowlands

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

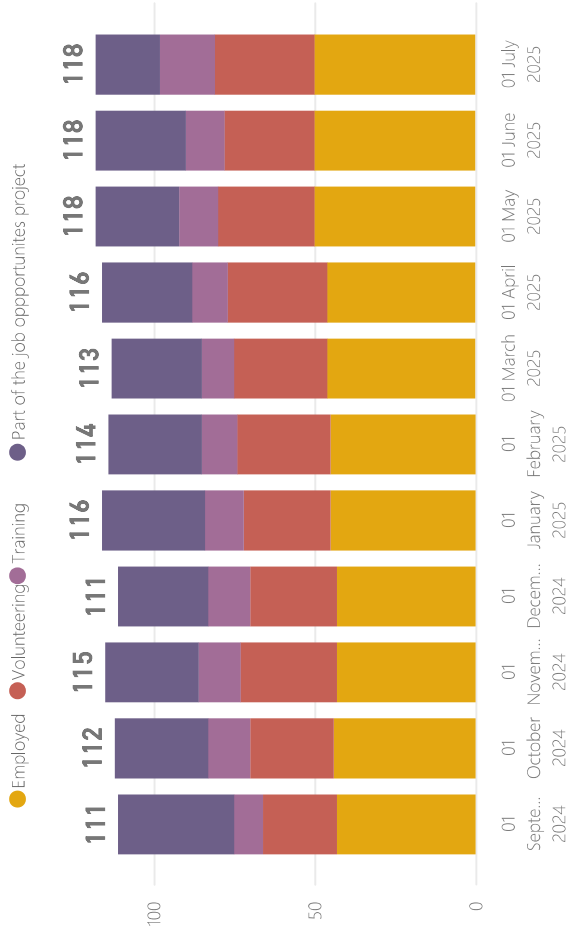
Number of individuals with learning disabilities who have accommodation needs with in the next year



The number on the housing list has decreased over recent months as individuals have secured accommodation. Following positive discussions with Adra, two properties were secured to provide housing and support for four individuals in the Bangor area. The individuals have now moved in and things are progressing well.

Individuals will soon move into the new homes in Harlech and Pen-y-tyndraeth

Number of individuals with learning disabilities in work opportunities



The percentage in the job opportunities is lower at the moment but this is expected to rise by the next quarter when individuals move on from school and colleges.



Here's Guto's Video:

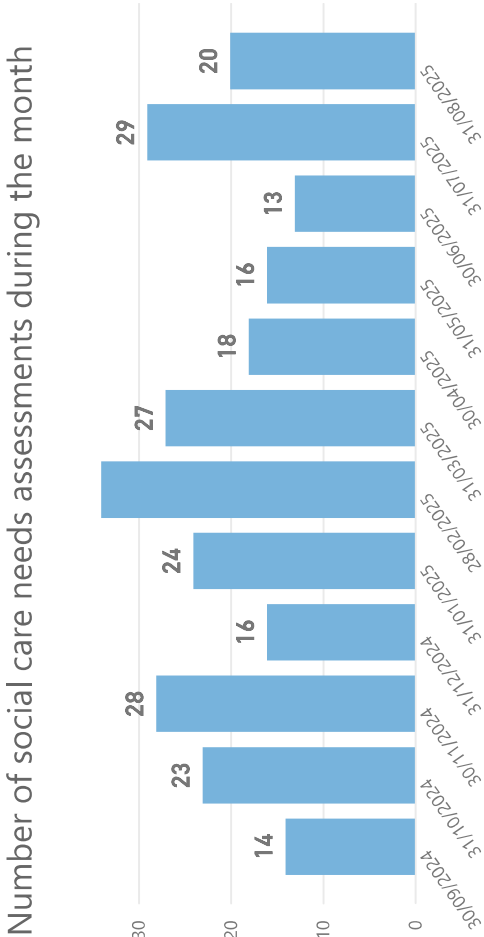
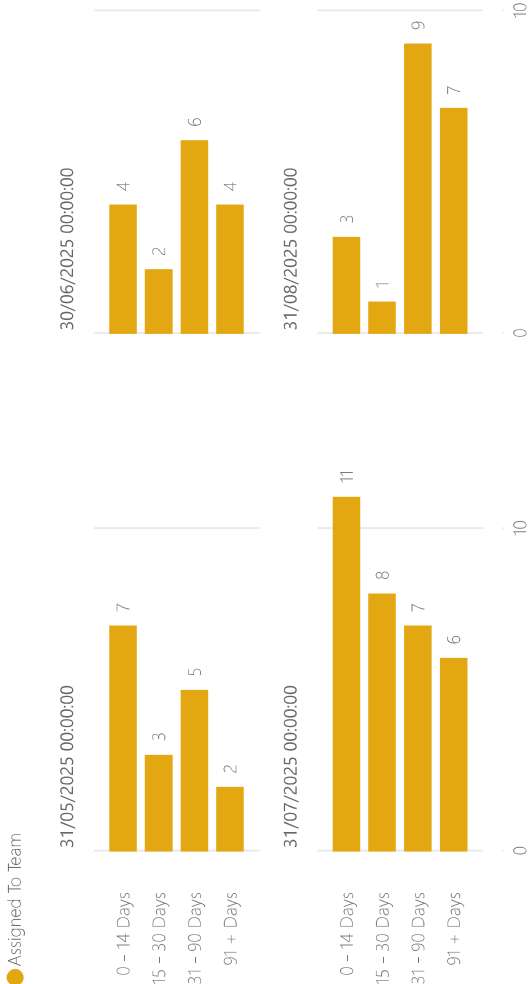


Mental Health - Mannon Trappe

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long have individuals been waiting for a care needs assessment

Pa mor hir mae unigolion wedi bod yn disgwyl am asesiad anghenion gofal



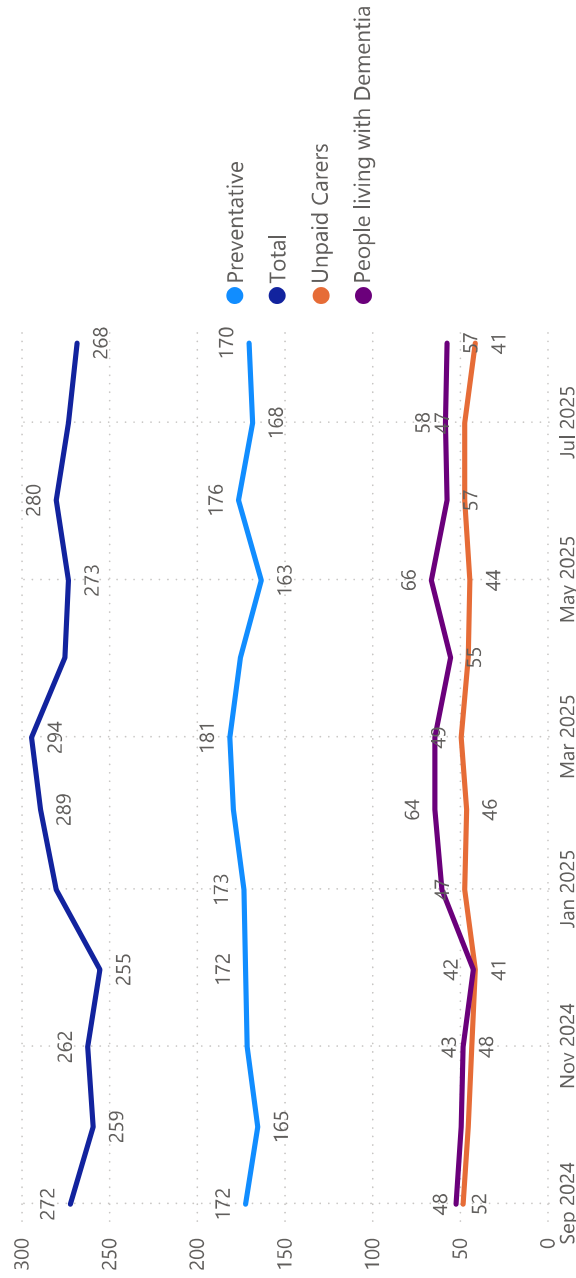
It has been highlighted again that workers mark cases as 'complete' but they are not being closed. Of the numbers that appear to be waiting 31+ days for assessment, every individual has been assessed; 2 of these cases need to be allocated to workers for a s.117 review and 2 are waiting for information from other agencies before they can be closed. One case is awaiting a response about whether the individual wants to accept a carer's assessment. As noted already, these figures are open to the South Gwynedd team where there is no administrator, and this has affected the team's ability to update the data.

Social care assessments are taking place in a timely way within 90 days in every case.

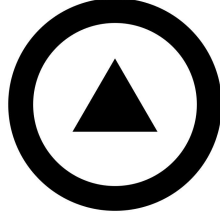


Wellbeing - Supporting people to live a good life in their community - Alun Gwilym Williams

Number of individuals who have attended Dementia Actif sessions last month



Here is a video showing examples of the impact Dementia Actif has had on people over recent months.



The numbers of members attending the weekly classes over the summer period have remained steady despite family commitments such as caring for grandchildren, holidays and other events.

A new class was launched in June at the Llanberis Community Hall following discussions with professionals about bridging the service gap in the area. The start was slow but by August 10 members had registered with potential for more.

During Dementia Action Week 19–23/05/2025 a number of events were held across Gwynedd, including a dementia awareness day in Tywyn in collaboration with the Health Board and North Wales Police showcasing the five films that illustrate Living Better with Dementia. A total of over 160 people took part in the events during the week.

Staff have continued to engage with local schools offering a Dementia Friends awareness session and activity sessions.

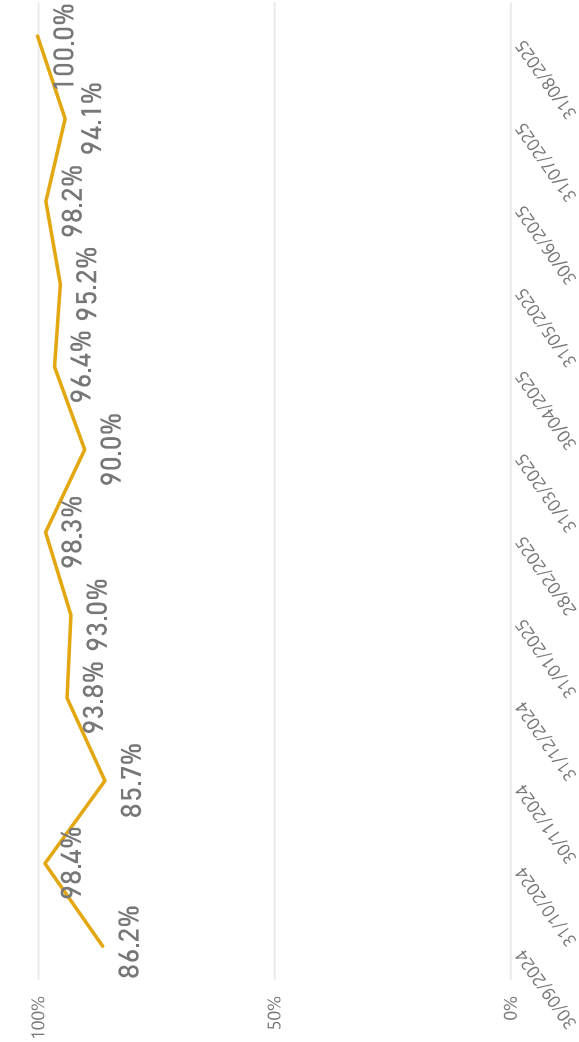
Tywyn has been awarded Dementia Friendly Community status through the North Wales Regional Partnership scheme and has identified, as part of its action plan, the need to start a voluntary community transport scheme for the area. Collaboration between Dementia Actif, members of the Tywyn CCD steering group, the Community Hub, the Community Transport Officer at the Carers Trust, the Community Transport organisation and Medrwn Môn has enabled positive plans to establish a scheme called TAITH – Tywyn and Area Voluntary Community Transport Scheme.



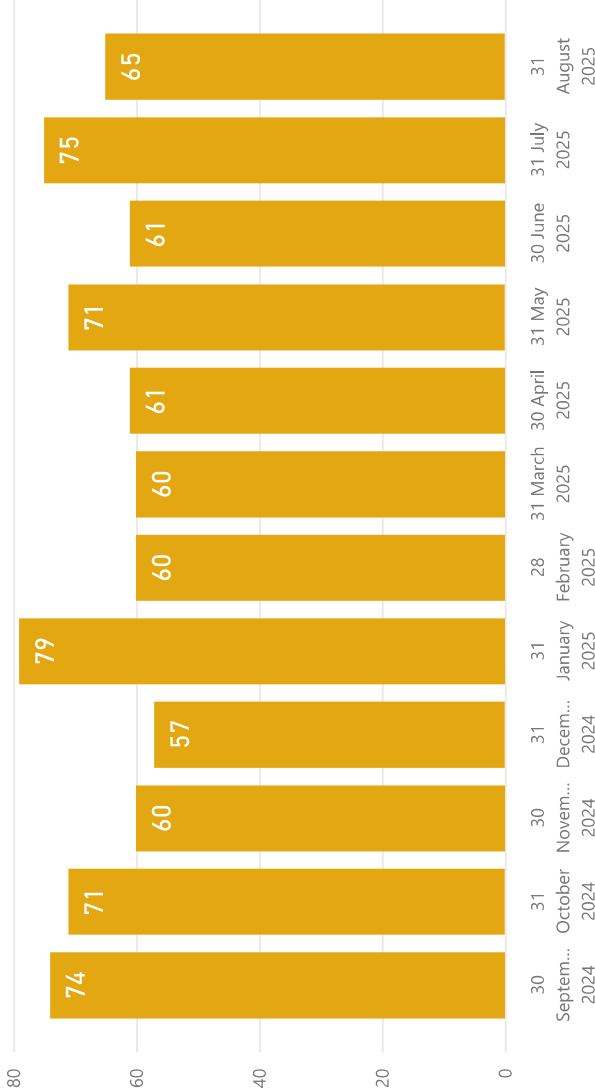
Safeguarding - Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect.

The percentage of adult protection inquiries completed within the statutory time frame (7 working days)



Number of new safeguarding referrals during each month



Since June, the Department has employed an additional Safeguarding Officer on a temporary part-time basis. The extra resource has proved invaluable in enabling us to complete the section 126 enquiries in a timely manner.

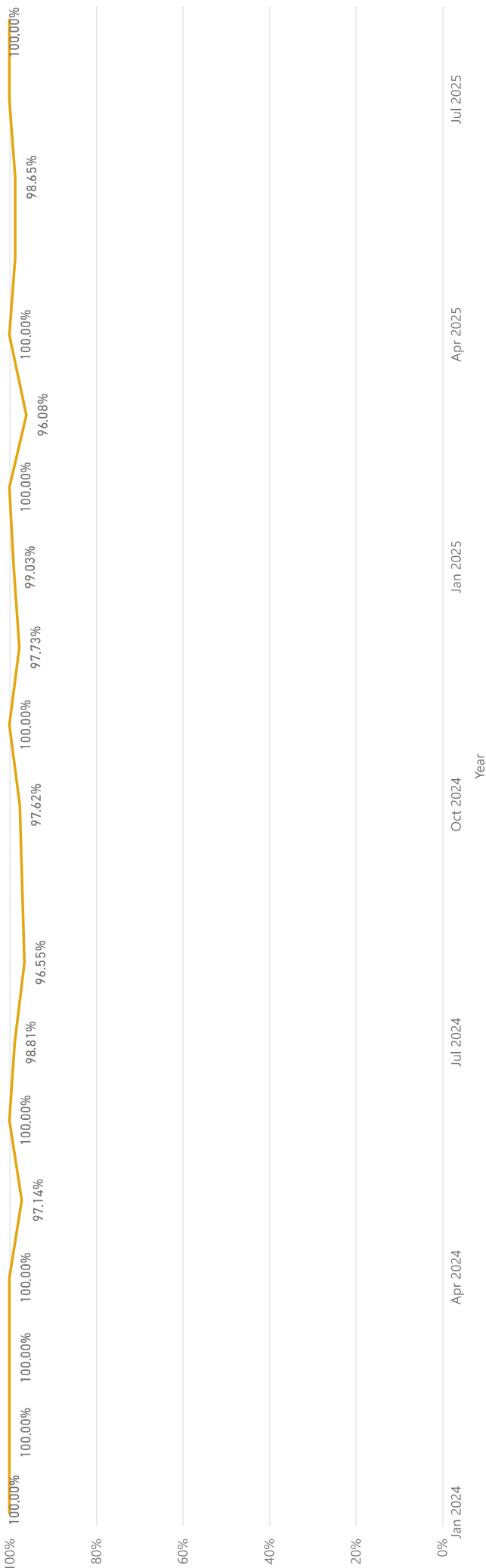
Although there has been a noticeable improvement in our ability to respond to enquiries within the statutory timescale, the increasing complexity of the cases we are receiving, together with the holiday period over the summer, means this cannot be achieved consistently.

Safeguarding - Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect.



Of the adult safeguarding inquiries completed, the percentage where the risk has been managed

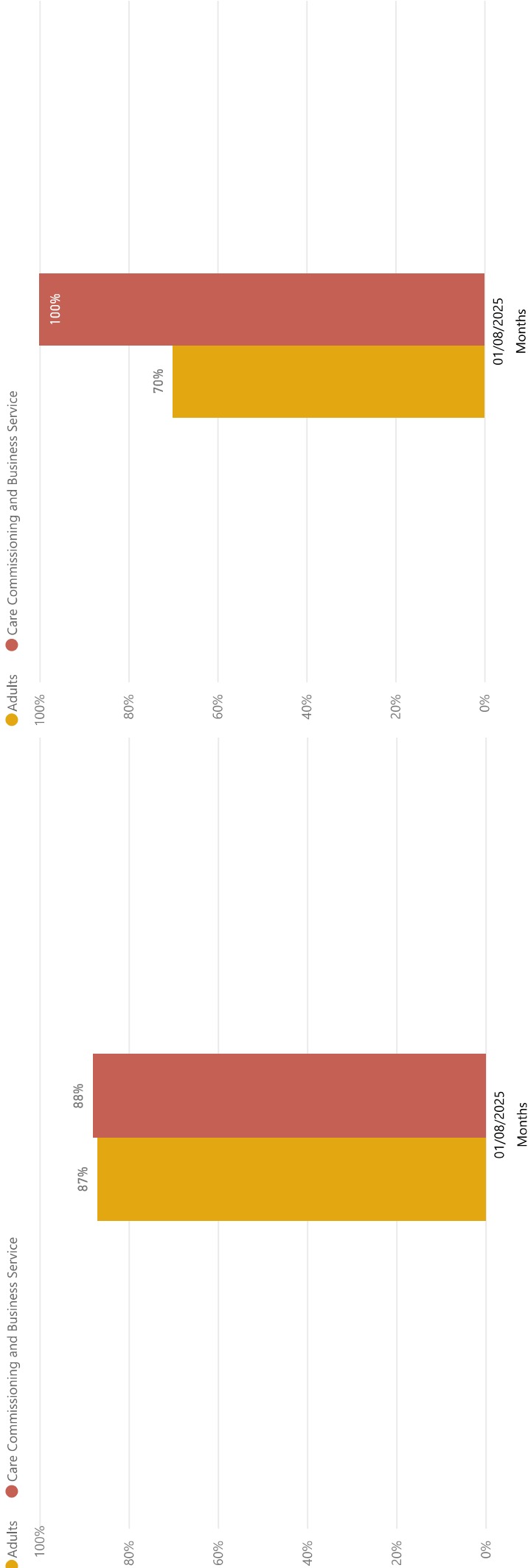


Guidance has been issued to Leaders to ensure that safeguarding forms are closed at the end of the process, which means there has been an increase in the number of cases where the risk has been managed.

Safeguarding Training

Protecting adults with care and support needs who are at risk of abuse and/or neglect.

The percentage of staff within the department that have completed the e-module Safeguarding



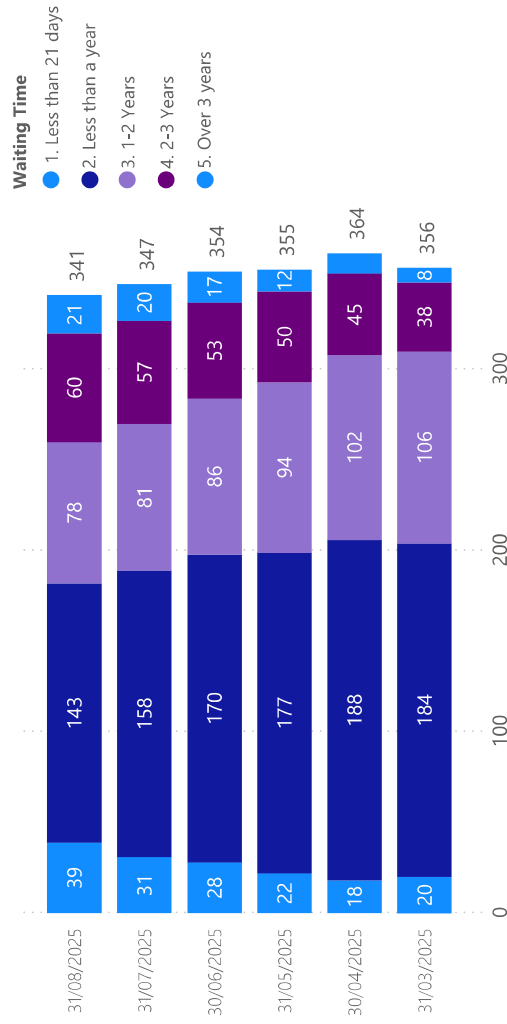
The percentage of staff that have completed the e-module violence against women, domestic abuse and sexual violence (VAWDASV)

Safeguarding – Mannon Trappe

Protecting adults with care and support needs who are at risk of abuse and/or neglect.

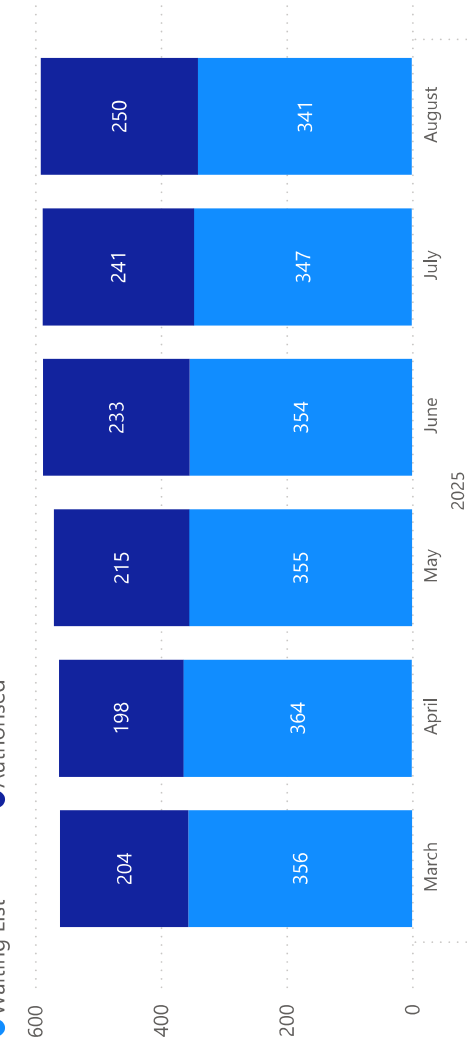


Number on the waiting list for a DoLS assessment and how long they have been waiting - per month



Number on the waiting list compared to the number with current DoLS authorisation - per month.

● Waiting List ● Authorised

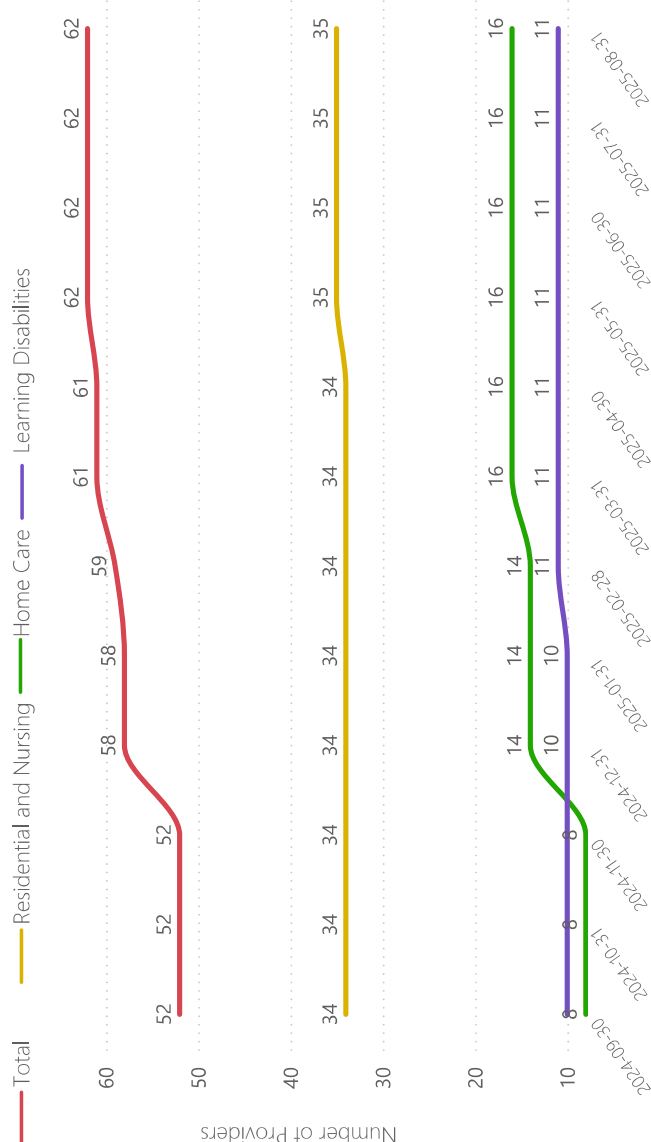


There has been an increase in the number of cases that have been authorised but the waiting list remains long. The waiting list includes over 100 Court of Protection cases. The Coordinator is using government grant funding to commission an agency to complete the assessments. A successful bid was submitted to recruit 2 permanent Best Interest Assessors. Unfortunately recruitment for these posts has been very challenging; the posts have been advertised six times and we are now offering support to anyone appointed to gain the Best Interest Assessor qualification. We have now succeeded in appointing one person to the post but they will not be able to start until they have received the relevant training at the end of October.

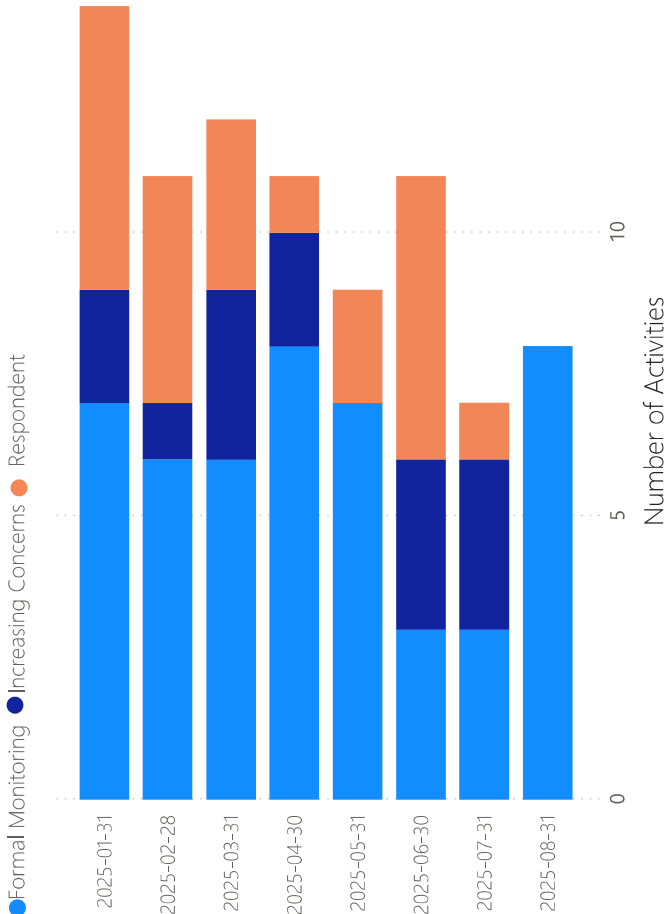
Quality Assurance - Mannon Trappe

Ensuring that the care being commissioned is safe and of quality.

Number of providers that have been monitored in the last 12 months (chronological figure)



Nature of the monitoring activities

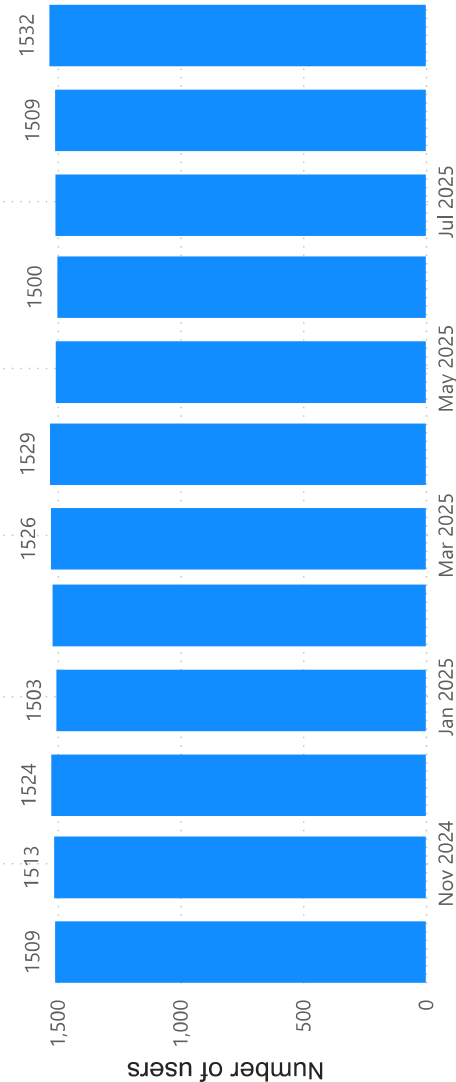


During the last quarter the team has continued to monitor residential homes and to work with health colleagues to monitor the nursing homes. Officers also continue to work with housing and support settings that are facing challenges, with the aim of offering help and support so the manager can work on the necessary improvements with the hope of resolving the issues soon. Work to monitor community care has progressed, with professionals giving feedback on their experiences with the provider, and visits to service users in the community have been carried out to gather their feedback. They have also monitored main offices and housing and support settings for people with learning disabilities. This work is linked to the work of allocating new contracts to providers.

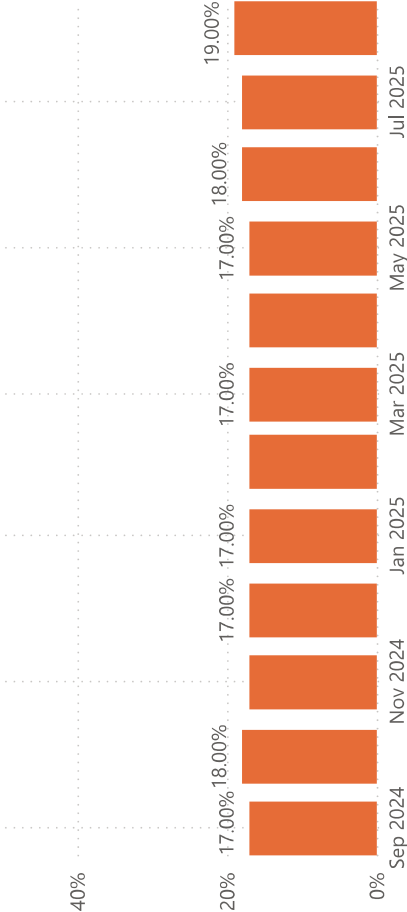
Business - Alun Gwilym Williams

Providing guidance and business support to social services

Telecare users who pay the weekly fee



The percentage of people receiving service through direct payments



About 80% of Gwynedd's telecare devices have been transferred to new digital devices. The transfer is expected to be completed by the end of December 2025. The Council's use of the Lilli system (home sensors) has attracted media attention recently — [Welsh council and health board roll out Lilli's AI technology as an example of innovation](#) — and we will continue to trial new ways of supporting individuals in their homes and try to ensure the workforce is confident in offering this technology as an option to relieve pressure on traditional services.

Note: Cyngor Gwynedd has been reported as the first local authority in Wales to adopt Lilli's AI home-monitoring technology in partnership with the regional health board.

There has been a small increase in the proportion of home care/ support packages that are being delivered through direct payments. The impact of promotional work and collaboration with the social work teams is beginning to show, but further continuation and development are needed. We will soon share a survey with direct payment recipients with the intention of bringing together a co-production group to discuss how we can improve the service and the support available at a local level.

MEETING	Care Scrutiny Committee
DATE	20 November, 2025
TITLE	Housing and Property Department Cabinet Member Performance Report
AUTHOR	Carys Fôn Williams, Head of Housing and Property Department
CABINET MEMBER	Coun. Paul Rowlinson

1. Why does it need scrutinising?

So that the Committee Members can scrutinise performance matters within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the field I'm responsible for as Housing and Property Department Cabinet Member. This includes outlining the latest regarding promises within the Council Plan; the department's day-to-day work; as well as the latest regarding the cuts and savings plan.

We operate on the Council's Plan 2023-28, and I report here on the progress made up to the end of September 2025, while acknowledging that it is still early days in the context of some of the new promises made since April this year. However, all matters have been the subject of discussions and have been scrutinised by myself in performance challenging meetings, and I am satisfied with the Department's performance.

2.2 Logic and justification

Council Plan Projects Performance

Progress against milestones set for the Department's projects within the Homely Gwynedd and Efficient Gwynedd improvement priority can be seen in Appendix 1.

Generally, progress is very good, with several milestones having already been achieved or on track to be achieved by the end of the financial year. I'd like to bring your attention to some in particular (with numbers corresponding to those in the table in Appendix 1):

A Homely Gwynedd: Increasing the supply of housing for local people

1. The ambition set to build 500 social housing through the PDP and the partnership with the Housing Associations is making good progress, with 433 units now built.
2. The Tŷ Gwynedd Scheme is making good progress, with two developments on track to complete by the end of the financial year. The Dôl Afon Goch development (i.e. the former Llanberis library), is almost complete and the allocation process is underway. The old Ysgol

Babanod Coed Mawr, Bangor is also making good progress, and the structural work is underway.

3. The Buy to Let Scheme has now succeeded in making 51 purchases to date, with 20 of those having been let to locals. Another 6 is in the process of being let or being marketed, and necessary renovation work is currently being undertaken at 16 other properties – 13 of those are expected to be completed by the end of November.
4. The Department's empty homes schemes are extremely successful, with 136 empty homes brought back into use through grant support for empty home owners – 28 of those since we last reported. This reaches the target originally set at the beginning of the year.

A Homely Gwynedd: Dealing with the energy cost crisis and fuel poverty

1. The Energy Service helps hundreds of people with their energy situation, and fuel vouchers are an important part of that support. Over the last few months 117 vouchers worth £3,500 have been distributed to residents in need who are on a pre-payment meter. Since the plan's inception 5,788 vouchers have been given, worth £239,565. Please note that the housing associations have begun taking calls directly from their own tenants, which has meant a reduction in the number that it processed by the team and this is likely to continue to the future.
3. The team is also busy holding conferences and promotion events, home visits, and referring individuals to extra support such as food banks, Age Cymru, CAB etc. Two conferences have already been held, 10 home visits have been conducted and 40 residents have been referred to further support.

A Homely Gwynedd: Ensuring that no-one is homeless in Gwynedd

1. Individuals moved in to 137 High Street Bangor in August and September, and is anticipated the units will be full by October 2025. A company has been appointed to conduct M&E work on the former Crown Buildings, Penrallt.
4. We expect the purchase of Tŷ Glyn, Bangor to complete by the beginning of October. The Department will make minor changes to the building before aiming to open in 2026.

An Efficient Gwynedd: Adopting a Property Assets Management Plan to ensure that our estate is fit for purpose for future working

1. The Full Council approved an amendment to the delegated power scales for procuring and disposal of property and the Department will address these changes in the amended Policies.

I'm very glad to report that 5 milestones have already been achieved, and all other milestones are on track to complete in accordance with the ambition set by the end of the year.

The Department's day-to-day work

The Department deals with several areas of work, and offers various services to the people of Gwynedd, from key front-line services such as Homelessness, Housing Options and Energy;

corporate services such as Estates, Maintenance and Property Safety, Offices and Cleaning; and commercial services such as Pest Control.

Performance measures for these services can be seen in Appendix 2, and I wish to highlight some below:

- **Eiddo 4: Percentage change in carbon emissions from Council buildings compared to the same time last year**

In August 2025, the percentage change in carbon emissions from Council buildings was - 6.07% compared to the same time in 2024. This performance shows that the team's work in promoting and managing the establishment's use of energy has a positive effect on our carbon emissions.

- **Eiddo 6, 7, 8 and 9: Customer Satisfaction for Pest Control, Estates, and Facilities**

Customer satisfaction reviews are collected for these services and gives our customers the opportunity to comment and give feedback, which is used to measure performance. The feedback over the last few months shows very positive results, and shows that our customers are satisfied or completely satisfied with the service.

- **Tai 01: The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)**

The number of empty properties that have been brought back into use has now increased to 331, which includes 136 grants through the Empty Homes Scheme. The service faces a period of decreased capacity following the recent departure of one member of the team, but I am confident that appropriate arrangements are underway to fill the void as soon as possible.

- **Tai 02: Days on average taken to complete adaptation works to the homes of disabled people**

The data shows a very promising picture, that the time taken to complete a DFG adaptation has decreased significantly over recent months, and Enable adaptations have stabilised over the last period. These grants offers key assistance enabling vulnerable residents live in their homes independently, or return home from hospital.

- **Tai 04: Number of social housing developed to achieve the HAP's ambition**

A total of 433 units have been developed since the Housing Action Plan's inception, and 327 units in the pipeline on the Main Programme. In June, the Cae Ifor scheme completed in Pwllheli, in August, the 19-unit site near Penyrhwylfa, Harlech, completed. In September, Maes Deudraeth, Penrhyndeudraeth was fully completed with the last 10 properties allocated. During this period, one house was erected as a result of a recommendation from the Specialist Housing Group as they identified a local family's need for a specialist accessible property. This illustrates the strength of the partnership between the Council and our housing partners,

which has been acknowledged nationally for the collaboration, and which has been highlighted as good practice by Welsh Government.

- **Tai 08: Average number of days spent in unsuitable emergency accommodation**

Over the last period, the Homelessness Service has seen a significant number of presentations – 20 per week – and it is anticipated to continue on that trajectory over the coming months. Indeed, the period between November and February are some of the busiest months for the Service and we anticipate that the increased pattern in presentations and the number in accommodation continues this year too. Despite this, the hard work of the Homeless team has succeeded in keeping the number of households in emergency accommodation, as well as the time someone spends in accommodation, stable.

- **Tai 11: Social Housing Allocations**

Following a restructure and incorporating the Housing Options Team within the One Stop Shop, this measure now reflects the current situation, referring to social housing allocations. The notable increase that can be seen over the last few months in the time spent on the social housing waiting list is a concern, and although the Department and its partners has a healthy and successful programme for social housing building (as can be seen in Tai 4 measure), the increase that is seen in the time on the register reflects the challenging climate that exists today, with a shortage and the lack of availability of social housing still a large factor.

- **Tai 13: Number of homes that have seen an improvement in their Energy Performance Certificate**

The latest data shows an increase again in the number of houses that have seen an improvement in their EPC grade. Since the beginning of the Scheme, 1,802 applications have been approved and 950 Gwynedd homes are now cosy, more comfortable homes, and are better for the welfare of our residents, as well as being a way of helping to get people out of fuel poverty.

3. Consultation

This report has been created based on the information and content of the latest Housing and Property Department performance challenge and support meeting, where the Corporate Director, the Head of Department, service managers and I were present.

Appendices

Appendix 1: Council Plan project milestones progress report

Appendix 2: Department Performance Measures

Cyngor Gwynedd Plan 2023-28 – Year 3 Actions

A Homely Gwynedd: Supporting the people of Gwynedd to live in suitable and affordable homes in their communities

Department	Project	What we will achieve during the THIRD year 2025-26 (milestones):	Progress update on the milestones this far (September 2025)	Has the milestone been completed / likely to be completed by the end of the financial year (Yes / No)
Housing and Property	Increasing the supply of housing for local people	<ol style="list-style-type: none"> 1 By the end of the third year, a further 200 houses will be available for Gwynedd residents, and a total of 500 social housing will have been developed by the end of the period 2 Two Tŷ Gwynedd developments will have completed and at least another two developments will be on site 3 We will have purchased a total of 68 houses from the open market through the Buy to Let Scheme and will have let at least 40 of those to tenants in housing need 4 We will have brought a further 28 empty properties back into use through the help of grants to renovate vacant homes for first time buyers, bringing the total to 130 5 Through the Homebuy Scheme, 71 properties will have been bought through the Scheme, helping and enabling people to live in their local communities 	<ol style="list-style-type: none"> 1 Up to September 2025, 433 social housing has been developed (more information can be found in measure T04) 2 2 sites – Dôl Afon Goch, Llanberis, and the Coed Mawr site, Bangor – are on track to complete within the year 3 51 homes have been purchased to date, and 20 homes of those have been let local people 4 Up to October 2025 we have brought 28 further properties back into use, bringing the total so far to 136 5 71 homes have been purchased through the assistance of the Homebuy Scheme so far. 	<ol style="list-style-type: none"> 1 Yes 2 Yes 3 Yes 4 Yes 5 Yes
Housing and Property	Dealing with the energy cost crisis and fuel poverty	<ol style="list-style-type: none"> 1 From a decarbonisation homes point of view, we will ensure that the county's residents make the most of existing schemes such as ECO4 and Nyth and we will have referred 300 clients to ECO4 or Nyth. 	<ol style="list-style-type: none"> 1 Referred 372 people to ECO. 	<ol style="list-style-type: none"> 1 Yes

		<p>2 We will make sure that any funding that is released to help with the cost of living is claimed. For example, the funding given by Welsh Government to the charity Fuel Bank Foundation (FBF). Should the FBF funding continue to be available, we will look to introduce 1,000 vouchers</p> <p>3 We will refer 40 residents who contact us for additional assistance to the Food Banks, Age Cymru, Carers Support, Canllaw, CAB and Housing Associations.</p> <p>4 We will conduct at least 10 home energy support visits as needed where we will offer assistance and refer individuals to relevant support.</p> <p>5 We will hold 2 Energy Partner Sessions with NEA, with a number from the 3rd Sector, Councillors, Members of the Senedd part of the partnership, and share current information and training.</p> <p>6 We will organise 20 Energy Drop-in Sessions to provide energy assistance to residents across Gwynedd and refer to relevant services.</p>	<p>2 Distributed 117 energy vouchers to residents in housing need who are on pre-payment meters in Gwynedd, which are worth £3,510. Since the beginning we have distributed 5,788 vouchers worth £239,565 – money that has gone directly to some of the county's most vulnerable residents. Please note that Adra, Grŵp Cynefin and North Wales Housing handle their own calls for their tenants so this has meant a decrease in calls that are processed by the Team.</p> <p>3 We have referred 26 residents to support over the last period</p> <p>4 We have already conducted 32 visits over the period</p> <p>5 We held 1 session in April, and another will be held in November</p> <p>6 We have held 35 drop-in sessions for residents so far</p>	<p>2 Yes</p> <p>3 Yes</p> <p>4 Yes</p> <p>5 Yes</p> <p>6 Yes</p>
Tai ac Eiddo	Ensuring that no-one is homeless in Gwynedd	<p>1 We will have completed the renovation at 35 College Road and individuals will have moved into 137 High Street Bangor. Work will be ready to start on Penrallt building, Caernarfon</p>	<p>1 The remedial works on problems left by a previous contractor at 35 College Road has completed and we await the approval of Building Control so the building can be handed over to the Homelessness Service soon. The first residents have moved into 137 High Street Bangor in August and September, with the units expected to be full</p>	<p>1 Yes</p>

			by the beginning of October. Penrallt – an M&E contractor has been appointed to carry out works	
		2 The final phase of the Lle Da building (former Gisda and NatWest building on the Maes, Caernarfon), i.e. the café and the young people's hub, will have completed	2 The final phase has now completed	2 Yes
		3 We will have attracted 20 extra properties to the Leasing Scheme Wales	3 We have received 7 Expression of Interest forms over the past 3 months, and have leased one property during the same period.	3 Yes
		4 We will continue to look to purchase or adapt existing buildings to further increase our options for temporary accommodation	4 We expect the purchase of Tŷ Glyn, Bangor, to complete in early October.	4 Yes

An Efficient Gwynedd: Putting the residents of Gwynedd first and treating them fairly and ensuring that the Council performs effectively and efficiently

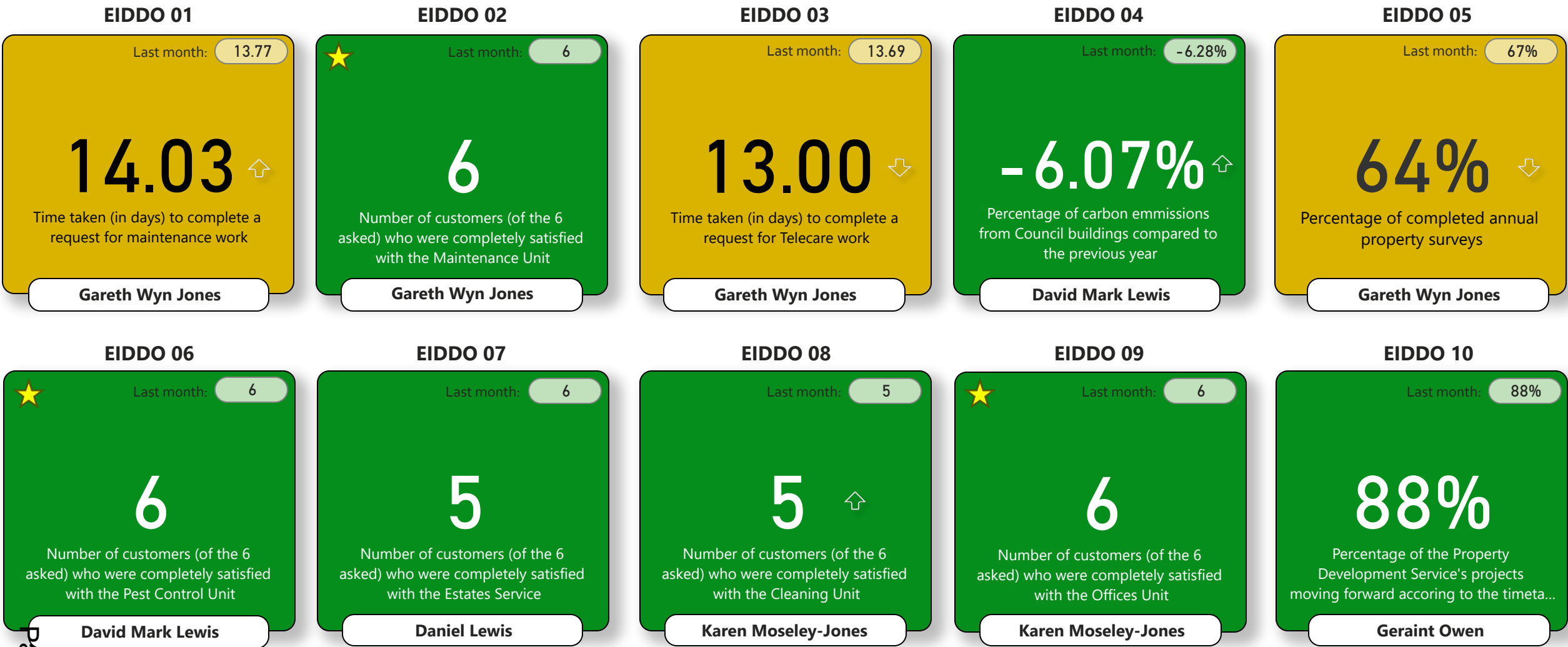
Department	Project	What we will achieve during the THIRD year 2024-25 (milestones):	Progress update on the milestones this far (September 2025)	Has the milestone been completed / likely to be completed by the end of the Financial year (Yes / No)
Housing and Property	Adopting a Property Assets Management Plan to ensure that our estate is fit for purpose for future working	1 We will adopt a Property Asset Management Plan, incorporating the draft policies which have been reviewed, and the findings of discussions with Departments in relation to assets which are surplus to requirements.	1 Discussions with Departments to consider options to centralise services continue. Delegated powers scales for procuring and disposing have been amended and these changes will need to be reflected in the updated policies.	1 Yes
		2 The work on adapting the Headquarters building will continue, focussing on a welfare space for staff. We will assess the potential to centralise	2 The work of providing a corporate welfare space for staff at the Headquarters building has begun, and a bid for funding has been	2 Yes

		<p>officers who are still working in peripheral offices to Block A.</p> <p>3 We will assess the options for the offices at Ffordd y Cob and Penarlâg to meet the needs of hybrid working</p>	<p>submitted to ensure the provision meets equality and accessibility standards.</p> <p>3 Initial works has been done to identify our requirements for office space in Ffordd y Cob and Penarlâg, and options for maximising the use of space at these sites by combining alternate uses is underway.</p>	<p>3 Yes</p>
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This month
09/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

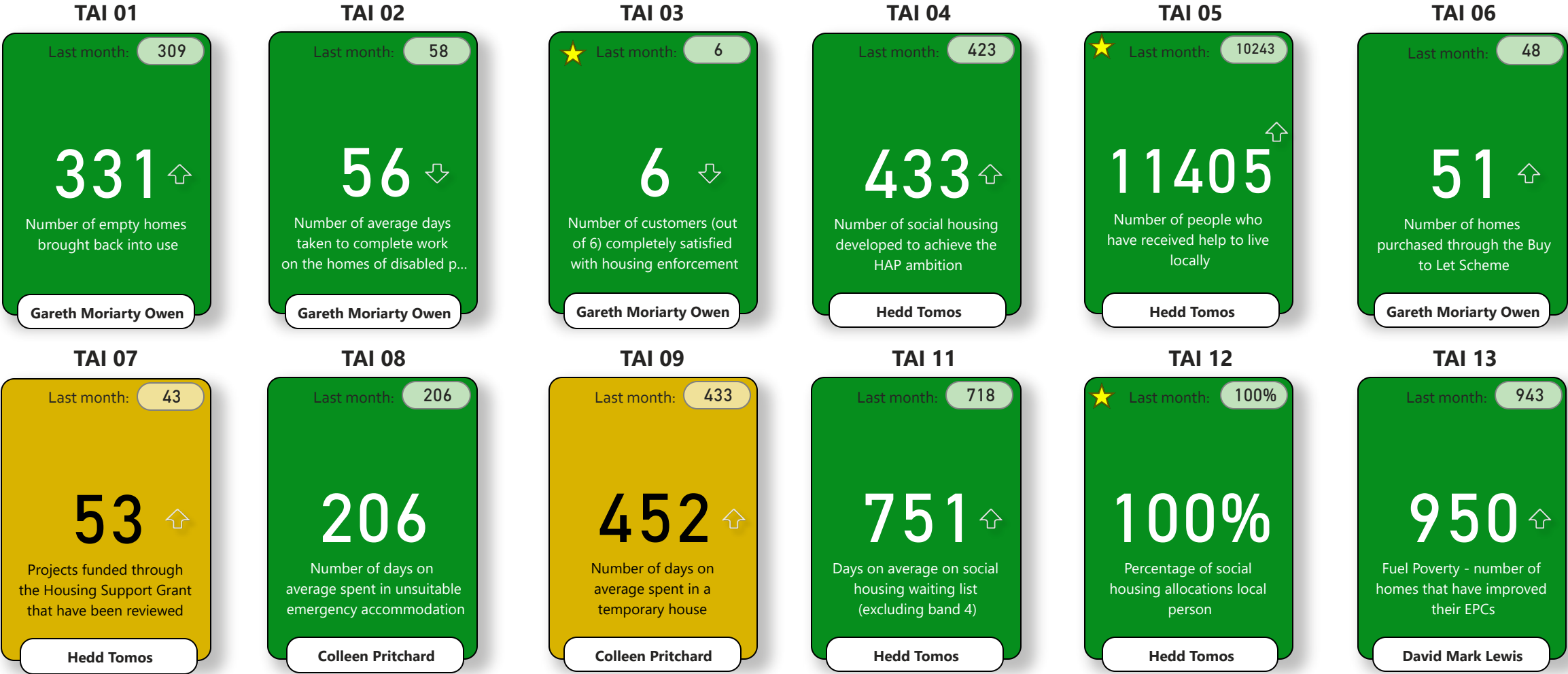
Previous month
08/2025



This month:
09/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

Previous month:
08/2025



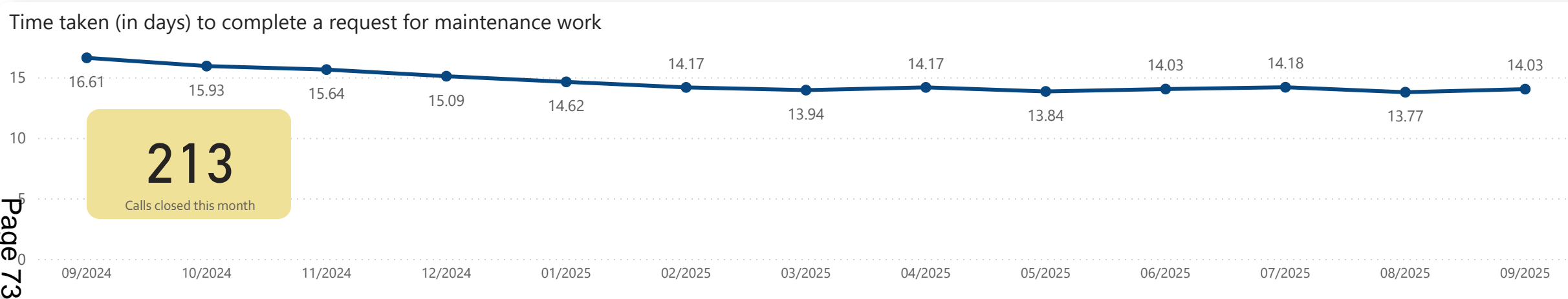
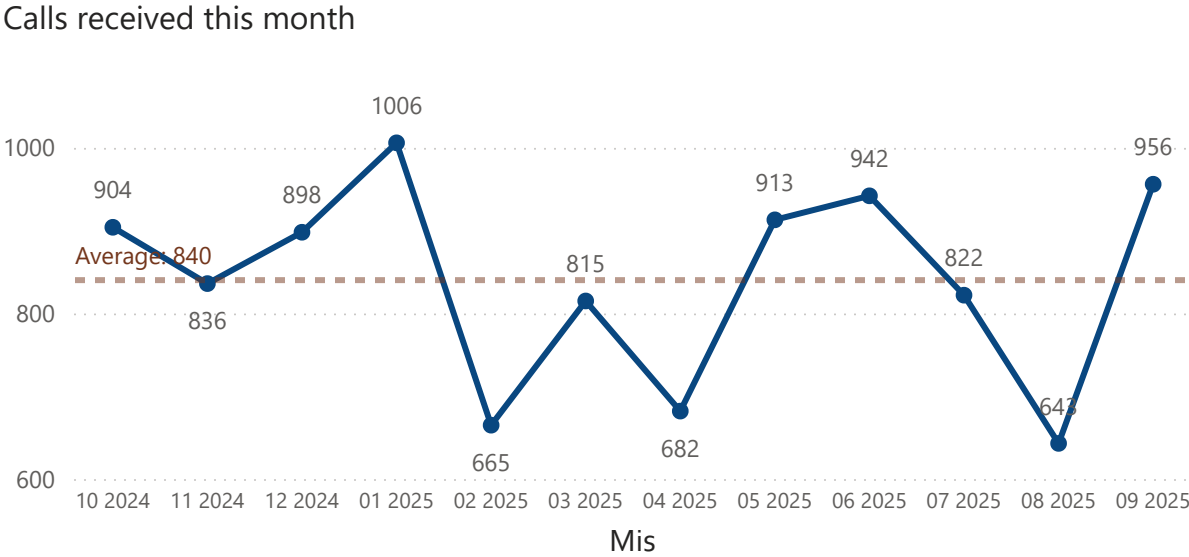
EIDDO 01: Maintenance Unit

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Measure: Time taken (in days) to complete a request for maintenance work

It is a matter of pride that the average days has reduced over the last 12 months and stabilised on approximately 14 days (average over the last 12 months of 14.80 days), and that whilst considering the broad variety of calls for work reaching the team. We believe that the team's performance is good and is doing what is important to our customers - and this is supported and reiterated in the Property 2 measure (Maintaining and Retaining Customer Satisfaction) where a score of 100% satisfaction is seen over the last 12 months.

Note that calls reduce during July and August, which is consistent with the summer period where school sites close and the weather is good. However, as usual the number of calls has significantly increased in September with schools reopening and the weather getting colder.



EIDDO 02: Maintenance Unit

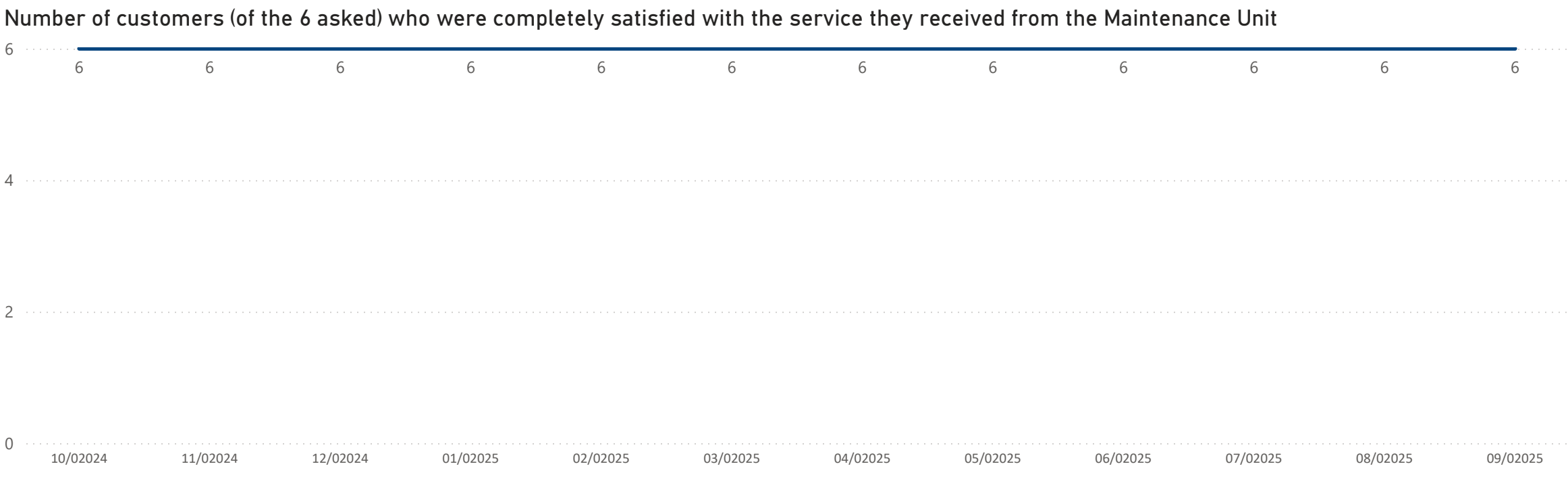
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Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Maintenance Unit

By asking for a score out of 10, we receive very good feedback from our customers and get to the root of their real opinion when they do not provide a full score.

Over the last quarter, the feedback has been very positive overall, and we are proud that everyone has given us a full score over the latest period. This is a summary of the comments:

- 1. "They responded to the call quickly and were able to sort it out on the day, everything is OK now." (10/10)
- 2. "Happy with the service, no complaints!" (10/10)
- 3. "Very happy with the work, has not been a problem since then either therefore I would give a 10/10 score." (10/10)

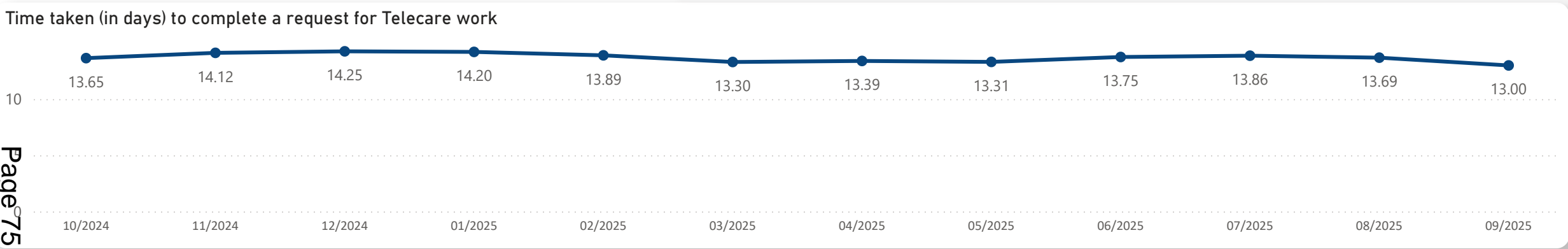
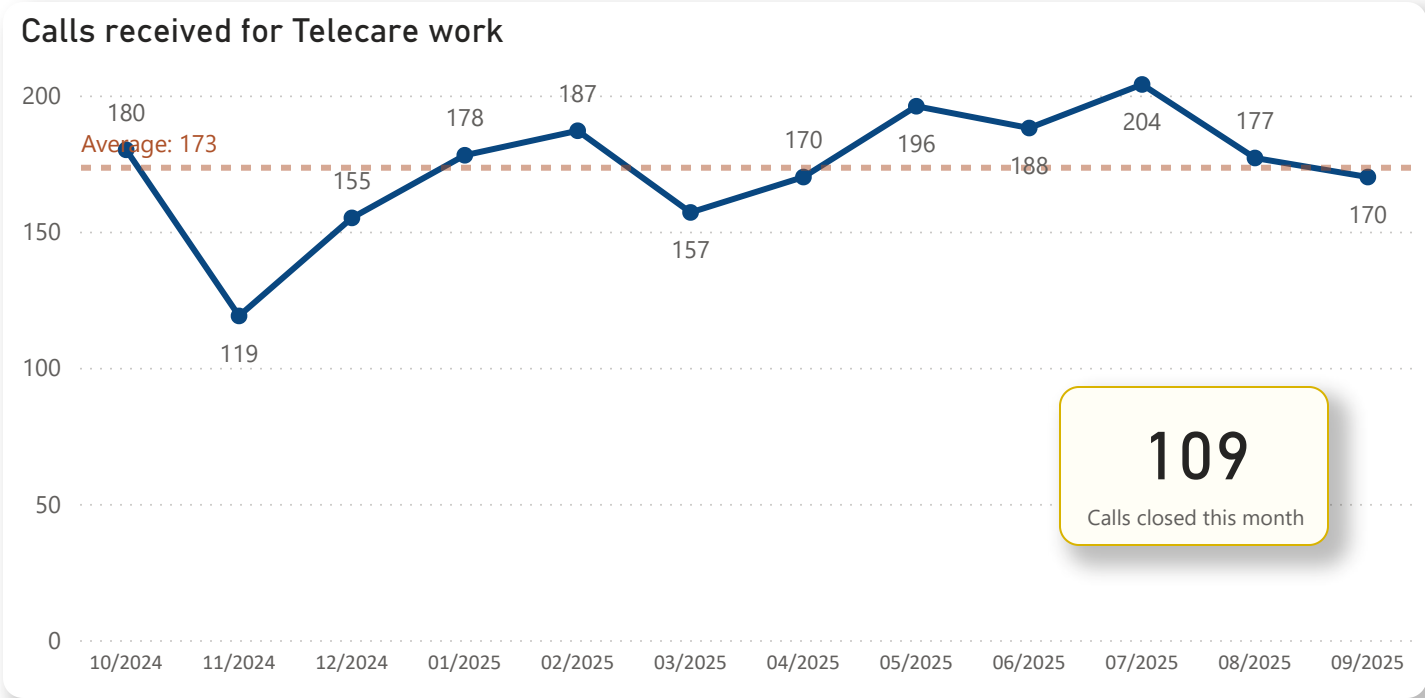


Measure: Time taken (in days) to complete a request for Telecare work

The time taken to close a request for Telecare work had stabilised to approximately 13.65 days on average over the last 12 months.

As well as the day-to-day work, the team has also been working on digitising the Telecare tools over the last year. Of the 1,500 devices that individuals in Gwynedd have, approximately 1,200 have been converted, with the approximately 300 left to be converted between now and the end of the year.

The team has also been discussing with the Adults, Health and Well-being Department and the Adra housing association regarding transferring old equipment from Adra tenants to the new technology. As this would mean additional substantial work for the team, a request will be presented for additional resource to undertake the work.



EIDDO 04: Energy Conservation Unit

Measure: Percentage change in carbon emissions from Council buildings compared to the same time last year

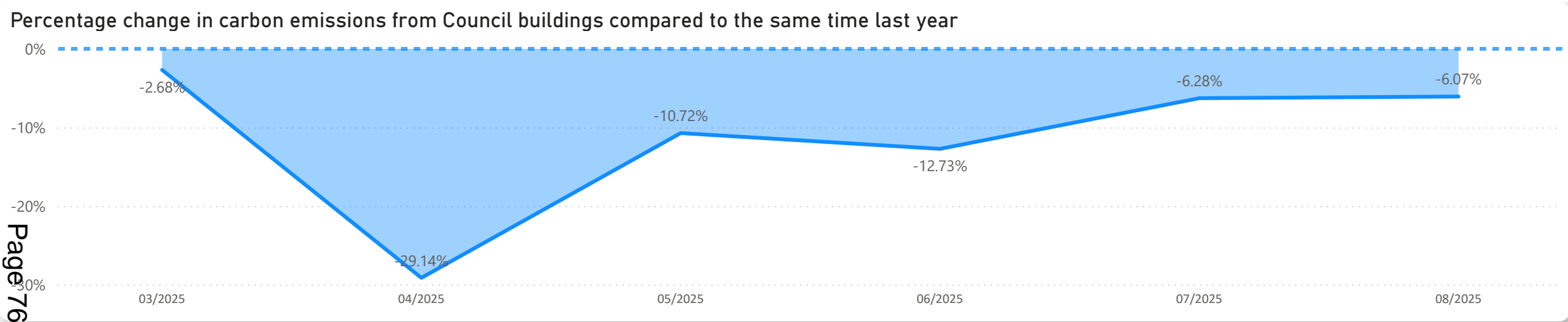
In general, the summer period is quite quiet in the context of energy use as schools are closed during this period, and a period where heating is off and so on. In terms of gas, the only use seen was to heat hot water. Trying to keep on top of the energy waste is essential during this period, by ensuring that the heating systems are turned off.

It was a very prosperous period in terms of electricity where solar production has borne fruit. There was a reduction every month (May-August) compared with 2024. Cumulatively, electricity use reduced -2% by 2024, which equates to -140,104kWh.

In terms of gas, a significant reduction was seen every month, with every month being >10% lower than 2024 (with the exception of July which was -5%) - this is as a result of the team's work to adapt the BMS' layouts and being cautious during the period. We often do not see as much of a reduction in gas levels during the summer, but due to the work of ensuring that there is no waste, we have managed to reduce our gas consumption over the period. Cumulatively, we are -10.38% (1,515,283)kWh compared with 2024.

Our Carbon Dioxide (kg/Co2) emissions were approximately 1400 tonnes less over the January-August period in 2025, compared with the same period in 2019, which equates to -26.69%. And compared with 2024, approximately 300 tonnes less over the same period which equates to -7.5%.

**Noder nad oes data ar gael ar gyfer Medi 2025 oherwydd oedi yn derbyn y data.*



EIDDO 05: Compliance Unit

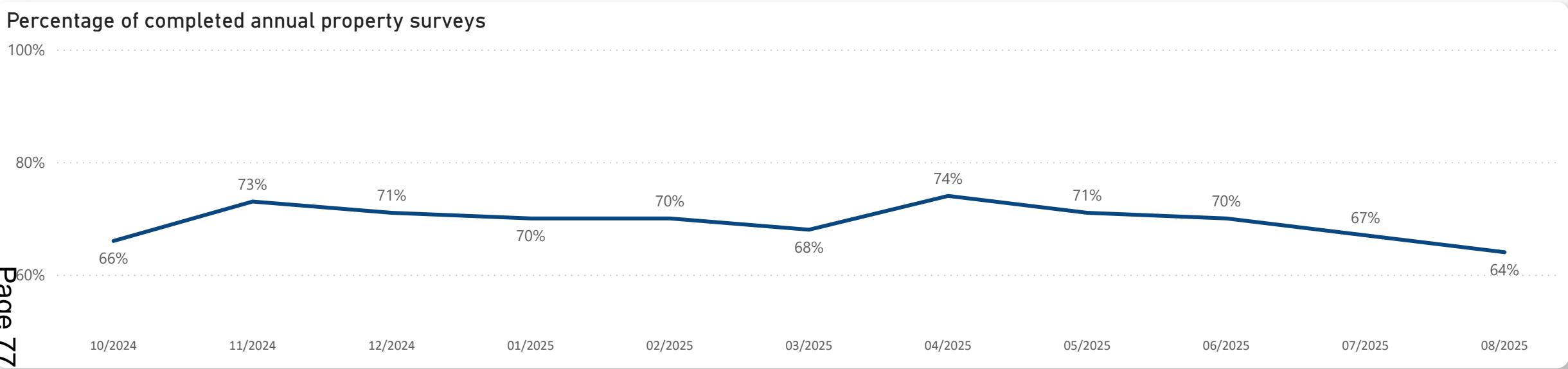
Measure: Percentage of completed annual property surveys

64% of property inspections have been completed by September 2025. This is equivalent to 233 inspections out of a total of 364.

This figure has seen a gradual reduction over the last few months, and that is because of several factors, including the fact that we were down one officer.

However, the most important inspections have been prioritised, such as fire inspections, and alternative arrangements have been put in place to deal with statutory inspections, e.g. asbestos inspections to ensure that the high-risk matters receive timely and appropriate attention to ensure that our buildings are safe for users.

Once again, we are facing a situation of a vacant post in the team, and we have advertised the post and are hoping to be able to interview soon. Note however that the post's training needs, and expertise, means that we see challenges when attempting to recruit a fully qualified person.

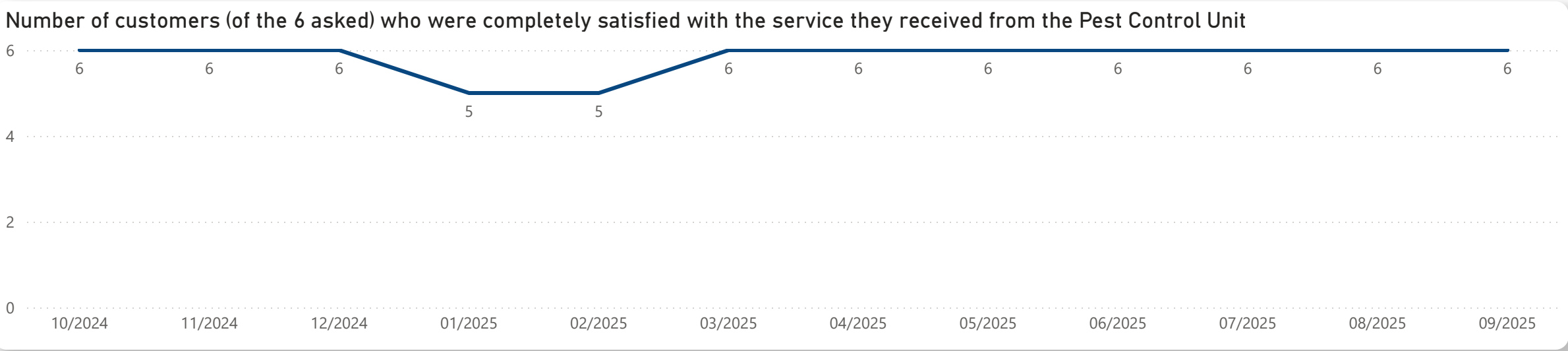


Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Pest Control Unit

The Pest Control Unit is a commercial service for the public and therefore it is vital that our customers believe that they receive an excellent service for what they are paying. We are therefore happy that this is a field where we consistently receive good feedback from our customers.

100% of those asked over the last two months are completely satisfied with the service, i.e. a score of 10/10 was given from all of them for the service. Some of the comments received have been included below:

- 1. "Ifan phoned and came out immediately." (10/10)
- 2. "Happy, have used the service on more than one occasion." (10/10)
- 3. "Very happy with the service" (10/10)
- 4. "10 - Very happy that Dan contacted him on the same day" (10/10)



EIDDO 07: Estates Service

Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Estates Service

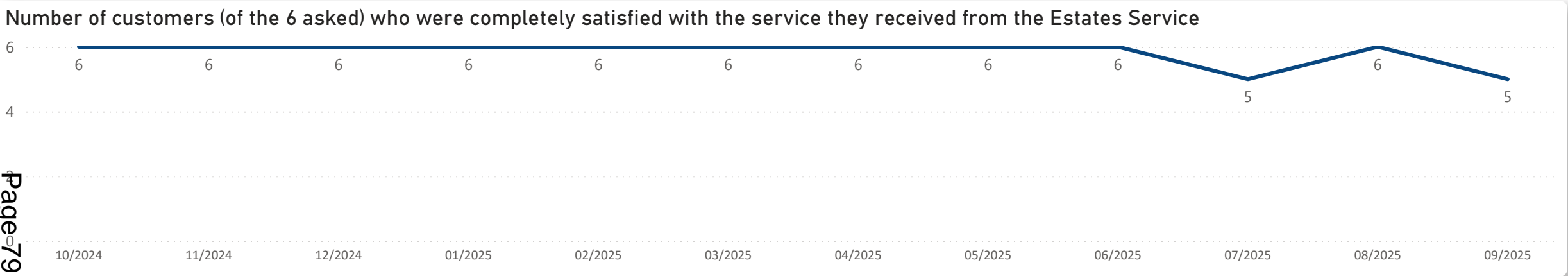
The customer satisfaction data over the last few months has continued to be consistently high despite the increasing pressure on the team's capacity.

The unit uses the Technology Forge asset management system to manage and allocate cases more effectively.

Although the demand on the unit because of the Housing Action Plan and the Council’s Priority Plans continues to be high, meaning that there is a need to prioritise and manage the expectations of some services, it is good to note that the customer satisfaction data shows a high level of satisfaction with the service. A new officer has now joined the unit and has settled in quickly to be part of the team.

This is a summary of the observations received over the last period:

- 1. "I would give a 10/10 score, as I cannot think of anything that could have been done differently" (10/10)
- 2. "Despite being an unusual request for work, the officer dealt with the request very effectively - they completed the necessary research and managed to sort an appropriate licence in a tight schedule - excellent work." (10/10)
- 3. The service received was a 10. The standard of the service is excellent, willing to go the extra mile. As a Councillor, it is good to see courteous behaviour with residents and they give me feedback when information is available." (10/10)



EIDDO 08: Cleaning Unit

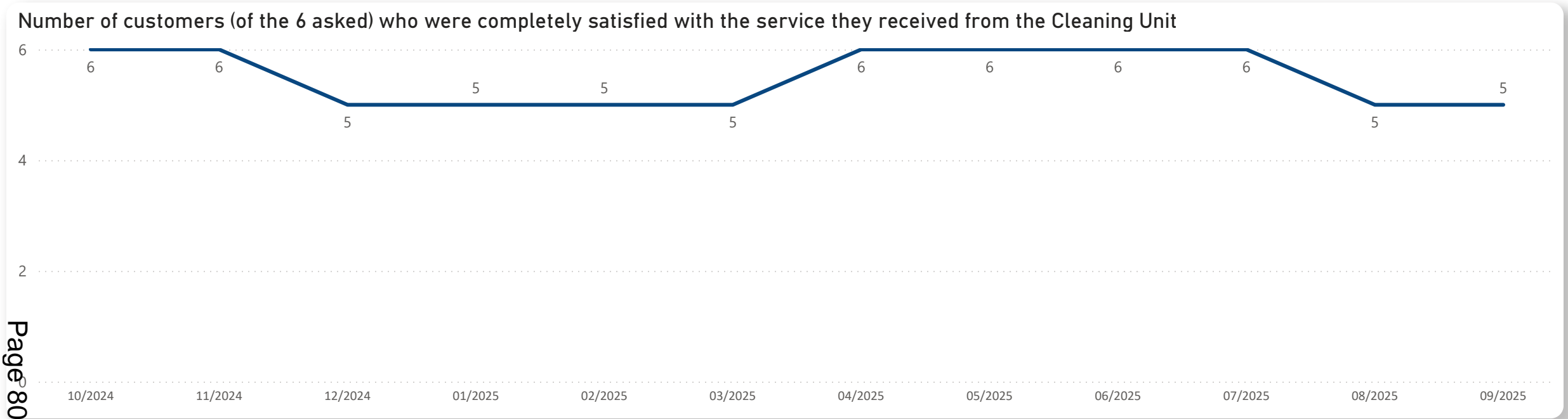
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Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Cleaning Unit

The score over the last few months shows that our customers are very satisfied, or completely satisfied with the service. This is a summary of the feedback:

- 1. "Cleaners cover each other 1. which is great." (10/10)
- 2. "Is it possible to clean offices more frequently?" (6/10)
- 3. "Staff were very happy with the cleaning and thank the team for the work." (10/10)

Note: As our customers tend to be the same ones and there is not a high turnover, we collect feedback every two months to avoid a situation where we ask the same customers every month.



EIDDO 09: Offices Unit

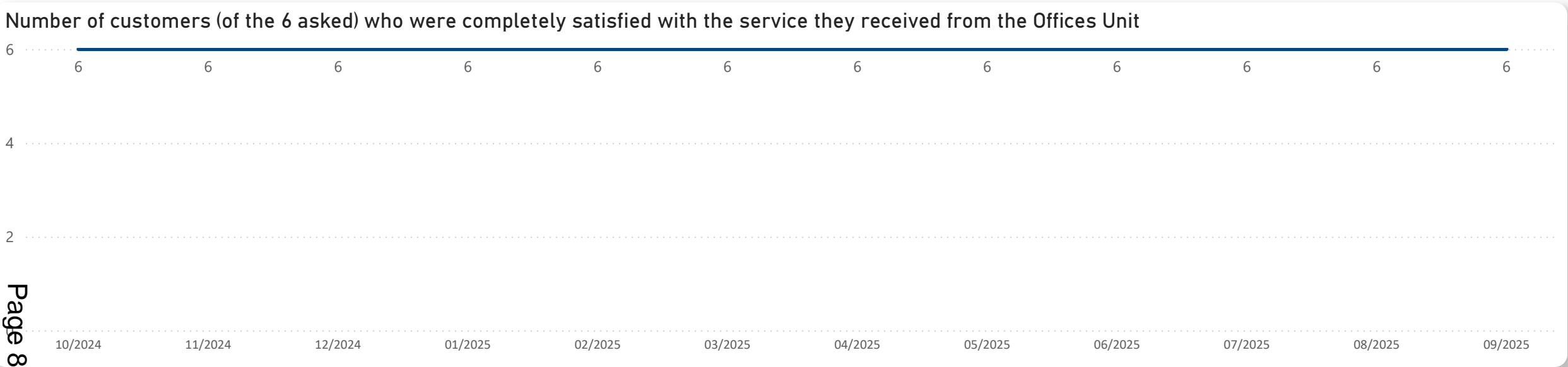
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Offices Unit

We gather the opinions of our office staff to find whether their offices allow them to do their work properly, which reflects the service they receive from us as a Unit.

It is encouraging to say that staff still feel that the service reaches the aim, as the last few months show.

- This is a summary of the comments received in the customer satisfaction survey:
- 1. "In my opinion, the offices allow me to do my work effectively. The location is good and allows me to go down quickly to members of the public who need to speak with me. The facilities in the office also allow me to complete my work effectively." (10/10)
 - 2. "In my opinion, the offices allow me to do my work effectively. The location is good and allows me to go down quickly to members of the public who need to speak with me.
 - 3. The facilities in the office also allow me to complete my work effectively." (10/10)
 - 4. "Very lucky in terms of the office. Thank you." (10/10)

Note: As our customers tend to be the same ones and there is not a high turnover, we collect feedback every two months to avoid a situation where we ask the same customers every month.



EIDDO 10: Property Development Service

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Measure: Percentage of the Property Development Service's projects moving forward according to the timetable after the full brief is agreed

The Property Development Service has 50 live projects at different stages of the process, and 38 projects in the defects period.

Of the live projects, 88% of them (44 projects) are moving forward in accordance with the original programme, are completed, or have not slipped further from the amended programme.

As seen in the lowest graph on the right, the different stages have been split as follows:

Feasibility Stage: 15 projects

- 12 on track
- 3 have slipped since the last report or continue to slip

Design Stage: 21 projects

- 18 on track
- 2 have slipped since the last report or continue to slip

Construction Period: 14 projects

- All (14) are on track

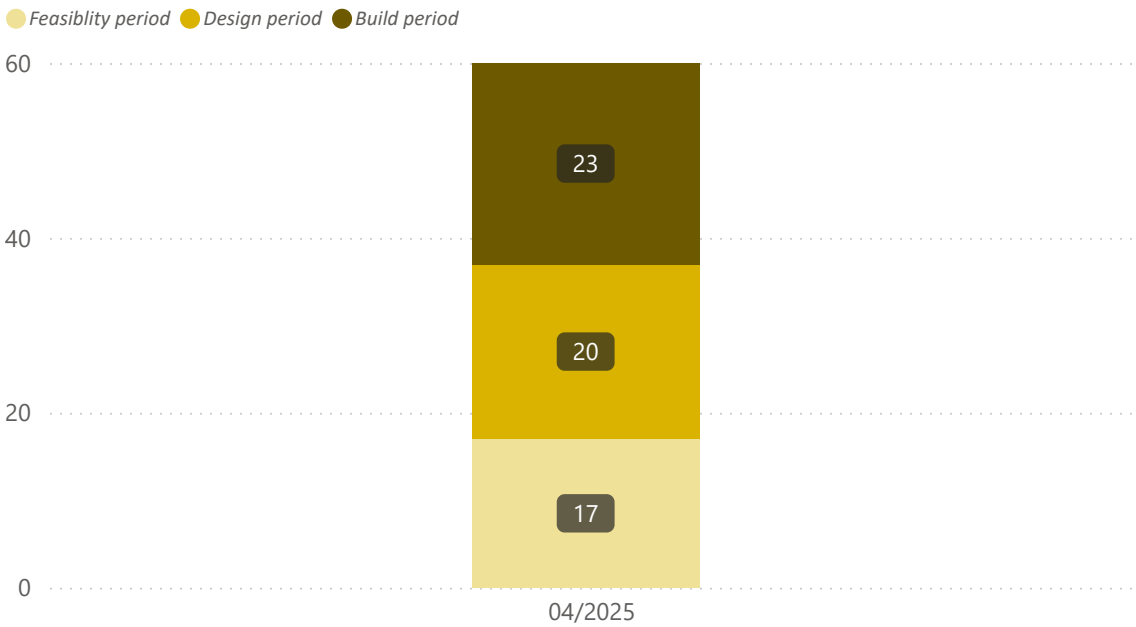
The 5 projects that are slipping are doing so due to circumstances beyond the Service's control.

During the period since the last report in April, 28 projects have been moved to the Archives.

Percentage of the Property Development Service's projects moving forward according to the timetable after the full brief is agreed



Service projects according to status



TAI 01: Grants and Projects Unit

⬅️ Back to dashboard

Measure: The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)

The number of empty houses that have come back into use has increased once again since the past few months to 331 (compared with 284 when it was last reported in April).

This includes 136 houses that have received a Gwynedd Empty Homes grant (project 3dd of the Housing Action Plan). This Plan helps an average of 4 local contractors on every application and over £1.28m has been spent to date, with the expenditure over the last few months as follows:

May: £9,264.17 | June: £49,516.18 | July: £95,066.75 | August: £112,674.99 | September: £75,127.07

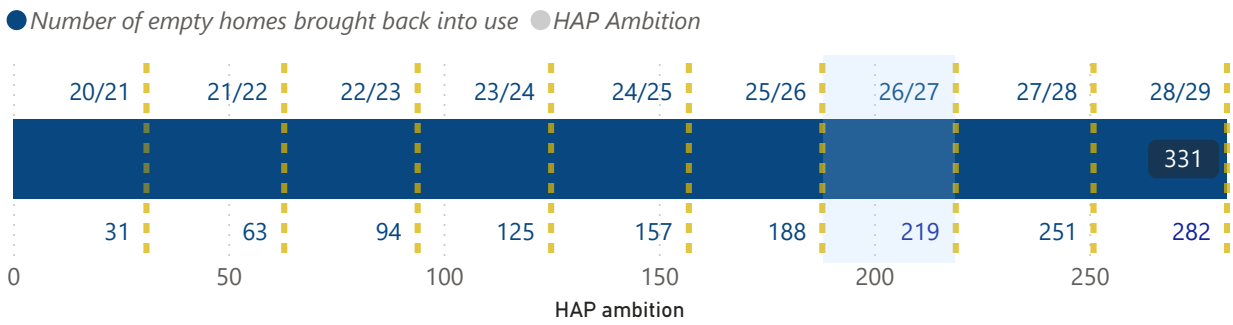
Much of the above expenditure has been spent in Arfon (55%) and Meirionnydd (30%), and 16% has been spent in Dwyfor.

Other plans make a difference to the number of empty homes in the county, such as 'Houses into Homes', with 35 houses brought back into use through this plan's support to date. Over the last period, 2 applications have made progress and are almost finished, and we are aware that two other applications are on the brink of being submitted.

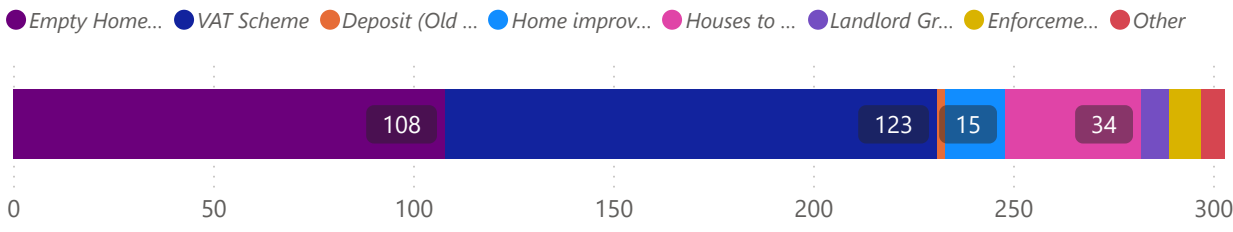
A report was presented to the Council's Care Scrutiny Committee on 25 September 2025, where information was shared about our plans to bring empty homes back into use - the report can be read here: [TAI GWAG.pdf](#). There was a clear interest in the plans and there was an opportunity to discuss and answer the Member's questions. The Committee decided to accept the report and encourage us to continue to implement across the county.

Following a team member's departure, our capacity has been impacted, and there will be a need to hold discussions to ensure that a sufficient resource is available to continue to offer the best service to the people of Gwynedd.

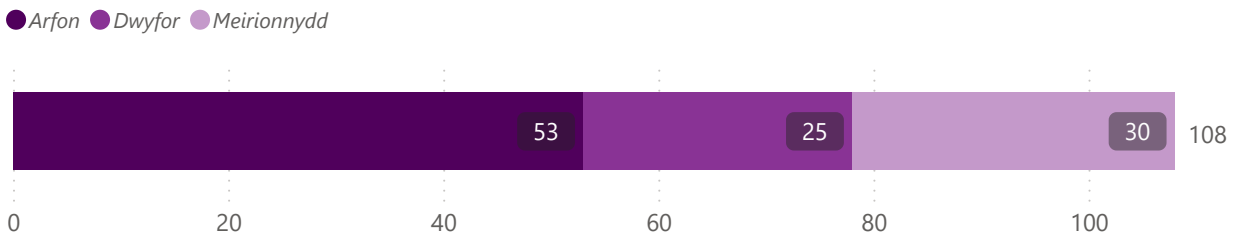
The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)



The number of homes to date according to type of support



Empty Homes Grants according to Gwynedd areas



TAI 02: Grants and Projects Unit

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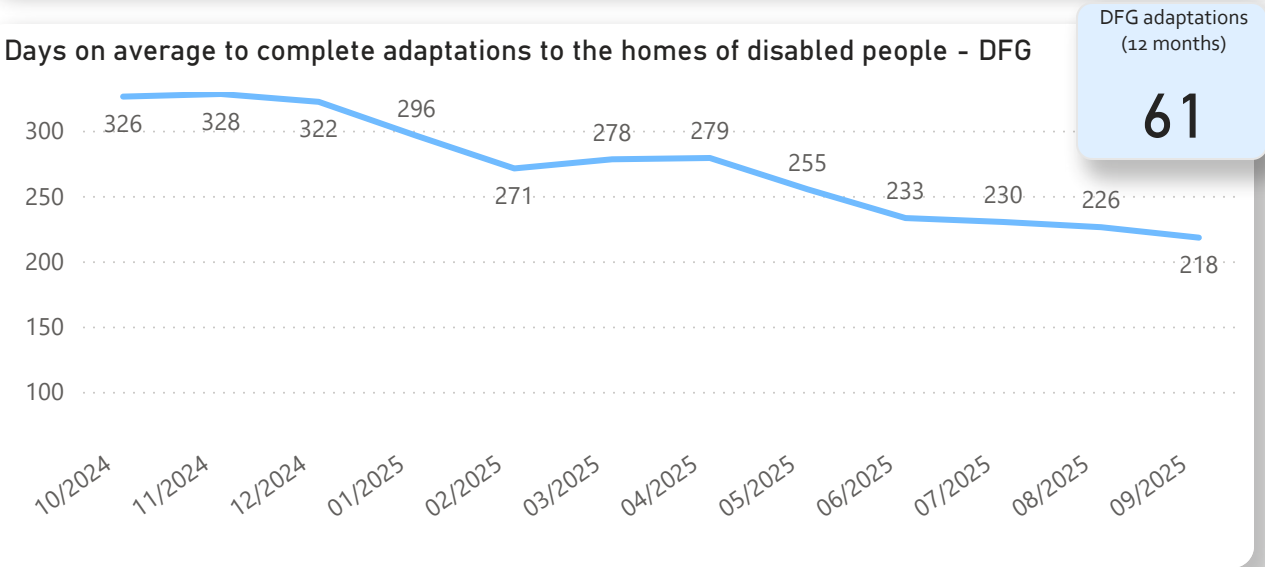
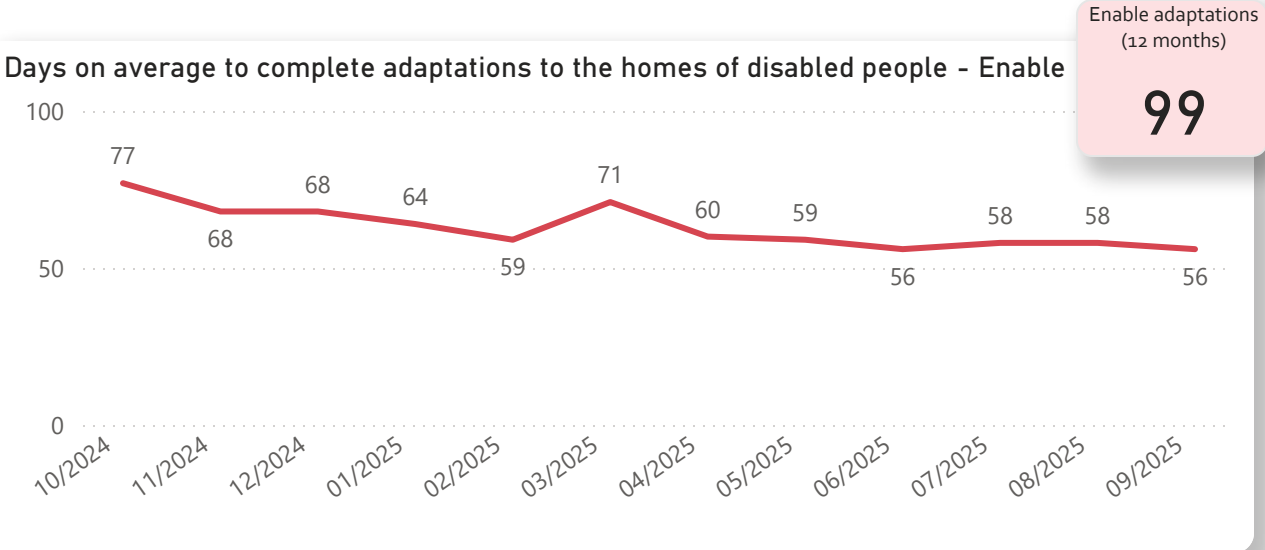
Measure: Days on average taken to complete adaptation works to the homes of disabled people - Enable Grant

Over the last period, the average number of days taken to complete adaptations to the houses of disabled people through the Enablement Grant has stabilised to between 56 and 59 days approximately. Between September 2024 and 2025, 99 Enablement Grants were completed. These grants ensure that minor adaptations, such as ramps to homes, or rails or stair-lifts are installed to help people to stay in their own homes and continue to live independently.

Between September 2024 and 2025, 61 DFG (Disabled Facilities Grant) adaptations have been completed, and the average number of days taken to complete adaptations have seen a significant and regular fall over the last year, from 329 days in September 2024 to 218 days this year.

The average cost of an adaptation through the Enablement Grant is £4,169.10, which reflects the fact that we no longer restrict the work by financial value, but by the scope of the work (no structural element), which continues to work well.

The average cost of DFG adaptations for children (£65,202.73) continues to be significantly higher than the usual adult DFG (£9,968.26) - this is because the nature of the adaptations is usually more complex, which leads to a longer period to complete the adaptation. However, we continue to do our best to keep the timings to the absolute minimum possible to provide the best possible service to Gwynedd's residents who are most in need, and cross-departmental discussions have helped with the nature of referrals and the expectations associated. In turn, that work is seen being reflected in the performance figures.

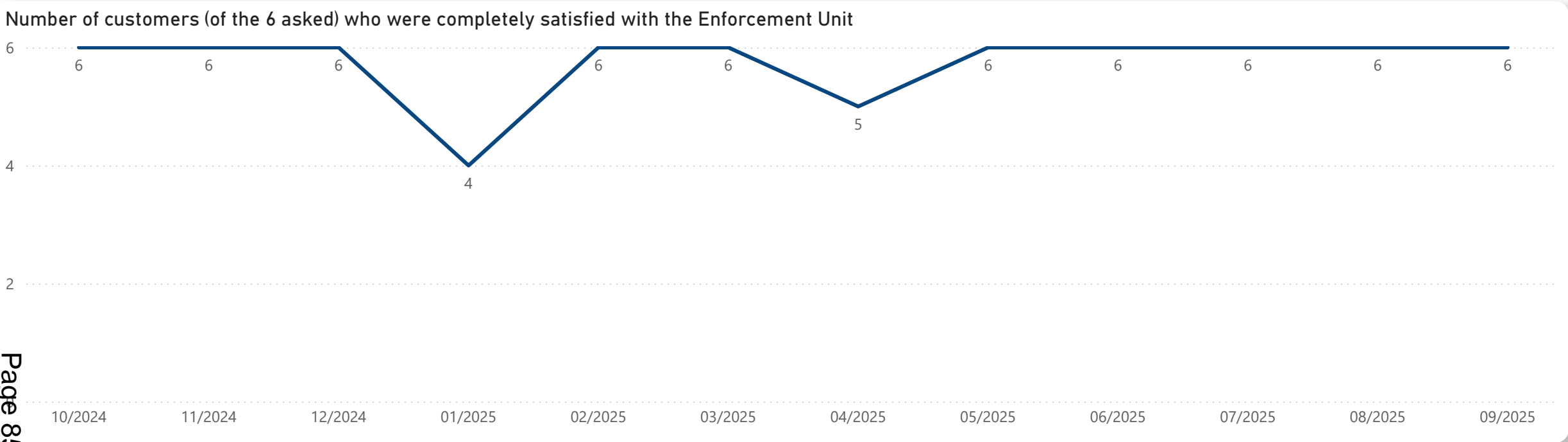
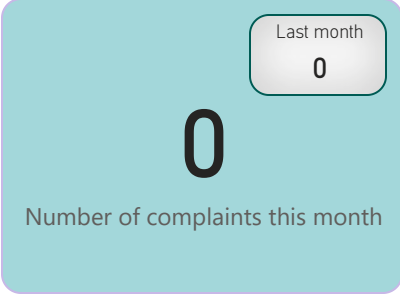


TAI 03: Enforcement Unit

Measure: Number of customers (of the 6 asked) who were completely satisfied with the Enforcement Unit

The Housing Enforcement Unit plays a key role in ensuring that Gwynedd's houses are safe for our residents by conducting inspections and enforcing standards on houses.

We gather feedback from our customers, and in general, the score and observations received are extremely positive, with continuous praise for our staff. It is good to note that this pattern continues, with everyone who has responded over the last period providing us with the highest possible score (10/10).



Measure: Number of social housing developed to achieve the HAP's ambition

433 units have been developed to date as part of the Social Housing Development Programme.

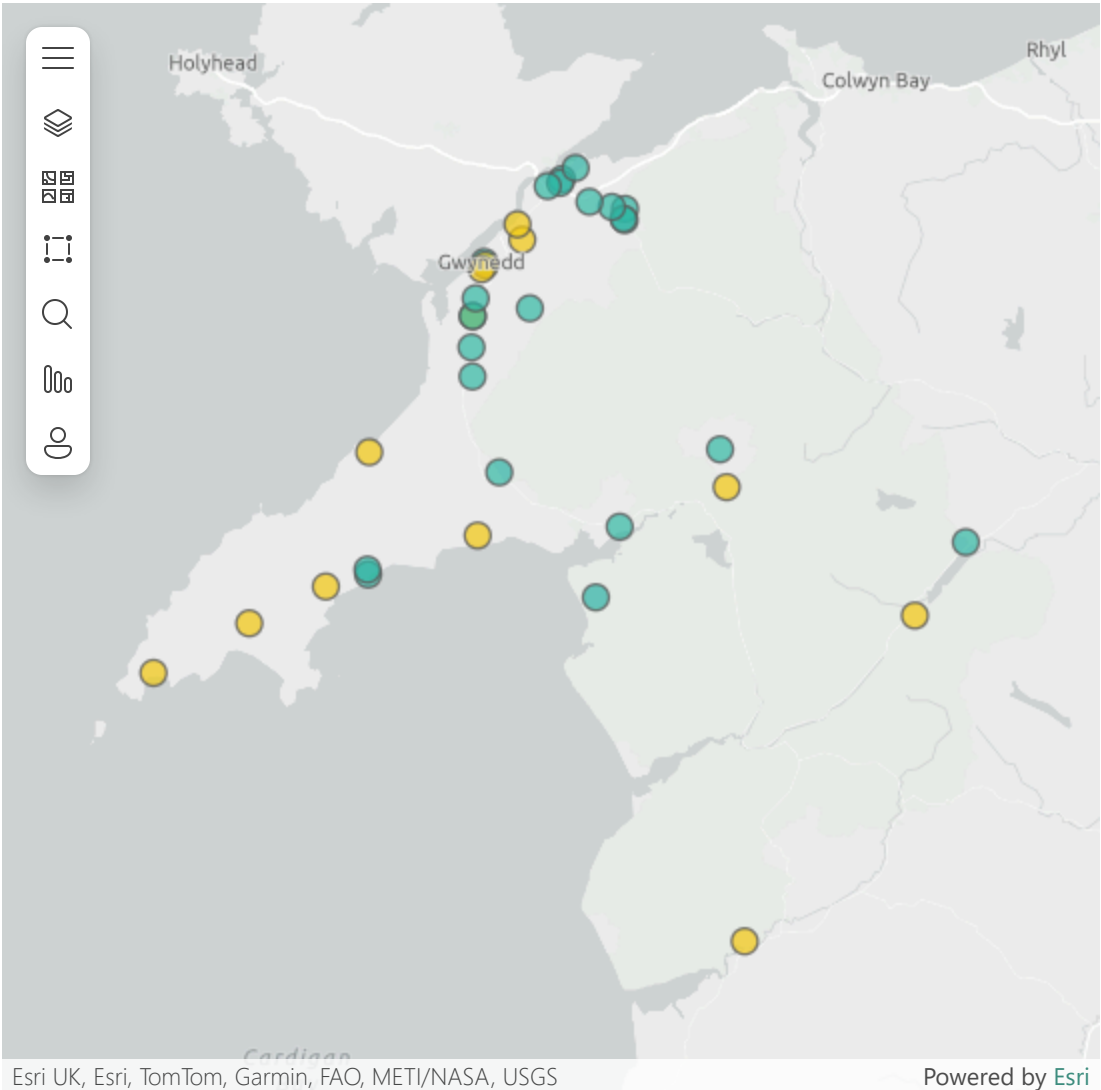
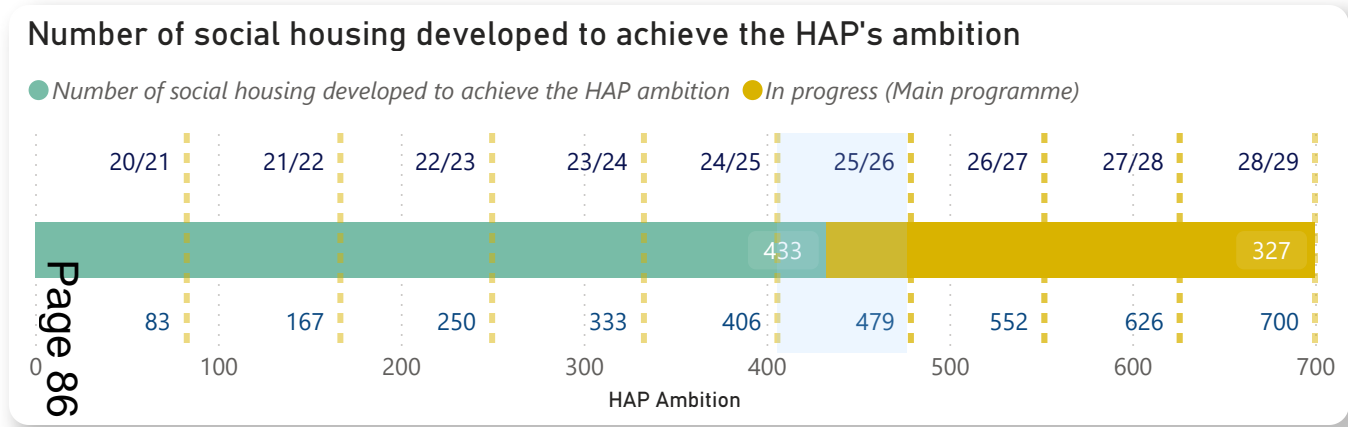
In June, the Cae Ifor, Pwllheli plan was completed, with the site welcoming a variety of social and intermediate tenancies and properties. On the site, there is a mix of 2–4-bedroom properties and two bungalows.

In August, a site near Penyrhwylfa, Harlech was completed, a site with 19 properties, with a mix of 1-bedroom flats, bungalows and 2, 3 and 6-bedroom houses.

During this period, one house was erected as a result of a recommendation from the Specialist Housing Group as they identified a local family's need for a specialist accessible property.

In September, Maes Deudraeth, Penrhyndeudraeth was completed in its entirety with the last 10 properties overrunning. Tenants received their keys mid-September.

327 units are underway on the Main Programme and are at different stages of the process.



TAI 05: Housing Action Plan (HAP)

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Measure: Number of people who have received support to live locally through the Housing Action Plan

11,385 people have received support through the Housing Action Plan since it was launched. This can be through many ways, including receiving social or intermediate tenancy (scheme 2a), through our Buy to Let Scheme support (2c) or Homebuy (3f), by receiving a grant to bring an empty house back into use (3dd) or receiving an exemption for additional Council tax whilst renovation work on an empty home is underway (3e), by receiving support or advice from our energy service (4a) or by receiving a grant or a loan to make adaptations to a house to ensure that a disabled person is able to continue living independently at home (5e, 5f, 5ff), and many more.

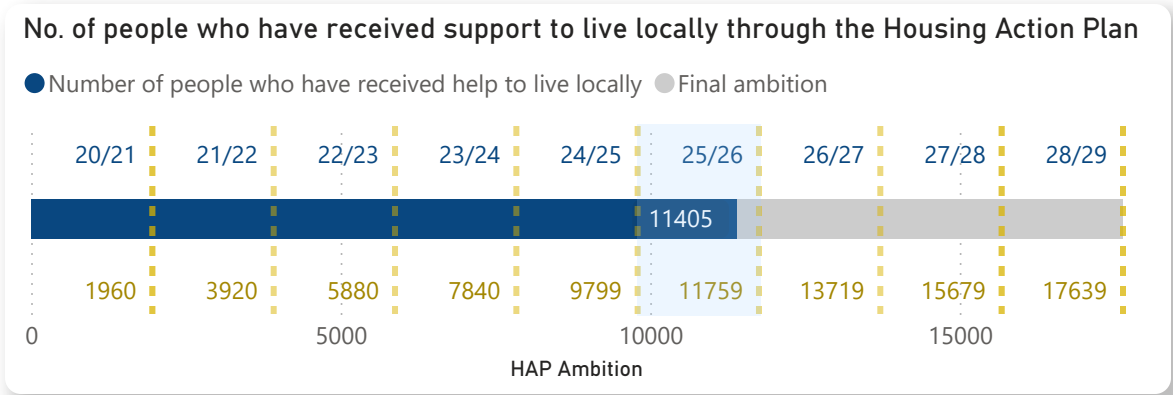
A report was presented to the Council's Cabinet on 13 May 2025, and received its seal of approval to extend the Plan for an additional two years (until 2028/29) and to earmark the additional funding that will be received because of its extension. An updated Plan was announced here: [Cyngor Gwynedd Housing Action Plan \(2020/1 - 2028/9\)](#). The value of the Housing Action Plan has now increased to approximately £190m (through several financial sources), and 2,003 units will be created, and 17,639 people will be helped.

Some highlights because of the Housing Action Plan over the last period:

- **Tŷ Gwynedd - scheme 3a:** Work is ongoing on the Llanberis and Coed Mawr sites and are progressing well. The construction work in Llanberis is expected to be completed over the coming months, and the process of marketing the homes for prospective applicants has started with Tai Teg. The handover from the contractors is expected in November, and they will be sold very soon afterwards. The process of naming the Coed Mawr site is coming to an end following an engagement period (which included giving an opportunity to the pupils of local schools to offer ideas and be part of the process). It is expected to announce the site's new name in the coming months.
- Engagement and communication with communities – plan 3c: During April, May and June, a second series of Tai ar Daith was conducted - a series of events taking housing officers and associated fields out to the community to speak with Gwynedd residents. This time they visited Bethesda (where 43 members of the public and councillors came to see us), Porthmadog (40), Tywyn (38) and Nefyn (37).
- Gwynedd Empty Homes Grant (3dd): This August, the Council announced an amendment to the Empty Homes Grant criteria which means that more people are now eligible for it. The

income threshold has increased to £60,000, and a grant of up to £25,000 is now available. The method of qualifying properties has also changed, and the Council tax bands are now used. More can be read here: [More Gwynedd residents now eligible for empty home grant](#)

- One-stop shop for housing matters (6): On 15 September 2025, the One-stop Shop was launched, which is a front door for all Gwynedd housing enquiries. The aim of the service is to facilitate and simplify the county's residents' access to information and advice on housing matters, and the feedback to date is positive and 83 people have been helped (15-30 September). During the period leading to the launch, drop-in sessions were held for Elected Members and the new procedure was promoted on our social media and through the press ([click here to see the press release](#)).



TAI 06: Housing Action Plan: The 'Buy to Let' Scheme

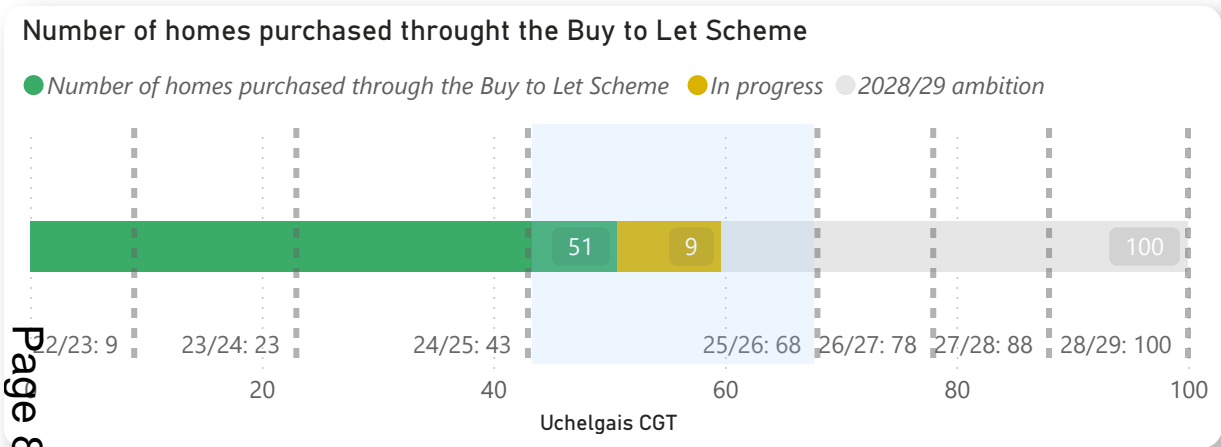
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Measure: Number of homes purchased through the Buy to Let Scheme

Over the last period, 5 houses have been purchased through the Buy to Let Scheme, which brings the total to date to 51 houses. Houses were purchased in the following areas: Caernarfon (2), Abersoch, Bangor and Cricieth. 9 other purchases are underway in locations across Gwynedd, including Llanrug, Nefyn and Bangor. Of the 51 in our possession, 20 are on let and are now homes to Gwynedd families. The story of one of these was shared recently - Ffion and Rhodri's story can be seen here: [Cyngor Gwynedd's Buy to Let Scheme offers a key to the future for a young couple](#)

The rest includes:

- 6 ready for marketing / in the process of being let
- renovation work is progressing on 16 houses - with 13 supposed to be finished by the end of November
- work programmes and tendering packages are being prepared for 9 houses



TAI 07: Commissioning Unit (Housing Support Grant)

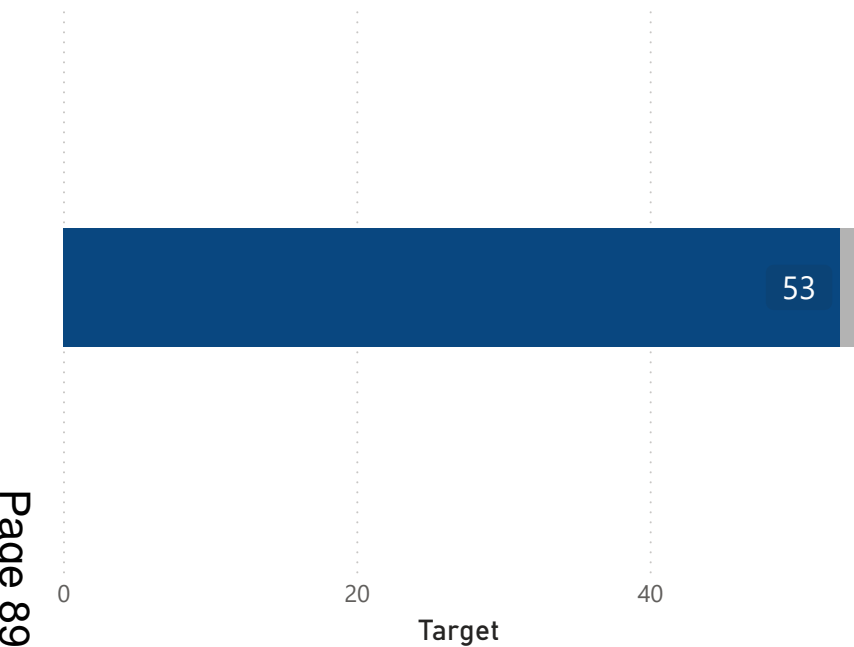
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Measure: Number of reviews conducted of the Housing Support Grant schemes

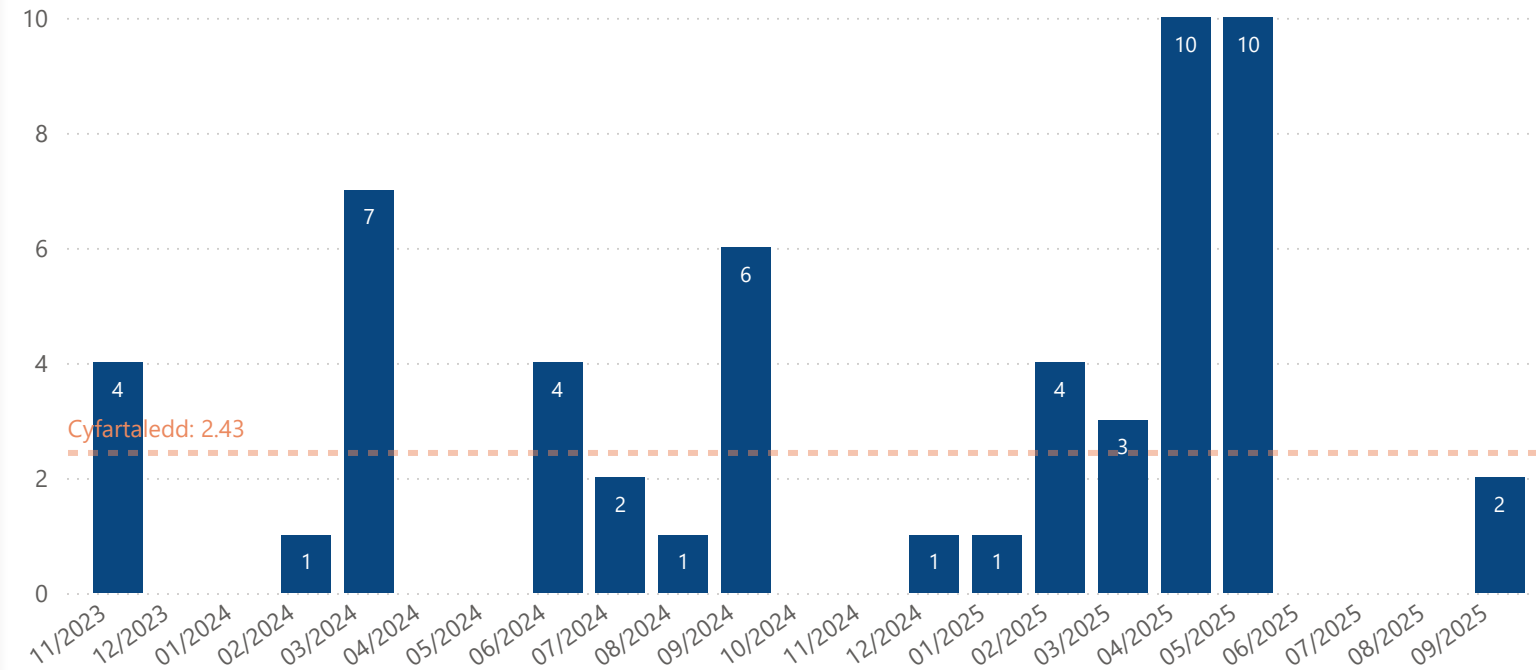
Over the last period, 12 reviews were conducted - 10 in May and 2 in September 2025. Despite the good progress made during May, with twice as more reviews being held than the target, we acknowledge that the performance for the 3 following months has been lower than the target and that is disappointing. There are factors that impact the cyclic nature of conducting the reviews; for example, some projects reviewed are more complex in nature and need a longer schedule and an additional resource to maintain them, we have also been working on adapting and standardising the Housing Support Grant services' review process, including reviewing the documentation associated with the process, and this has disrupted the performance. The work plan for the next period sees 25 reviews being completed between now and the end of December 2025, which will put the schedule back on track. We will also introduce a new arrangement that will pre-warn service providers of our intention to conduct a review of their services far in advance (for 6 consecutive months) to avoid situations that have come up recently where reviews are postponed last minute due to the lack of the availability of the providers' key officers

Number of reviews conducted of the Housing Support Grant schemes


Actual annual number 24 month ambition



Number of projects funded through the Housing Support Grant which have been reviewed by month



TAI 08: Homelessness Service

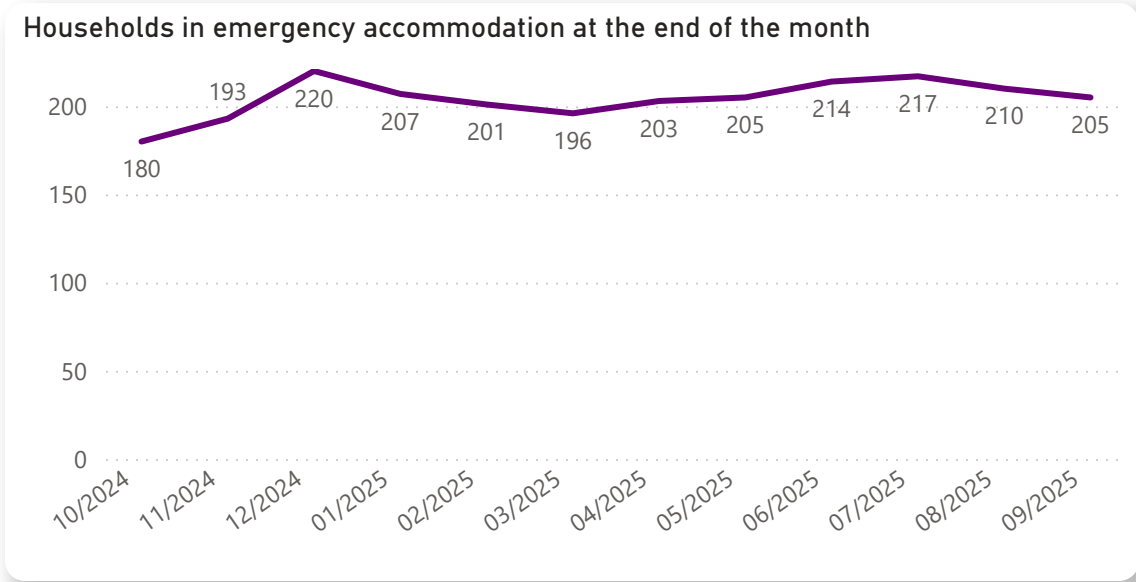
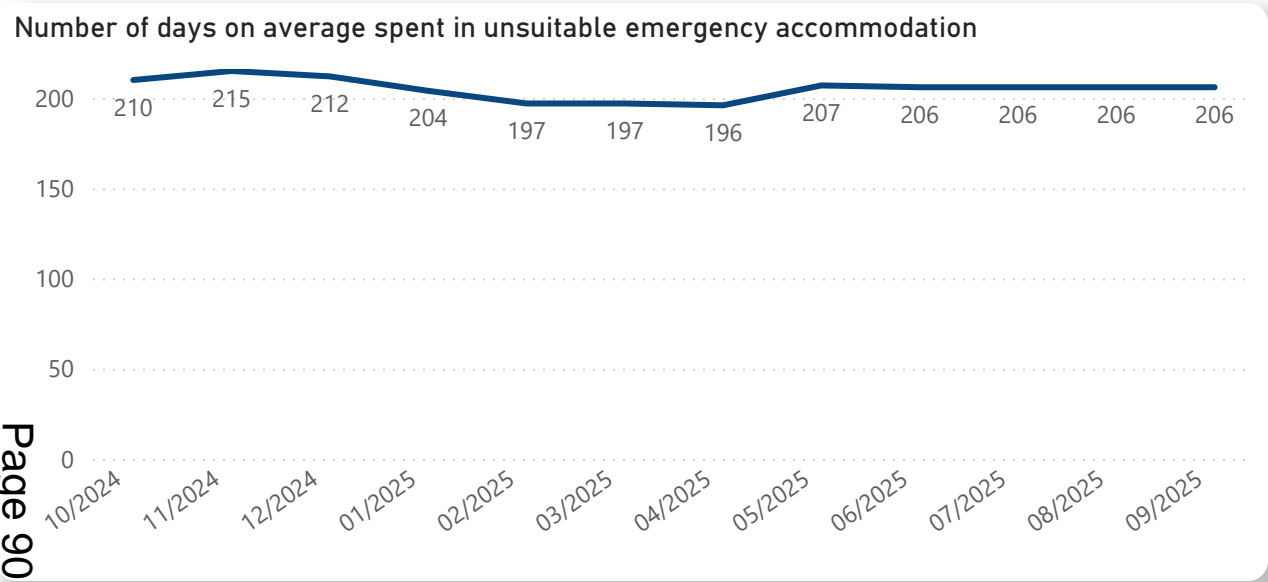
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Measure: Number of days on average spent in unsuitable emergency accommodation

Over the last five months, the homelessness figures have remained comparatively stable, despite the continuous and substantial demand for the service. On average, the levels of presentations to the service remains to be very high, with approximately 20 new individuals presenting themselves to the service every week, which shows that there is a high and continuous level of pressure on the team. It must be noted that the period ahead over the winter tends to see an increase in the presentations (this is seen in the graph for the same period in 2024) and it is anticipated that the pressure on the service will significantly increase then.

However, the fact that the general figures have not increased during this period is testament to the officers' commitment and hard work. Their efforts, especially when moving people forward quickly from bed and breakfast accommodation to a more sustainable accommodation, has been an essential factor when maintaining stability. Without their consistent focus on managing cases, working in partnership and moving people on in a timely way, the number of households in Emergency Accommodation will certainly be higher.

This performance outlines the team's resilience and the efficiency of our approach when responding to a climate that continues to be very challenging. Although the demand has not reduced, the officers' ability to balance prevention activity with managing those already in temporary accommodation ensures that we shoulder the demand as much as possible.



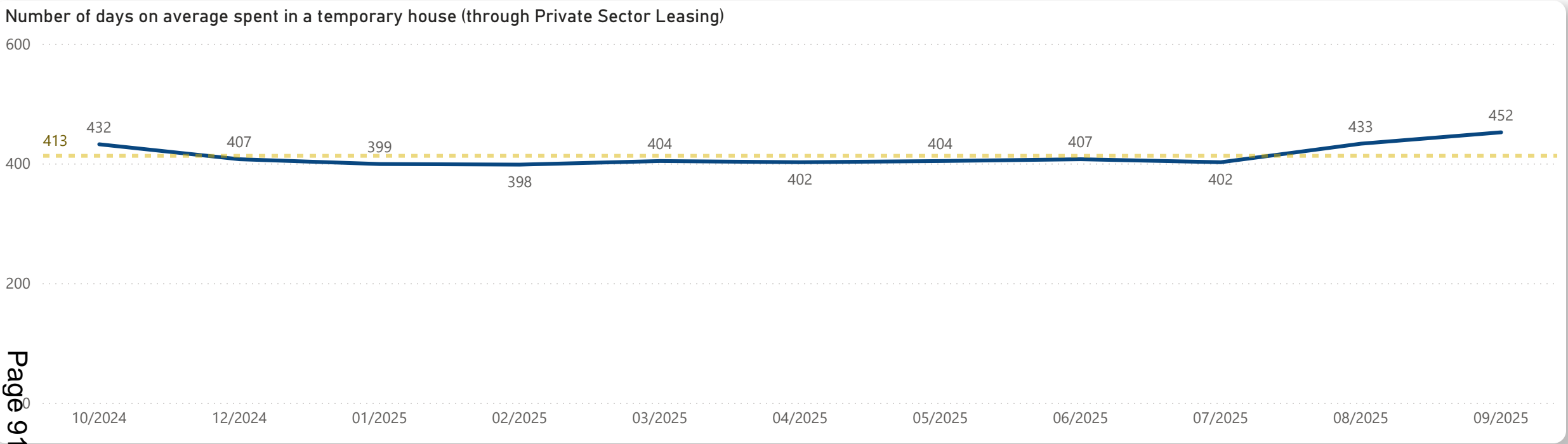
TAI 09: Homelessness Service

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Measure: Number of days on average spent in a temporary house (through Private Sector Leasing)

Over the reporting period, the average number of days that individuals wait in temporary accommodation under the private sector renting scheme has been volatile. This variation is influenced by many factors beyond the team's direct control. Specifically, lack of options for permanent accommodation to move individuals on. In addition, the fact that some individuals refuse offers and ask for suitability reviews adds to the delay before they move on.

Despite these challenges, the team continues to manage the flow effectively, ensuring that movements are happening where possible, and in doing so reducing the pressure on the PSL accommodation. The situation reflects the challenging reality of providing sustainable pathways to permanent accommodation.



TAI 11: Housing Options Team

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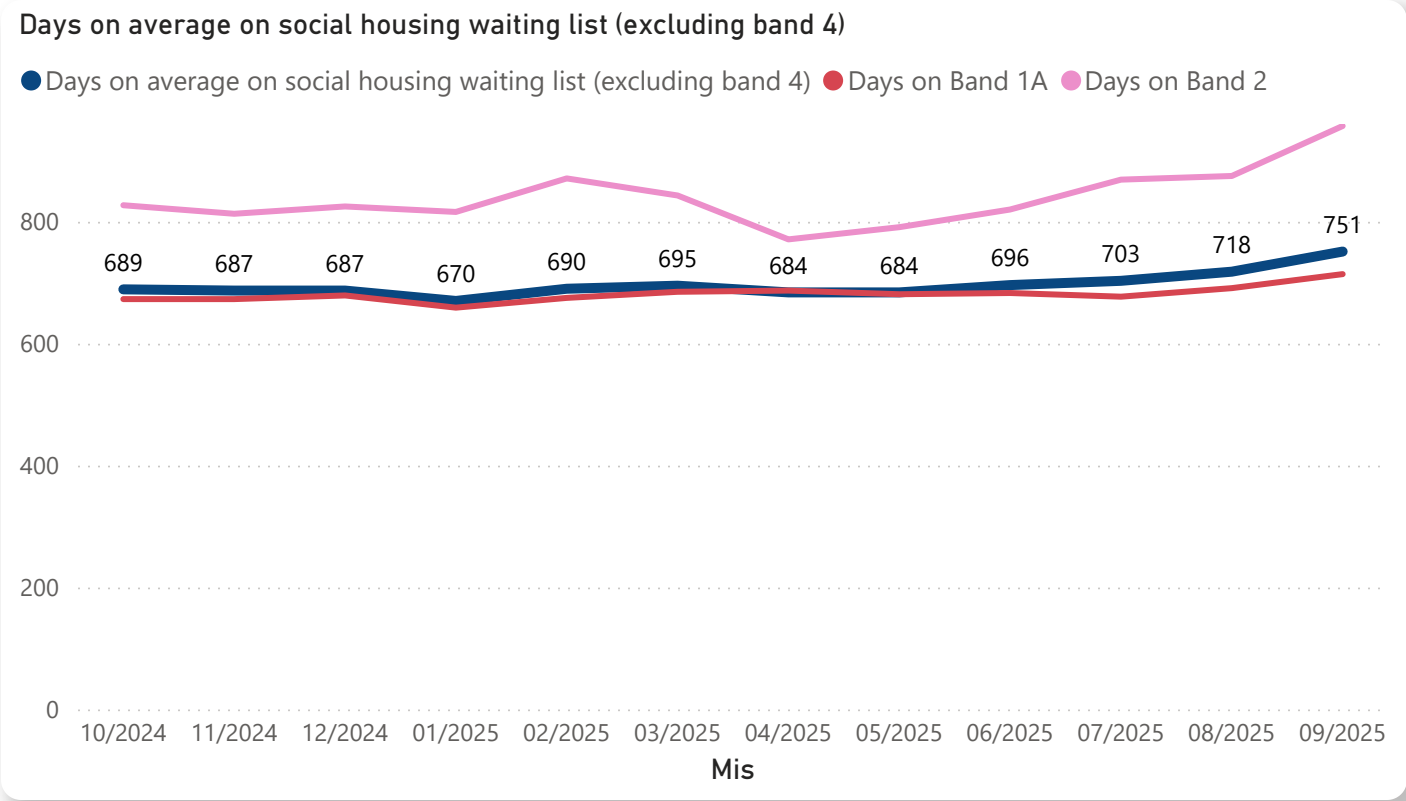
Measure: Days on average on social housing waiting list (excluding band 4)

For some time, the average days on a waiting list for a social house was stable at under 700 days. Unfortunately, this period has increased again over the last five months, from 684 in May to 751 in September. Applications in band 1a on average wait a little less - 714 days - for a property, and the highest number of lettings are also in this band, 20 out of 26 lettings in September.

An average of 751 days is too high, and this reflects the challenges in Gwynedd at present, such as the lack of a sufficient number of houses to fulfil the need (despite a very healthy social housing construction programme), as well as challenges when letting houses.

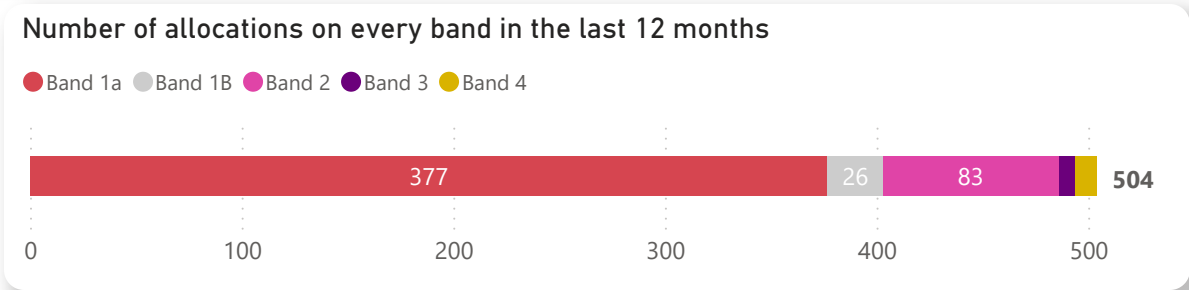
The One-stop Shop was launched, which offers a space for Gwynedd residents to receive advice and support with housing enquiries, on 15 September 2025, and the team has already helped many residents.

The work on establishing a new Housing Options system has been completed, and the system is now live following a standstill period whilst the transfer and maintenance work was happening.



Last months's allocations

	0	5	1	0
Band 1A	Band 1b	Band 2	Band 3	Band 4

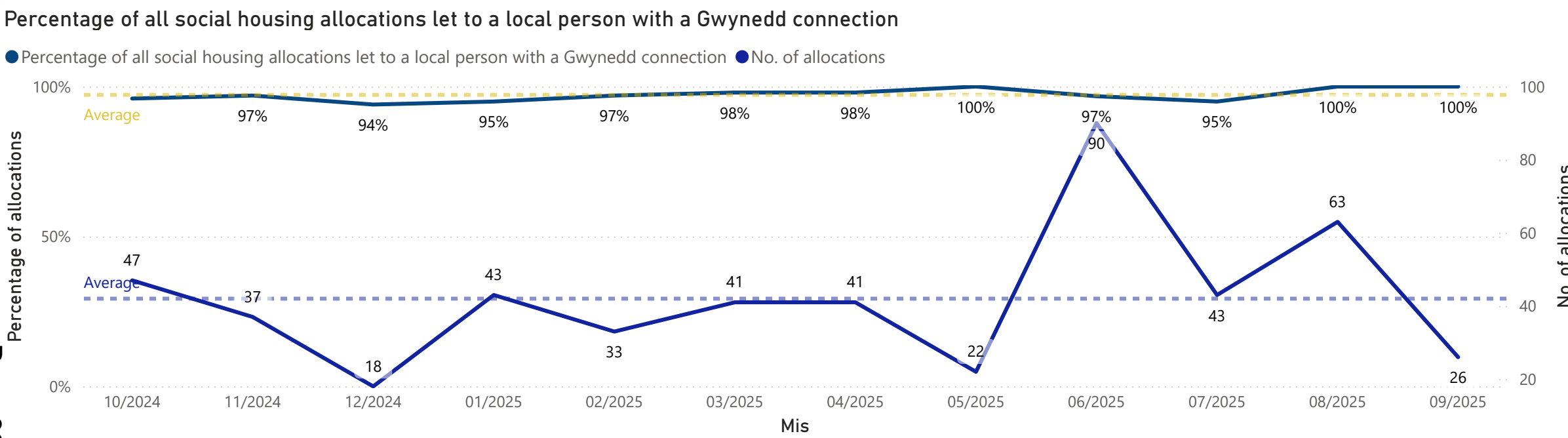


Measure: Percentage of all social housing allocations let to a local person with a Gwynedd connection

During the last period (May - September 2025), an average of 98% of the social housing lettings went to a local family or person with a connection to Gwynedd. This includes 100% of lettings in May (22 lettings), August (63 lettings) and September (26 lettings).

Over the last year, an average of 97% of lettings have gone to people with a Gwynedd connection, in accordance with what is defined by the General Housing Allocations Policy and is a statutory requirement on us as a Council.

During this period, the number of allocations has greatly varied, which is a mixture of new developments being completed and a delay in receiving data.



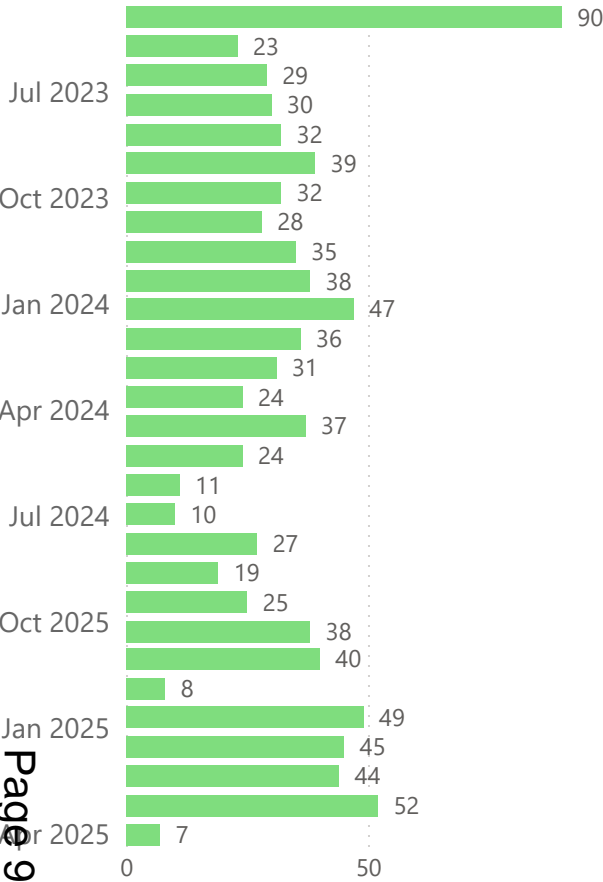
TAI 13: Fuel Poverty

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Measure: Number of homes that have seen an improvement in their Energy Performance Certificate

Total of EPC improvements: (Bl...

Monthly EPC improvements

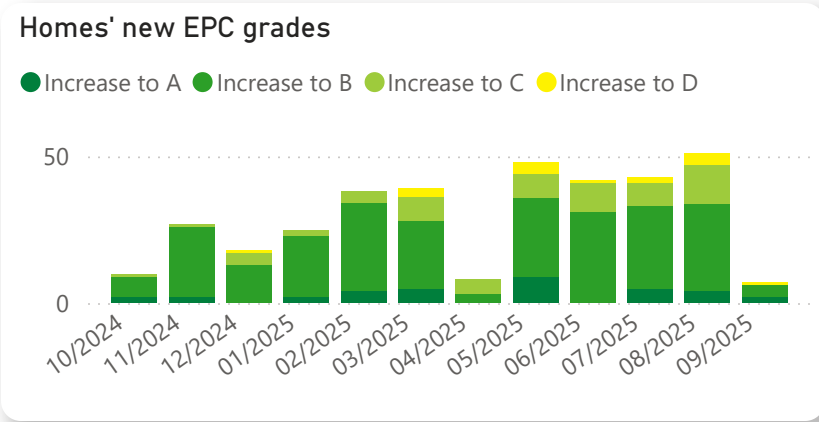
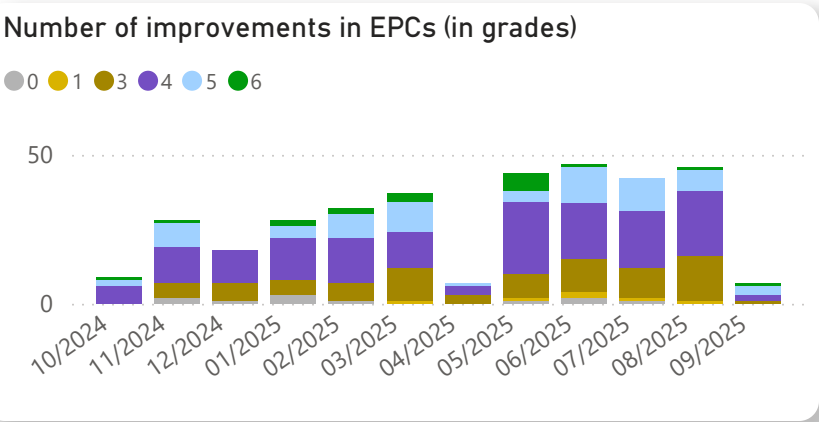


This is a measure which looks at the increase in EPC levels on houses that have received Eco 4 support. The Eco 4 Scheme started in October 2022 and the data for May 2023 in the graph below is a combination of 8 months of data. Between October 2022 and September 2025, 950 houses have seen an improvement in their energy performance, with an increase in the EPC (Energy Performance Certificate), with 88 increased to A, 602 to B and 112 to C. This means that there has been an expenditure of over £10M on houses in Gwynedd since the beginning of ECO 4.

Alongside this, 1,802 applications have been approved in the same period. The improvements that are happening include insulating the walls and roofs, heating schemes and solar panels. Members' attention is drawn to the prominent difference between the approval figure and the progress figure when reporting every time. There are various reasons for this difference:

- The time it takes for contractors to set the meter
- The weather
- Conservation Area
- The customer wants to delay/stop for personal reasons
- People withdrawing for different reasons (e.g. do not want the trouble of redecorating)
- Not enough funding offered by the funders which means that the plan is unviable
- Financiers are slow giving their seal of approval

As a result, the data will consistently change as work is completed.



Agenda Item 7

MEETING	CARE SCRUTINY COMMITTEE
DATE	20 November 2025
TITLE	Children and Families Department and Adults, Health and Well-being Department Complaints Task and Finish Group Brief
PURPOSE OF THE REPORT	To adopt the brief and to elect members
AUTHOR	Llywela Haf Owain, Senior Language and Scrutiny Advisor

1. Following receipt of the annual complaints and expressions of gratitude report of the Adults, Health and Well-being Department and the Children and Families Department, at the Care Scrutiny Committee meeting on 25 September 2025 the committee decided that they were eager to establish a task and finish group to consider the subject in more detail.
2. It became clear that members wished to receive more detailed information about the individual complaints, the complaints procedure and what is allowed when an investigation takes place, why a majority of individuals choose to complain in English and the safeguarding support given to staff who deal with persistent complainants.
3. Please see the brief for the work as an appendix to this report.
4. A maximum of five members can be part of the task and finish group and in accordance with the Council's Constitution, membership must include representation from no fewer than two different political groups.
5. **The Committee is asked to:**
 - (i) **adopt the brief.**
 - (ii) **elect five members to undertake the work of the task and finish group as well as to elect a reserve member.**

TASK AND FINISH GROUP SOCIAL SERVICES COMPLAINTS 2024-2025

BRIEF

What matter is being considered?

The annual complaints report of the two departments that provide social services, namely the adults, health and well-being department and the children and families department, were submitted to a meeting of the Care Scrutiny Committee on 25 September 2025.

In accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 which came into force on the 1 August 2014, the Director of Social Services is required to produce an annual report on the way complaints are handled and investigated.

The report provided:

- information on the number of complaints received by both departments
- the reasons for them along with solutions
- a summary of the lessons learnt
- the actions taken in relation to the complaints received.

Responses were provided to several matters that arose during the committee meeting, but some additional issues arose. It became clear that members wished to receive more detailed information about the individual complaints, the complaints procedure and what is allowed when an investigation takes place, why a majority of individuals choose to complain in English and the safeguarding support given to staff who deal with persistent complainants.

The aim of the work is to ensure:

- that members understand the complaints handling arrangements and receive concise information on all complaints received during 2024-2025
- a better understanding of the reasons behind individuals' choice to complain in English and whether something can be done to encourage more to complain in Welsh
- that there is adequate support in terms of safeguarding for staff dealing with persistent complainants.

It will not be possible to share names/information about specific individuals due to confidentiality issues.

Actions

- The Care Scrutiny Committee to receive the brief and identify five Members to participate, with the membership to include representation

- from no fewer than two different political groups, as well as reserves in case not everyone is able to attend the meeting (20/11/2025)
- Ask the Scrutiny Forum to prioritise resources to hold a Task and Finish Group at their December meeting
 - Hold one meeting for the five members with representatives from the Children and Supporting Families, and the Adults, Health and Well-being departments in the new year
 - Report back to the Care Scrutiny Committee – 26 March or June 2026

Key officers

The meeting will take place for the five members identified to take part in the task and finish group and the following key officers:

DEPARTMENT	KEY OFFICER
Children	Lowri Williams, Customer Care Officer Elliw Haf Hughes, Assistant Head of Safeguarding and Quality Aled Gibbard, Head of Resources - Children Department
Adults	Geraint Wyn Jones, Customer Care Officer Mannon Trappe, Assistant Head of Safeguarding and Quality
Corporate Services	A representative from the democracy and language service to lead the work

CARE SCRUTINY COMMITTEE, 25 SEPTEMBER 2025

Present:

Councillors:

Elwyn Jones (Chair), Jina Gwyrfai, Beth Lawton, Eryl Jones-Williams, Sian Williams, Rheinallt Puw, Gwynfor Owen, Angela Russell, Meryl Roberts, Einir Wyn Williams, Elin Walker Jones, Menna Baines, Gareth Coj Parry, Berwyn Parry Jones and Anwen J. Davies.

Officers present:

Llywela Haf Owain (Senior Language and Scrutiny Advisor), Courtney Leigh Jones (Civic and Democracy Services Officer).

Present for item 5:

Councillor Menna Trenholme (Deputy Leader and Cabinet Member for Children and Supporting Families), Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Aled Gibbard (Assistant Head of Children and Supporting Families), Mari Wynne Jones (Head of Adults, Health and Well-being Department).

Present for item 6:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being) and Mari Wynne Jones (Head of Adults, Health and Well-being Department), Sian Edith Jones (Assistant Head of Adults Services), Lynne Lloyd Jones (Adults Services Project Manager) and Rhian Green.

Present for item 7:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Mari Wynne Jones (Head of Adults, Health and Well-being Department), Craig ab Iago (Local Member), Sian Griffiths (Well-being Team Leader).

Present for item 8:

Councillor Paul Rowlinson (Cabinet Member for Housing and Property), Hedd Morlais Glyn Tomos (Assistant Head of Department for Housing and Property) and Gareth Moriarty Owen (Enforcement and Projects Manager) and Catrin Thomas (Corporate Director).

1. APOLOGIES

Apologies were received from Councillors Geraint Wyn Parry and Linda Morgan.

2. DECLARATION OF PERSONAL INTEREST

A declaration of personal interest was received from Councillor Eryl – Jones Williams for item 6. This was not a prejudicial interest and therefore he did not withdraw from the meeting for the discussion.

A declaration of interest was received from Councillor Jina Gwyrfai for item 8. This was not a prejudicial interest and therefore she did not withdraw from the meeting for the discussion.

3. URGENT BUSINESS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 12 June 2025, as a true record.

5. ANNUAL REPORT ON THE CHILDREN AND SUPPORTING FAMILIES DEPARTMENT AND THE ADULTS, HEALTH AND WELL-BEING DEPARTMENT'S COMPLAINTS, ENQUIRIES AND EXPRESSIONS OF GRATITUDE PROCEDURE FOR 2024-25

The report was presented by Councillor Menna Trenholme, Deputy Leader and Cabinet Member for Children and Supporting Families.

She gave a reminder that the report was in accordance with the Social Services' Complaints Procedure Regulations and the Welsh Government's Representations Procedure Regulations. It was noted that it was an opportunity to review how the department dealt with the concerns of Gwynedd residents. The importance of the report in measuring the performance of departments was outlined and how lessons could be learnt from each case in order to improve services for the people of Gwynedd.

It was noted that the Adults Department had received 42 informal enquiries and 23 formal complaints. The Children's Department had received 28 informal enquiries and 25 formal complaints. It was confirmed that a large proportion of the enquiries had been resolved promptly and it was confirmed that there had not been any inquiry by the Ombudsman in 2024-25.

It was confirmed that the Adults Department had received 106 expressions of gratitude and the Children's Department had received 95. The main themes learnt in the report were outlined and the importance of clear communication, supporting staff to deal with complainants in difficult situations and continuing to address the pressures on domiciliary care were emphasised.

It was noted that there was a marked increase in the use of the Welsh language in the Adults Department. The department's intentions in looking ahead to 2025/26 were outlined which included:

- sharing lessons on a regular basis with the management team
- continuing to chair the North Wales Customer Care Officers Group

- encouraging the sharing of compliments alongside complaints
- promoting the completion of e-learning training
- rolling out the awareness raising campaign with posters in residential homes and public buildings.

It was emphasised that it was the people of Gwynedd and not the number of complaints that was important to both departments. It was noted that complaints were an opportunity for the department to learn, improve and strengthen the department's commitment to delivering quality services.

In opening the discussion to members, it was highlighted that enquiries to both departments had increased significantly, however it was noted that the number of complaints had remained constant. The department emphasised that considerable effort had been made to make staff aware of the complaints procedure and to try and get solutions before the enquiry became a complaint.

A question was asked about the increase in the number of freedom of information requests and what was the main reason behind this increase. The response given was that there were several reasons for the increase in requests such as public press coverage, requests from the police for background information, some for research purposes and it was noted that some were requests that could be presented annual. With increasing numbers, it was explained that a lot of officers' time was spent searching for and sharing the information.

It was noted that it was pleasing to hear that the report was about people rather than numbers, and that the examples brought the report to life. However, more information about the complaints was requested. The response given was that more information could be shared but only in the right forum as these issues were highly sensitive. It was agreed to create a working group to look at complaints in greater detail and possibly look at specific themes in order to maintain confidentiality.

It was highlighted that some of the examples indicated that there were no lessons to be learnt from the complaint, and it was asked if there was a reason for this. It was explained that the concerns were very wide-ranging, but that these complaints needed to be looked at specifically and that the department would report back to the member.

The huge increase in threats to staff was highlighted, and it was asked what was being done to protect staff. It was noted that this was a priority in the department and that risk assessments were being carried out at an individual level to ensure alternative arrangements if necessary. It was noted that this element could be scrutinised in the future in terms of ensuring that procedures were in place.

DECISION

- To accept the report**
- To establish a working group to look in more detail at complaints, enquiries and expressions of gratitude for further consideration**

6. HOSPITAL DISCHARGE PROJECT

The report was presented by the Cabinet Member for Adults and Well-being, Councillor Dilwyn Morgan, the Head of Adults Department, and the Head of Adults Health and Well-being, Mari Wynne Jones.

It was reported that the project encompassed the important work of the multi-agency network in supporting residents to return home from hospital. The current arrangements of the Community Resources Teams in supporting adults after they are discharged from hospital were outlined. It was explained that the Teams supported adults with physical needs, ill-health, age-related conditions and dementia. Details were shared of the care pathways available to patients in the context of the principles of the Social Services and Well-being Act. It was emphasised that individuals' personal resources and strengths were at the centre of care and support needs assessments and plans, to ensure that individuals received bespoke care.

It was confirmed that the principles were based on the Social Services and Well-being (Wales) Act 2014. It was noted that the legal framework was used to identify a person's personal outcomes and to assess their care and support needs. The importance of encouraging people to return home from hospital for their own good was emphasised, noting that it was a matter of concern that "an extra 10 days in hospital equated to 10 years of muscle ageing in people over the age of 80". It was emphasised that the project aimed to ensure the best possible care by supporting people to stay at home in their communities, to promote individual independence and alleviate the pressures on social care and community services that were already hard pressed.

It was elaborated that the project was being implemented in response to a report published by Senedd Cymru, investigating the role of local authorities in supporting people to leave hospital in a timely manner. It was explained that there was a lot of work undertaken between the Council and the Health Board to try and improve the journey for individuals upon leaving hospital. It was noted that the Association of Social Directors had produced a paper framing the national context in Wales and the importance of collaboration between the different agencies. It was highlighted that NHS Wales used specific codes to determine the pathway of individuals who are discharged from hospital, based on the principles of Discharge to Recover then Assess (D2RA). Details were given of the four streams.

The Project Manager detailed that this was a Pilot Scheme that would run for a period and the developments would hopefully be rolled out across the county. An overview was given of the project's objectives in the context of the Llechen Lân (A Clean Slate) report and the Ffordd Gwynedd way of working. It was explained that there would be a greater demand for care and support with an increasing older population. It was confirmed that the work resulting from the project would ensure that there was an appropriate resource to address the increasing long-term challenges.

During the discussion, the report was welcomed, and thanks was given for the work to support the residents of Gwynedd. However, disappointment was expressed that the project was limited to patients returning from Ysbyty Gwynedd. Members expressed their frustration that the project did not include patients from Gwynedd returning from other hospitals across England and Wales. It was emphasised that Gwynedd was a large county, and that residents were often referred to Maelor Hospital in Wrexham and Bronglais Hospital, Aberystwyth. It was noted that these residents often came from Meirionnydd, and therefore that the project was not inclusive of all residents in the county. It was acknowledged that there were limitations to the report, and it was noted that there would be a commitment to develop and roll out the work across the county.

Details were given of the work of the Care Academy since its launch in November 2024. It was noted that the Academy trained young people and this was a scheme that contributed vastly to encouraging people to get jobs in Care in Gwynedd. It was explained that the local authority did not employ physiotherapists, and it was confirmed that the Cabinet Member for Adults Health and Well-being would mention this during regional discussions with the Health Board.

It was confirmed that the Council had received a Care Pathways Transformation Grant in 2025, worth £1,149,449. It was explained that the purpose of the grant was to support activity towards carrying out timely assessments and providing care packages to ensure people could be discharged from hospital. It was noted that the fund would be used to strengthen community care services to support people to stay healthy in their homes. It was confirmed that the grant would strengthen the capacity for assessment and review and would sustain and extend the domiciliary care provision, particularly in some challenging areas of Gwynedd. It was noted that the Grant would also enable workforce developments to adopt the Moving with Dignity approach. It was noted that this approach ensured that care was delivered in a manner that prioritised an individual's dignity, independence and safety whilst making the best use of the available resources. It was expressed that the department welcomed the additional funding but that the Local Government budget was still low and the department was still operating under pressure. It was confirmed that the project ensured timely assessments and person-centred care.

During the discussion, several Members noted that the process of receiving care and medication was often not timely enough for residents across the county. A discussion was had around residents' frustration in trying to get a GP appointment. It was noted that this often resulted in patients deteriorating rapidly and having to go to hospital because of a lack of action at the start. It was also noted that the lack of physiotherapists in Gwynedd, particularly in the Pen Llŷn area, seriously added to the pressure of enabling patients to return home from hospital. It was emphasised that residents were suffering due to the lack of care available in more rural areas within the county, which was distressing for patients and their families having to travel to receive care and support. It was stressed that there were not enough nursing beds available locally for people in their communities and that the lack of palliative care across the county was startling.

The content of the report was praised and it was asked if it would be possible to have more specific examples of patient histories in future. It was emphasised that the patient was the most important person in this discussion and the important work going on within the project for the people of Gwynedd was praised. The hope that patients and the people of Gwynedd would benefit significantly from the project was echoed, and that the work would be developed and rolled out across the county.

DECISION

To accept the report and ask for a progress report in 18 months.

7. WORKING WITH THE COMMUNITY

A report was presented by the Cabinet Member for Adults, Health and Well-being and the Head of Department.

It was noted that this report was extremely interesting and formed another part of the big picture. It was explained that the work in this scheme helped to keep people out of hospitals and services in the Dyffryn Nantlle area. It was explained that the scheme was not entirely unique but a further step for their community hubs which were to be found across the county.

The officer elaborated that it was a simple scheme, which brought people together and to work with the community to respond to the challenges of delivering preventative services at a local level. It was noted that it helped residents in the Dyffryn Nantlle area to freely access the support they needed without having to approach several different agencies. It was added that the aim was to empower those who work and live in the area to help individuals in their community. It was emphasised that the Council was one of many partners involved in the scheme, and that the Council's role was to facilitate the work of setting in motion the necessary conversations.

It was stated that 3 main things had guided the development of this partnership. The first involved commissioning research from the National Development Team for Inclusion to discuss with organisations in the area to see what the situation was in terms of supporting people and if there was a desire to develop something a little different to support people within their communities.

The second involved members of the Leadership Team setting a challenge to consider what the Council could do in terms of helping people to access the support they needed without having to approach every agency or individual Council departments. This led to a multi-departmental workshop to discuss the issue which resulted in all departments allocating time for staff working in Dyffryn Nantlle to come together for further discussion.

The third involved establishing Lles Nantlle to draw in different organisations such as the surgery, Cynefin, Adra and local organisations such as Yr Orsaf. By coming together it was possible to create a vision, get to know one another but more importantly understand each other's work in order to work together to respond to

the demand. It was emphasised that they were not coming together to talk but rather to understand what was happening in the area. A Coordinator had now been appointed for a period of 6 months who will work at Yr Orsaf in Penygroes. It will be possible to call into the Lounge for a chat with officers where their contacts can be used to respond to needs.

It was emphasised that the organisations were clearly committed to be involved in this scheme which was developing and evolving through continuous learning. It was explained that it involved more than just delivering individual services but rather creating a collaborative environment that led to innovation to fill gaps in care. It was noted that this model was positively inspiring which would lead to a healthier community.

The Local Member for Penygroes noted his experience of being part of the scheme. It was noted that it had developed from a meeting where there was an awareness that there was a different way of working in a community. He highlighted that there was a strong desire in the area to implement this and that this was the first time that such meetings had taken place, with more and more people becoming involved and continuing to attend meetings. A positive feeling of transformation was expressed, where the community played a vital role with the Council coordinating rather than leading. He emphasised that it was a community project to keep people away from services and to live a prosperous, resilient and viable life in their communities - something that needed to be emulated across the county.

In discussing the report it was asked whether the project was for the whole area of Dyffryn Nantlle or just Penygroes, and when Y Lolfa would be open to the public. It was noted that it was for Dyffryn Nantlle and that they hoped that Y Lolfa could open in October.

When discussing Y Lolfa it was asked who would be available there for residents – would there be different organisations there from week to week? It was explained that there were no definite arrangements in place as yet, but it was noted that those meetings where everyone had familiarised themselves with each other's work had enabled officers to become aware of everyone's role and how different agencies could help with different problems.

Regarding the Lles Nantlle meetings, it was asked what kind of items were being put on the agenda. It was noted that a specific framework was being followed by a company specialising in providing community-led support. It was also explained that the meetings were facilitated and not formal. It was highlighted that discussions had identified that different agencies were coming across the same barriers and that therefore they could work together to overcome these.

A question was asked as to how the scheme was being funded and if there were resources to roll it out further. It was explained that the budget was very small with contributions from several of the organisations and that there was a need to look for funding after the 6-month period. In terms of moving forward and rolling this out across the county, it was noted that the report was being put before them today for forward scrutiny to see whether there was support for such schemes.

It was highlighted that there was a similar scheme in Bangor where a Community Hub had opened in the City Centre. The officers who had helped to deliver such a scheme in Bangor were also thanked.

DECISION

- a) To accept the report.**
- b) To encourage the implementation of the scheme in other parts of the county.**

8. EMPTY HOMES

The report was presented by the Cabinet Member for Housing and Property, Cllr. Paul Rowlinson.

Reference was made to the housing crisis facing Gwynedd, noting that the significant number of empty houses added to the current problems. It was noted that the management of empty houses was one of the main priorities in the Council's Plan and the Housing Action Plan. It was noted that the Council Tax Premium had been levied on houses in Gwynedd that had been vacant for 12 months or more, to encourage owners to restore the property and bring the houses back into use. It was elaborated that the Council offered a number of schemes that supported people to renovate empty houses to bring them up to a safe standard of living. It was confirmed that 123 homes in Gwynedd had benefited from the Empty Homes Grant. It was noted that this had a positive impact on the local economy through the use of local contractors.

It was confirmed that first-time buyers often received an exemption from the Empty Homes Premium for one year, to facilitate the restoration of the property. However, a Member noted concern about the Empty Homes Premium and the period of the payment exemption for one year. It was expressed that Gwynedd was a unique area where there was a vast difference between areas across the county. It was noted that sympathy should be felt with those who inherit a house as part of a loved one's estate, noting that the stress of selling a property could be distressing during a difficult time. Attention was drawn to the difficulties encountered by residents when trying to sell property in some areas due to the increase in house prices, and it was therefore noted that this should be considered when setting and implementing the policies.

In response to an enquiry on the number of second homes that have been renovated into homes, it was confirmed that the grant had funded the renovation of several existing second homes to an acceptable standard of living, which had provided homes for local people in the county. It was noted that the department had already achieved the target of bringing 282 empty homes back into use in Gwynedd, with 299 homes having come back into use as a result of support from the Council through the Empty Homes Grant. However, it was noted that 1,306 homes remained empty in Gwynedd to date, which reflected the ongoing work facing the department in Gwynedd.

In response to an enquiry about the number of long-term empty houses that had been empty for years, it was explained that the owners received correspondence

from the department to encourage them to bring the property back into living use. It was confirmed that the department targeted areas where houses had stood empty for a while using figures from the tax department. It was noted that this was a fundamental part of the cross-departmental work being carried out by the Enforcement Unit, within the Housing Action Plan, which operates on empty buildings which are problematic in the county.

Concern was expressed that some houses had been empty in Gwynedd for a while - getting lost in the system with owners therefore not paying any taxes or premium on the property. Frustration was expressed about the process of seizing empty properties within the county. This was recognised as being a challenge for the department but it was confirmed that the team was working with other Council departments to meet the targets set out in the Housing Action Plan.

The findings and recommendations of the Bevan Foundation Report were highlighted along with the emphasis on the need to renovate empty properties to increase the housing stock and house people in need of housing. It was asked whether any empty properties were treated in the same way as empty houses, within the Housing Action Plan. It was confirmed that the situation would need to be confirmed with the tax department.

The Bevan report was cited in noting concern about the rigidity of the Welsh Government's policy standards designation when renovating homes and properties for living use. A question was asked as to whether Cyngor Gwynedd based its Empty Homes Grant policy on the same standards as the Welsh Government. In response, it was confirmed that the Council based and complied with the designated standards within Cyngor Gwynedd's Empty Homes Grant framework to approve property renovation to bring empty homes into safe use and to an acceptable standard of living within the county. It was noted that the focus would be on dealing with internal and external works, plumbing and electrical works, etc. to bring the houses to an acceptable standard of living. It was noted that the department regularly monitored the work approved, to ensure appropriate use of the grant. It was confirmed that a restriction would be placed against the property on the land register for a period of 5 years, stating that the owner would be expected to repay an allocation to the Council if they sold the property within a 5-year period.

It was noted that the department had already achieved the target of renovating vacant homes in the county for the year. It was asked if there was a new target or if the target had increased as a result of this. It was explained that the department continued to work efficiently and was delivering good work within the Council's cross-departmental network to realise the plans. It was noted that the Scheme had already been expanded since 1 August, as part of a pilot period, to allow more people to be eligible for the Empty Homes Grant, with more local people ultimately benefitting from the support. It was noted that they were in a 3-month trial period, and that the changes would be formally incorporated from November 2025 onwards. It was confirmed that the department would continue to promote schemes through the use of social media and events. The negative impact of empty housing on communities, culture and the Welsh language was emphasised, and the Council's commitment to address the filling of second homes was reinforced.

DECISION

To accept the report.

9. CARE SCRUTINY COMMITTEE FORWARD PROGRAMME 2025/26

It was agreed to adopt the forward programme with a view to scrutinise the Council's response to the Child Practice Review, led by Jan Pickles, when it is timely to do so.

The meeting began at 10:30 a.m. and concluded 13:30 p.m.