



Complete Agenda

Democratic Services
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH



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Meeting

CARE SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 16TH JULY, 2026

Location

Hybrid - Siambr Dafydd Orwig, Council Offices, Caernarfon, LL55 1SH

This meeting will be webcast

***PLEASE NOTE**

There will be a briefing meeting for members at 10:00am

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

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(DISTRIBUTED 09/07/26)

CARE SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (12)

Councillors

Menna Baines
Linda Morgan
Meryl Roberts
Jina Gwyrfai
Berwyn Parry Jones
Geraint Wyn Parry

Rheinallt Puw
Gwynfor Owen
Einir Wyn Williams
Sian Williams
Elin Walker Jones
Beca Roberts

Independent (5)

Councillors

Elwyn Jones
Beth Lawton
Wendy Cleaver

Anwen J. Davies
Angela Russell

Gwynedd First (1)

Councillor Gareth Coj Parry

Ex-officio Members

Chair and Vice-Chair of the Council

AGENDA

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. MINUTES

5 - 29

The Chairman shall propose that the minutes of the meetings of this committee held on the 29th January and 4th June be signed as a true record. (attached)

5. DAY CARE SERVICE

To scrutinise the day care service as part of the Council Plan 2023-28 – A Caring Gwynedd

6. COMPLAINTS TASK AND FINISH GROUP - ADULTS, HEALTH AND WELL-BEING DEPARTMENT AND CHILDREN AND SUPPORTING FAMILIES

30 - 36

To present the findings and recommendations of the Task and Finish Group.

7. LLECHEN LAN UPDATE

37 - 79

The committee's comments are needed on the data update, and the update to the Llechen Lân workstreams

8. COMPACT: COLLABORATION AGREEMENT BETWEEN CYNGOR GWYNEDD AND THE THIRD SECTOR

80 - 93

To consider whether the revised Compact provides a robust foundation for a more consistent, effective and collaborative relationship between Cyngor Gwynedd and the Third Sector.

9. CARE SCRUTINY COMMITTEE FORWARD PROGRAMME 2026/27

94 - 97

To submit the Committee's draft work programme for 2026/27 for adoption.

CARE SCRUTINY COMMITTEE, 29 JANUARY 2026

Present:

COUNCILLORS:

Elwyn Jones, Jina Gwyrfai, Menna Baines, Elin Walker Jones, Sian Williams, Meryl Roberts, Berwyn Parry Jones, Eryl Jones-Williams, Einir Williams, Rheinalt Puw, Angela Russell, Geraint Wyn Parry, Gareth Coj Parry, Beth Lawton, Gwynfor Owen.

Officers present:

Llywela Haf Owain (Senior Language and Scrutiny Advisor) and 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), Aled Gibbard (Assistant Head of Children and Supporting Families), Sharron Williams Carter (Assistant Head of Children and Supporting Families), Gwenan Medi Hughes (Trobywynt Manager) Sue Layton, (Family Support Team Leader), Caren Brown (Around the Family Team Manager).

Present for item 6:

Councillor Menna Trenholme (Deputy Leader and Cabinet Member for Children and Family Support), Stephen Wood (Gwynedd and Anglesey Youth Justice Service Manager).

Present for item 7:

Councillor Menna Trenholme (Deputy Leader and Cabinet Member for Children and Supporting Families), Aled Gibbard (Assistant Head of Children and Supporting Families).

1. APOLOGIES

Apologies were received from Councillor Linda Morgan.

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 18 December 2025, as a true record.

5. KEEPING FAMILIES TOGETHER STRATEGY

The report was presented by the Cabinet Member for Children and Supporting Families. It was explained that this work focused on providing timely and specific support to assist families and keep them together and safe. It was noted that the Department's strategy was based on a clear principle, to keep families together before they reach a crisis and to prevent children and young people from entering care. It was noted that the main aim of the Department was to keep children and young people with their families if it was safe to do so and to reduce the need for statutory intervention. It was noted that the strategy brought together a range of preventive services within the Children and Supporting Families Department, including:

- Families first
- Team Around the Family
- Family Support Team
- Trobwynt
- Derwen
- Hafan y Sêr

It was emphasised that multi-agency collaboration was at the heart of this approach with partners such as health, education, housing and the third sector contributing to supporting families. The report highlighted the increasing demand for these services, the increasing complexity of family needs and the pressure on resources, including reliance on grant funding. Attention was drawn to the content which demonstrated that this preventative work was making a positive difference, in helping to establish families and reduce the need for children to enter care. It was noted that the community hubs also help promote information for the families.

The members gave thanks for the report and praised the work that was proceeding in the Department by protecting Gwynedd's most vulnerable families. It was recognised that the service was complex and multi-layered and the dedication of staff to supporting and safeguarding the county's children and young people was praised.

During the discussion, the following comments and questions arose;

In reference to section 4.16 of the report, it was asked whether the numbers of children and young people awaiting an ASD/ADHD assessment also included autism assessments. In response, it was confirmed that the number of children and young people referred to in the report included a wide range of children and young people who are neurodivergent, including those with autism, dyspraxia, dyslexia, etc.

Reference was made to a recent meeting of the Corporate Parenting Panel attended by a representative of the Health Board, noting that waiting lists for these conditions were increasing. Disappointment was expressed about this, and it was noted that diagnosis for these conditions by a psychologist was of paramount importance for the health and well-being of individuals. It was trusted that the Health Board was now

investing in this work to ensure that waiting lists come down and meet the increased demand and ensure that no child waits more than 3 years for an assessment. It was hoped that 2 years will be more common soon regarding waiting time. It was reinforced that the work of the Autism Team in Gwynedd supports this work and strategy while offering vital and comprehensive expertise. It was noted that they worked very closely with the Neuro-developmental Team within the Health Board to support children and young people while they await diagnosis. It was noted that they supported individuals to try and reduce the pressure and strengthen the provision available from the Council for the benefit of the families.

When highlighting that there had been a significant increase in demand for services over the last two years, it was asked what the biggest cause of the increase in demand for family first services was. In response, it was acknowledged that determining a specific reason for the increase was a challenging task due to the complex nature of the matter. It was acknowledged that various reasons contributed to the increase in demand, noting that the increase in the awareness of families also encouraged them to submit their children for referral and inquire about support. The increasing attention to child welfare was expressed as a factor, as well as the increase in press and media coverage of autism and various neurodivergent cases, which encourage families to get an accurate diagnosis for their children.

It was highlighted that there has been a definite change in children's behaviour and needs since COVID. Attention was drawn to the effects of poverty in Wales, and the need to support children and ensure that families stay together across the county was emphasised. Frustration was noted that the data was not available from the Health Board at the recent meeting of the Parenting Panel, and a commitment was made to address this data soon.

More information about the Trobwynt service was requested. In response, it was confirmed that many models and programmes were currently used to support parents, carers, children and young people. Examples were given, stating that the support was based on the wishes of the relevant family. It was explained that the Trobwynt service focused on a combination of four different elements, and that the models and strategies varied in intensity and were specially designed to suit individual needs. Intervention was detailed, noting that the level ranged from intensive interventions of 10 hours per week, up to a year with families. These interventions helped to strengthen relationships, improve emotional well-being and create safer and nourishing homes. The programmes available, such as therapeutic talking, supporting parents in playing with their children and learning various skills, were detailed. It was explained that different programmes were available for young men and women who had suffered abuse and there was regular support available to them. It was emphasised that the needs of families in Gwynedd were extremely diverse, so the need to be flexible and to tailor specific support was essential across the county.

Reference was made to the financial challenges involved in this work, noting that maternity leave within the workforce led to high staff turnover and difficulties in terms of what specific support was available and when. In response to this, it was asked what the Council was doing to ensure that service provision does not contract or was negatively impacted due to maternity leave. It was recognised that addressing the needs of this service was challenging for a variety of reasons, including the fact that it

was challenging to recruit staff with specific and specialist qualifications on a temporary basis. It was ensured that the Council was in the process of trying to address this, offering fixed-term job terms to try and boost the post and make it more attractive. It was noted that the department also advertised and created jobs with a permanent contract for individuals and offered them training while focusing on the benefits of self-development.

In response to members' concerns about provision and support for the county's rural communities, it was confirmed that the team operated across Gwynedd, with offices throughout the county. It was highlighted that offices were located in Dolgellau, Blaenau Ffestiniog, Pwllheli as well as Caernarfon to be able to identify what was available in the communities and what are the needs of each area. It was noted that collaboration across the teams was at the heart of the strategies, noting that various support organisations were based in Deiniolen, Bethesda, and Talysarn.

A Member asked what kind of collaboration was taking place with the Education Department to support children and families. Reference was made to the fact that some children were unable to attend school due to a variety of different reasons, and what kind of collaboration and support was available for families' facing challenges. It was asked whether the Children Department gets input into specific cases and what kind of support is available, for example, in cases of exclusion. In response to the question, it was confirmed that there was close collaboration between the departments, at individual case levels and strategies. Efforts to improve attendance in schools were detailed, noting that a dedicated panel was looking at the 'right door' element to tackle challenges. It was noted that this included education, health and children departments. It was confirmed that discussions were proceeding by going through the lists of children who were not attending school, to see which cases were relevant and would be able to receive support from teams within the children's department. An attempt had been made to find out what specific support was needed, to be able to refer cases to the correct teams, who then work with further agencies, such as the Health Board.

It was asked whether specific work was underway to avoid children from being excluded from school. It was confirmed that intervention work was underway at different levels to tackle the specific challenges, but it was recognised that there was much work to be done to support children and young people to keep them in school. This was elaborated on, noting that the department was working very closely with the Education Department, by working together on a number of safeguarding panels and schools. It was noted that there were efforts to hold meetings between officers and some schools. It was ensured that there was a good cross-departmental relationship within the Council, which strengthened and improved at a good rate.

When discussing the ongoing collaboration between the departments, it was asked what kind of work was on-going and how the children's team was working together with the Council's mental health team. In response, reference was made to the wide range of challenges families faced with mental health, due to a variety of reasons across the county. It was acknowledged that many parents suffered with poor mental health. It was explained that the Adult and Community Team were working with the Children and Families Department in these cases, as well as collaborating with

agencies such as the Health Board. It was elaborated that the Council's new Mental Health Team was co-ordinating and supporting this work.

Reference was made to the Families First Programme preventive service, which placed an emphasis on early intervention, prevention activity and offered support for whole families. It was noted that the programme promotes multi-agency work to ensure that families receive coordinated support when needed. Some examples of situations arising with deteriorating relationships within families, where the programme offered reconciliation services, were highlighted. It was explained that collaboration was taking place with the Post 16 Team to achieve this, and it was noted that this had been very successful.

It was asked what the impact of the Keeping Families Together Strategy on grant funding was, and how this was currently affecting the service. In response, it was recognised that this was one of the main risks of the program and the future uncertainty was acknowledged. The challenges arising through this, with planning, staffing and the workforce, were highlighted. However, it was confirmed that the plan was operating within the grant on a stable basis for a specific period. It was explained that the grants had been available for this work for several years, and therefore the department had evolved to maintain the provision within the confines of the grant funding. It was emphasised that the department was dependent on these grants to thrive, and that increasing pressure on demand strengthened the need for them. It was asked what Council members could possibly do to secure more funding for this work within the Council. It was acknowledged that there was a possibility that a new government would come into force for the new term, which will have an impact on the available budget. It was explained that the department was formulating plans for the next two years, therefore the plans continue for the duration of various agreements. It was explained that the provision available to Gwynedd families needed to be planned within the specific funding available each year.

Referring to the number of cases being successfully closed by Around the Family Team Coordinators, a member enquired about the reason for the reduction in cases closing over the past two years. It was explained that the nature of the referrals had intensified, so cases were likely to continue for much longer periods, due to the need and extra time spent with the families. It was also noted that a lack of resources was also a factor, as the team working on this was a very small team – which had an impact on the number of cases being efficiently delivered. It was noted that maternity leave also created challenges, as many staff found it difficult to cope with the workload, with some team members away for periods. It was noted that there was a live waiting list for support, which emphasised the number of families in Gwynedd waiting for assistance.

It was asked what the department was doing to collaborate with agencies to promote health and well-being, especially mental health. In response, it was confirmed that collaboration was taking place on a regular basis through Council Departments and the third sector. It was noted that various fun sessions were available over the summer months for families across the county. It was noted that the main focus was to enjoy positive time with the family and the opportunity to attend nice places and meet new people and socialise as a family. It was explained that services and activities were promoted on the Council's social media pages and through the Family Information

Service. It was noted that the events and sessions took place across the county, at various centres and Byw'n lach sites.

In response to an enquiry, the community hubs set up in Gwynedd, which were a means to share information with families for them to know what kind of support is available to them and to be able to refer individuals to the right services, were expanded upon. It was noted that this reinforced the multi-agency collaboration between statutory, preventive and third sector services. Reference was made to Hwb Dinas Bangor, which works closely with Children's Services, and it was noted that they are in the process of establishing a children and young people's hub for Bangor which would complement Hwb Dinas Bangor. It was noted that the department was working collaboratively to ensure that the families knew that there was a definite location for them to attend. It was highlighted that parenting courses and drop-in sessions were available there for parents and children to attend for any advice. They encouraged families to help themselves and choose and select from the support available independently, while educating families on how to raise children safely, and lawfully. It was noted that the Flying Start Family Support team had given parent and baby sessions at Hwb yr Orsaf, Penygroes and that collaboration with several children teams, autism and family support teams took place at Hwb Porthi Dre, Caernarfon. A further conversation with members about the proposed provision available to families in Gwynedd was welcomed.

It was asked how the increasing number of cases in Derwen and Hafan y Sêr were being managed in a sustainable way. In response, it was acknowledged that the demand on Hafan y Sêr and Derwen services was challenging. It was noted that they were trying to keep demand for the services down as little as possible, by offering various support to families through the early intervention process. It was noted that it was difficult to control the number of referrals received by Derwen, in particular, due to the complex nature of the referrals. It was noted that the range of needs that exist there was high, therefore the department strives to provide support through group activities through the provision of grant funding. It was noted that schools, youth services and Byw yn lach centres also provide a variety of activities, as part of the cross-departmental effort to be flexible and develop within practical and financial constraints. It was elaborated that 2 reviews were currently underway, which focus on the sustainability of the education department and child and social services provision. It was hoped that a report would be brought to the Cabinet in the Spring months. The report, which had been jointly commissioned with Ynys Môn to review Derwen's services, was expected to be received by the end of February.

A request was made for more information about the Care Academy, and if the children and family support department can benefit from the programme when employing apprentices. It was noted that the department had employed apprentices on a number of occasions and had benefited from opportunities that arise when a situation was suitable within the service. It was noted that the Care Academy was an asset to the Council and thanks was given for the good work that was on-going.

During the discussion, officers were urged to highlight the fact that Welsh and English provision was available to children and families across Gwynedd in the reports. This was recognised and it was agreed to highlight this provision in the future. A member asked if it was possible for the reports to be more straightforward at times, including

clear information when outlining the strengths and challenges of the department, so that members could scrutinise more effectively. There was a discussion about the limitations of the scrutiny system, and the need was highlighted to improve the content and structure of some reports to try and ensure a better scrutiny impact in the committees in future.

It was emphasised that children continue to belong to the family after they turned 16, and more details were asked how the teams that delivered the family retention strategy work together with the post-16 teams. In response, it was assured that the main goal of the post-16 teams was to keep families together. However, it was recognised that there were a range of different challenges for teenagers ranging in intensity and safety. Reference was made to homelessness issues and the many different factors, such as alcohol and drugs, that contributed to this issue. With reference to the safeguarding element, it was confirmed that ensuring that the child was able to live at home was always the goal. It was explained that circumstances often arise from the child/young person's background and that this can affect their situation in the future. It was noted that children often left care after they turned 16 and therefore the emphasis on continuing the support and keeping families together was very important.

DECISION

- 1. To accept the report.**
- 2. To note appreciation of the work being done by the officers of the Children and Families department.**
- 3. To express concern about the way the service is being funded in the short term and the impact of that on the service and the workforce.**
- 4. To request a report on the Derwen Service review when appropriate.**
- 5. To request further details of the collaboration between teams implementing the Keeping Families Together Strategy and Education Department officers.**
- 6. To ask the Council to ensure that all services remain available despite maternity leave periods and ask for an update on how this is being achieved.**

6. YOUTH JUSTICE SERVICE

The report was presented by the Cabinet Member for Children and Supporting Families. It was noted that the Gwynedd and Anglesey Youth Justice Service (YJS) is a statutory, multi-agency service, which is run by Cyngor Gwynedd and operates across both counties. It was noted that the role of the service was core to the prevention of crime and re-offending by children and young people operating within the framework of the Crime and Disorder Act 1998, through a 'Child First' approach which focuses on strengths, well-being and rehabilitation. It was highlighted that the report provided an overview of the service structure, governance and funding arrangements, and the way the service worked with children across a wide spectrum of interventions. From out-of-court prevention and diversion to statutory court orders and support in more complex contexts, including custody and rehabilitation. It was noted that the report provided detailed information on the performance of the service, including the results of the HMIP inspection in 2023/24. In the inspection, it was noted that the service was good overall and that there was a high standard of assessment

within the service. However, it was recognised that significant challenges to the service remain, including youth violence, knife crime, poor educational outcomes, mental health and speech needs, and the financial pressures associated with the reliance on grants. It was explained that the purpose of this report was to provide assurance of the effectiveness of the service, to enable members to question and challenge existing arrangements and to offer input to support the continued development of the service in a context of increasing demand and complexity.

There was an opportunity for members to comment and ask questions. During the discussion, the following observations arose.

It was asked what progress had been made as the service implements the improvement plan following the HMIP inspection. It was confirmed that the Improvement Plan was in place in March 2024. It was noted that the management board thoroughly reviewed the progress of the plan on a quarterly basis. It was confirmed that they had achieved around 80% of the implementation objectives in the current Plan, and a final inspection of the Plan would take place in March 2026. With reference to the progress analysis, it was recognised that there were some issues in question that needed to be completed, such as, providing a Safeguarding Report for the Local Safeguarding Delivery group, SLA Review and working practices with CAMHS. It was trusted that most of the recommendations had been completed.

Concern was expressed that the service had been without the support of Speech, Language and Communication Needs for 6 years, due to a lack of resource provision. It was asked what was happening to try and overcome this problem. It was recognised that this was one of the main limitations of the service and that it was a problem across the Youth Justice sector in Wales. It was stated that Gwynedd was at the forefront in Wales with the language and speech provision in 2007/2008. It was noted that this was innovative at the time and was funded by grant funding. It was explained that this provision had ceased in 2012 due to a lack of funding and resources. It was explained that efforts to explore options for support and resources in this area were hampered by the Welsh Government's failure to prioritise Youth Justice in their report '60% – Giving them a Voice' (2023) where they rejected the recommendations. It was noted that Betsi Cadwaladr Health Board was reluctant to provide resources as they were also operating within budgetary constraints. Serious disappointment was expressed about this, stressing that the statutory language of the justice service was often difficult to understand, which caused frustration and created injustice for young people attending court and contacting lawyers, etc. Attention was drawn to the fact that not much of the Welsh language was used in court, which added to the linguistic difficulties of young offenders in Wales. The importance of speech and language in this context was emphasised, and it was confirmed that the service was trying to cope with these challenges while offering as much support as possible. It was noted that justice service managers across Wales had worked as a group to submit a report to the Youth Justice Advisory Panel highlighting the serious situation and the level of inconsistency in the provision of speech and language resources in Wales.

Reference was made to the report which stated that there was very little evidence available of robust conversations about protected characteristics and diversity at Strategic Management Board meetings. In response to an enquiry, it was confirmed that the service had carried out various assessments of protected characteristics and

diversity over the last 2 years, which had been submitted to the Strategic Management Board. It was confirmed that quarterly reports will be provided to the Management Board, on the protected characteristics and levels of diversity among the cohort of children known to the justice system. It was reported that this included:

- Gender
- Additional Learning Needs
- Mental Health and Neuro-developmental
- Ethnicity
- Speech and Language
- Care Experienced Children.

It was confirmed that the reports and responses from the Strategic Management Board and the Service will be included in the annual Youth Justice Plan. It was recognised that ethnicity reporting was challenging to achieve because there were very low levels of people of ethnic descent in north Wales. It was explained that this had a significant impact on the comparative data with areas such as Cardiff, Liverpool, Manchester, etc.

It was suggested that a letter could be written to the Welsh Government to emphasise the challenges of the service to try and secure additional funding and resources to deal with the number of young people in the justice system. It was recognised that many of the children and young people in the justice system come from being in the care system as young children. The link between children's educational levels and the justice system was highlighted. It was noted that children and families need to be given help and support at an early stage, to prevent problems from developing. Emphasis was placed on support and early intervention in the household and in schools, and the multi-agency collaboration to ensure that the preventative service leads to voluntary involvement and healthy relationships in the future. It was confirmed that collaborative work was underway with the Education Department, which focuses on support and inclusion elements, to raise attendance levels and ensure pupils are safe and thriving in a school.

Concern was expressed that there was only one youth court in Gwynedd. It was noted that this created difficulties for children and young people across the county, particularly in south Meirionnydd, to reach the court in Caernarfon. It was asked whether there was provision available to ensure transport and support for young people attending the court. In response, it was confirmed that the court seeks to be as accessible as possible, by arranging cases in good time and at times convenient for the individual, having considered their personal situations and what will be possible for them. It was confirmed that 20% of cases were now reaching court case level, due to the work underway across the service for prevention and early intervention. It was reinforced that they constantly supported the individuals and families. It was confirmed that there was no waiting list for individuals to attend the juvenile justice court. It was noted that this reduced the trauma and impact on the family.

Referring to the recommendation of the Action Plan, which stated that ensuring the presence of senior education and health leaders on the management board, to achieve positive education and health outcomes for children, it was asked whether there were any issues arising with attendance at the board and whether this was

having an impact on the output and timetable of the Plan. It was noted that the inspection had identified this as a problem, but that the board's attendance had improved significantly since the publication of the inspection report. It was trusted that attendance levels at board meetings were very high recently, and this would soon be reflected in the report's findings.

It was noted that 121 children were currently open to the service, it was asked how does this compare to previous years? It was explained that the numbers were down compared to statistics about 10 or 15 years ago, but they were noted to be higher now compared to previous recent years. It was explained that this was due to the development of new programmes that focus on prevention and early intervention. It was noted that cases were presented and dealt with much sooner, and individuals were not being criminalised as quickly. It was noted that the justice service worked very closely with the Families First and Post 16 teams, to ensure that they carry out assessments and offer support at the right time, through constant collaboration.

It was highlighted that 80% of the service's workload was now preventative work. The type of work that was part of the work programmes was detailed, particularly the increasing use of virtual reality. It was noted that the use of virtual reality was very successful and often led to successful intervention. It was explained that the device created the use of interactive games to show the possible situations and scenarios that may arise as a result of individuals' decisions and actions. It was noted that it focused on the element of storytelling to encourage young people to make the right moral choice. It was noted that this element had contributed to the building of good relationships between the children and young people and their supporters, whilst building trust, in line with the Child First strategy.

The developmental methods used with more complex criminal cases, such as abuse, rape and knife crimes, were elaborated on, noting that the virtual reality devices were very effective. It was explained that the young people can play games while making different decisions to see which decision will lead to the best result. It was noted that they learnt a lot through this approach and that it was groundbreaking work in the field.

In response to a question, it was confirmed that violence and drug use was the biggest challenge currently facing the service. It was explained that the use of social media in promoting and aiding violence was also very challenging. It was noted that the department was working closely with the police and various different agencies in order to tackle this. It was noted that the number of cases were rising where groups film violent incidents and post these on-line on social media. This was highlighted as leading to an increase in bullying among children and young people. With this, it was explained that the service was doing work to ensure that children and young people were aware that they were accountable to the law if they were involved in a violent crime when filming events as part of a criminal group. It was emphasised that drugs were a major problem in the community which causes a large number of safeguarding cases.

It was asked if the service was going around the county's schools and colleges to teach young people about the implications of a life of crime, and the importance of staying safe. It was confirmed that the service was working very closely with the police to co-ordinate various incidents within schools. It was explained that officers work

closely with School Liaison Officers and also attend hubs within schools to see a specific cohort of pupils. It was elaborated that the officer would then provide an introduction or curriculum to address the problem with the young people. It is hoped that there would soon be an opportunity to hold a full day of community safety activities in conjunction with other agencies. The importance of funding SLO officers in the schools was emphasised, especially in the areas that posed the greatest risk.

It was asked whether there were specific areas concerned with higher levels of anti-social behaviour, drugs and youth crime. It was confirmed that youth violence was linked to poverty and unemployment, and it was noted that a lack of opportunities also drove crime. Some of the most affected areas were outlined by the service, namely Holyhead, Llangefni, Caernarfon and Blaenau Ffestiniog. Concern was also expressed about the villages in Gwynedd, and a desire was expressed for more data on these cases.

The service was thanked for their work, and the department was praised for their dedication. It was acknowledged that the report was rather lengthy and complex to analyse, and committee members were invited to visit the offices to chat with staff and see the work going on for themselves.

DECISION

- 1. To accept the report.**
- 2. To express concern that there are no resources to provide speech and language support.**
- 3. To ask the Cabinet Member for Children and Families to correspond with the government asking them to consider ensuring that the appropriate resources are available to provide speech and language support to young people in the justice system.**

7. 16+ TEAM

The report was presented by the Cabinet Member for Children and Families. It was noted that the Post 16 Team had been set up as a dedicated team to focus on the cases open to the Children and Supporting Families Department, aged between 16 and 25. It was noted that the team supported young people who needed care and support, who were in care or had left care. It was stressed that the support was voluntary, but that most young people took advantage of the support available. It was confirmed that 249 cases had been open to the team at the beginning of January. An overview of the Team's budget was given, noting that £1,040 million was available to meet the needs of young people. It was noted that a large portion of the budget (£800,000) was for accommodation and support needs. It was asked if arranging accommodation for individuals was currently challenging. In response, it was explained that the first aim was to keep the young people at home with families if this was possible. However, several homelessness referrals had been received which added to the demand for accommodation.

Details were given of the work allocation and processes. It was explained that a specific employee was designated for each case, depending on the nature of the case. It was noted that a Social Worker also undertook the assessments for Care and

Support cases. It was reported that the intervention offered was dependent on the individual case, as agencies worked together to plan and meet the needs of the individual. It was noted that they focus on well-being, stability, education, work, training and development of independent skills.

Reference was made to the number of Asylum Seekers currently in Gwynedd. It was noted that 32 of the total of 249 cases open to the Post 16 Team were Asylum Seekers, following the Gwynedd allocation. It was recognised that this was a high percentage, in line with the quota that had been received, under the Home Office's National Transfer Scheme. It was emphasised that it was Gwynedd's responsibility to ensure support and accommodation for them, as they were treated as children in care until they were 18 years old. At the age of 18 they were Care Leavers and were the responsibility of the local authority until they were 25 years old. Those challenges and implications were elaborated upon, by referring to the lack of background information, wishes, needs, trauma, and emotional well-being. It was noted that the information obtained through the referral was very basic. It was added that language was also a barrier, as well as the young peoples' uncertainty and lack of understanding about the process.

The Pathway Plan was detailed, stating that all young people leaving care were expected to have a Pathway Plan which was reviewed regularly, as required. It was noted that the content of the Plan varied from individual to individual and depended on their personal situation. It was expressed that emphasis on stabilisation and obtaining stable and safe accommodation to live in was expressed as a priority, as well as organising further education, according to the individual's ability. It was explained that nurturing better relationships with family members and parents was also an element, and that many aspects would be considered. It was confirmed that the Council will continue to be the 'Corporate Parent' for the individuals until they turned 25 years old.

More details were requested about the team and the means of operation and how the workload was allocated among team officers. In response, the arrangements were detailed with reference to the appendix showing the number of cases per officer. It was confirmed that the workload was shared fairly and that they did different types of work, including support, administrative and resource officers. It was highlighted that training was available for employees at all levels. It was confirmed that 4 social workers were part of the aftercare team, who are working closely with GISDA officers. It was confirmed that the work required rigorous multi-agency collaboration to achieve the service goal.

DECISION

- **To accept and note the report.**

The meeting commenced at 10.30 and ended at 13.10.

CARE SCRUTINY COMMITTEE, 4 JUNE 2026

Attendance:

Councillors:

Elwyn Jones (Chair), Beth Lawton, Menna Baines, Sian Williams, Meryl Roberts, Einir Williams, Rheinalt Puw, Angela Russell, Linda Morgan.

Officers present:

Llywela Haf Owain (Senior Language and Scrutiny Advisor), Gwen Roberts (Democracy Services Officer).

Present for item 7:

Dylan Owen (Statutory Director of Social Services), Councillor Dewi Jones (Chair of the Panel).

Present for item 8:

Dylan Owen (Statutory Director of Social Services).

Present for item 9:

Councillor Menna Trenholme (Cabinet Member for the Children and Supporting Families Department), Sharron Williams–Carter (Head of the Children and Supporting Families Department), Aled Gibbard, Stephanie Dabernig and Sianed Jones (Assistant Heads of Department).

Present for item 10:

Councillor Dilwyn Morgan (Cabinet Member for the Adults, Health and Well-being Department), Sophie Tyne Hughes (Senior Executive Officer), Alun Gwilym Williams (Assistant Head - Business).

Present for item 11:

Councillor Paul Rowlinson (Cabinet Member for the Housing and Property Department), Carys Fôn Williams (Head of the Housing and Property Department), Hedd Tomos and Lowri Cadwaladr Roberts (Assistant Heads of Department), Sion Elwyn Hughes (Senior Executive Officer).

1. ELECT CHAIR

It was resolved to elect Councillor Elwyn Jones as Chair of the Care Scrutiny Committee for 2026/27.

2. ELECT VICE-CHAIR

It was resolved to elect Councillor Sian Williams as Vice-chair of the Care Scrutiny Committee for 2026/27.

3. APOLOGIES

Apologies were received from Councillors: Elin Walker Jones, Geraint Wyn Parry, Jina Gwyrfai, Gareth Coj Parry, Anwen J. Davies, Beca Roberts, Berwyn Parry-Jones, Gwynfor Owen.

4. DECLARATION OF PERSONAL INTEREST

There were no declarations of interest.

5. URGENT ITEMS

None to note.

6. MINUTES

The minutes of the meetings held on 13 January 2026 were accepted as correct.

7. SAFEGUARDING PANEL ANNUAL REPORT

The report was presented by the Chair of the Panel. He highlighted the importance of the Panel's work and acknowledged that the last year had been challenging from a safeguarding perspective. The importance of steps being taken to ensure adequate scrutiny of all Council procedures was also noted.

Reference was made to the statistics set out on the first page of the Report, and the increase in the number of staff who had completed safeguarding training and the percentage of schools that had delivered safeguarding training to all staff was praised. It was also recognised that there was a significant increase in the number of referrals to children's services. The attempt made by service staff to meet targets in a timely manner by addressing each case was mentioned, but that the national increase in relation to this put a strain on resources.

It was highlighted that more staff had now qualified to be able to carry out DoLS (Deprivation of Liberty Safeguards Arrangements) assessments, and it was asked when it would be possible to see a reduction in the numbers waiting for assessments as a result. In response, it was confirmed that additional funding had been received last year to address the waiting list for a DoLS assessment. It was mentioned that the Council had succeeded in recruiting qualified officers, despite the difficulties encountered in trying to do so, and therefore the figures were starting to decline as a result. This was elaborated upon by mentioning the recent Supreme Court ruling against a well-known case in the care field. While the guidance regarding this decision was yet to be developed, the decision was welcomed, anticipating that it would change practice as well as the expectations placed on social services.

It was pointed out that there was no external member who was part of the membership of the Panel, and it was asked whether the membership was robust enough as a result. It was emphasised that consideration had been given to this and to the remit of the Panel, but it was highlighted that it was an internal strategic Panel to ensure that the Council carried out its work properly. Although there were no external members of this Panel, bringing the report before the Scrutiny Committee gave members the opportunity to challenge and offer views on the work of the Panel. It was proposed that the Council should be able to satisfy itself that it was able to scrutinise its work internally. Reference was made to the role of the Response Board and the Board's Independent Chair in scrutinising the work of the Council also. It was acknowledged that this Board could not continue forever, but it was noted that the Council's work was often monitored by people from external organisations. Although it was an internal Panel, support was given to taking a closer look at the potential role of external members as part of this Panel.

In response to a question about how many of those on the DoLS waiting list were waiting for a first assessment and how many were waiting for a second assessment, it was noted that the service had been prioritising in relation to risk as a result of the pressures of the waiting list. In discussing the pressures on staff in this field, it was elaborated that staff turnover and the demographics in Gwynedd were challenging. The varying numbers applying for trainee roles were also highlighted. It was reiterated that the increasing numbers of referrals reaching the children's department put significant pressure on the Department, on resources, and on all child safeguarding and support procedures. It was confirmed that additional funding had been received to invest in job creation to relieve this pressure. It was added that the recruitment of qualified social workers was proving challenging, and therefore there was work to be done in terms of workforce planning to ensure continuity. It was noted that a number of these posts related to the Section 5 field and the safeguarding field in general, in order to be able to address some of the recommendations identified by the Our Bravery Brought Justice report. Further information was provided on a post that had been created, noting that some of the officer's main responsibilities would be to lead on chairing Section 5 meetings and lead the work on the quality assurance framework across the Children's Department.

A discussion ensued on the increasing number of children being home educated, and a question was asked about the situation in terms of ensuring that these children were not at risk. It was declared that parents had the right to withdraw a child from school or not to send their child to school. It was explained that officers monitored the work being done by the child, but unless there was a safeguarding concern, a

parent had the right to refuse this monitoring. Concern was expressed in relation to the Council's lack of rights in this field. It was added that the increase in the number being home educated was also seen nationally, and it was confirmed that it was one of the Education Department's performance challenge measures. It was recognised that many families did a great job in home-educating their children, but there was concern that this was not the case for all children who were educated at home. It was recognised that some parents believed that their child did not receive adequate support in schools, and therefore they decided to take the child out of school. The financial challenges that meant schools might not be able to meet expectations in terms of providing the best support for each child on every occasion were identified. It was hoped that the new Government could develop solutions to these challenges facing education authorities.

In response to a question about the age range of those children who were home educated, it was confirmed that some children decided to de-register and leave school and others never started attending school in the first place. In addition, it was explained that Gwynedd had been involved in a pilot scheme in order to gain a better understanding of the situations of those children who were not registered in schools. The advice and support offered to those who chose to educate their children at home were elaborated upon, noting that officers were available to support and that sessions and activities on specific topics were also held for the children. It was emphasised that this provision was an offer, and that the Council had no right to impose it on anyone. It was further noted that 124 children were new to the home education register as of September 2025.

It was asked whether the Panel was satisfied with the progress made by the Response Board. It was confirmed that the Board's Independent Chair reported every quarter to the Cabinet on the Board's progress, and that she had expressed her satisfaction with this progress when reporting back. Assurance was given that each stream was led by a different officer, and they were challenged in relation to the timely progress of that stream. The Welsh Government's support in this field was also appreciated. Pride was expressed in the progress being made by the Board, noting that independent observers and the Welsh Government had also indicated their satisfaction with this progress.

Attention was drawn to the fact that four young people in Gwynedd were located in an unregistered setting, and it was asked how the Council ensured the safety of these individuals. The lack of registered settings nationally was acknowledged, and it was noted that two of the individuals were in placements that were currently in the process of being registered. Assurance was given that the companies hired to provide care were national ones, and were therefore subject to the necessary safeguarding processes and arrangements. It was added that all other safeguarding processes took place in the same way as they would at registered settings. The need for an adequacy plan was mentioned, as well as the need to consider the exact needs of the Authority. It was also revealed that there were examples of settings rejecting children as they would not be able to meet that child's needs. It was explained that there had been no increase in the numbers in unregistered settings in recent years. It was emphasised that the Council did not want any child to be in an unregistered setting and therefore planning was underway to find how to ensure that the needs of every child were met, and that there were enough not-for-profit settings in Gwynedd.

It was recognised that there was strong collaboration between the Council and the Police in general, and it was highlighted that Police officers were also members of some of the Council's committees. It was stated that a draft agreement was being developed following the Our Bravery Brought Justice report, to look at how staff could be seconded across the organisations in the event of major investigations in the future. It was noted that there was good overall collaboration between the Council and the Health Board, but that strategic planning, for example, could be challenging at times. It was mentioned that there was room to strengthen interdepartmental internal collaboration too.

It was stated that work had been commissioned to see whether the domestic violence services were cohesive and working well, and to assess any better way of delivering. As the role of the Police Commissioner was coming to an end in a few years' time, it was explained that a Government consultation was in the pipeline to look at how to secure these services and the system that would be in place across Wales going forward. It was hoped that the money previously given to the Police Commissioner would be allocated to the Local Authorities, so that a complete package of these services could be created in one place.

DECISION

1. To accept and note the report.

8. SAFEGUARDING POLICY REVIEW

The report was presented by the Chair of the Strategic Safeguarding Panel.

It was explained that this Policy was reviewed every two years, and that it was therefore an opportunity to update it following feedback. It was highlighted that the Policy would also go before the Cabinet and Full Council in due course, which offered more opportunities for scrutiny of the Policy.

This review was welcomed, and it was asked if the Policy would be published on the Council's website. It was confirmed that it would be uploaded onto the website and it was explained that a Task and Finish Group had reviewed it, and that there was also an intention to promote it. It was added that the Council's procurement agreements, which had been updated recently, would also include a reference to this Safeguarding Policy. It was added that the role of safeguarding promotion was now operational within the Council, and that extensive safeguarding promotion work was taking place within the Council.

In response to a question about monitoring compliance with the Policy, the desire to ensure the workforce's awareness of this Policy was emphasised, as well as the action to be taken should they have any safeguarding concerns. It was revealed that the Council's Internal Audit section would be actively engaging with the workforce regarding their understanding of the Policy and the appropriate safeguarding

procedure that should be followed. It was explained that the responsibilities of individuals were highlighted within it, and it would be emphasised that safeguarding was a key issue in all departments. It was noted that safeguarding was a corporate priority and that it was essential that it was incorporated into all of the Council's systems.

It was proposed that the Definitions list included in 2.1 and 2.2 of the report be moved to the first page of the document, so that they were clear to everyone. It was agreed that the Policy should be refined to include this recommendation.

Not all members of the Council's workforce had access to a laptop in order to complete training, so reference was made to the ongoing work to ensure that safeguarding training reached all parts of the workforce in a different way.

In light of the challenges arising from the increase in online grooming and bullying, it was discussed that consideration should be given to the inclusion of a clause within the Policy relating to raising awareness of the signs that a child was being groomed or bullied online.

DECISION

1. To accept the report and recommend that the full Council approve the revised policy.
2. To request to move the Definitions list in 2.1 and 2.2 to the first page of the document.
3. To ask to consider including a clause within the Policy relating to raising awareness of the signs that a child is being groomed or bullied online.

9. CHILDREN AND SUPPORTING FAMILIES PERFORMANCE REPORT

The report was presented by the Cabinet Member for Children and Supporting Families.

The Cabinet Member reported that she was satisfied with the work of the Department as a whole. It was confirmed that positive progress was being made in relation to the Department's two main projects, namely the Autism Plan and the Plan for developing a residential provision for looked after children in small group homes.

The positive impact of the Autism Plan was mentioned and reference was made to some of the risks facing the Plan, in particular, the funding of the Plan and the waiting list.

The development of the residential provision was mentioned, with progress having been made by bringing homes into operation and other homes about to become operational, subject to registration by Care Inspectorate Wales (CIW).

It was noted that there had been a significant increase in demand for these services, and additional pressure on staff as a result. Pride was expressed that additional funding had been attracted through bids, which would enable the Department to strengthen the workforce and services provided, and offer better support for the children.

It was highlighted that the Department was working with the Education Department to respond to the recommendations of the Our Bravery Brought Justice report, and it was acknowledged that additional funding had been earmarked to assist with this work. A joint inspection was carried out by Care Inspectorate Wales and Estyn in November last year, which focused on safeguarding. It was explained that positive work had been achieved but that some areas needed attention; it was noted that work was now underway to respond to these findings.

It was asked whether there was a reason behind the increase in the number of referrals. In response, it was highlighted that that was challenging to answer because these referrals were made from various different places, such as the Police, and Education or Health agencies. It was explained that this increase came about despite premature intervention efforts, where possible. The challenge of a lack of timely referral by other agencies was mentioned which meant that preventative opportunities were missed, and therefore that many of those children who reached the Department went into care.

Mention was made of the Department's failure to find a setting to offer residential provision for looked after children in small group homes in the south of the county, and it was asked whether there were plans to continue looking for a suitable setting in the same area. It was confirmed that such provision was needed in Meirionnydd, but at the moment, no suitable setting had been found. This was expanded on, stating that it had proved challenging to find a suitable setting that met the requirements of CIW in the area. It was added that a small percentage of the children who went into residential care were from that area, but at times having a distance between residential care and the home address was beneficial. It was intended to continue the search for a suitable setting, proposing that the search should be moved to north Meirionnydd. It was noted that grant schedules were a barrier to the construction of a suitable house, as grant money had to be spent within a certain timeframe.

The growing demand for the work of the Autism Plan was acknowledged, with concerns about its future in the wake of financial uncertainty. It was noted that a letter had been written to the Welsh Government in an attempt to secure funding, but it was confirmed that the Department was looking at other ways of financing it should this funding not be secured. It was explained that developing this service was essential.

Confirming that the recruitment challenges facing the county were also evident nationally, it was noted that Gwynedd was in a good place compared to other counties. A discussion ensued on how it was intended to improve the relationship between the Children's Department and the Education Department, recognising that open

conversations needed to be held to discuss the best way forward. This was elaborated upon, noting that a member of the Education Safeguarding and Well-being Team regularly attended meetings of the Children's Department Management Team, to ensure that there was an understanding between the departments about priorities and responsibilities. In addition, it was noted that a role was being developed that would bridge the two departments.

Information was requested in relation to the difficulties in finding suitable accommodation for those aged 16+. Finding suitable accommodation was declared to be a challenge, as the number of cases was very high. The joint assessment with the Housing Department when a 16/17-year-old presented as homeless was identified as one of the biggest challenges, with high demand and a lack of placement options for this age. It was revealed that there were agreements with GISDA and North Wales Housing to provide accommodation, which improved provision. It was added that a joint analysis would be carried out with the Housing Department, to see how it was possible to work through the challenges to develop better options.

DECISION

1. To accept the report and note the observations.

10. ADULTS, HEALTH AND WELL-BEING PERFORMANCE REPORT

The report was presented by the Cabinet Member for Adults, Health and Well-being.

It was highlighted that the Department was working on the Cyngor Gwynedd Plan 2023-2028, and that the report included an overview of these six main projects. It was mentioned that the report also discussed the day-to-day work of the Department, and the financial situation. There was pride in the department's major achievements, listing some of them:

- An increase in care provision within the county.
- Two new houses for individuals with ALN had opened in Harlech and Penrhyndeudraeth, with work progressing in Penyberth.
- Increasing use of technology and telecare to enable people to live independently.
- An increase in the number of social assessments and a reduction in the occupational therapy list.
- Dementia Actif was very successful, with carers also involved.
- The bed occupancy rate in internal homes had increased back to 87%.
- The Deprivation of Liberty Safeguards (DoLS) waiting list was falling, with new officers having qualified.
- Original budget deficit projections had improved by the end of the financial year, but pressure on the Department's services remained.

The discussion then moved on to some of the concerns, specifically referring to the high demand for domiciliary care, with recruitment challenges continuing. The desire for work to improve support for unpaid carers was noted, recognising their valuable contributions.

It was identified that the Department's budget deficit for the year was £1.4million, and that cuts of £1.5million were included in the budget. The pressure on delivery services was reported to account for £1m of the departmental pressure, which was mainly on staff overspend and use of agency staff within residential care. It was emphasised that the Department had to provide for the people who needed the services, and therefore these services were not driven by money. Concerns were raised about the waiting lists from a financial point of view, and the increase in need. Reference was made to the uncertainty surrounding the RIF funding that was key to how these services were funded, and the risk in terms of the savings yet to be achieved was also mentioned.

The Department's successes were welcomed, confirming that there was an awareness of the underfunding they were facing. It was clarified that it was not possible to say whether the additional funding received this year would improve the Department's position, as it was not possible to predict what additional pressures or complex cases would reach the Department.

It was detailed that around £6 million of RIF funding was coming to Gwynedd, noting that this funding was for Adults and Children as well.

Although domiciliary care was being restructured, it was observed that the figures were still increasing. In response to this, it was explained that the complexity of cases was increasing, and while the extra care homes would assist with this, it would take time to be able to see the change. It was reported that the Department was dealing with ongoing changes, and that review work was underway to look at the options going forward. It was proposed that this field could be pre-scrutinised when the report was published. It was added that it was an area where problems were dynamic and moved from area to area, such as staffing challenges or provider failure.

Staffing challenges were mentioned in relation to these waiting lists. It was confirmed that the Department had been working with the *Community Catalyst* organisation to support people who wanted to develop small care initiatives themselves, to help with the pressure. Although this agreement had now expired, it was stated that the work was now being done in-house, with a leader appointed in relation to the work.

The percentage of residential beds being used in the county's care homes was discussed, noting that it was a low percentage. In response, it was explained that there was a desire to increase the figure again, but the numerous factors affecting this use were mentioned, such as upgrading and re-registration, and staffing proportions. There was concern that the upgrade was taking a long time to complete, and it was asked whether it could be better prioritised so that the beds could be used. There was agreement with this concern, assuring that steps would be taken to try to make the system faster and more effective. Reference was made to the findings of the Llechen Lân report - that there was an increase in demand for the service but not enough manpower to respond to that. It was reiterated that these staffing challenges were a

combination of a number of extensive factors. It went on to note that Gwynedd was more likely to put people in homes for the elderly or nursing homes than other counties, so it should be questioned whether this was a good thing or took away people's independence prematurely, taking up several placements unnecessarily.

It was recognised that change within the system was needed to promote independence and to enable better and faster implementation.

Questions were asked about the job vacancies situation within the service, and it was suggested that councillors should be promoting these positions through their social media platforms. It was noted that a number of jobs were being advertised at the moment, but in order to be able to address the waiting lists and the increasing demand, much more recruitment would be required. It was identified that a high number of vacant beds in some homes was due to a lack of adequate staffing levels. To address that, a larger budget would be needed to be able to recruit more staff.

Concerns were raised about the lack of nursing beds in Pen Llŷn and the lack of beds in hospitals, also mentioning the strain placed on unpaid carers.

It was hoped for assurance regarding the timescale of work for the Penrhos site as soon as possible. A Member highlighted that low wages within the care sector was one of the reasons why these positions could not be filled. It was noted that things were progressing well in relation to the nursing home in Penrhos, and it was confirmed by the Cabinet Member that he was part of regional discussions in relation to unpaid carers, and fair pay and working conditions for staff in the care field.

In response to a question about measuring the quality of care provided, it was confirmed that the Department frequently discussed with those receiving the service and asked residents about what was important to them in terms of provision. This was elaborated upon, stating that a Quality Assurance Team monitored the quality of care supplied by providers and asked people about that service.

It was observed that there was diversity in the needs of those on the waiting list for domiciliary care, with a number of individuals on the list but not ready for care for reasons such as their property being unsuitable. It was mentioned that these figures would be subjected to a more detailed analysis in order to better understand them. It was noted that around half of the individuals on the waiting list were currently ready for care, so the figures were rather misleading.

It was asked how the people waiting for these care packages were supported in the meantime. In response, it was explained that there was a specific technology that offered support to those individuals, but that a package needed to be developed to offer it while they waited for care. The priority was the safety of the individuals as they waited, adding that more should be done to tackle the waiting list. In addition, it was highlighted that some of those on the waiting list were individuals who were already receiving care but were keen to change the time of care, but the company providing the care perhaps was not able to provide during that time.

Pride was expressed that an increasing number were taking advantage of the Dementia Actif service, enquiring about the provision available and the nature of the

activities carried out at the sessions. It was confirmed that the sessions were delivered in various locations across the county, and the numerous entertaining activities and mobility work carried out at these sessions were described. It was revealed that a men's group had recently started, with many of those attending being young men who were starting to show symptoms of dementia. The work done by the team of five was praised, but it was reported that discussions were underway about the way forward as the funding for the team's work ceased next year. It was hoped that the team's work could also be developed into a preventative measure for people who were starting to show symptoms.

It was assured that the Committee would be involved in implementation following the *Housing LIN* report, which would outline the demand for care accommodation. It was noted that the findings were likely to be challenging and would suggest that there was a need for a number of specialist properties for older people across the county.

DECISION

1. To accept the report and note the observations.

11. HOUSING AND PROPERTY PERFORMANCE REPORT

The report was presented by the Cabinet Member for Housing and Property.

It was explained that the report included reporting on the progress made in relation to the promises within the Council's Plan 2023-28, as well as the Department's day-to-day work. It was stated that the topic of 'dealing with the energy cost crisis and fuel poverty' had been removed from the Council's Plan, as the energy team was now in place and work was underway to provide advice and support to residents.

There was pride that the milestone of building 500 social houses had been reached, but despite this, there was concern that there had been opposition to the erection of social housing in a particular area within the county, with some members of the Planning Committee going against officers' recommendations. It was reported that this caused unnecessary delays and costs, and made it challenging to meet the need for social housing.

The increase in carbon emissions from Council buildings was highlighted as a concern. It was noted that some of the tools previously used to report on this were flawed, and therefore it had been under-reported in the past.

It was then identified that the main risk to the Department was the fact that it was not possible to ensure that no one was homeless in Gwynedd. It was added that the Department worked hard to try to address the problem.

In addition, pride was expressed that the Department managed to stay within its budget again last year.

It was asked why applications to develop social housing were being rejected, emphasising that there was a high demand for one- or two-bedroom houses. Concerns were also raised about the number of Council buildings that were out of use and it was asked whether these buildings could be used to create flats, for example. The Department's work was praised but further concern was expressed about the high number of homeless people in the county, and the empty houses figures in Gwynedd. Referring to the concern about planning applications being rejected, it was noted that the target of 500 social houses had been met despite this. It was suggested that these applications were rejected due to a possible misconception of a lack of need in certain areas. It was confirmed that officers constantly monitored the Council's vacant properties, disposing of unnecessary properties and looking for more suitable sites for a number of the schemes that were in place. It was recognised that despite all the work being done, the numbers on waiting lists for social housing were not falling, due to a very high demand.

It was revealed that the empty houses scheme was successful, adding that 145 houses had come back into use and over 200 people had benefited from this. It was reported that more empty houses officers had been recruited, therefore a further increase was likely as a result. A number of vacant properties owned by the Council across the county had been identified, and while not all of them were suitable for development, it was confirmed that plans were underway to develop a number of them.

Although so many houses had been built and many empty houses had come back into use, it was asked why the numbers on the waiting list were not decreasing. It was stated that more people were coming into the system than were going out, and it was emphasised that the need was far greater than the number of units available to house these people. High costs of living and high rent levels in the private sector were identified as one of the main reasons so many were coming into the system, as well as violence and mental health conditions.

It was explained that the applications for social housing were not made public, so people did not realise that there were so many on the waiting list. It was reported that 97% of all lettings that went through the county's letting policy were given to people with a local connection to Gwynedd, and the definition of 'local' was included in the policy.

In response to a question about how the number on the list was counted, it was confirmed that an application was counted once, regardless of how many areas were denoted in that application as places they would like to live in. It was mentioned that if one application denoted two areas to live in, it would appear on the list of both areas, but that did not change the overall number of applications. It was noted that the data on the number of applications per area was available.

Assurance was given that the new houses that would be built matched the type of housing needed, as well as locations.

A question was asked about the rationale behind deciding which units to buy and where. In response, it was highlighted that this was decided by the officers of the Department by considering a number of factors including the need, and suitability of

the house to meet the necessary standards. Those Councillors who brought houses to the attention of the Department were thanked, adding that they were passed on to the officer conducting the assessments against the necessary criteria.

A comment about housing associations taking a long time to re-let empty houses was answered and highlighted frustration because so many on the list were waiting for housing. It was proposed that this fair question should be asked of the housing associations when they came before this Committee later this year.

It was identified that there had been delays in some schemes, and it was asked whether this had cost the Department. It was confirmed that there had been no delays, but that some targets had not been met by the time that the Department had hoped for. It was added that no direct cost had resulted from not meeting the targets.

In response to a question about a further target, following achieving 500 social houses, it was highlighted that there was an intention to build an additional 200 units by the end of the Housing Action Plan in 2028/29. Attention was drawn to the impact of refusing planning applications on these targets, as well as on the waiting list.

A question was asked about the barriers facing the Department in trying to buy more properties in order to reduce the reliance on emergency accommodation. It was explained that cost, location and unsuitability were factors here, adding that the properties purchased in Bangor and Caernarfon would save a significant amount of costs.

It was asked whether there were any further plans to convert a large building into flats, noting that this was a less costly way forward. Reference was made to a number of properties in Bangor and Caernarfon that had been purchased and converted into flats, and it was confirmed that there were further plans across the county to develop more buildings in this way.

DECISION

1. To accept the report and note the observations.

The meeting started at 10.30 a.m. and ended at 3.00 p.m.

Chair

MEETING	Care Scrutiny Committee
DATE	Thursday, 16 July 2026
TITLE	Day Care Services
REASON FOR SCRUTINY	Council Plan 2023-28 – A Caring Gwynedd
AUTHOR	Sian Edith Williams Jones (Assistant Head – Older People, Physical and Sensory Disabilities, Adults Health and Wellbeing)
CABINET MEMBER	Cllr Dilwyn Morgan

1. Why does it need to be scrutinised?

At a previous meeting of the Committee on 23 November 2023 a review of the day care service was scrutinised and a further report on the review and the potential model was requested in a timely manner for the scrutinisers to provide further input.

The item was scheduled for the March 2026 meeting but the meeting had to be postponed until July 2026.

2. What needs to be scrutinised?

- What is the day care service that is provided and where?
- Is there consistency across the county?
- Does the new model recommended provide a better service and operate more efficiently across the county?
- What do potential service users think of the new service model?
- Is there suitable transport for patients with dementia to attend day care?
- Does the provision provide enough support and respite for unpaid carers?
- How does the relationship with health work in the context of the new arrangements?

3. Summary and Key Issues

The intention to review the provision of day care services was submitted to this committee on 23 November 2023. The committee supported the intention to undertake a full review of the provision and consider an alternative model fit for the future. Officers have been asked to ensure that the new model provides a consistent service across the county including for those living in rural areas.

The purpose of this report is to update you on the work, responding to the above questions.

4. Background / Context

Under the 'a Caring Gwynedd' heading of Gwynedd's Council Plan 2023-28, we are committed to modernising our care resources – including updating our community resources – and are committed to enabling the people of Gwynedd to live their best lives as long as possible within their local communities. In addition, we are committed to ensuring the valuable support of family and unpaid carers by ensuring that we can easily identify them and offer them full support in caring.

We want people to be able to live independently and safely in their community, with more choice and control over their care and support and plenty of opportunities to contribute socially. Personal care and support is enabled through strengths-based person-centred assessments.

4.1 What is the day care service provided and where?

A broad community offering is now available that is flexible and community centred:

Provision	Providers	Providing respite/support for carers?
'Traditional' Day Care Units • Bryn Dysynni, Llys Cadfan, Tywyn – daily • Plas Hedd, Bangor – three times a week • Plas y Don, Pwllheli – daily	Cyngor Gwynedd (under the management of residential homes)	Yes - respite
Specialist Day Care (Dementia) • Plas Hedd, Bangor – twice a week • Day Assessment Service Hafod Hedd, Bryn Beryl – Mon to Fri. • Day Assessment Service Meirion Unit – Dolgellau hospital – Weds and Thurs • Day Assessment Service Tywyn Hospital – Tuesdays	Joint Health Board and Council	Yes - both
Day care service in the county's residential homes (outside the dedicated units) – across the county	Cyngor Gwynedd Private providers	Yes - respite
Short respite care services in residential homes – up to two weeks. Available across the county.	Cyngor Gwynedd	Yes - respite
Dementia Support Workers – one-to-one support for individuals with dementia and their carers. Across the county.	Cyngor Gwynedd	Yes – both
Dementia Actif Gwynedd – physical and social activities to support people living with dementia and their carers, as well as older people in general who benefit from light exercise and opportunities to socialise. 17 sessions across Gwynedd including a new one in Cricieth. The areas range from more urban	Cyngor Gwynedd	Yes - support

The traditional day care units in Tywyn, Bangor and Pwllheli - managed by the homes - provide care and supervision for individuals with intense needs. They are not open-door services; there is a specific criteria to qualify – dependent on an assessment of needs.

On the other hand, the above community developments across the county have created local opportunities for collaboration to respond to needs that are known locally, with hub staff often supporting the provision by taking part in sessions or transporting individuals.

There is currently a further pilot in Dolgellau and Porthmadog to develop new models of day respite care, using regional funding of around £25,000 which has been earmarked to support unpaid carers. The pilot aims to offer community opportunities within existing care settings (e.g. care homes), providing respite for carers and meaningful social activities for individuals. The model builds on the success of Llys Cadfan, Tywyn, and is led by Age Cymru, with Council staff providing the necessary care. The service is due to start in September, with specific measures in place to assess benefits for individuals and carers and to inform further developments.

The work builds on existing community links, working with local older people's groups to avoid duplication and to strengthen links between care setting residents and the wider community. The goal is to reduce loneliness and strengthen community well-being.

4.2 Is there consistency across the county?

While the table above shows that provisions are available throughout the county, it is fair to note that challenges vary from area to area, and it is ongoing work to ensure that we are constantly monitoring and developing the provision to meet the needs of each area. It must also be recognised that a number of community proposals are dependent on short-term grant funding, which can pose a risk to the sustainability and consistency of provision in some areas. Through the review of provision and the development of new proposals, we are committed to ensuring consistency across the county, including in rural areas.

4.3 Does the new model recommended provide a better service and operate more efficiently across the county?

We believe that broad community offerings provide a better and more effective service for several reasons:

- greater choice and control for individuals over their care and support, enabling person-centred assessments and strengths-based arrangements.
- encourages and maintains independence and social participation.
- enables people to arrange provision of their choice through direct payments.
- responds better to the needs of individuals and offers a greater range of services, including bespoke support rather than a uniform model.

Our social workers are constantly discussing what is important to individuals as part of assessments and reviews, and feedback from users and their carers varies, with some favouring support tailored to the individual, others wanting opportunities to socialise in groups and some wanting to see more traditional models.

4.4 What do potential service users think of the new service model?

A recent piece of engagement work with over 200 people (potential service users) across our communities to highlight the barriers with regards to planning forward to live independently also supports the model. A number of respondents indicated that they would like more local services and social support to reduce loneliness and felt that this would help them live happily, healthily and independently as they get older. Here are some comments/themes:

- a desire to see more social resources to encourage active and healthy ageing whilst enjoying local activities, with many respondents citing the need to bring different age groups together so that everyone contributes
- wanting more resources like allotments and green spaces and less traditional things like learning languages, discussing movies or practicing tai chi
- wanting to see centres to encourage socialising and social clubs
- many noted that more community transport is important to them
- some respondents noted the desire to see day centres reopen, specifically referring to the need for daytime games and activities for individuals with dementia

We believe that this exercise supports the need to ensure a diverse community offering, encouraging staying healthy (physically and mentally), fit and independent. The quote below summarises:

“not all 70 year olds, for example, are the same – some are and want to remain active, engaged in the local community and useful, whilst others are sadly having difficulty doing these things, we’re not all the same” (respondent)

4.5 Is there suitable transport for patients with dementia to attend day care?

It should be noted that our Transport Policy places an expectation on individuals to arrange their own transport where possible and that transport will only be arranged in exceptional situations. In many cases family members or peers are willing to transport, but some also use services such as O Ddrws i Ddrws.

Several community hubs also already have offers for individuals with dementia, providing transport to take people to the setting and back home. We have seen good examples of collaboration across hubs (such as in Penygroes and Caernarfon), and hub staff are also involved in the sessions in some cases.

Having said that, from discussions with Council day centre officers and the Health Board, we know that suitable transport is challenging in some places in the county and can be a barrier for some individuals with dementia. We are aware that provision varies from area to area and that better consistency in the availability of community transport could help attract more people who need support to Gwynedd's specialist day services or Dementia Actif sessions. The Dementia Actif service works closely with community hubs Yr Orsaf (Penygroes), Partneriaeth Ogwen (Bethesda) and Canolfan Henblas (Bala) who provide a minibus service to collect participants and transport them home after sessions. They were also instrumental in supporting the establishment of TAIH which is now run entirely by the local community. TAIH is a not-for-profit transport service set up for and around

Tywyn, helping individuals who are struggling to access transport for a number of personal, geographical or financial reasons. We hope to see more of these types of developments in the future.

Here is a summary of the community provision we are aware of to date:

Provider	Services offered
Yr Orsaf, Penygroes – Dyffryn Nantlle	Green vehicles transporting people to day activities at Yr Orsaf
Y Dref Werdd - Blaenau Ffestiniog	Green vehicles transporting people to day activities at Y Dref Werdd, and a desire to extend the provision further.
Porthi Dre – Caernarfon	Arrangement with Yr Orsaf, Penygroes, to borrow a vehicle and driver to transport individuals who have no other means of getting to Porthi Dre.
Partneriaeth Ogwen – Dyffryn Ogwen	Green Vehicle - transporting individuals to lunch clubs and on trips
Congl Meinciau, Botwnnog – Llŷn	Using the Door to Door or Flexi Bus service
Canolfan Henblas – y Bala	A vehicle transporting people to activities
TAITH - Tywyn	Prosiect TAITH – a not-for-profit transport service that provides transport to health and wellbeing appointments.

It is worth noting that our Dementia Support Workers also assist with the transport of individuals when there are no other suitable options as well.

4.6 Does the provision provide enough support and respite for unpaid carers?

We recognise the importance of providing short breaks for unpaid carers, and we are keen to ensure that those offers have a high social value for the individual as well. We're investing in the development of additional and various respite provisions, and our answer to question 1 outlines the types of support available to enable carers to take a break from their duties.

In addition, work is underway with the Department for Economy and Community to consider the role of libraries as community spaces and to support libraries to meet Age and Dementia Friendly standards. As part of this work, we are looking at ideas such as the inclusion of a 'Carers Café', a Friendly Age Hour and more arts and wellbeing activities in the libraries. This would provide more options for unpaid carer support.

4.7 How does the relationship with health work in the context of the new arrangements?

Close collaboration between Betsi Cadwaladr University Health Board and Cyngor Gwynedd is a key part of the new arrangements. An example of this is the Day Assessment provision at Hafod Heddd, Ysbyty Bryn Beryl for individuals diagnosed with dementia which focuses on behaviour assessment, medication delivery etc whilst also providing carers with a break. Our answer to question 1 outlines this. Cyngor Gwynedd's Dementia Support Workers support individuals who attend this provision and work closely with colleagues in

Health to support families with intensive caring responsibilities. This collaboration ensures that individuals and their carers receive multidisciplinary support that combines health and social care expertise.

More broadly, our Community Resource Teams work closely with Health, with a number of teams co-located alongside health workers. Social workers work daily with District Nurses and Mental Health Nurses to assess needs, co-ordinate support and formulate integrated care plans that ensure individuals and their carers receive a service that combines health and social care expertise.

4.8 The financial context

Overall, our care services face significant fiscal challenges as a result of several factors – steady increases in demand, intensifying needs, reliance on short-term grants, budget deficit and savings and cuts to realise. These challenges are further described in the Llechen Lân report, and the Care Scrutiny Committee will receive an update on this report at its meeting today.

The challenge around short-term funding is particularly relevant in this area as many of the Council's more frugal community initiatives and services (such as Dementia Actif) are dependent on grants and this may create uncertainty for such services into the future.

4.9 Conclusion

The Council wishes to move away from the traditional 'Day Care' model and develop a more flexible, person-centred and diverse model, with a focus on 'Community Offer'. The new model responds to the needs of individuals, offers more choice and maximises a collaborative relationship with Health, the third sector and the community.

Overall, user feedback is very positive, and we look forward to working further together to ensure that the needs of the population of Gwynedd are met equally across the county.

5. Consultation

As already stated, we have recently carried out a consultation with potential service users to consider how they would anticipate their desired future support in order to remain independent and age well. The relevant conclusions are highlighted above in question 4.

We consult substantially and regularly on these developments across the Adults Department (Dementia Actif, Provider Services, social work teams etc) and our partners including Age Cymru, Health and community groups representing those affected. They provide constant input and all of the above developments have taken place as a result of these discussions.

6. Well-being of Future Generations (Wales) Act 2015

*Have you **included** residents / service users? If not, when and how do you plan to consult them?*

Social workers are in regular discussions with individuals about what is important to them, and the information shared with us supports the need for a range of community offers that endeavour to meet the needs of as many people as possible. We have also considered the input of organisations representing the older population.

*Have you considered **collaborating**?*

We collaborate extensively on all parts of this work and this is outlined above.

*What has been done or will be done to **prevent** problems arising or worsening in the future?*

The whole purpose of this review is to improve the way we are able to support individuals within their communities. This means providing more than just 'traditional' day care – and ensuring that offers are available for people who do not yet need a needs assessment. Supporting individuals to stay fit and socialise leads to a number of benefits including reducing isolation and supporting people to remain independent and safe.

For example – Gwynedd's Dementia Actif classes include light exercises aimed at improving balance, strength, balance and coordination – all whilst having fun. There is also time set aside in each session to chat, reminisce and support peers over a cup of tea – bringing significant benefits to individuals with dementia and their carers too.

*How have you considered the **long-term** and what will people's needs be in years to come?*

The Llechen Lân report, which will be presented to the Scrutiny Committee today, highlights the significant increase facing the Department in future with regards to supporting individuals over 65 with various needs. It states that there will be a 77% increase in the 80+ population in Gwynedd by 2047. There will also be an increase in demand for services to support individuals, families and their carers, and changing our models of support is outlined as essential to enable us to continue to deliver services into the future.

*To ensure **integration**, have you considered the potential impact on other public bodies?*

We are in discussions with the Health Service and the third sector to ensure that the new model supports their work, enriches the offers they have and that, together, we offer a range of provision that is appropriate to the various needs of Gwynedd residents.

7. Impact on Equality Characteristics, Welsh Language and Socio-Economic Duty

An impact assessment has been in place for this work since the start of the review. We are adapting it and reconsidering as we develop the work further, and it is a live document that we will need to continue to adapt as we continue to develop. The latest version is included as an appendix to the report.

The assessment concludes that the developments to the model and the increase in community proposals have a positive impact on different groups, on the opportunities to use the Welsh language and on individuals who may live in very rural areas – by increasing the offers and making sure they are community led.

The assessment recognises that further work needs to be done to ensure that provisions are available in all areas, and the recent work with Age Cymru in Porthmadog and Dolgellau takes the first steps towards targeting areas with less community provision. The assessment also recognises the need to encourage community transport developments to ensure that the proposals are open and available to all.

8. Next Steps

Continue work to develop new day respite care models in Dolgellau and Porthmadog, using regional respite funding of around £25,000 which has been earmarked to support unpaid carers.

Continue to evaluate the impact of the developments.

Appendix 1

Impact Assessment on Characteristics of Equality, Welsh Language and Socio-Economic Disadvantage.

Impact Assessment

This document assesses the impact that the policy, procedure, plan etc will have on the population of the county and operates on the basis of a number of laws.

- **The Equality Act 2010.** It places a duty on public organisations to pay due attention to the impact of any new policy, procedure, scheme etc (or in adapting them) on people with protected characteristics. We are asked to
 - abolish unlawful discrimination, harassment and persecution and other conduct prohibited by the Act.
 - promote equal opportunities between people who share a relevant protected feature and those who do not.
 - foster good relationships between people who share a protected trait and those who don't.

In Wales the specific duty sets out the need to carry out an impact assessment following specific guidelines to consider the impact that a change in any policy or procedure (or the creation of a new policy or procedure) will have on people with protected equality characteristics. A timely assessment must be made before a decision is made on any material change (i.e. affecting people with a protected feature).

- **Socio-Economic Duty.** Wales has now implemented this duty which is part of the Equality Act 2010 giving a duty to address socio-economic disadvantage in strategic decisions.
- **Welsh Language Standards (Section 44 of the Welsh Language (Wales) Measure 2011).** The Council is required to consider the impact that a change in any policy or procedure (or the creation of a new policy or procedure) will have on opportunities for people to use Welsh and to ensure that the Welsh language is not treated less favourably than English. This document therefore ensures that these decisions protect and promote the use of the Welsh language.

- **Well-being of Future Generations Act 2015.** The Council has a duty to implement the five ways of working, and to respond to the 7 national well-being goals.
- **the Armed Forces Act 2021.** Councils must give due regard to the impact of this proposal on those serving or having served in the Armed Forces, as well as their families.

Review of day care provision

Awdur: Sian Edith Jones

Job Title: Assistant Head

Date: July 8, 2026

Version: v2

STAGE I - Main Aims and Objectives of the Policy or Practice

1. What kind of document or procedure is being assessed?

- New or revised policies, practices or procedures (involving a change in service provision or employment practices)
- Service review or reorganisation proposals that affect the community and/or staff, e.g. early years provision, care, education
- Decisions affecting service users, employees or the wider community including commissioning/decommissioning or reviewing services

2. What are the goals, objectives and intended outcomes of the policy or practice?

In the context of the need and effort to ensure that quality services are offered across the county, a review of day care provision and consideration of the appropriate model for the future will be undertaken. The recommendations currently include broadening provisions to be much wider than traditional day care and instead, introducing a menu of community offers to meet the diverse needs of the population.

3. Who are the main advisory groups (stakeholders)?

Service recipients and their families/carers

Potential service users

Organisations or groups representing older people

Elected members

Health Service

STEP 2 - Engagement Data and Impact Assessment

4. Has an attempt been made to comply with the duty to engage in accordance with what is described above and has sufficient information been gathered to proceed?

Yes

Details of engagement. Please note any consultation or engagement you have made or intend to do

Operation	Dates	Carmarthenshire
An engagement exercise with over 200 potential service users as part of developing a report into future accommodation needs	2026	As part of the work, we asked for information about what potential service users wish to see in order to support them to live independently and age well. There were a number of comments about the need for broad community offerings.
Social Work teams regularly discuss what is important to service users when reviewing and assessing	Continuous	Feedback varies with some preferring traditional day care and others preferring various community offerings

5. What information is available about the impact on each of the features and topics below?

	Relevant Evidence, Information and Data	Potential Positive and/or Negative Impact
Race	Not identified	No effect known
Disability	We know that many people who use our services have disabilities including mobility difficulties, sensory disabilities, conditions such as dementia, mental health conditions, other long-term health conditions. In addition there are a number of carers involved with the individuals who come into contact with our day services.	Given the wide range of needs, it is noted that the developments in terms of available community offers and the emphasis on expanding these types of offers have a potentially very positive impact on individuals with disabilities and their carers. Instead of a traditional model of day care as previously existed, there are now activities and opportunities available that promote independence and emphasise social participation. This will encourage more individuals with disabilities and their carers to use services to support them in their communities and encourage supporting across the community. It will mean that there will be more provision and more diversity of provision which will lead to more varying needs being able to be met.
Gender	Our services provide support for men and women alike.	By offering more options, it is believed that the new developments have the potential to have a positive impact on men and women as there are more diverse provisions to meet more needs. In addition, some of the community proposals may target men or women specifically, which further increases the opportunities for them to participate and provides opportunities for

		individuals who may be more likely to participate in a same-sex group.
Age	The majority of people who use these services are over the age of 55, but younger people may also want the same opportunities – e.g. people with physical disabilities or people with early dementia.	Ultimately, it is believed that the developments will have a very positive impact on people over the age of 55 by providing many more options and offers tailored to their needs. The new model will also emphasise retaining independence and encouraging social participation and therefore have a positive impact on individuals by supporting them to live the life they want and reducing isolation and reliance on statutory services too early. Consistent monitoring will be required to ensure that the provision of community support and offers has a positive impact on age groups under the age of 55.
Religion and belief	None identified	No effect known
Sexual Orientation	No data recognised	No effect known
Gender reassignment	No data recognised	No effect known
Marriage and Civil Partnership	No data recognised	No effect known
Pregnancy and Maternity	No data recognised	No effect known
The Welsh Language	We know that many individuals who use our services are Welsh speakers, particularly in some areas. The community proposals offer provisions in Welsh.	The new community developments will increase the opportunities to use the Welsh language by ensuring that more options of activities and sessions are available locally within communities. The situation will need to be monitored to ensure this is consistent across the county.
Socio-Economic Considerations	Community offers are widely available across the county, with work taking place to focus on areas where there is no community hub.	Historically, traditional day centers were located in specific locations across the county. Through the new developments, the community offerings available are

	Costs for attending sessions are kept as low as possible.	much wider than the previous provision. As a result, more services will be available locally within communities with less need to travel in order to be able to participate. In addition, work is underway to look at transport across communities and so it is hoped that this will improve access to these services. The developments are therefore expected to have a positive impact. Charging Policy means that we may charge for day provisions, and this could have a negative impact on individuals who wish to participate.
Those who serve or have served in the armed forces, together with their families	Not identified	Not identified
Human Rights	Not identified	None identified
Other	N/A	N/A

6. Are there any data or information gaps and if so, what are these and how are they intended to be addressed?

We are not aware of any obvious gaps in relation to the provisions in question.

7. When considering other key decisions affecting these groups, is there a incremental effect (cumulative effect)?

The Department has recently revised its Charging Policy which gives the Council the right to charge for more support services in the community. This could affect individuals' ability to use the full range of propositions they would like to use. However, there is a procedure in place to offer financial assessments to individuals in order to determine how much they can contribute to their care and this is considered to significantly reduce the negative impact in relation to the most vulnerable groups.

8. What does the proposal include to show that you have given due regard to the Public Sector Equality Duty (to promote equal opportunities; help to eliminate discrimination, harassment or unlawful victimisation and foster good relationships and wider community cohesion) as covered by the 3 aims of the General Duty in the Equality Act 2010?

Overall, the whole essence of the proposal is to offer more opportunities for individuals to use the provisions, and to ensure that those provisions are more open, flexible and community-based. It very naturally helps to eliminate discrimination between the provisions available within different areas and for different groups, and in its nature fosters good relationships between different groups by encouraging communities to maintain the provision locally.

9. How does the proposal show that due attention has been given to the need to address inequalities in the cause of socio-economic disadvantage? (Note that this is about closing inequality gaps rather than just improving outcomes for all)

By ensuring that offers are available at a more local level, we hope the new model will ensure more consistency in provision across the county, including in more rural areas. In addition, as part of the work there is a lot of consideration for community transport developments. Facilitating transportation and access in this way would reduce the disparity from a geographical perspective across the county.

10. How does the proposal demonstrate action in accordance with the requirements of the Welsh Language Standards (Welsh Language (Wales) Measure 2011), not to treat the Welsh language less favourably than English, and to ensure opportunities for people to use Welsh? Also how will action be taken in accordance with the Council's language policy and strategy to take advantage of every opportunity to promote the Welsh language (beyond providing services bilingually) and increase opportunities to use and learn the language in the community?

The language needs of individuals across the county are fully considered when offering provisions and the new community offerings contribute significantly to the ability to participate locally within communities – and that being in the Welsh language by increasing the opportunities for them to use the language socially.

11. How does this proposal meet the requirements of the Well-being of Future Generations Act by implementing the five ways of working, and responding to the 7 national well-being goals including creating a More Equal Wales?

Content - Social workers are consistently discussing with individuals regarding what is important to them, and the information shared supports the need for a range of community proposals to try and ensure that provisions meet the needs of as many people as possible. We have also considered the comments of organisations representing the older population.

Collaboration - We collaborate widely on all aspects of this work with Health, the third sector, hubs and community enterprises.

Prevent - The whole purpose of this review is to improve the way we are able to support individuals within their communities. This means providing more than just 'traditional' day care – and ensuring that offers are available for people who do not yet need a needs assessment. Supporting individuals to stay fit and socialise leads to a number of benefits including reducing isolation and supporting people to stay independent and safe.

For example, Gwynedd's Dementia Actif classes include light exercises aimed at improving balance, strength and coordination – all while having fun. There is also time in each session to chat, reminisce and get peer support over a cup of tea – bringing significant benefits to individuals with dementia and their carers too. Long Term - The Clean Slate Report highlights the significant progress facing the department in supporting individuals over 65 with different future needs. It states that there will be a 77% increase in the 80+ population in Gwynedd by 2047. There will also be an increase in demand for services to support individuals, families and their carers, and changing our models of support is being outlined as essential to enable us to continue to deliver services into the future.

Integration - We are in discussions with the Health Service and the third sector to ensure that the new model supports their work, enriches the offerings they have and that, together, we offer a range of provision that is appropriate for the various needs of Gwynedd residents.

PHASE 3 - Procurement and Partnerships

12. Will this policy or practice be carried out in whole or in part by contractors or in partnership with other organisation(s)?

In partnership with other organisations.

What action will be taken to comply with the General Equality Duty, Human Rights and Welsh language legislation and the Socio-Economic Duty in relation to procurement and/or partnerships?

Procurement:

--

Partnership:

Since the first version of the equality impact assessment focusing on day care provision in certain areas only, we have consistently worked with community hubs to support them in creating offerings that reflect the needs of their area. The equality and language considerations in its wider sense are being considered as part of this work and the Council will support community partners in this regard.

STEP 4 - Dealing with Negative or Unlawful Impact and Strengthening the Policy or Practice**I3. In considering proportionality, does the policy or practice cause a significant positive or negative impact or create unequal outcomes?****Significant Positive Impact:**

The new provisions offer more choice to the people of Gwynedd and their families and carers. As a result, we believe that the developments will have a very positive impact on individuals across Gwynedd, particularly in terms of their ability to participate in society and to receive support to enable them to live independently for as long as possible.

Significant Negative Impact:

No significant negative impact has been identified.

I4. Any intentional negative impact and why it is believed that there is justification for such action (for example, on the basis of improving equal opportunities or fostering good relationships between those who share a protected characteristic and those who do not or because of objective justification or positive action)

No negative effects have been identified.

15. Will any of the negative impacts identified count as unlawful but unavoidable discrimination (e.g. reduction of funding)?

No

Please note the reason for saying so and the justification for continuing

N/A

16. What other measures or changes could be included in order to strengthen or change the policy/practice to demonstrate that due attention has been given to the promotion of equal opportunities; helping to eradicate unlawful discrimination, harassment or persecution and foster good relationships and wider community cohesion; as addressed in the General Duty of the Equality Act 2010?

No negative effects have been identified.

However, it is recognised that continued engagement is crucial whilst developing this work further and we will work to identify if the offerings meet the need and if there are any gaps in that regard. These offerings will be dynamic and constantly evolving.

17. What other measures or changes could be included to strengthen or change the policy/practice to demonstrate that due attention has been given to the need to reduce unequal outcomes as a result of socio-economic disadvantage?

x

18. What other measures or changes could be included to strengthen or change the policy/practice to demonstrate that due regard has been given to the need to increase opportunities for people to use the Welsh language and not to treat the Welsh language less favourably than English in accordance with the Welsh Language (Wales) Measure 2011 and to reduce or prevent any adverse effects that the policy/practice may have on the Welsh language?

x

19. Is there enough information to form a balanced view and move forward?

Yes

STEP 5 - Decide to Go Ahead

20. Given the information gathered at Steps 1-4, is it possible to proceed with the policy or practice, and if so, on what basis?

Continue the policy or practice in its current form

STEP 6 - Actions and Arrangements for Monitoring Results and Reviewing Data

The AEC process is an ongoing one and does not end when the policy/practice and the AEC have been agreed and implemented. There is a specific legal duty to monitor the impact of the policies/practices on equality on an ongoing basis to identify whether the outcomes have changed since you introduced or modified this new policy or practice. If you do not have the relevant data, you should be taking action to correct this in your action plan. To view the EHRC's guidance on data collection you can review their [Measurement Framework](#)

21. What actions identified in Steps 1-5 or any additional data collection work will assist in monitoring the policy/practice when implemented:

Operation	Dates	Timeline	Lead Responsibility	Add to Service Plan
Continue to review provision and work towards ensuring that any gaps in provision are reduced across the county	Ongoing	Ongoing	Sian Edith Jones	No

22. What arrangements to monitor and review the ongoing impact of this policy or exercise will be implemented, including timescales for when it should be formally reviewed:

Monitoring and Review Arrangements (including where the results will be recorded)	Timetable and Frequency	Lead Responsibility	Add to Service plan
Undertake engagement exercises over time to gather the views of users and potential users on the new offerings	To be agreed	Sian Edith Jones	No
Ensure that What's Important conversations are continued by the social workers so that we can receive feedback about individual needs and whether we are meeting them	Ongoing	Sian Edith Jones	No

MEETING	Care Scrutiny Committee
DATE	14 July 2026
ITEM	SOCIAL SERVICES COMPLAINTS TASK AND FINISH GROUP
PURPOSE	To present the findings and recommendations of the Task and Finish Group
TASK AND FINISH GROUP CHAIR	Councillor Menna Baines
AUTHOR	Llywela Haf Owain, Senior Language and Scrutiny Advisor

1. **BACKGROUND**

1.1. In accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 that came into force on 1 August 2014, the Director of Social Services is required to produce an annual report on the way complaints are handled and investigated within the Children and Supporting Families Department and the Adults, Health and Well-being Department.

1.2 An annual report on Social Services' Complaints, Enquiries and Expressions of Gratitude (Children and Supporting Families Department and the Adults, Health and Well-being Department) was submitted to a meeting of the Care Scrutiny Committee on 25 September 2025.

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.

1.3 Responses were received to a number of matters that were raised during the committee meeting, but some additional issues arose and it was decided to establish a task and finish group to discuss these matters further.

1.4 A brief for the work was developed and adopted on 18 December 2025 by the Care Scrutiny Committee. Five members were elected to form the task and finish group, namely Councillors Menna Baines, Elwyn Jones, Sian Williams, Angela Russell and Elin Walker Jones. The brief was

updated to include the membership, relevant officers and a timetable, and the updated brief can be found in Appendix A.

1.5 Members of the task and finish group met on 27 February 2026 to ensure:

- that members understood the complaints handling arrangements and received concise information on all complaints received during 2024-25
- a better understanding of the reasons behind individuals' choice to complain in English and whether something could be done to encourage more to complain in Welsh
- that there was adequate support in terms of safeguarding for staff dealing with persistent complainants.

1.6 The group wished to thank all officers and teams for their work in this field.

2. TASK AND FINISH GROUP DISCUSSIONS

2.1 Papers were submitted prior to the meeting held on 27 February. There was an opportunity to receive an overview of the complaints procedure, further information about complaints to the two departments concerned, the complaint recording form, and the persistent complainant policy. All members were also given the opportunity to ask questions of the officers.

2.2 Overview of the complaints' procedure

2.2.1 It was reported that the two departments concerned followed the Welsh Government's national guidance on concerns and complaints policies. It was reiterated that these had been included in the agenda and any questions or observations from members were welcomed.

2.2.2 Members noted that the additional background information was useful but expressed surprise that the guidance had not been updated by the Welsh Government since 2014. It was noted that there had been many developments since its publication in 2014, such as the increasing use of social media, and that the guidance should reflect the world as it was now. It was suggested that the Welsh Government should be asked to provide more up-to-date and current guidance. It was also added that consideration should be given to adding publication dates to the Council's policy documentation.

2.2.3 Members were of the opinion that complaints should be welcomed because they led to learning and to improving provision. Officers added that the work of supporting and protecting

the public was emotional work that was often associated with dissatisfaction and discontent, and therefore naturally led to receiving some complaints for various reasons.

- 2.2.4 It was explained that formal and informal complaints were submitted for a variety of reasons, and that complaints officers interpreted and distinguished between complaints in order to determine which process was most appropriate for a particular complaint. It was confirmed that many cases could be resolved immediately and verbally by officers and managers, which often reduced the number of cases that developed into formal complaints. It was noted that complaints resolved within 24 hours were not recorded as a formal complaint.

2.3 Complaints

2.3.1 General

It was confirmed that approximately 26 complaints were normally received through the complaints process each year. Members were reminded that it should be borne in mind that this figure did not reflect every concern that had arisen during the year. On average, around 25 complaints were usually received per year.

- 2.3.2 The complaints were looked at in terms of themes and it was discussed whether specific themes emerged. It was concluded that there were no specific themes and that was confirmed by officers. The officers reiterated that many complaints were submitted at random and did not follow a pattern. Members were assured that if any patterns or trends emerged, the complaint received due attention and was referred to the Assistant Head of Department for careful monitoring.

2.3.2 Complaints to the Adults, Health and Well-being Department

An overview of the complaints received by the Adults, Health and Well-being Department was provided, and consideration was given to the nature of the complaints and the manner in which they were resolved by the Council. The appropriate process involved in resolving the complaints and correspondence with complainants was explained. It was noted that complaints were lodged at various levels, in different locations within the department. There was a reminder that some complaints are submitted verbally, which were resolved immediately by Managers, and that the complaints would not proceed to be resolved through a formal process.

2.3.3 Members suggested that it would be useful for the two departments to reconcile the way information about complaints was presented and to include a column to reflect the lessons learnt in each case. The officers confirmed that this could be done in the future.

2.3.4 Complaints to the Children and Supporting Families Department

An overview of the complaints received by the Children and Supporting Families Department was provided, and consideration was given to the nature of the complaints and the manner in which they were resolved by the Council. It was explained that the process was the same in both departments.

2.3.5 It was asked whether there was any link between the work streams of the Our Bravery Brought Justice report response programme and the complaints protocol and policies. In response, it was explained that child safeguarding issues and allegations were different to complaints, therefore the complaints policy did not apply directly in such cases. It was explained that different processes were followed in this situation because a complaint was different to an allegation. The manner in which a complaint could be distinguished from an allegation was considered, and it was said that matters were interpreted and referred to the appropriate place by the relevant Officers. The child protection guidelines and arrangements were focused upon in detail, setting out the appropriate and suitable processes.

2.4 Complaint recording form and the language of the complaint

2.4.1 It was confirmed that forms to complain and praise were available at Siop Gwynedd, on the Council's website and in packs from social workers. The efficiency and accessibility of the complaint recording forms for the two departments concerned and the corporate complaint form were discussed. Consideration was given as to why more people in Gwynedd submitted complaints in English. It was explained that officers responded to individuals who submitted a complaint in the complainant's preferred language after consultation with them.

2.4.2 Officers stated that they anticipated more complaints through the medium of English, with the increasing use of artificial intelligence. It was elaborated that some complaints were clearly already formulated with the help of artificial intelligence and tended to be more complex to answer. It was explained that this caused an additional challenge for officers, and could be time-consuming.

2.4.3 The use of clear Welsh in the Social Services complaint forms was praised. The officers explained that they had attended 'Easy Read' training to ensure that the form was easy for everyone to understand. It was suggested that it would be better to simplify the language in the Corporate Services complaint form in order to increase its accessibility and make it easier to read for everyone. It was noted that the use of clear Welsh in the forms would increase the number of people complaining through the medium of Welsh, and therefore would increase the use of Welsh.

2.4.4 One member suggested that consideration should also be given to adding information on how to get in contact through the Council's social media. Other members supported this.

2.4.5 On a positive note, it was reported that departments received far more thanks than complaints, which was extremely encouraging.

2.5 Persistent Complainant Policy – Unacceptable Behaviour

2.5.1 There was a discussion on the persistent complainant policy and the number of instances of unacceptable behaviour that arose. This policy was confirmed to be a general policy across the Council and applicable to all departments. It was noted that the Council was reluctant to implement this procedure, and would not act unless absolutely necessary. It was explained that complainants usually reached the threshold after months or years of vexatious complaining and caused frustration to employees and significantly increased their workload. It was confirmed that there were not many cases at present.

2.5.2 The importance of protecting staff in such situations where unacceptable behaviour arose was emphasised. It was confirmed that risk assessments were in place to protect workers, and that a specific process had to be followed to ensure that employees felt safe and comfortable at work. Reference was made to the Staff Safety Register, stating that staff safety was a priority. Staff were asked if they felt they had adequate support and supervision. It was confirmed that staff in both departments felt that they received very good support and were happy in their work.

2.5.3 The officers were thanked for their work in putting the papers together and their willingness to discuss the matter openly and constructively.

3. THE FINDINGS OF THE TASK AND FINISH GROUP

3.1 A closer look at the complaints system and the complaints received was beneficial for members to:

- improve understanding of the arrangements in place to deal with complaints in Cyngor Gwynedd and the national guidance and guidelines
- receive concise information about all complaints received during 2024-25 and understand the reasons behind individuals' opting to complain in English and the need to deal with complaints in the complainant's preferred language
- examine the policy for dealing with persistent complainants and unacceptable behaviour.

3.2 It was assured that there were robust and suitable arrangements in place to deal with complaints in the two departments concerned and that they followed national guidance. However, concern was expressed that the national guidance had not been updated by the Welsh Government since 2014 and that social media was not covered in them.

3.3 It was concluded that no obvious pattern or theme appeared in the complaints received during 2023-24. Assurance was also given that where a complaint highlighted a shortcoming within a service, appropriate action was being taken by the departments to address this which included monitoring arrangements. It was suggested that one standard template should be used by both departments to report complaints.

3.4 The style of communication and language used in the complaint forms was praised by both departments. It was suggested that the language used in the Corporate complaint form should be simplified to increase its accessibility and make it easier to read for all. It was also suggested that social media should be used to highlight how to lodge a complaint or praise a service and provide a link to the complaint forms in the message. It was confirmed that staff consulted the public about their preferred language when corresponding about a complaint.

3.5 Assurances were received that the persistent complainant policy was in place and that appropriate support was available to staff.

THE RECOMMENDATIONS OF THE TASK AND FINISH GROUP

4.1 Although assurance had been received that the complaints procedure was effective, it was believed that the following recommendations should be implemented in order to encourage more residents to submit complaints and praise, and some through the medium of Welsh.

4.2 Recommendation 1

To ask the Cabinet Member for Children and Supporting Families and the Cabinet Member for Adults, Health and Well-being to correspond with the Welsh Government to express concern that guidance on handling complaints has not been updated since 2014 and that social media is not properly addressed as a means for complainants to submit complaints.

4.3 Recommendation 2

To reconcile the information presented in tables in future social services complaints reports to reflect the situation in a comprehensive and up-to-date manner.

4.4 Recommendation 3

To recommend that the relevant Cabinet Member reviews the corporate complaints recording form and its format and amend it to be more similar to Social Services complaints recording forms in order to promote and increase the accessibility of Welsh-language forms.

4.5 Recommendation 4

To ask departments dealing with complaints to note on the complaint recording forms that the Council can be contacted via social media.

4.6 The Committee is asked to consider the findings and recommendations of the Task and Finish Group.

MEETING	Adult Scrutiny Committee
DATE	16 July 2026
TITLE	Llechen Lân Update
REASON FOR SCRUTINY	The committee's comments are needed on the data update, and the update to the Llechen Lân workstreams.
AUTHOR	Jessica Mullan / Alun Gwilym Williams
CABINET MEMBER	Dilwyn Morgan

1. Why does it need to be scrutinised?

This report is presented to highlight updates to the data and action plan of the [Llechen Lân](#) report (A report published in September 2024 to highlight key trends that will affect older people's services over the coming years).

2. What needs to be scrutinised?

There are three parts that need scrutiny. First, the updated data. Secondly, the update to the work programme that was decided upon after the publication of the original report. Finally, what the next steps should be in terms of strategic direction and action plan.

3. Summary and Key Issues

This report outlines the highlights of the attached 'Llechen Lân 2026 data update' report (appendix 1). That report consists of four sections; data update, innovative methods update, work programme update and next steps.

The aim of this report is to outline the updated data (Following receipt of the latest population projections from the Welsh Government), to receive feedback from the scrutiny committee on the content of the report, and to scrutinise how we can move forward (populating the next stages of the report).

4. Background / Context

In September 2024 the Llechen Lân report was published. This report outlines projections that would impact services for older people over the next 20 years.

In order to create a solid evidence base, the Task and Finish group collected and analyzed local, county and national data, and read international literature.

Llechen Lân elaborated on the current situation by:

1. Predicting how the population will change over the next 20 years in Gwynedd.
2. Considering how these changes might affect demand for care.
3. Looking at our ability to meet the need, compared to other similar counties.
4. Predicted the expected financial pressures.

The full details are outlined in the original [Llechen Lân report](#).

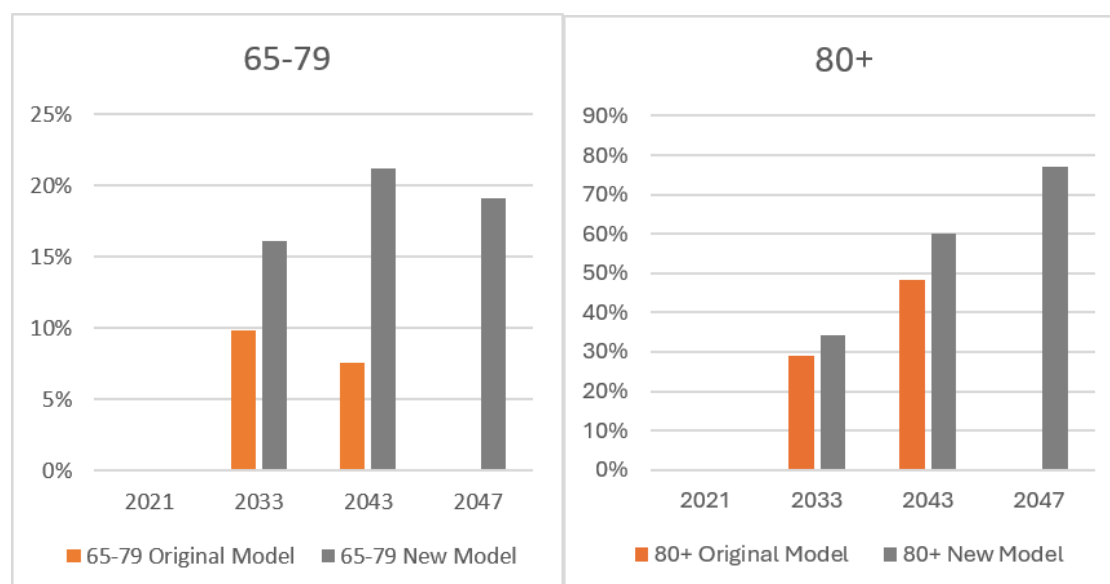
2026 data update:

At the time of publication of the first report, the latest population projections could not be used due to delays by the Welsh Government in publishing them. The report's data was based on base-2018 population projections, slightly adjusted to reflect the decrease in the population of Gwynedd in the 2021 Census. The Government has now published the latest population projections so the first aim is to re-introduce the original model with the new population projections. Full details of this data update can be found in appendix 1: 2026 Llechen Lân Update.

Population comparison (percentage)

The original Llechen Lân research showed that the need for care increases with age, and therefore it is useful to separate this population into two age groups, 65 to 79 years old and 80 years and over. The larger increase in population is predicted in both age groups 65 to 79, and 80 and older.

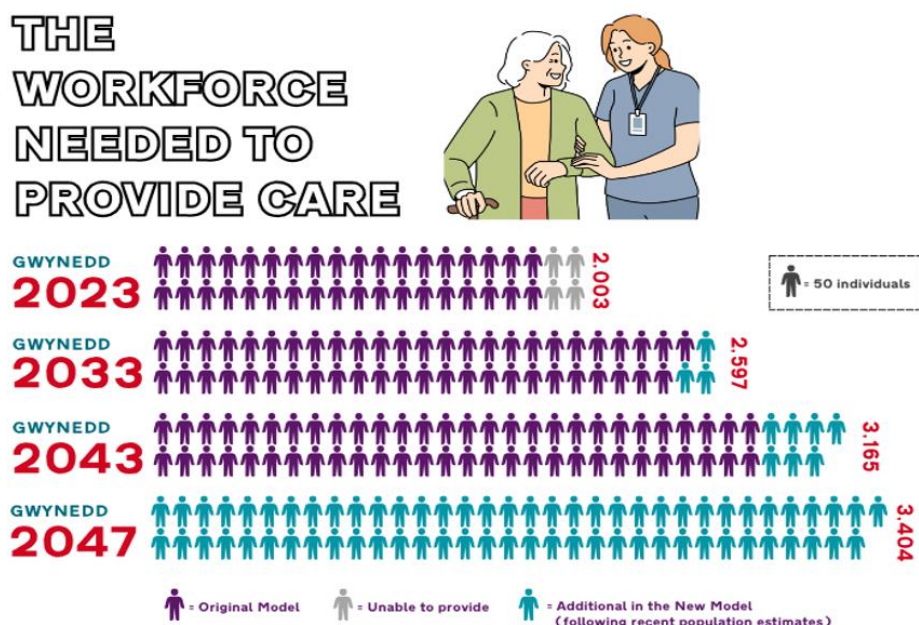
In addition, the latest projections extend until the year 2047 and show that – in relation to the 80+ age group in particular, further increases within this age group are predicted beyond the time period of the original Clean Slate model, that is, the increase carries on until at least 2047.



Graph 1 and 2 – Percentage change in Gwynedd population projections base 2018 (Original Model) and base 2022 (New Model) for the population aged 65-79 and aged 80+ (Source: Welsh Government)

Workforce Challenges:

The following infographic highlights the impact the changes in the population projections have on the projected workforce (including domiciliary caregivers, residential/nursing home workforce, social workers/therapists, and the innovative fields e.g. direct payments). The additional numbers of staff that will be required in line with the new model have been coloured blue.

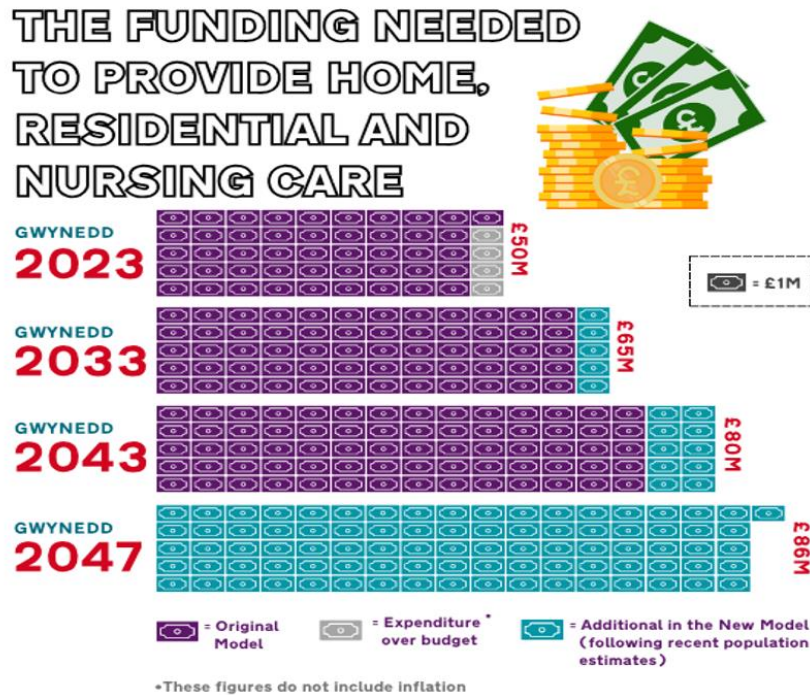


Infographic 1: Total projected future workforce requirements based on the 2018 (Original Model) and 2022 (New Model) base Gwynedd population projections.

Budget Challenges:

This infographic highlights the impact that the changes in the population projections have on the original model's funding projections.

It is important to remember that costs have been calculated on the basis of 2023-24 prices. The impact of inflation between now and 2033/2043/2047 has been ignored so that we are comparing like by like.



Infographic 2: Total funding projections based on Gwynedd's population projections base 2018 (Original Model) and base 2022 (New Model) for domiciliary, residential and nursing care.

Innovative Approaches Update

The above projections are on the basis that there is no change to our approaches, and that care and support continues to be provided in the traditional ways currently provided.

The original report discussed some innovative approaches that can be used to reduce the demand for in-place care, and offer options beyond 'traditional' care. These included community work, strength-based working, direct payments, Technology and Artificial Intelligence (AI) and extra care homes.

Telecare / Direct Payments:

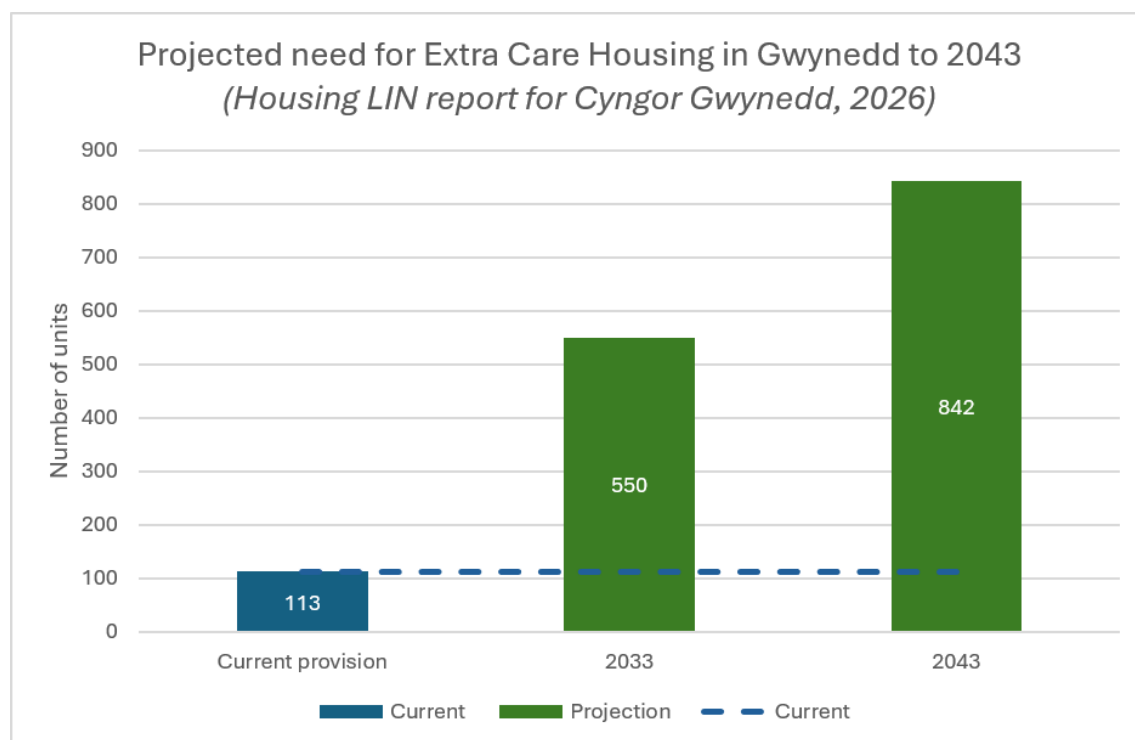
The data update below provides an update on how Gwynedd Council's provision for direct payments and telecare has changed over the last three years.

	Telecare (Numbers)	Direct Payments (Numbers)
2023	1,396	57
2026	1,485	119
% increase	6%	109%

Extra Care Housing:

A consultancy company was commissioned to model the need for different types of care accommodation for the future using the context of the Llechen Lân evidence, the aspirations of service users and developments in the field in general. That report includes a projection of the need for a number of different types of housing provision for the future; this report (Appendix 1) focuses on the projection of the increase in the number of places in extra care homes as this is a key part of the Llechen Lân picture.

In terms of the provision of extra care housing, the report (June 2026) projects that provision across Gwynedd will need to be increased over the next few years as follows:



Graph 3 – Projected needs for Extra Care Housing in Gwynedd to 2043 (Housing LIN report)

Innovative Approaches Update Summary

The above data shows that progress has been made since the original Llechen Lân report in terms of providing care and support in alternative ways. In addition to telecare and standard technology, advances in technology and artificial intelligence are also expected to result in people receiving care and support in a more timely manner and in alternative ways that will mean they may not enter traditional care. It is difficult to quantify the likely impact of artificial intelligence at this time.

Work Programme Update

The original Llechen Lân report outlined a programme of work which included short-term, long-term and general goals to be achieved. Appendix 2 (Update of the Llechen Lân work programme 2026) outlines what has been achieved in this work programme since the publication of the Llechen Lân report.

Next steps

The update for the work programme highlights several areas outlined in the Llechen Lân report action plan. But the updated data suggests that future projections are more extreme than we had predicted, and there is much more work to be done.

The next steps section within the attached report (appendix 1) is currently empty. The Llechen Lân Project Board intends to update the next steps following discussion with the scrutiny committee and leadership team.

5. Consultation

6. Well-being of Future Generations (Wales) Act 2015

Have you **included** residents / service users? If not, when and how do you plan to consult them?

Members of the public/service users were not specifically involved in the creation of the Llechen Lân report, as it is a report focused primarily on data. However, the public has been involved in projects that have led from the Llechen Lân work programme, e.g. consultation on the future accommodation needs of older people.

Have you considered **collaborating**?

This report has been produced through collaboration between Council departments, it also discusses a report commissioned with HousingLIN. The current work programme covers work taking place in several Council departments, external organisations, third sector organisations and with service users.

What has been done or will be done to **prevent** problems arising or worsening in the future?

Further action on the work programme.

How have you considered the **long-term** and what will people's needs be in years to come?

The main aim of this report is long-term planning and adapting older people's services to be sustainable for future generations.

To ensure **integration**, have you considered the potential impact on other public bodies?

7. Impact on Equality Characteristics, Welsh Language and Socio-Economic Duty

As with the original Llechen Lân report, this data suggests that major changes are needed. These changes are broader than the Social Services department. The current and future work programme will require input and collaboration from other Council departments and public sector organisations.

8. Next Steps

After discussing this report with the scrutiny committee, we would like feedback on any recommended changes to the report. Further to this we would like to discuss what next steps should be taken, first, whether the report should be republished with the updated data. Secondly, the next steps need to be planned and agreed to ensure that the Council has clear action and a detailed programme of work to follow, to try to enable us to meet the care needs envisaged over the next twenty years.

Background Information

Original Llechen Lân report: [LLechen Lân: gwasanaethau cymdeithasol pobol hŷn i'r dyfodol](#)

Appendices

Appendix 1: Llechen Lân data update report 2026

Appendix 2: Llechen Lân work programme update 2026



LLECHEN LÂN

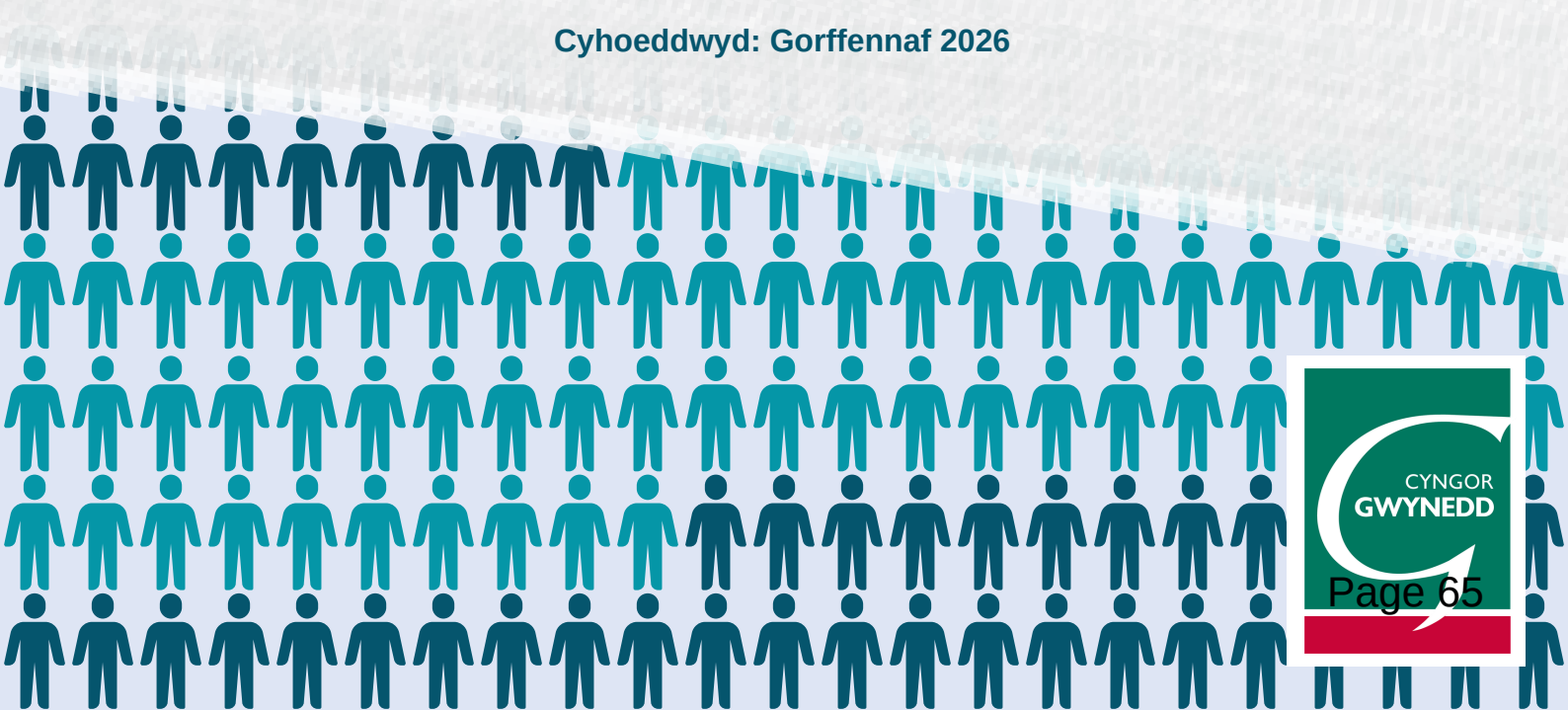
(A CLEAN SLATE)

SOCIAL SERVICES FOR OLDER PEOPLE FOR THE FUTURE

Awduron: Jessica Mullan, Manon Pritchard, Elin Jones, Emyr Edwards, Gwyn Llŷn Parry, Lois Owens, Alun Williams, Aled Davies, Mari Wynne Jones, Dylan Owen

2026 DATA UPDATE

Cyhoeddwyd: Gorffennaf 2026



GWYNEDD
2023

GWYNEDD
2033

GWYNEDD
2043

GWYNEDD
2047

2,003

2,597

3,165

3,404

 = Original Model

 = Unable to provide

 = Additional in the New Model (following recent population estimates)

 = 50 individuals



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Background

Gwynedd Council published the [Llechen Lân report](#) in September 2024. The report highlighted the pressures predicted to be faced by Cyngor Gwynedd over the next 20 years. The report referred mainly to challenges facing Cyngor Gwynedd's social services (elderly), but also more broadly the increasing pressures on all departments (e.g. Housing, Finance, Education, Economy) and residents of Gwynedd.

At the time of publication of the first report, the latest population projections were not available due to delays by the Welsh Government in publishing them. The report's data was based on 2018 population projections, slightly adjusted to reflect the decrease in the population of Gwynedd in the 2021 Census.

The Government has now published their latest population projections, so the first aim of this short report is to update the original model with the new population projections. Details of this update will be shown in full in part 1 of the report. In short, the new data confirms the overall direction of the previous projections but predicts a larger increase in the elderly population in Gwynedd. If care needs remain consistent, it is projected that more care will be needed than outlined in the original model.

The second aim is to provide an update on the recommendations highlighted at the end of the original Llechen Lân report. Almost 2 years have passed since the original report was published so it is a good time to reflect on the work that has been done and the work that needs to be done. Section 3 will update the programme.

Part 1: Data Update

Method and Assumptions:

The approach and assumptions are on the same basis as the original report (Page 16 of the [report](#) and Appendix 1). The only update to the data is the population projections. There is no change to the baseline basis used for the original model (Hours of care data based on total weekly hours of care in the week commencing Sunday 7/5/2023; workforce information and costs retained on the same basis as the original model).

The Welsh Government publishes population projections for local authority areas every few years. The latest population projections were published in November 2025, which are based on 2022 population data and therefore take into account the differences that emerged in the 2021 Census as well as any other demographic changes since the publication of the previous projections which were based on 2018. The Office for National Statistics publishes national population projections for Wales more frequently than this (with the last update being April 2026) but these are only further exercised every few years by the Welsh Government to break them down by local authority area.

As with the original Llechen Lân report, it is important to remember that this is a model, which uses the best available information in order to produce high-level estimates of future demand for older people's care services. The results should be treated as a projection of what might happen rather than a precise calculation; The future outlook may need to be updated in the light of experience, or further research may need to be carried out to confirm some aspects.

At the end of April 2026, the Office for National Statistics (ONS) released the 2024 base population projections for the whole of Wales. No corresponding data has been released for Gwynedd. While there are significant changes between the 2022 and 2024 base projections for the Welsh population as a whole, the percentage change is similar for the oldest age group (aged 80 and over) with the highest care needs. On this basis, it makes sense to continue with the update of the Gwynedd data based on the 2022 base population projections.

Age 65+ Population Projections:

The latest projections show more progress than the original projections, in the oldest ages (80+) in Gwynedd over the next ten and twenty years.

Note to remember – due to the nature of population projections, they are more reliable in the first 10 years and more uncertain in the longer term.

The original Llechen Lân report showed that the need for care increases with age, and therefore it is useful to separate this population into two age groups, 65 to 79 years old and 80 years and over. And this larger increase in population is projected for the 65 to 79 age group, and 80 and older.

In addition, the latest projections extend to the year 2047 and show that – in relation to the older age group (80+) in particular, further increases within this age group are predicted beyond the time period of the original Llechen Lân model.

The Office for National Statistics (ONS) explains some of the reasons behind these trends:

1. By 2032, the larger group of people born after the second world war will be around 85 years old, and the larger group born in the 1960s will be around 67 years old.
2. By 2047, with the larger group of people born in the 1960s now in their 80s, more people will be expected to be in the older age groups; It is also estimated that there will be an increase in life expectancy.

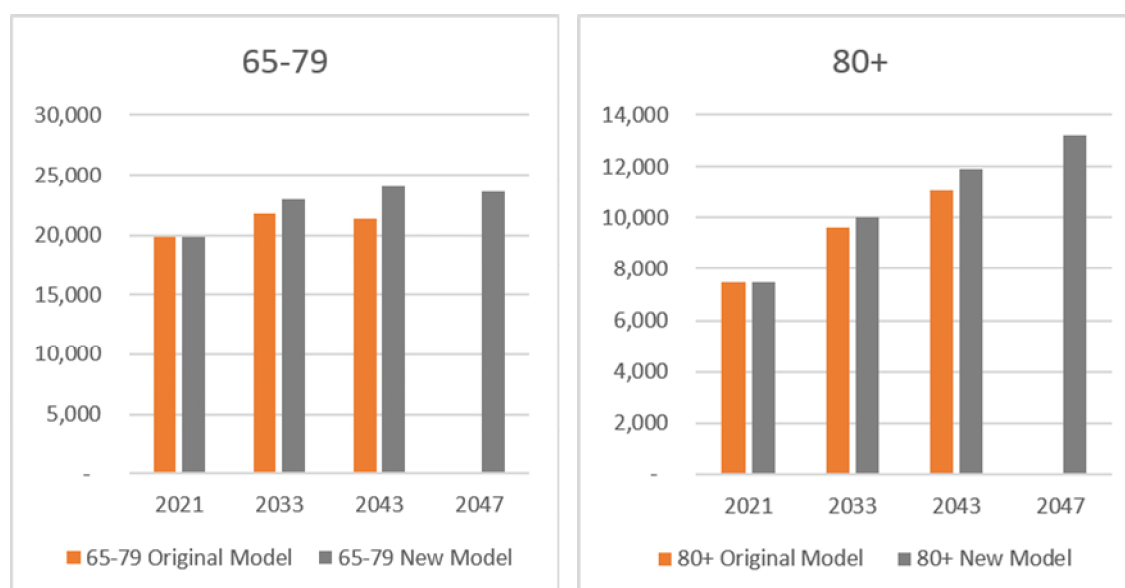
The tables and graphs below illustrate this in more detail.

DRAFT

1. Population comparison (Amount):

Table 1 – Gwynedd Population Projections base 2018 (Original Model) and base 2022 (New Model) for the population aged 65-79 and aged 80+ (Source: [Welsh Government](#))

	65-79		80+	
	Original Model	New Model	Original Model	New Model
2021	19,823	19,823	7,451	7,451
2033	21,768	23,006	9,601	10,000
2043	21,315	24,029	11,042	11,930
2047		23,604		13,192



Graph 1 and 2 – Gwynedd population projections base 2018 (Original Model) and base 2022 (New Model) for the population aged 65-79 and aged 80+ (Source: [Welsh Government](#))

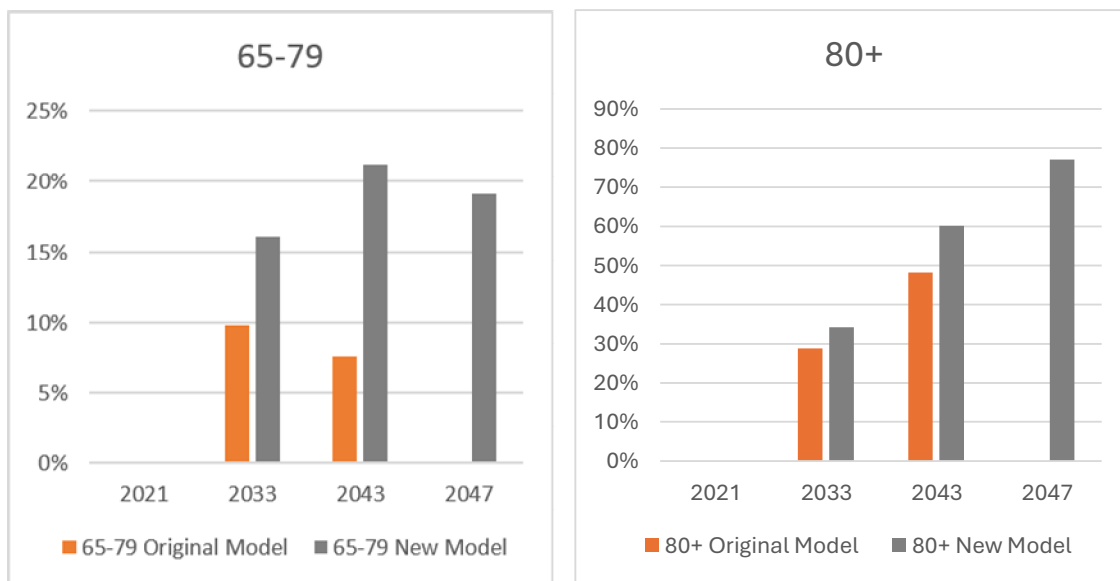
It's also useful to look at this change as a percentage, where a 77% increase is projected for the population aged 80 and over by 2047 compared to 2021.

DRAFT

1. Population comparison (Percentage)

Table 2 – Percentage change in Gwynedd population projections base 2018 (Original Model) and base 2022 basis (New Model) for the population aged 65-79 and aged 80+ (Source: [Welsh Government](#))

	65-79		80+	
	Original Model	New Model	Original Model	New Model
2021	0%	0%	0%	0%
2033	10%	16%	29%	34%
2043	8%	21%	48%	60%
2047		19%		77%



Graph 3 and 4 – Percentage change in Gwynedd's population projections base 2018 (Original Model) and base 2022 (New Model) for the population aged 65-79 and aged 80+ (Source: [Welsh Government](#))

Projections update without intervention:

The increase in population projections will clearly have a direct impact on the original model of care.

The original report shows the age analysis in detail, for the three main 'traditional' care streams (Residential/ Nursing (Non-Dementia), Residential/ Nursing (Dementia), Domiciliary Care). Broadly speaking, it shows that the need for all three streams of care increases with age. It is therefore useful to look at the data in two age groups, namely 65-79 years old where there is lower need for care provision, and 80+ years old where there is higher care need. This means that the further increase in the population projections for the oldest age groups will have a major impact on these care streams.

It is important to note that, like the original model, these projections are based on the changes in the population e.g. an ageing society, and not any lifestyle, health or technological changes that may occur. These projections are also based on Gwynedd's social services operating in the same way as they currently are.

It is also important to highlight that new statistics from the ONS (2026) suggest that healthy life expectancy (average time living in good health based on current mortality rates and how individuals view their health) has fallen significantly in recent years. If this continues to worsen there is a possibility that more individuals in the 65-79 age group will need care, and more individuals under 65 will need care and support (ONS, 2026).

In Gwynedd, as in the whole of Wales, healthy life expectancy at birth has decreased over the last ten years. For women in Gwynedd, life expectancy at birth was 66.6 years in 2012-2014 but by 2022-2024 it had decreased to 62.5 years – a reduction of around 4 years. For males life expectancy at birth was 65.4 years in 2012-2014 but by 2022-2024 it had decreased to 62.3 years – a decrease of about 2 years (ONS, 2026). This data shows that the health of the population of Gwynedd, as well as the whole of Wales and Britain, is deteriorating. People are therefore expected to spend less of their lives in 'good' overall health, and this will have an impact on the population's need for care.

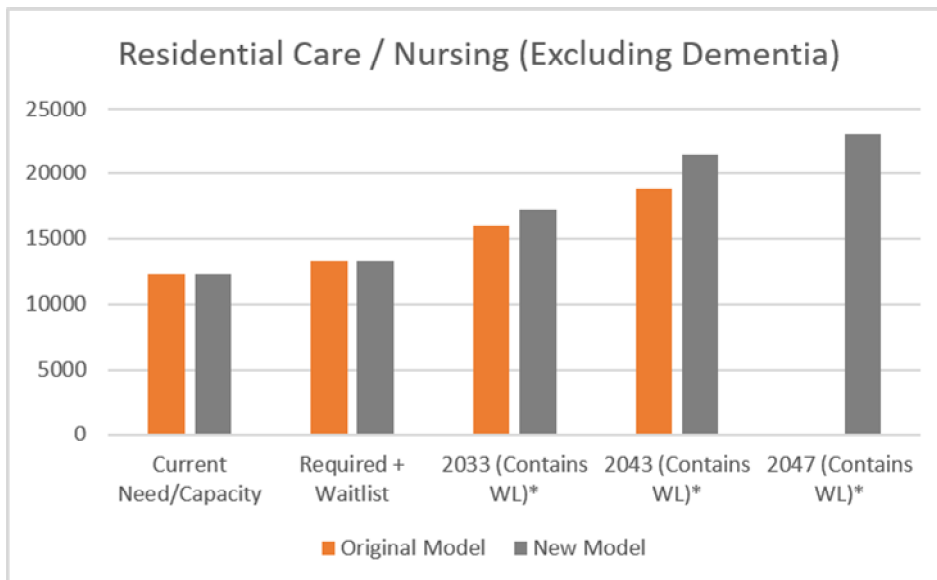
Here are the details of the projected number of hours of care needed for the three streams of care, comparing between the original model and the new model.

Residential Care / Nursing (Excluding Dementia)

Table 3 – Projected need for residential / nursing care (excluding dementia) based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	Number of hours of care		Percentage Change from Current Need	
	Original Model	New Model	Original Model	New Model
Current Need/Capacity	12,326	12,326	0%	0%
Required + Waitlist	13,275	13,275	8%	8%
2033 (Contains WL)*	16,013	17,228	30%	40%
2043 (Contains WL)*	18,835	21,441	53%	74%
2047 (Contains WL)*		23,057		87%

**Future figures include waiting list (WL), percentages showing change against existing baseline without waiting list.*



Graph 5 – Projected need for residential / nursing care (Excluding dementia) based on the 2018 (Original Model) and 2022 (New Model) base Gwynedd population projections for the population aged 65-79 and 80+ years

Include WL = Future figures include waiting list, percentages showing change against baseline of existing need without waiting list.

Behind the data:

The table and graphs above show that the further increase in the older age groups has had a significant impact on the need for residential/nursing care (Excluding dementia). The data shows that if there is no change; in the way care is delivered or on the health of the population as we age, the need for care could increase by up to 87% by 2047 compared to the provision during 2023. The original model projected a 53% increase by 2043.

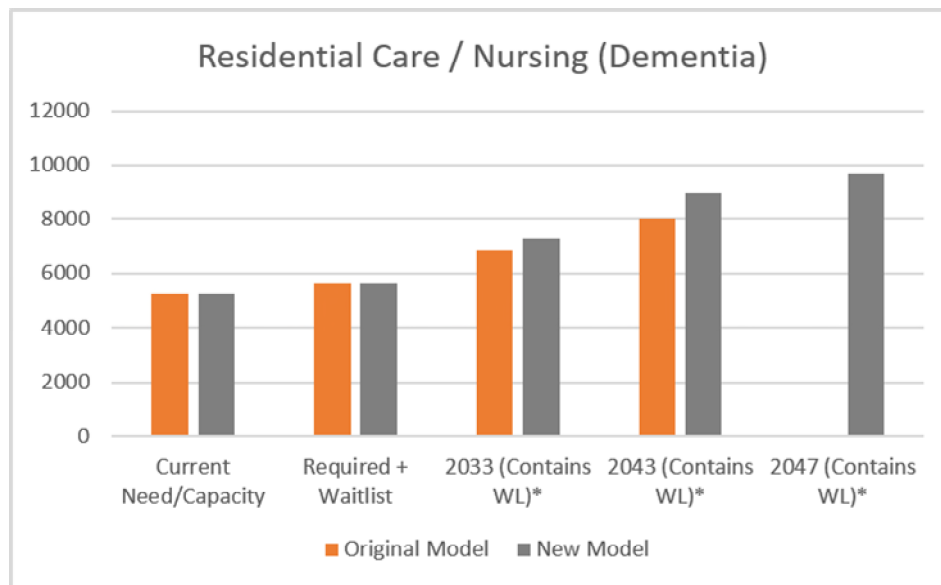
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Residential Care / Nursing (Dementia)

Table 4 – Projected need for residential / nursing care (Dementia) based on the Gwynedd population projections 2018 (Original Model) and 2022 (New Model) for the population aged 65-79 and 80+ years

	Number of hours of care		Percentage Change from Current Need	
	Original Model	New Model	Original Model	New Model
Current Need/Capacity	5,220	5,220	0%	0%
Required + Waitlist	5,597	5,597	7%	7%
2033 (Contains WL)*	6,831	7,267	31%	39%
2043 (Contains WL)*	8,004	8,978	53%	72%
2047 (Contains WL)*		9,673		85%

**Future figures include waiting list (WL), percentages showing change against the baseline without the waiting list.*



Graph 6 – Projected need for residential / nursing care (dementia) based on the 2018 (Original Model) and 2022 (New Model) population projections for the 65-79 and 80+ year old population

Contains WL = Future figures include waiting list, percentages showing change against existing baseline without waiting list.

Behind the data:

The table and graph above show that the further increase in the older age group is having a significant impact on the need for residential/nursing care (dementia). The data shows that if there is no change in the way care is delivered or the prevalence of dementia, the need for care could increase by up to 85% by 2047 compared to the provision in 2023. The original model showed an increase of 53% by 2043.

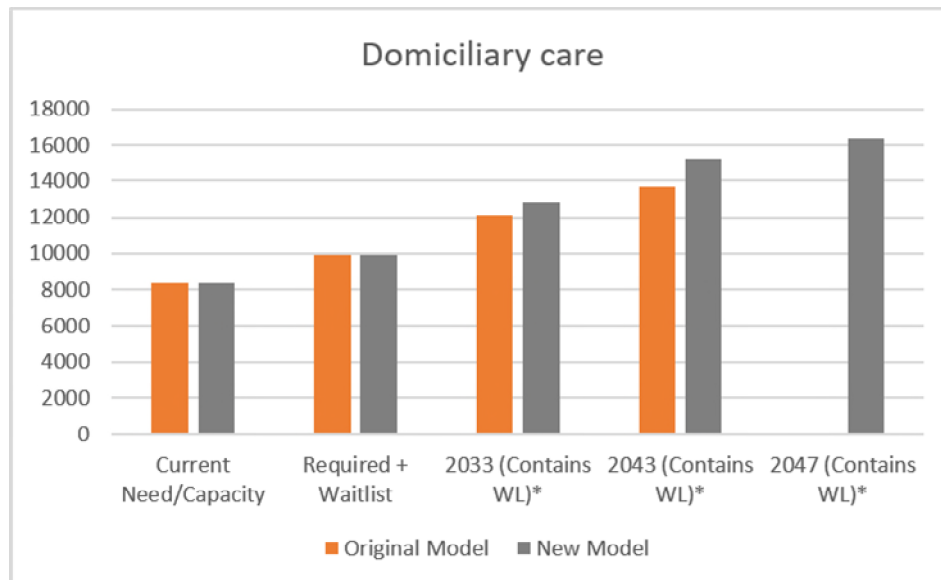
It is important to note that we have used population projections, but we have not used projections on how Dementia numbers are growing. Research shows that the rate of dementia is increasing, not just because of age, but as a result of a number of different reasons e.g. lifestyle, air pollution (Alzheimer's Society, 2021). This report focuses solely on the change in demographics.

Domiciliary Care

Table 5 – Projected domiciliary care needs based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	Number of hours of care		Percentage Change from Current Need	
	Original Model	New Model	Original Model	New Model
Current Need/Capacity	8,393	8,393	0%	0%
Required + Waitinglist	9,893	9,893	18%	18%
2033 (Contains WL)*	12,130	12,836	45%	53%
2043 (Contains WL)*	13,664	15,214	63%	81%
2047 (Contains WL)*		16,366		95%

**Future figures include waiting list, percentages showing change against existing baseline without waiting list.*



Graph 7 – Projected domiciliary care needs based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the 65-79 and 80+ year old population

Include WL = Future figures include waiting list, percentages showing change against existing baseline without waiting list.

Behind the data:

The table and graph above show that the further increase in the older age groups is having a significant impact on the need for domiciliary care. The data shows that if there is no change in the way care is delivered or on the health of the population as we age, the need for care could increase by up to 95% by 2047 compared to the provision in 2023. The original model projected a 63% increase by 2043.

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Details of the projections of the original model and the new model in terms of the number of care staff that would be required to meet the anticipated need for care (including the Council's internal workforce and external providers operating in Gwynedd) are as follows:

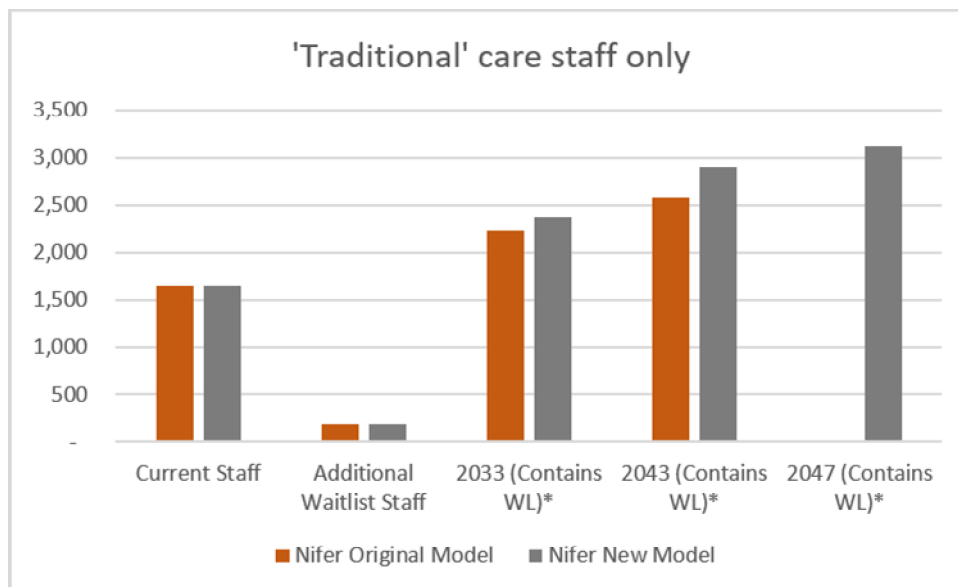
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Staffing:

Table 6 – Projected need for 'traditional' care staffing only based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	Number of Staff		Percentage Change from Current Need	
	Original Model	New Model	Original Model	New Model
Current Staff	1,647	1,647		
Additional Staff needed for Waiting List	185	185		
2033 (Contains WL)*	2,228	2,378	35%	44%
2043 (Contains WL)*	2,578	2,902	57%	76%
2047 (Contains WL)*		3,122		90%

*Future figures include waiting list, percentages showing change against existing staff baseline without waiting list.



Graph 8 – Projected need for 'traditional' care staffing only based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+ years

Behind the data:

The original Llechen Lân report discussed the number of a wider workforce, including social workers/therapists, and staff for innovative areas e.g. direct payments. The infographic on page 2 shows the data updates for the full workforce, to maintain consistency with the infographic in the original report. To maintain consistency with the rest of this report, the table above and the discussion below focus solely on workforce needs in the more 'traditional' areas of care (domiciliary care, residential and nursing care).

When the original Llechen Lân paper was written there were 1,647 staff working in the 'traditional' areas of care. From the data it was estimated that an additional 185 members of staff would be needed to meet the needs of the waiting list as it was at the time.

The table above shows that the further increase in the older age groups has significant impact on staffing needs. The data shows that if there is no change in the way care is delivered or change in the health of the population as we age, the need for staff could increase by up to 90% by 2047 compared to the original staffing level. The original model projected a 57% increase by 2043.

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Funding:

This section highlights the impact that the changes in the population projections would have on the funding projections. This table highlights the financial cost of the three traditional streams of care; domiciliary care, residential/ nursing care (without dementia) and residential care/ nursing (dementia).

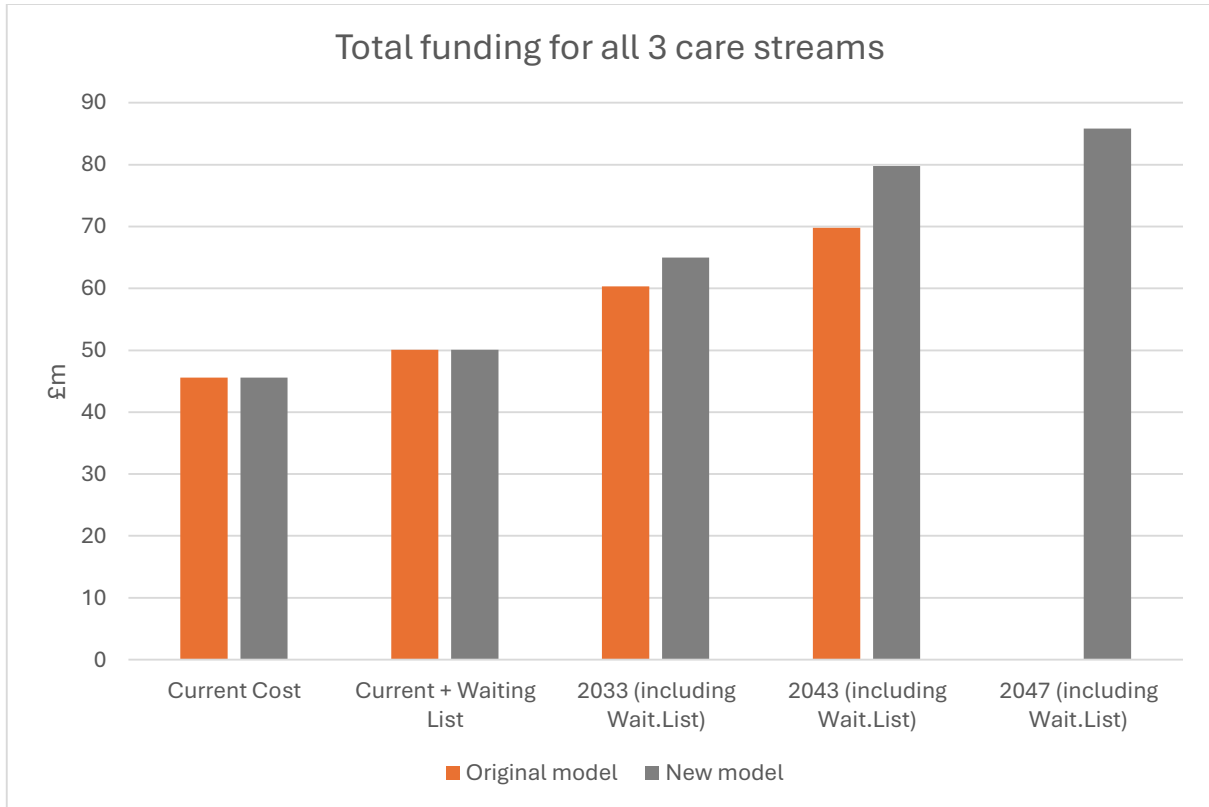
Domiciliary care makes up about 26% of the total costs involved; residential/nursing care (without dementia) makes up around 53%; and residential / nursing (dementia) care at around 21% (based on the 2023 budget baseline). A detailed analysis of the three separate streams can be found in appendix 1.

It is important to remember that costs have been calculated on the basis of 2023-24 prices. The impact of inflation between now and 2033/2043/2047 has not been included so that we are comparing similar by like.

Table 7 – Total funding projections based on the Gwynedd population projections 2018 (Original Model) and 2022 (New Model) for the population aged 65-79 and 80+

	£M	
	Original Model	New Model
2023 Current Funding	45.6	45.6
2023 Waiting List	4.5	4.5
2033 (Contains WL)*	60.3	65.0
2043 (Contains WL)*	69.8	79.8
2047 (Contains WL) *		85.8

**Future figures include waiting list, percentages showing change against existing staff baseline without waiting list.*



Graph 9 – Projected funding for the three 'traditional' care streams based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

Including Wait.List = Future figures include waiting list.

Behind the data:

The previous report showed that additional funding of £4.5m would be needed to meet the extra care that was needed but not being provided at the time, across the three streams of care. Furthermore, the demographic change projected in the original model would mean that an additional £10.2m would be needed by 2033, and an additional £19.7m by 2043.

The new model estimates higher amounts for the impact of demographic change; an **additional £14.9m will be needed by 2033** and **£29.7m by 2043**. In addition, the new projections enable an estimate of the additional figure that will be needed **by 2047** of **£35.7m**.

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Reflecting demographics in the budget:

In the past the Council has had a procedure for the inclusion of an annual demographic addition in the budget of the Adults department to reflect unavoidable financial pressures arising from an increase in the older age population. This regime was 'frozen' from 2023/24 onwards following the slight decrease in population in 2021 Census and while awaiting the new population projections.

A similar arrangement could be reintroduced based on the new fiscal forecast model outlined above. That would mean adding annual amounts of over £1m on average over the next few years:

Table 10 – Annual demographic adjustment would be required to reflect the cost increase modelled above, 2027/28 to 2034/35 (excluding the impact of Waiting List)

Fiscal year	Possible demographic adjustment £'000 *
2027/28	850
2028/29	1,434
2029/30	1,420
2030/31	1,416
2031/32	1,071
2032/33	1,010
2033/34	1,523
2034/35	1,809

* the exact basis of the proposed fiscal model is being refined, so these amounts are subject to change

Data Update Summary:

The above data update highlights the fact that the care crisis is increasing at a more alarming rate than previously thought. This suggests that the need to move away from traditional care methods and have Clean Slate in the way we work is more important than ever.

Section 2 moves to discuss what progress is being made in innovative approaches; And how direct payments and telecare have changed over the past three years. It also outlines work that has taken place in the area of extra care housing. Section 3 then goes on to discuss what has been achieved on the work programme and what work needs to continue and in some cases what work still needs to begin.

These figures outline the change in the next ten to twenty years but it is important to note that this increase is happening now and planning and change need to start now.

Part 2: Innovative Approaches

The 'Mitigations' / Innovative Approaches

The original report discussed some innovative approaches that can be used to reduce the demand for 'traditional' care, and offer options beyond these. These included community work, strength-based working, direct payments, Technology and Artificial Intelligence (AI) and extra care homes.

The data update here focuses on direct payments, telecare and extra care homes. This section provides an update on how the hours/numbers have changed in the last three years for direct payments and telecare. It then goes on to highlight new findings from the recently completed LIN Housing report (June 2026) on what recommendations they have made for additional extra care housing in the future.

Part three will update more on the work that has taken place in the last three years in all the workstreams outlined in the original report.

Direct Payments

In the original report that included May 2023 data, there were 1,583.75 hours of care provided weekly through direct payments. By May 2026 2,656 hours of care were being provided by direct payments. This is an increase of about 1,072 hours, or 68%, in three years. In order to get a full picture of direct payments it is also important to look at the number of individuals receiving them, as it is possible that the hours data may be affected by an increase in individual's needs, rather than new individuals receiving direct payments.

Looking at this data per individual receiving direct payments, a similar trend can be seen. In May 2023 there were 57 individuals receiving direct payments, but by May 2026 there were 119 individuals. This is an increase of 62 individuals, which is 109%.

This shows a significant increase in the provision and the number of individuals receiving direct payments in three years. It should be taken into account that the initial numbers in 2023 are quite small which affects the size of the percentage change, therefore, it would be useful to continue to look at this data to see if similar increases continue to be seen. It's also worth noting that the upward trend is likely to level out over time. As direct payments are often not available to individuals with significant needs, it is harder over time to continue to increase numbers of direct payments.

Telecare/technology

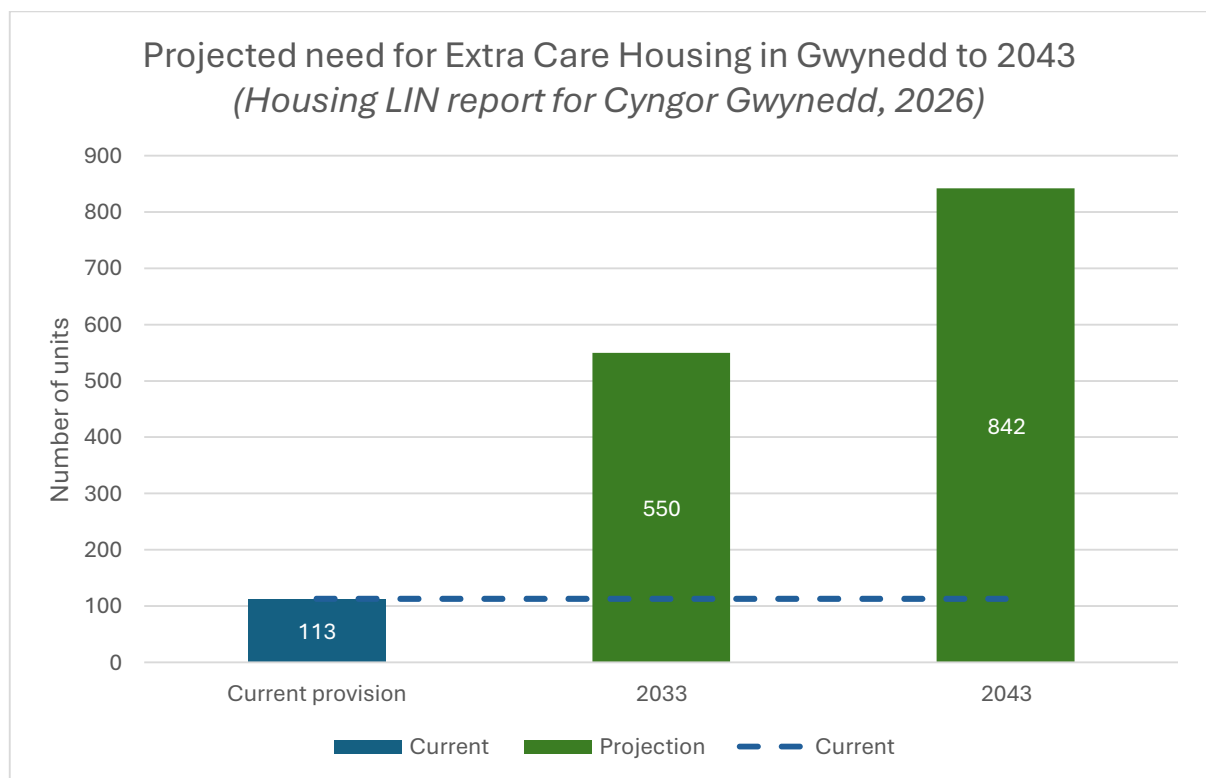
In the original report, which included data from May 2023, there were 1,396 individuals making use of telecare/technology. By May 2026 there were 1,485 individuals. This is an increase of 89 individuals, or 6%, in three years.

It should be known that the initial numbers in 2023 are quite small which affects the size of the percentage change, which would be useful to continue to look at this data to see if similar increases continue to be seen. Part three outlines what work has taken place in this area over the last 3 years.

Extra care housing

A consultancy company was commissioned to model the need for different types of care settings into the future in light of direction set by the original Llechen Lân report, the aspirations of service users and developments in the field in general. That report includes a projection of the need for a number of different types of provision for the future; This report focuses on the projection of the increase in the number of places in extra care homes as this is a key part of this reports picture.

In terms of the provision of extra care housing, the report (June 2026) projects that provision across Gwynedd will need to be increased over the next few years as follows:



Graph 10 – Projected needs for Extra Care Housing in Gwynedd up to 2043 (Housing LIN report)

It will be necessary to revisit the basis of this model and quantify the likely need in light of the impact of the revised population projections as outlined above.

Working towards the rural mean update

During the original Llechen Lân project a model was created showing the potential impacts of reducing the need for domiciliary and residential care, so that Gwynedd's provision is more similar to that provided in other rural councils. This was described as a 'rural mean' and the aim was to reach a similar level to other rural counties in Wales by 2043. Although this was only a diagram to illustrate the potential impact of changing care provision, it is useful to look at Gwynedd's latest data to see how it compares to the original model. More work needs to continue in this area.

Residential Care:

The data shows growth in residential care need between 2023 and 2026 in line with the model's projections. Residential care has seen a growth of 10% between 2023 and 2026. The level of residential care provision continues to be higher than in the rest of the rural counties of Wales. It is suggested that this data should continue to be looked at regularly to see if this growth continues at the same scale, and more background work should be done to see what is driving the increase in residential placements.

Domiciliary Care:

The domiciliary care data shows a different picture, where the level of traditional home care provided appears to have declined since 2023. This is different from the model. It should be noted that data cleansing over the last two years means that this data is less reliable. This may also be an indication of the imminent impact of some of the innovative approaches discussed above (direct payments and telecare etc), but we know that waiting lists for domiciliary care continue, and on the ground the demand for domiciliary care seems to be higher than ever. It is too early to draw definitive conclusions from this data. It is suggested that the quality of this data should continue to be checked and trends kept an eye on, and then more concrete results can be drawn from the data over the next few years as the innovative approaches take root.

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Part 3: Work Programme Update

We have outlined the work that has been done in all workstreams in the attached Excel spreadsheet.

Part 4: Next Steps

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Appendix 1: Background Finance data to part 2

1. Residential/ Nursing (Non-Dementia) care funding:

Table 10– Projected residential/nursing (non-dementia) funding based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	£M	
	Original Model	New Model
2023 Current Funding	24.4	24.4
2023 Waiting List	1.2	1.2
2033 *	30.9	33.3
2043 *	36.4	41.4
2047 *		44.6

**Future figures including waiting list*

1. Residential/ Nursing (Dementia) care funding:

Table 11 – Projected residential/nursing care (dementia) funding based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	£M	
	Original Model	New Model
2023 Current Funding	9.4	9.4
2023 Waiting List	1.1	1.1
2033 *	12.9	13.7
2043 *	15.1	17.0
2047 *		18.3

**Future figures including waiting list*

1. Domiciliary Care Funding:

Table 12 – Domiciliary care funding projections based on the 2018 (Original Model) and 2022 (New Model) Gwynedd population projections for the population aged 65-79 and 80+

	£M	
	Original Model	New Model
2023 Current Funding	11.8	11.8
2023 Waiting List	2.1	2.1
2033 *	16.5	18.0
2043 *	18.4	21.4
2047 *		23.0

**Future figures including waiting list*

Timeline	Recommendation	Responsibility
	Paratoi a gweithredu cynlluniau i weithredu'n arloesol:	
Short Term	Complete a housing / accomodation needs assessment for older people;	Adult and Housing Heads of Department
Short Term	Promoting strength-based community work; direct payments; TEC (Technology Enabled Care)	Head of Adults
Short Term	Manage and commission care effectively and efficiently	Director of Social Services
Short Term	Simplify systems and increase the use of Direct Payments	Head of Adults
Short Term	Further develop and promote the TEC (Technology Enabled Care) service	Head of Adults Head of Adults and Corportate Management
Short Term	Develop Information Services	Team. Social Services Training
Short Term	Developing a Care Academy	Unit

Short Term	Collaborate accross the Council and across sectors to find joint Solutions.	Chief Executive, Director of Social Services, Head of Adults.
Short Term	Ensure regular and careful overview by councillors and senior officers of this work over the coming years in order to keep track of progress.	Adult Services Cabinet Member, Chief Executive, Director of Social Services.
Short Term	Develop and expand support available to unpaid carers.	Director of Social Services, Head of Adults
Short Term	Develop evidence-based budgeting plans based on this report	Head of Finance
Medium / Long Term	Operate proactively and preventitively across public services and the third sector.	Director of Social Services, Head of Adults.
Medium / Long Term	Work together across the Council to find solutions to support individuals to live their best life in their home and community.	Chief Executive, Corporate Management Team

Medium / Long Term	Developing and expanding support available for unpaid carers	Director of Social Services, Head of Adults.
Medium / Long Term	Develop fiscal plans for the coming decades on the basis of the information in this report and for future financial certainty for the Council.	Head of Finance
General	Raise awareness of the challenges and need for resources.	Councillors, Chief Executive, Director of Statutory Services.
General	Promote and emphasise that the challenges of the future are wider than the Adults department, and that all council departments have contributions to make.	Chief Executive, Corporate Management Team.
General	Work to reduce youth emigration from the county.	Councillors, Chief Executive, Corporate Management Team
General	Planning budgets based on evidence and needs.	Head of Finance, Chief Executive.

June 2026 Update

RAG Rating

In the process of completion. Consultation closed with over 200 responses. Received the final report and need to decide on next steps.

Weekly social services internal newsletter. Developed the structure and guidance of Direct Payments and TEC etc, but capacity needs to be further boosted.

A project group is currently looking at the domiciliary care model for the future. Action is required by the time the original agreement expires in October 2027. The opt-out policy needs to be collated and signed off.

Work underway to simplify systems:

- Mosaic – Replacing the existing information recording software from WCCIS to Mosaic.
- New management of the Direct Payments team
- Utilise the Dewis Cymru PA module for Direct Payments

New manager recruited for the TEC team. Work to explore innovative approaches is underway.

– 2 TEC AI pilots: Intelligent Lilli’ Piloted. Magic Notes pilot started in January 2026 and has been extended to the workforce in June 2026, this will free up resources.

Helpu'n Hun has been launched. Dewis Cymru has been identified as the single directory for Wales, to be developed over the next year. Work is underway to update the IAA homepage.

Development of an App for Unpaid Carers.

The academy has been launched with a high level of interest and applications, 6 trainees appointed in March 2025

A number of projects working collaboratively with the NHS, 3rd sector and regionally, including: - Supporting People Working Group.

- Hospital work - dashboard 'right patient right place'.
- Dewis Cymru is being revamped to be the same directory for Wales to be used by everyone.
- Collaborate with Mantell Gwynedd on monitoring the social value of 3rd sector organisations.

Suggest arranging a meeting in summer 2026 to discuss any progress with plans for 2026/27.

A group of unpaid carers meet quaterly and acts on points that arise from the group e.g. Developing an app for adults to accompany the app that already exists for children. A timetable / targets are required in the next group.

It is intended to use the revised financial model that is highlighted in this report as the basis for annual demographic adjustment in the budget - the exact details of this are being discussed.

Reviewing the domiciliary care model. Third sector agreements.

Supporting People Working Group. Third sector agreements
Library Hubs

See above in Short Term

See above in Short Term

This recommendation has been added to the Council's Plan. 'Back to Gwynedd' board (Chaired by Catrin Thomas) about to begin. £200k of funding allocated to promote Gwynedd as a great place to live and work.

It is intended to use the revised financial model contained in this report as the basis for annual demographic adjustment in the budget - the exact details of this are being discussed.

MEETING	Care Scrutiny Committee
DATE	16 July 2026
TITLE	Compact: Collaboration Agreement between Cyngor Gwynedd and the Third Sector
REASON FOR SCRUTINY	To consider whether the revised Compact provides a robust foundation for a more consistent, effective and collaborative relationship between Cyngor Gwynedd and the Third Sector.
AUTHOR	Dylan Owen, Director of Social Services
CABINET MEMBER	Cllr. Dilwyn Morgan, Cabinet Member for Adults

1. Why does it need to be scrutinised?

- 1.1. The Compact establishes a new framework for the relationship between Cyngor Gwynedd and the Third Sector.
- 1.2. The Scrutiny Committee is asked to consider whether the proposed arrangements address the inconsistencies identified by the sector and Council officers, and whether they will strengthen collaboration, commissioning and communication for the benefit of Gwynedd's communities.

2. What specifically needs to be scrutinised?

2.1. The Committee is asked to consider:

- *Does the Compact establish clear principles and expectations for the relationship between the Council and the Third Sector?*
- *Do the proposed arrangements address the issues identified by the sector and Council officers?*
- *Does the Compact provide a sound basis for future collaboration?*
- *Are there any further recommendations regarding the implementation and monitoring of the Compact?*

3. Background / Context

- 3.1. Cyngor Gwynedd and the Third Sector have worked in partnership for many years to support residents and communities across the county. The Third Sector includes a wide range of charities, voluntary organisations, social enterprises and community groups that make a significant contribution to the wellbeing of Gwynedd's residents and provide services that complement the work of the Council.
- 3.2. The previous Compact between the Council and the Third Sector was adopted in 2008 and reviewed in 2013.

- 3.3. Since then, the operating environment has changed significantly, including increasing financial pressures, new legislative requirements, developments in procurement and commissioning, and higher expectations around co-production and social value. As a result, the Compact needs to be renewed to ensure it reflects the current context.
- 3.4. In December 2022, Audit Wales published a national report, [*Missed Opportunity – Social Enterprises*](#), reviewing how local authorities in Wales work with social enterprises and the Third Sector. The report concluded that social enterprises make an important contribution to community wellbeing, but that their potential is not being fully realised by many local authorities. It identified a lack of coordinated strategies, limited understanding of the sector, and missed opportunities to collaborate, commission and procure services in ways that support sector development.
- 3.5. Audit Wales noted that local authorities are in a position to do more to maximise the impact of the Third Sector, secure better value for money, and improve services for people and communities. The report recommended that local authorities develop more strategic engagement arrangements with the sector, strengthen collaboration across departments, and make better use of commissioning and procurement arrangements to support social enterprises and community organisations.
- 3.6. The findings of the report reflect issues raised locally through engagement with Mantell Gwynedd and sector organisations, namely inconsistency in funding arrangements, a lack of corporate coordination, and the need to strengthen collaborative and co-planning arrangements. The revised Compact (Appendix 1) provides an opportunity to respond to these challenges by setting clear principles and expectations for the Council's future relationship with the Third Sector.
- 3.7. The Third Sector Liaison Group arrangements previously facilitated by Cyngor Gwynedd have been on hold for several months. However, it is intended to develop new arrangements that avoid duplication of existing engagement structures, namely the Gwynedd Third Sector Network facilitated by Mantell Gwynedd. This will strengthen the relationship with Mantell Gwynedd and ensure collaboration and co-development going forward.

4. Consultation

- 4.1. The purpose of the consultation process was not simply to develop a document, but to establish a clear set of principles and expectations to guide the relationship between Cyngor Gwynedd and the Third Sector into the future.
- 4.2. Initial discussions were held with Mantell Gwynedd and Council officers to establish the fundamental principles that should guide the relationship between Cyngor Gwynedd and the Third Sector. These discussions focused on themes such as trust, transparency, communication, collaboration, co-production and consistency of arrangements across the Council.

4.3. Following the initial work to establish the principles, a six-week engagement period was held on the draft Compact during October and November 2025. The aim was to test the proposed principles and seek wider views from third sector organisations, stakeholders and individuals. The Compact was also presented to the Gwynedd Third Sector Network, facilitated by Mantell Gwynedd, on 10 October 2025, giving a wide range of organisations an opportunity to contribute comments on the content and proposed arrangements.

4.4. Overall, the response to the draft Compact was positive, with many respondents welcoming the intention to establish a clear framework for the relationship between Cyngor Gwynedd and the Third Sector. Specific comments included:

- A suggestion to consider a clearer title such as “Partnership Agreement” rather than “Compact”.
- Comments on the design of the document and diagrams to ensure they reflected the principle of placing Gwynedd residents at the centre.
- A view that greater detail was needed in certain sections to explain how the principles would be implemented in practice.
- A suggestion that communication should be emphasised as a two-way process, with responsibility on both sides to listen, share information and collaborate openly.
- Recognition of the importance of referencing the Welsh Government Third Sector Funding Code of Practice and ensuring its principles are reflected in the Compact.
- A number of editorial and wording suggestions to improve the clarity and accuracy of the document.

4.5. The feedback received was used to refine the content of the Compact and ensure it reflects the sector’s needs and priorities.

4.6. Although there have been delays in finalising the Compact due to other corporate priorities and requirements, work has continued in partnership with Mantell Gwynedd and key stakeholders. It is now timely to move forward with adopting the Compact in order to provide an agreed framework for collaboration between the Council and the Third Sector. The Scrutiny Committee’s input forms an important part of this process before the final Compact is presented to Cabinet for consideration and adoption.

5. Well-being of Future Generations (Wales) Act 2015

Have you included residents / service users? If not, when and how do you plan to consult them?

- The Compact has been developed in partnership with Mantell Gwynedd, Third Sector organisations and Council departments.
- A public engagement period was also undertaken in October 2025 and a number of comments were received on the draft Compact.

Have you considered **collaborating**?

- The primary purpose of the Compact is to strengthen collaborative arrangements between the Council and the Third Sector.

What has been done or will be done to **prevent** problems arising or worsening in the future?

- Through improved planning, commissioning and communication, the intention is to prevent problems arising from inconsistent arrangements and a lack of coordination.
- The work of the Third Sector is essential in supporting communities, individuals and groups to prevent future problems.

How have you considered the **long-term** and what will people's needs be in years to come?

- The Compact establishes long-term principles for working with the sector in a context of financial challenges and increasing demand for services.

To ensure **integration**, have you considered the potential impact on other public bodies?

- The Compact supports cross-departmental working and contributes to wider wellbeing objectives relating to strong, sustainable and resilient communities.

6. Impact on Equality Characteristics, Welsh Language and Socio-Economic Duty

6.1. The Compact is expected to have a positive impact by:

- Strengthening the capacity of community organisations to support Gwynedd residents.
- Promoting fairer access to opportunities and services.
- Supporting the use of the Welsh language through partnership working with local organisations.
- Supporting communities facing socio-economic disadvantage.

6.2. No significant negative impacts have been identified at present. Any further impact assessment requirements will be completed as part of the implementation process.

7. Next Steps

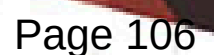
7.1. Following the Scrutiny Committee's comments, we will:

- Consider any recommendations received.
- Finalise the Compact.

- Submit the Compact to Cabinet for adoption.
- Establish appropriate governance and monitoring arrangements.
- Develop an action plan to support implementation of the Compact across the Council.

Appendices

- **The Compact:** Collaboration Agreement between Cyngor Gwynedd and the Third Sector (Draft version)



OBJECTIVES

- The aim of the Third Sector and Cyngor Gwynedd is to support each other to enable Gwynedd's residents and communities to thrive.
- This Collaboration Agreement, known as the "**Compact**", establishes the **principles of collaboration** that will be essential to achieving that aim.
- Its purpose is to foster relationships and establish shared expectations, rather than create legal obligations.

Why is this important?

- **Gwynedd Residents First:** Putting the people of Gwynedd at the heart of everything we do.
- **Improving Service Delivery:** Effectively addressing social issues through collaboration.
- **Empowering Communities:** The strategy encourages participatory governance, giving communities a stronger voice.
- **Efficiency:** To ensure the best outcomes and make the best use of resources during times of austerity, collaboration and reducing duplication of efforts can be beneficial.

PRINCIPLES

To achieve the objectives of Cyngor Gwynedd's Corporate Plan, **effective collaboration** and efficient use of **local resources** are essential.

#

By working with the third sector, Cyngor Gwynedd aims to ensure **local benefit** and **value for money**, while leveraging the **added value** that third sector organisations offer.



The Welsh Government defines the third sector as **independent, non-governmental organisations voluntarily established by citizens, driven by social, cultural, economic or environmental objectives rather than profit. These organisations reinvest any surplus to promote their objectives.**

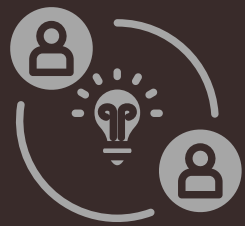
COLLABORATION PRINCIPLES



The following principles celebrate the contribution and achievements of the third sector and set out the Council's commitment to working collaboratively to support its future prosperity and sustainability:



1. Shared goals: Our relationship with the trydydd sector will contribute towards the aims and objectives of the Council Plan in accordance with the legislative priorities of the Welsh Government in order to provide services that **put the people of Gwynedd** at the centre of everything we do.



2. Early involvement: In order to provide support for the growth of the third sector we will **include them from the start** where appropriate and practical when developing policies and designing services and identify and publish commissioning opportunities and co-production opportunities.



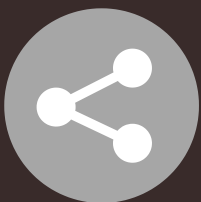
3. Social Value: When commissioning services, we will prioritise securing **social value and local benefit** wherever possible, while continuing to provide grant funding for specific purposes where this is appropriate and feasible.



4. Accountability: When providing funds to organisations we will do so through a **clear agreement with monitoring and accountability arrangements**.



5. Volunteering: We recognise the role of **volunteers** in maintaining the third sector and encourage their contribution in supporting good citizenship and healthy communities.



6. Sharing Resources: In order to support the sector in a practical way we will **work together to share resources** where appropriate.



7. Clear Communication: Through **honest, clear, respectful and two-way communication**, we will ensure that information and perspectives flow between partners, fostering mutual understanding, trust, equality and fairness.



8. Engagement: Cyngor Gwynedd will **engage effectively** through Mantell Gwynedd as an umbrella organisation and use regular meetings as forums to implement the principles and actions stated above.

GOVERNANCE - CYNGOR GWYNEDD & THIRD SECTOR

Gwynedd Residents

Welsh Government

Third Sector Support
Wales

Full Council

Council Cabinet

The Constitution


Mantell Gwynedd


Cyngor Gwynedd

Service Level Agreement

"Compact" Agreement

Third Sector
Organisations/
Agencies

Council
Departments 

THIRD SECTOR LIAISON GROUP

Cyngor Gwynedd and Mantell Gwynedd will hold a quarterly **Third Sector Liaison Group** meeting to ensure effective communication.

Mantell Gwynedd will collaborate with the Third Sector organisations to select suitable representatives for membership of the Liaison Group.



The Group will do the following:

1. Include equal membership of representatives from the Council and Third Sector
2. Meet quarterly (more often if necessary)
3. Third sector representatives will be elected from a wide cross section of the sector and Council representatives will be chosen from service areas associated with the third sector.
4. The roles and responsibilities of representatives will be clearly defined. Third sector representatives will be expected to represent the interests of the sector as a whole, rather than those of their own organisation, and to ensure effective arrangements are in place for communication and the sharing of information between the Forum and the sector.
5. The Council and Mantell Gwynedd (on behalf of the third sector) will alternately chair meetings for a period of one year
6. The Council will take minutes and ensure administrative arrangements
7. Ensure that third sector forum groups and relevant Council groups contribute

COMMISSIONING AND PROCUREMENT

When funding and commissioning services, we will act in accordance with the principles of the Welsh Government's Third Sector Funding Code of Practice, promoting fair, transparent and sustainable arrangements that support effective partnership working with the third sector.

Commissioning

- We will identify the needs of the people of Gwynedd, and prioritise where necessary.
- We will listen to the residents of Gwynedd throughout the entire process.
- We will monitor, analyse and evaluate results.

Procurement

- We will be transparent and open about our intention to acquire from the programming front of our acquisition activities.
- We will assess proposals and award contracts on the basis of value for money, social value and local benefit.
- We will choose from a series of local social measures, which are proportionate to the agreement.
- We will monitor and report against the progress of realising social value propositions as well as the purpose of the agreement.

Gwynedd Council will publish and update all relevant commissioning and procurement opportunities on Sell2Wales.

MONITORING AND EVALUATION

Monitor Progress

The "Compact" Agreement will be monitored and evaluated through the Third Sector Liaison Group.

Measuring and Monitoring Progress

The success of collaboration between the Council and the Third Sector will be measured through specific measures including;

1.

Has the partnership contributed to strengthening a culture of collaboration? That is, is it sustainable and has it left a meaningful legacy?

2.

Is there evidence of enterprise and flexibility within the partnership to operate in an innovative way? That is, achieving results that could not be achieved by the Council on its own?

3.

A measurable social impact that shows practical and positive improvements as a result of the collaboration.

4.

Improving commitment and empowering local communities, creating stronger and more inclusive links.

5.

Improving the provision of services, assessing whether the services are more effective, efficient and responsive to the needs of the community here in Gwynedd.

Annual Review of the Agreement

The Compact Agreement will be reviewed annually in order to assess progress in the objectives outlined in the agreement and assist with future direction.

Get in touch if you have any enquiries:

Contact Details - Third Sector Contact Group:
trydyddsectorgwynedd@gwynedd.llyw.cymru



MEETING	CARE SCRUTINY COMMITTEE
DATE	16 July 2026
TITLE	Care Scrutiny Committee Forward Programme 2026/27
PURPOSE OF THE REPORT	To submit the Committee's draft work programme for 2026/27 for adoption
AUTHOR	Llywela Haf Owain, Senior Scrutiny Adviser

1. All Council members, co-opted members, cabinet members, heads of department and the public were given an opportunity to propose potential items to be scrutinised during 2026/27.
2. At the Committee's annual workshop on 12 May 2026, potential items to scrutinise during the year, were considered.
3. Information about the potential items was provided in advance to the committee members. The items included those suggested at the liaison meetings held between the Chair and Vice-chair and the relevant Heads of Department and Cabinet Members, items that have been scrutinised but require follow-up and items that we did not manage to scrutinise last year for various reasons.
4. Items were prioritised at the meeting keeping in mind the purpose of scrutiny in Gwynedd, namely to:

CONTRIBUTE TOWARDS DRIVING IMPROVEMENT IN SERVICES FOR THE PEOPLE OF GWYNEDD

This will be done constructively by:

- Investigating concerns about the quality of our services
- Acting as a Critical Friend, ensuring that appropriate attention is given to the citizen's voice
- Identifying good practice and weaknesses
- Holding the Cabinet and its members to account
- Reviewing or scrutinising decisions or actions that are not the responsibility of the Cabinet

5. Members were asked to consider the following factors when prioritising items:

- ❖ *Does the matter affect the residents of Gwynedd?*
- ❖ *Can scrutiny make a difference / have an influence? (people / service / performance)*
- ❖ *Is it timely to scrutinise the matter?*
- ❖ *Is the matter a priority for the Council?*
- ❖ *Are we clear about what we are trying to improve?*

6. An effort was made to prioritise a maximum of four items per meeting to ensure that matters receive due attention and that the scrutiny adds value.
7. After sending a reminder to the relevant officers of the timetable for submitting reports, the Chair received a request to add another item to the September meeting agenda, namely:

Date of Meeting	Item Title
4 June	Strategic Safeguarding Panel Annual Report Safeguarding Policy Review
16 July	Third Sector Compact
17 September	Population Needs Assessment

8. See attached as an appendix to the report, the Committee's draft work programme.
9. The scrutiny forward programme is a live programme which will be reviewed regularly over the year to ensure that the right matters are addressed. Consideration will be given to prioritising matters that will arise during the year, e.g. matters arising in the scrutiny of performance and items on the Cabinet's forward programme.
10. **The Care Scrutiny Committee is asked to adopt the work programme for 2026/27.**

CARE SCRUTINY COMMITTEE FORWARD PROGRAMME 2026/27

Date	Items	Reason to scrutinise
4/6/26	Strategic Safeguarding Panel Annual Report	Pre-scrutiny / Assurance needed in terms of implementation
	Safeguarding Policy Review	Pre-scrutiny / Assurance needed in terms of implementation
	Children and Supporting Families Performance Report	Scrutiny of the performance of Council departments
	Adults, Health and Well-being Performance Report	Scrutiny of the performance of Council departments
	Housing and Property Performance Report	Scrutiny of the performance of Council departments
16/7/26	Day Care Service	Council Plan 2023-28 – A Caring Gwynedd
	Task and Finish Group's Report on Complaints – Adult, Health and Well-being Department and Children and Supporting Families Department	Task and Finish Group
	Llechen Lân	Pre-scrutiny / Council Plan 2023-28 – A Caring Gwynedd
	Third Sector Compact	Pre-scrutiny
17/9/26	North Wales Population Needs Assessment for Care and Support	Pre-scrutiny
	Response Plan to the Our Bravery Brought Justice Report	Assurance needed in terms of implementation

	• Work jointly with the Housing Associations	Council Plan 2023-28 – A Homely Gwynedd
Date	Items	Reason to scrutinise
5/11/26	• Adults, Health and Well-being Performance Report	Scrutiny of the performance of Council departments
	• Children and Supporting Families Performance Report	Scrutiny of the performance of Council departments
	• The impact of legislation to remove profit from children's care homes on Cyngor Gwynedd's ability to provide homes for looked after children	Council Plan 2023-28 – A Caring Gwynedd / To receive assurance that suitable arrangements are in place to continue offering suitable homes for looked after children, including those with profound and complex needs.
	• Annual Report 2025-26 – Complaints, Enquiries and Expressions of Gratitude – Children and Supporting Families and the Adults, Health and Well-being Departments	Assurance in respect of the arrangements for handling complaints in care work
	• Childcare	To receive assurances that a suitable service is in place that provides value for money
21/1/27	• Housing and Property Performance Report	Scrutiny of the performance of Council departments
	• Derwen Service	Council Plan 2023-28 – A Caring Gwynedd / Challenges in the field
	• Increased use of technology to improve residents' ability to access care and support	Pre-scrutiny / Council Plan 2023-28 – A Caring Gwynedd

11/3/27	Housing and Homelessness Support Strategy	Pre-scrutiny / Council Plan 2023-28 – A Homely Gwynedd
	Housing Action Plan	Council Plan 2023-28 – A Homely Gwynedd
	The Council's ability to implement the Deprivation of Liberty Safeguards (DoLS) Plan	Matter on the risk register / Obtain assurances that additional resources provided to improve performance are adequate