

MEETING	Care Scrutiny Committee
DYDDIAD	25/09/2025
TITLE	Working with the community
REASON FOR SCRUTINY	Pre-scrutiny / The Cyngor Gwynedd Plan 2023-28 – A Caring Gwynedd
AUTHOR	Bethan Williams, Supporting Health and Wellbeing Manager, Age Friendly
CABINET MEMBER	Coun. Dilwyn Morgan

1. Why does it need to be scrutinised?

Pre-scrutiny of a pilot project to provide preventative support that aims to find alternative solutions to support people in their local area and strengthen community resilience.

To provide feedback on the pilot scheme and whether it should be considered for expansion to other areas.

2. What exactly needs to be scrutinised?

- Has the pilot model strengthened collaboration and community resilience?
- What preventative and aftercare elements have been successful, and which have been less effective?
- Should it be extended to other areas, and are appropriate resources available for that?
- What is the role of elected members in the scheme?

3. Background / Context

This work is based in Dyffryn Nantlle and is an idea nurtured and developed by individuals and organisations already working in the area. By coming together to discuss and share information, a statement of purpose was agreed with the aim of collaborating locally to develop a new way of delivering health and wellbeing services at a community level—a model that involves building stronger relationships between people, services, and individuals.

This way of working brings together agencies, community groups and individuals who will support community wellbeing in a collaborative partnership. By working together, they ensure that people can access the right support when they need it. The model is based on simple but powerful principles:

- Holding open and purposeful conversations
- Building relationships
- Sharing resources creatively
- Using each other's connections and expertise

It moves away from operating on the basis of individual services, and aim to create a network that works together to improve quality of life and wellbeing for everyone.

The aim is to create a community where people truly understand local needs, work together to address them, and focus on strengths rather than weaknesses. This approach evolves through continuous learning and adaptation, ensuring it remains relevant and effective. It's more than just service provision—it's about creating a thriving and supportive environment where collaboration leads to innovation and better outcomes. It's an inspiring and effective model for decision-makers and communities alike, offering a blueprint for healthier and more connected communities.

There are clear links to the priority of creating a Caring Gwynedd within the Gwynedd Council Plan and the project 'Supporting People's Well-being' within that programme.

"Some residents find it difficult to cope with life's challenges and the situation of a number of residents has been exacerbated as a result of the cost of living crisis. These residents need support to cope, to thrive, to be safe and to keep healthy.

We have a broad network throughout our communities which helps and supports residents to cope and to respond to their various needs. This network needs support to sustain that voluntary effort, and we will work to strengthen this essential task over the coming years."

4. Consultation

Consultation in the context of this work has taken place on several levels, but we would like to outline the following three events as key steps that have laid the foundations for the work in Dyffryn Nantlle:

'Getting Ready' Consultation – The National Development Team for Inclusion

Between March and April 2023, the National Development Team for Inclusion was commissioned by Menter Môn, on behalf of Gwynedd Council, to undertake a piece of work called '*Getting Ready*' in the Bro Lleu regeneration area, encompassing Dyffryn Nantlle and Penygroes. The overall aim was to consider whether there was a local basis and appetite to develop ways to "*help everyone live a good life in their community*", genuinely led by the community.

The '*Getting Ready*' exercise enabled the team to understand the extent to which efforts were aligned and to consider how connections between stakeholders could be strengthened and improved. A series of conversations were held with local stakeholders.

Key findings from the work are noted below:

- A strong sense of community spirit and pride shone through every conversation.
- There was a willingness to understand how to do things differently to improve citizens' lives, staff experiences, and relationships locally.
- Partnership working and strong leadership were evident at many levels.

- Excellent methods and examples of co-production with local communities that could be replicated and modelled in future work.
- A consistent message about short-term funding streams and the need for longer-term commitment to build stability and resilience.
- An opportunity to build on the work done so far, to expand a culture of strength-based practice across all teams, services, and partners with consistent processes and systems.

A full copy of the 'Getting Ready' report is available in [Appendix 1](#).

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

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

A formal consultation with local people has not been undertaken, but engagement and consultation with partners and stakeholders have been at the core of the work as outlined in point 4 above. It is also important to highlight that the practitioners involved in the work advocate on behalf of people and share their experiences of receiving or waiting for services in the health and care sectors. Some of the practitioners and stakeholders are local residents who are close to their community and have a rich understanding of people's lived experiences.

As part of the work, a local coordinator has been appointed. A key part of the Wellbeing Coordinator's role is to engage and involve residents—this is outlined in the job description. Using and listening to residents' voices as part of learning, development, and evaluation will also be central to the way of working. This is referred to further in point 8, with an opportunity to read more by following the link provided there.

Have you considered collaboration?

Collaboration is at the heart of this work. Responsibilities, plans, and decisions are shared and made jointly. There is genuine commitment from all partners to collaborate. There is shared ownership of the work, and as outlined in the 'Getting Ready' report, partnership working and strong leadership were evident at many levels.

"I haven't attended meetings where so many people come together—and keep coming."
(Councillor Craig ap Iago)

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

This work is an opportunity to implement a model where everyone collaborates for the benefit of the people of Dyffryn Nantlle. We will reinforce what already works, build connections within and across the health, community, and social care systems, combine good practice, and strengthen common sense, empowerment, and trust. The local vision to learn, develop, and identify barriers and solutions together is a key element of the work in order to identify and, where appropriate, prevent problems.

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

The use of data and evidence through various methods has been a focus for the partners, and they are committed to learning together through data. In one of the workshops, there was an opportunity to consider the types of qualitative data that could be used and how to access it. The partners have also sought the expertise of the council's Research and Analytics team to examine the most recent local data to gain insight into areas such as Health and Disability, Unpaid Carers, Deprivation, and Housing Efficiency. There is a joint understanding of the importance of using this data and what can be gained from it to tailor and develop support to meet local needs.

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

Other public bodies have been a key part of the work from the outset. Adra, Grŵp Cynefin, Public Health, and Primary Care have been key partners in the work. There is interest at a strategic level within the Health Board, with Chief Executive Dyfed Edwards having attended two workshops and committing to attend a further workshop on October 6th, which will be facilitated by Public Health Wales officers. Comments from partners involved in the work can be found in [Appendix 2](#).

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

No impact assessment has been completed.

Lles Nantlle workshops/meetings have been held in Welsh, and appropriate arrangements have been put in place to facilitate opportunities for people to use their language of choice during meetings.

If the Committee wishes, we would be happy to hold further joint discussions with partners involved in the work regarding conducting a joint assessment.

7. Next Steps

Wellbeing Coordinator – appointed on behalf of the partners. She has completed her induction period and is now progressing with the work programme developed by the partners. The job description that has been developed and agreed between the partners, and a copy can be provided if needed.

Community Lounge – Establishing a 'Community Lounge' is one of the developments agreed by the partners, and the Wellbeing Coordinator will lead on this development as part of her work programme over the coming weeks. The local Community Lounge will be tailored to provide support to the community and will be a welcoming, easily accessible local space. The aim is to create a sense of local pride and belonging in the Lounge, and to make the best use of local strengths and connections. The Lounge will offer a space for residents, families, and individuals to receive local advice and support on a range of issues.

It is worth noting here that the development in Dyffryn Nantlle is linked to the Welsh Government's aspirations to develop the social prescribing agenda in terms of the help and support available to people. In January 2024, the Welsh Government published the national framework for Social Prescribing. In this document, Social Prescribing is described as follows: "Social prescribing is a way of connecting people of all ages and backgrounds with their community to better manage their health and wellbeing. It can help empower individuals to understand their needs, strengths, and personal assets and connect with their own communities for support with their health and wellbeing."

Following this, a regional workstream to develop social prescribing models is being led by Public Health Wales across the Betsi Cadwaladr Health Board area. Locally here in Gwynedd, a task group has been involved in this work and is taking a keen interest in the pilot being trialled in Nantlle.

Strengths-Based Conversations – We have secured this training for all partners. Joint training and learning is one of the guiding principles that all partners have agreed to and are keen to see implemented locally. This training will enable those involved in the work to:

- Identify the essential elements for holding good conversations with people
- Reflect on traditional methods of delivering services in health and social care and how a strengths-based approach aligns with statutory duties and good practice
- Explore personal skills and other factors that can improve the person's experience
- Consider our use of language and how the words we use can impact the person
- Consider the resources that can support a good conversation

Impact Evaluation – Our partners in Public Health Wales have offered their expertise to help evaluate the impact of the work. A 'Ripple Effect Mapping' workshop will be held on October 6th. Ripple Effect Mapping is a participatory, qualitative method that can capture broader (intentional and unintentional) effects of a project or programme. It brings together people who have been involved in delivering a project or programme to visually map what they have done and the impacts so far. Traditional forms of evaluation often capture only a small portion of what actually happens. This means valuable information can be lost, which is why this method can be so valuable. If the committee would like to receive further information or a report following this session, we would be happy to prepare it for you.

Resident Voices – Continuous learning and adaptation is also a key principle for partners. Hearing residents' voices will be crucial to this learning. We will bring people together to do this using Evidence-Enriched Practice (DEEP) methods. DEEP focuses on people, their experiences, and their stories, and uses various types of evidence. The Council officer who has facilitated the Nantlle work has completed the course 'Leading learning and development using evidence: DEEP Catalyst Course' and we would like to share and use this learning as part of the work going forward.

8. What exactly needs to be reviewed?

- **Has the pilot model strengthened collaboration and community resilience?**

It is suggested that the scheme has significantly strengthened collaboration across agencies. An example of this can be seen in [Appendix 2](#), which refers to the commitment of local doctors to support a project providing food for children and young people with local partners. An example of local collaboration and its impact on residents can be seen in the case study in [Appendix 3](#).

- **What preventative and aftercare elements have been successful, and which have been less effective?**

The scheme is not yet in place to report on preventative and aftercare elements, but we will monitor and evaluate the scheme during the first six months and will be happy to report back then.

- **Should it be extended to other areas, and are appropriate resources available for that?**

Based on the initial work, we recommend that it could be extended to other areas. Resources will be needed to facilitate the process.

- **What is the role of elected members in the scheme?**

The local elected member, Craig ap Iago, has been a key part of the work and has seen tremendous benefit from being involved in the scheme:

“A new model, where the Council doesn’t do everything. We all collaborate and want to collaborate. The Council doesn’t have to lead—just facilitate the process.”

9. Background Information

See below for links to further information on the evaluation methods referenced:

[Ripple effect mapping | Evaluation tool | UMN Extension](#)

[Developing Evidence Enriched Practice \(DEEP\) - Social Care Wales - Research, Data & Innovation](#)

[National framework for social prescribing \[HTML\] | GOV.WALES](#)

10. Appendices

- **Appendix 1:** ‘Getting Ready’ Report – National Development Team for Inclusion
- **Appendix 2:** Partner Comments
- **Appendix 3:** Case Study