

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

1. Why is scrutiny needed?

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

2. Background / Context

2.1 Background / Introduction

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

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

2.2 Rationale and justification

Performance of the Council Plan Commitments

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

Project 1 – Modernising our care facilities to meet future needs

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

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

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

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

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

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

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

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

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

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

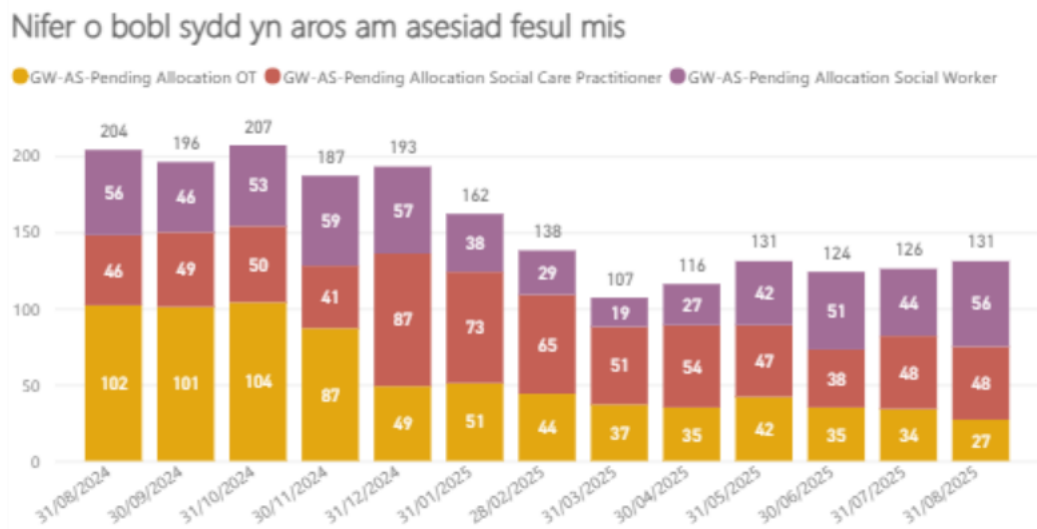
Project 5 – Llechen Lân (A Clean Slate)

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

Department day-to-day work – Performance and Measures

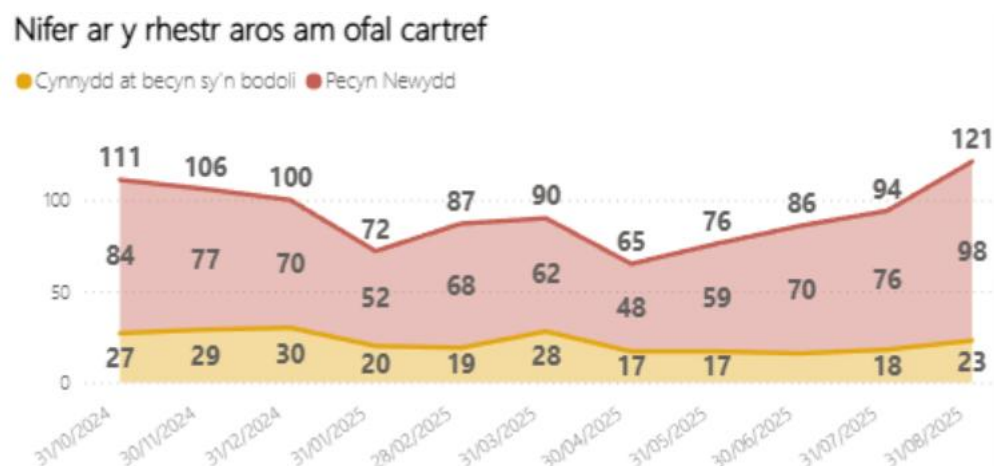
2.2.9 The department continues with work to strengthen its performance measures, developing measures that truly reflect Department performance, and the Department is making progress in developing the report from meeting to meeting. The department has a number of measures, but I will refer below to those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

2.2.10



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

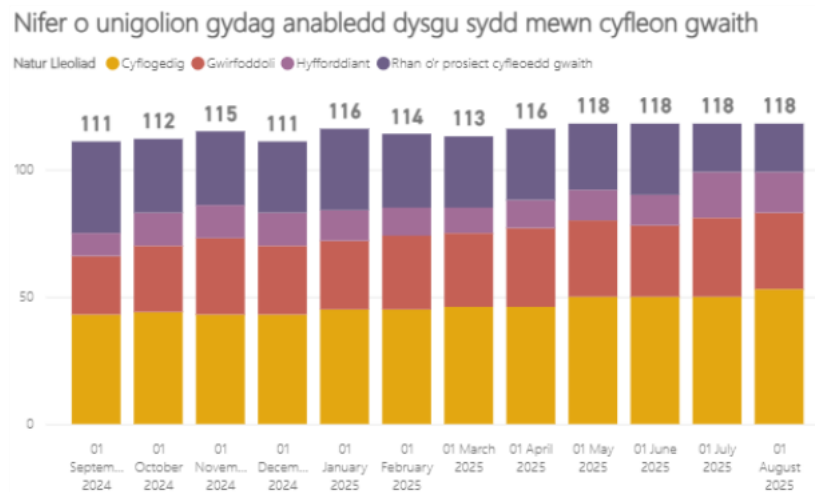
2.2.11



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

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

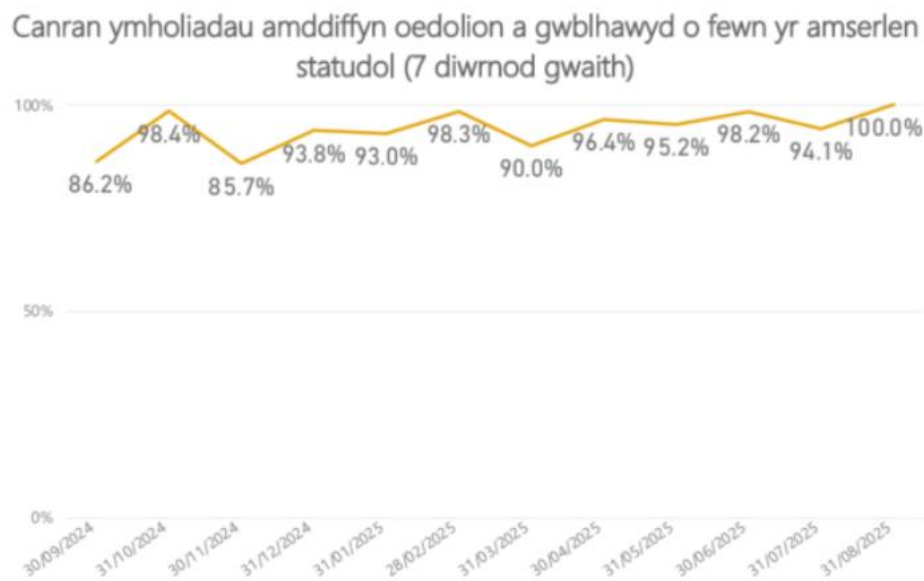
2.2.12



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

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

2.2.14



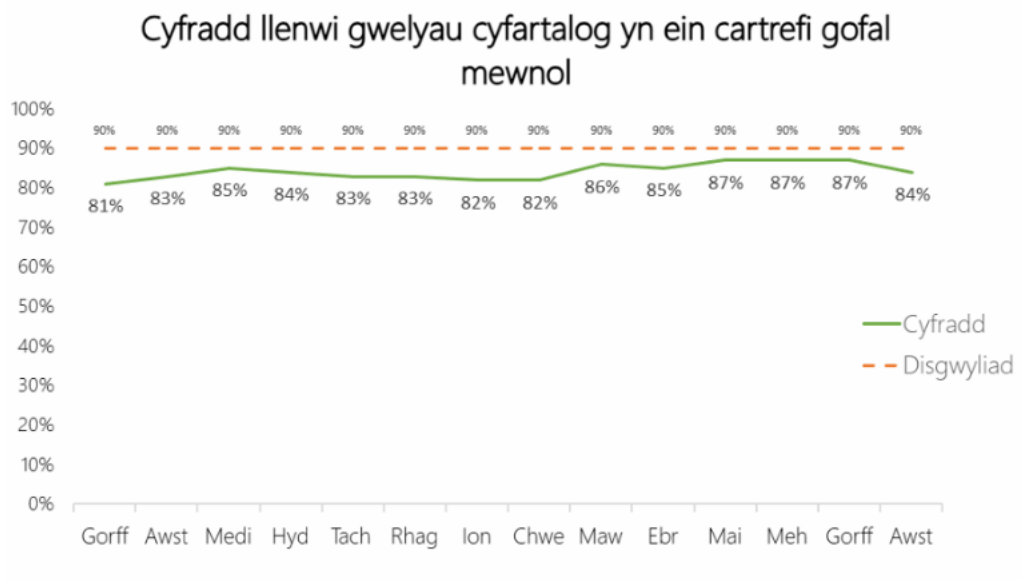
The number of adult safeguarding enquiries completed within statutory timescales remains consistent, succeeding in responding in a timely manner to referrals in the majority of cases amid other workload pressures. We have seen a small decline in the number of enquiries completed within 7 days in June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

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

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

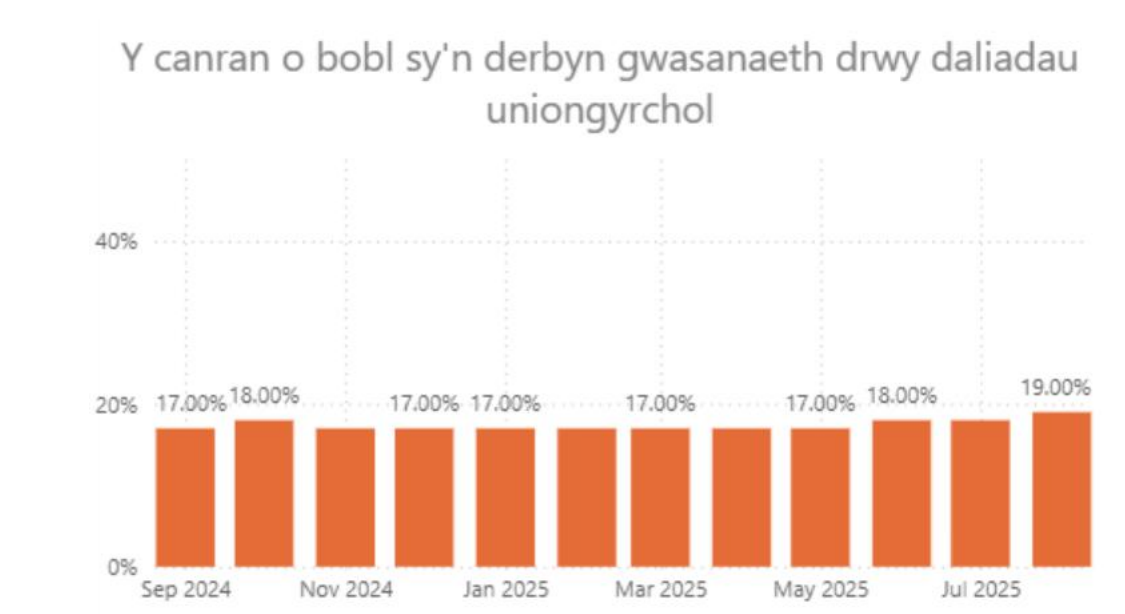
reach more providers. Officers are also working with residential and supported living settings facing challenges, with the aim of offering support to managers.

2.2.17



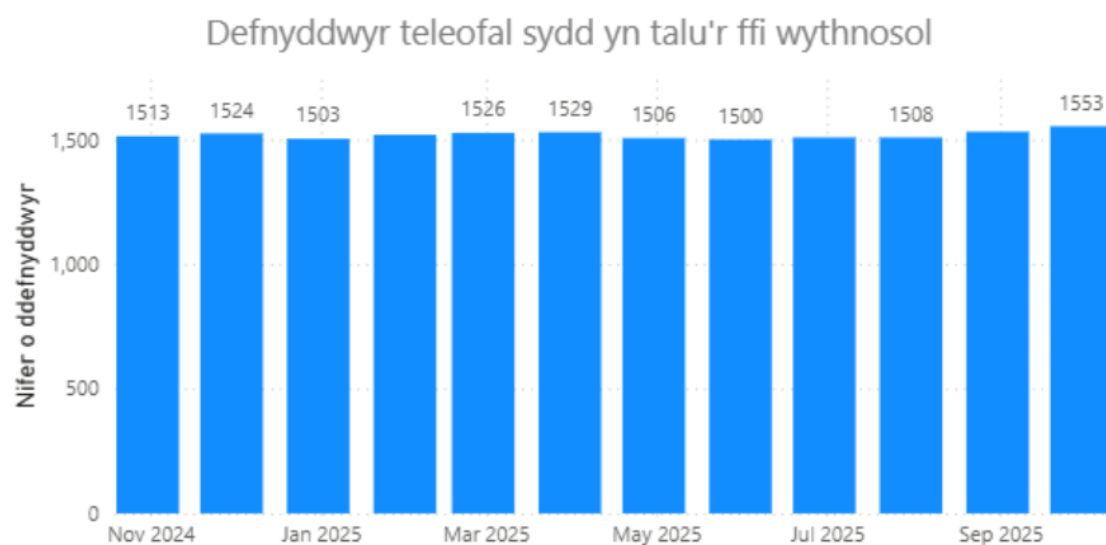
I am pleased to report that there has been an increase in the bed occupancy rate in internal **residential homes**, rising from 81% in July 2024 to 87% in July 2025. We see a decline entering August 2025; this is due to staffing levels having dropped at Plas Hedd and Plas y Don. Additionally, the department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

2.2.18



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

2.2.19



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

2.3 External Reviews

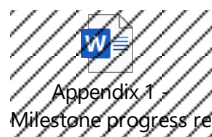
Over the last year the Adults Department has been the subject of several external reviews – mainly by Care Inspectorate Wales (on the Department's services in general), and Audit Wales (on Home Care services specifically). The findings of these two reviews were reported to the scrutiny committee on 20/02/25,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

3. Consultation

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

Appendices

Appendix 1: Milestone progress reports for Council Plan projects



Appendix 2: Department Performance Measures

