

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

## 1. Why does it need to be scrutinised?

In order for Committee Members to be satisfied that I, the Cabinet Member for Adults, Health and Wellbeing have a grip on performance issues within the department.

## 2. Background / Context

### 2.1 Background / Introduction

The purpose of the report is to update you on what has been achieved in the area I am responsible for as Cabinet Member for Adults, Health and Wellbeing. This includes outlining the latest with the promises in the Council's Plan; the day-to-day work of the Department; as well as keeping you updated on any external audits that have taken place during the period.

We are operating on the Council's Plan 2023-28, and I will report on the progress of the projects during year 3 of the plan (2025-26). All issues have been the subject of discussion and have been scrutinised by me in a performance challenge and support meeting. We know that there are significant challenges facing the department as highlighted in the Llechen Lân report. In the context of these challenges, I am happy that significant progress has been made during the year, and I am satisfied with the performance of the department.

### 2.2 Reasoning and justification

#### **Performance of the Council's Plan Pledges – Year 3 (2025-26)**

2.2.1 Below is a summary of the main successes during the year, as well as any issues of concern in terms of progress. I will give some examples, but I am not referring to all workflows as the projects are very broad. Full detail can be found in appendix 1.

#### ***Project 1 - Modernising our care resources to meet future needs***

2.2.2 The aim of the project is to ensure that our care homes are up to modern standards and that a wide range of accommodation options are available to support individuals who continue to be able to live independently with a little support. It is vital that we understand the need across the county and can identify which locations to prioritise for different developments. The department has commissioned work from Housing LIN outlining the demand for care accommodation and the work is nearing completion with the department awaiting the final report very soon. This will enable accommodation developments to be planned for the coming years based on clear evidence. They are also in the process of commissioning work to analyse the necessary investment across our in-house homes to ensure they meet modern standards.

2.2.3 Good progress has been made in terms of new developments. Two supported houses to support individuals with learning disabilities have opened and the development of Extra Care Housing in Penyberth is underway – due to open in the autumn this year. An outline business case has also been submitted to Cabinet before Christmas for the new Penyberth nursing home development.

***Project 2 - Using more technology to improve the ability of Gwynedd residents to access support and care***

2.2.4 The department has been working to promote Living Well support options through various channels. We are seeing a steady increase in the use of telecare equipment, and the department continues to support the social work teams to understand the options available.

2.2.5 The department, unfortunately, continues to encounter some barriers in relation to direct payment processes including difficulty changing the arrangements of some individuals following years of use, and problems arising with the prepaid card provider. The direct payments team continues to monitor and work more closely with individuals and their carers to support them in changing arrangements and are looking to find an alternative provider to ensure people have a better choice.

***Project 3 – Ensure that timely and full support is available to support people to be able to live at home with their families***

2.2.5 The aim of the project is to ensure prompt and easy support for individuals and their families. That includes recognising the value of unpaid carers and supporting them appropriately and ensuring timely and effective home care.

2.2.6 The department has adapted assessment documents and held sessions to raise employees' awareness of the importance of recording information about how they support carers. It is hoped that this will allow us to be able to share more accurate data in reports like this. Discussions are also underway with the Health Board to try to improve our ability to identify carers and ensure emergency information is available when needed, as well as exploring practical ideas and assistive technology such as the use of Lilly sensors to support and monitor caring situations.

2.2.7 Unfortunately, the work to ensure that no one waits more than three months for home care continues with the demand for care still high and the ability of providers to meet it in some sub-districts is difficult. Work continues to progress in order to promote a closer collaborative relationship between the social work teams and the provider.

***Project 4 – Working with Health Services to enable people to live their best life in the community***

2.2.8 In my last report, I reported on the placement of social work practitioners from three Area Teams at Ysbyty Gwynedd to try and support the hospital assessment. This allows access to the local care knowledge and expertise to ensure the most appropriate support in the community in which the patient lives. The trial is still ongoing and is showing encouraging results so far – cases can be tracked through from hospital to the community, and you will find that the performance data (paragraph 2.2.15) shows an increase in the number of assessments being carried out by the Community Resource Teams. Unfortunately, despite the increase in assessment, it remains very challenging to be discharged from hospital in a timely manner because of the lack of care available.

2.2.9 The department has reviewed the way in which they commission third sector services and are continuing to work with Mantell Gwynedd on this. It is hoped that new, more appropriate agreements will be in place by 2027-28. The department has also developed a plan for ensuring value for money in the commissioning of residential and nursing placements and work is underway to revisit the domiciliary care model.

***Project 5 - Developing training and work opportunities for individuals in need of support***

2.2.10 Work has been progressing on the Dolfeurig development during the year, with internal work now underway.

2.2.11 It is very encouraging to be able to note that the work of raising awareness of the need for employment opportunities for people with Learning Disabilities in the Council is having effect and there is a slight increase in the number of individuals employed by the Council. I understand that discussions are underway with more services to further expand these opportunities.

***Project 6 – Llechen Lân***

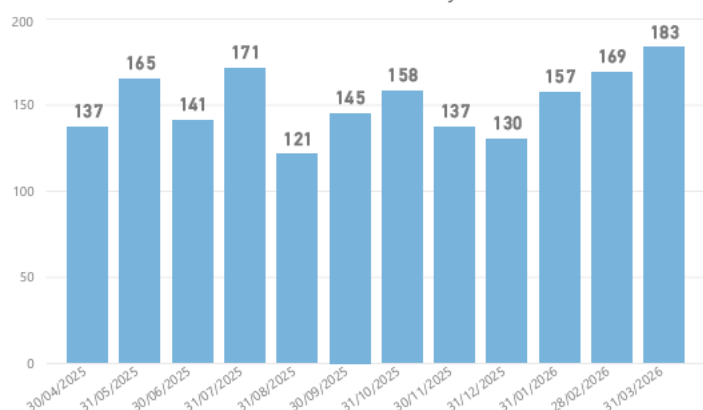
2.2.12 Following the publication of Llechen Lân, it was intended for the department to develop a single plan for bringing together all the work of the department and simplifying the work streams. For various reasons the work has not been completed but a draft plan has been drawn up. The work will be completed soon in 2026-27.

2.2.13 Work on the Llechen Lân action plan continues to progress, but the latest data released by the Government has highlighted the need to update the report. This may affect the content of the plan, and I will of course monitor this and update you in my next report.

## The Department's day-to-day work - performance and measures

2.2.14 There are several measures by the department and full details can be found in appendix 2. Yet again, I will refer below to those that cause concern or are subject to congratulations.

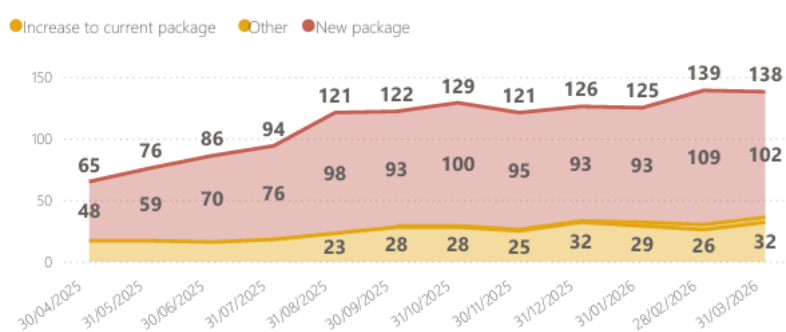
Number of social care needs assessment by month



2.2.15 As I mentioned in 2.2.8, within the **Older People, Physical and Sensory Disabilities Service** there has been a significant increase in the number of assessments that have been completed, with the numbers awaiting assessment continuing to fall. I mentioned in my last report that the department was able to reduce the waiting list for an occupational therapy assessment from a peak of 104 in October 2024, down to 27 by

August 2025. By the end of March 2026, this figure was 16. The service is to be congratulated for the work that has gone on to ensure the completion of these assessments.

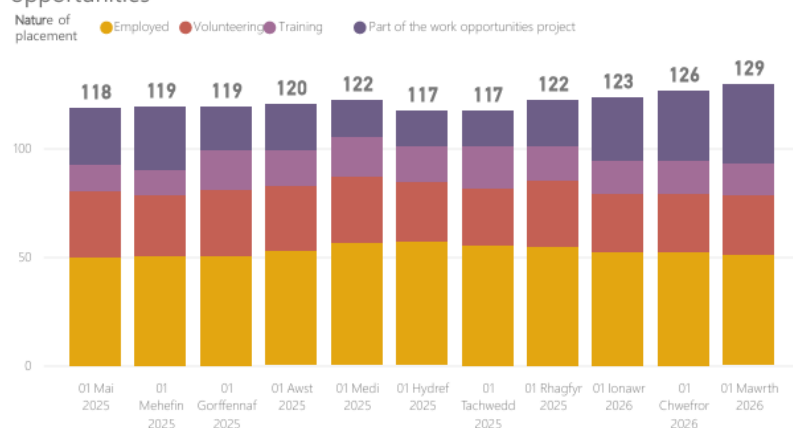
Number on the home care wait list



2.2.16 Since I last reported, we have once again seen an increase in the number on the waiting list for domiciliary care and this reflects the increase in the number of assessments. By the end of March 2026, 102 individuals were waiting for a new package of **home care**. Challenges remain in some specific areas including Ffestiniog, Eifionydd and Dyffryn Nantlle, but in scrutinising these cases, the service has identified that challenges remain in order to be able to distinguish between individuals who are on the list but not ready for care (e.g. because their property is unsuitable) and individuals who really are waiting. As a result, the picture is misleading and overstates how many are waiting. I have shared my concerns about this with the department again and asked for assurances that they will address it as soon as possible.

2.2.17 One issue of concern to me is that only 71 (4%) of all assessments last year were carers' assessments. A further 221 (12.6%) are joint assessments, where the carer's support needs are identified within the same assessment as the individual being supported. Our data shows that no one was waiting for a carers assessment at the end of March but given that 234 unpaid carers were being supported anew by Carers Outreach in the second half of the year alone (Quarters 3 and 4), we are likely still having difficulty identifying carers. I have asked the department further about this and am of the understanding that discussions are taking place to seek alternative arrangements for carrying out more carer assessments. We all know how important the support offered by unpaid and family carers is and it is vital that we can identify them more effectively and offer assessments.

Number of individuals with learning disabilities who are in employment opportunities



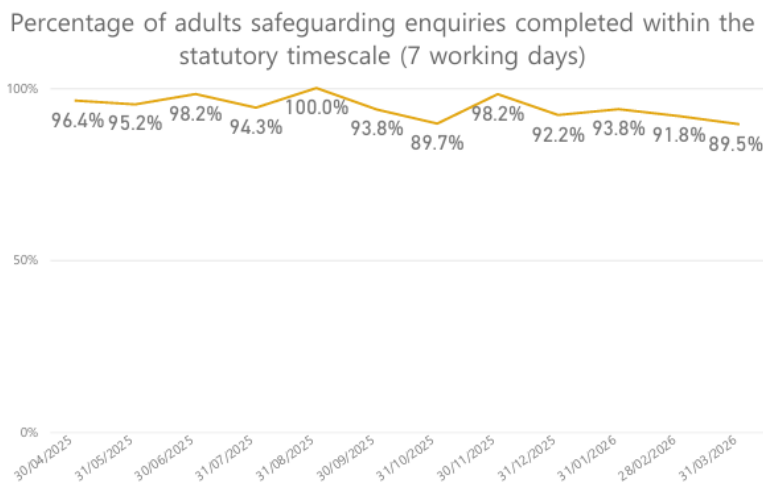
2.2.18 The steady increase in the number of individuals with a learning disability who are part of the employment opportunities pathway is extremely positive and commendable. Last time I reported, it had reached 118 in August 2025 and by the end of March 2026 the figure was 129 with an increase in the number now involved in the project and at the start of

their journey. As I mentioned previously, awareness-raising efforts within the Council is starting to show and two individuals had taken up a post with the Council in the last quarter of the year. This is something we should be proud of and build upon.

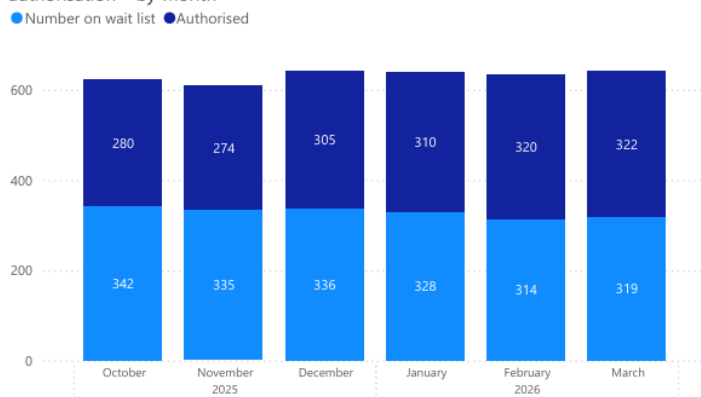
2.2.19 Over the past few months 305 individuals across the county have attended Dementia Actif services, this is an increase of 37 since I last reported. This service is essential to support individuals living with dementia and their families. However, many of the individuals attending the sessions are individuals who are not living with dementia, which proves the social value of the work. I'm extremely pleased to see these numbers and it emphasises how vital preventative services are to help people continue to live independently and contribute within their communities, while also providing vital support to unpaid carers.

2.2.20 It is encouraging to note that the bed filling rate in our in-house homes has increased back to 87% after seeing a decrease over the winter. Job vacancies, sick periods and more complex needs can all disrupt this percentage, but for the first time in some time, there are no units closed in our homes as a result of development or construction work. I therefore hope that I can report further progress by the next meeting.

2.2.21 Over the past few months, we have seen a reduction in the department's ability to complete adult safeguarding enquiries within the statutory 7 day timeframe. This is due to several things, including the loss of capacity in the team and the ever-increasing complexity of cases. It is challenging to discuss complex cases with all relevant stakeholders within 7 days. In times of understaffing in the safeguarding team, the social work teams continue to support with the investigation of the referrals. However, these teams are the same ones who are trying to respond to increasing requests for assessments and organising care in a situation of lack of provision and so naturally the work of examining adult safeguarding referrals can take longer. The good news is that a new Safeguarding Officer has been appointed and will start her post with the service in July.



Number of individuals on the waiting list compared to the number with a current DoLS authorisation - by month



2.2.21 The number waiting for Deprivation of Liberty Safeguards (DoLS) assessment remains high with 319 individuals on the waiting list for assessment at the end of March 2026. However, it is lower than it has been for a long time and we have seen an increase in the number being authorised. The department believes that this is due to the appointment of Best Interest Assessors following a successful bid, and we hope that we will continue to see the investment

take effect. The department has received a further grant from the Government, and the money will be used again this year to commission an agency to undertake assessments. Grant funding has also been used to employ a Social Worker to support the significant work of assessing community DoL cases in the Learning Disability service.

## **Financial Situation**

2.2.22 During the November 2025 review, there were forecasts that the department's budget deficit would be £3m for the year 2025/26, and this was a concern for me. By the end of the financial year, the actual deficit was around £1.4m. Although the situation has improved in the second half of the financial year, the pressure on provider services continues and accounts for £1m of the departmental pressure, which is mainly on staff overspend and agency staff utilisation within residential care. The pressure also continues on the residential side of the Mental Health Service. An additional budget has been

provided to the department for 2026-27 to try and deal with these requirements, and I hope to see the impact of this on the financial situation. I will be keeping close contact with the department over the coming months to get an idea of the financial position for 2026/27 as soon as possible.

### **2.3 External Audits**

The department has not been subject to external audits during 2025-26. Following reporting to the Scrutiny Committee on the findings of the October 2024 audits at its February 2025 meeting, the department continues to implement the recommendations, with the Head of Adults meeting every six months with the auditors to discuss progress on the areas of improvement.

### **3. Consultations**

The report has been created based on the information and content of a recent meeting to challenge and support the performance of the Department for Adults, Health and Wellbeing, with the Director, Head of Department, Assistant Heads and myself attending this meeting.

### **Attachments**

**Appendix 1:** Council Plan project milestone progress reports

**Appendix 2:** Departmental Performance Measures