

Challenging and Supporting Performance

Children and Supporting Families
Department

Period: April – September 2025

Department's Overview – Looked After Children

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

Number of Looked After Children

283 (30/09/25)

Number of Court cases

35 (30/09/25)

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

2%

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

4%

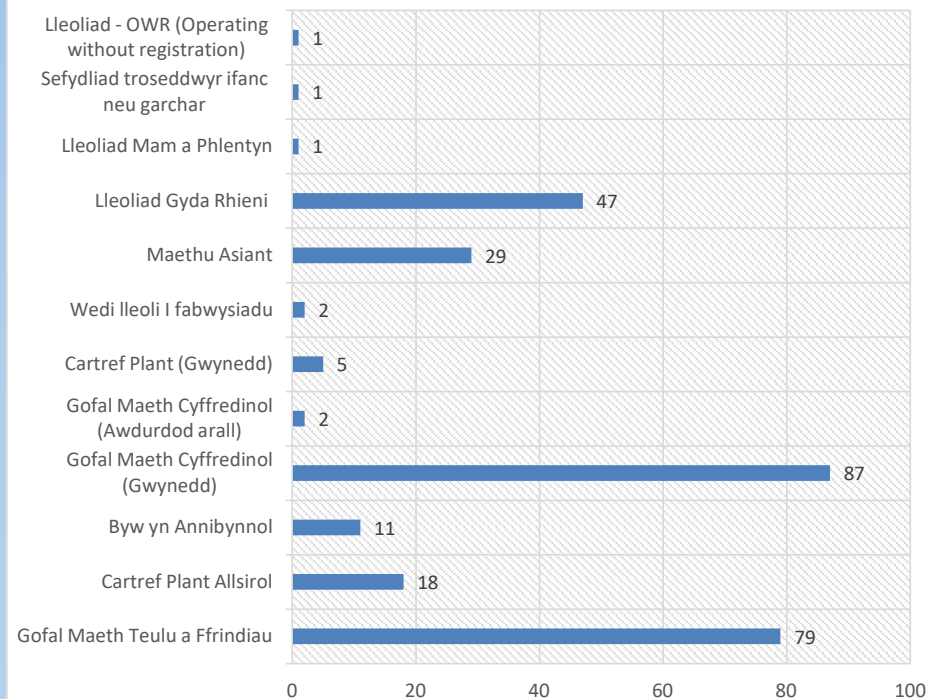
Average Workload

18

Number of children who have entered care since April

31 (26% under 1 year old)

Lleoliadau Plant Mewn Gofal 30/09/2025



Department's Overview – Looked After Children

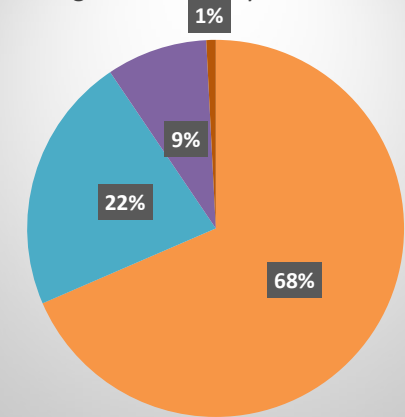
Percentage of children discussed at initial child protection conference that were registered (Cumulative)
90%

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

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

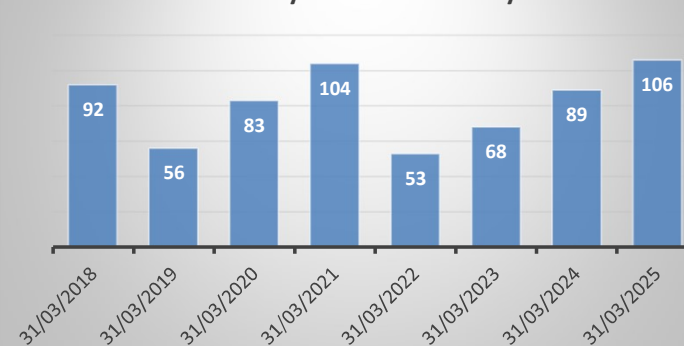
Average number of days the children had been on the child protection register
216

Prif Gategoriâu Plant ar y Gofrestr 30/09/25



Emosiynol Esgeulustod Corfforol Rhywiol

Plant ar y Gofrestr Amddiffyn



Number of registered children

97 (6 months)

Leader – Marian Parry Hughes

Keeping Families Together: Referrals Team

Number of referrals (IAA)

Q1 - 1914

Q2 - 1822

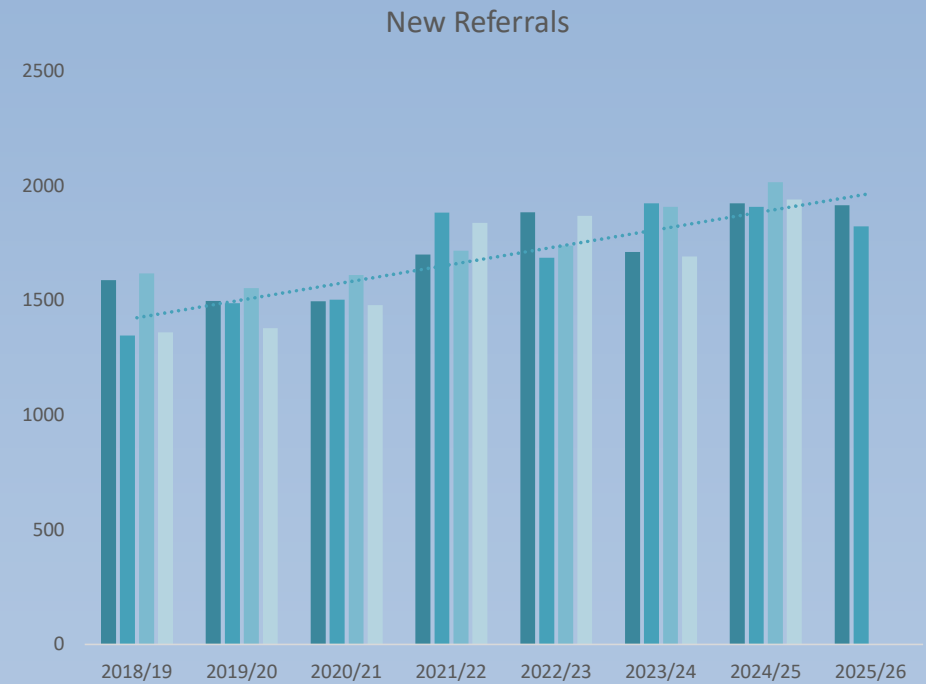
Referrals Source

Police – 1751
Education – 343
Health – 319

Performance Overview:

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

Leader: Eiliw Hughes



Keeping Families Together: Admissions Team (Assessments)

Initial Strategy
Discussions

Q1 - 73

Q2 - 58

Completed assessments
365

Percentage of assessments completed on time
69%

Percentage of children
seen during
assessment

96%

Percentage of
assessments completed
using the preferred
language

89%

Performance Overview:

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

Leader: Elliw Hughes

Gwynedd Families First Grants Programme 2025/26

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

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

What is available via the Families First programme in Gwynedd:

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



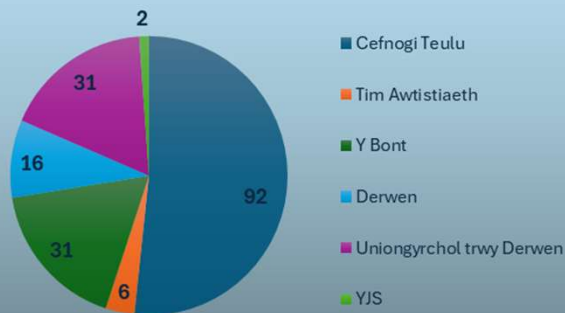
Gwynedd Families First Grants Programme 2025/26

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

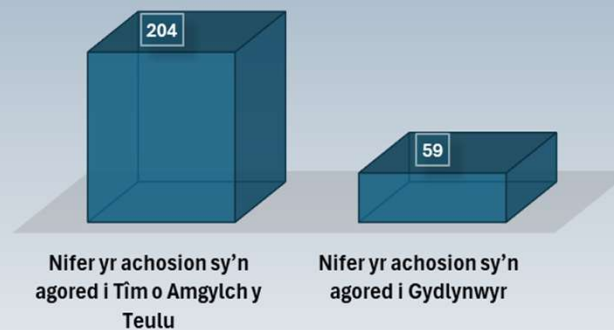
Performance Overview: Team Around the Family figures April – September 2025. **Leader – Caren Brown**

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

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



ACHOSION TÎM O AMGYLCH Y TEULU



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



Statements from Families -

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

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

Keeping Families Together: Trobwynt

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

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

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

Q1 – 77%
Q2 – 79%

Performance Overview:

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

Leader: Aled Gibbard

Fostering

An observation from a foster child / parent :

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

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

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

Performance overview.
Leader: Aled Gibbard

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

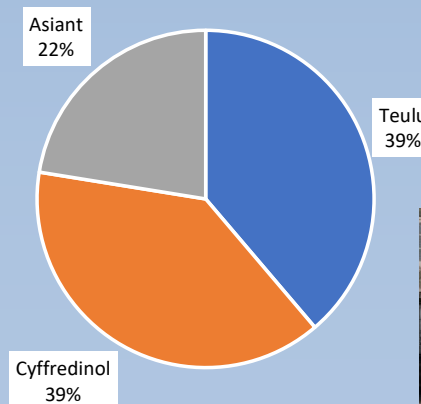
Family / Friends (Cumulative)

Referrals – 61

Suitability Assessments – 46

Full assessments –

Lleoliadau Newydd Ebrill-Medi 2025



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

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

Performance Overview: -

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

Leader: Aled Gibbard

Number of IAA enquiries
104

Number of cases receiving direct and indirect intervention
178

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

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



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

(Social Worker)

Council Plan Project :- Small Group Homes

Purpose: To be developed

Performance Overview: -

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

MEASURES

to be developed
for 2025-26



Leader: Aled Gibbard

Keeping Families Together: After-care Team

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

Percentage of after-care
young people who have been
homeless

Cumulative - 3%

The Team's Cases 30/9/25

Care and support - 33

Category 1 - 47

Category 2 - 2

Category 3 - 155

Number of asylum seekers

3 (aged 16-17)

28 (18+)

Performance Overview:

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

Leader: Aled Gibbard

DERWEN Service

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

Number of
assessments
completed
since July '25:
31

Children and
Young People
open to the
service: 505

New referrals since July '25: 31

Internal referrals since July '25:
35

Looked After Children: 11

Children on the Protection
Register: 1

Performance Overview:

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

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

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

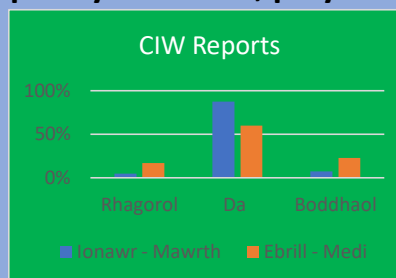
Leader: David Lewis

Teulu Gwynedd Service (Gwynedd Family Service) Childcare and Play



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

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



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

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

• Play

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

• Major capital projects

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

• Scheme to extend Childcare for two-year-olds

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

• Plas Pawb Nursery

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

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



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

Leader: Sioned Owen and Rachel Jones

Gwynedd Family Service

Early Years Advisory Teachers



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

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

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

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

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

Performance Overview:

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

Gwynedd Family Service Administration and Business



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

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

Customer Care
satisfaction
questionnaires

Report back by the end of
the year

Number of social
media followers

Increase = 43%

Number of engagement
sessions with Gwynedd
Families

35

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

1,844

Number of enquiries
Information for Families
have responded to:

153

Leader: Sioned Owen and Elen Foulkes

Gwynedd Family Service

Supporting Families



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

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

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

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

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



Performance Overview:

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

Out of hours Team / EDT

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

Number of calls received by
the emergency duty team

1774

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

1774

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

0

Performance Overview:

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

Leader - Dafydd Paul

Youth Justice Service

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

Number of First Time Entrants
43

Reoffending Rate
27.8%

Custody Rate
1

Number of Caseload
111

Performance Overview:

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

Leader: Stephen Wood

Unpaid Carers

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

Young carers who have access to Aidi (App/card)

116

Young carers supported by Action for Children in the period

145

Young carers assessment completed by Action for Children during the period

36

Children receiving Support Services as respite to carer parents – Derwen

240

Performance Quantitative Measures

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

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

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

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

Feedback from persons who receive the service:

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

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

Themes ...

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

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

Workforce Development

PURPOSE: Workforce Development

Performance Overview and messages:

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



Recruitment

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

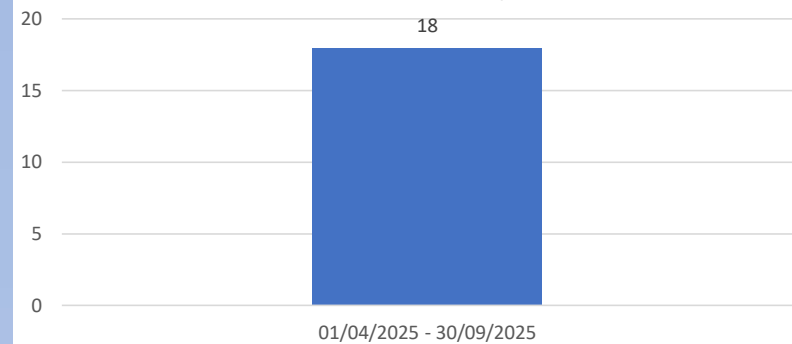
Course Feedback

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

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



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



Coordinator: Gillian Paul

Exceptions

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

Initial Child Protection
Conferences on time

54%

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

11%