
CARE SCRUTINY COMMITTEE, 16 JULY 2026

Present:

COUNCILLORS:

Elwyn Jones, Sian Williams, Gwynfor Owen, Angela Russell, Beth Lawton, Beca Roberts, Berwyn Jones, Anwen Davies, Jina Gwyrfai, Linda Morgan, Rheinallt Puw, Menna Baines, Meryl Roberts, Wendy Cleaver.

Officers present:

Llywela Haf Owain (Senior Language and Scrutiny Advisor) and Courtney Leigh Jones (Civic and Democracy Services Officer).

Present for item 5:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Sian Edith Jones (Assistant Head of Older People and Physical and Sensory Disabilities, Adults, Health and Well-being).

Present for item 6:

Councillor Menna Trenholme (Cabinet Member for Children and Supporting Families)
Councillor Dilwyn Morgan (Cabinet Member - Adults, Health and Well-being), Aled Gibbard (Assistant Head of Children Department - Developments), Dylan Owen (Statutory Director of Social Services).

Present for item 7:

Councillor Dilwyn Morgan (Cabinet Member Adults, Health and Well-being), Alun Gwilym (Assistant Head - Business), Jess Mullan (Project Manager), Dylan Owen (Statutory Director of Social Services).

Present for item 8:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Dylan Owen (Statutory Director of Social Services).

1. APOLOGIES

Apologies were received from Councillor Elin Walker Jones, Einir Wyn Williams and Gareth Coj Parry.

2. DECLARATION OF PERSONAL INTEREST

Councillor Gwynfor Owen declared an interest that was not prejudicial for item 5. It was not a prejudicial interest and therefore he did not withdraw from the meeting.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of previous committee meetings held on 29 January 2026 and 4 June 2026, as true records.

5. DAY CARE SERVICE

The report was presented by the Cabinet Member for Adults, Health and Well-being. It was highlighted that the department was proceeding from the traditional model of day centres towards a more flexible and community service in its nature. It was noted that the individual person was central to the provision plan and there were many varied services available to suit various different needs. All were guided through the main matters in the report giving an update of the work that was ongoing. The proposal to modernise care resources under the heading 'A Caring Gwynedd' in the Cyngor Gwynedd Plan 2023-28 was highlighted to enable Gwynedd residents to live their best life within their local communities.

An overview of the provision available in Gwynedd was given, including Traditional Day Care Units, Specialist (Dementia), Day care in the homes of the county's residents and respite care/short-breaks care. Details were given of the priority to satisfy a wide range of profound needs and to provide varied and personal support to each individual, based on person-centred assessments. The need to be flexible to satisfy individual needs, to provide a resource that reflects a choice to people and community expectations today was emphasised. It was explained that it was essential to collaborate closely with partners in the health board and the third sector, as well as the community, to ensure that the care model thrives and that the more complex needs of individuals are addressed. It was noted that care and community expertise were crucial to be able to create successful person-centred care. It was reinforced that the partnership between the Council and the Health Board was key to meet with the comprehensive needs, such as Special day care provision (Dementia) at Plas Hedd, Bangor and Dolgellau Hospital.

The continuous pressure on unpaid carers was acknowledged and the over-reliance on them to sustain intense situations across the county. It was recognised that there were obvious challenges in the home care provision and that some areas were having difficulty to cope with the capacity. The priority to provide quality short respites to unpaid carers, and to also ensure value for the individual receiving care were also highlighted. The provision available to individuals with less intense needs was detailed, noting that there was a wide range of options and that they promote the use of activities in the community, such as keeping fit and Dementia Actif and to also meet social needs.

The future objectives of the service were outlined. Reference was made to the pilot procedure now in place in Dolgellau to develop a new model of day respite care. It was explained that the intention of the pilot was to offer a community opportunity within Cefn Rodyn Care Home, to provide respite for carers and social activities for individuals. It was noted that this provision would be for 2 days a week, in the home's lounge to support approximately 5 persons at a time. It was noted that Age Cymru will facilitate the activities, with Council staff providing the necessary care. It was hoped that a suitable site in Porthmadog would soon be identified to provide further support to individuals cared for by unpaid carers in that area. It was reiterated that this new model ensured that individuals have control, independence and greater choice to build on their strengths in their communities when socialising and receiving diverse and tailored care and support specifically for them as individuals.

Questions were welcomed from Members. During the discussion, the following questions and comments arose;

Referring to the ongoing work taking place to monitor and develop the provision across the county, a Member questioned how the department monitors and measures whether the provision is meeting demand and what happens when demand exceeds provision or when the Council does not have sufficient resources to respond to the demand? It was asked if there was any advanced planning in this regard and if there was any lobbying underway to secure more funding and support from the Welsh Government?

In response, it was confirmed that the Community Resources Teams meet regularly with the Management Team to identify the need and demand and ensure that any deficiency or needs that are not being met are brought to their attention on a regular basis. They ensured that they worked closely with the Well-being Team to boost and promote the use of the community hubs and activities being held there. It was noted that the department was very aware of specific situations in Gwynedd communities due to the number of staff working closely with families and carers. It was confirmed that the department gave serious consideration when information comes to hand of any shortcomings in the service. In terms of the budget, it was recognised that challenges remained as services continued to be dependent on short-term and temporary grant funding. It was noted that the pilot work in Dolgellau and Porthmadog was dependent on a short-term grant, and the provision would be monitored to see if an application for permanent funding may be submitted to maintain the service.

It was emphasised that the service's partnership with communities was crucial and that a lot of information comes before the department through community members caring for neighbours in the community. Attention was drawn to the good work being done by a worker out in the field, and reference was made to the use of technology that was being developed, such as the Helpu'n Hun resource. Reference was made to the Dewis Cymru programme, which was in the process of being developed, setting out the provision available to individuals within their own areas. Thanks were given for the information, reiterating the importance for scrutiny members to be able to visually see and analyse the measures as part of the scrutiny process.

Referring to the recent engagement with over 200 people and service user feedback, a Member expressed that seeing evidence and examples of the feedback would strengthen the conclusions in the report. It was suggested that an appendix containing responses would support the report and help convey the community sentiments in terms of what work was going well and what needs to be improved. The comment was acknowledged, noting that it was hoped that measures would be in place soon.

Referring to the provision available to unpaid carers, a Member expressed that the provision available was not sufficient for unpaid carers and that an opportunity had been missed in the report to lobby for more government funding. It was recognised that there was more work to be done to improve the provision as a matter of urgency and that unpaid carers who sustain the community need to be credited. It was explained that regional work was underway to improve the provision and it was assured that this work would come before the scrutiny committee shortly.

In response to a question, it was confirmed that individuals living with Dementia fall under the Adults department, and not the Mental Health Department.

Reference was made to the map included in the report to show the geographical location of services and day centres, noting that there were noticeable gaps in provision in the rural areas of the county. In response, it was ensured that the map did not include all the available provision in its entirety. It was acknowledged that this was difficult to convey, but it was ensured that developments were underway to develop 'bespoke' care packages and provision in the areas where there was no centre nearby. It was ensured that support workers provided services and activities to people and transported them to Day Care centres when this was suitable.

A Member noted that it was vital that older and younger persons with various mental health issues receive more day care provision to ensure a provision for all Gwynedd residents. In response, assurances were given that departments were working together and sharing resources across teams to ensure that as many residents as possible benefited from the services and provision available. It was noted that a vulnerable adults forum was held monthly to discuss how to meet the demand for services for people who do not (necessarily) reach the threshold. It was mentioned that they were discussing what resources were available to them to be able to sustain some kind of provision for all those with needs. It was reiterated that challenges remain and that resources were scarce, but members were assured that the developments of integrated community teams who were doing valuable work as experts from all areas discussed individuals within the services and what resources were available to them. It was emphasised that integration and pooling of resources was the best way forward to ensure provision for Gwynedd residents.

A Member expressed disappointment that there was a lack of data and figures in the Day Care Services report noting that it did not convey a sufficiently comprehensive picture of the situation in Gwynedd. The way the figures from 200 potential users were collected for the consultation was questioned and concerns were raised that over-reliance continued to put pressure and strain on unpaid carers in the community. It was asked how the systems in place could be improved to ensure consistent quality across the county. In response to this, the data collection systems were acknowledged

to be flawed, and an apology was given for this. It was ensured that there would be better current data in the next reports in this field.

In response to an enquiry, more details of the pilot work at Dolgellau and Porthmadog were given. It was explained that this prioritised individuals who were cared for by a family member and unpaid carers. It was noted that it was about to start in September with a maximum of 5 people receiving respite care for 2 days a week. It was mentioned that the Community Resources Team promoted this and worked jointly with Dementia Actif. In response to a question, it was confirmed that unpaid carers would transport individuals there in accordance with the policy and this would free them up to have their own respite. However, assurance was given that transport may be arranged through alternative resources for individuals who were unable to travel to the respite care service themselves. It was confirmed that the Age Cymru Co-ordinator would co-ordinate and run the activities, with the support of Cefn Rodyn staff providing the necessary care. It was noted that Age Cymru was in the process of working to try and ensure that transport was available to bring them to the home. It was explained that the pilot would be evaluated in 6 months to see if an application for funding could be submitted to continue with this resource.

A Member mentioned that transport continued to be challenging for individuals who were unable to travel to centres to receive respite care. Concern was expressed about the individuals living in the countryside who were often unable to socialise and feel isolated due to the lack of transport provision in the rural areas. It was noted that support workers were doing a good job to ensure that individuals were able to attend respite activities, but it was recognised that this was challenging and every individual living in rural Gwynedd cannot be reached.

It was asked what happens after the Council Plan 2023-28 comes to an end? Reference was made to the work that was ongoing in the Llechen Lân report to anticipate the situation in the future. It was emphasised that preventive work was crucial to address the need for care in the future.

The work to develop new models of care was welcomed and the use of libraries across the county was praised through the Age Friendly Hour activities and a cuppa and chat. It was asked if there was a waiting list to attend the day care centres and what was the capacity? In response, it was explained that the situation varied on a case-by-case basis.

More information was requested about the residential care homes. A detailed and comprehensive future map reflecting all the diverse provision available was welcomed. A desire was expressed to work with the department, and it was asked whether the department could update Councillors regularly on the activities that were taking place so that they could promote the services and events in their communities. It was asked if it was possible to carry out a consultation at a more local level in the villages? It was understood that this was dependent on volunteers and resources – and it was sympathised that resources were scarce.

DECISION

1. To accept and note the report and welcome the availability of a range of services but to express concern

- **About the sustainability of a service by volunteers**
- **the lack of rural transport meant that many were unable to attend or get to a service**
- **there was no fair access to provision across the county**

2. To ask the cabinet member to

- **review how the department monitors customer demand and satisfaction, by collecting quantitative data, and demonstrate the true impact of the service on the well-being of individuals and their carers**
- **lobby the Welsh government to fund the service for the long term rather than providing grants**
- **Consider how collaboration can be undertaken across the Council and with partners to improve day care provision for unpaid carers and those with mental health conditions and report back to the care scrutiny committee**
- **Consider how the quality of service received by volunteers can be monitored and ensure the sustainability of the service**
- **Provide an evaluation report on the day care respite pilot scheme starting in September at Cefn Rodyn, Dolgellau, when timely**
- **Ensure that there was equitable access to the provision across the county**

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

The report was presented by the Chair of the Task and Finish Group namely on the Report on Complaints of the Adults, Health and Well-being Department and Children and Supporting Families Department

An overview of the discussion that took place at the meeting of the task group was given, which was set up to discuss issues raised from the annual report on Social Services Complaints, Enquiries and Gratitude on 25 September 2026. The officers were thanked for being so willing to share information. The main points raised at the meeting were outlined;

- The complaints were discussed in the context of the 2024 National Guidelines and concern was expressed that the guidelines were outdated.
- The nature of the complaints and the manner in which they were resolved by the Council were considered.
- The rationale behind the complaints and some of the regular complainants was considered. It was discussed how the officers deal with regular complainants efficiently and how an acceptable resolution reaches the threshold of being a formal or official complaint.
- The efficiency and accessibility of the complaints record sheets of both departments in question, and the corporate white leaflet were discussed.
- The complaints were looked at in terms of themes and whether any specific themes appeared. It was understood that many complaints were submitted at random and did not follow a specific pattern.

- The number of complaints received in English were considered. It was mentioned that officers anticipated more complaints in English with the increasing use of artificial intelligence. It was noted that some complaints had obviously been already formulated with the help of artificial intelligence.
- Consideration was given to whether there was any link between the Our Bravery Brought Justice report and the complaints protocol and policies.

The recommendations received were presented to encourage more residents to submit complaints and compliments. The report was welcomed and there was a discussion about the findings and recommendations. A Member expressed frustration that unpaid carers cannot make a complaint on behalf of an individual who receives care or a specific service.

In considering the recommendations, a Member expressed that he was keen to add a recommendation that unpaid carers looking after individuals could make a complaint on behalf of a vulnerable individual. It was explained that this was not possible, but it was accepted that it was frustrating and very difficult for carers. It was elaborated that consideration could be given to what may improve the situation to ensure better care for vulnerable individuals who do not receive quality care or service. The observations were accepted.

DECISION

a. 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 no appropriate consideration has been given to social media as a means for complainants to submit complaints.

b. 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.

c. 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 to promote and increase the accessibility of Welsh-language forms.

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

d. To ask the Council to consider ways for carers to submit complaints.

7. LLECHEN LÂN

The report was presented by the Cabinet Member for Adults, Health and Well-being. Reference was made to the publication of the Llechen Lân report in September 2024,

which outlined projections that would affect services for older people over the next 20 years. It was envisaged that the population would change over the next 20 years and would significantly affect the demand for care in Gwynedd. It was explained that there was a need to consider the ability to satisfy the need and predict the expected financial pressures. When considering the 2026 data update, there was concern that the actual situation would be more extreme and much worse than the original forecasts. It was explained that the report detailed the forecasts up to 2047.

- Attention was drawn to the impact the population projections had on the workforce projections, and it was noted that the increase was alarming, bearing in mind the demand there would be for services and the need for staff to care for the older population.
- It was trusted that the departments were delivering within the work programme but it was recognised that a great deal more needed to be done to deliver due to the increasing need over the next few years.
- It was explained that there was a need to do more and create alternative strategies to be able to cope with future demand.
- It was emphasised that more national attention was needed regarding this and to constantly refer to this over the coming years.

Observations and questions were welcomed from Members;

- In response to a question, it was confirmed that the projections were specific to Gwynedd and based on local data. It was explained that people tended to live longer with an illness and needed more care for a longer period, which placed pressure on resources and services. It was noted that the healthy life expectancy age had fallen in Gwynedd, due to various factors such as being over-weight, and therefore there would be more people requiring care earlier. Emphasis was placed on the importance of preventative work to try and cope with the increasing challenges.
- Concern was expressed about the content of the report and the vulnerable situation facing the county. There was a discussion regarding the lack of young people to serve older persons, and the departments were encouraged to act at once on the up-and-coming work programme. It was questioned why the Education Department was not actively involved with the work programme, and the importance of the younger generation. It was elaborated that the county's young people were core to the county's prosperity, and it was noted that the Education Department had a duty to ensure that young people receive the correct education of how to live a healthy life as part of the preventative work. It was argued that there was a need to promote the care careers to young people to attract them to the care workplace. It was noted that it was key to provide career opportunities for the county's young people to try and ensure that they do not leave the county to look for work and bring up a family beyond Gwynedd. The comments were accepted and it was ensured that it was possible to work with the education department as part of this work.
- During the discussion, a Member suggested the possibility of rewarding people in Gwynedd to have more children, to increase the population to ensure that there were enough people in Gwynedd to care for the older generation. It was

acknowledged that this was a national and international problem by now and it was a confusing and complex matter. There was a discussion regarding social changes and expectations, development of contraception methods and the impact of poverty as part of this.

- The number of overseas workers that come to the area and provide care to the older generation were considered and it was recognised that the county was currently dependent on overseas workers. It was anticipated that there would be additional problems with this in the near future, and it was noted that this would also need to be taken into account when making future plans. It was noted that a report on the Angor Framework will be presented to Cabinet in September/October which will set out the Council's objectives for promoting a healthy life to be sustained in the future. It was noted that it had been submitted through Public Health Wales and the Betsi Cadwaladr Health Board to see what the Council could do to support people to live healthy, happy and fit lives within their communities.
- A Member asked for more information in relation to the extra care homes that were being planned in Gwynedd. In response, it was confirmed that these were extra care homes to provide care to support older people to live more independently. It was confirmed that there were currently 3 in Gwynedd, in Bala, Penrhosgarnedd and Hafod y Gest in Porthmadog. Details were given of the care homes, noting that they included a restaurant and community accessible spaces for people to attend as they wish. It was noted that it was possible to adapt the houses in accordance with the personal needs of the tenants to ensure that individuals can continue to live within their communities for as long as possible. It was explained that these do not operate as a residential care home. It was explained that the Council had recently commissioned a piece of work from the 'Housing Lynn' organisation which were experts in housing across the country. Attention was drawn to the report's findings which highlight the need for different accommodation for older people in Gwynedd over the next 20 years to correspond to the Llechen Lân timetable. It was noted that it highlighted what type of accommodation was needed, and in which areas, and this included extra care housing. There was concern that this would cost the Council millions and that plans took time to become established. It was confirmed that extra care housing was part of the scheme in Penrhos.
- As part of the discussion, mention was made of the work of the Care Academy. Details of the scheme were given, stating that there was a clear career pathway for individuals to gain experience and qualifications in the care field, whilst being paid for their work. It was recognised that more funding was needed to expand this provision and everyone was assured that it was currently a success and that many young people were keen to join and qualify in the field.
- There was a discussion about the workforce in the field of care. It was explained that the developments ensure that people have more freedom and choice to determine what type of care they want, in line with their personal needs. It was confirmed that this would reduce the need and pressure on traditional care homes, and expand the provision available to different people, such as unpaid

carers with support. It was explained that direct payments to carers reduce the demand on traditional care provision.

- It was asked whether the department was confident that it was possible to recruit and retain additional staff to meet the demand for services? It was asked whether the department had modelled what the impact would be on the growth in demand on the workforce and staff? In response, it was confirmed that the department had been looking at workforce planning in conjunction with human resources. It was noted that there was an intention to appoint a workforce planning officer in the field of care because of the recruitment challenges. It was hoped that the officer would proceed with many of the suggestions raised in the discussion. It was noted that there was an intention to report soon to the committee on this workstream.
- It was asked whether the department had modelled the impact of the growth in demand? It was asked whether there were any discussions underway with local colleges, the Health Board and independent education providers to look at developing and increasing the workforce? In response, it was confirmed that this work was ongoing and that developments were underway. It was noted that regular discussions were taking place with partners to expand education in the care field and to develop skills to promote care work in Gwynedd. It was noted that the discussions were also taking place nationally. It was hoped that the Llechen Lân report showed that the Council was working proactively and was at the forefront and working to have a sustainable service to care for the older generation, despite the ongoing challenges.
- Surprise was expressed that many young people qualified in the field of care in Gwynedd and were unable to get a job locally. It was noted that this created serious difficulties in the field, as there was insufficient funding to provide jobs for individuals who have taken time to get their education and have to move to find work. It was stressed that there was a need to look at the model within the workforce.
- Reference was made to the provision of palliative care for residents in Gwynedd. A Member expressed concern that many people were dying due to a lack of care provision and that the demand for services was so high. Frustration was expressed regarding the waiting times for ambulances nationally. It was emphasised that proper treatment needs to be provided promptly to people. It was asked whether it was possible to obtain data on the number of deaths in Gwynedd and from what cause, to try to plan to reduce the numbers and provide prompt care to people in need. In response to this, it was noted that this was part of the department's preventive work discussions.
- As part of the conversation about the provision of care for older people, a member expressed frustration that the same provision was not available for younger people who suffer from mental health issues. It was asked whether the care home provision could be expanded to include younger people suffering from mental health conditions.

- It was questioned why section 4 of the report, which indicated the next steps, was blank? It was asked what specific strategic decisions would the Llechen Lân board be looking for from the Scrutiny Committee to guide the next piece of work? In response to the observation, it was explained that this section was deliberately blank for the officers to discuss the steps forward with members of the Scrutiny Committee and Cabinet at the Leadership Team Meetings. Reference was made to the intention to continuously scrutinise the issue as part of the developmental work over the coming years.

DECISION

To accept the report and the work programme but to express concern about the magnitude of the demographic challenge highlighted in the latest data.

To recommend to the Cabinet Member that the Llechen Lân board should develop a detailed action plan with clear milestone priorities and measures of success with particular attention to the workforce, extra care housing, the financial sustainability of the programme, the development of preventive services and an innovative way of delivering care, the promotion of preventive self-care and collaborate with the education department to include young people in the work programme.

To provide the committee with a further update within 12 months on progress against the Llechen Lân board's priorities, including the latest data on inward migration and deaths, and the work programme to deal with recruitment and care workforce challenges.

8. THIRD SECTOR COMPACT

The report was presented by the Cabinet Member for Adults, Health and Well-being. Referring to the report, it was highlighted that the third sector was vital to the work of various services and departments across the Council, and an integral element of the work of supporting residents in Gwynedd. It was noted that the Compact set a framework for the relationship between Cyngor Gwynedd and the Third Sector. It was noted that the Third Sector included a wide range of charities, voluntary organisations, social enterprises and community groups who made a significant contribution to the well-being of the people of Gwynedd and provide services that complement the Council's work.

It was explained that the new framework for the relationship was essential to provide effective services to the people of Gwynedd. There was pride regarding the close relationship with the third sector, which supports effective provision for the benefit of Gwynedd communities.

As part of the Compact, it was noted that the Council and the Third Sector had a key role to play in working together and developing and promoting social and community enterprises. It was noted that the Council was working very closely with Mantell Gwynedd to develop the Compact. It was ensured that the developmental

conversations regarding the third sector took place with the help of Mantell Gwynedd to ensure an active and efficient relationship.

It was acknowledged that there were ongoing challenges with collaboration with external agencies, and it was highlighted that the Compact agreement supported the establishment of values and principles of collaboration within the relationship to empower communities and place Gwynedd residents first. It was ensured that the Council had been consulted extensively and had received a great deal of feedback, which was incorporated in the Compact document.

Members had the opportunity to comment and submit questions;

- It was asked whether specific examples of problems raised with the arrangements under the previous Compact agreement could be provided, and how the new Compact agreement would address these problems and challenges? In response, it was acknowledged that it was a challenging task to give specific examples without drawing public attention to some problems that had arisen between some agencies. However, it was explained that disagreements had arisen over the years for reasons such as funding, available grants and provision. It was explained that frustration had arisen in relation to the Council's ability to provide long-term and short-term funding, from the third sector. It was noted that the long-term plans of the third sector were often limited due to a lack of long-term funding.
- It was asked what would be different for third sector organisations and for the residents of Gwynedd as a result of the adoption of this Compact compared to the old Compact? In response, it was ensured that the new Compact sets objectives to seek to fund third sector organisations better and prioritised financial support to ensure better sustainable provision for the community. It was noted that the new Compact was an opportunity to renew the relationship since the new well-being of the future laws were enabled and an opportunity for the Council to prioritise the relationship with the third sector to deliver consistent and successful provision. The officers who had worked on the renewal of the Compact were thanked and it was noted that it had made it much easier to understand and more accessible to all. It was believed that this would ultimately improve the relationship setting out clear expectations from the agreement which would lay a solid foundation for future efficient working.
- Reference was made to how the Compact aimed to enable residents and communities to thrive. It was noted that it offered a measure of success through broad questions such as 'have the partnerships strengthened a culture of collaboration'. It was also asked how the Council would measure this if it happened as a direct result of improving the arrangements? It was also asked what specific indicators would be used to illustrate this improvement? In response to the questions, it was ensured that the Compact sets the groundwork for empowering communities by strengthening the relationship and setting expectations between the agencies. It was also admitted that they were challenging questions to answer, noting that it was challenging to establish

measures and indicators. It was ensured that the outcomes of the Third Sector Compact could be seen across the Council and across county services, through the consequential support of the relationship. It was noted that fewer people were waiting for domiciliary care services, and transport continued to improve provision. It was noted that the department would consider developing indicators and measures jointly with the third sector and would come back to the committee with any developments.

- A Member asked how the council would ensure that the third sector liaison group was not dominated by larger organisations with greater capacity to participate? It was asked what arrangements were in place to ensure that organisations not represented on the group, had the opportunity to influence decisions? In response to this, it was ensured that this had not previously been an issue with the Compact. It was noted that all agencies had a fair opportunity to be involved in the developing discussions, and it was ensured that there was a broad representation of the different sectors within the third sector and that they took their responsibilities seriously. In response to an enquiry, it was ensured that representatives from all third sector organisations were invited to be part of the liaison group.
- Attention was drawn to the concerns of Audit Wales about missed opportunities in relation to social enterprises and it was asked what evidence would indicate that Gwynedd was making better use of social enterprises and community organisations compared to previous years. In response to this, this work was identified as arising from the concerns raised by Audit Wales and designating duties to the council and third sector organisations. It was elaborated that Mantell Gwynedd had been a key part of the development of the Compact to ensure the effectiveness of the scheme. It was ensured that Mantell Gwynedd used recognised methods of measuring the success of community enterprises which also assisted Council departments with developing similar systems.
- During the discussion, reference was made to the fact that there were tens of third sector organisations in Gwynedd that were not incorporated in the Compact as well as many unofficial groups that come together to get things organised and provide a lot of support to the community. They were thanked for their work, recognising that there was much more to be done to support the small organisations to ensure they can provide a service and support safely within the community.
- Commenting on the Third Sector Liaison Group, reference was made to the way in which Mantell Gwynedd worked jointly with Third Sector organisations to select suitable representatives for membership of the Liaison Group. It was asked how Council representatives would be selected from service areas related to the third sector. In response, it was confirmed that a combination of officers and Cabinet Members and Members would be representatives on the group.
- It was asked who inspected the county's extra care homes? Dissatisfaction was expressed with the fact that the provider was being inspected and not the home and the service itself. It was expressed that it was extremely important that the Council therefore inspected the individual organisations within the county to

ensure an acceptable standard of care and support for Gwynedd residents. In response to the comments, it was clarified that responsibility for individuals remained with the Council, even when individuals enter a third sector support home. It was ensured that constant supervision continued to ensure that the service was of good quality, through regular meetings and close relationships with the social workers. This was elaborated on, noting that the Council worked very closely with organisations such as Seren and Anheddau, and constantly monitors the provision with officers visiting and inspecting the establishments.

- Referring to Audit Wales' note that local authorities were in a position to do more to maximise the impact of the third sector, ensure better value for money, it was asked who would be responsible for this and would monitor how the money would be spent? In response to this, it was clarified that data would be reported regularly and Mantell Gwynedd would assist the Council in ensuring value for money. It was explained that a large number of contracts go through the commissioning unit which secured, measured and monitored the impacts of the services to ensure value for money. It was suggested that it would be beneficial for a representative from Mantell Gwynedd to attend the committee next time during the discussion on the Compact Agreement.

DECISION

To accept the report.

To recommend that the Cabinet approves the Compact provided that they

- **Provide a supporting action plan setting out responsibilities, timelines, resources, success measures and reporting arrangements**
- **Submit a regular report to the Scrutiny Committee every 2 years.**

9. CARE SCRUTINY COMMITTEE FORWARD PROGRAMME 2026/27

Submitted - the Forward Programme by the Senior Scrutiny Advisor. There was a discussion about the content and items in the pipeline for the year 2026/27.

It was decided to make some adjustments on the forward programme by moving the Our Bravery Brought Justice report to the November 2026 meeting. It was decided to move the Childcare report to the January meeting and to move the Annual Complaints Report from November to September.

DECISION

To adopt the forward work programme with the following modifications:

- 1. To move the Our Bravery Brought Justice report from the September 2026 meeting to the November 2026 meeting**

2. To move the Childcare report to the January meeting

3. To move the Annual Report 2025-26 - Complaints, Enquiries and Expressions of Gratitude - Children and Supporting Families and the Adults, Health and Well-being Departments from November to September

The meeting commenced at 10.30 and concluded at 15.30.

Chair