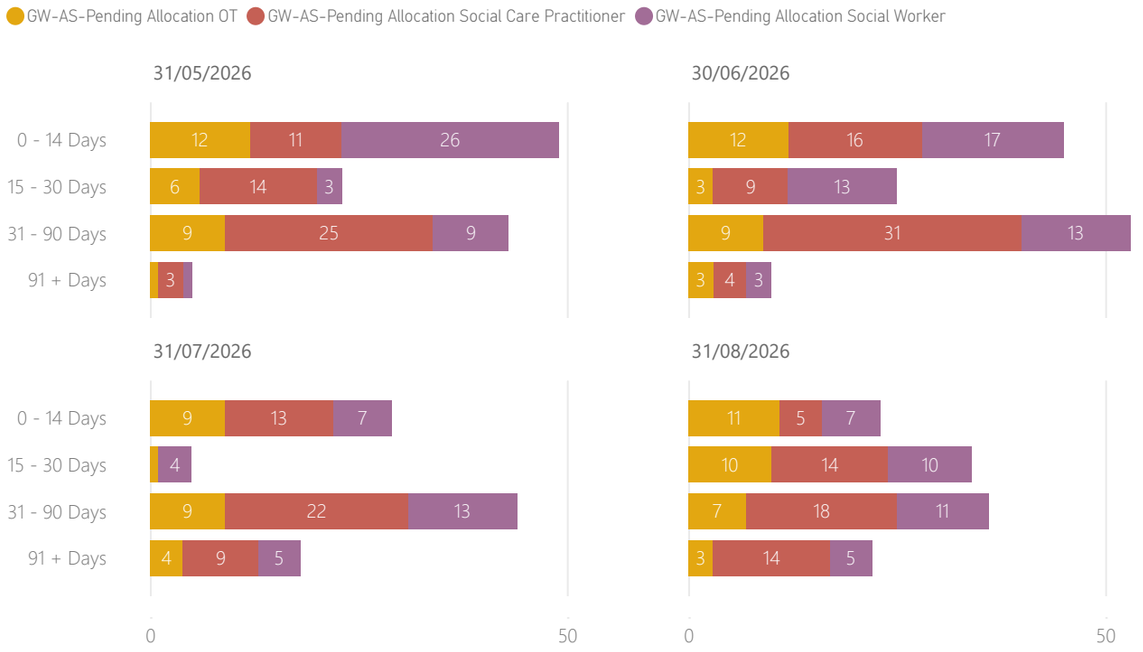
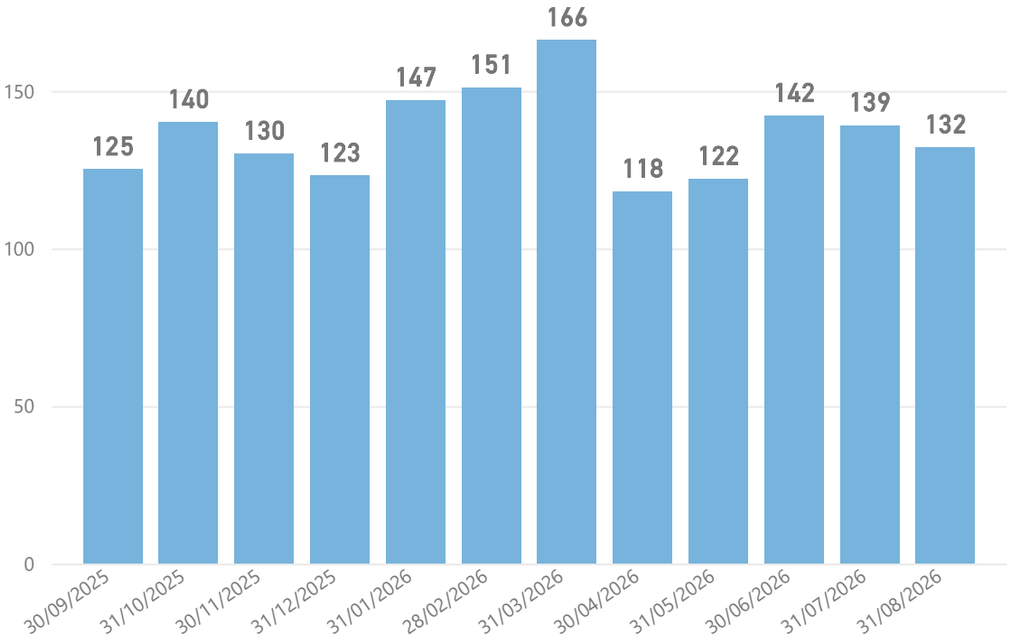
Older People and Physical Disabilities - Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long people have been waiting to be allocated to a worker



Number of social care needs assessments during each month



Behind the Performance:

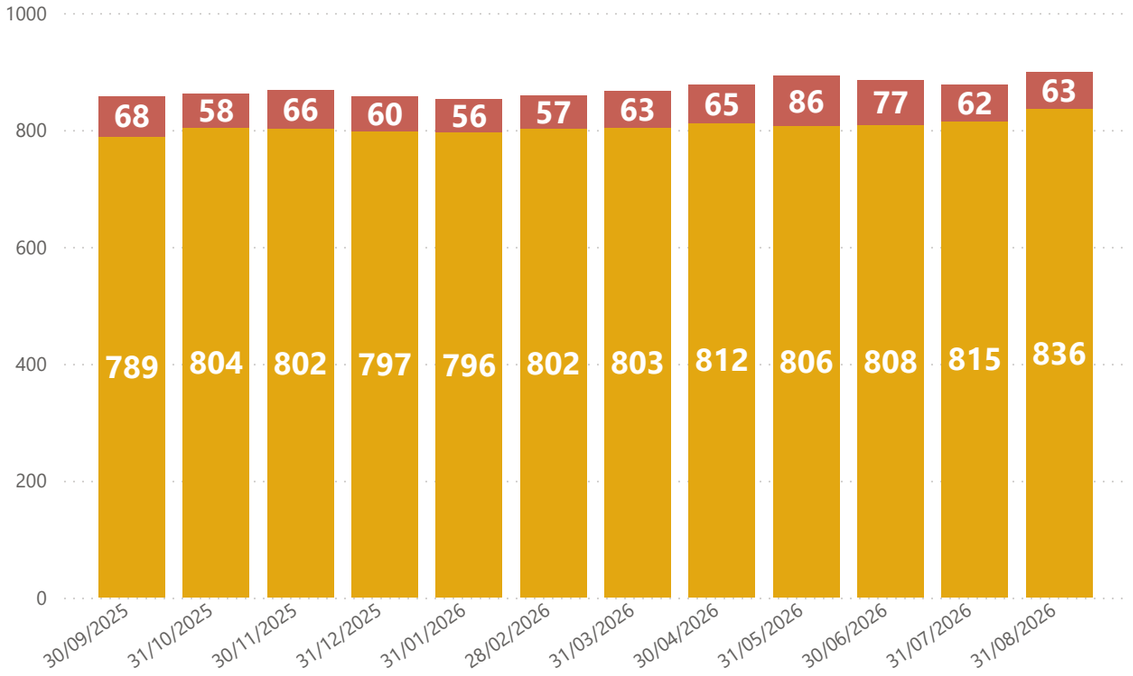
Considering staff absences over the summer period, the number of assessments has remained high. There has been a slight increase in the number of people awaiting assessment during this period, but overall the figures have remained fairly stable across the assessment roles.

The largest increase is in those awaiting assessment by a Social Care Practitioner. As with the previous reporting period, this is because requests for care assessments take priority and therefore requests for equipment adaptations remain on the waiting list for longer. We have also seen a recent increase in those awaiting assessment by an Occupational Therapist as a result of one therapist's secondment to the specialist *"Moving with Dignity"* post, and delays in recruiting a replacement. We are also hoping to appoint a Social Worker to an empty post in one team. If we are successful in making this appointment, it will be of significant benefit.

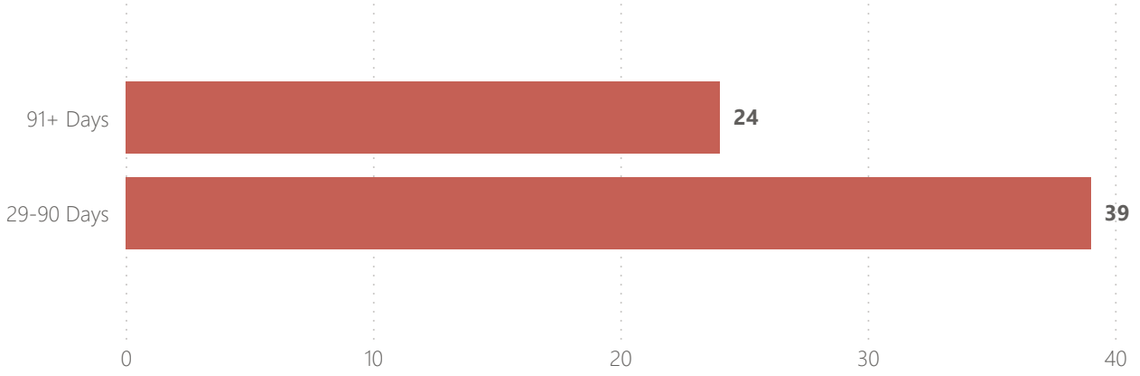
Home Care Waiting Lists - Sian Edith Jones

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

Number of people on the waiting list longer than 28 days (red) and the number of people receiving home care (yellow)



How long individuals have been on the waiting list



Behind the Performance:

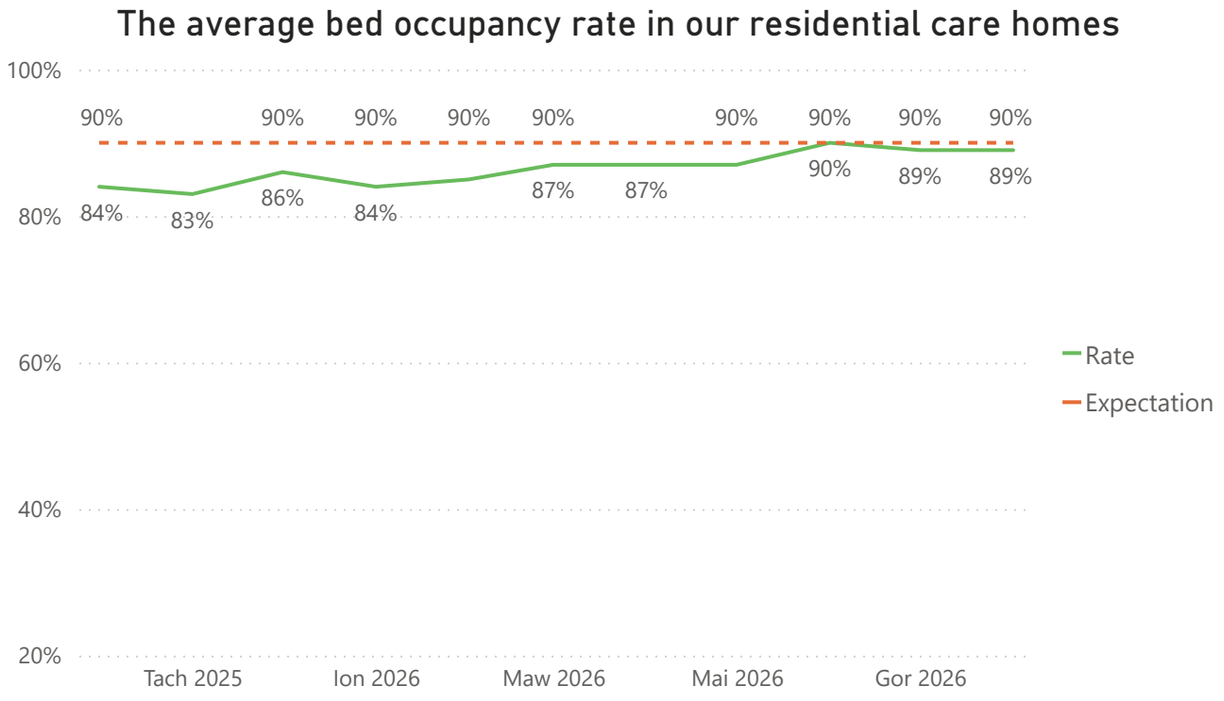
The overall picture is improving. The number of people waiting more than 90 days has fallen significantly over the past three months.

Tywyn and the Nantlle Valley continue to be challenging areas, with the highest numbers of people waiting, although the figures remain lower than they were at the start of the summe r.Across the other 14 areas of Gwynedd, an average of just five people are now waiting for a new care package. A new provider has been secured to help in the Bangor City area, and market development work continues in other local sub-areas.

With the summer period having passed, it is possible that teams have not yet had sufficient opportunity to fully review and update the waiting lists. We hope to see a further reduction by the autumn, although it is likely that there will also be an increase in assessments and new demand.

Internal Residential Care Home Provider - Rhion Glyn

Empowering in Adults in Gwynedd to: "Live my life as I want to live it"



Behind the Performance:

The percentage for July and August fell slightly below the target level, but remains higher than the levels seen prior to June 2026.

It was noted in the previous report that work was beginning to review staffing levels and the care needs of residents across our care homes. This work has now commenced at Llys Cadfan, Hafod Mawddach and Plas y Don.

Bryn Blodau - it should be noted that there is currently an embargo on new admissions to Bryn Blodau, as the home is subject to an escalating concerns process.

Staffing Levels and Levels of Needs

These percentages are calculated based on vacant posts and cases where staff members on contracted hours are absent due to long-term sickness (a period of more than 28 days). The information does not include casual staffing levels, short-term sickness absence, or situations where staff have been suspended from work.

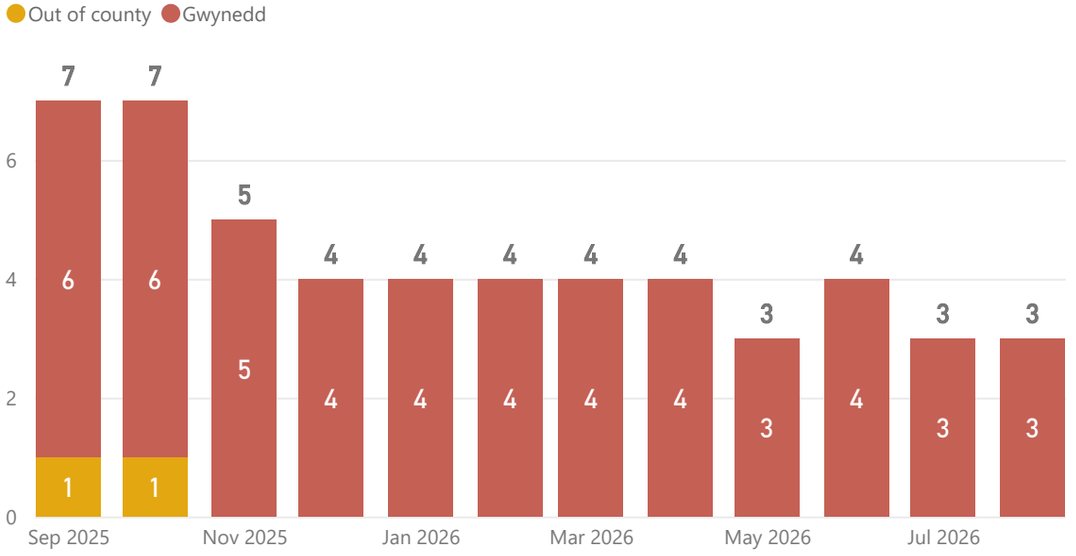
It is pleasing to report that the situation has improved considerably compared with the previous reporting period. At that time, five of the homes were reporting staffing levels of 83% or lower.

	March '25	August '25	October '25	December '25	March '26	June '26	August '26
Plas Hedd	87%	74%	82%	86%	83%	80%	85%
Plas Ogwen	86%	95%	100%	95%	100%	83%	100%
Plas Pengwaith	90%	90%	94%	81%	77%	82%	87%
Plas Maesincla	100%	94%	97%	93%	76%	86%	92%
Plas Gwilym	96%	91%	100%	100%	95%	89%	86%
Plas Hafan	96%	87%	90%	87%	87%	97%	89%
Plas y Don	84%	77%	92%	92%	86%	87%	82%
Bryn Blodau	90%	97%	85%	85%	89%	93%	95%
Cefn Rodyn	97%	92%	100%	90%	97%	81%	93%
Hafod Mawddach	95%	84%	86%	88%	92%	81%	97%
Llys Cadfan	84%	91%	87%	87%	88%	94%	97%

Learning Disabilities - Llinos Rowlands

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

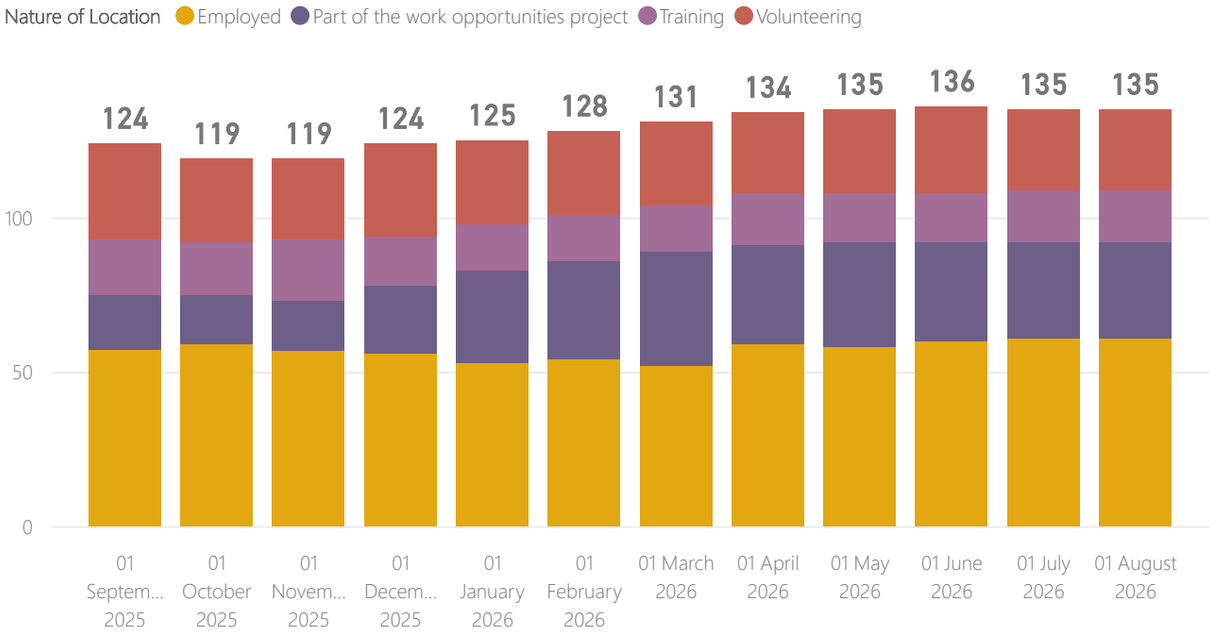
Number of individuals with learning disabilities who have accommodation needs within the next year



Behind the performance:

The number of people waiting for accommodation remains encouragingly low. The service has robust processes in place to identify future needs.

Number of individuals with learning disabilities in work opportunities



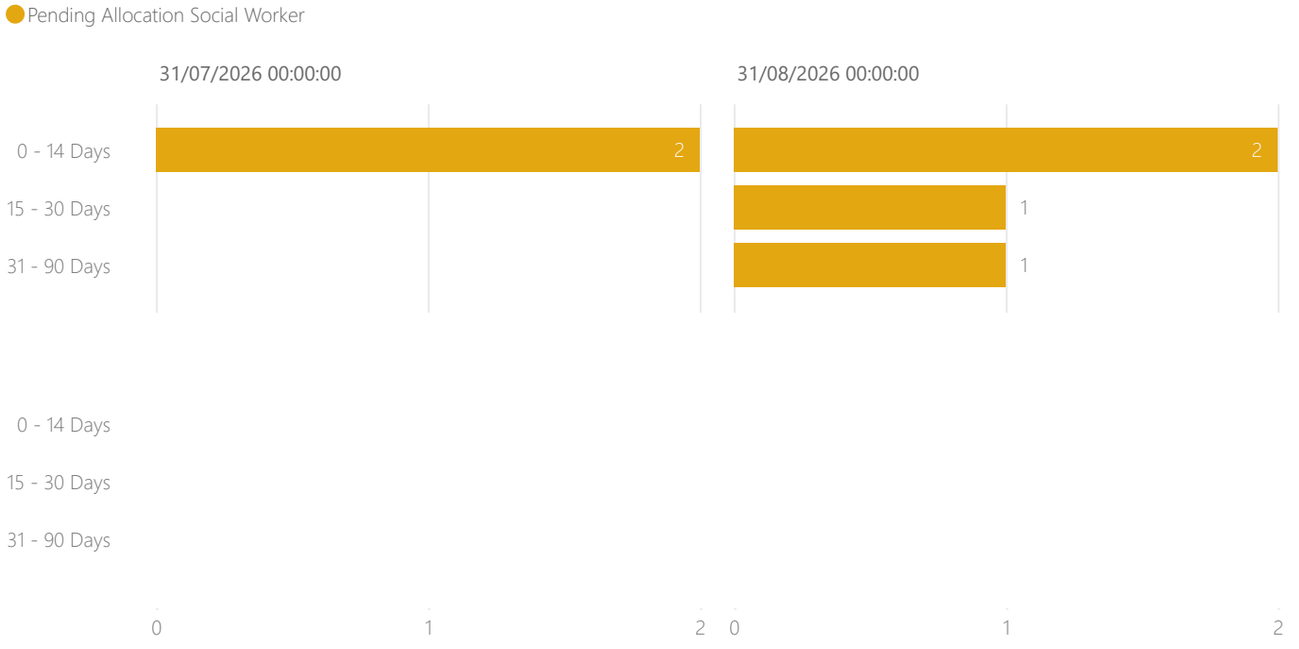
Behind the performance:

The situation has remained stable throughout the summer. It is hoped that more people will move into employment in the coming term.

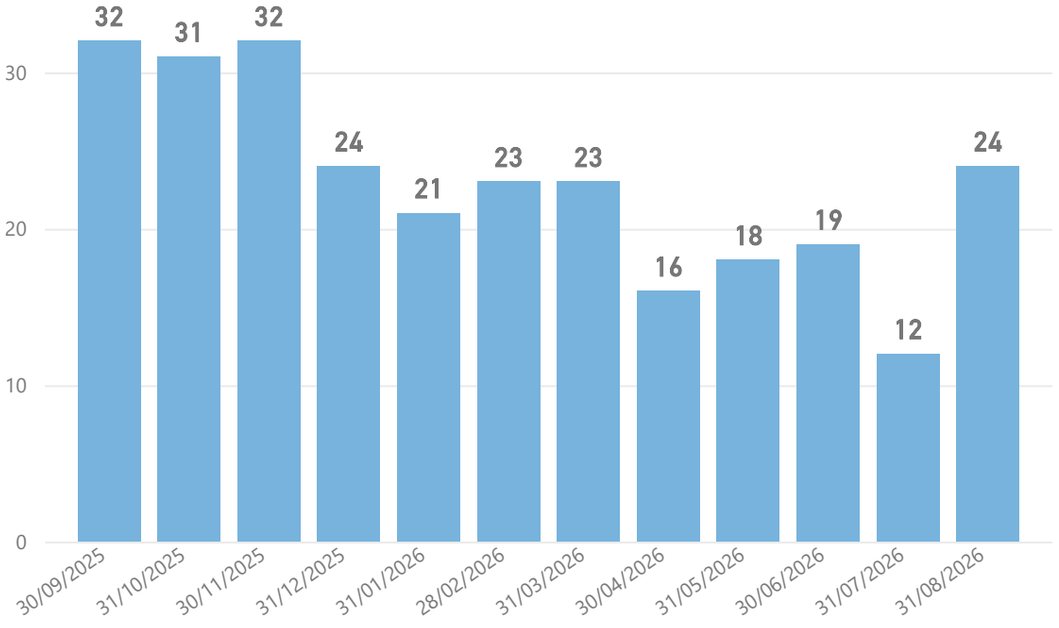
Mental Health - Mannon Trappe

Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long people have been waiting to be allocated to a worker



Number of social care needs assessment during the month



Behind the Performance:

South Gwynedd and Arfon teams currently have one vacant post. In addition, we have experienced some capacity limitations due to various staff absences. Despite this, it appears that a recording error was respon sible for the two cases appearing to wait over 15 days to be allocated. We can confirm these individuals were not waiting that long.

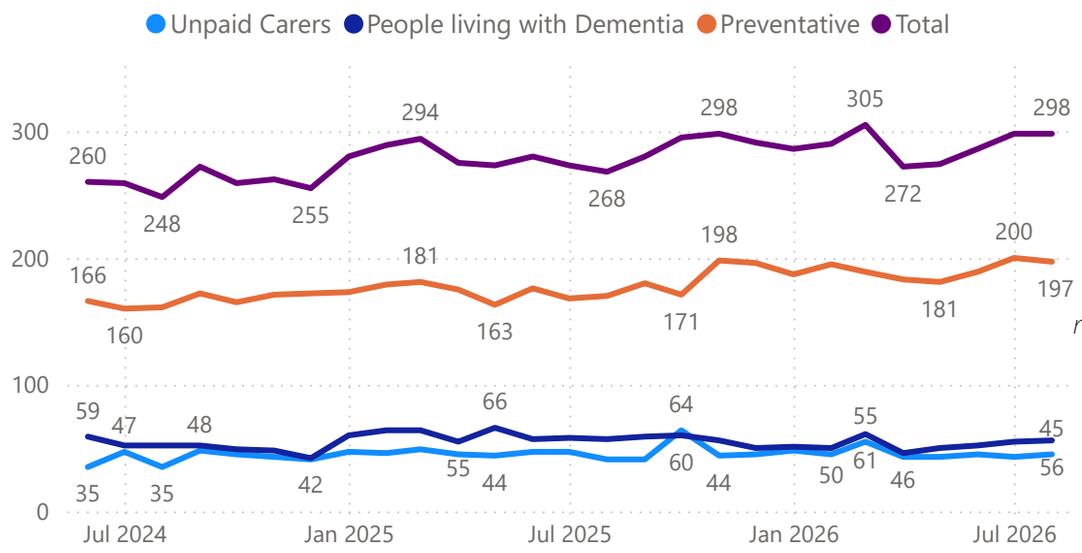
During the reporting period, 18 individuals were also assessed under the Mental Health Act. These assessments took a total of 125 hours to complete. Delays, together with the high number of assessments, have been caused by difficulties in securing Section 12 approved doctors and a shortage of available beds in some cases. The Health Service has also changed the process for arranging transport, which has added to the AMHPs workload (Approved Mental Health Practitioners).

Wellbeing - Alun Gwilym Williams

Supporting people to live a good life in their community

Dementia Actif Gwynedd

Number of individuals who have attended Dementia Actif sessions per month



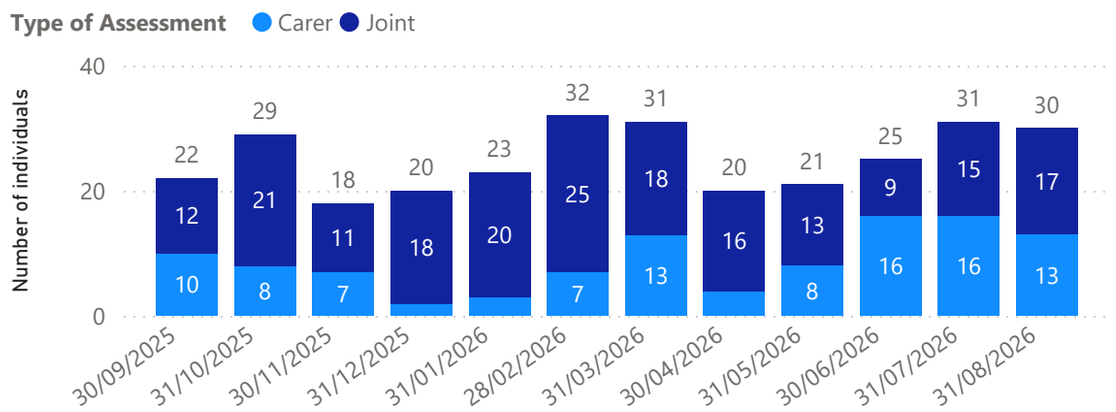
Behind the Performance:

Attendance numbers were somewhat down in the classes during August due to staff holidays. Although we tried to cover the classes, it was not possible to do so every time.
A decision was made to close all classes for one week beginning on 10 August. During the last two months, 14 referrals were received from professionals, including the Alzheimer's Society, falls prevention physiotherapists, and social workers. In addition, 36 self-referrals were received, reflecting a strong level of interest in and demand for the service.

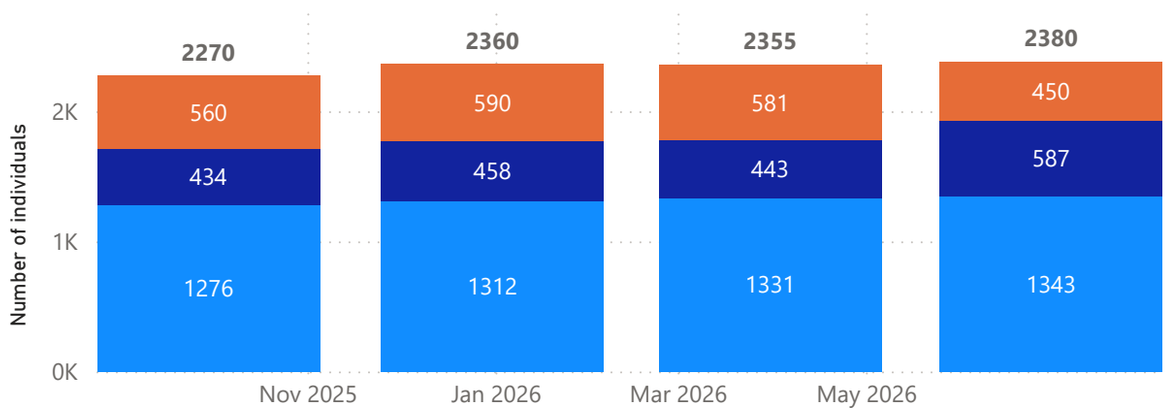
"The Dementia Actif class has made a real difference to me. After attending for over six months, I can raise my right arm much higher than I was able to before. I also have arthritis, and previously I was unable to touch my thumb to each finger. I can now touch each finger individually, which is a major improvement. Thank you to the Dementia Actif team for their support."

Following an online meeting of the Dementia Carers Support Group, one piece of feedback received was:
"I would like to say a huge thank you for your offer of support. It is a great comfort to know that, when things become very difficult, there is someone there to listen and help who has experienced the same worries and challenges."

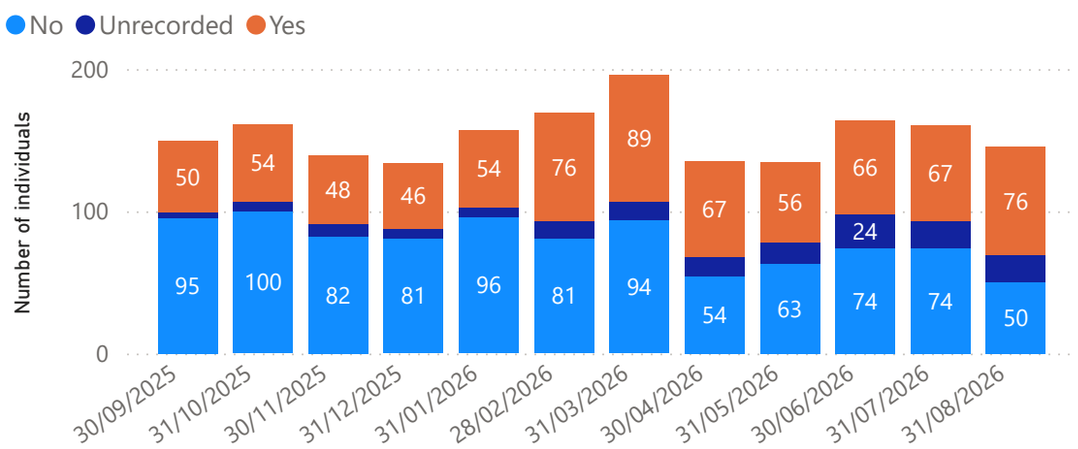
Number of unpaid carers that have received an assessment



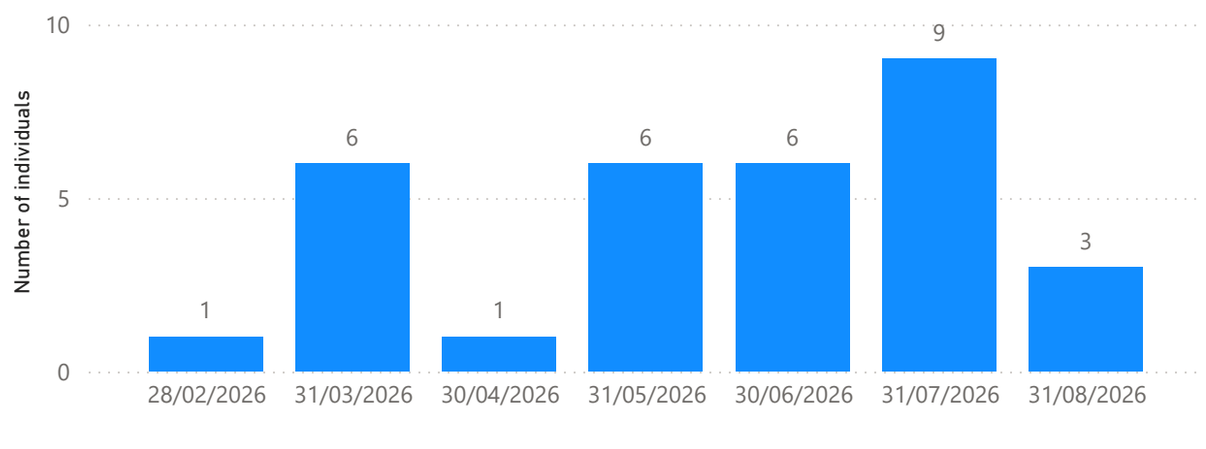
Total carers receiving Carers Support



According to the assessment, is there a carer?



Parent Carers Assessment



Behind the Performance:

The unpaid carers work programme continues to progress, and the work undertaken so far is showing positive development.

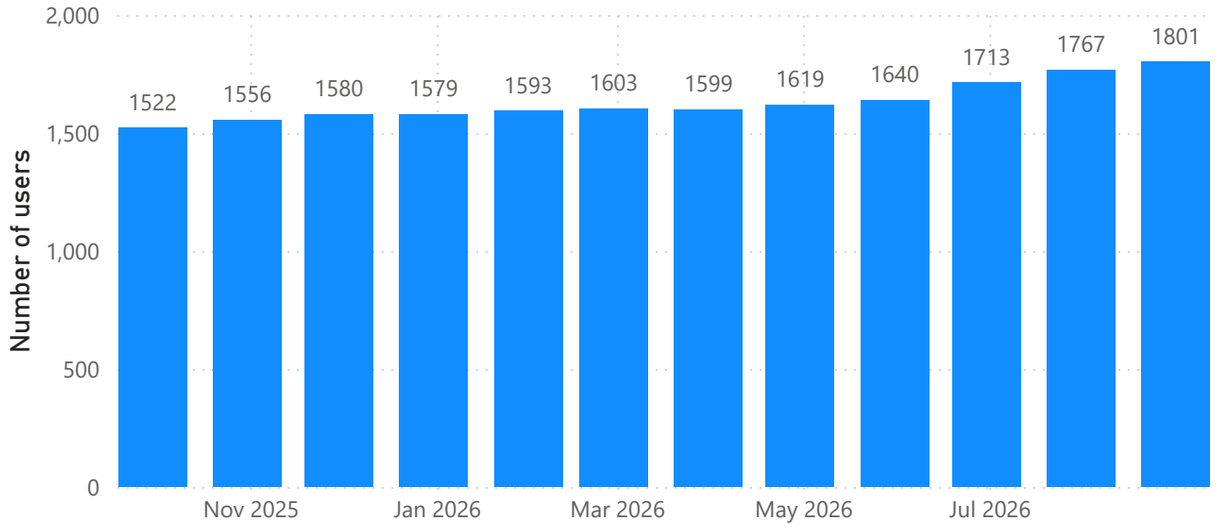
The number of carer-only assessments (that is, assessments carried out with the unpaid carer rather than jointly with the person they care for) has increased. This is largely due to the increase in conversations and assessments with parent carers. A temporary pilot funded through a grant has been supporting this work, specifically assessments with parent carers, and both the figures and feedback suggest that the pilot is working well and having a positive impact. There will need to be further discussion about how we continue to provide this support for parent carers in the future. Discussions have also begun with third-sector organisations regarding the possibility of commissioning them to focus specifically on carrying out assessments with unpaid carers more generally.

Support services continue to move forward, and the number of carers being identified and supported is also increasing. However, it is recognised that future efforts should focus not only on the number of carers supported, but also on feedback and the quality of the support provided.

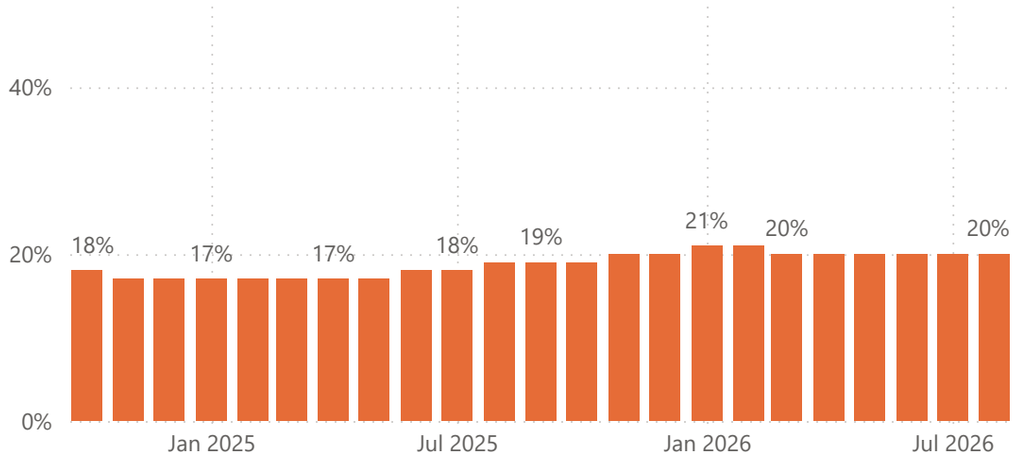
Promoting Independence Services - Alun Gwilym Williams

Supporting people to live a good life in their community

Number of individuals with a Telecare package in Gwynedd



The percentage of people receiving service through direct payments



Behind the performance:

The number of individuals with a telecare package in Gwynedd has continued to increase steadily over the year, rising by around 18% from 1,522 in October 2025 to 1,793 in September 2026. This is encouraging and reflects the growing demand for the service, together with the success of our promotional and engagement activities across the county and online.

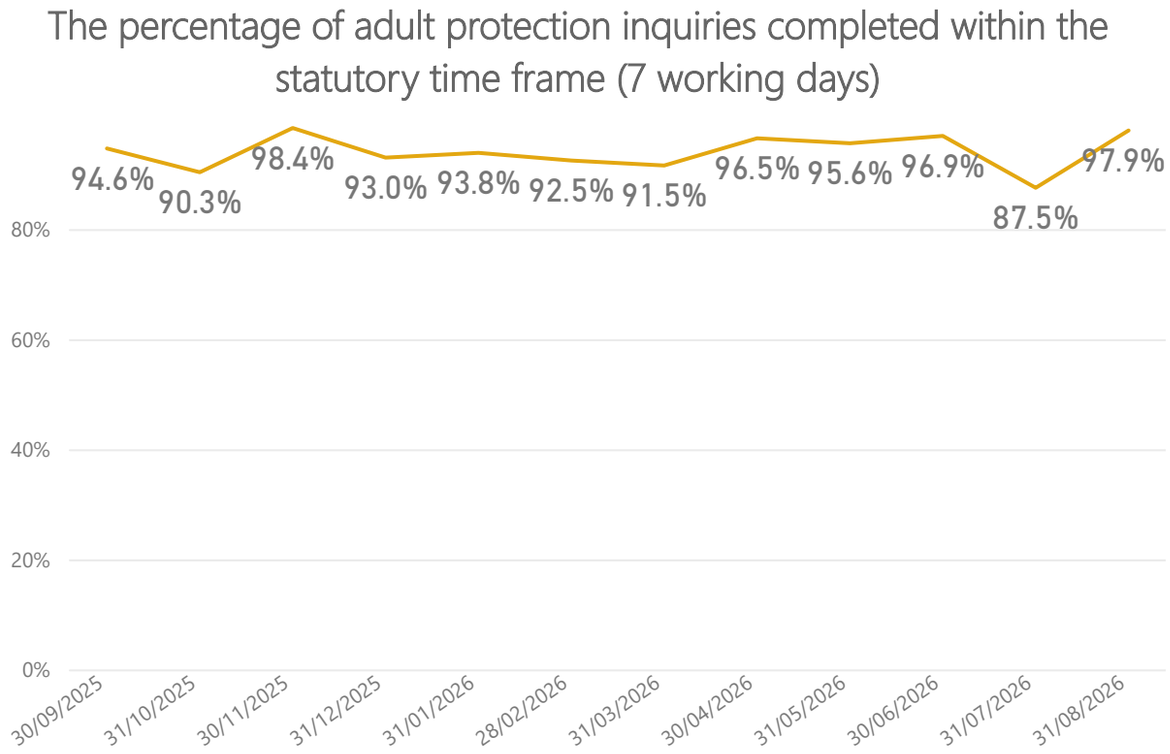
To respond to this increase in demand, the team continues to develop its capacity and resources to ensure an effective and timely service for users. This includes the appointment of an apprentice to support this area of work over the next two years.

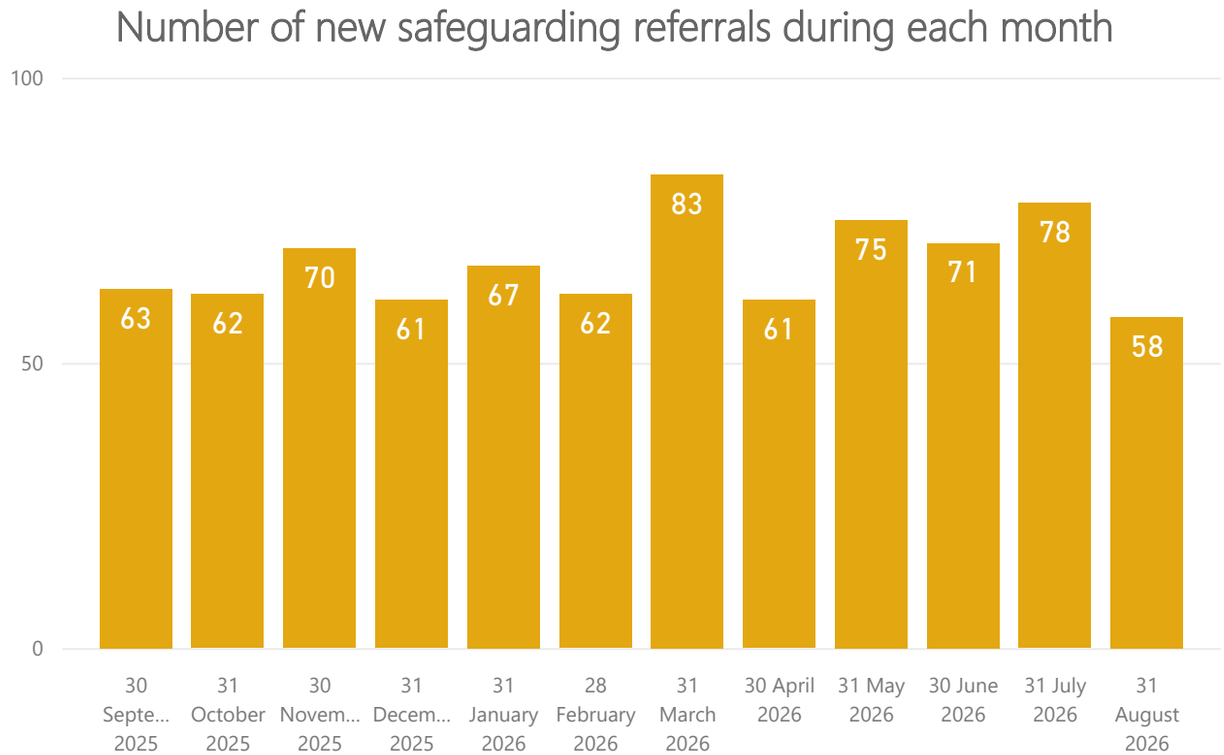
Behind the Performance:

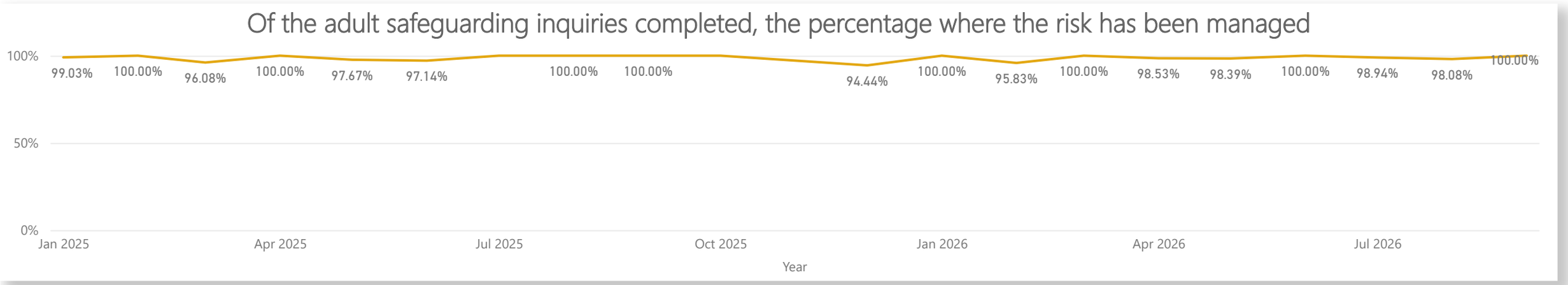
The percentage of adults receiving appropriate services (home care or support) through direct payments has remained stable, with new care packages commencing while others have naturally come to an end. The small care enterprise support programme has continued to develop, with a number of the initial enterprises having completed the training programme delivered by the service in partnership with Menter Môn. We will learn lessons from the first cohort, and a further training programme will begin shortly in order to continue attracting individuals into the sector.

Safeguarding - Mannon Trappe

Protecting adults with care and support need who are at risk of abuse and/or neglect







Behind the Performance:

We have now appointed a full-time Safeguarding Officer, although they will not take up their post until October. This appointment will significantly reduce the pressure on the part-time Safeguarding Officer as well as on the local areas.

It can be seen that there has been a significant reduction in the ability to complete Section 126 enquiries within 7 days. This reflects the fact that this work is an additional burden on the Area Leaders' workloads. In addition, staff availability during the holiday period has caused delays to some enquiries.

Percentage that have completed the Mandatory Titles (e-learning)

Data last updated

09/09/2026

Percentage of people within the department who have completed the Safeguarding e-module

93.7%

Adults, Health and Wellbeing

Percentage of people within the department who have completed the VAWDASV e-module

81.1%

Adults, Health and Wellbeing

Percentage of people within the department who have completed the Safeguarding e-module

100.0%

Care Business and Commissioning

Percentage of people within the department who have completed the VAWDASV e-moudule

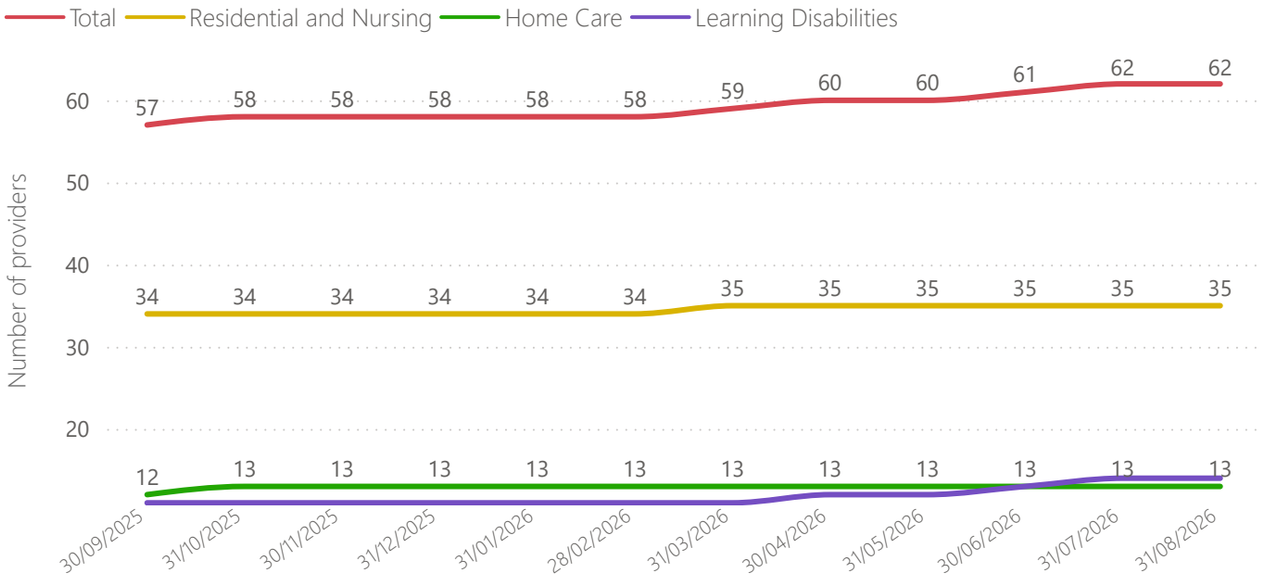
100.0%

Care Business and Commissioning

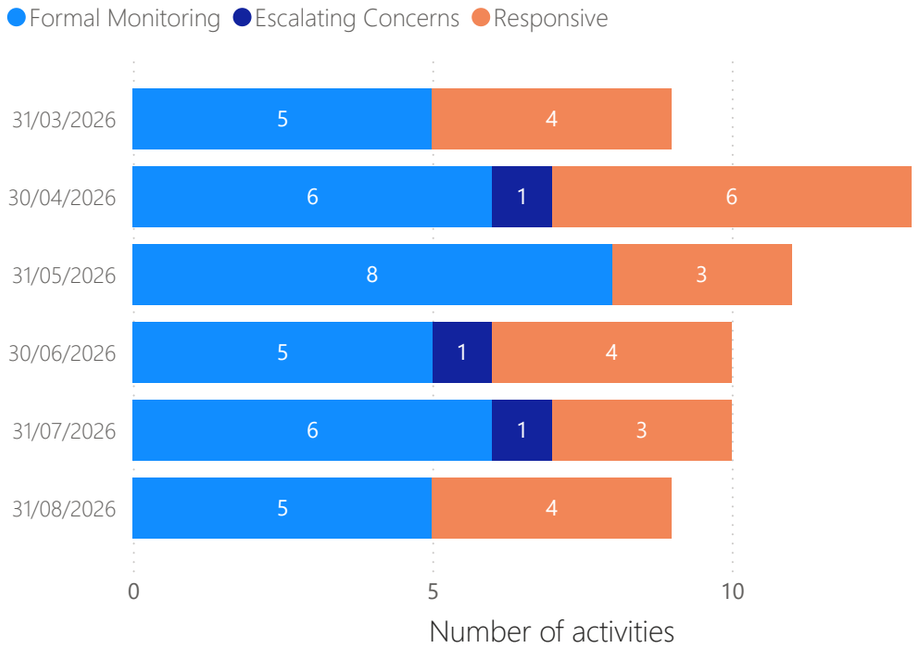
Quality Assurance - Mannon Trappe

Ensuring that the care being commissioned is safe and of quality

Number of providers that have been monitored in the last 12 months (chronological figure)



Nature of the monitoring activities



Behind the Performance:

Routine monitoring continued throughout the period. A considerable amount of responsive work was also undertaken during the period as a result of incidents, safeguarding referrals, feedback, and similar matters.

Responsive activity continued during the period, including more intensive work with two specific providers to better understand and address the issues that had arisen. In one case, the concerns originated from commissioners, while in the other they were raised by representatives of service users. Work with one provider has now concluded, following a series of discussions and good collaboration with the provider. Activity with the other provider will continue into the next quarter. Responsive work can be just as valuable as formal monitoring.

One residential care provider came under the Escalating Concerns process during the period, in accordance with the latest guidance. This work will continue into the next reporting period. The provider has demonstrated a good level of cooperation throughout. Another provider exited the Escalating Concerns process during the period, and a positive working relationship has been re-established with the Quality Assurance Team.