## **Management Response Form**



Title of the report: Review of Domiciliary Care - Cyngor Gwynedd

Completion date: January 2025

Document Reference: 4675A2025

Ref	Recommendation	Management response Please set out here relevant commentary on the planned actions in response to the recommendations	<b>Completion</b> <b>date</b> Please set out when the planned actions will be complete	Responsible officer (title)
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R1	Adults Services Plan The Council should develop an Adults Development Plan that recognises the challenges facing domiciliary care, that takes ownership of the work programme resulting from the Llechen Lân Report and the Internal Audit, and set clear ambitions and associated milestones to provide clear goals and enhance the ability to track progress.	<ul> <li>The Domiciliary Care Project Group has already established a work programme with specific work streams to address the challenges facing domiciliary care on every operational level of the system. A report was submitted to the Council's Cabinet on 11/02/2025, recommending modifying the Caring Gwynedd Council Plan section to address the appropriate priority to the need to respond to these challenges. The adaptations will be included in the Plan for 2025/26 and beyond and the progress will be monitored and scrutinised through the established performance challenge arrangements.</li> <li>The Head of Adults, Health and Well-being Department will take ownership of the work programme, with specific leaders for the three work streams;</li> <li>Systems and processes -Assistant Head of Business and Commissioning</li> </ul>	01/04/2025	Head of Adults, Health and Well- being Department Head of Adults, Health and Well- being Department
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		<b>Internal provision</b> - Assistant Head of Internal Provider <b>Embedding the way of working</b> - Assistant Head of Adults		
R2	<b>Budgets</b> The Council should review the service's budget, including additional resources to complete any action plans, to ensure that the services delivered can be delivered within the baseline budget to support the Council's financial sustainability.	<ul> <li>As a first step, the Council Cabinet has already authorised adaptations to the structure of the budget to reflect the actual spend.</li> <li>The budget for providing care will also be distributed per Community Resource Team area.</li> </ul>	01/04/2025 01/04/2025	Head of Finance and Head of Adults Group Accountant (Adults)

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R3	<b>Information and Systems</b> The Council should develop its information commissioning and financial processes and systems to provide robust integrated activity and cost information to support current and future service delivery and decision making.	<ul> <li>As a part of the Domiciliary Care Work Programme, specific attention is given to developing information systems and suitable and appropriate data and ensure ownership and management for the most relevant and operational roles in the domiciliary care field/system.</li> </ul>	01/04/2025	Assistant Head of Business and Commission- ing / Assistant Head of Adults

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R4	Delivering Value for Money The Council should develop its arrangements to assess if the resources it allocates are realising the intended benefits to evaluate if the service is delivering value for money and to improve decision making.	<ul> <li>Ongoing evaluation of the domiciliary care model to see the extent to which the intended advantages have materialised.</li> <li>Re-visit and negotiate the level of domiciliary care hours in every patch, to ensure that sufficient levels of care are available in the patch, no more and no less.</li> <li>Give more ownership to the workforce to influence decisions relating to domiciliary care in the patches.</li> <li>Encourage a culture of enterprise, creativity and flexibility in the workforce and that such conversations take place locally with providers as full members of the CRT teams.</li> </ul>	30/09/2025 30/09/2025 30/09/2025 31/03/2026	Head of Adults, Health and Well- being Department -Assistant Head of Business and Commission- ing / Assistant Head of Adults - Assistant Head of Internal Provider