

Performance Challenge and Support

Children and Supporting Families Department

Period: 2024/2025

Keeping Families Together

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

Number of Looked after Children

280 (31/03/25)

Percentage of case conferences where the child's voice/opinion has been heard (5+years)

97%

Percentage of looked after children who have had 3 or more placements during the year (Cumulative)

3%

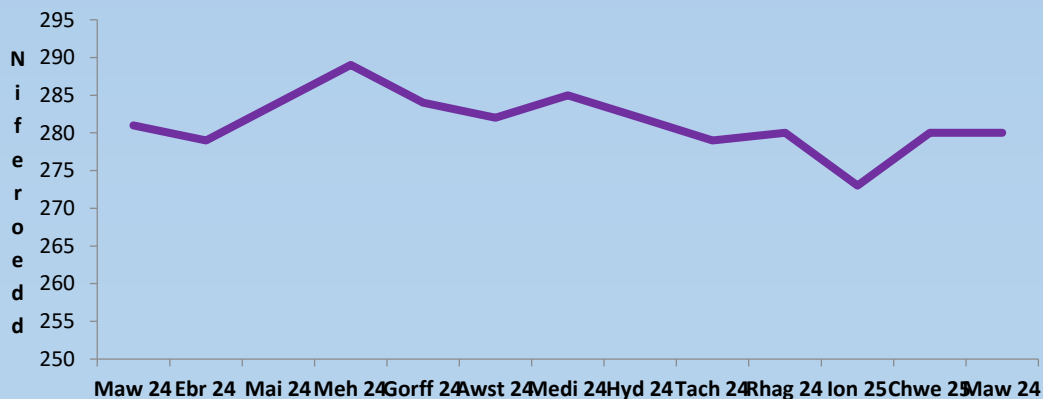
Percentage of children discussed at initial protection conferences registered

88%

Percentage of risk assessments submitted to a Case Conference which were considered as exhibiting quality in decision-making

98%

Plant mewn gofal



Number of children who are asylum seekers

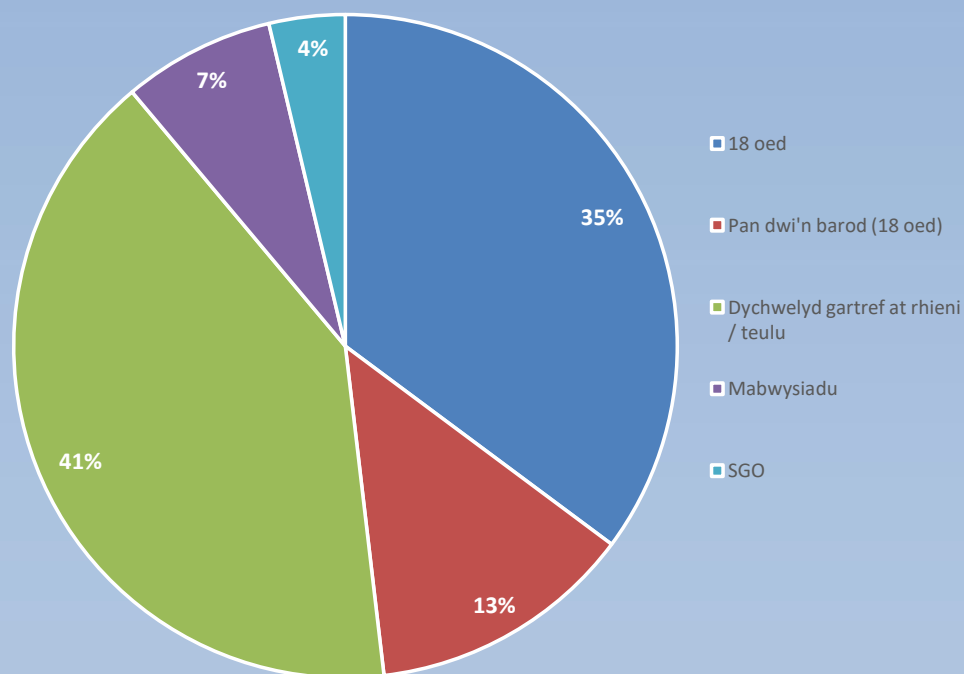
4 (16-17 years)
26 (18+)

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

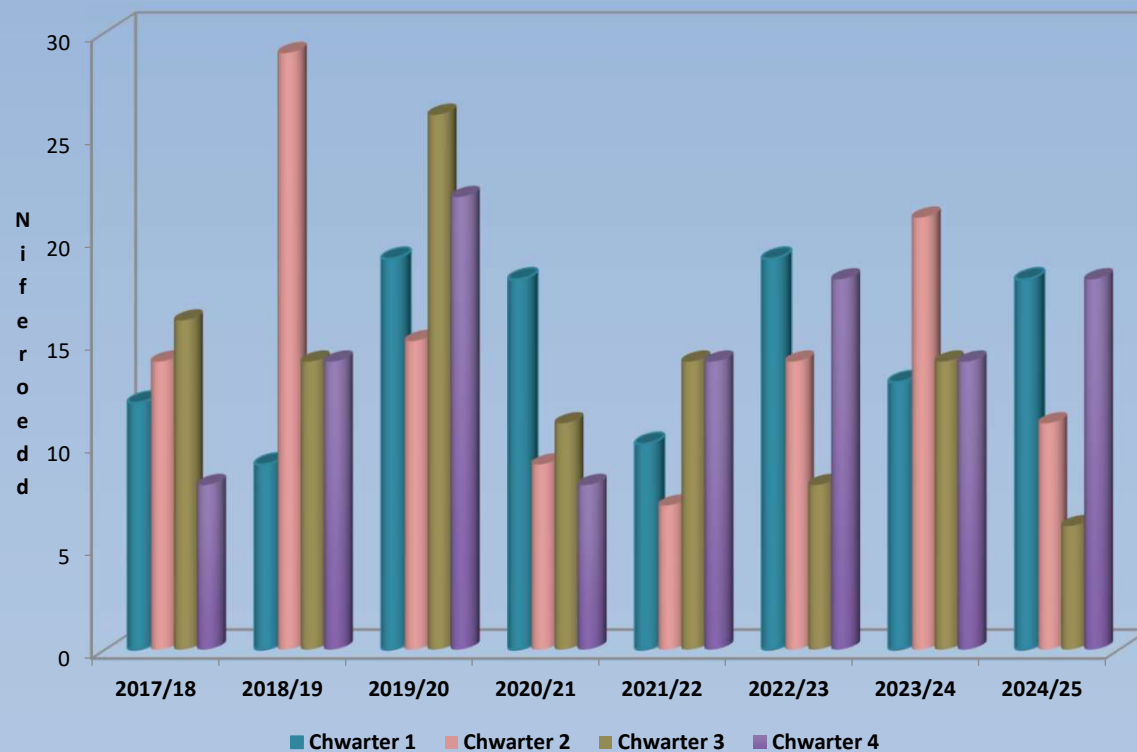
6%

Keeping Families Together

Plant a phobl ifanc wedi gadael gofal 2024/25



Lleoliadau newydd - fesul chwarter



Leader – Marian Parry Hughes

Keeping Families Together: Admissions Team

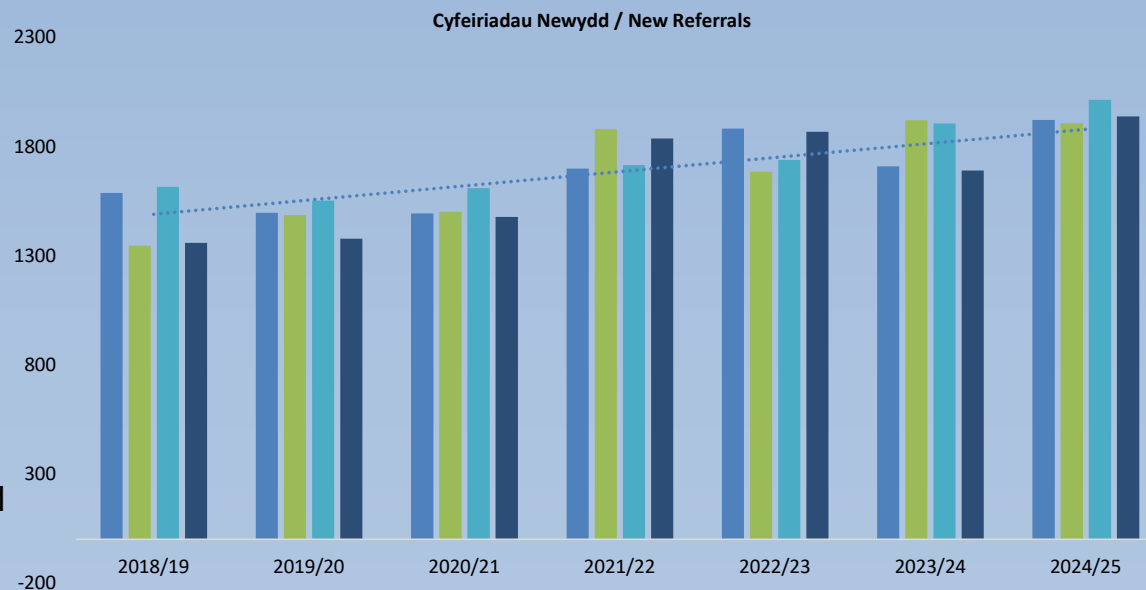
Number of referrals (IAA)

7785

Performance Overview:

This is the Team's busiest year since it was established. The Team is feeling the pressure, cases are complex, Numerous safeguarding cases, a few staff changes which could cause extra pressure.

Leader: Sharron Williams Carter



Keeping Families Together : Trobwynt

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

Number of children
who have been open
to the team during
the year.

208

Percentage of cases where
progress is shown in line with
the purpose of the
intervention

83%

Performance overview:

- 66 children have continued to live at home with their families following an intervention.
- 9 children completely out of care following court assessments to revoke the care orders (2 SGO & 7 No order).
- 10 children have been able to stay in their foster placements following a period of instability.
- 16 children have received support from the Right Door team.

Leader: Aled Gibbard

Fostering

Comment from child/foster parent:

Jake, Young Care Experienced person (now 26)

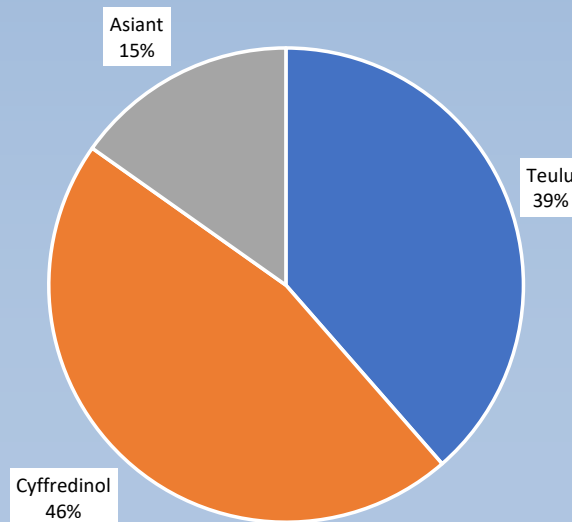
“In the past, if I said I was in care people’s instant reaction would be to say I’m sorry to hear. But they shouldn’t be sorry. I see it as a really good thing to be in care because it gives young people a better life, a better opportunity at doing something they probably would never have done otherwise.

“I see Sian and the whole family just as my family now, they are my first point of contact.”

Performance overview:
Leader: Aled Gibbard

- **280 looked after children on 31/3/25**
- **66% in foster care**

Gofal Maeth 31/3/25



Family / Friends (Cumulative)

Referrals - 59
Suitability Assessments – 53
Full Assessments – 22

General (Accumulative)

Initial enquiries – 87
Initial visits - 17
Full Assessments – 15
Turnaround rate from enquiry to full assessment – 17%



Council Plan Project :- Autism Plan

Purpose : To encourage autistic individuals and their families to live life to their full potential.

Performance Overview :-

- The number of staff who have completed level 1 and 2 training has increased significantly over the year. Workers within social services with assessment duties completed level 3 and 4 training.
- Groups such as 'Paned a sgwrs' for parents/carers, a Neuro club for young people. EMA Group (for young people to learn and understand about the difference in the way they interact with the world.) CYGNET parent/carer support group. Developing and very successful, attendance numbers are increasing.
- Autistic individuals (children, young people, adults, parents and carers) are involved in the engagement process when developing the service.
- A stakeholder group has been established and meets quarterly.
- Regular meetings and interactions with the education department and ND Team
- A clear pathway has been established for support, guidance and consultation with professionals. Autism Gwynedd is a secondary service within social services, so support is provided on a 1-1 basis following a request from an employee to complete a particular piece of work.
- Work completed on a 1-1 basis is measured against well-being markers by completing an outcome star. A resource designed to support positive change and progress in well-being, with scales presented in the shape of a star and measured on a clearly defined 'Journey of Change'.
- Work has begun on third sector consultations. Representation from the third sector attending the stakeholder group, this work is ongoing and developing.

Leader : Aled Gibbard

Number of
JAG enquiries
267

A number of cases
receiving direct and
indirect intervention
145

Number completing
training
E Module L1 -1115
E module L2-596
E module L3-278
Social work through
the lens of ND-88

“I've learnt a lot about myself since working with the team. I now understand and can control my emotions, I've developed confidence to reconnect with old friends but more than anything I've learned now that I'm okay as I am, I don't need to hide or try to change for anyone, I understand the way I engage with the world around me.
I'M BETTER THAN OK, I'M AWESOME!"
(Young person)



Digwyddiad glwych! Rydym wedi ein syfrdanu gan feunwelediadau sydd wedi eu darparu heddiw ar ein cyfer melun maes yr ydym wedi bod yn ei chael hi'n anodd ei ddeall ers amser maith. Diolch.

“The 'paned and sgwrs' sessions are invaluable to me, I enjoy attending and talking to other parents about my experiences and issues, being there is a breath of fresh air. It's good to see professionals face to face to ask for information and advice, everyone is so welcoming I really appreciate and thank you”

(Parent)

Great course! I really enjoyed it so much, especially the personal stories about Autism and ADHD. I feel truly connected to the content, and your thoughtful approach helped me better understand these experiences from a personal perspective. Your expertise and the way you shared this important information was interesting and enlightening. I look forward to continuing my learning in this area, and I appreciate the opportunity to learn from you. Thank you again for such an effective session.
(Family Support Worker following Social Work training through a neurodivergent lens)

Council Plan Project :- Small Group Homes

Purpose: To be developed

Performance Overview :-

Over the past year we have:

- Appointed staff, including bank staff, for the Golygfa'r Gest home in Morfa Bychan.
- Golygfa'r Gest was opened and since March, 2024 there are two children living there.
- We have been busy trying to get CIW registration for Golygfa'r Gest, this work is nearly completed and we hope to receive the registration in the coming weeks.
- A second and third house was purchased, the houses are located in Deiniolen and Edern.
- We are in the process of mapping out the renovations that need to be done on the second and third house. This refurbishment will ensure that they meet CIW standard.

Next Steps:

- Commence the work of obtaining a CIW registration for the second and third houses.
- We will need to hold a recruitment event, similar to the one held for Golygfa'r Gest, for both new properties in the coming months, focusing on Deiniolen first.

MEASURES

to be developed
for 2024-25

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 - 5%

Percentage of after-care young people with a personal adviser

31/03/2025 -100%

Percentage of after-care young people who have been in education, training or work for at least three months (12 months after leaving care)

66%

Performance overview:

- During the Easter holidays, the After-care workers had tried to bring a group of young people together as part of an opportunity to socialise and build relationships. Unfortunately, although many mentioned that they wanted to attend the group, only one person attended in the end. However, the After-care workers recognise the challenge faced by young people of feeling lonely, with few relatives to support them, and will continue to look at opportunities for the groups to come together in the near future.
- Finding suitable accommodation for individuals to progress from care continues to be a challenge, with a clear gap for individuals with complex needs. A series of meetings have been arranged with the homelessness department, to look at how we can work together to meet the accommodation needs that arise for individuals as they leave care. Also, discussions are underway with GISDA to be able to accommodate young people at After-care properties they have in Caernarfon. Hopefully, this will be an additional option available to young people as they transition out of Care, and give them the stability they need as they become adults.

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:
30

Children and Young
People open to the
service 31/03/25:
509

Number of
referrals
received (new)
128

Performance overview:

Overview of the Occupational Therapy Service – 2025 - The Occupational Therapy service has been under significant strain throughout the year, with a waiting list stretching over six months. The situation worsened in January 2025 when the full-time occupational therapist resigned, and the part-time therapist went on maternity leave. As a result, the service had no OT provision for a while. We are extremely grateful to the Chief Occupational Therapist for Adult Services, who has offered supervision and support for the most challenging cases during this difficult time. Although we advertised the vacancies twice without success, we have continued to make every effort to maintain some basic service. Recently, in response to continued demand and in order to deal with the most urgent cases, we have commissioned a private occupational therapist to work on a small number of cases that have been waiting the longest. This temporary step has provided some relief to the situation, as we continue to consider options for recruitment and the sustainability of the service in the longer term.

Social Work Team Performance and Capacity – 2025 - The Social Work team has faced a number of significant challenges over the past year. One of the main concerns is the continued increase in the caseload, with the average now standing at 29 cases per social worker. This is significantly higher than the indicative maximum of 15 cases recommended by the *Setting the Bar* study, commissioned by Social Work Scotland. This recommendation is designed to reduce the risk of burnout and to ensure that social workers are able to provide effective and safe support to children and their families. In addition to the increasing case-load, the number of safeguarding cases and complex cases has increased significantly over the past twelve months. This has further reduced the team's ability to consistently comply with the legislation, particularly in reviewing Child Assessment and Support Plans (CASP) in a timely manner and in providing ongoing support to families who need it most. The pressure on capacity underlines the need for a strategic review of workforce planning and resource allocation, to ensure compliance with best practice and protect staff well-being.

Customer Care and Support Service – Annual Overview 2025 Over the past twelve months, Customer Care and Support Service has seen a significant increase in demand. This has put great pressure on both Customer and Duty Officers, as long waiting lists for services from the Derwen Nursing Team have directly affected the cases they are holding. As a result, their ability to carry out initial assessments in a timely manner has been significantly reduced, and this has led to significant delays in the process of moving new cases forward to the Initial Planning Meeting. While Derwen previously implemented a policy of holding this meeting by the third month after a child has been referred, we are now seeing children having to wait up to seven months before holding the meeting. In addition, the quality of referrals and the absence of a formal diagnosis continue to affect the efficiency of the service. These factors have led to further delays and added to the pressure on front-line staff, highlighting the need to review the referral routes, diagnosis processes, and support capacity more broadly across the system.

Leader: David Lewis

Teulu Gwynedd Service

Childcare and Play

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

Plas Pawb Nursery: providing excellent quality care for all children

46 children and 24 parents attended 2 play trailer sessions during the February half term

62% of providers on the Council's List of Approved Childcare Providers

10 CIW report published
5% - Excellent
87.5% - Good
7.5% - Satisfactory

Plas Pawb Nursery
Parent questionnaires -
100% scored 5 or 6 out of 6 for the level of care

Gathered the views of childcare providers at the end of support from the service
Questionnaires distributed
Measure to be developed - analyse the questionnaires

Continued: Performance overview:

- 22 child provisions funded through Childcare for Two-year-olds. Welsh Government confirmation to add additional postcodes in the Bethesda and Bangor area to the Flying Start scheme, which will enable more families to receive support
- Small capital grants of £185,000 approved during the period, which will improve the facilities and quality of some of the County's childcare providers
- Major Capital Projects – Cylch Meithrin Tywyn has registered with CIW and moved into the new cabin. Work ongoing on the Bro Lleu, Our Lady and Hiraefel project
- Plas Pawb Nursery has completed the SASS report for CIW, a self-appraisal scoring 'good' across the assessment areas. 2 members of staff have attended trailer driving training, work in progress developing the outdoor areas and ordering new resources. Parent Feedback "Very special service" "Our son loves coming to Plas Pawb. We can't thank you enough for the opportunities, experiences, encouragement and special care he receives."
- 7 grant applications were agreed for providers on the activities framework to carry out activities during the February half term
- Play Trailer visited Bethesda and Maesincla over the February half term holidays. Parent feedback: Excellent! Good to be out in the fresh air! Amazing, good for the kids 😊, The best hour 😊 Great



Leader: Sioned Owen and Rachel Jones

'Teulu Gwynedd' Service Administration and Business

Purpose: To provide high quality administrative, business and customer care support for all stakeholders

- The Unit's first Staff Day for some years was held during February. There was great feedback from Teulu Gwynedd members emphasising the importance of holding it annually to protect staff morale, share good practice and encourage collaboration.
- Administration, monitoring and distribution of grant funding for settings such as Flying Start, Childcare for two-year-olds and the Childcare Offer for providers.
- In response to a consultation, work was completed on the rebranding of the Unit which is now known as Teulu Gwynedd. Promotional work underway to ensure public and stakeholders are aware.
- Early Years Transformation: To create an innovative resource called the Mam, Dad a Magu podcast series to discuss the stresses of parenting in a fun and accessible way in Welsh. 1 episode broadcast and plans in place to create a total of 6 episodes.
- Following the announcement by Education that children are expected to be toilet trained before admission to a nursery class (with the exception of additional/medical needs) which comes into force in September 2025, joint work has been completed with Health, Education, Environment and Libraries to provide resources to be distributed to encourage Gwynedd families with this expectation.
- Power BI training delivered to promote the establishment of the Teulu Gwynedd data system. Developments are underway with the intention of going live by September 2025.

Gather the views of
Gwynedd children and
families on services

Measures to be
developed

Success of marketing and
promotion methods

Measures to be developed

Number of children receiving
their Flying Start, Childcare
for two-year-olds or the
Childcare Offer service
entitlement:

1,597

Number of queries
Information for Families has
responded to:

72

Leader: Sioned Owen and Elen Foulkes

Teulu Gwynedd Service

Early Years Advisory Teachers

Purpose: To ensure quality childcare and nursery education for Gwynedd's early years children

High percentage of settings score green on the quality appraisal document

Data to be analysed

Data will be available on a termly basis

Canran uchel o leoliadau wedi derbyn arolwg AGC/ESTYN da neu well .

Mi fydd Data ar gael yn dymhorol

Gather the views of settings following training.

Questionnaires distributed.

Measure to be developed - analyse the questionnaires

Percentage of children receiving an Individual Development Record following a provision map process

Measure – termly data

Performance overview:

- Offered several training sessions to each setting – Boys, Brains and Bodies, Working with Vulnerable Children.
- Two of the team have attended Loose Parts training and are ready to train settings
- Two of the team have completed training to become MAKATON tutors.
- TIS training has been offered to all settings. Questionnaires distributed to all practitioners who attended.
- Collaboration with the department's administrative team to be able to put an effective questionnaire analysis system in place.
- A department plan underway to ensure the embedding of TIS (Trainee Information Service) training principles
- Children with Additional Learning Needs identified early – percentage from Early Years Lead Officer
- An agreement has been drawn up to promote collaboration between settings and parents to ensure that a higher percentage of children are toilet trained by the time they reach nursery education at school.
- Early years team service impact questionnaires are about to be distributed to all settings.
- **Leader: Gwawr Hughes and Sioned Owen**

Out of Hours / EDT Team

Purpose: I want help to be available promptly to me in a care crisis

Number of calls received by
the emergency duty team

3644

Number of calls that have
received a decision within a
"shift" period

3644

Number of calls that have
not received a response due
to lack of capacity

0

Performance overview:

- Responding to calls - In the period from April 24 to March 25 all calls have received a response and a decision within that shift and appropriate action within the limitations of such an emergency service, has taken place. 3644 calls were received, with 1925 calls from Gwynedd, 1508 from Anglesey and the rest from outside the authorities.
- 816 of the calls related to Looked after Children - Gwynedd 583, Anglesey 219 and the rest were other Authorities. This demand is often about return home to placement regulations – and they are escalated if they are late. 'Missing' interviews are conducted by the caseworker and that can be for innocent reasons where there was no risk; to other examples where being missing poses a risk to the child, for example of exploitation.
- Homelessness – In this last period, 288 of the calls related to homelessness – including 91 from Gwynedd. As previously noted, the Gwynedd Homelessness Service has created out-of-hours arrangements of their own. This arrangement has been in place since 6/2/24 Since the beginning of April there is a separate homelessness option within the options on the main contact number. However, some calls are still coming to EDT, as the new arrangement is not known to partnership agencies that come into contact with homeless people. The number of calls to the Emergency Duty Team relating to Gwynedd continues to decrease under the new system and reduces the risks to this service.
- Mental Health – 422 of the calls related to mental health issues including formal assessments under the Act. Of these, there are 222 from Gwynedd. 107 assessments under the Mental Health Act have been completed by the Emergency Duty Team.

Leader – Dafydd Paul

Teulu Gwynedd Service

Supporting Families

Purpose: To support and provide the best opportunities for families, children and young people in Gwynedd.

51 new referrals for
Parenting/Behaviour support
Arfon and Dwyfor

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

77% of parents stating
that there is an
improvement in their
parenting skills following
support

73% of parents stating
that there is an
improvement in their
children's language,
communication, play and
developmental skills

Performance overview:

- Held a number of Family Fun and Fathers' sessions, including Live Music Cymru in Bethesda and Dolgellau, Tedis Picnic and Circus sessions.
- Triple P Baby training has been delivered to 12 Trobwynt, Health and Supporting Families workers. Stepping Stones Training offered to Autism, Trobwynt, Right Door and Supporting Families Teams. VR Unbroken training has been a great introduction to the team in a completely different way.
- Flying Start App: Numbers have not increased following a conversation with the company and several suggestions attempted. The majority of those registered are Unit workers or other employees within the field. Numbers remain low so we have discussed ending the agreement.
- The biggest challenge is staff turnover in the last period, 3 members on maternity leave, short grant-funded contracts and staff moving into positions with more certainty.
- Preparations in place for the transfer of Barnardos Family Support workers to the Unit. They would be based in offices in Penarlâg, Blaenau Library and Dolgellau Family Centre. Work will need to be done on restructuring the team in light of the new appointments.
- **Leader: Sue Layton and Sioned Owen**

Youth Justice Service

Purpose: I want to be safe and happy through life without crime

Number of First Time Entrants
43

Reoffending Rate
36.5%

Custody Rate
0

Number of Caseload
149

Performance overview:

For the period from January 24 to December 24, the number of newcomers remains at 43, which is a bit disappointing as efforts are being made to reduce this number (higher than the national figure)! Work continues in the service and with the Youth Justice Board to monitor this reduction, while reviewing the matters that led to the higher rates in 2023. Our re-offending rate has increased to 36.5%, which is higher than we would like, but this remains lower than Wales/England's performance.

There are no children from Gwynedd or Anglesey in custody (either remand or sentence); there have been no prison sentences since June 2023 and only 1 in the last 4 years. We have seen a significant increase in caseload numbers, the service is currently managing cases 149, a further increase of 17.3% since September 2024. There has been a slight decrease in the number of women referred to the service, we will continue to monitor this. The majority of cases (79%) are managed on Out-of-Court Disposals. The YJS Management Board continues to monitor Diversity and Protected Characteristics, children who are not in full-time education and who are struggling with Emotional and Mental Health, are again causing concern.

The Management Board and Service are continuing to develop our response to the HMIP Inspection, we have reviewed the Inspection Action Plan and changed some of our ambitious target dates for staff training.

Leader: Stephen Wood

Unpaid Carers

PURPOSE : *Recognise, acknowledge and support the invaluable work that unpaid carers do across Gwynedd*

Performance overview and messages:

Young carers who
have access to Aidi
(App/card)
108

Young carers
supported by Action
For Children
163

Young carers
assessments
completed -
Action for Children in
the period 67

Children receiving a
Support Service such
as respite for parent
carers - Derwen
204

The Council commissions the Action For Children organisation to provide young carers' needs assessments and offer practical support, information, support, advice and guidance to young carers and their parents/guardians individually or in a group. There were 31 young people on the waiting list at the end of April. 124 reviews were carried out during the period:

- **72% report an improvement in their mental health/emotional well-being**
- **71% report they are reaching their potential in school.**
- **67% report they have a support network**
- **62% report they take part in activities**
- **55% report there is an improvement in their social skills and friends**
- **67% report their voices are heard and contributed to decision-making**

There was an increase in care for parents with mental health problems during the year – 30% of all cases. It should be noted that the organisation can currently only provide support for 12 months to children aged 8 and upwards.

There have been internal adjustments within the Council's Carers Team this year and the Carers' Well-being Officer is now working on a programme of work covering all age ranges – children and adults. This officer worked on the provision and adaptation of information resources, confirming ways of engaging and hearing carers' voices and considering further ways of collaborating with local grass-roots organisations and groups as well as internal teams.

Co-ordinator: Sian Griffiths

Feedback about the service

"The emotional support from young carers has helped me be less overwhelmed, Sarah (young carers worker) is the greatest" – 14-year-old carer

"Thank you so much for today, that's the most fun I've had in a long time". 11-year-old carer

"It has given me a better understanding of what's going on and stuff and my mental health. The support has been really good, thank you." 14-year-old carer

"My daughter has used the mind-changing triangle with school work as this seems to have worked, but she has also shared the triangle with her friends. She's feeling better now, having made more plans with friends." Parent

"I just want to say from the bottom of my heart thank you all so much for all that you have done for my daughter, being able to just be a teenager for a few hours has massively helped her thank you for all the activity and days out and all the help she has had from all." Parent

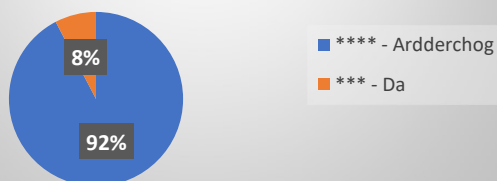
Quotes from the Action For Children organisation

Workforce Development

PURPOSE : Workforce development

Performance overview and messages:

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



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



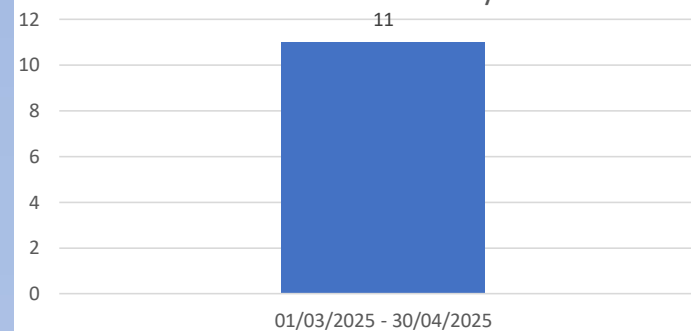
Recruitment

- Recruitment remains a priority, 11 names were referred to the services through an SOS campaign during this period. A busy period in terms of the Care Academy with 38 applications and a very high number of strong applicants. We have appointed 6 and many have been forwarded to the services. 6 Trainees have started and gained experience in the services prior to entering their period of employment.

Course Feedback

- We continually evaluate courses to ensure that the courses continue to meet the need.

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



Co-ordinator: Gillian Paul

Exceptions

Purpose: Report any data or exception in performance that causes concern or pride.

The Government has given us an extra month to collect annual information as a result of system changes and collect information for the Census. We therefore do not have complete data to report on exceptions, and attempting to do so would be misleading. The information will follow.