

<b>MEETING</b>	Care Scrutiny Committee
<b>DATE</b>	12/06/2025
<b>TITLE</b>	Performance Report - Cabinet Member for Adults, Health and Wellbeing
<b>REASON FOR SCRUTINY</b>	To ensure that the Cabinet Member has oversight of the Department's performance issues.
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<b>AELOD CABINET</b>	Cllr. Dilwyn Morgan

## 1. Why does it require scrutiny?

For Committee Members to be satisfied that I, the Cabinet Member for Adults, Health and Well-being, have got oversight of performance issues within the Department.

## 2. Background / Context

### 2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area for which I am responsible as Cabinet Member for Adults, Health and Well-being. This includes outlining the latest with the promises in the Council's Plan; the Department's day-to-day work; as well as updating you on any external audits that have taken place during the period.

We are operating on the Council's Plan 2023-28, and here I report on the progress made up to the end of 31/3/25. All issues have been the subject of discussion and scrutiny by me at a performance management and support meeting. We are all aware of the challenges facing the Adults, Health and Well-being department, and this has been highlighted more than ever as part of the Llechen Lân report. Against the backdrop of these challenges, I am happy that significant progress has been made during the year, and I am satisfied with the performance of the Department.

### 2.2 Reasoning and justification

#### **Performance of Council Plan Promises**

2.2.1. Below is a summary of the main projects that have seen progress or are of concern but it should be noted that these are only some examples, and I am not referring to all workflows as the department's projects are very wide-ranging. See full details per project in attachment 1.

### ***Project 1 - Modernising our care resources to meet future needs***

2.2.2 The refurbishment of the Hafod Mawddach and Cefn Rodyn residential homes has been completed, and the dementia unit at Bryn Blodau has been partially opened. There has been a slippage in the timetable to open the remaining Bryn Blodau beds and the dementia unit at Plas Hedd, but these beds are expected to be ready in the first months of 2025/26.

2.2.3. Discussions are developing in relation to the provision of Extra Care Housing in Caernarfon, with the site identified. Discussions are ongoing in relation to securing suitable housing with care on the Penyberth site. There has been a slippage in the timetable in terms of site identification for Extra Care Housing in the Dolgellau area, but a specific resource has been identified to work on this scheme, and work has begun. I'll be requesting an update in the next challenge and performance management session in September.

### ***Project 2 - Using more technology to improve the access of Gwynedd residents to care and support***

2.2.4 Anyone can now self-refer for telecare equipment via the Council's website, and the majority of the County's telecare devices have been transferred to new digital devices, at no further cost to Gwynedd residents. The development of the direct payments service is ongoing. Now any new package will be offered a digital account, equivalent to a 'virtual wallet' to be able to manage their direct payment packages more easily. Ensuring the workforce is confident in promoting direct payments is a priority for me, and I am in constant discussions with the service to ensure this happens.

### ***Project 3 - Working with Health Services to enable people to live their best life in the community***

2.2.5 The new Mental Health Service has been established and the workforce has settled in the Council's offices in Caernarfon and Penrhyn. The service has stabilised and we will continue to monitor progress over the coming months. Reviewing Section.117 cases in conjunction with the Health Board is a challenge, mainly due to the capacity of the Health Board.

2.2.6 Effective collaboration takes place between the Ysbyty Gwynedd discharge team and the Community Resource Teams. Recently 3 social work practitioners have placed themselves for one day a week at Ysbyty Gwynedd from the Bangor, Llŷn and Eifionydd areas – because they belong to the TAC area they bring their knowledge of local resources and networks straight to the hospital assessment, where previously the hospital was determining the level of care without the awareness of local services and possible support from the community where the patient lives. With the 3's link to the TAC it is possible to follow cases through from the hospital to the community. The hope is that individuals will leave the hospital promptly, with more proportionate care provision, this avoids overprovision.

## ***Project 4 - Developing training and work opportunities for individuals in need of support***

2.2.7 The Learning Disability Career Pathway Co-ordinator works across Gwynedd and Anglesey using regional funding, and we have also freed up the time of 3 Support Officers within the service to be promoting work opportunities and supporting individuals into paid work. As the measures will show later in the report, this has been a huge success since the start of the project in 2023. There is a need to continue to ensure that the individuals on the programme are supported to progress into paid work with fair pay in due course if this is their wish.

## ***Project 5 – Llechen Lân***

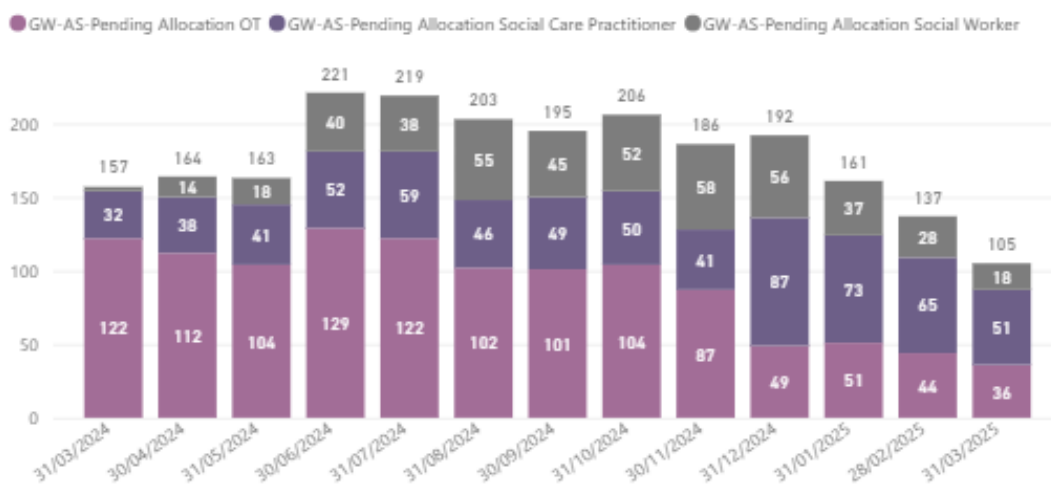
2.2.8 The research and Llechen lân report has been completed, with other local authorities in Wales showing considerable interest in the findings. The recommendations of the Llechen Lân report have begun to be implemented. The recommendations will be part of the Adult Department's plan which will be developed over the coming months as the new Head of service develops her vision.

## **The Department's day-to-day work - performance and measures**

2.2.9 The Department is continuing its work to strengthen its performance measures, developing measures that truly reflect the Department's performance, and the Department is making progress on the development of the report from meeting to meeting. There are a number of measures by the department, yet I will refer below to those that are of particular concern or subject to congratulations.

2.2.10

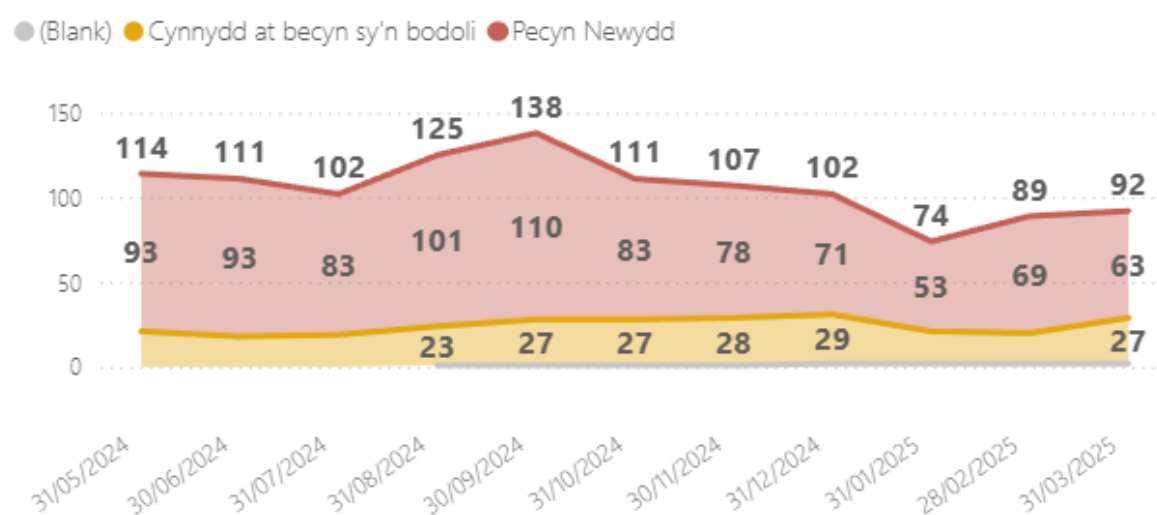
### **Nifer o bobl sydd yn aros am asesiad fesul mis**



Within the **Older People, Physical and Sensory Disabilities Service** the waiting list for receiving an assessment has been reduced. In particular, the waiting list for an occupational therapy assessment has decreased significantly over the last year, from 129 at its peak in June 2024, down to 36 by March 2025. One factor in this reduction is the funding used from the '50 Day Challenge' to fund the work of private Occupational Therapists who addressed the waiting lists during February and March this year, mainly prioritising the Bangor and South Meirionnydd areas. Other factors that have helped have been the upskilling of Social Work Practitioners to assess for equipment, and also having one specific IAA (information, advice and assistance) officer in some areas has meant avoiding unnecessary referrals and reduced the number waiting for an assessment. These developments are still in their early days, but we hope to see it continue in the long term. Appointing to therapist roles has been challenging. The Bangor area is in the middle of recruiting another therapist, but the South Meirionnydd area has been unable to recruit for some time now. The Therapy Leader is making the waiting list one of her top priorities.

## 2.2.11

Number of people who are on the waiting list for home care

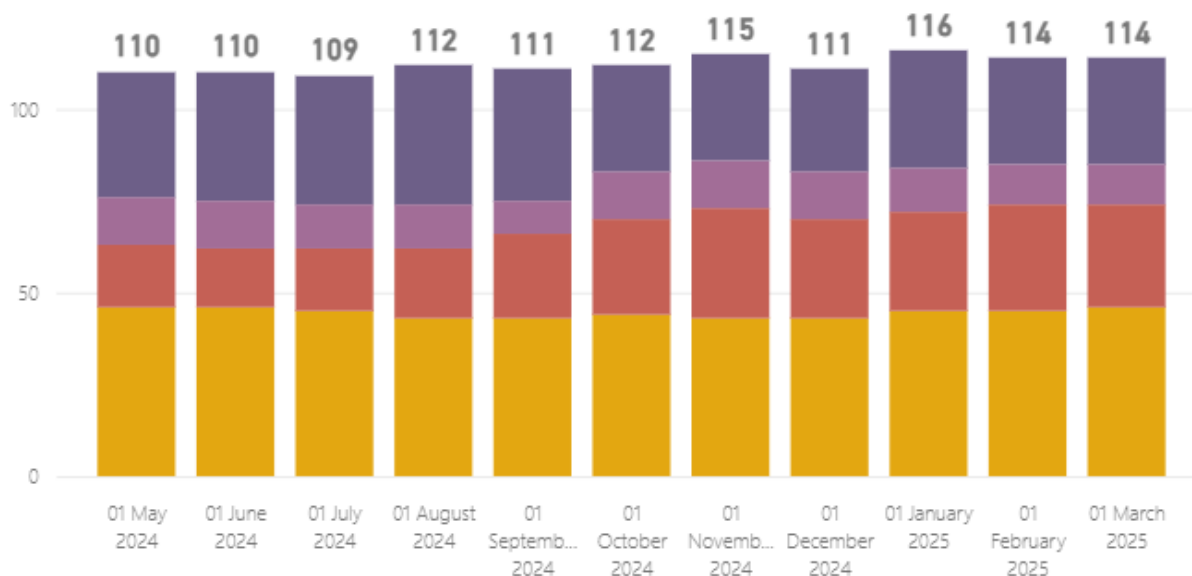


In my last report, I reported concerns that there had once again been an increase in the percentage **of home care** hours that were not being met. The percentage has fallen significantly, which is extremely encouraging. By the end of April there were 64 people waiting for home care (compared to 110 September 2024). Waiting lists remain in some specific sub-areas due to the lack of capacity of care providers to meet demand, mainly due to recruitment problems. Welsh Government grant funding '50 day challenge' enabled a temporary solution to the waiting lists in the Tywyn area by commissioning extra care from a private company. A long-term solution to the situation remains challenging. There are other areas of concern in terms of waiting lists, including Dyffryn Nantlle, Ffestiniog and Pwllheli.

## 2.2.12

### Number of individuals with learning disabilities in work opportunities

Natur Lleoliad ● Cyflogedig ● Gwirfoddoli ● Hyfforddiant ● Rhan o'r prosiect cyfleoedd gwaith



As I noted earlier, there are new Job Opportunities Officers in place in the **Learning Disability service**, and the number of individuals on the job opportunities pathway has increased significantly from 51 in September 2023 to 114 by April 2025. The number in paid employment has also increased from 23 to 46 during the same period. I'm extremely pleased to note these numbers and look forward to seeing the further development of the service over the next period as we invest in the support.

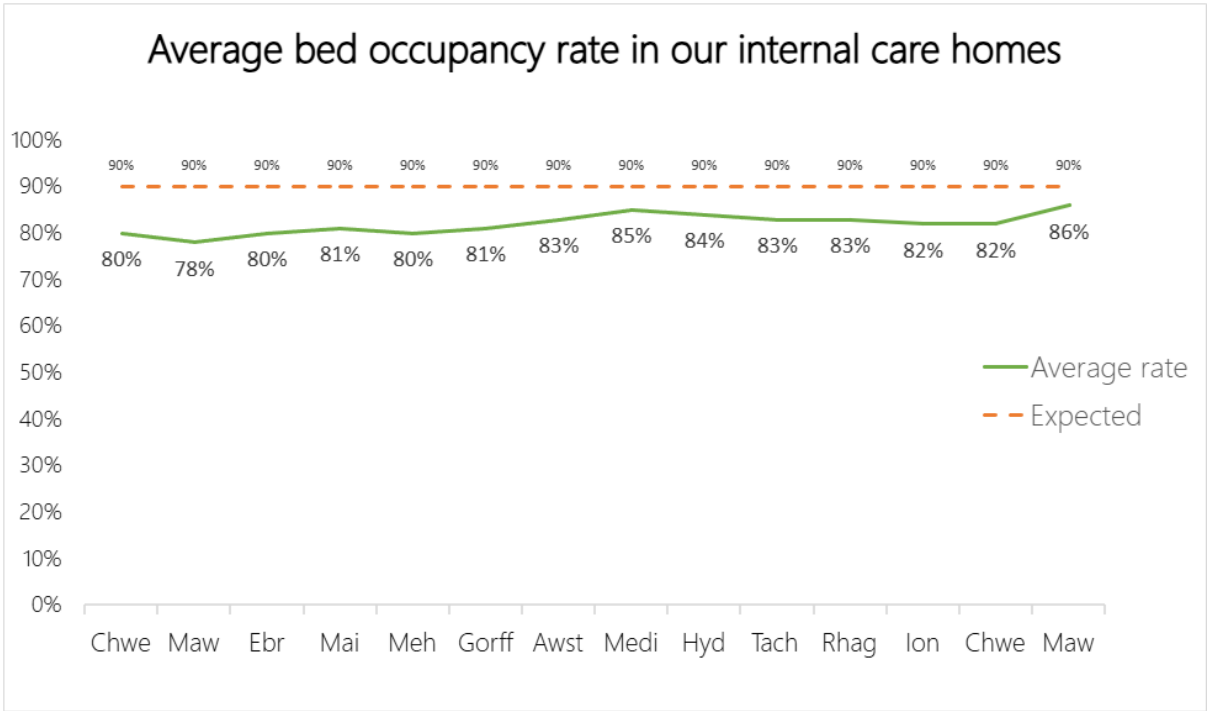
2.2.13 Over the past few months 294 individuals across the county have attended sessions through **Dementia Actif Gwynedd**. This service is essential to support individuals living with dementia and their families. However, many of the individuals attending the sessions are not currently living with dementia, and this emphasises the social value of the work. I'm delighted to see these numbers and it emphasises the vital importance of preventative services that support people to continue to live independently and to contribute within their communities, whilst also providing absolutely essential help to unpaid carers.

2.2.14 The number of adult safeguarding enquiries completed within the statutory timetable remains consistent, managing to respond in a timely manner to referrals in most cases amid other work pressures. We have seen a slight decline in the number of enquiries completed within 7 days over the past few weeks. This is mainly due to staff absences within the safeguarding team, which means that the cases fall on the Area Leaders on top of their normal workload. An experienced Social Worker will join the safeguarding team in mid-April, on an interim basis to assist with the enquiries. Increasing the capacity of the team will help us to complete the enquiries within the statutory timetable in all cases.

2.2.15 The number waiting for a Deprivation of Liberty Safeguards (**DoLS**) assessment remains worrying with 356 individuals on the waiting list for assessment at the end of March 2025. The department has received a further grant from Welsh Government to support the work to reduce the waiting list. Also, following a successful bid, an advertisement has gone out to employ 2 Best Interest Assessors, which will enable the Department to address the issue in the coming year.

2.2.16 The performance of the **Quality Assurance** service is to be commended as they have successfully carried out monitoring activity with 98% of care providers in the last 12 months. This is a much higher figure than what we've seen for a while, and the team's new work arrangements have contributed. They now hold shorter and regular visits focusing on specific areas with providers rather than lengthy visits with each provider to discuss all aspects of their service. This ensures a better collaborative relationship between the service and the care providers and means they are able to reach more providers. Work will also begin on monitoring supported living placements in April. This will include the main offices of the care providers, and all of the houses in which individuals live.

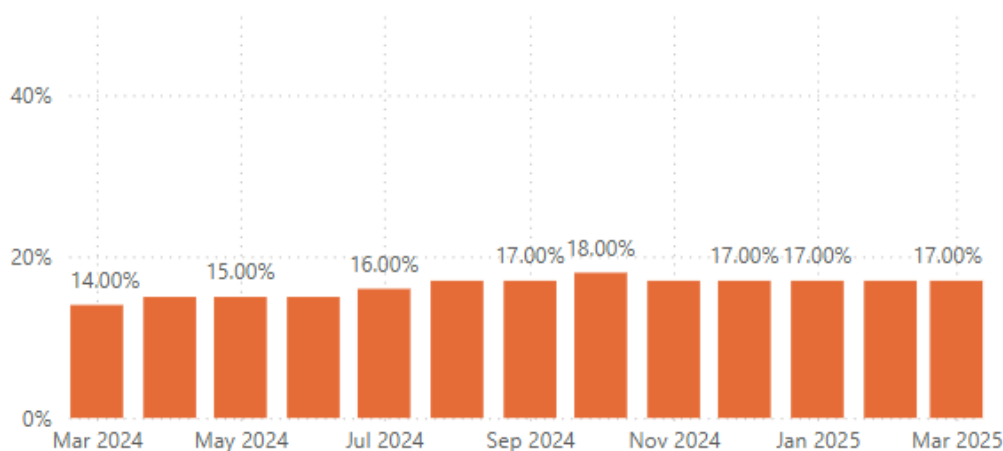
2.2.17



I am pleased to report that there has been an increase in the bed occupancy rate in **in-house residential homes** and has increased from 80% in June 2024 to 86% in March 2025. The main reasons for the recent increase are the occupancy rates at Hafod Mawddach, Barmouth (86%) and Plas Pengwaith, Llanberis (87%). In addition, the department notes that it remains challenging to make full use of the beds in some homes due to staffing levels and the complexity of residents' needs. The service will develop a new measure in this regard to provide better context for monitoring the occupancy rate into the future.

## 2.2.18

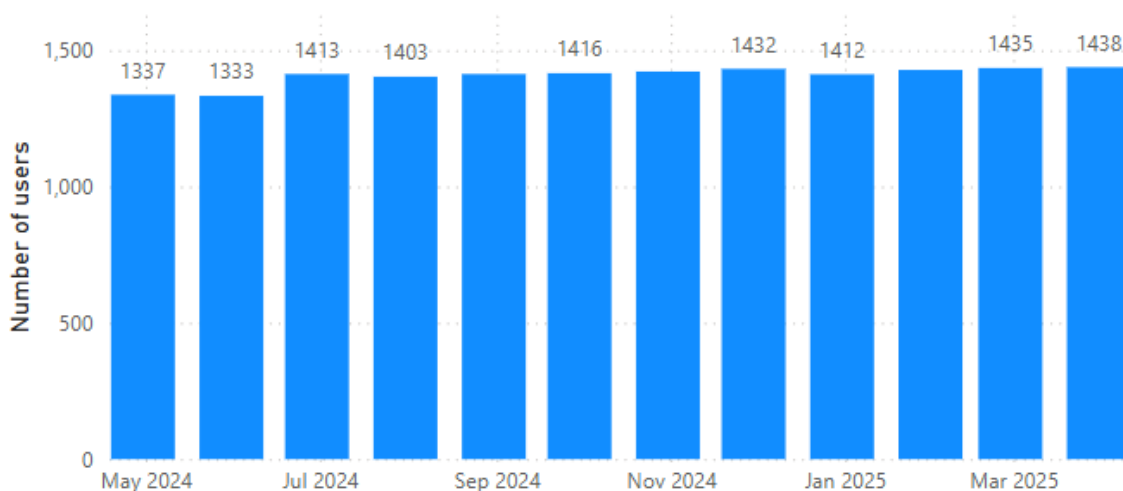
The percentage of people receiving services through direct payments



I am pleased to report that we are seeing an increase in the percentage of adults receiving their care or support services through **direct payments** (14% at the end of March 2024 increased to 17% by March 2025). While this may seem like a small increase, it's a percentage of a high number of people. As noted above, the development of the direct payments service is ongoing. Any new package is now offered a digital account, equivalent to a 'virtual wallet' to be able to manage their direct payment packages more easily. Ensuring that the workforce is confident in promoting direct payments is a priority for me, and I am in constant discussions with the service to ensure this happens in order to reduce the pressure on our care providers and ensure greater control for individuals over their care arrangements.

## 2.2.19

Telecare users who are paying the weekly fee



Similarly, we have been paying attention to the **telecare** service in order to tidy up the arrangements and ensure consistency in terms of individuals' financial contribution towards the service. The numbers paying for the service have increased significantly since the last report, with 1438 individuals paying for the service by March 2025. Over two-thirds of Gwynedd's telecare devices have now been transferred to new digital devices, at no additional cost to individuals. An apprentice will start in July to help with the completion of the transfer as soon as possible. We continue to actively promote the use of the service and technology that enables care more generally. We will also be working with the Housing Department on the 'Tai ar daith' events accross Gwynedd to ensure that information about what is out there to help Gwynedd Adults to live independently is promoted.

## **2.3 External Audits**

Over the past year the Adults, Health and Wellbeing department has been the subject of several external audits – mainly by Care Inspectorate Wales (on the Department's services in general), and Audit Wales (on Domiciliary Care services in particular). The findings of these two audits were reported to the scrutiny committee on 20/2/25, and the recommendations are being implemented. We will update members on the progress as required.

## **3. Consultation**

The report has been created based on the information and content of a recent meeting to challenge and support the performance of the Adults, Health and Well-being Department, with the Director, Head of Department, Assistant Heads and myself attending this meeting.

## **Appendices**

**Appendix 1:** Cyngor Gwynedd plan – Progress report

**Appendix 2:** Department Performance Measures