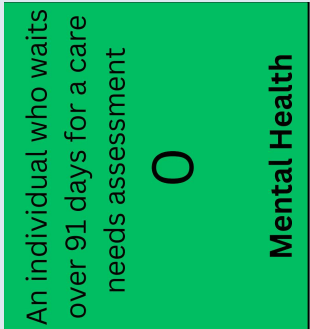
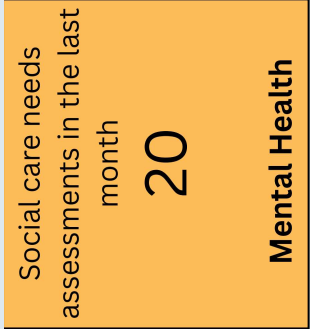
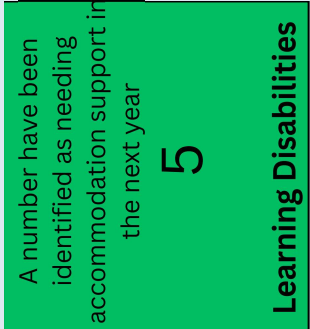
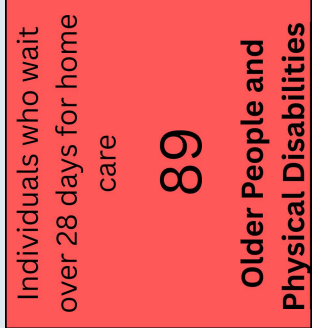
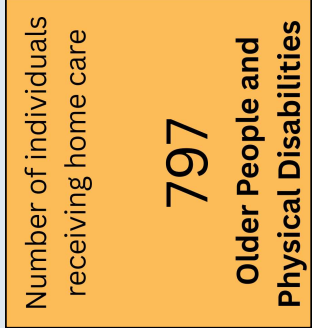
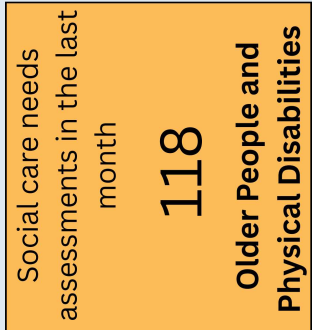
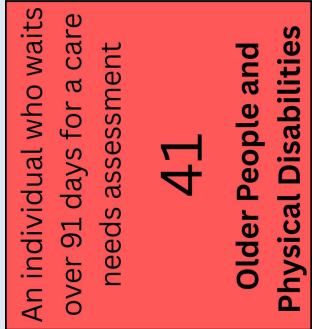
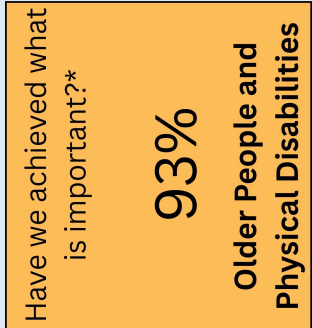


Overview of the performance of the Adults, Health and Well-being Department August 2025



Does the Service succeed in meeting the need?



Yes, constantly



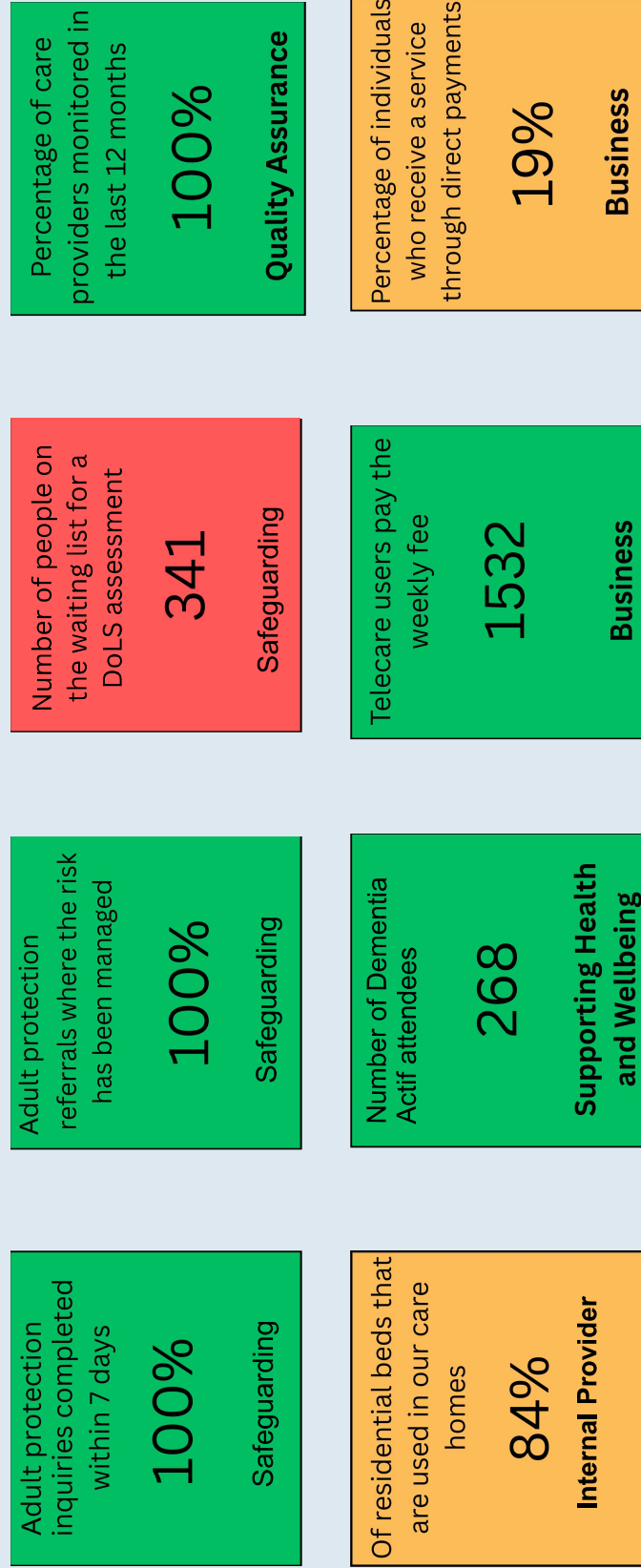
Is it partial, inconsistent or delayed



Long delays or lack of ability to deliver

*It should be noted that this is a sample of individuals who have received a care review. These figures do not include individuals who are waiting for a service.

Overview of the performance of the Adults, Health and Well-being Department August 2025



Does the Service succeed in meeting the need?

☐ Yes, constantly

☐ Is it partial, inconsistent or delayed

☐ Long delays or lack of ability to deliver

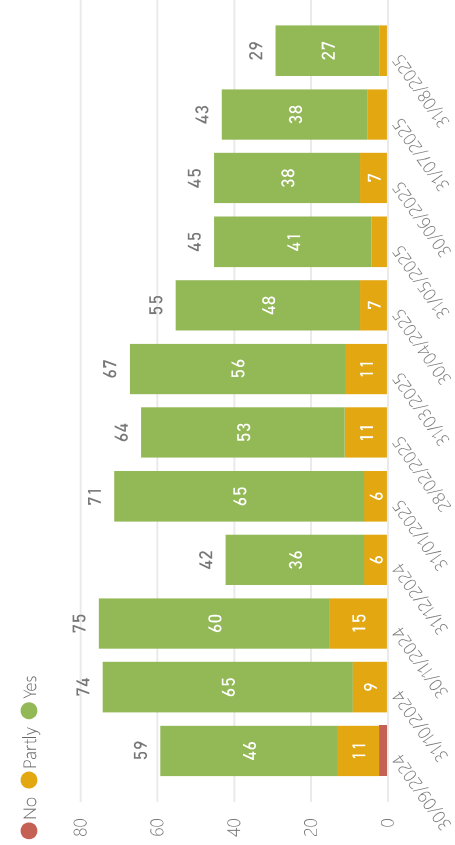
Older People and Physical Disabilities - Sian Edith Jones

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

The percentage of reviews where the individual has stated that we have succeeded in supporting them to achieve what is important to them



Do individuals feel that they have been supported to achieve what is important to them?



As is the annual pattern, the number of completed reviews has dropped significantly over the summer months, with teams prioritising urgent work due to staff holidays and staffing difficulties in some teams. The percentage of individuals satisfied is increasing, and no one has stated that we have failed to achieve what matters to them, although a small number have said they were only partly satisfied, and the reasons for this vary. Many of the reviews marked as 'partial' are based on the individual's personal circumstances rather than unmet needs from the service, e.g., bereavement, unsuitable housing, lack of confidence, mental health problems. There are occasional comments about a lack of socialising services, and some accept that returning home is no longer an option.

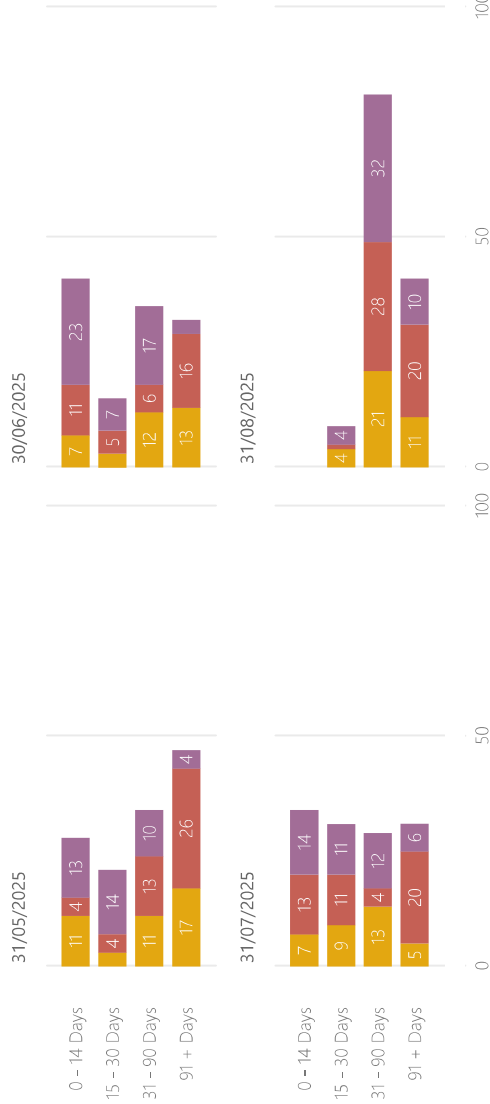


Older People and Physical Disabilities - Sian Edith Jones

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

How long individuals have been waiting for a care needs assessment

● GW-AS-Pending Allocation OT ● GW-AS-Pending Allocation Social Care Practitioner ● GW-AS-Pending Allocation Social Worker



From the data we can see that the numbers waiting for assessment had increased by August while the number of assessments had fallen; the figures are fairly similar across the three roles — Social Worker Practitioner, Occupational Therapist (OT) and Social Worker (SW) — and this situation follows the usual annual pattern over the summer period

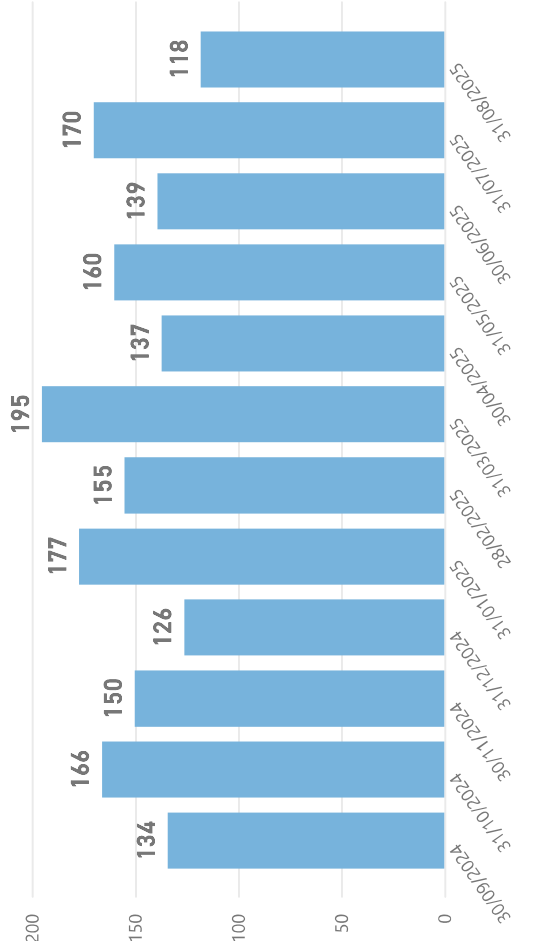
Staffing problems continue in some teams, with CRT Caernarfon facing specific challenges. There is light on the horizon: a social worker and a practitioner start in September, both inexperienced, which means the manager will provide support for a period and they are unlikely to carry a full caseload during the first months

The Occupational Therapy situation remains very mixed across Gwynedd. Llŷn and Eifionydd are stable at present, while waiting lists are higher in Caernarfon and Bangor. South Meirionnydd has been unable to recruit an OT for some time and the Eifionydd team have been providing temporary support for the cases; the vacant South Meirionnydd OT post is out to advert and there is concern there may be no interest again.

The South Meirionnydd waiting list has fallen significantly recently following the purchase of services from private provider Flex360. They completed 48 OT assessments for us over the summer, which has helped in practice and reduced pressure on the team. The current concern is that the waiting list will rise again because there has been no interest in the Senior OT post. We also have a Social Work Practitioner due to qualify in January 2026.

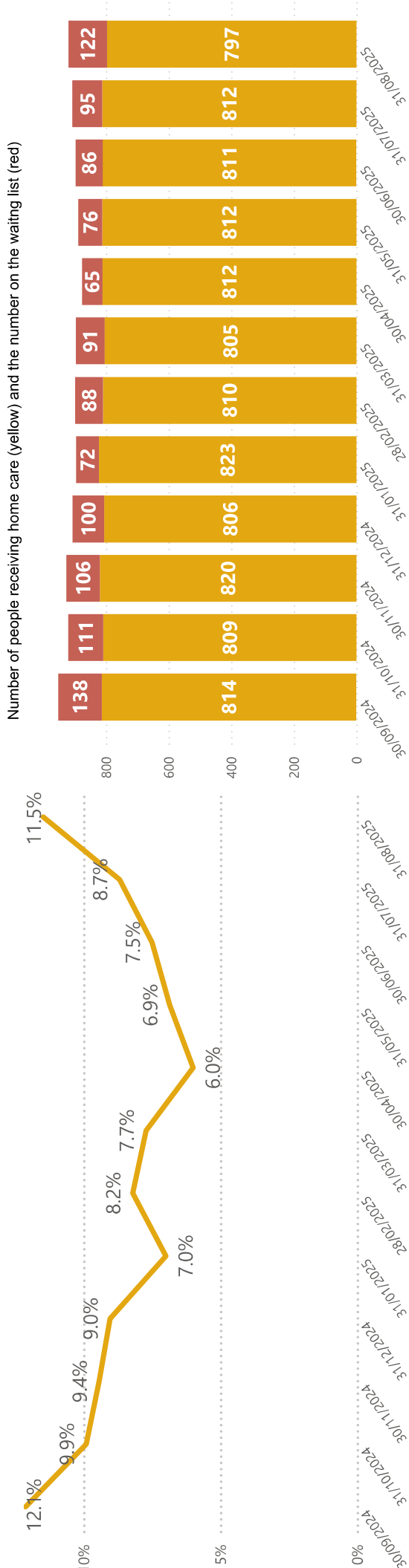


Number of social care needs assessments during each month



Home Care Waiting Lists - Sian Edith Jones

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



Unfortunately we see that the waiting list is increasing and the length of time some individuals are waiting is worrying.

We had challenging periods in the Bethesda area over the summer and needed other providers to support as an emergency to keep home care packages running; there was excellent collaboration given the circumstances. Other concerns remain in other areas as well. We have had to share packages out across other areas to maintain availability. All packages were successfully transferred by the end of August and the waiting list has now reduced.

There is still funding to continue commissioning local providers in Tywyn and Eifionydd, and this has enabled a temporary solution to the waiting list. We hope this becomes a more long-term solution with grant funding.

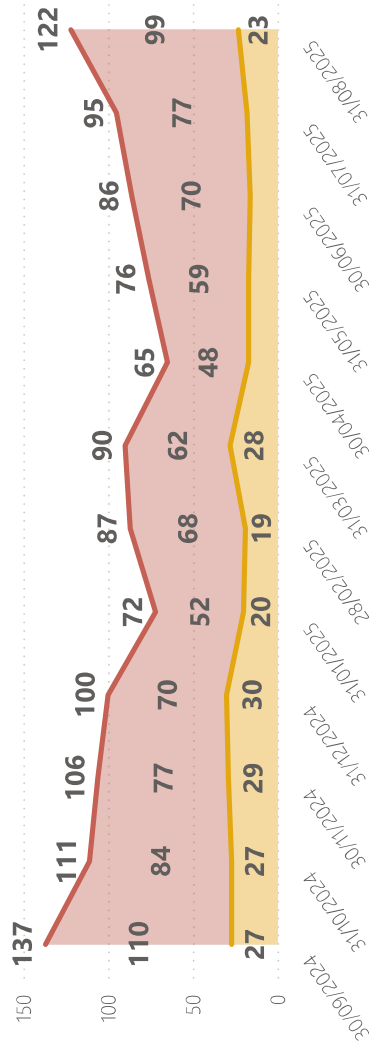
The situation in Dyffryn Nantlle continues to be challenging and we are still in talks with providers in neighbouring subareas to free up more care for Dyffryn Nantlle. Recent conversations have taken place with internal providers to explore possible options to release capacity in home care hours. There is very good collaboration happening in Eifionydd between the CRT and the Home Care Supervisor, and this provides lessons to be learned for every area. The intention is therefore to start specific meetings to discuss the waiting list, ensure these happen weekly, and that Team Managers and supervisors prioritise them.

Home Care Waiting Lists - Sian Edith Jones

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

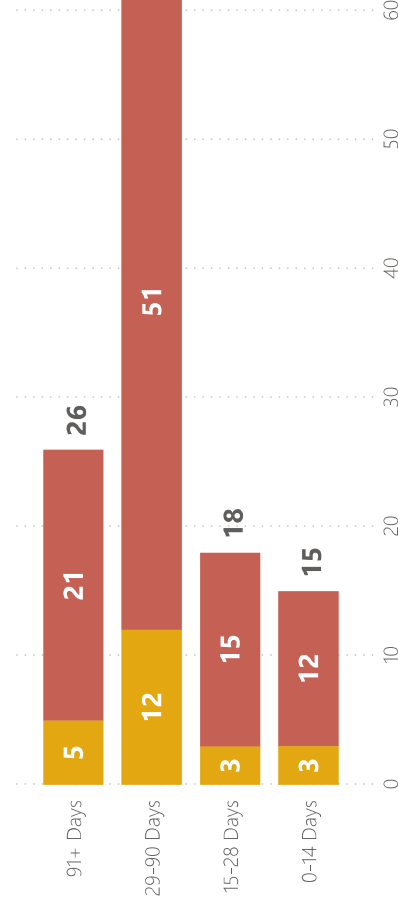
Number of people on the waiting list for home care

● Increase to an existing package ● New Package



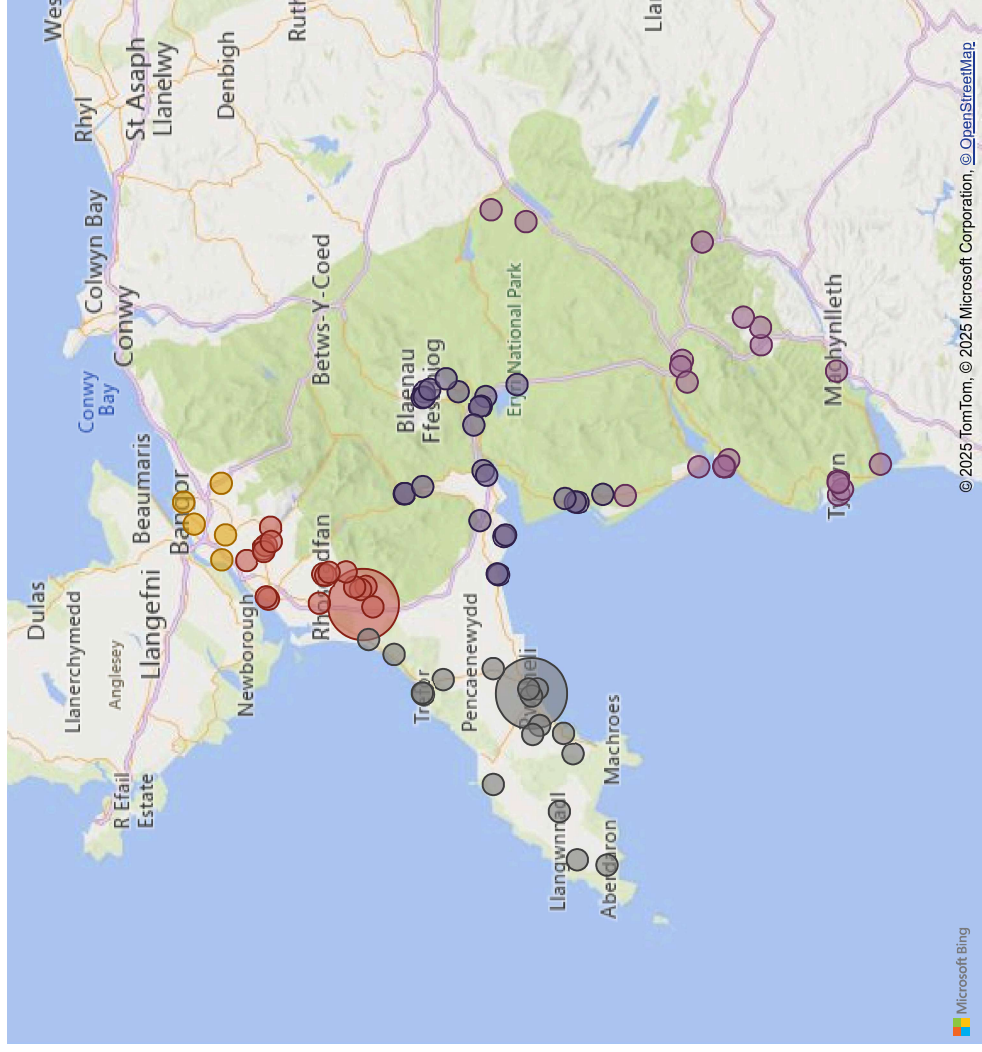
For how long individuals have been on the waiting list

● Increase to an existing package ● New Package



Number of people on the waiting lists for a new package

● ardal ● Bangor ● Caernarfon ● De Meirionnydd ● Eifonydd ● Llyn

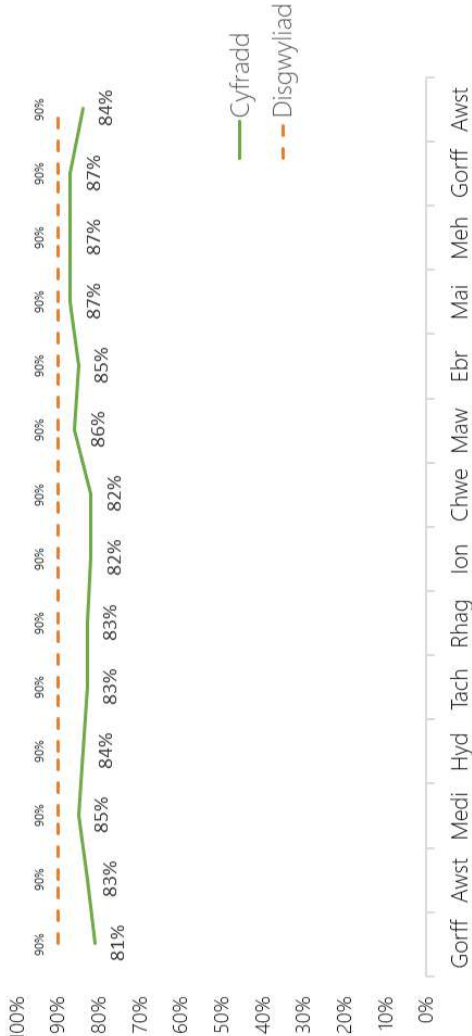


Internal Provider - Rhion Glyn

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

The average bed occupancy rate in our residential care homes

Cyfradd llenwi gwelyau cyfartalog yn ein cartrefi gofal
mewnol



The occupancy rate was at its highest for some time during May, June and July this year, but then we see a fall to 84% by the end of August. These percentages include the Dementia Unit at Plas Hedd (7 beds) which cannot be opened because the emergency plan in the Home needs to be redesigned. We are currently awaiting a timetable for making the necessary alterations.

Work is under way to rewire and refit the kitchen at Plas Ogwen where some beds need to be kept empty to facilitate the significant work required. We have received confirmation that a Project Manager has been appointed to lead the work on behalf of the contractor.

Developing Measure: Staffing Levels

This table shows staffing levels per home as at 31.08.25, and the levels reported to the last Performance Meeting (information as at 31.03.25). These percentages are calculated on the basis of vacant posts and where staff with fixed-hour contracts are on long-term sick leave (longer than 28 days). The information does not include levels of bank/occasional staff, short-term sickness, or situations where staff have been suspended from duty.

Comparing the two periods shows the situation is more challenging at present, which is also reflected when looking at the average for the two periods (91% in March and 89% in September). The situation is particularly difficult at Plas Hedd at the moment and a targeted recruitment campaign is underway in Bangor.

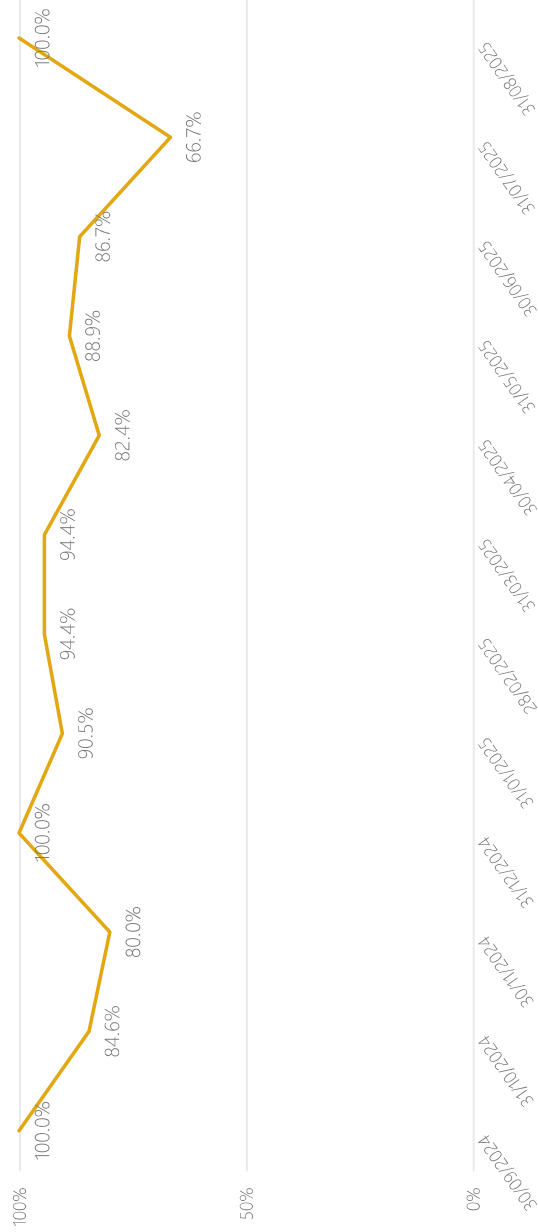
	Lefelau staffio (31/03/2025)	Lefelau staffio (31/08/2025)
Plas Hedd	87%	74%
Plas Ogwen	86%	95%
Plas Pengwaith	90%	90%
Plas Maesincla	100%	94%
Plas Gwilym	96%	91%
Plas Hafan	96%	87%
Plas y Don	84%	77%
Bryn Blodau	90%	97%
Cefn Rodyn	97%	92%
Hafod Mawddach	95%	84%
Llys Cadfan	84%	91%

Learning Disabilities - Llinos Rowlands

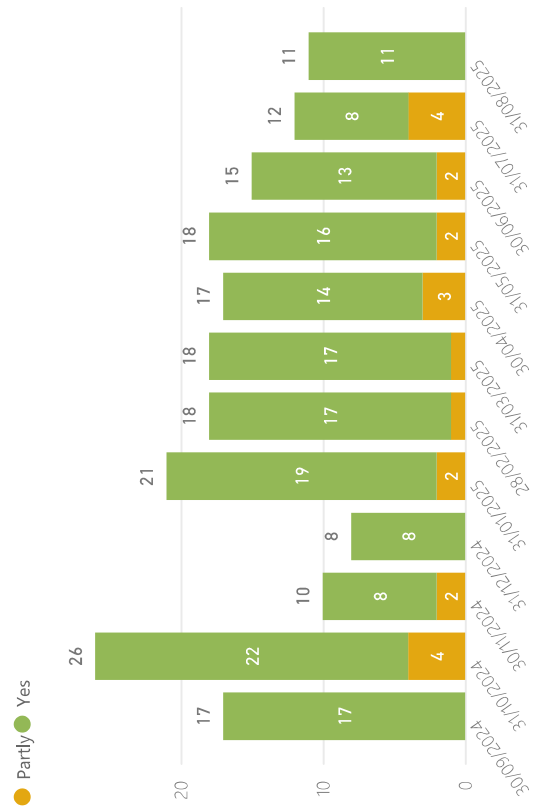
Empowering Adults in Gwynedd to: "Live my life as I want to live it"



The percentage of reviews where the individual has indicated that we have succeeded in support ing them to achieve what is important



Do individuals feel that they have been supported to achieve what is important to them?



The service continues to prioritise reviews for people receiving housing and support.

The holiday period temporarily affected the number of reviews during the summer but the numbers have risen again as everyone returned to work.

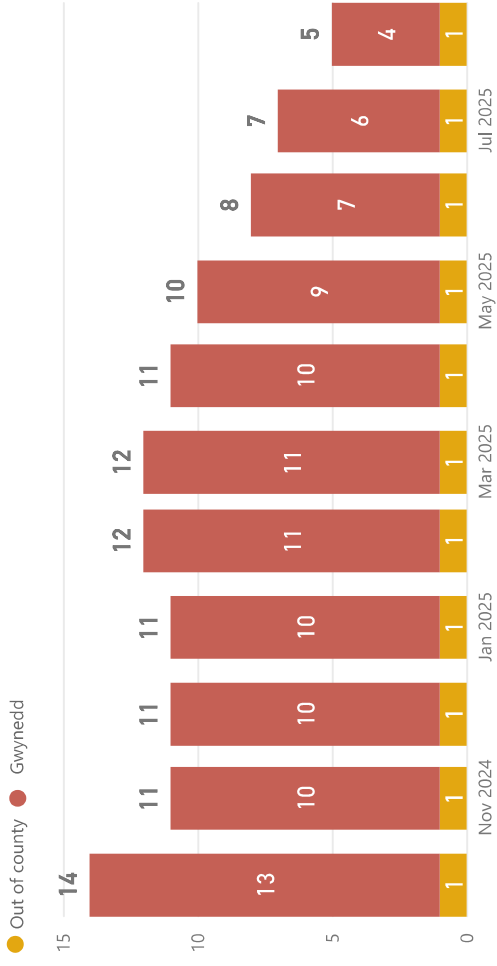
By the end of the period everyone had fully achieved what mattered to them; there were a few earlier examples of only partial achievement. The reasons for not achieving their goals are varied and no single theme emerges, e.g. a person has moved to a new home and needs to settle, an individual's health limits what they can do, a caregiving relationship problem affects the person's wellbeing, or someone is waiting to move to live independently.



Learning Disabilities - Llinos Rowlands

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

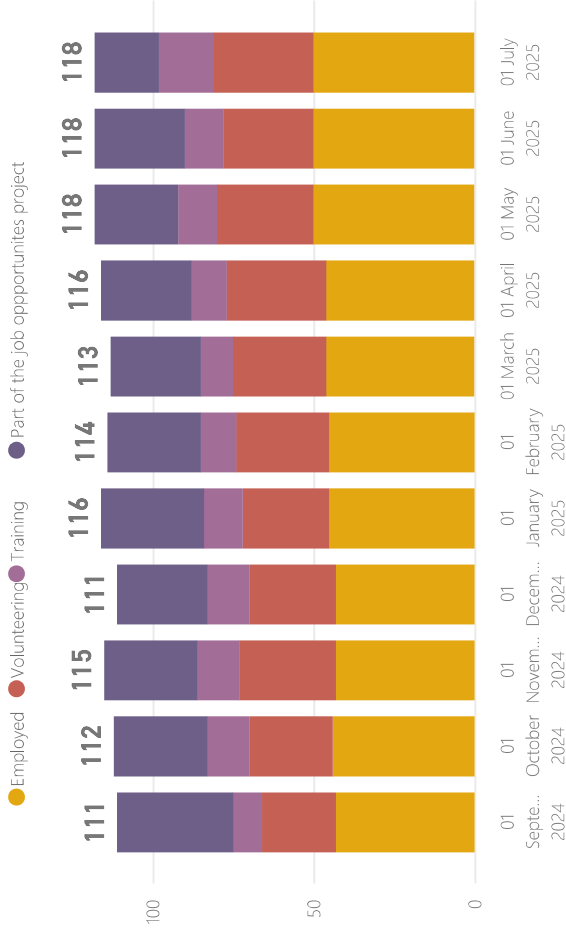
Number of individuals with learning disabilities who have accommodation needs within the next year



The number on the housing list has decreased over recent months as individuals have secured accommodation. Following positive discussions with Adra, two properties were secured to provide housing and support for four individuals in the Bangor area. The individuals have now moved in and things are progressing well.

Individuals will soon move into the new homes in Harlech and Phenrhyndeudraeth

Number of individuals with learning disabilities in work opportunities



The percentage in the job opportunities is lower at the moment but this is expected to rise by the next quarter when individuals move on from school and colleges.



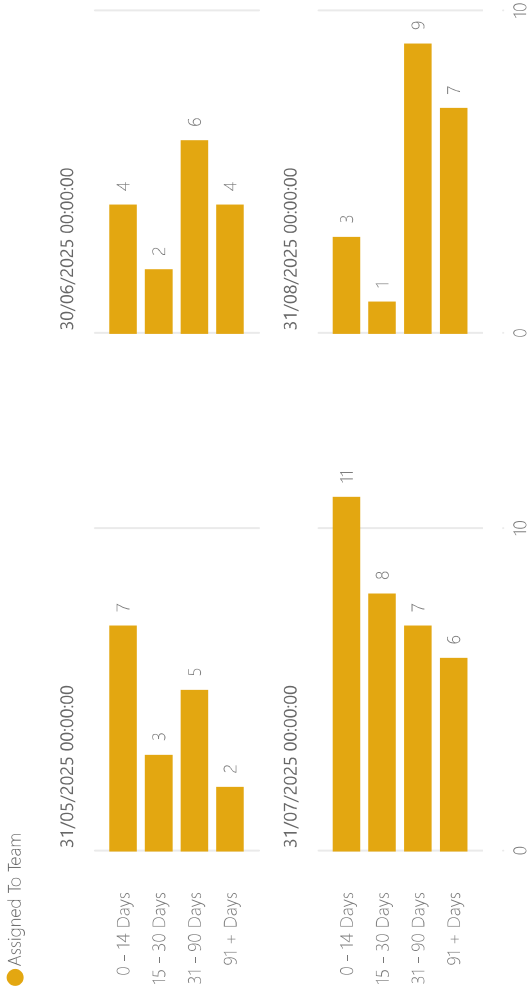
Here's Guto's Video:

Mental Health - Mannon Trappe

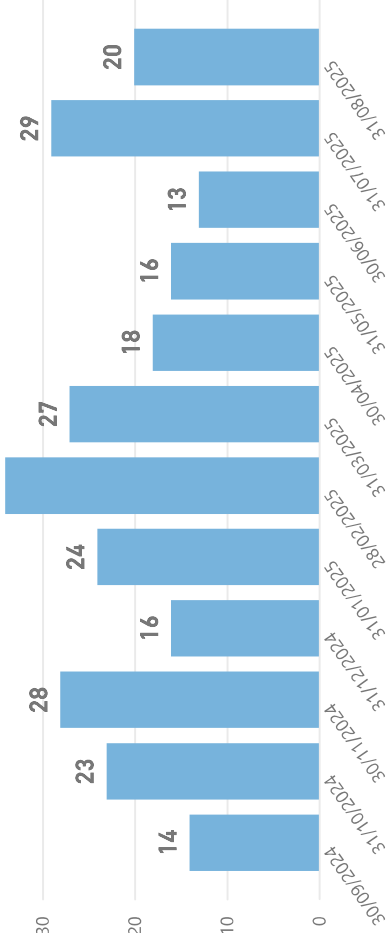
Empowering Adults in Gwynedd to: "Live my life as I want to live it"

How long have individuals been waiting for a care needs assessment

Pa mor hir mae unigolion wedi bod yn disgwyl am asesiad anghenion gofal



Number of social care needs assessments during the month



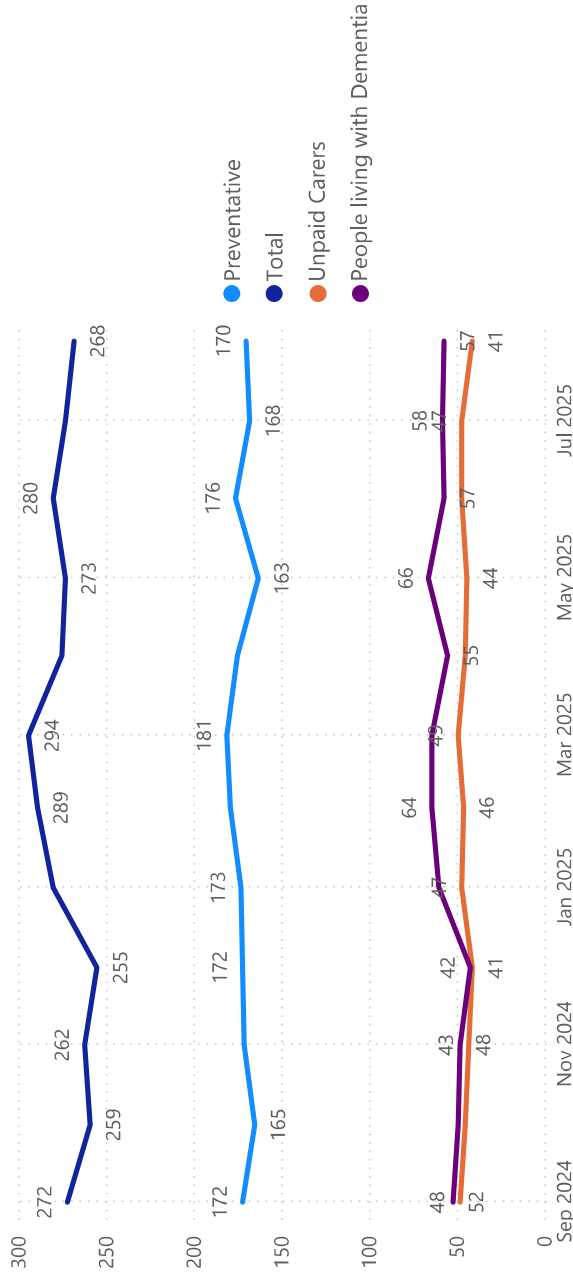
It has been highlighted again that workers mark cases as ‘complete’ but they are not being closed. Of the numbers that appear to be waiting 31+ days for assessment, every individual has been assessed; 2 of these cases need to be allocated to workers for a s.117 review and 2 are waiting for information from other agencies before they can be closed. One case is awaiting a response about whether the individual wants to accept a carer’s assessment. As noted already, these figures are open to the South Gwynedd team where there is no administrator, and this has affected the team’s ability to update the data.

Social care assessments are taking place in a timely way within 90 days in every case.

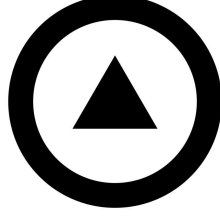


Wellbeing - Supporting people to live a good life in their community - Alun Gwilym Williams

Number of individuals who have attended Dementia Actif sessions last month



Here is a video showing examples of the impact Dementia Actif has had on people over recent months.



The numbers of members attending the weekly classes over the summer period have remained steady despite family commitments such as caring for grandchildren, holidays and other events. A new class was launched in June at the Llanberis Community Hall following discussions with professionals about bridging the service gap in the area. The start was slow but by August 10 members had registered with potential for more.

During Dementia Action Week 19–23/05/2025 a number of events were held across Gwynedd, including a dementia awareness day in Tywyn in collaboration with the Health Board and North Wales Police showcasing the five films that illustrate Living Better with Dementia. A total of over 160 people took part in the events during the week.

Staff have continued to engage with local schools offering a Dementia Friends awareness session and activity sessions.

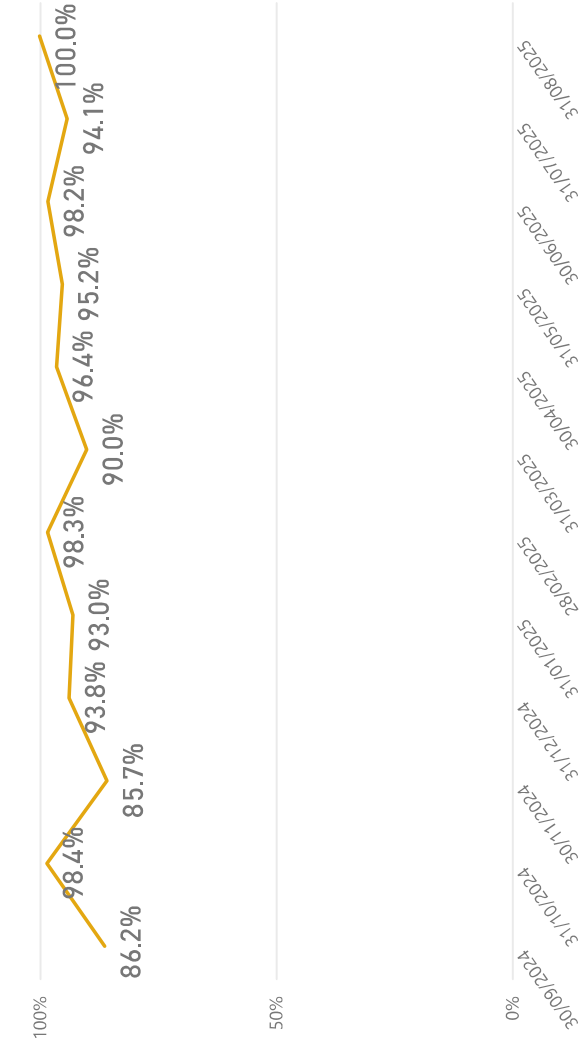
Tywyn has been awarded Dementia Friendly Community status through the North Wales Regional Partnership scheme and has identified, as part of its action plan, the need to start a voluntary community transport scheme for the area. Collaboration between Dementia Actif, members of the Tywyn CCD steering group, the Community Hub, the Community Transport Officer at the Carers Trust, the Community Transport organisation and Medrwn Môn has enabled positive plans to establish a scheme called TAITH – Tywyn and Area Voluntary Community Transport Scheme.



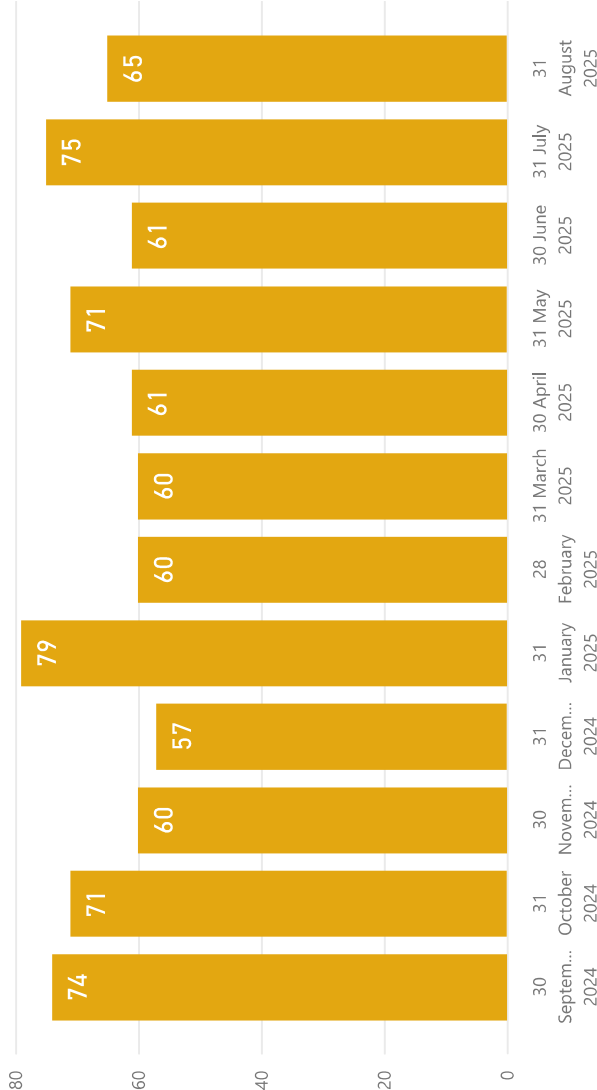
Safeguarding - Mannon Trappe

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

The percentage of adult protection inquiries completed within the statutory time frame (7 working days)



Number of new safeguarding referrals during each month



Since June, the Department has employed an additional Safeguarding Officer on a temporary part-time basis. The extra resource has proved invaluable in enabling us to complete the s
ection 126 enquiries in a timely manner.

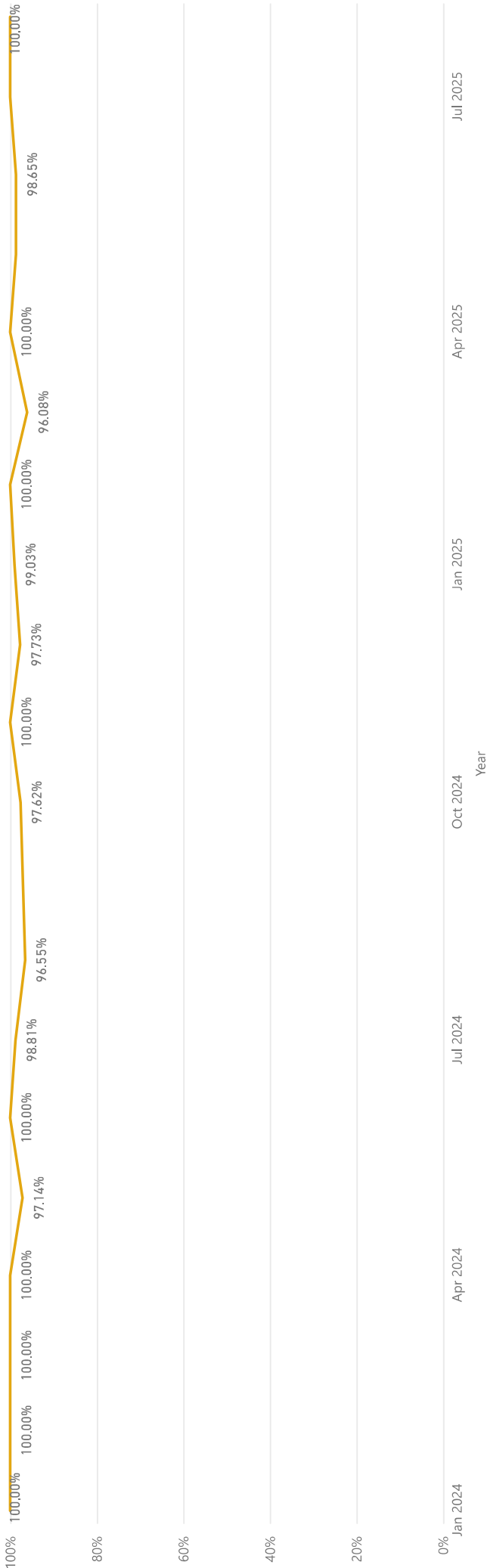
Although there has been a noticeable improvement in our ability to respond to enquiries within the statutory timescale, the increasing complexity of the cases we are receiving, together with the holiday period over the summer, means this cannot be achieved consistently.

Safeguarding - Mannon Trappe

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



Of the adult safeguarding inquiries completed, the percentage where the risk has been managed

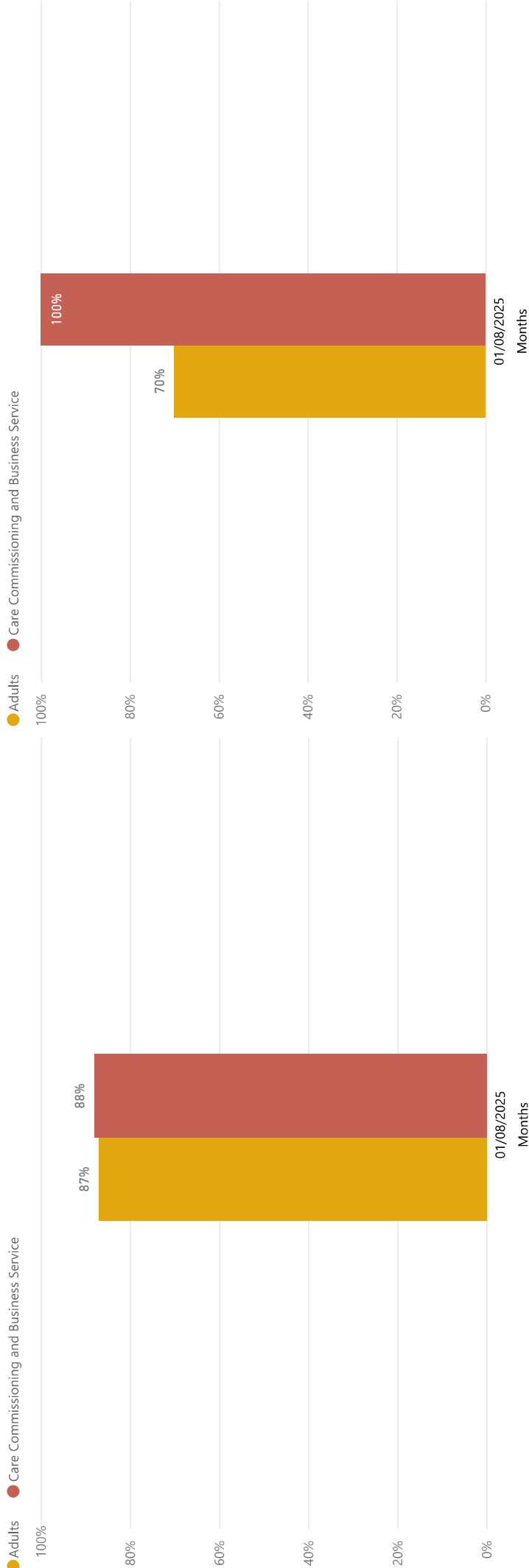


Guidance has been issued to Leaders to ensure that safeguarding forms are closed at the end of the process, which means there has been an increase in the number of cases where the risk has been managed.

Safeeguarding Training

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

The percentage of staff within the department that have completed the e-module Safeguarding



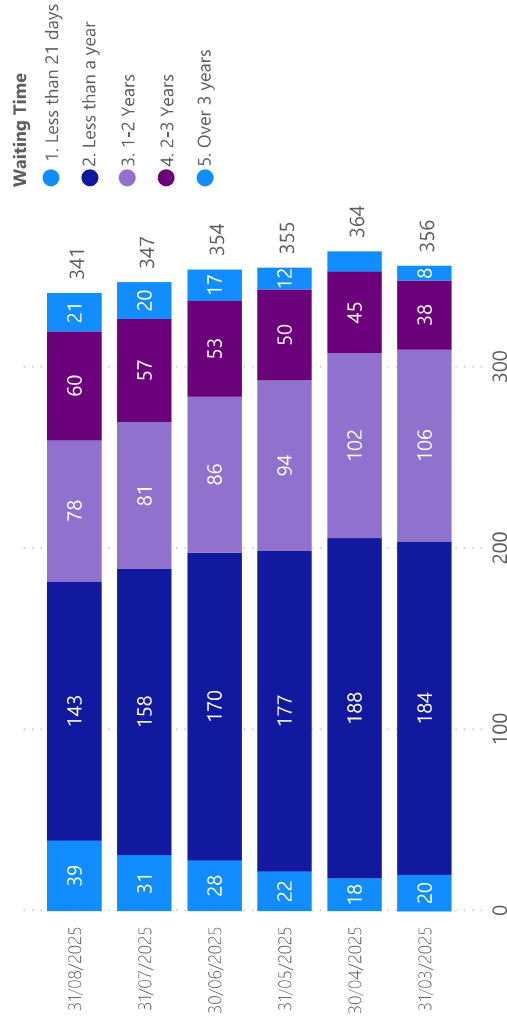
The percentage of staff that have completed the e-module violence against women, domestic abuse and sexual violence (VAWDASV)

Safeguarding - Mannon Trappe

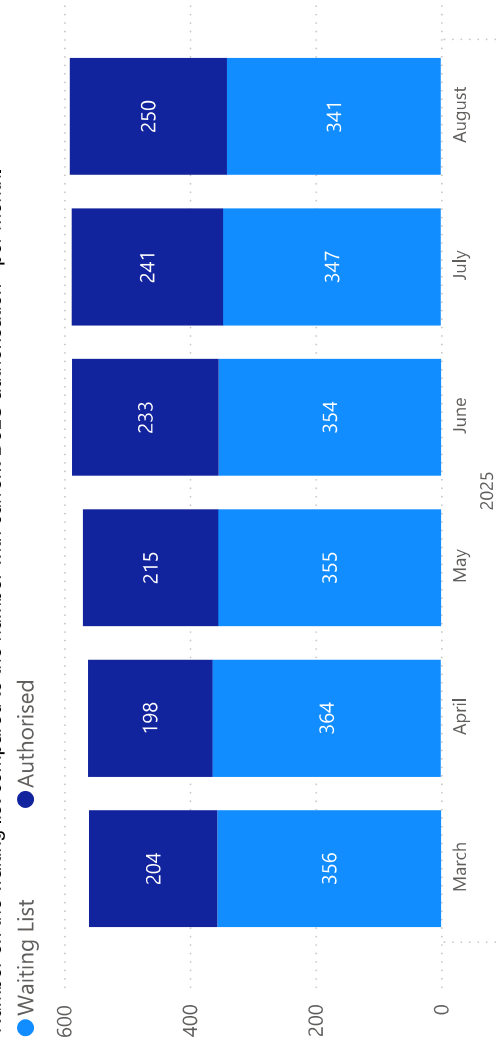
Protecting adults with care and support needs who are at risk of abuse and/or neglect.



Number on the waiting list for a DoLS assessment and how long they have been waiting - per month



Number on the waiting list compared to the number with current DoLS authorisation - per month.

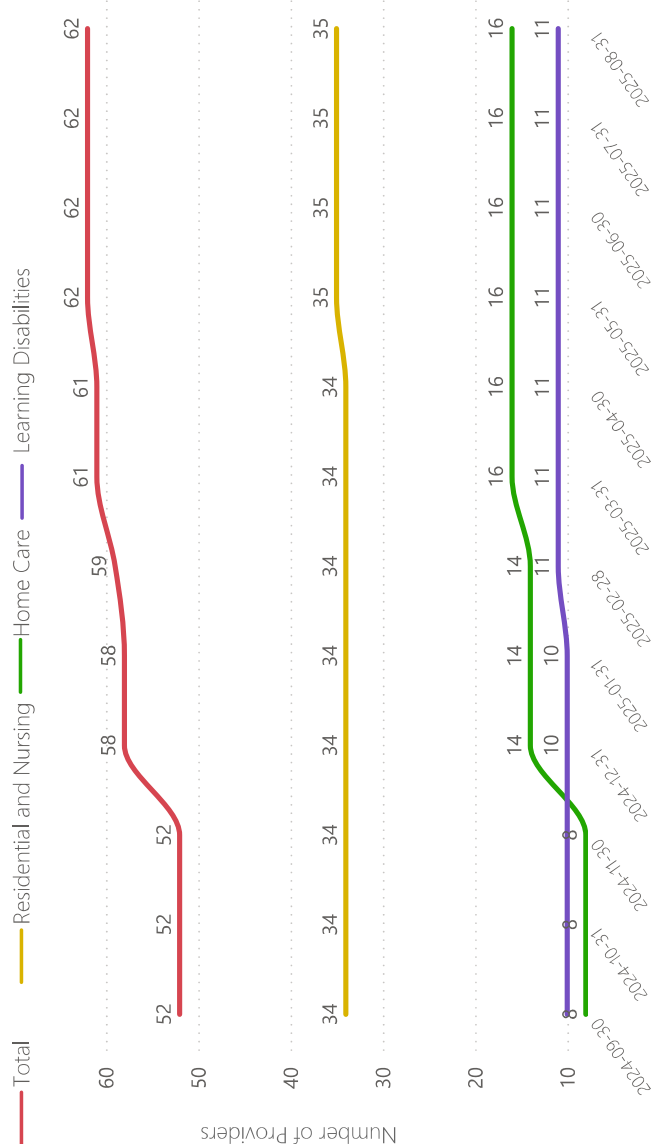


There has been an increase in the number of cases that have been authorised but the waiting list remains long. The waiting list includes over 100 Court of Protection cases. The Coordinator is using government grant funding to commission an agency to complete the assessments. A successful bid was submitted to recruit 2 permanent Best Interest Assessors. Unfortunately recruitment for these posts has been very challenging; the posts have been advertised six times and we are now offering support to anyone appointed to gain the Best Interest Assessor qualification. We have now succeeded in appointing one person to the post but they will not be able to start until they have received the relevant training at the end of October.

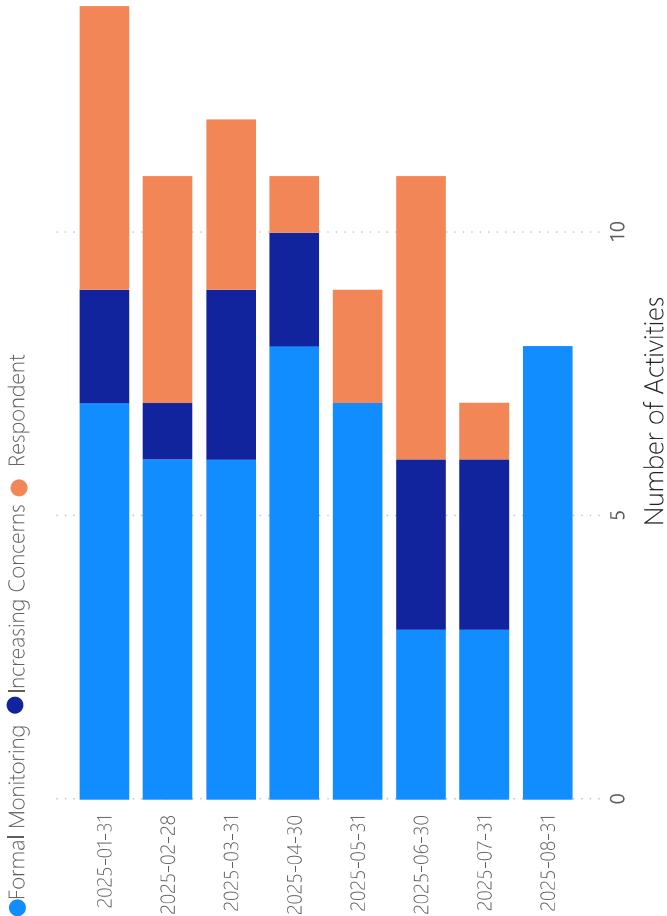
Quality Assurance - Mannon Trappe

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

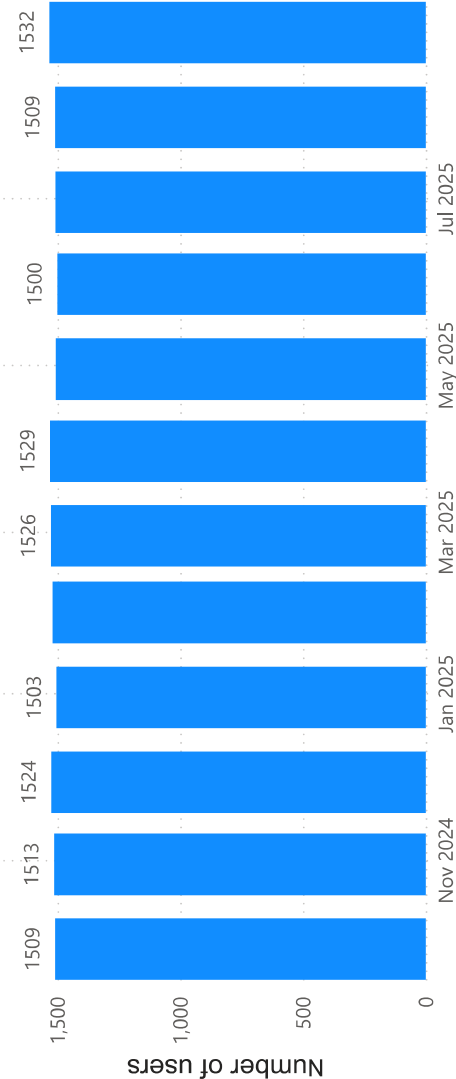


During the last quarter the team has continued to monitor residential homes and to work with health colleagues to monitor the nursing homes. Officers also continue to work with housing and support settings that are facing challenges, with the aim of offering help and support so the manager can work on the necessary improvements with the hope of resolving the issues soon. Work to monitor community care has progressed, with professionals giving feedback on their experiences with the provider, and visits to service users in the community have been carried out to gather their feedback. They have also monitored main offices and housing and support settings for people with learning disabilities. This work is linked to the work of allocating new contracts to providers.

Business - Alun Gwilym Williams

Providing guidance and business support to social services

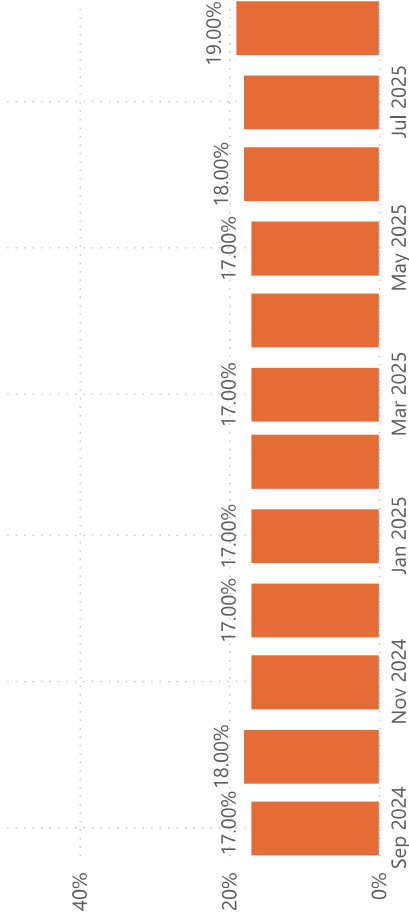
Telecare users who pay the weekly fee



About 80% of Gwynedd's telecare devices have been transferred to new digital devices. The transfer is expected to be completed by the end of December 2025. The Council's use of the Lilli system (home sensors) has attracted media attention recently — [Welsh council and health board roll out Lilli's AI technology as an example of innovation](#) — and we will continue to trial new ways of supporting individuals in their homes and try to ensure the workforce is confident in offering this technology as an option to relieve pressure on traditional services.

Note: Cyngor Gwynedd has been reported as the first local authority in Wales to adopt Lilli's AI home-monitoring technology in partnership with the regional health board.

The percentage of people receiving service through direct payments



There has been a small increase in the proportion of home care/ support packages that are being delivered through direct payments. The impact of promotional work and collaboration with the social work teams is beginning to show, but further continuation and development are needed. We will soon share a survey with direct payment recipients with the intention of bringing together a co-production group to discuss how we can improve the service and the support available at a local level.

