



# Complete Agenda

**Democratic Services**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

**CARE SCRUTINY COMMITTEE**

Date and Time

10.30 am, THURSDAY, 18TH, MARCH, 2021

NOTE: A BRIEFING SESSION WILL BE HELD FOR MEMBERS AT 10.00AM

Location

**Zoom Virtual Meeting**

Contact Point

**Einir Rhian Davies**

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(DISTRIBUTED 10/03/21)

# **CARE SCRUTINY COMMITTEE**

## **MEMBERSHIP (18)**

### **Plaid Cymru (10)**

#### Councillors

Menna Baines  
Alan Jones Evans  
Linda Ann Jones  
Dafydd Owen  
Linda Morgan

Annwen Daniels  
Gareth Tudor Morris Jones  
Olaf Cai Larsen  
Berwyn Parry Jones  
Rheinallt Puw

### **Independent (5)**

#### Councillors

Richard Medwyn Hughes  
Beth Lawton  
Angela Russell

Eryl Jones-Williams  
Dewi Wyn Roberts

### **Llais Gwynedd (1)**

Councillor  
Anwen J. Davies

### **Gwynedd United Independents (1)**

Councillor  
Vacant Seat - Gwynedd United Independents

### **Welsh National Party (1)**

Councillor

### **Ex-officio Members**

Chair and Vice-Chair of the Council

### **Other Invited Members**

# **A G E N D A**

## **1. APOLOGIES**

To receive any apologies for absence.

## **2. DECLARATION OF PERSONAL INTEREST**

To receive any declarations of personal interest

## **3. URGENT MATTERS**

To note any items that are a matter of urgency in the view of the Chairman for consideration.

## **4. MINUTES**

4 - 7

The Chairman shall propose that the minutes of the previous meeting of this committee held on the 14th January, 2021 be signed as a true record.

## **5. PROVISION OF CARE AND EXTRA HOUSING ON THE PENRHOS SITE, PWLLHELI**

8 - 12

To consider a Report on the above

## **6. USE OF THE HOUSING SUPPORT GRANT TO REDUCE HOMELESSNESS IN GWYNEDD**

13 - 22

To scrutinise the direction intended to ensure that the Housing Support Grant leads to the best possible support for the homeless in Gwynedd and to try and prevent homelessness in the future.

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## CARE SCRUTINY COMMITTEE 14/01/21

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**Present:** Councillor Dewi Roberts (Chair).  
Councillor Beth Lawton (Vice-chair).

**Councillors:** Menna Baines, Annwen Daniels, Anwen J Davies, Alan Jones Evans, Berwyn Parry Jones, Gareth Tudor Morris Jones, Linda Ann Jones, Eryl Jones-Williams, Olaf Cai Larsen, Linda Morgan, Dafydd Owen, Rheinallt Puw, Angela Russell

**Ex-officio Member:** Councillor Edgar Wyn Owen

**Officers present:**

Bethan Adams (Scrutiny Advisor), Einir Rhian Davies (Democracy Services Officer), Vera Jones (Democracy and Language Services Manager), Llywela Haf Owain (Senior Language and Scrutiny Advisor), Eirian Roberts (Democracy Services Officer)

**Present for item 5:**

Councillor Dafydd Meurig (Cabinet Member for Adults, Health and Well-being Service and Relationship with the Health Service), Aled Davies (Head of Adults, Health and Well-being Service), Mari W Jones (Senior Manager - Adults, Health and Well-being Service), Matthew Hawes (Occupational Therapy Lead for the Adults, Health and Well-being Service)

**1. APOLOGIES**

Councillor R Medwyn Hughes and Councillor Peter Reid

**2. DECLARATION OF INTEREST**

The following declarations of personal interest were received, as the individuals/their families had been involved with the Occupational Therapy Service in their personal lives:

Councillor Menna Baines

Councillor Eryl Jones-Williams

Councillor Cai Larsen

Councillor Linda Morgan

Councillor Angela Russell

**3. URGENT ITEMS**

None to note.

#### **4. MINUTES OF THE PREVIOUS MEETING**

The Chair signed the minutes of the previous meeting of this Committee held on 26 November, 2020 as a true record.

#### **5. OCCUPATIONAL THERAPY SERVICE, GWYNEDD SOCIAL SERVICES**

A report was submitted by the Occupational Therapy Lead (OTL) giving an overview of the work of the Occupational Therapy Service as well as the challenges as a result of Covid-19.

It was noted that Covid had had a huge impact on the Service, and the projections suggested that there would be a tremendous increase in the demand for the service. It was added that the increase was as a result of the number that had been shielding during the Covid period, and had not been contacting the service timely and the long-term effects of Covid on the health of individuals. It was noted that the service needs to develop to be more proactive in order to achieve what is important to the individual. It was also noted that giving preventative support would be more cost effective to the Council.

The OTL introduced himself to the meeting. He has been appointed to the role since a one year period. The OTL noted that he had had an opportunity over the last year to review the OTS and note priorities for the next twelve months to ensure more effective service, with the emphasis on preventative services and sustainable and recoverable skills. He added that staying still is not an option and that which is of importance is to have a service of standard which offers value for money to the individual and Council. He elaborated that there had been gaps in the service in terms of staff as a result of the retirement of two very experienced officers and many away on maternity leave, however they had managed to recruit to all posts.

During the discussion the following matters were raised:-

- In response to a question regarding an individual's pathway from hospital and collaboration between Health and the Council, the OTL noted that it was the hospital that commenced the work with the individual. One problem as a result of Covid was the pressure on hospitals to discharge clients, including some with complex needs. Work is being carried out to review the input of OT to support the releasing from hospital effectively. The Covid period has been an opportunity to learn and adapt, and looking back it is possible to see that we have missed opportunities to stop individuals from having to be admitted to hospital.
- In response to a question, the OTL confirmed that there were enough staff in terms of Occupational Therapists to deliver the essential duties and they did their work particularly well, however, he did not have the capacity to do enough of the preventative and proactive work with the current team.
- In response to a question regarding recruitment, the OTL confirmed that recruiting to OT posts within the Council has been difficult in the past. The opportunity to work in the field of health, education and the private sector all competed against each other. He noted that working for the Council had to be made to look more attractive. He also reported that he was now collaborating closely with the University to give educational opportunities to Welsh students and attract staff to the Council. The Senior Service Manager supported the above, and confirmed that there were a number of challenges

to attract Occupational Therapists to Gwynedd. She noted that a course used to be offered in Bangor University, but she confirmed that the course had ended and had moved to Glyndŵr University. She noted the work that was afoot with the University of Wales Bangor. Of course, she noted the wish to develop the Council's own staff and confirmed that one officer was currently attending an OT degree course at Glyndŵr University.

- In response to an observation regarding multi-agency working and collaboration, the OTL noted that he was in contact with his fellow officer in Betsi Cadwaladr Health Board, and they were collaborating on any barriers and undertaking a partnership method of response. He noted that he resolved any matters by engaging with staff, going out on visits and joint working.
- In response to a question about joint equipment store, jointly with the Health Board and Conwy and Anglesey Authorities, the OTL noted that the equipment stores works better since the Covid pandemic, but that some attention needs to be given to some matters, but that on the whole he had not encountered many problems. The Head of Service added that there were a great deal of advantages to pool funds together, but of course it was not a solution for everything. He also noted that it did not necessarily lead to a better service and bringing the funding together should be a natural step, which follows on from collaborating on the elementary elements and achieve what is important to the individual. The Head of Service reiterated that there had been problems with the joint stores in the past, but by now the relationship, through the OTL's hard work had led to changes. The Head of Service noted that one thing that has changed is the working relationship – everyone appears clearer in their minds and more in agreement regarding what is needed, and it has been a period to achieve adjustments, but that small improvements had taken place, but that the work had slowed down over the Covid period.
- In response to a question regarding the number of Social Work Practitioners employed by Gwynedd, the Senior Service Manager confirmed that 15 are employed by the Department and that they are very experienced staff. The OTL referred to the need to up-skill Local Authority staff and Health Board staff to assess and provide small equipment, and he referred to courses that are available for this. He confirmed that there is a wage difference between OTs employed by the Health Board and Gwynedd Council and that this poses an additional challenge when trying to build an efficient team.
- In response to the comment about the national dimension on preventative services and restoring skills, the OTL noted that it was possible to meet what was important to individuals and sustain their independence by working more proactively. He referred to specific cases where the support of the OT and the providing of appropriate equipment had ensured that we address that which is important to them, together with providing a cost effective service. The vision is to develop a more proactive OT service and obtain more resources to develop a specialist moving and handling team.
- In response to a question about the Disabled Adaptations Grant, the OTL confirmed that the grant was available for complex adaptations, and anyone could apply for this, however, it would be the occupational therapists who would make the recommendation. He noted that there was a great deal of work to be done here to accelerate the process. Reference was also made to the case study, and it was noted that an environment assessment was initially undertaken via joint working. Covid has restricted on the ability to complete much adaptation work over the last year.

It was confirmed that it had been a very important step to bring this report to Committee, , and although it was an interesting report, it raised many questions.

The Portfolio Member was given an opportunity to comment. He noted the importance of doing the right thing for residents, that it was important not to allow matters slip and eventhough there is only one pot of money available that this should not prevent anyone from doing nothing.

The Chairman thanked the Occupational Therapy Lead for the report, and suggested that such a presentation would be valuable to all the Councillors. The main conclusions of the discussion/matters that require attention were summarised as follows:-

- The Service was facing a few challenges, however, it was also a period of opportunity to improve the service. Concern was noted that the staffing level did not correspond to the work that was coming in.
- It is the Department's vision to set up a moving and handling service that would support the timely releasing from hospital arrangements and ensuring that the individual receives the correct support and equipment to allow them to meet that which is important to them. An application has been made for funds from the Welsh Government's Independent Living Fund to fund this service.
- It is important to have an opportunity to explain the situation and it was asked where the Service goes from this point?
- There is a need to keep an eye on the effect of Covid on the service and whether they have adequate resources to deal with their workload.

**RESOLVED:** To accept the content of the report and thank Councillor Dafydd Meurig, Aled Davies, Mari W Jones and Matthew Hawes and the team for their very hard work. It was agreed to monitor the effect of Covid-19 on the demand for the occupational therapy service, and the impact of this on the service.

The meeting commenced at 10:30 and concluded at 13:00

**CHAIR**

# Agenda Item 5

## REPORT TO GWYNEDD COUNCIL'S CARE SCRUTINY COMMITTEE

<b>Date of Meeting</b>	18th March 2021
<b>Item Title:</b>	Penrhos Site, Llanbedrog
<b>Contact Officer:</b>	Arwel Wyn Owen – Assistant Head
<b>Member :</b>	Cllr. Dafydd Meurig

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### 1. PURPOSE OF REPORT

To provide an update on the Penrhos site, Llanbedrog and the collaboration with partners, Clwyd Alyn Housing Association and Betsi Cadwaladr Health Board.

### 2. BACKGROUND

- 2.1 The cabinet meeting held on the 26th May 2020 supported the objective of transferring the liabilities of Polish Home Association to Clwyd Alyn Housing Association to maintain services at the Penrhos site. Earlier in January 2020 the Cabinet had approved an application from Clwyd Alyn Housing Association to operate within Gwynedd.

### 3. DISCUSSION

- 3.1 During 2019 the Welsh Government Housing Regulators highlighted a number of governance risks relating to the viability of the Polish Housing Association and outlined the challenges within a regulatory report. Concern was expressed that the Association had insufficient financial resources to invest to improve the standard of the accommodation in order to comply with minimum standards. Concurrently Care Inspectorate Wales reports relating to inspection of the care home confirmed the need to enhance the accommodation and the care provision.
- 3.2 Having spent time seeking a viable a solution and exploring various options the Board of the Polish Housing Association decided, at a meeting



on the 2nd of May 2020, that they could not continue to maintain the services and that it was necessary to transfer the site in its entirety to Clwyd Alyn Housing Association to avoid the risk of bankruptcy.

- 3.3 On the 12th September 2020 all Polish Housing Association liabilities transferred over to Clwyd Alyn Housing Association. This included the 93 sheltered housing flats and a (42 bed) Nursing Hom.
- 3.4 This safeguarded the future of the site as a whole. Although there was an attempt with the support of Gwynedd Council and the Betsi Cadwaladr Health Board to try and secure the long term future of the care home, it became apparent due to a level of uncertainty that the home could not be sustained but it was possible to work towards a managed closure limiting the impact on users and their families and ensure they were given an opportunity to identify other placement of choice. On the 7th of December 2020 the home was closed having secured suitable placements for remaining residents.
- 3.5 The Sheltered Housing was safeguarded and is now being managed by Clwyd Alyn Housing Association as part of their extra care housing provision. They are now exploring an investment program to redevelop the units to ensure they meet standards and address local need.

## **NEED ANALYSIS**

- 3.6 It is acknowledged that the current supply of care beds, especially nursing beds in the Llyn area is inadequate, as the market is fragile and limited. As service commissioners, we know that there is no alternative provision in the area and it is unlikely that the open market would fill the gap.
- 3.7 Over the past 5 years the Care Home at Penrhos had become an important resource for the local community, particularly in relation to nursing care provision. The nearest alternative nursing home is located in

Criccieth, but many families are having to travel further to secure suitable service.

- 3.8 Although disappointed that the home could not be retained, Clwyd Alyn Housing Association, Gwynedd Council and Betsi Cadwaladr Health Board have continued to work together to explore the possibility of providing high quality care and accommodation services in a sustainable way, with all partners, keen to consider models that would have the potential to transform the model of care over time.
- 3.9 Gwynedd Council and the Health Board recognize that finding a solution is a priority as it is anticipated that the demand for specialist provision for older people along with those with a severe mental health / dementia will increase significantly in the future.
- 4.0 There are currently significant challenges for social landlords in owning care homes. There is no existing grant aid programme similar to social housing, and it is not possible to use private loan facilities which is a barrier to housing associations in using care assets as security, which limits their ability to borrow. Generally, residential and nursing services are viewed as a burden for on housing association's funding.
- 4.1 It would seem therefore that the Council, the Health Board and the Welsh Government would need to support if an alternative solution is sought.
- 4.2 The Penrhos site offers many opportunities and there is a tradition of providing care on site. The main limitation in terms of continuity of service was the quality and nature of the buildings which were deemed unsuitable and incompatible with modern requirements. In many respects the original vision of providing a range of services on the care pathway on the one site was very progressive and a precursor to the recently developed extra care housing schemes.

- 4.3 As part of the transfer, Clwyd Alyn Housing Association has confirmed a willingness to work with Gwynedd Council and the Health Board in terms of service provision and expanding the use of the site.
- 4.4 In recent years the emphasis on co-production and co-delivery has increased and the expectation is that services will work closer together in future.
- 4.5 There seems to be a need to investigate opportunities and identify the cost implications and the financial package that would be required to establish a partnership between Gwynedd Council, Health Board and the Housing Association, each contributing to its strengths.
- 4.6 We know that population projections for the area project that demand for specialist care and nursing provision will increase over the coming years and that there will be a shortage of services for individuals suffering from mental health conditions and dementia. Gwynedd Council and the Health Board recognize that without provision people will have to travel a considerable distance to receive services, thus increasing pressure on other areas and weakening contact with families and the extended community.
- 4.7 There are also wider opportunities to explore new approaches relating to the future delivery of care and health services.

## **5. NEXT STEPS**

- 5.1 We recognize that securing appropriate care services, and especially care and nursing beds in the Llŷn Peninsula is a priority to promote the welfare of vulnerable individuals and retain key services locally.
- 5.2 There are obvious benefits and opportunities of collaborating with the Health Board and Clwyd Alyn Housing Association to develop joint care solutions.

- 5.3 Given the nature and scale of the site there are opportunities to co-locate and relocate services.
- 5.4 Demand for social care and health services is likely to continue and increase and is expected to become more specialized.
- 5.5 There is an opportunity to look at an alternative model for joint provision of care and health services emulating the pattern set in other areas e.g. Penygroes.
- 5.6 Clwyd Alyn Housing Association has indicated their intention and willingness to invest in upgrading the standard of sheltered housing to meet regulatory requirements and commenced discussion to draw up a Master Plan to evaluate different options that could be delivered on site if resources were forthcoming.

## REPORT TO THE CARE SCRUTINY COMMITTEE

**Date:** March 18, 2021

**Title:** Housing Support Grant

**Purpose:** To scrutinise the direction intended to ensure that the Housing Support Grant leads to the best possible support for the homeless in Gwynedd and to try and prevent homelessness in the future.

**Contact Officer:** Head of Housing and Property - Dafydd Gibbard

**Cabinet Member:** Cllr. Craig ab Iago

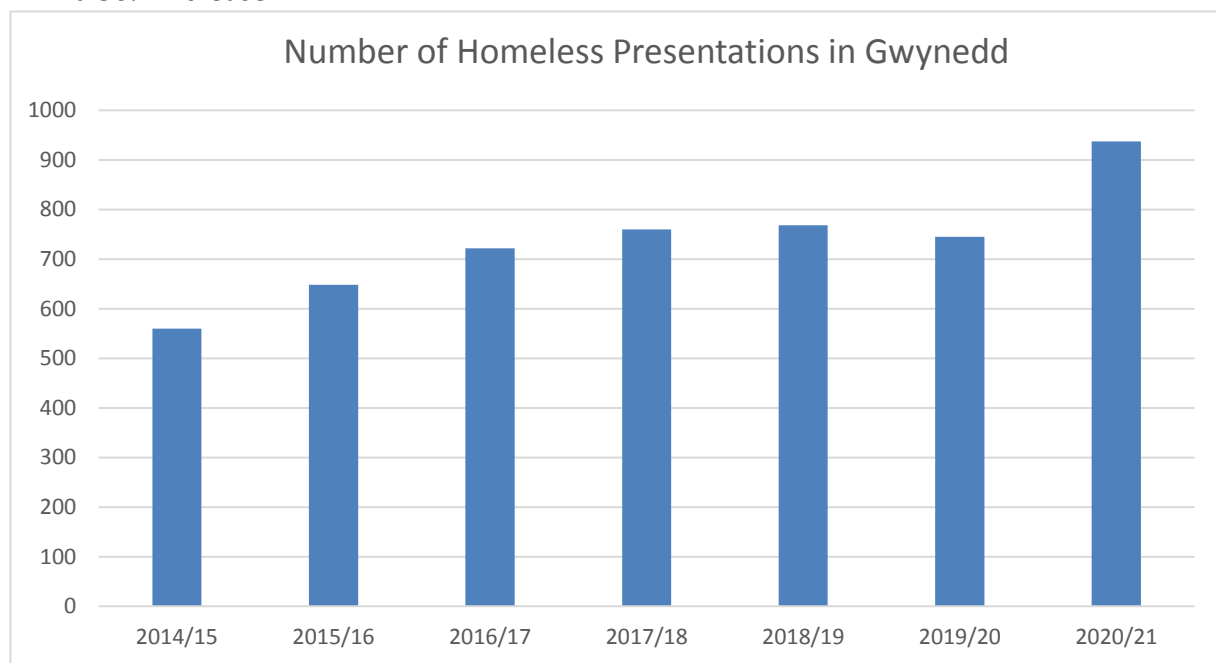
### Introduction / Background

1. The Housing Support Grant (formerly known as the Supporting People Programme) is a Welsh Government funded programme that helps over 2,000 people every year in Gwynedd to live independently. The program provides vital support to people facing very difficult housing circumstances and helps some of the most vulnerable people in society to live independently in their own homes or in supported accommodation.
2. It is an early intervention programme that helps prevent people from becoming homeless or helping homeless people find and retain accommodation. It supports people to tackle problems such as debt, unemployment, tenancy management, substance misuse, domestic violence, rough sleeping and mental health issues. Support is aimed at what people need, e.g. help to deal with mental health and / or substance misuse problems, help improve their health and well-being, and / or help move on to employment or training opportunities, and improve their general life skills.
3. In summary, the aim of the program is to prevent or reduce homelessness and without the existence of this grant it would have a far-reaching impact on our ability as a Council to support Gwynedd's residents to avoid homelessness and hamper our ability to seek re-housing as soon as possible for those who are unfortunate enough to find themselves homeless.
4. Towards the end of 2019 we were warned that the Government intended to revisit this grant and there was concern that we could be facing a reduction in the £ 5.1M per year we currently receive. It was therefore intended to seek the assistance of the Care Scrutiny Committee to scrutinise the historic use of the grant and to prepare for having to undertake a process of prioritising in order to identify how to reduce the assistance we were able to offer the homeless in Gwynedd.
5. However, the homelessness crisis that has been highlighted, and has been exacerbated by Covid 19, means that the future of this grant has changed completely. Rather than face a potential reduction, we have now received an additional allocation of £ 1.6M per year and are therefore seeking the Committee's assistance in scrutinising the direction intended to

ensure that we make the best possible use of this new opportunity to ensure that we provide the best possible support to the homeless in Gwynedd and seek to prevent homelessness in the future.

## Homelessness in Gwynedd

6. As can be seen in the graph below, since the advent of the Housing Act 2014, which altered the definition of who was eligible for homelessness support, the number of annual submissions has increased from approximately 550 per year to approximately 750 per year, a 36% increase.



7. This has led to considerable pressure on the Homelessness Unit in terms of its ability to offer support to individuals who are often vulnerable and wholly dependent on Council assistance.
8. The biggest challenge was finding rehousing options for these individuals, especially suitable temporary accommodation. We know that the general lack of housing in the County, and the rest of Wales, means that there is not enough stock available to immediately re-house a homeless person. Where a homeless person has no other option, the Council has a statutory responsibility to offer temporary accommodation. Prior to the advent of the 2014 law the Council was able to cope by making use of houses we had leased from private Landlords for this purpose. We had around 60 houses available for this purpose at the time.
9. With the significant increase in numbers as a result of the 2014 Act, the temporary housing stock was insufficient to meet the need and the use of bed and breakfast accommodation had to be introduced to meet our statutory duty to offer emergency accommodation.
10. The current pandemic has further exacerbated the situation. Quite sensibly and understandably, at the start of the lockdown in March 2020, the Government asked all Local Authorities in Wales to ensure that no one was sleeping rough. The national

regulations were amended overnight to ensure that everyone, regardless of their circumstances, had the ability to get support from their Local Authority if they were facing homelessness.

11. The lock-down periods have had a far-reaching impact on our communities and the threat of losing employment, the strain on relationships in extended lock-down periods, the pressures on the health service and the impact on mental health have all contributed to a significant increase in the number facing homelessness. The situation is still developing of course and we do not know what further progress we will face over the coming months.
12. As demonstrated in the above graph, homeless numbers this year have increased to almost 950, an increase of 26% in one year and 71% higher than in 2014.
13. One direct side effect of this is a situation where we now have around 94 individuals in bed and breakfast accommodation compared to around 25 this time last year. We have also had to temporarily increase our housing stock and now have around 95 in use. Our two homeless hostels are also full and there are currently around 190 individuals, couples and families in temporary accommodation in Gwynedd.
14. The cost of housing individuals in bed and breakfast accommodation is being funded by the Welsh Government during the pandemic.
15. We are facing an unprecedented situation and the demand for temporary accommodation is beyond our ability to meet the need. With no signs of improvement in the short term, the situation is extremely challenging, numbers may increase further and there is now considerable pressure on the staff of the Homelessness Unit.

### **The Council's Response**

16. Temporary accommodation, particularly in one room in bed and breakfast accommodation, is not suitable accommodation to enable the residents of Gwynedd to live a dignified and prosperous life. Access to quality and safe accommodation is essential if community integration is to be achieved, employment opportunities facilitated and the quality of individuals' health and well-being improved.
17. The Council's Housing Strategy clearly states that we do not wish to see anyone homeless in Gwynedd. In order to achieve this goal we will of course need to ensure that an adequate supply of housing is available to meet the need throughout the county. However, we cannot hide from the fact that it is likely that we will always need to be able to offer emergency assistance and accommodation to those facing homelessness.
18. Our aspiration therefore is to end the overuse of bed and breakfast accommodation by providing an adequate supply of temporary housing and developing our own suitable supported accommodation to be used to meet this need. Our Housing Action Plan sets out clearly how we will achieve this and ensures that an adequate budget to provide such a resource is available over the next few years. With the help of a significant Welsh Government grant, we will develop over 50 suitable "Supported Accommodation" units.

19. Such accommodation needs to be located so that individuals do not need to be removed from their communities. Access to the support of family and friends, as well as the ability to easily access familiar health and well-being services are absolutely essential when faced with the wretched situation of homelessness. We will therefore seek to provide our new “Supported Accommodation” developments to match demand in all areas of the county and do everything possible to avoid the need to transport people to communities that are unfamiliar to them.
20. While this will mean that we will be able to offer acceptable quality temporary accommodation to those facing homelessness, accommodation alone will not meet the complex and challenging needs that are more often than not tied to homelessness. This is why the Housing Assistance Grant is absolutely vital.
21. Individuals who face homelessness often need support for a period to try to cope with their situation. Those individuals, couples and families who have no option but to receive emergency accommodation from the Council often only require additional support to find suitable accommodation. They often need support with issues relating to domestic violence, alcohol dependence, drug dependency, mental health, debt, crime, or a relationship with a partner or family that has broken-down.
22. Providing suitable accommodation is therefore not in itself sufficient to help vulnerable homeless individuals cope with the other challenges that can make their lives very complex.
23. The Housing Support Grant provides an annual financial resource for providing this support. This includes providing substantial financial support to enable assistance from a number of external specialist providers. See Appendix A for further details on the valuable services provided by these organisations and bodies.
24. In addition to this external support, the vast majority of the service offered to the homeless is provided by an experienced team of in-house staff. There are statutory elements to the work carried out by this Team i.e. a first point of contact for the homeless, help to prevent homelessness, carry out a needs assessment, draw up a housing / support plan and provide temporary accommodation where appropriate. The main aim of course is to permanently re-house individuals in suitable accommodation.
25. In addition to these statutory elements, the team also provides further, absolutely essential, support to help individuals re-establish themselves or preferably avoid homelessness in the first place. That support includes help to:
  - develop good independent living skills, such as shopping, cooking and cleaning;
  - become confident in money management and budgeting
  - have access to health and social care
  - contact other relevant organisations for help and advice
  - have access to education, employment, training and voluntary opportunities
  - become part of a wider community
  - complete housing application forms and contact landlords and hostels
  - prepare to move on to permanent accommodation
  - establishing gas / electricity supplies
  - maintaining a tenancy and avoiding repeat homelessness



26. The staff resource within the Homelessness Unit for tenancy support of this kind has remained fairly constant since before the advent of the Housing Act 2014 and is therefore based on the homeless numbers at that time. During the pandemic we have been able to take advantage of additional Government funding to increase our support resources and that has been invaluable in trying to help our clients.
27. Due to the 71% increase in homelessness since the support team was established prior to 2014, we are now operating on a staffing scale of one support officer to approximately every 60 individuals in need of support. One officer is unable to support so many vulnerable individuals and this results in individuals being unable to cope with the complexities in their lives that prevent them from being able to find a permanent home and as a result having to spend far too long in temporary accommodation.
28. The new Housing Support Grant fund gives us the opportunity to rectify this situation. The size of the in-house support team can be significantly enlarged with the aim of one officer supporting around 25 vulnerable individuals. The additional Government funding gives us the opportunity to put in place appropriate support arrangements for the first time since 2014.

## **Conclusions**

29. Due to a 71% increase in homelessness numbers, the Homelessness Unit is currently unable to meet the demand for their service.
30. The use of temporary bed and breakfast accommodation is unsustainable and does not offer acceptable quality accommodation to facilitate the ability of individuals, couples and families to overcome miserable situations and we will develop our appropriate “supported accommodation” with the aim of ending the need to use bed and breakfast accommodation. We will prioritise additional funding from the Housing Support Grant to fund the running costs of these developments.
31. We will seek to provide “supported accommodation” within the communities where there is demand from the county's residents and avoid the need to move individuals to communities that are unfamiliar to them.
32. Providing suitable accommodation does not in itself improve our homelessness situation as the vulnerable individuals in our care need much better support than we have been able to offer since 2014.
33. We will prioritise additional funding from the Housing Support Grant to enhance the in-house support team so that appropriate support can be given to assist the homeless to establish a permanent and sustainable home as soon as possible.
34. We will also continue to work with the providers identified in Appendix A and will undertake a joint exercise with them over the next year to review the valuable services they currently offer and return with a further report on the work's findings' to seek further input from the Care Scrutiny Committee.

35. The Committee is asked to scrutinise the direction outlined above bearing in mind the need to act quickly in light of the current homelessness crisis.

## **Appendices**

Annex A - Providers funded through the existing Housing Support Grant.



**SUPPORTING PEOPLE UNIT**

## **WHO CAN PROVIDE HOUSING SUPPORT GRANT SERVICES IN GWYNEDD?**

### **A DIRECTORY OF ACCREDITED SERVICE PROVIDERS**

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☎ 01286 682603 [unedpobl@gwynedd.gov.uk](mailto:unedpobl@gwynedd.gov.uk)

**Adra (Tai) Cyfyngedig ☎: 0300 123 8084**

**Bangor:** Tŷ Coch, Llys y Dderwen, Parc Menai, Bangor, LL57 4BL

**Caernarfon:** Tŷ Buddug, Unit 3, Block C, Doc Fictoria, Caernarfon, LL55 1TH

**Porthmadog:** Tŷ Madog, Unit 6A / 7A, Penamser Business Park, Porthmadog, LL49 9GB

**Dolgellau:** Swyddfa Glan Wnion, Ffordd Aran, Dolgellau, LL40 1LH

Provides homes with a support warden and emergency alarms for older people throughout Gwynedd.

**Age Cymru Gwynedd & Môn, Y Cartref, Bontnewydd, Caernarfon, Gwynedd LL54 7UW ☎ 01286 677711**

To promote the welfare of older people in Gwynedd and Ynys Môn, by means deemed charitable. To improve the quality of life for older people and their carers.

**Alfred Health Care, Ground Floor Basement, Plas Yn Dre, Plas yn Dre Street, Dolgellau, LL40 1AD**

☎ 01341 421981 and Uned 6B, Llys Onnen, Parc Menai, Bangor, LL57 4DF ☎ 01248 674925

Provides domiciliary care services for the elderly with a personal touch. Day care / 24 hour residential care, night waking / sleep in. Support services and respite for people with learning disabilities.

**Anheddau Cyf., 6 Llys Britannia, Parc Menai, Bangor, Gwynedd, LL57 4BN ☎ 01248 675910**

Social care provider working throughout Gwynedd with individuals with support needs.

**Antur Waunfawr, Bryn Pistyll, Waunfawr, Caernarfon, LL55 4BJ ☎ 01286 650721**

Provides 24 hours support, at home, in the workplace and during Health and Well-being activities for adults with learning disabilities in Arfon.

**Bywyd Bywiog, Gwylfa, Nebo, LL54 6EE  
bywydbywiog@yahoo.co.uk**

Provide accommodation and support / floating support for young people 16-21 who are homeless and adults who have difficulties with their mental health.

The individual is supported to find /maintain their tenancy, develop skills to live independently, to lead a full life and to feel happy.

**CAIS, Dawn Centre, 35 – 37 Princes Dr, Colwyn Bay, LL29 8PD ☎ 01492 523690**

Provides a comprehensive range of services including in-patient detoxification, residential rehabilitation, community move-ons and confidential community counselling throughout Gwynedd.

**Cartrefi Cymru Co-op, 30 Dean Street, Bangor, LL571UR ☎ 01248 360004**

Our purpose is to provide a specialised individual needs based personal care and support service for people to live a good life and to do the things that matter to them. We do this by providing the following services: 24 hour Supported Living, Sessional Support, Home Care and Extra Care Housing, Housing Related Support.

**Cyfle Support Services, 80 Madoc Street West,  
Porthmadog, LL49 9EA ☎ 01766 513229**

[cyfilesupport@btconnect.com](mailto:cyfilesupport@btconnect.com)

Provides move on supported accommodation & outreach.  
Floating support with 24 hour on-call support for young people, single parents and families between 16-25 years of age in South Gwynedd.

**Grŵp Cynefin, Tŷ Silyn, Y Sgwâr, Penygroes,  
Caernarfon LL54 6LY ☎ 0300 1112 122**

Providing and managing a wide range of housing including some with emergency lines. We also provide assistance for people to sustain their tenancies and live independently including Sheltered and Extra Care Housing.

**GISDA, 22 / 23 Y Maes, Caernarfon LL55 2NA**

**☎ 01286 671153**

We provide support and accommodation for homeless and vulnerable young people including young families across Gwynedd. We also have additional projects which supports and contributes to the charity's aims and objectives

**Gorwel, 12 Stryd Penlan, Pwllheli, LL53 5DE**

**☎ 01758 703087 [digartrefedd@gorwel.org](mailto:digartrefedd@gorwel.org)**

Provide and manage a wide range of supported housing schemes ranging from hostels for the homeless, shared housing and self-contained flats in Gwynedd. The provision also includes a Floating Support scheme throughout Gwynedd

**Gorwel, 12 Stryd Penlan, Pwllheli, LL53 5DE**

**☎ 01758 703087 [cydgysylltydd@gorwel.org](mailto:cydgysylltydd@gorwel.org)**

Floating support to those people who have multiple support needs (e.g. mental health, low level learning disability, prison leavers, frequently disengage with support provision) in Gwynedd.

**Gorwel - Domestic Abuse Service ☎ 0300 1112 122**

[gorwel@gorwel.org](mailto:gorwel@gorwel.org)

Offers refuge (women only) and floating support services for women, men and their children, who are affected by domestic abuse in Gwynedd.

**Gwynedd Council Social Services:**

**Arfon (reception) – Swyddfa Ardal Arfon, Penrallt,  
Caernarfon, LL55 1BN ☎ 01286 682646**

**Dwyfor (reception) – Frondeg, Pwllheli ☎ 01758  
613131**

**Meirionnydd (reception) – Cae Penarlag, Dolgellau,  
LL40 2YB ☎ 01341 422341**

Provides support services for all service user groups throughout Gwynedd.

**Gwynedd Council Housing: Tenancy Support Service**

**Arfon ☎ 01286 682886 / Dwyfor ☎ 01758 704030 /**

**Meirionnydd ☎ 01341 424336**

Provides the help needed to sustain a tenancy and to live an independent life.

**Hafan Cymru, 12B Ash Court, Parc Menai, Bangor,  
LL57 4DF ☎ 01248 671891**

[enquires@hafancymru.co.uk](mailto:enquires@hafancymru.co.uk)

Supported accommodation for women and their children who have experienced domestic abuse past or present.

**NACRO 64-68 High Street, Bangor, Gwynedd, LL57  
1NR ☎ 07483 0303196**

A social justice charity that provides housing related support services in Gwynedd.

**North Wales Advice and Advocacy Association, 14a  
Ashcourt, Parc Menai, Bangor, Gwynedd, LL55 4DF  
☎ 01248 670852**

Provide an advice and advocacy service on matters such as civil rights, housing, day services, employment, benefits etc. for people with learning disabilities, parents, carers, service providers or anybody who believes we can help.

**North Wales Housing, 30 Dean Street, Bangor, LL57  
1UR ☎: 01492 572727**

[CustomerServiceMailbox@nwaha.org.uk/](mailto:CustomerServiceMailbox@nwaha.org.uk)  
[Supported.Housing@nwaha.org.uk](mailto:Supported.Housing@nwaha.org.uk)

Provide and manage a wide range of supported housing schemes ranging from homeless hostels to shared houses & self-contained flats. Providing a range of support services to all service user groups in North Gwynedd. The Outreach and Resettlement team work with rough sleepers providing housing advice and support in finding and resettling into suitable accommodation. Also provide in Bangor, sheltered housing for older persons over 60, with warden service and Extra Care Housing for those aged 55+.

**Seren, Uned 2 Llwyngell, Blaenau Ffestiniog.  
LL41 3NE ☎ 01766 832378**

Provides 24 hour support for adults with learning disabilities at home, in the workplace and during leisure activities in Gwynedd.

**Shelter Cymru, Beach Road, Y Felinheli, Bangor  
☎ 01248 671005 [yfelinheli@sheltercymru.org.uk](mailto:yfelinheli@sheltercymru.org.uk)**

Provides independent advice and support services throughout Gwynedd, for tenants and homeowners threatened with homelessness.