



Complete Agenda

Democratic Services
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

CARE SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 29TH SEPTEMBER, 2022

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

Location

**Hybrid Meeting - Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd,
LL55 1SH / Zoom**

*** NOTE**

This meeting will be webcast

https://gwynedd.public-i.tv/core/l/en_GB/portal/home

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(DISTRIBUTED 21/09/22)

CARE SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (11)

Councillors

Menna Baines
Rheinallt Puw
Linda Ann Jones
Gwynfor Owen
Einir Wyn Williams
Jina Gwyrfai

Medwyn Hughes
Dewi Jones
Linda Morgan
Meryl Roberts
Sasha Williams

Independent (6)

Councillors

Elwyn Jones
Eryl Jones-Williams
John Pughe

Anwen J. Davies
Beth Lawton
Angela Russell

Liberal/Labour (1)

Councillor Gareth Coj Parry

Ex-officio Members

Chair and Vice-Chair of the Council

Other Invited Members

Councillors

Dilwyn Morgan

Elin Walker Jones

Craig ab Iago

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 BUSINESS

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

4. MINUTES

4 - 8

The Chairman shall propose that the minutes of the meetings of this committee held on the 7th of July 2022 be signed as a true record.

5. PERFORMANCE CHALLENGE MEETINGS - CHILDREN AND FAMILIES

To nominate a member of the Committee to attend performance challenge meetings for the Children and Supporting Families work area.

6. RECRUITMENT AND RETENTION OF STAFF (ADULTS, HEALTH AND WELL-BEING DEPARTMENT)

9 - 15

To update the Care Scrutiny Committee on the worsening staffing crisis in the field of adult care.

7. NEW ENERGY CONSERVATION SERVICE

16 - 36

To update the Committee on the operation of the New Energy Service along with the Climate Change work.

8. CARE SCRUTINY COMMITTEE FORWARD PROGRAMME 2022/23

37 - 39

To present the Committee's draft work programme for 2022/23 for adoption.

CARE SCRUTINY COMMITTEE, THURSDAY, 7 JULY 2022

Present: Councillor Eryl Jones-Williams (Chair)

Councillors: Menna Baines, Anwen J. Davies, Jina Gwyrfai, Dewi Jones, Elwyn Jones, Linda Ann Jones, Eryl Jones-Williams, Beth Lawton, Linda Morgan, Gwynfor Owen, Gareth Coj Parry, John Pughe, Rheinallt Puw, Meryl Roberts, Angela Russell and Sasha Williams.

Officers present: Bethan Adams (Scrutiny Advisor), Llywela Haf Owain (Senior Language and Scrutiny Advisor), Vera Jones (Democracy and Language Service Manager) and Sioned Mai Jones (Democracy Services Officer).

Others present:

Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Aled Davies (Head of Adults, Health and Well-being Department), Hawis Melangell Jones (Adults, Health and Well-being Project Team Manager), Alun Gwilym Williams (Senior Business Manager), Councillor Elin Walker Jones (Cabinet Member for Children and Supporting Families) and Marian Parry Hughes (Head of Children and Supporting Families Department).

1. ELECTION OF CHAIR

Resolved to elect Councillor Eryl Jones-Williams as Chair of the Care Scrutiny Committee for 2022/23.

2. ELECTION OF VICE-CHAIR

Resolved to elect Councillor Linda Ann Jones as Vice-chair of the Care Scrutiny Committee for 2022/23.

3. APOLOGIES

Apologies were received from Councillors R. Medwyn Hughes and Einir Wyn Williams.

4. DECLARATION OF PERSONAL INTEREST

Councillor Linda Ann Jones noted that she is a director of the Seren company. This was not a prejudicial interest and she did not withdraw from the meeting.

5. URGENT ITEMS

None to note.

6. MINUTES

The Chairman signed the minutes of the previous committee meeting held on 17 March, 2022, as a true record.

7. PERFORMANCE CHALLENGE MEETINGS

A short report was submitted explaining the Performance Challenge arrangements and requesting the Members to nominate representatives to attend the Performance Challenge meetings. It was explained that there will be a need for two representatives for each field of work and that the Care Scrutiny Committee representatives will need to attend meetings twice a year. It was added that these meetings will be an opportunity to receive updates on priority projects and an opportunity to challenge and bring issues to the attention of the Scrutiny Committee.

RESOLVED:

To nominate the following Councillors to attend Performance Challenge meetings:

- **Adults, Health and Well-being work field: Councillors Sasha Williams and Meryl Roberts.**
- **Children and Supporting Families work field: Councillor Gwynfor Owen, with the second nomination to be confirmed at this Committee's meeting in September.**
- **Housing and Property work field: Councillors Dewi Jones and Menna Baines.**

8. SCRUTINISING MID WALES' HEALTHCARE ARRANGEMENTS

The Committee was asked to nominate three representatives of the Care Scrutiny Committee for the Mid Wales Joint Committee for Health and Care's Scrutiny Group. Information on the Group's background and its aim as well as its role was provided, including looking at the provision of health and care services in Mid Wales and issues affecting people living in the relevant areas.

RESOLVED:

To nominate Councillors John Pughe, Linda Ann Jones and Eryl Jones-Williams to represent the Scrutiny Committee on the Mid Wales Joint Committee for Health and Care's Scrutiny Group.

9. NORTH WALES MARKET STABILITY REPORT

A foreword was received by the Cabinet Member for Adults, Health and Well-being noting the importance of this document and how useful it is. It was reported that the report goes hand in hand with the North Wales Population Needs Assessment that was scrutinised back in February by the Committee that looked at the care and support needs. It was noted that this report responded to the Needs Assessment by measuring what was already in place in North Wales to respond to the needs and question if the provision in place was sufficient.

It was reported that the North Wales Market Stability Report would be submitted to the Leadership Team and the Cabinet before being submitted to the Full Council for approval. It was added that it was a regional document that showed trends across north Wales as well as local messages for Gwynedd. The Department officers were thanked for their hard work within the tight schedule noting that the report would continue to be a live document that will be adapted and will be a very useful document as a result. The opportunity was also taken to congratulate Councillor Eryl Jones-Williams on receiving the Chairmanship of this Committee.

The report was submitted by the Adults, Health and Well-being Project Team Manager, noting that the Report was very broad and dealt with the services for adults and children with important messages being conveyed. The report dealt with a number of themes such as residential and nursing care, adoption, fostering and home care services, as well as

aspects relating to the provision of safe accommodation. It was noted that the report also referred to preventative services and acknowledged their importance to reduce pressure on the services that were regulated.

It was explained that it was required under the Social Services and Well-being (Wales) Act 2014 to draw up the report and it would be updated over the next few months and kept up to date. The messages about Gwynedd, that were noted in section 5 of the Report, along with the predictions about required progress in the care and provision available over the next few years were expanded on. To close, it was noted that what had been submitted was an attempt to summarise the main messages that were relevant to Gwynedd and the full report would be published in North Wales after approval by the Full Council in October.

During the discussion, the following observations were noted by members:

- Thanks and appreciation were expressed to the Officers who had successfully completed the report by the tight deadline.
- It was noted that it was interesting to see in the report how individual Councils in north Wales dealt with problems.
- An update regarding direct payments was requested noting that there was no information about Gwynedd in the report.
- An observation was made that there was a tendency to generalise the Adults field as a service for the elderly only; it was felt that there were tendencies to refer to the elderly when discussing supported housing whilst forgetting about others who received the provision. In response, the Head of Department noted that this reflected the size of the service for the elderly and ensured that each element of the Adults field received attention.
- Concern was expressed about the lack of Welsh language provision within the Autism and Mental Health fields in Gwynedd and the importance of receiving these provisions in Welsh was emphasised. It was believed that there was an opportunity here to offer specialist Welsh language provision and that other Counties could possibly take advantage of the provision.
- It was observed that there was a demand for specialist dementia care in the County but there was no provision available in Llŷn or Meirionnydd which caused concern. It was also added that Units could not offer empty spaces due to shortage of specialist staff. It was asked what was the intention in order to deal with this and if there would be enough staff in the near future and for the new developments opening in October. It was also questioned if the shortage in staff had led to empty spaces in care and residential homes.
- An observation was made about language issues and how important it was that residents received service in their chosen language. It was added that this was an issue when out-of-county placements were arranged and it made a difference to the care received. It was believed that more provisions were needed in South Meirionnydd as well as the rest of the County.
- It was acknowledged that the care field was challenging, considering that the age of the County's population, along with other Counties, was growing older. It was believed that there was a place for Gwynedd Council to take on the challenges but there was also a need for the Government to try to respond to these challenges.
- An observation was made that planning needed to be done beforehand and the report was referred to noting that there were 15 fewer Managers within the Care field across the north Wales region last year compared to the previous year. It was also noted that 230 out of 310 of the Managers across North Wales were over 51 years old. It was asked how Gwynedd Council compared with this situation and

what the Council's response was in order to deal with the situation. It was asked how the Council planned to attract new staff and develop Managers for the future.

- It was expressed that the staffing situation was very fragile; the opportunity was taken to acknowledge the work that Gwynedd staff did and the efforts made to retain and try to attract staff.

In response to the observations and questions from members above, it was noted that:

- Anyone who received care should receive an offer to receive direct payments to pay for their care. It was acknowledged that the number who received direct payments in Gwynedd was low; it was believed that this was partly due to the complexity of the process. It was reported that work was currently being carried out to simplify the process and over the next two years it was proposed to look at different options including internalising the service. It was confirmed that details would be passed to members so that they were able to share with families who inquired as soon as possible when the updating work was completed.
- It was agreed with the observation on the importance of providing Welsh language service and provision, noting that it was essential but not always easy. It was noted that it was necessary to ensure that language choice was available to individuals, especially those who suffered with dementia.
- Reference was made to the investment programme, referring to a series of presentations that had been held for members a year and a half ago, to provide an indication of how much investment had been made across the County. It was noted that in the last seven years, the Council had been able to double the number of Dementia Unit beds in the County. It was believed that the number available needed to be doubled again in order to meet the current needs.
- It was reported on the substantial investments required to realise the plans, noting that it was not easy to obtain funding for the buildings/capital and revenue needed to run services. It was noted that the Council had invested a lot and should be proud of what had been completed so far but it was explained that there would be a need for more capital investment and revenue over the next few years.
- It was added that Dementia Care Provision would be scrutinised by this Committee before Christmas and a further report would then be submitted on the current image and the anticipated needs.
- The following investments in Meirionnydd were mentioned:
 - Bryn Blodau - The unit was ready but had not opened yet due to Covid issues and inability to recruit sufficient staff. This had led to 9 empty beds in the unit for dementia patients which was an unfortunate situation.
 - Hafod Mawddach - The investment in the extension had been completed and managed to recruit staff but they were short of casual / cover staff. It was hoped that the unit would open in September.
 - Cefn Rodyn - It was reported that it was hard to make the proposed changes due to the nature of the location and building. Investment here to provide more intensive services without being a dementia Unit. It was noted that there were currently empty beds in Cefn Rodyn due to the broken lift. It was hoped that the lift would be fixed by the end of the summer.
- It was added that the image above on the general Meirionnydd situation was a fair reflection of the situation across the rest of the County; it was noted that the challenge of having sufficient staff capacity to fill the beds was difficult and not a problem that was unique to Gwynedd.

- Reference was made to Llys Cadfan and the initial successes but it was added that there had been recent pressure due to staff absences, which had caused difficulties and challenges to maintain services. It was noted that the recruitment situation was a challenging field and varied between areas within the County.
- It was explained that what had been noted in the report on the staffing situation, specifically managers, across North Wales was similar to the situation in Gwynedd. It was assumed that more than a third of the care workforce as a whole was over 55 years old in Gwynedd, this would lead to the risk of losing staff. It was expressed that the care service was facing a challenging period. It was agreed with the point that a substantial proportion of the solutions to these problems were dependent on the Government and their priorities in terms of funding the Local Authority. It was believed that firm and robust intervention was needed soon before the care service suffered further. There was concern that the challenges of maintaining services affected those receiving the service and their families and that a further issue of staff well-being caused concern due to the lack of and pressure on current staff.

It was reported that a final copy of the report would be submitted to the Government after receiving approval across six North Wales Councils as well as Health and the Regional Partnership Board. It would be fed into the Area Plan along with the Needs Assessments; everything would be combined to produce an Area Plan for North Wales. Gwynedd Council could then decide how to use the information to make decisions.

The Cabinet Member expressed his apologies as some of the paper copies that had been sent out were difficult to understand because of printing issues. He thanked the Chair for his suggestion to re-print the papers and send them out again.

It was noted that the recommendation was for the Committee to approve this Report before its submission to the Cabinet and Council. To close, the importance of the document was emphasised noting that the standard of the questions that were asked during the meeting showed that this document could steer a discussion as well as raise awareness of the problems facing the Council. The members were thanked for their questions and officers were thanked for their responses.

DECISION

- a) To accept the report and to note the information.**
- b) To express the Committee's support for the approval of the report by the Cabinet and Council.**

The meeting commenced at 14:00 and concluded at 15:15.

CHAIR

COMMITTEE	Care Scrutiny Committee
DATE	29 September 2022
TITLE	Recruiting and Retaining Adults Care Staff
CABINET MEMBER	Councillor Dilwyn Morgan
AUTHOR	Rhion Glyn, Assistant Head (Provider) - Adults, Health and Well-being Department
PURPOSE	To update the Care Scrutiny Committee on the worsening staffing crisis in the field of adult care.

1 Purpose of the report

- 1.1 To update the Care Scrutiny Committee on the worsening staffing crisis in the field of adult care. We aim to ensure that the committee members are fully aware of the current challenges in providing and delivering what matters to our residents. The report highlights the issues and the gaps, and reports on what we are doing in response in order to limit the impact as much as we can.

2 Background:

- 2.1 For some years, social care staff recruitment and retention has been problematic and challenging. A report was submitted to the Scrutiny Committee on recruitment difficulties back in June 2019. Since then, the pandemic has exacerbated the situation, and we see that the pressures that staff have been under and continue to face has led to people leaving the sector.
- 2.2 Filling these gaps is becoming increasingly challenging and contributes even more to the work pressure on others. Undoubtedly, failing to fill jobs does create pressure, but, the unavoidable consequence of this, having to move staff from other tasks and priorities, also contributes further to the situation.
- 2.3 Representatives from Local Government Authorities in Wales recently reported to the Welsh Government that the pandemic was having a 'devastating impact' on a number of staff in the care sector, and their well-being and mental health continues to be a concern.
- 2.4 The challenge of establishing a suitable care workforce for the future has been identified as a priority for us as an authority since 2018, but the situation we are facing now in terms of staff deciding to leave their jobs and failing to attract new staff is taking us to a different and very concerning place. Many who work in the field are of the opinion that this current challenge is more serious and far-reaching than the staffing challenges faced during Covid.

3 The situation in the Adults field

- 3.1 Based on the most recent information, 12% (113 jobs) of jobs in the Adults, Health and Well-being Department are vacant, with some services affected more than others with staffing

shortages as high as 35%. This information is based on all full-time and part-time jobs within the Department, with the exception of casual jobs and the internal Domiciliary Care Service. It should also be noted that work is ongoing to verify this information and establish a procedure where we can regularly monitor the situation. For general comparison, it was reported in light of recent research that the National Health Service's staffing shortage across Wales and England is 10%.

- 3.2 Our front-line care provisions are reliant on casual jobs to fill in for contract staff when they are on annual leave, training and off sick. We make regular use of casual staff across our services and we are currently seeking to give staff better security wherever possible by securing regular working hours for them. At the same time, we also know that we need to increase the number of casual staff that we have across our services to lift the pressure and the dependency there is on the remainder of the workforce.
- 3.3 The Domiciliary Care Service in particular is excluded due to the nature of the service. The service staff do have permanent contracts that note the fixed hours of work, however the number who work for the service changes according to the demand for home care across our communities. The situation in terms of recruiting and retaining staff within the service is critical. Therefore, note also that the 12% figure does not take into account the additional staff that would be needed to respond to the waiting list for domiciliary care across the County.
- 3.4 On 7 September, 2022, we had 106 individuals on the waiting list for domiciliary care. The numbers waiting for domiciliary care are always changing, nevertheless, when comparing the situation with how things were eighteen months ago, the number waiting for home care across the County has more than doubled. To be able to meet the needs of these individuals and support them in their own homes, the Council's internal Domiciliary Care Services and the County's independent providers need to appoint additional staff.
- 3.5 There are waiting lists for service in other services such as Mental Health and Learning Disabilities. Note that filling all the vacant posts we have in these services would not necessarily mean that we would be in a situation to respond fully to the demand.
- 3.6 The staffing gaps in the Department in terms of Social Workers and Occupational Therapists contribute to the number of residents who are waiting for reviews or initial visits. In 2021-22 only 55% of our reviews were completed on time. This was a deterioration of the situation in 2020-21 (58%). We know that this, along with the shortage of care available in the community, contributes to our ability to respond appropriately to individuals' situations. For instance, individuals who need to move from a residential care home to a home that offers nursing care/dementia nursing care, or to facilitate hospital patient discharge arrangements.
- 3.7 There has been a reduction in recent years in the number of people who work as Social Workers in Wales. Strikingly, there was a 42% reduction in the number of individuals who applied to qualify as Social Workers across Wales this year, when compared with the figures for 2016. The number of Social Workers in relation to the population size is lower in Wales than it is in England, Scotland and Northern Ireland.
- 3.8 We are now therefore in a situation where we are competing with other local authorities or other organisations in the public sector to attract Social Workers, Occupational Therapists and specific roles as well such as Quality Assurance Officers. It is also believed that the nature of the competition is different and possibly greater in north west Wales with the need to provide services through the medium of Welsh being crucial. Salaries can also differ, the most obvious example being the fact that the salaries of Occupational Therapists who work for the Health Board locally are higher than those of the equivalent posts within Local Authorities. Between

01.04.21 and 31.03.22, nine staff members from the adults care social work teams left to work for other local authorities, and four other members of staff left to go to other jobs outside the sector.

3.9 Posts advertised by the Adults, Health and Well-being Department between 01.04.22 and 18.07.22

Service	Number of adverts	Percentage of applicants per advert				
		0 applications	1 application	2 applications	3 applications	4 applications
Jobs in front-line care provision	81	44%	27%	17%	10%	1%
Social Work Jobs	29	34%	31%	24%	7%	3%

3.10 The table above reflects how challenging the current situation is in terms of filling vacant jobs in the field. Ideally, we would aim to have healthy competition for jobs, but we see that we are starting from a very challenging point with a very high percentage of adverts not attracting any applicants (44% and 34%). There are only a few times where more than two applications have been submitted. It should also be highlighted that the information does not include situations where more than one post have been advertised within the same advertisement - it is therefore likely that the actual situation is more serious.

3.11 The reasons why individuals decide to leave their jobs or why we do not succeed to attract more staff through recruitment are of course very wide-ranging, but we have tried to identify the main themes that we believe contribute to the situation. Note that information is reaching us from informal conversations with staff, what they report to our managers, along with staff exit interviews:

- Salaries are not considered adequate in relation to the responsibilities
- Salaries in other sectors are comparatively better
- Other organisations in the field pay comparatively better salaries, such as the Health Board.
- The impact of the pandemic on the workforce in terms of exhaustion and work pressure, which is unfortunately continuing.
- Cost of living, and fuel costs specifically force individuals to consider the pros and cons of certain jobs.
- Expectations of care jobs, especially front-line care providers, have increased as the needs of our population intensify.
- Lack of recognition of the value of jobs in the care sector
- The general trend seen during the pandemic, which has continued since, is that individuals are re-evaluating their priorities in relation to their work-life balance. For example, people are deciding to change careers or retire sooner than originally intended.

4 Providing Adult Care Services

4.1 Although the themes noted in section 3.11 of this report are relevant to front-line care provision services, there are matters that should be considered in further detail.

4.2 The jobs considered to be front-line care provider jobs are:

- All jobs in Care Homes - care jobs, catering, cleaning and managing/leading.
- Community carers and their support structures - Domiciliary Care Services staff and Supported housing mainly.
- Support Workers who support individuals within the Learning Disability Services and the Mental Health Service mainly.

4.3 The perception of front-line jobs in care can very often be a negative one and unfortunately this is not a true reflection of the role. The job is seen as a job where its main purpose is to carry out specific tasks such as personal care, washing and toileting. Unfortunately, the image that exists does not reflect the satisfaction of supporting residents to achieve what matters. It does not give the deserved recognition of the expertise and skills needed to care for our most vulnerable residents. Although they include very similar tasks, front-line jobs are often considered secondary to equivalent jobs in the health field.

4.4 For years now, as a provider we have seen our staff regularly attracted to work for the Health Board to have more favourable terms and conditions, such as higher pay scales and a higher income from working on weekends. By now, we are also seeing our staff being attracted to work for independent care providers across the County. This year, for the first time, a number of these providers are offering higher salaries than the Council offers. Although there are broader advantages to working for the Council such as the pension contribution, in light of the increase in living costs, it is possible that the other factors are not as influential as the hourly pay rate in people's decision. This is a message that is reported to us when staff leave to work in other jobs.

4.5 Another well-known factor we are aware of in the field of care and health is that new appointments very often involve appointing someone who already works in the field. Therefore, although it solves the problem or fills a gap in one place, it often creates another and shifts the problem. We therefore know we need to focus efforts and investment to ensure that we are able to attract a broader range of applicants for jobs in the care field in the future.

4.6 In addition to this unfortunate competition within the care sector itself, opportunities in other sectors are also attractive to staff in the care field. We see other sectors such as retail, leisure and hospitality offering relatively high salaries for jobs that have considerably lower responsibilities than what are expected of our care staff. It must be acknowledged of course that these sectors also find it increasingly difficult to recruit with matters such as Brexit being obvious influences. They are in a situation where they have no choice but to offer higher salaries to attract staff and then we see the impact of this of course on the care sector.

4.7 In competing with the Health Board or other sectors unfortunately one of the aspects what continues to need attention and investment on every level is the need to highlight and formalise potential career paths in the field. Although there are excellent examples, it is believed there is room to make it clearer for individuals at the start of their careers what steps and paths they could follow within the field.

4.8 The increase in the cost of living is affecting everyone, but specifically in terms of the care workforce the recent increase in fuel costs have meant that we have seen home carers leaving their posts stating that it is not cost effective for them to continue in their jobs. Domiciliary care workers and support workers specifically are entirely reliant on filling their own tanks with fuel to do their jobs. Unfortunately we have had several examples of individuals who have left their

posts as a home carer to work in a care home or to work for employers who are not in the care field.

- 4.9 How we care for residents has changed dramatically over the last decades. Needs are more intense and therefore our staff are expected to possess a wide range of skills, from knowing how to use specialist equipment for the manual handling of individuals to caring for and supporting individuals with dementia. It is of course expected for these trends to deepen further as our population continues to age. We also see how our collaboration with the Health Board in recent years has highlighted opportunities to make more efficient use of resources. For instance the arrangements that are in place for administering medication to residents. Alongside this, an element that is promoted by us to ensure that we are truly able to deliver what matters to individuals is to ensure that our staff have the appropriate level of responsibility to be able to make decisions there and then if needed.
- 4.10 Given these factors that have changed and developed over recent years the risks of things that can go wrong has also increased. Although measures to mitigate the risks such as increasing staffing levels, specialist training etc. have been put in place it is not possible to escape the fact that there could be serious consequences for our workers.
- 4.11 Nowadays, we often find that staff do not wish to take the next natural step in their career by applying for more senior jobs within our structures. The financial advantages and the personal development they would get from stepping up to the next level is not seen as enough for many when compared to their additional responsibilities and the work pressures that would accompany a more senior role. For example, the managers of our care homes report that staff are more likely to work more hours rather than take on lead roles that pay more.
- 4.12 The uncertainty and the fear that existed at the beginning of the pandemic has undoubtedly affected our front-line workers who had to continue to care despite the circumstances and the risks that existed. Research has been carried out recently looking at the impact Covid19 had on the health of 24 care workers in Wales, 34% of them received care on the basis of a mental health diagnosis in the time between February and June 2021. In addition to this stress, for extended periods of time the staffing gaps and the staffing shortage that have occurred in light of self-isolation arrangements and Covid sickness levels have meant that a substantial number of our staff have consistently worked more hours than their contracts. Staff have been prepared to do this to ensure that sufficient levels of staff are available to care for our residents. This exhaustion over an extended period of time is without doubt a factor we have seen that contributes to the crisis.
- 4.13 Another consideration that could contribute to making recruitment more challenging is the fact that there are robust and important arrangements that need to be followed in the care field meaning that individuals are not often able to commence their work immediately. Similarly front-line care workers are now also required to register with Social Care Wales and commit to the associated expectations. This is a positive step to rationalise and formalise the role, however, the commitment can have a negative impact in some situations - individuals who might only be interested in working a few hours. Unfortunately, this makes it more difficult for individuals to begin to provide care gradually and see whether the job is something they enjoy before they commit to it. Another aspect that managers report is the fact that this recent requirement places an additional responsibility on staff.
- 4.14 We are in a situation to report in detail on our experiences as internal care providers but, in this field we also commission the independent sector to provide care on our behalf. We know from regular discussions with care providers in Gwynedd that they are also faced with the same

challenges and a number of them are now reporting that they have never seen the situation as bad as this. Nevertheless we also know that some of our providers have seen some success in attracting new staff to work for them, by carrying out local recruitment campaigns and increasing pay scales to a more competitive level.

5 What is being done to respond to the situation?

- 5.1 The Department carries out recruitment campaigns regularly and uses various methods to do so. The campaigns are held locally by targeting specific areas and towns. At other times we hold campaigns across the county that are linked with concurrent national efforts. The success of these events is varied.
- 5.2 Alongside our partners we are constantly seeking to change the perception that exists in terms of jobs in the care sector. We take opportunities to seek to highlight the wide range of opportunities that exist, the flexibility of the contracts that are available and also the benefits for staff.
- 5.3 The ongoing work to find a response to this situation is very extensive and there is close collaboration with a variety of partners on what we are aiming to achieve - be they national organisations or locally based enterprises. Close collaboration also takes place across local authorities e.g. Regional workshops were held for social workers to better understand how the pandemic has affected their way of working seeking to establish what needs to change to attract more workers to the field.
- 5.4 One aspect in particular that should be highlighted is the collaboration that is ongoing with partners to seek to further develop career pathways within the field. We appointed an officer in December 2021 to lead on this aspect and also to support the work programme in terms of holding events, various marketing methods, creating original and bespoke material, and identifying opportunities to improve work processes. Temporary funding was used to fund the post in question, and we now see the need to ensure that a permanent funding arrangement is put in place.
- 5.5 Other matters that we have addressed in-house include re-establishing the exit interviews when staff leave their jobs in the field - this enables us to better understand the reasons and factors that attract staff. We have also reviewed the process of appointing new staff and amendments have been made to simplify the process and make it quicker e.g. simplifying the application form. Work is also under way to link student courses to the requirements of the world of work in the care field, and improve the work experience opportunities that are offered in the field.
- 5.6 There is a recognition nationally that staff shortage has now reached crisis point. We have recently seen efforts made nationally such as the commitment to increase the salary levels of all care workers to the Real Living Wage of £9.90 an hour. We have also seen one-off financial contributions made to staff in the care field. Although we welcome them, unfortunately we must emphasise that the efforts so far have not been enough and they are far from the mark in terms of making the difference that is needed. On a promising note, we can report that it is likely that the latest pay settlement will be agreed during autumn of this year for 2022/23. Note that the employer has offered an additional £1925 on every salary point within its establishments, which equates to a 9.99% increase on the highest point for a number of our front-line care staff, and 10.19% for individuals who are on the lowest point (therefore a minimum salary of £10.75 an hour). We will have not seen such an increase in salaries for some time.
- 5.7 It should be noted that salaries in this field are recognised as a matter that needs to be addressed on a Wales and UK level. The problem is therefore not unique to Gwynedd and we

should highlight that there is collaboration on a national level in Wales to seek to address these matters.

- 5.8 Work has commenced in-house recently to look at the duties and responsibilities of our care workers across various fields. This is done based on the need to consider the change that has been and how care is provided over the recent years, and also how we see our services develop further in future in the interest of our residents. This process of reviewing job descriptions could therefore lead to an increase in salary scales.
- 5.9 The Department's Management Team and the Cabinet Member are constantly seeking to speak with staff on these matters, by visiting their workplace or by asking them specifically for a chat. The themes and the messages are consistent across the County and are reflected in this report.
- 5.10 There are differences in the way other Local Authorities provide care services, with some of them mainly reliant on commissioning the independent sector, however we can report from ongoing discussions and collaboration that other authorities are also experiencing increasing difficulties in recruiting and retaining staff.
- 5.11 This report highlights that the situation has deteriorated in recent years, and it appears that the situation is not likely to improve any time soon. We know that we need national guidance and intervention on the matter, however we must ensure that we as an authority do everything within our ability to improve the critical situation we are now in.

Agenda Item 7

REPORT TO THE CARE SCRUTINY COMMITTEE

Date:	September 2022
Title:	Update on the New Energy Service
Purpose:	To update the Committee on the operation of the New Energy Service along with the Climate Change work
Contact officer:	Carys Fôn Williams, Head of Housing and Property Department
Cabinet Member:	CLlr Craig ab Iago

1. Introduction / Background

- 1.1 The purpose of this report is to provide an update on the New Energy Service, detailing what has happened, what is in the pipeline and what has been planned for the next few months. In addition, we will report on the Carbon Management Plans and how these intertwine with the Climate Change work and the climate emergency to which the Council has committed.
- 1.2 At its meeting on 15 December, 2020 the Cabinet approved the **Housing Action Plan for 2020/21-2026/27** - a plan worth £77m that has various projects with one specifically concerning Energy conservation in the domestic sector:
- Set up a new Energy Conservation service for home-owners
- 1.3 Since 2010, the Council has taken action on reducing carbon in our operational buildings but this is the first time we have examined de-carbonisation in private homes. We will elaborate on the carbon reduction work in the second part of the report.
- 1.4 The aim of the Housing Action Plan is to "Ensure that the people of Gwynedd have access to a suitable home of a high standard, that is affordable and improves their quality of life." Of course, part of this is ensuring that homes are heated as effective as possible and at an affordable cost.

Part 1 - New Energy Service

2. A look at individual projects and fields

Field / project:	De-carbonising homes	Reference
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2.1. Background

2.1.1. Gwynedd's housing stock is among the worst in terms of energy performance in Britain.

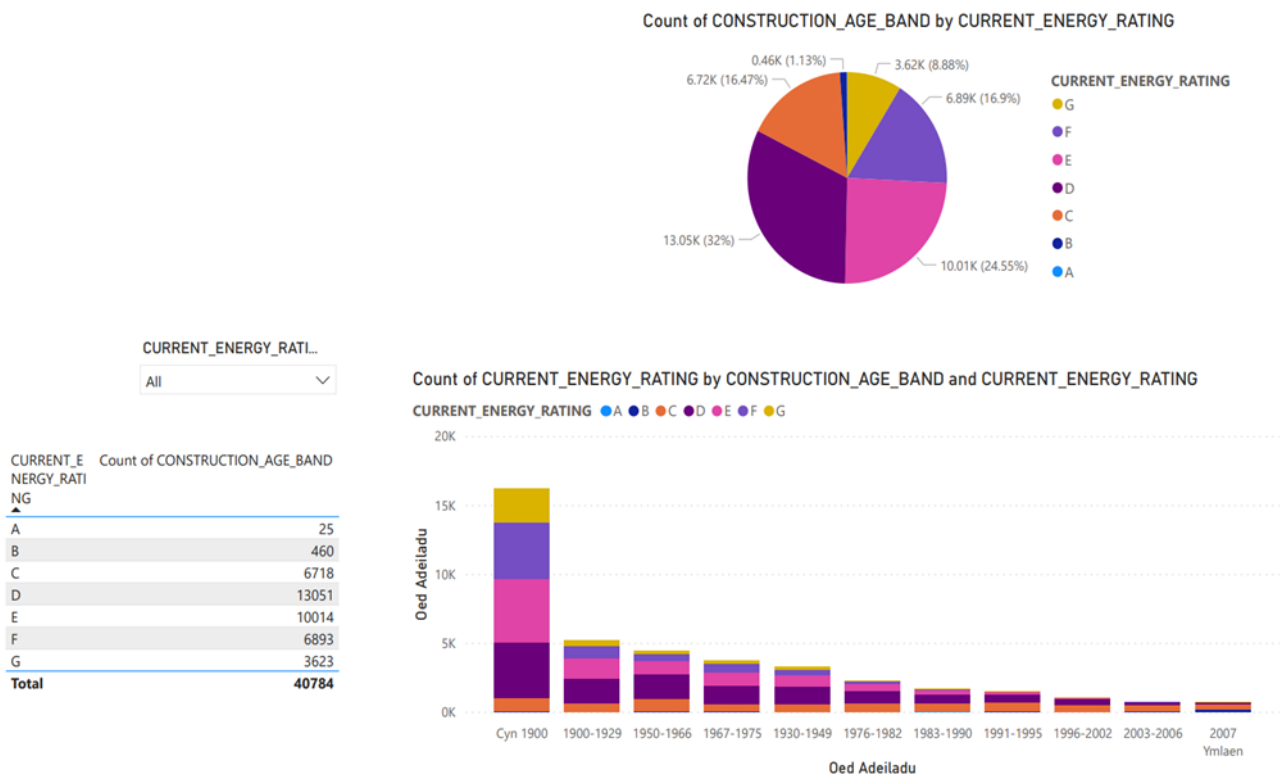
You can see from the graph and table in figure 1 that the vast majority of the county's housing stock are in category EPC D or lower and that most were constructed pre-1900. It is astounding that only 25 homes in Gwynedd are EPC A.

EPC (Energy Performance Certificate) [Standard Assessment Procedure - GOV.UK \(www.gov.uk\)](http://www.gov.uk) is the methodology used in the UK to measure housing efficiency in terms of energy conservation.

Since 2015, it is a requirement for every RSL (social rented property) property to reach a standard that equates to EPC D.

In the private rent sector, it has been a requirement since 2020 for properties to reach EPC E standard.

Figure 1



2.1.2. Historically, three schemes have been available to de-carbonise and address fuel poverty namely the Nest, Eco and Arbed schemes.

2.1.3. **Nest** - [Home - Nest Wales - nyth.llyw.cymru](#) Nest, Welsh Government's Cosy Homes Programme provides support to undertake energy efficiency improvements to low income homes across Wales. See appendix 1 at the back of the report for Nest's current figures. It is important to note here that under claiming means-tested benefits is a barrier to this scheme. Being eligible for a penny of council tax reduction means that a resident is eligible for substantial improvements.

2.1.4. **ECO** [Energy Company Obligation \(ECO\) | Ofgem](#) - ECO is a Westminster Government Scheme.

Eco is split into two parts this year - 50% via 'HHCRO' (Home Heating Cost Reduction Obligation) and 50% via 'ECO LA Flex' . ECO LA Flex improvements are provided by private companies that have been approved by Gwynedd Council. The sole role of the Council is to verify documents and approve applications. The Eco LA Flex 3 scheme has expired and the fourth phase commences in Autumn 2022.

2.1.5. **Arbed** [Get help with energy efficiency \(households\) | GOV.WALES](#) The Arbed Am Byth scheme from Welsh Government was a strategic fuel poverty/de-carbonisation scheme based on LSOA/Wards.

Arbed no longer exists. An announcement is expected by WG in the Autumn on its successor. Arbed focused on improving the energy efficiency of residents living in serious fuel poverty, often in some of the most deprived areas in Wales. The aim of Arbed was to reduce the footprint of Wales' current housing stock and in doing so, help to provide resilience to households against increasing energy costs. Here are some areas where Arbed addressed the need in Gwynedd:

Arbed 1 – Deiniolen, Gwynedd – Arbed 2 Carmel and Fron, Gwynedd. Arbed 3 Tanygrisiau, Gwynedd. The Arbed 3 scheme has started to engage with residents in Talysarn and Aberdaron in Gwynedd, properties with EPC E, F, or G. However, Welsh Government decided to bring the Arbed 3 scheme to an end at short notice.

2.2. What has happened / is in the pipeline?

2.2.1. Since the beginning of the new Energy service in May 2021 we have appointed two Fuel Poverty Officers to undertake the work and by referring to the schemes available. This work is happening hand in hand with other departments within the council who are meeting the challenges of the cost of living crisis.

The following interventions have been achieved in Gwynedd.

- 349 ECO 3 referrals in 21/22
- 257 referrals to Nest in Gwynedd in 21/22 (see appendix 1)
- 47 houses in Tanygrisiau were issued measures under Arbed 3 before the scheme ended in November 2021

The average expenditure per property via the Nest scheme is £5,000 - there is no current data for the ECO scheme

2.2.2.ECO 3 - as seen above, there were 349 referrals. It is not possible to confirm exactly how many of the referrals were acted upon.

2.2.3. ECO 4 – A revenue of 4 Billion is available for ECO 4 across the UK between 2022 and 2026.

Below, some of the 'day to day' progress that is not part of a specific scheme is listed.

2.2.4. ECO 'approved applications' data was added to our work flow. An application has been made to companies on the ECO framework to share EPR (Energy Performance Report) data, which effectively is EPC that has not been recorded on the Government system.

2.2.5. **Tanygrisiau Feasibility Study**

A project to research opportunities to merge the upgrading of building fabric and using locally-generated electricity to feed the heating network and individual ASHP heating solutions. Also examine the possibilities of supplying local industry.

It is a partnership that is led by Gwynedd, which includes Adra, Grŵp Cynefin, the Welsh Government's Energy Service, Y Dref Werdd and Ynni Twrog. The advantages of local multi-sector partnership methods such as these is the local knowledge to realise national, regional and local energy schemes and targets. During October 2021, the partnership commissioned a consultant - Sustainable Energy (SE) to carry out a feasibility study on the best way to de-carbonise the village with the intention of using this as a pilot for similar areas. The result of the study was that individual heat pumps were the favoured option but major obstacles were identified in terms of obtaining cheaper electricity from local sources.

Therefore, we have asked Ambition North Wales to explore further the fuel poverty element in the Smart Local Energy System work. There are early examples of local heating networks and local energy across the UK. It is still early days for the sector but there is hope that it will grow.

2.2.6. Ambition North Wales (ANW) Feasibility Study

ANW have managed to secure £380,000 from the UK Government's Community Renewal Fund to carry out a Feasibility Study of a Smart Local Energy System for a number of Local Authorities, including Gwynedd Council.

EA Technology have been appointed by ANW to note the opportunities and demonstrate the case for creating a Smart Local Energy System in Gwynedd and the area. The aim of Smart Local Energy Systems is to merge the supply and demand for energy within a defined area for the benefit of a range of stakeholders.

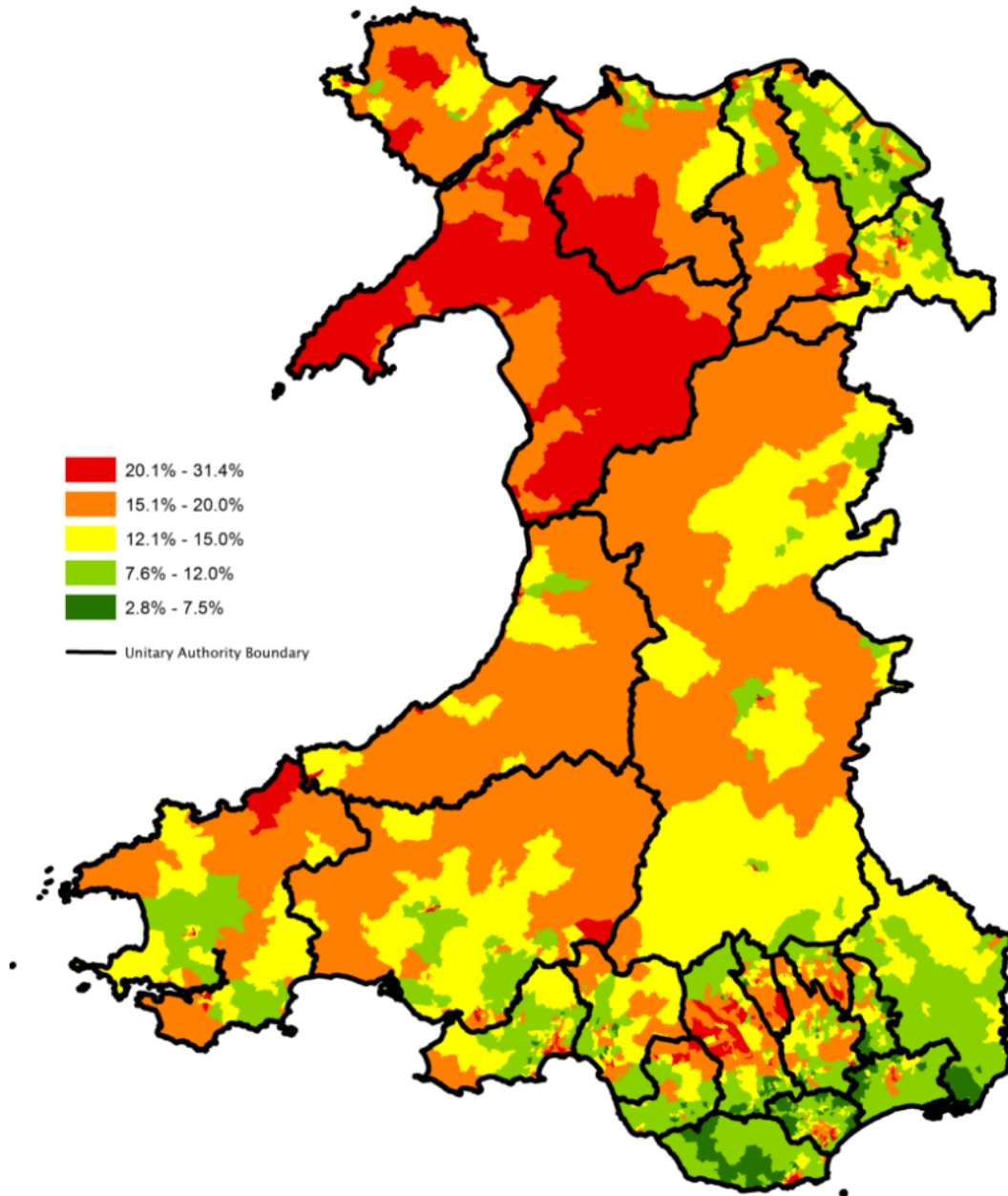
One of the projects identified is the Tanygrisiau Heating Plan and it is hoped to build on SE's work with the aim of finding a way to get local electricity cheaper for local people.

This work has not yet reported back but it is hoped that this will happen during the Autumn this year.

Field / project:	Consult with the public on fuel poverty	Reference	
<p>2.3 Background</p> <p>Gwynedd is one of the areas with the largest fuel poverty level in Wales as shown in the map below. You will note that the map taken from the Welsh Government website is old data and, therefore, the situation has obviously worsened since then. Also, the increase in everyone's bills this winter is causing great concern and reinforces the purpose of our work.</p>			

Figure 2

Estimated percentage of Full Income Fuel Poverty Households in 2004
by 2001 Census Lower Super Output Area



Source: Gordon, D. and Fahmy, E. for Welsh Government, A small area fuel poverty indicator for Wales, September 2008

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2.4. What has happened / is in the pipeline?

2.4.1. Set up a [Discretionary Assistance Fund \(DAF\) | GOV.WALES](#) account (main WG fuel crisis vouchers - already exist)

2.4.2. Set up a Fuel Bank Foundation account [Home | Fuel Bank Foundation](#) (new £4m WG funding for customers with prepayment meters)

- 2.4.3. Set up a [MyTurn2us - Turn2us](#) account (Quickly checks benefits in order to secure ECO/Nest eligibility)
- 2.4.4. Set up a Charis Grant account [Grant Administration Services | Fund Administration Services | Charis \(charisgrants.com\)](#) (a last resort option for energy vouchers for residents using prepayment meters (There are 12,225 in Gwynedd according to 2017 figures))
- 2.4.5. Set up a Power BI account. Power BI can be used to analyse and cross-reference a wide range of data, such as EPC, LSOA, council tax reduction claimants' data etc. A powerful tool to highlight factors that contribute towards FP
- 2.4.6. Arrange a meeting in Galeri for stakeholders who operate in the field of FP. CAB, Energy Wardens (RSLs), Net Zero Energy Wardens, Groundworks and BCUHB were in attendance.
- 2.4.7. A Visit to Barmouth Food Bank. The latest information was shared about the proposed vouchers and the digital support offer to put everything into action by the Autumn.
- 2.4.8. Research software - try to find out if a system was available that would meet needs across the sector, and make it possible to collaborate with external partners when complying with GDPR regulations.
- 2.4.9. Establish initial connections with hubs in Gwynedd. We visited Y Dref Werdd in order to establish and confirm the process for collaboration.
- 2.4.10. Met with Bill Hamilton (UK stakeholder relations MAGNOX). Highlighted the county's FP situation and reminded him of the strap-line 'Being a Good Neighbour', which is associated with the decommissioning socio-economic fund. The NDA/Magnox is in the middle of restructuring/re-branding. We will prepare reports on 'area specific' areas by using Power BI on an area.
- 2.4.11. Regular meetings with Dylan Mclennan from NEST (partnerships development manager) - re-established the 'Partner Portal' - 'fast track' referral form - established that referrals from GC had been verified in terms of eligibility before reaching the NEST call centre in the hope of speeding up the process.
- 2.4.12. Secured a seat on Welsh Government's Fuel Poverty Cross Party Group via NEA - a minister is usually present, therefore, it is a good opportunity to report back to WG on the situation in Gwynedd.
- 2.4.13. Work on 3rd party consent Pro Forma form in order to discuss with energy supplier on behalf of vulnerable customers.
- 2.4.14. Presentation to a CAB monthly meeting with Tal Michael. Present our vision. Further discussions with CAB centrally on test access to a system.
- 2.4.15. Map abilities that meet the Fuel Poverty situation across the county - Third Sector / Statutory. Excel has been populated (see schedule); this will need to be updated / re-examined regularly in order to support further training or information for our partners.
- 2.4.16. Invitation to attend Energy Wardens' Steering Group (by invitation from Ieuan Davies, Grŵp Cynefin)

- 2.4.17. Continue with work on the Tanygrisiau project, mainly seeking to keep the focus on direct benefits for the residents. Will seek the help of Fflur Lawton (Smart Energy GB) to see whether there is a strategic role for them to increase the number of SMETS2 meters in the area, and to alleviate residents' concerns about the technology.
- 2.4.18. Share some findings/statistics with the researcher of Liz Saville Roberts after she sent us a request - Power BI useful to create 'hyper-local' reports of FP situation in specific communities.
- 2.4.19. Share Power BI statistics with CAB – CAB interested in the data for their campaigning/lobbying work.
- 2.4.20. There are 12,225 prepayment meters in Gwynedd, which is a high number. There is work to be done to convince residents of the benefits of 'Smart Meters' - Collaborating with Fflur Lawton will be an important part of this work.
- 2.4.21. Prepare to set Council Tax Reduction households' post code data on Power BI in order to cross-reference CTR with low EPC.
- 2.4.22. A meeting has been arranged with Fflur Lawton - Smart Energy GB
- 2.4.23. A meeting has been arranged with tenancy support workers.

2.5. What are the next steps?

2.5.1. There has been a busy period in terms of establishing and setting up systems. So much is at stake as several schemes rely on the direction of the Westminster Government. Should the idea of freezing energy bills be implemented, it would allow us some relief as a team, but the two-fold task of decarbonisation in the long-term, along with sustainable solutions for fuel poverty in the short-term, is a momentous task.

Feedback from the first conference on fuel poverty in Galeri was encouraging:

Sandra Kargin, Grŵp Cynefin Energy Warden: "It was an exciting conference. It was also a relief that we as Wardens are 'not going it alone' this winter in terms of serious fuel poverty. Receiving support from others working in this field really helps us to assist those in need."

Our intention is to develop a series of similar events, and to put in place a regular tour of visits to community hubs in order to disseminate good practice, and to circulate information about whatever will be available - this currently changes on a daily basis.

Collaborating with community hubs that were established during Covid will be crucial to the work, along with empowering communities to identify opportunities. Before the 1947 nationalisation via the 'Electricity Act' there were more energy production companies in North Wales 'per capita' than anywhere else in the UK - maybe that will ultimately be the direction, that we use our own resources.

Part 2 - Carbon Management Plan

Field / project:	Carbon Management Plan	Reference	
<p>2.6. Background</p> <p>2.6.1. Gwynedd Council formed a partnership with the Carbon Trust in 2009 and, as a result, two Carbon Management Plans have been approved.</p> <p>2.6.2. The Carbon Management Plans (CMP) were comprehensive strategic plans which outlined:</p> <ul style="list-style-type: none">• Gwynedd Council's carbon performance in the baseline year of 2005/6• Identified improvement and carbon reducing opportunities			

- Provided recommendations to improve and reduce carbon
- Set carbon reducing targets

2.6.3. In 2005/6, carbon emissions from buildings, street lighting, waste, fleet and business transport were 31,155tCO₂.

2.6.4. The Council committed to reduce carbon emissions by 40% by 2021 compared to the data of the baseline year.

2.6.5. The plan included a number of projects, including insulation, upgrading boilers and lighting in buildings, upgrading thermostats, replacing street lamps with LED lamps, using more efficient vehicles, reducing our landfill waste.

2.7. What has happened / is in the pipeline?

2.7.1. The table below shows that the Council has exceeded its target earlier than expected.

Table 11

	Street Lighting	Fleet	Business Travel	Waste	Buildings and PV	Total Emissions
C02 Emissions 2005/06	3,899,302	5,324,520	2,095,068	929,760	18,905,843	31,154,493
C02 Emissions 2019	926,462	4,116,803	1,963,406	403,290	9,231,780	16,641,741
% change since the baseline - 2019	-76.2	-22.7	-6.3	-56.6	-51.2	-46.6
C02 Emissions 2020*	766,388	3,424,877	879,266	413,373	7,581,552	13,003,324
% change since the baseline - 2020	-80.3	-35.7	-58.0	-55.5	-59.9	-58.3

2.7.2. After the Council declared a Climate Emergency and set a Net Zero target by 2030, Welsh Government's Energy Service (WGES) was appointed to assess the key opportunities to reduce carbon across its estate.

2.7.3. A desktop review of current energy management practices was undertaken along with a quantitative analysis of the efficiency of those buildings used by Gwynedd Council. Specific energy saving opportunities were noted. Appendix 2 lists the projects that have been identified.

2.7.4. The following list elaborates on each measure:

- Better M&T - Monitoring and Targeting measures fossil fuel every half an hour and the electricity data that uses Energy Management Software. This enables the energy team to identify waste quickly and efficiently.

The savings quoted are associated with better use of the software, staff being proactive, following policies in addition to adopting the "internet of things" where equipment is managed through the network.

- Improvements to Building Fabric - this includes insulation, draft prevention etc., much of this has already been done and this is why costs are substantial.
- Further extension of PV - PV or Photovoltaic Panels generate electricity and for this study we have examined buildings with these as well as car ports and solar farms.
- Heat Pumps - a heat pump heats a building by transferring thermal energy from a colder space (air or ground) to a warmer space (building) using the fridge cycle. They run on electricity and, therefore, they are currently more expensive to run than heating methods that use conventional fossil fuels and release more carbon. Therefore, careful consideration must be given to introducing the technology as suggested.
- EC Fans - electrically commutated fans run on DC current rather than AC and are managed digitally, which involves a more efficient and quieter operation.
- Room Thermostats - wireless technology enables the control of individual radiators without expensive wiring costs. This will enable rooms to be heated at different temperatures and also to switch off heating when the room is empty.
- Specialist lighting - LED lights have improved where they are now suitable for use in sites such as swimming pool halls and outdoor play areas. Careful design is required especially in terms of safety in swimming pool halls where life guards must see the pool clearly.

2.7.5. The above schemes will be part of a series of projects that will be submitted to the Climate Change Panel to receive its seal of approval.

2.7.6. In addition, the Team has identified additional projects, such as:

- Extending our BEMS (Building Energy Management System) systems, namely on-line remote heat control systems etc. We tend to see a correlation between sites that generate energy and sites that rely on local control of heating, e.g. heating on during holidays.
- Using "internet of things" technology to monitor sites that use LPG or oil for heating. Historically, these have not been monitored as thoroughly as it was not cost effective to obtain the 'half-hourly' data due to the associated high revenue costs. By working with the IT Department, it is now possible for us to collect and use this data without revenue costs (but capital costs will be associated with the installation work at the starting point).
- Maximising the carbon value of the public charging points programme for the Council. By leading on the above programme in the past, the Team has ensured that points are installed in the most beneficial manner for the Council and the public in terms of carbon. Specifically, where possible, the installations have been designed to be installed in buildings that already exist. As well as reducing revenue costs, this will enable us to maximise the proposed size of the solar systems on

our roofs and to use the extra electricity generated to charge the cars rather than "lose" it to the grid. A side effect of this is extending the Council's carbon system limit. In addition, it strengthens the financial business case as it would be possible to sell on the freely generated electricity for substantial profit. However, it should be noted that achieving these projects leaves a substantial gap in our journey of reaching zero. As shown in appendix 3, even if every WGES project is realised (that would save nearly 3,000 tonnes) it involves a deficit on the buildings' side of over 6,000 tonnes. This of course shows how difficult it is to reduce carbon in the buildings field as we have already reduced our emissions by nearly 60%.

2.7.7. We have also listed the land assets that could give room to solar farms following a land asset review (appendix 4). In essence, a carbon impact of 10,201tCO₂e means that Council assets would exceed the deficit to a net zero target and be carbon positive by 3,934tCO₂e should every farm be developed. To put this into context, carbon emissions as a result of Council fleet and business travel operations in 2019 were 6,080tCO₂e (carbon factor 2019).

2.7.7..1. It is possible to develop solar farms, and what is generated by them may rectify our emissions, but there is a substantial associated cost.

2.7.7..2. Currently, these costs are on a high level as obtaining accurate costs mean that a formal application is needed this usually costs approximately £4,000 for each site.

2.7.7..3. Furthermore, due to current regulations on carbon reporting, even if these farms were to be developed, we could not allocate these carbon savings if the electricity is exported to the grid. In this situation, it would be included in the general energy mix that is reflected in the national carbon figures.

2.7.7..4. For Gwynedd Council to take advantage of the carbon, what is generated in the sites would need to be used on site or through a private wires arrangement. The Cilgwyn Waste Site may offer this option but it is unlikely in the other locations.

2.7.7..5. Therefore, for the time being, it does not seem likely that our emissions can be reduced in this way.

2.7.8. In light of the substantial increase in energy costs that are felt across the county, it is now more important than ever to achieve carbon reducing projects, and to ensure that our buildings are managed as effectively as possible.

2.7.9. Day to day M&T work - following the substantial work that has been achieved to reduce our emissions, there is a need to ensure that this reduction is here to stay on a permanent basis. Over time, there is a tendency to return to old habits, whether it be through equipment breaking down or, as what happens most often, equipment is left switched on. This is why Monitoring and Targeting (M&T) work is essentially important.

2.7.10. Recently, we have updated our M&T software, namely SystemsLink. By upgrading SystemsLink, we have been able to merge the software with our smart meters that record use every half an hour. Specifically, we have added SmartSpaces onto our SystemsLink software, which inform us immediately

if there is any waste on our sites. In the past, waste could remain for a long time, with schools usually turning on heating for school Eisteddfodau, a concert or on Saturdays and forgetting about it. The significance of this since we upgraded our software with SmartSpaces is we have seen a substantial reduction in gas waste on our sites, and we have certainly been able to take action sooner than in the past.

2.7.11. It is important that the site managers of our buildings and Council staff collaborate with us and are on the same wavelength in order to reduce our emissions and make progress on our Zero Net target by 2030. The energy team cannot achieve the task of reaching our targets without cooperation by site managers and Council staff. The element of changing behaviour and being more aware of energy use is essentially important here. By being proactive and ensuring that small actions are carried out, such as switching off unnecessary lights, switching off equipment and more, this can have a huge impact not only on the Council's footprint, but also on the carbon footprint of individuals outside work, as tendencies from work transfer over to the lives of staff outside the workplace.

2.7.12. Work has also been achieved to analyse and amend heating, hot water timetables etc. on our sites in order to ensure that we prevent any waste and use only what is needed. Likewise, we have analysed and amended site thermostats to appropriate temperatures. Through a combination of this, we have seen substantial savings on gas consumption. This highlights the importance of extending our BEMS systems.

We report on this work on a monthly basis to the Performance Challenge Board, which ensures that the work receives appropriate attention.

2.8. What are the next steps?

2.8.1. We will continue to examine our work of putting the listed projects in place.

2.8.2. We are always looking for new projects with the emergence of new technology. During the work of both Carbon Management Plans, various projects that were not in the original plan were introduced and it is hoped that this will happen again. Indeed, in the time since the Carbon Trust formulated a desktop report and wrote this report, a LED lighting in buildings business case has changed. As a result, we are drawing up a business case around this opportunity.

2.8.3. We will continue to monitor our buildings in detail in order to get rid of any unnecessary use.

2.8.4. As referred to above, despite the reliance on technology, a change in behaviour has a crucial role to play if the Council wants to realise its aim of de-carbonisation by 2030. Unfortunately, examples are seen across the Council of poor energy conservation practices that undermine our efforts. For example:

- External lighting left on all night, every night, as a security measure (even if PIR sensors have been installed on them). No evidence has ever been submitted to support the claim that this is an effective security measure, and every decision should be made on scientific basis rather than personal opinion.

- Personal electric heaters being used in the workplace. On one occasion, to increase the temperature to 27 degrees!
- External doors in primary schools being left wide open during break time in the middle of winter.
- Serious consideration should be given to the matter of strengthening our policies and we would appreciate a further discussion to this end.

We would welcome an opportunity to return to the Scrutiny Committee in future to provide a further update on Housing Action Plan activity.

Nest Local Authority Report: April to June 2022

Cyngor Gwynedd



Top Line MI

	April	May	June	Qtr Total	YTD
Calls	142	65	50	257	257
Referrals	28	16	11	55	55



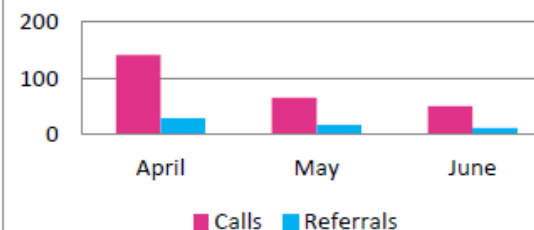
Call to Referral Rate

April	May	June	Average
20%	25%	22%	22%

Installation Data

	Loft Insulation	CWI	EWI	Draught Proofing	Boiler Replacement / Central Heating System	Solar Water Heating	Air Source Heat Pump	Other
Quarter Total	1	0	0	0	48	0	0	6
Total Approximate Carbon Saving (kgCO2)*	720	0	0	0	35,616	0	0	
Total Approximate Fuel Bill Saving (Annual)*	£175	£0	£0	£0	£7,584	£0	£0	

Calls to Referrals conversion



Please note that the data shown in this document is based on data provided from the Nest Customer Relationship Management system and installation status data uploads. This may vary when compared to the Nest annual report, particularly due to the time of reporting and customer journey timescale. The data may contain some anomalies therefore cannot be classed as exact or entirely accurate data. Nest will not be held responsible for any inaccuracies in the data and advises that, for any public releases or marketing purposes the Nest annual report data is utilised. Please contact your Nest Partnership Development Manager for any

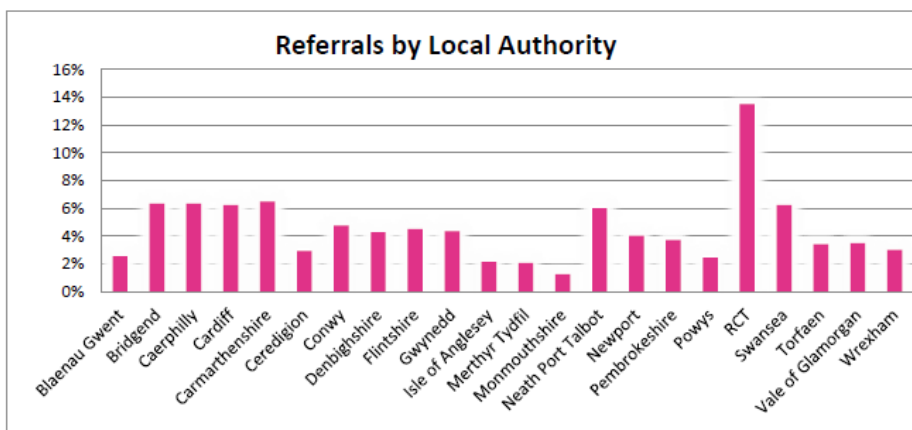
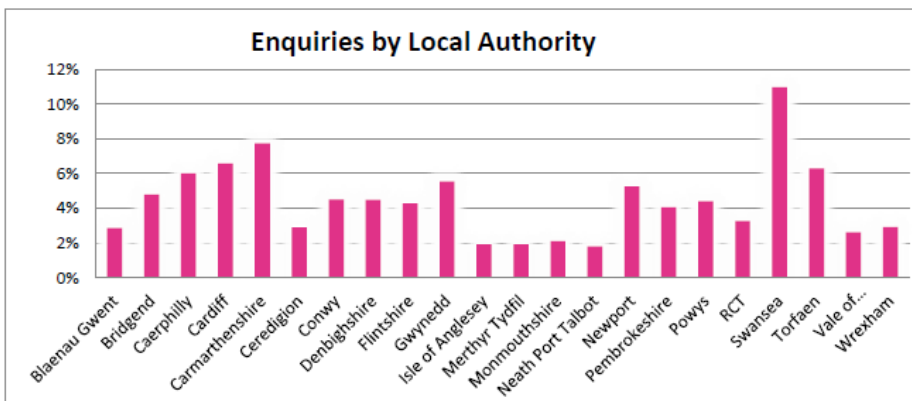
*indicative figures based on Energy Saving Trust average figures. These are approximate figures only and the averages quoted may well differ from actual savings in individual properties. Assumptions include average household boiler efficiency of 78% and 2011 fuel prices, this does not include any allowances for future price increases. In savings figures EST allow for a comfort factor and heat replacement effect, wherever appropriate. Please contact your Nest Partnership Development Manager for more up to date reports and further detail on

Nest Local Authority Report: April to June 2022

Total Enquiries and Referrals by Local Authority



Enquiries and Referrals		
Local Authority	Enquiries	Referrals
Blaenau Gwent	3%	3%
Bridgend	5%	6%
Caerphilly	6%	6%
Cardiff	7%	6%
Carmarthenshire	8%	6%
Ceredigion	3%	3%
Conwy	5%	5%
Denbighshire	4%	4%
Flintshire	4%	5%
Gwynedd	6%	4%
Isle of Anglesey	2%	2%
Merthyr Tydfil	2%	2%
Monmouthshire	2%	1%
Neath Port Talbot	2%	6%
Newport	5%	4%
Pembrokeshire	4%	4%
Powys	4%	2%
RCT	3%	14%
Swansea	11%	6%
Torfaen	6%	3%
Vale of Glamorgan	3%	3%
Wrexham	3%	3%



Please note data is an approximate percentage of enquiries and installs within the local authority area. The data may contain some anomalies therefore cannot be classed as exact or entirely accurate data. EST will not be held responsible for any inaccuracies in the data and advises that more accurate data is available in the annual report. Data shown here may differ from data in the annual report.



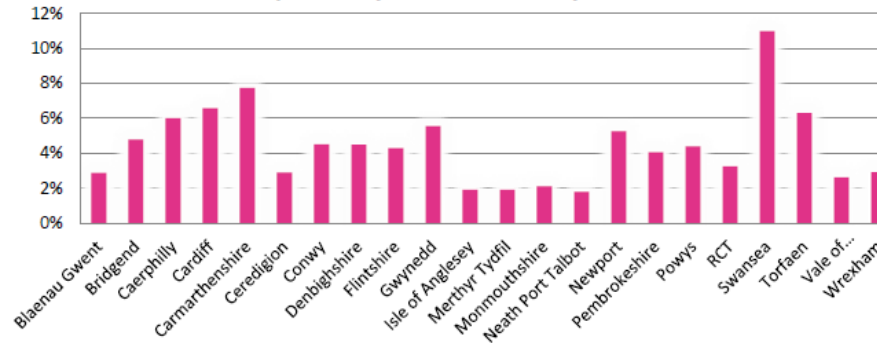
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Nest Local Authority Report: YTD 2022/2023

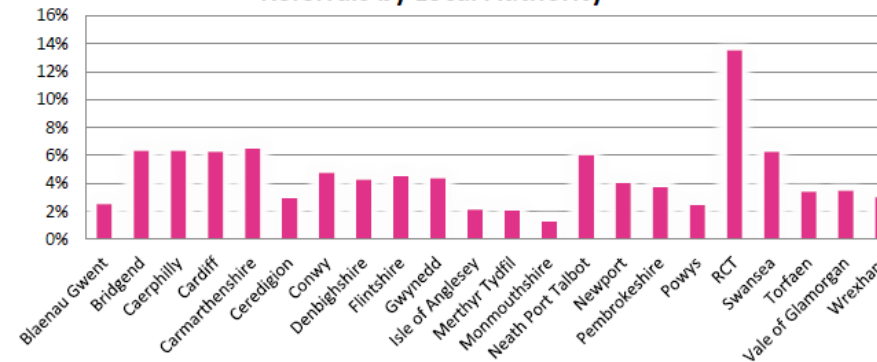
Total Enquiries and Referrals by Local Authority

Enquiries and Referrals		
Local Authority	Enquiries	Referrals
Blaenau Gwent	3%	3%
Bridgend	5%	6%
Caerphilly	6%	6%
Cardiff	7%	6%
Carmarthenshire	8%	6%
Ceredigion	3%	3%
Conwy	5%	5%
Denbighshire	4%	4%
Flintshire	4%	5%
Gwynedd	6%	4%
Isle of Anglesey	2%	2%
Merthyr Tydfil	2%	2%
Monmouthshire	2%	1%
Neath Port Talbot	2%	6%
Newport	5%	4%
Pembrokeshire	4%	4%
Powys	4%	2%
RCT	3%	14%
Swansea	11%	6%
Torfaen	6%	3%
Vale of Glamorgan	3%	3%
Wrexham	3%	3%

Enquiries by Local Authority



Referrals by Local Authority



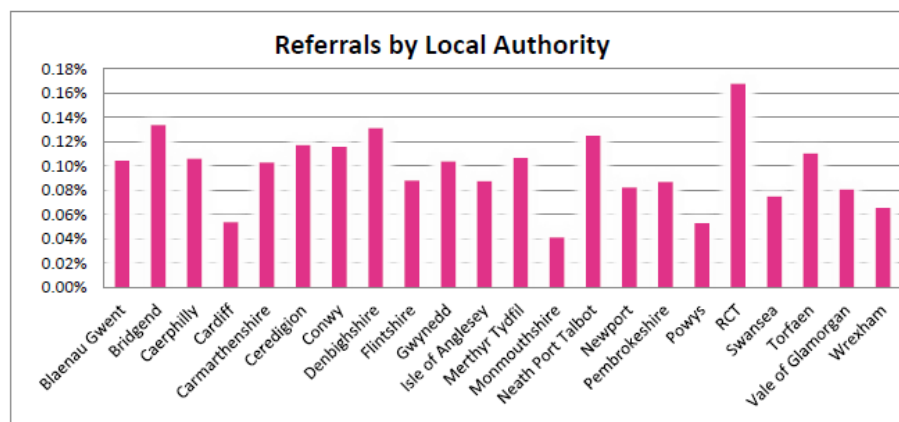
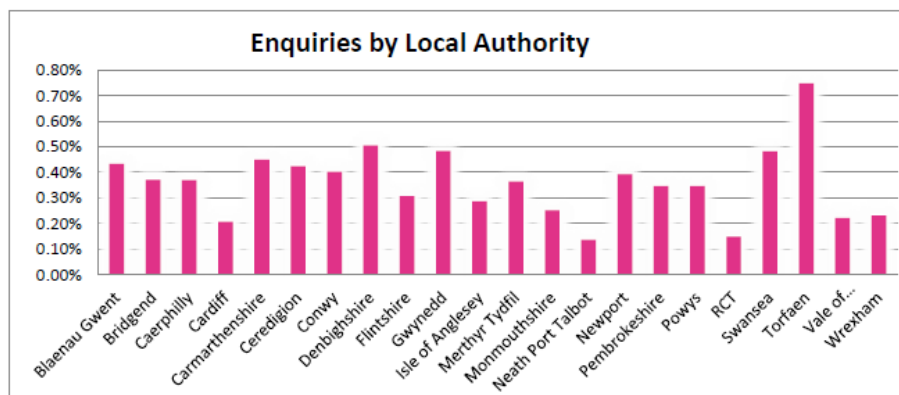
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Nest Local Authority Report: April to June 2022

Total Enquiries and Referrals Per Capita by Local Authority

% Enquiries and Referrals (Per Capita)		
Local Authority	Enquiries	Referrals
Blaenau Gwent	0.43%	0.10%
Bridgend	0.37%	0.13%
Caerphilly	0.37%	0.11%
Cardiff	0.21%	0.05%
Carmarthenshire	0.45%	0.10%
Ceredigion	0.42%	0.12%
Conwy	0.40%	0.12%
Denbighshire	0.50%	0.13%
Flintshire	0.31%	0.09%
Gwynedd	0.48%	0.10%
Isle of Anglesey	0.29%	0.09%
Merthyr Tydfil	0.36%	0.11%
Monmouthshire	0.25%	0.04%
Neath Port Talbot	0.14%	0.12%
Newport	0.39%	0.08%
Pembrokeshire	0.35%	0.09%
Powys	0.35%	0.05%
RCT	0.15%	0.17%
Swansea	0.48%	0.07%
Torfaen	0.75%	0.11%
Vale of Glamorgan	0.22%	0.08%
Wrexham	0.23%	0.07%



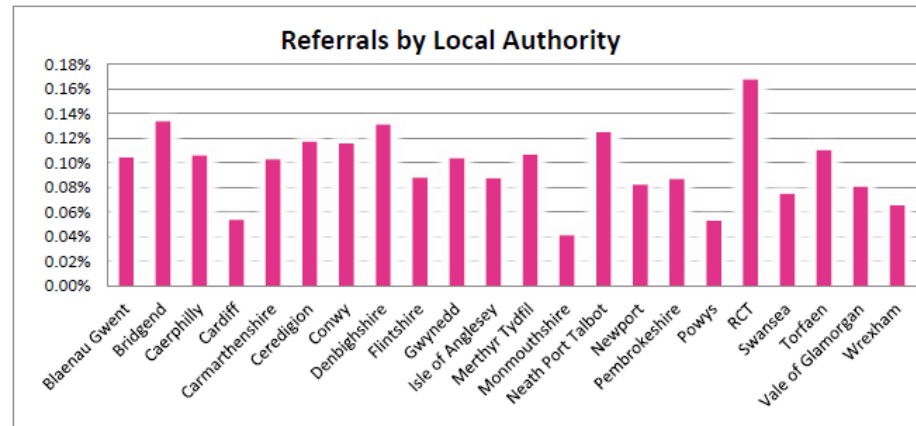
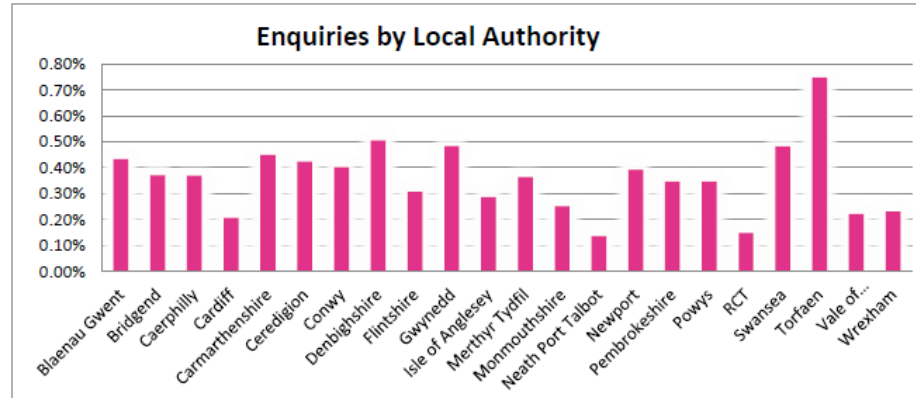
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Nest Local Authority Report: YTD 2022/2023

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Local Authority	Enquiries	Referrals
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Conwy	0.40%	0.12%
Denbighshire	0.50%	0.13%
Flintshire	0.31%	0.09%
Gwynedd	0.48%	0.10%
Isle of Anglesey	0.29%	0.09%
Merthyr Tydfil	0.36%	0.11%
Monmouthshire	0.25%	0.04%
Neath Port Talbot	0.14%	0.12%
Newport	0.39%	0.08%
Pembrokeshire	0.35%	0.09%
Powys	0.35%	0.05%
RCT	0.15%	0.17%
Swansea	0.48%	0.07%
Torfaen	0.75%	0.11%
Vale of Glamorgan	0.22%	0.08%
Wrexham	0.23%	0.07%



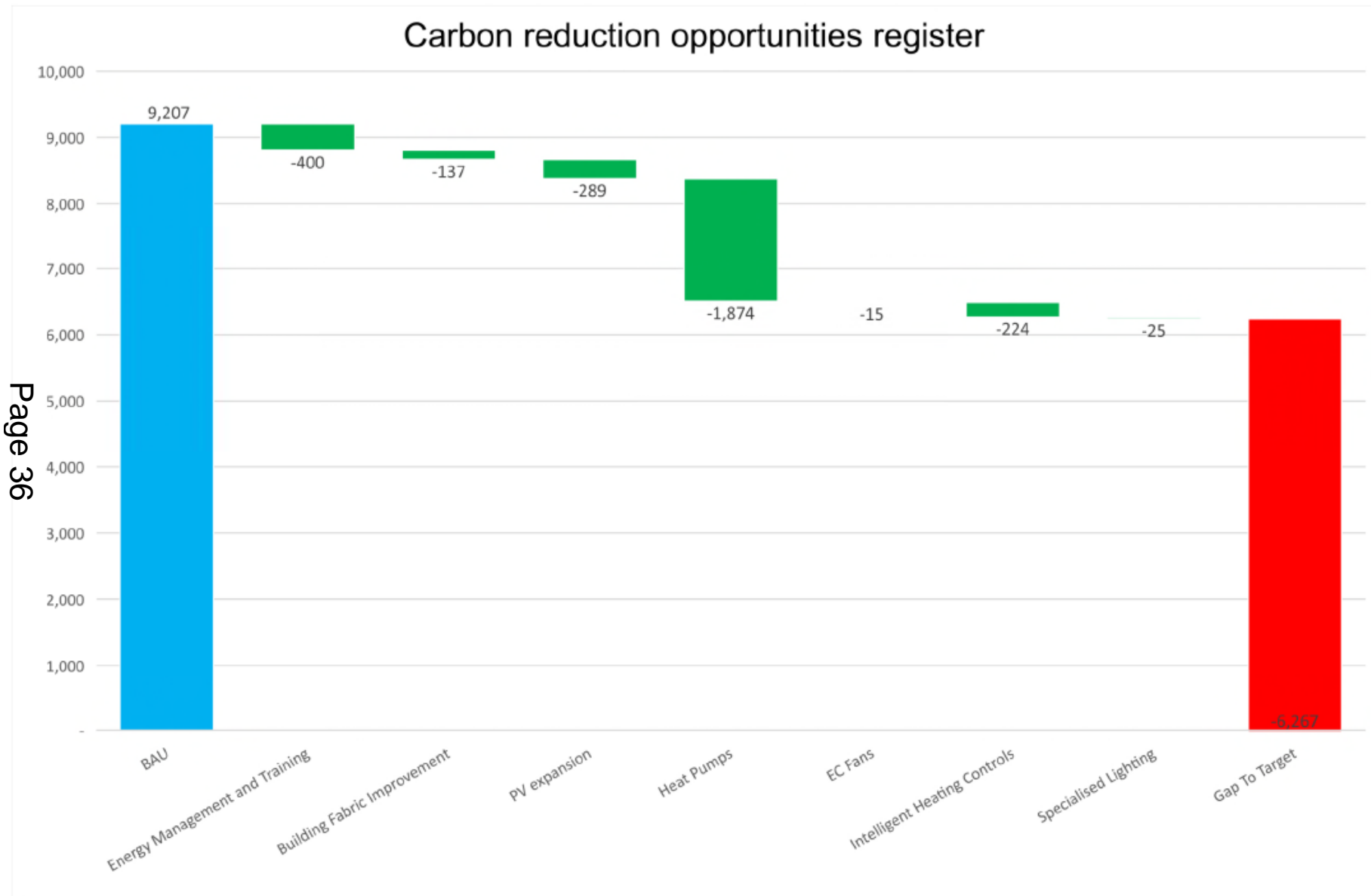
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Household estimates based on 2011 census



Appendix 2 - List of Opportunities

Ref.	Site	Opportunity	Estimated Annual Energy Savings		Other costs	Total Savings (£)	Investment Cost (£)	Simple Payback	Carbon Impact	
			KWh	£	O&M			(Years)	Year 1 tCO2e	Life total tCO2e
R1	Across the Estate	Better Energy Management and Training	2,207,744	£165,393	£10,000	£155,000	£??,000	0.1	400	4,000
R2	Across the Estate	Better analysis and M&T								
R3	Across the Estate	extend M&T								
R4	Across the Estate	Improve building fabric	733,710	£27,148	£0	£27,000	£638,000	23.5	137	4,120
R5	Across the Estate	Further extension of PV	1,758,990	£320,136	£50,000	£270,000	£1,862,000	6.9	289	7,234
R6	Across the Estate	Heat Pumps*	9,996,390	-£113,284	£10,000	-£123,000	£2,777,000	-	1,874	18,740
R7	Across the Estate - where applicable	EC Fans	92,736	£16,878	£0	£17,000	£93,000	5.5	15	153
R8	Care Homes	A dedicated room in a care home with thermostats	1,232,492	£45,603	£0	£45,000	£68,000	1.5	224	2,240
R9	Leisure Centres	Upgrading specialist lighting	89,136	£13,722	£0	£13,722	£107,336	7.8	25.4	254



Appendix 4 - Large-scale individual solar farms

Site	Priority	MW Capacity	Annual Generation (kWh)	Carbon Impact - Year 1 (tCO2e)	Grid Connection Cost	Total (including upgrade when required*)
Dol Tŷ Isaf	A	1.75 MW	1,487,500	377	£2,400k	£2,400k
Former Domen Fawr Quarry, Talysarn	A	2.2 MW	1,870,000	473	£2,585k	£5,585k
Land at Brynllangedwydd	A	9.75 MW	8,287,500	2,098	£1,382k	£4,382k
Frondderw Land	A	2.2 MW	1,870,000	473	£2,400k	£2,400k
Nantporth	B	5.5 MW	4,675,000	1,184	£1,235k	£4,235k
Land at Pant Dreiniog, Bethesda	B	4 MW	3,400,000	861	£574k	£3,574k
Pen Cob Bach, Pwllheli	B	2.5 MW	2,125,000	538	£1,559k	£4,559k
Glyn Rhonwy Site	C	7.5 MW	6,375,000	1,614	£1,641k	£4,641k
Land at Tyddyn Llwyndyn	C	1 MW	850,000	215	£236k	£3,236k
Cilgwyn Waste Site - Scenario 1	C	11 MW	9,350,000	2,367	£1,944k	£4,944k
Cilgwyn Waste Site - Scenario 2	C	1 MW	850,000	215	<i>Grid not upgraded</i>	
Total (including Cilgwyn - Scenario 1)				10,201	£18.956M	
Total (including Cilgwyn - Scenario 2)				8,049		

MEETING	CARE SCRUTINY COMMITTEE
DATE	29 September 2022
TITLE	Care Scrutiny Committee Forward Programme 2022/23
PURPOSE OF THE REPORT	Present the Committee's draft work programme for 2022/23 for adoption.
AUTHOR	Llywela Haf Owain, Senior Language and Scrutiny Advisor

1. During the Committee's annual workshop on 7 July 2022 possible items to scrutinise during 2022/23 were considered. Items were prioritised bearing in mind the purpose of scrutiny in Gwynedd, namely:

**CONTRIBUTE TO DRIVING IMPROVEMENT IN SERVICES
FOR THE PEOPLE OF GWYNEDD**

This will be done constructively by:

- Investigating concerns regarding the quality of our services
- Acting as a Critical Friend, and ensuring that appropriate attention is given to the citizen's voice
- Identifying good practice and weaknesses
- Holding the Cabinet and its members to account
- Reviewing or scrutinising decisions or actions that are not the responsibility of the Cabinet

2. Members discussed in smaller groups in terms of their own priorities from the list of possible items provided beforehand with an opportunity for members to suggest other possible items. When identifying their priorities members were asked to consider:

- ❖ *Would the item affect a vast proportion of the population?*
- ❖ *Could scrutiny make a difference / have an influence? (People / service / performance)*
- ❖ *Would it be timely to scrutinise the matter?*
- ❖ *Is the matter a priority for the Council?*
- ❖ *Are we clear about what we are trying to improve?*

3. Following reporting back from the groups, items to scrutinise were prioritised and the relevant Heads of Department and Cabinet Members were invited to note any additional matters that needed consideration in terms of the items

prioritised by Members of the Committee as well as provide observations on the timing of scrutiny.

4. The Committee's draft work programme is attached as an appendix to the report. An effort was made to prioritise a maximum of three items per meeting in order to ensure that due attention was given to matters and that scrutiny would add value. This was not always possible on every occasion with four items programmed for two meetings.
5. The 'Ambulance Service' item was scheduled for the 29 September 2022 meeting in the annual workshop. Representatives from the Ambulance Service were not available to attend the meeting, therefore the item has moved to the 10 November 2022 meeting, where representatives will be present.
6. In the annual workshop, it was decided that the Population Needs Assessment would be scrutinised in the 29 September 2022 meeting. Unfortunately, we were informed that this wasn't possible and the item has slipped to the November meeting.
7. We were also informed that it would not be possible to present a report on Recruitment and retention of staff in the care field by the Children and Supporting Families Department so the item has been noted as one to be discussed at the meeting on 16 February.
8. In order to ensure that there are not too many items on the agenda for the meeting on 10 November, the Dementia Care Provision item has moved to the 20 April meeting.
9. A matter that was identified in the annual workshop as a matter that needed attention was the mental health of children and young people. Following the discussion, it was concluded that an information session should be held to identify if there is a specific element that needs to be scrutinised. The Chair and Vice-Chair will discuss the way forward with the Head of Children and Supporting Families and the Cabinet Member at their meeting in October.
10. The scrutiny forward programme is a live programme which will be reviewed regularly during the year to ensure that the correct matters are addressed. Consideration will be given to prioritising matters that will arise during the year e.g. matters from performance challenge meetings and items on the Cabinet's forward programme.
11. **The Care Scrutiny Committee is asked to adopt the work programme for 2022/23.**

CARE SCRUTINY COMMITTEE DRAFT FORWARD PROGRAMME 2022/23

07/07/2022
<ul style="list-style-type: none"> • North Wales Care Market Stability Report
29/09/2022
<ul style="list-style-type: none"> • Recruiting and retaining staff in the care field (Adults, Health and Well-being Department) • New Energy Conservation Service
10/11/2022
<ul style="list-style-type: none"> • Ambulance Service • Youth Service • Gwynedd Population Needs Assessment Report • Housing Allocation Policy
16/02/2023
<ul style="list-style-type: none"> • One Stop Shop for Housing Matters • Housing Action Plan • Looked-After Children Placements • Recruiting and retaining staff in the care field (Children and Supporting Families Department)
20/04/2023
<ul style="list-style-type: none"> • Gwynedd Mental Health Service (Adults, Health and Well-being Department) • Autism Plan 2021-23 • Dementia care provision