

Tros Gynnal Plant

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Tros Gynnal Plant

Provider summary

The provider was registered on:	03/01/2020
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	<p>CPD begins at induction with a range of mandatory training, progresses through the probationary period & continues throughout the staff member's career.</p> <p>New staff are given an 'induction pack' containing a Task Analysis & Target Setting exercise which enables them to consider their duties, how they feel about achieving them & training they may require to do so.</p> <p>Ongoing learning & development needs are identified by the individual and their line manager through supervision & appraisal processes.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Our comprehensive values-based recruitment process ensures we safely recruit suitably qualified, experienced staff who demonstrate organisational values. Bilingual adverts are placed locally & nationally & the application process includes:</p> <ul style="list-style-type: none">- Written application form- Panel interview- Enhanced DBS- References <p>We reviewed our salary scale, awarding increments to recognise the hard work & commitment of staff & added a range of wellbeing events to complement the existing EAP.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
TGP Cymru	Advocacy Service	None

Service: TGP Cymru

Service summary

Service Type	Advocacy Service
Type of Care	None
Approval Date	03/01/2020
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">Tros Gynnal Plant is registered to provide an Advocacy Service in Wales.The responsible individual for this service is Rhiannon Sarah Beaumont-Walker
How many children did you provide advocacy services during the last financial year?	866

Service management

Responsible Individual(s)	Rhiannon Beaumont-Walker
Manager(s)	Sarah Durrant

Service contact details

Service Telephone Number	02920396974
Service Contact Email Address	admin@tgpcymru.org.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>- Feedback & evaluation forms complete with QR code (older & younger versions) – a paper copy is sent at the end of a piece of work, with a Freepost envelope for return. Children and young people (cyp) can either post the form, scan the code or take a picture of the completed form & email/text it to the service. Alternatively, a link to an electronic version of the form is shared with cyp by the Senior Practitioner/ Advocate. - All cyp who access advocacy were asked during their initial & closure visits, whether they would like us to keep their details confidentially on record so that they could be contacted in the future to take part in participation and consultation activities. - CYP were invited to sit on interview panels. - All cyp people were given a complaints leaflet as part of their advocacy pack and told how to complain during their initial meeting with their advocate. Advocates also gathered anecdotal feedback from cyp which resulted in improvements to literature & resources.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	4	0
Care Worker	22	1
Other Staff	2	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	4	0	0
Care Worker	14	2	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	6
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	1
Senior Care Worker	3	1
Care Worker	5	17
Other Staff	0	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	3	0
Care Worker	8	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	2	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9am - 5pm
Care Worker	9am - 5pm