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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

Bridgend County Borough Council



Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

*Rydym yn croesawu gohebiaeth yn Gymraeg.
Rhowch wybod i ni os mai Cymraeg yw eich
dewis iaith.*

*We welcome correspondence in Welsh. Please
let us know if your language choice is Welsh.*



Gwasanaethau Gweithredol a Phartneriaethol / Operational and Partnership Services

Deialu uniongyrchol / Direct line /: 01656
643148/643147

Gofynnwch am / Ask for: Mark Galvin

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Thursday, 20 July 2017

Dear Councillor,

COUNCIL

A meeting of the Council will be held in the Council Chamber, Civic Offices Angel Street Bridgend CF31 4WB on **Wednesday, 26 July 2017 at 3.00 pm.**

AGENDA

1. Apologies for absence
To receive apologies for absence from Members.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest from Members/Officers in accordance with the Members' Code of Conduct adopted by Council from 1 September 2008.
3. Approval of Minutes 5 - 20
To receive for approval the minutes of a meeting of Council of 28 June 2017.
4. To receive announcements from:
(i) Mayor (or person presiding)
(ii) Members of the Cabinet
(iii) Chief Executive
5. To receive the report of the Leader
6. Social Services Annual Report 2016/17 21 - 68
To be accompanied by a presentation.
7. Outcomes of the Timings of Meetings Survey 69 - 84
8. Appointment of Registered Representatives to the Overview and Scrutiny
Subject Committees 85 - 86
9. To receive the following Question to the Cabinet Member for Education and
Regeneration
Question from Councillor Alex Williams to the Cabinet Member for Education and

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Regeneration

'Will the Cabinet Member for Education and Regeneration outline Bridgend County Borough Council's view on the Welsh Government's proposals to change the School Organisation Code'

10. To receive the following Question to the Cabinet Member for Communities
Question from Councillor A Hussain to the Cabinet Member for Communities

"In the BCBC Public Toilet Review Consultation report dated March 2015, its conclusion states that "Aberkenfig, Pricetown and Blackmill all received lower level of support however, further research into the closest public facilities in these areas would be desirable" It is now 2 years since this review, could the Cabinet Member for Communities advise what action he has taken to-date and if nothing has been done so far, can he tell us what he is going to do?"

11. To receive the following Question to the Cabinet Member for Wellbeing & Future Generations
Question from Councillor C Webster to the Cabinet Member for Wellbeing & Future Generations

"What communication have Cabinet Members had with BCBC officers, Halo and Awen with regard to the provision of disabled access to the facilities and services they provide?"

12. To receive the following Question to the Cabinet Member for Social Services & Early Help
Question from Councillor J Radcliffe to the Cabinet Member for Social Services & Early Help

"Can the Cabinet Member for Social Services provide an update on changes to the complaints procedure and how complaints are handled following publication of the Public Services Ombudsman's report of December 2016 regarding the savings of looked after children?"

13. To receive the following Question to the Cabinet Member for Education and Regeneration
Question from Councillor T Thomas to the Cabinet Member for Education and Regeneration

"What is the Cabinet Member for Education and Regeneration doing to narrow the literacy, numeracy and general attainment levels for children in receipt of Free School Meals?"

14. Urgent Items
To consider any item(s) of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Corporate Director Operational and Partnership Services

Councillors:

S Aspey
SE Baldwin
TH Beedle
JPD Blundell
NA Burnett
MC Clarke
N Clarke
RJ Collins
HJ David
P Davies
PA Davies
SK Dendy
DK Edwards
J Gebbie
T Giffard
RM Granville
CA Green
DG Howells

Councillors

A Hussain
RM James
B Jones
M Jones
MJ Kearns
DRW Lewis
JE Lewis
JR McCarthy
DG Owen
D Patel
RL Penhale-Thomas
AA Pucella
JC Radcliffe
KL Rowlands
B Sedgebeer
RMI Shaw
CE Smith
SG Smith

Councillors

JC Spanswick
RME Stirman
G Thomas
T Thomas
JH Tildesley MBE
E Venables
SR Vidal
MC Voisey
LM Walters
KJ Watts
CA Webster
DBF White
PJ White
A Williams
AJ Williams
HM Williams
JE Williams
RE Young

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COUNCIL - WEDNESDAY, 28 JUNE 2017

MINUTES OF A MEETING OF THE COUNCIL HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON WEDNESDAY, 28 JUNE 2017 AT 3.00 PM

Present

Councillor PA Davies – Chairperson

| | | | |
|--------------|-------------|--------------|-------------------|
| SE Baldwin | TH Beedle | JPD Blundell | NA Burnett |
| MC Clarke | N Clarke | RJ Collins | HJ David |
| P Davies | SK Dendy | DK Edwards | J Gebbie |
| RM Granville | CA Green | DG Howells | A Hussain |
| B Jones | M Jones | MJ Kearn | DRW Lewis |
| JE Lewis | DG Owen | D Patel | RL Penhale-Thomas |
| AA Pucella | B Sedgebeer | SG Smith | JC Spanswick |
| RME Stirman | G Thomas | T Thomas | E Venables |
| MC Voisey | LM Walters | KJ Watts | CA Webster |
| DBF White | A Williams | AJ Williams | HM Williams |
| JE Williams | RE Young | | |

Officers:

| | |
|------------------|---|
| Lindsay Harvey | Corporate Director Education and Family Support |
| Randal Hemingway | Head of Finance & Section 151 Officer |
| Andrew Jolley | Corporate Director Operational & Partnership Services |
| Gary Jones | Head of Democratic Services |
| Laura Kinsey | Head of Children's Social Care |
| Darren Mephram | Chief Executive |
| Mark Shephard | Corporate Director - Communities |

24. APOLOGIES FOR ABSENCE

Cllr CE Smith
Cllr P White
Cllr S Vidal
Cllr T Giffard
Cllr J Radcliffe
Cllr JR McCarthy
Cllr R Shaw
Cllr JH Tildesley
Cllr S Aspey
Cllr K Rowlands
Cllr RM James

25. DECLARATIONS OF INTEREST

The following declarations were made by Members:-

Cllr David White – Personal Interest in Item 8 as a family member is employed by the Council
Cllr Spanswick – Personal Interest in item 8 as a family member is employed by the Council
Cllr B Jones – Personal Interest in item 8 as a family member is employed by the Council.

The Corporate Director Operations and Partnership Services declared an interest on behalf of all officers in the chamber in item 8 and stated that all would leave the chamber while this item was discussed.

26. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meeting of Council on 17 May and 31 May 2017 were approved as a true and accurate record of the meeting

27. TO RECEIVE ANNOUNCEMENTS FROM:

The Mayor

The Mayor announced that after a short break with her consort she had returned to a busy couple of weeks and with the warmer weather they had a lovely time at various community events and openings. On Saturday 24th June they attended the Brackla Funday and flower show and it was great to have seen so many people there enjoying the attractions and supporting their local community.

The Mayor stated that anyone who knew her, knew what a great animal lover she was and on Sunday therefore, she was pleased to be asked to open the Dogs Trust Bridgend funday in the grounds of Pencoed College. This was the biggest event in the re-homing centre's calendar and drew thousands to watch the dog show. She and her consort were honoured to be asked to judge the first class in this event, although choosing was always going to be difficult for her as she thought that they all deserved to win.

The first event in support of her charity fundraising was held last week and she wished to thank all who attended and showed their support. Events would be happening throughout the year and dates would be put into calendars so that Members were aware of the dates. Details of her charities were still being finalised and she advised she would let Members know as soon as they were confirmed.

The Mayor recently attended an event with the Lord Lieutenant to present an MBE award to Mr. Dennis Jones. Mr. Jones is 91 and for the last 25 years has been a volunteer with the Citizens Advice Bureau. His dedication and hard work is truly inspiring and it was great to celebrate his achievements with his colleagues, friends and family.

On a more sombre note, the Mayor referred to the dreadful events in Kensington where people lost their lives and scores of families lost their homes and in the Grenfell fire. She stated that all our thoughts were obviously with those affected and our gratitude with the emergency services particularly the fire service who risked their own lives in saving others. In remembrance of all the people who were affected by the shocking event she asked all present to observe one minute's silence.

A one minutes silence was observed by all present.

The Deputy Leader

The Deputy Leader announced that hundreds of local high street retailers could benefit from reduced rates bills as part of the Welsh Government's High Street Rates Relief Scheme. Eligible retailers will receive up to £1,500 off their non-domestic rates bill if they have a rateable value of £50,000 or less in the 2017-18 financial year. In Bridgend County Borough, it is estimated that 449 ratepayers fit the criteria and could potentially benefit from the scheme, which he added, will also be offered in conjunction with the Small Business Rates Relief and Transitional Relief initiatives.

Members will be aware that many businesses have expressed concern about increases in non-domestic rates as a result of the Valuation Office Agency's recent revaluation, and this scheme was announced by the Welsh Government earlier this year to support affected small and medium sized businesses. He added that whilst the council does not have discretion over any elements of the scheme, we are pleased to be able to adopt and implement it in order to support local traders.

The Deputy Leader also mentioned a number of new developments that were about to come to fruition in the county borough, all of which had been set up with support from the council. In Porthcawl, the Jennings Building was gearing up for its grand opening, and he believed the first of the businesses to locate there – Coffi Co – had already opened ahead of schedule. The landmark building had been brought back into using funding that included townscape heritage funding, and was sure to be a big success.

THI funding had also played a prominent role in the complete refurbishment of the Victoria Inn. The former Bridgend town centre pub in Adare Street was set to reopen in July as the Corvo Lounge, a family friendly café bar. The adjoining property at 7 Adare Street had also been restored along with two of the former Elder Street cottages using grant funding.

These latest developments will mean that over the last 10 years, more than £1.5 million has been invested in restoring town centre buildings to their former glory and bringing them back into use. Together with new ventures that range from a food store to a dessert bar, this is excellent news for the town centre, and a sure sign of how the THI scheme is continuing to benefit local communities.

The Cabinet Member Communities

The Cabinet Member Communities was very pleased to confirm that two hours of free car parking was set to be offered at the Rhiw multi-storey later in the summer as part of a pilot scheme that will test the effect of free parking on the town centre. The scheme was being funded using money set aside by the Welsh Government for the current financial year, and was available up until spring 2018. He added that the pilot scheme will enable local authorities to trial different forms of free parking arrangements in order to see how much of an impact they may have in attracting shoppers back onto our high streets. With its modern 'pay on foot' facilities, it will be relatively straight-forward to make the necessary changes for the pilot scheme to go ahead, and I am sure that members will all be eagerly watching the results.

The Cabinet Member Communities advised members that as part of Community Energy Fortnight, a new information session and exhibition had been arranged on the Caerau Minewater Heat Project. He advised that it would take place between 12.30pm-3pm on Tuesday 11 July at St Cynfelyn's Church Hall on Cymmer Road and would give people a chance to find out what progress has been made on the scheme and ask further questions about how it could benefit local communities.

Heat networks were believed to have the potential to supply heat for between 14 per cent and 43 per cent of all UK buildings by 2050, and the council is also exploring two further potential heat network schemes, this time in the Bridgend town centre area. He stated that he would bring members more details as it develops further.

The Cabinet Member for Wellbeing and Future Generations

The Cabinet Member for Wellbeing and Future Generations stated that she was sure that members will have noted the recent report from the Care and Social Services

Inspectorate Wales which confirmed that the Authority takes prompt action to keep children safe from harm. She stated that Bridgend was one of the first authorities to be inspected under the new framework, and the inspection coincided with the Council's efforts to implement the requirements of the Social Services and Well-Being Act 2014.

She added that it helped to identify ways in which we can improve the quality of our assessments, threshold screening and care and support planning. With a significant improvement programme already underway, the inspectors were pleased to note that senior managers are committed towards achieving further improvements in the provision of help and protection for children and families. They also found that the directorate is working hard to transform services, and that senior managers have already taken steps to look at the impact of services on reducing need and risk.

She informed Members that an improvement action plan has been produced to take account of the report's recommendations, and she was really pleased to see that inspectors have highlighted the council's high performance in safeguarding children.

The Cabinet Member for Wellbeing and Future Generations wished to thank everyone who helped make Carers Week 2017 such a success and who helped organise the various events and information stalls that visited different parts of the county borough.

She added that according to the last census, almost 18,000 local residents act as unpaid carers for relatives, friends, partners or neighbours within the area, and the week was marked with a call to establish more carer-friendly communities.

She informed Members that this is where employers and local service providers can work together to remove some of the obstacles that carers might face in their daily lives. The daily pressures that a carer can face often remain hidden from public view, so by raising awareness of carers' issues, signposting people towards the most appropriate support and information, and encouraging the establishment of carer-friendly communities, we can help take some of that pressure away, and make their lives a little easier.

Chief Executive Announcements

The Chief Executive announced that at the last meeting of Council he advised members that the UK Government had set the national threat level at 'severe'. He explained that this generally meant that further incidents are highly likely, and that we should all remain alert and vigilant. He added that the cautionary measures that were added to the council's existing procedures remained in place and, as before, staff and members were advised to report anything that caused concern or raised suspicion to a line manager and South Wales Police by calling 101 or 999 in an emergency. He advised that at the same time, we were sending the message that we should get on with the business at hand while remaining alert in and around council premises.

The Chief Executive stated that Members who enjoyed using social media may be interested to know that the council's first Instagram account was launched recently. It gave residents a new, visual option for keeping in touch with the council, and for being up-to-date with the latest council news, developments and events. To date, the Council's Twitter and Facebook accounts have around 17,000 followers and this number was growing every day, and the Instagram account would support this while specifically helping the authority to engage with younger people and visitors to the county borough. He advised Members that if they would like to follow the council on Instagram, they could find us under the name 'Bridgend CBC'.

Finally, he stated that members may be interested to know that the Urdd Eisteddfod at Bridgend College's Pencoed Campus was a big success. This was a massive event which called for the laying of 60 miles of cables, 2,500 trackways and a five-week construction period requiring more than 150 workers. Not far off 90,000 people visited the Urdd throughout the week, and organisers revealed that 15,000 competed in the various competitions, including more than 4,000 children who took part in sporting activities alone. He added that the council exhibited at the event alongside Halo and Awen, and were able to showcase the county borough to scores of visitors. The Chief Executive stated that he also volunteered at the event, so he saw for himself the reaction of visitors and all in all we received some excellent feedback, and the event provided some highly positive for the county borough.

Corporate Director Operation and Partnership Services

The Corporate Director Operation and Partnership Services announced a change in membership on Subject Overview and Scrutiny Committee 3 in that Councillor K Watts would come off the membership and Councillor K Williams would go on.

28. TO RECEIVE THE REPORT OF THE LEADER

The Leader stated that plans to improve the local network of walking and cycle routes will move up a gear this summer. The Active Travel (Wales) Act 2013 requires local authorities to develop a 15-year vision for an active travel network so that residents can rely less on their cars for short everyday journeys, such as travelling to work or school or to access shops and services. Following an initial public consultation in 2015 to find out which routes were being used, the council has launched a new consultation and wants residents to comment on our proposals. These include links between Newton and Porthcawl town centre, Cornelly to Pyle railway station, Bridgend town centre to the Bridgend Designer Outlet, Broadlands to Bryntirion Comprehensive School, and more besides.

He informed Members that the proposals focus upon shorter urban routes in the first instance due to the greater potential number of people who would make use of them, but other longer-term schemes have also been earmarked, such as Pyle to Porthcawl, Bridgend to Porthcawl and Pencoed to Bridgend. He added that Members would no doubt want to encourage people to have their say. He informed Members they could do this by visiting the consultation pages of the council website before the closing date of 1 September.

Porthcawl was set to host the Seniors Open for the second time at the end of next month, and he stated that this is a major coup which would showcase the county borough to a global audience.

He added that when the town first hosted the event back in 2014, players praised the excellent course conditions, more than 43,000 spectators lined the fairways, and visitors poured into the area to provide a welcome boost for local trade. This year features a world-class line-up of golfing legends, including former Ryder Cup captains Bernhard Langer and Colin Montgomerie, and he was sure that it will be an even greater success.

The Leader stated that Members would be aware that Bridgend County Borough Council actively promotes participation in sport, and a 'youth ticket' scheme has been made available. He added that this lets 17-24 year-olds watch all the action for just £16, while anyone aged 16 or under who is accompanied by an adult will be admitted free of charge. He stated that residents could find out more by visiting the senior open championship website.

29. **FIRE SAFETY BRIEFING BY THE CHIEF EXECUTIVE AND FIRE SERVICE**

The Chief Executive welcomed Chris Hadfield from South Wales Fire and Rescue and David Todd-Jones, Development and Building Control Officer for the Authority.

The Chief Executive gave condolences to families involved in incident and thanked colleagues in South Wales Fire and Rescue Service that were providing ongoing support to colleagues in London in dealing with the aftermath of incident.

The Chief Executive gave a Fire Safety Briefing to Members with the South Wales Fire and Rescue Service. They explained to members the facts about the Grenfell Tower fire, where it started and how it had spread throughout the tower. They advised that although the cladding was not the only contributing factor to the spread of the fire. The Chief Executive informed Members that the Authority had received lots of information and advice from the National Fire Chiefs Council so we could learn and resource accordingly.

The Chief Executive advised Members that we do not have any high rise accommodation in Bridgend County and where external insulating materials have been added to housing by V2C it was not rain screen cladding as used at Grenfell Tower, the insulation improvement work was undertaken in compliance with building regulations.

The Head of Fire Safety was responsible for Fire Safety legislation and that their focus at this time was on high rise premises in South Wales, and they were looking at premises over 6 storeys, of which there were 109 in Wales, which had all been inspected within the last 7 years and that a number of them had gone under gone refurbishment with cladding. The Fire and Rescue Services and relevant Local Authorities were working closely with the owners and landlords of these properties to re-evaluate their fire assessments and to reassure the public that high rise living was safe. South Wales Fire and Rescue were focussing their efforts on life risk, and would be taking a steer from public inquest of the fire in Grenfell Tower. They would be visiting all 109 premises over a period of time and have been reassured we can lean on other colleagues for assistance.

A Member stated that whilst buildings were being checked to ensure they complied with Fire Safety regulations she was concerned that unsafe electrical equipment was being used in the properties. She asked if like the Commercial Sector has PAT Testing for equipment, could a similar approach be taken forward in private properties where there were Houses in multiple occupations.

The representative from South Wales Fire and Rescue stated that this would not possible to implement as these were peoples private homes, and they were unable to regulate against that. But, they do offer free home safety fire checks so if members of the public were concerned they could contact them to carry out these checks but they could not enforce them. The free checks involved local fire crews going out from local fire stations to give advice on electrical items, and smoke tests and alarms. The Chief Executive added that housing association also test sprinklers and smoke alarms but they need permission from tenants to be able to carry these out.

A Member asked for clarification on fire risk assessments in all schools, and if they have all had new ones recently and if there were sprinklers in older schools. The Chief Executive stated that the Authority have existing fire safety assessments in all schools, which may identify improvements, such as new fire doors and that the assessments were a continual ongoing process and not just an annual check that was in place. The Corporate Director Education added that all new school buildings all have auto escape

routes, evacuation procedures, sprinkler systems and auto alarm monitoring systems. Fire risk assessments were in place and all safety checks carried out in every school and these were in place before the recent incident at Grenfell and were continually monitored and updated accordingly. The Chief Executive added that this applied to all other buildings managed by the Authority including temporary accommodation

A Member thanked the officer and his colleagues from the Fire and Rescue service for the job they do and had great admiration for them as everyday they put their lives at risk for others. She asked the Building Control Officer present about the Bottlebank building in Porthcawl, and asked how soon BCBC would have feedback from Redrow to establish the building was safe as it was fitted with external cladding.

The Building Control Officer replied that the architects would be providing the information as soon as possible as they were currently reviewing viewing all past applications; he advised that he would forward all responses on to the relevant ward Members so they were able to share with their constituents. He reassured the Member that he had already had a look at the plans for this particular building and that he could not foresee any major issue coming from it but would provide further detail as soon as it was received by the Authority. He further advised Members that the new Rhiw development was not a concern and fully complies with building safety regulations.

A Member paid gratitude to the London Fire Brigade and stated how very brave and courageous they were working in such dangerous conditions at great height to save the lives of others. He stated that there was a lot of concern for high rise buildings but he was also concerned with the new builds within the borough, particularly new steel framed schools with cladding, he had received a number of questions and concerns from parents on the construction of Maesteg School. He asked if flammable material was used in the construction of this school and if so what the Council's policy was if this type of material had been used.

The Chief Executive replied that the Authority were looking at the Councils estate and were prioritising based on the nature of construction. He added that they were currently collating this information and would share with Members at the earliest opportunity. He added that he understood the concerns around the cladding but there were a number of factors that contributed to the fire at Grenfell Tower. He reassured members that the Authority would ensure that schools have correct measures in place according to their building and provided a commitment to find out what we were dealing with and not panic with knee jerk reactions. If improvements were needed the Authority would act accordingly.

A Member sought assurance from the Chief Executive that BCBC were adequately resourced as needed, to support residents if such an incident were to happen within the Borough

The Chief Executive responded that BCBC would never be fully resourced as we would want to be, but we do need to be prepared to react to any kind of situation. He advised that BCBC have mutual arrangements in place with neighbouring authorities so that if such a major incident were to occur they would support us as needed, as we would do if a major incident occurred in their area. He added that the Authority were constantly looking at how prepared we are and aspire to test aspects of the plan should a major incident happen in BCBC. Senior Managers have had training on emergency procedures and how to react in the cases of a major road traffic accident, or large evacuations were needed. He also stated that multiple tiers of Government in Wales was also a factor to consider and some aspects of how an incident would be escalated, i.e to Welsh Government or Parliament would not be known until such time of the incident occurring.

The Leader added that the Authority does have a civil emergency plan in place which he can share with members, the plan includes emergency accommodation planning which is reviewed regularly, he welcomed members input to these plans if they so wished.

A Member asked if there was a generic register for all properties built in the Borough. The Building Control Officer stated that everything has to go through building control and a record was kept on all properties. Any changes to properties such as electrical installations would need to go through all the necessary checks and approval via building control for search purposes when it comes to buying and selling the property on.

A Member asked if we were confident the Authority had a complete and accurate picture with regard to all buildings that we own or operate and if not when would we have a complete and accurate picture for all schools in the Borough.

The Chief Executive stated that the Authority were close, and were waiting on a PO5 in Maesteg. He added that due to the sensitivity and public interest around schools these were immediate concerns for the Authority and would be the first that they would share with Members.

A Member was concerned that there seemed to be a lack of knowledge in general in Social housing of what to do if a fire were to occur, he had visited residents that had received nothing in welcome packs and information sheets not displayed in the correct places. He asked if we could work closely with our Social Landlords to ensure that this work was up to date and complete

The representative from South Wales Fire and Rescue stated that they work closely with Social Landlords and that fire safety legislation is shared with them. He added that there was a mechanism in place for those that fail to comply. He added that they have over 70,000 Social Housing properties south wales, he added that there is a fear factor in high rise living but stated that if common means of escape in the buildings are kept clear then they are safe buildings.

Members thanked all officers and colleagues from the South Wales Fire Service for their contributions to meeting and asked for a letter to be sent from Members to the London Fire Service paying gratitude for their commitment and bravery during the recent incident at Grenfell Tower.

30. CIVIL PARKING MOBILE ENFORCEMENT VEHICLE

The Corporate Director Communities submitted a report to Council to seek approval from the Council to make a change to the Capital Programme to include a budget of £68,000 for the purchase of a Civil Parking Mobile Enforcement Vehicle.

He stated that on the 1st April 2013, Bridgend County Borough Council (BCBC) was given the powers to undertake civil parking enforcement (CPE) under the legislative powers of the Traffic Management Act 2004, to deliver effective parking enforcement. Drivers who park their vehicles in areas such as on school 'keep clear' markings, bus stops and where a loading ban is in place, are a danger to road users and pedestrians, especially children, as well as causing traffic congestion. Road safety outside of schools is vitally important, and concerns in this regard have been expressed by schools, parents and local members representing the communities.

He advised Members that the Authority currently employs 12 Civil Enforcement Officers, exclusively operating within the County Borough of Bridgend to provide parking

enforcement, both on-street and off-street across the Authority. They currently issue in the region of 10,000 Penalty Charge Notices (PCNs) per annum. While enforcement resources were appropriate for the majority of parking infringements, it was of concern that it had been suggested that enforcement consistently fails to meet expectations in the areas of schools, bus stops and other locations where short-term parking is prohibited i.e. zig-zags associated with pedestrian crossing facilities, no loading/unloading restrictions, double yellow lines with kerb markings. (Note: these are not areas where blue badge holders would be exempt from penalty charge notices being applied). He added that whilst officers are regularly deployed to these areas their physical presence prevents parking only whilst they are there. Once officers leave the area, inappropriate parking reoccurs.

The Cabinet Member Communities stated that the vehicle would be targeting improving road safety in the borough and inappropriate parking. When parking enforcement officers were visible, parking and driving was generally fine but when they aren't visible the inappropriate behaviours returned causing chaos. Therefore, he endorsed the purchase of the Civil Enforcement Vehicle and equipment as a good investment stating that it would be a deterrent as it is mobile, therefore, holds back inappropriate behaviour. He added that this decision had come from requests from schools, residents and some members. He advised that it would be strictly controlled and not to be used outside areas identified in the report and the vehicle is bright yellow to ensure its visibility.

Several Members welcomed the initiative around schools, as they had seen many occurrences of inconsiderate and dangerous parking with PCSO's on duty getting verbal abuse on a regular basis. They welcomed the vehicle as a deterrent and as a good initiative to reduce putting our children in danger.

One Member added that as the dangerous and inconsiderate parking and driving did not only occur at the beginning and end of the school day but also during the middle of the day when younger nursery children were being dropped off and collected and asked for the timing of the traffic orders to be looked into as some were only in force for an hour each side of the school day. The Corporate Director Communities agreed that he would review the traffic orders in place and feedback to Members.

A member who was fully supportive for the funding of the vehicle asked if there was a possibility that rather than additional staff be employed to run this scheme that the Authority utilise existing staff for a more efficient enforcement scheme and utilise the additional funding for other road safety initiatives.

The Corporate Director Communities stated that he undertook an assessment for this scheme and for it to work effectively extra resource would need to be employed. The Cabinet Member Communities confirmed that although the foot patrols covered the Vale under the Shared Regulatory Service, this scheme only covered Bridgend and because it is our initiative, it was for BCBC to recruit the extra officers needed for the scheme to run effectively. It is necessary to recruit extra officers.

A Member asked if there would be a programme of introduction of the vehicle and if it could be made known in the press and via various social media channels when the programme starts.

The Corporate Director Operations stated that the first step was to procure the vehicle then it would be deployed and agreed upon in detail. He added that due to reports from head teachers and Members of the public they knew where the most problematic areas were so they would be prioritising these areas first and foremost. He added that the vehicle will also be able to take pictures on the move.

RESOLVED: That Council approved that the Capital Programme be amended to include funding for to the purchase of a Civil Parking mobile enforcement vehicle, at an estimated cost of circa £68,000. The scheme will be funded from existing earmarked reserves.

31. **PAY POLICY STATEMENT 2017/18**

All Officers present at the meeting left the meeting during the consideration of the Pay policy Statement 2017/18

The Corporate Director Operational and Partnership Services submitted a report to Council on the updated Pay Policy Statement for Council's consideration for the year 2017/18 is attached as Appendix A.

He advised that the Pay Policy Statement is fully compliant with the Localism Act 2011. Agreement was reached previously in respect of a two year pay negotiations for:

- The Chief Executives who received a 1% rise as of 1st April 2016 and who will receive a further 1% rise as of 1st April 2017
- Chief Officers who received a 1% rise as of 1st April 2016 and who will receive a further 1% rise as of 1st April 2017

He added that similarly a two year deal was agreed for those employed under Soulbury and JNC Youth & Community terms and conditions. In line with their national terms and conditions the effective date of their pay rise for 2016 was 1st September in that year and the effective date of their 2017 pay rise will be payable as at 1st September 2017.

RESOLVED: That Council approved the updated Pay Policy Statement as attached as Appendix A to the report

32. **OVERVIEW & SCRUTINY COMMITTEES REVISED TERMS OF REFERENCE**

The Corporate Director Operational and Partnership Services submitted a report to Council which provided details of the new Overview and Scrutiny Committee Structure, Terms of Reference and its processes.

He advised Members that the new Overview and Scrutiny Structure would be kept under review and any issues and outcomes would be identified in the Scrutiny Annual Report 2018. The Corporate Director Operational and Partnership Services explained to Members the new membership of the Overview and Scrutiny Committees and that it would continue to reflect the political balance of the Authority, the Forward Work planning procedures and annual Budget Consultation Process and how the Call in and pre-decision Scrutiny would work for the new Overview and Scrutiny Structure.

A Member referred to para 4.18 of the report where it stated that Overview and Scrutiny could call-in a total of 6 decisions per year and was concerned that although we were a relatively low call-in authority that this procedure left little flexibility to call in further items if required and stated that there could be a year in which more than the allocated 6 decisions may need to be called in.

The Corporate Director Operational and Partnership Services stated that the Authority had never had this amount of call-ins previously and stated that this would be quite extraordinary to receive this number. He added there needs to be a limit, to allow the Authority to operate effectively. He added that if this level is found to be too low then this could be reviewed at such time.

A Member referred to Appendix B of the report where it stated that the term of office for Councillors was every 4 years, he stated that this should read every 5 years.

The Corporate Director Operational and Partnership Services stated that this appendix was included in the report to demonstrate the changes needed to the constitution as a result of the restructure of Overview and Scrutiny, he advised that this would also be updated as required.

A Member welcomed the report with caution adding that Bridgend is one of the best in wales for Scrutiny but supported the changes provided that changes could be made if required when the structure is reviewed in due course. He also urged all members to fully engage in the scrutiny process and to fully take part of scrutiny process in Bridgend

A Member referred to page 68 of the report para 4.12.1 where it stated that there was also an opportunity for Corporate Directors to propose items for the Scrutiny Forward Work Programme and advise on their appropriate timing, he was concerned that this would be deemed to be an officer led process. The Corporate Director Operational and Partnership Services stated that Corporate Directors are able to add value to the Scrutiny process Situation by suggesting items as they are in the unique position where they are aware of what is planned for the future and changes to legislation for example – This would allow Corporate Directors to highlight to Scrutiny Members items for them to consider if they wish too, it would still be for Scrutiny to decide if they wish to consider the item proposed. A Member endorsed the report and welcomed Corporate Directors being able to feed into the Scrutiny process whilst being member led as Corporate Directors know what is coming up.

RESOLVED: That Council

- Noted the revised Overview and Scrutiny Structure and processes;
- Approved the amendments to the Constitution as set out in Appendix B which includes the Terms of Reference, associated functions and remits of the new Scrutiny Committees;
- Approved the updated calendar of Scrutiny meetings for 2017/2018 attached at Appendix C.

33. **TO RECEIVE THE FOLLOWING QUESTIONS FOR THE CABINET MEMBER FOR COMMUNITIES**

Question from Councillor J Williams to the Cabinet Member for Communities

“In view of the continuing and overwhelming number of complaints being received by Councillors regarding the poor standard of service currently provided by Kier, what action is the Cabinet Member for Communities taking to address mounting public anger and genuine frustration at this totally unacceptable situation in which we now find ourselves?”

Response:

‘Obviously, the service Kier have provided over recent weeks has fallen short of what the Council expects and what local residents deserve, and this position is totally unacceptable to this Council. I completely understand the frustration and anger of some of those residents that have experienced problems and received a poor service.

Since the last Council meeting on May 31st officers have continued to be in regular contact with senior Kier managers every day, including most weekends, and Kier are in absolutely no doubt about how disappointed we are about the underperformance issues and their failure to resolve some of them quickly enough. Senior officers also meet

regularly with the Leader, Deputy Leader and Cabinet colleagues about this matter and the Leader has escalated our concerns to the highest level within Kier, writing a very strongly worded letter to the overall Kier Chief Executive last week demanding immediate action.

Additionally the Leader and Corporate Director Communities insisted last week that the Managing Director of Kier Environmental Services, Mr Julian Tranter, attend an urgent meeting in Bridgend to address our most immediate concerns, particularly with regard to a build-up of missed collections throughout the County Borough. This resulted in a number of short term actions to clear waste from the streets including;

1. a short term arrangement to allow in some cases the 'mixing' of waste to allow collection rounds to be completed more quickly in view of the exceptionally hot temperatures experienced last week.
2. the induction and employment of over 20 additional staff [including 5 drivers] to provide greater resilience and allow all available resources to be deployed and targeted appropriately
3. additional rounds arranged to collect recycling from Monday June 26th, so that there are now 18 rounds 'manned' by a driver plus 2 operatives to collect the significantly increased amount of recycling material that is being generated.
4. an additional vehicle deployed to collect AHP waste
5. a 'courier' type company engaged to accelerate the delivery of outstanding recycling container and bag deliveries and remove the backlog. These have again been much more than originally envisaged as each household in theory should have already had a food caddy, but there have been many thousands of requests for new ones.

All of these actions are at no additional cost to the Council.

In addition, the Deputy Leader and Cabinet Member for Communities, together with the Head of Neighbourhood Services, visited the Kier Depot in Tondy this week to meet local managers and look at and discuss the current operation. It is very clear that the contract is now much better resourced than previously and that finally Kier are being much more proactive in seeking to resolve the issues of concern. Kier report that their most significant challenge has been the substantial increase in the amount of recycling collected on the streets, which in these early weeks of the new arrangements has averaged well above what was originally envisaged and modelled. This is good news in that demonstrates that the Council's scheme will be successful and allow us to meet statutory Welsh Government recycling targets but the implementation and execution of the scheme by Kier thus far has not been good enough in some areas.

All Cabinet members have made it clear that in the main the locally based staff and operatives have been performing well and working incredibly hard but in our opinion have been let down by some of the initial resourcing and management of the contract at a regional and UK level.

Kier are confident that now they have substantially increased the resourcing of the contract that the most significant problems will not reoccur. The Council will of course rigorously pursue them on this. The vast majority of waste was cleared by the end of the weekend just gone as planned but there are still a couple of areas where streets were missed and additionally there remain isolated properties that have been missed throughout the County Borough. Clearly everything will not be as specified immediately

and some level of missed collections is unfortunately 'normal' in the early days of any new waste contract of this magnitude, the reported national norm is about a 4% 'failure' rate in the early stages. Kier in the main are managing to collect at around about this level but there have been some days where they have slipped substantially below this figure, of course the Council does not condone any failure to provide the specified levels of service.

As a result of the actions that have been implemented and I have outlined above I will now expect to see a rapid improvement in overall contract performance

A Member asked what the rationale was for proposing to rollout the new service to residents in June, rather than in September when the vehicles were ready. The Corporate Director Communities explained that during negotiations with Kier, the original date proposed was April 1st but it soon became apparent that due to delays in signing the contract they would not be ready in time. BCBC did not want to defer any longer than necessary or there would be risk of not meeting recycling performance targets

A Member asked what action the Authority were going to take against Kier for the severe disruption caused at the start of the contract due to missed collections, delays in delivering recycling materials to residents and lack of communication with residents on their poor service.

The Deputy Leader stated that Kier had no doubt let the Authority down. He thanked Kier Bridgend, as their staff had been fantastic in responding to the chaos with limited resource. He assured members that the Authority were in constant contact with Kier UK and they were in no doubt about the anger we are facing as an Authority because of their miscalculations. The Authority Insisted they increase their resource which they have done so, they now have 13 staff answering calls and have an extra 6 rounds of collections in force. He reaffirmed that their actions are unacceptable and assured members that the extra resources were being funded by Kier UK and not the Authority.

A Member asked if BCBC were following Welsh Government policy and guidance regarding the recycling of materials and separating them into different boxes and bags before collections. The Corporate Director Communities confirmed that the Welsh Government Blue Print Strategy encourages separating recycling as there is less contamination, greater value and is more cost effective. However, he added that it was difficult to know if they would continue to encourage this in the future and could be reviewed moving forward. He explained that BCBC's methodology was currently showing much higher recycling than anticipated and we are already close to achieving recycling targets in Wales due to the recent changes that had been implemented. He added that the current contract with Kier was awarded to Kier UK through a competitive tender process and they had previously provided this service to BCBC with successful results including the lowest waste collection costs in Wales for the last 7 years, a Citizens panel with 86% happy with the service that Kier had provided and low member of referrals. He added however that he did not condone their actions now but the reality was they were best placed to deliver contract and when they get it right it will work very well.

Question from Councillor T Thomas to the Cabinet Member for Communities

"What KPI's are specially attached to evaluate the overall effectiveness of the Kier recycling and refuse contract?"

Response:

'The Contract with Kier includes a comprehensive performance framework schedule which sets out the required performance standards, the performance deductions for failure to meet those performance standards and the monitoring and reporting arrangements on a daily, weekly, monthly and annual basis. The details of this are part of the commercial contract with Kier.

In terms of KPI's the only indicators that need to be reported publically relate to the statutory national requirement to meet and report on the percentage of recycling achieved for waste collected. The new waste contract was designed to ensure that the Council moves from its 2016/17 percentage of just over 58 % to the required level of 64 % by 2019, and moves towards the statutory target of 70 % that is set for 2024. Early indications are that the restriction on residual waste of two bags per fortnight for most households and the increased recycling options available, will allow the Council to achieve the next statutory target of 64% within the term of this 7 year contract and indeed move towards the top of Welsh Local Authorities in terms of recycling percentage achieved. It is however still early days in term of the new arrangements and we will be better able to accurately predict what Bridgend is likely to achieve in a few months' time'.

A Member stated that they still did not know what KPIs were attached to the Kier UK contract and suggested that the Corporate Overview and Scrutiny Committee look at this further Recycling improvements reassurance. Need public good will on our side.

Members hoped that performance indicators would include resident satisfaction levels as these had been less than satisfactory from the start. And asked if these would be in the public domain to allow to be scrutinised.

The Corporate Director Communities stated that the Council takes seriously the needs of residents. He added that the contract needs time to bed in before scrutiny can look at this to give Kier a chance to improve their service. He stated that evidence has shown this week that the level of missed collections has fallen, call centres are answering all calls and the public are able to leave messages. Whilst all this was progress he stated that they now needed to ensure improvements are sustained and continued. He informed Members that the Citizen Panel will be asked to provide feedback but that it was sensible to bed in first. He stated that before the contract was in place residents were concerned about being able to comply with the two bag waste rule but this has already demonstrated by high compliance that the speculation is different to reality.

A Member referred to missed collections, particularly those that included collections with AHP and was concerned that some of public were having their dignity affected by these missed collections and this was unnecessarily prolonging their embarrassment. She asked if Cabinet Members had looked into changing this process.

The Deputy Leader stated that this could be looked at in the scrutiny process and during the three month bedding in process. He added that Kier had recently doubled the AHP collections to enable them to catch up on missed collections and that these collections were considered a priority in clearing rubbish away from the streets.

34. **TO RECEIVE THE FOLLOWING QUESTION FOR THE CABINET MEMBER FOR SOCIAL SERVICES & EARLY HELP**

Question from Councillor C Webster to the Cabinet Member Social Services & Early Help

'Following publication of the CSSIW report Inspecting Children's Social Services June 2017, can the Cabinet Member for Social Services tell this Council what he is doing to implement the requirements of the Social Services and Wellbeing Act (Wales) Act 2014?'

Response from the Cabinet Member Social Services & Early Help to Councillor C Webster

A project team was recruited for a 6 month period, made up of professional lead managers from children and adult social care, a training and development officer and a strategic development project manager.

The scope of the project was developed to review and identify gaps in policies and practice and ensure the directorate was able to work and align practice to the requirements of the Act. The team developed a work schedule and plan outlining the requirements with timescales, itemising the work necessary with managers, teams, partners, service users and members across adults and children's services, including the work with welsh government and western bay over the 6 month period to the full implementation of the Act.

A project milestone action plan developed identified 68 key milestones necessary to the implementation and imbedding of the Act into practice. The team engaged with the Western Bay Regional Implementation Team, and also represented Bridgend at the national working groups looking at common approaches to implementation of specific areas of work across Wales (eg. information, advice and assistance).

Progress was reported, monitored and reviewed by a management board made up of the Director Sue Cooper, Head of Adult Services Jackie Davies and Head of Safeguarding and Assessment for Children's services Laura Kinsey, with representation from legal and workforce development colleagues. The tight timescale for this work required monthly meetings to evaluate progress. A final report outlining all the work undertaken was produced in May 2016. A number of further reports have been written for members, and for western bay reporting purposes in relation to embedding the changes required by the Act into our practice. As Cabinet Member for Social Services I have been kept informed throughout.

Implementation of the Act is now an ongoing piece of work and the focus is now to embed new ways of working into everyday practice.

Member's induction about the Social Services and Wellbeing Directorate is scheduled for the afternoon of 20th July and following this meeting the CSSIW Children's Services Inspection report will be presented to Scrutiny by the lead inspector. In addition to this the Director of Social Services and Wellbeing will be presenting her annual report to full Council on 26th July. There will be an opportunity at these meetings for there to be a greater debate about both the implementation of the SS&WB Act and the recent CSSIW inspection

A Member asked what involvement the Council has had with local partnership agencies affecting the need of vulnerable children

The Leader advised Members that partner agencies are involved in decisions for vulnerable young people and Looked After Children and stated that it did depend on circumstances of child. Many partnership agencies were involved in the decision making process including that of Health workers and the police service where necessary and they would be present when decisions are being made. Child Protection would

also be part of decision making process under current law and regulations. And would always be consulted when changes are being proposed around care of child or adult.

A member was concerned that having spoken to some parents and carers that she had met; some partner agencies are not attending meetings as they should be. The Leader advised that we do have some difficulty with some partner agencies not engaging fully in the process and these issues will be raised with Chief Executive of those organisations. He added that the Health Service and the Police have a crucial role in the decisions of vulnerable people and should be in attendance.

The Head of Childrens Social Care advised that meetings held for Looked After Children and children in need were not quorate then they should not go ahead. Children in need have detailed support and care plans and if the chairperson of meetings were concerned then they should escalate those concerns.

A Member stated that the report was produced in May 2016, however this report was in June this year adding that most of this report does not tell us what happened this year and that Members have not been given the correct information to understand the outcomes and asked what has been done to inform members of outcomes.

The Leader stated that a report would be going to the Corporate Parenting Cabinet Committee which will include an action plan on the recommendations to CSSIW, there would also be regular review meetings throughout the year. The Head of Childrens Social Care stated that the Social Services and Wellbeing Wales 2014 Act report went to project group to establish that we were ready to implement the Act and this further went onto Cabinet and the Adult Social Services Committee She advised that a further report on the delivery of an action plan regarding the outcomes of the report would be presented to Scrutiny in July. The Chief Executive stated that there was a requirement on the Corporate Director for Social Services and Wellbeing to complete an Annual report and present to Council and this would be presented in July

A Member referred to the recruitment and retention of staff in the Social Services Directorate and asked what the Authority's position was on this

The Leader stated that they have had difficulty in recruitment and retention in the past but was pleased to report that the "grow your own policy" had been successful, with Social Workers becoming senior Social Workers and Senior Social Workers becoming managers. He added that frontline social workers carry out work in a highly pressurised environment and worked long hours so it was therefore difficult for them to find time for training, however they were looking at ways to improve this.

The Head of Childrens Social Services stated that this was the recruitment and retention of Social Workers was a priority and there were few vacancies at the moment she explained their focus was on retaining staff to develop a mature workforce. She added that they were undertaking exit interviews, staff surveys to understand why staff leave to try and address this issue in the future

35. URGENT ITEMS

None.

The meeting closed at 5.10 pm

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

26 JULY 2017

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2016/17

1.0 Purpose of Report

- 1.1 To present to Council, the Director of Social Services' Annual Report for 2016/17 for approval and request that Members note the judgements reached locally about social care services in Bridgend.
- 1.2 This is the eighth Annual Report of the Director of Social Services and is based on the Authority's self-assessment of the performance and delivery of social services. The report is attached at **Appendix 1**.

2.0 Connection to Corporate Improvement Plan/Other Corporate Priority

- 2.1 This report links to the following Council's priorities:
 - Helping people to be more self-reliant;
 - Smarter use of resources.

3.0 Background

- 3.1 From October 2016, the Care and Social Services Inspectorate Wales (CSSIW) changed the way they inspect children's and adult social services.
- 3.2 Following the implementation of the Social Services and Wellbeing (Wales) Act 2014, CSSIW have developed a new framework which will ensure that authorities are inspected using the wellbeing outcomes of the Act. This places an emphasis on hearing the views and voices of people and their carers who need care and support.
- 3.3 The CSSIW framework provides the foundations of the Council's duty to report on the whole circle of care from commissioning, contracting, assessment, care management to service provision.
- 3.4 The methodology for the core programme for local authority inspection is built around the quality standards for local authority social services, issued under the code of practice, to measure social services' performance. These standards, in turn, reflect the national outcomes framework. The approach to inspection, engagement and performance review is similarly focused on outcomes, with an emphasis on engaging with people to learn about their experiences and listen to their views.
- 3.5 Guidance has been produced which includes a reporting template and page limit guidance to increase consistency of reporting across Wales.

3.6 Whilst the requirement exists for Directors of Social Services to produce a report every year, the requirement to change to the new framework is not until 2017/18. Authorities, however, were advised that the new framework could be tested in this transitional year and Bridgend, like most other authorities, has adopted this approach for the 2016/17 report.

4.0 Current Situation/proposal

4.1 The Social Services and Wellbeing (Wales) Act 2014, places strong emphasis on promoting the wellbeing of people who need care and support and carers who need support. The aim of this report is to provide the Council and people living in Bridgend County Borough with an overview of social care. It aims to highlight the progress made during the year and to identify priorities for 2017/18.

4.2 The preparation of the report involved an analysis, based on evidence, of the services that are provided. Due to this being a transitional year and the fact that the report was being written right in the middle of the Council elections, it was not possible to take it into the joint overview and scrutiny meeting as in previous years. However, staff across the services have contributed to the development of this report and there is much evidence within it of feedback from people who use social services. In future years, the plan is to do wider engagement on the report and that will include input from Cabinet Members and Overview and Scrutiny Committees.

4.3 The report provides an overview of Bridgend, and summarises the main achievements in 2016/17 and priorities for social services in 2017/18. The analysis draws on performance data for each service area in both adult and children's social care, as well as feedback from service users, carers, staff and partners. Hyperlinked to the report are various reports and documents to support the information contained in the report. There is also a glossary of terms.

4.4 The guidance for the report includes a template and sets out the sections in relation to the national quality standards for wellbeing. They are:

- Working with people to define and co-produce personal wellbeing outcomes that people want to achieve;
- Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing;
- Taking steps to protect and safeguard people from abuse, neglect or harm;
- Encouraging and supporting people to learn, develop and participate in society;
- Supporting people to safely develop and maintain healthy domestic, family and personal relationships;
- Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

The report has sections on all of the above with hyperlinks (as the guidance suggests) to a vast array of reports and documents to evidence progress.

4.5 The report demonstrates that services are generally effective in meeting the needs of people who require the support of social care. The report identifies that the services are improving overall, although areas have been identified where improvement is needed and these are identified in the priorities for 2017/18.

CSSIW Annual Performance Review 2016/17

- 4.6 As part of the CSSIW annual review of performance for 2016/17, quarterly review meetings were held with the Director of Social Services and the two Heads of Service. CSSIW also visited several service areas, joined specific meetings and completed short reviews on adult safeguarding and carers plus a significant inspection of children's services. The outcome is set out in the CSSIW annual performance letter and is attached at **Appendix 2**.
- 4.7 On the 20th July 2017, Subject Overview and Scrutiny Committee 2 received a report on the inspection of Children's Services and associated action plan. As part of the inspection, which took place in January/February 2017, the Inspectors looked closely at the quality of outcomes achieved for children in need of help, care and support or protection. The findings showed that Bridgend is working hard to implement the Act and had achieved a lot during a time of significant change. They also reported that some of the practice they had seen varied and that more needs to be done in the areas of decision making, risk assessment, quality assurance and multi-agency engagement.

Priorities for 2017/18

- 4.8 The priorities for improvement in 2017/18 reflect the analysis of performance and try to address the increasingly challenging context: financial, demographic and level of need.
- 4.9 There are some whole service priorities and then more specific priorities for Adult Social Care and Children's Social Care. They are broken down below:

Whole Service Priorities:

- Work more closely with people who use services, carers and the wider population and communities to make sure that they have a say in the type of services that are developed;
- Consult on a new strategy for Direct Payments so that more people will be able to access a direct payment and therefore will be able to access more flexible support to help them be more independent;
- Develop the DEWIS wellbeing database further and launch this to the public of Bridgend in 2017;
- Roll out the quality assurance framework across Social Services and make sure that all staff are working to an agreed and recognised standard;
- Work with the Third Sector in order to develop a strategy which will set out how the Council and Third Sector will work together to promote and support prevention and wellbeing approaches;
- Invest in carers support and use every opportunity for funding to make sure that the right services are available to them;
- Implement new advocacy services in both adult and children's services so that children, young people and adults are able to have a stronger voice in terms of what matters to them and therefore become more independent;
- Train more staff in new ways of working so that they can focus on what matters to people; this is called outcome focussed assessment and care planning;

- Further develop support services within local communities and work with the Third sector to develop a range of community support options;
- Work more closely with colleagues in housing to create more housing options and solutions for people in need;
- Make sure that pre-apprenticeship schemes for young care leavers are created so that they will have the support they need to get ready to join an apprenticeship scheme.

In Adult Social Care, the main priorities are to:

- Improve the way information, advice and assistance is provided to the public and improve the support available to people by further developing the Common Access Point (CAP);
- Work with partners in health to develop quicker responses to people living in the community who are likely to need help often. This is known as anticipatory care;
- Increase the number of local community co-ordinators to support the development of resilient communities in which people can remain independent for longer;
- Support the residents and their families in existing Care Homes to prepare for the transition into the new Extra Care Schemes;
- Complete the review of the secure estate to make sure that resources are targeted at the right people;
- Continue to develop prevention and wellbeing approaches so that people are supported to live more fulfilled lives in their own homes and communities and prevent the need for them to come into a managed care environment.

In Children's Social Care, the key priorities for 2017/18 can be summarised as:

- Implement the Action Plan in relation to the inspection of Children's Services;
- Open a new 52 week residential provision for disabled children and young people so that they can remain living close to their families within the County Borough of Bridgend;
- Put systems in place to better meet the needs of young people in transition from childhood into adulthood;
- Consult with children, young people and their families on a new model for residential care provision;
- Work with partners and with schools to better support carers and young carers;
- Recruit more foster carers by undertaking a range of different advertising campaigns;
- Continue to safely reduce the number of looked after children by making sure that effective help is provided as early as possible and that the service works with children, young people and their families to review their situation;
- Make sure there is better information about Bridgend's looked after children population so that the early help services needed to prevent children becoming looked after are better planned;
- Implement the planned Multi Agency Safeguarding Hub (MASH) with partners in the police, the health board, probation and other directorates in the Council;
- Implement the revised respite service for children with disabilities so that children and their families can still receive the respite they need as well as Bridgend being able to offer more flexible support to a greater number of families.

5.0 Effect upon Policy Framework and Procedure Rules

5.1 There is no impact on the Policy Framework and Procedure Rules.

6. Equality impact Assessment

6.1 There are no equality implications in this report.

7. Financial Implications

7.1 Whilst there are no direct financial implications, the report highlights service areas which are facing financial pressures due to supporting people with complex needs and the changing demographics of the population of Bridgend County Borough.

8. Recommendation

8.1 It is recommended that Council approve the Director of Social Services Annual Report for 2016/17.

9. Contact officer

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10 Background Documents

None

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DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2016-17


17th July 2017

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1. Introduction

This is the 2016-17 Annual Report about how the Council's Social Services are delivered for people across the County Borough of Bridgend. Social Services have a huge impact on people's lives and it is important that we review the way we do things to make sure that we get it right. It is also crucial that we listen to the children, young people and adults that we support to make sure that we are working properly together and that the things we do make a positive difference to people's lives. We can't do this on our own and so need to work closely with partners.

The challenges we have to face are great as demand continues to grow but we have fewer resources to use. We need to think and act differently and we must work more closely with individuals, families and partner agencies.



I need support
to do the things
I need and
want to do

New legislation called the 'Social Services and Wellbeing Act' (this will be referred to as 'The Act') is about how Social Services and our partners should operate. This Act was introduced in April 2016 and has been the main driver of change, the importance of wellbeing is at the centre of what it says. The Act has meant a difference to the way we deliver support and services to the people of the County Borough of Bridgend and the last year has been a time of transition. The main changes are;

- Making sure that we provide good quality advice, information and assistance to the people of Bridgend
- Supporting and enabling people to make their own choices and to be more independent
- Making sure that people are given voice and control to achieve what they want in life and that they are able to express the outcomes that they want for themselves
- Recognising that carers also have support needs and that these should be given equal importance
- Finding different ways to support people that will involve local communities

We have to make sure that we can do all of the above whilst also keeping children, young people and adults safe from harm.

The Council has made a good start in making the Act work in Bridgend however we also recognise that there is a lot to do and that we are on a journey of improvement. Bridgend Social Services is also part of the Western Bay Health and Social Care Regional Collaboration. The Collaboration is committed to providing high quality services that protect children, young people and adults from harm, that promote independence and deliver positive outcomes for people. Bridgend is working closely with Neath Port Talbot, City and Council of Swansea and Abertawe Bro Morgannwg University Health Board (ABMU) as statutory partners across the region.

Find out more about Western Bay here:

<https://www.youtube.com/watch?v=y5KLiulqwKE>



Western Bay
Programme - Annual I

This report describes what we have done in the last year, how effective this was and what is still left to do. It also sets out the big priorities for 2017-18. The report cannot evidence everything that has happened or cover everything that needs to happen so it focusses on the bigger areas and includes links within the report to help you find out more.

The report has been set out to cover six wellbeing quality standards which Welsh Government has asked us to cover. Some of the areas we are working on are featured more than once in this report and this is because they relate to several quality standards and are important priorities for us. It has been written in a way that can be read and easily understood by a range of audiences but most importantly by the people who are affected by the support and services that we provide.

2. Director's Summary of Performance

At the end of the financial year, every Council in Wales has to publish a report about its performance in order to evidence how the Council has met its priorities. This has to include a range of different information and includes financial details. Below is a short summary of some of the achievements from Social Services and some information about our performance. The last section covers the big priorities we have identified are important for 2017-18.

ACHIEVEMENTS

Cross Directorate:

- In 2015-16, we set up a project team to prepare for and oversee the introduction of the Social Services and Wellbeing Act. During 2016-17, over 1000 staff (from within the Directorate, from across the Council and from partner organisations e.g. ABMU) attended a number of training events as part of the preparation for new ways of working;
- We introduced a new national Welsh Community Care Information System to enable health and social care services to work more closely together to better support people. As part of this, a significant number of new forms and business processes were introduced. We were the first Council across the whole of Wales to do this. You could read the cabinet report here: [Cabinet Report WCCIS 660](#)

Children's Social Care

- We have been working with our partners, especially the South Wales Police, to develop a Multi- Agency Safeguarding Hub (MASH) and this will be the first point of contact for referrals into the service and will also provide the Information, Advice and Assistance service as set out in the Act. There is still more work to do and so this remains a priority for 2017-18. Attached is the Project Initiation Document:



MASH PID 0.9.doc

- We approved our first household as part of the establishment of a parent and child fostering service;

- We finalised the review of our short breaks service for children with disabilities, agreeing a new model of service delivery.

Adult Social Care

- We appointed two more Local Community Coordinators and a Community Hub development officer who are supporting people who are vulnerable through disability, age, ill health or adverse life events to live as independently as possible in their communities. This approach helps people to draw support from their communities by working to increase both the capacity of individuals and of communities. Local Community Co-ordination (LCC) works as a single, local point of contact supporting people in their community;
- We opened a second ‘closer to home’ supported living home which has enabled four young people to move back to Bridgend from out of area placements;
- As part of a regional approach with ABMU Health Board, over the last year we have rolled out anticipatory care planning in our three network areas, as well as our teams for dementia, learning disabilities and people with complex conditions. This enables the multidisciplinary teams to develop co-produced plans with people and their family and carers, which in the event of urgent or unexpected situations, enable a contingency plan to be put in place to avoid unnecessary admission to hospital or long-term care. This work has been developed on a multiagency basis and has included collaboration with the third sector, Welsh Ambulance Service Trust, 111 and out-of-hours services;
- We have extended the range of community groups to include social groups, special interest groups, skill development and healthy living groups. There are also five new groups for people with Autistic Spectrum Disorder (ASD) and their families and various activities are developing at the community hubs including adult community learning and information and advice sessions;
- We supported 420 people at home through the Better at Home service which enables people to be discharged from hospital and not wait in hospital for a package of care;
- We developed the Later Life physical activity programme for older people (inclusive of those attending day care and in residential care settings) which is intended to build the physical capabilities of older people, reduce frailty and prevent falls within a fun group setting.

PERFORMANCE

Children’s Social Care

- The number of children and families that we were involved with increased from 2500 in 2015-16 to 3546 in 2016-17. This means that we were involved with 1046 more people (or an extra 42% in demand). A big part of this increase is because of the way we now have to do assessments as a result of the Act. We recognise that this is still early on in the implementation stage and processes may change.

My social worker gives us all the information that we need

- We received 6134 new contacts during the year
- There were 689 children that needed a child protection intervention and this is 75 less than the previous year
- The number of children on the child protection register at the end of the year was 175
- The number of looked after children as at the end of March 2017 was 390. The safe reduction of children looked after remains a priority for the Council

Adult Social Care

- Demand for services in Adult Social Care has continued to increase during 2016-17. The service has received 7,623 referrals, an increase of 136 (1.8%) in referrals on the previous year.
- During 2016-17 in Adult Social Care, 4923 people were supported; of these, 30% were between 18 and 64 and 70% were over 65.
- Local Community Co-ordinators have supported 167 people to access opportunities in their local communities, for example, the development of a community cinema and a rambling club.

Mum is no longer capable of doing anything for herself

People have told us that they want to stay independently in their own homes for as long as possible. Some key indicators that we use to measure success in this area include:

| | 2015-16 | 2016-17 |
|--|---------|---------|
| The number of people who received a reablement service (includes reablement at home and residential reablement) | 388 | 394 |
| The number of people who received a Telecare package during the year | 2643 | 2921 |
| Number of people were supported in long term care (residential) | 700 | 683 |

My mother lives in her own home and wishes to remain there

He lives with his twin brother who also has a learning disability and both are trying with help from others to live independently. So far - so good

What did we say we do in 2016-17? How did we perform?

The following key priorities were identified for Social Services for 2016-17:

- Develop appropriate mechanisms to enable the Council to provide good information, advice and assistance to the public;

Work has been completed in both Children's and Adult Social Care to make sure that there is one point of contact for people who require our help. This initial point of contact involves a number of different professionals. As a result of this new "model" we are able to provide better advice and information and we can more quickly guide people into the right service to meet their needs. It is still early on in this new way of working and there is more to do to make sure the new model is working.

- Involve service users, carers and communities in developing and commissioning services;

In response to the Social Services and Wellbeing Act, we undertook a wide-reaching consultation exercise in order to collect a range of information about people who use our social care services. This has been used to inform the development of a Population Assessment, published in April 2017. This Population Assessment will now form the foundation of a Social Services and Wellbeing Commissioning Plan, being developed in 2017-18;

*This is the link to the Population Assessment: <http://www.westernbay.org.uk/>
The summary and the Social Services and Wellbeing Commissioning tool is attached here:*



Population

assessment summary



Bridgend

Commissioning Team

In Children's Social Care, we engaged with families, carers and young people themselves to help shape the new model for overnight Short Breaks for disabled children;

In Adult Social Care, families were involved in the selection process for a provider to deliver a housing support scheme for people with a learning disability.

- Work with partners and schools to support carers by providing the right information, advice and assistance where relevant;

We work with Bridgend Carers centre to provide information, advice and assistance to Carers through a variety of ways. There is ongoing work with schools in Bridgend to raise awareness of Young Carers and we have developed resources specifically for Young Carers to provide them with information and support.

- Enable community groups and the Third Sector to have more voice and control over community assets;

We have been working closely with the Third Sector so we can produce a joint plan about our joint priorities for working together in the future. This work has been slower than expected because it is important that all partners are involved. It will remain a priority for 2017-18.

- Implement the planned budget reductions identified in the 2016-17 budget;
In 2016-17, Adult Social Care ended the financial year with a balanced budget and the service was also subject to £1.9m savings required by the Council. Children's Social Care established the infrastructure required in order to effectively manage future budget reductions.

- Develop the culture and skills required to meet the changing agenda.
We established a Change the Culture Board to promote and monitor the shift in front line practice in terms of outcome based practice and assessment and reinvigorating social work in line with the Act. Outcome based practice is about making sure that what we do and the actions that we take clearly demonstrate a benefit to the person involved. Some of the key actions are below:
 - *we are developing a Train the Trainer package for our assistant managers and senior practitioners;*
 - *we are training all staff in effective communication skills (based on the collaborative conversations work) and we will be offering further training for social work staff on delivering inspirational conversations;*
 - *we have trained all our team managers, assistant managers and senior practitioners in action learning so that they can lead and own the changes in practice, commissioning and evidence, across the service;*
 - *To ensure quality, we have developed a quality framework and guidelines; staff will be supported to receive training on this;**Changing the culture is an ongoing process but the service has made a good start in shifting the way staff think and work. We now need to make sure that front line staff are also supported and this will remain a priority for 2017-18.*

- Reduce demand by investing in targeted early help and intervention programmes;
We produced a joint strategy across the teams involved in this work and we have an action plan which focuses on the work to safely reduce the numbers of looked after children.

- Develop a multi- agency safeguarding hub (MASH) to provide effective multi agency responses to safeguarding issues;
Work has progressed well and a multi-disciplinary team is coming together and will work through an integrated approach. It has taken longer than hoped to find suitable accommodation but this has now happened and the new integrated team will be launched in October-November 2017. Details about the model can be found here:



Presentation
20.06.16 rev (2).ppt

- Review and consider new models of service delivery for respite and residential care and to ensure a flexible support and service to people when they need it;
A new model for short breaks for children with disabilities has started. Building work on a new 52 week provision has also started. This will mean that up to three children with complex needs will be able to stay within the borough rather than moving to a high-cost placement far away from their family. The Project Plan is attached:



CWD - Project and
Consultation Plan.doc

- Develop an appropriate service model for children in transition from childhood to adulthood including children with disabilities and children leaving care;
We now have an agreed model and will be appointing transition support workers to work with children and families through the transition period. Further work is being done in 2017-18.
- Ensure appropriate services are available to children at risk from child sexual exploitation;
A multi-agency Child Sexual Exploitation (CSE) Task Force has been developed. This group monitors information about children and young people known to be at risk or likely to be at risk of sexual exploitation across the borough. This makes sure that there is an effective joint approach to managing the risks associated with CSE and that there is timely and effective support and intervention. Attached is a report to Corporate Parenting Committee which provides some more information:



20.07.16
Safeguarding.doc

What we want to do in 2017-18

- Improve the way we provide information, advice and assistance to the public and we also want to increase the support available to people by increasing community based support that will support people without them having to come into statutory social services;
- Work more closely with people who use our services, carers and the wider population and communities to make sure that they have a say in the type of services that we develop;
- Develop our advocacy services for both children and adults so that they have the independent support and advice they need to make their voice heard;
- Consult on a new strategy for Direct Payments so that more people will be able to access a direct payment and therefore will be able to access more flexible support to help them be more independent;
- Open a new 52 week residential provision for disabled children and young people so that they can remain living close to their families within the County Borough of Bridgend;
- Put systems in place so that we can better meet the needs of young people in transition from childhood into adulthood;
- Consult with children, young people and their families on a new model for residential care provision;
- Work with our partners and with schools to better support carers and young carers;
- Recruit more foster carers by undertaking a range of different advertising campaigns;
- Complete the work required to fully implement the MASH.

3. How Are People Shaping Our Services?

We know that it is essential to involve people in the way our services are run and also in how we shape and deliver new service developments. As part of this, we look for feedback about what we are currently doing and we also consult and engage with children, young people, adults and carers in areas that we need to change and modernise.

Bridgend Social Services is committed to making sure that people are able to make their voice heard, whether this is about how services will be developed and delivered in the future or whether it is about a service that they are receiving now. Some examples of how we do this are by issuing surveys, inspections, contract monitoring processes, elected members rota visits, complaints and compliments and consultation events. We know that there is more that we can do to engage and consult with people and this is an area that we want to do more during 2017-18.

In September 2017, we asked 487 children and young people and 1272 adults what they thought about the support and services that they were receiving from Bridgend. These were called surveys and they were developed by Welsh Government as part of the new Act. Below is a selection of some of the replies that we received:

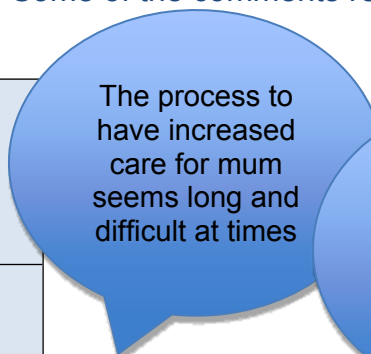
Adults: A total of 1,272 questionnaires were despatched to adults (over 18 years), 465 were returned, a response rate of 37%. Some of the comments received include:

| |
|--|
| “Sometimes I have needed more support especially when I'm ill.” |
| “Would prefer more continuity of care - but have had excellent carers. New carers come and you have to instruct them and then they leave.” |
| “I am quite satisfied and I am excited that I can have support when I need it.” |



Carers: A total of 41 questionnaires were despatched to adults (over 18 years), 13 were returned, a response rate of 32%. Some of the comments received include:

| |
|--|
| “Prior to my wife going into hospital we both had a week of very little sleep. I feel I could not continue like that.” |
| “Have had a carer assessment done. I await the result of that assessment” |



Children: A total of 487 questionnaires were despatched to children (age 7-17 years), 77 were returned, a response rate of 16%. Some of the comments received include:



| |
|--|
| “I struggle because I feel like we don’t have a life to lead because it is led for us” |
| “I like living here but would prefer to live nearer my friends.” |
| “My foster carer gives brilliant advice.” |

As well as the response to this survey, Bridgend also receives complaints and compliments about our service. Swift and effective complaints handling is encouraged with an expectation that the majority of complaints and concerns should be resolved as early as possible. The table below shows the number of complaints and compliments received during 2016-17.

| | Early Resolution (within 2 working days) | Stage 1 (Formal process) | Stage 2 (Formal process) | Ombudsman | Compliments |
|-------------------|--|--------------------------|--------------------------|-----------|-------------|
| Adults | 56 | 11 | 1 | 4 | 245 |
| Children’s | 130 | 7 | 1 | 7 | 17 |
| Total | 186 | 18 | 2 | 11 | 262 |

During 2016-17, 11 complaints were received by the Public Services Ombudsman’s Office. Four complaints related to Adult Social Care and, having considered information provided by the Council, the Ombudsman decided not to investigate these cases. The remaining seven cases related to Children’s social Care-Child Protection. Four of these were reviewed by the Ombudsman and did not proceed to investigation. The remaining three complaints were investigated by the Ombudsman and upheld. The recommendations made by the Ombudsman were accepted by the Council and implemented accordingly. The 2016/17 Representations and Complaints Annual Report is available here:



25.07.17 - Cabinet
Report complaints 20

In 2016-17, the Care and Social Services Inspectorate for Wales (CSSIW) completed an annual inspection report of in-house regulated services; these include the Care Homes for older people, the Supported Living settings and the Children’s Homes. We receive reports on each visit and respond accordingly.

As part of the CSSIW annual review of our performance for 2016-17, they held quarterly review meetings with the Director of Social Services and the two Heads of Service. They also visited several service areas and joined specific meetings. CSSIW

completed short reviews on adult safeguarding and carers and carried out a significant inspection in Children’s Services. They also met with Cabinet Members as part of this review. The outcome is set out in the CSSIW annual performance letter which is attached:



CSSIW Performance
Review of Bridged Co

CSSIW commented on the Bridgend ‘Valuing Carers’ Strategy and commented that there was excellent joint working with partner agencies with the Carers Centre providing a crucial service for both carers and young carers. They said that they had seen evidence of ‘consultation and hearing the voice of carers that had shaped services, however there was a mixed response to reviews of assessments and transitions’. The development of transitional services for children and young people is a priority for Bridgend in 2017-18.

As part of the Children’s Services inspection in January-February 2017, the Inspectors looked closely at the quality of outcomes achieved for children in need of help, care and support or protection. The findings showed that Bridgend were working hard to implement the Act and that we had achieved a lot during a time of significant change. They also reported that some of the practice they had seen varied and that we needed to do more in the areas of decision making, risk assessment, quality assurance and multi-agency engagement.

Bridgend has put together an action plan to make sure that the recommendations are followed through and to make sure that improvement will happen as a result. The CSSIW Report, the Council’s Action Plan and the Vision into Action Strategy are attached here:



19.07.17 - CSSIW
Bridgend Children's Ir



20.07.17 Action plan
following inspection fr



1.6 a Bridgend
Childrens Social Care

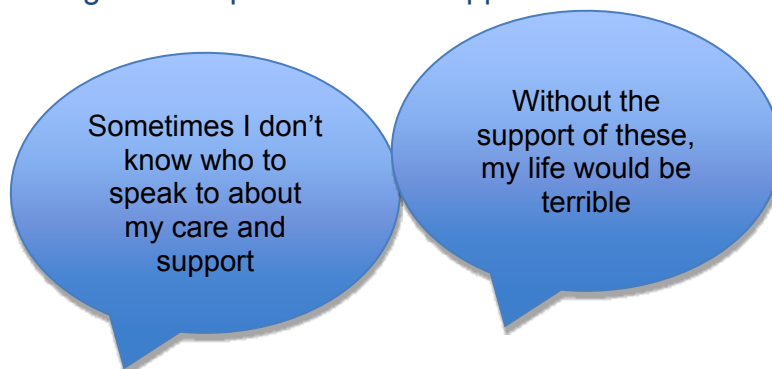
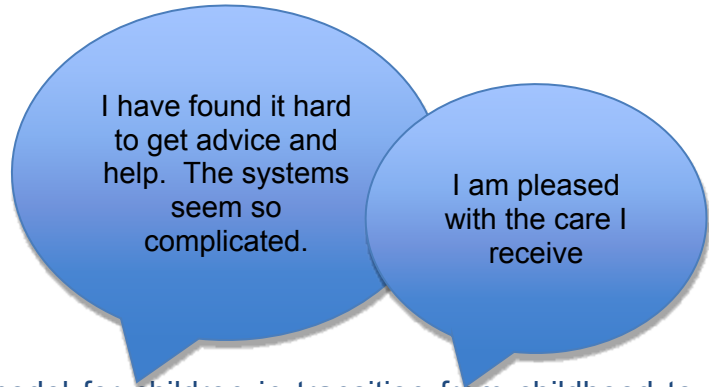
4. Promoting and Improving the Wellbeing of Those We Help

Quality Standard 1 – Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve

Last year we set out a number of areas that we wanted to concentrate on in order to meet Quality Standard 1. We have tried to focus our work on making sure that children, young people and adults reach the outcomes they want to achieve. Outcomes reflect what matters to people and the things that people want to achieve, these are personalised and relate to a person’s individual circumstances. Outcomes relate to the impact or the difference a person wants to see on their life.

What were the main things we said we would do in 2016-17?

- Develop ways that the Council could provide good information, advice and assistance to the public.
- Involve service users, carers and communities in how we develop and deliver services.
- Develop an appropriate service model for children in transition from childhood to make sure that we have better systems and models of care and support in place to help children move into adulthood.
- Work with partners in order to better support carers.
- Update the paperwork and systems so that they continue to meet what is required for the new Act.
- Commission two new organisations from outside of the Council to provide independent advocacy, advice and support.
- Sign-up to be part of the roll out of the national citizen's wellbeing information database called DEWIS.
- Develop and commission an organisation to manage an information brokerage service to commence from April 2017.
- Develop new ways of working so that children, young people and adults will have a stronger voice in what matters to them.
- Make sure that we give a greater focus on support and services that promote prevention and support the general wellbeing of people.
- Continue to safely reduce the numbers of children becoming looked after.
- Continue joint working with hospital teams to support transition from hospital to the community.



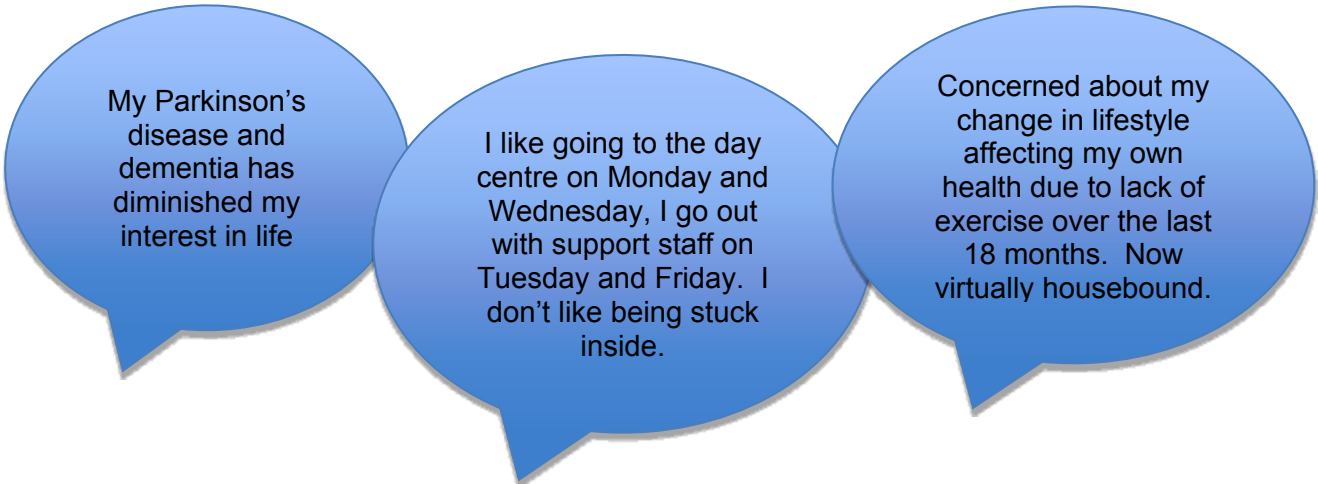
How far did we succeed and what difference did we make?

- We progressed the implementation of a new national citizen's wellbeing database called DEWIS so that people can access information directly from our website rather than having to wait for somebody from social services to speak to them. This system is a single point of access for citizens and professionals and contains information about organisations, services, community groups, companies and events – both local and national. We know that people have been able to access it already which has meant that they have been more independent than if they relied on us. We now want to build on this so that it also includes even more information in the future. The link to the national site is here: <https://www.DEWIS.wales/>
- We started a review of the front door services in both adult social care and for children. In adult social care, we are developing an integrated common point of access, with health, that will enable citizens, carers and professionals to access information, advice and support via one contact telephone number. In Children's social care, the front door service will be part of the MASH. We have been trying a new approach to fit in with the Act but we are currently reviewing this as the first few months of implementation have shown that there has been too great an increase in assessments and the team has found meeting the demand challenging.
- The Information Brokerage Service commenced in April 2017 and is a key element of the Council's ongoing strategy of helping people become more self-reliant so they may live as independently as they are able. The Service promotes early intervention and prevention, which includes signposting to community based support, activities, facilities and opportunities, inform how the care and support system operates in Bridgend, the types of care and support available, how to access the care and support that is available, and how to raise concerns about the wellbeing of a person who appears to have needs for care and support. The Service will ensure that the people of Bridgend are better supported to achieve wellbeing through achieving their personal outcomes linked to what matters to them. It is still too early to report on how well this new service is doing.
- We have made sure that our practice focuses on what matters to people and that the care planning documents will reflect this. We monitor and review the plans to make sure that this approach is making a difference to people's lives.
- We have done some work to make sure that we can provide greater options for accommodation for people with mental health issues.
- We are working more closely with primary care in the community networks so that older people who remain living in their community instead of being admitted into hospital or a care home have the support that they need from both health and social care.
- People are telling us that they want to stay in their own homes for as long as possible and so we have continued to develop our homecare support services to provide flexible support for people at home. We know that there are fewer people going into residential care as shown in the chart on page 6 of this report.

What are our priorities for next year and why?

- We want to improve the options for accommodation for looked after children both for short and long term situations and we will be progressing the review of our residential services. We will be talking directly with children and young people so that they can tell us what they think is important for a young person in care.
- We will continue to safely reduce the number of looked after children by making sure that we provide effective help as early as possible and that we work with children, young people and their families to review their situation.
- We will actively recruit new foster carers so that we can promote local solutions to families in need.
- We want to increase the number of local community co-ordinators so that we can support the development of local communities which will give people more choice and control of how they manage their own independence.
- We will develop Extra Care housing, which will allow residents to continue living independently in a self-contained flat, while benefiting from personal care and support, where those needs have been identified. The new Extra Care Housing schemes will also contain a residential wing, allowing a seamless pathway into a residential-care home setting, where individuals' care and support needs have increased to that required level.
- We will further develop, with health, the integrated Common Access Point (CAP) for the provision of information and advice for adults.
- We will develop the DEWIS wellbeing information database further and launch this to the public of Bridgend in 2017.
- We will roll out the quality assurance framework across Social Services and make sure that all staff are working to an agreed and recognised standard.

Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing



My Parkinson's disease and dementia has diminished my interest in life

I like going to the day centre on Monday and Wednesday, I go out with support staff on Tuesday and Friday. I don't like being stuck inside.

Concerned about my change in lifestyle affecting my own health due to lack of exercise over the last 18 months. Now virtually housebound.

Bridgend recognises the importance of working with people and our partners and this will continue to be a priority for us in 2017-18. We have established a prevention and wellbeing team to further develop opportunities for people to maintain their independence and also to make sure that we can make a positive difference to the quality of people's lives. Promoting a person's health and wellbeing is a priority for the Council, we have made a very good start in developing new approaches to achieve this and we recognise that there is more to do in 2017-18.

What were the main things we said we would do in 2016-17?

- Review our existing model of respite and residential care to see whether we were still able to meet people's needs.
- Bring a multi-disciplinary team together to be the first point of contact and assessment for referrals. This team will be called the Multi Agency Safeguarding Hub (MASH).
- Bring together a new team to focus on prevention and wellbeing responsibilities.
- Develop new ways of supporting carers in line with the Act and improve the number of carer's assessments completed by working more closely with the carers centre.
- Expand the number of independent domiciliary care providers so that we have the resilience we need to manage the increasing demand and therefore continue to support more people to remain independent and living in their own home.
- Work in partnership with Linc Cymru, residents and their carers, and staff to develop two new Extra Care Schemes.
- Work with partners to make sure that all agencies are working effectively together to safeguard children, young people and adults including the capacity to manage the number of Deprivation of Liberty Safeguards (DoLS).
- Develop a provision which can provide 52 weeks a year accommodation and support for children with complex needs so that they can stay with the Borough of Bridgend.

How far did we succeed and what difference did we make?

- We have appointed a new Principal Officer who will take responsibility for the new MASH team. Although we have been working closely with the police to identify accommodation for the new integrated team, we have not been able to meet the target date of April 2017 and have therefore set a new timescale of autumn 2017.
- In 2016-17, we increased the Better at Home Service so that we could better support people being discharged from hospital so that they didn't have to wait in hospital for a package of care. As a result, were able to support 420 people at home. This is an increase compared with last year.

- The land transfer and all the highways and planning preparation for the extra care developments have been finalised. Building work will now commence in April 2017 and everything is on target for the works to be completed by Autumn 2018; *Please find attached a link to a video [here](#).*
- We increased the capacity to support people in their health and wellbeing by increasing the local community co-ordinators from one to three. The co-ordinators have supported 167 number of people to access community opportunities and have successfully been able to divert them from coming into statutory services.
- We have developed a wellbeing and prevention team that has supported 130 older and disabled people to take part in an Olympage Games programme and event, *you can view a DVD [Here](#).* The same team have also supported a group of 14 young people on the Get On Track programme; the film is [Here](#) this group included three looked after children. The programme aims to give young people improved skills and confidence to link with education, employment or training.
- Together with our partners, we opened a specialist substance misuse service with a grant from Welsh Government.



What are our priorities for next year and why?

- To work with the Third Sector in order to develop a strategy which will set out how the Council and Third Sector will work together to promote and support prevention and wellbeing approaches.
- We will make sure we have better information about our looked after children population so that we can better plan the early help services needed to prevent children becoming looked after.
- We will implement the planned MASH with our partners in the police, probation and the health board.
- We will invest in carers support and use every opportunity for funding to make sure that the right services are available to them.
- We will support the residents and their families in our existing Care Homes to prepare for the transition into the new Extra care Schemes.
- We will progress the plans for a new model for residential care for children and young people and will make sure that we consult with children and young people themselves so that we can better understand what support they feel is most needed.
- We will open the new 52 week residential facility so that children with complex needs who need such support do not have to go out of county and away from their family in order to receive the appropriate help they need.

Quality Standard 3 - Taking steps to protect and safeguard people from abuse, neglect or harm

Safeguarding is a theme that runs throughout the Act and it is key to everything that we do.

Safeguarding is everybody's business and is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers. (*Welsh Government*).

Bridgend is part of the Western Bay Regional Safeguarding Adult and Children's Boards.

You can link to the site here: www.wbsb.co.uk

The Adults and Children's Western Bay Safeguarding Business Plans can be found here:



WBSAB_Business_Plan_2017_18.pdf



Business Plan priorities and improve



What were the main things we said we would do in 2016-17?

- We intended to raise awareness and promote safeguarding across the Council and with our partners.
- Under the Act, we needed to set up a team to work in Parc Prison which is known as the secure estate.
- We wanted to develop independent advocacy services for children, young people and adults.
- We wanted to bring one social services safeguarding team under the same management rather than having separate teams in Adults and Children's Social Care.
- We planned to develop a quality standard framework so that we can make sure that our staff are all working to an agreed standard and that people who are receiving support and services from us know that they are receiving a quality service.

How far did we succeed and what difference did we make?

- Under the Act, we now have responsibilities within the secure estate. For Bridgend, this means those people who are currently residing in Parc Prison and also have social care needs. During 2016-17, we established a small team to work within the secure estate. As a result 121 referrals were received; 25 people has an assessment of need for care and support, of which, 21 led to a care and support plan.

- We approached a number of providers to deliver an independent professional advocacy service for adults. We are now working with Age Cymru and are part of the Golden Thread Advocacy Programme. This means that people have a stronger voice in terms of what matters to them.
- We worked with regional partners in Swansea and Neath Port Talbot to commission a new children’s advocacy service which will make sure that we can offer every child and young person receiving services from the council the opportunity to have their voice heard.
- In 2016-17, we undertook training as follows:-

| Description: | No. People Trained: |
|--|----------------------------|
| Adult Safeguarding | 161 |
| Safeguarding Children | 157 |
| Safeguarding Children (school staff) | 688 |
| Safeguarding Children (foster carers) | 35 |
| Managing and handling personal data | 71 |
| Joint Safeguarding Adults and Children | 100 |
| Domestic Violence | 47 |
| Safeguarding Awareness for Elected Members | 3 sessions held |

- Bridgend was also part of the regional conference which was held as part of safeguarding week to raise awareness of the importance of safeguarding children, young people and adults.
- We have processes in place with our partners in the police and in health to make sure we are effectively monitoring child sexual exploitation (CSE) and people who are subject to a ‘deprivation of liberty safeguard (DoLS). The data for the last two years is shown below:

| | 2015-16 | 2016-17 |
|--|---------|---------|
| Number of children subject to CSE protocol | 37 | 36 |
| Requests for DoLS assessments | 443 | 410 |

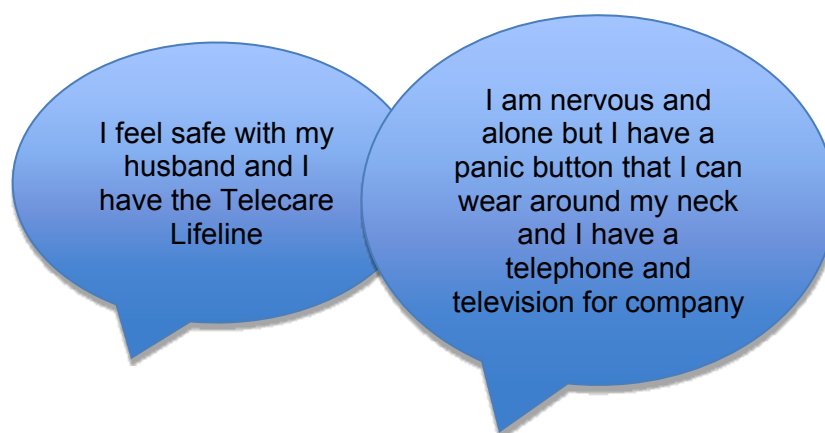
- We also track the number of missing children – in 2016-17, there were 672 occurrences of children reported missing to the police.
- In keeping with the Act, we have developed our advocacy services for both children and young people and adults. Please find an update on progress here:



IPAdvocacy Pilot -
Progress Report June

- We have a well-established Bridgend multi-disciplinary operational safeguarding group so that there is a forum to discuss, review and monitor Bridgend specific safeguarding issues. We also developed a Corporate Safeguarding Policy and have identified safeguarding champions in every directorate.

- We are still working towards one cross-directorate safeguarding team. Whilst closer links have been made it has not been possible to complete due to staff absences. This will be taken into 2017-18.



What are our priorities for next year and why?

- We will implement the new advocacy services in both adult and children's services so that children, young people and adults are able to have a stronger voice in terms of what matters to them and therefore become more independent.
- We will complete the review of the secure estate to make sure that our resources are targeted at the right people.
- We will progress the review of residential care in children's social care so that we can offer more effective support to those children who need it. This will include developing our in-house foster care service.
- We will finalise the accommodation needs of the MASH so that the service can 'go live'.
- We will implement the recommendations set out in the CSSIW Children's Services Inspection.
- We will prioritise the work required to better understand the looked after children population so that we can more effectively manage the numbers of children who become looked after we will use the information gathered from the population assessment to inform how we do things in the future.

Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society

One of our corporate priorities is 'to help people to be more self-reliant' and we want to encourage people to be as independent as possible for as long as possible. The Act says that people need to have more voice and control in their lives and it is important that we are able to provide help and support as early as possible before a person becomes dependent on social services. In order for people to be more active at home

and in their own community we are focusing our efforts on developing support and services which focus on a person's strengths and we call this the 'what matters to me model'. The approaches that we have developed come under the prevention and wellbeing umbrella and this is a key priority for us and is set out under the Act.




What were the main things we said we would do in 2016-17?

- Increase the number of community co-ordinators who work directly with people in the community which helps people to remain independent for as long as possible and helps prevent them from relying on statutory services.
- Further develop our relationships and work within existing community networks by making sure that we have stronger links with GP practices and other primary care resources.
- Work with our partners to make sure that we are able to focus on the people that we are most concerned about and those that are frequently in and out of our services. This is referred to as 'anticipatory care' and is described in more detail on page 5 of this report.
- Develop more effective support and responses to the needs of carers.
- Make sure that we listen to carers, including young carers, so that we can better meet their needs, this includes raising awareness of young carers in the school system.
- Recruit more foster carers including carers who can offer a placement for new parent(s) and their baby.
- Develop a transition service so that young people who are moving from children's services into adulthood have a seamless and positive experience.
- Develop DEWIS which is a web based information sharing data base for the public to access and find out information about social services and community support and services.
- Continue to develop our prevention and wellbeing approaches and alternative models of service to give people greater choice and independence.

How far did we succeed and what difference did we make?

- We now have three community co-ordinators who have supported 167 people to find support from within their own local community and, therefore, have prevented them from relying on statutory services.
- We have set up a number of new groups in the community which focus on a variety of different areas like, skills development and specialist interest groups like photography. This has helped people feel less socially isolated and lonely.
- We have held a number of events for carers across the region so that we listen to what is important to them.
- We are now in the middle of a recruitment drive for more foster carers. We have one new parent and baby foster family and are in the process of approving another family.
- We have supported 43 adults in our residential reablement unit during 2016-17, of which 29 returned home to live, seven people were admitted to hospital and seven people went into residential care.



I need support
to do the things
I need and
want to do

What are our priorities for next year and why?

- Train more staff in new ways of working so that they can focus on what matters to people, we call this outcome focussed assessment and care planning;
- Open a new 52 week provision for children so that they can stay in the area close to their families rather than moving far away;
- Continue to develop our prevention and wellbeing approaches so that we can support people to live more fulfilled lives in their own homes and communities and prevent the need for them to come into a care environment;
- Work with people who currently live in a Council run residential care home to prepare them for the change into an extra care setting;
- Consult with families about the transition of children into adult social care and develop a wider network of social work and health input through the 'Facing the Challenge' team. Following this, put in place governance arrangements and ensure the appropriate networks and relationships are in place to support the process.

Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships

An important part of daily living is to feel fulfilled and happy. This standard is about helping people to achieve healthy relationships at home, in their own communities and with the people they are close to. We want to support children, young people and

adults to be as socially active as possible, to feel they can make decisions for themselves and keep themselves safe as well as making a contribution to others and to the community in which they live.



What were the main things we said we would do in 2016-17?

- We wanted to invest in and further develop our early help and intervention services so that less people come into statutory services.
- We wanted to give young people in foster care the opportunity to stay with their foster family after they have reached the age of 18 years until they are ready to be more independent. This is called 'When I Am Ready' and a report to Corporate Parenting Committee is attached here:



20.07.16 - When I am ready.doc



20.07.16 - When I am ready - Appendix



20.07.16 - When I am Ready - Appendix

- Continue to develop our community services so that we can provide the right support at the right time and in the right place to help people remain independent and at home for longer.
- Review the way we provide respite care for children and young people with disabilities so that they can receive more flexible support.

How far did we succeed and what difference did we make?

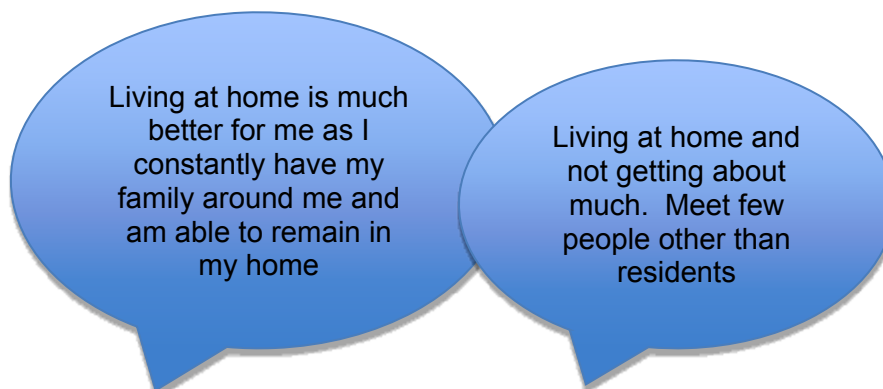
- We registered existing foster carers onto the When I Am Ready scheme and so far 11 young people have been able to remain with their foster family while in transition to adulthood.
- We have completed an extensive review and consultation exercise with children, young people, parents and carers and front line staff on respite and have remodelled the respite service to provide a more flexible and effective service.

What are our priorities for next year and why?

- Be more pro-active in recruiting new foster families so that we can support children to remain living locally and have a healthy, happy and stable family relationship;

- Further develop support services within local communities and work with the Third sector to develop a range of community support options.

Quality Standard 6 - Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs



As well as helping people have a social life and a suitable place to live we want them to improve their income. Bridgend is committed to helping people improve their income and one of our corporate priorities is ‘supporting a successful economy’

What were the main things we said we would do in 2016-17?

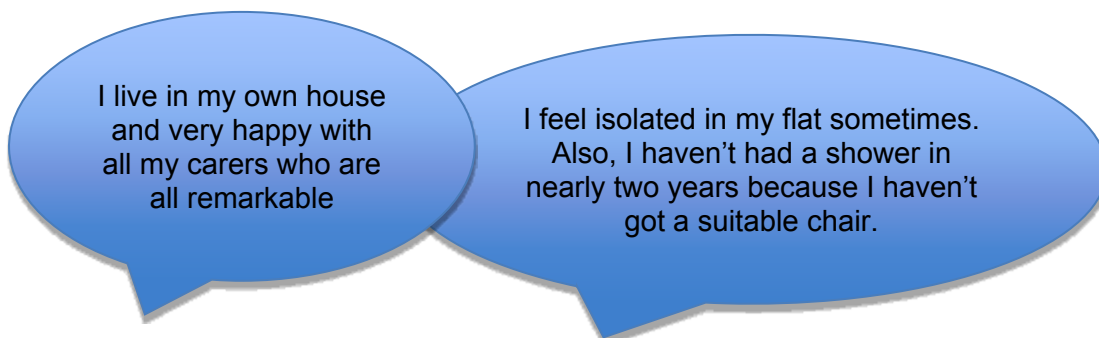
- We progressed our plans to work with Linc Cymru in order to develop 2 new extra care schemes.
- We planned to further develop the ‘When I am ready’ scheme so that it was part of Bridgend Foster Care.
- We started a review of our children’s residential accommodation and placement scheme so that we can respond to the needs of children in a better way.
- We have worked with a greater number of independent homecare providers so that we can offer people support at home which will prevent them from going into residential care.
- We wanted to develop local parent and child placements to support families to have a better chance of staying together and preventing high cost out of area placements.
- We started the planning process to create a 52 week provision for children with complex needs.



- We planned to work with our partners in Health to develop suitable accommodation locally for adults with complex learning disabilities. This scheme is called Closer To Home.

How far did we succeed and what difference did we make?

- Two Closer to Home supported living houses has been completed and this means that four people with complex disabilities have been able to move back to Bridgend and access the support they need to live a more fulfilled life in their local area. In addition, another four people have avoided having to move out of county.
- Work has commenced on a 52 week provision for children with complex needs. Although this work was delayed it will now be completed for September 2017 and it will give up to three young people the support they need locally rather than them being accommodated outside Bridgend.
- In partnership with ABMU, BAVO and the Alzheimer's Society we have continued to progress our ambition to be a dementia friendly county borough:
 - Maesteg is a dementia friendly community and work is now being progressed to ensure sustainability by recruiting dementia champions to continue this work;
 - 13 GP surgeries are now trained as dementia friendly;
 - Dementia Friendly training in schools has commenced.
- We have been able to support 457 people to stay at home with appropriate help from our Acute Clinical Team thus preventing them from going into hospital.



What are our priorities for next year and why?

- We will finalise a new Direct Payment Strategy which will offer greater choice and control to more people and, therefore, help them to be more independent.
- We will work more closely with colleagues in housing so that we can create more housing options and solutions for people in need.
- We will make sure that we create pre-apprenticeship schemes for young care leavers so that they will have the support they need to get ready to join an apprenticeship scheme.

- We will continue the implementation of the revised respite service for children with disabilities so that children and their families can still receive the respite they need as well as Bridgend being able to offer more flexible support to a greater number of families.
- We will continue to develop dementia friendly communities - there is a plan in place to make Kenfig Hill, Porthcawl Town and Bridgend town dementia friendly communities this year and increase the number of dementia friends across the county borough by training staff, elected Members, schools and colleges and other partner organisations.

5. How We Do What We Do

Our Workforce and How We Support their Professional Roles

Bridgend receives funding from Welsh Government via the Social Care Workforce Development Grant which has been used to support the implementation of the Act, and regional priorities to support improvement of care and support across all providers and organisations. The grant for 2016-17 was £321,786 to which the Local Authority added a contribution of £211,555.

In addition, the Western Bay region received a grant to support training specifically related to the Act. This grant was allocated to Western Bay and Bridgend County Borough Council claimed £5,800 from this. A significant amount of training has taken place for health and social care staff across the region.

Western Bay has published a Workforce Development Plan. As part of what was needed for the Act we have also worked across the region to pull together a lot of information about the population of Bridgend, Neath Port Talbot and Swansea. This is referred to as the population assessment (as described on page 7) and it can be accessed here- <http://www.westernbay.org.uk/>

There have been 5,712 attendances days at learning and development events during the period April 2016 to March 2017. A sample of some of the training activity across the sector is given below:

- Training that supports the implementation of the Social Services and Wellbeing (Wales) Act 2014;
- Dementia Care – working in partnership with ABMU Dementia Care Team, this programme has 11 modules and we have delivered it to 199 staff from the residential and domiciliary care sector;
- Deprivation of Liberty (DoLS) Best Interest Assessor – Bridgend now has 30 staff able to undertake DoLS assessments;
- Attachment and secure base training for staff and foster carers working with children and young people;
- Child sexual exploitation – awareness level training for staff and foster carers;

- We work with local training providers for delivery of Health and Social Care Qualifications and Credit Framework (QCF) awards. 36 staff and 15 foster carers registered for qualifications during 16-17;
- Social Work qualifying training - Bridgend hosted 35 social work students; these included a seconded member of staff and a social work trainee;
- Bridgend has supported 19 newly qualified social workers through their first year in practice. 14 social workers have completed the Continuing Professional Education & Learning (CPEL) consolidation Programme. Six social workers are currently undertaking CPEL modules at Cardiff University;
- Robust workforce information will continue to be a priority as it will inform areas such as succession planning, new legislation, new ways of working and specific service challenges. Workforce issues also feature in the Social Services Business Plan.

Our Financial Resources and How We Plan For the Future

Across the UK, councils are facing enormous challenges due to reduced Government funding and increased demands on essential services. The difficult financial position is set to continue for a number of years to come and the Council's Medium Term Financial Strategy (MTFS) estimates that between 2017-18 and 2021-22 the Council could have to make further savings of up to £42 million.

The net cost of services provided by the Council in 2016-17 was £255 million. To achieve a balanced budget, the Council's budget strategy includes savings proposals of £7.5m million for 2016-17. Of this, £2.7m was related to Social Services. One of the Council's key principles in developing its Medium Term Financial Strategy is to meet its statutory obligations and make sure that we still meet our improvement priorities.

The MTFS identified savings for Social Services is £2.7 million in 2016-17. The authority has also allocated additional revenue funding for priority areas within social services as below:

- £50k to support advocacy services
- £30k to fund carers development officer
- £250k to fund demographic growth in relation to older person population
- £500k to meet national living wage cost pressures

The net base budget for Social Services in 2016-17 was £59m. The services have worked very hard toward achieving MTFS savings and to keep expenditure within budget at the end of the year. Adult Social Care showed a breakeven position. However, Childrens Social Care was £1.192m overspent. It should be noted that Childrens Social Care has been subject to over £1m MTFS budget reductions over past two years (2015-16 to 2016-17) whilst the demand on services has remained high.

The Council has robust monitoring and review processes in place to ensure that the MTFS is delivering. Regular reports come into the corporate management board (CMB) and the monthly joint meeting between the Cabinet and CMB. There is a

quarterly corporate performance assessment (CPA) which is attended by cabinet, CMB and heads of service. At this meeting the Directors have to present their performance for the quarter which includes the budget position and progress against the MTFs and this is open to challenge from members of the board.

The service also has the necessary checks and balances in place and group managers, service managers and finance managers work closely to ensure that budgets are effectively managed and monitored. Monthly updates are provided to the director, heads of service and group managers on the budget position and regular finance updates are provided to the two re-modelling boards where progress on the change programme is matched against the savings targets.

Whilst social services has made significant progress in 2016-17 in meeting its savings targets and implementing change, it is recognised that this will be harder in the future and 2017-18 will bring more challenges. The directorate budget reductions for 2017/18 have been categorised into four main areas as below:

| Budget Reductions | 2017/18 £'000 |
|--------------------------|--------------------------|
| Remodel Service Delivery | 974 |
| Service Efficiencies | 120 |
| Income Generation | 73 |
| Prevention & Wellbeing | 668 |
| | 1,835 |

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Bridgend continues to be a key partner within the Western Bay Collaboration which has now been a well-established programme since 2012. There is a clear governance structure in place which oversees the transformation of health and social care services to meet the changing needs of our whole population across the Western Bay region. The Programme has received funding of £481,843 from Welsh Government called the Delivering Transformation Grant (DTG) in order to support the work.

In 2016-17, a revised regional Partnership Board was set up as required by the Act.



Western Bay
Programme - Annual I

In Bridgend, Cabinet and the corporate management board (CMB) meet informally on a monthly basis which provides the opportunity to oversee the business of the Council, share the overall direction for the Council and make sure that we are promoting the One Council approach so that important issues such as the MTFs, safeguarding and transformation are on the agenda.

We have a simple vision for Bridgend County Borough Council, to ‘always act as one Council working together to improve lives.’ The corporate plan was consulted on during 2015-16 and ‘Working Together to Improve Lives’ sets out the new corporate priorities which were effective from 1st April 2016:

- Supporting a successful economy;
- Helping people be more self- reliant;
- Smarter use of resources.

There is a clear link to the Social Services and Wellbeing Directorate’s Business plan which set out the directorate’s priorities for 2016-17. This can be accessed here:



Social Services and
Wellbeing Directorate

For social services, ‘helping people be more self-reliant’ means that we will continue to develop our approaches and practice so that we can appropriately take early steps to reduce and prevent people from becoming vulnerable or dependent on us and our services.

Bridgend County Borough Council takes its role as corporate parents seriously and the Corporate Parenting Committee meets quarterly. There are also Overview and Scrutiny committees.

Links to all of the 2016-17 Cabinet, Council, Corporate Parenting and Overview and Scrutiny Committee reports and minutes that relate to social care can be accessed

Please find attached the link to all council reports:












<https://democratic.bridgend.gov.uk/uucoverpage.aspx?LLL=0>









As mentioned, there is a quarterly corporate performance assessment (CPA) meeting which is attended by Cabinet, CMB and heads of service. At this meeting, the Directors have to present their performance for the quarter which includes the budget position, performance against business plan actions and targets, sickness and progress against the MTFs and this is open to challenge from members of the board. Specifically, the CPA monitors:

- the Council’s improvement priorities and its commitments which are set out in the corporate plan, which can be accessed through the Council’s [Website](#)
- key success indicators-measures and service actions that are linked to national and directorate performance indicators and progress against directorate priorities;
- the budget allocated to each directorate and the progress against savings-targets;
- corporate risks.

The Corporate Director of Social Services and Wellbeing, with the two heads of service continue to meet with all of the social services and wellbeing managers plus representatives from Legal, Human Resources and Finance. This ensures open communication and updates on national, regional and local matters. It is important that staff feel part of this process and are able to contribute to the ongoing development of the service and also to recognise the hard work and achievements collectively and as individuals. The Director also meets regularly with front line staff and carries out a number of service visits throughout the year.

6. Accessing Further Information and Key Documents

| Page Reference | Description | Evidence Link |
|----------------|--|--|
| Page 3 | Western Bay DVD | https://www.youtube.com/watch?v=y5KLiulqwKE |
| Page 3 | Western Bay Annual Plan |  Western Bay Programme - Annual f |
| Page 4 | Welsh Community Care Information System (WCCIS) - Cabinet report Item 660 and Appendices | Cabinet Report WCCIS 660 |
| Page 4 | Multi- Agency Safeguarding Hub (MASH) Project Initiation Document |  MASH PID 0.9.doc |
| Page 7 | Population Assessment | http://www.westernbay.org.uk/  Population assessment summary |
| Page 7 | Commissioning Tool |  Bridgend Commissioning Team |
| Page 8 | Multi- Agency Safeguarding Hub (MASH) model |  Presentation 20.06.16 rev (2).ppt |
| Page 9 | Children With Disabilities (CWD) Project Plan |  CWD - Project and Consultation Plan.doc |
| Page 9 | Child Sexual Exploitation (CSE) Report to Corporate Parenting Committee |  20.07.16 Safeguarding.doc |
| Page 11 | Representations and Complaints Annual Report 2016/17 |  25.07.17 - Cabinet Report complaints 20 |
| Page 12 | CSSIW letter |  CSSIW Performance Review of Bridged Co |
| Page 12 | CSSIW Inspection Report and Inspection Action Plan |  20.07.17 Action plan following inspection fr  19.07.17 - CSSIW Bridgend Children's Ir |

| | | |
|---------|---|---|
| Page 12 | Children's Vision into Action Document |  1.6 a Bridgend Childrens Social Care |
| Page 14 | DEWIS website | https://www.DEWIS.wales/ |
| Page 17 | Extra Care | https://youtu.be/HGzDLci_HUA |
| Page 17 | Olympage Games DVD | https://www.youtube.com/watch?v=bnWSSmhKres |
| Page 17 | Get On Track film link | https://www.damekellyholmestrust.org/jodies-story |
| Page 18 | Western Bay safeguarding website | www.wbsb.co.uk |
| Page 18 | Adults and Children's Western Bay Safeguarding Business plans |  WBSAB_Business_Plan_2017_18.pdf  Business Plan priorities and improve |
| Page 19 | Advocacy report |  IPAdvocacy Pilot - Progress Report June |
| Page 23 | When I am Ready' Corporate Parenting Report |  20.07.16 - When i am ready.doc  20.07.16 - When I am ready - Appendix  20.07.16 - When I am Ready - Appendix |
| Page 29 | Social Services and Wellbeing Directorate's Business Plan 2016-17 |  Social Services and Wellbeing Directorate |
| Page 29 | All Council Reports Link | https://democratic.bridgend.gov.uk/uucoverpage.aspx?LLL=0 |
| Page 29 | Corporate Plan | http://www.bridgend.gov.uk/services/council-priorities-and-performance.aspx |

7. Glossary

- **ABMU** – Abertawe Bro Morgannwg University Health Board
- **Adult Safeguarding** – Protection of vulnerable adults (POVA) which can involve action taken to prevent or minimise the risk of harm and also includes intervention to investigate situations where harm and/or abuse has been experienced by a vulnerable person. POVA is a multi-agency framework in place to safeguard vulnerable adults from abuse. A vulnerable adult is someone aged 18 or over who is, or may be, in need of community care services because of mental or other disability, age or illness and be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. Bridgend adheres to the Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse. This policy is signed up to by all statutory agencies. This means that the Authority has a firm agreement where all organisations work closely together to protect the person who may be being abused or be at risk of significant harm. Adult Services lead and co-ordinate the actions taken alongside our partner agencies, amongst which are ABM Health Board and South Wales Police.
- **Advocacy** - Section 181(2) of the Social Services and Wellbeing (Wales) Act 2014 defines “advocacy services” as: services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support. Part 10 of the 2014 Act sets out the requirements for local authorities in relation to advocacy, which are to:
 - Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising their statutory duties in relation to them; and
 - To arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.
 - An advocate is defined as an ‘appropriate individual’ who can speak on behalf of someone who is facing barriers to communicating or understanding, weighing-up, or deciding on information related to services that they receive. Advocacy services come in a variety of forms, and range from informal, peer and voluntary advocacy through to the provision of paid and professional advocates.
- **Anticipatory Care Planning (ACP)** - is an approach to proactive planning with individuals, who have been identified as being at risk of losing their independence due to illness, increasing frailty or disability; it gives them the opportunity to participate in a co-produced planning process that will help them to make decisions about future care and support. This approach helps to improve the quality of the experience for people by minimising the need for crisis intervention through proactive planning.
- **BAVO** – Bridgend Association for Voluntary Organisations
- **Better at Home service** – see **Reablement below**
- **Child Protection** - All public and voluntary organisations in Bridgend County Borough are committed to safeguarding the welfare of children and young people and rely on members of the public to report concerns to them. Any concerns raised about a child being abused are reported to the on-duty social worker.
- **Child Sexual Exploitation (CSE)** - this is the coercion or manipulation of children and young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay,

“protection” or affection. The vulnerability of the young person and grooming process employed by perpetrators renders them powerless to recognise the exploitative nature of relationships and unable to give informed consent. (All Wales Protocol CSE 2008)

- **Common Access Point** - an integrated team within the Community Resource Team. Citizens carers and professionals can access Information advice and support via one contact telephone number. A Multidisciplinary Team makes decisions about the most appropriate priority and pathway required to deliver the best outcomes for individuals and will liaise with the appropriate service to facilitate access to enabling short term assessment and acute clinical services.
- **Community Network (Hub)** - A system of empowered localities in the form of Locality Networks which will be developed around natural communities as a key platform for local service planning and delivery. They will be built around Primary Care, Community and Social Care teams, working together across agreed populations to plan and deliver integrated, core, out-of-hospital services.
- **Community Resource Team** - A joint ABMUL HB and BCBC resource team serving the Bridgend community networks. The Community Resource Service is a multi-disciplinary, multi-agency team established to respond to the individual needs of people who are frail or have physical disabilities or long term chronic conditions to avoid inappropriate hospital admissions and facilitate earlier hospital discharge. The team provides community support ranging from just a few days to up to six weeks. The focus is on short term interventions to support people to remain at home outside long-term hospital settings.
- **CSSIW** - Care and Social Services Inspectorate for Wales (CSSIW) - CSSIW are part of the Welsh Assembly Government. They are responsible for regulating, inspecting and reviewing the social care services and standards we provide.
- **Dementia Friendly Communities** – this is a city, town or village where people with dementia are understood, respected, supported, and confident they can contribute to community life.
- **Deprivation of Liberty Safeguards (DoLS)** - The Deprivation of Liberty Safeguards were introduced in April 2009 to meet the requirements of the Mental Capacity Act , 2005. They provide protection for individuals who lack capacity and are therefore unable to consent to necessary care or treatment regimes, which may necessitate depriving them of their liberty to protect them from harm.
- **DEWIS** - this is the national citizen portal for wellbeing information in Wales and it is the place to go if practitioners or a member of the public want information and advice about wellbeing or want to know how you can help someone else. It provides a single point of information for citizens and for professionals, everyone can contribute information about resources in their area. As this develops across Bridgend, DEWIS will hold both national and local information that can be easily accessed and will assist in provision of advice and information for all.
- **Direct Payments** - Social Services can provide a cash payment directly to people whose needs have been assessed by Social Services as being eligible to receive services, so they can arrange and purchase their own support. They might use the money to:
 - employ someone directly to help with their care (a Personal Assistant)
 - buy care from a private registered care agency
 - make their own arrangements instead of using Social Services day care or respite care

- **Extracare Housing** - is one of a number of options for an older person who needs personal care or other type of support, but who wants to retain a degree of independence and is able to live safely on their own. An Extra Care Housing Scheme is usually a group of flats built on the same site (some providers offer bungalows), providing specialised accommodation and support services 24 hours a day. The accommodation can be rented or bought, both by an individual and by a couple. Older people living in them enjoy the freedom of having their own front door and the peace of mind from knowing staff are available if they are needed.
- **Information Advice and Assistance service** – As part of the Social Services and Well-being (Wales) Act 2014, which provides the legislative basis for social services in Wales from 6th April 2016, there is a requirement for the provision of information, advice and assistance - local authorities, with the assistance of Local Health Board partners, must secure the provision of a service for providing people with information and advice relating to well-being, care and support in their area, and (where appropriate) assistance in accessing these.
- **Local Community Co-ordination (LCC)** - LCC is an approach to supporting people who are vulnerable through disability, age, ill health or adverse life events to live good lives in their communities. It helps people to draw support from their communities by working to increase both the capacity of individuals and of communities. LCC works as a single, local point of contact supporting people in their community.
- **MASH** - Multi Agency Safeguarding Hub. This is an integrated approach where a number of agencies work together in one place, sharing information and making collaborative decisions. Interventions are put in place at the earliest opportunity across the MASH partnership. A MASH focuses on vulnerability for the purpose of Safeguarding children and vulnerable adults. It does this by receiving referrals from professionals and from the public. The outcomes of this process inform the level of risk to the vulnerable person and can escalate or de-escalate the concern so that appropriate action is taken. A MASH is a confidential environment, which means that all material, sensitive or not, can be revealed to another agency to decide what approach is needed by frontline staff. A MASH provides the opportunity for agencies to do this better by providing all professionals with more information on which to make better decisions.
- **Reablement** – This is critical to supporting timely discharge from hospital (Also known as Step Down support). The Western Bay model is based on supporting effective safe discharge from hospital either into a residential or community based reablement service. Timely discharge is supported within Bridgend with the service known as Better at Home. This provides a short term bridging care service that supports people with levels of care whilst they wait for either the initiation of a reablement service or the restart of a current package of care; this can be usually up to 5 days, depending on the complexity of the discharge. Although, if someone has only been in hospital a short time their existing care package can usually be re-instated within 3 days. Step up reablement provides a therapy led service that aims to address deterioration in the person's condition, putting an individual's independence and ability to remain at home at risk.
- **Rota visiting** - It is important that Members contribute to the safeguarding of our vulnerable adults, children and young people and help to ensure that the quality of care provided is appropriate. It is essential that opportunities are presented for Members to meet with people who receive services from us to

listen to their views. There is a programme of rota visits to the children's and adults' social care establishments and that the programme includes independent sector adult and children's establishments. Members undertake visits in pairs and written reports are submitted by them for noting or action.

- **Social Services and Wellbeing (Wales) Act 2014** - The Social Services and Wellbeing (Wales) Act 2014 received Royal Assent in May 2014. It provides a legal framework for the policy aims of the Welsh Government in relation to social services, bringing together Local Authorities' duties and functions. The Act has two key policy objectives:
 - To improve the well-being outcomes for people who need care and support and
 - To reform social services law.

It seeks to:

- Transform the way in which social services are delivered, primarily through promoting people's independence and giving them a stronger voice and control;
 - Promote partnership working in social care;
 - Enhance the preventative role of social care and health, setting out overarching wellbeing duties to reduce or delay the need for care and support.
- **Telecare** – Our vision for Telecare services in Bridgend County Borough: *'A person is able to access and use Telecare as the part of a care plan or a preventative measure which enables them to continue to live in and perform daily tasks within their home irrespective of the limitations imposed by their frailty or disability'*. Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. As well as responding to an immediate need, Telecare can work in a preventative mode, with services programmed to monitor an individual's health or well-being. Often known as lifestyle monitoring, this can provide early warning of deterioration, prompting a response from family or professionals. The same technology can be used to provide safety and security through bogus caller and burglar alarms.
 - **Third Sector** – in contrast to the public sector and the private sector, the Third Sector can be defined as the "not for profit" sector or the voluntary sector. The Third Sector is identified as a key partner in the delivery of preventative services; able to work effectively in the community supporting people in social settings and with creative and enterprising activities, maintaining their independence and delaying or reducing escalation to higher levels of managed care and support.
 - **Transition** – Definition: "Transition may be defined as the life changes, adjustments, and cumulative experiences that occur in the lives of young adults as they move from school environments to independent and living environments" (Wehman, 2006). The National Service Framework for Children, Young People and Maternity Services in Wales 2005 states "Young people who require continuing services, such as those who are disabled or chronically ill, young people with persistent mental illness or disorders, vulnerable young people and their families and carers, and care leavers, are offered a range of coordinated multi agency services, according to assessed need, in order to make effective transition from childhood to adulthood"

- **Western Bay Health and Social Care Regional Collaboration** - This is a collaborative programme between Bridgend, Swansea, and Neath/Port Talbot Local Authorities together with the ABMU Health Board.
- **When I am Ready** - this is a scheme which came into force on the 6th April 2016 through the Social Services and Well-Being (Wales) Act 2014(SSWBA). The scheme was developed by the Welsh Government in partnership with local government and key third sector partners to enable eligible care leavers to have the option of continuing to live with their foster carers once they attain 18 years of age.



To Susan Cooper
Director of Social Services

June 2017

Dear Director

CSSIW Performance Review of Bridgend County Borough Council Social Services

This letter is informed by CSSIW's inspection, performance review and engagement activity during 2016/17. At the Performance Review meeting on 2 March 2017, we provided feedback on our inspection, engagement and performance review activity over the past 12 months.

Progress on key areas for improvements and developments in the last year

The local authority has worked hard reshaping services in line with the implementation of the Social Services & Well-being (Wales) Act 2014 (SSWBA) across both adult and children's services. This has resulted in the development of new practice models.

Changes to the 'front door' for adult and children's services in line with SSWBA has led to improvements in the local authority's Information Advice and Assistance service (IAA). A common point of access is planned for the autumn. The authority will need to monitor the impact of this change on the team and the outcomes for people seeking support.

The local authority has led on the implementation of the national Welsh Community Care Information System (WCCIS) to supporting the delivery of integrated information technology services across Health and Social Care. This has allowed the sharing of information between organisations, including sharing of assessments and reduced duplication of information.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

The local authority continues to work with its partners through the Western Bay regional collaborative on its Western Bay Optimum model to develop an integrated information, advice and assistance response service. The local authority has an agreed operational model for the common access point with a multi-disciplinary team in place to deliver these changes in practice. With the restructuring of the senior management team this has improved focus and the delivery of services.

The local authority is committed to developing modern services that meet future demands and local needs. Within adult services, remodelling plans for residential care services have progressed, including working with third sector partners to develop new services such as the development of extra-care housing provision (scheduled for completion 2019).

Homecare and learning disability services are focusing on people with more complex needs and the services developed to reflect this. CSSIW will monitor the progress of this and the impact of the changes on people receiving the services.

The development of independent professional advocacy services is being undertaken in response to SSWBA and an Advocacy Pilot Scheme will inform the development and implementation of a new service model in 2018/19. The local authority will want to monitor progress and the impact of this scheme on outcomes for people accessing services.

The local authority intended to incorporate Adult and Children's services into a joint safeguarding model from April 2017. The development of this hub to provide an effective multi-agency response to safeguarding issues is still ongoing. Capacity within the children's senior management team delayed implementation intended to take place in 2016 and this has resulted continuing inconsistencies of thresholds for making decisions. On a positive note, screening decisions are timely, with prompt and proportionate action undertaken to protect children. The appointment of a new principal officer should contribute to progress on this. This will be followed up by CSSIW.

Good cross directorate working is evident in IAA within children's services through close working with Early Help and Prevention that falls within the Education and Family Support Directorate. The ability to co-ordinate and deliver an effective range of services is reliant on both directorates working together. An Early Intervention and Prevention strategy has been finalised which has led to a mapping out of need and the development of new templates to support a better understanding of safeguarding needs and priorities.

A review by the local authority of residential care for children and young people to safely reduce reliance on out of county placements and specialist therapeutic services has been completed. This will inform the re-modelling of residential provision for children within the authority. Current developments include the move to 52-week residential service for disabled children allowing greater access to respite care; and, looking at the needs for specialist in house residential provision for adolescents with complex needs. The authority is in the process of applying to register this service with CSSIW.

The authority continues to make progress on the implementation of the Welsh Language standards and the "More than just Words" strategic framework. It has

measures in place to ensure people have access to information and services through the language of choice.

Feedback on annual engagement themes

During 2016 -17 we carried out a range of engagement activities across all local authorities in Wales. This engagement activity focused on two main themes, adult safeguarding and carers.

With regard to Bridgend County Borough Council, engagement with carers involved meetings with the relevant officers, carers and third sector. The safeguarding engagement focused on meetings with senior staff and those operational managers and staff who lead and carry out the work.

- Safeguarding

One of the main strengths of the adult safeguarding team is the experience of staff and the level of stability. This allows a consistent approach to practice through the application of thresholds and decision making. Excellent collaborative working is evident within the care management teams and work has started linking in with children's services to promote understanding and joint working. This is demonstrated through the joint working across adult and children's services as well as housing to support vulnerable young people going through the transition process.

There is positive engagement from partner agencies such as Police and third sector. Working practices with Health have improved at practice level but there is still scope for improvement at a strategic level. This area of work is being lead by Western Bay Safeguarding Board with the authority contributing to developing practice that is consistent in delivery over the three authorities. We found that, where possible, the involvement of the person in the safeguarding process is promoted including attendance at case conferences and joint meetings.

- Carers

The local authority continues to develop practice in line with its Valuing Carers Strategy. There is evidence of excellent joint working with partner agencies, with the Carers Centre delivering a range of crucial services for both carers and young carers. Evidence of consultation and hearing the "voice" of carers has shaped services; this has been achieved through information days and workshops.

To promote carers awareness the local authority has introduced an e- learning programme that has been rolled out through targeted programmes in schools. The authority will want to monitor progress with this and its impact on identifying young carers.

All carers were very positive and spoke highly of the commitment and accessibility of the authorities Carers Development officer who they see as an excellent asset. Additional work is required to support the carers of people with Mental Health needs who told us that their assessments were rarely updated or reviewed and that they would have appreciated more assistance. Carers also voiced disappointment with the transition of children to adult's services. In order to address the concerns the Disabled Children's Team is now co-located with the multi-agency adult team, with

specific transition worker posts in place to work with young people and families through the transition process.

Progress on recommendations arising from CSSIW inspections

Following the Deprivation of Liberty Safeguarding (DoLS) inspection 2014, the authority has implemented its action plan which included a lead for DoLS in the safeguarding team and appointment of an additional DoLS/Safeguarding Officer. In addition a training programme for all staff, partners and providers has been developed along with a reporting framework for the local authority and other bodies. There is currently a backlog of referrals and a paper provided to Corporate Management Board on the current position and risks. This will be monitored by CSSIW

The local authority has made good progress in implementing its action plan arising from CSSIW's review of care and support for people with learning disabilities in 2016. A number of new models of service delivery have been implemented including re commissioning of Supported Living services for people with learning disabilities.

The recent inspection of IAA within children's services will be subject to a structured series of review meetings throughout the year following publication of the report.

The local authority undertook a self-assessment survey contributing to the CSSIW national inspection of domiciliary care and children subject to the public law outline process. The authority has used recommendations from both reports to improve its practice and develop services. Lessons learnt from the domiciliary care report are reflected in the changes made to the in house homecare service

Inspection, Engagement & Performance Review Plan

In 2017-18 in addition to areas identified for follow up above, CSSIW themes for inspection, engagement and performance review are:

- Support provided for people with mental health needs with a focus on Community Mental Health Team's
- Placement decisions for children looked after

CSSIW will provide six weeks notice if the authority is scheduled for an inspection during 2017-18.

CSSIW will also continue to consider what actions have been taken by the local authority in relation to recommendations contained in its national thematic reviews including Deprivation of Liberty Safeguards, services for people with learning disability, domiciliary care and Public Law Outline.

CSSIW work with partner inspectorates

You will note that this letter has been copied to colleagues in WAO, Estyn and HIW. CSSIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate as well as the local context for social services performance. .

As this is the first year we have written to you in this format we will not be publishing this letter, but will do so in subsequent years.

Yours sincerely

A handwritten signature in grey ink, appearing to read 'SGJ', followed by a period.

Sarah Glynn-Jones

Regional Director

Copy sent to

Chief Executive of Bridgend County Borough Council
Healthcare Inspectorate Wales
Estyn
Wales Audit Office

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

26 JULY 2017

REPORT OF THE CORPORATE DIRECTOR OPERATIONAL AND PARTNERSHIP SERVICES

OUTCOMES OF THE TIMINGS OF MEETINGS SURVEY

1. Purpose of Report

- 1.1 The purpose of this report is to inform Council of the outcomes of a timings of meetings survey recently undertaken in respect of meetings of Council and its Committees, and to seek approval to use the data from this survey to set timings of meetings from 1 September 2017.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 This report links to the following Corporate Priorities:

- a. **Supporting a successful economy** – taking steps to make the county a good place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county.
- b. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- c. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

- 3.1 Section 6 (2) of the Local Government (Wales) Measure 2011, refers to local authorities having regard to statutory guidance in respect of the times and intervals at which meetings are held, in order to achieve a Programme of Meetings that is generally convenient to local Members, given their often differing yet demanding commitments.
- 3.2 At the Annual meeting of Council on 17 May 2017, Members agreed to approve a Programme of meetings for Council and Council Committees for the municipal year May 2017 – May 2018.
- 3.3 Members also agreed at the above meeting, that whilst dates and starting times for Committees included in the Programme of Meetings would be initially set from May 2017 – August 2017 in order to commence the Committee cycle, it was further agreed that a survey be undertaken of Members in order to obtain their preferences for starting times of meetings from 1 September 2017 onward.

- 3.4 The suggested choices of timings for meetings offered to Members as part of the survey, were 10.00am, 2.00pm, and 4.00pm. An opportunity for members to provide additional comments was included in the survey.
- 3.5 Members were requested to complete the survey and consider the following information as part of their deliberations:
- The Civic Offices is open between 07:30 and 18:30. Opening the building outside of these timings will incur additional cost and may have other resourcing issues.
 - To informally discuss preferred timings with other committee members. Other committee members who may not have any preference of meeting timings may be supportive of the requirements of other committee members.
 - To discuss timings with the lead officers for each committee as there may be other factors to consider relating to the timings of committee meetings.

4. Current Situation / Proposal

- 4.1 This survey has now been undertaken, the results of which are shown in the attached **Appendix 1**. This included a significant number of comments which identified specific timings and these were taken into account as part of the timing of meetings proposals.
- 4.2 There was a provision within the survey for Members to give additional comments regarding the survey which were received. Common themes included childcare arrangements, reliance on public transport and work commitments.
- 4.3 The responses have been considered in respect of the calendar of meetings and the following proposals have been identified:

4.3.1 Appeals Panel

The Appeals Panel meetings are formed by 3 of the 12 Elected Members appointed to the Panel. These meetings are usually planned to take a full day and do not form part of the calendar of meetings. They are arranged to meet the requirements of the appellants, the supporting officers and the Elected Members.

Therefore it is proposed that meetings of the Appeals Panel be considered as ad-hoc and not be planned to start at a specific time.

4.3.2 Appointments Committee

The Appointments Committee is not scheduled in the programme of meetings and therefore has been considered as an ad-hoc meeting. Meetings will be arranged to meet the requirements of the applicants, the supporting officers and the Elected Members.

It is proposed that meetings of the Appointments Committee be considered as ad-hoc and not be planned to start at a specific time.

4.3.3 Audit Committee

The majority of responses indicated that the start time of Audit Committee

meetings should be at 14:00. It is proposed that meetings of the committee be re-scheduled to start at 14:00 accordingly.

4.3.4 Council

A majority of responses/comments received requested that the starting time of the Council remain at 15:00. It is proposed that the meeting time of Council remain unchanged.

4.3.5 Democratic Services Committee

The majority of responses/comments indicated that the start times of Democratic Services Committee meetings should be at 16:00. Therefore it is proposed that meetings of the committee be re-scheduled to start at 16:00 accordingly.

4.3.6 Development Control Committee

The majority of responses/comments indicated that the start times of Development Control Committee meetings should be at 09:30. The Development Control Committee involves involvement from a number of officers in a variety service areas including Highways. The earlier start time is likely to preclude a briefing before the committee which is sometimes necessary depending on the complexity of the agenda and to ensure the effective operation of the Committee.

The change in time will also have implications for the Development Control training programme for Elected Members. Training may not be able to take place on Wednesday afternoon as this could clash with Council meetings. The current training programme has been arranged until the end of the year and whilst there is some flexibility for re-arranging sessions provided by internal speakers, this may not always be the case for external speakers who have already agreed dates and times. The current time slot of 12:45 - 1:45 on Thursday i.e. after the Development Control Committee, may need to be retained.

It is proposed that meetings of the Development Control committee be re-scheduled to start at 10:00. Officers will revise the arrangements for Development Control Committee training and other procedures associated with the effective operation of the Committee to meet this proposed revision to the meeting timing.

4.3.7 Licensing Committee /Licensing Act 2003 Committee

The majority of responses/comments indicated that the start times of the Licensing/Licensing Act 2003 Committee meetings should be at 09:30.

It is proposed that the meetings of the Licensing Committee/Licensing Act 2003 Committee be scheduled to begin at 09:30.

4.3.8 Licensing Act 2003 Sub-Committee

The majority of responses/comments indicated that the start times of the Licensing Act 2003 Committee Sub-Committee meetings should be at 09:30. These meetings deal with hearings under the Licensing Act 2003 and involve 3 Elected Members of the Licensing Act 2003 Committees. These meetings also involve outside agencies, members of the public and other legal professions who may not always be locally based and therefore an early start time is not always appropriate. The members sitting in support of these meetings are consulted regarding their availability and it is therefore proposed that meetings of the Sub-Committees be considered as ad-hoc and not be planned to start at a specific time.

4.3.9 Licensing Sub-Committees

The majority of responses/comments indicated that the start times of the Licensing Committee Sub-Committee meetings should be at 09:30. These meetings cover taxi driving matters including grant of licences, renewal, driving disciplinary issues and vehicle licencing. Many of these drivers are involved in school contracts not only for Bridgend Council but for other Authorities which would prevent them attending meetings before 10:00.

For consistency it is proposed that the Licensing sub-committee meetings will remain with a start time at 10:00.

4.3.10 Rights of Way Sub-Committee

The Rights of Way Sub-Committee is not scheduled in the programme of meetings and therefore has been considered as an ad-hoc meeting. Meetings will be arranged to meet the requirements of the supporting officers and the Elected Members of the Rights of Way Sub-Committee. It is proposed that meetings of the Rights of Way Sub-Committee be considered as ad-hoc and not be planned to start at a specific time.

4.3.11 Standards Committee

The majority of responses/comments indicated that the start time of Standards Committee meetings should be at 10:00. It is proposed that meetings of the committee be re-scheduled to start at 10:00 accordingly.

4.3.12 Town & Community Council Forum

The majority of responses/comments indicated that the start times of meetings of the Town & Community Council Forum should be at 16:00. The Town and Community Council Forum is currently undertaking a review of the Town and Community Council Charter and the procedures of the committee which may recommend alternative meeting arrangements be made. It is proposed that meetings of the Town & Community Council Forum remain at 16:00 until the Forum completes its review and any recommendations are received as a result of that review.

4.3.13 Scrutiny Committees

The majority of responses/comments indicated that the start times of the Scrutiny meetings should be at 09:30. It is proposed that meetings of all scrutiny Committees be re-scheduled to start at 09:30 accordingly.

4.4 Member Development

- 4.4.1 The majority of responses/comments indicated that the preferred days for Member Development activities to be undertaken were Tuesday and Wednesdays. The preferred timings were identified as 10:00-12:00 and 16:00-18:00. It should be noted that some of the diarised Member Development sessions cannot be rescheduled as they are from external providers.

It is proposed that where possible, future Member Development activities will be scheduled to be held on either a Tuesday or a Wednesday and the timings will be alternated between 10:00-12:00 and 16:00-18:00.

4.5 Cabinet Meetings

4.5.1 The timings of meetings of Cabinet, Cabinet Committee Equalities and the Cabinet Committee - Corporate Parenting are the responsibility of Cabinet to consider and do not form part of this report.

4.6 School Holidays

4.6.1 Comments received as part of the survey requested that school holidays be avoided. All efforts to minimise meetings scheduled to be held during school holidays have been made and only 4 meetings in the forthcoming municipal year have been unavoidably scheduled during school holidays.

4.7 Additional Changes

4.7.1 Prior to the survey the Licensing sub-committees requested a change of the day on which their meetings had been scheduled. These changes have been discussed with officers who had no objection to meetings being held on the following days:

- Thu 17 Aug 17 Licensing Sub Committee (B)
- Thu 21 Sep 17 Licensing Sub Committee (A)
- Thu 19 Oct 17 Licensing Sub Committee (B)
- Thu 16 Nov 17 Licensing Sub Committee (A)
- Tue 12 Dec 17 Licensing Sub Committee (B)
- Thu 18 Jan 18 Licensing Sub Committee (A)
- Thu 13 Feb 18 Licensing Sub Committee (B)
- Tue 13 Mar 18 Licensing Sub Committee (A)
- Wed 18 April 18 Licensing Sub Committee (B)

4.8 Review of the Programme of Meetings

4.8.1 Following the outcome of the survey a review of the current programme of meetings has been undertaken and the following additional changes are required to the programme of meetings:

- The Licensing Committee scheduled for 17 April 2018 is no longer required and is proposed to be cancelled.
- The Democratic Services Committee have requested an additional meeting to be held on 02 November 2017 to accommodate the timely delivery of its work programme.
- Due to the Scrutiny Committees being rescheduled to 09:30, those meetings planned to be held on Tuesday's would now clash with existing meetings of Cabinet Members and also meetings of the Corporate Management Board therefore the scrutiny meetings have been re-scheduled accordingly.

4.9 The revised programme of meetings is at **Appendix 2**. It should be noted that any changes to the proposed days of meetings may require further work to be undertaken to de-conflict meetings timings and procedure with other committee meetings to provide a workable programme of meetings.

5. Effect upon Policy Framework & Procedure Rules

5.1 None.

6. Equality Impact assessment

6.1 There are no equality implications in relation to this report.

7. Financial Implications

7.1 There are no financial implications in relation to this report.

8. Recommendation:

It is recommended that Council:

8.1 notes the outcome of the timings of meetings survey as detailed in Appendix 1 of this report;

8.2 approves the proposed Programme of Meetings as shown in Appendix 2, which has been compiled from the survey and developed using the rationale as outlined in paragraph 4 of the report.

P A Jolley

Corporate Director Operational and Partnership Services

17 July 2017

Contact Officer: G P Jones
Head of Democratic Services

Telephone: (01656) 643385

E-mail: Gary.Jones@Bridgend.gov.uk

Postal Address Level 4 Civic Offices Angel Street Bridgend

Background documents:

None

RESULTS OF TIMINGS OF MEETINGS SURVEY

APPENDIX 1

| Committee | Members | Responses | % | Meeting start time | | | Comments | No | Proposed start time |
|--|---------|-----------|--------|--------------------|-------|-------|-------------|----|---------------------|
| | | | | 10:00 | 14:00 | 16:00 | | | |
| Appeals Panel | 12 | 10 | 83.33% | 3 | 0 | 1 | 09:30 Start | 6 | Ad Hoc |
| Appointments Committee | 5 | 2 | 40.00% | 2 | 0 | 0 | | | Ad-Hoc |
| Audit Committee (Lay member) | 12(1) | 11 | 84.62% | 2 | 7 | 2 | | | 14:00 |
| Council | 54 | 41 | 75.93% | 5 | 3 | 7 | 15:00 Start | 26 | 15:00 |
| Democratic Services Committee | 12 | 10 | 83.33% | 3 | 0 | 7 | | | 16:00 |
| Development Control Committee | 18 | 14 | 77.78% | 10 | 1 | 2 | | | 10:00 |
| Licensing Act 2003 Committee | 14 | 9 | 64.29% | 2 | 0 | 0 | 09:30 Start | 7 | 09:30 |
| Licensing Act 2003 Sub-Committee (A) | 7 | 3 | 42.86% | 0 | 0 | 0 | 09:30 Start | 3 | Ad-hoc |
| Licensing Act 2003 Sub-Committee (B) | 7 | 4 | 57.14% | 0 | 0 | 0 | 09:30 Start | 4 | Ad-hoc |
| Licensing Committee | 14 | 10 | 71.43% | 3 | 0 | 0 | 09:30 Start | 7 | 09:30 |
| Licensing Sub-Committee A | 7 | 5 | 71.43% | 2 | 0 | 0 | 09:30 Start | 3 | 10:00 |
| Licensing Sub-Committee B | 7 | 5 | 71.43% | 1 | 0 | 0 | 09:30 Start | 4 | 10:00 |
| Rights of Way Sub-Committee | 6 | 0 | 0.00% | 0 | 0 | 0 | | | Ad-hoc |
| Standards Committee (Independent Members) | 2 (4) | 3 | 50.00% | 3 | 0 | 0 | | | 10:00 |
| Town & Community Council Forum | 19 | 12 | 63.16% | 0 | 1 | 11 | | | 16:00 |
| Corporate Overview and Scrutiny Committee | 12 | 9 | 75.00% | 1 | 0 | 2 | 09:30 Start | 6 | 09:30 |
| Scrutiny Subject Committee 1 (Registered Reps) | 16 (3) | 13 | 68.42% | 1 | 3 | 2 | 09:30 Start | 7 | 09:30 |
| Scrutiny Subject Committee 2 | 16 | 13 | 81.25% | 2 | 1 | 2 | 09:30 Start | 8 | 09:30 |
| Scrutiny Subject Committee 3 | 16 | 10 | 62.50% | 2 | 0 | 0 | 09:30 Start | 8 | 09:30 |

Member Development

| Preferred Days | Mon | Tue | Wed | Thu | Fri |
|----------------|-----|-----|-----|-----|-----|
| | | 6 | 32 | 34 | 8 |

| Preferred Times | 10:00-12:00 | 14:00-16:00 | 16:00-18:00 |
|-----------------|-------------|-------------|-------------|
| | | 23 | 3 |


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Please Note:

Cabinet and Cabinet Committee meetings are displayed in Italics for information

Agreed Member Development sessions are displayed with right alignment

Page 77

 School Holidays are identify with shading

SEPTEMBER 2017

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|---|--|---|--|
| 4 | 5 <i>14:30 Cabinet Committee Room 1/2/3</i> | 6 15:00 Council Council Chamber | 7 | 8 |
| 11 14:00 – 16:00 Scrutiny Questioning Skills Committee Rooms 1/2/3 | 12 | 13 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 14 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 15 14:00 Coychurch Crematorium Joint Committee Committee Rooms 2/3 |
| 18 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 19 14:00-16:00 Safeguarding Committee Rooms 2/3 | 20 10:00 Standards Committee Committee Room 2/3 | 21 10:00 Licensing Sub-Committee (A) Committee Rooms 2/3 14:00 – 16:00 Scrutiny Questioning Skills Committee Rooms 2/3 | 22 09:30-17:00 Visit By Independent Remuneration Panel for Wales Committee Rooms 1/2/3 |
| 25 15:00-17:00 Safeguarding Committee Rooms 2/3 | 26 09:30 Licensing Committee Committee Rooms 2/3 | 27 14:00 – 16:00 Dementia Awareness Training Council Chamber | 28 10:00 Development Control Committee Council Chamber 14:00 Audit Committee Committee Rooms 2/3 | 29 |

OCTOBER 2017

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|--|---|---|---------------|
| 2 | 3 14:30 <i>Cabinet</i> <i>Committee Rooms 1/2/3</i> | 4 15:00 Council Council Chamber | 5 09:30 Corporate Overview & Scrutiny Committee Council Chamber | 6 |
| 9 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 10 | 11 | 12 | 13 |
| 16 16:00 Town & Community Council Forum Council Chamber | 17 | 18 14:00 <i>Corporate Parenting Cabinet Committee</i> <i>Committee Rooms 2/3</i> | 19 10:00 Licensing Sub-Committee (B) Committee Rooms 2/3 | 20 |
| 23 | 24 09:30 Licensing Committee Committee Rooms 2/3 14:30 <i>Cabinet</i> <i>Committee Rooms 1/2/3</i> | 25 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 26 14:00 – 16:00 Dementia Awareness Training Council Chamber | 27 |
| 30 | 31 | | | |

NOVEMBER 2017

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|--|--|--|--|
| | | 1 15:00 Council Council Chamber | 2 16:00 Democratic Services Committee Committee Rooms 2/3 | 3 |
| 6 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 7 | 8 | 9 10:00 Development Control Committee Council Chamber | 10 Timings To be confirmed WLGA Regional Training Swansea |
| 13 | 14 | 15 09:30 Corporate Overview & Scrutiny Committee Council Chamber | 16 10:00 Licensing Sub-Committee (A) Committee Rooms 2/3 14:00 Audit Committee Committee Rooms 2/3 | 17 Timings To be confirmed WLGA Regional Training Cardiff |
| 20 | 21 09:30 Licensing Committee Committee Room 2/3 | 22 | 23 10:00 <i>Cabinet Committee – Equalities Committee Room 2/3</i> | 24 |
| 27 | 28 14:30 <i>Cabinet Committee Room 1/2/3</i> | 29 15:00 Council Council Chamber | 30 10:00 Standards Committee Committee Room 2/3 | |

DECEMBER 2017

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|--|--------|
| | | | | 1 |
| 4 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 5 | 6 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 7 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 8 |
| 11 | 12 10:00 Licensing Sub-Committee (B) Committee Rooms 2/3 | 13 | 14 09:30 Corporate Overview & Scrutiny Committee Council Chamber | 15 |
| 18 | 19 09:30 Licensing Committee Committee Rooms 2/3 14:30 Cabinet Committee Room 1/2/3 | 20 15:00 Council Council Chamber | 21 10:00 Development Control Committee Council Chamber | 22 |
| 25 Bank Holiday | 26 Bank Holiday | 27 | 28 | 29 |

January 2018

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|--|--|--|--------|
| 1 Bank Holiday | 2 | 3 | 4 | 5 |
| 8 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 9 | 10 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 11 | 12 |
| 15 | 16 | 17 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 18 10:00 Licensing Sub-Committee (A) Committee Rooms 2/3 14:00 Audit Committee Committee Rooms 2/3 | 19 |
| 22 | 23 | 24 | 25 09:30 Corporate Overview & Scrutiny Committee Council Chamber | 26 |
| 29 16:00 Town & Community Council Forum Council Chamber | 30 14:30 Cabinet Committee Room 1/2/3 | 31 15:00 Council Council Chamber | | |

February 2018

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|---|--|---|-----------|
| | | | <p>1</p> <p>10:00 Development Control Committee Council Chamber</p> | <p>2</p> |
| <p>5</p> | <p>6</p> | <p>7</p> <p>09:30 Subject Overview & Scrutiny Committee 2 Council Chamber</p> | <p>8</p> <p>09:30 Subject Overview & Scrutiny Committee 1 Council Chamber</p> | <p>9</p> |
| <p>12</p> <p>09:30 Subject Overview & Scrutiny Committee 3 Council Chamber</p> | <p>13</p> <p>14:30 <i>Cabinet</i> <i>Committee Room 1/2/3</i></p> | <p>14</p> | <p>15</p> <p>10:00 Licensing Sub-Committee (B) Committee Rooms 2/3</p> | <p>16</p> |
| <p>19</p> | <p>20</p> <p>09:30 Licensing Committee Committee Rooms 2/3</p> | <p>21</p> <p>09:30 Corporate Overview & Scrutiny Committee Council Chamber</p> | <p>22</p> | <p>23</p> |
| <p>26</p> | <p>27</p> <p>14:30 <i>Cabinet</i> <i>Committee Room 1/2/3</i></p> | <p>28</p> <p>15:00 Council Council Chamber</p> | | |

March 2018

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|---|--|--|---|
| | | | 1 | 2 14:00 Coychurch Crematorium Joint Committee Committee Rooms 2/3 |
| 5 | 6 | 7 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 8 10:00 Standards Committee Committee Room 2/3 | 9 |
| 12 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 13 10:00 Licensing Sub-Committee (A) Committee Rooms 2/3 | 14 | 15 10:00 Development Control Committee Council Chamber | 16 |
| 19 16:00 Town & Community Council Forum Council Chamber | 20 09:30 Licensing Committee Committee Rooms 2/3 16:00 Democratic Services Committee Committee Rooms 2/3 | 21 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 22 14:00 <i>Cabinet Committee – Equalities Committee Rooms 2/3</i> | 23 |
| 26 | 27 14:30 <i>Cabinet Committee Room 1/2/3</i> | 28 15:00 Council Council Chamber | 29 09:30 Corporate Overview & Scrutiny Committee Council Chamber | 30 Bank Holiday |

April 2018

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|--|---|---|--------|
| 2 Bank Holiday | 3 | 4 | 5 | 6 |
| 9 | 10 | 11 | 12 | 13 |
| 16 09:30 Subject Overview & Scrutiny Committee 1 Council Chamber | 17 09:30 Subject Overview & Scrutiny Committee 2 Council Chamber | 18 10:00 Licensing Sub-Committee (B) Committee Rooms 2/3 14:00 Cabinet Committee – Corporate Parenting Committee Rooms 1/2/3 | 19 09:30 Subject Overview & Scrutiny Committee 3 Council Chamber | 20 |
| 23 | 24 14:30 Cabinet Committee Room 1/2/3 | 25 15:00 Council Council Chamber | 26 10:00 Development Control Committee Council Chamber 14:00 Audit Committee Committee Rooms 2/3 | 27 |
| 30 09:30 Corporate Overview & Scrutiny Committee Council Chamber | | | | |

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

26 JULY 2017

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

APPOINTMENT OF REGISTERED REPRESENTATIVES TO THE OVERVIEW AND SCRUTINY SUBJECT COMMITTEES

1. Purpose of Report

- 1.1 To seek Council's approval of the appointment of the following Registered Representative to the Overview and Scrutiny Subject Committee for a maximum term of four years:
- a) Mr. William Bond has been nominated for re-appointment as Special School Parent Governor Registered Representative for Education items considered by Overview and Scrutiny Committees.
 - b) Mr Ciaron Jackson has been nominated for appointment as the Primary School Parent Governor Representative for Education items considered by Overview and Scrutiny Committees.

2. Corporate Improvement Objectives / Other Corporate Priorities

- 2.1 The key improvement objectives identified in the Corporate Plan 2016–2020 have been embodied in the Overview & Scrutiny Forward Work Programmes. The Corporate Improvement Objectives were adopted by Council on 1 March 2017 and formally set out the improvement objectives that the Council will seek to implement between 2016 and 2020. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

- 3.1 In line with the Parent Governor Representatives and Church Representatives (Wales) Regulations 2001, Part 4 of the Constitution states under the Overview and Scrutiny Procedure Rules that an Overview and Scrutiny Committee, whose functions relate wholly or in part to education functions which are the responsibility of Cabinet, shall include in its membership one Church in Wales Representative, one Roman Catholic Church Representative, and three Parent Governor Representatives (one from a Primary School, one from a Secondary School, and one from a Special School).

4. Current Situation / Proposal

- 4.1 Mr William Bond has completed a term of office as the Special School Parent Governor Representative, and has been nominated for re-appointment to serve a further term.

4.2 Mr Tim Thomas has stepped down from his position as the Primary School Parent Governor Representative as he is now an elected Member of the Local Authority. Following a request for nominations from the Primary Sector School Parent Governors, Mr Ciaron Jackson has been nominated to serve as the Primary School Parent Governor Representative.

5. Effect upon Policy Framework & Procedure Rules

5.1 None.

6. Equalities Impact Assessment

6.1 There are no equality implications arising from this report.

7. Financial Implications

7.1 This report has no direct financial consequences.

8. Recommendation

8.1 Council is recommended to note the report and approve the appointment of the following individuals as Registered Representatives for Education items considered by Overview and Scrutiny Committees, each for a term of four years:

(i) Mr. William Bond as Special School Parent Governor Representative;

(ii) Mr Ciaron Jackson as Primary School Parent Governor Representative.

Andrew Jolley

Corporate Director – Operational and Partnership Services

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CF31 4WB

Background documents

None