

# Public Document Pack

## 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: Mr Mark Anthony Galvin

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Thursday, 1 March 2018

Dear Councillor,

#### **SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2**

A meeting of the Subject Overview and Scrutiny Committee 2 will be held in the Council Chamber - Civic Offices Angel Street Bridgend CF31 4WB on **Wednesday, 7 March 2018 at 09:30.**

#### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. Declarations of Interest  
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including whipping declarations)
3. Forward Work Programme Update 3 - 16
4. Prevention and Wellbeing and Local Community Co-ordination 17 - 34  
Susan Cooper Corporate Director - Social Services and Wellbeing;  
Cllr Phil White, Cabinet Member - Social Services and Early Help  
Cllr Dhanisha Patel, Cabinet Member - Wellbeing and Future Generations;  
Jacqueline Davies, Head of Adult Social Care;  
Andrew Thomas, Group Manager – Prevention and Wellbeing;  
Geoff Cheetham – Cymru Older Peoples Forum/Bridgend Older Persons Forum  
Kay Harries, Partnership and Projects Manager, BAVO  
Zoe Wallace, Head of Primary Care, Primary and Community Services Delivery Unit
5. 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**

**By receiving this Agenda Pack electronically you will save the Authority approx. £0.68 in printing costs**

Corporate Director Operational and Partnership Services

Councillors:

TH Beedle  
MC Clarke  
SK Dendy  
J Gebbie  
CA Green  
M Jones

Councillors

MJ Kearn  
JE Lewis  
JR McCarthy  
AA Pucella  
KL Rowlands  
SG Smith

Councillors

G Thomas  
SR Vidal  
KJ Watts  
DBF White

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

7 MARCH 2018

### REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

#### FORWARD WORK PROGRAMME UPDATE

#### 1. Purpose of the Report

- a) To present the items prioritised by the Corporate Overview and Scrutiny Committee including the next item delegated to this Subject Overview and Scrutiny Committee;
- b) To present the Committee with a list of further potential items for comment and prioritisation;
- c) To ask the Committee to identify any further items for consideration using the pre-determined criteria form;
- d) To consider and approve the feedback from the previous meetings of the Subject Overview and Scrutiny Committee 2 and note the list of responses including any still outstanding at Appendix A.

#### 2. Connection to 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 Under the terms of Bridgend County Borough Council's Constitution, each Overview and Scrutiny Committee must publish a Forward Work Programme (FWP) as far as it is known.
- 3.2 An effective FWP will identify the issues that the Committee wishes to focus on during the year and provide a clear rationale as to why particular issues have been selected, as well as the approach that will be adopted; i.e. will the Committee be undertaking a policy review/ development role ("Overview") or performance management approach ("Scrutiny").

## Feedback

- 3.3 All conclusions made at Subject Overview and Scrutiny Committee (SOSC) meetings, as well as recommendations and requests for information should be responded to by Officers, to ensure that there are clear outcomes from each topic investigated.
- 3.4 These will then be presented to the relevant Scrutiny Committee at their next meeting to ensure that they have had a response.
- 3.5 When each topic has been considered and the Committee is satisfied with the outcome, the SOSC will then present their findings to the Corporate Overview and Scrutiny Committee (COSC) who will determine whether to remove the item from the FWP or to re-add for further prioritisation at a future date.
- 3.6 The FWPs will remain flexible and will be revisited at each COSC meeting with input from each SOSC and any information gathered from FWP meetings with Corporate Directors and Cabinet.

## 4. Current Situation / Proposal

- 4.1 Attached at **Appendix B** is the overall FWP for the SOSCs which includes the topics prioritised by the COSC for the next set of SOSCs in Table A, as well as topics that were deemed important for future prioritisation at Table B. This has been compiled from suggested items from each of the SOSCs at previous meetings as well as the COSC. It also includes information proposed from Corporate Directors, detail from research undertaken by Scrutiny Officers and information from FWP Development meetings between the Scrutiny Chairs and Cabinet.
- 4.2 The Committee is asked to first consider the next topic they have been allocated by the COSC in Table A and determine what further detail they would like the report to contain, what questions they wish Officers to address and if there are any further invitees they wish to attend for this meeting to assist Members in their investigation.
- 4.3 The Committee is also asked to then prioritise up to six items from the list in Table B to present to the COSC for formal prioritisation and designation to each SOSC for the next set of meetings.

## Corporate Parenting

- 4.4 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent', therefore all Members have a level of responsibility for the children and young people looked after by Bridgend.

- 4.5 In this role, it is suggested that Members consider how each item they consider affects children in care and care leavers, and in what way can the Committee assist in these areas.
- 4.6 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

#### Identification of Further Items

- 4.7 The Committee are reminded of the Criteria form which Members can use to propose further items for the FWP which the Committee can then consider for prioritisation at a future meeting. The Criteria Form emphasises the need to consider issues such as impact, risk, performance, budget and community perception when identifying topics for investigation and to ensure a strategic responsibility for Scrutiny and that its work benefits the organisation.

### **5. Effect upon Policy Framework & Procedure Rules**

- 5.1 The work of the Overview & Scrutiny Committees relates to the review and development of plans, policy or strategy that form part of the Council's Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend. Any changes to the structure of the Scrutiny Committees and the procedures relating to them would require the Bridgend County Borough Council constitution to be updated.

### **6. Equality Impact Assessment**

- 6.1 There are no equality implications attached to this report.

### **7. Financial Implications**

- 7.1 There are no financial implications attached to this report.

### **8. Recommendations**

- 8.1 The Committee is recommended to:
- (i) Approve the feedback from the previous meetings of the Subject Overview and Scrutiny Committee 2 and note the list of responses including any still outstanding at Appendix A;
  - (ii) Identify any additional information the Committee wish to receive on their next item delegated to them in the FWP including invitees;
  - (iii) Identify any further detail required for other items in the overall FWP at Table B of Appendix B;

- (iv) Identify any additional items using the criteria form, for consideration on the Scrutiny Forward Work Programme following the Annual Meeting of Council in May 2018;
- (v) Identify suitable items for Webcasting from the overall Forward Work Programme.

**PA Jolley**  
**Corporate Director - Operational and Partnership Services**

**Contact Officer:** Scrutiny Unit

**Telephone:** (01656) 643695

**E-mail:** [Scrutiny@bridgend.gov.uk](mailto:Scrutiny@bridgend.gov.uk)

**Postal Address** Bridgend County Borough Council,  
Civic Offices,  
Angel Street,  
Bridgend.  
CF31 4WB

**Background documents**

None.

Date of meeting	Item	Members wished to make the following comments and conclusions:	Response/Comments	Follow Up Required
07-Feb-2018	<b>Economic Prosperity of Bridgend County Borough</b>	<p>Members commended the work currently being undertaken within the Local Authority on economic development in Bridgend, but recommended that the Directorate consider condensing the information provided within the report into the production of an Economic Prosperity Plan. This plan would enable members of the public to easily digest and review the work being carried out in the service area. Members further recommended that the plan detail:</p> <ul style="list-style-type: none"> <li>· Where are we now?</li> <li>· Where do we want to be?</li> <li>· How will we get there?</li> <li>· How will we know when we have got there?</li> <li>· How will we know if we have been successful?</li> <li>· What has been achieved?</li> </ul>	<p>Producing an Economic Prosperity Plan would be a considerable undertaking, as it would need to include the activities and priorities of a number of different agencies, including for example Bridgend College, Welsh Government. However, we could produce a document setting out BCBC is specifically doing to support businesses, and what indicator we use to monitor the general health of the economy.</p>	
		<p>Members expressed concerns regarding the potential gaps in funding post Brexit and the Committee recommended that urgent clarification be sought from Welsh Government regarding addressing succession funding planning.</p>		
		<p>Members highlighted the false economy in making cuts within the tourism service area and emphasised the need for a strong tourism presence to support employment and regeneration in the Borough, with particular reference to Cardiff City Deal and the prospective Heathrow Logistics Hub. Therefore the Committee recommended that sufficient resource is allocated to the collation of the Destination Management Plan, not necessarily from within the Local Authority but from effective partnership and collaborative working.</p>		
		<p>The Committee queried what support is available for citizens in the Borough with gaining information and applying for current employment opportunities who do not have access to the internet, as they may well have the skills required for the role but are being excluded for not having the ability to get online. Therefore Members recommended that new innovative ways of working are pursued into how businesses can advertise current jobs without using the internet and then how without access can they communicate with the employer. The Members suggested using a central area/hub/community centre.</p>	<p>IT resources and internet access is already available for public use in a variety of community venues and libraries across the county borough . Some businesses continue to use traditional print media also. The market penetration of smart phone usage suggests that it is not limited to more affluent areas - so access to informations about jobs does not appear to be limited to these areas.</p>	

	<p>In conjunction with the above comment and recommendation, Members emphasised the importance of improved transport links to isolated areas within the Borough, to enable commuting to places of employment and accessing training. Taking into account the lack of internet access in these areas, the Committee consequently recommended that the Directorate target consultation to seek the views and comments regarding the proposed cuts to bus services.</p>		
	<p>Members made reference to the statement made in the report regarding the most recent data from the Annual Population Survey and highlighted that there was no date attached to the statistic. The Committee therefore recommend that when any further data is presented to Committee that it is imperative that a date is also referenced.</p>		
<p><b>Additional Information</b></p>			
	<p>The Committee stressed the need for schools to target and develop their young entrepreneurs within their secondary schools and colleges by being proactive in requesting support and advice from the Local Authority and the third sector. In relation to this, Members have requested to receive a case study following an entrepreneurship to evidence what was offered and the outcome following it – have they succeeded?</p>	<p>Response from SP - For school to respond</p>	



## Scrutiny Forward Work Programme

Table A

The following items were previously prioritised by the Subject OVS Committees and considered by Corporate at its last meeting where the top three items were scheduled in for the next round of meetings:

Date	Subject Committee	Item	Specific Information to request	Rationale for prioritisation	Proposed date	Proposed rationale for timing from Officers	Suggested Invitees	Prioritised by Committees	Webcast
07-Mar-2018	SOSC 2	Prevention and Wellbeing and Local Community Coordination	<p>To include information about the number of different initiatives that are available within the community as an alternative to statutory services.</p> <p>LCC projects to be referenced under a heading for each area – Ogmore, Llynfi and Garw Valleys – to ensure ease of reference to what projects are being carried out where.</p> <p>To include information on the work being undertaken with the 3rd Sector.</p> <p>What initiatives are available within the community?</p> <p>What input is provided by ABMU and what is provided by Bridgend Council?</p>		Proposed date March/April 2018		<p>Susan Cooper Corporate Director Social Services and Wellbeing;</p> <p>Clr Phil White, Cabinet Member - Social Services and Early Help</p> <p>Clr Dhanisha Patel, Cabinet Member - Wellbeing and Future Generations;</p> <p>Jacqueline Davies, Head of Adult Social Care;</p> <p>Andrew Thomas, Group Manager – Prevention and Wellbeing;</p> <p>Representation from 3rd Sector;</p> <p>Representation from ABMU / Cwm Taf.</p> <p>Kay Harries, Partnership and Projects Manager, BAVO</p>		
12-Mar-2018	SOSC 1	School Modernisation Band B	<p>To advise committee on the development of the strategic outline plan for band b of the 21<sup>st</sup> century schools modernisation programme</p> <p>How did Band A improve attainment?</p> <p>What were the outcomes for Band A? How were they achieved. What lessons can be learnt for Band B?</p>	Scrutiny to inform the plans and refine the rationale for the development of the schools estate	Proposed by Officers - March 2018		<p>Lindsay Harvey, Interim Corporate Director - Education and Family Support;</p> <p>Clr Charles Smith, Cabinet Member for Education and Regeneration;</p> <p>Clr H Williams, Deputy Leader;</p> <p>Nicola Echanis, Head of Education and Early Help;</p> <p>Gaynor Thomas, Schools Programme Manager</p>		

Page 10	21-Mar-2018 SOSC 3	Empty Properties	<p>How effective has this council been on bringing back into use empty properties over the last five years?</p> <p>Does this council have the appropriate policies and process in place to fully utilise the powers that we already have to tackle empty homes. For example - Empty Dwelling Management Orders and charging council tax premiums on long-term empty homes and second homes?</p> <p>What are the levels of empty homes across Bridgend?</p> <p>What is the potential loss of council tax receipts due to empty homes?</p> <p>Data on levels of empty properties and homes - how long they have been empty for and what contact has been made regarding them;</p> <p>Examples of case studies from Bridgend CBC;</p> <p>Good practice from across Wales;</p> <p>Detail of Welsh Government policies;</p> <p>In relation to empty properties - could a breakdown of service provision be provided? To include contracts that we sub let out;</p> <p>Members queried how many section 215 have been used in relation to blight properties.</p>				<p>Andrew Jolley, Corporate Director; Operational and Partnership Services;</p> <p>Mark Shepherd, Corporate Director Communities;</p> <p>Jonathan Parsons, Group Manager Development;</p> <p>Martin Morgans, Head of Performance and Partnership Services;</p> <p>Clr Richard Young, Cabinet Member - Communities;</p> <p>Clr Hywel Williams, Deputy Leader;</p> <p>Welsh Government contacts?</p> <p>Helen Picton, SRS (VOG);</p> <p>Jennifer Ellis (RCT);</p>	SOSC 3 and SOSC 1 reprioritised this in Dec 2017 after it was rescheduled to accommodate other report	SOSC 3 highlighted this item as suitable for webcasting.
16-Apr-2018	SOSC 1	Early Help and Social Care	<p>The process into how the following information will be presented will be confirmed following meetings with both Directorates Corporate Directors.</p> <ul style="list-style-type: none"> <li>Up to date figures presenting the numbers of Looked After Children by Local Authority;</li> <li>A breakdown of referral figures, to include statistics from local pre-school nurseries;</li> <li>Outcome from the review undertaken by Institute of Public Care;</li> <li>What services are being provided post 16, given that research indicates shows that children who have been looked after, have the increased probability that their children will also end up in the care system;</li> </ul> <p>To evidence how the two services are working together and the impact on the LAC population.</p> <p><i>Rec from BREP -</i></p> <p>For Scrutiny to receive data relating to the Early Help and Safeguarding Board's joint dataset to evidence how the work being undertaken in relation to Early Help has impacted directly on social services.</p> <p>Detailed analysis of the causes and demands on Children's Social Services. Members commented that if this is not known and understood then the Authority cannot effectively plan for the future and Members cannot be assured that changes that are being introduced are fit for purpose.</p>				<p>Susan Cooper Corporate Director Social Services and Wellbeing;</p> <p>Lindsay Harvey, Interim Corporate Director - Education and Family Support;</p> <p>Clr Charles Smith, Cabinet Member for Education and Regeneration;</p> <p>Clr Phil White, Cabinet Member – Social Services and Early Help;</p> <p>Nicola Echanis, Head of Education and Early Help.</p> <p>Laura Kinsey, Head of Children's Social Care;</p> <p>Mark Lewis,</p> <p>Elizabeth Walton James, Group Manager Safeguarding and Quality Assurance</p>	SOSC 1	
17-Apr-2018	SOSC 2	Dementia Care	<ul style="list-style-type: none"> <li>Include accurate and up to date figures on the people diagnosed with dementia in Bridgend County Borough for comparison with the number of people predicted to be living with dementia;</li> <li>Provide Members with the information which can be found on the Local GP Dementia Register which highlights prevalence of dementia by area throughout the borough and type of dementia. The Panel recommend that these statistics are presented on a map diagram for ease of reference. If possible, Members wish that this data be elaborated upon to include age, and whether the numbers show if diagnosis was received prior to moving into the borough;</li> </ul> <ul style="list-style-type: none"> <li>Provide an update on the review of joint intentions with health and the third sector and include information regarding the production of a dementia strategy and delivery plan - stating milestones, target dates and responsible officers.</li> <li>Provide an update on existing discussions with nursing care providers in relation to the development of nursing residential care places for people with dementia;</li> </ul> <p>Include facts and figures on people with dementia living in Cardiff as well as Neath Port Talbot and Swansea for comparison to Bridgend.</p> <p>Comparisons with other LAs such as Maesteg and the Vale on dementia awareness training to consider how successful the Authority has been in making Bridgend Dementia friendly.</p>		Proposed change from Directorate from 7 March as will take time to get the detailed information as it is not owned by the LA and needs to be gathered from Health etc.		<p>Susan Cooper Corporate Director Social Services and Wellbeing;</p> <p>Clr Phil White, Cabinet Member – Social Services and Early Help;</p> <p>Jacqueline Davies, Head of Adult Social Care;</p> <p>Representative from Age Concern Wales;</p> <p>Representative from ABMU;</p> <p>Representative from Bavo.</p>		Corporate highlighted this item as suitable for webcasting.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page</p>	19-Apr-2018	SOSC 3	Emergency Housing	<p>Is the current emergency housing provided by BCBC meeting the needs of the service users? Is the current provision a good use of public resources? Should an alternative provision be made to ensure families, in particular children, achieve their potential. Service user numbers Service user demographic –ages, disabilities, gender Outcomes Challenges faced daily by families using provision –health, dentist, mental health, schools *Members have requested a possible site visit</p>	members asked for this item to be prioritised by the Corporate Committee to address the homelessness across the county which has increased and can be seen by the increased number of people sleeping in tents.			<p>Andrew Jolley, Corporate Director – Operational and Partnership Services; Martin Morgans, Head of Performance and Partnership Services Cllr Dhanisha Patel, Cabinet Member - Wellbeing and Future Generations;</p>	SOSC3 SOSC 1	
Date TBC Following Annual Meeting	SOSC 1	Budgetary Impacts of Parc Prison	<p>How much core funding does BCBC receive to deal with the impact of a prison being located within its boundary? What is the true cost of servicing this need? Is there is a different impact due to Parc Prison being privately run as opposed to being run by the Prison Service? Educational aspects in prisons and their impact; What Community Services does Parc Prison provide? What does Parc Prison give back to the County Borough of Bridgend; What 3rd Sector services are provided at Parc; Details on the impact on housing; What input does the Probation Service have with working with the Authority and with the resettlement of prisoners.</p>		Proposed by Directorate for May-June 2018	Ongoing discussions with WG over financial position -more appropriate to receive later in year	<p>Susan Cooper, Corporate Director Social Services and Wellbeing Jacqueline Davies, Head of Adult Social Care Cllr P White, Cabinet Member Services and Early Help Cllr Charles Smith, Cabinet Member for Education and Regeneration; Representative from Parc prison; Representation from Health Service Provider; Representation from 3rd Sector – Drug and Alcohol services for example; Representation from Probation Service; <u>Representation from housing department.</u></p>			
Date TBC Following Annual Meeting	SOSC 2	ALN Reform	<p>When the Act has been further progressed, report to include consideration of the following points: a) How the Authority and Schools are engaging with parents over the changes to the Act? b) What the finalised process is for assessments and who is responsible for leading with them? c) What involvement/responsibilities do Educational Psychologists have under the Act? d) Has the Act led to an increase in tribunals and what impact has this had? This is set against the context of the recent announcement by the Lifelong Learning Minister that instead of saving £4.8m over four years the Act could potentially cost £8.2m due to an expected increase in the number of cases of dispute resolution. e) Given that the Act focuses on the involvement of young people and their parents, what support is available for those involved in court disputes? f) Outcomes from the Supported Internship programme. g) Support for those with ALN into employment. h) Staffing - Protection and support for staff, ALNCO support, workloads and capacity. i) Pupil-teacher ratios and class sizes and impact of Act on capacity of teachers to support pupils with ALN j) How is the implementation of the Act being monitored; what quality assurance frameworks are there and what accountability for local authorities, consortiums and schools?</p>	Needs revisiting to monitor implementation of the Bill and if needs are being met as well as impact on future budgets	Proposed by SOSC 1 to be revisited in next years FWP		<p>Lindsay Harvey, Interim Corporate Director - Education and Family Support; Cllr Charles Smith, Cabinet Member for Education and Regeneration; Nicola Echanis, Head of Education and Early Help. Michelle Hatcher, Group Manager Inclusion and School Improvement Third Sector Representatives</p>		SOSC 2 highlighted this item as suitable for webcasting.	
Date TBC Following Annual Meeting	SOSC3	Waste Services Contract  <i>(Confirmation required as to whether Scrutiny can receive re-dacted contract - if contract being considered, item needs to go to Corporate OVSC, other issues are for SOSC)</i>	<p>Members would like the report to include an update on the following: The impact of the recently recruited senior managers associated with the Bridgend contract and front line operative staff. Was recruitment successful? Have all Members now been given full inductions and training Information on the updates to the CRC centre including the instalment of the polystyrene baler and webcam so residents are able to monitor the traffic flow at the site. Change of days for the communal collections - Has this happened? Has the service shown improvements since the change? Impact of the new collection vehicles. Have they made collection rounds more efficient? Outcome of the review of BCBC in house Street Scene enforcement activity Longer term trend of flytipping. What are the figures of flytipping in the Borough? Have they improved? Domestic or business? A breakdown in the number of referrals received before the new contract in a typical month and what they were related to and a breakdown of the number of referrals received in April 2018  A review of the AHP bags be considered when Scrutiny revisit the subject of 'Waste' in approximately 12 months time to include the monetary against environmental impact.</p>	Members requested that this item is prioritised by the Corporate Committee for June 2018 so they can monitor the contract and ensure that improvements to the delivery of the service are made. Members requested that this item remain until significant improvements are made and the service is at a satisfactory level for residents.	SOSC 3 proposed revisit item in June 2018		<p>Mark Shepherd, Corporate Director Communities; Cllr Hywel Williams, Deputy Leader; Cllr Richard Young, Cabinet Member – Communities; Zak Shell, Head of Streetscene; Maz Akhtar, Regional Manager Kier Julian Tranter, Managing Director Kier Claire Pring, Kier</p>	SOSC 3 Jan 18		

Table B

The following items were deemed important for future prioritisation:

Item	Specific Information to request	Rationale for prioritisation	Proposed date		Suggested Invitees		Webcast
<b>Safeguarding</b>	<p>To include Safeguarding activity in both Children and Adult Services.</p> <p>To also cover:</p> <ul style="list-style-type: none"> <li>Regional Safeguarding Boards</li> <li>Bridgend Corporate Safeguarding Policy</li> <li>Child Sexual Exploitation (CSE)</li> <li>Deprivation of Liberty Standards (DOLS)</li> </ul> <p>Report to provide statistical data in relation to service demands and evidence how quickly and effectively the services are acting to those needs.</p> <p>To evidence how the two services are working together and the impact on the LAC population.</p> <p>To receive the outcome of the in depth analysis which was currently being undertaken within the Council.</p> <p>To include information on Advocacy for Children and Adults:</p> <ul style="list-style-type: none"> <li>The outcome from the Advocacy Pilot Scheme</li> <li>The current system</li> <li>Social Services &amp; Wellbeing Act</li> <li>Regional Children Services advocacy</li> <li>Adult Services – Golden Thread Project</li> </ul> <p>What costs are associated to assessments that are contracted out.</p>	<p>Members stressed that this subject must be considered by Scrutiny on their FWP as is a huge responsibility of the Authority and Scrutiny must ensure the work being undertaken to protect some of the most vulnerable people is effective and achieving outcomes.</p>	<p>Pilot for Advocacy ends April. Therefore proposed date May/June 2018.</p>		<p>Susan Cooper Corporate Director Social Services and Wellbeing;            Cllr Phil White, Cabinet Member – Social Services and Early Help;            Jacqueline Davies, Head of Adult Social Care;            Laura Kinsey, Head of Children's Social Care;            Elizabeth Walton James, Group Manager Safeguarding and Quality Assurance            Richard Thomas, Strategic Planning and Commissioning Officer</p>	SOSC2 Jan 18	
<b>Annual Recommendations/feedback Update to each SOSC</b>	<p>Update on all feedback that required follow up and recommendations - Cabinet and Officer ones</p>		<p>Proposed for March 2018 to inform next years FWP planning</p>		<p>None</p>		
<b>Care and Social Services Inspectorate Wales (CSSIW) Inspection of Children's Services.</b>	<p>The Committee requested that they receive an <b>information report</b> detailing the progress of the plan and update Members whether or not the actions have addressed the issues raised by the Inspectorate.</p>		<p>Going to Corporate Parenting on 24 Jan - Scrutiny Officers to pick up and send to Committee</p>				
<b>Remodelling Fostering Project</b>	<p>Further project as part of the Remodelling Children's Social Services</p> <ul style="list-style-type: none"> <li>- Detail regarding the upskilling of three internal foster carers to provide intensive, therapeutic step down placements as part of Residential Remodelling project</li> <li>- Review of the foster carer marketing and recruitment strategy at a draft/early stage to allow members input into the process</li> </ul>				<p>Susan Cooper, Corporate Director, Social Services and Wellbeing;            Cllr Phil White, Cabinet Member – Social Services and Early Help;            Laura Kinsey, Head of Children's Social Care;            Pete Tyson, Group Manager – Commissioning;            Lauren North, Commissioning and Contract Management Officer;            Natalie Silcox, Group Manager Childrens Regulated Services.</p>		

<p><b>Home to School Transport</b></p>	<p>To provide assurances on rationalisation of Learner Transport as far as possible in order to make budget savings:</p> <p>Update on pilot that school transport team proposing to run in Spring and Summer terms 2017-2018 - to support the enforcement of bus passes on home to school transport contracts. As part of this pilot, the Authority is also investigating opportunities to track the use of our school bus services by individual pupils.</p> <p>Update on Recommendation from BREP: The Panel recommend the need for the Authority to adopt a Corporate approach in relation to Home to School Transport maximising the LA's minibuses such as those used for day centres. It is proposed that this be supported by slightly amending the opening and closing times of day centres so that the buses can be available for school transport. Other aspects that could be considered include the exploration of whether school staff could transport children and young people instead of hiring independent drivers.</p> <p>To test and scrutinise the current licensing and school transport regime to gain assurances that it provides adequate protection against the potential of putting children and vulnerable children at risk from those who are in a position of trust. Changes to the DBS status of their employees to be scrutinised to ensure that children are not being put at undue risk. To provide robust scrutiny and recommendations on how the current regime can be improved. To provide assurances to the public and maintain public confidence in the system of school transport</p> <p>Report to include Update on the current arrangements of how licensing and school transport operates within the County Borough since the change in 2015 to the Police National Policy for disclosing non-conviction information to the local authority. Information to include a report from South Wales Police on its approach to disclosing information it holds about licencees following arrests, charges and convictions. What is the current relationship between the local authority's licensing and school transport departments in relation to the disclosure of information from South Wales police? Is there sufficient oversight on behalf of the local authority and a risk of contractors withholding information which may prejudice the continuation of their contract?</p>	<p>To provide assurances on rationalisation of Learner Transport as far as possible in order to make budget savings. To test and scrutinise the current licensing and school transport regime to gain assurances that it provides adequate protection against the potential of putting children and vulnerable children at risk from those who are in a position of trust. Changes to the DBS status of their employees ought to be scrutinised by an Overview &amp; Scrutiny Committee at the earliest opportunity to ensure that children are not being put at undue risk. To provide robust scrutiny and recommendations on how the current regime can be improved. To provide assurances to the public and maintain public confidence in the system of school transport</p>					
<p><b>Highways Services</b></p>	<p>To include information of efficiency savings and the impact of what the MTFS has on the service</p>			<p>Proposed by HOS as had been drafted previously for scrutiny but did not go due to timing issues - felt that Mmembers need to know info - <i>could this be an information report instead?</i></p>	<p>Mark Shepherd, Corporate Director Communities; Cllr Richard Young, Cabinet Member – Communities; Zak Shell, Head of Streetscene; Andrew Hobbs, Group Manager Streetworks</p>		
<p><b>Community Services</b></p>	<p>Rec from BREP The Committee recommend that Scrutiny consider a future item on what other Local Authorities are doing to respond to the gap in provision in Community Services.</p>					<p>SOSC2 Feb 18</p>	

<p>Collaboration with Police</p>	<p>The Panel highlighted the need to work more closely with the Police and therefore proposed that a Research and Evaluation Panel be established to look at Policing of the borough on a local level. Members proposed the following points and areas to go to the Research and Evaluation Panel for consideration as part of their ongoing investigative work:</p> <p>a) As the delegated powers to the Police and PCSO's varies between local authorities, the Panel recommend that clarification be provided on what powers have been assigned to the Police and what has been retained be the LA to inform all Members, members of the public, Inspectors and PCSOs;</p> <p>b) How often does the Chief Executive and Leader meet with key people in the Police to discuss and align priorities;</p> <p>c) How often do both the Corporate Director – Operational and Partnership Services and the Corporate Director - Communities meet with their counterparts in the Police to discuss community policing and safety within the County Borough and align priorities.</p> <p>d) The need for a joint plan between Police and the LA;</p> <p>e) How the Police assist the LA in relation to safeguarding vulnerable adults and children.</p>						
<p>Remodelling Children's Residential Services Project</p>	<p>SOSC 1 requested that the item be followed up by Scrutiny in the future for monitoring purposes, incorporating evidence of outcomes.</p>						
<p>CSSIW investigation into LAC</p>	<p>The Committee requested that the outcome of the CSSIW investigation into Looked After Children be provided to Scrutiny for information when it becomes available.</p>						
<p>CAMHS</p>	<p>With reference to the responses received in relation to Child Adolescent Mental Health Services Members on 12 December 2018, Members note that most of the replies feature an element of work in progress and have asked to retain the item on the FWP for future review. To receive an update on current provision and further advise on current situation in relation to comments and conclusions made on 12 December 2018.</p>						
<p>School Standards</p>	<p>Requested from SOSC 1 meeting in February to receive a further report at a meeting in the near future, (to be agreed by Corporate Overview and Scrutiny), incorporating the following:</p> <ul style="list-style-type: none"> <li>• School Categorisation information;</li> <li>• In relation to Post-16 data at 4.53 of the report, the Committee requested that they receive the baseline for each school to give a better indication of how each school has improved;</li> <li>• Information on Bridgend's ranking for Key Stage 4 based on the latest results;</li> <li>• Information on what targets were set at each stage in order to determine whether the performance was expected and possibly a cohort issue or whether any actuals differed significantly from the targets set;</li> <li>• Information that the Consortium has gathered through drilling down into each schools' performance to determine what challenges schools face;</li> <li>• Further detail of the performance of those with ALN attending the PRU or Heronsbridge School as Members felt this was not incorporated into the report to a great degree;</li> <li>• Information on the work that the Consortium is doing to identify the variation for each secondary school at Key Stage 4, and what is being done about it;</li> <li>• More information in relation to each schools performance – not necessarily more data but detail of the where, what and how in relation to good and poor performance for each school so that the Committee has an overall understanding of the current situation and priority schools in Bridgend;</li> <li>• What extent are schools responding to the changes recently introduced such as the removal of Btec etc, to ensure they are still meeting the needs of the pupils;</li> <li>• What work is being done to mitigate against future dips in performance resulting from any changes to curriculum or changes to performance measures;</li> <li>• Evidence of how the Consortium has made a direct impact on schools and school performance, what outcomes can they be measured on in relation to Bridgend to assure Members of value for money;</li> <li>• What is being done to mitigate against the impact of changes in teachers to ensure that this does not have a resulting impact on the performance of pupils;</li> <li>• Performance in relation to vocational qualifications and non-core subjects – where are there causes for concern and where there is excellent work taking place etc.</li> </ul>				<p>Lindsay Harvey, Interim Corporate Director - Education and Family Support;                  Cllr Charles Smith, Cabinet Member for Education and Regeneration;                  Nicola Echanis, Head of Education and Early Help;                  Mandy Paish, CSC Senior Challenge Advisor;                  Mike Glavin, Managing Director CSC                  Representative from School Budget Forum</p>		

The following

Item	Specific Information to request
------	---------------------------------

Overview of Direct Payment Scheme	To update Members on the Direct Payments Process.
Social Services Commissioning Strategy	To include information on what work has taken place following the Social Services and Wellbeing Act population assessment. To also cover the following: <ul style="list-style-type: none"> <li>• Regional Annual Plan</li> <li>• Bridgend Social Services Commissioning Strategy</li> </ul>
Western Bay Regional Report	Update on situation and way forward with WB and Regional Working?

Residential Remodelling - Extra Care Housing	Site visit to current Extra Care Housing and then to new site once work has begun
Children's Social Services	Briefing for SOSC 1 on Child Practice Reviews - details of latest CPRs over last 12-18 months - what recommendations have come out of them, how have they been responded to, how have they helped inform future work to help safeguard children.

This page is intentionally left blank



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE OVERVIEW AND SCRUTINY COMMITTEE NUMBER 2

7 MARCH 2018

#### REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

#### PREVENTION AND WELLBEING AND LOCAL COMMUNITY CO-ORDINATION

##### 1. Purpose of Report

- 1.1 To present to the Committee the range of prevention and wellbeing services and community based opportunities for support that is being developed and their strategic importance.
- 1.2 The report includes:
  - Information about the number of different initiatives that are available within the community as an alternative to statutory services.
  - Information on the work being undertaken with the 3rd Sector.
  - Initiatives that are available within the community
  - The input provided by Abertawe Bro Morgannwg University Health Board (ABMU), BCBC and other partners.
- 1.3 The report will be supported by a presentation which will include details of local initiatives and perspectives of people who have accessed prevention-based opportunities.

##### 2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The report links to the vision of the Council to act as 'One Council working together to improve lives' in an environment where people and communities are being encouraged to have more responsibility for their own wellbeing.
- 2.2 The report aligns to the principle that the Council will support communities and people to create their own solutions and reduce dependency on the Council.
- 2.3 In particular, the report links to two of the three identified corporate priorities:
  - Helping people to be more self-reliant
  - Smarter use of resources
- 2.4 The report identifies the importance of progressively developing a 'one Council' approach to prevention and wellbeing that collaborates to build resilient and supportive communities.
- 2.5 There are also identifiable links to other established plans and strategies including:
  - Adult Social Care Commissioning Plan;

- The Remodelling Adult Social Care Programme;
- The Third Sector Action Plan;
- Ageing Well Plan for Bridgend;
- The Council's Medium Term Financial Strategy.

### **3. Background**

- 3.1 The context of the Prevention and Wellbeing agenda was initially reported to the Health and Wellbeing Overview and Scrutiny Committee in April 2015 with a review of progress presented to the Adult Social Care Overview and Scrutiny Committee in April 2016.
- 3.2 This report reviews the progress being made within the Social Services and Wellbeing Directorate but also recognises collaborative working across the organisation, within key partnerships and also with local communities.
- 3.3 The legislative frameworks that Wales has established to improve wellbeing highlight the benefits and importance of preventative support and serve to drive policy and strategy within and between services.
- 3.4 The Social Services and Wellbeing (Wales) Act 2014 requires due regard to UN Principles for Older People (1991) and UN Convention on the Rights of the Child (1989). The duties include conducting joint population needs assessments with Health Boards, proactively improving the wellbeing of service users and carers, developing preventative services that universally promote wellbeing but also reducing escalating needs, providing wellbeing related information, advice and assistance and also the development of social enterprise and cooperative responses to needs.
- 3.5 The Wellbeing of Future Generations Act (Wales) 2015 has established 7 wellbeing goals that focus on increasing prosperity, resilience, health, equality, cohesion, global responsibility, culture and Welsh language. The principles that underpin the Act of long term sustainability and developing the connectivity between organisations, services and resources, support the case for prevention and wellbeing approaches.
- 3.6 The Bridgend Public Service Board has developed a draft Wellbeing plan as a consultation document. The plan recognises the importance of working in partnership as a long term commitment to preventing the underlying causes of problems or reducing their escalation in an integrated and collaborative manner. The plan identifies the importance of social wellbeing and the value placed by local people on being connected within communities. The need to develop age friendly communities based on demographic changes is identified, the negative impact that some experiences can have from early life throughout the life course, but also the use of social prescribing opportunities to signpost people to support networks.
- 3.7 At a national level, Welsh Government has produced 'Prosperity for All – the National Strategy' (2017), recognising the need for an agile public sector to do things differently and also do different things to contribute to the wellbeing goals for Wales. The prevention and wellbeing approach being developed in Bridgend connects particularly to the 'healthy and active' and 'united and connected' themes of the national strategy, setting long term foundations for the future.

- 3.8 The Prevention and Wellbeing agenda also has strong links to the joint work that is taking place with BAVO and the Third Sector Stakeholder group to develop an action plan that recognises the future importance of the third sector and the role played in developing resilient and supportive communities.

#### **4. Current Situation/Proposal**

##### **Prevention and Wellbeing Leadership**

- 4.1 To date, the development of preventative and wellbeing approaches has been taken forward in the Social Services and Wellbeing directorate and a Prevention and Wellbeing Project Group has been established to oversee this work.
- 4.2 There is an identified opportunity to develop a robust performance framework for preventative work with the development of evidence and impact measurement by type of intervention. The prevention model is still relatively new and therefore it is essential to share and adopt learning and good practice and a need to expand the range of services and partners engaging in prevention and wellbeing.
- 4.3 In September 2017, the Social Services and Wellbeing directorate carried out a realignment of structures across the whole directorate which enabled the Group Manager of Sport, Play and Active Wellbeing to change the focus of his role and become the Group Manager of Prevention and Wellbeing. This has supported a focus on prevention and wellbeing and the broader service area to contribute to community wellbeing development opportunities. This approach adds to the experience of the directorate management team focusing on prevention and ensures a focus on community and third sector is integrated in planning and evaluation.
- 4.4 At an operational level, training events have been held to better understand the Prevention and Wellbeing agenda and opportunities for partners to contribute. These sessions have seen mixed representation including social care, third sector, volunteers and national bodies. The focus has been on Asset Based Community Development (ABCD) that aims to co-produce work with communities and build on skills and capabilities. 50 people have attended and been engaged to date.
- 4.5 A new project plan is being developed to support a Prevention and Wellbeing workstream that will initially report to the Remodelling Adult Social Care Programme board but will need to reach further across the organisation within time and also connect with external partners.

##### **Local Community Coordination (LCC)**

- 4.6 Local community coordination aims to support people to create their own practical solutions to identified needs and within inclusive and supportive community opportunities. The programme offers support to vulnerable adults, carers, people with disabilities and young people who present wide ranging difficulties and issues.
- 4.7 The support is provided at differing levels commencing with information, advice and assistance that connects people to local organisations or support networks on issues such as health, housing or finance. There is also a casework aspect for

people whose needs are more complex and need more engagement to develop skills and confidence to connect with local or community support opportunities.

4.8 An additional dimension to the work of the Local Community Coordinators has seen support for people who have been receiving managed care but who could integrate into alternative community based opportunities and transition into more local and more cost effective support. An evaluation conducted in 2017 indicated that the LCC programme had supported day services provision with 80 people provided with alternatives to managed care potentially releasing £216k of social work time to support other demands.

4.9 The sources of referral for the LCC support are many and varied and include carers, Care and Repair, Police and Fire Rescue Services, Health, Job Centre, ARC, Social Services, mental health partners, Doctors, community workers and substance misuse organisations. This highlights the variety of presenting needs and illustrates how some people's needs might be lower level but multi-factorial. It is also relevant that people can self-refer into the LCC programme.

*“Through your connections and knowledge, our patients have benefitted from being able to access different facilities....Having you available on your visits and being on the end of a phone have meant we have been able to point patients in the right direction for their individual needs.”* Surgery Practice Manager – LCC Programme.

4.10 In terms of the outcomes delivered, there is also variance by individual needs although reductions in isolation, increased sense of financial security, reductions in anxiety and depression, feeling more in control of life and with improved physical wellbeing are all relevant outcomes identified by local people.

*“X had severe agoraphobia and had not left the house for 10 years. She would self-harm and had frustration and depression which made her further withdraw.....she now has a plan for the future and wants to return to work....she is a natural leader in our community group, has gained in confidence and has enrolled on to online learning”.* LCC Coordinator.

4.11 The pilot phase of local community coordination commenced in the Llynfi Valley in 2015 and this has subsequently been followed by programmes in the Ogmere and Garw Valleys. As such, the LCC programme is now active in three areas.

4.12 The LCC programme is based on the models of local area coordination as an evidence-based preventative intervention. This approach has been evaluated at a national level and identified as producing a social return on investment (SROI) of 4:1 for every £1 invested. SROI is a methodology used by Government, National Audit Office and the third sector to identify the value of interventions related to investment.

4.13 The initial evaluation report conducted by Swansea University discovered benefits such as avoided calls for Social Worker support, avoided GP visits, avoided calls for mental health services and identified links to volunteering. There was a suggestion of anticipated further benefit relating to employment, avoided community nurse visits, delay or avoidance of residential or nursing care and avoided home care visits.

4.14 The needs of people are diverse but are illustrated in terms of how this prevention based approach can contribute to improved wellbeing in **Appendix 1** by connecting people together.

4.15 An important aspect of the LCC model is that longer term support can be found in the community but this relates to the needs of individuals (including appropriate levels of complexity) and the locally available opportunities. The detail as to opportunities that are currently linked to is shown at **Appendix 2** on an area by area basis.

*“The participants were individuals with various needs including mental health issues, depression, anxiety, chronic health conditions and loneliness and isolation. The group is now run by group members with craft skills; they have become friends and contact and support each other. They have reported their own wellbeing improvements, fundraise and are more in control.”* Wellbeing Through Creativity Group – LCC Programme.

4.16 There are three performance indicators within the Directorate Business Plan that the LCC programme directly contributes to:

- The number of people who have been diverted from mainstream services to help them remain independent for as long as possible (local indicator), the LCC programme has supported 350 people since its commencement to connect with lower level support (186 Llynfi Valley, 101 Ogmore Valley, 73 Garw Valley);
- The number of people reporting that they have received the right information and advice when they needed it (national indicator);
- The number of adults who receive a service provided through a social enterprise, cooperative, user-led service or third sector organisation during the year (national indicator).

4.17 The model of local community coordination is founded on a population base of 15,000 people and a caseload of up to 60 people at a given time. The Garw and Ogmore programmes have a scale comparable to the model whilst the Maesteg area has a higher population base and has been longer established. The numbers of active cases on the respective databases are 53 for Maesteg, 28 for Ogmore and 42 for Garw Valley. Beyond the volume of participants it is important that the complexity of referrals is not so great that people cannot connect with lower level support offered by communities.

4.18 The local community coordination staff and programme have, since June 2017, been transferred to the Prevention and Wellbeing service area. This has provided a cost-effective management arrangement for the service and linked the work to other community development initiatives including external partners.

*“People were chatting and forming friendships. A lady with a recent bereavement said she had got a lot out of attending and was comforted by meeting others with similar experiences. Another person who had been drinking excessively had ceased since joining the group.”* Café project to support bereavement – LCC/ARC.

4.19 A new performance and outcomes framework is being developed including a mental wellbeing assessment tool and a progress tracker against 13 potential outcomes.

The themes include personal safety, managing accommodation, managing relationships, community connections, financial stability, education and learning, employment and volunteering, lifestyle and physical/mental health. The service has been reviewing and comparing other programme frameworks that can be considered and also the contribution to national performance indicators.

- 4.20 A number of core services that contribute to the Prevention and Wellbeing agenda are continuing to develop and support the local community coordination approach.
- 4.21 A consistent barrier to connecting vulnerable people to community based opportunities is transportation. BCBC has been supported via Integrated Care Funding to work with Bridgend Community Transport to develop improved support for local people in the Ogmore, Llynfi and Garw valleys. These investments will have links to local community coordination but also broader community development approaches. The scheme will support access to health and wellbeing and domestic needs also. A steering group is developing a series of performance objectives for the scheme linked to group activities, volunteering, adult learning and more.

*“Transport difficulties have resulted in older ladies being unable to attend social wellbeing groups. One of the ladies had cancelled her day service and meal prep/personal care support as she prefers this local community group activity to the day centre. The fear is that the lack of accessible transport may lead to their return to isolation and be detrimental to their friendships, wellbeing and physical health”.* Local Community Coordinator.

- 4.22 There are four community hubs in operation at Cwm Calon (Maesteg), Sarn Adult Support Centre, Ty Penybont (Bridgend) and Pyle Life Centre. The community hub model is based on meeting needs locally, connecting individuals within their own communities to support an independent lifestyle and decrease dependency. There is evidence to suggest community hub models deliver £5.05 of social and economic value for every pound invested and including £1.65 of care related savings. The alternative to community hub support might be a higher cost placement based on a higher level of managed care. BCBC is seeking support from the Integrated Care Fund to appoint a Community Access Development Officer. The community hubs will add more opportunities beyond managed care and current activities include physical activity, mindfulness, yoga, crafts, drama and counselling.

*“The community hubs are linking with Bridgend College to encourage Social Care students to volunteer up to 120 hours of their time. X is now volunteering and has experience in health care having trained as a Medical Secretary. She is friendly and outgoing and spends 6 hours a week providing information, advice and assistance to the community. Our aim is to encourage more students to support IAA and community hubs.”* Community Development Coordinator.

- 4.23 The important role of carers in supporting people to maintain their independence is recognised within legislation and reflected in the development of local support services. Welsh Government suggests that between 70% and 95% of the care provided to people in communities across Wales is given freely by family and friends. The support provided for carers is preventative in that it helps maintain the caring relationship and supports people to stay independent at home and prevent escalation of needs.

- 4.24 **Appendix 3** illustrates the levels of need of carers and the various support that can be identified at each level.
- 4.25 The Assisted Recovery in the Community programme (ARC) provides support for a range of mental wellbeing issues including depression, anxiety and panic. ARC can provide individually tailored support based on presenting needs and is connected to health partners and third sector providers including counselling support. The programmes of support can include developing community links, accessing educational and employment services and engaging in beneficial community activity. Regular programmes include substance and alcohol, citizens advice, post-natal depression, carers support, veterans support, mental health and more.

*“X is a lady with a learning disability who lives alone. I met X during a joint visit with ARC who were following up on a GP referral. She was tearful, anxious, depressed and struggling to manage everyday life. Today X has made many friends and is active in her community. She is volunteering, undergoing training for anxiety and anger management and has led the establishment of a community group. She is now supporting other people and is attending family events.”* Local Community Coordinator.

*“With your help in recognising the issues and sign-posting me to the appropriate services in a timely fashion, I have been able to develop my coping strategies...I feel blessed to have been given the opportunity to join the Mindfulness Group....I returned to work after 2 months and whilst I am still finding my feet and treading carefully, I am far better equipped to deal with things”.* ARC service user.

### **Developing Age Friendly Communities**

- 4.26 The Ageing Well Plan for Bridgend identifies that prevention and wellbeing approaches can help to improve the quality of life for older people and ensure frailty is not inevitable.
- 4.27 The Public Service Board has recognised the growth in the older population and the need to support their wellbeing under the theme of healthy choices in a healthy environment.
- 4.28 Investing in falls prevention is taking place with the NHS identifying a social return on investment of 7.5:1 for each £1 invested. A falls prevention network group is active and coordinated by Care and Repair. Falls are a cause of distress, pain, injury, loss of independence and mortality.
- 4.29 There is a potential 31% increase in people living with dementia in Bridgend by 2021 and investment is progressing into community based opportunities and lifestyle management. Increased physical activity, improved diet, managing body weight and blood pressure are prevention based interventions.
- 4.30 Loneliness and isolation has a negative impact on mental health, cardiovascular disease, hypertension and dementia risk and 75% of women and a third of men over 65 years live alone, highlighting the need to connect to communities.

- 4.31 The prevention and wellbeing work can support people at earlier stages of the life course to help take responsibility for their wellbeing and quality of life. This is compatible with the Older Person's Strategy for Wales and Bridgend's commitment to the themes via the Dublin Declaration provided in 2013.
- 4.32 The work of the Public Service Board will develop indicators that illustrate how the Ageing Well Plan for Bridgend is contributed to by partners and how the quality of life of older people is impacted on.

### **Working with Social Enterprise, Cooperatives and Mutuals**

- 4.33 The management of the Healthy Living Partnership with GLL/Halo Leisure and also the cultural partnership with Awen Trust sits within the Social Services and Wellbeing Directorate and service development planning is focused on the Prevention and Wellbeing agenda.
- 4.34 The Healthy Living Partnership provides support in the following ways:
- The National Exercise Referral Scheme funded by Public Health Wales engages every GP surgery and supports lower level interventions alongside chronic condition pathways. Over 1,500 people per annum are supported including cardiac, back care, pulmonary, falls, stroke, mental health and cancer programmes, and over 27,000 visits targeted;
  - The accessibility of membership is evidenced with over 166,000 visits under the means tested access to leisure programme and with 1,239 older people and 576 disabled people having membership;
  - The over 60 Free Swimming programme supports social wellbeing opportunities with over 80,000 visits, the highest in Wales, and additional opportunities for forces veterans supported by WLGA. The use of Hydrogym activities is included supporting rehabilitation;
  - BCBC is discussing with Halo any additional support that could be formalised for carers whilst recognising existing support that is in place;
  - Partnership working with the Alzheimer's Society has developed dementia friendly swimming opportunities and created organisational learning via Dementia Friends training;
  - The Health Board is funding additional pulmonary rehabilitation programmes in community settings (100 people per annum supported), and the north cluster is investing in lifestyle management support and screening for residents who do not access their GP. 622 people have accessed lifestyle checks with 24% identified as medium to high risk and connected to support programmes;
  - The development of a Wellbeing hub at Bridgend Life Centre is also being progressed with capital investment via Integrated Care funding.
- 4.35 The Cultural Trust Partnership also is growing in its support for the Prevention and Wellbeing agenda via Awen:
- The Hynt Scheme is being used to support cost-effective access to theatres and arts centres for visitors with an impairment or specific access requirement and their carers or personal assistants;
  - The mobile library and Booklink service supports the vulnerable, isolated and less mobile to access resources and helps combat loneliness and isolation;



- Awen have conducted outreach work to support the development of Men's Sheds projects at Maesteg and Ogmores, promoting health, wellbeing and social inclusion;
- Trainees with learning disabilities accessing BLeaf and Wood B are now supported by Awen;
- A community programme 'My Sporting Days' has been developed to promote social interaction and combat mental health issues, piloted in the Ogmores Valley.

*"An elderly lady (in her 80's) opened up and expressed regretting never learning to swim because of a scar on her body. She was asked if she still wanted to learn now and said 'yes'. She went for her first swimming lesson with 3 friends a week later."* My Sporting Days – Awen.

- 4.36 Both of the above are examples of the preventative work in a community setting that is developing with key partners.

### **Building Resilient Communities**

- 4.37 The Social Services and Wellbeing Directorate has been leading on the corporate project to develop a third sector scheme as required by Welsh Government. This work has been progressed with the third sector and includes:

- Development of a draft action plan;
- Consultation and focus group work;
- Internal focus group work.

- 4.38 The next steps will include the finalisation of the plan based on evidence gathered, development of a training resource on co-productive working, developing a formal mechanism for ongoing partnership working and celebrating and building on good practice. 106 organisations have contributed to the related survey and 24 organisations to focus group discussions.

### **Information, Advice and Assistance**

- 4.39 This is an integral part of the Prevention and Wellbeing Agenda and work has been progressed in a number of areas:

- The directorate has been updating its information as part of the development of the new Council website;
- The Dewis web development project has progressed including information on community opportunities and support at a local and national level;
- BAVO has been supported to develop Info Engine information on the third sector and to enable it to connect to the Dewis resources;
- An Ageing Well web resource has been created to signpost local people to appropriate community support, linked to the national themes;
- Care and Repair have been supported to create online resources for local people and professionals on falls prevention;
- BCBC is now working with the Older Persons' Forum to establish network groups that can act as 'connectors' and share information with people who are digitally excluded.

## Active Bridgend Programmes

- 4.40 The focus on prevention and wellbeing has resulted in a series of new developments that benefit a broader range of people and improve both physical and mental wellbeing.
- 4.41 Bridgend supports the National Disability Sport Community Programme and has achieved silver accreditation for inclusive provision by working with the community. There are now 13 accredited clubs and organisations offering opportunities to disabled people and families organised and run by the community.
- 4.42 After school activity programmes and school holiday short breaks and respite are offered for households with disabled children and young people as community support. 36 households are currently supported and include looked after children. Conditions such as autism, cardiac, cerebral palsy, sensory impairments and physical disability are supported. The programmes support social wellbeing of disabled children and also support family resilience and opportunities for siblings.

*“D has autism and this support was recommended to us by Occupational Therapy. It has helped him manage his stress and anxiety and he is less violent. D has gained a sense of achievement, become more confident and becoming more interactive. D is overweight and this helps him to increase his physical activity.”*  
Parent - Community Rebound sessions.

- 4.43 The ‘Move More Often’ programme has been developed to support older people in day care, residential care and community settings to be less sedentary, maintain strength, balance and flexibility and to reduce falls. There have been 99 participants in training programmes to expand these interventions. The Olympage games have become an annual event and regular community opportunities are being developed with partners. Evidence suggests that 30% of over 60s fall each year resulting in high health and social care costs. Falls rates are higher in residential settings.

*“The qualifications and knowledge I have gained through the Olympage programme has meant I can engage and inspire more people within our libraries and increase the role of our libraries”.* Library Development Officer – Olympage.

- 4.44 Bridgend has been the first area in Wales to run the ‘Get on Track’ programme for vulnerable young adults including some with adverse childhood experiences. There have been 3 programmes to date with high levels of retention and young people connected to employability opportunities. The Mental Health Foundation suggests 75% of mental health problems are established by age 24. External evaluation suggests Get on Track has a social return ratio of 4.3:1.

*“X was a looked after young person who had faced many challenges in life and saw Get on Track as a last chance. She thrived and successfully completed the first programme, secured employment, learnt to drive and now mentors other challenged young people across Wales. She was a BBC finalist for Most Inspiring Young Person in 2017.”* Get on Track – AYP Team/Early Help. Following the local programmes, 74% are now in education, training or employment; 33% are volunteering and 55% are physically active.

4.45 Bridgend has developed its FAZ (Family Active Zone) training and resources to support whole household approaches to improving lifestyles. The approach has been recognised as sector leading by Estyn. There are now 25 partners involved in the delivery of FAZ and there have been 15 programmes and 156 families supported. There is current dialogue with East Cluster GP Federation to develop this approach further linked to an emerging national obesity strategy.

### **Next Steps**

4.46 The following aspects are relevant to the next stages of the development of prevention and wellbeing:

- Ensure that the current positive work that is progressing is integrated in transition planning relating to the proposed Health Board boundary changes;
- Work closer with health and public health partners to clarify the “burden of disease” and poor wellbeing that should be prioritised at a local level to deliver savings;
- Develop services and opportunities that promote community resilience and contribute to performance of the local Wellbeing Plan and Public Service Board;
- Develop the Prevention and Wellbeing Board structure in Bridgend to engage more internal services and more external partners also;
- Make use of the evidence base where it exists in selecting preventative interventions and progressively build the evidence base where it is less established;
- Recognise the importance of the third sector in delivering community based prevention and wellbeing opportunities that can become sustainable;
- Review how prevention and wellbeing is considered and co-designed within commissioning processes;
- Develop clarity of the complementary roles of partners and the opportunities to contribute to prevention and wellbeing, linked to collective delivery of shared outcomes;
- Ensure that where digital approaches are developed to support vulnerable people that they are supported to access information, advice and assistance where they are digitally excluded.

## **5 Effect Upon Policy Framework and Procedure Rules**

5.1 There is no effect upon policy framework and procedure rules.

## **6. Equalities Impact Assessment**

6.1 There are no implications for equalities.

## **7. Financial Implications**

7.1 The overall costs of the LCC programme have reduced via changes in management structure but there will be a need to identify sustainable core or external funding in future years. The current cost of LCC team is currently approx. £132k per annum and is funded from the Adult Social Care earmarked reserve and grant funding. The directorate needs to consider the longer term funding.

- 7.2 Where financial savings are being delivered, they are in a range of cost centres and often based on identifiable cost avoidance. In this sense, prevention and wellbeing is contributing to cost reduction or demand management for a number of service areas including children, young people and adults.
- 7.3 The report identifies the responsibility for 'One Council' to support the prevention and wellbeing efficiencies including contracted or commissioned works and to make best use of the existing resources available.

## **8. Recommendation**

- 8.1 It is recommended that the Committee notes the contents of the report and provides comments on the work in this area.

**Susan Cooper**  
**Corporate Director, Social Services and Wellbeing**  
**February 2018**

9. **Contact Officer: Andrew Thomas, Group Manager, Prevention and Wellbeing**  
**Telephone: 01656 642692**  
**Email: andrew.r.thomas@bridgend.gov.uk**

## **10 Background documents**

None



## Community Connections



In Partnership with BAVO, Public Health Wales, the Health Board and Valley and the Vale Arts, the Local Community Coordination programme was part of setting up a 12 week 'Wellbeing Through Creativity' craft group. The participants were individuals who had been referred to LCC for various reasons that included mental health issues as well as chronic health conditions, loneliness and isolation. The individuals vary in age range from 30s to late 80s and on average between 12 -14 people attended each week.. The individual ladies scored their wellbeing at the start of each session, which often would be low, and at the end, which would be significantly higher.

The individual ladies are all from the Llynfi Valley and most did not know each other. Many of them did not feel able to attend other local craft groups, such as WI, due to their mental or physical health.. After 24 weeks of being together they bonded and could identify with each others issues. They became friends who cared about each other.. Following the end of the project with Valley and the Vale, the LCC worked in partnership with Halo to source a free room at the local leisure centre. Individuals who were eligible, were signed up for the Town Rider Community Transport scheme and others planned to make their own way.

The Group now continues and Two of the members with craft skills 'run' (co-produce) the 2 hour weekly sessions, when they can, as there are occasions they are unable due to mental or physical health.

B who has become one of the leads suffers with a chronic health issue, depression and anxiety. Her mobility fluctuates due to her health issues and she occasionally has to use a wheelchair. Even though Bs physical health continues to fluctuate, her mental health has significantly improved. She had a lot of skills that she was not sharing with others and now she is teaching the group and sharing her knowledge, which has boosted her mental wellbeing. B enjoyed leading the Llynfi group so much, that she now volunteers in the Ogmore Valley Arts on prescription group. .

C has a diagnosis of Personality Disorder and has struggled with her mental health all her adult life. C had been discharged from an acute mental health ward when she was referred to LCC by Mental Health Matters.. C, once again has a lot to offer her local community and many skills and is the second person leading the group. She planned and purchased (with money the group raised) many of the items needed to 'set up' the group. She has been pivotal to it continuing.

A is in her late 80s and was referred to LCC by her daughter/carer. A lives in a sheltered complex and due to her poor mobility was alone most of the time in her small flat.. A uses the community transport to get to the group ,enjoys the group and has made some good friends. One of the group has arranged to see her outside of the group to go for meals.

M is 89 with Macular Degeneration, hearing difficulties and other health issues. M was suffering with depression and had been referred to the CMHT. M was referred to LCC from Social Services. M has become an important member of the group and describes it as 'a family'. M has started to make and sew items for the group to sell so it can continue to buy craft materials. M says she hadn't made things in years due to her poor eyesight and arthritis, but she has been spurred on as she wants the group to continue. She is a creative lady and she has offered to take A out for meals etc, and they phone each other. M says the group is a lifeline. She used to attend day services.

A suffers with chronic anxiety, agoraphobia, depression and was attending 6 monthly out-patient appointments with CMHT Psychiatry. A had barely left her home for over 17 years. LCC had supported her to attend a mindfulness group, which helped build up enough trust and confidence to agree to attend the Art group. A has gone on to help the older ladies who struggle with mobility and eyesight. She suffered a stroke at Christmas that set her back, but she has returned to the group determined as she says it's become so important to her. A's husband had previously had to leave work to care for her. He was able to return to work as A was making such progress managing her anxiety and mental health. Following the stroke, he has had to care for her once again, but now she has returned to the group, he is hoping to return to work shortly as she is making great progress.

G is in her 80s and recently lost her husband of over 60 years. She has been left bereft and she has had difficulties with her memory (Dementia is being queried). The OT at a local day hospital referred her to LCC as G felt lonely and isolated. G was welcomed into the group and quickly became friends with A (who rings and reminds G about being picked up). They have also attended Strictly Cinema together.

Al is in her late 70s and was referred by her GP to LCC as she was a regular attender and they felt she was lonely. Al suffers with COPD, Macular degeneration, arthritis and other chronic health conditions including depression. Al comes to the group instead of attending the day centre where she had been referred. Al talks about her love for the group and the friends she has made. They all phone each other and Al and G have attended Strictly cinema together. There are plans for other days to meet up for meals etc. Al says it's her family and lifeline.

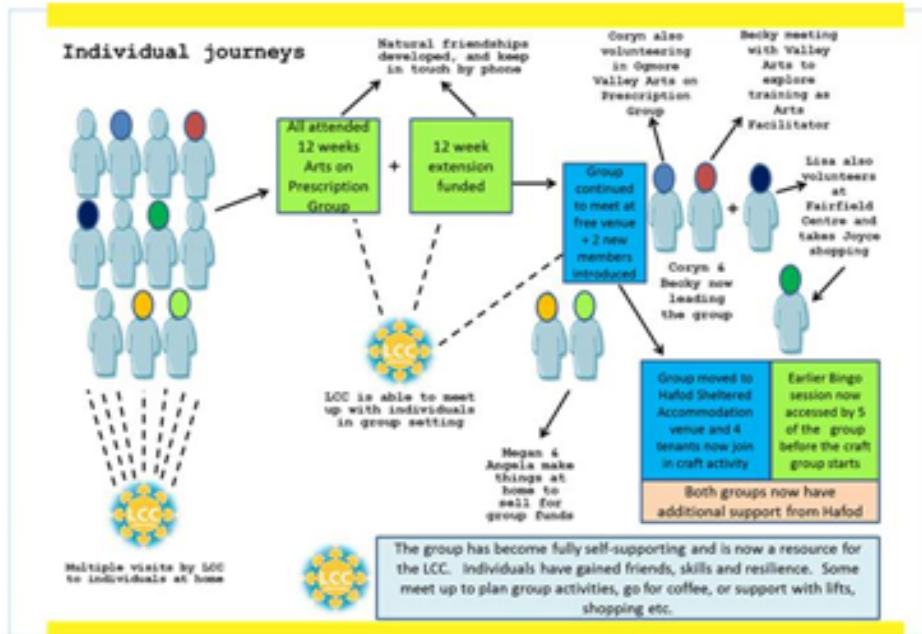
J was referred to LCC by Occupational Therapy. J is in her late 80's, lives alone and had recently been in hospital following a fall. She has no family contact and described how life was quite lonely. She had concerns that no-one cared about her. J was dubious about attending the group at first and soon realised that it was not about the craft element that was important, it was the contact with people. Recently, J was talking to a new younger member of the group (early 40s) and said how expensive taxis were to take her shopping as she cannot use the bus due to her mobility issues. The new member said "well J, I have to go shopping on my own, I like your company, why don't I take you shopping with me!"... (Perfect solution!)

S cares for her husband who has Alzheimers. S is in her 80s and self referred to the LCC. She felt more and more isolated due to caring for her husband and the group provides her with a break, new friendships and an opportunity to laugh. She says she 'needs' the group.

Outcomes achieved:

- The group have become friends, swapped numbers and are in regular contact with each other rather than the LCC.
- The group have reported an increase in their wellbeing as a result of attending the group.
- This group is co-produced by the community members.

# Individual Journeys



## Appendix 2

### Local Community Coordination Support Networks (local level)

#### Llynfi Valley

Wellbeing Craft Group	Noddfa Sewing Group
Dementia Friendly Memory Café	Cwm Calon Stitch and Sew
Ex Miners Group	Maesteg Knitting Shop
ASD Group	Fairfields Crafternoon
Men's Shed (Caerau)	Maesteg Park Community Garden
Men's Shed (Maesteg)	Mental Health Matters
Fairfield Centre Befriending (New)	Parkinson's Support Group
Telephone Befriending Scheme (New)	Gateway Club
Sunday Lunch Isolation Group (New)	Y Llynfi Library
Mini Olympage Programmes (New)	Oracle Job Club
Craft Groups (Garth/Fairfield)	Maesteg Library Reading Group
Maesteg Arts Society	Caerau Senior Citizens
University of Third Age	Caerau Social Centre
Llangynwyd Table Tennis	Caerau Boxing Club
Caerau Community Centre	Maesteg Bowling Club
Garth Senior Citizens	Special Families
Maesteg Canoe Club	Armed Forces/Healing the Wounds

#### Ogmore Valley

Crossroads Community Café	Ogmore Valley Archers
Men's Shed Group	Ladies' Working Group
Wellbeing Craft Group	Comfort Cafe
Housebound Group	Credit Union/Lewistown
Nantymoel Knitters	Ogmore Vale Craft Group
Over 50's Exercise Group	Tondu Farm Wellbeing Centre
Sensory Group	Valley Olympage (New)
Love to Walk	Nantymoel Primary Time Banking (New)
Blackmill Nordic Walking	Light Bite Café/Afternoon Tea (New)
Ogmore Primary Drop-In	Valleys Ravens
Ladies' Choir	Halo Life Centre
Foodbank	Tai Chi for Wellbeing
Ogmore Valley Pride	Ogmore Valley Community Tennis
Cwrt Gwalia Armchair Aerobics	Cwrt Gwalia Community Garden

#### Garw Valley

Cwm Garw GP Practice	Foodbanks (Pontycymmer, Aberkenfig, Bettws)
Tynycoed Surgery	Awen Trust
Valley and Vale Arts	Cruse Bereavement
Royal British Legion	Ty Ellis
Bridges Into Work	Garw Valley Railway
Bridgend Community Transport	Halo Leisure/Life Centre
Bettws Arts Group	Butterfly Garden Project
Olympage Programmes (New)	Walking Groups (New)

#### County and Regional Support

Beyond the localised support there are connections with a range of partners and organisations including:



Social Services  
Surgeries  
ARC  
Gwalia  
Gofal  
Wallich  
Care and Repair  
Hafal  
Age Connects  
RNIB  
Samaritans  
Victim Support  
Carers' Centre  
Age Concern  
Emmaus

Ty Ellis Counselling  
Communities First  
Calan DVS  
People First  
Coal Industry Welfare Organisation  
Step Change  
ABFAB  
Just Ask  
Hafod Housing  
Learn Direct  
Job Centre  
V2C Housing  
WCDA Drug and Alcohol Support  
Citizens' Advice Bureau  
Macular Society

