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Bridgend County Borough Council



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Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

Deialu uniongyrchol / Direct line /: 01656 643148 / 643147 / 643694

Gofynnwch am / Ask for: Michael Pitman

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Tuesday, 12 March 2019

Dear Councillor,

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

A meeting of the Subject Overview and Scrutiny Committee 3 will be held in the Council Chamber, Civic Offices Angel Street Bridgend CF31 4WB on **Monday, 18 March 2019 at 10:00.**

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. Approval of Minutes 3 - 10
To receive for approval the minutes of the meeting of the 17/09/2018
4. Homelessness Strategy 2018-2022 11 - 36
Invitees:

Mark Shephard - Interim Chief Executive
Martin Morgans - Head of Performance and Partnership Services;
Cllr Dhanisha Patel - Cabinet Member Future Generations and Wellbeing;
Lynne Berry, Group Manager - Housing & Community Regeneration;
Joanne Ginn - Housing Solutions Team Manager;
All Members of Subject Overview and Scrutiny Committee 1
5. Supporting People Grant Programme 37 - 62
Invitees:

Mark Shephard - Interim Chief Executive
Martin Morgans - Head of Performance and Partnership Services;
Cllr Dhanisha Patel - Cabinet Member Future Generations and Wellbeing;
Lynne Berry - Group Manager Housing & Community;
Ryan Jones - Supporting People Strategy Planning and Commissioning Officer;
All Members of Subject Overview and Scrutiny Committee 1

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6. Forward Work Programme Update

63 - 70

7. 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

K Watson

Head of Legal and Regulatory Services

Councillors:

SE Baldwin

N Clarke

P Davies

DK Edwards

DG Howells

A Hussain

Councillors

DRW Lewis

JC Radcliffe

RMI Shaw

JC Spanswick

RME Stirman

G Thomas

Councillors

E Venables

MC Voisey

DBF White

JE Williams

Agenda Item 3

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 - MONDAY, 17 SEPTEMBER 2018

MINUTES OF A MEETING OF THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 HELD IN COUNCIL CHAMBER - CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON MONDAY, 17 SEPTEMBER 2018 AT 10:00

Present

Councillor JC Spanswick – Chairperson

SE Baldwin
DG Howells
G Thomas

TH Beedle
JC Radcliffe
E Venables

N Clarke
RMI Shaw

P Davies
RME Stirman

Apologies for Absence

A Hussain, DRW Lewis, JH Tildesley MBE and DBF White

Officers:

Julie Ellams	Democratic Services Officer - Committees
Gail Jewell	Democratic Services Officer - Scrutiny
Greg Lane	Head of Democratic Services
Michael Pitman	Business & Administrative Apprentice

Invitees:

Councillor Huw David	Leader
Andrew Hobbs	Group Manager - Street Works
Sian Hooper	Waste and Cleaner Streets Manager
Zak Shell	Head of Neighbourhood Services
Mark Shephard	Corporate Director – Communities

52. DECLARATIONS OF INTEREST

Councillor P Davies declared a personal interest in Agenda Item 5, Waste Services, because he had a family member working at Kier, Tondu.

53. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meeting of Subject Overview and Scrutiny Committee 3 dated 23 July 2018 be approved as a true and accurate record.

54. WASTE SERVICES

The Corporate Director Communities introduced a report advising the Committee in relation to the delivery and performance of the Council's Waste Services Contract. He explained that since the introduction of the new waste and recycling collection service on 5 June 2017 there had been gradual yet significant improvement. There were challenges to the service from time to time in isolated locations but officers and the contractors were working closely to overcome them. He explained that responses to the specific questions raised at the last meeting were included in the report and they provided evidence to the improvement in performance. He added that the performance overall was now considered to be consistent with industry standards although he recognised there were some issues not yet fully resolved. He explained that BCBC had previously ranked 21 out of 22 but now BCBC was ranked 2 out of 22. This did not reflect a full years collections and it was anticipated that the recycling rate would be

more than 70%. He added that the current level of missed collections was also below the 2016 level.

The Regional Manager for Kier, Mr Maz Akhtar provided some statistics supporting the improvements to the service. He explained that there appeared to be a correlation between requests for containers and households exceeding 2 bags of waste. Requests were higher than in previous years but starting to settle. The Regional Manager reported that call centre volumes were now in line with the original contract and more than 7000 events had been raised on the website since the new system went live. This method was being promoted and a help leaflet had been circulated in June with the calendars.

He explained that there had been a 15% increase in the registration for the absorbent hygiene product service. The uptake for garden waste collection had increased and the online portal had attracted more than 1800 customers. When the statistics for the last three years were analysed, the recent figures were the best to date (apart from a blip in February due to inclement weather).

The Committee noted the rise in the recycling rates following the introduction of the new waste and recycling collection services in June 2017 and thanked the public of Bridgend for embracing and taking part in the new recycling scheme.

A Member referred to garden waste collection and the confusion resulting from two calendars being issued, showing different collection days. The Regional Manager explained that it had been difficult to estimate the take up of the service with more than 650 customers in one area and only 7 in a neighbouring area. Because of this they had had to change the days resulting in a second calendar being issued. The take up would be established earlier next year and this would allow them to plan more effectively.

Members referred to the specific questions raised at the 22 November 2017 meeting and the responses provided in the report and asked additional questions or for certain points to be clarified.

Question 2, The future recycling of black plastic.

Members asked for an update on progress. The Regional Manager explained that the recycling markets for recovered plastics were contracting and so this made it very expensive to recycle. The Head of Neighbourhood Services reported that producers were changing the colour of microwave trays and as a result the volume of black plastic was reducing. The Leader said that supermarkets and manufacturers should be encouraged to use alternatives. The Committee requested that the Leader make contact with all local supermarkets and food manufacturers to phase out the use of black plastic and introduce alternative recyclable plastics in their place. In addition to this, Members recommended that a letter be drafted to Welsh Government encouraging them to enforce this approach.

Question 3, The performance of the call centre.

A Member raised concerns about the way the call centre handled calls from residents with speech impediments and other communication problems. He stated that it was important that all residents could access the call centre and be treated appropriately. Members asked to receive information detailing the systems Kier had in place to deal with these calls.

A Member asked what provisions were in place for Welsh speakers. The Regional Manager confirmed that there was a separate call centre which dealt with Welsh

language calls although the take up had been very low and in the last month no calls had been received.

Question 4, Plans for Kier to assist with recycling from BCBC offices and schools.

Scott Saunders, the Business Manager for Kier explained that since the report had been published, conversations were ongoing with schools regarding the introduction of card and food waste collections.

Question 5, The recruitment of senior managers and front line operative staff associated with the Bridgend contract.

The Committee thanked Kier for their support with the Community Clean ups that had been conducted in local areas with regard to the resources that they had provided. A Member asked if they had enough staff to cover when staff were sick or on leave. The Regional Manager explained that all senior management posts had been filled and the team worked well together and had delivered significant improvements. They did rely on agency staff and had to wait 12 weeks before recruiting individuals. In general the industry was over reliant on agency staff and this was a nationwide problem. The Regional Manager added that wherever possible they did try to recruit local people on full time contracts. This process had improved since employing a local manager. A Member stated that temporary staff and changing teams increased the risk of missed collections.

Members asked what percentage of staff were employed on zero hours contracts. The Regional Manager said that as far as he was aware, there were none but he agreed to check.

In relation to the statement concerning Kiers over-reliance on agency staff and the problems that occurred with missed collections when continuity was not adhered to, Members recommended that Kier employ permanent members of staff as soon as vacancies arose. The Committee further recommended that Kier looked to utilise fixed term contracts for agency staff where possible to ensure short term security for their workers.

Question 6, The instalment of polystyrene balers and webcams at CRCs.

Members asked for an update on progress. The Regional Manager reported that webcams were installed at Maesteg and Brynmenyn sites but progress had been frustratingly slow. The Tythegston site was a problem because there was no line to the site and this would be expensive to install taking into account future plans to move the site. The Business Manager reported that he was looking at a local processor for polystyrene and whether or not a baler was required with the reduction in residual tonnes. He was also looking at options for polystyrene to be returned into packaging. The Head of Neighbourhood Services added that it was useful for the public to be able to see what was happening at each site and confirmed that they would contact IT to provide a link to the site on the website.

In relation to the recycling rate figures, Members requested a breakdown of data to show what percentage was gained from recycling collected at our Community Recycling Centres and the amount acquired from recycling collected at the kerbside.

Question 7, Change of days for communal collections and improvements since the change.

A Member stressed that the additional collection day in Wildmill was for recycling and not for the collection of residual waste. There continued to be issues in this area however it was noted that there had been incremental, but slow improvements. The Waste and Cleaner Streets Manager added that there had been improvements in certain areas over the last 9 months and the Education Officers were helping to address the remaining issues in this area. The Group Manager Street Works added that officers had been working closely with Members to tackle communal collections.

The Committee thanked Kier for the supplementary day provided for recycling in Wildmill and for the additional work carried out in communal areas. Members stated that improvements were being made but waste in this area still remained an issue. Members requested statistics in relation to other communal collections in the rest of the County Borough for comparison with the collections currently undertaken in Wildmill.

Question 8, The impact of the new collection vehicles on collection rounds.

A member asked for further information regarding the statement that there was no need to pre-sort at the Kerbside. The Regional Manager explained that this was in relation to efficiency for the operatives and not the residents.

A Member raised the issue of drivers leaving their vehicles to help with the collection and accidents that had occurred as a result. The Business Manager explained that a new system had been installed on all vehicles called Ident. Whenever a driver left the vehicle, it would automatically shut off including the brakes. The Member thanked Kier and said that was a positive step forward.

Members discussed the Absorbent Hygiene Products service which had seen an increase in demand of 15%. Members were advised that currently this was taken to Ammanford because this was the only place that dealt with it. Members asked if the storage area of collection vehicles was sealed off from the driving cab area. The Regional Manager explained that they were currently looking at various options to achieve this and improvements would be made as soon as possible. The Group Manager Street Works confirmed that WG were looking for alternatives and working collaboratively with neighbouring Councils. The Committee welcomed the fact that Welsh Government and the Council were actively seeking alternative local treatment facilities from working collaboratively with neighbouring Councils for the disposal of Absorbent Hygiene Products.

Question 9, Outcome of the review of BCBC in house Street Scene enforcement activity.

A Member raised the issue of recurring issues with blue and black bags on the streets for up to a week. There appeared to be problems with private landlords and tenants and the message not getting through to them.

The Head of Neighbourhood Services explained that work was underway on tender documentation to seek a litter enforcement partner in readiness for the commencement of enforcement activities during spring 2019. This would cover such issues as dog fouling. Enforcing the two bag rule and refuse would remain with the teams and the education officers. The Waste and Cleaner Streets Manager explained that they would prefer to get compliance rather than issue fixed penalty fines.

Due to the ongoing issues in some wards with waste and co-operation with the two bag rule, Members recommended that every effort should be made to educate residents about the recycling and residual waste collections. Members also recommended that the following proposals be explored:

- The implementation of a welcome pack for new tenants of private landlords and registered social landlords;

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 - MONDAY, 17 SEPTEMBER 2018

- To make contact with local estate agents to confirm they were informing new residents moving into the area where and how they should dispose of their waste;
- To include details of the waste service with the council tax bills.
- Link up with Housing Benefits, Council Tax and the Department of Working Pensions to investigate the feasibility of details of the waste service being sent out with correspondence from these departments.

Question 12, A review of the Absorbent Hygiene Products bags be considered to include the monetary impact against the environmental impact.

The Head of Neighbourhood Services explained that the AHP service cost represented 4.38% of the overall waste contract and disposal costs and contributed approximately 2% of the total recycling tonnage. The collection could be cancelled and a saving made but was it the morally the right thing to do. A budget consultation was about to be launched and one question referred to the removal of the AHP service where a potential saving could be made but there would be an impact on recycling.

Question 13, Clarification on the entry of vehicles to the CRC's and how a commercial vehicle was determined.

A Member referred to confusion at the CRC regarding vehicle descriptions and interpretation of the policy. The Waste and Cleaner Streets Manager explained that vans and lorries were not accepted at any site and the contact centre would be able to clarify any matters.

Members understood that the policies and protocols were in place to ensure no trade waste was being disposed at any of the sites however the Committee recommended clearer communication and publication of the procedures in place be provided for both the public and for members of staff within the CRC.

Question 14, Sanctions for non-compliance.

A Member explained that he appreciated confidentiality regarding sanctions but it was important that confidence was restored. The Corporate Director Communities understood the concerns but he had been advised by legal that he could not disclose this information. He did explain that there had been issues at the start of the contract that did result in significant financial penalties to reflect under performance but this had since reduced.

A Member referred to the monthly call statistics for July 2018 and asked if the figures could be presented as a percentage in future to make the table easier to understand. The Regional Manager said he would prepare the data that way in future.

Members suggested that Member referrals should be filtered by subject matter to support the collation of what concerns were being raised within each Directorate. The Committee recommended that a dropdown box be added or a coding system be investigated.

The Committee recommended that Waste should be retained on the Forward Work Programme and presented to Subject Overview and Scrutiny Committee 3 in approximately 6 months' time.

The Leader thanked residents, Members, officers and Kier for working patiently together to resolve any issues. There had been huge improvements which would hopefully continue.

The Scrutiny Committee thanked the Cabinet Members and Kier for attending the meeting.

General Comments

- The Committee note the rise in the recycling rates following the introduction of the new waste and recycling collection services in June 2017 and would like to thank the public of Bridgend for embracing and taking part in the new recycling scheme.
- The Committee compliment the support of Kier in Community Clean ups that have been conducted in local areas with regard to the resources that they have provided.
- The Committee would like to thank Kier for the supplementary day provided for recycling in Wildmill and for the additional work carried out in communal areas. Members state that improvements are being made but waste in this area still remains an issue and await the potential developments imposed by the education officers.
- The Committee welcome the fact that Welsh Government and the Council are actively seeking alternative local treatment facilities from working collaboratively with neighbouring Councils for the disposal of Absorbent Hygiene Products.
- With reference to Appendix B - Monthly Calls Statistics for July 2018, for ease of reference, Members request that when this information is provided in the future that the data is presented as percentage of calls taken.

Recommendations

- 1 The Committee request that the Leader makes contact with all local supermarkets and food manufacturers to phase out the use of black plastic and introduce the utilisation of alternative recyclable plastics in their place. In addition to this, Members recommend that a letter be drafted to Welsh Government encouraging them to enforce the aforementioned approach.
- 2 In relation to the statement concerning Kiers over-reliance of agency staff and the problems that occur with missed collections when continuity is not adhered to, Members recommend that Kier employ permanent members of staff as soon as vacancies arise. The Committee further recommend that Kier look to utilise fixed term contracts for agency staff where possible to ensure short term security for their workers.
- 3 Due to the ongoing issues in some wards with waste and co-operation with the two bag rule, Members recommend that a conscious effort is made by Officers in relation to educating residents of the Borough of the recycling and residual waste collections. Members recommend that the following proposals are explored:
 - The Implementation of a welcome pack for new tenants of private landlords and registered social landlords;
 - To make contact with local estate agents to confirm they are informing new residents moving into the area of where and how they must dispose of their waste;
 - To include details of our waste service within the send out of the notice of council tax
 - Link up with Housing Benefits, Council Tax and the Department of Working Pensions to investigate the feasibility of details of our waste service being sent out with correspondence from these departments.Members also relayed their concerns with the contract length of the current education officers, as it is evident that the role they undertake is still critical in some areas.
- 4 To assist with information from Member referrals being filtered by subject matter to support the collation of what concerns are being raised within each Directorate, the

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 - MONDAY, 17 SEPTEMBER 2018

Committee recommend the possibility of the addition of a dropdown box or a coding system be investigated.

5 In relation to the clarification of vehicle and sizes permitted to enter the Council's Community Recycling Centres (CRC), although Members understand that the policies and protocols are in place to ensure no trade waste is being disposed at any of our sites, the Committee recommend clearer communication and publication of the procedures in place is provided for both the public and for members of staff within the CRC.

6 The Committee recommend that the issue of Waste is retained on the Forward Work Programme and for continuity is presented to Subject Overview and Scrutiny Committee 3 in approximately 6 months' time.

Additional information

- Members have asked to receive information detailing the systems Kier have in place when receiving calls from citizens with speech impediments and other communication problems to ensure they can access the call centre and be treated appropriately.
- Members queried whether Kier has enough contracted staff to cover all posts at Tondu site?
- Members seek clarification of the number of staff that are employed under zero hour contracts.
- In relation to the recycling rate figures, Members request to receive a breakdown of data to show what percentage was gained from recycling collected at our Community Recycling Centres and the amount acquired from recycling collected at the kerbside.
- Members would like to receive statistics in relation to other communal collections in the rest of the County Borough for comparison with the collections currently undertaken in Wildmill.
- Due to the Absorbent Hygiene Products being considered as a budgetary issue by the Council, the Committee queried whether a proposal for incinerating the Absorbent Hygiene Products for energy had been explored, to possibly gain an income rather than expenditure for its disposal.

55. URGENT ITEMS

None

The meeting closed at 12:15

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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO OVERVIEW AND SCRUTINY COMMITTEE 3

18th MARCH 2019

REPORT OF THE INTERIM CHIEF EXECUTIVE

HOMELESSNESS STRATEGY 2018-2022

1. Purpose of report

1.1 The purpose of this report is to inform the Overview and Scrutiny Committee of the draft Homelessness Strategy attached as **Appendix 1**.

2. Connection to corporate improvement objectives/other corporate priorities

2.1 This report assists in the achievement of the following corporate priority/priorities:

1. **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.
2. **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 Part 2 of The Housing (Wales) Act 2014 places a duty on the Authority to carry out a Homelessness Review for its area and then formulate and adopt a Homelessness Strategy, based on the results of that review. Any review and strategy must look at the achievement of the following objectives:

- The prevention of homelessness;
- That suitable accommodation is and will be available for people who are or may become homeless;
- That satisfactory support is available for people who are or may become homeless.

3.2 Homelessness is defined in the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2015 as when a person “has no accommodation in the UK or elsewhere which is available for his or her occupation and which that person has a legal right to occupy. A person is also homeless if he or she has accommodation but cannot secure entry to it, or the accommodation is a moveable structure, vehicle or vessel or adapted for human habitation (such as a caravan or house boat) and there is no place where it can be placed in order to provide accommodation. A person who has accommodation is to be treated as homeless where it would not be reasonable for him or her to continue to occupy that accommodation”.

3.3 Reasons for homelessness include; lack of security of tenure with parents, relatives or friends; breakdown of relationship with partner (sometimes as a result of domestic abuse); violence or harassment; mortgage or rent arrears; loss of rented or tied accommodation; current property unaffordable or unsuitable; being discharged from prison, care, hospital or the armed forces and; those granted refugee status.

3.4 An Independent Consultant was commissioned to undertake the homelessness review on behalf of the Authority. This offered an impartial and fresh perspective for the Strategy. This review was undertaken between July-October 2018 and the approach taken has been one of co-production of the Strategy and all key stakeholder groups were surveyed or interviewed, including people that use, or have used, homelessness services. This included:

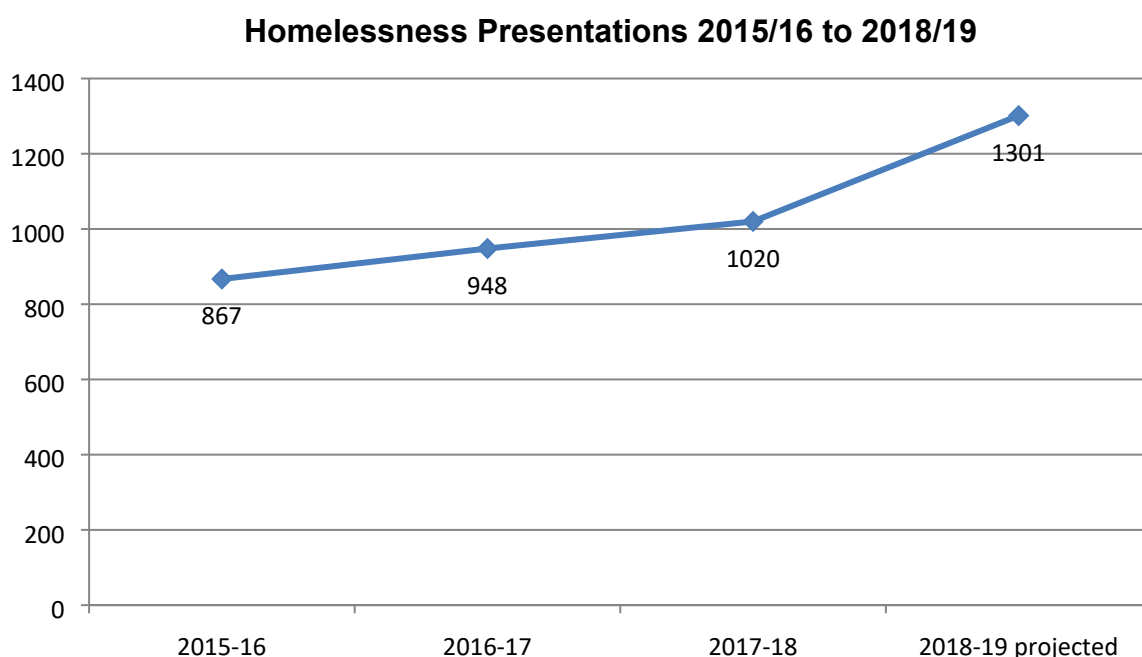
- 118 questionnaires / face to face interviews with service users
- 30 internal / external partner interviews
- 35 internal / external partners attendance at a stakeholder event

Key performance statistics were also analysed along with a review of relevant local and national policies.

3.5 The Homelessness Review has provided the necessary information to draft the Homelessness Strategy for the period 2018-2022 as per Welsh Government guidance. The key messages from the review are:

3.5.1 Homelessness presentations have been increasing year on year, as can be seen in Chart 1, with an 18% increase between 2015/16 and 2017/18;

Chart 1



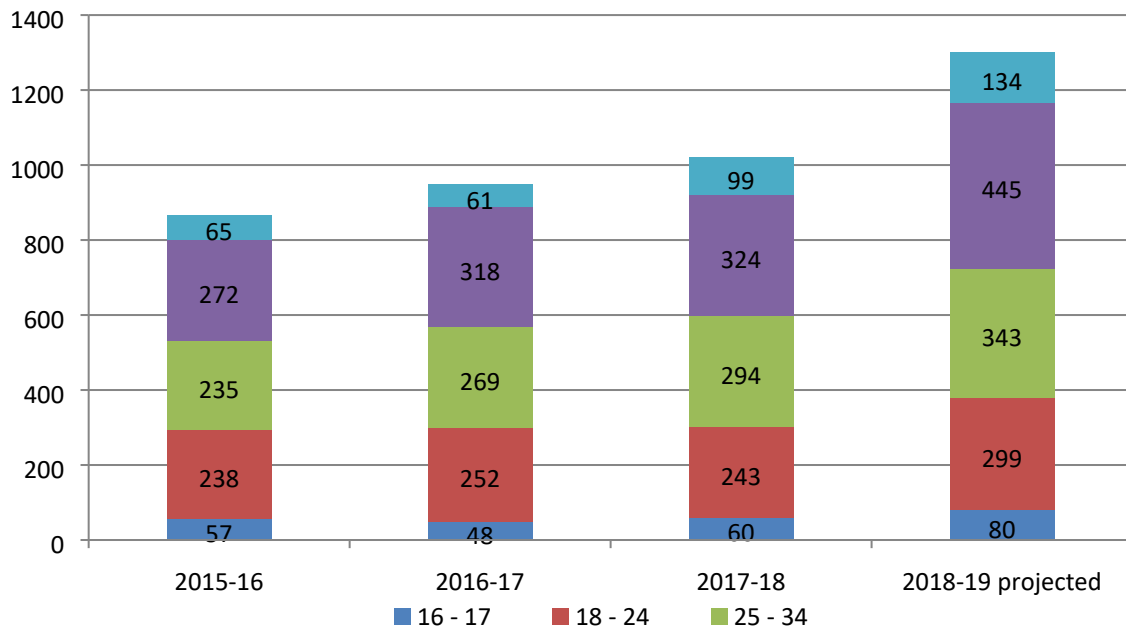
3.5.2 In 2017/18, there were 1020 presentations and this is projected to increase to 1301 in 2018/19 (a 28% increase);

3.5.3 Of those 1020 presentations, 68% were from single people and 59% were aged 34 and under. This is noteworthy as these people are subject to limited Local Housing Allowance entitlement;

3.5.4 Chart 2 shows the number of homelessness presentations by age group since 2015/16. Presentations from people aged 55 or over and aged 16-17 have seen a noteworthy increase;

Chart 2

Homelessness Presentations 2015/16 to 2018/19 by Age Group



3.5.5 The greatest reason for homelessness was “loss of rented or tied accommodation” (19%) followed by “parent no longer able or willing to accommodate” (13%);

3.5.6 Private rented housing (38%) and social rented housing (39%) were the most used methods for preventing homelessness.

3.5.7 Private rented housing (38%) and social rented housing (27%) were also the most used methods for relieving homelessness for households who were actually homeless. However, supported accommodation is also increasingly being used (24%).

3.5.8 During 2017/18, there were 307 households helped by being placed into temporary accommodation. This was a 6% increase on 2016/17 and an 8% increase on 2015/16. Local Authority owned hostel accommodation was the most commonly used form of temporary accommodation, where 67% of households were placed.

3.5.9 Homelessness significantly affects health and wellbeing. As well as addressing housing needs, homeless services can prevent deterioration of physical and mental wellbeing;

3.5.10 The cost of not addressing homelessness has a negative financial impact across the wider public sector. This includes social services, health, the criminal justice system, and education; and

3.5.11 Prevention and relief of homelessness should be explicit within all statutory corporate plans, including Health and Probation.

4. Current situation/proposal

- 4.1 A draft Strategy (at **Appendix 1**) has been developed to respond to the findings of the review and has been submitted to Welsh Government. This has been submitted on the basis that it is subject to public consultation and final approval by Cabinet.
- 4.2 The review identified a number of areas to be developed but one of the key messages was to reinforce that homelessness is a complex, cross cutting issue which not only requires a corporate approach but also a partnership approach to tackle. To further develop corporate and partnership responses to the Strategy findings, an Action Plan is being developed and will be reported to Cabinet alongside the final Strategy.
- 4.3 Discussions have been held with many of the key stakeholders around formulating the priorities and actions that have been identified and included in the draft Strategy. This has included relevant internal and external stakeholders and the Council's key partners.
- 4.4 On 22nd January 2019 Cabinet approved public consultation on the draft Strategy over a period of six weeks to ensure that members of the public who have concerns or are affected by the issues around housing and homelessness are able to formally put forward their views as well as any stakeholders or organisations who have an interest in the issues and proposed actions. The Housing (Wales) Act 2014 requires the Authority to consult with relevant stakeholders as it considers appropriate in relation to a proposed Strategy. Responses will then be taken into account and necessary amendments made, with a final Strategy being presented to Cabinet for approval in April 2019.
- 4.5 As part of the consultation process it is recommended that the Committee consider the draft Strategy and provide comments.

5. Effect upon policy framework and procedure rules

- 5.1 There is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

- 6.1 An initial screening Equality Impact Assessment (EIA) has been carried out during the development of the draft Strategy which identified that no further EIA is required at this time.
- 6.2 The implementation of the Housing (Wales) Act 2014 means that the Authority has additional duties to prevent homelessness and to help to secure accommodation for

eligible applicants. This has increased the help given to single people and those without dependent children.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The report contributes to the following goals within the Wellbeing of Future Generations (Wales) Act 2015:

- A prosperous Wales
- A resilient Wales
- A Wales of cohesive communities
- A globally responsive Wales

7.2 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial implications

8.1 The recommendations in this report will not incur any additional financial implications and will be managed within existing resources, Currently, some projects are funded via the Welsh Government Supporting People Programme Grant (to become the Housing Support Grant from April 2019) and this and other funding opportunities will be explored going forward. However, some elements of the Action Plan and draft Strategy may have financial implications and will be subject to further Cabinet reports as appropriate.

9. Recommendation

9.1 The Committee is recommended to note the contents of the report and provide comments on the draft Homelessness Strategy.

Mark Shephard
Interim Chief Executive
March 2019

Contact officer: Lynne Berry
Group Manager Housing

Telephone: (01656) 643517

Email: Lynne.Berry@bridgend.gov.uk

Postal address: Ravenscourt

Background documents: None

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Our Strategy to tackle homelessness in Bridgend County Borough

2018 - 2022

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1.0 Introduction

Homelessness can have a major impact on a person's and / or their family's life. It can be detrimental to a person's health, employment or education and training opportunities.

There are often misconceptions about homelessness. It is not always about rough sleeping and not just about the availability of accommodation. Statutory homelessness includes people living in unsuitable or temporary accommodation.

Additionally, there are often complex reasons for people becoming and remaining homeless. Many people are unable to sustain accommodation because of issues such as mental illness or substance misuse issues. Solutions therefore need to be varied and tailored to individual needs.

Homelessness also has an adverse impact on the economy and increases pressure on public services, including, health, police, education and social services. This is why it is imperative that statutory and non-statutory services, work together to make tackling homelessness a priority.

Housing and support services need to be easily accessible, readily available and designed around and responsive to the needs of the people who use them. The Local Authority needs to work in partnership with citizens to prevent homelessness, empowering people to take steps to resolve their housing issues, to have more choice, make their own decisions and retain control of their lives.

Therefore, this document sets out Bridgend County Borough Council's Homelessness Strategy for 2018-2022. The Strategy looks at the picture of homelessness in the county borough, where Bridgend County Borough Council are now, what Bridgend County Borough Council do well and ultimately a vision for where Bridgend County Borough Council wants to be. The Strategy also sets key aims and subsequent objectives to achieve the vision.



Councillor Dhanisha Patel
Cabinet Member for Wellbeing and Future Generations

1.1 Executive Summary

The Local Authority has embraced the new duties under the Housing (Wales) Act 2014 and has re-configured its staffing structure, processes and policies to take on the preventative and relief duties to reduce homelessness.

The Authority has responded to the increased and changed needs of its residents who were and are facing homelessness. In collaboration with local third sector organisations, the Authority utilised Supporting People and Homeless Prevention grant funding to commission key projects for people in need. This includes additional units of temporary accommodation and increased options for people who require housing related support. Furthermore, the Authority established direct access floor space as a year round option for street homeless people, and a supplemental pilot project which offers support during specific parts of the day.

Despite this proactive response, challenges remain. Homelessness presentations are increasing, this is due to a number of factors, not least the changes to the welfare benefits system; and presentations from people with increasingly complex needs, including mental ill-health, substance misuse, and poverty of finance and opportunity. Responding to these challenges at a time of financial constraint presents a further dilemma.

In addition, there will be forthcoming extensions to duties the Local Authority owe to some people who are found to have made themselves 'intentionally homeless' and the possibility of changes to the 'priority need' categories for homeless people. This could lead to an increased demand on already limited resources, in particular temporary accommodation.

Homelessness and its impacts are wide reaching. No single organisation has the ability to overcome the challenges and as such it is important that statutory and non-statutory functions work together to tackle this cross cutting issue.

The Local Authority is determined to overcome these challenges and our vision is:

“To work collaboratively on a corporate basis with external partners, and service users, in a responsive, creative and timely manner to prevent and relieve homelessness throughout the county borough, ensuring people can access suitable accommodation, with the support required to meet their needs”

The following have been identified as strategic aims that recognise homelessness is not just a housing issue:

- Improve collaboration between external organisations
- Improve collaboration between the statutory functions within the Local Authority.
- Improve working arrangements between the Local Authority and Registered Social Landlords (RSLs) to facilitate co-operation in line with Section 95 of the Housing (Wales) Act 2014.
- Improve how people who are homeless or threatened with homelessness access services.
- Improve the accessibility and availability of support and accommodation options for all service users.

2.0 Where are Bridgend County Borough Council now?

2.1 Understanding Homelessness in Bridgend

In 2017-18:

- 1020 households presented to the Local Authority because they were homeless or threatened with homelessness. This is projected to increase by 28% by the end of 2018/19.
- 68% of households were single people. This is a slight increase from 2016/17 where it was 66% but similar to 2015/16 where it was 69%.
- 10% of households were people aged 55 or over. This is an increase from 2016/17 where it was 6% and from 2015/16 where it was 7%. It is projected that the percentage will remain consistent by the end of 2018/19 at 10%
- Since implementation of the Housing (Wales) Act, the number of homelessness presentations for people aged 55 or over has significantly increased from 65 in 2015/16 to a projected 134 by the end of 2018-19.
- 59% of presentations were from people aged under 34 and under. This is a slight reduction from 2016/17 where it was 60% and 2015/16 where it was 61%.
- 6% of presentations were from people aged 16 or 17 years old. This is consistent with 2016/17 where it was 5% and 2015/16 where it was 7%. It is projected that the percentage will remain consistent by the end of 2018/19 at 6%.
- Since implementation of the Housing (Wales) Act, the number of homelessness presentations for people aged 16 or 17 has increased from 57 in 2015/16 to a projected 80 by the end of 2018-19.
- The greatest reason for homelessness was “loss of rented or tied accommodation” (19%) followed by “parent no longer able or willing to accommodate” (13%) and “other relatives or friends no longer willing or able to accommodate” (13%).
- The Local Authority successfully prevented 69% of households threatened with homelessness from actually becoming homeless during this period .
- Private rented housing (38%) and social rented housing (39%) were the most used methods for preventing homelessness.
- Private rented housing (38%) and social rented housing (27%) were also the most used methods for relieving homelessness for households who were actually homeless. However, supported accommodation is also increasingly being used (24%).
- Private rented housing (20%) and social rented housing (36%) were again the most commonly used methods for securing accommodation for those whom the Council

had a 'final' duty to house, where it had not been possible to prevent or relieve the homelessness.

- 41% of people for whom the Council had a 'final' duty to house had a negative outcome, such as becoming intentionally homeless from suitable interim accommodation (for example being evicted for rent arrears or breaching accommodation rules) or refusing a suitable offer of accommodation.
- 307 households were helped by being placed into temporary accommodation. This was a 6% increase on 2016/17 and an 8% increase on 2015/16. Local Authority owned hostel accommodation was the most commonly used form of temporary accommodation, where 67% of households were placed.
- 49% of nominations from the Common Housing Register resulted in a successful allocation of accommodation. 28% of nominations were refused by the Registered Social Landlord and 23% were refused by the applicant.

As at November 2018:

- 76 households are accommodated in temporary accommodation.
- 1018 households are registered on the Bridgend Common Housing Register.
- 89 households are threatened with homelessness and being helped to prevent their homelessness.
- 115 households are homeless and being helped to relieve their homelessness.
- 79 households are homeless and owed a final duty by the Local Authority to find them accommodation.
- During the annual rough sleeper count undertaken between the hours of 10pm on 8th November and 5am on 9th November 2018 there were 10 emergency bed spaces available. 5 people accessed the emergency provision, whilst 5 people did not, instead they chose to sleep rough. This is consistent with previous years.

2.2 Key messages from our Homelessness Review

A comprehensive statutory review was undertaken for Bridgend County Borough Council between July and October 2018, in line with the Housing (Wales) Act 2014 where local authorities have a duty to undertake a Homelessness Review and prepare a Homelessness Strategy. The key messages from the review are:

- **Homeless presentations are increasing.** There has been an 18% increase in presentations between 2015/16 and 2017/18. It is projected that there will be a further 28% increase in presentations by the end of 2018/19. Presentations from people aged 55 or over and aged 16-17 have seen a notable increase.
- **The corporate approach, involving Education, Social Services and Housing needs to be strengthened.** This is to ensure that opportunities to prevent or relieve homelessness are not being lost.
- **Research undertaken by a number of reputable organisations confirms the cost of not addressing homelessness has a negative financial impact across the wider public sector.** This includes social services, health, the criminal justice system, and education.
- **Homelessness significantly affects health and wellbeing** and is evidenced by the multiple and complex needs of many people presenting as homeless. As well as addressing housing needs, homeless services can prevent deterioration of physical and mental well-being.
- **Prevention and relief of homelessness should be explicit within all statutory corporate plans, including Health and Probation.** This needs to be more than a commitment. These plans should include detail on prevention and relief pathways for key groups at risk e.g. young people in care, people with mental health and/or substance misuse challenges.
- **'Front door' access to housing advice must be improved.** A redesign and alternative methods of triage could reduce the amount of times people have to share their personal stories, before they can access the service they require. It could also increase staff capacity, allowing for more timely interventions and reducing unnecessary and more costly escalation of issues.
- **Better use of technology and digitalisation could improve service provision.** Service users could access services and more information in a more timely and efficient manner, via a good quality website and the telephone.
- **Access to support services must be improved and diverse.** People in support services have positive experiences, but people are not necessarily aware of the support available and services are not always easily accessible. A variety of inclusive support providers and services should be available, that are accessible and dovetail one another, especially for people with mental health and/or substance misuse issues.

- **A wider variety of accommodation options should be explored.** This is particularly relevant for people with high and complex support needs and those who are not suitable for, or do not engage with traditional accommodation / support methods.
- **RSLs are keen to build on existing relationships with the Local Authority.** Section 95 of the Housing (Wales) Act 2014 introduced a duty for RSLs to co-operate, with the aim of preventing and relieving homelessness. There are some disparities in practices which require more investigation. Better and timelier information will assist with allocations and there is a need for a resettlement pathway for people with a history of arson or sexual offences.
- **Key stakeholders welcome joint strategic planning opportunities with the Local Authority.** More proactive relationships will improve co-ordination and planning of services across the wider sector. Increased opportunities for partners to meet, will allow a forum for highlighting challenges and opportunities.
- **Co-produce pathways with partners and service users.** All-inclusive, coherent pathway planning can deliver required outcomes, ensuring there is clarity around roles and responsibilities.

3.0 What do Bridgend County Borough Council do well?

The Local Authority has made significant progress in adapting to and implementing the Housing (Wales) Act 2014.

3.1 The Housing Solutions Team

Since the implementation of the Housing Wales Act (2014) in April 2015 the Team have:

- Successfully prevented 67% of households threatened with homelessness from becoming homeless (819 households)
- Successfully relieved the homelessness of 43% of households who were actually homeless (856 households)
- Assisted 427 households to remain in their current accommodation or find alternative accommodation, utilising a Spend to Save Scheme
- Responded to homelessness by making 1380 placements into temporary accommodation
- Successfully housed 523 households threatened with or actually homeless via the Common Housing Register

The Local Authority's Housing Solutions Team work well in partnership with the Customer Contact Centre to deliver a front line information and advice service. The Contact Centre deal with initial housing queries and makes an appointment with the Housing Solutions Team when more specialist advice is needed. This process helps to prioritise cases so that the Housing Solutions Team have greater capacity to deal with more urgent cases, such as people presenting as homeless.

The Housing Solutions Team undertake a comprehensive housing and support assessment of applicants and are responsible for processing and managing all homelessness applications, including discharging the Authority's duties under the Act. Where a homelessness presentation is received from a 16 or 17 year old a joint assessment is undertaken alongside Social Services.

Where temporary accommodation is required, the Housing Solutions Team aims to accommodate households in accommodation that best meets their needs. The Local Authority has commissioned a variety of temporary accommodation options including:

- Family and young person's hostel
- Single person's hostel
- Self-contained and shared single person accommodation
- Leased private rented accommodation for families and single persons
- Refuge for women fleeing domestic abuse
- B&B accommodation
- Emergency bed provision available for short-term periods only
- Direct access floor space for rough sleepers

The Housing Solutions Team also manage applications to and nominations from the Common Housing Register.

In preparation for the Act the Housing Solutions Team's existing case management system was redesigned to allow accurate and efficient case management of homelessness. One method the Housing Solutions Team have developed and utilise to achieve positive outcomes is the 'Spend to Save Scheme'. The scheme offers discretionary payments, which saves the Authority and other services greater expenditure by preventing the escalation of a situation.

An example of this is helping an applicant with a cash bond or rent in advance of £500 to secure a private rented property, preventing the need for costly temporary accommodation, which could cost over £4000.

3.2 Embedded Services

There are several non-statutory services embedded within the Housing Solutions Team. Embedding services has created positive working relationships between organisations and enables a seamless, holistic service to applicants.

The services below are currently embedded within the Housing Solutions Team and consideration will be given to further embedding of services going forward.

- A family mediation service specialising in providing mediation support to families, where a young person aged 16-25 is or is at risk of becoming homeless. The service works with both the young person and their family to improve relationships and prevent a young person being asked to leave or facilitate a return home.
- A homelessness prevention and financial advice service, which provides independent advice and support on a variety of matters including; security of tenure / possession proceedings, homelessness, disrepair, debt / money matter, maximisation of income.
- The Bond Board Scheme assists people on a low income to find and secure privately rented accommodation. The service issues bond certificates which cover the cost of a deposit on a privately rented property.
- Integrated domestic abuse services, based in the Councils domestic abuse 'one stop shop' (Assia Suite) provides confidential, specialist support to victims of domestic abuse, including supporting victims to flee from perpetrators, by accessing refuge accommodation.

3.3 Supporting People Programme Grant

The Supporting People Programme Grant (SPPG) from Welsh Government is an early intervention programme which prevents people from becoming homeless or helps homeless people to find and keep accommodation. It also helps some of the boroughs most vulnerable people to live independently in their own home or supported housing. In Bridgend County Borough the SPPG currently funds:

- Alarm services, including for sheltered accommodation and telecare services.
- Temporary / Supported Accommodation for:

- ❖ Homeless adults
 - ❖ Homeless families
 - ❖ Direct access provision for those whom the Local Authority have no duty to accommodate.
 - ❖ Young persons aged 16-21
 - ❖ Those with mental health issues
 - ❖ Vulnerable and chaotic service users
 - ❖ Those with substance misuse histories
 - ❖ Those with learning disabilities
- Floating support for:
 - ❖ Generic housing related support needs
 - ❖ Private landlords and tenants
 - ❖ Those with criminal offending histories
 - ❖ Older persons
 - ❖ Refugees

Housing Support at older persons 'extra care' schemes.

- Domestic abuse services, including:
 - ❖ Refuge
 - ❖ Drop in and floating support
 - ❖ Perpetrator programme
 - ❖ Support for young persons

As of June 2018 the SPPG funded services the county borough had the following breakdown:

Fixed Supported Accommodation	Number of Units
Alarm Services (Sheltered Accommodation & Telecare)	2886
Other	10
Families with Support Needs	16
People over 55 years of age (Extra Care)	39
People with Learning Disabilities	111
People with Mental Health Issues	21
People with Substance Misuse Issues	5
Single People with Support Needs	22
Women experiencing Domestic Abuse	13
Young people who are care leavers	12
Young People with Support Needs (16 to 24)	30
Grand Total	3165

Floating Support	Number of Units (min)
Families with Support Needs	20
Generic / Floating Support	488
People over 55 years of age	90
People with Criminal Offending History	15
People with Mental Health Issues	204
People with Physical and / or Sensory Disabilities	10
People with Refugee Status	6
Single People with Support Needs	3
Women experiencing Domestic Abuse	92
Young people who are care leavers	85
Young People with Support Needs (16 to 24)	35
Grand Total	1048

3.4 Private Rented Sector

Working closely with the private rented sector is imperative to successfully prevent and relieve homelessness. The Local Authority has a number of initiatives to achieve this:

- The Bridgend Landlords Forum meets regularly and is well attended by private sector landlords who let properties across the county borough. The Forum is an opportunity for the Local Authority and landlords to communicate, share information and best practice.
- The 'Early Doors' service, funded by the Supporting People Programme Grant, enables landlords to ask for help on the tenant's behalf, at a stage before the situation becomes more critical. An 'Early Doors' support worker will work impartially with both landlord and tenant to try to resolve any issues and hopefully reach an agreeable solution to avoid an eviction.
- The 'Bridgend Bond Board' issues bond certificates to cover the cost of a deposit on a rented property. This provides a guarantee to landlords that they will receive payment up to the value of the Bond if the tenancy ends prematurely. The service also supports tenants in the move and resettlement process, promoting positive relationships with local landlords.
- Working to achieve the aims of the Empty Property Strategy, the Empty Property Co-ordinator works with private sector landlords to reduce empty properties across the county borough and help contribute towards increasing the availability of housing for sale or for rent. An Empty Homes Grant is available to landlords to help with the cost of any works. Properties that receive the grant must be rented at the rate of the Local Housing Allowance for a minimum period of 3 years. Properties are rented to people nominated by the Housing Solutions Team, and includes homeless households.

3.5 Affordable Housing

To shape the provision of new-build accommodation and maximise the amount of Social Housing Grant and supplementary grants in partnership with Registered Social Landlords and Welsh Government, there have been 351 units of affordable housing delivered in the county borough from 2015-16 to 2017-18. This includes social rented housing and intermediate housing (housing at a cost above social rents, but below private rents or market value). Intermediate housing can include low cost homes for sale or intermediate rent.

3.6 Current Developments

In this Strategy Bridgend County Borough Council explore where the Local Authority wants to be by 2022 and how the Local Authority will achieve this. Work is already being undertaken to accomplish these aims and the following are examples of some of this:

- The Housing Solutions Team have recently appointed a Gateway Development Officer, whose responsibility it will be to develop and manage a Gateway for support services, including supported accommodation. A Gateway improves accessibility to support services and allows for better monitoring of provision, ensuring that those in most need

have access to services required and those ready to move on are supported to do so in a timely manner.

- In preparation for winter 2018 the Local Authority has developed a co-ordinated approach with third sector partners, expanding and increasing services ensuring appropriate provision for homeless persons through the winter months. An afternoon service has been developed in and around Bridgend Town Centre, which will allow homeless people to access a safe, dry, warm and friendly environment to escape poor weather. This is a pilot, which will help inform future provision, with early feedback suggesting that it is having a positive impact not only on service user's welfare, but crime and anti-social behaviour, particularly in the town centre.
- The Housing Solutions Team are currently going through a commissioning exercise to procure a Housing First service. The service will specifically look to support and accommodate complex, entrenched rough sleepers using a non-traditional support method. The service start date will be 1st January 2019.
- The Supporting People Team are working closely with internal mental health and substance misuse services to develop pilot mental health and substance misuse outreach support services. One mental health outreach worker has already been recruited and it is hoped that both services will be fully operational by February 2019.
- To further build on adaptations made to our Housing Solutions I.T / case management system, a new system is being implemented which provides a customer portal, allowing people to make and manage their applications online. This will improve our triage approach, helping to reduce the need for people to repeat their story and will contribute to increasing capacity within the Housing Solutions Team.
- To develop a clear pathway for both young persons and staff, work is being undertaken to develop a joint protocol between Housing and Social Services, with regards to an accommodation pathway for looked after children and young person's presenting as homeless.

4.0 Where do Bridgend County Borough Council want to be?

It is our ambition to continually improve our housing and homelessness services, to realise our vision for homelessness in the county borough. The Local Authority has therefore developed four key aims to help us achieve this.

Aims	Objectives to achieve the aims
<p>Improve collaboration between external organisations and the statutory functions within the Local Authority.</p>	<p>Enable the statutory functions of the Local Authority e.g. Housing, Social Services and Education to meet more regularly with the goal of ensuring a Council wide approach to preventing and relieving homelessness.</p> <p>Ensure commitment to tackling homelessness is explicitly enshrined within all statutory plans, including Registered Social Landlords.</p> <p>Create a forum(s) where key partners, including users of services, Registered Social Landlords, private landlords and the third sector, can highlight challenges, opportunities and plan provision.</p> <p>Co-produce clear pathways that are easy to navigate for both organisations and users of services where there is clarity of roles and responsibilities.</p>
<p>Improve working arrangements between the Local Authority and Registered Social Landlords (RSLs) to facilitate co-operation in line with Section 95 of the Housing (Wales) Act 2014.</p>	<p>Enable the Local Authority and RSLs to meet more regularly to allow for consistency and improve existing processes e.g. providing timely information, sharing risk assessments and allowing opportunities for joint working.</p> <p>Work in partnership to seek alternatives to evictions for rent arrears and anti-social behaviour.</p> <p>Maximise the accommodation and support available to alleviate homelessness e.g. availability of more shared accommodation and more supported housing for people with complex needs.</p> <p>Devise mutually agreed formal agreements and/or key performance indicators.</p>
<p>Improve how people who are homeless or threatened with homelessness access services.</p>	<p>Advance existing 'triage' services utilising online and telephone methods to allow for better information and advice at the first point of contact.</p> <p>Facilitate an environment for sensitive or confidential discussions to take place and reduce the amount of times people have to share their personal and traumatic stories, before they can access the service they require.</p> <p>Increase staff capacity, allowing for more timely interventions and reducing unnecessary and more costly escalation of issues.</p>

	<p>Consider opportunities to co-locate or joint manage statutory and non-statutory services, which reflect the wide, complex and co-existing challenges some homeless people face.</p>
<p>Improve the accessibility and availability of support and accommodation options for all service users.</p>	<p>Review the diversity of housing related support provision, to ensure inclusivity, especially for those people excluded from services or who re-present as homeless.</p> <p>Ensure suitable accommodation options are available for people with a history of co-existing mental health and substance misuse challenges and serious offending histories, including history of arson or sex offences.</p> <p>Consider the implications of increasing levels and the changing demographic of homeless presentations and ensure that support and accommodation options are suitable to meet needs.</p> <p>Maximise the use of existing funding streams, such as the Supporting People Grant and Social Housing Grant, responding to changing needs and explore alternative funding streams and joint collaboration, such as between statutory agencies to achieve bespoke support and accommodation options, to prevent homelessness</p>

5.0 How will Bridgend County Borough Council deliver and monitor the Strategy?

A multi-agency Homelessness Strategy Delivery Group will be established to implement this Strategy. Where necessary, sub-groups will be set up to deliver specific objectives within the Strategy. The Delivery Group will prepare an annual report outlining the progress made in achieving the aims and objectives.

The Local Authority Corporate Plan and the Directorate Business Plans will specify the actions and performance indicators which will contribute towards achieving the aims and objectives within this Strategy. The Corporate Plan is prepared on a 3 year cycle and the Directorate Business Plans updated annually. The actions within the Directorate Business Plans will be monitored on a quarterly basis, and those of corporate importance will be reported to Cabinet through the quarterly Corporate Performance Assessment.

It is acknowledged that whilst the Local Authority has taken the lead in developing this document, the Strategy is owned by all statutory and non-statutory partners who work together to prevent and relieve homelessness within the county borough.

APPENDIX 1 – LEGISLATIVE BACKGROUND

The Housing (Wales) Act 2014

Part 2 of The Housing (Wales) Act 2014 amends and consolidates all previous homelessness legislation in Wales.

The Act ensures a greater emphasis is placed on prevention of homelessness and places new statutory duties on local authorities. Key features of the legislation include:

- A new duty to help anyone threatened with homelessness within 56 days;
- A duty to provide help to any homeless person to help them secure a suitable home;
- A power rather than a duty to apply the intentionality test;
- New powers for local authorities to discharge their homelessness duties through finding accommodation in the private rented sector;
- Stronger duties on Housing Associations to support local authorities in carrying out their homelessness duties.

The purpose of the legislation is to achieve:

- Fewer households experiencing the trauma of homelessness;
- Better, more targeted, prevention work;
- Increased help, advice and information for households who receive limited assistance under the current legislation;
- More focus on the service user, helping them to address the causes of homelessness and make informed decisions on finding solutions to their housing problem;
- More effective use of the private rented sector as a solution to homelessness;
- A stronger emphasis on co-operation and multi-agency working;
- Greater protection provided for children in households who are homeless or threatened with homelessness as well as additional help for children leaving care.

Section 50 of the Act places a duty on the Authority to carry out a Homelessness Review for its area and then formulate and adopt a Homelessness Strategy, based on the results of that review. Any review and strategy must look at the achievement of the following objectives:

- The prevention of homelessness;
- That suitable accommodation is and will be available for people who are or may become homeless;
- That satisfactory support is available for people who are or may become homeless.

Additional legislative and regulatory background

In drafting this Strategy the following legislative and regulatory have also been taken into account:

- 10 Year Homelessness Plan for Wales 2009-2019
- Equality Act 2010
- Allocation of Housing and Homelessness (Eligibility) (Wales) Regulations 2014
- National pathway for homelessness services to children, young people and adults in the secure estate in Wales
- National Housing Pathway for Ex-Service Personnel
- Social Services and Wellbeing (Wales) Act 2014
- Offender Rehabilitation Act 2014
- The Homelessness (Suitability of Accommodation) (Wales) Order 2015
- Well-being of Future Generations (Wales) Act 2015
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Code of Guidance to Local Authorities on the Allocation of Accommodation and Homelessness, 2016
- Bridgend County Borough Council Corporate Plan - One Council Working Together to Improve Lives 2016-20
- Wales Audit Office Report “How Local Government manages demand – Homelessness” January 2018
- Welsh Government Rough Sleeping Action Plan 2018-20
- Welfare Benefit Reforms

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

18TH MARCH 2019

REPORT OF THE INTERIM CHIEF EXECUTIVE

SUPPORTING PEOPLE PROGRAMME GRANT

1. Purpose of report

1.1 The purpose of this report is to provide Committee with the following information:

- Full breakdown of the various services currently supported through the Supporting People Programme Grant (SPPG) within Bridgend County Borough Council (BCBC), (including the various financial detail) along with how this may have changed over recent years.
- The number of individuals supported through the SPPG and in what way.
- How decisions are made about where to spend the SPPG and how much in specific areas.
- How effective is the SPPG support that is provided across a variety of sectors within BCBC, to ensure that the grant is being targeted at the services most in need.

2. Connection to corporate improvement objectives/other corporate priorities

2.1 This report assists in the achievement of the following corporate priorities:

- 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.
- 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.
- 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.

1. Background

1.1 The Supporting People Programme Grant (SPPG) is a Welsh Government programme, which provides housing related support to help vulnerable people to live as independently as possible. The aims of the Supporting People Programme are:

- to help prevent and tackle homelessness
- helping vulnerable people live as independently as possible
- providing people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing
- preventing problems in the first place or providing help as early as possible in order to reduce demand on other services such as health and social services
- providing help to complement the personal or medical care that some people may need
- ensuring quality services, which are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services and those that provide services
- promoting equality and reducing inequalities.

3.2 The SPPG is an early intervention programme which has preventing people from becoming homeless at its core. The vision for the Programme is “A Wales where nobody is homeless and everyone has a safe home where they can flourish”.¹

3.3 The SPPG provides vital funding to prevent homelessness and allows vulnerable service users to live as independently as possible, including young people with support needs, care leavers, older people, men and women experiencing domestic abuse and people with; criminal offending histories, learning disabilities, mental health issues, physical disabilities, substance misuse issues.

3.4 Services are a combination of generic and specialist provision to specific groups and can be broadly distinguished between fixed support, which is available on site and floating housing related support, which can be delivered to individuals across the County Borough.

4. Current situation/proposal

4.1 Full breakdown of the various services currently supported through the Supporting People Programme Grant within BCBC (including the various financial detail) along with how this may have changed over recent years.

4.1.1 For the period 01st April 2018 to 31st March 2019 Bridgend County Borough Council's (BCBC) Supporting People Programme Grant (SPPG) award is £5,816,385. This is a part of a wider £12,721,081.76 Welsh Government Flexible Funding Grant award.

¹ Supporting People Programme Practice Guidance 2018

- 4.1.2 BCBC's amount of SPPG has remained steady in recent years with the Grant award being the same in 2016-17 and 2017-18. The indicative allocation for 2019-20 is also £5,816,385. From the 2019/20 financial year the Supporting People Grant will form a part of a newly formed Housing Support Grant. An Independent Consultant was commissioned to undertake a homelessness review on behalf of the Authority and indications from that review indicated a growing demand for services e.g. an increase in number of presentations to the Assia suite, floor space users etc. This indicates not only a growing demand but an increase in complexity in the cases coming forward.
- 4.1.3 In order to achieve maximum value for money, avoid duplication and ensure effective services are being delivered, the SPPG can be aligned with other funding streams, such as Social Care, Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), to jointly provide services.
- 4.1.4 Although there is flexibility within the boundaries set by Welsh Government (WG) there are limitations as to what the SPGG can fund. The grant can be used to complement and enhance services, but it cannot be used to fund social care services e.g. the SPPG cannot be used to fund shopping, cleaning and cooking, but can be used to support an individual to develop skills to make a success of their tenancy. The principle of the funding is to 'enable' and not 'care for'. It cannot fund commissioning activity of the Local Authority or housing management tasks, such as collecting rent.
- 4.1.5 **Appendix 1** sets out the services funded by the SPPG in Bridgend in 2018/19, including a brief description of the service and the SPPG funding allocated to each service in this financial year.
- 4.1.6 Currently in Bridgend the SPPG funds a variety of preventative and reactive services. 26% of provision is delivered internally, with 74% provided by external providers. Internal BCBC delivered services are agreed via annual Service Level Agreements and external services are commissioned in line with BCBC's Corporate Procurement Rules.
- 4.1.7 Needs planning and commissioning exercises ensure that expenditure of the SPPG is market tested and meets strategic priorities. Ongoing monitoring and evaluation of existing services ensures that provision continues to be relevant and meets the needs of service users. These exercises also allow us to ensure provision is appropriately managed e.g. data protection and safeguarding processes are in place and also helps to identify any gaps in provision and likewise where there is reducing demand for existing services.

4.2 The number of individuals supported through SPGG and in what way.

- 4.2.1 Throughout Wales the SPGG supports approximately 60,000² people per year to live independently. In Bridgend from January to December 2018 there were 2194 households supported utilising the SPPG. This does not include alarm services, as Welsh Government does not require them to be reported in Welsh Government outcomes returns. Locally in 2018/19 funding for 1,192 alarm units was provided.

² Figure from the Supporting People Programme Practice Guidance 2018

4.2.2 During the most recent 6 month reporting period (01st July to 31st December 2018) in Bridgend, excluding those receiving alarm services, 1353 households were supported. Of these:

- 399 service users accessed fixed accommodation support and
- 954 service users accessed floating support.

4.2.3 Of the 1353 households supported during this period 850 service users (63%) had more than one reason for needing support, and of those, 342 had more than two reasons for needing support. The fact that 63% of service users had multiple support needs highlights the often vulnerable and complex households and individuals the grant funding supports.

4.2.4 The SPGG provides funding for provision aimed at preventing or relieving homelessness and supporting individuals to live independently in their own home or supported housing and as part of their communities. It is a crucial instrument in the Council's ability to respond to accommodation, housing related support and homelessness prevention needs for people of all ages. The current programme of spend covers a broad element of needs and this is outlined in the table below.

SPPG Service User Spend Category	% of budget allocation in 2018/19 spend plan
People with Learning Disabilities	35.08%
Young People with Support Needs (16 to 24)	12.4%
Generic / Floating Support	11.32%
People with Mental Health Issues	16.42%
Women experiencing Domestic Abuse	5.64%
People over 55 years of age	5.39%
Single People with Support Needs	4.74%
Young people who are care leavers	1.77%
Families with Support Needs	3.09%
Expenditure which does not directly link to the spend plan categories above e.g. a role undertaking support needs assessments.	0.52%
Alarm Services (including in Sheltered/Extra Care)	1.32%
People with Substance Misuse Issues	1.15%
People with Refugee Status	0.64%
People with Criminal Offending History	0.51%

4.3. How decisions are made about where to spend the grant and how much in specific areas.

4.3.1 There is a combination of national, regional and local governance, which impacts on how the SPPG is spent. More detail on this is outlined in **Appendix 2**.

4.3.2 Internally a Supporting People Planning Group has been in place, meeting on an intermittent basis to discuss local and corporate priorities with regards to decisions on spend. Membership of the Group includes adult and children’s Social Services, Supporting People and Housing. This Group was set up some time ago and requires updating. It is intended to review the purpose and membership of this group in light of recent changes relating to funding streams, future funding guidance and the establishment of the Central Grants and Monitoring Team and its formal reporting structure to CMB/Cabinet.

4.3.3 The internal spending plan is influenced by relevant strategic plans and corporate priorities, such as the remodeling of children’s services, Regional Collaborative Committee (RCC), Regional Strategic Plan, Bridgend Public Services Board Wellbeing Plan, BCBC Corporate Plan and BCBC’s Homelessness Strategy.

4.3.4 A SPPG Spend Plan for 2019/20 has been submitted to Welsh Government and approval of the plan is expected by the end of March 2019. The 2019/20 Spend Plan allows for the continuation of key services to vulnerable service users and meets the contractual agreements currently in place. At any one time the majority of the budget is committed to projects that have been procured in line with Corporate Procurement Rules.

4.3.5 In response to a growing evidence of needs for particular client groups e.g significantly increasing presentations from people experiencing domestic abuse and homelessness presentations, which, compared to 2017/18 are expected to increase by 28% by the end of 2018/19, and operational challenges in delivering preventative and responsive services, the following key service areas have been allocated an increase in funding for 2019/20

<u>Service User Group</u>	<u>% increase in funding compared to 2018/19</u>	<u>What will the increase in funding achieve?</u>
People experiencing Domestic Abuse	58.01%	Additional support in the ‘Assia Suite’ and Multi Agency Safety Hub (MASH) to meet the needs of vulnerable service users.
People with Substance Misuse Issues	71.84%	Specialist Support Workers to support individuals and the implementation and preventative aspect of the newly formed Social Care and Recovery Team (SCART).

People with Criminal Offending Histories	102.12%	To continue delivery of a key specialist support service to this service user group.
Young People who are Care Leavers	65%	The continuation and further development of a supported accommodation scheme for this service user group, responding to the needs of a key corporate priority.
Single People with Support Needs (including rough sleepers)	100.80%	Funding allows for the continuation of a previously unmet need, specifically direct access temporary accommodation for rough sleepers.

- 4.3.6 The 2019/20 Spend Plan has also responded to significant budget cuts in the Housing Solutions budget, absorbing the funding of a number of key housing related services crucial to the delivery of the Council's duties under the Housing (Wales) Act 2014. Specifically this is key provision to vulnerable homeless persons, including provision for an Alternative to Bed & Breakfast Accommodation scheme and a Homeless Prevention and Financial Advice Service.
- 4.3.7 Where funding fluctuations or underspends occur, the Supporting People Team aims to be proactive and responsive to local and changing needs, which may not always be apparent at the programme planning stage. Spending is in line with agreed local and regional priorities and efforts are made to maximize the use of the grant. This has resulted in the projects listed in section 4.3.10 below to be put in place. It has in addition allowed increased funding to be made available to Telecare services.
- 4.3.8 Involvement and interaction with a number of corporate working groups and collaboration with other departments and officers has shaped and influenced the use of funding. In addition, partnership working with third sector agencies and the Community Safety Partnership has been positive in providing a collective response to rough sleepers in the town centre, with a collaborative approach being taken to tackling issues.
- 4.3.9 As another example, due to the cessation of a mental health contract in 2018/19, further funding was available to initiate a number of pilot projects during the current financial year. Alternative mental health related support services have been funded through the Social Care and Recovery Team (SCART) and the funding of individual services outlined below. A review of housing related mental health service requirements is currently being undertaken, which will identify any gaps in provision.
- 4.3.10 This funding has been allocated by inviting applications for eligible services, initially from internal colleagues, and evaluating applications against set criteria, with consideration of agreed local priorities. This has resulted in the following provision currently being funded:

- 4 units of short term emergency supported accommodation for looked after children (LAC) with a third sector agency.
- An enhancement of provision of direct access emergency accommodation for rough sleepers. Initially a pilot project for winter months, the demand for this service has meant that we are now utilising the SPPG to provide this provision on an ongoing basis. The service has been utilised by 125 separate individuals during the period 2nd November 2017 to 2nd November 2018. Of these, 53 individuals have secured suitable accommodation and 81 individuals have engaged to receive support in areas such as accessing health care, financial support and engaging in community activities.
- 6 support workers within the Social Care and Recovery Team (SCART), providing support for service users with mental health and substance misuse issues.
- An increase in the number of support workers within the Council's domestic abuse 'one stop shop' (Assia suite), to respond to evidenced need and increasing numbers of presentations from people experiencing domestic abuse.
- Funding for an additional Independent Domestic Violence Advocate (IDVA) to support the work of the Multi-Agency Safety Hub (MASH) in supporting victims of high risk domestic abuse.
- Funding to deliver tailored packages of housing related support to meet the needs of extraordinary cases, where existing provision is not suitable. A small number of individual cases have been funded in this way due to the complexity and vulnerability of the individuals concerned. These cases have involved multi-agency collaboration to progress.

4.4 How effective is the grant support that is provided across a variety of sectors within BCBC, to ensure that the grant is being targeted at the services most in need.

- 4.4.1 The SPPG makes significant contributions to BCBC meeting the requirements of the Housing (Wales) Act 2014 and the Social Services and Wellbeing (Wales) Act 2014. It helps vulnerable people address problems, such as debt, employment, tenancy management, substance misuse, domestic abuse, sexual violence, and mental health issues.
- 4.4.2 Providing this support reduces or prevents the need for more costly interventions, such as by the NHS, social care and the criminal justice system. An independent review of homelessness services in Bridgend undertaken locally between July – October 2018 for the development of BCBC's Homeless Strategy highlighted a number of notional costs which could be incurred by the public purse with regards to an individual supported by a SPPG funded service. These examples are supported by academic research papers published by a range of institutions and are included in the example case studies are outlined in **Appendix 3**.

- 4.4.3 With the aim of helping to evidence the impact of SPPG services, Welsh Government have funded a four year research project, utilising the Secure Anonymised Information Linkage Databank (SAIL) at Swansea University. Beginning in 2016 the research project obtains individual data from all Local Authority's across Wales and links the data to National Health Service (NHS) data, including hospital and G.P records. The purpose is to track service users of SPPG funded services with use of the health services.
- 4.4.4 As part of this research an 'Emerging Findings' report was published in October 2018. The report suggests that the SPPG supports vulnerable individuals in need, with evidence showing that service users who access SPPG funded services use health services more than the general population. The data suggests that SPPG service interventions have a positive impact on the use of NHS services, particularly with regards to A & E use. **Appendix 3** gives an example of the approximate costs and potential savings with regards to A&E services. The report is however clear in stating that more complex analysis is required before sufficiently robust evidence can be provided.
- 4.4.5 For the individual, evidence of successful outcomes can be seen through monitoring processes, which includes case studies, service user consultation and collection of 6 monthly outcomes. Outcomes for service users are measured against a set Welsh Government outcomes framework, which records progress on a 5 step basis, details of which are attached at **Appendix 4**. Each service will have an agreed timeframe to achieve the required outcomes.
- 4.4.6 If an individual has successfully achieved all of their desired outcomes, then they will exit the support service. Where a service is not able to support an individual to make progress with regards to any desired outcome, and it is evidenced that their needs exceed housing related support, they will look to make referrals to more appropriate support provision e.g. primary or secondary health services, social care etc.
- 4.4.7 As shown in this report the SPPG has been a valuable resource for the Local Authority in being able to pilot innovative solutions and positively react to situations or unmet demand for services.
- 4.4.8 Further the financial impact in providing services internally, across BCBC cannot be overlooked. For the 2019/20 budget £917,532.84 has been committed to funding internal services (see list below) . In addition vital funding has been committed to fund cross cutting, external provision. Without such services there would be significant financial implications for various areas of the Local Authority, including children's and adults Social Services. Examples include:
- Learning disability services = £1,568,947.81. This contributes to external supported living services.

- Domestic abuse = £487,766.88. This funds a variety of provision for this service user group, including refuge, drop in, floating support, children's and young person's service and a perpetrator programme.
- Young people who are care leavers = £170,260.00. This contributes to funding for accommodation for care leavers, including supported lodgings, 'When I'm Ready' and supported accommodation.
- Young people with support needs = £821,395.66. This funds a variety of provision for this service users group, including supported accommodation, mediation and floating support.
- People over the age of 55 with support needs = £298,368.73. This funds floating support and support at Extra Care schemes for this service user group.

4.5. Future of the SPPG

4.5.1 In October 2018, Welsh Government confirmed that it is to proceed with a two-grant approach around the Flexible Funding Grant.

4.5.2 From April 2019 there will be a Children and Communities Grant (CCG) (encompassing Flying Start, Families First, Childcare and Play, the Legacy Fund, St David's Day Fund, Promoting Positive Engagement for Young People (PPE) and Communities for Work Plus); and a Housing Support Grant (HSG) (encompassing SPPG, Homelessness Prevention, and Rent Smart Wales Enforcement). Internally, steps have been taken to improve joint planning and monitoring of all the early intervention and prevention grant services and a Central Grants Monitoring Team has been created. Internal governance procedures are also being aligned, with the creation of a 'Lead Forum' which will look at all priorities for all Grant expenditure.

4.5.3 The detail in this report is a reflection of the SPPG at the time of drafting, however these pending changes will impact upon the SPPG. The full impact on the SPPG is not yet known, with Welsh Government currently going through consultation exercises with regards to a new outcomes framework and grant conditions / guidance. Identification of any risks relating to future changes is difficult to predict at this time however any reduction in funding, or changes in eligibility and grant conditions, could effect the level of financial contributions to all or any of the particular client groups or projects identified within this report.

4.5.4 Although the HSG will operate from April 2019, the change will take place over two stages. For 2019-20 the existing guidance, instructions and memoranda of understanding in place to support individual Grants, including the SPPG will remain in force.

5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

6.1 Equality Impact Assessments will be undertaken where necessary, when developing commissioning plans and undertaking commissioning activity.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial implications

8.1 There are no direct financial implications resulting from this report. However any reduction in funding, or changes in eligibility and grant conditions, could effect the level of financial contributions to all or any of the particular client groups or projects identified within this report and could lead to financial pressures for the Council.

9. Recommendation

9.1 The Committee is recommended to note the contents of this report.

Mark Shephard
Interim Chief Executive
18th March 2019

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Background documents:

Supporting People Programme Practice Guidance 2018

<https://gov.wales/docs/desh/publications/180730-supporting-people-programme-practice-guidance-2018-en.pdf>

Appendix 1 - Supporting People Programme Grant funded services 2018/19

Service User Category	Provider	Service Name	Brief Description of Service	2018/19 SPPG Funding	Meets BCBC corporate priorities *
Criminal Justice	Taff Housing Association	START (Support To Achieve Resettlement Together)	Floating support service for young people and adults leaving the secure estate, supporting individuals prior to their release from custody and after release in the community. The service also supports the operation of the 'Prisoner Pathway'.	£30,000 Jointly funded alongside Housing Solutions.	2
Domestic Abuse	BCBC	Independent Domestic Violence Advocate (IDVA)	An IDVA works in a multi-agency way to support and secure the safety for victims of high risk domestic abuse.	£15,022.15	1,2
Domestic Abuse	Calan DVS	Integrated Domestic Abuse Services	<p>-Refuge and move on accommodation for women and children fleeing domestic abuse.</p> <p>-Drop in support as part of the 'Assia Suite' and peripatetic floating support for males and females experiencing domestic abuse.</p> <p>-Dedicated service assisting children, young people and parents who have experienced domestic abuse.</p>	£388,563.45 Jointly funded alongside Social Services and Housing Solutions	1,2
Domestic Abuse	Calan DVS	Perpetrator Programme	As well as support to victims and children the programme supports perpetrators of domestic abuse to recognise the impact of their actions, with the aim of achieving change behaviour.	£14,332.90 Jointly funded alongside Housing Solutions.	1,2
General Needs	BCBC	Local Community Coordinator (LCC)	LCCs support vulnerable people to stabilise their lives in a community setting, ensuring people are aware of financial entitlements, tenancy arrangements remain secure and	£147,000	2,3

Page 48			processes of engagement with accommodation providers are supported.			
	General Needs	Gwalia Care & Support	Bridgend Local Support	Floating support service providing drop in advice at a town centre based hub 6 days a week, short term support for up to 12 weeks and longer term support for up to 18 months. The service also provides group courses and drop in surgeries throughout the county borough.	£350,000	1,2
	General Needs Private Rent Landlords and Tenants.	Wallich	Early Doors	Private landlords / agents can refer tenants for support with the aim of providing early interventions and preventing homelessness. The service will also look to support and build relationships with private sector landlords.	£75,000	2,3
	Homeless Families Homeless young persons aged 16 & 17	Wallich	Brynmenyn House	Temporary Accommodation based service providing 16 units of temporary accommodation, with support on site 24/7. The service also provides an 'out of hours' service for BCBC Housing Solutions.	£179,992	1
Homeless Single People People with Substance & Alcohol Misuse	Wallich	Ty Ogwr Cornerstone Vesta	-Ty Ogwr provides 16 units of temporary accommodation for vulnerable single homeless persons. Support is available on site 24/7. -Cornerstone House provides 6 units of self-contained temporary accommodation for vulnerable single homeless persons. -Vesta provides 5 self-contained supported accommodation units, providing support to	£341,114	1,2	

Issues (Westa)			individuals who have a history of substance or alcohol misuse.		
Learning Disabilities	BCBC	Supported Living	Supports 24 individuals with a learning disability in the setting of their own home through a number of group homes situated throughout the County Borough.	£416,029 Jointly funded alongside Social Services	2,3
Learning Disabilities	Cartrefi Cymru	Supported Living	Supports 36 people with learning disabilities in the setting of their own home throughout the County Borough.	£667,756.03 Jointly funded alongside Social Services	2
Learning Disabilities	Drive	Supported Living	Supports 30 people with learning disabilities through a number of group homes throughout the County Borough.	£556,463.36 Jointly funded alongside Social Services	2
Learning Disabilities	Mirus	Supported Living	Supports 21 people with learning disabilities through a number of group homes throughout the County Borough.	£363,277.20 Jointly funded alongside Social Services	2
Mental Health	BCBC	Mental Health Community Support Workers	Sitting within BCBC's SCART (Social Care & Recovery Team) the service will support vulnerable persons to promote recover, independence, wellbeing and prevent homelessness.	£100,000	1,2
Mental Health Mild to Moderate Learning Disabilities	BCBC	Glyn Cynffig	16 unit accommodation and rehabilitation facility which provides support to vulnerable individuals who are at risk of or experiencing self-neglect, homelessness and significant exploitation; and individuals who have alcohol and substance misuse and require support with rehabilitation.	£234,087 Jointly funded alongside Social Services	1,2

Substance Misuse					
Mental Health	Homestyle	Healthy Eating & Digital Safety	Supporting vulnerable adults in the community courses are provided to enable people to develop skills in healthy eating and digital safety.	£30,400	2,3
Older Persons Persons with disabilities	BCBC	Telecare	665 alarms / sensors supporting older frail people and younger people with physical disabilities. On activation of an alarm or sensor then the monitoring centre utilises protocols to identify the most appropriate response. This may be 999 services or the Bridge Link Mobile Response service.	£65,125 Jointly funded alongside Social Services	1,2
Older Persons	Hafod	Alarms	10 units of alarms at Arosfa (a type of sheltered accommodation).	£2.83 per week, per unit	1,2
Older Persons	Hafod	Alarms	10 units of alarms at sheltered accommodation.	£1.91 per week, per unit	1,2
Older Persons	Linc	Alarms	36 units of alarms at sheltered accommodation.	£2 per week, per unit	1,2
Older Persons	Valleys to Coast	Alarms	159 units of alarms at sheltered accommodation.	£1.38 per week, per unit	1,2
Older Persons	Wales & West	Alarms	274 units of alarms at sheltered accommodation	Various rates ranging from £1.29 per unit to £5.85 per week per unit	1,2
Older Persons	Hafod	Sycamore Service	A floating support service available to anyone aged 55 years and over.	£220,000	1,2,3
Older Persons	Hafod	Transition into Extra Care	Providing housing related support to 45 households transitioning into the two new extra care schemes in the borough.	£50,000	1,2,3
Older Persons	Reach	Llys Ton	Housing related support at Llys Ton, an extra care scheme comprising of 39 flats.	£28,368.32	1,2,3

Refugees	Welsh Refugee Council	Refugee Resettlement Scheme	Housing related support to 6 Syrian families relocated in the County Borough.	£37,499.58 Jointly funded alongside Home Office	2
Substance Misuse	BCBC	Substance Misuse Community Support Workers	Sitting within BCBC's SCART (Social Care & Recovery Team) the service will support vulnerable persons to promote recover, independence, wellbeing and prevent homelessness.	£50,000	1,2
Young People / Care Leavers	BCBC	Independent Living Outreach Service	Based in a central support Hub the service works with young people 16-18 years of age, assisting them to develop the relevant skills in order to move on and live independently, providing a smooth transition for the young person to move into the community.	£50,270	2,3
Young People / Care Leavers	BCBC	Personal Advisor	Based within BCBC 16+ team the service provides direct support to care leavers to live independently and assist them with issues of accommodation, income, health, education, training and employment.	£32,171	1,2,3
Young People / Care Leavers	BCBC	Vocational Outreach Service	The Vocational Outreach service will support people aged 16+ who are accommodated in the Hub, in supported living, or in a fostering/supported lodgings placement, where there is disengagement in educational and vocational opportunities.	£39,997	1,2,3
Young People / Care Leavers	BCBC	Supported Lodgings	8 placements provided by individual support providers who, in their own homes host young people in who have been looked after by the Local Authority.	£69,260 Jointly funded alongside Social Services	1,2

Young People / Care Leavers 2022	Dewis	Crisis Supported Living Scheme	4 units of supported accommodation for complex young people / care leavers, which are used for emergency placements where the current provision has broken or a planned placement move for young people. Staff on site 24/7.	£42,100 Jointly funded alongside Social Services	1,2
Young People with a Disability	BCBC	Independent Living Outreach Service	Supporting young people at Bakers Way (an overnight respite service) to prepare individuals to live as independently as possible.	£20,273	2,3
Young People	Llamau	Ty Cornel Morfa Crisis Intervention Mediation Supported Lodgings	-9 units of supported accommodation for homeless 16 & 17 year olds. Support available on site 24/7. -4 units of supported accommodation for homeless 16 & 17 year olds. Support available on site 24/7. -Intensive floating support for 16-21 year olds who are threatened with or imminently homeless. -Mediation service to support young people and families to maintain relationships, with the ultimate aim of preventing homelessness. Service also works with schools and youth clubs to prevent homelessness. -Coordinates external supported lodgings service, overseeing monitoring, training and support to providers and young people.	£305,245.32	1,2,3
Young People	Wallich	18-21 Scheme	-14 units of supported accommodation for homeless 18-21 year olds with support on site 24/7 and a minimum of 20 step down	£486,635.32	1,2,3

		MAC (Multi Agency & Complex Scheme)	<p>accommodation units throughout the County Borough.</p> <p>-8 units of supported accommodation for homeless 16-21 year olds with intensive and often complex support needs, including mental health issues, substance misuse issues and criminal offending histories. Support on site 24/7.</p>		
Vulnerable & Chaotic	Gwalia Care & Support	Kerrigan Project	<p>-Provides 8 static units of supported accommodation and 1 emergency bed for homeless individuals with high level and complex support needs, including mental health issues, substance misuse issues and criminal offending histories. Support is provided on site 24/7. The service also provides 6 units of step down accommodation.</p> <p>-Direct access provision providing a safe, dry and warm environment to sleep for homeless people. Provision is available from 8pm – 8am, 365 days a year. 9 units, with flexibility to increase during times of need e.g. extreme weather. Attached to the service is an engagement officer, providing intense, practical support to those who access Floor Space.</p>	£270,000	1,2,3
Single Homeless People		Floor Space			

BCBC Corporate Priorities *

1. 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.
2. 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.
3. 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.

Appendix 2 – Supporting People Programme Grant Governance

Supporting People National Advisory Board (SPNAB)

Nationally the Supporting People National Advisory Board (SPNAB) (without executive powers) advises Welsh Government in respect of strategic direction, policy and guidance for the SPPG. SPNAB is generally not involved with the day to day operation of the SPPG, but is an advisory body overseeing the programme. Amongst others its members include; Welsh Government, Welsh Local Government Association, Social Services Cymru, Public Health Wales, Cymorth Cymru, Regional Collaborative Committees (RCCs), Community Rehabilitation Service and three independent individuals.

Regional Collaborative Committees (RCCs)

Regional Collaborative Committees (RCCs) provide strategic direction and scrutiny at a regional level for SPPG expenditure. RCCs inform and advise Welsh Government and the Cabinet Secretary on regional and local delivery and compliance with the SPPG, linking in with Regional Partnership Boards, Planning Boards and other RCCs to enable a joined up approach. Each RCC is required to hold a Regional Spend Plan and Regional Strategic Plan.

Membership of an RCC will be made up of each Local Authority (elected members and/or officers), Health, Probation, support providers (long and short term services) and Public Health Wales. There must be equal representation of key groups, e.g. the number of Local Authority members should be equal to the number of support providers.

It is the RCC's role to scrutinise local Spend & Commissioning Plans to ensure compliance with Grant guidance and regional strategic plans. Although RCCs have no executive powers, they are able to advise Welsh Government should they feel a Spend or Commissioning Plan is not in line with SPPG principles. SPPG Spend and Commissioning Plans are required to be submitted to the RCC before submission to WG

Currently, Bridgend, alongside Neath Port Talbot County Borough Council and City and County of Swansea Council are members of the Western Bay RCC, however it is proposed that Bridgend leave the Western Bay RCC and formally join Merthyr Tydfil County Borough Council and Rhondda Cynnon Taf County Borough Council in the Cwm Taf RCC in line with the health board boundary change. A report recommending this proposal will be considered by Cabinet on 19th March 2019.

Appendix 3 – Service User Case Study 2018/19

Mark's Story



Mark started using recreational drugs when he was 15. As he became older his drug use increased. Mark went through periods of holding down jobs but his substance misuse became problematic - progressing from Cannabis to Heroin and eventually prevented Mark from holding down a job and maintaining a tenancy successfully.

Mark was convicted of a long period of acquisitive crimes including shoplifting and motor vehicle theft as well as intent to supply drugs to subsidise his drug use and was also convicted for an assault.

Mark's mental health had gradually declined over a number of years. He ended up in prison and his relationship with his family, particularly his mother had broken down irrevocably (at the time). On release from prison he was placed on Probation and was subject to a Drug Testing & Rehabilitation Requirement (DRR). Due to Mark's historic behaviour his mother refused to let him live with her.

Mark was also the victim of a serious assault where he was so violently beaten around his head that it affected his memory at times.

Mark began using a local night shelter in Bridgend and was referred to a local organisation for advice and support.

He subsequently secured private accommodation away from where he was brought up (Bridgend) where people resided who he felt could have a negative influence on his recovery.

He also benefitted from a grant for household goods when moving into his new flat.

Mark is engaging with his DRR without issue and has begun to rebuild ties with his family who are now providing him with emotional support. He has an expressed desire to become more healthy and is currently being supported to find a job.

Mark's cost scenarios

Scenario 1: Successful Prevention/Alleviation (for 12 months)		Cost
Preventative intervention by Bridgend Local Support Team & Housing Options team in BCBC * ₁		£826
SPPG funded Support (mean support cost, 12 weeks) * ₂		£600
Total Cost		£1,426
Scenario 2: Homelessness persists for 12 months		Cost
Processed by BCBC Housing Option Team (didn't take up assistance) * ₁		£558
<i>Rough Sleeping - common associated behaviours</i> * ₃		
Visits to A&E department		£2,340
Non-elective long stay in hospital		£5,432
Anti-social behaviour (6 incidents)		£4,038
Arrested and detained (four times)		£2,876
High intensity accommodation-based service (mean support cost, 12 weeks)		£4,884
4 month prison stay * ₄		£10,833
Support with substance misuse * ₅		£3,631
Total Cost		£34,592

*1 - Based on median unit costs reported in Acclaim Consulting (undated) 'Value for money in housing options and homelessness services London': Shelter

*2 - Based on support unit costs derived from University of York's 'Evaluation of Housing First Projects' (Bretherton & Pleace 2015).

*3 - Based on costs for anti-social behaviour/police and local authority admin costs (New Economy Unit: Cost Database v.1.4, 2015),, At what cost? An estimation of financial costs of single homelessness in UK (Crisis 2015)

*4 - Costs per place and costs per prisoner (National Offender Management Service 2016)

*5 -Based on unit costs of health and social care (PSSRU 2017).

Helen and Luke's story

Helen and Luke's story



Helen has a long history of mental health challenges and substance misuse. She previously attempted suicide and self-harm.

Her landlord served a notice to quit following damage caused by her son Luke (her adult son) who lives with her and who has Aspergers and has regular violent outbursts - sometimes directed at her.

Her anxiety increased due to the risk of being made homeless and she had self-harmed again by burning herself with a cigarette 'to release the pain she was feeling'.

Helen previously regularly self-medicated on Amphetamines and Cannabis. This eventually exacerbated her anxiety. She has IBS and continence challenges.

Luke struggles with his mental health also and smokes Cannabis regularly to self-medicate but Helen states that this has an even worse impact on his behaviour. Helen often doesn't feel safe with Luke at home due his violent outbursts.

Helen needed help to secure accommodation, access grants for a bond and rent in advance and required help with budgeting. She also required some longer ongoing support for her mental and physical health.

With support Helen found a suitable private tenancy and accessed GP and psychiatric services. She also accessed counselling through a mental health charity and had support around budgeting.

Through her support sessions Helen increased in confidence to the point where she made a condition of her son being allowed to live with her - that he had to accept ongoing support to manage his behaviour better. She previously had felt unable to be as assertive as she felt helpless and anxious.

Helen & Luke's cost scenarios

Scenario 1: Successful Prevention/Alleviation (for 12 months)		Cost
Preventative intervention by Bridgend Local Support Team & Housing Options team in BCBC * ₁		£826
SPPG Support (mean support cost, 12 weeks) * ₂		£600
Total Cost		£1,426
Scenario 2: Homelessness persists for 12 months		Cost
Processed by BCBC Housing Option Team (didn't take up assistance) * ₁		£558
Support with substance misuse (Helen) * ₃		£3,631
Mean hospital cost per episode of self-harm x 2 (Helen) * ₄		£1,618
Mean cost of supported accommodation for People with Autism (Luke) * ₃		£88,657
Total Cost		£94,464

*1 - Based on median unit costs reported in Acclaim Consulting (undated) 'Value for money in housing options and homelessness services London': Shelter

*2 - Based on support unit costs derived from University of York's 'Evaluation of Housing First Projects' (Bretherton & Pleave 2015).

*3 - Based on unit costs of health and social care (PSSRU 2017).

*4 General hospital costs in England of medical and psychiatric care for patients who self harm: a retrospective analysis (Lancet 2017).

Appendix 4 – SPPG Welsh Government Outcomes and Service User Categories

Outcomes

Below are the 11 outcomes that service users will work towards, with support from an SPPG funded service. Please note that all of the outcomes may not be relevant for any one individual. A service user can be working towards a minimum of 1 and a maximum of 11 of the below outcomes at any one time.

Promoting Personal and Community Safety

Feeling Safe

Contributing to the safety and wellbeing of themselves and others

Promoting Independence and Control

Managing accommodation

Managing relationships

Feeling part of the community

Promoting Economic Progress and Financial Control

Managing money

Engaging in education / learning

Engaging in employment / volunteering opportunities

Promoting Health and Wellbeing

Physically Healthy

Mentally Healthy

Leading a healthy and active life style

Service User Categories

The below table shows the SPPG support need categories, outlining the types of support needs. Any one individual may come into a variety of categories, but will be classed as having one 'lead need'.

Women experiencing Domestic Abuse	Men experiencing Domestic Abuse
People with Learning Disabilities	People with Mental Health issues
People with Substance Misuse issues (Alcohol)	People with Substance Misuse issues (Drugs)
People with Criminal Offending History	People with Refugee Status
People with Physical and/or Sensory Disabilities	People with Developmental Disorders (i.e. Autism)
People with Chronic Illness (including HIV & Aids)	Young People who are Care Leavers
Young People with Support Needs (16-24)	Single Parent Families with Support Needs
Families with Support Needs	Single People with Support Needs not listed elsewhere (25-54)
Generic Floating Support to prevent homelessness (exclusive of fixed site support)	Alarm Services (including Sheltered / Extra Care)
People over 55 years of age with Support Needs (exclusive of alarms)	

Measuring Progress

- Progress is measured on a 1-5 step basis. If step 5 is recorded then a service user has achieved the desired outcome e.g. they are able to budget appropriately, prioritising rent and food. Please see below for more details:

STEP	Step Definition (Summary only)
1	No Progress
2	Initial stages of goal progression
3	Some progression of time-bound goals
4	Substantial progression of time-bound goals
5	Goal Achieved

- Where a service user has made progress towards achieving a particular outcome a progression through the 5 step basis will be recorded, when compared against a previous review e.g. a person is working towards being able to budget appropriately and at the start of support was at a step 1, is currently at step 3 and working towards step 5.
- For the period 01st July to 31st December 2018 30% of all outcomes recorded achieved the maximum desired outcome (step 5). All other outcomes recorded were working towards the desired outcome.
- Individual projects may have indicative timescales for support, but the length of time each individual service user will take to achieve progress through the 1-5 steps will depend upon each individual.
- If an individual has successfully achieved all of their desired outcomes, then they will exit the support service. Where a service is not able to support an individual to make progress with regards to any desired outcome and it is evidenced that their needs exceed housing related support they will look to make referrals to more appropriate support provision e.g. primary or secondary health services, social care etc

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

18 MARCH 2019

REPORT OF THE HEAD OF LEGAL AND REGULATORY SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of the Report

- a) To present the Committee with a list of further potential items for comment and prioritisation;
- b) To ask the Committee to identify any further items for consideration using the pre-determined criteria form.

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 A** 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. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how public services should work to deliver for people. The following is a summary to show how the 5 ways of working to achieve the well-being goals have been used to formulate the recommendations within this report:

- Long-term - The approval of this report will assist in the Planning of Scrutiny business in both the short-term and in the long-term on its policies, budget and service delivery
- Prevention - The early preparation of the Forward Work Programme allows for the advance planning of Scrutiny business where Members are provided an opportunity to influence and improve decisions before they are made by Cabinet
- Integration - The report supports all the wellbeing objectives
- Collaboration - Consultation on the content of the Forward Work Programme has taken place with the Corporate Management Board, Heads of Service, Elected Members and members of the public
- Involvement - Advanced publication of the Forward Work Programme ensures that the public and stakeholders can view topics that will be discussed in Committee meetings and are provided with the opportunity to engage.

8. Financial Implications

8.1 There are no financial implications attached to this report.

9. Recommendations

9.1 The Committee is recommended to:

- (i) Identify any additional information the Committee wish to receive on their next item delegated to them by Corporate Overview and Scrutiny Committee and any other items in the overall FWP shown in Appendix A;
- (ii) Identify any additional items using the criteria form, for consideration on the Scrutiny Forward Work Programme.

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Background documents

None

Scrutiny Forward Work Programme

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	Suggested Invitees	Prioritised by Committees
Page 67 27-Mar-19	SOSC 2	CAMHS	<p>With reference to the responses received in relation to Child Adolescent Mental Health Services Members on 12 December 2017, 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 2017.</p> <p>Details of other mental health services provided Cwm Taf and BCBC.</p> <p>Update on work being undertaken throughout Wales looking at causes of mental health: 'Working Together for Mental Health'.</p> <p>To include an update on how we are getting on moving into Cwm Taf.</p>		Corporate Director proposed early 2019	<p>Susan Cooper, Corporate Director, Social Services and Wellbeing;</p> <p>Lindsay Harvey, Corporate Director - Education and Family support;</p> <p>Cllr Phil White, Cabinet Member – Social Services and Early Help;</p> <p>Cllr Huw David, Leader (ro possibly stand in for Cllr White)</p> <p>Beverley Keyse; Representative Bridgend Community Health Council; ??</p> <p>Social Services Rep - Laura Kinsey;</p> <p>David Roberts, Director for Mental Health and Learning Disabilities - ABMU;</p> <p>Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships - ABMU;</p> <p>Alan Lawrie, Director of Primary Community and Mental Health - Cwm Taf.</p> <p>Registered Reps to be invited.</p>	
15-Apr-19	SOSC 2	Sports Provision Playing Field Charging Strategy	Pre-decision item as part of consultation over strategy.			<p>Mark Shephard, Interim Chief Executive</p> <p>Cllr Richard Young, Cabinet Member – Communities;</p> <p>Zak Shell, Head of Operations - Community Services;</p> <p>Kevin Mulcahy, Group Manager - Highways & Green Spaces;</p> <p>Philip Beaman, Green Spaces and Bereavement Services Manager;</p> <p>Guy Smith, Community Asset Transfer Officer.</p>	
29-Apr-19	SOSC 1	Review of Fostering Project Information only	<p>Further project as part of the Remodelling Children's Social Services</p> <p>- Detail regarding the upskilling of three internal foster carers to provide intensive, therapeutic step down placements as part of Residential Remodelling project</p> <p>- Review of the foster carer marketing and recruitment strategy at a draft/early stage to allow members input into the process</p>	COSC have proposed that this item be considered by a future SOSC 1 for continuity purposes	Corporate Director proposed October 2018 Prioritised by SOSC1 for February 2019	N/A	
29-Apr-19	SOSC 1	Corporate Landlord	<p>Item proposed by Corporate Director. Report ready to go.</p> <p>To provide information on the Corporate Landlord model and the budget reduction proposals allocated to the implementation and roll out.</p> <p>Following presentation to members - awaiting for confirmation is item should still come to scrutiny.</p>			<p>Cllr Hywel Williams</p> <p>Mark Sheppard, Interim Chief Executive</p> <p>Zak Shell, Head Of Operations - Community Services</p> <p>Tim Washington, Temporary Head of Corporate Landlord</p> <p>Josh Dunn, Services Director, Peopletoo</p>	
01-May-19	SOSC 1/2/3	Forward Work Programme Workshop	To discuss and propose additional items for future consideration on the Scrutiny Forward Work Programmes.			N/A	

TABLE B

For prioritisation

Item		Rationale for prioritisation	Proposed date	Suggested Invitees	
<p>68</p> <p>CIW National Review into LAC</p> <p>Information only</p>	<p>The Committee requested that the outcome of the CIW investigation into Looked After Children be provided to Scrutiny for information when it becomes available.</p>		<p>Self assessment and action plan due at end of year. Outcome report should be ready for March.</p>	<p>N/A</p>	
<p>Review of Enforcement Vehicle</p>	<p>In February 2018 SOSC 3 requested to receive an update on the enforcement vehicle to enable Members to monitor performance 6-12 after implementation. Possibly an information report.</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. <i>A report is due to go to Corporate Parenting 6 March 2019. Do Members want to receive as information only or as a discussion item?</i></p>		<p>Corporate Director proposed early 2019</p>	<p>Susan Cooper, Corporate Director, Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help;</p>	
<p>Communication and Engagement</p>	<p>Is corporate communications meeting the needs of the various departments within the organisation to effectively communicate with residents - Cllr Watts has requested that points of view are collected from members of the public. Current data of engagement Are current KPIs an effective measurement in a fast changing digital world How do we engage with corporate communications with the digitally excluded - Cllr Stirman has requested that points of view are collected from older, less mobile and non digitally enabled members of the public. Media bias Welsh Language/Other Languages</p>			<p>Mark Shephard, Interim Chief Executive Corporate Communications Representative Cllr Dhanisha Patel, Cabinet Member Future generations and Wellbeing Liam Ronan, Communications Manager Emma Blandon, Communications, Marketing and Engagement Manager Bob Phillips, Communications Officer Martin Morgans, Head of Performance and Partnership Services Liz Bradfield, Local Democracy Reporter Welsh Language Representatives Public Representatives</p>	

<p style="text-align: center;">Page 69</p> <p style="text-align: center;">Home to School Transport</p>	<p>To provide assurances on rationalisation of Learner Transport as far as possible in order to make budget savings: 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. 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. 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 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? Further proposed that Communities be invited to add to report and attend meeting to update Committee on safe routes assessment to determine what work has been undertaken since funding was allocated to this over a year ago.</p>		<p>Receipt of the external review of transport report not due until June/July</p> <p>Scrutiny to consider home-to-school transport from July onwards.</p>	<p>Lindsay Harvey, Corporate Director - Education and Family Support; Cllr Phil White, Cabinet Member for Social Services & Early Help (To stand in for Cllr Smith); Cllr Richard Young, Cabinet Member Communities Nicola Echanis, Head of Education and Early Help. Mark Shephard, Interim Chief Executive; Zak Shell, Head Of Operations - Community Services; Robin Davies, Group Manager Business Strategy and Performance; Sue Cooper, Corporate Director Social Services and Wellbeing.</p>	
<p style="text-align: center;">Safeguarding</p>	<p>To include: Safeguarding activity in both Children and Adult Services; Safeguarding arrangements in Cwm Taf.</p>		<p>Should receive an annual update. Last received in July 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; Terri Warrilow, Adult Safeguarding and Quality Manager; Representation from Police; Representation from Health.</p>	

Waste POST 16 70	Pre-Scrutiny - To receive report detailing the direction of travel for the Waste Contract - for comments and recommendations		Some time during 2019/20	Mark Shephard, Interim Chief Executive Cllr Richard Young, Cabinet Member – Communities; Cllr Hywel Williams, Deputy Leader; Zak Shell, Head of Operations - Community Services	
	Annual Update to - SOSC 1 on the work of the Member and School Engagement Panel			Spring term 2019 - Plasnewydd Primary School; Summer term 2019 - Ogmoredale Primary School; Autumn term 2019 - Tynyrheol Primary School.	
	POST 16 ALN Review	SOSC 1 requested to add to FWP. Raise with LH in next Officer Planning Meeting.			

The following items for briefing sessions or pre-Council briefing

Item	Specific Information to request			
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"> Regional Annual Plan Bridgend Social Services Commissioning Strategy 			
Cwm Taf Regional Working	Update on situation and way forward with Regional Working with Cwm Taf? How will we undertake 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 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.		If received as an item - Corporate Director has suggested May/June 2019	Susan Cooper, Corporate Director - Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help; Lindsay Harvey, Corporate Director - Education and Family Support.