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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

Bridgend County Borough Council



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

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

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



Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

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

Gofynnwch am / Ask for: Andrew Rees

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Thursday, 18 July 2019

Dear Councillor,

COUNCIL

A meeting of the Council will be held in the Council Chamber, Civic Offices Angel Street Bridgend CF31 4WB on **Wednesday, 24 July 2019 at 15:00.**

AGENDA

1. Apologies for absence
To receive apologies for absence from Members.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest from Members/Officers in accordance with the Members' Code of Conduct adopted by Council from 1 September 2008.
3. Approval of Minutes 3 - 14
To receive for approval the minutes of 19/06/19
4. To receive announcements from:
(i) Mayor (or person presiding)
(ii) Members of the Cabinet
(iii) Chief Executive
5. To receive the report of the Leader
6. Social Services Annual Report 2018/19 15 - 78
7. Capital Programme Update - Quarter 1 2019-20 79 - 102
8. To receive the following Questions from:
Councillor A Hussain to the Cabinet Member Education and Regeneration

Could the Cabinet Member in charge of tourism let the Council know about his plans to support skills in the tourism sector in addition to let us know about the gaps in provision and data, and to identify what could be done by the Council to make our seaside destinations popular?

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Councillor M Voisey to the Leader

As a result of the Labour First Minister not approving the M4 relief road around Newport, how will the City Deal project recover from this disastrous decision for the economy of South Wales, and should this council have a second vote as to whether we wish to remain party to the City Deal, now the facts have changed so dramatically?

Councillor T Thomas to the Cabinet Member Communities

Will the Cabinet Member outline any plans on how this council will reduce carbon emissions with a view to ensuring the Council's activities are net-zero carbon by 2030?

9. 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:

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

Councillors

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

Councillors

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

COUNCIL - WEDNESDAY, 19 JUNE 2019

MINUTES OF A MEETING OF THE COUNCIL HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON WEDNESDAY, 19 JUNE 2019 AT 15:00

Present

Councillor SE Baldwin – Chairperson

S Aspey	JPD Blundell	NA Burnett	MC Clarke
RJ Collins	HJ David	PA Davies	DK Edwards
T Giffard	RM Granville	CA Green	DG Howells
A Hussain	B Jones	M Jones	DRW Lewis
JE Lewis	JR McCarthy	DG Owen	D Patel
RL Penhale-Thomas	AA Pucella	JC Radcliffe	KL Rowlands
B Sedgebeer	RMI Shaw	SG Smith	JC Spanswick
RME Stirman	T Thomas	JH Tildesley MBE	E Venables
KJ Watts	CA Webster	DBF White	PJ White
AJ Williams	HM Williams	JE Williams	

Apologies for Absence

TH Beedle, N Clarke, P Davies, J Gebbie, RM James, MJ Kearns, CE Smith, G Thomas, SR Vidal, MC Voisey, LM Walters, A Williams and RE Young

Officers:

Susan Cooper	Corporate Director - Social Services & Wellbeing
Lindsay Harvey	Corporate Director Education and Family Support
Gail Jewell	Democratic Services Officer - Scrutiny
Gill Lewis	Interim Head of Finance and Section 151 Officer
Andrew Rees	Democratic Services Manager
Helen Rodgers	Revenues Manager
Mark Shephard	Chief Executive
Kevin Stephens	Democratic Services Assistant
Kelly Watson	Head of Legal & Regulatory Services

327. DECLARATIONS OF INTEREST

None.

328. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meetings of Council of 17 April and 1 May 2019 and the Annual Meeting of Council of 15 May 2019 be approved as a true and accurate record.

329. TO RECEIVE ANNOUNCEMENTS FROM:

Mayor:

The Mayor informed Council of the engagements which he had undertaken since his Inauguration, which included attending the Maesteg Festival and attending Porthcawl YMCA to mark the 175th Birthday of the National organisation. His proudest moment so far came at the Young Enterprise Company Wales Finals at the University of South Wales Cardiff, where he met pupils from Archbishop McGrath Comprehensive School and learned about their business 'Archways', which is an essential oil scented revision

tool. The pupils won the overall Wales final and will now progress to represent Wales in the UK final of Young Enterprise. The Mayor wished the pupils the very best of luck.

Deputy Leader

The Deputy Leader announced that the Council is marking today's National Refill Day, which aims to cut down on single-use plastic by encouraging restaurants, cafes and businesses to offer customers a free refill on a reusable bottle. Businesses can register online at refill.org.uk, while people can download an app which shows them where they can fill up their reusable bottles.

He also informed Members of reports concerning two men trying to impersonate the new 3GS enforcement litter officers, by demanding instant cash payments for supposed littering offences. He urged the public to watch out for the scam and stated that the enforcement officers always wear official ID badges and lanyards and never ask for a cash payment. Enforcement officers issue a ticket which details the offence and giving payment options.

The Deputy Leader informed Members of two Community Asset Transfer projects. Firstly, the all-new skate park at Pencoed, which is drawing a lot of visitors. The £59,000 project is the result of a partnership between the authority and Pencoed Town Council. Secondly, Bryncethin Rugby Club has undergone a £550,000 transformation to become a new community centre, which is the result of hard work by the Club with support from the Community Asset Transfer team. Both projects have been delivered for the benefit of their local communities.

Cabinet Member Social Services and Early Help

The Cabinet Member Social Services and Early Help informed Members that the carers choir, Off Duty have marked carers week by releasing their first charity single and video. He stated that the choir was formed to give local carers a chance to have time for themselves and to socialise. The choir has been set up with support from the Council, Awen Cultural Trust and the Bridgend Carers Centre.

He was delighted to see a new initiative called 'Super-Agers' for improving the mental and physical health of older adults receiving a share of £5.4m funding. The scheme is designed to establish a regional physical activity programme for adults aged 50 plus to help them live active, healthy lifestyles while reducing pressure on support services. The scheme is one of 17 projects to benefit from the Healthy and Active Fund set up by the Welsh Government, Sport Wales and Public Health Wales.

Cabinet Member Wellbeing and Future Generations

The Cabinet Member Wellbeing and Future Generations announced that the former Spar shop and space above the job centre in Commercial Street in Maesteg is to be transformed with the development of 12 accommodation units, due to an empty properties grant of £105k. The accommodation will create more opportunities for people to live within town centres and are aimed at people of all ages who are employed, who have no significant support needs and no known anti-social behaviour or drug and alcohol histories. The grant funding further obliges the project to meet all Rent Smart Wales requirements and are to be let and managed by a responsible landlord.

Chief Executive

The Chief Executive announced that the annual electoral canvass would commence next week, in that text messages will be issued to householders advising of the canvass

and encouraging them to respond with their details. He reassured Members that the text messages will be sent by an organisation called i-Dox, with the first phase ending on 7 July. Canvass forms will be delivered by staff between 7 July and 4 August, with the second stage delivered by mail on 27 August. The third and final stage will run from 28 September to 1 November.

He also informed Members that Kier have announced that the company will be focusing its efforts on construction and road maintenance. Officers are liaising closely with Kier seeking further clarification following their announcement. He stated that the Council has responded to the BBC and social media requests to highlight that the recycling and waste collection service is currently the second-highest performing in Wales and to reassure residents they will not experience any immediate changes to the recycling and waste collection service. The Chief Executive informed Members that there is a seven year contract in place with Kier, which includes safeguards such as bonds which could be used to ensure there is a continuation of service and that any eventual transition would include an appropriate lead-in time and plenty of notice would be provided of issues of any significance.

Monitoring Officer

The Monitoring Officer requested that Members note a change to the membership of the Standards Committee in that Councillor P Davies will replace Councillor DRW Lewis.

330. TO RECEIVE THE REPORT OF THE LEADER

The Leader announced that the Council is continuing to work with partners including Welsh Government in response to the announcement that Ford is proposing to close its Engine Plant next year. A high-level meeting of local business leaders and employers is being organised to discuss working together to help the local economy respond and rally to the proposed closure. The Council is also relaunching two major funding initiatives that will support supply chain companies and businesses affected by the announcement.

He stated that Ford has long been considered an anchor company in the South Wales economy, and the Special Regeneration Fund will help local companies to diversify and invest in order to thrive and take advantage of new business opportunities. The Kick Start fund seeks to support new businesses and create fresh jobs within their first three years of trading by helping them invest in equipment and other capital start-up costs.

Welsh Government is also taking swift and urgent action with news that a special response team is being assembled to support workers, businesses and local communities. The Council will offer workers at the engine plant redundancy support and access to new employment and training opportunities. He stated that the staff at Ford are highly skilled, world-class workers, and wherever possible, the Council will encourage other businesses within the county borough to offer them alternative employment. There are a number of initiatives in place which can support this, such as the ReAct fund which helps new employers meet recruitment and training costs, or the Employability Bridgend Programme which helps people to adapt, re-train, gain new skills and take advantage of fresh opportunities.

He stated that if the closure goes ahead, Bridgend County Borough is going to need significant investment from both the UK Government and Welsh Government in order to offset some of the huge impact that this will have on the local economy, the area and the community as a whole. The Leader announced that he will keep Members updated on this very concerning matter.

The Leader announced that full public access has been recently restored to the all-new Town Beach in Porthcawl. The completion of the new £3m sea defences has radically transformed the area previously known as the Tarmac Beach. The design of the terraces in action divert the force of each incoming wave to either side instead of allowing it to hit the seafront area head-on. This will ensure 260 seafront properties are protected, including the Grand Pavilion, from flooding and coastal erosion. He thanked all involved delivering the project.

The Leader congratulated Archbishop Mcgrath School which was recognised at the Young Enterprise Wales awards recently after pupils set up a project called 'Archways' which promotes aromatherapy as a personalised study aid. The awards help build transferable skills and encourage innovation, and Archbishop won first place and will now represent Wales at the UK national awards. Ysgol Bryn Castell has received a glowing inspection report and a 'good' rating from Estyn, with Inspectors recognising the high-standard of teaching and strong progress made by pupils at the school.

331. TO RECEIVE THE FOLLOWING QUESTIONS FROM:

Question from Councillor T Thomas to the Cabinet Member Wellbeing and Future Generations

Will the Cabinet Member outline the key recommendations on the recent HM Inspectorate of Probation report on youth justice services in Western Bay?

Response of the Cabinet Member

Her Majesty's Inspectorate of Probation's recommendations can be found on page 7 of the full inspection report.

There were 14 recommendations made in relation to a number of partners they are detailed below:

Western Bay Youth Justice and Early Intervention Service Management Board should:

1. Review and clarify its role and function, include all statutory partners and work in an effective way to make sure that the service operates to a sufficient standard.
2. Make sure that partnership agencies provide appropriate support and services.
3. Develop effective oversight of the service's work and effective challenge to partners.
4. Develop a clear plan to manage disaggregation of individual youth offending teams from the service to limit any detrimental effect on the remaining parts of Western Bay Youth Justice and Early Intervention Service.
5. Provide the resources and support to the management team to manage the service effectively.
6. Review the role and function of the prevention service.

The Western Bay Youth Justice and Early Intervention Service Manager should:

7. Make sure that all staff have appropriate supervision and management oversight.
8. Review the management structure and lines of accountability.

The directors of children's services should:

9. Monitor and review all cases where there are safety and wellbeing issues, making sure that appropriate referrals are made and joint work takes place as needed.
10. Improve the quality (and awareness from staff) of the referral systems so that children and young people receive the services they need.

The local authority education services should:

11. Review the effectiveness of information-sharing protocols to ensure that all schools and workers involved have the information they need to provide support tailored to children and young people's individual needs.
12. Develop effective strategies to encourage children and young people who speak Welsh to access services in their preferred language, and to use, develop and recognise the value of the language as an employment skill
13. Develop a literacy and numeracy strategy to support children and young people to develop these skills.

Abertawe Bro Morgannwg University Health Board should:

14. Provide relevant and timely physical, sexual, emotional and mental health services to meet the needs of children and young people to reduce further harm and promote wellbeing.

Councillor Thomas asked what plans the Cabinet Member has to implement the recommendations of the Probation Inspectorate. The Cabinet Member Wellbeing and Future Generations that a post inspection action plan had been reported to Cabinet in April 2019. The post inspection action plan is monitored by partners, with the Youth Justice Board being satisfied with the good progress made to date. The Corporate Director Education and Family Support informed Council that extensive work is being undertaken with staff and partners, with the post inspection plan being monitored by the Youth Justice Board on a fortnightly basis. He also informed Members that the structure of the service had been reviewed. Reviews of statutory cases being completed, prior to non-statutory reviews commencing.

Councillor J-P Blundell asked what means the Inspectors used to assess the service. The Corporate Director Education and Family Support stated that the Inspectors undertook the inspection over a 2 week period. As part of the inspection, interviews took place with 12 Case Managers, Directors and Chief Executives and 31 cases were examined. A Member commented that he was reassured having attended a recent meeting of the Public Service Board that all agencies are working together.

Question from Councillor R Stirman to the Cabinet Member – Social Services and Early Help

Could the relevant Cabinet member please advise the extra cost to BCBC of supplying care and support to members of the secure estate since the grant from WG was shared across all 22 Local Authorities rather than by direct grant to those LA's who had a prison within their boundaries?

Response of the Cabinet Member

The Secure Estate Grant 2017/18 from Welsh Government was £217,500; this was transferred into the RSG for 2018/19; the allocation was split across all 22 authorities and is difficult to quantify the exact sum as it is based on various formulas. It is estimated that the council receives approx. £18,000 within the RSG for the secure estate. Therefore approx. £200k shortfall of funding and the estimated additional cost to Bridgend CBC, based on the budget for 2017/18. This budget was set three years ago and the actual costs are kept subject to annual review.

The Council has made representations to Welsh Government and the Distribution Sub Group (DSG) about this change in allocation. The DSG discussed the matter following representations but no change was made to the distribution methodology.

Councillor Stirman asked whether prisoners following their release would be entitled to receive benefits from this authority? The Cabinet Member Social Services and Early Help stated that prisoners following release would only be entitled to receive benefits from this authority only if they are residents of the County Borough.

A Member questioned whether this authority was treated adversely due to it having a prison. The Corporate Director Social Services and Wellbeing stated that the situation is different to other local authorities which have prisons, in that Parc Prison is the only private one in Wales. It also has longer term prisoners compared to Cardiff and Swansea prisons which are remand prisons, whilst Usk is an open prison and Wrexham prison is larger than Parc. Parc Prison has a lot of older prisoners serving long sentences, with many having mental health and learning disability problems and suffering from dementia. She stated that the requirements to support the secure estate was more difficult to meet compared to other prisons.

Question from Councillor A Hussain to the Deputy Leader

To what extent has the Deputy Leader engaged with businesses in Bridgend County Borough to tell them that Discretionary Rate Relief may be available to them, as only a third of those eligible for this relief are getting it?

Response of the Deputy Leader

The Council has taken a very proactive approach to the various rate relief schemes as set out below. Application forms for the most recent scheme were sent out soon after the Cabinet decision to adopt the scheme and a press release is due to be released this week.

The application form is now available on line and reminders will be sent at the end of June.

There are currently 3 types of rates relief schemes in place for business rates payers:
Small Business Rates Relief (SBBR)
This was introduced in 2007. Automatically applied.

Transitional Relief

Following the 2017 non-domestic rates revaluation by the Valuation Office Agency, transitional relief was implemented to support ratepayers whose eligibility for Small Business Rate Relief (SBBR) would be affected as a result of the revaluation. It is a 3 year scheme, finishing in 2019/20, where the ratepayer pays 25% of the increase in the 1st year, 50% in the 2nd year and 75% in the 3rd year. The increase must have been over £100. The relief is automatically awarded via our Business Rates system.

High Street and Retail Rates Relief (HSRR) The Welsh Government has provided guidance to local authorities on the administration of the High Street Relief scheme for each of the 5 years that it has been in operation 2014/15, 2015/16, 2017/18, 2018/19 and 2019/20. There was no scheme in 2016/17. The guidance also states that it is for each local authority to determine how they wish to administer the scheme in order to maximise take up and minimise the administrative burden for the ratepayers and the local authority staff.

There have, in fact, been 3 different High Street Relief schemes in operation for the years 2014/15 and 2015/16, 2017/18 and 2018/19 and the current scheme for 2019/20. Each scheme has had different criteria based on the rateable value and the businesses' entitlement to Small Business Rates Relief and or Transitional Relief.

Each year a report has been presented to Cabinet by the Deputy Leader, for the scheme to be adopted before any relief can be awarded. Each year the report has been approved for the relief to be awarded on an application basis only. Applications for this relief can be made up to and including the 31 March of the year the relief relates to.

2017/18

- the report went to Cabinet for approval on 27/06/17
- on 25/07/17 and 04/08/17, 97 and 309 bespoke letters and forms were sent to each eligible business
- on 21/2/18 115 second letters and forms were sent to remind businesses to apply before the end of financial year
- for the year 2017/18, 289 applications were received and relief awarded.

2018/19

- * the report went to Cabinet for approval on 19/06/18
- * on 27/06/18 and 12/07/18, 80 and 298 bespoke letters and application forms were sent to each eligible business
- * on 12/11/18 second letters and forms were sent to remind businesses to apply before the end of financial year
- * for the year 2018/19, 275 applications were received and relief awarded.

2019/20

For the current year the WG announced in the December budget, that a scheme would be running this year. The guidance for the scheme was received at the end of January 2019. The WG require us to provide a signed letter of acceptance for this funding by 03/05/19 which has been completed.

The report for the Rate Relief Scheme for 2019/20 was taken to Cabinet on 16/04/19.

Once the scheme had been approved, the data relating to eligible ratepayers was rechecked to confirm the businesses were still eligible, and bespoke pre-populated letters and application forms were then sent to eligible ratepayers on 02/05/19. A bespoke letter and application form is sent to assist the correct ratepayer to apply for the eligible relief. Also, as the account number is on the enclosed application form when it is returned to the digital office it can be scanned and indexed to the correct account so the eligible ratepayer will receive their relief quicker.

To date, as at 5/6/2019, 706 bespoke letters and application forms have been sent out and 373 have been returned to us of which 340 accounts have already been awarded with the relief. The remaining forms will be processed by the end of June at which point

a further letter and application form will be sent to those businesses that have not returned the original form. As a result of this relief, instalments have been recalculated if there is still an outstanding balance and if the account has gone into credit a refund has been issued. In relation to the current year a second letter and application form will be sent to those that have not returned their forms by the end of June.

Bridgend has always chosen to award this relief on an application basis. This is to ensure that the information we hold is correct in so far as that the property is still occupied and occupied by the business held on our system. When comparing how many businesses qualified last year compared to the forms sent this year, even if those businesses that qualified last year were awarded the relief automatically there would still have been a need to send out 428 bespoke letters and application forms.

This year, the scheme was adopted by the Council much earlier than in previous years and the application forms sent out shortly after. Also the maximum relief that can be awarded is the highest amount so far. Priority has been given to the applications received which are currently being worked on and the applicable relief awarded to the accounts. This will result in revised bills being issued and any overpayments being refunded.

At the time the application forms were issued, information regarding the relief was made available on the BCBC website. Online applications forms were also available from 07/06/19. These application forms will automatically be directed to the Taxation Section to be worked on.

If, the Welsh Government decide to continue the High Street Relief scheme in future years then we will continue to review options on the administration of the scheme. This will enable us to determine the optimum approach in order to maximise take up and minimise the administrative burden for the ratepayers and the local authority staff. Currently this information is being gathered from all Welsh authorities.

Councillor Hussain questioned why other Councils were a lot more proactive and quicker in administering this process, whilst we were very slow, which means businesses missed out (and financial hardship caused as a result) and has the Leader had any discussion with the Minister about it and if so, would the Leader please share it with us? The Deputy Leader informed Council there are 3 schemes available to businesses. Small businesses are able to receive high street relief and will receive a letter to sign and return to the Council. He believed the process in place to be efficient and it ensured that funding was going to the right place, with 300 businesses having returned the forms, with 200 businesses allocated funding. A reminder letter will be sent to businesses requesting that they complete and return the form. The Deputy Leader was aware that some authorities offer different schemes to support business rate payers.

The Interim Head of Finance informed Council that all authorities in Wales administer the scheme differently. She confirmed that letters were sent out to businesses in May, some Councils had not done so yet. Larger businesses would not be eligible to receive support and some businesses if supported, would breach state aid. The Interim Head of Finance stated that businesses had not lost out, with forms being applied immediately. The relevant forms are available online.

The Leader urged businesses that are eligible to receive funding to get in touch with the Council.

Question from Councillor M Voisey to the Deputy Leader

Would the deputy leader please advise council, of what sanctions if any, have been imposed on Kier, in regards the waste contract, since appointment?

Response of the Deputy Leader

Since the appointment of Kier as the Council's waste contractor for a seven year period starting in April 2017, the Council has issued 482,814 contractual default points and £87,500 in financial penalties (to the end of April 2019). The majority of these relate to the early months of the contract and the well-publicised issues at that time, although the default figures are a little meaningless without a detailed understanding of the contract.

The Council continues to monitor and manage the contract diligently and issues defaults on a monthly basis, but in the main the contract is now operated efficiently and effectively and has ensured that the Council has delivered the second highest recycling figures in Wales at just under 69%, well over the current Welsh Government statutory target of 64%.

A Member requested information on the nature of the defaults and sought assurances that penalties are enforced. The Deputy Leader stated that many of the penalties were incurred early into the contract and their value was low in comparison to the value of the overall contract. He also stated that demand for recycling equipment, particularly the kitchen caddies had been under estimated. In the event of defaults, Kier does not pay the Council, the Council would withhold payment to Kier. The Chief Executive informed Council that defaults are applied to every element of the contract, most defaults were applied to the first 3 months of the contract.

A Member asked what contingencies are there in place in the contract. The Chief Executive stated that the contract contains a significant Bond. He stated that Kier had indicated that they would not apply for waste contracts again and there was no indication they would not honour their contract with the Council.

332. **ESTYN INSPECTION OF BRIDGEND COUNTY BOROUGH COUNCIL'S LOCAL GOVERNMENT EDUCATION SERVICES**

The Corporate Director Education and Family Support informed Council of the outcomes of the recent Estyn inspection of the Council's local government education services.

He reported that the inspection was carried out by Estyn in March 2019, under the new Local Government Education Inspection Framework. Inspectors from the Wales Audit Office and Care Inspectorate Wales were part of the inspection team. A wide range of stakeholders were involved in the inspection, which included elected Members, officers, head teachers, learners and members of the public.

The Corporate Director Education and Family Support highlighted to Council the strengths and areas for development in relation to Inspection Area (IA) 1 – Outcomes; IA2 – Education Services and IA3 – Leadership and Management. He also highlighted the recommendations made by Estyn. He stated that in recognition of the notable practice by the authority, it had been requested by Estyn to provide a case study on its work in relation young people's involvement in decision-making processes in schools and the local authority, for dissemination on Estyn's website.

The Leader commented that the authority would ensure that the recommendations made by Estyn are implemented in a timely way in the post-inspection plan. He was pleased to note that Estyn had recognised the Council's work in relation to involving young people in the decision-making process, holding monthly meetings with the Youth Mayor and it valued the input of the Youth Council in making policy. He thanked the Corporate

Director Education and Family Support, officers, all Members of Council and stakeholders for making a difference to young people.

A Member of Council requested an update on the progress being made with the post inspection plan. The Corporate Director Education and Family Support informed Council that a detailed plan had been drawn up to look at the key priorities and he welcomed the involvement of scrutiny in that.

A Member of Council questioned what was being done to identify and provide support to young carers. The Corporate Director Education and Family Support stated that work is ongoing to support young carers, but there was need for young carers to identify themselves in order that they can receive support.

A Member of Council questioned the support provided to vulnerable groups where pupils' attendance at school could be adversely affected by having to attend hospital appointments. The Corporate Director Education and Family Support commented that the Directorate is working with health and partners to support vulnerable groups. A Vulnerable Groups Team had been set up to work with schools and partners.

Concern was expressed by a Member at the standard of literacy in primary schools, with reliance being placed on the Consortium and whether the Council was receiving value for money from the Consortium. The Corporate Director Education and Family Support informed Council that reading tests were in line with expectations. He stated that 3 primary schools are causing concern and work is in progress with the Consortium to address the situation. He also stated that the Consortium receives value for money from the services of the Consortium. He informed Council that he would be required to submit the post inspection plan to Estyn for sign off.

RESOLVED: That Council noted the contents of the report.

333. REVIEW OF POLITICAL BALANCE - CHANGES TO COMMITTEE MEMBERSHIP

The Monitoring Officer advised Council of the outcome of a review of the political balance of the Authority resulting from a change to the membership of the Plaid Cymru Group and sought approval of the revised political balance. She informed Council that Councillor R Stirman would no longer sit as a stand-alone Independent member and has joined the Plaid Cymru Group. The change does not affect the seats currently allocated to Councillor Stirman.

RESOLVED That Council:

- (a) Noted the change to the political composition of the Council;
- (b) Approved the allocation of seats to political groups in accordance with the political balance rules as set out in Appendix 1 of the report;

334. INFORMATION REPORT FOR NOTING

The Head of Legal and Regulatory Services reported on the following information report which has been published since the last meeting of Council:

Urgent Delegated Decisions

RESOLVED: That Council acknowledged the publication of the document listed in the report.

335. URGENT ITEMS

There were no urgent items.

336. EXCLUSION OF THE PUBLIC

RESOLVED: That under Section 100A (4) of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, the public be excluded from the meeting during consideration of the following items of business as they contained exempt information as defined in Paragraph 12 of Part 4 and Paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

Following the application of the public interest test it was resolved that pursuant to the Act referred to above, to consider the under-mentioned items in private with the public being excluded from the meeting as it would involve the disclosure of exempt information as stated above.

337. APPROVAL OF EXEMPT MINUTES

RESOLVED: That the exempt minutes of the meetings of Council of 17 April and 1 May 2019 be approved as a true and accurate record.

The meeting closed at 16:20

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

24 JULY 2019

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2018/19

1.0 Purpose of Report

1.1 To present to Council, the Director of Social Services' Annual Report for 2018/19 for approval and request that Members note the judgements reached locally about social care services in Bridgend.

1.2 This is the tenth Annual Report of the Director of Social Services and is based on the Authority's self-assessment of the performance and delivery of social care services. The draft report is attached at **Appendix 1**.

2.0 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.

3.0 Background

3.1 Following the implementation of the Social Services and Well-being (Wales) Act 2014, Care Inspectorate Wales (CIW) developed a new performance framework which aims to ensure that authorities are inspected using the wellbeing outcomes of the Act. The Act has two key policy objectives:

- To improve the wellbeing outcomes for people who need care and support and
- To reform social services law.

It seeks to:

- Transform the way in which social services are delivered, primarily through promoting people's independence and giving them a stronger voice and control;
- Promote partnership working in social care;

- Enhance the preventative role of social care and health, setting out overarching wellbeing duties to reduce or delay the need for care and support.
- 3.2 The CIW framework provides the foundations of the Council's duty to report on the whole circle of care from commissioning, contracting, assessment and care management to service provision.
- 3.3 The methodology for the core programme for local authority inspection is built around the quality standards for local authority social services, issued under the Code of Practice, to measure social services' performance. These standards, in turn, reflect the national outcomes framework. The approach to inspection, engagement and performance review is similarly focused on outcomes, with an emphasis on engaging with people to learn about their experiences and listen to their views.
- 3.4 Guidance has been produced which includes a reporting template and page limit guidance to increase consistency of reporting across Wales.
- 3.5 The draft report was presented to the Corporate Overview and Scrutiny Committee on the 26th June 2019 where it was well received.

4.0 Current Situation/proposal

- 4.1 The Social Services and Well-being (Wales) Act 2014, places strong emphasis on promoting the wellbeing of people who need care and support and carers who need support. It is important that the views and voices of people and their carers are heard.
- 4.2 The aim of this report is to provide the Council and people living in Bridgend County Borough with an overview of social care. It aims to highlight the progress made during the year and to identify priorities for 2019/20.
- 4.3 The preparation of the report involved an analysis, based on evidence, of the services that are provided. Staff across the services have contributed to the development of this report and there is much evidence within it of feedback from people who use social services.
- 4.4 The guidance for the report sets out the sections in relation to the six national quality standards for wellbeing. They are:
 - Working with people to define and co-produce personal wellbeing outcomes that people want to achieve;
 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing;
 - Taking steps to protect and safeguard people from abuse, neglect or harm;
 - Encouraging and supporting people to learn, develop and participate in society;
 - Supporting people to safely develop and maintain healthy domestic, family and personal relationships;
 - Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

- 4.5 The report has sections on all of the above with hyperlinks (as the guidance suggests) to an array of reports and documents to evidence progress. There is also a glossary of terms.
- 4.6 The report provides an overview of Bridgend, plus summaries of the main achievements in 2018/19 and areas where progress has been delayed. The report also highlights the priorities for social services in 2019/20. The analysis draws on progress against the business plan for 2018/19, performance data for each service area in both adults' and children's social care, as well as feedback from service users, carers and staff.
- 4.7 The report demonstrates that services are generally effective in meeting the needs of people who require the support of social care. The report identifies that the services are improving overall, but it also identifies areas where improvement is needed and these are detailed in the priorities for 2019/20.

CIW Annual Performance Review 2018/19

- 4.8 As part of the overall performance monitoring and evaluation of social care services, CIW met with the Corporate Director, Social Services and Wellbeing and the two Heads of Service on 2nd May 2019. At this meeting, a summary of the performance throughout the year, including performance data, visits and reviews were discussed together with an outline of what is expected during 2019/20. CIW had also met separately with the Heads of Service throughout 2018/19 to discuss progress in individual areas.
- 4.9 A formal letter for 2018-19 was received on 28th June 2019 and is attached as an appendix to this report. **Appendix 2.**

Priorities for 2019/20

- 4.10 The priorities for improvement in 2019/20 reflect the analysis of performance and try to address the increasingly challenging context: financial, demographic and level of need.
- 4.11 There are some whole service priorities and then more specific priorities for Adult Social Care and Children's Social Care. These are included in the various sections of the annual report itself. The key aims and actions are as follows:
- Give people more choice and control over what support they receive by providing early access to advice and information;
 - Continue to improve the ways in which the Council provides good information, advice and assistance to the public, including increasing the support available through local community co-ordinators;
 - Continue to involve service users, carers and communities in developing commissioning services;
 - Reduce demand through targeted early help and intervention programmes;
 - Support the development of a new generation of community health and wellbeing centres for our residents with health partners;
 - Establish a new model of residential provision for looked after children and young people and seek the best ways of meeting their individual needs including support beyond the age of 18 by offering specialist accommodation;

- Finalise a transition service model to help disabled children move smoothly into adulthood;
- Support care leavers to secure appropriate accommodation;
- Work in partnership with the third sector, town and community councils and community groups to meet local needs;
- Work with partners and the third sector to strengthen communities and identify the best way of providing services locally;
- Enable community groups and the third sector to have more choice and control over community assets;
- Ensure a smooth transition into the new Cwm Taf Morgannwg Health Board region to ensure no citizen is adversely impacted as a result of the change;
- Support carers in maintaining their roles;
- Recruit and retain carers across the range of fostering services;
- Ensure Safeguarding is core business across the Council;
- Achieve the budget reductions identified in the medium term financial strategy;
- Develop the culture and skills required to meet the needs of a changing organisation;
- Provide learning and development opportunities for staff to meet future service needs.

5.0 Effect upon Policy Framework and Procedure Rules

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

6.0 Equality impact Assessment

6.1 There are no equality implications in this report.

7.0 Well-being of Future Generations (Wales) Act 2015 Implications

7.1 The implementation of the duties and responsibilities under the Social Services and Wellbeing Act (Wales) (SSWBA) 2014, in turn, supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. By promoting an environment that maximises people's physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the wellbeing goals of a Healthier and more equal Bridgend and Wales are supported.

7.2 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

- Long Term – Social Services is demand led and the SSWBA focusses on sustainable prevention and wellbeing outcomes for the future. There is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the remodelling and transformation of services continues to be a priority.
- Prevention – the report is about the new approaches adopted by the Directorate in line with the SSWBA, for example, the provision of information, advice and assistance to enable people to remain independent for as long as possible. This will ensure that need is

anticipated and resources can be more effectively directed to better manage demand.

- Integration – the implementation of the SSWBA requires local authorities to work with partners, particularly the NHS and the Police, to ensure care and support for people and support for carers is provided. The report evidences work with the Third Sector, enabling people to remain linked to communities, and work with young people to enable access to employment.
- Collaboration – The collaborative approaches described in the report, are managed and monitored through various remodelling and collaborative boards, for example, the Western Bay Partnership Board where there is cross sector stakeholder representation at both political and Officer level. The strategic planning and local delivery of integrated support and services are developed and agreed at a regional basis in order to provide the best possible intervention to people.
- Involvement – the key stakeholders are the people who use social care. There is considerable engagement including surveys, stakeholder meetings, feedback forms and the complaints process. The provision of accessible information and advice helps to ensure that the voice of adults, children and young people is heard.

8.0 Financial Implications

- 8.1 Whilst there are no direct financial implications, the report highlights service areas which are facing financial pressures, at a time of shrinking resources, and supporting people with increased complex needs, and the changing demographics of the population of Bridgend County Borough.

9.0 Recommendation

- 9.1 It is recommended that Council approves the Director of Social Services' Annual Report for 2018/19.

Susan Cooper
Corporate Director Social Services and Wellbeing
June 2019

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Background Documents

None

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DIRECTOR OF SOCIAL SERVICES' ANNUAL REPORT 2018-19



Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

www.bridgend.gov.uk



July 2019

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This document is also available in Welsh. Please note: This document links to a range of reports which are available in English in line with Council policy.

1. Introduction

Welcome to my annual report for 2018-19 which tells you about how Social Services in Bridgend County Borough Council have been delivered during the year and how well we are doing. Social Services across Wales operate under the policy direction of the Social Services and Wellbeing Act (The Act) and in my report last year I explained about the Act and how it puts the individual and their wellbeing at the centre of all that we do. The implementation of the Act continues to be a priority for us and has been a main driver for change and for new ways of working. As a re-cap, the main messages from the Act are:

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

We have to make sure that we can do all of the above whilst keeping children, young people and adults safe from harm. This is also at a time when resources are getting less and demand continues to increase. We need to continue to work closely with individuals, families, carers and partner agencies.

This report builds on what I reported on last year and it will give you some examples of what this means and the impact it has had on individuals. The report has been written in plain language so that it is easier to follow and understand but the information and reports that have been embedded as a link provide further detail and evidence of what we have been doing during the year.

I have used practical examples to show how things are changing and the impact that the new ways of working is having on individuals and families. It is important to note that although a lot has been achieved there is still more to be done but I can only give a flavour of the Directorate's work within this report. I hope the links which are embedded for the reader will provide further examples.

In line with the direction from Welsh Government Bridgend Social Services is required to work in collaboration with partners across the region. One of the most significant pieces of work during 2018/19 has been in response to the Health Board boundary change which has meant that from April 2019 the Community Health Services within the Bridgend County Borough transferred from ABMU Health Board to the new Cwm Taf Morgannwg Health Board. More information is included in our report to Cabinet in March 2019 attached here.



19.03.19 - Health Board Boundary cha



19.03.19 - HB Boundary Change A



19.03.19 - HB Boundary Change -

As a result Bridgend Council has left the former Western Bay region and is now working

in partnership with RCT, Merthyr and Cwm Taf Morgannwg Health Board in the new Cwm Taf Morgannwg (CTM) region. A key priority for the Council during this time has been to ensure that there is no negative impact on services and that there will be continuity of care and support for those citizens who receive a service from Bridgend Council and the Social Services and Wellbeing Directorate. Bridgend has already established good collaborative working with our new partners and we will continue to build and develop partnership arrangements during 2019.

2. Director's Summary of Performance

At the end of the financial year, every Council in Wales has to publish a report about its performance in order to evidence how the Council has met its priorities. This has to include a range of different information and includes financial details. Below is a short summary of some of the achievements in 2018-19 from Social Services and some information about our performance. The last section covers the big priorities we have identified are important for 2019 -20.

Cross Directorate

The Directorate continues to make good progress in meeting the requirements of the Act. There is now a collection of strong evidence that the culture within the Directorate has changed and that new ways of working have become embedded into day to day practice. Performance information is regularly monitored and evaluated and improvements are made as the need arises. We also make sure that we collect people's own stories as this is a powerful way of making sure that the individual voice is heard and also a way of demonstrating if our change in approach is making a real difference to individual people.

A number of developments, which different parts of the Directorate have been working on for some time, have all come to fruition during the year and we are confident that they will make a real difference and improvement to the way we deliver support and services but more importantly, to the outcomes that people will experience. Some of these developments include:

- The transition of two Council run Older People Residential Care Homes into two new Extra Care Schemes
- The transition of one Council run Older People's Residential Care Home to an independent provider who will transform it, over a period of time, into a home for people with dementia who need nursing care.
- The transition of one Council run Residential Care Home for children into an emergency and assessment unit
- Review of day services for older people and day service for people with a learning disability which includes more opportunities for people to be linked in with their own community
- A review of the support and services offered to carers and young carers so that we are able to be more effective in what we are able to offer and provide
- Development and improvement to the internal foster care service so that it can be more flexible and also offer more specialist and therapeutic placements for children.
- The first part of our Multi Agency Safeguarding Hub (MASH) became live in April 2018 and the full team was up and running by June 2018.

During 2018–19 we have further developed our approach to prevention and wellbeing and have worked with partners to deliver a range of support and community services which has helped prevent people feeling lonely and isolated and helped keep people out of statutory services, for example person centred assessments, community coordination, dementia friendly swimming, mobile falls programme. We have worked closely with the Third Sector to put together a Community Resilience Strategy that sets out how we will work with the Third Sector in the future.

Bridgend County Borough Council has been in the unique position of transferring into a different region and during the past year there has been a big focus on extracting ourselves from the Western Bay region whilst making sure that there would be no negative impact on anyone receiving a service from us or from any regional service that Bridgend was involved with. A priority for 2019 -20 will be establishing Bridgend into a new region and making sure that Bridgend is seen as an equal partner in the new arrangements.

Children's Social Care

The safe reduction of the number of looked after children remains a priority for Bridgend and during 2018-19 the numbers have continued to steadily decrease. At the time of writing this report the number of looked after children in Bridgend was 375 (as at 13th May 2019). The figure as at 31st March 2018 was 384 thereby evidencing a continual reduction. It is important that there is a continued focus on delivering early help, support and intervention as this will prevent children coming into the care system and this is a priority area for the Council. National grant funding has provided opportunities to further develop edge of care services and we have developed a number of new services including a 'Baby in Mind' service and a new model for Children's residential care has been implemented. Our hub opened in December 2018 and can provide two placements in emergency circumstances in addition to four for children and young people requiring a more in-depth assessment of their needs and suitable longer term options. Since opening, 16 children have been placed in this new provision and this has meant that we have avoided having to place these children out of the area.



The foster care service has developed alongside the new residential care model and we have successfully recruited a cohort of transitional carers which is integral to the new approach. Attached below is a report to our Corporate Parenting Committee which includes more information.



10.01.19 - Fostering
Remodelling.pdf

The Multi Agency Safeguarding Hub became fully operational in June 2018 with over 80 professionals based together and working more closely than ever before.

We have also commissioned a new four bedded model of supported living provision for care leavers which has been fully occupied since it opened.

Adult Social Care

The new assessment process has gained pace and continues to focus on ‘what is important to individuals’ so that attention is given to how that person can remain independent for as long as possible.

Ty Ynysawdre Extracare Scheme opened in December 2018 and the second Scheme has opened on 28th May 2019 enabling the Council to close two of its residential care homes. A third Home has transferred to an independent provider and now Bridgend only has one remaining Council run Home. The longer term plans for this Home is to provide more flexible community type beds.



We have reviewed and will now be recommissioning a number of our services that help support individuals to live as independently as possible, this includes:

- Shared Lives service (adult placement scheme)
- Direct Payment support service
- Carer’s services, including our Short Break services

PERFORMANCE

Some key 2018-19 performance data is included below:

Children’s Social Care



	2017-18	2018-19
• Number of new contacts during the year.	6677	7945
• Number of children who needed a child protection intervention. (This figure is the number of children where a section 47 investigation was started).	637	687
• The number of children on the child protection register at the end of the year	169	191
• The number of looked after children as at the end of March 2019. The safe reduction of children looked after remains a priority for the Council.	384	381

Adult Social Care

	2017-18	2018-19
The percentage of adults who completed a period of reablement and 6 months later have no package of care and support	58.27% 356/611	61.31% 385/628
The number of people who received a Telecare package during the year	3162	3451
Number of people who were supported in long term care (residential)	676	700

What did we say we would do in 2018-19? How did we perform?

In 2018-19 we said we would continue to build on the progress and achievements made the year before and we also said we would implement the actions that we set out in the Social Services and Wellbeing Business Plan.

Giving up my independence was very hard

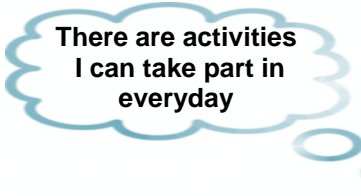
I have all the necessary extras in my house, which enable me to continue to stay here

The following key priorities were identified as needing a focus during 2018-19 and below is a brief summary of how they have progressed during the year and further attention will continue in 2019-20 to ensure the progress continues:

- **To give people more choice and control over what support they receive by providing early access to advice and information:**

Still waiting on things that I have asked my social worker to do

The Directorate sends out an annual survey to all our customers and the feedback we have had this year tells us that this area has improved during 2018-19 in both adult and children's services. 72 % of children and 77.63% of adults told us they received the right advice and assistance when they needed it.



There are activities
I can take part in
everyday

- **Continue to improve the ways in which the Council provides good information, advice and assistance to the public, including increasing the support available through local community co-ordinators:**

The first point of contact for adults and adult carers is known as the Common Access Point (CAP). This team provides quality information and low level advice to people and will also direct people to a more appropriate support and service if required. This means that we can proactively manage the number of referrals coming into the statutory service whilst also ensuring that people have an effective response to their query.

- **Continue to involve service users, carers and communities in developing commissioning services:**

In 2018-19 we have held a number of engagement events in order to involve our service users, carers and communities in the further development of carers' support, direct payments, support providers and our shared lives services. As a result we have been able to commission new services in each of these areas with contracts due to start for a Carers Wellbeing Service, a Short Breaks (Respite) Provider Framework, a Direct Payments Support Service, and a new regional collaboration to start with the Vale of Glamorgan Council for our Shared Lives (Adult Placement) Scheme.

- **To reduce demand by investing in targeted early help and intervention programmes:**

Children's social care and early help services have worked together ensuring that support is provided to children and families at the most appropriate times and that, wherever possible, children and young people remain in the care of their families. This joined-up approach across the service areas that sit in separate Directorates is governed by a joint Early Help and Safeguarding Board which is chaired by the two Directors from the respective Directorates. Services that have been enhanced or established during the year are the Rapid Response team, Family Group Conferencing, Reflect and Baby in Mind. The latter is an innovative service locally designed to work with parents during the pre- and post-birth where there are concerns that a baby is at risk of becoming looked after.

- **Implement a new 52 week residential service model for disabled children and young people:**

The service was officially opened in January 2018 and is now fully occupied.

- **Establish a new model of residential provision for looked after children and young people:**

Our residential hub for children and young people opened in December 2018; the Hub provides two emergency beds and four assessment beds and since it opened the Hub has been able to provide a service for 16 children.

- **Finalise a transition service model to help disabled children move smoothly into adulthood:**

We have now recruited 5 Transition Social Work posts to work directly with young people and their families during their transition into adulthood. The development of this service has been slower than we wanted and therefore it continues to be a priority. The service has recently been evaluated and this is due to report in May 2019; the recommendations from the review will be taken forward in 2019-20.

- **To support carers in maintaining their roles:**

Following extensive consultation and engagement carried out with carers and key stakeholders during 2018-19, new, remodelled Carer's Wellbeing and Short Breaks services have been commissioned. The new contracts and service models for the Carer's Wellbeing service will commence in April 2019 and the Short Breaks services in July 2019. A review of carer assessment tools has been completed and work on outcome based assessment and plans of support is ongoing.

- **Recruit and retain carers across the range of fostering services:**

In 2018-19, we recruited 19 carers and 16 carers finished with us leaving an increase of three overall. The breakdown is below:

Recruited:

<i>General</i>	<i>3</i>
<i>Kinship</i>	<i>11</i>
<i>Parent/Child</i>	<i>2</i>
<i>Transitional</i>	<i>3</i>
Total:	19

Terminated:

Sample of reasons

<i>General</i>	<i>12</i>	<i>Family commitments/Health concerns/Retirement</i>
<i>Kinship</i>	<i>4</i>	<i>Child reached 18 / change in legal status/care plan</i>
Total	16	

- **To support the third sector, town and community councils and community groups to meet local needs:**

Work is being progressed at Bridgend Life Centre and a feasibility study is being taken forward with Awen to look at options for development of the Grand Pavilion. The redevelopment of Maesteg Town Hall will create opportunities for a wellbeing hub at Maesteg Sports centre. Some key achievements in 2018-19 include:

- *We worked with BAVO to recruit, train and deploy an additional 14 volunteers to support third sector opportunities;*
- *In partnership with Town and Community Councils there were 9700 visits to holiday wellbeing programmes by children and young people;*

- *A falls prevention network was supported with a falls awareness partner event and also a mobile falls programme developed via Halo leisure;*
- *As a local partnership, Bridgend achieved "excellent" in the Quest UK quality awards for active communities.*

○ **Enable community groups and the third sector to have more choice and control over community assets:**

Support is being provided for the community asset transfer work stream in the Communities Directorate and includes community sports facilities and community centres. Training events have established on safe management of community centres and a review of current licencing arrangements for centres in currently underway.

○ **To achieve the budget reductions identified in the medium term financial strategy:**

The Directorate has achieved the budget reduction targets that were set for 2018-19 and has already started working on the proposals for 2019-20. There has been regular financial planning and monitoring meetings involving, at times, the Chief Executive and Section 151 Officer. More detail on the financial planning of the Directorate can be found on page 35.

○ **Ensure appropriate services are available to children at risk from child sexual exploitation (CSE):**

The Child Sexual Exploitation Task Force has evolved into a multi-agency Child Sexual Exploitation and Missing Children Task Force. As a result of more effective monitoring, the numbers of children and young people monitored under the CSE protocol has reduced and we are now able to target specific areas that require more support like work within schools and night time activity which is known as the 'night time economy' within Bridgend.

• **Respond to the outcome of the consultation on the proposed Health Board Boundary change so that Bridgend will be ready to move into a new region and work in collaboration with different local authority and health board partners if required:**

A Transition Board with different work streams was established between the two Health Boards and BCBC. The work which was of most relevance to the Council was undertaken in the Partnership Work Stream and involved all the relevant partners. The work was completed in time for the change in April 2019.

• **Respond to the new strategy that will require more seamless services between health and social care as a result of the Parliamentary Review of Health and Social Care:**

The Directorate has continued to deliver integrated community services for Older People and has been building new relationships with colleagues in the new region (Cwm Taf Morgannwg) in order to develop integrated services in other areas. We have submitted a proposal into Welsh Government for Transformation funding and at the point of writing this report we are expecting to hear if we have been successful.

What we want to do in 2019-20?

We will implement the actions as set out in the 2019 - 20 Social Services and Wellbeing Directorate Business Plan. This has a range of aims and commitments which sit under the three overarching corporate priorities, namely Supporting a successful economy, Helping people to be more self-reliant; Smarter use of resources. The key aims and actions are as follows:

- Give people more choice and control over what support they receive by providing early access to advice and information;
- Continue to improve the ways in which the Council provides good information, advice and assistance to the public, including increasing the support available through local community co-ordinators;
- Continue to involve service users, carers and communities in developing and commissioning services;
- Reduce demand through targeted early help and intervention programmes;
- Support the development of a new generation of community health and wellbeing centres for our residents with health partners;
- Establish a new model of residential provision for looked after children and young people and seek the best ways of meeting their individual needs including support beyond the age of 18 by offering specialist accommodation;
- Finalise a transition service model to help disabled children move smoothly into adulthood;
- Support care leavers to secure appropriate accommodation;
- Work in partnership with the third sector, town and community councils and community groups to meet local needs;
- Work with partners and the third sector to strengthen communities and identify the best way of providing services locally;
- Enable community groups and the third sector to have more choice and control over community assets;
- Ensure a smooth transition into the new Cwm Taf Morgannwg partnership region to ensure no citizen is adversely impacted as a result of the change;
- Support carers in maintaining their roles;
- Recruit and retain carers across the range of fostering services;
- Ensure Safeguarding is core business across the Council;
- Achieve the budget reductions identified in the medium term financial strategy;
- Develop the culture and skills required to meet the needs of a changing organisation;
- Provide learning and development opportunities for staff to meet future service needs.

There are additional specific priorities identified at the end of each section in the body of this report.

3. How Are People Shaping Our Services?

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

Bridgend Social Services is committed to making sure that people are able to make their voice heard, whether this is about how services will be developed and delivered in the future or whether it is about a service that they are receiving now. Some examples of how we do this are by issuing surveys, inspections, contract monitoring processes, elected members rota visits, complaints and compliments and consultation events. During the last year we have held engagement and consultation events with young care leavers about how they want to be better engaged with service development and we have also held a number of events for young care leavers about what is important to them and what type of support they feel they need.

In Adult Social Care, we have engaged widely with individuals, their families and front line staff in the development of our residential care model and are planning to engage with people in relation to how we will run day services and day opportunities in the future.

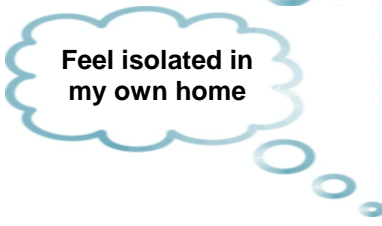
In November 2018, we asked 460 children and young people and 1352 adults what they thought about the support and services that they were receiving from Bridgend. These were called surveys and they were developed by Welsh Government as part of the new Act. Below is a selection of some of the replies that we received.

Adults: A total of 1352 questionnaires were sent out to adults (over 18 years); 406 were returned, a response rate of 30%. Some of the comments received include:

<i>"My voice is heard and listened to. My individual circumstances are considered. I live in a home that best supports me to achieve my wellbeing."</i>
<i>"I feel isolated in between visits off carers."</i>
<i>"I try to be independent but could not manage without the service I receive from you."</i>



My care is fantastic and flexible for my needs



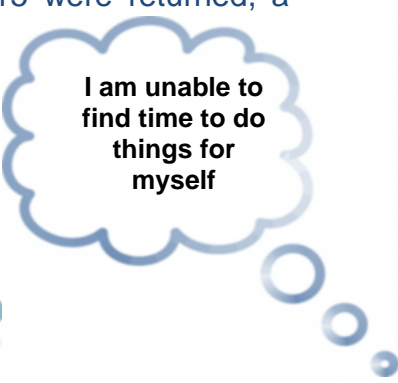
Feel isolated in my own home

Carers: A total of 48 questionnaires were sent out to carers; 15 were returned, a response rate of 31%. Some of the comments received include:

<i>"Social Services, Dementia support and the staff in the home are my rocks."</i>
<i>"I have needed to prompt Care providers to involve me with decisions relating to my father's care."</i>



Everyone has been helpful.



I am unable to find time to do things for myself

Children: A total of 460 questionnaires were sent to children (age 7-17 years); 51 were returned, a response rate of 12%. Some of the comments received include:

- “Don't know what I would do or where I would be without everyone”.
- “I feel safe in the hostel but when I am out I don't feel safe.”
- “I live in a happy home because they are lovely and kind. I feel they love me.”

We also receive complaints and compliments about our service. It is important that the Directorate responds quickly and effectively to all complaints with an expectation that the majority of complaints and concerns should be resolved as early as possible.

The table below shows the number of complaints and compliments received during 2018-19.

	Early Resolution (within 2 working days)	Stage 1 Formal process	Stage 2 Formal process	Corporate Complaints	Public Services Ombudsman	Compliments
Adults	54	19	3*	9	1	149
Children's	152	17	1	31	1	29
Business/Finance Support	2	2	—	1	1	5
Commissioned Services	26	—	—	—	—	
Total	234	38	4	41	3	183

*1 Stage 2 was subsequently withdrawn

During 2018-19, three complaints were received by the Ombudsman's Office, one of which related to Adult Social Care whereby the Ombudsman recommended that the Local Authority undertake a Stage 2 independent investigation which was commissioned in April 2019. One complaint related to finance support – residential charges whereby the Ombudsman decided the Council was entitled to reach its decision not to revisit the complaint and would not, therefore, be investigating it. The third complaint to the Ombudsman related to shortcomings with the handling of a complaint, as a result of which learning has been identified and actions implemented.

The 2018-19 draft Representations and Complaints Annual Report is being drafted and will be presented to Cabinet later in the year.



Care Inspectorate (Wales) (CIW)

The focus of work in 2018-19 has been to prepare for the implementation of the new Registration and Inspection of Social Care Act (Wales) Act (RISCA). All regulated services (including those commissioned and Council run/owned services) have needed to be re-registered and have to comply with the new requirements. This has included making sure that all front line staff have the required training and qualification in order to be registered. A number of workshops have been held to make sure that providers and managers are aware of the new requirements and a training plan has been developed to roll out knowledge and skills training in 2019-20. Registration sessions will also be held to support our staff complete their registration.

In Autumn 2018, CIW undertook engagement events with looked after children, care leavers and foster carers as part of a National Review of Care and Support for Looked After Children. Whilst some participants were positive about the support they receive, there were also some areas for improvement highlighted and an action plan is in place to address this. The action plan is attached here.



CIW Engagement
Event Action Plan De

In February 2019, CIW carried out an annual focussed activity which concentrated on advocacy and mentoring. The findings were positive and are detailed in the report attached here.



8.3.19 HOS re
findings of focussec

In February 2019, CIW carried out a focussed activity which concentrated on services to carers. The findings recognised that, from the sample reviewed, that the recording of discussions with people to complete the assessment and reach an outcome was generally insufficient to evidence good practice or accountable decision making. Improvement in this area is a key priority for us in 2019-20. The letter from CIW is attached here.



06.03.19 Letter to
HOS focussed activi

The required actions for improvement include:


- Ensure the quality of recorded outcomes for carers
- Ensure the quality of recording on the assessment form and case record
- Quality assure carers' assessments to embed learning
- Increase the level of communication and consultation

This is being monitored through the Performance Management Board.

4. Promoting and Improving the Wellbeing of Those We Help

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

As a re-cap, outcomes reflect what matters to a person, they should be personal to each individual and relate to their own particular circumstances. Outcomes relate to the impact or the difference a person wants to see in their own life. Last year my report explained how Bridgend was making sure that we supported people to achieve the things that are important to them and during this past year we have continued to develop these outcome focused approaches.



I am still able to live alone with help from family and Everycare, this is important to me.

19 staff have attended Collaborative Communications training this year and 48 staff have been through skills based training in applying BCBC's supervision policy. We will continue to offer bespoke training to support outcome focused approaches. The Adult Mental Health Team has developed a new community approach to supporting individuals in their recovery and 16 staff received training to adapt to a new way of working. 13 staff attended for working in Extra Care and this equipped them with skills and knowledge to support independence.

What were the main things we said we would do in 2018-19?

- Continue to safely reduce the number of looked after children by making sure that we provide effective help as early as possible and that we work with children, young people and their families to review their situation. This is an ongoing priority as effective intervention at the earliest opportunity is the most efficient way of supporting families to prevent children from becoming looked after.
- Continue to develop the social work approach to people who have experienced a difficult time involving intervention from acute hospital services, by helping them to stay independent and well. This will enable people to look after their own wellbeing more effectively.
- Continue to improve the ways in which the Council provides good information, advice and assistance to the public, including increasing the support available through local community coordinators.
- Continue to develop the community services model so that the service can be proactive and respond appropriately, at the right time, in the right way and by the right person. This is called 'anticipatory care' planning.
- Continue to involve service users, carers and communities in developing and commissioning services.
- To reduce demand by investing in targeted early help and intervention programmes.
- Review the pilot scheme for advocacy services for adults, the outcome of which will inform a new model of service and future commissioning arrangements.

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

I am fully involved in community activities. I have a care package that allows this

I can come and go as I want to

The times I require help, there are no carers available to assist.

- The number of children looked after by BCBC is gradually reducing. The average LAC numbers in 2017-18 was 387 and this average has reduced to 376 in 2018-19. The Council is refining and developing our Looked After Children Reduction Strategy and as part of this are positively engaging with Welsh Government who are reviewing LAC strategies and reductions across Wales in the early part of 2019.
- We have progressed the development of a new initiative – Reflect – that works with individuals who have previously had their children removed from their care. This assisted the individuals in understanding how their own experiences of being parented has contributed to their situation and support them in understanding child development and better ways of parenting.
- We introduced a new service called ‘Baby in Mind’ which provides intensive support for parents during the pre and post birth periods. This specialist service has led to a reduction of the number of parent and baby placements being used by the Local Authority from 10 in 2017-18 to 6 in 2018-19.
- In 2018-19, we started a Family Group Conference service which means we can more effectively engage with families to prevent children coming into care. Whilst it has been a positive development, the demand for the service has been great and therefore we are now considering ongoing funding arrangements.
- We have ensured that people living with sensory loss are able to access services in a way that supports their needs. This includes video signing and use of email, letter, fax and mobile text. We are also testing “Signvideo”, this is a platform that gives deaf people, using BSL, access to the Common Access Point enabling them to make telephone calls confidently to hearing people through fully qualified interpreters.
- Community Occupational Therapy are working with Housing to review and streamline the current DFG process in order to improve user experience and outcomes. The outcome of this will be included in next year’s Annual Report.
- We have invested Integrated Care Fund (ICF) money into Dementia services and as a result have developed a Dementia Link Service and a Dementia Day service.

These provide four pathways of support and intervention:

Support and intervention	Number of people accessed (December 2018- May 2019)
Information, signposting and advice	153
Assistance	43
Outreach	29
Care	17

This approach provides a team around the person to coordinate a persons' care and interventions to ensure that their future needs are planned for, as well as working to a person's strengths to support them to live well with dementia. For additional information please see attached a report to our Overview and Scrutiny Committee.



17.04.18 -
Dementia.pdf

- The Council, in partnership with the Third Sector, has commissioned the Bridgend Voice & Choice (BVC) Advocacy Service, which commenced in July 2018. The service supports people, including carers, and is run on a hub and spoke model with a central contact point receiving 180+ initial inquiries, and with Independent Professional Advocates (IPAs) working from local specialist advocacy providers who supported 79 Individuals with 145 separate issues to the end of March 2019. The BVC service includes a remit to convene a Bridgend Advocacy Forum which is being used to embed awareness amongst local stakeholder agencies and to improve accessibility to more local advocacy 'spokes' in addition to the statutory IPA service.



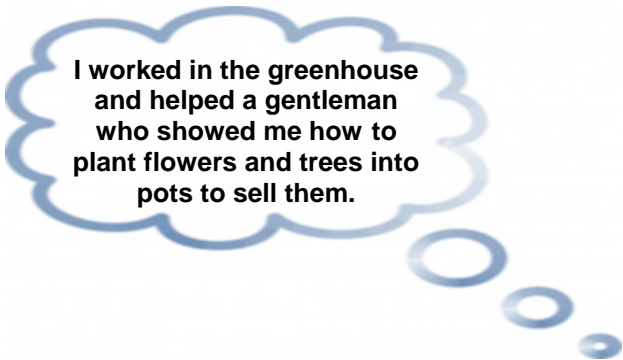
- A service review was carried out in mental health and there was strong involvement from people who have used mental health services. This has resulted in changes to the team approach in order for there to be a stronger focus on prevention and wellbeing services. There are currently discussions with health colleagues within our new region to determine how best to achieve this. The team was also successful in gaining Supporting People funding for a team of support workers who are working to support people to live independently at home. A report went to the Cabinet Committee Equalities in March 2019. It is attached here for information.



26.03.19 - Mental
Health range of serv

- We have also reviewed the approved mental health practitioner (AMHP) arrangements. This involved creating one hub through which all AMHP work is allocated and supported. This has created a more organised and efficient and responsive service.

- In learning disability services, a 'peer support group' has been established with 10 participants. It is designed to help them develop the confidence to take part in community activities. All participants help each other to achieve personal goals and all now have either voluntary work or are in college. A number of people have been supported individually into work related activities; one young person reports on their first week working at the nursery garden centre.



I worked in the greenhouse and helped a gentleman who showed me how to plant flowers and trees into pots to sell them.

- Each older people community cluster network now holds a monthly meeting so that as part of the multi-disciplinary approach they can discuss people 'about whom they have a specific concern'. This model of care planning is referred to as 'anticipatory care planning' and it makes sure that there is an agreed contingency plan in place in case a person falls into 'crisis'. A total of 486 plans have been developed to date and 138 of these are active.

What are our priorities for next year and why?

- Safely reduce the numbers of looked after children will remain a priority for the Council and we will make sure that there continues to be robust monitoring and review in place.
- Review and re develop the Common Access Point, working across the council with colleagues to further develop other ways people can obtain information and advice and to introduce an on-line assessment tool.
- Review the existing adult social work arrangements to make sure they are fit for purpose going forward and then consult and agree a future social work model that will effectively meet the needs of the population within the County Borough of Bridgend.
- Work with the Third Sector to consolidate and monitor the new advocacy project.
- To complete the reorganisation of the mental health team and develop prevention and wellbeing networks across the County Borough.
- Realign existing resources to support closer links to the community connectors from the integrated network teams to build resilience.

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

Bridgend Council is committed to working with people and making sure we fully involve them in the development of support services. Some examples of how we have done this in 2018-19 is included in the report.



We have a strong track record of working in collaboration with our partners. In 2018-19 it has been necessary to work across 2 regions as part of the transition work between ABMU Health Board and Cwm Taf Health Board. By working closely with all partners, including the Third Sector we have successfully ensured that the delivery of services has been seamless for the people of Bridgend. 2019-20 will be a transition year as we bed into the new regional partnership.

What were the main things we said we would do in 2018-19?

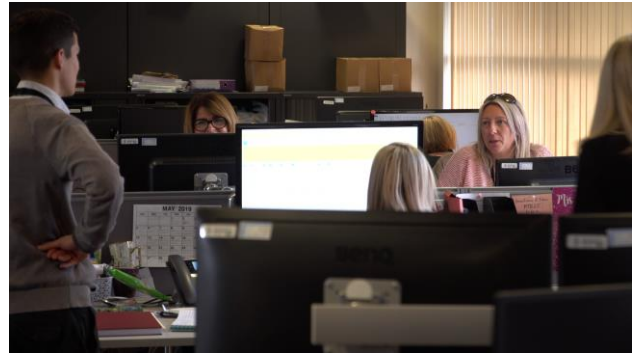
- Fully implement the Multi Agency Safeguarding Hub (MASH) in partnership with the police, probation and the health board.
- Develop a therapeutic team to wrap around Childrens' services so that we can better support children and young people who are experiencing difficulties or crisis. The service is intended to improve outcomes for children by increasing placement stability and prevent placements breaking down and children needing to move.
- Further develop our integrated community services so that the team can respond to need seven days a week as well as increasing the availability of nurses. This team is called the Acute Clinical Team and is part of the Community Resource Team.
- Start phase 2 of the re-modelling homecare service in order to ensure that we can consistently protect and promote people's wellbeing.
- Make sure that the work needed to develop a transition team is completed so that young people moving into adulthood have the right support at the right time.
- Develop the prevention and wellbeing agenda so that there is a stronger link with the rest of the Council and better focus and engagement with key partners. Continue to build up the evidence base which will show how such an approach can support people to remain independent and therefore reduce the likelihood of receiving ongoing support from Social Services. We will also make sure that all future commissioned services have a prevention and wellbeing approach.
- Communicate the co-production approach and the Third Sector work across the whole Council and implement the associated development action plan.

It's great here and I wouldn't go anywhere else if I had to be moved!

I have received excellent support from the CRT Team

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

- The first part of our MASH became live in April 2018 and the full team was up and running by June 2018. A Child and Adolescent Mental Health Service professional is part of the Information Advice and Assistance Service. This individual supports the information sharing between agencies and professionals and also assists with assessment and referrals of children and young people who are displaying mental/emotional vulnerabilities at the point of initial referral. During 2018-19 there were 7945 contacts received into the MASH, of which 1922 progressed to an assessment for care and support.



- The Multi Agency Placement Support Service (MAPSS) has been established across Western Bay. This is a multi-disciplinary team that aims to help children with, or at risk of mental illness and emotional and behavioural difficulties by providing specialist placement support. The creation of the service was driven to improve the mental health and emotional wellbeing of looked after children with particularly complex needs; these children need carers who are resilient enough to provide them with a stable base from which to start to understand their story and start to develop positive relationship with care givers. 92% of the children referred to MAPSS have been supported to remain in the same placement. 18 children from Bridgend have been referred to the service. We are now working with partners in the new region to develop a similar service.
- The transition team has established four transition social workers but we recognise that this is only the start and that there is still much more to do. An early evaluation of this service will be reporting in May 2019 and this will help inform the future model.
- A Project Board has been convened to focus on Telecare and its further development. Initially the Board had to review the charging elements of the service to ensure charges were still relevant and in keeping with the rest of Wales. Phase 2 is now focused on extending the access to the benefits of Telecare to people not in receipt of care and support. The Telecare service has reviewed its current resources to introduce a post specific to Telecare and assistive technologies to ensure users benefit from the most up to date equipment and people will benefit from a single reference point for information and advice.
- ICF has been used to increase the Acute Clinical Team (ACT) to 7 day working. This has enabled a greater access to its services with not only its caseload size increasing but the complexity of patient needs also changing. Since the beginning of February, ACT has now extended operational time of 8.30am-8.30pm.
- The Assisted Recovery in the Community Service (ARC) which supports people with mental health issues, has increased the information that is provided to people and also has increased the number of drop in clinics. The current use of the drop in clinics shows an increase per quarter from the average 214 in 2017-18 to 290 for 2018-19. The annual attendance this year stands at 1,162 against the annual figure of 857 for 2017-18, an increase of 35%.

- Emotional Wellbeing sessions are delivered monthly at ARC for 2-3 hrs and have been well received. The majority of people seen are directed to a variety of community support systems and activities, including stress control and community counselling support, as well as self-help or self-directed interventions. There is also a therapy group for people showing anxiety which concentrates on their emotional and wellbeing. This is a short intervention and supplements the six week stress control groups which are delivered through the Living Life Well programme. This has also been delivered at the Carers Centre and in conjunction with the early help team to a small group of younger people.

Feedback from the Emotional Wellbeing Programme includes:

Very informative, good strategies taught, opened my eyes how to deal with people with anxiety/ depression – what a panic attack is and how it impacts on you as a whole

The group wasn't big, which made it easier to relax. Information given was very relevant to me/my issues

It was informative and helped me to learn more and understand how and why I feel like I do

What are our priorities for next year and why?

- Further develop the transition service and expand it to include partners from education and health.
- Further develop accommodation and placement opportunities for children and young people by greater collaboration with partners such as health and housing.
- Establish a MAPSS service with partners in the Cwm Taf Morgannwg region whilst also ensuring children and young people can still access the existing West Glamorgan service during 2019-20.
- Continue the work of the Telecare Development Board and implement the next phase of the Homecare developments.
- Use the new region to further develop mental health services in Bridgend including and the wider prevention and wellbeing networks.



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



Safeguarding is a core theme in everything we do. It is about protecting children, young people and adults from abuse or neglect and educating those around them to recognise the signs and dangers and to keep safe. Bridgend has been an active partner in the Western Bay Safeguarding Board and this is the link to their website: <http://www.wbsb.co.uk/> From April 2019, Bridgend will be joining the Cwm Taf Morgannwg Safeguarding Board and we have already been linking in with our new partners to make sure that we are part of the 2019 -20 regional safeguarding business plan. Safeguarding is a standing agenda item on the CMB agenda and the CMB/Cabinet agenda and this means that there is an opportunity for regular updates, monitoring and escalating of safeguarding issues. The safeguarding report that was presented to scrutiny is attached here. <U:\Scrutiny\Scrutiny - Committees 1, 2, 3 and Corporate from May 2017\2018-19\12.07.18 - Safeguarding Report.docx>

What were the main things we said we would do in 2018-19?

- Further work will be done to raise awareness about advocacy services for children to make sure that there is an increase in advocacy being offered and also an increase in the take up of advocacy support.
- To further integrate the children's and adults Safeguarding Teams so that systems and processes can be streamlined and more effective
- To make sure that we are fulfilling our responsibilities as set out in the Act within the secure (prison) estate.

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

- Safeguarding of children, young people and adults are now located together within the MASH team. This has made sure that there is greater synergy between the two areas
- Through close monitoring and oversight of case and risk management, the length of time that children's names remain on the Child Protection Register is reducing, meaning that children are deemed to be at risk of harm for a shorter period of time. The average length of time on the Child Protection Register:

2017/18	2018/19
265 days	254 days

However the number on the register for longer than 18 months as at 31st March 2019 was 19 whilst on 31st March 2018 the number was 9.

- With the introduction of the National Approach to Statutory Advocacy (NASA) during 2017/18, a total of 114 children and young people accessed issue-based advocacy that year. This reflected a consistent level of advocacy provision in Bridgend with ongoing work to improve practice and increase awareness of the NASA. In 2018/19 the number of new referrals reported for statutory advocacy was 151 for issue-based support, plus 65 Active Offers made in response to the NASA, with 48 Active Offers taken up by young people. The regional move coincided with re-commissioning advocacy services for children to also include an improved Independent Visiting service alongside the statutory advocacy. The incumbent provider in Bridgend will remain in place creating further opportunities to improve awareness, delivery and monitoring within a new regional arrangement.



18.12.18 - Advocacy
- Children's services.


- Part 11 of the SSWBA gives local authorities new responsibilities for prisoners who have care and support needs and live within the local authority boundary. During 2018 - 19 there has been a systematic review of the skill mix required for staff within the secure estate team and a permanent structure has now been put in place with the right type of skills mix in the staff team. We now employ two social workers and an occupational therapist. Attached is a report which gives more information.



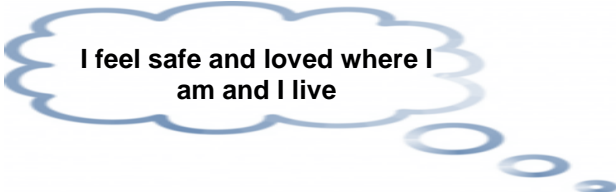
24.05.18 - Secure
Estate.pdf

What are our priorities for next year and why?

- Finalise and implement the MASH Performance Management Framework
- Monitor the length of time children's names are placed on the Child Protection Register and reduce this time further ensuring this is done safely through effective risk management and with the intervention of timely, appropriate support services.
- The new National Safeguarding procedures are due to be finalised in 2019-20 and Bridgend will then align both adult and children safeguarding procedures as appropriate.
- Continue to work to increase the number of cases in which advocacy is being offered to children, young people and adults and the uptake of those who access advocacy support.
- Continue to work with partners to protect children and young people who are at risk of exploitation.
- Ensure ongoing clarity of pathways and response between the Adult first



I need help and support to understand and make choices



I feel safe and loved where I am and I live

point of contact, known as the Common Access Point (CAP) and the Multi Agency Safeguarding Hub (MASH) which provides that first point of contact for children.

- Ensure the safe delivery of planned care and support to people with identified eligible care needs within HMP Parc.

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

The Directorate works towards the corporate priority of 'helping people be more self-reliant' and our approach continues to be one which encourages people to be as independent as possible. Our aim is to support people to have more voice and control in their lives and in order to do this social care practitioners have been supported to gain the skills needed to have a mature conversation with people in order to develop an approach which builds on people's strengths and wants rather than the previous more traditional dependency style. Training opportunities have focussed on outcome focussed approaches. We also have many examples of how we have engaged with the users of our services to help shape the future delivery model. In children's services, the pathway between early help services and social care continues to be strengthened. The attached report provides more detail.



16.04.18 - Early
Help and Childrens

What were the main things we said we would do in 2018-19?

- Continue to deliver training sessions on reflective practice and action learning across the whole Directorate.
- Make sure that effective supervision and quality assurance is embedded into practice and that there is a consistent quality assurance audit programme. This will demonstrate how well the assessment process and subsequent service delivery mechanisms support a person centred approach which builds on a person's own strengths and abilities.
- Make sure that we promote a co-production model for new service development.

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

- The revised Supervision Policy has been launched and an extensive programme of cross Directorate training on supervision to underpin the new policy has been delivered, this is based on outcome focused approaches and all managers are required to undertake this training. Throughout the year there have been ongoing action learning sets and some focused work on outcome based recording. Work is actively taking place to mainstream this approach into day to day practice.

- We won a Social Care Wales Accolade in the ‘developing a confident and sustainable workforce’ category for our First Year in Practice Programme. The biennial Accolades, organised by Social Care Wales recognise, celebrate and share excellent practice in social work, social care, early years and childcare.
- The first of the two new Extra Care Schemes opened in December 2018 and a team comprising local community coordinators, the provider of housing related support and social care are working with people within the new facility to support them to develop their interests and social activities within the scheme and within the local community. At the time of writing many of these interventions are new and still emerging.



- We continued to deliver training sessions on reflective practice and action learning across the whole Directorate. In Adult Social Care, 22 staff have attended training on action learning, and action learning is now used as an effective tool to assist practitioners in both problem solving and reflective practice.
- Training for staff working within Children’s Social Care teams offered the opportunity for practitioners to apply theoretical perspectives to practice and for them to consider their own approaches to improving outcomes for children.
- Further work is planned for 2019-20 to promote outcomes focussed practice within the frontline children’s teams, supporting practitioners to have “better conversations” that capture the voice of the child. Sessions based on alternative communication strategies will support those working with children with disabilities to have their voices heard.
- The Quality Assurance Framework is live and 119 files were audited in 2018-19.



What are our priorities for 2019/20 and why?

- Ensure a whole service implementation of the relaunched risk and resilience guidance within Children’s Social Care and fully integrate the outcome focussed model of social work into practice within children’s social care.
- Roll out the training on reflective practice to therapies staff in Adult Social Care within our integrated services. This will help the work to further develop approaches that will support progress towards achieving people’s aspirations and goals around what matters to them
- Embed within short term assessment services an approach to developing resilience for individuals returning to live independently in their own homes
- Extend the number of community connectors for people in core services to ensure that they are not excluded from the opportunities of connection with their own communities
- Make sure that effective supervision and quality assurance is embedded into practice and that there is a consistent quality assurance audit programme. This will demonstrate how well the assessment process and subsequent service delivery mechanisms support a person centred approach which builds on a person’s own strengths and abilities.

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



Bridgend is committed to supporting people to feel happy and fulfilled and this standard is about helping people to achieve healthy and safe relationships at home, in their own communities and with the people they are close to. Our aim has not changed from last year as we recognise that this is an ongoing aspiration, therefore, we want to support all our ‘customers’ to be as socially active as possible, to feel they can make decisions for themselves and keep themselves safe as well as making a contribution to others and in the community in which they live.

What were the main things we said we would do in 2018-19?

- Continue to develop the individual community knowledge base of the Community Dementia Support Workers to ensure opportunity to share this knowledge of local support is available to all people and their significant others accessing their service.
- Target the recruitment of foster carers so that we have a wider range of choice and skills in order to find local placements for those children that require a more specialist placement. We will focus on recruiting transition carers which are part of the proposed new model for placement provision. We will also have a focus on recruiting individuals or families who could provide supported lodgings placements and, therefore, safely enable young people to leave foster care and become more independent. We will make sure that we build the support care service so that they can more effectively work to prevent children becoming looked after and can also support families to be reunited and children rehabilitated home.
- To strengthen the opportunities for people, known to Social Services and therefore in 'managed care and support' to engage with and be connected to their communities.
- Finalise a transition service model to help disabled children move smoothly into adulthood.



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

- The community dementia support workers continue to develop their knowledge base; evidence suggests they regularly signpost people each month to, for example, Age Connect, Community Cafes, Befriending support and Halo activities.
- Bridgend appointed a Fostering Development Officer to give a greater focus on the recruitment of foster carers and also to broaden our advertising campaign to include radio, social media, newspapers, Wales Online, within GP Surgeries and leaflet stands have been set up in a number of different service areas and centres. We also undertook a thematic approach such as a new-year campaign, LGBT awareness and 'empty nesters'. The fostering team have met with Church leaders who will in turn promote fostering to their congregations and host a meet and greet evening for potential and existing carers. We also promote our service via our dedicated website. The table on page 9 details the profile of foster carers; 19 were recruited in 2018-19.
- In May 2018, we held a focussed campaign targeting Transitional Carers to launch Fostering Fortnight. This was not only positive for recruitment but aided retention of foster carers as many of the cohort attended and participated in the event.
- We have undertaken an analysis of demand in supported lodgings for the 16+ Service. Whilst the current cohort of providers have consistently retained vacancies over the course of the year, it has been recognised that more providers will enable better matching to take place.

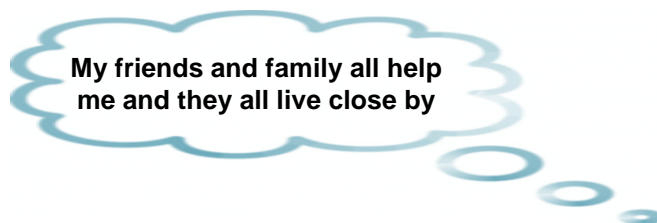
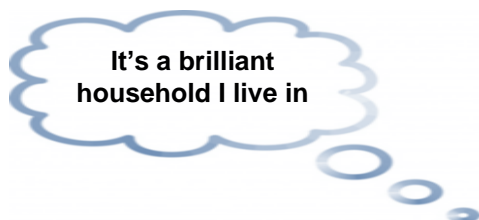
- In 2018-19, we approved an additional two Parent and Child Carers, alongside approval of a further 11 kinship carers and six general and transitional fostering households.
- Transitional social workers have been appointed. A review of the service has been undertaken and will be reporting their findings in May 2019. This will help inform the future service model. The number of young people supported by the transition team as at 31st March 2109 was 19.
- Building resilient communities and helping people to access support closer to where they live is being rolled out throughout the short and long term services. There are excellent examples of further work on delivering dementia friendly approaches within the East North and West networks. The transformation and review team have led on developing robust approaches to meeting need through building on People's strengths and personal networks.



What are our priorities for next year and why?

- Finalise and implement the preferred model for the transition service.
- Strengthen the opportunities for people in managed care and support to engage with and be connected to their communities
- Produce a recruitment and retention strategy to underpin the work in fostering and recruit a new group of liaison foster cares and a further three Transitional Carers as part of the new model of placement provision.

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



One of the corporate priorities for the Council is to 'support a successful economy'. It is important that people have a suitable place to live and feel safe in their own home, that they have comfortable social networks but that they also have the opportunity to improve their income.

What were the main things we said we would do in 2018-19?

- To support more young people to participate in apprenticeship opportunities across the Council. We will also evaluate the experiences of those who have participated in apprenticeships and be proactive in identifying progression routes into employment.
- We will implement a policy to ensure a consistent approach to support care leavers attending university.
- To review our joint intentions with our partners in the light of the National Dementia Action Plan.
- Implement and monitor the new direct payments policy, procedure and action plan.



On the whole, my carers are kind, helpful but sometimes they are in a rush to get in and out

I am supported to go out, do my cooking and visit community hubs

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

- The Children's Commissioner introduced the St David's fund, which has enabled young people to be financially supported to make improvements to their social lives and to their accommodation. In Bridgend, we have supported young people to access this fund; some examples of the difference this has made are provided below:
 - Supported a young person with Asperger's to attend college by funding a monthly train pass and helped another with enrolment costs for a college course enabling them to continue with their education;
 - Supported young people to set up home – one example being a home in social housing for a young person threatened with homelessness whilst living with his father;
 - Supported a young person with business costs to help set up and equip their beauty therapy business;
 - Supported a young person with extreme anxiety and who struggles to go out/mix with others by buying them a laptop which will enable them to undertake an online course with the Open University to improve their confidence and prospects for the future.

- There were nine looked after children and care leavers who were able to access apprenticeship opportunities during 2018-19.
- Cabinet approved a new policy to financially support care leavers through university but also supports them to claim financial support in the same way as all young people. This means that young care leavers are learning the skills they need to help them become more independent as young adults. Bridgend currently supports 9 care leavers in university. The report to Cabinet plus the Policy is available here.



19.03.19 - University fees Policy.pdf



19.03.19 - University Fees - Appendix 1 -

- We have reviewed the accommodation options available to care leavers, and have worked in collaboration with housing colleagues and other partner agencies. This has allowed us to increase the variety of supported accommodation options that are available to care leavers when they choose to leave care.
- During 2018 -19 we began a comprehensive assessment of the accommodation needs of people with a learning disability, mental health issues, vulnerability that makes them at risk of homelessness in transition from children's to adult services or leaving care. This involved mapping each person's individual needs and then considering what accommodation services are available and what new ones need to be developed. A strategic document with a five year action plan is being produced and will be available in 2019.
- There has also been an options appraisal in relation to how the 'Shared Lives' service can be most effectively delivered in the future. The report went to Cabinet in February 2019. It is attached below. The new scheme started in May 2019.



19.02.19 - Shared Lives.pdf



19.02.19 - Shared Lives Plus_ - append

- The local authority and the health board, continue to support the roll-out of dementia friendly communities in Bridgend through the commissioning of a service from the Alzheimer's Society which is working collaboratively with Bridgend Association of Voluntary Organisations. The areas of Pencoed and Bridgend Town will become dementia friendly in 2019-20. Archbishop McGrath comprehensive school is a dementia friendly school and has created dementia champions within the student population.
- ICF grant has been used to train the domiciliary workforce in new ways of working so that they are ready for the registration process by Social Care Wales. We are also committed to making sure that all managers and front line staff have the knowledge and skills to deliver quality dementia care services.
- A series of workshops have been held to launch the revised policy and practice guidance for Direct Payments. The briefings introduced staff to Bridgend's new Direct Payments strategy and described the aims, principles, and duties in relation to Direct Payments linked to the Act. The purpose of these briefings was also to encourage innovative thinking and take up of Direct Payments. Over 100

practitioners have attended these workshops and we will be monitoring the use of Direct Payments during 2019-20. For further information, please see reports below.



13-02-19 - Direct Payments.pdf



13-02-19 - Direct Payments Appendix



13.02.19 - Direct Payments -APPENDIX

What are our priorities for next year and why?

- To continue to develop the accommodation options for care leavers
- To update the general financial policy for care leavers to ensure that care leavers are able to access financial support in order to meet their needs
- We will continue to develop dementia friendly communities across the Borough of Bridgend. We are committed to making sure we have a sustainable approach to being 'dementia aware'.
- In learning disability services we will complete the strategic accommodation plan and implement an action plan to further develop accommodation models and create new ones. This work is coordinated through an accommodation group.
- We will with our new partners in the Cwm Taf Morgannwg region to develop our joint intentions for the development of services for people with dementia.



5. How We Do What We Do

Our Workforce and How We Support their Professional Roles

Bridgend County Borough Council is committed to ensuring that the social care workforce, not just within the Council but across the whole sector, has the appropriate skills, training and development opportunities in order to keep up with the new legislation. We firmly believe that a competent and trained workforce is the key to making sure that we are able to deliver quality services at the right time, in the right way and to the right person. A competent workforce is vital in making sure that Social Services in Bridgend can deliver effective and quality support and services to those in need.

As a result of the transformation of services there is also an expectation the culture will change and that staff will shift what has become 'custom and practice' and embrace new ways of working. The well-being of staff is important to us and we recognise that changes in service delivery is not always easy.

There continues to be a focus on managing sickness absence across the Council. In Social Services in 2018-19 there was an 8.8% increase in sickness absence compared with 2017-18. The areas where the rate has increased the most are also those areas where the most significant transformation is taking place. The senior management team, along with colleagues in HR, have focussed attention on making sure that the sickness

absence policies and procedures are being adhered to and this will continue to be a priority.

Bridgend receives funding from Welsh Government via the Social Care Wales Workforce Development Grant which has been used to support the implementation of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016.

The grant for 2018/19 came into the Western Bay region to support improvement of care and support across all providers and organisations. For 2019/20 the grant will be allocated to the Cwm Taf Morgannwg region and will support both local and regional priorities for the training, development and qualification provision for the social care workforce.

The grant allocation for Bridgend for 2018-19 was £321,786 to which the Local Authority added a mandatory contribution of £137,908.29. There have been 5848.5 attendance days at learning and development events during the period April 2018 to March 2019.

Below are just a few examples of learning and development activity carried out during 2018-19.

- Bridgend launched the All Wales Induction Framework for Health and Social Care (AWIFHSC) in February of this year in the form of workshops and Managers are aware and are actively ensuring all new staff commence the Induction Framework when they start work. Social work staff are responsible for maintaining their professional development and their 90 hours study following their registration with Social Care Wales.
- 80 domiciliary care workers are currently undertaking a QCF Health and Social Care Qualification at levels 2 or 3, the rest of the BCBC domiciliary workforce hold the required qualification for registration with Social Care Wales by April 2020.
- 12 social care workers from across the sector have been supported to undertake the *Step up to Management (Social Care Wales)* programme for aspiring social care and health managers across Wales. Six staff achieved the award during this year with six currently on the programme. The programme delivered by the University of South Wales aims to provide social care and health workers with the knowledge and understanding needed to make the transition into a leadership and management role.
- Bridgend co-ordinated 41 practice learning placements for social work students. 24 of these were within Local Authority Social Care teams, 16 provided by third sector agencies and 1 at Parc Prison
- We won a Social Care Wales Accolade in the 'developing a confident and sustainable workforce' category for our First Year in Practice Programme. The biennial Accolades, organised by Social Care Wales recognise, celebrate and share excellent practice in social work, social care, early years and childcare. Bridgend has supported 16 newly qualified social workers through this programme in 2018 – 19.
- 15 social workers have completed the Continuing Professional Education & Learning (CPEL) Consolidation Programme.

- Training activity has responded to an increasing number of challenges around mental capacity, Deprivation of Liberty Standards (DoLS), and best interest decisions, some resulting in Court of Protection hearings. Training on assessing mental capacity, and good practice in chairing and attending Best Interest meetings has been provided to over 100 social work staff. .
- Bridgend (in partnership with Linc) delivered a programme of training to support the new model of residential Extra Care provision within the Borough. This included three four day staff induction programmes. A fifth day has been provided by Health colleagues in aspects of Fundamentals of Health Care to include continence care, hand washing, diabetes, and other key health aspects in supporting people.
- We developed a new practice guidance and toolkit for Children’s social care staff - Working with Risk and Resilience to Achieve Better Outcomes. The guidance explored approaches to assessing and analysing risk and is now embedded into core safeguarding training.
- Children’s Residential Child Care Workers received training in BBAART (Brain, Behaviour, Attachment, Assessment, Resilience and Trauma.) The 8-week programme based on the neuroscience behind attachment, trauma and resilience, supports staff to provide evidence based interventions. There have been 125 attendances on this programme since the approach was introduced.
- We have delivered a training programme, for mental health professionals to support their work with carers. The training was co-produced with carers of people living with mental health conditions
- The Directorate has worked closely with HR colleagues as part of the ongoing transformation programme. This has included workforce planning activities, the management of change, learning and development and staff engagement. Examples include:
 - The recruitment and retention strategy, including the development of casual recruitment to assist with capacity and reduce reliance upon agency workers. Three experienced Social Workers were appointed during the year to offer additional capacity to front line teams;
 - Developed workforce information reports;
 - Introduced and implemented new staff structure for extra care provision; and TUPE transferred staff to new residential provider;
 - Implemented new management structure for Children’s Social Care and new integrated Directorate Business Support structure;
 - Promoted safeguarding related training across the whole Council (to date 748 employees in Social Services and Wellbeing completed the Violence Against Women Domestic Abuse and Sexual Violence e-learning module);
 - Supported the recruitment and development of Apprenticeships across the Council, including the Social Services and Wellbeing Directorate and developed a work placement programme tailored to meet the skills and interests of our looked after children who were in Year 11;
 - Undertook a council wide staff survey, 25% of the Social Services and Wellbeing Directorate staff participated.

Priorities for 2019 -20

- During 2019/20 we will be supporting senior care staff and managers from in-house and independent provider services to undertake the TAQA (Training and Assessment and Quality Assurance) award, this qualifies them to assess competency in line with Framework requirements.
- We will be developing learning and development opportunities for staff working at the point of delivery of Information Advice and Assistance (IAA) which will be in line with the Social Care Wales IAA Competency.
- Workshops are being planned to increase staff awareness of advocacy support services, duties under the Social Services & Well-being (Wales) Act 2014 and good practice.
- Building on the success of the residential re-modelling, 2019-20 will see BBAART training further developed/adapted for the target audience and out to the wider Children's Services workforce, including staff working in transition accommodation. This will better equip staff to understand the behaviours they are presented with and in turn ensure a more appropriate response to the needs of the young people they are supporting.
- In line with the developments in foster care we will review of the Foster Care training programme to ensure that Bridgend develops and promotes innovative practice that upskills staff and promotes a learning culture within the service. This will be aligned to the National Fostering Framework and the All Wales Health and Social Care Induction Framework.
- We are awaiting the release of the Social Care Wales Assessment of Carers Toolkit in order to inform a learning and development programme for staff. We will also make available the e Learning Resource to improve awareness of carer's issues.
- Drive forward arrangements for the mandatory registration of the Domiciliary Care workforce.

Use of technology

We are always looking at ways to improve the use of technology to support our work. Some examples of this are detailed below:

Electronic scheduling system

The CRT and Homecare services recently tendered for a new scheduling system. The new system, which will be implemented in 2019 - 20 will allow the roster changes to be made as soon as circumstances change. The system is also intuitive and easy to use – saving Care Coordinators time when scheduling visits and ensuring that all contracted staff are fully utilised to maximise the care capacity available.

Care Workers will be able to see live schedule updates on their mobile phones, upcoming visit information, case notes, and send and receive messages to / from the office.

Self-Assessment Tool

We are exploring the options to enable Bridgend citizens to assess their own needs and recommend aids and adaptations or health and wellbeing support to enhance their independence/ quality of living standards at their homes. A business case has been prepared to commission a self-assessment tool, via a Third sector provider. There are a number of advantages of this, such as:

- Unlocks, understands and analyses valuable data to better understand demand and our citizens needs therefore enhancing our citizen centric values
- Workload of front line staff, Occupational Therapists and availability of hospital beds are under pressure, by providing a way of Citizens independently enhancing their safety, health and wellbeing contributes to easing these pressures on Council services and the NHS

APP for care leavers

Work is underway to develop an APP for care leavers that will provide a platform for sharing information such as benefits, housing, young people's forums in addition to a means of consulting with children and young people who are looked after or are care leavers from Bridgend.

WCCIS improvements

The main achievements in 2018/19 are as follows:-

- Foster payments have gone live and is demonstrating success;
- Forms regarding Adults' Assessment, Review and Care Plan have been re-designed on the system and will be tested in early 2019/20 before going live;
- Development of CRT Community Health practitioners use of WCCIS –Western Bay initiative;
- Re-ablement staff, including health staff, are now using WCCIS;
- Work has begun to enable Social Services Complaints monitoring and reporting through WCCIS. This will be taken forward to conclusion in 2019/20;
- Work has started on the re-design of the Childrens services documents – this will be taken forward in 2019/20;
- Adult Safeguarding is now live and fully using the system to record their work/interventions.

Our Financial Resources and How We Plan For the Future

Across the UK, councils are facing unprecedented challenges in the face of reduced Government funding and increased demands on essential services. The difficult financial position is set to continue for a number of years to come and in our Medium Term Financial Strategy (MTFS) we estimate that, between 2019-20 and 2022-23, Bridgend County Borough Council could have to make further savings of up to £33 million.

The Council's net budget in 2018-19 was £266 million. To achieve a balanced budget, the Council's budget included savings proposals of £6 million. One of the Council's key principles in developing its Medium Term Financial Strategy is to meet its statutory obligations and direct its resources towards its corporate improvement priorities.

The net budget for Social Services in 2018-19 was £65 million. The services have worked very hard toward achieving MTFS savings and contain expenditure within budget. It should be noted that Adult Social Care has been subject to over £6.6 million of MTFS budget reductions over the past four years (2015/16 to 2018/19) and Children's

Social Care has been subject to over £1.3 million MTFS budget reductions over the past four years (2015/16 to 2018/19), whilst the demand on services has remained high.

The Council has robust monitoring and review processes in place to ensure that the MTFS is delivering. Regular reports come into the corporate management board (CMB) and the monthly joint meeting between the Cabinet and CMB. There is a quarterly corporate performance assessment (CPA) which is attended by Cabinet, CMB and Heads of Service. At this meeting the Directors have to present their performance for the quarter which includes the budget position and progress against the MTFS and this is open to challenge from members of the board.

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

In light of the significant budget pressures facing the Social Services and Wellbeing Directorate, the service has developed an updated financial plan identifying plans and actions that are being implemented in order to maintain a balanced budget over the next three years. However, it needs to be recognised that the Directorate may also be required to find additional MTFS savings over the next three years to contribute to the overall budget pressures facing the Council. Current savings identified for 2019/20 is £1.2 million and the budget reduction proposals current set out in the MTFS is attached for information.



Copy of MTFS
Budget Reduction F

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

In December 2017, Welsh Government issued a consultation entitled 'Effective Partnership Working in Bridgend – Proposed Health Board Boundary Change to Align Decision Making across Health and Local Government'. The consultation closed in March 2018 and the outcome was that community health services within the County Borough of Bridgend transferred from ABMU Health Board to Cwm Taf Morgannwg Health Board.

During the year as part of the transition to a new region Bridgend continued to work in partnership across Western Bay but has also started to develop closer working relationships with the Cwm Taf region in preparation for 2019.

In Bridgend, Cabinet and the corporate management board (CMB) continue to meet informally on a fortnightly basis which provides the opportunity to oversee the business

of the Council, share the overall direction for the Council and make sure that we are promoting the One Council approach so that important issues such as the MTFs, safeguarding and transformation are on the agenda.

We have a simple vision for Bridgend County Borough Council, to 'always act as one Council working together to improve lives.' The corporate plan was reviewed during the year and updated as appropriate and 'Working Together to Improve Lives' sets out the corporate priorities and the direction of travel:

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

There is a clear link to the Social Services and Wellbeing Directorate Business Plan which sets out the priorities for 2018-19 and is attached here for information.



SSWB Business
plan 2018-19 follow

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



Bridgend County Borough Council takes its role as corporate parents seriously and the Cabinet has a Corporate Parenting Committee (one of two Cabinet Committees) that meets quarterly. The Cabinet Committee consists of all Cabinet members including the Leader and Deputy Leader plus representatives of all Groups and Corporate Parenting Champions appointed and representatives of every Overview and Scrutiny committee. It makes important policy decisions about the services and provision for care experienced children and care leavers. Overview and Scrutiny committees also consider policies and developments in Social Services and makes recommendations.

Links to all of the 2018-19 Cabinet, Council, Corporate Parenting and Overview and Scrutiny Committee reports and minutes that relate to social care can be accessed *Please find attached the link to all reports here:*

<https://democratic.bridgend.gov.uk/ieDocHome.aspx?Categories>

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

- the Council's improvement priorities and its commitments which are set out in the corporate plan, which can be accessed through the Council's website, please see link here:

<https://www.bridgend.gov.uk/my-council/council-priorities-and-performance/documents-and-key-publications/>

- key success indicators-measures and service actions that are linked to national and Directorate performance indicators and progress against Directorate priorities;
- the budget allocated to each Directorate and the progress against savings-targets;
- corporate risks.

On a quarterly basis, the Corporate Director of Social Services and Wellbeing, with the two Heads of Service meet with all of the Directorate managers. This ensures open communication and updates on national, regional and local matters. It is important that staff feel part of this process and are able to contribute to the ongoing development of the service and also to recognise the hard work and achievements collectively and as individuals. The director also meets regularly with front line staff and carries out a number of service visits throughout the year.

6. Accessing Further Information and Key Documents

Page Reference	Description
Page 3	Report and appendices to Cabinet 19/03/2019 – Health Board Boundary Change
Page 5	Report to Corporate Parenting Committee 10/01/2019 – Fostering Remodelling
Page 14	CIW Engagement Event Action Plan Autumn 2018
Page 14	CIW Annual Focussed Activity Report February 2019
Page 14	CIW Annual Focussed Activity Letter February 2019
Page 17	Report to Overview and Scrutiny Committee 17/04/2018 – Dementia Support
Page 17	Report to Cabinet 26/03/2019 – Mental Health Range of Services
Page 23	Report to Cabinet 18/12/2018 – Advocacy Children’s Services
Page 23	Secure Estate Report 24/05/2018

Page Reference	Description
Page 24	Report to Scrutiny 16/04/2018 – Early Help and Children’s Social Care
Page 30	Report and appendices to Cabinet 19/03/2019 – University Fees Policy
Page 30	Report and appendices to Cabinet 19/02/2019 – Shared Lives
Page 30	Direct Payments report and appendices 13/02/2019
Page 36	MTFS Budget Reduction Report 2019/20
Page 36	Social Services and Wellbeing Directorate Business Plan 2018/19

7. Glossary

- **ABMU** – Abertawe BroMorgannwg University Health Board
- **Adult Safeguarding** - The Social Services and Well-being (Wales) Act 2014 came into force on 6/4/2016. Part 7 of the Act specifically relates to safeguarding “adults at risk”.
 - An “**adult at risk**” is an adult who:-
 - (a) is experiencing or is at risk of abuse or neglect;
 - (b) has needs for care and support (whether or not the authority is meeting any of those needs); and
 - (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.”
 - There is a statutory duty for partner agencies to report and adult at risk to the local authority. “Abuse” means physical, sexual, psychological, emotional or financial abuse and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place. Adult Services lead and co-ordinate the actions taken alongside our partner agencies, amongst which are the Health Board and South Wales Police.
- **Advocacy** - Section 181(2) of the Social Services and Wellbeing (Wales) Act 2014 defines “advocacy services” as: services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support. Part 10 of the 2014 Act sets out the requirements for local authorities in relation to advocacy, which are to:
 - Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising their statutory duties in relation to them; and

- To arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.
- An advocate is defined as an 'appropriate individual' who can speak on behalf of someone who is facing barriers to communicating or understanding, *weighing-up, or deciding on information related to services that they receive. Advocacy services come in a variety of forms, and range from informal, peer and voluntary advocacy through to the provision of paid and professional advocates.*
- **Anticipatory Care Planning (ACP)** - is an approach to proactive planning with individuals, who have been identified as being at risk of losing their independence due to illness, increasing frailty or disability; it gives them the opportunity to participate in a co-produced planning process that will help them to make decisions about future care and support. This approach helps to improve the quality of the experience for people by minimising the need for crisis intervention through proactive planning.
- **Assisted Recovery in the Community (ARC)** - The Assisting Recovery in the Community Service (ARC), is a joint integrated service between Bridgend County Borough Council and Health. ARC is a service which provides day time opportunities for individuals with mental health issues. It offers assessment and support to enable people experiencing mental health problems to access mainstream community facilities and activities as well as specialist services. It has been developed as part of the modernisation of mental health services.
- **Baby in Mind** – this is an innovative service locally designed to work with parents during the pre- and post-birth where there are concerns that a baby is at risk of becoming looked after.
- **BAVO** – Bridgend Association for Voluntary Organisations
- **Better at Home service** – see Reablement below
- **Child Protection** - All public and voluntary organisations in Bridgend County Borough are committed to safeguarding the welfare of children and young people and rely on members of the public to report concerns to them. Any concerns raised about a child being abused are reported to the on-duty social worker.
- **Child Sexual Exploitation (CSE)** - this is the coercion or manipulation of children and young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay, “protection” or affection. The vulnerability of the young person and grooming process employed by perpetrators renders them powerless to recognise the exploitative nature of relationships and unable to give informed consent. (All Wales Protocol CSE 2008)
- **Common Access Point** - an integrated team within the Community Resource Team. Citizens carers and professionals can access Information advice and support via one contact telephone number. A Multidisciplinary Team makes decisions about the most appropriate priority and pathway required to deliver the best outcomes for individuals and will liaise with the appropriate service to facilitate access to enabling short term assessment and acute clinical services.
- **Community Network (Hub)** - A system of empowered localities in the form of Locality Networks which will be developed around natural communities as a key platform for local service planning and delivery. They will be built around Primary Care, Community and Social Care teams, working together across agreed populations to plan and deliver integrated, core, out-of-hospital services.
- **Community Resource Team** - A joint Health Board and BCBC resource team serving the Bridgend community networks. The Community Resource Service is a multi-disciplinary, multi-agency team established to respond to the individual needs

of people who are frail or have physical disabilities or long term chronic conditions to avoid inappropriate hospital admissions and facilitate earlier hospital discharge. The team provides community support ranging from just a few days to up to six weeks. The focus is on short term interventions to support people to remain at home outside long-term hospital settings.

- **CIW** - Care Inspectorate Wales (CIW) - CIW is part of the Welsh Government. They are responsible for regulating, inspecting and reviewing social care services and standards.
- **Cwm Taf Morgannwg** - this is the Health Board region that includes Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Bridgend County Borough Council.
- **Dementia Friendly Communities** – this is a city, town or village where people with dementia are understood, respected, supported, and confident they can contribute to community life.
- **Direct Payments** - Social Services can provide a cash payment directly to people whose needs have been assessed by Social Services as being eligible to receive services, so they can arrange and purchase their own support. They might use the money to:
 - employ someone directly to help with their care (a Personal Assistant)
 - buy care from a private registered care agency
 - make their own arrangements instead of using Social Services day care or respite care
- **Extracare Housing** - is one of a number of options for an older person who needs personal care or other type of support, but who wants to retain a degree of independence and is able to live safely on their own. An Extra Care Housing Scheme is usually a group of flats built on the same site (some providers offer bungalows), providing specialised accommodation and support services 24 hours a day. The accommodation can be rented or bought, both by an individual and by a couple. Older people living in them enjoy the freedom of having their own front door and the peace of mind from knowing staff are available if they are needed.
- **Information Advice and Assistance service** – As part of the Social Services and Well-being (Wales) Act 2014, which provides the legislative basis for Social Services in Wales from 6th April 2016, there is a requirement for the provision of information, advice and assistance - local authorities, with the assistance of Local Health Board partners, must secure the provision of a service for providing people with information and advice relating to well-being, care and support in their area, and (where appropriate) assistance in accessing these.
- **Integrated Care Fund (ICF)** – Welsh Government guidance states that it is funding which is available to help health boards and partners in local authorities and other partners to work together to support:
 - frail and older people
 - people with a learning disability
 - children with complex needs due to disability or illness
 - carers, including young carers.

It helps support older people to maintain their independence and remain at home, avoiding unnecessary admissions to hospital or residential care and delays when someone is due to be discharged from care.

The fund is also being used to support the Integrated Autism Service, the Welsh community care information system, and the Dementia action plan.

- **Local Community Co-ordination (LCC)** - LCC is an approach to supporting people who are vulnerable through disability, age, ill health or adverse life events to live good lives in their communities. It helps people to draw support from their

communities by working to increase both the capacity of individuals and of communities. LCC works as a single, local point of contact supporting people in their community.

- **MAPSS** – Multi Agency Placement Support Service - MAPSS is a multi-disciplinary team that aims to help children with, or at risk of mental illness and emotional and behavioural difficulties by providing specialist placement support.
- **MASH** - Multi Agency Safeguarding Hub. This is an integrated approach where a number of agencies work together in one place, sharing information and making collaborative decisions. Interventions are put in place at the earliest opportunity across the MASH partnership. A MASH focuses on vulnerability for the purpose of Safeguarding children and vulnerable adults. It does this by receiving referrals from professionals and from the public. The outcomes of this process inform the level of risk to the vulnerable person and can escalate or de-escalate the concern so that appropriate action is taken. A MASH is a confidential environment, which means that all material, sensitive or not, can be revealed to another agency to decide what approach is needed by frontline staff. A MASH provides the opportunity for agencies to do this better by providing all professionals with more information on which to make better decisions.
- **Reablement** – This is critical to supporting timely discharge from hospital (Also known as Step Down support). The Western Bay model is based on supporting effective safe discharge from hospital either into a residential or community based reablement service. Timely discharge is supported within Bridgend with the service known as Better at Home. This provides a short term bridging care service that supports people with levels of care whilst they wait for either the initiation of a reablement service or the restart of a current package of care; this can be usually up to 5 days, depending on the complexity of the discharge. Although, if someone has only been in hospital a short time their existing care package can usually be re-instated within 3 days. Step up reablement provides a therapy led service that aims to address deterioration in the person's condition, putting an individual's independence and ability to remain at home at risk.
- **Regulation and Inspection of Social Care (Wales) Act (RISCA)** - This Act places service quality and improvement at the heart of regulation, strengthen protection for those who need it, and ensure services deliver high-quality care and support. This Act supports the aims of the Social Services and Well-being (Wales) Act 2014 which enshrines the rights of people using care and support services into law.
- **Shared Lives** - The Bridgend Shared Lives Scheme is a service where adults with learning disabilities are offered short term, long term or emergency care with Shared Lives Carers. The care is delivered in the home of a Shared Lives Carer, thereby enabling people referred to the scheme to live in the community as independently as possible in a family environment. The shared lives scheme in Bridgend offers a real choice to individuals about their accommodation arrangements and provides an alternative to residential and supported living placements by offering support in a family environment which has worked very well for the people on the scheme.
- **Social Care Workforce Development Plan – SCDWP**
- **Social Services and Wellbeing (Wales) Act 2014** - The Social Services and Wellbeing (Wales) Act 2014 received Royal Assent in May 2014. It provides a legal framework for the policy aims of the Welsh Government in relation to social services, bringing together Local Authorities' duties and functions. The Act has two key policy objectives:
 - To improve the well-being outcomes for people who need care and support and
 - To reform social services law.

It seeks to:

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

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Dear Director

CIW Local Authority Performance Review

We published our code of practice for review of local authority social services in April 2019 which outlined our intention to write and publish an annual letter for local authorities which will:

- provide feedback on inspection and performance evaluation activity completed by us during the year;
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline our forward work programme.

This letter summarises our review of Bridgend County Borough Council's performance in carrying out its statutory social services functions. It follows the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and our increasingly collaborative and strengths based approach to supporting improvement. The letter is intended to assist the local authority and its partners to continually improve.

The content is informed by our focused activity work in October 2018 with looked after children and care leavers, discussions around advocacy for children in February 2019 and co-production with carers and carers' assessments in February 2019. We met with Heads of Service for children and adults in September 2018 and CIW were involved in the inspection of Western Bay YOS and the CMHT inspection in the ABMU footprint (Neath).

We discussed these matters and our proposed performance evaluation activity for 2019/20 with you at the annual performance review meeting on 2nd May 2019.

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

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

Summary of strengths and areas for improvement in line with principles of SSWBA

- Well-being

Bridgend County Borough Council has restructured its senior management of children's services to provide greater oversight of casework teams. We are aware it has been a challenge to recruit staff to fill vacancies in children's services and temporary staff have been used to cover vacant posts. We met with young people in October 2018 who told us of their dissatisfaction with changes of social worker. We understand this situation has eased in the last six months and the focus is now on retention of existing staff. Short-term funding streams have presented additional challenges as staff are often only recruited on a time-limited basis.

We were pleased to hear the local authority won a Social Care Accolade for support to newly qualified social workers. Practitioners are receiving line management supervision with senior managers actively reviewing performance indicators in this area to focus on improving the timely recording of supervision. Signs of improvement were evident at year-end with performance exceeding 80%.

There is a strong quality assurance framework to monitor and prioritise areas for improvement and regular communication with team managers ensures a joint view of management focus. We are pleased to see the inclusion of peer auditing, learning from good practice and dissemination of positive feedback.

Young people and foster carers told us they found it difficult to access child and adolescent mental health services (CAMHS), which they believe would have been of benefit. This is not a view unique to young people in Bridgend. Bridgend County Borough Council was part of a regional arrangement to provide therapeutic services. With the change of regional alignment, senior managers are trying to establish a similar resource in Cwm Taf Morgannwg. Locally, Bridgend County Borough Council has attempted to employ additional psychological support for young people; however, this is an area of challenge due to recruitment difficulties.

There is a need to ensure children receive timely assessments and are visited regularly when looked after. Senior managers offer assurance this is being addressed. There is evidence of improvements in the frequency of visits to children looked after. Compliance with statutory timescales at year-end was over 80%. Whilst the numbers of looked after children remain stable, senior managers are looking at ways of reducing numbers by reviewing if more children placed at home with parents could safely have their care orders revoked.

Care experienced children told us about changes of placement, which sometimes affected their education. Children told us they did not always feel sufficiently informed or prepared for these changes. The Head of Service confirms finding placements for some children is a major challenge. The local authority is making efforts to recruit more foster carers and engaged in a major remodelling of its in-house care home provision for children to better accommodate their needs. The lack of appropriate placements for children with complex needs is a nationally recognised issue and it is to the credit of Bridgend County Borough Council that it has sought to improve its local response.

Senior managers consider the revised model remains in early stages and report its emergency placements have been used extensively, which has prevented children being placed far away from their local community. However, we are aware challenges remain as the local authority has continued, on occasion, to use unregistered arrangements to care for children for short periods. The local authority recognises the need to focus on strengthening fostering and commissioning arrangements in order to meet demand and avoid situations where senior managers place children in unregulated settings. We would consider a successful outcome to the remodelling to be fewer moves for care experienced children.

We heard from foster carers who felt more should be done earlier to help prepare young people to leave care, particularly concerning independent living skills. Some foster carers thought more could be done to promote the 'When I'm Ready Scheme'. Most young people we spoke to found their personal advisors very helpful. They particularly valued the assistance to live independently and access training and employment.

There have been increasing pressures on providing domiciliary care throughout the year. Senior managers retain a positive relationship with provider agencies and are aware of difficulties experienced in recruiting carers due to the availability of alternative employment outside of the care sector. Again, this is a challenge common to many Welsh local authorities at this time. The local authority is also investing in an electronic scheduling system, which is intended to improve the deployment of internal care at home resources. Unfortunately, an effect of the lack of capacity has been to delay some people ready to be discharged from hospital because the necessary care at home is not available.

- People – voice and control

When we met with a group of looked after children in October 2018, they told us they did not always feel listened to by their social worker and felt decisions were made without considering their views. Some children said they were not offered advocates. Bridgend County Borough Council put an action plan in place and when we returned in February 2019, we found there had been an increase in referrals made to the advocacy provider. Children we spoke to this time told us how beneficial they found having an advocate to help them make their views and wishes known. They confirmed they had been able to access advocacy at the right time for them. We were aware managers undertook awareness raising around advocacy and monitored the active offer of advocacy as part of quality assurance.

We are pleased to be informed the local authority is considering how it can revise the format of reviews for care experienced children and young people to make these more meaningful, bring their views and wishes to the forefront of discussions and increase efficiencies. We spoke to young people who felt disengaged from their reviews and found them repetitive. We found the local authority could do more to embed improved engagement with children and young people when focusing on service improvement. We are informed children in receipt of services were consulted to aid in the development of the newly implemented residential service model. We also understand the local authority is re-establishing children and young people forums. This should allow increased consultation with young people on what matters to them.

We spoke to staff and carers with regard to the consultation process undertaken by Bridgend County Borough Council to develop a new service model to provide support and

information to adult carers. We were informed of an extensive stakeholder consultation and events held to gather views on what required improvement with existing support to carers. The consultation process was designed to enable co production. Some carers of people with mental health issues felt less engaged, although the Head of Service has assured us there is a specific mental health forum for carers. We found managers had a clear vision of supporting carers who had not previously been in touch with services, including those from ethnic minority communities. There is an intention to make more creative use of direct payments to empower and improve choice for carers and the cared for.

We considered the local authority leadership, direction and progress in embedding Welsh language in front-line services as part of our performance evaluation activities. Bridgend County Borough Council is aware of where Welsh speaking staff are situated in social services and while a larger number are adept in conversational Welsh, fewer staff than the local authority would wish are confident in undertaking assessments or other complex work in Welsh. When required, specific arrangements are made and senior managers are content staff are making the active offer. Bridgend County Borough Council supports staff to undertake Welsh language training. The Responsible Individuals are aware of the presence of Welsh speaking staff in the local authority's care homes and supported living services.

Our monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully. We will continue to monitor this.

- Prevention

A significant development within the local authority this year has been the establishment of a new 'front door' for children and families. While this is referred to as a multi-agency safeguarding hub (MASH), the model incorporates Bridgend County Borough Council's duty to provide information, advice and assistance. We understand feedback from people using the service and professionals is positive and there are arrangements for daily liaison with partner agencies with access to a range of preventative and early help services.

We noted an increase in the repeat registration of children on the child protection register at the end of 2018, which coincided with a reduced average registration period that is being reviewed by the Head of Service. Performance figures indicated room for improvement in the timeliness of visits to children in need of protection. Senior managers will wish to satisfy themselves of the frequency and quality of monitoring of children and direct work with families in line with their care and support protection plan.

We reviewed a small sample of carers' assessments and found the forma was in line with principles of the SSWBA. Only 3% of carers assessed have a resultant support plan and Bridgend County Borough Council's may wish to consider if there is sufficient use of plans to detail the support for carers where these may be required. We found some carers' assessments did not evidence best practice or accountable decision-making. Where people are asked to complete part of the assessment themselves, the subsequent contact from social services staff is vital to ensure all relevant information and needs are discussed and recorded. Some assessments would have benefitted from specialist information on carers' own health needs and we could not be sure people received a copy of their assessments

when they wanted them. Improving the quality of carers' assessments is an area of focus and improvement for the local authority.

Throughout 2018 our programme of work focused on care experienced children and young people. Qualitative evidence was gathered from six local authority children and fostering inspections, 22 self-evaluations completed by local authorities, challenge meetings held with those local authorities who were not subject to an inspection and engagement activity with care experienced children, care leavers and foster carers. The report will be published on our website, with key findings made in respect of profile, sufficiency, practice, partnerships, stability, governance and corporate parenting. Many of the areas we have identified for improvement are being considered by Welsh Government's Ministerial Advisory Group on improving outcomes for care experienced children and young people and we also hope local authorities will consider their own contribution to addressing these findings.

- Partnerships

Senior managers have undertaken a substantial programme of work in establishing a range of new partnership agreements within the new Cwm Taf Morgannwg region. Given the need to continue with 'business as usual', alongside other major operational and strategic developments referred to in this letter, 2018/19 has undoubtedly been a demanding year for Bridgend County Borough Council.

CIW was involved in the 2018 inspection of Western Bay Youth Offending Service (YOS), which resulted in an 'inadequate' rating. While Bridgend County Borough Council was the lead authority, the Education directorate manages the YOS. However, its relevance to social services is significant as many young people at risk of offending have care and support needs. The inspection identified gaps and misunderstandings between children's services and YOS in relation to children at risk. We were informed all individual young people have been reviewed to ensure their needs are being met. We understand findings are being considered by cabinet and corporate management board and any necessary actions will be taken forward by the newly established Bridgend Youth Offending Service.

Senior managers are proud of what has been achieved in respect of integration in adult social care and are transferring these arrangements across with their new health colleagues. They have identified further work to achieve preventative and integrated services which will enhance community and personal resilience. There is a work plan dependant on the receipt of grant funding with the inclusion of specific service development in dementia services which will use existing community opportunities.

We are informed of work on a strategic framework around people with mental health issues. This should create a support system where the medical element sits alongside social care and community supports. Funding is being used to provide early help for people with mental health issues via Supporting People.

CIW Performance Review Plan for 2019-20

Our scheduled thematic adult services inspection programme for 2019/20 will be focusing on prevention and promoting independence for older people and for children services thematic inspection the focus will be on prevention, partnerships and experiences of

disabled children. If your local authority is selected for inclusion in this programme, you will receive four weeks' notice of the scheduled date of the inspection.

We will undertake engagement activities aligned to the thematic inspections and meet with people who receive care and support services. We will be convening a meeting with the local authority and its key partners in the summer to follow up areas identified in the self-evaluation submitted in January 2019 focusing on prevention and promoting independence for older people self-evaluation. A thematic national report will be published upon the completion of inspections and engagement activities.

In late 2019, we will pilot a joint inspection of child protection arrangements. The joint inspection will be led by CIW and in partnership with HIW, Estyn, HMI Constabulary (HMICFRS) and HMI Probation.

With the drive towards collaboration and integration in public services, CIW works closely with other inspectorates to share intelligence and jointly plan inspections. We will work closely with Social Care Wales to share information to support improvement in social care services.

CIW will continue in 2019/20 to work with HIW in jointly inspecting community mental health teams. We will be following up recommendations made within HIW and CIW joint thematic review of Community Mental Health Teams as part of bi-annual head of service meetings with local authorities.

Our focused activity with the local authority will look at the operation of the MASH in children's services and support for vulnerable young adults. This may be subject to change in the light of emerging issues.

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

For your information, we will publish the final version of this letter on our website.

Yours sincerely



Sharon Eastlake
Interim Head of Local Authority Inspection Team
Care Inspectorate Wales

Cc.
WAO
HIW
Estyn

Annwyl Cyfarwyddwr

Adolygiad AGC o Berfformiad Awdurdod Lleol

Cyhoeddwyd ein cod ymarfer ar gyfer adolygu gwasanaethau cymdeithasol awdurdodau lleol ym mis Ebrill 2019 a oedd yn amlinellu ein bwriad i ysgrifennu a chyhoeddi llythyr blynyddol i awdurdodau lleol a fydd yn:

- rhoi adborth ar weithgarwch arolygu a gwerthuso perfformiad a gwblhawyd gennym yn ystod y flwyddyn;
- adrodd ar y cynnydd y mae'r awdurdod lleol wedi'i wneud o ran gweithredu argymhellion o arolygiadau a/neu adolygiadau ymarfer plant ac oedolion.
- amlinellu ein blaenraglen waith.

Mae'r llythyr hwn yn crynhoi ein hadolygiad o berfformiad Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr yn y ffordd y mae'n cyflawni ei swyddogaethau gwasanaethau cymdeithasol statudol. Mae'n dilyn pedair egwyddor Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 a'r ffordd rydym yn cefnogi gwelliant; dull sy'n gynyddol gydweithredol ac yn seiliedig ar gryfderau. Bwriad y llythyr yw cynorthwyo'r awdurdod lleol a'i bartneriaid i wella'n barhaus.

Caiff y cynnwys ei lywio gan ein gweithgaredd â ffocws ym mis Hydref 2018 gyda phlant sy'n derbyn gofal a'r rhai sy'n gadael gofal, trafodaethau ynghylch eiriolaeth i blant ym mis Chwefror 2019 a gwaith cyd-gynhyrchu gyda gofalwyr ac asesiadau gofalwyr ym mis Chwefror 2019. Gwnaethom gyfarfod â Phenathiaid gwasanaethau plant ac oedolion ym mis Medi 2018 a chymerodd AGC ran yn yr arolygiad o Wasanaethau Troseddwr Ifanc Bae'r Gorllewin a'r arolygiad o Wasanaethau Iechyd Meddwl Cymunedol o fewn ôl troed Prifysgol Abertawe Bro Morgannwg (Castell-nedd).

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

Gwnaethom drafod y materion hyn ynghyd â'n gweithgarwch gwerthuso perfformiad arfaethedig ar gyfer 2019/20 â chi yn y cyfarfod adolygu perfformiad blynyddol ar 2 Mai 2019.

Crynodeb o gryfderau a meysydd i'w gwella yn unol ag egwyddorion y Ddeddf Gwasanaethau Cymdeithasol a Llesiant

- Lles

Mae Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr wedi newid strwythur uwch-reoli'r gwasanaethau plant fel bod gan yr uwch-reolwyr drosolwg gwell o dimau gwaith achos. Gwyddom iddi fod yn anodd recriwtio staff i lenwi swyddi gwag mewn gwasanaethau plant a bod staff dros dro wedi cael eu defnyddio i lenwi swyddi gwag. Gwnaethom gyfarfod â phobl ifanc ym mis Hydref 2018 a ddywedodd wrthym eu bod yn anfodlon bod eu gweithwyr cymdeithasol wedi newid. Deallwn fod y sefyllfa wedi gwella dros y chwe mis diwethaf a bod y pwyslais yn cael ei roi nawr ar gadw staff presennol. Mae ffrydiau cyllido byrdymor wedi cyflwyno heriau ychwanegol gan fod rhai staff yn cael eu cyflogi o gyllid grant. r

Roeddem yn falch o glywed bod yr awdurdod lleol wedi ennill Gwobr Gofal Cymdeithasol am y cymorth a roddir i weithwyr cymdeithasol sydd newydd gymhwyso. Caiff ymarferwyr eu goruchwylio gan eu rheolwyr llinell ac mae uwch-reolwyr yn adolygu dangosyddion perfformiad yn y maes hwn er mwyn canolbwyntio ar wella trefniadau i gofnodi sesiynau goruchwylio amserol. Roedd arwyddion o welliant eisoes yn amlwg ar ddiwedd y flwyddyn gyda pherfformiad yn rhagori ar y targed o 80%.

Mae fframwaith sicrhau ansawdd cadarn ar waith i fonitro a blaenoriaethu meysydd i'w gwella ac mae cyfathrebu rheolaidd â rheolwyr tîm yn sicrhau bod ganddynt safbwynt ar y cyd ar ffocws rheolwyr. Rydym yn falch o weld bod trefniadau wedi cael eu cynnwys ar gyfer gwaith archwilio gan gymheiriaid, dysgu o arfer da a rhannu adborth cadarnhaol.

Dywedodd pobl ifanc a gofalwyr maeth wrthym eu bod wedi cael trafferthion cael gafael ar wasanaethau iechyd meddwl plant a phobl ifanc, a fyddai wedi bod yn fuddiol yn eu barn nhw. Nid dim ond pobl ifanc ym Mhen-y-bont ar Ogwr sy'n teimlo fel hyn. Roedd Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr yn rhan o drefniant rhanbarthol i ddarparu gwasanaethau therapiwtig. Ar ôl i'r trefniadau rhanbarthol newid, mae uwch-reolwyr yn ceisio sefydlu adnodd tebyg yng Nghwm Taf Morgannwg. Yn lleol, mae Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr wedi ceisio cyflogi cymorth seicolegol ychwanegol i bobl ifanc; fodd bynnag, mae hyn wedi bod yn anodd o ganlyniad i anawsterau recriwtio.

Mae angen sicrhau bod plant sy'n derbyn gofal yn cael asesiadau amserol a'u bod yn cael ymweliadau rheolaidd wrth dderbyn gofal. Mae uwch-reolwyr yn rhoi sicrwydd bod camau'n cael eu cymryd i fynd i'r afael â hyn, ac mae amllder ymweliadau gyda plant sy'n derbyn gofal yn gwella'n barhaus, gyda'r targed o 80% yn uwch na'r targed ar ddiwedd y flwyddyn. Er bod nifer y plant sy'n derbyn gofal yn parhau'n sefydlog mae uwch-reolwyr yn edrych ar ffyrdd o leihau'r niferoedd drwy adolygu a fyddai'n ddiogel dirymu gorchmynion gofal mwy o blant sydd wedi'u lleoli gartref gyda'u rhieni.

Dywedodd plant sydd â phrofiad o ofal wrthym am newidiadau o ran lleoliadau a oedd, weithiau, wedi effeithio ar eu haddysg. Dywedodd y plant wrthym nad ydynt bob amser yn teimlo eu bod yn cael digon o wybodaeth am y newidiadau hyn nac yn cael eu paratoi'n

ddigonol amdanynt. Mae Pennaeth y Gwasanaeth yn cadarnhau bod dod o hyd i leoliadau i rai plant yn anodd iawn. Mae'r awdurdod lleol yn gwneud ymdrech i recriwtio mwy o ofalwyr maeth ac mae wedi ailfodelu ei ddarpariaeth cartrefi gofal mewnol yn sylweddol er mwyn diwallu anghenion plant yn well. Mae diffyg lleoliadau priodol i blant ag anghenion cymhleth yn broblem genedlaethol ac mae Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr, er clod iddo, wedi ceisio gwella ei ymateb lleol.

Mae uwch-reolwyr o'r farn bod y model diwygiedig yn ifanc iawn o hyd ac yn dweud bod ei leoliadau brys wedi cael eu defnyddio'n sylweddol, sydd wedi atal plant rhag cael eu lleoli ymhell o'u cymuned leol. Fodd bynnag, gwyddom fod heriau i'w hwynebu o hyd gan fod yr awdurdod lleol wedi parhau i ddefnyddio trefniadau anghofrestredig i ofalu am blant am gyfnodau byr o bryd i'w gilydd. Mae'r awdurdod lleol yn cydnabod yr angen i ganolbwyntio ar gryfhau'r gwasanaethau maethu a threfniadau comisiynu er mwyn ateb y galw ac osgoi sefyllfaoedd lle gall plant gael eu rhoi mewn lleoliadau heb eu rheoleiddio. Yn ein barn ni, un o ganlyniadau llwyddiannus y gwaith ailfodelu yw y byddai plant sydd â phrofiad o ofal yn cael eu symud yn llai aml.

Clywsom gan ofalwyr maeth a oedd yn teimlo y dylai mwy gael ei wneud yn gynharach er mwyn helpu pobl ifanc i adael gofal, yn enwedig o ran sgiliau byw'n annibynnol. Teimlai rhai gofalwyr maeth y gellid gwneud mwy i hyrwyddo cynllun 'Pan Fydda i'n Barod'. Roedd y rhan fwyaf o'r bobl ifanc y gwnaethom siarad â nhw o'r farn bod eu cynghorwyr personol yn gymwynasgar iawn. Roeddent yn werthfawrogol iawn o'r cymorth i fyw'n annibynnol a'r cyfleoedd i gael hyfforddiant a chyflogaeth.

Mae'r pwysau ar ofal cartref wedi cynyddu drwy gydol y flwyddyn, ac mae hyn wedi cael effaith andwyol ar ffigurau perfformiad Oedi wrth Drosglwyddo Gofal tua diwedd 2019/20. Mae cynlluniau'n cael eu datblygu i fynd i'r afael â'r materion, ac mae uwch-reolwyr yn cadw perthynas gadarnhaol â'r asiantaethau darparu ac maent yn ymwybodol o'r anawsterau sydd wedi codi wrth recriwtio gofalwyr o ganlyniad i'r cyfleoedd cyflogaeth eraill sydd ar gael y tu allan i'r sector gofal. Unwaith eto, mae hon yn broblem sy'n wynebu llawer o awdurdodau lleol yng Nghymru ar hyn o bryd. Mae'r awdurdod lleol hefyd yn buddsoddi mewn system amserlennu electronig, wedi'i fwriadu i wella'r defnydd o adnoddau gofal mewnol yn y cartref.

- Pobl – llais a rheolaeth

Pan wnaethom gyfarfod â grŵp o blant sy'n derbyn gofal ym mis Hydref 2018, dywedodd y plant wrthym nad oeddent yn teimlo bod eu gweithwyr cymdeithasol yn gwrando arnynt bob amser a bod penderfyniadau'n cael eu gwneud heb ystyried eu barn. Dywedodd rhai o'r plant nad oeddent wedi cael cynnig eiriolwyr. Rhoddodd Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr gynllun gweithredu ar waith a phan wnaethom ddychwelyd ym mis Chwefror 2019, gwelsom fod nifer yr atgyfeiriadau at y darparwr eiriolaeth wedi cynyddu. Dywedodd y plant y gwnaethom siarad â nhw y tro hwnnw fod cael eiriolwr wedi bod yn fuddiol iawn o ran eu helpu i fynegi eu barn a'u dymuniadau. Cadarnhaodd y plant eu bod wedi gallu cael cymorth eiriolaeth ar yr amser cywir iddyn nhw. Roeddem yn gwybod bod rheolwyr yn codi ymwybyddiaeth o eiriolaeth ac yn monitro p'un a oedd eiriolaeth yn cael ei chynnig yn rhagweithiol fel rhan o'u prosesau sicrhau ansawdd.

Roeddem yn falch o glywed bod yr awdurdod lleol yn ystyried sut y gall ddiwygio fformat adolygiadau i blant a phobl ifanc sydd â phrofiad o ofal er mwyn eu gwneud yn fwy ystyrlon,

sicrhau bod eu safbwyntiau a'u dymuniadau'n greiddiol i'r trafodaethau a chynyddu arbedion effeithlonrwydd. Gwnaethom siarad â phobl ifanc a oedd yn teimlo eu bod wedi ymddieithrio o'u hadolygiadau a'u bod yn ailadroddus. Cynhaliwyd ymgynghoriad ac ymgysylltiad â'r rhai sy'n gadael gofal a hefyd plant a phobl ifanc sy'n derbyn gwasanaethau ar hyn o bryd i helpu lywio'r gwaith o ddatblygu'r model gwasanaeth preswyl sydd newydd ei weithredu, ac mae angen i'r awdurdod lleol ymgorffori gwell ymgysylltiad â phlant a pobl ifanc wrth ganolbwyntio ar wella gwasanaethau. Deallwn fod yr awdurdod lleol yn atgyfodi fforymau plant a phobl ifanc a ddylai roi mwy o gyfle iddo ymgynghori â phobl ifanc ar yr hyn sy'n bwysig iddynt.

Gwnaethom siarad â staff a gofalwyr am y broses ymgynghori a gynhaliwyd gan Gyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr er mwyn datblygu model gwasanaeth newydd i roi cymorth a gwybodaeth i ofalwyr sy'n oedolion. Clywsom am yr ymgynghoriad eang â rhanddeiliaid a'r digwyddiadau a gynhaliwyd er mwyn casglu barn ar y gwelliannau sydd angen eu gwneud i'r cymorth presennol i ofalwyr. Cynlluniwyd y broses ymgynghori fel bod modd cyd-gynhyrchu. Roedd rhai gofalwyr sy'n gofalu am bobl â phroblemau iechyd meddwl yn teimlo eu bod wedi chwarae llai o rôl yn y broses, ond rhoddodd Pennaeth y Gwasanaeth sicrwydd i ni fod fforwm iechyd meddwl penodol ar gael i ofalwyr. Gwelsom fod gan y rheolwyr weledigaeth glir i gefnogi gofalwyr nad oeddent wedi bod mewn cysylltiad â gwasanaethau o'r blaen, gan gynnwys y rhai o gymunedau ethnig lleiafrifol. Bwriedir gwneud defnydd mwy creadigol o daliadau uniongyrchol er mwyn grymuso gofalwyr a'r bobl y maent yn gofalu amdanynt, a rhoi mwy o ddewis iddynt.

Gwnaethom ystyried arweinyddiaeth, cyfeiriad a chynnydd yr awdurdod lleol wrth ymwreiddio'r Gymraeg mewn gwasanaethau rheng flaen fel rhan o'n gweithgareddau gwerthuso perfformiad. Mae Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr yn gwybod ble mae staff Cymraeg y gwasanaethau cymdeithasol ac er bod nifer fawr ohonynt yn gallu sgwrsio yn Gymraeg, mae nifer y staff sy'n hyderus i gynnal asesiadau neu wneud gwaith cymhleth arall yn Gymraeg yn llai nag y byddai'r awdurdod lleol yn ei ddymuno. Pan fo angen, caiff trefniadau penodol eu gwneud ac mae'r uwch-reolwyr yn fodlon bod y staff yn darparu'r cynnig rhagweithiol. Mae Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr yn helpu'r staff i ddilyn hyfforddiant Cymraeg. Mae'r Unigolyn Cyfrifol yn ymwybodol o bresenoldeb staff Cymraeg yng nghartrefi gofal a gwasanaethau byw â chymorth yr awdurdod lleol.

Mae ein gwaith i fonitro'r trefniadau diogelu rhag colli rhyddid wedi nodi, oherwydd y beichiau ychwanegol o ganlyniad i ddyfarniad Goruchaf Lys Gorllewin Gaer yn 2014, nad yw'r awdurdod lleol, fel llawer o bobl eraill yng Nghymru, yn gallu sicrhau ei hun bod hawliau dynol pobl heb gael eu torri trwy gael ei amddifadu o'i ryddid yn anghyfreithlon. Byddwn yn parhau i fonitro hyn, fodd bynnag cydnabyddir bod y Llywodraeth wedi derbyn nad yw'r ddeddfwriaeth amddifadedd rhyddid bresennol yn addas at y diben a bydd yn diwygio'r ddeddfwriaeth i ailwampio'r system amddifadu o ryddid a gaiff ei disodli gan set newydd o fesurau diogelu ar gyfer diogelu pobl sydd wedi'u hamddifadu o'u rhyddid.

- Atal

Datblygiad arwyddocaol yn yr awdurdod lleol eleni fu sefydlu 'drws ffrynt' newydd ar gyfer plant a theuluoedd. Er y caiff ei alw'n ganolfan ddiogelu amlasiantaethol, mae'r model yn ymgorffori dyletswydd Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr i ddarparu gwybodaeth, cyngor a chymorth. Deallwn fod yr adborth gan ddefnyddwyr y gwasanaeth a gweithwyr

proffesiynol yn gadarnhaol a bod trefniadau ar waith i gysylltu'n ddyddiol ag asiantaethau partner sydd â mynediad at amrywiaeth o wasanaethau ataliol a chymorth cynnar.

Gwelsom gynnydd yn nifer y plant a oedd wedi cael eu hailgofrestru ar y gofrestr amddiffyn plant ar ddiwedd 2018, a oedd yn cyd-daro â chyfnod cofrestru cyfartalog is sy'n cael ei adolygu gan Bennaeth y Gwasanaeth. Roedd ffigurau perfformiad yn dangos bod lle i wella amseroldeb ymweliadau â phlant y mae angen eu hamddiffyn. Bydd uwch-reolwyr yn awyddus i fodloni eu hunain ynghylch amlder ac ansawdd gwaith i fonitro plant a gwaith uniongyrchol gyda theuluoedd yn unol â'u cynllun amddiffyn gofal a chymorth.

Gwnaethom adolygu sampl fach o asesiadau gofalwyr a gwelsom fod y ffurflen yn bodloni egwyddorion y Ddeddf Gwasanaethau Cymdeithasol a Llesiant. Dim ond 3% o'r gofalwyr a aseswyd sydd â chynllun cymorth dilynol ac efallai yr hoffai Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr ystyried a wneir digon o ddefnydd o gynlluniau i nodi cymorth i ofalwyr lle bo angen cynlluniau o'r fath. Gwelsom nad oedd asesiadau rhai gofalwyr yn dangos arfer gorau na phrosesau gwneud penderfyniadau atebol. Pan ofynnir i bobl gwblhau rhan o'r asesiad eu hunain, mae'r cyswllt dilynol gan staff y gwasanaethau cymdeithasol yn hollbwysig er mwyn sicrhau bod yr holl wybodaeth ac anghenion perthnasol yn cael eu trafod a'u cofnodi. Byddai rhai asesiadau wedi elwa ar wybodaeth arbenigol am anghenion iechyd y gofalwyr eu hunain ac ni allem fod yn siŵr bod pobl yn cael copi o'u hasesiadau pan roedd ei angen arnynt. Mae gwella ansawdd asesiadau gofalwyr yn faes y dylai'r awdurdod lleol ganolbwyntio arno a'i wella.

Drwy gydol 2018, roedd ein rhaglen waith yn canolbwyntio ar blant a phobl ifanc â phrofiad o ofal. Casglwyd tystiolaeth ansoddol o arolygiadau plant a maethu chwe awdurdod lleol, 22 o hunanwerthusiadau a gwblhawyd gan awdurdodau lleol, cyfarfodydd her a gynhaliwyd gyda'r awdurdodau lleol hynny nad oeddent yn destun arolygiad, a gweithgarwch ymgysylltu gyda phlant â phrofiad o ofal, y rhai oedd wedi gadael gofal a gofalwyr maeth. Caiff yr adroddiad ei gyhoeddi ar ein gwefan ac amlinellir y canfyddiadau allweddol mewn perthynas â phroffil, digonolrwydd, arfer, partneriaethau, sefydlogrwydd, llywodraethu a rianta corfforaethol. Mae llawer o'r meysydd i'w gwella rydym wedi'u nodi yn cael eu hystyried gan Grŵp Cyngori'r Gweinidog Llywodraeth Cymru ar gyfer gwella canlyniadau i blant a phobl ifanc â phrofiad o ofal ac rydym hefyd yn gobeithio y bydd awdurdodau lleol yn ystyried eu cyfraniad eu hunain at ymdrin â'r canfyddiadau hyn.

- Partneriaethau

Mae uwch-reolwyr wedi cynnal rhaglen waith sylweddol i sefydlu amrywiaeth o gytundebau partneriaeth newydd yn rhanbarth newydd Cwm Taf Morgannwg. O gofio'r angen i barhau â 'busnes fel arfer', ochr yn ochr â datblygiadau gweithredol a strategol mawr y cyfeirir atynt yn y llythyr hwn, mae'n sicr bod 2018/19 wedi bod yn flwyddyn heriol i Gyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr.

Cymerodd AGC ran yn yr arolygiad yn 2018 o Wasanaeth Troseddwy'r Ifanc Bae'r Gorllewin, a arweiniodd at ddyfarniad 'annigonol'. Er mai Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr oedd yr awdurdod arweiniol, y gyfarwyddiaeth Addysg sy'n rheoli'r Gwasanaeth Troseddwy'r Ifanc. Fodd bynnag, mae ei berthnasedd i wasanaethau cymdeithasol yn arwyddocaol gan fod gan llawer o'r bobl ifanc sydd mewn perygl o droseddu anghenion gofal a chymorth. Nododd yr arolygiad fylchau a chamddealltwriaeth rhwng gwasanaethau plant a'r Gwasanaeth Troseddwy'r Ifanc mewn perthynas â phlant

sy'n wynebu risg. Cawsom wybod fod pob person ifanc wedi cael adolygiad unigol i sicrhau bod ei anghenion yn cael eu diwallu. Deallwn fod y canfyddiadau'n cael eu hystyried gan y cabinet a'r bwrdd rheoli corfforaethol ac y caiff unrhyw gamau angenrheidiol eu cymryd gan Wasanaeth Troseddwy Ifanc Pen-y-bont ar Ogwr a sefydlwyd yn ddiweddar.

Mae uwch-reolwyr yn falch o'r hyn a gyflawnwyd ym maes integreiddio o fewn gofal cymdeithasol oedolion ac maent yn trosglwyddo'r trefniadau hyn drosodd gyda'u cydweithwyr iechyd newydd. Maent wedi nodi rhagor o waith y mae angen ei wneud i gael gwasanaethau ataliol ac integredig a fydd yn gwella cydnerthedd personol a chymunedol. Mae cynllun gwaith ar gael, sy'n ddibynnol ar sicrhau arian grant, ac mae hwn yn cynnwys gwaith penodol i ddatblygu gwasanaethau dementia a fydd yn defnyddio cyfleoedd cymunedol sy'n bodoli'n barod.

Cawsom wybod am waith ar fframwaith strategol ar gyfer pobl â phroblemau iechyd meddwl. Dylai hyn greu system gymorth lle mae'r elfen feddygol yn eistedd ochr yn ochr â gofal cymdeithasol a chymorth cymunedol. Caiff arian ei ddefnyddio i roi cymorth cynnar i bobl â phroblemau iechyd meddwl drwy raglen Cefnogi Pobl.

Cynllun Adolygu Perfformiad AGC ar gyfer 2019/20

Bydd ein rhaglen arolygu thematig wedi'i threfnu ar gyfer y gwasanaethau oedolion yn 2019/20 yn canolbwyntio ar atal a hyrwyddo annibyniaeth i bobl hŷn ac ar gyfer yr arolygiad thematig o wasanaethau plant, bydd y ffocws ar atal, partneriaethau a phrofiadau plant anabl. Os caiff eich awdurdod lleol ei ddewis i gael ei gynnwys yn y rhaglen hon, byddwch yn cael pedair wythnos o rybudd o ddyddiad yr arolygiad.

Byddwn yn cynnal gweithgareddau ymgysylltu a fydd yn cyd-fynd â'r arolygiadau thematig a byddwn yn cyfarfod â phobl sy'n derbyn gwasanaethau gofal chymorth. Byddwn yn cynnull cyfarfod â'r awdurdod lleol a'i bartneriaid allweddol yn ystod yr haf i adolygu meysydd a nodwyd yn yr hunanwerthusiad a gyflwynwyd ym mis Ionawr 2019 gan ganolbwyntio ar yr hunanwerthusiad o waith atal a gwaith i hyrwyddo annibyniaeth i bobl hŷn. Caiff adroddiad cenedlaethol thematig ei gyhoeddi ar ôl i'r arolygiadau a'r gweithgareddau ymgysylltu gael eu cwblhau.

Tua diwedd 2019, byddwn yn treialu arolygiad ar y cyd o drefniadau amddiffyn plant. Caiff yr arolygiad ar y cyd ei arwain gan AGC ac mewn partneriaeth ag AGIC, Estyn, Arolygiaeth Cwnstabwliaeth Ei Mawrhydi (Arolygiaeth Cwnstabwliaeth a Gwasanaethau Tân ac Achub Ei Mawrhydi) ac Arolygiaeth Prawf Ei Mawrhydi.

Gyda'r pwyslais ar gydweithredu ac integreiddio mewn gwasanaethau cyhoeddus, mae AGC yn gweithio'n agos gydag arolygiaethau eraill i rannu gwybodaeth ac i gynllunio arolygiadau ar y cyd. Byddwn yn gweithio'n agos gyda Gofal Cymdeithasol Cymru i rannu gwybodaeth er mwyn cefnogi gwelliannau i wasanaethau gofal cymdeithasol.

Bydd AGC yn parhau i weithio gydag AGIC yn 2019/20 gan arolygu timau iechyd meddwl cymunedol ar y cyd. Byddwn yn cymryd camau dilynol i adolygu argymhellion a wnaed yn ystod adolygiad thematig ar y cyd AGIC ac AGC o Dimau Iechyd Meddwl Cymunedol fel rhan o gyfarfodydd rhwng pennaeth y gwasanaeth ac awdurdodau lleol a gynhelir ddwywaith y flwyddyn.

Bydd ein gweithgaredd â ffocws gyda'r awdurdod lleol yn edrych ar weithrediad y ganolfan ddiogelu amlasiantaethol o fewn gwasanaethau plant a chymorth i oedolion ifanc sy'n agored i niwed. Efallai y bydd hyn yn newid yn sgil materion sy'n dod i'r amlwg.

Sylwer bod y llythyr hwn wedi cael ei anfon at gydweithwyr yn Swyddfa Archwilio Cymru, Estyn ac AGIC hefyd. Rydym yn gweithio'n agos gydag arolygiaethau partner i ystyried y safbwynt corfforaethol ehangach y mae gwasanaethau cymdeithasol yn gweithio ynddo, ynghyd â chyd-destun lleol ar gyfer perfformiad gwasanaethau cymdeithasol.

Er gwybodaeth, byddwn yn cyhoeddi fersiwn derfynol y llythyr hwn ar ein gwefan.

Yn gywir



Sharon Eastlake
Pennaeth Arolygu Awdurdodau Lleol Dros Dro
Arolygiaeth Gofal Cymru

Cc.
SAC
AGIC
Estyn

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

24 JULY 2019

REPORT OF THE INTERIM HEAD OF FINANCE & SECTION 151 OFFICER

CAPITAL PROGRAMME UPDATE - QUARTER 1 2019-20

1. Purpose of Report

1.1 The purpose of this report is to:-

- comply with the requirement of the Chartered Institute of Public Finance and Accountancy's (CIPFA) Prudential Code for Capital Finance 2018
- provide an update of the Capital Programme from 1 April to 30 June 2019 (**Appendix A**)
- seek approval for a revised capital programme for 2019-20 to 2028-29 (**Appendix B**)
- note the projected Prudential and Other Indicators for 2019-20 (**Appendix C**)
- approve a revenue budget virement of £2,349,797 from school delegated budgets to council wide budgets, following the receipt of grant funding from Welsh Government to that same value, to contribute towards capital expenditure as outlined in paragraph 4.7.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 This report assists in the achievement of the following 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.

2.2 Capital investment in the Council's assets is a key factor in meeting the Council's Priorities as set out in the Council's Corporate Plan.

3. Background

3.1 The Local Authorities (Capital Finance and Accounting) (Wales) Regulations 2003 as amended, contain detailed provisions for the capital finance and accounting controls, including the rules on the use of capital receipts and what is to be treated as capital expenditure. They modify accounting practice in various ways to prevent adverse impacts on authorities' revenue resources.

3.2 As well as the legislation, the Council manages its Treasury Management and Capital activities in accordance with the following associated guidance:-

- CIPFA's Treasury Management in the Public Services: Code of Practice
- CIPFA's The Prudential Code for Capital Finance in Local Authorities
- Welsh Government (WG) revised Guidance on Local Authority Investments

3.3 In December 2017, CIPFA published a new edition of the Prudential Code for Capital Finance in Local Authorities. The revised Code placed a new requirement on local authorities to determine a Capital Strategy, to be approved by full Council, which demonstrates that the authority takes capital expenditure and investment decisions in line with service objectives and properly takes account of stewardship, value for money, prudence, sustainability and affordability. Local Authorities are required to have in place a Capital Strategy that sets out the long-term context in which capital expenditure and investment decisions are made and gives due consideration to both risk and reward and impact on the achievement of priority outcomes.

3.4 The objectives of the Code are to ensure, within a clear framework, that the capital investment plans are affordable, prudent and sustainable. To demonstrate that the Council has fulfilled these objectives, the Prudential Code sets out a number of Indicators that must be set and monitored each year.

3.5 In previous financial years, the monitoring of capital expenditure has been included within the Financial Performance Quarterly Monitoring Reports to Cabinet. The monitoring of the Prudential Indicators has been included within the Treasury Management Quarterly Monitoring Reports to Cabinet. With the development of the Capital Strategy 2019-20, it is sensible to link the monitoring of both the Capital Programme and the Capital Strategy and therefore the Prudential Indicators into one report. The intention of this is to strengthen the links between the two. For the period 1 April to 30 June 2019 this report covers the following areas:-

- Capital Programme 2019-20 Monitoring
- Capital Programme 2019-20 Onwards
- Prudential and Other Indicators Monitoring
- Capital Strategy Monitoring

3.6 On 20th February 2019, Council approved a capital programme covering the period 2019-20 to 2028-29 as part of the Medium Term Financial Strategy (MTFS). Since then, there have been schemes that have slipped from 2018-19 and additional schemes requiring approval as a result of additional sources of funding.

4. Current Situation

Capital Programme 2019-20 Monitoring

4.1 This section of the report provides Members with an update on the Council's capital programme for 2019-20 since the budget was originally approved by Council and incorporates budgets brought forward from 2018-19 and any new schemes and grant approvals. The revised programme for 2019-20 currently totals £54.471 million, of which £36.665 million is met from BCBC resources, including capital receipts and revenue contributions from earmarked reserves, with the remaining £17.806 million coming from external resources. Table 1 below shows the capital programme for each Directorate from the February 2019 approved Council position to quarter 1 :-

Table 1 – Capital Programme per Directorate 2019-20

Directorate	Approved Council 20 Feb 2019 £'000	Slippage Brought forward from 2018-19 £'000	Slippage to 2020-21 £'000	New Approvals £'000	Revised Budget 2019-20 £'000
Education & Family Support	1,192	2,526	0	1,738	5,456
Social Services and Well-being	600	659	0	0	1,259
Communities	31,095	4,606	-400	8,360	43,661
Chief Executive's	3,270	495	0	330	4,095
Total	36,157	8,286	-400	10,428	54,471

4.2 Table 2 below summarises the current funding assumptions for the capital programme for 2019-20. The capital resources are managed to ensure that maximum financial benefit for the Council is achieved. This may include the realignment of funding to maximise government grants.

Table 2 – Capital Programme 2019-20 Resources

CAPITAL RESOURCES	BCBC £'000	External £'000	Total £'000
Capital Receipts	17,025		17,025
Grants		15,969	15,969
Earmarked Reserves	7,883		7,883
Unsupported Borrowing	4,811		4,811
Supported Borrowing	3,938		3,938
Other Loans	917		917
Revenue Contributions	2,091		2,091
Other Contributions		1,837	1,837
TOTAL	36,665	17,806	54,471

4.3 **Appendix A** provides details of the individual schemes within the capital programme, showing the budget available in 2019-20 compared to the projected spend. Commentary is provided detailing any issues associated with these projects. £8.286 million of funding was slipped forward into 2019-20 for schemes not completed in 2018-19, as outlined in the report to Cabinet on Financial Performance 2018-19 in June 2019 and included:-

- £508,000 in respect of the Extra Care facility at Maesteg following delays due to drainage issues;
- £535,000 in respect of the Cardiff Capital Region City Deal as no additional capital projects were approved during the year (although there was further spend in respect of the Compound Semiconductor scheme);
- Porthcawl Resort Investment Focus (PRIF) where £661,000 of grant has been re-profiled into 2019-20;
- £1.015 million of funding for minor capital works which, due to capacity issues during the implementation of the Corporate Landlord model, have not been able to be completed;
- £790,000 in respect of retentions on 21st Century Band A Schemes that were finalised during 2018-19, including Garw Valley South and Brynmenyn Primary provision.

4.4 There is one scheme currently identified that will be slipped into 2020-21 and this is £400,000 for Heol Mostyn Junction - further details are provided in paragraph 4.7 below. There has also been a re-profiling of Maesteg Town Hall as below :-

Maesteg Town Hall

In January 2018, a report to Cabinet outlined the anticipated project cost would be circa £5-6 million inclusive of fees and professional services. Due to the age and listed status of the building, several surveys have been carried out over the last 18 months to de-risk the project as much as possible. This has resulted in the need for additional works (such as asbestos and structural) and subsequent recommendations, along with general design progression, such as an increased lift specification to accommodate the end use of the building, a partial fit out of the Café, Studio Bar, Served and Kitchen and increase in ventilation requirements. This has resulted in a total project cost now of circa £6.3 million. RIBA stage 4 detailed / technical design will be completing early September. At this stage BCBC will receive an updated cost plan with final tender returns for the project - until this information has been received the cost is subject to change.

The funding package has also been progressed during the time to ensure that no additional burden is placed on the Council's Capital Programme. Confirmation was received recently from the National Lottery Heritage Fund for a contribution of £774,900, of which £701,460 is allocated for the capital works. Decision on the ERDF-Building for the future £2,859,999 funding is due to be received imminently. Officers are working closely with Awen who have also confirmed some of their funding, both internally and in the form of grant, such as for Community Facilities. Applications for further grant funding from CADW have been submitted and discussions are progressing at speed with other potential funders such as Valleys Task Force and Museums, Archives and Libraries Division (MALD).

- 4.5 In addition, there have been a number of new externally funded schemes approved, which have been incorporated into the capital programme, including:

Welsh Medium Childcare Provision

A report was presented to Cabinet in November 2018 advising that a grant of £2.6 million had been made available to develop Welsh medium childcare provision. This funding was built into the capital programme as part of the MTFs. We have now received the breakdown of funding over each of the four schemes, and the profile of spend, so this has been allocated in the programme.

Schools Maintenance Grant and ICT Grant

Due to the late notification in 2018-19 from Welsh Government of additional funding of £1.817 million from Welsh Government for Schools Maintenance Grant, this has been carried forward into 2019-20 in an earmarked reserve. An update will be presented at the half year monitoring report of the allocation of this funding. New funding of £81,000 from the Welsh Local Government Association has been received for ICT equipment within schools.

Transport Grant and Highways Refurbishment Grant

Confirmation has now been received from Welsh Government of the schemes approved for Transport Grant. These include the Local Transport Fund of £1.140 million, the Active Transport Fund of £1.615 million and Safe Routes in

Communities £461,000. In addition to the Highways Refurbishment Grant of £803,000 received late in 2018-19 which has been carried forward into 2019-20, there has been an additional allocation to it of £796,672 for 2019-20. The allocation of these monies to priority schemes is taking place and a further update will be presented at the half year monitoring report.

Coychurch Crematorium

In March 2019, the Coychurch Crematorium Committee approved a programme of works totalling £1.008 million. The major elements of this include the Flower Court Extension and Site Lighting. Further details can be found with the Reports to that Committee.

- 4.6 At this point in the financial year, and following discussions with directorates, it is assumed that all other projects will be in line with the budget. However, this will depend upon scheme progress during the financial year and any inclement weather experienced, which may place additional pressure on project timescales.

Capital Programme 2019-20 Onwards

- 4.7 There are a number of new schemes, funded by the Council, to be included in the capital programme since the programme was approved in February:

Data Centre – Chief Executive’s Directorate

BCBC ICT Service Unit currently house the primary authority data centre at Sunnyside House. Sunnyside House is a leased building until June 2021, and under the Rationalising the Estate Programme Board it has been agreed that the lease will not be renewed. The data centre is the heart of the ICT service and all ICT services that are provided to staff. An options appraisal was carried out to determine the most appropriate location for a new data centre, and the chosen option was a refurbishment of the computer rooms in Raven’s Court. The total capital cost of new datacentre building refurbishment works is £330,000, which includes the cost of:

- a generator and resilient uninterruptible power supply (UPS) system,
- datacentre network equipment,
- fire suppression system, air conditioning, and
- expansion of the Storage Area Network

The costs will be met from an earmarked reserve which was previously established for the relocation of the data centre.

Heol Mostyn Junction, Pyle

In the MTFs 2018-19 to 2021-22 Council agreed a capital budget of £400,000 for road safety works. This funding is to be used for the junction improvements required for the waste management site in Pyle, to increase the capacity of the junction and improve pedestrian safety for vehicles turning into the estate. The total estimated cost of the works is £600,000 and the balance of £200,000 will be met from an earmarked reserve set aside at the end of 2018-19 to meet the

full costs of this scheme. The works are programmed to commence in April 2020 with completion by August 2020.

Evergreen Hall

An opportunity has emerged to 'buy out' the remaining leasehold period of 18 years for the Evergreen Hall, for a sum of £39,900 from the trustees representing the Evergreen Hall users. This is a valuation made by the District Valuer on behalf of the two parties, and is subject to formal agreement at their scheduled committee meeting on 16th July. From the Council's point of view this represents an opportunity to secure an area of the Civic Offices building for future use. It is proposed that an options appraisal is carried out by the Council to determine the preferred use of the space, after which a further capital bid for refurbishment costs will be necessary. Securing this part of the building for future use is consistent with the Council's strategy of rationalising its office estate and, wherever possible, centralising its office accommodation in the Civic Offices and Ravenscourt. This will be particularly pertinent when the lease on the Sunnyside House building ends in 2021. It will also ease any potential congestion and parking issues in and around the access road to the underground car park of the Civic Offices when the Registrars facility moves into the building later this calendar year. The cost will be met from an earmarked reserve that has been set aside. There is the potential that the Council's offer could be reduced if the premises are found not to be in good condition, and we are currently arranging a survey.

Investing in Communities

The quarter 1 budget monitoring report to Cabinet in July 2019 outlines the revenue funding released as a result of late notification of one-off grant funding from Welsh Government towards teachers' and firefighters' pay and pensions. Cabinet has proposed that an 'Investing in Communities Fund' be established with £2 million of this funding to support the capital minor works programme, by enabling more capital improvement works to be undertaken on Council assets in our local communities. The criteria for allocating this funding will be determined in due course, but all allocations will require approval from Corporate Management Board.

Council are requested to approve these for inclusion within the Capital Programme in accordance with the Constitution, and to approve the virement of the £2,349,797 from school delegated budgets to council wide budgets to contribute to the capital investment.

- 4.8 In March 2019 Council approved a change to the funding envelope for Band B of the School Modernisation Programme and for this to be incorporated into the capital programme. The previous funding option meant that all 5 schemes in the Band B programme would be funded through capital grants, with capital match funding provided by the Council. The revised funding option agreed by Council in March 2019 (option 3) means that 2 primary school schemes will now be funded through the Mutual Investment Model (MIM) which is primarily a revenue funded scheme, with revenue funded match funding provided by the Council. Consequently the capital programme has been amended to reflect this

reduced capital commitment to the Band B programme. The revenue implications of this change in funding will be picked up as a revenue budget pressure as part of a future Medium Term Financial Strategy.

- 4.9 There are a number of other schemes within the Capital Programme that are awaiting confirmation of external funding over the summer period. Once approval is known, it may also result in some schemes needing re-profiling. The Capital Programme has not been updated at this time for these schemes and further reports will be brought to Cabinet and Council in the Autumn for approval.

A Revised Capital Programme is included as **Appendix B**.

Prudential and Other Indicators 2019-20 Monitoring

- 4.10 In February 2019, Council approved the Capital Strategy for 2019-20, which included the Prudential Indicators 2019-20 to 2021-22 together with some local indicators. This follows the publication of the revised Prudential Code for Capital Finance in Local Authorities (the Prudential Code), which placed a new requirement on Local Authorities to determine a Capital Strategy, for approval by full Council, which demonstrates that the Authority takes capital expenditure and investment decisions in line with service objectives and properly takes account of stewardship, value for money, prudence, sustainability and affordability.
- 4.11 The Capital Strategy is intended to give an overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services along with an overview of how associated risk is managed and the implications for future sustainability. To this end, a number of prudential indicators were included, and approved by Council. In line with the requirements of the Prudential Code, the Chief Finance Officer is required to establish procedures to monitor both performance against all forward-looking prudential indicators and the requirement specified.
- 4.12 The Prudential Code requires the Council to set and report on a number of Prudential Indicators and states that:-

“The Chief Finance Officer (CFO) is required to establish procedures to monitor both performance against all forward-looking prudential indicators and the requirement specified. The CFO will need to establish a measurement and reporting process that highlights significant deviations from expectations”.

In February 2019, Council approved the revised Financial Procedure Rules, determining Cabinet as the body to receive the monitoring report on the Capital Strategy and Prudential Indicators. **Appendix C** details the actual indicators for 2018-19, the estimated indicators for 2019-20 set out in the Council’s Capital Strategy and the projected indicators for 2019-20 based on the revised Capital Programme. These show that the Council is operating in line with the approved limits.

Capital Strategy Monitoring

- 4.13 The Capital Strategy also requires the monitoring of non-treasury management investments and other long term liabilities. The Council does have an existing investment portfolio which is 100% based within the County Borough and primarily the office and industrial sectors. The income streams are generally spread between the single and multi-let office investments on Bridgend Science Park, the multi-let industrial estates and the freehold ground rent investments. The total value of Investment Properties was £4.635 million at 31 March 2019.
- 4.14 The Council previously approved £1 million within the capital programme for the purchase of investment assets and spent £520,000 on acquiring an office building, which generates a rental income of £56,000 per year or just over 9% return on the investment. There is a further £480,000 available within the capital programme but as yet no suitable options have been identified within the Bridgend area, which would produce a reasonable return and at acceptable levels of risk. The Council may in the future wish to consider expanding its property investment portfolio, in which case it would need to review the criteria and investment strategy but this would be on a risk based approach.
- 4.15 The Council has a number of Other Long Term Liabilities which are included within the Capital Strategy. These include the following:-

Private Finance Initiative

The Council has a Private Finance Initiative (PFI) arrangement for the provision of a Secondary School in Maesteg. This forms a long-term liability for the Council which is £17 million at 31 March 2019. This is a 25 year agreement which will end during the 2033-34 financial year.

Llynfi Valley Loan

The Council received a loan from the Welsh Government Central Capital Retained Fund for regeneration works within the Llynfi Valley in March 2014. Capital works have not yet commenced. Officers are currently in discussion with Welsh Government on this Loan, which is due to be repaid by the end of the financial year, about some possible options including the extension of the Loan into 2020-21.

Salix Loan

During the first quarter of 2019-20, the Council has received a £374,000 loan from Welsh Government Energy Efficiency Loans Programme. This was equivalent to the capital spend in 2018-19 for Street Lighting up to the end of February 2019. A further loan will be received in this financial year to cover the 2019-20 capital expenditure. The Loan will be repaid from revenue budget savings for energy efficiency.

5. Effect upon Policy Framework and Procedure Rules

- 5.1 As required by Financial Procedure Rule 3.5.3 within the Council's Constitution, "The Chief Finance Officer shall report quarterly to Cabinet an update on the Capital Strategy and the Prudential Indicators."

6. Equality Impact Assessment

- 6.1 Projects within the capital programme will be subject to the preparation of Equality Impact Assessments before proceeding

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. As the report is for information it is considered that there will be no significant or unacceptable impacts upon the achievement of wellbeing goals/objectives as a result of this report. Specifically the development of a 10 year capital programme, which reflects the Council's affordability in terms of capital receipts and borrowing, supports the principle of sustainability over the long term.

8. Financial Implications

- 8.1 The financial implications are outlined in the body of the report. Any capital receipts released as a result of schemes being removed from the capital programme will be re-allocated to other schemes already included within the programme, but funded from external borrowing, to reduce potential borrowing costs and therefore reduce the pressure on the revenue budget.

9. Recommendation

- 9.1 It is recommended that Council:

- note the capital programme for the period 1 April 2019 to 30 June 2019 (**Appendix A**);
- approves the revised Capital Programme (**Appendix B**);
- note the projected Prudential and Other Indicators for 2019-20 (**Appendix C**).
- approve a revenue budget virement of £2,349,797 from school delegated budgets to council wide budgets, to fund capital expenditure as outlined in paragraph 4.7.

Gill Lewis
Interim Head of Finance and Section 151 Officer
1 July 2019

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Background documents:

Capital Strategy 2019-20– Report to Council 20-02-19

Medium Term Financial Strategy 2019-20 onwards – Report to Council 20-02-19

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Bridgend County Borough Council
CAPITAL MONITORING REPORT

APPENDIX A

Main Scheme	Whole Scheme Budget*	Budget 19-20 (Council 20.02.19)	2018-19 Slippage b/f	New Approvals	Virement	Slippage to 2020-21	Revised Budget 2019-20	Total Exp to date	Projected Spend	Over / (Under) spend
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Education & Family Support										
Learning										
21ST CENTURY SCHOOLS BAND B	51,916	410	-	(90)	-	-	320	-	320	-
PENYFAI PRIMARY	7,239	-	356	-	-	-	356	-	356	-
WELSH MEDIUM CHILDCARE PROVISION	-	180	-	(180)	-	-	-	-	-	-
BRYNMENYN PRIMARY	8,500	-	234	-	-	-	234	-	234	-
GATEWAY TO THE VALLEYS SECONDARY SCHOOL	39,757	-	140	-	-	-	140	-	140	-
COITY PRIMARY SCHOOL	8,560	-	46	-	-	-	46	-	46	-
GARW VALLEY SOUTH PRIMARY PROVISION	10,808	-	326	-	-	-	326	(236)	326	-
PENCOED PRIMARY	10,834	-	100	-	-	-	100	(155)	100	-
GARW VALLEY PRIMARY HIGHWAYS	400	-	130	-	-	-	130	-	130	-
PENCOED PRIMARY SCHOOL HIGHWAYS WORKS	400	-	65	-	-	-	65	(6)	65	-
BRYNMENYN SCHOOL HIGHWAYS WORK	807	-	70	-	-	-	70	(10)	70	-
OGMORE COMPREHENSIVE	4,120	-	37	-	-	-	37	1	37	-
CWMFELIN PRIMARY	235	-	204	-	-	-	204	51	204	-
REDUCTION OF INFANT CLASS SIZES	740	542	-	-	-	-	542	5	542	-
CROESTY PRIMARY SCHOOL	-	-	-	-	-	-	-	7	-	-
SCHOOL MODERNISATION RETENTIONS	475	-	241	-	-	-	241	-	241	-
HERONSBRIDGE SCHOOL	300	-	50	-	-	-	50	1	50	-
SCHOOLS TRAFFIC SAFETY	500	-	177	-	-	-	177	(9)	177	-
MAESTEG COMP HIGHWAYS	500	-	88	-	-	-	88	-	88	-
EDUCATION S106 SCHEMES	-	-	42	-	-	-	42	-	42	-
COMPLEX & MEDICAL NEEDS SCHOOLS	675	60	220	-	-	-	280	(1)	280	-
SCHOOL'S CAPITAL MAINTENANCE GRANT	1,817	-	-	1,817	-	-	1,817	-	1,817	-
WELSH MEDIUM CHILDCARE PROVISION - BETTWS	650	-	-	55	-	-	55	-	55	-
WELSH MEDIUM CHILDCARE PROVISION - BRIDGEND	650	-	-	55	-	-	55	-	55	-
WLGA - ADDITIONAL FUNDING FOR ICT -SCHOOLS	81	-	-	81	-	-	81	-	81	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
TOTAL Learning	149,964	1,192	2,526	1,738	-	-	5,456	(352)	5,456	-
TOTAL Education & Family Support	149,964	1,192	2,526	1,738	0	0	5,456	(352)	5,456	0
Social Services and Wellbeing										
BAKERS WAY MINOR WORKS	-	-	-	-	-	-	-	3	-	-
GLAN YR AFON CARE HOME	98	-	51	-	-	-	51	-	51	-
HARWOOD HOUSE	286	-	-	-	-	-	-	1	-	-
ELECTRONIC SCHEDULING SYSTEM	-	-	-	-	-	-	-	(37)	-	-
ARCH WELLBEING CENTRE	500	100	100	-	-	-	200	-	200	-
CHILDREN'S RESIDENTIAL HUB	600	500	-	-	-	-	500	-	500	-
EXTRA CARE FACILITIES	3,000	-	508	-	-	-	508	(382)	508	-
TOTAL Social Services & Wellbeing	4,484	600	659	-	-	-	1,259	(415)	1,259	-
Communities										
Street Scene										
PARKS PAVILIONS	1,011	1,011	-	-	-	-	1,011	92	1,011	-
CITY DEAL	45,581	2,479	535	(419)	-	-	2,595	-	2,595	-
PORTHCAWL TOWN SEA DEFENCE	3,301	-	149	-	-	-	149	(33)	149	-

Main Scheme	Whole Scheme Budget*	Budget 19-20 (Council 20.02.19)	2018-19 Slippage b/f	New Approvals	Virement	Slippage to 2020-21	Revised Budget 2019-20	Total Exp to date	Projected Spend	Over / (Under) spend
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
EASTERN PROMENADE PORTHCAWL	407	-	149	-	-	-	149	-	149	-
CORNELLY CEMETERY EXTENSION	314	314	-	-	-	-	314	-	314	-
COYCHURCH CREMATORIUM	776	-	-	1,008	-	-	1,008	-	1,008	-
PORTHCAWL CEMETERY EXTENSION	216	216	-	-	-	-	216	-	216	-
REMEDIAL MEASURES - CAR PARKS	215	-	152	-	-	-	152	-	152	-
STREET LIGHTING ENERGY SALIX	2,500	1,100	-	(183)	-	-	917	31	917	-
SAFE ROUTES TO SCHOOL	243	-	-	243	-	-	243	(71)	243	-
ROAD SAFETY SCHEMES	55	-	55	-	-	-	55	4	55	-
HIGHWAYS STRUCTURAL WORKS	200	200	(13)	-	-	-	187	(4)	187	-
CARRIAGEWAY CAPITAL WORKS	250	250	(61)	-	-	-	189	(56)	189	-
ACTIVE TRAVEL- PENCOED TECHNOLOGY PARK	898	-	-	898	-	-	898	-	898	-
ACTIVE TRAVEL - BRIDGEND TO BRACKLA	717	-	-	717	-	-	717	-	717	-
LOCAL TRANSPORT FUND - BUS CORRIDORS	150	-	-	150	-	-	150	-	150	-
LOCAL TRANSPORT FUND - PENPRYSG ROAD BRIDGE	240	-	-	240	-	-	240	-	240	-
LOCAL TRANSPORT FUND - BRIDGEND TO COYCHURCH	750	-	-	750	-	-	750	-	750	-
SAFE ROUTES - COITY HIGHER	218	-	-	218	-	-	218	-	218	-
ROAD SAFETY IMPROVEMENTS - HEOL MOSTYN	600	400	-	-	-	(400)	-	(4)	-	-
HIGHWAYS REFURBISHMENT GRANT	1,600	-	-	1,600	-	-	1,600	-	1,600	-
CARRIAGEWAY & FOOTWAYS RENEWAL	5,704	2,400	32	-	-	-	2,432	(187)	2,432	-
NATIONAL CYCLE NETWORK PHASE 2	-	-	-	-	-	-	-	(17)	-	-
REPLACEMENT OF STREET LIGHTING	608	250	44	-	-	-	294	15	294	-
BRIDGE STRENGTHENING A4061	2,450	2,000	34	-	-	-	2,034	58	2,034	-
COMMUNITIES MINOR WORKS	200	-	49	-	-	-	49	-	49	-
RIVER PROTECTION MEASURES	203	150	-	-	-	-	150	1	150	-
RETAINING WALL REPLACEMENT BETTWS	175	-	11	-	-	-	11	(2)	11	-
RESIDENTS PARKING BRIDGEND TOWN CENTRE	130	-	128	-	-	-	128	-	128	-
FLEET VEHICLES	2,140	1,872	32	-	-	-	1,904	-	1,904	-
RELOCATE RECYCLING CENTRE	1,328	1,322	-	-	-	-	1,322	-	1,322	-
TOTAL Streetscene	73,180	13,964	1,296	5,222	-	(400)	20,082	(173)	20,082	-
Regeneration & Development										
BRIDGEND BUSINESS SUPPORT NETWORK	60	60	36	-	-	-	96	2	96	-
PORTHCAWL RESORT INVESTMENT FOCUS	2,924	484	661	-	-	-	1,145	104	1,145	-
EU CONVERGANCE SRF BUDGET	607	607	100	-	-	-	707	-	707	-
PURCHASE OF SALT LAKE CAR PARK	-	-	64	-	-	-	64	1	64	-
LLYNFI DEVELOPMENT SITE	2,400	2,246	-	-	-	-	2,246	-	2,246	-
PORTHCAWL RESTBAY WATERSIDE CYCLE	-	-	-	-	-	-	-	-	-	-
BRIDGEND HEAT SCHEME	250	100	-	-	-	-	100	-	100	-
MAESTEG TOWN HALL CULTURAL HUB	5,168	357	42	1,098	-	-	1,497	-	1,497	-
TOWN & COMMUNITY COUNCIL FUND	328	50	278	-	-	-	328	30	328	-
NANTYMOEL COMMUNITY FACILITIES	-	-	-	-	-	-	-	(12)	-	-
BRIDGEND TOWNSCAPE HERITAGE	-	-	-	-	-	-	-	(15)	-	-
PORTHCAWL THI	1,073	215	176	-	-	-	391	(9)	391	-
TOTAL Regeneration & Development	12,810	4,119	1,357	1,098	-	-	6,574	101	6,574	-
Corporate Landlord										
CAPITAL ASSET MANAGEMENT FUND	1,500	1,500	-	-	-	-	1,500	-	1,500	-
INVESTING IN COMMUNITIES	2,000	-	-	2,000	-	-	2,000	-	2,000	-
CORPORATE LANDLORD ENERGY EFFICIENCY SAVINGS	1,300	635	-	-	-	-	635	-	635	-
ENTERPRISE HUB INNOVATION CENTRE	3,612	658	228	-	-	-	886	78	886	-

Main Scheme	Whole Scheme Budget*	Budget 19-20 (Council 20.02.19)	2018-19 Slippage b/f	New Approvals	Virement	Slippage to 2020-21	Revised Budget 2019-20	Total Exp to date	Projected Spend	Over / (Under) spend
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
RELOCATION OF REGISTRARS	275	245	26	-	-	-	271	-	271	-
DDA WORKS	-	-	-	-	-	-	-	-	-	-
MINOR WORKS	2,845	1,830	1,015	-	-	-	2,845	-	2,845	-
BRYNCETHIN DEPOT FACILITIES	4,316	-	192	-	-	-	192	3	192	-
NON OPERATIONAL ASSETS	480	-	480	-	-	-	480	-	480	-
WATERTON DEPOT UPGRADE	8,144	8,144	-	-	-	-	8,144	-	8,144	-
CIVIC OFFICE ENVELOPE	2,545	-	12	-	-	-	12	-	12	-
EVERGREEN HALL	40	-	-	40	-	-	40	-	40	-
MINOR WORKS BOILERS	-	-	-	-	-	-	-	(9)	-	-
Total Corporate Landlord	27,057	13,012	1,953	2,040	-	-	17,005	72	17,005	-
TOTAL Communities	113,047	31,095	4,606	8,360	0	(400)	43,661	0	43,661	0
CORPORATE CAPITAL FUND	2,000	200	-	-	-	-	200	-	200	-
Housing/Homelessness										
BRYNMENYN HOMELESSNESS UNIT	120	-	39	-	-	-	39	-	39	-
MANDATORY DFG RELATED EXPENDITURE	2,493	2,450	43	-	-	-	2,493	204	2,493	-
TARGET HARDENING GRANTS	-	-	-	-	-	-	-	4	-	-
HOUSING RENEWAL AREA	101	100	1	-	-	-	101	-	101	-
COMFORT SAFE & SECURITY GRANTS	-	-	-	-	-	-	-	12	-	-
EMERGENCY REPAIR LIFETIME GRANT	-	-	-	-	-	-	-	(2)	-	-
TOTAL Housing/Homelessness	2,714	2,550	83	-	-	-	2,633	218	2,633	-
ICT										
ICT LAPTOP REPLACEMENT	327	-	13	-	-	-	13	-	13	-
DIGITAL MEETING SPACES	129	-	99	-	-	-	99	-	99	-
DATA CENTRE	330	-	-	330	-	-	330	-	330	-
ICT INFRA SUPPORT	300	-	300	-	-	-	300	-	300	-
DIGITAL TRANSFORMATION	1,000	520	-	-	-	-	520	-	520	-
TOTAL ICT	2,086	520	412	330	-	-	1,262	-	1,262	-
TOTAL Chief Executive	4,800	3,270	495	330	0	0	4,095	218	4,095	0
GRAND TOTAL	272,295	36,157	8,286	10,428	-	(400)	54,471	(549)	54,471	-

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	Council 20 Feb 2019 £'000	2018-19 Slippage b/f £'000	2019-2020				FUTURE YEARS										CUMULATIVE
			New Approvals £'000	Vire £'000	Slippage £'000	Revised 2019-20 £'000	2020-2021 £'000	2021-2022 £'000	2022-2023 £'000	2023-2024 £'000	2024-2025 £'000	2025-2026 £'000	2026-2027 £'000	2027-2028 £'000	2028-2029 £'000	Total 2019 - 2029 £'000	
Expected Capital Resources																	
General Capital Funding																	
General Capital Funding - General Capital Grant	3,727	-	-	-	-	3,727	3,284	2,397	2,397	2,397	2,397	2,397	2,397	2,397	2,397	2,397	26,187
General Capital Funding - Supported Borrowing	3,938	-	-	-	-	3,938	3,938	3,938	3,938	3,938	3,938	3,938	3,938	3,938	3,938	3,938	39,380
Capital Receipts - Schools	-	654	-	-	-	654	-	-	-	-	-	-	-	-	-	-	654
Capital Receipts - General	9,615	4,329	66	2,761	(400)	16,371	4,130	-	-	-	-	-	-	-	-	-	20,501
Earmarked Reserves	5,322	2,272	1,688	(1,399)	-	7,883	2,052	2,904	2,296	3,185	1,082	1,375	1,375	-	-	-	22,152
Revenue Contribution	41	-	2,000	50	-	2,091	49	-	-	-	-	-	-	-	-	-	2,140
Prudential Borrowing (Directorate Funded)	4,676	32	(1,999)	-	-	2,709	1,209	-	-	-	-	-	-	-	-	-	3,918
Prudential Borrowing (Corporately Funded)	3,514	-	-	(1,412)	-	2,102	-	2,300	874	4,220	727	-	-	-	-	-	10,223
SALIX Interest Free Loan - Welsh Government	1,100	-	(183)	-	-	917	1,100	-	-	-	-	-	-	-	-	-	2,017
Llynfi Development Site Loan - Welsh Government	2,246	-	-	-	-	2,246											2,246
Sub-Total General Capital Funding	34,179	7,287	1,572	-	(400)	42,638	15,762	11,539	9,505	13,740	8,144	7,710	7,710	6,335	6,335		129,418
External Funding Approvals																	
WG - Highways Grant	-	-	1,600	-	-	1,600	-	-	-	-	-	-	-	-	-	-	1,600
WG - Other	-	-	100	-	-	100	430	81	-	-	-	-	-	-	-	-	611
WG - 21st Century Schools	-	-	-	-	-	-	-	-	9,683	9,784	6,539	468	-	-	-	-	26,474
WG - Safe Routes in Communities	-	-	461	-	-	461	-	-	-	-	-	-	-	-	-	-	461
WG - Porthcawl Revetment	-	112	-	-	-	112	-	-	-	-	-	-	-	-	-	-	112
WG - Eastern Promenade	-	111	-	-	-	111	-	-	-	-	-	-	-	-	-	-	111
WG - Welsh Medium Capital Grant	180	-	(70)	-	-	110	305	1,190	995	-	-	-	-	-	-	-	2,600
WG - Infant Class Size Grant	542	-	-	-	-	542	198	-	-	-	-	-	-	-	-	-	740
Westminster	-	-	1,989	-	-	1,989	1,988	3,128	3,128	4,504	4,505	5,722	5,713	-	-	-	30,677
CSC Foundry Repayment	-	-	-	-	-	-	113	175	430	443	456	470	482	762	246	-	3,577
S106	49	232	-	-	-	281	-	-	-	-	-	-	-	-	-	-	281
Transport Grant	-	-	2,755	-	-	2,755	-	-	-	-	-	-	-	-	-	-	2,755
National Lottery Heritage Fund (NLHF)	105	85	351	-	-	541	350	-	-	-	-	-	-	-	-	-	891
EU	1,102	359	214	-	-	1,675	3,988	36	37	-	-	-	-	-	-	-	5,736
Other	-	100	1,456	-	-	1,556	250	50	-	-	-	-	-	-	-	-	1,856
Sub-Total External Funding Approvals	1,978	999	8,856	-	-	11,833	7,622	4,660	14,273	14,731	11,500	6,660	6,195	762	246		78,482
Total Funding Available	36,157	8,286	10,428	-	(400)	54,471	23,384	16,199	23,778	28,471	19,644	14,370	13,905	7,097	6,581		207,900
Funding Shortfall/Surplus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-

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PRUDENTIAL AND OTHER INDICATORS 2019-20

The Prudential Indicators are required to be set and approved by Council in accordance with CIPFA's Prudential Code for Capital Finance in Local Authorities. Table 1 shows the 2018-19 actual capital expenditure, summarised over Council Fund services and Investment Properties, the capital programme approved by Council on 20 February 2019 and the latest projection for the current financial year which has incorporated slippage of schemes from 2018-19 together with any new grants and contributions or changes in the profile of funding.

Table 1: Prudential Indicator: Estimates of Capital Expenditure

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Council Fund services	27.614	35.677	53.991
Investment Properties	-	0.480	0.480
TOTAL	27.614	36.157	54.471

All capital expenditure must be financed, either from external sources (government grants and other contributions), the Council's own resources (revenue, reserves and capital receipts) or net financing requirement (borrowing, leasing and Private Finance Initiative). The planned financing of the expenditure has been projected in Table 2 and is as follows:

Table 2: Capital financing

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
External sources	12.407	9.950	17.806
Own resources	9.045	14.978	26.999
Net Financing Requirement	6.162	11.229	9.666
TOTAL	27.614	36.157	54.471

The net financing requirement has fallen compared to the estimate on the Capital Strategy as a result of the reduction in anticipated level of Prudential Borrowing within 2019-20. This will reduce the revenue burden on the Council within this financial year as the net financing requirement is only a temporary source of finance, since loans and leases must be repaid. This is therefore replaced over time by other financing, usually from revenue which is known as the Minimum Revenue Provision (MRP). As well as MRP, the Council makes additional voluntary revenue contributions to pay off Prudential or Unsupported Borrowing. The total of these are shown in Table 3 below:-

Table 3: Replacement of debt finance

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Minimum Revenue Provision (MRP)	2.858	2.885	2.885
Additional Voluntary Revenue Provision	1.459	1.995	1.989
Total MRP & VRP	4.317	4.880	4.874
Other MRP on Long term Liabilities	0.641	0.690	0.690
Total Own Resources	4.958	5.570	5.564

The Council's cumulative outstanding amount of debt finance is measured by the Capital Financing Requirement (CFR). This increases with new debt-financed capital expenditure and reduces by the MRP amount within the year. Based on the above figures for expenditure and financing, the Council's estimated CFR is as follows based on the movement on capital expenditure at quarter 1:

Table 4: Prudential Indicator: Estimates of Capital Financing Requirement

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Capital Financing Requirement (CFR)			
Opening CFR adjusted excluding PFI & other liabilities	153.240	154.811	155.084
Opening PFI CFR	17.640	17.000	17.000
Opening Innovation Centre	-	-	-
Opening Coychurch Crematorium	-	-	-
Total Opening CFR	170.880	171.811	172.084
Movement in CFR excluding PFI & other liabilities	1.845	6.349	4.792
Movement in PFI CFR	(0.641)	(0.690)	(0.690)
Movement in Innovation Centre CFR	-	-	-
Movement in Coychurch Crematorium	-	-	-
Total Movement in CFR	1.204	5.659	4.102
Closing CFR	172.084	177.470	176.184
Movement in CFR represented by :-			
Net Financing Need for Year (Table 2 Above)	6.162	11.229	9.666
Minimum and Voluntary Revenue Provisions	(4.317)	(4.880)	(4.874)
MRP on PFI and Other Long Term Leases (Table 3 above)	(0.641)	(0.690)	(0.690)
Total Movement	1.204	5.659	4.102

The Capital Financing Requirement has fallen since the Capital Strategy was presented to Council in February. This is as a result of the finalisation of the year end position for 2018-19 where additional grants were received to replace loan financing, together with a fall in the Net Financing Requirement for 2019-20 as stated in Table 2 above.

The capital borrowing need (Capital Financing Requirement) has not been fully funded with loan debt as cash supporting the Council's reserves, balances and cash flow has been used as a temporary measure. This is known as Internal Borrowing. Projected levels of the Council's total outstanding debt, which comprises borrowing, PFI and Other Long Term Liabilities, are shown in Table 5 below compared with the Capital Financing Requirement:-

Table 5: Prudential Indicator: Gross Debt and the Capital Financing Requirement

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Debt (incl. PFI & leases)	114.750	130.758	115.199
Capital Financing Requirement	172.084	177.470	176.184

Statutory guidance is that debt should remain below the capital financing requirement, except in the short-term. As can be seen, the Council expects to comply with this in the medium term.

The Council is legally obliged to set an affordable borrowing limit (also termed the authorised limit for external debt) each year. In line with statutory guidance, a lower "operational boundary" is also set as a warning level should debt approach the limit. Table 6 below shows these two limits and as the current projection for debt is £115.199 million above, it is below the Operational Boundary.

Table 6: Prudential Indicators: Authorised limit and operational boundary for external debt in £m

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Authorised limit – borrowing	140.000	170.000	
Authorised limit – other long term liabilities	30.000	30.000	
Authorised Limit Total	170.000	200.000	
Operational boundary – borrowing	105.000	115.000	
Operational boundary – other long term liabilities	25.000	20.000	
Operational Boundary Limit Total	130.000	135.000	
Total Borrowing and Long Term Liabilities	114.750	130.758	115.199

Although capital expenditure is not charged directly to the revenue budget, interest payable on loans and MRP are charged to revenue, offset by any investment income receivable. The net annual charge is known as financing costs; this is compared to the net revenue stream i.e. the amount funded from Council Tax, business rates and general government grants.

Table 7: Prudential Indicator: Proportion of financing costs to net revenue stream

	2018-19 Actual £m	2019-20 Estimate (Council Feb '19) £m	2019-20 Projection £m
Capital Financing Central	6.451	6.741	6.509
Other Financing costs	3.406	3.941	3.936
TOTAL FINANCING COSTS	9.857	10.682	10.445
Proportion of net revenue stream	3.71%	3.94%	3.86%

Table 7 above shows that in 2018-19, 3.71% of our net revenue income was spent paying back the costs of capital expenditure. This is less than in 2017-18, which was 4.72%, due to the change in the MRP policy during the financial year where the charge for Supported Borrowing is now on a straight-line basis over forty five years rather than on a 4% reducing balance basis. The projection for 2019-20 is that the proportion of net revenue income spent paying back the cost of capital has risen to 3.86% but this is lower than when the Capital Strategy was taken to Council due to the reduction in Prudential Borrowing for 2019-20.