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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

Bridgend County Borough Council



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*Rydym yn croesawu gohebiaeth yn Gymraeg.
Rhowch wybod i ni os mai Cymraeg yw eich
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*We welcome correspondence in Welsh. Please
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Annwyl Cyngorydd,

PWYLLGOR CRAFFU TESTUN 2

Cynhelir Cyfarfod Pwyllgor Craffu Testun 2 o bell - trwy Dimau Microsoft ar **Dydd Iau, 17 Mehefin 2021** am **09:30**.

AGENDA

1. Ymddiheuriadau am absenoldeb
Derbyn ymddiheuriadau am absenoldeb gan Aelodau.
2. Datganiadau o fuddiant
Derbyn datganiadau o ddiddordeb personol a rhagfarnol (os o gwbl) gan Aelodau / Swyddogion yn unol â darpariaethau'r Cod Ymddygiad Aelodau a fabwysiadwyd gan y Cyngor o 1 Medi 2008.
3. Arolygiaeth Gofal Cymru (CIW) Archwiliad o Ofal Cartref i Gyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr (BCBC) mewn Gofal Cymdeithasol i Oedolion Gwahoddwyr: 3 - 18

Claire Marchant - Cyfarwyddwr Corfforaethol - Gwasanaethau Cymdeithasol a Lles
Cyngorydd Nicole Burnett - Aelod Cabinet - Gwasanaethau Cymdeithasol a Chymorth Cynnar
Jackie Davies - Pennaeth Gofal Cymdeithasol i Oedolion
Carol Owen - Rheolwr Gwasanaeth Darparwyr - Cefnogaeth Cartref/Gwasanaethau Llety
Jane Lewis - Rheolwr Gwasanaethau Gweithredol
4. Adroddiad Enwebu Hyrwyddwr Rhianta Corfforaethol 19 - 22
5. Enwebiad i Banel Craffu y Bwrdd Gwasanaethau Cyhoeddus 23 - 26
6. Diweddariad Rhaglen Gwaith 27 - 34
7. Materion Brys

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Gwefan/Website: www.bridgend.gov.uk

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I ystyried unrhyw eitemau o fusnes y, oherwydd amgylchiadau arbennig y cadeirydd o'r farn y dylid eu hystyried yn y cyfarfod fel mater o frys yn unol â Rhan 4 (pharagraff 4) o'r Rheolau Trefn y Cyngor yn y Cyfansoddiad.

Nodyn: Sylwch: Yn sgil yr angen i gadw pellter cymdeithasol, ni fydd y cyfarfod hwn yn cael ei gynnal yn ei leoliad arferol. Yn hytrach, bydd hwn yn gyfarfod rhithwir a bydd Aelodau a Swyddogion yn mynychu o bell. Bydd y cyfarfod yn cael ei recordio i'w ddarlledu ar wefan y Cyngor cyn gynted ag sy'n ymarferol ar ôl y cyfarfod. Os oes gennych unrhyw gwestiwn am hyn, cysylltwch â cabinet_committee@bridgend.gov.uk neu ffoniwch 01656 643147 / 643148.

Yn ddiffuant

K Watson

Prif Swyddog – Gwasanaethau Cyfreithiol, Adnoddau Dynol a Rheoleiddio

Dosbarthiad:

Cynghowrwy

S Aspey
MC Clarke
PA Davies
SK Dendy
J Gebbie
M Jones

Cynghorwyr

MJ Kearn
JE Lewis
AA Pucella
G Thomas
SR Vidal
KJ Watts

Cynghorwyr

CA Webster
DBF White
PJ White
AJ Williams

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

17 JUNE 2021

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

CARE INSPECTORATE WALES (CIW) INSPECTION OF BRIDGEND COUNTY BOROUGH COUNCIL'S (BCBC) DOMICILIARY CARE IN ADULT SOCIAL CARE

1. Purpose of report

- 1.1 The purpose of this report is to provide the Committee with the outcome of the published report dated 21 December 2020 in respect of the Care Inspectorate Wales (CIW) Inspection of Bridgend County Borough Council's (BCBC) Domiciliary Care in Adult Social Care (attached as **Appendix A**).

2. Connection to corporate well-being objectives/other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:
- **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
 - **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. Background

- 3.1 Bridgend County Borough Council Domiciliary Care Services (the service) was inspected by Care Inspectorate Wales (CIW) in October 2020. This was the first inspection of the service since being registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA). The inspection was conducted in line with the CIW Code of Practice for Inspection of Regulated Services, to evaluate the service's adherence to legislative and regulatory requirements, principally the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the meeting of conditions of registration and the Statement of Purpose. The inspection also evaluates the service's ability to provide the Welsh Language active offer. In doing so, CIW are aiming to ensure that people using the service are supported to achieve the best possible outcomes, are not placed at risk and do not experience harm.

- 3.2 The domiciliary service provides support to people over the age of 18 years in their own homes, whether that be as an individual, within a supported living setting, or an Extra Care facility. The inspection process considers the wellbeing of individuals receiving care and support, the quality of care and support provided to individuals, and the leadership and management of the service, including the organisational arrangements for the provision of care and support.
- 3.3 This inspection was conducted during a period of Covid-19 restrictions and, due to this, was mostly conducted on a virtual basis. The inspector requested some advance information including policies, Statement of Purpose, written guides, complaints information, incident reports, call logs, supervision data, training data, safeguarding referrals and quality assurance reports. This information was supplied to the inspector over a period of two weeks from 7 October 2020. The inspector attended the premises at Ty Penybont on 20 October 2020 to inspect staff and individual files. Some staff and individual files were also provided to the inspector electronically. The inspector was able to meet virtually with managers and staff working within the service using the Microsoft Teams platform. The inspector also met with some individuals via Microsoft Teams and was able to speak to other individuals and family members on the telephone.
- 3.4 A draft of the inspection report was received on 25 November 2020 and the final report was published on 21 December 2020 (attached as **Appendix A**). A further inspection can be expected within 18 months.
- 3.5 There is a requirement under RISCA to have a nominated Responsible Individual (RI) which for this service is the Head of Adult Social Care. The RI is accountable for the provision of the domiciliary care and is required to have oversight of the running of the service. In addition, there are also four registered managers (RM) employed, who are suitably qualified and registered with Social Care Wales as required.

4. Current situation/proposal

- 4.1 The report highlighted the positive feedback from people about the care and support they receive and praised the clear management structure, the good support and development opportunities for staff, and the positive feedback from staff who said they felt valued and supported. It highlighted the additional challenges during the coronavirus pandemic. Inspectors said people receiving care and support told them they were confident in having care workers coming into their homes because they were careful with hygiene practices. Inspectors also praised the detailed and recorded care plans.

In summary the report provided key findings against three key areas, those being:-

- **Wellbeing:** People receiving care from BCBC receive care from staff who are generally happy in their roles, feel supported, and have the opportunity to undertake appropriate training to do their jobs.
- **Care and Support:** People have accurate and up to date personal plans that detail their individual care needs. People and their representatives are complimentary about the positive relationship they have with care workers and are happy with the service provided.

- **Leadership and Management:** The service has effective governance arrangements in place to ensure people receive good quality care and support, and management are extremely proud of the staff teams for their commitment and dedication through the current pandemic.

4.2 The report advised that some improvements are needed to ensure the service meets all of its regulatory requirements; however, this has minimum impact on the service delivered to people.

4.3 An extract from the report concluded that:

People are happy with the care they receive and have positive relationships with staff. We spoke with people using the service and they told us “*The staff are my best friends*”, “*I get the support I need*”, “*Staff are really good*” and “*They help me to do whatever I need*”. Everyone we spoke with was complimentary of the care staff and feel they provide a service that meets their needs. A relative told us “*Without their support, she wouldn’t be able to stay at home*” and “*they notice the little things*”.

4.4 The key inspection findings for the area of Wellbeing include:-

- People have input into their care and support;
- There is a clear management structure for the service;
- Care documentation is to a good standard and consistent overall, with reviews undertaken regularly;
- Personal plans and risk assessments are detailed and guidance for staff is clear;
- The inspectors received positive feedback from people about the care and support they receive;
- Care workers told us they have a sufficient supply of personal protective equipment (PPE);
- Staff receive good support and development opportunities, in a variety of different ways due to Covid-19;
- The inspectors received positive feedback from the staff who advised they feel valued and supported;
- There are effective systems for monitoring and auditing standards of support and record keeping throughout the service, overseen by management;
- The statement of purpose shows a clear vision, values, and ethos for the service and the service provided is consistent with this;
- The RI told us that training provision, supervision, and spot checks of care workers has been affected by the pandemic; however, these are being addressed and we saw evidence of positive progress with these during the inspection;
- Systems are in place to protect people from abuse and neglect;
- The service provider safely recruits and vets staff before they start their employment;
- Staff have training appropriate to their role and they understand their responsibilities to safeguard vulnerable adults;
- Staff are aware of their safeguarding responsibilities and relay any concerns to the management team;
- Relevant policies and procedures are available, some of which require review;

- Staff access medical and other professional advice for people in a timely manner, and the service actively identifies potential risks;
- Quality assurance and audit tools are in place to improve outcomes for people in the home.

4.5 The inspectors reviewed nine care files and evidenced that information available to care workers is detailed, up to date and reflects the current needs of the people. Other key inspection findings for the Care and Support area include:-

- Care plans and reviews consider people's personal outcomes, as well as the practical care and support they require;
- People have an accurate and up to date personal plan and risk assessments for how their care is to be delivered;
- Care workers said they feel they are told everything they need to know to provide good daily care;
- People (and relatives) felt that they were included in writing and updating the personal plans, evidenced by their signatures;
- The plans were detailed and recorded people's likes and preferences;
- Monthly reviews with people to discuss progress and plan future goals;
- Staff confirmed care records are easily available and they are always informed of any changes;
- There are appropriate infection control measures in place, which work to keep people safe from the transmission of Covid-19 and that care staff understand the requirements of Personal Protective Equipment (PPE);
- People receiving care and support had confidence in care workers coming into their homes because they are careful with hygiene practices;
- The service has taken all reasonable steps to identify and prevent the possibility of abuse and care workers recognise their personal responsibilities in keeping people safe and undertaken appropriate training;
- Staff were aware of the whistleblowing procedure, and felt confident to approach the manager if they needed to.

4.6 The key findings for the Leadership and Management area include:

- There is a range of information available to people considering using the service and their relatives.
- There is a statement of purpose that sets out information about the agency, it ensures that people who are seeking care from the agency are clear in what the agency can and cannot provide. It was easy to read and informative and can be available in Welsh if required.
- There is a written guide for each service area, which contains relevant information for people using the service and includes information on how people can make a complaint should they wish to do so.
- Staff have the necessary checks before being offered a job.
- Systems are in place to ensure staff receive regular supervision and support.
- Since March 2020 the service has provided ongoing support to all staff in a variety of new ways. Care staff advised they were happy in their work and complimentary of the management of the service.
- Management are very approachable and operate an 'open door' policy.
- The service provider has effective governance arrangements in place to ensure people receive good quality care and support.

- The RI has regular contact with managers to oversee the services and that people can be confident though that ongoing monitoring and quality assurance takes place. The managers carry out regular reviews and audits of the service, captured in a monthly report, which is checked for progress.
- Care staff advised that they felt suitably trained to undertake their role.

4.7 The report identified two areas where improvement is required, these being:-

Areas where improvement is required	
The service provider must notify CIW of a serious accident, injury to or illness of an individual.	Regulation 60 Schedule 3 (17)
The service provider must keep policies and procedures under review.	Regulation 12 (4)(c)

4.8 The report detailed that there is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team and information shared on a need to know basis. However, such incidents have not always been forwarded to CIW as required by regulation. The service has addressed this area for improvement and all incidents are now reported in line with the regulations. This is monitored via the RI visits and the quality assurance processes in place.

4.9 The report detailed that BCBC have a corporate system for highlighting any policies that require a review and had recently reviewed their safeguarding policy. However, CIW found they had not all been formally reviewed on a regular basis. CIW expect the service to take action to address this and will follow this up at the next inspection. The area for improvement is being addressed within the service and with corporate services.

5. Effect upon policy framework and procedure rules

5.1 There is no impact on the policy framework and procedure rules

6. Equality Act 2010 implications

6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an EIA in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

6.2 The information contained in the report positively describes support being made available to those providing care.

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

7.1 The implementation of the duties and responsibilities under the Social Services and Well-being (Wales) Act 2014 (SSWBA), 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 remodeling 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 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.
- Collaboration –the strategic planning and local delivery of integrated support and services are developed with partners such as Registered Social Landlords 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. Financial implications

8.1 There are no financial implications associated with this report.

9. Recommendations

9.1 The Committee is recommended to:-

- Note the contents of this report;
- Note the contents of the final inspection report (attached as **Appendix A**).

Claire Marchant
Corporate Director – Social Services and Wellbeing
May 2021

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Background documents:
None

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Inspection Report on

Bridgend County Borough Council Domiciliary Care Services

**BRIDGEND COUNTY BOROUGH COUNCIL
CIVIC OFFICES
ANGEL STREET
BRIDGEND
CF31 4WB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/10/2020

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About Bridgend County Borough Council Domiciliary Care Services

Type of care provided	Domiciliary Support Service
Registered Provider	Bridgend County Borough Council Adults and Children's Services
Registered places	N/A
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Bridgend County Borough Council (BCBC) provides support to people over the age of 18 years in their own homes. There is a nominated Responsible Individual (RI) named Jacqueline Davies, who has oversight of the running of the service. There are also four managers employed, who are suitably qualified and registered with Social Care Wales as required.

Support is provided to people in their own homes, whether that be as an individual, within a supported living setting or an Extra Care facility.

People receiving care from BCBC receive care from staff who are generally happy in their roles, feel supported and have the opportunity to undertake appropriate training to do their jobs. People have accurate and up to date personal plans that detail their individual care needs. People, and their representatives, are complimentary about the positive relationship they have with care workers and are happy with the service provided. Some improvements are needed to ensure the service meets all of its regulatory requirements; however this has minimum impact on the service delivered to people.

Well-being

People have input into the care and support they receive. Care documentation is to a good standard and consistent overall, with reviews undertaken regularly. Personal plans and risk assessments are detailed and guidance for staff is clear. We received positive feedback from people about the care and support they receive. Care workers told us they have a sufficient supply of personal protective equipment (PPE).

There is a clear management structure for the service. Staff receive good support and development opportunities, in a variety of different ways due to Covid 19. We received positive feedback from the staff we spoke with, who told us they feel valued and supported. There are effective systems for monitoring and auditing standards of support and record keeping throughout the service, overseen by management. The statement of purpose shows a clear vision, values and ethos for the service and the service provided is consistent with this. The RI told us that training provision, supervision and spot checks of care workers has been affected by the pandemic, however, these are being addressed and we saw evidence of positive progress with these during the inspection.

Systems are in place to protect people from abuse and neglect. The service provider safely recruits and vets staff before they start their employment. Staff have training appropriate to their role, and they understand their responsibilities to safeguard vulnerable adults. Staff are aware of their safeguarding responsibilities and relay any concerns to the management team. The service must however, ensure that CIW are informed of all notifiable incidents. Relevant policies and procedures are available, some of which require review. Staff access medical and other professional advice for people in a timely manner, and the service actively identifies potential risks. Quality assurance and audit tools are in place to improve outcomes for people in the home.

The service are working towards an Active Offer of the Welsh language. This means being able to provide a service and documentation in Welsh without people having to ask for it.

Care and Support

Care plans and reviews consider people's personal outcomes, as well as the practical care and support they require. People have an accurate and up to date personal plan and risk assessments for how their care is to be delivered. We looked at nine care files and saw that information available to care workers is detailed, up to date and reflects the current needs of the people. Care workers said they feel they are told everything they need to know to provide good daily care. People told us that they were included in writing and updating the personal plans, evidenced by their signatures. A relative also told us they were included in the process. The plans we saw were detailed and recorded people's likes and preferences. Monthly reviews with people to discuss progress and plan future goals. Staff confirmed care records are easily available and they are always informed of any changes.

There are appropriate infection control measures in place, which work to keep people safe from the transmission of covid 19. Care workers are told, and understand, the requirements of Personal Protective Equipment (PPE) and people receiving care and support told us that they have confidence in care workers coming into their homes because they are careful with hygiene practices. We saw that staff had been trained in how to put on, take off and safely dispose of PPE.

The service has taken all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they were confident to approach the manager if they needed to. Care workers told us they had undertaken training in safeguarding and the employee training records we examined confirm this. There is a current safeguarding policy available for all staff to access and follow. Incidents are appropriately reported to the local safeguarding team, and information shared on a need to know basis. However, such incidents have not always been forwarded to CIW as required by regulation. We expect the service to take action to address this and we will follow this up at the next inspection.

People are happy with the care they receive and have positive relationships with staff. We spoke with people using the service and they told us "*The staff are my best friends*" "*I get the support I need*", "*staff are really good*" and "*They help me to do whatever I need*". Everyone we spoke with was complimentary of the care staff and feel they provide a service that meets their needs. A relative told us "*without their support she wouldn't be able to stay at home*" and "*they notice the little things*".

Leadership and Management

There is a range of information available to people considering using the service and their relatives. There is a statement of purpose, that sets out information about the agency, it ensures that people who are seeking care from the agency are clear in what the agency can and cannot provide. It was easy to read and informative and can be available in Welsh if required. There is also a written guide for each service area, which contains relevant information for people using the service. Both documents contain information on how people can make a complaint should they wish to do so.

Staff have the necessary checks before being offered a job. The service benefits from human resources (HR) support within the authority's corporate service centre and we saw good recruitment practice. We saw that recruitment checks such as Disclosure and Barring Service (DBS) checks and two references were in place to ensure people were suitable to work for the service.

Systems are in place to ensure staff receive regular supervision and support. Since March 2020 the service has provided ongoing support to all staff in a variety of new ways. Not all formal supervisions have taken place but staff have been receiving 'welfare check' phone calls, telephone supervisions and skype meetings. The care staff we spoke with are happy in their work and complimentary of the management of the service. They said that management are very approachable and operate an 'open door' policy. Management are extremely proud of the staff teams for their commitment and dedication throughout the current pandemic.

The service provider has effective governance arrangements in place to ensure people receive good quality care and support. Records show the RI has regular contact with managers to oversee the services. However, the latest six monthly quality assurance report was not complete but had been started. People can be confident though that ongoing monitoring and quality assurance takes place. The managers carry out regular reviews and audits of the service, captured in a monthly report, which is checked for progress.

The care staff we spoke with told us they had undertaken a variety of training. Changes have been made due to Covid 19 for example; further e learning has been introduced. Although direct training has re started the numbers able to attend are much lower due to social distancing. Care staff told us they felt suitably trained to undertake their role and we found that staff have registered with Social Care Wales. BCBC have a corporate system for highlighting any policies that require a review and had recently reviewed their safeguarding policy. However, we found they had not all been formally reviewed on a regular basis. We expect the service to take action to address this and we will follow this up at the next inspection.

Environment

As domiciliary support services provide care in people's own homes, we do not consider environment as part of this inspection.

Areas for improvement and action at the previous inspection	
This is the first inspection following registration under Regulation and Inspection of Social Care (Wales) Act 2016	

Areas where immediate action is required	
None	

Areas where improvement is required	
The service provider must notify CIW of a serious accident, injury to or illness of an individual.	Regulation 60 Schedule 3 (17)
The service provider must keep policies and procedures under review.	Regulation 12 (4)(c)

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection

Date Published 21/12/2020.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

17 JUNE 2021

REPORT OF THE CHIEF OFFICER – LEGAL, HR & REGULATORY SERVICES

CORPORATE PARENTING CHAMPION NOMINATION REPORT

1. Purpose of report

- 1.1 The purpose of this report is to request the Committee to nominate one Member as its Corporate Parenting Champion to represent the Committee as an invitee to meetings of the Cabinet Committee Corporate Parenting.

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:-
1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
 2. **Helping people and communities to be more health and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
 3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

- 3.1 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend. ¹

¹ Welsh Assembly Government and Welsh Local Government Association 'If this were my child... A councillor's guide to being a good corporate parent to children in care and care leavers', June 2009

- 3.2 In order to further develop and enhance the Council's Corporate Parenting role with its partners, a Cabinet Committee Corporate Parenting comprising all Members of Cabinet was established by Cabinet on 4 November 2008.
- 3.3 The inaugural meeting of the Cabinet Committee was held on 27 November 2008 where it was agreed that the Cabinet Committee will meet bi-monthly. The terms of reference for the Cabinet Committee Corporate Parenting are:
- to ensure that looked after children are seen as a priority by the whole of the Authority and by the Children and Young People's Partnership;
 - to seek the views of children and young people in shaping and influencing the parenting they receive;
 - to ensure that appropriate policies, opportunities and procedures are in place;
 - to monitor and evaluate the effectiveness of the Authority in its role as corporate parent against Welsh Government guidance.
- 3.4 At its inaugural meeting, the Cabinet Committee requested that a Corporate Parenting "Champion" be nominated from each of the Overview and Scrutiny Committees to become permanent invitees to the Cabinet Committee.

4. Current situation/proposal

- 4.1 The Committee is requested to nominate one Member as its Corporate Parenting Champion to represent the Committee as an invitee at meetings of the Cabinet Committee Corporate Parenting.
- 4.2 The role of the Corporate Parenting Champion is to represent their Overview and Scrutiny Committee, partaking in discussions with Cabinet over items relating to children in care and care leavers.
- 4.3 It is also suggested that in this role each Champion considers how all services within the remit of Scrutiny affect children in care and care leavers and encourage their own Committee to bear their Corporate Parenting role in mind when participating in Scrutiny.
- 4.4 Scrutiny Champions can greatly support the Committee by advising them of the ongoing work of the Cabinet Committee and particularly any decisions or changes which they should be aware of as Corporate Parents

5. Effect upon policy framework and procedure rules

- 5.1 The work of the Subject Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equality Act 2010 implications

- 6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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

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

- Long Term – The establishment of the Corporate Parenting Cabinet Committee demonstrates the Authority's long term commitment to improving and strengthening their role as Corporate Parents to care leavers and Looked After Children.
- Prevention – The Corporate Parenting Cabinet Committee are preventative in their nature and ensure that appropriate policies, opportunities and procedures are in place for all care leavers and Looked After Children.
- Integration – This report supports all the well-being objectives.
- Collaboration – All members are Corporate Parents and this report supports collaborative working with Cabinet and Members of Scrutiny and emphasises the role of Corporate Parents for all Elected Members.
- Involvement – Corporate Parent Champions provide practical support and guidance to children in care and care leavers to ensure they achieve their well-being goals.

8. Financial implications

- 8.1 There are no financial implications arising from this report.

9. Recommendation

- 9.1 The Committee is asked to nominate one Member of the Committee as its Corporate Parenting Champion to represent the Committee at meetings of the Cabinet Committee Corporate Parenting.

Kelly Watson
Chief Officer – Legal, HR & Regulatory Services
June 2021

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Background documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

17 JUNE 2021

REPORT OF THE CHIEF OFFICER – LEGAL, HR & REGULATORY SERVICES

NOMINATION TO THE PUBLIC SERVICE BOARD SCRUTINY PANEL

1. Purpose of report

- 1.1 The purpose of this report is to request the Committee to nominate one Member to sit on the Public Service Board Scrutiny Panel.

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:-
1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
 2. **Helping people and communities to be more health and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
 3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

- 3.1 From 1 April 2016, the Well-being of Future Generations (Wales) Act 2015 introduced statutory Public Services Boards (PSB) across each local authority area in Wales. PSBs work together to improve the social, economic, cultural and environmental well-being of the board's area. The Act specified that one Committee take an overview of the overall effectiveness of the Board which the Authority determined to carry out via a PSB Scrutiny Panel which now sits under the remit of the Corporate Overview and Scrutiny Committee.

- 3.2 The purpose of the Panel is to review and scrutinise the efficiency and effectiveness of the PSB and its decisions as well as the governance arrangements surrounding it. The Panel will hold up to two meetings a year and will make reports or recommendations to the Board regarding its functions, with the aim of enhancing its impact. These recommendations are to be presented to the Corporate Overview and Scrutiny Committee for approval prior to submission to the Board.
- 3.3 A copy of any report or recommendation made to the Public Service Board must be sent to the Welsh Ministers, the Commissioner and the Auditor General for Wales.
- 3.4 The membership of the PSB Panel is determined annually and incorporates three Members from the Corporate Overview and Scrutiny Committee, one Member from each of the Subject Overview and Scrutiny Committees and counterpart representatives that sit on the Public Service Board.

4. Current situation/proposal

- 4.1 The Committee is asked to nominate one Member to sit on the Public Service Board Scrutiny Panel.

5. Effect upon policy framework and procedure rules

- 5.1 The work of the Subject Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equality Act 2010 implications

- 6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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

- 7.1 The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how public services should work to deliver for people. The following is a summary to show how the 5 ways of working to achieve the well-being goals have been used to formulate the recommendations within this report:
- Long-term - The establishment of the PSB Panel will assist in the long term planning of the business of the Council by the continuation of effective relationships with other organisations to improve wellbeing in Bridgend County now and in the future.

- Prevention - The PSB Scrutiny Panel will monitor the Public Service Board's objectives and priorities within the Wellbeing Plan which address underlying causes of problems and prevent them getting worse or happening in the future.
- Integration - The report supports all the wellbeing objectives.
- Collaboration - The PSB Panel supports partnership working with other organisations both locally and regionally.
- Involvement - The PSB Panel will maintain a relationship with other Organisations through effective partnership working and act as a critical friend to ensure the PSB are involving citizens of Bridgend when making decisions that affect them.

8. Financial implications

8.1 There are no financial implications arising from this report.

9. Recommendation

9.1 The Committee is asked to nominate one Member to sit on the Public Service Board Scrutiny Panel.

Kelly Watson

Chief Officer - Legal, HR & Regulatory Services

June 2021

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Background documents: None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

17 JUNE 2021

REPORT OF THE CHIEF OFFICER - LEGAL, HR & REGULATORY SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of report

1.1 The purpose of this report is to:

- a) Present the Committee with the proposed draft outline Forward Work Programme (**Appendix A**) for discussion and consideration;
- b) To request any specific information the Committee identifies to be included in the items for the next two meetings, including invitees they wish to attend;
- c) To request the Committee to identify whether there are presently any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 4.6 of this report;
- d) To note that the proposed draft Forward Work Programme and any feedback from the Committee will be reported to the next meeting of Corporate Overview and Scrutiny Committee (COSC).

2. Connection to corporate well-being objectives / other corporate priorities

2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:

- **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
- **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
- **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

- 3.1 The Council's Constitution requires the Corporate Overview and Scrutiny Committee to develop and implement a Forward Work Programme for the Committee.
- 3.2 The Council's Constitution also provides for each Subject Overview and Scrutiny Committee to propose items for the Forward Work Programme having regard for the Council's Corporate Priorities and Risk Management framework, for the Corporate Overview and Scrutiny Committee to then prioritise and schedule.

Best Practice / Guidance

- 3.3 The Centre for Governance and Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be coordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.
- 3.4 Forward Work Programmes need to be manageable to maximise the effective use of the limited time and resources of Scrutiny Committees. It is not possible to include every topic proposed. Successful Scrutiny is about looking at the right topic in the right way and Members need to be selective, while also being able to demonstrate clear arguments for including or excluding topics.
- 3.5 The Centre for Governance and Scrutiny (CfGS) guide to work effective work programming 'A Cunning Plan?' makes the following reference to the importance of good work programming:

'Effective work programming is the bedrock of an effective scrutiny function. Done well it can help lay the foundations for targeted, incisive and timely work on issues of local importance, where scrutiny can add value. Done badly, scrutiny can end up wasting time and resources on issues where the impact of any work done is likely to be minimal.'

4. Current situation/proposal

Draft Outline Forward Work Programmes

- 4.1 Following the approval of the schedule of Scrutiny Committee meeting dates at the Annual Meeting of Council on 19th May 2021, the scheduling of standing statutory reports to Scrutiny Committees upon: the Medium Term Financial Strategy, Performance, the Corporate Plan, Budget Monitoring, etc. have been mapped to the appropriate COSC meeting dates into a draft Forward Work Programme.
- 4.2 The draft outline Forward work programme for each Scrutiny Committee has been prepared using a number of difference sources, including:

- Corporate Risk Assessment;
- Directorate Business Plans;
- Previous Scrutiny Committee Forward Work Programme report topics / Minutes;
- Committee / Member proposed topics;
- Policy Framework;
- Cabinet Work Programme;
- Discussions with Corporate Directors;
- Performance Team regarding the timing of performance information.

- 4.3 There are items where there is a statutory duty for Policy Framework documents to be considered by Scrutiny, e.g. the MTFs including draft budget proposals scheduled for consideration in December 2021, following which the COSC will coordinate the conclusions and recommendations from each of the Subject Overview and Scrutiny Committees in a report on the overall strategic overview of Cabinet's draft Budget proposals to the meeting of Cabinet in February 2022.
- 4.4 An effective FWP will identify the issues that the Committee wishes to focus on during the year and provide a clear plan. However, at each meeting the Committee will have an opportunity to review this as the Forward Work Programme Update will be a standing item on the Agenda, detailing which items are scheduled for future meetings and be requested to clarify any information to be included in reports and the list of invitees. The FWP will remain flexible and will be revisited at each COSC meeting with feedback from each SOSC reported and any updated information gathered from FWP meetings with Scrutiny Chairs and Corporate Directors.
- 4.5 The Subject Overview and Scrutiny Committee Draft Forward Work Programmes will be reported to the next meeting of COSC, with the feedback from each respective Subject Overview and Scrutiny Committee for coordination and oversight of the overall FWP. The SOSC FWP's will be included in the standing FWP Update report from then on with any feedback on FWPs from each SOSC meeting held included.

Identification of Further Items

- 4.6 The Committee are reminded of the Criteria Form which Members can use to propose further items for the FWP which the Committee can then consider for prioritisation at a future meeting. The Criteria Form emphasises the need to consider issues such as impact, risk, performance, budget and community perception when identifying topics for investigation and to ensure a strategic responsibility for Scrutiny and that its work benefits the Authority. There are a number of questions and processes that can help the Committee come to a decision on whether to include a referred topic, some of which are set out below:

Recommended Criteria for Selecting Scrutiny Topics:

- | | |
|--------------------|---|
| PUBLIC INTEREST: | The concerns of local people should influence the issues chosen for scrutiny; |
| ABILITY TO CHANGE: | Priority should be given to issues that the Committee can realistically influence, and which will result in a Cabinet decision being taken; |

PERFORMANCE:	Priority should be given to the areas in which the Council, and other agencies, are not performing well;
EXTENT:	Priority should be given to issues that are relevant to all or large parts of the County Borough;
REPLICATION:	Work programmes must take account of what else is happening in the areas being considered to avoid duplication or wasted effort.

Reasons to Reject Scrutiny Topics:

- The issue is already being addressed / being examined elsewhere and change is imminent.
- The topic would be better addressed elsewhere (and can be referred there).
- Scrutiny involvement would have limited / no impact upon outcomes.
- The topic may be sub-judice or prejudicial to the Council's interest.
- The topic is too broad to make a review realistic.
- New legislation or guidance relating to the topic is expected within the next year.
- The topic area is currently subject to inspection or has recently undergone substantial change.

Corporate Parenting

- 4.7 Corporate Parenting is the term used to describe the responsibility of a Local Authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent', therefore all Members have a level of responsibility for the children and young people looked after by Bridgend.
- 4.8 In this role, it is suggested that Members consider how each item they consider affects children in care and care leavers, and in what way can the Committee assist in these areas.
- 4.9 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.
- 4.10 The draft outline Forward Work Programme for this Committee is attached as **Appendix A** for consideration.

5. Effect upon policy framework and procedure rules

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

6. Equality Act 2010 implications

- 6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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

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

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

8. Financial implications

- 8.1 There are no financial implications directly associated with this report.

9. Recommendations

9.1 The Committee is recommended to:

- a) Consider the proposed draft outline Forward Work Programme in Appendix A and make any amendments and / or comments;
- b) Identify any specific information the Committee wishes to be included in the items for the next two meetings, including invitees they wish to attend;
- c) Identify whether there are presently any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 4.6 of this report.
- d) Note that the proposed draft Forward Work Programme and any feedback from the Committee will be reported to the next meeting of COSC.

Kelly Watson

CHIEF OFFICER – LEGAL, HR & REGULATORY SERVICES

8 June 2021

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Background documents: None.

<u>Date of Meeting:</u>	<u>Report Topics:</u>
Thurs 17 th June 9.30am	<ul style="list-style-type: none"> - Care Inspectorate Wales (CIW) Domiciliary Care Inspection Report; - Corporate Parenting Champion Nomination report; - Nomination to the Public Service Board Scrutiny Panel report; - Draft Outline Forward Work Programme.
Thurs 15 th July 9.30am	Social Services and Wellbeing Strategic Programme <i>(followed by Thematic reports one to each meeting via a rolling programme as below)</i>
Thurs 23 rd Sep 9.30am	First Theme – Wellbeing * (including Partnerships****) <ul style="list-style-type: none"> - Commissioning care at home services - Early help and permanence strategy
Wed 10 th Nov 9.30am	Second Theme – People - voice and control** (including Partnerships****) Workforce including Stress related sickness – would like to include in this the SSWB workforce programme priorities of retention and recruitment, workforce planning (including reviews of skill mix) and career pathways and training and development Embedding strength based practice in adult and children’s services
Mon 13 th Dec 9.30am	Medium Term Financial Strategy & Budget Proposals
Wed 2 nd Feb 9.30am	Third theme – Prevention *** (including Partnerships****) Progress in delivering priorities for wellbeing, leisure and cultural services in Bridgend.
	Mental Health Strategy

An explanation of the themes in the Forward Work Programme is provided overleaf.

The Annual Report and Annual Safeguarding Report (including Violence against Women. Domestic Abuse and Sexual Violence (WAWDASV) has been included in the Forward Work Programme for the Corporate Overview and Scrutiny Committee for 1st Sep 2021.

A Member Development Session on “Improving Outcomes for the Joneses’ Programme will be arranged.

Explanation of the Four Themes:

The four themes included in the draft Forward Work Programme above are the key principles of the Social Services and Well-being (Wales) Act 2014, which also form the foundation of Care Inspectorate Wales' inspection and performance review activity, and are set out below for Members' information:

* **Well-being** - To what extent are local authorities promoting well-being, ensuring people maintain their safety and achieve positive outcomes that matter to them? Including timely step down of children from local authority care, supporting older people to return home from hospital.

****People - voice and control** - How well are local authorities ensuring people, carers and practitioners are having their voices heard, making informed choices, and maintaining control over their lives? How is this balanced with the recommendations and requirements made by Public Health Wales and Welsh Government? Can the local authority demonstrate learning is used to inform new ways of working?

*****Prevention** - To what extent are local authorities successful in promoting prevention and reducing need for increased or formal support from statutory agencies? Including taking all necessary steps to support the upbringing of the child by the child's family and supporting people with mental health issues before they reach crisis.

******Partnerships** - To what extent are local authorities able to assure themselves the step change in opportunities for partnership working are positively exploited to maximise person-centred planning, ensure integrated service delivery and service sustainability. Opportunities include recent learning from digital advances, partnership working and ability of the health and social care system to advance at scale and pace and work towards a Healthier Wales.
