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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.*



Annwyl Cynghorydd,

PWYLLGOR TROSOLWG A CHRAFFU CORFFORAETHOL

Cynhelir Cyfarfod Pwyllgor Trosolwg a Chraffu Corfforaethol O Bell Trwy Timau Microsoft ar **Dydd
lau, 7 Hydref 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. Cymeradwyaeth Cofnodion 3 - 10
I dderbyn am gymeradwyaeth y Cofnodion cyfarfod y 05/07/2021
 4. Model Darparu Gwasanaethau yn y Dyfodol 11 - 22
- Gwahoddwyr:
- Mark Shephard - Prif Weithredwr
Cynghorydd Hywel Williams - Dirprwy Arweinydd
Kelly Watson - Prif Swyddog Gwasanaethau Cyfreithiol, Adnoddau Dynol a Rheoleiddiol
Debra Beeke - Rheolwr Grŵp - Adnoddau Dynol a Datblygu Trefniadaethol
Lisa Jones - Arweinydd Tîm Ymgysylltu Rhanbarthol ac Arian Adfywio
5. Diweddariad ar waith y Gwasanaeth Rheoleiddio a Rennir 23 - 28

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Cyfnwidi testun: Rhowch 18001 o flaen unrhyw un o'n rhifau ffon ar gyfer y gwasanaeth trosglwyddo testun

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Rydym yn croesawu gohebiaeth yn y Gymraeg. Rhowch wybod i ni os yw eich dewis iaith yw'r Gymraeg

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

Gwahoddwyr:

Dave Holland - Pennaeth Gwasanaethau Rheoliadol a Rennir
Cynghorydd Dhanisha Patel - Aelod Cabinet - Lles a Chenedlaethau Dyfodol
Kelly Watson - Prif Swyddog Gwasanaethau Cyfreithiol, Adnoddau Dynol a Rheoleiddiol

6. Diweddariad Rhaglen Gwaith 29 - 44

7. Materion Brys

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:

Cynghowrwyr

JPD Blundell
J Gebbie
DG Howells
M Jones

Cynghorwyr

RL Penhale-Thomas
KL Rowlands
RMI Shaw
JC Spanswick

Cynghorwyr

T Thomas
MC Voisey
A Williams
AJ Williams

Agenda Item 3

PWYLLGOR TROSOLWG A CHRAFFU CORFFORAETHOL - DYDD LLUN, 5 GORFFENNAF 2021

COFNODION CYFARFOD Y PWYLLGOR TROSOLWG A CHRAFFU CORFFORAETHOL A GYNHALIWYD YN O BELL - TRWY DIMAU MICROSOFT DYDD LLUN, 5 GORFFENNAF 2021, AM 09:30

Presennol

Y Cynghorydd KL Rowlands – Cadeirydd

JPD Blundell
T Thomas

J Gebbie
AJ Williams

RL Penhale-Thomas

JC Spanswick

Ymddiheuriadau am Absenoldeb

DG Howells, M Jones, RMI Shaw a/ac A Williams

Swyddogion:

Deborah Exton
Lindsay Harvey
Meryl Lawrence
Claire Marchant
Janine Nightingale
Tracy Watson

Dirprwy Bennaeth Cyllid dros dro
Cyfarwyddwr Corfforaethol – Addysg a Chymorth i Deuluoedd
Uwch Swyddog Gwasanaethau Democraidd - Craffu
Cyfarwyddwr Corfforaethol - Gwasanaethau Cymdeithasol a Lles
Cyfarwyddwr Corfforaethol - Cymunedau
Swyddog Cymorth Craffu

Gwahoddedigion:

Cynghorydd Nicole Burnett
Cynghorydd Huw David
Cynghorydd Dhanisha Patel
Cynghorydd Charles Smith
Cynghorydd Hywel Williams
Cynghorydd Richard Young

Aelod Cabinet - Gwasanaethau Cymdeithasol a Chymorth Cynnar
Arweinydd
Aelod Cabinet - Lles a Chenedlaethau Dyfodol
Aelod Cabinet - Addysg ac Adfywio
Dirprwy Arweinydd
Aelod Cabinet – Cymunedau

24. DATGANIADAU O FUDDIANNAU

Dim

25. CYMERADWYO COFNODION

PENDERFYNWYD:

Bod Cofnodion cyfarfod Cyfunol yr holl Bwyllgorau Trosolwg a Chraffu, dyddiedig 1 Chwefror a 14 Ebrill 2021 yn cael eu cymeradwyo fel cofnod gwir a chywir.

26. ALLDRO CYLLIDEB REFENIW 2020-21

Esboniodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro na fyddai hi, fel y gofynnwyd, yn mynd drwy'r holl fanylion yn yr adroddiad gan fod y Cynghorwyr wedi cael y cyfle i glywed yr adroddiad o'r blaen, ond gwnaeth y sylw, i'w gofnodi, y byddai'r Aelodau'n gweld crynodeb o'r sefyllfa ariannol a thynnodd sylw at y naratif oedd yn dangos ei bod yn sefyllfa anhygoel o unigryw eleni. Fel yr eglurwyd o'r blaen yn y Cabinet ac yn y Cyngor, yr arian o gronfa galedi Llywodraeth Cymru (LIC) yn y lle cyntaf, yr arian o grantiau sylweddol a dderbyniwyd yn y chwarter olaf, o leiaf £9 miliwn yn nhermau grantiau untro oedd ar gyfer dibenion penodol, a'r cymhorthdal ar gasglu'r Dreth Gyngor oedd y rhesymau pam yr oedd y sefyllfa ar ddiwedd y flwyddyn yn edrych mor wahanol i'r hyn a ddisgwyliid a'r sefyllfa yr adroddwyd wrth COSC yn chwarter 3 oedd yn ddisgwyliedig.

Yr ail bwynt, a wnaed yn y Cabinet ac yn y Cyngor, oedd bod y sefyllfa'n gyffredinol yn dal yn eithaf anodd wrth symud ymlaen. Roedd yna bwysau anhygoel, nid oedd y wlad allan o'r pandemig eto ac roedd sefyllfa waelodol Cyllidebau Cyfarwyddiaethau gan mwyaf yn dal yn un o ddiffyg. Roedd sefyllfa'r ysgolion, yn neilltuol, yn cael ei chuddio gan bron i £9 miliwn o grantiau untro, tra mai'r hyn oedd wedi cael ei ragweld oedd y byddai'r rhan fwyaf o'r ysgolion mewn diffyg.

Roedd ansicrwydd ynghylch y pwysau yn y dyfodol ac, fel y byddai'r Aelodau wedi gweld yn y wasg, roedd nifer o Gyfarwyddwyr Cyllid wedi gorfod cyhoeddi Hysbysiadau Adran 114 lle roedd eu hawdurdodau lleol mewn perygl o fethdal, mewn oddeutu 35 o Gynghorau. Gwelid stori gyda dau hanner, sef gwarged sylweddol unigryw ond y sefyllfa waelodol yn gallu bod yn eithaf peryglus.

Gofynnodd Aelodau'r Pwyllgor y canlynol:

Soniodd Aelod am gyfeiriad y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro at y grantiau a'r arian o'r gronfa galedi oedd wedi eu derbyn yn yr ychydig fisoedd diwethaf a'r rhagolwg yn Chwarter 3 COSC, oedd wedi bod yn sefyllfa hollol wahanol, a gofynnodd a oedd modd rhagweld y cyllidebau. Roedd yr alldro presennol yn cuddio'r sefyllfa wirioneddol, ond un o 22 awdurdod lleol oedd Pen-y-bont ar Ogwr yng Nghymru a faint o awdurdodau lleol yn Lloegr a'r Alban oedd yn yr un cwch.

Eglurodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro ei bod hi'n teimlo nad oedd y darlun yn un gwirioneddol, fel yr oedd yn sefyll. Roedd yn ddarlun cywir o ran cadw cyfrifon a chofnodi'r symiau ac roedd yn rhoi sefyllfa, o ran y cronfeydd wrth gefn oedd wedi eu clustnodi a'r pwrpas yr oedd y rheiny ar eu cyfer, ond nid oedd yn rhoi'r darlun go iawn. Gallai dwy eitem yn unig wneud £2 filiwn o ddiffyg; roedd y rhan fwyaf o'r ysgolion yn agos i redeg i sefyllfa o ddiffyg ac roedd rhai ohonynt eisoes mewn diffyg. Roedd yn unigryw o ran amseriad, ond nid oedd yn unigryw ar draws Cymru. Roedd pob un o awdurdodau lleol Cymru mewn sefyllfa debyg o ran grantiau ac arian o'r gronfa galedi, ond nid oeddent i gyd yn yr un sefyllfa o ran eu mantolenni a chryfder eu cronfeydd wrth gefn. Roedd Archwilio Cymru wrthi'n cwblhau ail ddarn o waith ar gynladwyedd ariannol, oedd yn dweud, er gwaethaf y sefyllfa o ddiffyg gwaelodol, bod gan y Cyngor lefel weddol gref o gronfeydd wrth gefn yn dal i fod, sef yr hyn oedd ar y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro ei eisiau wrth fynd i mewn i ddyfodol hynod o ansicr o ran y pwysau oedd yn eu hwynebu. Cafodd hi ei chalonogi gan hyn gan ei bod yn edrych yn gyson ar gynghorau eraill oedd yn wynebu sefyllfaoedd anodd iawn, yr oedd llawer ohonynt wedi ymgymryd â mentrau masnachol mawr a rhai ohonynt yn mynd i drafferthion.

Cyfeiriodd Aelod at y ddwy gyllideb neilltuol o gyfnewidiol, y cyfeirid atynt yn yr adroddiad, sef Gofal Cymdeithasol Oedolion a Chludiant o'r Cartref i'r Ysgol, a'r penderfyniad gan LIC i adolygu'r pellteroedd statudol ar gyfer Cludiant Dysgwyr, a phenderfyniad y Cabinet oedd yn cael ei ddal yn ôl tra'n disgwyl am ganlyniad yr adolygiad. Gofynnodd am sicrwydd bod y Swyddogion yn dal i weithio ar y polisi a gofynnodd a oedd modd i'r Aelodau gael diweddariad ynghylch yr hyn oedd yn digwydd fel, pan fyddai adolygiad LIC wedi ei gwblhau, y gellid cymryd camau i sicrhau bod y pwysau hyn yn cael eu lliniaru.

Rhoddodd y Cyfarwyddwr Corfforaethol – Addysg a Chymorth i Deuluoedd sicrwydd, ar ôl delio â'r sefyllfa o orwario, fod Cludiant o'r Cartref i'r Ysgol yn fater o bwys o fewn y Gyfarwyddiaeth a bod gwaith yn cael ei wneud arno'n barhaus. Roeddent yn disgwyl am ganlyniad adolygiad LIC, ond roeddent yn edrych ar waith caffael i sicrhau ei fod yn cael ei ddarparu mor effeithiol ac effeithlon ag yr oedd modd. Cytunodd y Cyfarwyddwr

Corfforaethol – Addysg a Chymorth i Deuluoedd i roi diweddariad ar y gwaith hwn, oedd yn dal i fynd ymlaen.

Gofynnwyd am eglurder a oedd y 35 cyngor oedd wedi eu disgrifio fel yn agos i fethdal, y cyfeiriodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro atynt, yn cynnwys unrhyw rai o 22 awdurdod lleol Cymru.

Esboniodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro na allai hi ddweud a oedd unrhyw rai o'r 22 yn eu plith, er ei bod wedi nodi bod Bwrdeistref Sirol Merthyr Tudful wedi cael llythyr cyhoeddus iawn am eu sefyllfa ariannol cyn Covid-19 a bod nifer o gynghorau yn brwydro gyda sefyllfa o ddiffyg gwaelodol oedd yn fwy na'r Cyngor hwn. Darn o waith ymchwil gan y Gymdeithas Llywodraeth Leol oedd y 35 yr oedd hi wedi cyfeirio atynt. Nid oedd yr un darn o waith wedi cael ei wneud yng Nghymru, er bod darn o waith wrthi'n cael ei goladu, drwy Gymdeithas Llywodraeth Leol Cymru (CLILC) a Grŵp Swyddogion Adran 151, ar bwysau a'r sefyllfa ac felly mae'n debyg y ceid peth gwybodaeth bellach. Drwy ei chysylltiadau hi ei hun, roedd rhai yn wynebu penderfyniadau eithaf anodd er nad oedd yr un o'r 22 awdurdod lleol wedi cyhoeddi hysbysiad adran 114 yng Nghymru.

Holodd Aelod a fyddai ymchwil y CLILC yn cael ei rhannu gyda'r Aelodau.

Esboniodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro mai pwrpas CLILC wrth gynnal arolwg oedd i CLILC gael safbwynt ar gyfer llobio LIC o ran y pwysau, fel ymateb cydgysylltiedig. Yr hyn y byddai'r Awdurdod Lleol yn ei dderbyn fyddai darn o waith gan Archwilio Cymru ar gynladwyedd ariannol, oedd i fod i ddod ar ddiwedd yr haf ac y disgwyliodd iddo gael ei gyflwyno i'r Pwyllgor Archwilio, oedd hefyd yn cymryd diddordeb brwd yn y maes hwn.

Gofynnodd Aelod, gyda golwg ar 4.1.11 a'r £882 mil oedd heb gael eu caniatáu, a ellid rhoi enghreifftiau o'r hyn yr oedd hynny'n ei gynnwys. Dywedodd eto ei bod hi wedi codi mater Cludiant o'r Cartref i'r Ysgol ers iddi gael ei hethol a phwysleisiodd yr angen am ddull un cyngor. Roedd y Cyngor yn dal i dalu am Gludiant o'r Cartref i'r Ysgol ar gyfer plant na fyddai ei angen pe darperid llwybrau diogel, a gofynnodd pam nad oedd hyn yn cael ei wneud, yn enwedig o ystyried y gorwariant, a dywedodd y dylid edrych ar hyn fel blaenoriaeth. Gofynnodd yr Aelod hefyd pam nad oedd y Cyngor yn derbyn plant ar fysiau bellach, er eu bod yn barod i dalu, oherwydd bod y Cyngor yn ystyried bod ganddynt lwybr cerdded diogel.

Cadarnhaodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro mai ar gyfer TGCh yr oedd y rhan fwyaf o'r gwariant a gafodd ei wrthod. Roedd LIC yn ystyried bod gan TGCh fywyd hwy na'r pwysau presennol, oedd yn hollol resymol, ac felly 50% o'r gwariant hwnnw oedd y Cyngor wedi ei dderbyn yn ôl. Roedd rhai symiau bychain wedi cael eu gwrthod, oedd wedi cael eu hawlio ar weinyddu a phethau felly. At hynny, roedd y Cyngor wedi dewis ymestyn y cynnig parcio, a ystyrid yn benderfyniad lleol, ac felly gwrthodwyd yr incwm a gollwyd drwy hynny. Roedd yna gryn elfen o gysondeb; roedd yna banel oedd yn craffu ar gostau ac incwm a gollwyd, a themlai'r Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro yn gyfforddus fod y symiau oedd heb eu caniatáu yn cydfynd ag eraill.

Eglurodd y Cyfarwyddwr Corfforaethol – Addysg a Chymorth i Deuluoedd na allai ef wneud sylwadau ar achosion unigol ond mai'r hyn y gallai ei ddweud oedd bod yna rai llwybrau diogel i'r ysgol oedd wedi cael eu nodi ac y byddent yn defnyddio'r rheiny lle roedd modd. Cytunai fod angen i'r Cyngor sicrhau bod y rhain yn cael sylw ac yn cael eu harchwilio ar draws yr holl Fwrdeistref Sirol. Un o heriau'r achosion o dalu oedd canlyniad Covid-19, gyda'r angen i reoli lleoedd ar fysiau ysgol yn ofalus iawn.

Awgrymodd, os oedd yna achosion unigol, y gellid anfon y rhain drwodd at y tîm iddynt gael edrych arnynt.

Cadarnhaodd yr Aelod ei bod hi wedi cyflwyno atgyfeiriad Aelod gyda golwg ar un achos. Tynnodd sylw at y broblem yn Coety a rhoddodd enghraifft o blant sy'n mynd ar fws yng Nghoety, ond a allai weld yr ysgol o'u tai, ond nad oedd yna lwybr diogel oherwydd diffyg llwybr troed. Roedd y Cyngor wedi bod yn talu am y bws ers i'r ysgol agor yn 2015 ac eto pe gellid creu un darn o lwybr troed, ni fyddai angen talu am y bws.

Gofynnodd y Cadeirydd a oedd modd i'r Cyfarwyddwr Corfforaethol sicrhau bod hyn yn cael ei ystyried ymhellach, fel rhan o'r cyfathrebu parhaus ynghylch yr hyn yr oedd y Swyddogion yn ei wneud ar y polisi Cludiant o'r Cartref i'r Ysgol.

Cadarnhaodd y Cyfarwyddwr Corfforaethol – Addysg a Chymorth i Deuluoedd ei fod yn hapus i ystyried hyn.

PENDERFYNWYD: Bod y Pwyllgor yn nodi'r diweddariad ar berfformiad ariannol refeniw y Cyngor am y flwyddyn yn gorffen ar yr 31^{ain} o Fawrth 2021.

27. **PERFFORMIAD YN ERBYN YR AMCANION LLES AR GYFER 2020-21**

Cyflwynodd y Prif Swyddog Cyllid, Perfformiad a Newid Dros Dro yr adroddiad am y Perfformiad yn erbyn yr Amcanion Lles ar gyfer 2020-21. Nododd y byddai rhai Aelodau fel Cadeiryddion Craffu, wedi bod yn bresennol yn Asesiad Perfformiad Corfforaethol Chwarter 4 (APC) a rhoddodd drosolwg byr ar yr adroddiad oedd yn adlewyrchiad o'r flwyddyn yn erbyn Amcanion y Cynllun Corfforaethol, a ddiwygiwyd ar gyfer 2020-21 oherwydd y pandemig a'r effaith a gafodd hynny ar ddarparu gwasanaethau ac a gytunwyd yn y Cyngor ym mis Medi 2020. Roedd y cynllun diwygiedig yn diffinio'r 32 ymrwymiad corfforaethol i ddarparu yn erbyn y 3 amcan lles, ac yn gosod 46 dangosydd oedd yn canolbwyntio ar ddeilliannau i fesur y cynnydd am y flwyddyn. Dilynwyd y broses arferol gyda chynlluniau busnes y Gyfarwyddiaeth, gyda'r holl ddangosyddion oedd yn bwydo i mewn i'r cynllun corfforaethol hwnnw. Amlinellai Atodiadau A i D bob un o ddangosfyrdau diwedd blwyddyn y Gyfarwyddiaeth ac roedd gan COSC swyddogaeth allweddol mewn monitro a chraffu ar gynnydd o ran cyflawni'r amcanion lles hynny.

Dangosai'r data diwedd blwyddyn fod 12 o'r 32 ymrwymiad wedi eu cwblhau, gyda'r 20 arall wedi cyrraedd y rhan fwyaf o'u cerrig milltir, gan nodi bod y flwyddyn hon wedi bod yn unigryw, gyda rhai gwasanaethau na ellid eu darparu, rhai a ddarparwyd yn rhannol a bod angen dod â gwasanaethau newydd i mewn i gynorthwyo'r trigolion oedd yn byw drwy adegau anodd. O'r 440 o ddangosyddion a gasglwyd fel rhan o'r broses gynllunio gorfforaethol, roedd yna 89 gyda thargedau lle roedd y data wedi cael ei gyflwyno, oedd yn adlewyrchiad o'r flwyddyn anodd iawn. Ni allai'r Cyngor gasglu data ar gyfer yr holl ddangosyddion. O'r 89 o ddangosyddion gyda thargedau roedd dros hanner ar y targed, roedd 10 oddi ar y targed o lai na 10% a 32 wedi colli'r targed o fwy na 10%. Roedd yna 51 o ddangosyddion gyda naill ai dim targed neu ddim data diwedd blwyddyn ar gael, a rhoddwyd y manylion yn rhan A o'r atodiad. Roedd yna 79 o ddangosyddion oedd yn cynnwys data tueddiadau, ac o'r rhain roedd 46 yn dangos gwelliant neu'r perfformiad gorau, gyda 10 na ellid eu gwella ymhellach. Roedd un dangosydd yr un fath â'r llynedd, a 32 yn waeth na'r flwyddyn flaenorol.

Gofynnodd Aelodau o'r Pwyllgor y canlynol:

Dywedodd y Cadeirydd y gofynnwyd iddi fel Cadeirydd wneud datganiad agoriadol am y ffordd yr oedd yr adroddiad wedi cael ei osod allan, nad oedd peth o'r wybodaeth yn

eghur, bod dryswch gyda'r dangosyddion yn symud i fyny ac i lawr a pheth o'r data wedi cael ei osod allan.

Soniodd Aelod fod Aelodau wedi bod yn gofyn am grynodedb gweithredol oherwydd swm y data yn yr adroddiadau. Roedd hi'n cydnabod yr ymateb diweddar, oedd yn dweud na chât Templed yr Adroddiad Corfforaethol ei adolygu tan y flwyddyn nesaf, ond roedd aelodau wedi bod yn gofyn am grynodedbau gweithredol ar gyfer pob adroddiad craffu ers dros 2 flynedd.

Dywedodd Aelod fod y Cadeiryddion wedi cymryd y mater hwn i fyny yng nghyfarfod yr APC gyda data oedd yn anodd ei ddeall mewn rhai achosion. Roedd ef yn ceisio gweld y peth o safbwynt person nad oedd ar y Cyngor ac yn edrych ar y data ac yn gofyn a oedd y Cyngor yn gwneud yn dda neu ddim oddi wrth y targedau, ac nid oedd yn glir iawn i bobl ddeall ar rai pynciau. Nododd fod yna rai oedd yn iawn ond bod rhai yn rhy gymhleth a bod angen bod yn fwy cryno.

Eglurodd Aelod y Cabinet – Cymunedau ei fod ef, fel aelod newydd o'r Cabinet yn ei APC cyntaf wedi codi'r un materion. Cododd y cwestiwn pe bai rhywun o blith y cyhoedd yn edrych ar y dogfennau hyn, a fyddai'n deall y ffordd y cawsant eu cyflwyno? Gallai fod yn ddryslyd oni bai bod pobl yn y gwaith o ddeall perfformiad, nad oedd yn wir am lawer. Daethpwyd â'r mater i sylw Swyddogion yn y cyfarfod APC diweddar a gobeithio y ceid gwelliant yn y rhain.

Awgrymodd y Cadeirydd y dylid cynnal cyfarfod rhwng y tri Chadeirydd i agor trafodaeth ar y ffordd i symleiddio'r adroddiadau ar gyfer craffu ar berfformiad, gan gynnwys yr hyn nad oedd yn ddealladwy, yr hyn oedd yn ddealladwy a sut y dylai'r wybodaeth gael ei symleiddio.

Gofynnodd Aelod a ddylai aelodau etholedig gael asesiadau DSE ar gyfer gweithio o gartref, tebyg i'r Staff.

Cadarnhaodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol bod e-ddysgu ar y DSE ar gael i'r holl staff ac Aelodau. At hynny roedd y Cyngor yn gweithio gyda Phanel Annibynnol Cymru ar Gydnabyddiaeth Ariannol (IRPW) i weld a oedd yna broblemau yr oedd angen ymdrin â hwy, a oeddent yn dod o fewn paramedrau yr hyn y gellid ei ddarparu dan yr IRPW, ynteu a oedd y Cyngor yn ei wneud o dan rywbeth arall. Os oedd gan Aelodau unigol bryderon, gallent gysylltu â'r Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol ac, yn y cyfamser, gallai Aelodau gael mynediad at yr e-ddysgu ar gyfer ymgymryd ag asesiad y DSE.

Awgrymodd yr Aelod fod e-bost yn cael ei anfon i Aelodau'r Cyngor yn dweud wrthynt am yr e-ddysgu DSE y gallent gael mynediad ato.

Dywedodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol fod y wybodaeth wedi cael ei chynnwys mewn neges i bobl Pen-y-bont ar Ogwr oedd wedi cael ei chylchredeg i'r holl Aelodau, ond cadarnhaodd y câi neges benodol ei hanfon at yr Aelodau.

Gofynnodd Aelod a oedd y staff, oedd wedi cwblhau'r DSE gyda'r bwriad o weithio o gartref am gyfnod cyfyngedig ar ddechrau'r pandemig, wedi cael eu hailasesu, oherwydd tra roedd efallai wedi bod yn briodol iddynt weithio o'r cartref ar fwrdd eu hystafell fwyta am 3 mis, efallai nad oedd ganddynt y gallu mwyach i weithio mewn ffordd fwy ystwyth.

Esboniodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol fod y DSE yn broses oedd yn mynd ymlaen yn barhaus, ac felly y dylai'r staff a'r aelodau

fod yn ei ddiweddarau fel yr oeddent yn ystyried yn briodol. Roedd yna arolygon staff ac roedd Rheolwyr hefyd yn cael eu cyfarwyddo, pryd bynnag y byddent yn cynnal sesiynau un i un gyda'u haelodau o staff, eu bod yn eu hatgoffa y dylent ail gwblhau y DSE pe bai yna newidiadau yn eu hamgylchiadau. Roedd y cynnig am yr offer yn gynnig oedd yn parhau ac felly, pryd bynnag y byddai arnynt angen yr offer hwnnw, gellid ei ddarparu.

Dywedodd yr Aelod ei bod wedi cael peth sicrwydd a'i bod yn deall bod angen i staff gymryd peth cyfrifoldeb am gwblhau eu DSE. Gofynnodd beth oedd yn digwydd i'r staff hynny nad oeddent yn cyrraedd y trothwy treth, ac felly eu bod yn gallu hawlio'r lwfans gweithio o gartref, a gofynnodd beth oedd yn cael ei wneud i gefnogi'r Aelodau hynny o'r staff.

Dywedodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol fod gwaith parhaus yn cael ei wneud gyda CLILC ynghylch y trothwy treth a lwfansau gweithio o'r cartref.

Awgrymwyd mewn perthynas â lles yr Aelodau etholedig, y byddai'n gymorth cynnal arolwg o sampl o galendrau, i weld beth oedd amllder a hyd cyfarfodydd i ystyried protocol ar y ffordd yr edrychid ar gyfarfodydd, bylchau rhwng cyfarfodydd ac egwyl gysur o fewn cyfarfodydd.

Cadarnhaodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol mai gan y Cyngor y câi calendr y cyfarfodydd ei benderfynu ac mai hwn oedd y man cychwyn ar gyfer rhoi unrhyw gyfarfodydd eraill i mewn. Yn anffodus, roedd yna adegau pan fyddai yna fwy nag un cyfarfod ar yr un diwrnod. Roedd hyn weithiau yn ymwneud â gofynion statudol o ran pryd y dylid cynnal y cyfarfod neu â dibenion trwyddedu; byddai rhaid i hyn fod pan fyddai ceisiadau yn dod drwy'r drws. Lle roedd modd, byddai'r posibilrwydd o Aelodau'n cael mwy nag un cyfarfod yn cael ei osgoi ond, yn anffodus, dan yr amgylchiadau roedd hyn weithiau'n anochel.

Gofynnodd y Cadeirydd pryd y byddent yn symud yn ôl i'r Siambr ar gyfer cyfarfodydd wyneb-yn-wyneb.

Cadarnhaodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol fod gwaith yn cael ei wneud ar hyn ar y pryd. Yn yr asesiad diwethaf, cyfrifwyd na allai'r Siambr gynnwys mwy na 12 unigolyn, sef y Swyddogion yr oedd eu hangen a dyrannu rhai seddau i Aelodau. Roedd y Tîm Gwasanaethau Democrataidd yn ymweld yn rhithiol â Chyngor Bro Morgannwg, gan fod ganddynt hwy system hybrid yn ei lle. Roedd angen sicrhau y gallai technoleg y Tîmau gysylltu â'r dechnoleg yn y Siambr, oherwydd, pe na baent yn cydweithio, y gallai fod llawer o eco ac adborth, a allai wneud y cyfarfod yn eithaf anodd ei redeg. Y gobaith oedd y gellid cynnal rhai cyfarfodydd hybrid yn yr Hydref.

Cyfeiriodd y Cadeirydd at y cynnydd mewn salwch yn ymwneud â straen ers mis Ebrill a gofynnodd am i aelodau COSC gael derbyn diweddariadau misol i fonitro'r lefelau.

Cadarnhaodd y Prif Swyddog Cyfreithiol, Adnoddau Dynol a Gwasanaethau Rheolaethol y câi'r wybodaeth ei rhoi gan Adnoddau Dynol i Graffu i'w chylchredeg i aelodau'r Pwyllgor ar gyfer monitro.

PENDERFYNWYD:

Bod y Pwyllgor yn nodi Perfformiad Diwedd Blwyddyn y Cyngor a thargedau diwygiedig y Cynllun Corfforaethol i'w cynnwys fel atodiad i Gynllun Corfforaethol 2018-23 a ddiwygiwyd 2021-22.

28. **DIWEDDARIAD AR Y FLAENRAGLEN WAITH**

Dyweddodd yr Uwch Swyddog Gwasanaethau Democrataidd – Craffu y byddai'r Aelodau'n cofio, yn dilyn ystyried y flaenraglen waith ar gyfer y Pwyllgor yn y cyfarfod diwethaf ar y 9^{fed} o Fehefin, bod y Flaenraglen Waith ar gyfer y pwyllgor hwn wedi ei hatodi fel Atodiad A a'r Flaenraglen Waith ar gyfer y Pwyllgorau Trosolwg a Chraffu ar Bwnc 1, 2, a 3 wedi eu hatodi fel atodiadau B, C a D ar gyfer cyd-drefnu a rhoi trosolwg ar y Flaenraglen Waith yn gyffredinol. Byddai Blaenraglenni Gwaith y Pwyllgorau Trosolwg a Chraffu ar Bwnc yn parhau i gael eu cynnwys yn yr adroddiad i COSC gydag unrhyw ddiweddariadau o bob rownd o gyfarfodydd y SOSC wedi eu cynnwys.

Dyweddodd hefyd fod y daflen weithredu monitro'r argymhellion, oedd yn olrhain ymatebion i argymhellion y Pwyllgor o'r cyfarfod blaenorol, yn atodedig fel Atodiad E a chyfeiriodd at yr ymatebion a anfonwyd drwy'r e-bost i Aelodau'r Pwyllgor ar y 29^{ain} o Fehefin a'r 2^{il} o Orffennaf 2021.

Argymhellion:

Ar ôl ystyried y Flaenraglen Waith, gwnaeth y Pwyllgor yr argymhellion canlynol:

1. Bod Caffael Moesegol yn cael ei ychwanegu at y Flaenraglen Waith.

Nid oedd ceisiadau i gynnwys gwybodaeth benodol yn yr eitem ar gyfer y cyfarfod nesaf.

PENDERFYNWYD:

Bod y Pwyllgor wedi ystyried a chymeradwyo ei Flaenraglen Waith yn atodiad A, yn amodol ar yr uchod, wedi nodi'r Blaenraglenni Gwaith ar gyfer y Pwyllgorau Trosolwg a Chraffu yn dilyn ystyriaeth yn eu Cyfarfodydd Pwyllgor perthnasol ym mis Mehefin yn Atodiad B, C a D, ac wedi nodi'r Daflen Weithredu Monitro'r Argymhellion i olrhain ymatebion i argymhellion y Pwyllgor a wnaed yn y cyfarfodydd blaenorol yn Atodiad E.

29. **URGENT ITEMS**

Dim

Daeth y cyfarfod i ben am 11:00

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

7 OCTOBER 2021

REPORT OF THE CHIEF EXECUTIVE

FUTURE SERVICE DELIVERY MODEL

1. Purpose of report

- 1.1 The purpose of this report is to inform the Committee of the Council's work to date and plans for its future service delivery model as it recovers from the Covid-19 pandemic.

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 under the **Well-being of Future Generations (Wales) Act 2015**:

- **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 Covid-19 pandemic has presented the biggest challenge to local public services in a generation and has led to rapid and significant changes to the way in which the Council and its partners deliver services. Since March 2020, the Council's focus has been to preserve life, minimise the spread of the virus and support all our communities.
- 3.2 The Council's staff have demonstrated their willingness, flexibility, commitment and dedication to deliver front line services to the county borough's communities. For some staff it meant adapting to new ways of working from home. To enable this there has been a significant investment and roll out of additional ICT and DSE equipment to staff, with ICT issuing over 700 laptops within the first few weeks of the pandemic, and a shift towards the delivery of many services in a different and more remote way, with an emphasis on enhanced digital availability. A significant investment was also made in core ICT infrastructure to support these changes and provide a reliable home working service. Successful claims of £468,152 were made to the Welsh Government Covid-19 Hardship Fund to initially establish home working arrangements. However the terms and conditions of the fund indicated that as the assets in place should provide longer term benefits to local authorities, then the balance of required investment of £458,497 was directly funded by the Council.
- 3.3 In the main the delivery of services has been maintained very successfully with the Council responding very effectively to both the additional challenges of delivering new Covid related services, such as track and trace and helping to implement the hugely

successful vaccination programme, while also ensuring that, where significantly increased demand for its services has emerged, resourcing has been prioritised to those services. However, the unprecedented nature of the challenges the Council has faced has also raised risks and issues which have been identified in the Council's corporate risk assessment. These include the risks to delivering transformational change and agreed financial savings, the recovery and restoration of services while ensuring a Covid-safe environment for the public and staff, and workforce issues relating to attracting, developing and retaining staff with the necessary skills to meet the demands placed upon the Council and its services.

- 3.4 A mission critical challenge for the Council now as we accelerate through the recovery phase from the pandemic is how we most effectively plan for and embrace what has worked well over the past 18 months, while also continuing to address some of the issues and concerns that have arisen around staff wellbeing, team development and access to some services. It is clear that an opportunity exists to develop and implement a new operating model for the delivery of many of the Council's services which will ensure that the Council is 'fit for purpose' moving forward, with a focus on being as agile and customer focussed as possible.
- 3.5 The Council is a diverse and disparate organisation delivering up to 800 different services and employing over 6,000 staff in total. Many staff have continued throughout the pandemic to work as normally as possible, and for many depot based, school based and some social services staff, for example, the future service delivery model may not change in the same way as for other predominantly office based staff based on the nature of staff roles.
- 3.6 In addition to the work on the Council's operating model and accommodation strategy it should be noted that the Council continues to focus on many other parts of 'recovery' from the Covid-19 pandemic including implementing the recommendations from the elected member Cross Party Recovery Panel. The response to these recommendations and also other ongoing work to promote recovery has been positive, with action plans implemented in areas such as economic recovery and the response to homelessness.

4. Current situation/proposal

- 4.1 The pandemic has created an opportunity to transform the way in which the Council operates, building on and implementing the lessons and experiences emerging from the pandemic which has seen far more of the Council's services delivered remotely and virtually, and the public embracing new ways of doing business with us. Clearly we must also be minded to ensure that none of the County Borough's residents are excluded by any new ways of working and that, in particular, our services continue to be targeted effectively at those who are most in need and most vulnerable.

Project Board

- 4.2 A project board has been established, chaired by the Chief Executive, to drive forward this work with a view to creating a new agile blended model of working. The blended model of working will capitalise on the acceleration of digital transformation during the Covid-19 pandemic and seek to increase the efficiency of services.

- 4.3 The Board is working to develop the Council's new service delivery model by spring 2022 and has developed a corporate set of strategic principles that will help guide the effective development and implementation of the future service delivery work programme. These have been shared initially with staff groups and the trade unions with a view to setting the parameters and managing expectations for work moving forward. It is recognised that any new delivery model should be informed by a clear view of what service delivery will look like going forward and so it will be important to recognise the differences within each directorate or service area and what is essential for effective service delivery.

Strategic Principles

- 4.4 The strategic principles include the following:-

- **OPPORTUNITY** - That the Council takes advantage of this once in a lifetime opportunity to effect change to the ways in which the organisation works, whilst recognising the challenges this will bring.
- **ALIGNMENT WITH WELSH GOVERNMENT (WG)** - That the model will be developed to achieve, as a minimum, the Welsh Government goal of 30% of our workforce being agile and working from home, at any given point, by 2024.
- **SERVICE DELIVERY LED** - That the Council's proposed model should be directed by its ability to deliver effective services across the County Borough, demonstrating benefit to the Council and its customers.
- **CUSTOMER CENTRIC & IT ENABLED** - That the model should maintain a customer centric approach and explore the potential to further enhance the delivery of digital services. The model must be IT enabled.
- **CIVIC OFFICES AS THE MAIN CIVIC & OPERATIONAL BASE** - The model will work on the assumption that the Civic Office will be retained as the main administrative and democratic base for the Council for the foreseeable future which will also ensure a visible and tangible Council presence in the town centre, but that in due course a rationalisation of other office buildings may be possible.
- **BLENDED MODELS OF WORKING** - The model will recognise the wide range of services delivered by the Council. That some employees may need to work full time from service delivery locations. For others a hybrid agile model of office and remote working would be suitable. This must be service led whilst also taking account of employee wellbeing. In particular new ways of working will encourage where appropriate, less travel, allow more people with caring responsibilities or other circumstances that make it more difficult for them to attend in work all of the time to have greater flexibility in their work practices, and promote better work life balance.
- **COMMUNICATION & ENGAGEMENT** - That clear communication with staff and trade unions will be critical. Engagement should be taken forward on a set of pre-determined principles and within an agreed set of parameters that can then be reviewed following feedback.

- PROJECT TIMESCALES - That a realistic timeline for the project with agreed milestones must be developed. At this stage, and while government advice remains that if you can work effectively from home you should do so, it is envisaged that an interim phase of a managed, gradual and cautious return to the office will be in place between now and next spring with a long term sustainable plan agreed and in place in readiness to be implemented after that.

Potential Benefits

4.5 There are a number of potential benefits that could be derived from a revised future service delivery model, including close alignment with agreed national and corporate objectives. It is recognised that these will have to be managed and monitored carefully moving forward.

- Contribution to the discharge of the Council's duties under the Well-being of Future Generations Act, and in particular an involvement for staff and their representatives in designing a new operating model and an enhanced work life balance for many staff.
- Alignment with Welsh Government's target for 30% of workers to be working from home by 2024. To be clear, Welsh Government advice remains at this time that if you can work effectively at home you should do so.
- Positive contribution to the net carbon 2030 agenda by reducing the need to travel to work.
- Contribution to the well-being of staff and a positive work life balance. It is noteworthy that in the recently completed staff survey the vast majority of staff welcomed and supported a more flexible and agile working model, based on blended working that included some home /remote working but with access to the offices and/or meeting rooms as necessary.
- Contribution to the Council's digitalisation strategy with goal of enabling a Digital Council by 2024. The Council's budget consultation exercise last year showed significant support from the public to move in this direction.
- Add value to, and enhance, the existing remote working model by enabling face to face, office based working.
- Contribution to attendance - build on the positive reduction in sickness absence during 2020/2021, although long term trend analysis is not yet available.
- Positive impact on retention and recruitment within some key service areas. This is particularly pertinent at a time when the Council is having difficulty recruiting and retaining staff in some key service areas, for example social care. It is clear that the labour market has changed post Brexit and post Covid-19 pandemic, with greater competition and staff shortages at some grades of work, and a change from many major employers, including most local authorities, to more flexible ways of working for certain roles, which means that if this Council does not similarly adopt more flexible practices it would potentially be disadvantaged compared to its neighbours. It is also anticipated that a blended model of working will be advantageous with regard to the Council meeting it's equality duty, and in

particular beneficial to people with some disabilities and those with caring responsibilities.

- Possible financial savings from the smarter use of resources including a medium term aim of further rationalising the Council's office portfolio and /or sharing space with other public sector organisations. It is also possible that in due course surplus office space could be made available for alternative use by the private sector, providing financial benefits to the Council and helping to sustain long term footfall in Bridgend town centre.

Challenges

4.6 This innovative work programme will also bring with it a series of significant challenges. It will be important to understand these fully and ensure that the arrangements fit a corporate purpose, in addition to ensuring that each Directorate can deliver services effectively. Those identified include the following:

- There will be a need to manage expectations throughout the organisation and identify adequate resources and training requirements to deliver the cultural change and management required. Crucially it is not possible for all staff, depending on their roles, to work in exactly the same way moving forward.
- Work will need to be undertaken in two phases. An interim phase likely to be from now at least until the spring of 2022, prior to a co-ordinated and managed move to the new model of working. This timeframe is necessary to allow all legal, employment and HR matters to be resolved.
- Work will be dynamic and evolve with the organisation. So reviews of the efficacy of the working arrangements will be necessary. This will include how the Directorates will manage the flexibility offered by a hybrid model.
- There is potential for extremes of staff opinion – focus has to be on the effective delivery of each service area.
- There will be a need for corporate agreement on interim working arrangements.
- The work must recognise the potential impact on the town centre economy from the reduction in staff working on a full time basis in the town centre offices and continue to work closely with traders to maximise footfall and spend.
- Recognition that there could be difficulty in re-locating some services if there were issues with the long term viability of their current accommodation as space in the remaining facilities may be at a premium.

Board Working Arrangements

4.7 A schedule of monthly meetings is in place to enable the Board to review progress, consider ongoing resource requirements and to ensure appropriate communication and engagement with all relevant stakeholders is undertaken. On 14th September 2021 Cabinet received and endorsed a report setting out work to date, the forward direction of travel and delegated authority to the Chief Executive to develop options

for the longer term operating model of the Council. A further report will be presented to Cabinet for approval in due course.

To support and inform its work, the Board has established a number of workstreams.

4.8 Interim workstream

At present, the Council is operating within the interim phase of these plans. An accommodation group, has been established to consider business case applications from service areas to return to the office. The business case must clearly set out how a return will benefit service delivery and a risk assessment of the health and safety considerations of that return. A pilot scheme, that enables the Council to support the well-being of individual officers who, because of their circumstances, may prefer to return to work in an office base, has also been implemented within Ravens Court. Managers are able to book one of six desks for their staff in advance for up to 12 weeks at a time. This can be for as little as a single day to a few days each week. So far there have been 6 staff that have benefited from this arrangement with a total of 90 days booked between them so far.

Within this interim phase, a Remote Working Questionnaire was issued to all Group Managers (in addition to Heads of Service and managers where requested) across the Authority by Internal Audit. The purpose of the questionnaire was to identify any changes made to control or governance arrangements as a result of the increase in remote working due to Covid-19. The responses were analysed to gain assurances that key controls are operating effectively and to detect any areas of weakness or risk. The report to the Interim Chief Officer Finance, Performance and Change in July 2021 concluded that the effectiveness of the internal control environment was reasonable and no specific recommendations were made.

4.9 Communication and Engagement workstream

Communication with all stakeholders is critical to the Board's work and a forward communication and engagement plan is under development. A series of actions to update employees, Cabinet and wider stakeholders of the corporate strategic principles underlying this work have already been carried out, including the use of staff briefings with the Leader and Chief Executive Officer back in May. Engagement with the trade unions will continue throughout the interim phase and build on an initial discussion with the Chief Executive and HR officers. The Chief Executive also updated all elected members on progress in his announcement to full Council in the September meeting. Further updates will be provided in due course, particularly with regard to the potential for hybrid member meetings which it is anticipated will be piloted over the next few months in smaller meetings.

Regular reminders, via Bridgenders, are also sent to all employees and members on how to access support during the interim phase.

4.10 Staff Engagement

As part of the interim phase, a survey was developed with the Heads of Service and sent to Group Managers and some Principal Officers, to help inform our understanding of how the remote delivery model has impacted service delivery and what, if any, changes could be made to further enhance future service delivery. Unsurprisingly, given the diverse nature of the Council, responses reflected the particular requirements of each service area. A hybrid model or remote model was welcomed by those service areas with office based staff whilst for other more front

facing services, many have already moved back to their service delivery locations or are in the process of working through the relevant health and safety protocols to support that move. The need to ensure effective service delivery that meets the needs of the Council's customers was highlighted by all.

- 4.11 Some of the benefits have already been referenced above but managers highlighted increased efficiencies through having a more flexible and agile service and the move away from an over reliance on face-to-face meetings and paper processes. Having an adequately resourced ICT enabled service was seen as critical and managers were keen to explore further digital solutions for delivery, providing further momentum to drive forward the Council's aim of becoming a Digital Council by 2024, including options for the future management of member meetings. The long term goal, provided that suitable IT solutions can be found to allow it, (voting processes etc) would be for elected members to have the choice of whether they attend Council meetings in person or remotely. The well-being of staff was consistently raised as a concern within responses, along with the need to ensure that ICT enabled meeting spaces are made available to support team cohesion, future planning, training and induction. Managers put forward various options to support a new office model, including a dynamic booking system and the identification of designated service areas with Civic; these will be worked through by the Board. Multi-agency working was also flagged as an area that will need consideration within the development of any new hybrid model along with the continued engagement of delivery partners and stakeholders.
- 4.12 There is a need to continue to engage and consult appropriately with staff and trade unions, as proposals are developed. Opportunities were taken during the recent staff survey, launched in June 2021, alongside a range of questions (on: culture; line management; corporate communications; knowledge and skills; health and safety and employee wellbeing) to seek views on homeworking.
- 4.13 The survey was made available to 3,166 staff (non-schools) and overall 33% (1,046) of staff responded, with 52% of staff stating that they were working from home for all of their work and a further 18% said they were working from home but only for part of their work. Some of the headline figures are as follows:

84% of staff agree or strongly agree that they can work productively in their remote environment
80% of staff agree or strongly agree that they have what they need to effectively work remotely
90% of staff agree or strongly agree that feel it is important to keep social contact with colleagues
77% of staff agree or strongly agree that they are able to take a break from their screen
85% of staff stated that communication/contact with the line manager while working from home had been about right
81% of staff felt that they did have an appropriate level of support from their manager while working from home
50% of staff said they occasionally encountered any internet/network connection problems whilst working at home that have affected their ability to work effectively

- 4.14 Within this section of the survey there was an open ended question enabling staff to comment on anything further about working from home. Over 200 comments were made, with the most common themes being 'I find working from home more effective' (76), 'I have had lots of WCCIS issues (Social Services software system) working from home' (36) and 'I would prefer a blended option working from home / office in the future '(24). It should be noted that the WCCIS issues are linked to national system performance issues that have affected all users, not just those working from home.
- 4.15 Whilst this demonstrates a desire by staff in the main to continue some homeworking, there were also a variety of issues and concerns made throughout the survey where respondents took the opportunity to comment on issues linked to home working and these will be fully analysed and contribute to the developments and proposals for consideration.

4.16 HR Workstream

Staff are able to access a wide range of guidance and information to support them through the interim period and this has now all been brought together in the Portal for Covid-19 and Recovery. The portal contains updated FAQs on coronavirus and any changes introduced as restrictions continue to ease. It also includes updates on HR matters, practical homeworking advice and the wide range of resources to support employee wellbeing.

HR officers have supported the development of the interim office working arrangements, which have been subject to discussion with trade union colleagues. These discussions will continue and the outcomes of the staff survey are planned for discussion ahead of this committee meeting. These will be an important part of the development of proposals to implement new working arrangements for the Council.

Over the next month the Board will discuss a forward action plan that will include the consideration of hybrid working models. Engagement and consultation of such proposals will need to feature in the action plan.

4.17 Digitalisation Workstream

To date the Council has made significant ICT investment in its core infrastructure, ensuring the delivery of a reliable home working service and in providing staff with over 700 additional laptops and DSE equipment. The workstream's focus will include the on-going review of the current interim arrangements and the development of an ICT enabled new service model. It will also consider any other further investment required to make both permanent home working and less frequent office working, for example better video link equipment in meeting rooms, more effective. Any investment will be subject to business case approval in the first instance.

4.18 Property Workstream

This workstream will be informed by the detail of the hybrid models being considered by the Board. The workstream will explore a number of options including the potential for dynamic desk booking, individual desk and larger team spaces, alongside office areas that could potentially offer up designated service space. Consideration will need to be given to how the property and digitalisation workstreams enable the effective integration of office and remote working. Furthermore, in due course this workstream will also need to consider the potential for shared spaces, particularly

with other public sector organisations, and also for local service access, perhaps in local libraries for example.

- 4.19 In conclusion, an opportunity exists to develop a long-term operating model for the Council which embraces many of the benefits that have emerged from the way the Council has had to operate over the last 18 months during the pandemic, while also addressing some of the concerns that staff and the public have expressed regarding well-being issues, opportunities to meet in person where appropriate, and further enhancement of digital services to modernise services while also ensuring that no-one is excluded. This programme of work represents one of the most significant operational challenges this Council has faced since its formation in 1996 as such it will need to be resourced properly, communicated effectively and implemented skilfully to ensure its success.

5. Effect upon policy framework and procedure rules

- 5.1 There is no immediate effect upon the policy framework or procedure rules. This will be kept under review as policies are developed and any policy change will be approved through the appropriate governance arrangements.

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 Equality Impact Assessment (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. Any policy changes, including any new HR policies, will be subject to EIAs in the normal manner.

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

- 7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report and some of the proposals will support some of the well-being goals. As proposals are developed and introduced the implications will be considered in detail.

- **Long Term:** the report identifies that a clear opportunity exists to develop and implement a new operating model for the delivery of many of the Council's services which will ensure that the Council is 'fit for purpose' moving forward, with a focus on being as agile and customer focussed as possible. The new model will also seek to make a positive contribution to the net carbon 2030 agenda, for example by reducing travel to work.
- **Prevention:** well-being has been, and will continue to be, a priority focus for this work programme. Some examples of this focus are the development of the Staff Portal for Covid-19 and Recovery outlined above in 4.16 and the introduction of the desk booking system in Ravenscourt detailed in 4.8.

- **Integration:** any policy changes resulting from this work programme, including any new HR policies, will be subject to EIAs in the normal manner. Engagement to date has sought to understand the impact of changes on staff and service users and the report confirms that the future model will be directed by the Council's ability to deliver effective services across the County Borough, demonstrating benefit to the Council and its customers.
- **Collaboration:** communication and engagement have been identified as critical workstreams. The Council will continue to engage with staff, members, residents and delivery partners as proposals are developed.
- **Involvement:** priority will continue to be given to the needs of the Council's services users in the development of a new operating model and opportunities to effectively consult will be included in the forward communication and engagement plans.

8. Financial implications

- 8.1. There are no immediate financial implications of this report but inevitably these could emerge as the detail becomes clearer.
- 8.2. As the future service delivery model is developed, all options will be subject to the development of business cases that will set out potential costs, savings, timescales and risk. A new hybrid model will likely offer up savings on mileage, office resources (printing/stationery etc.) and building costs, contributing to the Council's decarbonisation agenda. These will need to be fully explored and considered against potential increases in ICT and office re-configuration costs, required to enable an effective and sustainable hybrid model.
- 8.3. Any costs associated with the on-going delivery of the interim phase will also need to be considered. To date the Council has made significant ICT investment in its core infrastructure, ensuring the delivery of a reliable home working service and in providing staff with over 700 additional laptops and DSE equipment. If the model is to continue, significant further investment will be required to maintain and enhance these arrangements.

9. Recommendation

- 9.1 The Committee is requested to:
 - i. Note the information contained within this report and the progress that has been made with regard to a new operating model for the Council.

Mark Shephard
Chief Executive
 7th October 2021

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Background documents:

Cross party recovery panel recommendations and report to Corporate Overview and Scrutiny Committee on 9 June 2021.

Chief Executive's report to Cabinet 14 September 2021 on Future Service Delivery Model

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

7 OCTOBER 2021

REPORT OF THE HEAD OF SHARED REGULATORY SERVICES

UPDATE ON THE WORK OF THE SHARED REGULATORY SERVICE

1. Purpose of report

- 1.1 The purpose of this report is to update the Committee on the work undertaken by the Shared Regulatory Service (SRS) during the coronavirus outbreak and the continued service pressures faced as we recover from Covid 19.

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 In April 2015, Bridgend County Borough Council (BCBC), Cardiff Council and the Vale of Glamorgan County Borough Council signed a Joint Working Agreement (JWA) for the provision of regulatory services across the three Council areas. The document created the Shared Regulatory Service (SRS) and the SRS Joint Committee.
- 3.2 The Cabinet Member for Wellbeing and Future Generations and the Chair of the Licensing Committees are the two Bridgend County Borough Council representatives on the SRS Joint Committee following appointment by the Council. Management of key operational performance for Shared Regulatory Services in BCBC is the Chief Officer - Legal, HR and Regulatory Services. The Client lead works closely with Finance, Legal and other Service Areas to ensure that the delivery of services is to the required level and, where required, improvements are implemented.
- 3.3 Members will be aware of the significant role played by the SRS during the pandemic delivering an array of essential Covid related actions on the ground. This paper summarises this work, and points to a number of risks in the regulatory landscape going forward.

4. Current situation/proposal

SRS operational delivery March 2020 – September 2021

- 4.1 When the UK was put into lockdown on 23rd March 2020, the government put into place an unprecedented set of controls to limit the spread of the virus; we were advised that we faced a pandemic, a word that has become familiar to many people. For clarity, the World Health Organization defines a pandemic as ‘the worldwide spread of a new disease.’
- 4.2 Coronaviruses are not new, but this strain had a devastating impact on society, spreading quickly around the world and infected large numbers of people. All pandemics will be slightly different in how they spread across the world, but all have the potential to have a significant impact on all parts of society. The following paragraphs provide a SRS perspective on the impact of the virus in the region.
- 4.3 As a consequence of the new public health controls, many businesses had to close; people were required to work from home where possible, and social interaction was curtailed. It became the responsibility of SRS to enforce the Health Protection (Coronavirus Restrictions) (Wales) Regulations. One of the immediate demands of this legislation was ensuring that a wide range of businesses falling into the non-essential category across the SRS region closed, and remained closed. Since March 2020, those Regulations have changed many times and applying those controls has been a challenge both for the SRS and the businesses affected by them. Narrating our activities across 2020/21 would take many hours and many pages of text. At the Committee members will receive a short presentation on those activities. For the purpose of this report, some of the notable events that members might recall include:
- In April 2020, only “essential” businesses such as food stores were able to remain open. There was an onus upon maintaining social distancing between customers and staff both within the premises and while queueing outside prior to entry. Long queues became a familiar sight. During this time, SRS became aware of incidents of ‘price gouging’ or profiteering whereby the price of essential commodities fluctuated depending on demand, this being at a time when supply chain issues coupled with panic buying left some shelves bare in retail outlets.
 - The suspension of economic activity saw people experiencing difficulty in obtaining refunds for bookings cancelled as a result of the pandemic and lockdown restrictions. Scammers and rogue traders began to exploit the “opportunities” presented by the pandemic. Complaints included, driveway cleaning services marketed as preventing the spread of the virus, the door to door sale of ‘COVID testing kits’, texts sent to residents notifying them that they had been seen outdoors and as a result they must pay a fixed penalty notice charge. These complaints became too common.
 - The early days of lockdown saw huge demands being placed on supply chains for items essential to the pandemic response such as hand sanitisers, masks and gloves. This saw many alcohol producers switch to the manufacture of hand sanitiser, while at the same time, suppliers sourced

hand sanitiser from across the UK and beyond, often outside of their normal areas of expertise. In this maelstrom, it was inevitable that substandard product would reach the marketplace. SRS impounded over 15,000 litres of hand gel and many thousands of face masks.

- At the start of the lockdown, hotels were not allowed to open their doors to guests in the traditional sense. However, at the request of, or with the permission of the local authority, they could accommodate key workers, so that they could be located closer to their place of work. SRS facilitated this process to ensure that this exemption was not abused and was only used for bona fide circumstances.

4.4 Just as SRS was at the forefront of the initial business closure work, it played a crucial role in supporting businesses as they reopened to the public. SRS provided tailored guidance to a number of shopping centres and sporting venues to assist the management with the necessary risk assessments.

4.5 In the Summer of 2020, society began to relax, people went on holiday and began to see loved ones again. However, the virus hadn't gone away and new variants began to emerge. A firebreak was introduced in October 2020 and the wider economy went on hold again. In December 2020, the supply of alcohol in hospitality premises was prohibited and early closure times imposed. Later that month, the Welsh Government indicated that a second lockdown would be introduced after Christmas 2020. This meant a return to the closure of non-essential retail premises, tighter restrictions on household mixing, and restrictions on travel. However, the rapid growth in the number of infections and hospital admissions saw the Welsh Government implement lockdown earlier and introduce a status of Alert Level 4 from December 20th 2020.

4.6 This period saw the creation of the SRS Joint Enforcement Teams (JET) with South Wales Police. The teams played a huge role in ensuring the goals set out in the national plan were achieved through:

- Investigating quarantine and self-isolation referrals from contact tracers; this work has gained greater import with the arrival in the UK of the different variants of coronavirus.
- Monitoring gatherings at different visitor locations, beaches, country parks, etc.
- Disrupting illegal house parties and the issuing of fixed penalty notices to those in attendance.
- Restricting the opening of non-essential businesses and issuing compliance notices where rules are ignored.

4.7 Perhaps the biggest commitment made by SRS during lockdown was its participation in the Test, Trace and Protect scheme (TTP). Senior officers have been at the heart of the TTP initiative from the outset. SRS officers have been involved in the tracing of people who have tested positive for coronavirus. Linking with health professionals to identify trends and incidents and restrict the spread of the disease allowed SRS to monitor and address upsurges in case numbers effectively and promptly. Notable areas of work relate to care homes, schools and colleges, where SRS officers have been integral in reducing infection rates and saving lives.

- 4.8 Through the first part of 2021, the Welsh Government reviewed the Health Protection controls at regular intervals cautiously making small changes to try once again to relax the health protection measures and allow a return to a more “normal” way of life. That return is now backed by the vaccination programme.
- 4.9 In May 2021, the Welsh Government began to relax some of the Coronavirus restrictions that had been in place since Christmas 2020. Wales moved from Alert level 4 to Alert level 2 in a phased approach to reopening the economy and allowing more social interaction between households. This gradual lifting of restrictions reflected the fact that the virus was still in general circulation, but the vaccine programme was beginning to have an impact. There was a clear reduction in the number of people becoming severely unwell and the infection rate generally was beginning to fall. However, all this was being done at a time when the impact of the new Delta strain of the virus was uncertain.
- 4.10 In May 2021, international travel resumed for *essential purposes* under a traffic light system. People returning from countries classified as red or amber needed to follow isolation and testing rules. Unfortunately the guidance outlining what constituted an *essential purpose* was not particularly robust and many people travelled to amber and red list countries, particularly India. This brought additional work for the Test, Trace and Protect service (TTP) and the SRS/Police JET teams who were tasked with ensuring that returning travellers followed the isolation requirements. Many did, but a small number did not and South Wales saw an early introduction of the Delta variant.
- 4.11 In June 2021, the Welsh Government announced a phased move to Alert level 1. The phased approach was a recognition that despite increased transmission due to the rapid spread of the Delta variant, this strain did not generate the more severe symptoms associated with the earlier variants. Consequently, Alert level 1 allowed more people to meet outdoors, more events took place, more retail outlets opened and due to the vaccine rollout a relaxation of the controls on socialising indoors.
- 4.12 The Welsh Government has now, at the time of writing this report, moved to Alert level 0. This now allows any number of people to meet indoors, including in private homes, public places or at events. All businesses and premises can open, with face coverings remaining a legal requirement indoors in commercial premises, with the exception of hospitality premises. Welsh Government continue to advise that people should still work from home wherever possible. Fully vaccinated adults, under 18s and vaccine trial participants will not need to self-isolate if they are a close contact of someone with coronavirus. The isolation of school bubbles is no longer required and SRS officers are working closely with Head Teachers and other Council colleagues to allow schools to function effectively and avoid the disruption faced in 2020/21.
- 4.13 The preceding paragraphs are a snapshot of the coronavirus related work undertaken by the service in the last 18 months. The commitment of officers has been immense and continues to be an important aspect of curbing the spread of the virus. The Head of shared regulatory services will make a short presentation to members at Committee and respond to questions as needed.

Longer term challenges

- 4.14 In order to prioritise Covid work, SRS has diverted a significant resource away from their business as usual activity. Urgent and immediate risks have been attended to, such as E-coli outbreaks, however, more routine statutory work, and lower risk activities have needed to be put on hold. Consequently, there is a backlog of public health protection work which has built up, and remains uncompleted. SRS is already seeing examples of noncompliance and slipping standards, for example increased breaches of food allergen labelling, and a drop in “performance” in trading practices.
- 4.15 The increased ask of Regulatory Services across Wales has been relentless and continuous for the duration of the pandemic. Whilst the additional finance for temporary Covid enforcement staff, provided by WG is welcome, once the additional funding ends, so the volume of additional activities will also end. The skill and knowledge of the recruited temporary staff will also leave the services.
- 4.16 As we move from response to recovery, there is more opportunity to assess the risks associated with the displacement of Public Protection work over the last eighteen months. It is anticipated that the call for some sort of continued covid response by public protection will remain for the foreseeable future. At present we do not know the direction of the Test Trace and Protect service (TTP), what business advice and enforcement will be required, the resource commitment to protect vulnerable settings and how returning travellers will be contacted. A return to “business as usual” is unlikely for some months yet and the wider service pressures and backlogs of work will continue to mount up.

5. Effect upon policy framework and procedure rules

- 5.1 There is no impact upon 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 Equality Impact assessment 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.

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

- 7.1 The SRS delivers the Council's regulatory function as regards environmental health, trading standards and licensing which contribute to the national Well-being Goals through the delivery of the well-being objectives contained in the SRS Business Plan. The SRS operates in accordance with the five ways of working which are also reflected in the content of the plan. There is a strong emphasis on collaboration as the SRS recognises the need to work with partners to deliver services and improve local well-being.

8. Financial implications

8.1 There are no financial implications associated with this report.

9. Recommendation

9.1 It is recommended that Committee note the activities of Shared Regulatory Services in protecting the local community.

Dave Holland
Head of Shared Regulatory Services
23 September 2021

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Background documents:

SRS Business Plan 2021/22

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

7 OCTOBER 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 Forward Work Programme (**Appendix A**) for this Committee for consideration and approval;
- b) 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) Request the Committee to identify any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 4.3;
- d) Present the Forward Work Programmes for the Subject Overview and Scrutiny Committees attached as **Appendices B, C and D** following consideration in their respective June Committee meetings;
- e) Present the Recommendations Monitoring Action Sheet (**Appendix E**) to track responses to the Committee's recommendations made at the previous meetings.

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.

- **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 maximize 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.’

Corporate Overview and Scrutiny Committee Draft Forward Work Programme

- 3.6 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. were mapped to the appropriate meeting dates into a draft Forward Work Programme.

- 3.7 The draft Forward work programme for this Committee was 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.
- 3.8 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 Committee 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.
- 3.9 An effective FWP identifies 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 updates from each SOSC FWP and any updated information gathered from FWP meetings with Corporate Directors.

4. Current situation/proposal

- 4.1 The Committee approved its Forward Work Programme at its meeting on 9th June 2021.
- 4.2 The Subject Overview and Scrutiny Committee Forward Work Programmes are also being reported to the Committee for coordination and oversight of the overall FWP, following consideration by their respective Subject Overview and Scrutiny Committees. The SOSC FWP's will be included in the standing FWP Update report as updated by each SOSC meeting..

Identification of Further Items

- 4.3 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

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

- 4.8 The Forward Work Programme for the SOSC 1, 2 and 3 are attached as **Appendices B, C and D**, for coordination and oversight of the overall Forward Work Programme.
- 4.9 The Recommendations Monitoring Action Sheet for the previous meetings is attached as **Appendix E**, to track responses to the Committee's recommendations at the previous meetings.

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 and approve the Forward Work Programme for the Committee attached as **Appendix A**;
- b) Identify any specific information the Committee wishes to be included in the report for the next two Corporate Overview and Scrutiny Committee meetings, including invitees they wish to attend.
- c) Identify any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 4.3;
- d) Note the Forward Work Programmes for the Subject Overview and Scrutiny Committees attached as **Appendices B, C and D**, following consideration in their respective June Committee meetings;
- e) Note the Recommendations Monitoring Action Sheet to track responses to the Committee's recommendations made at the previous meetings as **Appendix E**.

Kelly Watson

CHIEF OFFICER – LEGAL, HR & REGULATORY SERVICES

1 October 2021

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Background documents: None.

**Forward Work Programme 2021-22
Corporate Overview and Scrutiny Committee:**

APPENDIX A

Date of Meeting:	Report Topics:
Mon 5 th July 9.30am	<ul style="list-style-type: none"> - Revenue Budget Outturn 2020-21 - Council's Performance against its Wellbeing Objectives for 2020 -21 (Year End Performance)
Wed 1 st September 9.30am	<ul style="list-style-type: none"> - Budget Monitoring 2021-22 – Quarter 1 Revenue Forecast - Director of Social Services Annual report - Scrutiny Annual Report - BREP Review Report
Thurs 7 th October 9.30am	<ul style="list-style-type: none"> - Future Service Delivery Model - Update on the work of the Shared Regulatory Service
Wed 1 st December 9.30am	<ul style="list-style-type: none"> - Budget Monitoring 2021-22 – Quarter 2 Revenue Forecast - Draft Medium Term Financial Strategy 2022-23 to 2025-26 and Budget Proposals - Q2 Performance Report 2021-22 (or Jan 22) - Annual Safeguarding Report (or Jan 22) - Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) (or Jan 22)
Wed 12 th January 9.30am	<ul style="list-style-type: none"> - Corporate Plan 2018-2023 reviewed for 2022-23 - Capital Strategy 2022-23 onwards - Replacement Local Development Plan - Scrutiny Recommendations on Medium Term Financial Strategy 2022-23 to 2025-26 and Draft Budget Consultation Process
Wed 2 nd March 9.30am	<ul style="list-style-type: none"> - Budget Monitoring 2021-22 – Quarter 3 Revenue Forecast - Employee Wellbeing
Date TBC	<ul style="list-style-type: none"> - Ethical Procurement

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**Forward Work Programme
Subject Overview and Scrutiny Committee 1:**

APPENDIX B

<u>Date of Meeting:</u>	<u>Report Topics:</u>
Mon 14 th June 9.30am	<ul style="list-style-type: none"> - Corporate Parenting Champion Nomination report; - Nomination to the Public Service Board Scrutiny Panel report; - Draft Outline Forward Work Programme
Mon 12 th July 2.30pm	Additional Learning Needs and Educational Tribunal (ALNET) Act 2018
Thurs 16 th Sep 9.30am	How Central South Consortium supports Bridgend Schools.
Mon 18 th Oct 2.30pm	New Curriculum for Wales
	School Governing Bodies
Wed 8 th Dec 9.30am	Medium Term Financial Strategy and Budget Proposals
Mon 17 th Jan 2:30pm	How Schools coped with the Pandemic
	Youth Justice Service
Mon 14 th Mar 9.30am	Post Inspection Action Plan

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<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"> - Early help and Permanence Strategy - Re-commissioning Regulated Care and Support at Home
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 following Briefing Session is requested:

Financial Assessments for all social care packages be arranged for Members of the Committee, to include what happens when the person does not have capacity and Health Board funded care and nursing care funding.

NB. The Annual Safeguarding Report and Violence against Women, Domestic Abuse and Sexual Violence (WAWDASV) report has been included in the Forward Work Programme for the Corporate Overview and Scrutiny Committee for Dec/Jan.

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.

<u>Date of Meeting:</u>	<u>Report Topics:</u>
Mon 28 th June 9.30am	Corporate Parenting Champion Nomination Nomination to the Public Service Board Scrutiny Panel Draft Outline Forward Work Programme
Mon 19 th July 9.30am	Progress of the Bridgend 2030 Decarbonisation Strategy (Ultra Low Emission Vehicles) Update on the Waste Service Contract 2024
Wed 4 th Oct 9.30am	The Bridgend County Economic Futures Framework
Wed 24 th Nov 9.30am	Infrastructure Delivery (including roads, street lights, building and technology)
Thursday 16 th Dec 9.30am	Medium Term Financial Strategy & Budget Proposals
Wed 16 th Feb 9.30am	Transport Projects in the County Borough
Date TBC	Changes in External Economic Funding - Economic Development
Date TBC	The introduction of the WG Pavement Parking Enforcement (following the surveying of streets and collation of information for potential Traffic Parking Orders, but before implementation)

The following reports have been included in the COSC Forward Work Programme:

12th Jan 22 – Replacement Local Development Plan

The following Member Development Sessions are proposed:

Process for prioritising maintenance of highways, footpaths, street lights, buildings, technology, plus Active Travel) **(October)**

Corporate Joint Committees Transport, Planning and Economic Development
(Autumn)

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Corporate Overview & Scrutiny Committee

RECOMMENDATIONS MONITORING ACTION SHEET

Date of Meeting	Agenda Item	Action	Responsibility	Outcome
21 April 2021	Sickness Absence related to Stress, Anxiety, Depression and Mental Health	The Committee concluded by making a number of recommendations and requests for Information.	Scrutiny	ACTIONED – response and information circulated to Committee Members 29 June 2021
9 June 2021	Forward Work Programme	The Committee concluded by making a number of recommendations.	Scrutiny	ACTIONED – response and information circulated to Committee Members 2 July 2021
5 July 2021	Forward Work Programme	The Committee requested Ethical Procurement to be added to the Forward Work Programme.	Scrutiny	ACTIONED – added to the FWP with date to be confirmed.

Date of Meeting	Agenda Item	Action	Responsibility	Outcome
1 September 2021	Budget Monitoring 2021-22- Quarter 1 Revenue Forecast	The Committee requested: 1. A breakdown of the Covid recovery fund be circulated to members. 2. A full list and breakdown of CAT transfers including those that it was hoped would be achieved.	Scrutiny / Interim Chief Officer Finance Performance and Change Scrutiny /Corporate Director - Communities	To be provided. To be provided.