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Bridgend County Borough Council



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Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

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

Gofynnwch am / Ask for: Democratic Services

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Thursday, 27 January 2022

Dear Councillor,

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

A meeting of the Subject Overview and Scrutiny Committee 2 will be held remotely - via Microsoft Teams on **Wednesday, 2 February 2022 at 09:30**.

AGENDA

1. Apologies for Absence
To receive apologies for absence from Members.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including whipping declarations)
3. Progress in Delivering Priorities for Wellbeing, Leisure and Cultural Services in Bridgend 3 - 14

Invitees:

Councillor Huw David – Leader
Councillor Dhanisha Patel - Cabinet Member for Wellbeing & Future Generations

Claire Marchant - Corporate Director Social Services & Wellbeing
Laura Kinsey – Head of Children's Social Care
Andrew Thomas – Group Manager, Prevention and Wellbeing

Scott Rolfe – Chief Executive Officer, Halo
Simon Gwynne – Partnership Manager, Halo
Richard Hughes – Chief Executive, Awen
Kay Baker – Operations and Partnership Manager, BAVO

4. Strategic Developments to Mental Health Services 15 - 22

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Invitees:

Councillor Huw David – Leader

Councillor Jane Gebbie – Cabinet Member for Social Services & Early Help

Claire Marchant - Corporate Director Social Services & Wellbeing

Laura Kinsey – Head of Children’s Social Care

Mark Wilkinson – Group Manager, Learning Disabilities, Mental Health and Substance Misuse

Robert Goodwin – CTM UHB Service Group Manager

5. Nomination to the Public Service Board Scrutiny Panel 23 - 26

6. Urgent Items

To consider any item(s) of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Note: Please note: Due to the current requirement for social distancing this meeting will not be held at its usual location. This will be a virtual meeting and Members and Officers will be attending remotely. The meeting will be recorded for subsequent transmission via the Council’s internet site which will be available as soon as practicable after the meeting. If you have any queries regarding this, please contact cabinet_committee@bridgend.gov.uk or tel. 01656 643147 / 643148.

Yours faithfully

K Watson

Chief Officer, Legal and Regulatory Services, HR and Corporate Policy

Councillors:

S Aspey
NA Burnett
MC Clarke
C Davies
PA Davies
SK Dendy

Councillors

M Hughes
M Jones
MJ Kearn
JE Lewis
AA Pucella
G Thomas

Councillors

SR Vidal
KJ Watts
DBF White
AJ Williams

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

2 FEBRUARY 2022

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

PROGRESS IN DELIVERING PRIORITIES FOR WELLBEING, LEISURE AND CULTURAL SERVICES IN BRIDGEND

1. Purpose of report

- 1.1 The purpose of this report is to provide the Committee with information on the progress being made in relation to the rebuilding of participation in leisure and cultural activities by improving accessibility, removing barriers to involvement and supporting individual wellbeing and community in the Covid-19 Pandemic recovery.
- 1.2 In addition, to provide information on the progress being made via the Building Resilient Communities work being progressed with the third sector to help people and communities to be more healthy and resilient.

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 Prevention and Wellbeing Service was established within the Social Services and Wellbeing Directorate in 2017 in response to the focus on both prevention and well-being as identified within the Social Services and Well-being (Wales) Act 2014.

- 3.2 The subsequent Well-being of Future Generations (Wales) Act 2015 and its focus on developing a healthier and resilient Wales have provided focus for the related services and an aim of promoting independence and developing community resilience.
- 3.3 The Healthy Living Partnership with Halo Leisure was established for a 15 year period in 2012 and is co-ordinated by the Prevention and Wellbeing Service including eight leisure venues. This partnership has a framework based on developing healthier communities, children and young people, stronger communities, sustainable facilities and cost effective delivery.
- 3.4 The development of an in-house trust approach to operate the Council's library service, theatres, community buildings and Bryngarw Country Park was progressed leading to the establishment of the Awen Cultural Trust in 2015. Now a registered charity since 2018, partnership working with Awen has also been co-ordinated by the Prevention and Wellbeing Service creating an oversight of both larger scale place-based partnerships. The partnership agreement with Awen is long term and runs until 2035.
- 3.5 The Building Resilient Communities programme is founded on cross sector working with Bridgend Association of Voluntary Organisations (BAVO) and the broader third sector to support individual and community well-being. This partnership approach has secured transformation and integrated core funding to address areas such as loneliness and isolation, connecting people to non-statutory support within communities, developing carer well-being and building community networks of common purpose (e.g., disability, older adults).
- 3.6 The Healthy Living and Active Young People service areas have been supporting children, young people and their households to live active and healthy lives. This involves extensive working with partners, co-producing resources and providing training to support sustainability. The services operate partnership working with schools and community groups including focused support for children and young people such as young carers, children and young people with additional needs or disabilities and care experienced children. There is specific support for children and young people to build physical and emotional well-being and skills and confidence.
- 3.7 The Connected Communities programmes support the development of an 'age friendly' Bridgend and are connected to the ageing well priorities for Wales. Areas of focus include falls prevention, dementia supportive communities, community opportunities, community walking programmes and supporting the volunteer management arrangements at community centres.
- 3.8 The Council's play development service is based within the Prevention and Wellbeing service with a range of responsibilities that include the statutory play sufficiency assessment and action planning, targeted support for children and young people with additional needs, engaging with children and young people to support planning and also the development of holiday opportunities.
- 3.9 More recently, the Prevention and Wellbeing Service has taken additional responsibility for carer well-being support and including carers, young adult carers and adult carers. This includes the use of commissioned partners, investment of

external funding into community resilience approaches and engagement with carers and community groups who are closely connected to them.

- 3.10 The Social Services and Wellbeing Directorate is in a unique position whereby the most vulnerable individuals or groups can be considered in relation to usage of venues that are also connected to the responsibilities of the Directorate.

4. Current situation/proposal

- 4.1 Since March 2020, the Covid-19 pandemic has impacted on the delivery of services including working within restrictions and developing new and innovative approaches where possible.
- 4.2 In October 2021, Community Leisure UK identified that the community return to public leisure and cultural facilities has plateaued at 60-80%, significantly limiting recovery. They highlight that the true position of the sector may be masked by grant support that will end, which may limit the sectors' ability to invest in facilities and services.
- 4.3 Within Wales, although hardship funding continued via Welsh Government for the leisure and cultural sectors in 2021-22, there are ongoing restrictions that impact on levels of participation and related income. A comparison in local leisure attendances highlights a May-September achievement of 565K visits across Bridgend in 2019 compared to 276K in 2021.
- 4.4 Participation in 'learn to swim' programmes have rebuilt to 80% of former numbers but there are restrictions that affect capacity and a 21 month backlog of children who were unable to benefit from a school swimming offer. School swimming is hoped to be re-established in 2022 and planned growth in swimming teacher resource.
- 4.5 The Free Swimming initiative, in the first 5 months of restarting, has helped to support 1,901 free lessons for under 16's and 4,923 free swim sessions. It has also supported 10,341 older adults to swim for free and a low cost membership offer has also been developed by Halo.
- 4.6 The National Exercise Referral Scheme (NERS) migrated to a digital offer due to covid restrictions and the vulnerability of many participants. A hybrid offer remains available including face to face and on-line programmes. There are 52 site based classes and 3 virtual classes weekly. A range of chronic conditions are supported e.g. cancer, pulmonary rehabilitation, joint care.
- 4.7 Halo have piloted an innovative autism swimming pilot programme with 20 participants based on the nationally identified high drowning risk to people living with autism. This has generated a subsequent interest of over 100 parents. Plans to expand this opportunity are being developed.
- 4.8 The Feel Good for Life programme has been supporting people living with dementia or cognitive impairment and carers, engaging 100 people and face to face sessions have re-started. The programme has evidenced a 65% increase in confidence levels regarding visiting leisure facilities through the support offered.

- 4.9 Working in partnership with Cwm Taf Morgannwg (CTM) Health Board, a range of new programmes are commencing linked to supporting Covid recovery. These connect with the pre-habilitation needs of local people needing to increase their physical well-being for surgery. These will include lifestyle management and also CTM health education programmes.
- 4.10 The pandemic has highlighted the role that partners can play in tackling digital exclusion. The Feel Good for Life project has provided devices, training and on-line activity for the more vulnerable and has been awarded the Social Value Award for Future Generations – Health and Well-being. There has been strong partnership working within this programme.
- 4.11 The Access to Leisure scheme supports low cost access to leisure facilities and activities for the most needy and is becoming an increasingly important initiative. There have been an average of circa 1,500 regular users of the programme which is 9% of total memberships. Additional resource was also secured by Halo from Sport Wales to further build on this and reduce cost as a barrier to participation.
- 4.12 The library service in Bridgend is delivered on behalf of the Council by Awen and the services have been proactive in reopening when permitted. After an initial closure period to June 2020, the service has operated throughout the pandemic. An innovative click and collect scheme was operated and bookable browsing and ICT sessions were put in place to ensure digital access for those who needed it. Two libraries are also operated by Halo Leisure.
- 4.13 To support those who are more vulnerable or isolated, the 'Books on Wheels' service was developed delivering books and resources to people's doors. An average of 450 people are benefitting from this service and usage is far broader than older adults. The services offered include audio file downloads, digital downloads and boom boxes for people who are partially sighted / blind.
- 4.14 The Summer Reading Challenge was relaunched with a large family engagement event at Bryngarw Country Park as part of the Summer of Fun 2021. There were 1,484 registrations including 685 boys and 799 girls. There were 957 completions of this scheme which is designed to encourage reading and improve literacy.
- 4.15 The pandemic generated an increased demand of over 30% for digital resources including e-books and e-magazines. During 2020/21 there were 89,413 digital items issued and Awen have been investing in increased digital resources. This trend is expected to continue beyond the pandemic.
- 4.16 Supported as part of the Building Resilient Communities programme by Welsh Governments transformation investment, Awen are developing a range of social prescribing opportunities to support community well-being. Examples have included the Voices of Experience creative programme for older adults, carers social sessions, music for dementia, virtual reality in care homes and the successful Stronger Together Bridgend social media platform.
- 4.17 The supported employment opportunities at B-Leaf and Wood B for vulnerable adults have continued throughout the pandemic creating respite for carers although numbers have been reduced to manage risks. Trainees have recently started new courses in conjunction with Bridgend College, extending their learning opportunities

beyond the workshop. Bryngarw Country Park has seen significant visitor number outdoors and also Valleys Regional Park investments including a new education centre valued at over £750k. Bryngarw has seen over 350k of visitors over the past 18 month period.

- 4.18 During this period of disruption, Awen have helped to secure investment and develop capital improvement projects. Examples include improvements to Porthcawl Library, front of house improvements at the Grand Pavilion and Awen have also worked with the Council on the larger scale development of Maesteg Town Hall that will see three library venues co-located on one site including reference and family history service.
- 4.19 Within Wales, the restrictions on the cultural sector have lasted amongst the longest in terms of public events and performances. Theatres and events could only return to viable opening from August 2021. Projects to engage audiences continued however, with the successful “PromenArt” exhibitions ensuring that the Grand Pavilion remained a focus for the public in Porthcawl and contributed to the visitor experience as people travelled to enjoy coastal walks. This initiative gave creative artists, heavily affected by the pandemic, an opportunity to work.
- 4.20 Work is also progressing to secure the long-term future of the Grand Pavilion with RIBA Stage 3 feasibility works progressing and the venue identified by the Council as a priority project for the next phase of Levelling-Up Funding.
- 4.21 The Building Resilient and Co-ordinated Communities programme is based on the Council developing its cross sector working with the third sector to support community resourcefulness and resilience. The investments secured via transformation and integrated care funding have supported a network of 3 local community co-ordinators, 5 community navigators, a community network builder, common access point link role and third sector development roles.
- 4.22 An independent review of the programme has identified 5,194 people supported at October 2021 with 21 community opportunities developed and 527 people trained, in particular volunteers.
- 4.23 In terms of population outcomes the report identifies that based on a sample of respondents, 94% of people feel better connected to their communities, 100% have had the right information when needed and 128 community partners are confident to support related prevention and well-being opportunities.
- 4.24 In terms of prevention, of those supported, 869 people were identified as having higher levels of need and were diverted from mainstream services. In general, the majority of referrals have been able to be supported by the community and third sector which is a strong indicator of resilience.
- 4.25 The service is contributing to dementia friendly communities and supporting a developmental partnership with BAVO and Alzheimer’s Society. During the first two quarters of 2021, 100 people were supported including 39 digitally and 94 people received training from within Council and the community. Alzheimer’s Society are also providing individual support and social activities.

- 4.26 During the pandemic, the Council and BAVO have needed to review their approach to befriending and combatting loneliness and isolation. Building on the Community Companions face to face support, Friend in Need investment supported a telephone befriending programme and an inter-generational pen-friending scheme. The programme supported 145 individuals with 102 volunteers engaged and trained. 50 individuals were involved in the pen-pal pilot and 40 primary school pupils.
- 4.27 Bridgend has continued to lead the regional Super Agers programme supporting increased physical activity for older adults across the health board. The programme has been identified as a Bevan Exemplar project. There are now 4 activity hubs in Bridgend, 11 older adults have been trained to support activities and there are almost 200 participants in the programme. Age Cymru identify the regression of many older adults during the pandemic and this initiative will have supported physical and mental wellbeing.
- 4.28 The service coordinates the Love to Walk programme for community walking including volunteer led opportunities. There have been up to 9 weekly walks restarted and on-line information is available for self-led opportunities. The demand for safe outdoor opportunities has increased since the pandemic. Volunteer walk leader training is also supported.
- 4.29 The service also supports a 'falls prevention' network and related co-ordination to support vulnerable people to improve postural stability. This is a multi-partner network including Bridgend County Borough Council (BCBC), BAVO, Care and Repair, Health, and Halo Leisure. The total cost of fragility fracture in the UK has been estimated at £4.4 billion highlighting the value of prevention. Halo have been developing a mobile falls programme to support vulnerable people in the community.
- 4.30 The Prevention and Wellbeing Service also works with the management committees of community centres to develop safe operation and activities. The pandemic has increased the volume of support needed based on frequently changing restrictions and complex operating requirements. The service is currently working with BAVO and utilising Public Health Wales investment to create increased digital capacity within community centres to stream or receive well-being activity as a network of partners. This pilot approach has the potential to be scaled up if successful.
- 4.31 The service is participating in the "Infuse" regional programme linked to the City Deal and will be exploring innovative approaches to engaging older adults and the best ways of communicating effectively. Developing effective approaches to sharing information, advice and assistance (IAA) has grown in importance during the pandemic. During 2021, there has been support received from Welsh Government to engage with older adults and to consider developing an application to be a member of the World Health Organisation (WHO) Age Friendly Cities and Communities network.
- 4.32 More recently the Prevention and Wellbeing Service has taken additional responsibilities for carer well-being including the Carers Well-being service delivered by the contracted service provider. From April to September 2021 there were 410 carers supported including 177 previously unidentified. A 24 hour telephone response service was in place during the highest levels of restrictions to

support carers. Bridgend also secured the larger share of individual support grants for carers linked to regional investments.

- 4.33 The service supports the Wales Co-operative Centre to take forward the Connecting Carers programme that is supported by Integrated care funding. In the first half of the year 96 carers have engaged, 15 have participated in community activities, 19 carers have engaged in the i-pad loan scheme and 8 organisations have supported the programme. Additionally, 22 frontline social housing staff have received training. There has been a growing focus on supporting those who are digitally excluded to use digital approaches for social connections and also for transactional purposes to ease pressures and support a life beyond caring.
- 4.34 Welsh Government, linked to the new Carers UK 'Road to Respite' document, are seeking more innovative approaches to creating respite or short breaks for unpaid carers. The Council have worked with BAVO and 11 third sector organisations are receiving investment to take new approaches forward and to collaborate as a network. Themes include physical activity, mental well-being, peer support, events.
- 4.35 In regard to young carers, there has been support for community activity and engagement for longer term plans. The service has linked with 206 young carers and helped develop a new young carers card. There is work with local schools to create a 'you are valued' series of days.
- 4.36 The Healthy Living Service area has developed new approaches to supporting more vulnerable young people including care experienced children, children living with disabilities and young carers. A summer vulnerable hub was created in 2020 and this was further developed in 2021 including connecting young people into community settings and opportunities.
- 4.37 The Healthy Living service area co-ordinates the national disability sport programme including community groups and development of the 'insport' accreditation programme. Bridgend currently holds a silver accreditation.
- 4.38 The service has supported the development of the Bridgend Inclusive Network Group (BING) as an umbrella organisation for children with additional needs and carers. The organisation supports coproduction of opportunities, offers training to community partners and advises on venue improvements to meet user needs (e.g., swimming pool operation).
- 4.39 In addition to having client responsibility of the Healthy Living Partnership with Halo, the Prevention and Wellbeing service opens 5 school based facilities for community use including sports halls, gymnasia and 'all weather' sports facilities. The programmes are supporting 96 community clubs and there have been 35,241 visits from re-opening in June until November.
- 4.40 The service additionally provides support to Sport Wales to promote investments and to assist local organisations to secure funding for local projects.
- 4.41 The play development service is also found within the Prevention and Wellbeing Service. There is a strong focus on children with additional needs with circa 40 households being supported.

- 4.42 When after school “face to face” opportunities ceased, the service developed an online approach to maintaining social opportunities on a weekly basis. The service now has the capacity to deliver a hybrid approach to support households. The play team have also carried out safe home surprise visits to some of our more vulnerable young people as costumed characters. This has been positively received during the higher levels of restrictions. There was also a regular telephone check in for families via telephone.
- 4.43 The Discovery Days school holiday programmes provide 1:1 or even 2:1 support for some young people with complex needs and respite for carers. This was challenged by social distancing requirements but overcame by the ‘Extra Pair of Hands’ approach. This involved BCBC continuing to co-ordinate activities safely but with care needs met by the household or direct payments support.
- 4.44 The ‘Summer of Fun’ larger scale holiday programme was co-ordinated including direct delivery of some opportunities but also working in partnership with community groups, welsh language providers, holiday childcare providers and a network of youth groups. This saw an increase in local opportunities that were also smaller and more manageable within restrictions. The service has also worked with Adult Learning Wales to support parent carers to gain play qualifications to support targeted community activities.
- 4.45 The Prevention and Wellbeing service also supports the statutory play sufficiency assessment across the Council and related action planning. Wales is the first nation in the World to place such a duty on children’s play based on its impact on well-being.
- 4.46 The Active Young People (AYP) service works with a range of partners to support children, young people and young adults to develop physical, mental and emotional well-being. Due to the pandemic a series of new approaches have been added to service delivery planning. The AYP service aims to give young people new life chances through effective partnerships and collaborative work ensuring the best partners are working together to make a real difference. The young person is at the heart of everything and empowering them and partners to drive change.
- 4.47 Ascent is a 39 week health promotion project that aims to improve the physical activity engagement, health and well-being of adolescent boys and girls. The project covers a range of topics including physical activity, healthy relationships, navigating social media, risky behaviour, self-confidence, mental health, healthy living, stresses and gender expectations. The programme targets young people who are vulnerable and have lower levels of health and well-being. 46 young people are engaged on the 4 programmes currently being delivered.
- 4.48 Dame Kelly Holmes Trust “Get on Track” programme is a personal and social development programme that supports young people who are not in education, employment or training or who may be at risk of dropping out. It equips young people with the motivation, resilience and confidence they need to succeed in finding and sustaining work. The young people come from a range of backgrounds, some may have been in care, are homeless, have been at risk of offending and some are just increasingly facing challenges in finding employment or engaging in education. The programme this year has supported 8 young people of which 6 have now found employment or education / training.

- 4.49 The Young Ambassador programme is designed to develop exceptional leaders. The programme aims to build the leadership skills of young people and empower them to support the health and well-being of young people within their schools and community. The programme supports and mentors young people to provide them with opportunities to develop, achieve and reach their full potential. There are 12 young ambassadors currently leading 3 campaigns and challenges for young people. In the past 18 months more than 1,800 young people have participated in these challenges. The ambassadors have negotiated investment with local business and promoted across Bridgend.
- 4.50 Family Active Zone (FAZ) is a fun interactive programme for children and their families, encouraging them to enjoy a healthy and active lifestyle together. Alongside physical improvement and healthier lifestyles, the programme provides opportunities to develop self esteem and engage in activities together. During the pandemic, FAZ was unable to be physically delivered so an “at home” option was developed. There were more than 800 families signed up to this initiative. The programme was reviewed by Swansea University with positive results.
- 4.51 The pandemic prompted AYP to engage with partners and young people to inform changes to services. There were 200 partner responses and 350 young persons responded. The findings have highlighted the challenges to young people’s health and well-being that the pandemic has created and that partners were in need of support, training, resources to support the young people they were working with. AYP created 4 virtual workshops that attracted 246 attendees. A one stop shop web resource was also developed to enable partners to access what they needed.
- 4.52 The pandemic has pushed AYP to move with the times and into a virtual world and connect more easily with young people and families. Training packages such as balance bike training, leadership and the Ascent programme amongst others were developed into e-learning resources, with a huge amount of work going into creating innovative, interactive resources and videos. These were well received by partners and many of these new ways of working have been adopted to improve future impact.
- 4.53 The Prevention and Wellbeing Service directly delivers the school cycling national standards programme and has two in-house deliverers. As of September 2021, 14 schools had received training, 274 children had achieved level 1 and 157 had achieved level 2.

5. Effect upon policy framework and procedure rules

- 5.1 There is no effect 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. 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 well-being goals identified within the Act have been considered in the preparation of this report.

Long Term	The report recognises the issues that may arise over time identified by the population needs assessment and the longer-term benefits that might be delivered via improved community well-being.
Prevention	The report identifies a range of population groups who are vulnerable and how a preventative approach may prevent needs from escalating.
Integration	The report recognises the importance of a 'One Council' approach working across directorates to support community resilience.
Collaboration	The report identifies the value of partnership working and the benefits of a more collaborative working approach with the third sector.
Involvement	The report identifies the importance of engaging people to support the design and production of services or opportunities.

8. Financial implications

8.1 There are no financial implications to the Council in relation to the identified activities. There are however risks to sustainability as many of the programme's interventions and related workforce are currently reliant on external funding.

8.2 The funding that is being utilised during 2021-22 to support the identified programmes includes: -

- Sports Wales investment
- Integrated Care Fund investment
- Welsh Government Play Sufficiency investment
- Welsh Government Carers Respite investment
- Public Health Wales digital investment
- Welsh Government Loneliness and Isolation investment
- Investment secured by contracted partners e.g., Halo, Awen

8.3 The service area needs to retain external investments and gain new investments to further progress the prevention and well-being agenda

9. Recommendation

9.1 That the Committee considers the content of the report.

Claire Marchant
Corporate Director Social Services and Wellbeing
January 2022

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Background documents: None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

2 FEBRUARY 2022

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

STRATEGIC DEVELOPMENTS TO ADULT MENTAL HEALTH SERVICES

1. Purpose of report

- 1.1 The purpose of this report is to provide the Committee with an update on strategic developments within community mental health services for adults in Bridgend.

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**:

- **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 Welsh Government strategy 'Together for Mental Health' was launched in October 2012. This is a ten year strategy and has a strong emphasis on prevention and early intervention, in addition to setting out a framework for the provision of specialist mental health services for those who need them.
- 3.2 In 2019 the Welsh Government published a 'Review of the Together for Mental Health Delivery Plan 2019-2022 in response to Covid 19' in which a number of updated objectives were set out.
- 3.3 Adult Community Mental Health services in Bridgend are delivered through a number of teams including two Community Mental Health Teams, the Social Care Assessment and Recovery Team (SCART), the Approved Mental Health Professional hub and the Assisted Recovery in the Community (ARC) service. Services are also provided in the voluntary sector including advocacy and participation projects. The current operating model for these teams and services is set out in section 4 of the report.

- 3.4 Adult Social Care works in close partnership with the Mental Health Delivery unit of the Cwm Taf Morgannwg NHS Trust to ensure a seamless approach to assessing and meeting needs. The oversight of service delivery and development is managed through a Joint Operational Group.
- 3.5 The impact on mental health as a result of the Covid-19 Pandemic has been evident during 2021, affecting the number and type of referrals to services. This has influenced the way in which services respond and have adapted their operating models.

4. Current situation/proposal

- 4.1 The current situation for each of the teams that provide adult community mental health services is described below in relation to the team structure, referral rates the impact of the covid pandemic on the operating model and specific comments about each team.
- 4.2 The **Social Care and Recovery Team** is an early intervention and prevention team made up of social workers and support workers. The team provides short term interventions to help prevent people developing a serious mental health difficulty which may require support from secondary services. There is an open referral process to the team and referrals are received from across all agencies, with the majority coming from the police. Referral rates have almost doubled in 2021 from the level in 2020 and the majority are related to people suffering from anxiety, depression, some with suicidal ideation and others related to accommodation problems.

The team had to alter its operating model because of the pandemic and this involved changing methods of contact from face to face to phone and online contact. During recent months face to face visits have been reintroduced based on a risk assessed process, and with the use of Personal Protective Equipment (PPE) and social distancing. The team has developed effective joint working relationships with the Community Drug and Alcohol Team and the Housing Solutions Team which has brought a multi agency approach to working with people to address the issues causing mental ill health.

- 4.3 The **Approved Mental Health Professional Hub** coordinates and carries out Assessments under the Mental Health Act 1983. The hub consists of three social Workers (2 seniors) all of whom are Approved Mental Health Professionals. Referral and detention rates saw a sharp increase in 2021 (117% from 18 to 39 people detained) and an analysis of the data shows no single factor for this increase. There has been an increase in the number of new people (not previously known to mental health services) being assessed and detained and a move in the age of these people from a younger age bracket to the 45 to 60 age range. A key factor is the impact of loneliness and isolation caused by the pandemic. The hub continued to operate face to face during the pandemic as assessments have to be carried out in person in accordance with the Mental Health Act. The team had to adopt a robust risk assessment process, use PPE and observe social distancing rules. In this way the hub has continued to operate 'as normal' throughout the pandemic.

- 4.4 The **Community Mental Health Teams** (two teams, north and south) are multi disciplinary teams made up of social workers, nurses, occupational therapists psychiatrists and psychologists. The teams are a secondary mental health service and work with people who are at risk of hospital admission or on a rehabilitation pathway. There has been no significant change in referral numbers to these teams over the last year but there has been a notable increase in the number of young people on the autistic spectrum being referred. Many people who would have been referred to these teams in the past are now being supported and diverted away from secondary services by the Social Care and Recovery and the Assisted Recovery in the Community Service teams.

The Community Mental Health Teams adapted their operating model in response to the pandemic, in the same way as the Social Care and Recovery Team, with face to face visits almost returning to normal in the Summer/Autumn of 2021, but restricted again with the onset of the omicron variant of Covid-19.

- 4.5 The **Assisted Recovery in the Community Service** is an integrated Mental Health Daytime Opportunities service which is delivered jointly by the Council and Cwm Taf Morgannwg University Health Board under a Section 33 Agreement. This Agreement was renewed in April 2021 and provides for joint governance and financial arrangements.

This is a preventative service that provides information, advice and support, short term interventions, occupational therapy, activity planning, social support and employment advice and support. The service consists of support workers, specialist employment workers, occupation therapists and counsellors. There is an open referral system with the majority of referrals coming from G.Ps. There was an increase in referrals at the beginning of 2021 but there has been a reduction in recent months which has taken the referral rate back to pre-pandemic levels. Most referrals are because of, anxiety, depression and stress caused by bereavement, family issues, trauma or work related difficulties. In September 2021 there were 50 people receiving support from an occupational therapist, 82 people receiving short term support, and 15 people having employment support. There are also a number of support groups operating. The operating model has adapted to phone and online contact with face to face meetings being held where risk assessment and guidance allows.

During 2021 the service ran a small grants to voluntary organisations scheme which was designed to provide funding to voluntary sector groups to provide services for the community which are in line with the aims and objectives of the Assisted Recovery in the Community service. Grants of up to £5,000 have be made to the groups below:

- Ty Ellis Counselling – Group therapy for people who have experienced a trauma
- Mental Health Matters Wales Talking Connections – Youth Counselling
- YMCA Bridgend – ERIC Youth Programme for Emotional Wellbeing
- New Horizons Recovery College – Interactive well-being courses (Anger Management, Resilience Skills, Confidence building). Also accredited courses for Service User and Carer representatives

- STEER Enterprises – Outdoor activities programme, with an emphasis on Rehabilitation
- Bridgend Community Bereavement service – Increased capacity for bereavement and grief counselling
- Platform – Evening Social Engagement Project
- Mental Health Matters Wales Lads and Dads Project – Establishment of community volunteering project

These services have been available since November 2021 and will help to provide a community response to the hidden harm and long term detrimental effects on people's mental health caused by the Covid-19 pandemic.

4.6 As mentioned above the **Joint Operational Group** oversees service developments in community mental health services. The group is made up of senior managers from the Council's Adult Social Care department and the Mental Health Delivery Unit of Cwm Taf Morgannwg NHS Trust. The group meets on a monthly basis and is currently overseeing the following strategic service developments:-

- A review of operational policies and service pathways in community mental health services. An independent group will complete 40 interviews with staff, managers, people who have or are using services and carers in January 2022 and a report on the findings will follow.
- A scoping exercise to identify options for the closer alignment of community mental health services with the community clusters.
- Supporting people in crisis through the development of a 'Wellbeing Retreat' with the voluntary sector (see below).
- Application to the Cwm Taf Morgannwg University Health Board for additional staffing in perinatal and eating disorder services.
- The development of integrated day opportunity services for older people with dementia.

Senior Managers who attend this group have identified that the groups remit should also include reports on the activities of other groups linked to mental health services. Officers from the Council attend a range of groups and it has been agreed that feedback to the Joint Operational group would assist the sharing of information and related service developments. Examples of these other groups include, risk assessment design, crisis care concordant, town centre management groups, the self neglect partnership panel, psychology led intervention group, Armed Forces Covenant forum, homelessness cell meeting, accommodation step down group, domestic abuse group and service user and carer forums.

4.7 As mentioned above the Council and health colleagues have been working in partnership with a voluntary sector group to help support people who are experiencing crisis in their mental health. This work has been done with Mental Health Matters Bridgend, a charity which aims to support people with mental health difficulties by 'promoting the mental and emotional health of the public through the provision of information, advocacy, training and support'. The partnership has worked together since October 2020 and created the **Wellbeing Retreat** which opened in December 2020. The retreat has four aims which are to:-

- Support the improvement of access to mental health services for individuals residing in the Bridgend County Borough.
- Support the improvement of the people and carer experience, involvement and engagement.
- Support the improvement of the environment, physical, mental and social well-being outcomes for all individuals accessing the retreat.
- Signpost to other organisations, provide information, face to face support, telephone support and referral to services in the wider community.

The service is open on Wednesdays, Fridays, Saturdays and Sundays between 5 and 11 p.m. Since the service opened there have been 730 referrals for people who have a range of difficulties including anxiety, depression, suicidal ideation, alcohol and substance misuse and self harm. The partnership continues to work in the form of a management board which meets monthly to oversee the projects activities.

4.8 One of the most important principles on which community mental health services are based is the involvement of people who have or are using services and carers in decisions about their own support arrangements and in commenting on and contributing to service developments. On an individual level people are involved in formulating the outcomes set out in support plans and service response plans and in the review of these plans. In relation to service developments support for involvement comes from:-

- The Service User Network group which has recently started meeting again after activities being suspended because of the pandemic.
- The Carers Forum which meets regularly (in the last year meetings have been held online) and is attended by a range of professional staff from across the service.
- Mental health Forum which meets quarterly and is made up of people who use services, carers and representatives from the voluntary sector.
- The current review of operational policies and pathways has involved in depth interviews with 15 people who have or are using services and carers.

At a regional level there is the 'Together for Mental Health' group which has representatives from statutory services, the voluntary sector, people who have used services and carers.

5. Effect upon policy framework and procedure rules

5.1 There is no effect 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. 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 Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report.

Long Term. The plans for and operation of community mental health services is designed to be robust and sustainable with long term goals and objectives and service developments which enable the services to adapt and change according to changes in demand for services.

Prevention. As described above many of the community services have a strong emphasis on prevention and providing people with information, advice and support at an early point so as to help people avoid the need for secondary care services.

Integration. Community mental health services are founded on an ethos of partnership and integrated working between health, social care, voluntary sector and service user and carer organisations. All developments are made in partnership and on a multi agency basis.

Collaboration. All the services described in this report are provided on a collaborative basis with the Assisted Recovery in the Community delivered through a legally agreed collaboration, one of the few in Wales.

Involvement. One of the basic principles of the operation of community mental health services is the involvement of people who are using services and carers in the design and delivery of the services they receive at individual, service and strategic levels.

8. Financial implications

8.1 The services described in this report are delivered within existing Social Services and Wellbeing Directorate budgets.

9. Recommendation

9.1 It is recommended that the Committee consider the report and make any comments on the future direction of community mental health services across the County Borough of Bridgend.

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January 2022

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Background documents:

None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2

2 FEBRUARY 2022

REPORT OF THE CHIEF OFFICER – LEGAL AND REGULATORY SERVICES, HR AND CORPORATE POLICY

NOMINATION TO THE PUBLIC SERVICE BOARD SCRUTINY PANEL

1. Purpose of report

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

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

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

3. Background

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

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

4. Current situation/proposal

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

5. Effect upon policy framework and procedure rules

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

6. Equality Act 2010 implications

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

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

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

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

8. Financial implications

8.1 There are no financial implications arising from this report.

9. Recommendation

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

Kelly Watson

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27 January 2022

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Background documents: None

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