

# Public Document Pack

## Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

### Bridgend County Borough Council



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

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

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



#### **Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate**

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

Gofynnwch am / Ask for: Democratic Services

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Friday, 17 February 2023

Dear Councillor,

#### **DEMOCRATIC SERVICES COMMITTEE**

A meeting of the Democratic Services Committee will be held as a Hybrid meeting in the Council Chamber, Civic Offices, Angel Street, Bridgend, on **Thursday, 23 February 2023 at 10:00**.

#### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. Declarations of Interests  
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 the Council from 1 September 2008.
3. Approval of Minutes 3 - 6  
To receive for approval, the minutes of the 20/10/2022
4. Update on the Digital Platform and Member Portal 7 - 16
5. Revised Corporate Report Template 17 - 32
6. Democratic Services Committee Forward Work Programme 33 - 38
7. Urgent Items  
To consider any item(s) of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Note: This will be a Hybrid meeting and Members and Officers will be attending in the Council Chamber, Civic Offices, Angel Street Bridgend / Remotely via Microsoft Teams. 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](mailto:cabinet_committee@bridgend.gov.uk) or tel. 01656 643147 / 643148.

**By receiving this Agenda Pack electronically you will save the Authority approx. £0.76 in printing costs**

Yours faithfully

**K Watson**

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

Councillors:

S Easterbrook

P Ford

RM Granville

D T Harrison

Councillors

M L Hughes

RM James

R J Smith

I M Spiller

Councillors

T Thomas

G Walter

E D Winstanley

Present

Councillor T Thomas – Chairperson

P Ford	RM Granville	D T Harrison	M L Hughes
RM James	R J Smith	G Walter	

Apologies for Absence

S Aspey, I M Spiller and E D Winstanley

Officers:

Rachel Keepins	Democratic Services Manager
Nimi Chandrasena	Democratic Services Officer

6. DECLARATIONS OF INTERESTS

None

7. APPROVAL OF MINUTES

RESOLVED: That the minutes of a meeting of the Democratic Services Committee held on the 07/07/2022 were approved as a true and accurate record.

8. MEMBER INDUCTION AND DEVELOPMENT PROGRAMMES

The Democratic Services Manager delivered the report to the committee. The Chairperson stated that he had requested feedback from his group in relation to the induction period, he shared that Members had advised him that they had found the marketplace experience useful.

The fluctuating attendance of members to member development sessions was raised with the chairperson suggested re-looking at the timings that training is conducted at and proposed conducting a survey. The DSM confirmed a survey on Member Development was already scheduled.

A member of the committee gave feedback about the Market Place event and made suggestions for improvement for such events and training in the future. The manner in which training is conducted with suggestions for improvement was discussed between the Democratic Services Manager and other members.

The Democratic Services Manager (DSM) stated that in relation to the comments made by Members regarding the forward work programme, there had been a mention of Members having a report on the Councillor Portal. The data was being chased but was unavailable at this time. The portal team through the Customer Services team and ICT were having issues with providing the data.

The DSM assured Members that it was being chased and the Head of Partnership Services had provided assurances that they would look to make the report available in time for the next meeting in February 2023.

The DSM stated that there was a proposal in one of the meetings that some Members may have attended, to have a working group of members to look at the portal and test the various stages as it was still in development and there was a need for monitoring. She mentioned that she had suggested to the Head of Partnership Services and the Group Manager – Legal and Democratic Services that the working group could be represented by members of the Democratic Services Committee. There was then a discussion between members on the best course of action to progress this proposal.

**RESOLVED** : The committee noted the report and appendices.

The committee agreed to identify additional Member Development topics to be included and prioritised in the overall development plan.

The Committee requested that:

- The Member survey seek views on the timing of these Member Development sessions as well as the appropriateness of training thus far, accessibility and any potential gaps;
- A Marketplace event would be useful sooner after future elections;
- Consideration be given to various training techniques and methods to encourage Member involvement;
- Chairs be considered for all training to ensure structure to the session and keep Members on track;
- The DSM manager explore whether there is a way to monitor when recordings of training sessions have been viewed for those who may not be able to attend the actual session.

9. **INDEPENDENT REMUNERATION PANEL FOR WALES DRAFT ANNUAL REPORT 2023/24**

The Democratic Services Manager presented the report and summarised the points for the committee.

The Chairperson and other members discussed their concerns about the contents of the report, particularly in relation to the proposed increase in pay for Members and the impression this might leave with their constituents in light of the cost of living crisis.

**RESOLVED** :

1. The Committee noted the report and appendices.
2. The Committee agreed to provide the following response in respect of the IRPW Draft Annual Report 2023-2024. to the IRPW and WLGA to be submitted by the 1<sup>st</sup> December 2022:

‘The Committee recognised that given the cost-of-living crisis and the undeniable difficulties that many people in the County Borough are experiencing at the moment and likely to in the near future, it appears somewhat inappropriate to have pay rises for Elected Members for 2023-2024. However, it is also accepted that personal circumstances of Members need to be considered and therefore it should be a personal matter for Members to determine themselves whether or not they accept the pay rise or make the choice to opt-out.’

10. **URGENT ITEMS**

None.

The meeting closed at 10:58

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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO DEMOCRATIC SERVICES COMMITTEE

23 FEBRUARY 2023

#### REPORT OF THE CHIEF OFFICER - FINANCE, PERFORMANCE AND CHANGE

##### UPDATE ON THE DIGITAL PLATFORM AND MEMBER PORTAL

#### 1. Purpose of report

- 1.1 The purpose of this report is to provide the Committee with the background and update for the implementation of the digital platform and member portal.

#### 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 Authority's Digital Strategy includes 3 themes - "Digital Citizen", "Digital Council" and "Digital Place". The Digital Council theme focuses on evaluating current business processes and establishing how we can fundamentally change the way of working, redesigning services to better services for a 24/7 digital citizen.

One of the aims within the Digital Strategy is to streamline routine and repetitive processes, delivering end-to-end connections to back-office systems with the ambition of delivering efficiencies.

The Council's Digital Principles have been developed to underpin the foundations of the Five Ways of Working within the Well-being of Future Generations (Wales) Act 2015, aligning a "Digital First" approach, and encapsulating the good practice principles identified by Society of Information Technology Management (SocITM). Digital services will therefore:

- Be designed around the people who are going to use them, across the whole sphere of service delivery
- Be integrated where possible to deliver seamless connectivity and be simple and intuitive so that the user experience is positive, right first time and able to move easily between functions
- Be designed to safely and usefully share information, to better support the most vulnerable in our communities, and to target our limited resources more effectively based on demand
- Demonstrate digital leadership, creating the conditions for genuine channel shift
- Rise above traditional ways of working and challenge the status quo to ensure we are working smarter

## 3.2 Digital Platform

3.2.1 During 2016 the Council embarked on a Digital Transformation Programme that had a citizen-centric focus. The aim of this programme was to introduce a single digital platform (My Account) to allow citizens to interact online with key council services. In order to enable this outcome, it was necessary to procure a digital platform to form the basis of this citizen centred approach.

3.2.2 In March 2020, the digital provider notified Bridgend County Borough Council (BCBC) that they were ceasing to support their platform in March 2021, therefore the Council had to look for an alternative solution.

3.2.3 The COVID-19 pandemic as well as the pending contract expiry in March 2021 of the current platform, along with the lessons learnt from the previous 3 years were the key drivers in assessing the market and procuring a chosen supplier to work with BCBC to develop the digital capabilities over the next 3 years.

Following a G-Cloud procurement exercise that was conducted, which included a demonstration of various solutions, the supplier that was chosen was Granicus.

## 3.3 Councillor Portal

3.3.1 A review was carried out in 2019 on the previous member referral system. Feedback was obtained through an engagement process involving key stakeholders inclusive of Members, Democratic Services and officers. This resulted in 17 recommendations and included issues such as the need to review Service Level Agreements (SLA), development of a system to capture key information, and the requirement for updated member guidelines.

3.3.2 An action plan was developed in line with the Digital Strategy's aims and objectives. The Strategy outlined the actions which included the need to re-engineer the member referral process and to develop an efficient solution.



3.3.3 Following the procurement of Granicus’ digital platform in April 2020, which included the councillor portal, it was decided that the member’s referral process would be revisited.

3.3.4 The Granicus solution enables Members to login into a dedicated portal on the govService platform and submit referrals using a user friendly form. Members are able to track and search live and archived cases. Referrals are logged on a form, accessed via the portal and received and actioned by the relevant service areas via the Staff Portal (Dash).

As well as streamlining the current member referral process, further additional benefits of the councillor portal included:

- Live feeds of the corporate Facebook and Twitter accounts
- Map showing live data for all current and upcoming roadworks
- A direct link to search Planning Applications
- The South Wales area crime map and links to key Police Information

3.3.5 Significant work was undertaken with both Democratic Services and Elected Members to develop the member referral process within the portal, including redesigning the process maps.

3.3.6 Following the initial testing with Democratic Services and Social Services, a pilot group of Members was identified to trial and test the new form and process, ahead of the system going live following the local elections in May 2022.

#### 4. Current situation/proposal

##### 4.1 Digital Platform

4.1.1 The current digital platform was launched at the end of March 2021. To date, 45,605 users have created an online account.

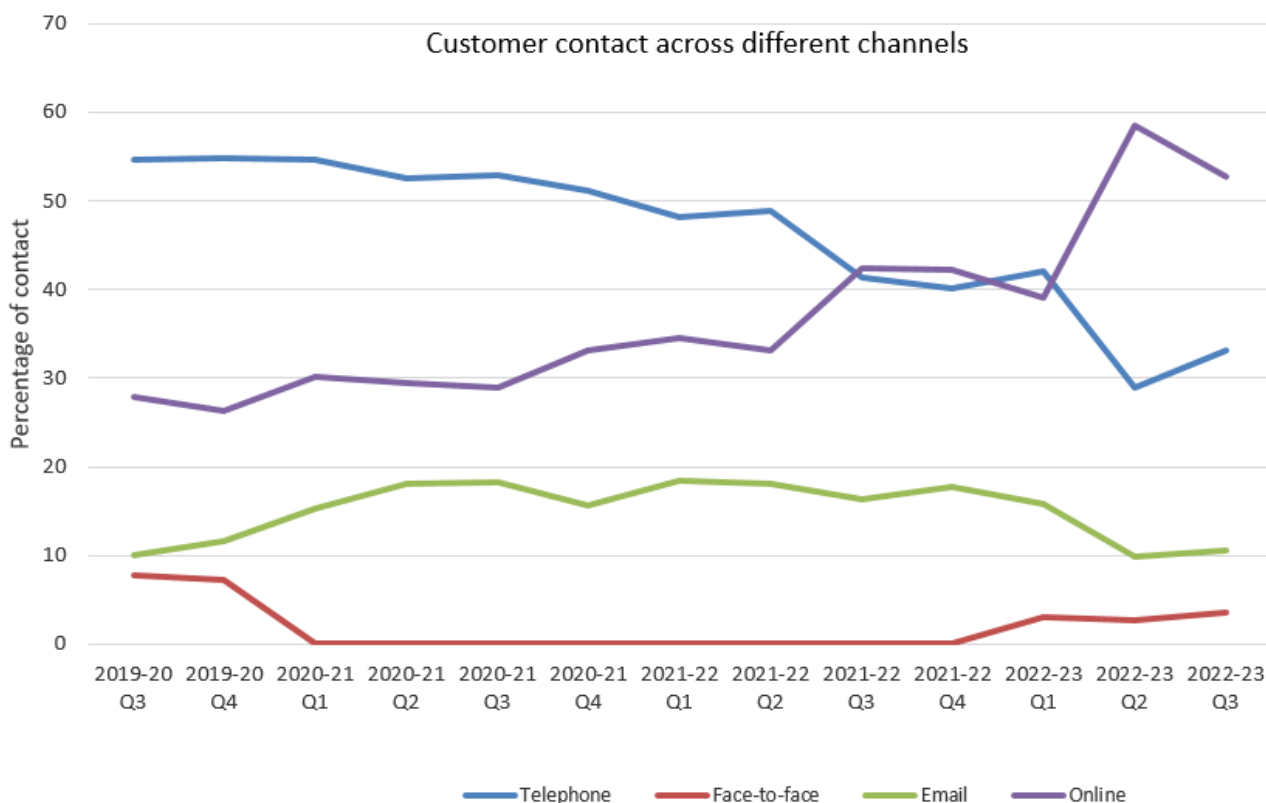
4.1.2 There are **105** forms available via the digital platform. Since May 2022 to February 2023 there have been **89,589** transactions. The table below represents a variety of forms for services and the number of transactions:

Form	Transactions
My Profile (Citizen self service – personal details etc.)	20,503
Welsh Government Fuel Support Scheme	17,874
Cost of living applications	15,804
Contact Us	4,548
Member “Referrals” and “Report It”	4,085
Support Payment for Unpaid Carers	3,552
Pest Control	2,813
Road or Pavement Issue.	2,435
Nursery admission	1,650
Secondary school admission	1,644
Pupil Development Grant 2022-23	1,612
Primary school admission	1,273

Fly-tipping	1,261
Free school meals application	913
Green areas on roads or pavements old	798
Flooding, Drainage and Watercourses	705
Report a damaged or faulty streetlight.	557
Residential parking permit	147
Abandoned Vehicle	131
Memorial bench, plaque or tree	38
<b>Total</b>	<b>82,343</b>

4.1.3 When completing an online form, users are provided the option of rating their experience out of five. To date, the Council has received 13,218 ratings, with an overall average rating of 4.5/5.

4.1.4 Since 2019 there has been a shift in demand across the various contact channels. Whilst the telephone channel has always been the most popular, it is evident from the chart below that since the pandemic, more customers are going online to access Council services.



Since April 2022, the average number of online transactions for some of the key services is shown below:

Service	Average online transactions per month
Council tax payments	2,828
Council tax online transactions	912
Blue badge applications (new and renewals)	169

4.1.5 Despite the growth of the digital channel, the Council has specifically kept all channels open and accessible so as not to exclude any resident from accessing services and therefore mitigating the potential effects of digital exclusion.

4.1.6 The additionality of the digital channel supports a self service / self help opportunity for the residents of Bridgend. This creates a sustainable innovative approach working in collaboration with the residents of the borough making best use of the Council’s resources.

#### 4.2 Councillor Portal

4.2.1 Ahead of launch of the new member portal, all staff within the various service areas were trained. In total 177 staff were trained in the use of the system and ongoing support is being provided to them as the system continues to be developed.

4.2.2 As at May 2022, 2,000 referrals were still open / unanswered on the previous system, linked to outgoing Councillors. Since launching the new member referral portal in May 2022, there has been aggregate total of 4,085 referrals and “report it” logged on the digital platform. This has been an unprecedented increase in comparison to previous years - for the year 2021/2022, a total of 3,500 referrals were logged by Members.

4.2.3 The tables below outline the position statement for “referrals” and “report it” since May 2022 to February 2023 raised by Councillors.

##### “Member Referrals”

Total Referrals	Closed Referrals	Open Referrals with Service
<b>2,553</b>	<b>1,593</b>	<b>960</b>

##### “Report it”

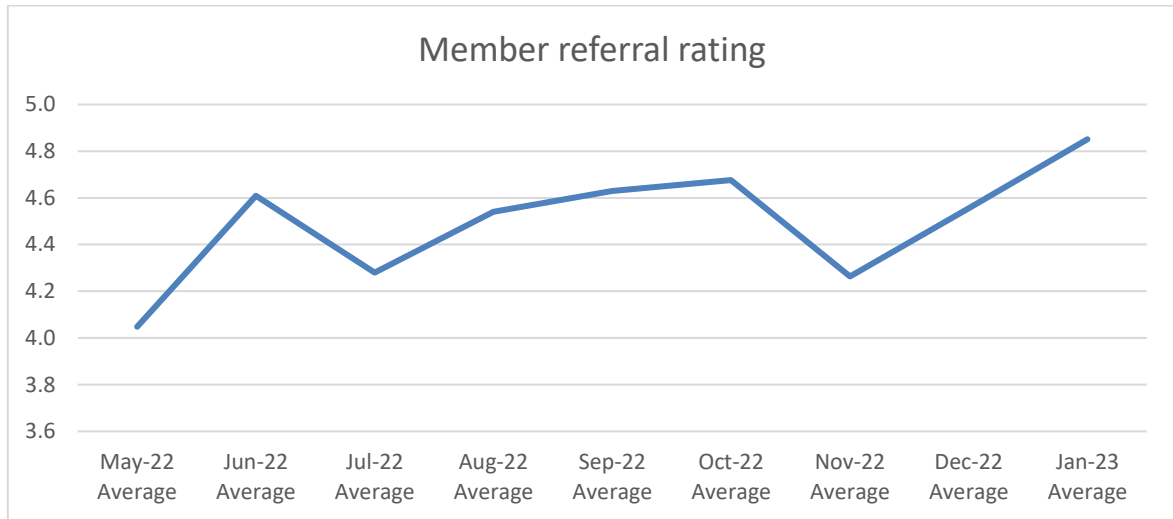
Total “Report it”	Closed “Report it”	Open “Report it”
<b>1,533</b>	<b>1,287</b>	<b>246</b>

4.2.4 When completing an online member referral form, Members are also given the option of rating their experience out of 5. To date, 641 ratings have been received from Members with an overall average rating of 4.5/5.

The table below shows the number of ratings received since May 2022, followed by a chart showing the average rating each month.

Star rating	No. of ratings
☆☆☆☆☆	480
☆☆☆☆	75
☆☆☆	35
☆☆	11

Below is a chart showing the average ratings per month since the new member referral online form has been launched. You will see that when it was launched, the average rating was 4/5 and has risen to 4.9/5 in January 2023.



4.2.5 The launch of the members portal has not been without its challenges against a backdrop of unprecedented demand. These challenges have been around response time for referrals and poor narrative responses from the “report it” function. Development continues to be made to the member portal with regards the narrative for the “report it” function alongside the alignment of capacity within services with a focus on managing the response rate of referrals. This continuous improvement approach for the members portal is focused on a partnership approach with both officers and Members working together. A group is soon to be established consisting of key stakeholders as per the request of the Group Leaders to undertake a review and develop a programme of works to further develop the members portal. There is a commitment from Corporate Management Board (CMB) and services to continually develop and leverage the benefits that the digital platform offers. These efficiencies support the ethos of information availability and self service enabling better use of the Council’s scarce resources.

4.2.6 Utilising the digital platform for both Members and the public to report issues has enabled the Council to review its operational models of work within some service areas. For example, the waste and recycling team embraced the new way of working by using the new system. A new digital system was introduced where operatives were given tablets to receive all fly-tipping, litter, abandoned vehicles and other waste issue reports. This has led to the team working more efficiently, as well as reducing the need to produce paper work tickets and unnecessary administrative tasks. This is a true example of end of end integration based around the digital platform.

## Waste and Recycling team embrace new style of working



**Our waste and recycling team are embracing a new online way of working that not only helps staff work more efficiently but also makes positive contributions to the environment.**

In December 2021, a new system called DASH was brought in which is used for logging service requests made by members of the public to report issues such as fly-tipping, litter, abandoned vehicles and other waste issues.

Jen Sparrow, Cleaner Streets and Waste Contract Manager, said: "The introduction of this system made us look at how efficiently we were dealing with these calls in terms of getting officers to inspect issues and then the resolution of issues such as removal of waste or litter picking of an area.

\*Prior to the DASH system, officers and our operations

would print out jobs, attend site visits and then record the outcome on a paper form. This would then be passed to other staff to close down on the old system.

"After working with many colleagues, we set up a trial which involved Cleaner Streets staff using tablets to access jobs, write feedback, pass on requests to other departments and to also note completed jobs.

"As the trial received positive reviews from staff, we decided to purchase more tablets. The new devices mean that jobs are picked up quicker and dealt with more efficiently."

The switch also helps to reduce the need for unnecessary printing which helps the authority save both time and money as well as contributing to the Council's Net Zero 2030 target.

4.2.7 Currently work is ongoing with regards the member portal alongside engagement with service areas, to enhance the current iteration. Future development of the member portal will include:

- Establishing a Review / Steering Group
- Developing a reporting tool and dashboards
- Exploring the feasibility of integration with Modern.Gov to display all Committee meetings within the portal
- Exploring the feasibility of integrating the Councillor portal with Microsoft Outlook

4.3 Citizen feedback on developing digital services

4.3.1 In the latest 'Shaping Bridgend's Future budget consultation exercise undertaken between 19 December and 22 January 2023, 1,441 interactions were received in total. A total of 747 provided a response in relation to their age with 53% of respondents being aged 55 and over. The split of respondents by age are shown below:

Age category	No. respondents
18-24	7 (1%)
25-34	69 (9%)
35-44	125 (17%)
45-54	146 (19%)
55-64	191 (26%)
65-74	134 (18%)
75+	64 (9%)
Prefer not to say	11 (1%)

As part of the consultation, questions were asked to seek views around the digitalisation of Council services, and the following responses were received:

- Out of a total 1,009 responses 805 respondents (80%) agreed with the ongoing development of online services
- Out of total of 1,009 responses 806 respondents (80%) said they, or someone on their behalf, had accessed online Council services in the past 12 months
- Out of a total of 985 responses 867 respondents (88%) stated they will continue to access services online
- In response to the key benefits of accessing services online:
  - 786 respondents stated it was convenient – ability to access services 24/7/365
  - 498 respondents stated access was quicker and instant
  - 395 respondents stated they preferred self service

4.3.2 These survey results highlight the use made by, and benefit to, our residents. The Council will continue to review work processes and forms to ensure that the public who wish to use this channel are able to access our services and raise issues through the digital platform.

## 5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the policy framework or procedure rules arising from this report.

## 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 below details how this report aligns to one or more of the 5 ways of working and 7 Well-being of Future Generations (Wales) Act goals:

Involvement	Consultation results have underpinned the residents' need to provide more online services
Long Term	To provide an improved, consistent and sustainable customer experience
Prevention	Developing online solutions and encouraging and promoting self-service will prevent problems from occurring and build a sustainable service. Also by developing digital solutions with front line service needs, prevents future problems and utilises smarter resourcing
Integration	A single entry point into the Council with end-to-end integration to back office systems
Collaboration	Collaborating with Business Managers and key services to enrich the customers experience

A prosperous Wales	Supporting a successful and sustainable economy and smarter use of resources
A resilient Wales	Smarter use of resources
A healthier Wales	Supporting a successful and sustainable economy, helping people and communities to be more healthy and resilient and smarter use of resources
A Wales of vibrant culture and thriving Welsh language	Supporting a successful and sustainable economy and helping people and communities to be more healthy and resilient
A more equal Wales	Supporting a successful and sustainable economy, helping people and communities to be more healthy and resilient and smarter use of resources
A Wales of Cohesive communities	Supporting a successful and sustainable economy, helping people and communities to be more healthy and resilient and smarter use of resources
A globally responsive Wales	Supporting a successful and sustainable economy and smarter use of resources

## 8. Financial implications

- 8.1 The ongoing annual cost of the digital platform and Councillor portal is shown below and is funded from ICT's core budget:

<b>System</b>	<b>Ongoing annual cost</b>
Forms / Self and Staff portals / Integration Manager / Workflow	£20,500
Single sign-on for Revenues and Benefits	£5,500
Service Designer / Customer Portal / Staff Portal / Payment Connector	£15,500
Service – additional Customer Service Advisor licenses	£6,500
Calendar bookings	£7,000
Systems Polling Service	£5,000
Councillor Portal	£3,500
	<b>£63,500</b>

- 8.2 There will be no initial savings resulting from the implementing of the new digital platform, however there will be potential saving of staff time achieved in individual services areas as the digital channel is further developed and processes streamlined.

## 9. Recommendation

- 9.1 It is recommended that the Democratic Services Committee consider the report with regards the development of the digital platform, including the member portal.

Carys Lord  
**Chief Officer – Finance, Performance and Change**  
23 February 2023

**Contact officer:** Martin Morgans  
Head of Partnerships

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**Postal address:** Civic Offices, Angel Street, Bridgend, CF31 4WB

**Background documents:**  
None



**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO DEMOCRATIC SERVICES COMMITTEE**  
**23 FEBRUARY 2023**  
**REPORT OF THE HEAD OF DEMOCRATIC SERVICES**  
**REVISED CORPORATE REPORT TEMPLATE**

**1. Purpose of report**

- 1.1 The purpose of this report is to present the proposed revised corporate template for reports that are presented to Council, Cabinet and their committees.

**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 Corporate Template is designed to contain the key elements that will aid decision makers in assessing the available information and to make informed decisions.
- 3.2 The template has a common series of headings in a logical sequence that allows the reader to progress through any report and locate key information within it.

**4. Current situation/proposal**

- 4.1 A desktop review has been undertaken of the current Corporate Report Template and it has been recommended that the template be updated to incorporate the Socio-economic Duty and Welsh Language implications, links to Climate Change and Safeguarding as well as an Executive Summary so that the reader and decision maker can quickly acquaint themselves with the content of the report.
- 4.2 Following initial consultation with the Corporate Management Board (CMB) and Group Leaders, a blank version of the revised Corporate Report Template is provided at **Appendix A** for information, taking these aspects into consideration together with a populated report of a recent Cabinet report attached as an example at **Appendix B**.
- 4.3 The proposed template also includes the following changes:
- a) The combining of the 'Connection to the Corporate Well-being objectives' with the 'Well-being of Future Generations implications';

- b) The relocation of the 'Effect on Policy Framework and Procedure Rules' to the top of the report;
- c) The relocation of the 'Report Owner/Corporate Director' and 'Responsible Officer' details to the top of the report.

4.4 Members are requested to note that Section 5 – '**Well-being of Future Generations implications and connection to Corporate Well-being Objectives**' will be updated following the approval by Full Council of the new Wellbeing Objectives within the Corporate Plan in March 2023.

4.5 It is proposed that the revised template is used for all reports presented to Committees from 18 May 2023 following the Annual Meeting of Council.

4.6 A Bridgenders Message will be circulated to all officers notifying them of the changes and the online guidance and template will be updated for all report authors to access.

## **5. Effect upon Policy Framework & Procedure Rules**

5.1 There will be no direct effect on the Policy Framework & Procedure Rules but the revised report template will provide a sound basis for decision making, improve communication and Corporate working within the Authority and provide greater accessibility and understanding the residents of the County Borough.

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

## **8. Financial implications**

8.1 There are no financial implications arising from this report.

## **9. Recommendation**

9.1 Members are requested to consider the proposed changes to the Corporate Report Template and provide any comment or suggested amendments.

R Keepins  
**Democratic Services Manager**  
October 2022

**Contact Officers:** Laura Griffiths  
Group Manager Legal and Democratic Services

Rachel Keepins  
Democratic Services Manager

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[Rachel.keepins@bridgend.gov.uk](mailto:Rachel.keepins@bridgend.gov.uk)

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Bridgend County Borough Council  
Civic Offices  
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Bridgend  
CF31 4WB

**Background documents:** None.

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This part of the report to be completed during the approval process but deleted prior to printing or publication on the web.

Report Approval	Name	Date
Chief Officer		
Cabinet Member (Cabinet reports only)		
Chairperson (Urgent only)		
Legal		
Finance		

<b>Meeting of:</b>	<b>&lt;COMMITTEE NAME&gt;</b>
<b>Date of Meeting:</b>	<b>&lt;COMMITTEE DATE (DD MMM YYYY)&gt;</b>
<b>Report Title:</b>	<b>&lt;REPORT TITLE&gt;</b>
<b>Report Owner / Corporate Director:</b>	<b>&lt;INSERT TITLE&gt;</b>
<b>Responsible Officer:</b>	<b>&lt;NAME &amp; JOB TITLE&gt;</b>
<b>Policy Framework and Procedure Rules:</b>	
<b>Executive Summary:</b>	<b>&lt;SUMMARY OF THE KEY POINTS SO READERS CAN QUICKLY ACQUAINT THEMSELVES WITH THE CONTENT OF THE REPORT&gt; *Bullet points for ease of reference. Max word count: 300</b>

## 1. Purpose of Report

1.1

## 2. Background

2.1

## 3. Current situation / proposal

3.1

## 4. Equality implications (including Socio-economic Duty and Welsh Language)

4.1 *<link to socio-economic duty, welsh language, equality impact assessments>*

*\*Information / Administrative report – EIA not needed*

*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.*

*\*EIA screening – no impact identified*

*An initial Equality Impact Assessment (EIA) screening has identified that there would be no negative impact on those with one or more of the protected characteristics, on socio-economic disadvantage or the use of the Welsh Language. It is therefore not necessary to carry out a full EIA on this policy or proposal.*

*\*EIA screening – negative impact identified*

*An initial Equality Impact Assessment (EIA) screening has identified negative impacts on those with one or more of the protected characteristics, on socio-economic disadvantage or the use of the Welsh Language.*

*Insert summary of findings*

*A full EIA will be carried out as this strategy, policy or proposal is developed.*

*\*EIA full assessment*

*A full equality impact assessment has been carried out as part of the development of this strategy, policy or proposal. The full EIA considers the impact of the strategy, policy or proposal on the nine protected characteristics, the Socio-economic Duty and the use of the Welsh Language.*

*\*Insert summary of findings*

*The full EIA is attached as appendix \*\*.*

*\* Delete as appropriate*

## **5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives**

5.1 <Link to 5 ways of working under the Well-being of Future Generations (Wales) Act and how the proposals contribute to our well-being objectives / corporate priorities>

## **6. Climate Change Implications**

6.1 <Link to the importance of decarbonisation to help protect and sustain the environment over the long term and in line with our climate change ambitions>.

## **7. Safeguarding Implications**

7.1 <Link to duty under BCBC Safeguarding Policy to safeguard and promote the wellbeing of children, young people and adults at risk of abuse or neglect and to ensure that effective practices are in place throughout the Council and its commissioned services.>

## **8. Financial Implications**

8.1

## **9. Recommendation(s)**

9.1

### **Background documents**

*<List all relevant documents – anything that is not already in the public domain>*

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This part of the report to be completed during the approval process but deleted prior to printing or publication on the web.

Report Approval	Name	Date
Chief Officer		
Cabinet Member (Cabinet reports only)		
Chairperson (Urgent only)		
Legal		
Finance		

<b>Meeting of:</b>	Cabinet
<b>Date of Meeting:</b>	18 October 2022
<b>Report Title:</b>	The Provision of Care and Support in the Secure Estate
<b>Report Owner / Corporate Director:</b>	Corporate Director Social Services and Wellbeing
<b>Responsible Officer:</b>	Carmel Donovan Integrated Community Services Manager
<b>Policy Framework and Procedure Rules:</b>	There is no effect upon the policy framework or procedure rules.
<b>Executive Summary:</b>	<ul style="list-style-type: none"> <li>• The Council is required to meet care and support needs of all prisoners within HMP Parc Prison.</li> <li>• This report seeks approval to transfer the existing care and support provisions from G4S Health Services to the Council noting the TUPE implications.</li> <li>• All current contractual arrangements will need to be reviewed and varied.</li> <li>• There is an existing £72,790 budget for the G4S contract, however the cost of care in the prison can fluctuate year on year.</li> </ul>

## **1. Purpose of Report**

- 1.1 The purpose of this report is to update Cabinet on the necessity to change the arrangements for the care and support for prisoners with eligible needs in HMP Parc, in order to meet the Council's duty to meet need under the Social Services and Wellbeing (Wales) Act 2014.
- 1.2 The purpose of the report is also to advise that the Social Services and Wellbeing Directorate will be seeking approval from Cabinet:
- to transfer the existing care and support provision currently delivered by G4S Health Services (UK) Ltd to the Council noting the TUPE (Transfer of Undertakings (Protection of Employment)) transfer of existing G4S staff;
  - to review the existing contractual arrangements with G4S and enter into a varied or new agreement.

## **2. Background**

- 2.1 The Social Services and Wellbeing (Wales) Act 2014 came into force on 6 April 2016, and accordingly changed the Authority's responsibilities towards people in prison. From 6 April 2016, local authorities have been responsible for assessing and meeting the care and support needs of all adults and children in the secure estate while they are in custody. This has been a significant change and additional responsibility for the Authority as the Act applies equally to those in the secure estate as for those individuals in the community.
- 2.2 Part 11 of the Social Services and Wellbeing Act (Wales) 2014, applies to adults in prisons, approved premises, or bail accommodation in Wales (including those over 18 in youth detention accommodation) and children in youth detention accommodation or bail accommodation in England and Wales. For Bridgend County Borough Council this has meant providing care and support services to all eligible prisoners in HMP Parc, Bridgend.
- 2.3 The responsibilities for the Authority, as required by the Social Services and Wellbeing (Wales) Act, 2014, are as follows:
- Completing care and support assessments for prisoners;
  - Producing care and support plans (with prison and healthcare involvement);
  - Providing care and support services for those with eligible needs;
  - Specialist and moveable items (e.g. walking frames, hoists);
  - When a prisoner is to be released, or transferred to a different prison, to work with the local authority that they are moving to, ensuring continuity of care and support.
- 2.4 All offenders over the age of 18 are deemed to have 'ordinary residence' status and the Council is therefore responsible for meeting the care and support needs of individuals with eligible needs.
- 2.5 The plans of care and support that are currently commissioned by the Council to meet the eligible assessed needs of all adults and children in the secure estate are

currently provided by G4S Health Services (UK) Ltd. G4S Health Services (UK) Ltd is regulated under the Regulation and Inspection of Social Care (Wales) Act 2016, the same statutory framework of all domiciliary care providers in Wales, to deliver the social care element of the service in the prison. Bridgend County Borough Council has commissioned this service from G4S Health Services (UK) Ltd and is invoiced on a quarterly basis for the care and support provided. The team comprises a Registered Manager (who has both health and social care responsibilities) and 10 posts that provide social care commissioned domiciliary care.

- 2.6 From December 2022, Cwm Taf Morgannwg University Health Board (CTM UHB) will directly provide for the health needs of the prison population in HMP Parc. However there will still be a duty for the social care element to be provided/commissioned within the prison. The UHB cannot provide regulated social care without entering into a formal partnership agreement with the Council; and whilst an integrated provision remains a desirable potential option for the future, the deadline for the transfer of care provider prohibits this option at this time, as it is unlikely the time frame could be accomplished as the UHB is not currently a registered care provider for the purposes of the Regulation and Inspection of Social Care (Wales) Act.
- 2.7 The Council is unable to commission an independent domiciliary company to provide this care due to the constraints within HMP Parc Prison; and the reason for that position was laid out in a previous report to Cabinet on 26 July 2016 which included the very high level of vetting required for anyone working in a secure environment. The report recognised the difficulties in providing services in the prison setting and Cabinet approval was given to approve a waiver under the Contract Procedure Rules from the requirement to seek competitive tenders for the provision of care and support within HMP Parc on the basis that there was technically only one organisation that could deliver the service.

### **3. Current situation / proposal**

- 3.1 The CTM UHB will take over the provision of all health services in HMP Parc on the 1 December 2022.
- 3.2 G4S Health Services have indicated that on terminating their contractual arrangements to provide healthcare in HMP Parc, that they do not wish to remain the provider of social care and have therefore given the Authority formal notice.
- 3.3 CTM UHB cannot provide social care services as it is not a registered domiciliary care provider in accordance with the Regulation and Inspection of Care (Wales) Act 2016. The Council is a registered provider. There may be a future option for the University Health Board employed workforce to deliver social care on behalf of integrated services under a partnership agreement developed under Part 9 of the Social Services and Well-being (Wales) Act (2014) in line with the policy direction for integrated services. The UHB and the Council are not in a position to complete the necessary collaborative arrangements for an integrated approach within the timescales of the transfer of healthcare from G4S Health Services (UK) Ltd to the University Health Board.
- 3.4 The provision of care and support to people in the secure estate has proved to be a complex matter to arrange, in terms of the commissioning of services for prisoners and meeting the existing regulatory requirements for the provision of domiciliary care

in Wales. In addition, the requirements associated with the high level of security at HMP Parc means that it is not possible to commission care in the usual way.

- 3.5 The Council is currently securing approximately 100 hours of care a week and are supporting prisoners with a diverse range of needs (e.g. dementia, Huntington's Disease, cancer). There are many challenges to providing care services in the prison environment that would not be the case in the community. For example, access to prisoners can be compromised by security priorities, and prison lock down. There are limited facilities to support people who are disabled and sick and there is not a separate hospital wing whereby prisoners who are particularly unwell or have high levels of need, can be constantly monitored.
- 3.6 A further limiting factor to commissioning and arranging care, is the requirement by the Ministry of Justice for enhanced security approval to be able to gain access to the prison. Access for outside agency staff would be protracted and not practical, for example, staff would need to park in the car park walk to the prison and then complete the required security checks. This can take more than 30 minutes, with a similar procedure having to be adhered to when leaving the prison. This process would significantly impair the ability of a provider to deliver a timely and flexible response to individuals within the prison and could present significant risks to those requiring time sensitive calls.
- 3.7 The security regime of the prison also potentially presents a significant risk to outside agencies of not being able to meet their regulatory requirements in regard to 'missed calls' as there would be a number of outside influences that could prevent an agency from attending to a person on time. The delivery of this type of traditional service arrangement by independent providers is not an option as it is unlikely to be delivered safely. It is for these reason that it is therefore recommended that the support team is based permanently within HMP Parc.
- 3.8 Due to the complexity and restrictions of the prison environment, and for the reasons stated above, it is felt unlikely that an outside independent agency would find the prospect of providing care and support within the prison attractive; for example they may struggle to provide replacement staff due to enhance security clearance required when there are unanticipated vacancies, through sickness and absence; and currently their ability to deliver care is further compounded by the shortage of domiciliary care workers nationwide. To mitigate this risk the Council will be able to seek clearance for a number of staff to provide back up to this team in times of planned and unplanned leave.
- 3.9 For the reasons listed above, it is therefore felt that the only viable option available that will enable the Council to meet its statutory duty under the Social Services and Wellbeing (Wales) Act, to provide care and support to prisoners in HMP Parc, is for the Council to take direct responsibility for the social care service currently provided by G4S Health Services (UK) Ltd. Should Cabinet be in agreement with this proposal, the existing contractual arrangements between the Council and G4S will be reviewed.
- 3.10 Initial discussions have taken place with Human Resources and it is proposed that the existing care staff currently employed by G4S would be subject to a TUPE (Transfer of Undertakings (Protection of Employment)) transfer to the Council allowing the retention of existing knowledge and skills. The TUPE regulations place a legal duty on both the existing employer and the new employer to inform and consult

with the affected employees and their representatives / trade unions. A transfer consultation with affected employees together with an analysis of the implications on the existing staff structure will take place prior to the agreed date of transfer of the work. The consultation will provide an opportunity for the affected employees to raise any issues, find solutions and have the opportunity to input on the decisions.

#### **4. Equality implications (including Socio-economic Duty and Welsh Language)**

4.1 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, if approval to proceed is agreed.

4.2 The proposal to develop a directly delivered care and support team in HMP Parc will enable the Council to meet its statutory obligations under the Equality Act and the Social Services and Wellbeing (Wales) Act; however failure to discharge the duty to deliver care and support to people with protected characteristics, for example those who are sick and disabled, could present a potential reputational risk for the Council.

#### **5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives**

5.1 The 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 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. Smarter use of resources – ensuring 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

5.2 The implementation of the duties and responsibilities of Part 11 of the Social Services and Wellbeing Act (Wales) 2014, for the adult population living within the secure estate, in turns supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. That is by promoting a healthier Bridgend and Wales, by promoting an environment in the secure estate that maximises people's physical and mental well-being; and supporting a more equal Wales for people within the secure estate, supporting them to fulfil their potential no matter what their circumstances.

5.3 The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how the Authority should work to deliver 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** – There is a challenge in trying to predict and meet the needs of people in the longer term in the secure estate, because the population mix within the prison is determined by the Ministry of Justice and can change at any time. The secure estate population, and service, needs to be kept under review to ensure that people can access their rights and entitlements under the Social Services and Wellbeing (Wales) Act when they are needed.
- **Prevention** – the implementation of the Secure Estate Teams Service has enabled the Authority to work with individuals providing information advice and assistance including life skills and support to people in the prison as well as those preparing for a release; this has enabled the Authority to take a preventative approach, anticipating future problems for people particularly for those who need care and support in the prison and support on release.
- **Integration** – The provision of the Authority Secure Estate Team service is delivered in partnership with the UHB and G4S and the probation and rehabilitation services and supports the maximisation of people’s physical and mental well-being.
- **Collaboration** – This collaborative approach is managed and monitored through the Prison Health and Care Partnership where there is cross sector stakeholder representation, and where the pressures and challenges of delivering services within the prison are shared and mitigated to deliver the best possible intervention within the limitations of delivering services within the secure estate.
- **Involvement** – from inception there has been a collaborative approach to developing the Secure Estate Team; the Authority has worked with public bodies collaboratively, in terms of developing the Secure Estate Team Service, as well as supporting training on the requirements of the Social Services and Wellbeing Act. In addition there has also been considerable engagement with prisoners to ensure they understand the role of the service and how to access it; this has been achieved through the provision of accessible information, advice, and publications for prisoners that have been made available to individuals through the prison systems.

## 6. Climate Change Implications

6.1 There are no direct implications arising from this report.

## 7. Safeguarding Implications

7.1 The Prison Service Instruction 16/2015 Adult Safeguarding in Prisons effective in England and Wales, specifies that prison governors:

- must appoint a functional head with lead responsibility for adult safeguarding issues;
- must have systems in place to protect adult prisoners from abuse and neglect;

- must have systems in place for staff, prisoners and others to report suspected incidences of abuse or neglect and make them aware of their responsibility to do so;
- must have systems in place to record and respond to reports of suspected instances of abuse or neglect, including protecting complainants / reporters from victimisation;
- must ensure that data is collected on all recorded suspected instances of abuse or neglect and that analysis of this data informs actions to improve relevant practice and procedures; and
- are encouraged to engage with safeguarding boards - recognising boards as fora for the exchange of advice and expertise; a source of advice and assistance, likely to be helpful to governors in ensuring prisoners are safeguarded effectively.

7.2 In addition, the Authority has established mechanisms with prison governors setting out the arrangements by which the Authority will exercise its duty under section 126 of the Social Services and Wellbeing (Wales) Act 2014 regarding an adult at risk. The section 126 duty requires that the Authority, if it has reasonable cause to suspect that an adult in its area is an adult at risk as defined by section 126(1), must:

- enquire, or cause enquiries to be made, to enable it to decide whether any action should be taken (under the Act or otherwise) and, if so, what and by whom; and
- decide whether any such action should be taken”.

## **8. Financial Implications**

8.1 The final configuration of the service provision will be determined following the TUPE transfer consultation and analysis of the implications on the existing staff structures. The service provision will be inclusive of weekends and bank holidays but will not include nights because the prison is in lockdown at night, and it is not possible to provide overnight services. Any urgent overnight needs are provided by the healthcare team, who can access cells with prison guard escorts.

8.2 There is an existing £72,790 budget for the G4S contract, however the cost of care in the prison can fluctuate year on year depending on the mix of prisoners at any given time in HMP Parc. Any difference between the final configuration of the service provision and the current available budget will be met from within existing Homecare budgets within Adult Services.

## **9. Recommendations**

9.1 Note the information contained in this report and the responsibilities for the Council under the Social Services and Wellbeing (Wales) Act 2014;

9.2 Approve the transfer of the care and support service provision at HMP Parc to the Council noting the TUPE implications as outlined at paragraph 4.10;

- 9.3 Delegate authority to the Director of Social Services and Wellbeing in consultation with the Chief Officer – Legal and Regulatory, Human Resources and Corporate Policy and the Section 151 Officer to continue negotiations with G4S and finalise and enter into a varied or new agreement with G4S.

**Background documents:** None



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO DEMOCRATIC SERVICES COMMITTEE

23 FEBRUARY 2023

### REPORT OF THE HEAD OF DEMOCRATIC SERVICES

#### DEMOCRATIC SERVICES COMMITTEE FORWARD WORK PROGRAMME

#### 1. Purpose of report

- 1.1 The purpose of this report is to present Members with a proposed Forward Work Programme (FWP) for the Democratic Services Committee for consideration and further development.

#### 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 Local Government (Wales) Measure 2011, Part 1, Chapter 2, requires local authorities to appoint a Democratic Services Committee to oversee the Democratic Services functions of the Council, ensure that the work is adequately resourced and report to the full Council accordingly.
- 3.2 As stated in the Constitution, the Democratic Services Committee have the following functions:
1. To review the adequacy of provision of staff, accommodation, and other resources to discharge democratic services functions, and
  2. To make reports and recommendations to Council, at least annually, in relation to such provision.
  3. At the request of the Council, review any matter relevant to the support and advice available to members of the Council, and the terms and conditions of office of those members.
  4. To make reports and recommendations to the Council following a review.
- 3.3 In addition to this, as a member of the Democratic Services Committee, the role includes, (but is not exclusive to):
- a) developing the Authority's member support and development strategy;

- b) ensuring that members have access to a reasonable level of training and development as described in the member development strategy and the Wales Charter for Member Support and Development;
- c) ensuring that the budget for member development is sufficient;
- d) ensuring that members have access to personal development planning and annual personal development reviews.
- e) To promote and support good governance by the Council.
- f) To understand the respective roles of members, officers and external parties operating within the Democratic Services Committee's area of responsibility.

#### **4. Current situation/proposal**

- 4.1 Attached at **Appendix A** is a draft FWP for the Democratic Services Committee for the forthcoming year 2023-24.
- 4.2 Reports such as the Independent Remuneration Panel Wales Draft Annual Report and the Committee's own Annual Report will be regular items for the Committee to consider each year. Similarly with Member Development updates.
- 4.3 It is for Members to consider whether there are any other items they wish to add to their FWP considering the role and remit of the Committee. This can then be revisited at each meeting so that Members have the opportunity to amend or add to the FWP throughout the year.

#### **5. Effect upon Policy Framework & Procedure Rules**

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

#### **8. Financial implications**

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

#### **9. Recommendation**

9.1 Members are requested to consider the proposed draft Forward Work Programme for the Democratic Services Committee attached at **Appendix A** and provide any comment or suggestions for further items for the Committee to consider at its future meetings.

R Keepins  
**Democratic Services Manager**  
February 2023

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**Background documents:** None

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**DEMOCRATIC SERVICES COMMITTEE FORWARD WORK PROGRAMME**

<b>Date of meeting</b>	<b>Item</b>	<b>Invitees/Further Detail</b>
8 June 2023	DSC Committee Annual Report	
8 June 2023	Member Development Programme	Detail of the results of the Member Personal Development Reviews (PDRs) and consideration of future Member Development
8 June 2023	Councillors Annual Report	To inform the Committee of the right of all Councillors to produce an Annual Report
26 October 2023	Independent Remuneration Panel Wales Draft Annual Report 2024/2025	
8 February 2023	Member Development Programme Update	

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