

# 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.*

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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:

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Monday, 12 February 2024

Dear Councillor,

### **SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2**

A meeting of the Subject Overview and Scrutiny Committee 2 will be held Hybrid in the Council Chamber - Civic Offices, Angel Street, Bridgend, CF31 4WB/Remotely via MS Teams on **Monday, 19 February 2024 at 10:00.**

### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. Declarations of Interest  
To receive declarations of personal and prejudicial interest (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. Approval of Minutes 3 - 8  
To receive for approval the minutes of a meeting of the Subject Overview and Scrutiny Committee 2 of the 19 01 2024
4. Social Services and Wellbeing Commissioning Strategies 2023-28 9 - 56  
Invitees  
  
Councillor Jane Gebbie - Deputy Leader of Council and Cabinet Member for Social Services and Health  
  
Claire Marchant - Corporate Director - Social Services and Wellbeing  
Jacqueline Davies - Head of Adult Social Care  
Laura Kinsey - Head of Children's Social Care  
Pete Tyson - Group Manager - Commissioning
5. Care Inspectorate Wales Inspection of Bridgend County Borough Council's Regulated Services in Adult Social Care 57 - 70

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Invitees

Councillor Jane Gebbie - Deputy Leader of Council and Cabinet Member for Social Services and Health

Claire Marchant - Corporate Director - Social Services and Wellbeing

Jacqueline Davies - Head of Adult Social Care

Shaguffa Khan - Social Work Lead in Adult Social Care

Jane Lewis - Group Manager - Direct Care Provider Services

Ceri Williams - Provider Service Manager - Learning Disabilities, Mental Health & Related Services

Tania Turner - Provider Service Manager - Support at Home / Accommodation Services

6. Conclusions and Recommendations

7. Forward Work Programme Update

71 - 92

8. 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 or tel. 01656 643148 / 643694 / 643513 / 643696.

Yours faithfully

**K Watson**

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

Councillors:

S Aspey

F D Bletsoe

E L P Caparros

P Davies

Councillors

P Ford

D T Harrison

D M Hughes

M Lewis

Councillors

J Llewellyn-Hopkins

RL Penhale-Thomas

A Wathan

R Williams

SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2 - FRIDAY, 19 JANUARY 2024

MINUTES OF A MEETING OF THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2 HELD HYBRID IN THE COUNCIL CHAMBER - CIVIC OFFICES, ANGEL STREET, BRIDGEND, CF31 4WB ON FRIDAY, 19 JANUARY 2024 AT 10:00

Present

Councillor F D Bletsoe – Chairperson

E L P Caparros

D T Harrison

M Lewis

A Wathan

Present Virtually

S Aspey  
RL Penhale-Thomas

P Davies  
R Williams

D M Hughes

J Llewellyn-Hopkins

Apologies for Absence

H David

H Williams

L Kinsey

Invitees:

Councillor Jane Gebbie  
Councillor Neelo Farr

Deputy Leader of Council and Cabinet Member for Social Services Health  
Cabinet Member for Community Safety and Wellbeing

Mark Sheppard  
Carys Lord  
Claire Marchant

Chief Executive  
Chief Officer - Finance, Performance & Change  
Corporate Director Social Services and Wellbeing

Jacqueline Davies

Head of Adult Social Care

Deborah Exton  
Christopher Morris

Deputy Head of Finance  
Finance Manager – Social Services & Wellbeing / Chief Executive’s Directorate

**SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2 - FRIDAY, 19 JANUARY 2024**

Officers:

Kelly Watson	Chief Officer Legal, HR and Regulatory Services
Rachel Keepins	Democratic Services Manager
Meryl Lawrence	Senior Democratic Services Officer - Scrutiny
Joanne Norman	Interim Group Manager - Financial Planning & Budget Management
Andrew Thomas	Group Manager Sports & Physical Activity
David Wright	Family Support Services Manager
Stephen Griffiths	Interim Scrutiny Officer/ Democratic Services Officer - Committees

Declarations of Interest

Cllr Maxine Lewis – Personal – SSW12  
Cllr Richard Williams – Personal – Terrorism Act – counter-terrorism – family member  
Cllr Paul Davies – Prejudicial – SSW12

**58. Approval of Minutes**

Decision Made	<b><u>RESOLVED:</u></b>  That the minutes of meetings of Subject Overview and Scrutiny Committee 2 dated 23 November 2023 and 6 December 2023, be approved as true and accurate records.
Date Decision Made	19 January 2024

**59. Medium Term Financial Strategy 2024-25 to 2027-28**

Decision Made	<b><u>RESOLVED:</u></b>  Following detailed consideration and discussions with Cabinet Members and Officers, the Committee made the following Recommendations:  1. The Committee recommended that to protect our most vulnerable, given the better than expected
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settlement equating to an additional £1M and any other potential additional funding received by the Final Settlement, that Cabinet be asked to reassess the following Budget Reduction Proposals for the reasons stated for each:

- a. **SSW16** - The Committee expressed concern regarding the removal of 50% of the budget to reduce or remove support for children and young people with additional needs and families to access community activities and opportunities, given the potential high impact upon the individual and their families and risks detailed in the report.
- b. **SSW20** - The Committee expressed concern regarding the removal of the caseworker resource and efficiency savings from the third Sector Contracts - hospital discharge and that the loss of this service could impact negatively on timely support for people to return home from hospital.

- 2. Given that a number of Social Services and Wellbeing Budget Reduction Proposals include reference to Reviews, the Committee seeks clarity as to what is still under consideration going forward, the risks to the deliverability of any proposals that include reviews, and whether they can be relied upon to set a balanced budget.
- 3. The Committee expressed concern regarding the lack of recognition of the difficulty of setting budgets based on short term reliance on Grant funding, the instability and uncertainty when short term Grant funding is removed and the impact on the stability of providing services. The Committee recommended that a letter be sent to Welsh Government lobbying for the discontinuation of short term Grant funding in favour of sustained long term funding included in the settlement.
- 4. The Committee reflected on the high cost of Independent Residential Placements for Care Experienced Children and the cost of those placements that were Out of County and while recognising the complexities and difficulties and whilst supporting the plan in place and the work ongoing, recommended that bringing those placements back into county provision where possible be emphasised as a priority, to meet needs and work towards reducing the cost over two to three years.

**Additional Information**

Following detailed consideration and discussions, the Committee requested:

	<p><b>Independent Residential Placements for Care Experienced Children</b> - How many placements out of county and in county and the costs.</p> <p><u>Budget Pressures:</u></p> <p><b>SSW3 – Increased cost of Home Care for Adults with Learning Disabilities:</b> Information regarding the amount of lost grant funding in the Learning Disabilities budget and reductions in other Grant funding referred to that impacted on the Learning Disabilities budget.</p> <p><b>General</b> - Communications with Welsh Government Finance Committee be circulated to the Committee Members.</p> <p><u>Budget Reduction Proposals:</u></p> <p><b>SSW11 - BCBC to waive protections on concessionary pricing and discounted rates for the more vulnerable in leisure settings:</b> clarification of what else is included in that budget line of £1.271M and an explanation of whether this saving / budget line is from within the HALO Management fee of £1.399M or not.</p> <p><b>SSW22 - BCBC consider efficiency savings from Third Sector Contracts - Substance Misuse Services:</b> An explanation of the narrative why: “no new referrals from BCBC have been made this year”.</p> <p><b>SSW26 - Increasing Charges for in-house care homes:</b> Details of the charge and increase for those residents paying the full cost of in-house residential care charges, arising from this proposal for full cost recovery.</p>
Date Decision Made	19 January 2024

**60. Urgent Items**

Decision Made	None
Date Decision Made	19 January 2024

**SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2 - FRIDAY, 19 JANUARY 2024**

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To observe further debate that took place on the above items, please click this [link](#) for Part One and this [link](#) for Part Two.

The meeting closed at 13:45.

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<b>Meeting of:</b>	<b>SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2</b>
<b>Date of Meeting:</b>	<b>19 FEBRUARY 2024</b>
<b>Report Title:</b>	<b>SOCIAL SERVICES AND WELLBEING COMMISSIONING STRATEGIES 2023-28</b>
<b>Report Owner / Corporate Director:</b>	<b>CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING</b>
<b>Responsible Officer:</b>	<b>PETE TYSON – GROUP MANAGER, COMMISSIONING</b>
<b>Policy Framework and Procedure Rules:</b>	<b>There is no effect upon the policy framework or procedure rules</b>
<b>Executive Summary:</b>	<b>This report highlights the work that has been undertaken in the development of three Commissioning Strategies (included as appendices to the report) across the three main population groups in the Social Services and Wellbeing Directorate. The strategies and report show the priority areas and commissioning intentions have been identified for the next 5-year period (2023-28). The intention is to seek feedback from the Committee prior to the finalisation of the strategies and submission to Cabinet for approval in early 2024.</b>

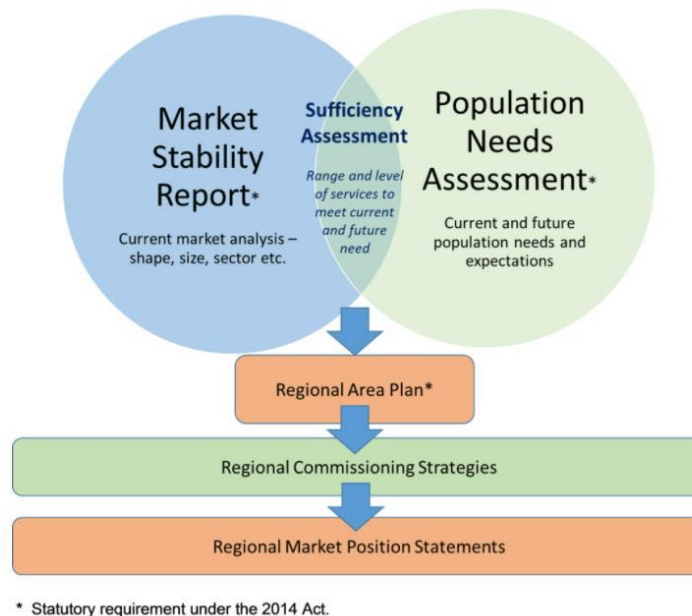
## 1. Purpose of Report

- 1.1 The purpose of the report is to seek feedback from the Committee in respect of the three Commissioning Strategies that have been developed within the Social Services and Wellbeing Directorate.

## 2. Background

- 2.1 Section 144B of the Social Services and Well-being (Wales) Act 2014 requires local authorities to prepare and publish market stability reports (MSR) and makes provision for regulations setting out the form these must take, matters to be included, and the prescribed period for carrying out market stability assessments as set out in The Partnership Arrangements (Amendment) and Regulated Services (Market Stability Reports) (Wales) Regulations 2021.
- 2.2 In preparation for undertaking this report, the Authority carried out, in partnership with the Local Health Board and other Regional Partnership Board (RPB) partners, an assessment of both:
- **Sufficiency** – assessment of the sufficiency of care and support in meeting the needs/demands for social care as set out in the Population Needs Assessment
  - **Stability** – assessment of the stability of the market for regulated services providing care and support

2.3 The diagram below illustrates the relationships between the Population Needs Assessment and each of the different elements of the Market Stability Report, highlighting how they contribute towards the ongoing development of local and regional plans and commissioning strategies and statements.

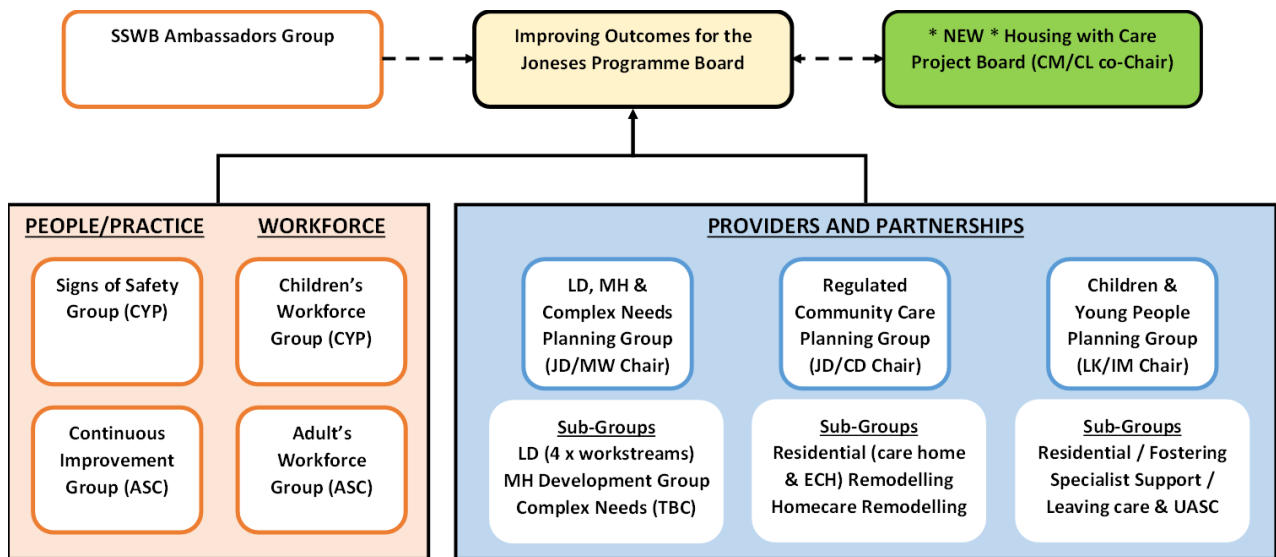


2.4 In July 2022, the Cwm Taf Morgannwg region’s Market Stability Report was endorsed by the Council, and this has formed the basis of the development of three Strategic Commissioning Plans within the Social Services and Wellbeing Directorate – which have been established based on key population areas. i.e.

- Children’s & Young People and Transition (APPENDIX A)
- Adults with Lifelong Conditions and Complex Needs (APPENDIX B)
- Regulated Community Care – Older Person’s (APPENDIX C)

### 3. Current situation / proposal

3.1 The Social Services and Wellbeing Directorate has recently reviewed and updated its ‘transformation and planning’ group structure – as below – where the newly established Planning Groups have overseen the development of the Commissioning Strategies for their respective areas:



3.2 The Commissioning Strategies set out how current services will need to change and develop over the next 5 years, in order to continue to meet the needs of people in Bridgend County. The structure and format of the plans are consistent across each of the strategies, where there is information on the current position, the driver(s) for change, and what the proposed commissioning intentions are.

3.3 The intentions are as detailed as can be at this stage, but it should be noted that further details in respect of timescales and precise resource implications will be known at the point at which business cases and justifications are being developed, which comes under the oversight of the governance arrangements set out above.

3.4 The strategies have been developed using regional data, such as the Market Stability Report (MSR) and the Population Needs Assessment (PNA), as well as local BCBC data to identify key trends about the people of Bridgend and our services. This data has enabled us to understand how our current services are performing and to project future service requirements over the next 5-10 years.

3.5 The Institute of Public Care (IPC) – who are our commissioned improvement partner – have assisted in the development of these strategies and have brought in their knowledge and experience of working with local authorities across the UK to look at innovative practice and more effective ways of working.

3.6 The key priority areas identified within each of the plans are shown below, which can be broken down into accommodation-based priorities, and non-accommodation-based priorities, such as support at home and/or care in the community type services:

### 3.6.1 Children and young people and transition

#### Accommodation-based priority areas

- Develop additional residential provision in Bridgend to enable flexibility, especially for children and young people with complex needs. i.e.
  - Bespoke residential options to reduce high-cost/out of county (OOC) placements and operating without registration (OWR) placements
  - Supported accommodation/move-on options to prepare for independent living
  - Relocation/remodelling/refurbishment of existing residential services

#### Other non-accommodation-based priority areas

- Develop a placement support service to ensure the right multi-agency therapeutic input for children, young people and their carers
- Develop our local fostering services in order to increase our numbers of internal foster carers to secure greater placement sufficiency
- Review and strengthen accommodation pathways for children leaving care
- Strengthen our offer of support to children with disabilities and their families, including those on the neurodevelopmental pathway
- Strengthen our support for children who are at risk, or likely to be at risk, of child exploitation, and those that go missing.

NB: There is also a separate strategy being developed – with the support of IPC – in respect of our early help services for families.

### **3.6.2 Adults with Lifelong Conditions and Complex Needs**

#### Accommodation-based priority areas

- Develop new Core & Cluster Accommodation/Community Living Networks
- Expanding Supported Living, including Specialist Supported Living (Closer to Home)
- Review and remodelling of emergency, short-stay and respite accommodation
- Accessible/adapted accommodation programme

#### Other non-accommodation-based priority areas

- Expansion/diversification of Shared Lives (Adult Placement Scheme)
- Strengthen specialist care & support at home/community services
- Review/remodelling of Community Hubs, Daytime Opportunities & Social Activities
- Strengthen skills for Independence and Employability

### **3.6.3 Regulated Community Care (mainly older person's services)**

#### Accommodation-based priority areas

- Develop Housing with Care and “Extra Care” provision sufficient to meet future need and demand
- Reprofile and remodel as required BCBC's accommodation-based services – both internal and commissioned

#### Other non-accommodation-based priority areas

- Implement the ‘reablement reset’ programme in our internal homecare services
- Adapt commissioned domiciliary services to take a more outcome-focused and strengths-based approach

3.7 For the accommodation-based priority areas identified above, there are clear links with both capital and revenue funding, which emphasises the importance of robust business justification cases being developed, as well as effective governance, which is shown in the earlier table.

3.8 The current draft versions of the strategies have been appended to this report, which when finalised and approved by Cabinet will be formatted in line with BCBC branding and translated in accordance with Welsh Language requirements.

#### **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.

4.2 An initial EIA screening of the current versions of the strategies 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 at this stage.

4.3 As and when schemes and proposals identified within the strategies are considered for implementation, specific EIA screenings will be undertaken at that stage.

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

5.1 A summary of the Well-being of Future Generations (Wales) Act 2015 assessment is listed below:

<b>Long-term</b>	The Strategic Commissioning Plans developed are long-term in nature, covering a 5-year period, which will consider and include longer-term demands, pressures and changes.
<b>Prevention</b>	In-keeping with the fundamental requirements of the Social Services and Well-being (Wales) Act 2014, there is also a focus on preventative services within the strategies.
<b>Integration</b>	In keeping with the fundamental requirements of the Social Services and Well-being (Wales) Act 2014, there will be a focus on integration with our key regional partners, such as Cwm Taf Morgannwg Health Board and neighbouring local authorities.
<b>Collaboration</b>	Both internal and external collaboration will be necessary in order to effectively implement the priority areas identified in the Strategic Commissioning Plans, which will involve key stakeholders and wider partners.
<b>Involvement</b>	Extensive consultation was undertaken with individuals to inform the PNA and MSR reports, which have been used as the foundation of these strategies. Officers will further engage with and involve individuals and their families/carers as and when specific projects, schemes and developments are being

worked-up in more detail, which will inform the subsequent options appraisal and business case.

## **6. Climate Change Implications**

6.1 There are no direct implications associated with the strategies at this stage.

## **7. Safeguarding and Corporate Parent Implications**

7.1 The priority areas identified in the children and young people and transition strategy will support BCBC in our corporate parenting responsibilities, in looking to ensure there are suitable and sufficient placement options.

7.2 Having sufficient and effective services in place across both children's services and adult social care – which is the primary aim of these strategies – should also mitigate any safeguarding risks linked to unsuitable or unavailable services.

## **8. Financial Implications**

8.1 There are no direct financial implications associated with the strategies at this stage, however, any proposals put forward for implementation that are listed within the strategies will be subject to the necessary business justification requirements and will follow the Council's Contract Procedure Rules.

8.2 The challenging financial position is included within the opening sections of each of the strategies, where there will be a strong emphasis on any of the priority areas being taken forward having a robust and agreed business justification, which SSWB officers will develop in close working with colleagues in Finance.

8.3 The commissioning strategies have been produced in alignment with the development of the Medium-Term Financial Strategy (MTFS) from 2024/25 onwards, where the pertinent savings proposals identified in the MTFS (e.g. Remodelling work in homecare services and learning disabilities) have been included as priority areas, where there are links to commissioned/provider services. Priority areas have also been included within the strategies to help address the current overspend position(s) within the Directorate – a key one being children's services placements. Implementation of the strategies will be in line with the funding available through the MTFS.

## **9. Recommendations**

9.1 It is recommended that the Subject Overview and Scrutiny Committee 2:

- Note the contents of this report; and
- Provide feedback on the Commissioning Strategies, (Appendix A, Appendix B, Appendix C) prior to submitting to Cabinet for approval in early 2024.

### **Background documents:**

None

## APPENDIX A – CHILDREN, YOUNG PEOPLE & TRANSITION COMMISSIONING STRATEGY

### Introduction

**Bridgend County Borough Council** has developed 3 Commissioning Strategies looking at how current services will need to change and develop over the next 5 years, in order to continue to meet the needs of people in Bridgend County. This strategy describes how we will contribute to the wider health and wellbeing agenda by promoting independence and choice for individuals living in the County Borough. These strategies reflect the 7 wellbeing objectives laid out in the Council's Corporate Plan 2023-2028, which aim to have, a county borough:

- Where we protect our most vulnerable
- With fair work, skilled, high-quality jobs and thriving.
- With thriving valleys and communities
- Where we help people meet their potential
- That is responding to the climate and nature emergency.
- Where people feel valued, heard and part of their community.
- Where we support people to live healthy and happy lives

Our approach to commissioning recognises the importance of modern public services in meeting the needs of vulnerable people in our communities and of managing growing demands and expectations. There are increasing numbers of vulnerable people with complex needs who require support and care that will be delivered by a range of statutory agencies such as health, leisure housing and social services, and by the voluntary and independent sectors. There are benefits to be gained by actively coordinating and co-producing our responses with others in a cost effective and efficient manner.

It is our aim to make our approach citizen-centred, accessible, flexible and responsive for those in greatest need and to enable people to attain and/or maintain their independence for as long as possible in their own homes and local communities. We are committed to providing quality responses for our existing customers whilst also ensuring that support will be both sustainable and flexible to meet the needs of our future customers. As such, this Commissioning Strategy is both ambitious and far reaching.

Overall, we want to ensure we are investing in the right things, that will make the biggest difference and be of the most value to the people of Bridgend. We will always ensure that we commission services in a way that involves us working with other organisations, and most importantly local people. We all need to work together to get the best outcomes, and this way of working is at the core of this Commissioning Strategy.

### Financial context

The SSWB directorate is projecting a considerable overspend position in 2023/24 – which is estimated to be more than £12M at quarter 3 (12.5% of the annual budget) – a large proportion of which (£7.5M) relates to Children's Services. The overspend position is mainly due to the pressures of work to meet statutory duties against a backdrop of an exponential increase in demand. The directorate is also expected to make cost reductions/savings from 2024/25 as part of BCBC's MTFS plans. This will mean that any of the priority areas and commissioning intentions proposed within this strategy must be subject to a rigorous business justification and decision-making process, where there will be a clear intention of reducing costs and making efficiencies, as well as providing creative and innovative services which will deliver the best possible outcomes for the citizens of Bridgend.

## Children, Young People and Transition – Commissioning Priorities 2023-2028

Bridgend CBC has faced significant challenges in providing effective children's social care services in recent years. Many of these challenges are shared with other local authorities in Wales, and indeed, other parts of the UK. These include demand pressures, difficulty in recruiting and retaining a suitably skilled workforce, insufficient access to good quality local placements for care experienced children, the impact of the pandemic and financial pressures. Furthermore, Welsh Government's national agenda for eliminating private profit in care for children and its aim to rebalance the public sector away from reliance on commissioning external providers to a stronger public sector offer will provide additional challenges.

Our purpose as a Council is to exercise our legal and professional duties to help those who need care and support in Bridgend to have the best possible outcomes and experiences in life. Our children's plan identifies the following key challenges we will address in the next 3-5 years:

- Reducing the number and proportion of children and young people who need to experience care and support and require safeguarding in Bridgend.
- Helping more families in Bridgend live well together and bring their children up to be resilient and live the lives that they want to live as adults.
- Working with our partners to make sure families get the right help at the right time.
- Re-focusing our resources on more cost-effective support for families with complex needs rather than expensive substitute care experiences.

Achieving these will involve significant changes in the following areas:

- The voice of children and families
- Our workforce
- Our practice
- The impact of our services and interventions
- Our response to families with complex needs
- Our work with partners
- Our intelligence and information systems

As part of delivering these changes we need to focus on the following commissioning priorities:

1. Develop a placement support service to ensure the right multi-agency therapeutic input for children, young people and their carers.
2. Develop our local fostering services in order to increase our numbers of internal foster carers to secure greater placement sufficiency.
3. Develop additional residential provision in Bridgend to enable flexibility especially for children and young people with complex needs.
4. Strengthen our accommodation pathways for young people leaving care, consistent with Shelter Cymru's "Care Leavers' Accommodation and Support Framework for Wales".
5. Strengthen our offer of support to children with disabilities and their families, including those on the neurodevelopmental pathway.
6. Strengthen our support for children who are at risk, or likely to be at risk, of child exploitation, and those that go missing.

This document describes the rationale, current situation and commissioning tasks needed for each of these priorities, as well as some of the potential resource implications.



**NB:** In addition to these priorities linked to our statutory services, there is also a key priority to strengthen our early help services for families to prevent and reduce the need for children to experience safeguarding or care, for which a separate specific strategy is being developed.

## **Priority 1: Develop a placement support service to ensure the right multi-agency therapeutic input for children, young people and their carers.**

### **Rationale:**

To meet our sufficiency duty and improve outcomes for our children and young people we need to strengthen our support for foster carers and care experienced children. Having the right placement in the right place, at the right time, with the optimal level of support is a vital factor in improving placement stability, which in turn is a critical success factor in achieving better outcomes for care experienced children. This view is supported by the Welsh Government in its current Transformation Programme for Children's Services.

Placement stability, particularly for teenagers is challenging. Young people who need care and support tend to have complex needs including mental health, emotional and behavioural problems, and be dealing with the impact of childhood trauma. Carers often have to manage a range of significant emotional and behavioural difficulties in the young people they support, particularly disruptive and hyperactive behaviours which can lead to placement breakdown. Analysis of placement breakdowns for care experienced children in fostering and residential care in Bridgend in 2022/23 shows 68% of those breakdowns involved children aged 10 to 17 years and 22% of children had more than one placement breakdown during the 12 month period. Over half of the placement breakdowns were due to challenging behaviour.

### **Current Position:**

Bridgend CBC is part of the Cwm Taf Morgannwg region of Wales which commissions some regional resources in this area including the Multi-Agency Permanence Support Services (MAPSS) which delivers therapeutic intervention services for care experienced children, those with historic placement breakdowns and those with plans for, and post, adoption. MAPSS is available for children with complex emotional and behavioural needs requiring intensive therapeutic support. Current demand for this service is exceeding capacity.

Bridgend CBC also commissions a Behaviour Analytic Support Service (BASS) to embed a trauma informed behaviour analytical service within our children's residential homes by working directly with the behaviour analysts, the wider staffing team and occasionally directly with children and young people. The Council is clear that more capacity and expertise is needed in this area. It recently appointed Oxford Brookes University to provide independent advice about a therapeutic service model to underpin both our residential and fostering services. We are committed to complement the MAPSS and build on our current behaviour analytical model within residential and fostering services to develop a highly skilled staff team who are able to work intensively with young people in both residential care and foster care to help them in their placements and in preparation for adulthood.

Our work in this area will meet the relevant legislative and policy priorities of the Welsh Government which currently include:

- All placements to be inhouse or not for profit.
- Appropriate models of care in place.
- Parity between foster care, kinship and SGOs.

- Sufficient workforce with right capabilities.
- Providing support to Local Authorities and other not-for-profit providers to boost provision, particularly for children and young people with the most complex needs.

### **Our Commissioning Intentions:**

Our intention is to have a placement support service incorporating existing services which will provide sufficient multi-agency therapeutic input for children, young people and their carers available and effective across Bridgend by September 2024. To achieve this, we will:

- Complete a detailed needs analysis and complete work on a new service model.
- Plan the service in detail and the resources required.
- Confirm how it will be delivered – whether in-house, in partnership or through contracting with a provider.
- Re-organise existing services alongside this service to ensure they all complement each other and create an effective approach to ensuring all families have access to high-quality support.

The new service will require additional resources to develop and deliver, some of which will be recovered in reduced costs of placement breakdown and less support being needed from elsewhere. We estimate at this point that the combined existing and new services will require £500,000 per annum to resource.

## **Priority 2: Develop our local fostering services in order to increase our numbers of internal foster carers to secure greater placement sufficiency**

### **Rationale:**

Bridgend has one of the highest care experienced populations in Wales at approximately 135 per 10,000 population, with children aged 10 to 15 making up the largest proportion of this. Under Section 79 of the Social Services and Wellbeing (Wales) Act 2014 the Local Authority must ensure that there is sufficient accommodation for all children who are care experienced. The Local Authority must also ensure that placements are made within the local authority's own area, unless it is not reasonably practical to do so, or there are overriding reasons for placing a child out of authority.

There is concern across the UK that the number of foster carers is reducing and that sufficient range and quality of placements across the spectrum is impacted. Placement sufficiency for care experienced children has a national focus currently in the Welsh Government Transformation Programme for Children's services. One of its stated aims is to ensure that public money invested in the care of children looked after does not profit individuals or corporate entities, but instead is spent on public or not-for profit children's services to deliver better experiences and outcomes for children and young people. It is also committed to developing a national strategy and approach through Foster Wales, which will complement local activity with national campaigns and resources for potential foster carers.

### **Current Position:**

Bridgend CBC currently has a mixed market of fostering placements:

Placement	31st March 2020	31st March 2021	31st March 2022	31st March 2023
In-house Fostering	130	119	111	113
Agency Fostering (For-profit)	62	60	43	41
Agency Fostering (Not-for-profit)	7	5	6	4
Total number in fostering placements	199	184	160	158
Total number of Care Experienced Children	394	390	374	397

At 31<sup>st</sup> March 2023 the majority of children (113 or 72%) who live in a foster home are living with in-house foster carers, with 45 children (28%) living with Agency Foster Carers. There has been a 35% reduction in the number of agency fostering placements (from 69 in 2020 to 45 in 2023), however, of the 45 children placed with external carers only 4 (about 9%) are with a not-for-profit provider. Of the in-house placements at 31st March 2023, 86% of them are located within Bridgend Council boundaries, whilst only 49% of the agency foster placements are located within Bridgend. In terms of total capacity, at 30<sup>th</sup> June 2023, Bridgend CBC had 79 approved in-house foster carers compared to 92 in 2020, this is a 14% reduction.

In terms of demand and capacity the number of children who are care experienced has been growing in recent years in Bridgend (like other local authorities in Wales) and recent analysis of demand into the service suggests this is likely to continue into the future. This additional demand has been met through the for-profit sector in the past, but due to national policy changes we will need to focus much more on building local not-for-profit and public provision going forward.

For agency foster placements Bridgend CBC is a Signatory Authority to the All Wales Local Authority Framework for the Provision of Foster Care Services for Children & Young People. This framework delivers strategic level commissioning partnerships with independent sector providers in fostering services. The All Wales Frameworks are managed by the Children's Commissioning Consortium Cymru (4C's) which is a strategic commissioning alliance between Welsh Local Authorities to support placement-commissioning needs.

### **Commissioning intentions:**

Our intention is to increase the number of foster carers available to support children and young people in Bridgend via public and not-for-profit agencies by at least 40. We will also enhance the skills and capacity of our foster carers to support children and young people with complex problems. To achieve this, we will:

- Review current recruitment and retention arrangements for in-house foster carers to ensure they have parity of conditions and then implement a recruitment plan to secure an additional 20 placements to meet sufficiency needs including:
  - Placements for siblings
  - Children aged 10 -17 years.
  - Children who are vulnerable to exploitation and go missing.
  - Children in need of emergency placements.
- Commission a review of the skills and capacity needed from foster carers in the future and implement a programme of training for foster carers to enable them to develop them.
- Identify mechanisms to ensure the training programme for foster carers is continually updated to reflect the current needs of care experienced children.

- Work with existing not-for-profit foster agencies and for-profit providers who have committed to converting their business model, to make at least 20 placements available to Bridgend children.

This priority will require a transfer of resources from those previously used to pay for not-for-profit provision to in-house and not-for-profit partners. We do not envisage additional resources being required in the long-term unless there are significant changes in demand.

### **Priority 3: Develop additional residential provision in Bridgend to enable flexibility especially for children and young people with complex needs.**

#### **Rationale:**

As noted in the rationale to priority 2, Bridgend has one of the highest care experienced populations in Wales at approximately 135 per 10,000 population, with children aged 10 to 15 making up the largest proportion of this. Under Section 79 of the Social Services and Wellbeing (Wales) Act 2014 the Local Authority must ensure that there is sufficient accommodation for all children who are care experienced. The Local Authority must also ensure that placements are made within the local authority's own area, unless it is not reasonably practical to do so, or there are overriding reasons for placing a child out of authority.

Securing sufficiency of provision across the placement spectrum is challenging in all nations of the UK and current policy direction in Wales aims to rebalance the public sector away from reliance on commissioning for-profit providers to a stronger public sector offer. Furthermore, the Welsh Government's policy intention to eliminate profit from children's social care, means that as well as strengthening foster care provision there is a need to increase the number of inhouse residential placements and those commissioned via not for profit residential providers.

Although nationally the number of registered beds in residential care homes in Wales exceeds the number of children placed in residential care, many places are taken up by English authorities and there is significant regional variation. Locally for example Cwm Taf Morgannwg has a larger population of care experienced children and young people needing residential care than the number of places available in children's homes in the region.

Analysis shows us that residential placements are primarily needed for children and young people between the ages of 13 - 17 and that the needs of these children are particularly complex resulting in challenges in securing places. Bridgend is a member of the Children's Commissioning Consortium Cymru (4C's) which is a strategic commissioning alliance between Welsh Local Authorities to support placement-commissioning needs, but they are having similar challenges in securing places across the country. We are also seeing increasing demand for placing children with complexity of need who are not able to be placed alongside other children which is leading to an increased use of out-of-country placements.

The costs of these placements can be extremely high, certainly many thousands of pounds per week. While they can be valuable places for helping children and young people with previous breakdowns in care for many, they are a poor substitute for a loving family environment.

#### **Current Position:**

Bridgend CBC has a mixed market for residential placements:

Placement	31st March 2020	31st March 2021	31st March 2022	31st March 2023
In-house Residential	10	9	9	6
Independent Residential	6	6	9	20
Total number of children in residential placements	16	15	18	26
Total number of Care Experienced Children	394	390	374	397

The number of children requiring residential placements has increased from 18 to 26 since March 2022 with 77% of these placed with independent providers. This increase has played a significant part in budget challenges for children's services in the last few years. We recognise that demand has increased significantly in recent months and that this is likely to continue increasing over the next year.

We currently have four internal Children's Residential Homes, plus another new home due to open in September 2023. The new children's residential home is purpose-built and will provide care and support for up to seven children and young people within the age range 8 – 17 years at any one time. This consists of four placements within the assessment facility and three within the emergency facility.

Of the four existing homes, one provides medium to long term placements for up to four children and young people aged 8-17 years. Another is a bespoke residential provision that provides short term accommodation for one child/young person between the ages of 8-25yrs who due to their complex needs cannot be placed alongside others.

The other two homes provide care and support for children with disabilities. One is a long term residential provision for up to three children/young people with complex learning disabilities and the other provides a residential short break service for disabled children and young people aged 0-18 years and has five beds. The long term provision is currently located in the grounds of Heronsbridge Special School. However, the school is in the process of re-locating to a new site. Options are being considered to co-locate both our residential long term and short break services alongside the new school to help maintain strong links with the school and to benefit from a purpose built home with wheelchair access that our current long term provision does not have.

For independent residential placements Bridgend CBC is a Signatory Authority to the All Wales Local Authority Frameworks for the Provision of Residential Care Services for Children & Young People. This framework delivers strategic level commissioning partnerships with independent sector providers in residential services. The All Wales Frameworks are managed by the Children's Commissioning Consortium Cymru (4C's).

#### **Commissioning intentions:**

Our intention is to reduce our reliance on independent for-profit residential providers in line with Government policy, and to continue to improve the quality and capacity of public and not-for-profit provision in the Bridgend area. We aim to reduce the proportion of residential placements which are with the for-profit sector from 77% currently to 25% by March 2026. To achieve this we will:

- Develop 4 bespoke residential placements for children with complex needs. The ongoing costs of this service will be met from the resources previously spent with the for-profit independent sector.
- Review BCBC's residential provision for children/young people with complex learning disabilities and our residential short break service for disabled children
- Review the age range of our current supported accommodation/behaviour analytical service for young people aged 18-21 with complex needs (Ty Mor).
- Explore the potential for working in partnership with not-for-profit residential care providers and existing local for-profit providers who commit to converting business model to increase available block or call-off arrangements for local residential provision by about 8 places. The costs of these contracts would be met from reductions in the contracts with for-profit providers and be sufficient unless there are significant changes in demand.

#### **Priority 4: Strengthen our accommodation pathways for young people leaving care, consistent with Shelter Cymru's "Care Leavers' Accommodation and Support Framework for Wales"**

##### **Rationale:**

All Welsh Councils have been tasked by Welsh Government to examine their corporate parenting response in relation to care experienced children and young people and their future accommodation needs. A new "Care Leavers' Accommodation and Support Framework for Wales" was launched by Welsh Government and developed by Shelter Cymru in May 2023. It aims to guide local authorities in helping young people to transition from care to settled housing by helping local authority commissioners, team managers of leaving care/housing and providers that support young people to plan for transition.

Across Bridgend children aged 10 to 15 make up the largest proportion of care experienced children (39%). This has a potential impact on accommodation sufficiency in the next few years as these young people move through the care system and avail of care leaving services. In addition, all local authorities in Wales are experiencing the pressure of the recent growth in unaccompanied asylum seeking children locating to the area under the Home Office's mandated National Transfer Scheme. To date, the majority of young people referred to Bridgend have been aged 16+ and their needs have been primarily met in Supported Accommodation. Due to their immigration status and no recourse to public funds, accommodation and move on options for these young people are extremely limited, which results in lengthy stays in supported environments, impacting on availability.

Factors such as the current lack of social housing, long waiting lists on the Common Housing Register, affordability, and low landlord confidence in young people as tenants, are impacting on longer-term move-on options for our care leavers post 18. Time spent in supported accommodation services within Children's Services are therefore much longer than their identified need, due to the lack of move-on. This is not optimal as it means that care leavers are delayed in living independently and from a financial perspective it is not good use of scarce resource as more support is being provided than is required.

Despite having a range of accommodation options available for care leavers aged 16+, the predicted high numbers of children leaving care over the next few years, including unaccompanied asylum seeking children, means there is need for additional capacity to build on the young person's gateway to ensure we have sufficient accommodation with support for those who cannot live with family and friends, or live independently.

### **Current Position:**

Bridgend has a number of accommodation pathways available for care experienced young people and care leavers aged 16-21:

- When I'm Ready (WIR) arrangements allows young people to stay with their former foster carer from the age of 18 to 21. The number of WIR arrangements in Bridgend have increased from 10 in 2019 to 18 in 2023.
- We run a supported lodgings scheme which are placements within a family home in the local community. There are challenges in the recruitment and retention of suitable supported lodgings hosts and the number of arrangements we have has fallen from 6 in 2019 to 1 in 2023.
- We have also developed a service for young people aged 18-21 who have complex needs (Ty Mor). This service accommodates up to four individuals and provides additional support and therapeutic interventions to assist individuals on their transitional pathway.
- We commission a range of supported accommodation and semi-independent options to offer young people aged 16 to 21 the opportunity to develop independent life and living skills to assist them in moving into adulthood. Currently we commission seven units of 24 hour supported accommodation, three units of intermediate supported accommodation and three units of step-down accommodation, all are located within the local authority boundaries.
- In addition, Bridgend CBC are part of a Cwm Taf Morgannwg regional commissioning agreement where we are allocated two units of supported accommodation specifically for unaccompanied asylum seeking children. This provision is located within RCT boundaries.

Whilst there are a range of accommodation pathways in place for young people leaving care at age 18, the major challenge is the longer term move on from these provisions. Analysis shows that some young people are residing in supported and semi-independent accommodation services for longer than required as they have nowhere to move on to. This position is causing pressure and "throughput" issues in our supported accommodation.

These challenges have been recognised and work with partners in Housing has commenced whereby consideration to the priority given to care experienced children in line with the Council's corporate parenting responsibilities when reviewing the Social Housing Allocation Policy will be explored.

### **Commissioning intentions:**

Our commissioning intention is to increase the capacity and quality of accommodation-based support for young people leaving care in Bridgend. This will include securing the following by March 2028:

- 7 additional step-down units/training flats offering medium-term support for young people leaving the care system.
- Recruiting an additional 5-10 placements with hosts of supported lodgings offering longer-term placements for young people.

To achieve this, we will:

- With partners analyse, and review accommodation pathways for children leaving care in line with the "Care Leavers' Accommodation and Support Framework for Wales".

- Agree a programme of development for training flats and step-down units.
- Commence a recruitment campaign for supporting lodgings hosts
- Explore whether there are additional services which might meet needs including for example a 'Shared Lives' programme.

These new or additional services will need to be funded. The Council will explore arrangements and contributions with partners and the extent to which capital and ongoing costs can be off-set by national grants, partner contributions and welfare benefits.

## **Priority 5: Strengthen our offer of support to children with disabilities and their families, including those on the neurodevelopmental pathway.**

### **Rationale:**

The numbers of children and young people seeking a diagnosis of ASD have been increasing since the millennium. In Cwm Taf Morgannwg there are more than 1,600 children and young people on the current waiting list for diagnosis, and newly accepted patients can expect to wait longer than two years.

As highlighted in the regional Population Needs Assessment 2022-2027, many of these families are living with the long-term impact of Covid restrictions upon their health and wellbeing. Health and Wellbeing is being further impacted by families having to face long periods of uncertainty whilst they await diagnosis. Although support is available from various organisations, there can be long waiting lists for this support because of high demand.

Based on 'what matters' conversations family's feedback is that they are looking for support to secure a 'normal' and 'calmer' homelife. For instance, they want to be able to take their child on family days out or be able to get to get them to school on time or support them with toileting or sleeping. They have asked for practical 'in the moment' support – they need a service to provide practical support which shows them how to manage their child's behaviour.

### **Current Position:**

Children with a disability and/or diagnosis of ASD who have eligible needs for Care and Support can receive services from the Children with Disability and Transition Team. The assessment and care planning processes undertaken by the team enable the identification of appropriate support services to meet the identified needs. These services include Direct Payments and short breaks (e.g. Bakers Way residential short breaks children's home; Family Link, short break fostering service) and access to specialist play/sport activities.

For those children who do not have eligible needs for Care and Support, including those on the ND pathway, support is offered through the Early Help Hubs. However, this is time limited and still leaves some families waiting for a diagnosis in the hope that this will unlock additional support to manage their needs. Bridgend CBC currently commissions a parenting programme from Action for Children, although this service is not aimed specifically at families who have children with disabilities. We also commission an 'Atebion' service from Barnardo's that offers:

- Provision of professional advice and guidance on managing the effects of disability on the family.
- Support for siblings of disabled children and young people to enable them to thrive.



- Appropriate parenting support that meets the needs of and supports those parents/carers with coping strategies for challenging behaviour.
- Promoting independence and resilience in the community.

However, this is a very wide ranging service, and the provider is under a lot of pressure to meet demand. There is currently a 53-week waiting list for families to receive an assessment. In December 2021 a pilot service was commissioned to provide intensive support to families around managing behaviour. In a very short space of time families and professionals could see the impact of providing such an invaluable service and feedback is that more services around positive behaviour support is required.

We are also working with colleagues in the region to scope, analyse and identify the current gaps to redesign a future model of support. To date a multi-disciplinary workstream has been set up to progress the initial mapping and gapping work in relation to services available for children on the ND diagnosis pathway, and a hackathon is due to take place in October to seek the views of families.

#### **Commissioning intentions:**

Our commissioning intention is to work with public and not-for profit partners to develop a multi-disciplinary service responding to children and young people with ASD and Neurodiversity which is able to meet the current and projected demand over the next five years. By March 2028 we will have designed, agreed and introduced the new service with partners. To achieve this, we will:

- Develop data capture mechanisms to produce clear projections of demand for these services in Bridgend for the next 10 years.
- Map the services available and produce a directory of these to improve awareness for children, their families, and professionals.
- Draw on evidence from elsewhere to specify an optimal range of universal and early intervention services and positive behaviour support for parents.
- Develop creative respite/short break options.
- Work with providers and other partners to provide care, particularly personal care, for children in an outcome focussed way.
- Review the Atebion service to explore how it might be further developed within the overall model.
- Work with the region to agree a final service specification, exploring funding streams and governance arrangements, to enable a tender and procurement of services where needed.

Some resources for this service will be drawn from existing partnership arrangements. Depending on future demand projections and the capacity of the service to be agreed, additional resources to ensure sufficient capacity will be needed.

### **Priority 6: Strengthen our services to children who are at risk, or likely to be at risk, of child exploitation, and those that go missing.**

#### **Rationale:**

It is important that children at risk of or involved in child exploitation should receive care, support, and protection in line with statutory guidance and the Wales Safeguarding Procedures. In May 2022, the Performance Evaluation Review Inspection (PEI) by Care Inspectorate Wales identified that areas

of practice such as child exploitation and children going missing had not been adequately developed in Bridgend.

Data shows that the number of child exploitation reports in Bridgend has more than doubled over the last three years, increasing from 23 in 2020/21 to 54 in 2022/23 with a further increase anticipated for 2023/24.

In addition, the number of episodes of children going missing in the same period has increased by 54%. Statutory guidance states that local authorities must offer an independent return interview to all children and young people who run away or go missing from their family home or care. This involves an in-depth conversation led by a representative or advocate who is independent of their placement or the local authority, to understand and address the reasons why a child has run away, to identify any harm that may have occurred and to address and prevent further risk.

#### **Current Position:**

A regional CTM Exploitation Steering group has been set up with the primary aim of developing an Exploitation Strategy that will support practitioners to respond effectively to issues of exploitation and provide a coordinated, multi-agency response.

In Bridgend, two senior social workers have been appointed to lead on exploitation within our Mash/IAA and Safeguarding Team, and an Exploitation Panel has been set up. Training on understanding and identifying exploitation and contextual safeguarding is being rolled out and a suite of documents created, including screening tools and direct work tools, to support practitioners to identify exploitation. Work is also ongoing to look at how we can strengthen the consistency and facilitation of the triangulation/mapping of child exploitation information.

Bridgend has a service level agreement (SLA) in place with a third sector provider for therapeutic intervention services for children and young people who have been the victims of sexual abuse; young people who display problematic or Harmful Sexual Behaviour; and young people who are at risk of or are abused through Child Sexual Exploitation. From the service usage data below, it is clear that the number of children and families receiving this service increased by 53% in 2021/22 and has remained consistent in 2022/23. Current demand for this service is outweighing capacity.

	2020/21	2021/2022	2022/2023
Number of children and families who received therapeutic intervention services	15	23	23

Return home interviews for children who go missing in Bridgend are currently undertaken by a child advocacy service that is commissioned by South Wales Police. Further exploration around these arrangements requires review.

Nevertheless, given the intensity of the direct work required with children at high risk of exploitation, and the increase in demand that we are seeing in this area, we need to explore if and how these services can be best delivered and ensure that we have sufficient capacity to meet need in the future.

#### **Commissioning intentions:**

Our commissioning intention is to establish a service for children who are at risk, go missing or are likely to be at risk of child exploitation which has sufficient capacity, skills and knowledge to meet their growing needs by March 2025. To achieve this, we will:

- Complete a detailed analysis of needs and review examples of best practice from elsewhere.
- Agree with partners the design of a service which will meet needs effectively, and how this will be funded. In doing so we will explore the need for four direct intervention workers to work with young people who are at risk of or are being exploited, review demand for therapeutic support services for young people who are at risk of Child Sexual Exploitation and review the current contract for the service that carries out return home interviews for children when they return from a missing episode.
- Work with partners to develop and implement the service.

Some of the resources that will be needed to resource the service will come from the relocation of existing services but depending on the analysis of need and future capacity required, it is likely that additional resources will be needed. This will need to be explored with partners and possibly central Government.

- Working alongside colleagues in corporate services and relevant service area(s), explore the potential for more flexible and effective use of national grants to address the needs of children and families with more complex needs
- Agree a single set of measures and a single monitoring framework to use as the basis of maintaining a close handle on demand, activity and performance.

The changes involved in this area are primarily to do with reallocation of resources. Primarily, it is intended that the resources currently spent on safeguarding, residential and fostering support will be reduced as a result of greater investment in intensive early help, resulting in no additional costs, although this of course will depend on ongoing patterns of demand. There may well be additional resources to facilitate the transition required planned and ensure existing services are maintained while others are built up.

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### Introduction

**Bridgend County Borough Council** has developed 3 Commissioning Strategies looking at how current services will need to change and develop over the next 5 years, in order to continue to meet the needs of people in Bridgend County. This strategy describes how we will contribute to the wider health and wellbeing agenda by supporting adults with lifelong conditions or complex care needs. The strategy reflects the 7 wellbeing objectives laid out in the Council's Corporate Plan 2023-2028, which aim to have a county borough:

1. Where we protect our most vulnerable
2. With fair work, skilled, high-quality jobs and thriving towns
3. With thriving valleys and communities
4. Where we help people meet their potential
5. That is responding to the climate and nature emergency
6. Where people feel valued, heard and part of their community
7. Where we support people to live healthy and happy lives

Our approach to commissioning recognises the importance of modern public services in meeting the needs of vulnerable people in our communities and of managing growing demands and expectations. There are increasing numbers of vulnerable people with complex needs who require support and care that will be delivered by a range of statutory agencies such as health, leisure, housing, and social services, and by the voluntary and independent sectors. There are benefits to be gained by actively coordinating and co-producing our responses with others in a cost effective and efficient manner.

It is our aim to make our approach citizen-centred, accessible, flexible and responsive for those in greatest need and to enable people to maintain their independence for as long as possible in their own homes and local communities. We are committed to providing quality responses for our existing customers whilst also ensuring that support will be both sustainable and flexible to meet the needs of our future customers.

Overall, we want to ensure we are investing in the right things, that will make the biggest difference and be of the most value to the people of Bridgend. We will always ensure that we commission services in a way that involves us working with other organisations, and most importantly local people. We all need to work together to get the best outcomes, and this way of working is at the core of this Commissioning Strategy. The commissioning intentions below outline our goals and planned activity during 2023 to 2028.

The make-up of services for the clients in scope for this plan is complex, crossing several service areas and including a number of commissioning bodies. Some service changes will require further collaboration and partnership with other stakeholders, and some will focus on expanding or remodelling operational capacity, which may be developed in-house or commissioned externally. Our strategic commissioning intentions in this strategy have been developed in line with priorities identified in the BCBC Corporate Plan 2023-28 and the Cwm Taf Morgannwg Regional Area Plan 2023-2028. They will be reviewed to coincide with the requirements to review Population Needs Assessments and Market Stability Reports.

## Financial context

The SSWB directorate is projecting a considerable overspend position in 2023/24 – which is estimated to be more than £12M at quarter 3 – which is over 12.5% of the annual budget. The overspend position is mainly due to the pressures of work to meet statutory duties against a backdrop of an exponential increase in demand. The directorate is also expected to make cost reductions/savings from 2024/25 as part of BCBC’s MTFS plans. This will mean that any of the priority areas and commissioning intentions proposed within this strategy must be subject to a rigorous business justification and decision-making process, where there will be a clear intention of reducing costs and making efficiencies, as well as providing creative and innovative services which will deliver the best possible outcomes for the citizens of Bridgend.

### Principles underpinning our commissioning intentions

The Council is committed to the following principles regarding care and support for people in Bridgend and these have informed the commissioning intentions in the strategy.

#### **Early Intervention and Prevention**

Targeted early interventions will help maintain a person’s independence and reduce the need for higher levels of health and social care services. A better understanding of options available within a community, and targeted commissioning to create resourceful, self-sustaining activities will further prevent or delay the need for higher-tier services.

#### **Enhance independence for the most vulnerable**

For people who need social care and support, they will have an optimum level of control over their own lives to live safely and healthily and be able to access the support they need in order to be as independent as they can be.

#### **Support unpaid carers**

By providing services that will also benefit unpaid carers, we will ensure they are able to continue in their vital and important role supporting the people they care for.

#### **Support the development of a sustainable and vibrant provider market providing a diverse range of high-quality and integrated services that can meet local needs**

High-quality, flexible, innovative (using assistive technologies as required) and financially sustainable support delivered by a vibrant and responsive market of service providers. The Council will influence and drive the pace of change to support providers in delivering a range of innovative, cost-effective and diverse services that meet the needs of people in Bridgend.

### Population Needs, Demand and Trends

#### **Age Profile**

Between the last two censuses (held in 2011 and 2021), the population of Bridgend increased by 4.5%, from just under 139,200 in 2011 to around 145,500 in 2021. Bridgend's

population saw the third-biggest increase in Wales, behind Newport (where the population increased by 9.5%) and Cardiff (4.7%).

There is an increasing number of older people living longer, so the demographic profile is one of an ageing population. This represents an expected increase in the range and level of social care services that will be needed in the future, over and above the general population increase.

The changing age profile also shows a reduction in working age adults. This reduction, along with the post-pandemic trend of people leaving the social care workforce, could impact on the pool of people employed in the care industry. This will require the Council and independent providers to consider how they can work together to ensure that their collective workforce is sufficient to meet the expected increases in demands. Given this emerging age-related pressure on service capacity, one aspect that will become increasingly important is the role of unpaid or informal carers. There are an estimated 18,000 unpaid carers in the county borough, but only around 1,600 are identified through existing social care or health partnerships.

The role of unpaid or informal family carers remains critical in supporting people to stay well in their own homes. Therefore, services that provide information and advice, or replacement care or support (respite), to enable informal carers to continue to play a role are key elements of any service development.

The most recent regional population analysis identified the following as some of the key trends and factors that are, or will, affect the regional population:

- Ageing population, though CTM has below average life expectancy.
- Bridgend population will increase by 3% over next 10 yrs and 5% over the next 20 years.
- Number of adults (18+) identified with autism expected to increase over the next 20 years (6%).
- Dementia is more likely for people with a learning disability.
- CTM Disability Benefit claims are higher than average.
- The proportion of the population identified as disabled is increasing with just over one in five aged 16 to 64 identified (21.8%).
- A higher proportion of women than men identified as disabled.
- Percentage of people claiming PIP with mental health conditions higher than Wales average (CTM 3.9%, Wales 3.3%)

The population analysis for the region in 2021 identified the following overall commissioning priorities for Cwm Taf Morgannwg which have also informed this strategy:

- Support people with the right information to live safely in their local community.
- Maintain their independence and prevent escalation of needs.
- Offer support to be well-connected and socially engaged.
- Support people to be active participants in maintaining their own physical and mental health.

## Commissioning Intentions 2023-2028

In line with the priorities laid out in the CTM Regional Area Plan, as well as our strategic commissioning principles, the Planning Group for Adults with Lifelong Conditions or Complex Needs will oversee a range of service developments to prioritise and target funding and resources to be most effective over the next 5 years.

### Accommodation-based

#### 1. Expansion and diversification of Shared Lives (Adult Placement Scheme)

##### Rationale:

This service provides long-term placements or short breaks/respite in a family home. The Shared Lives 'host' family provides day-to-day care or support, and work as self-employed carers under the Adult Placement Scheme. As noted in the PNA, this is one of the more person-centred, cost-effective and outcome-focused housing options and we want to support more people through it.

##### Current Position:

The Shared Lives (Adult Placement) Scheme is provided through a partnership with the Vale of Glamorgan Council. The two councils have some slight differences between how the service is run and the partnership aims to align the services over time. While being open to other client groups, it remains largely a service for learning disabilities. It's size and reach has remained very static in Bridgend over recent years.

<b>Bridgend Shared Lives Capacity Aug 2023</b>					
c.34 registered host carers (21 Households)					
19 Individuals access Long-term placements, and 7 use Short-Term (respite) placements					
<b>Shared Lives</b>	<b>Year End Placements (Long-term)</b>				
<b>Client Category</b>	<b>03/2019</b>	<b>03/2020</b>	<b>03/2021</b>	<b>03/2022</b>	<b>03/2023</b>
Learning Disability	23	25	26	25	24
Mental Health	1	1	1	1	1
Physical Disability	1	0	0	0	0
<b>Total</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>26</b>	<b>25</b>

##### Commissioning Intentions:

Our commissioning intention is to incrementally increase the number of people who use the Shared Lives service in Bridgend every year. It is also an aim to increase the diversity of people who access the service so that more people with mental health or physical disabilities are supported by the scheme. To achieve this we will:

- Continue to work in close partnership with Vale of Glamorgan to bring greater alignment between the two areas and consider introducing a new 'banding system' to pay Shared Lives carers based on the levels of care and support they provide.
- Undertake a recruitment and retention drive for the scheme to attract new self-employed Shared Lives carers and broaden access for wider groups of people. This will allow people in other services, such as Supported Living, mental health services, or out-of-county residential



placements, to move into a Shared Lives placement in Bridgend or the Vale which may be more suitable for them.

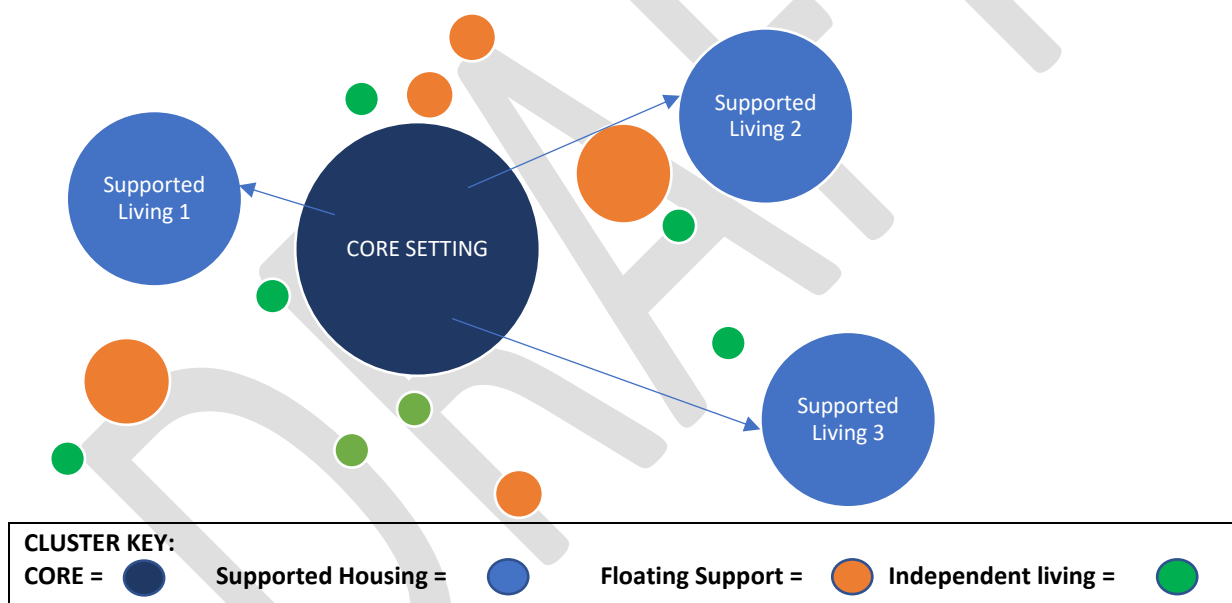
- Expand the design of the Shared Lives scheme to provide short breaks for a wider range of people to use as a respite option, including people with dementia, mental health (e.g., a ‘safe’ bed, or for crisis placements), people with physical or mobility challenges, and also as a ‘step-down’ option for people waiting for hospital discharge to their own homes.

Once achieved we project that the scheme will require resources which would have otherwise have been drawn from other services, so will be funded by a redistribution of budgets from residential, supported living, and respite care.

## 2. Develop new Core & Cluster Accommodation / Community Living Networks

### Rationale:

A ‘core & cluster’ (C&C) accommodation model has been identified as beneficial for all client groups. This type of service offers higher-level care and support within one or two ‘core settings’ which allows for an operational base of staff to work in a more outreach way with people living in a ‘cluster’ of housing accommodation within the locality.



For example some local areas elsewhere in the UK have a ‘core’ central 24/7 supported living, Extra Care, or small residential setting, with the ‘cluster’ made up of satellite supported accommodation, step-down, ‘move-on’ or independent living units for a wide range of people including autism and neurodiversity. Step-down accommodation can include general housing (adapted where needed) as well as designated ‘supported living’ accommodation.

What comprises the core and cluster can vary greatly from place to place, and there are a wide range of models to learn from. We want to develop arrangements in Bridgend which make the most of the opportunities that Core and Cluster models offer, and which at the same time fit well with existing community arrangements and Primary Care ‘clusters’.

Overall this flexible model also offers good opportunities to nurture a ‘community network’ of mutual support between people who may have similar needs or interests and who live more or less independently in the local area. It represents a potentially cost-effective way of delivering a mix of

higher and lower-level support and allows opportunity for people to step up or down into different levels of service, which is a more person-centred and progression-based approach to simply placing someone in a static housing arrangement.

#### Current Position:

Currently we do not have Core and Cluster arrangements in place, or a common view about what they should comprise or how they should be developed or which client groups they might best serve. There is one C&C scheme at planning stage in Bridgend town centre. Due to setbacks during the Covid pandemic, the site development was stopped. There is work now underway to review the original plans and redesign the layout with the intention to provide 16 self-contained living units, and a shared house as supported accommodation in close proximity.

The model has been identified as potentially useful in Bridgend for neurodiverse people (e.g. with autism) and may also benefit other groups of people who need varying levels of flexible support. It may be possible over time to shift existing Supported Living services towards a more flexible C&C model, reducing 'fixed' levels of care delivered within a static living environment.

We want to develop the approach further with new clusters in other parts of the county, including one in the north and one in the west. These other clusters may have completely different layouts and building designs to the one planned for Bridgend town.

#### Commissioning Intentions:

Our commissioning intention is to develop a comprehensive core and cluster approach to service co-ordination and delivery across Bridgend. It will involve the following:

- Work with partners to ensure that the initial pilot core and cluster is established and implemented in Bridgend town.
- A review to secure a comprehensive understanding of support needs for localised groups of people, clarify the scope of people who might benefit, involvement of supported living services, close partnership working with Housing teams and RSLs, as well as potential capital funding investment in each local area of the Borough.
- As part of the analysis of options, we will consider including an 'Extra Care' building as a core setting where people with greater personal independence and a lower level of care needs can be supported in their own apartment within a shared building supported by care staff. An Extra Care setting offers an excellent opportunity to have a core building as a base for staff who can support people more flexibly and offer outreach support into the wider local community.
- Detailed specification of arrangements to be introduced in new clusters, namely Maesteg and Porthcawl in addition to the one planned for Bridgend.

We do not project that this approach, once established, will require service running costs additional to those already committed for these services. In fact we think from the evidence so far that it is likely to require lower costs or facilitate support for more people for the same resources. It is likely that some capital investment and implementation costs will be incurred.

### 3. Expanding Supported Living, including Specialist Supported Living (Closer to Home)

#### **General Supported Living:**

##### Rationale:

Supported Living can be a cost-effective option when compared to out-of-county or residential placements. It allows someone to live with their own tenancy, usually in a shared house with others who may need similar levels of care and support. Supported Living houses often have staff working 24 hours a day, and it is common to have waking night staff to support some individuals.

Supported living services are provided predominantly, though not exclusively, for people with learning disabilities. The main commissioned service in Bridgend has remained static in terms of the number of people supported for some time. This is largely due to the available capacity within the contracts, with very few new properties being available, and while there are some empty spaces within some of the houses, these can be difficult to use due to the need for compatibility between tenants, as well as issues around accessibility or mobility within a property.

Some people have also increased their levels of support, particularly since the pandemic, and there is a need to help people regain a level of social activity and independence they may have lost.

As most people in the service have a long-term tenancy agreement, there is limited scope to have people move in to houses within the service. In this regard there is a growing demand with no additional capacity within the main commissioned service, and there is an increasing level of individual 'spot purchased' placements being made into other schemes not managed via the Council's Framework Agreements, and which are additional to the main supported living service.

As such, this service is being run beyond capacity and needs to be reviewed in line with current and projected demands.

##### Current Position:

BCBC itself operates 10 Supported Living schemes (separate dwellings), currently delivering over 3200 hours of care and support per week to 35 people with a learning disability. In addition, via a Framework Agreement, we commission 4 independent providers who operate in 7 locality clusters across the borough. These commissioned services support around 100 individuals in nearly 50 housing units. The independent providers deliver approximately 9000 hours of support per week.

Other LD supported living placements are made on a spot purchase basis, approx. 20 at any time in addition to the commissioned capacity under the Framework. As there is no equivalent Framework Agreement for mental health services, the Council also uses a small number of non-framework specialist mental health providers for supported living, where social work teams make individual spot-purchased placements, indicatively 20-30 at any one time.

People with physical disabilities or mobility needs also use a small number of non-framework specialist providers, where social work teams make individual spot-purchased placements. There are approximately 10 people who use this type of supported accommodation. A major barrier is physical accessibility or suitable adaptations within available properties.

There is very limited scope for age-appropriate shared housing within the current capacity.

### Commissioning Intentions:

Our commissioning intention is to implement a broadened supported living model in Bridgend which is more responsive to people's changing needs and is able to support more people as part of a new framework agreement to be introduced in 2026. This will involve the following:

- We will carry out a comprehensive review of current contracts and internal plans for LD, and MH, and PD Supported Living to determine the existing volume of placements across Framework and non-framework spot arrangements, and assess capacity in light of projected future demand.
- We will also review options for gender-specific, condition-specific, or age-appropriate accommodation for supported living, e.g. Transition House, Step-down for MH hospital discharge, specialist ND house, etc., in order to avoid higher-cost placements elsewhere.
- We will also review options for single occupancy accommodation, including Extra Care, in line with increasing demand from younger age groups (i.e. from Transition).
- We complete this review and analyse the outcomes of the service review in readiness for a wider Framework that might accommodate up to 200 people currently within the mixed service arrangements.
- We will engage with partners to co-produce the basis a new provider framework for broadening the supported living model from the current contracting arrangements, with nomination rights and funding arrangements that avoid perverse incentives, and consider if Supported Living tenancies can enable 'move on' to more independent living.
- We will then complete preparatory work towards a new Framework to begin in 2026 (at the end of current Framework term).

### **Specialist supported living, to include multi-disciplinary support from health and social care:**

#### Rationale:

There is an identified gap for more specialist accommodation for people with much higher levels of complexity and care needs. This level of service usually involves multi-disciplinary support from Health as well as Social Care services - a 'wrap-around' service within one specialist house.

The number of people supported in this way is relatively small, but without the right local services for them, the costs of providing care can be prohibitive and lack of local housing may mean people are living far away from their own family or community.

Targeted development of specialist accommodation 'closer to home' is therefore desirable for both the people being supported, in being able to live closer to their families or within their own community, and also as a way to better manage social care budgets where the only alternative is for people being placed into high-cost specialist placements elsewhere.

#### Current Position:

In addition to 'standard' supported living schemes, the Community Learning Disability Team works in partnership with CTM University Health Board, who joint-fund a number of more complex care packages under a 'Specialist Supported Living' Framework which includes 3 'Closer to Home' schemes, plus another 3 'specialist' schemes in Bridgend.

Each specialist scheme supports between 2 to 4 people, with most people needing both health and social care support.

A fourth 'Closer-to-Home' scheme has been agreed in principle by regional partners, where capital funding may be available once a suitable location has been identified and secured for a suitable new build house. A Section 33 Agreement between the Health Board and the Council has been proposed which will help provide a level of governance and financial oversight for the shared costs of such a service.

A 'care needs profile' is needed of people living out of county or with high levels of complex care and support which may identify where further such schemes need to be developed in the future.

#### Commissioning Intentions:

Our commissioning intention is to work with key partners to develop sufficient 'Closer to Home' capacity to meet current and projected needs more effectively and to deliver a new more responsive provision through the next Framework contract in 2026. This will involve the following:

- We will review the effectiveness of existing specialist services in order to more clearly define and develop a service model for new and tailored housing for people who need highly adapted accommodation with 24/7 specialist staff support.
- We will analyse all out-of-county and specialist placements where there may be potential for them to return closer to home if suitable accommodation could be provided.
- We will continue plans to develop a fourth Closer to Home scheme, to support 4 or 5 placements, pending capital funding and a S33 Agreement to be developed.

At the present time it is not clear whether the services proposed will require additional resources. This will depend on the identified needs of the relevant population and the extent to which new arrangements can help to ensure support is cost-effective.

#### 4. Accessible / adapted accommodation programme

##### Rationale:

The Population Needs Assessment and the CTM Regional Area Plan identify that for people with sensory loss or limiting physical conditions or disabilities, a main priority includes staying safe in their own home or in appropriate accommodation.

People with various care and support needs will be able to live a relatively independent life in their own home if suitable adaptations can be made. This can include wider doorways, lower kitchen units, accessible fixtures and fittings, installation of mobility aids and adaptations (e.g. ceiling hoists), and suitable access into the property. In some cases, the use of mainstream or specialist Assistive Technology will enable someone to meet their wellbeing outcomes within their own home. Working in partnership with other agencies, social care can be delivered to support people to remain in their home and to maintain their independence as far as possible.

##### Current Position:

People with physical or mobility needs are often supported in their own homes as there is no dedicated respite or permanent accommodation for younger adults, and very limited accessible accommodation for people with higher physical and mobility needs. Some people have accessed residential nursing placements, especially for short-stay respite, but it should be noted that most nursing homes tend to support older people as their main client group, so age-appropriate support is not really available.

The BCBC Housing team will often support social care teams in accessing the Disabled Facilities Grant (DFG) or similar funding to pay for installations and adaptations in people homes to allow them to live more independently.

Social services teams have previously held a register of adapted or accessible accommodation, which identified suitable properties for people to take up short-term or longer-term tenancies. However, this register has not been fully maintained in recent years. Housing colleagues advise that they can access some relevant information on the lists of accommodation they hold, which may help identify suitable accommodation for people with disabilities or mobility needs.

Recently released capital funding streams, accessed via regional partners, is also being targeted towards Housing with Care, including options to make smaller scale adaptations where it supports a person's continued independence.

#### Commissioning Intentions:

Our commissioning intention is to work with partners to develop a new multi-disciplinary work programme to help people with disabilities or sensory loss to access support and adaptations to help them live at home or as close as possible. It will draw on existing resources but offer a more integrated and well-informed response. This will involve:

- Establishing the multi-disciplinary membership for the work programme, and creating a clear communications plan for it.
- Work with Housing teams, OTs and other partners, including RSLs, to map and identify accessible accommodation to support people with physical disabilities or mobility issues, e.g. bariatric beds, use of Assistive Tech/eqpt, etc.
- Mapping the locations of appropriate properties and considering their potential for inclusion within a Core & Cluster accommodation model.
- With regional partners and via the Housing with Care Project Board, explore options via capital funding strategies in partnership with Housing teams and RSLs, to secure suitable properties mapped against identified housing needs.
- With Housing team colleagues, develop a 'Home Adaptations Programme' for identifying minor changes and building works to existing homes/properties that would enable continuity of independence for people.
- Use of Disabled Facilities grant (DFG) or other appropriate funding to enable minor adaptations or to fund building works to help maintain tenancies.

#### 5. Emergency, short-stay and respite accommodation

##### Rationale:

The regional PNA identifies unpaid carer support and respite as a priority for all client groups. Emergency, short-stay and respite services allow people to temporarily take a break from their usual living arrangements, and often support unpaid carers or family with a break from their caring role.

More age-appropriate and condition-appropriate accommodation is needed to support people for short-term placements, sometimes in cases of emergency, or more often in order to allow a period of respite for family or unpaid carers. Current emergency and respite provision in Bridgend does not always support the range of people who require it, and a review and needs analysis is needed to meet future demand.

### Current Position:

BCBC has a small number of short-stay accommodation options, including Glyn Cynffig, Ael y Bryn, and Breakaway. These tend to be used to maximum capacity with very limited additional capacity available. There is some use of other accommodation options, such as Shared Lives, but these are limited in scope due to accessibility needs (e.g. ground floor accommodation, mobility aids such as hoists, etc) or age or condition-specific suitability.

The Council runs Ael y Bryn as its own temporary or emergency residential unit, for supporting people with short-term but higher levels of need. LD and MH services are the main users of this, although not exclusively. Ael y Bryn is run as a 5-bed emergency accommodation that will typically provide around 1200 nights of support throughout a year to around 10 different individuals.

The Council also runs its own 6-bed LD respite residential accommodation, called 'Breakaway'. This is supplemented through one small independent provider with capacity to take up to 2 placements at any time. Around 40 people will benefit in any month from a respite placement in one of these settings, with 100-150 nights per month provided.

Glyn Cynffig (Respite accommodation) is a Rehabilitation Hostel for people with Mental Health difficulties, Learning Disabilities, and other vulnerable adults. Individuals have a short stay with a programme of rehabilitation and preparation for returning to independent living. The service is sometimes used by people with physical disabilities for a short break.

### Commissioning Intentions:

Our commissioning intention is to better match our emergency, short stay and respite provision to the needs of our local population, and to redesign our services so they meet these needs. Our intention is to produce a 'short stay' service plan, consult on this and begin to implement agreed changes. It will involve:

- We will carry out a review of BCBC's accommodation-based services (both internally and externally) and the future needs of the Bridgend population to identify how the most appropriate and most effective forms and levels of care can be offered. Within this, include a review of options and demand for using Shared Lives, supported living, residential or other accommodation services for short-term or emergency placements. The review will include an analysis of the capacity and potential use of:
  - BCBC Emergency accommodation, e.g.
    - The planned relocation and expansion of Glyn Cynffig.
    - Options for a 'wet or dry' house to support people with substance misuse issues.
    - A 'safe' bed for people in distress who don't require admission into hospital following AMHP assessment.
  - Short Break and respite accommodation to meet the needs of clients, e.g.
    - Expansion of Breakaway for LD.
    - A dedicated MH respite capacity.
    - Respite beds in residential care homes that allow for physical disabilities or bariatric needs to be supported.
    - Age-appropriate respite accommodation.
    - Undertake an Options Appraisal for the potential use of Extra Care settings for short-stay / respite placements.

## Non-accommodation-based services

### 6. Specialist Care & Support at Home or in the Community

#### Rationale:

An aim of care at home is to enable people to stay living independently in their own homes. For some people, support is also provided for them to access their local community, which maintains social relationships and allows people to live as normal a life as possible.

Care at home (domiciliary care) is predominantly delivered for older people but is still a significant and valuable service for other people with care and support needs, including learning or physical disabilities, neurodiversity, or mental health. Many such people rely on long-term care packages.

CIWT and Sensory Team clients are often supported with short breaks for carer respite in their own homes, as there is no dedicated respite (or permanent) accommodation for younger adults, and very limited accessible accommodation for people with higher physical and mobility needs.

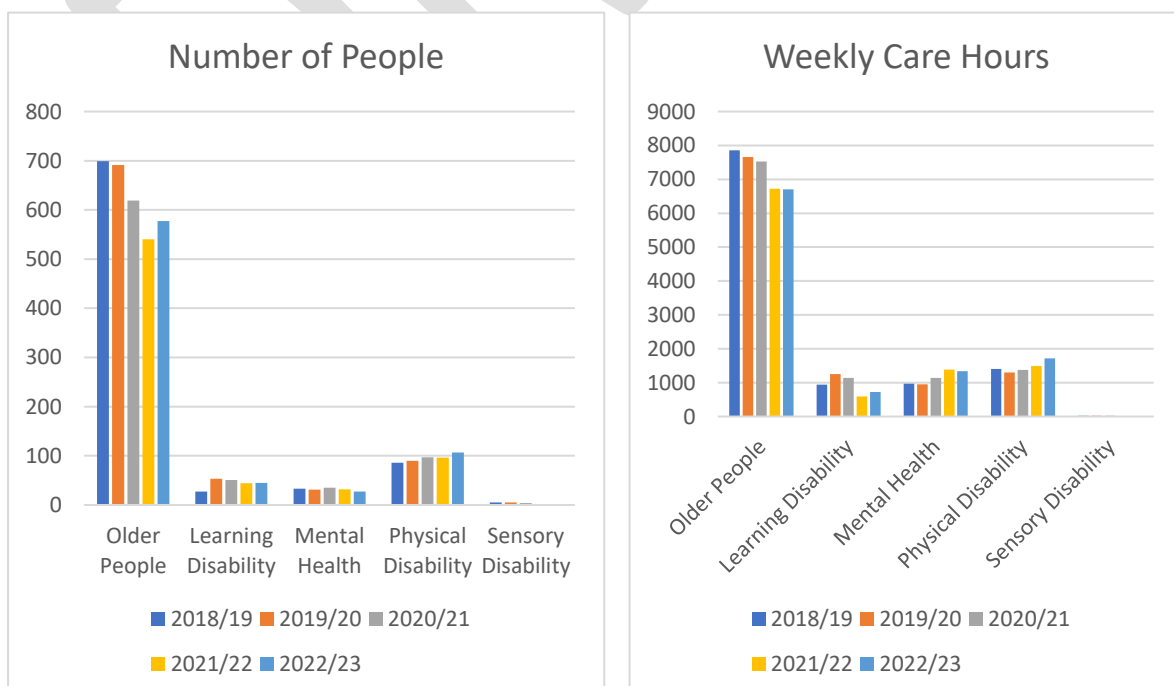
A need has therefore been identified to increase the capacity of specialist domiciliary care providers, for example, to work with people who may have more complex physical care needs alongside behaviours that require a specialist approach in providing support.

Other specialist services, such as the Sensory Support Communicator Guides, are also needed which are not regulated domiciliary care, but can still support someone to remain as independent as possible in their own home or community. As such, more specialist services are needed in addition to generic domiciliary care.

#### Current Position:

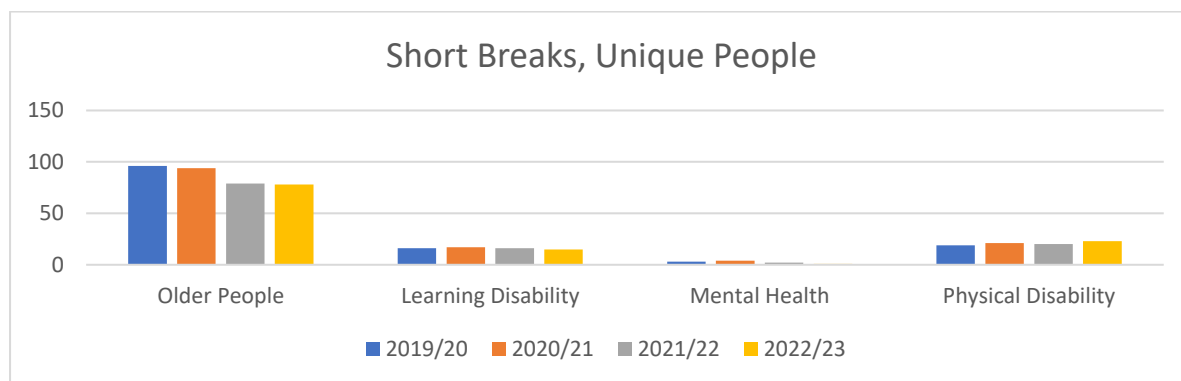
##### **Domiciliary Care**

The Council operates a Care at Home Framework of service providers, and some of the placing social work teams also 'spot-purchase' more specialist care packages directly from local providers.





Additionally, this service can enable a short break (respite) for some families where a longer session of support can be provided.



In addition to the services captured in the above data, the Council also commissions a Supported Living Framework of providers who can deliver more specialist ‘outreach’ care and support to people with a learning disability living independently within their locality.

### Direct Payments

These are cash payments made to individuals by the council in lieu of service provision. The Direct Payment (DP) is based on an individual’s assessed need and the equivalent cost to the council of providing support services. The recipient is therefore in charge of paying for their own care and support.

A DP is most commonly used to pay for a Personal Assistant (PA) who can provide the care and support needed. PAs are not regulated in the same way as domiciliary care workers but can still support people with similar levels of care. DPs can also be used for one-off or ad hoc payment for goods or services that support a person’s well-being.

DPs offer a higher degree of autonomy, flexibility and independence for people to secure the right type of support for themselves, without the more limited capacity and timing of support that might be available from commissioned care at home services.

People using Direct Payments	Snap Shot Year End				
	03/2019	03/2020	03/2021	03/2022	02/2023
Learning Disability	109	109	113	112	114
Mental Health	6	9	8	9	9
Physical Disability	58	62	58	58	62
Sensory Disability	7	6	6	6	5
Older People	37	50	48	53	51
<b>Total</b>	<b>217</b>	<b>236</b>	<b>233</b>	<b>238</b>	<b>241</b>

Learning Disability services are proportionately the largest user of DPs. There is a reasonable level of use for people with a physical disability, and also some limited, though innovative, use of DPs within mental health and sensory services.

## Specialist Sensory Support Services

People who may have a visual or hearing or speech impairment may require ongoing support for either a short or longer period. This is not regulated domiciliary care but is commissioned as a specialist Sensory Support Service using 'communicator guides' to support people in daily living activities. These guides support adults with acquired deaf blindness or multi-sensory impairment. Acquired deaf blindness can make many people feel isolated, communicator guides help people connect, and feel part of their community. Guides can do things like:

- Give practical help with day-to-day tasks like shopping.
- Help with taking emails or calls.
- Set and support attendance at medical appointments.
- Act as an interpreter.

On the basis of population need projections the need for the Sensory Support Service have been projected to increase incrementally over a number of years:

Year	Weekly Average Number of Individuals receiving a Service	Weekly Average number of hours provided to each individual	Overall average actual weekly hours	Actual hours provided per annum
2020-21	13	3.25	42.25	2203
2021-22	14	4.25	59.5	3102
2022-23	15	5	75	3911
2023-24 Projected	16	5	80	4,171
2024-25 Projected	17	5	85	4,432
2025-26 Projected	18	5	90	4,693
2026-27 Projected	19	5	95	4,953
2027-28 Projected	20	5	100	5,214
2028-29 Projected	21	5	105	5,475

### Commissioning Intentions:

Our commissioning intention is to expand the capacity and responsiveness of specialist care and support for people at home or in the community. This will help them to be happy in their homes and reduce the need for residential care. We will agree a programme of improvement that will involve:

- Exploring how to secure the increased range and capacity needed for specialist domiciliary care & support, e.g. for people with physical disabilities, PBS needs, specific neurological conditions, or sensory impairment.
- Working with domiciliary care framework providers to identify those able to adopt more specialist support roles and identify where additional staff training may enable a greater uptake of more complex care packages.
- Exploring how best to widen the scope and use of Direct Payments through the implementation of the Council's new Direct Payments policy.
- Reviewing the capacity of sensory services with planning for additional service development as needed, e.g. training social workers / professionals in communication techniques; or emotional / practical support for families when there is a sudden onset of sensory loss.

## 7. Review and remodelling of Community Hubs, Daytime Opportunities & Social Activities

### Rationale:

There is an identified need to develop different approaches and options for age and condition-appropriate daytime opportunities and social activities to enable people to maintain social contact and friendships, access information advice and assistance in their local community, and to provide a level of daytime respite for family or carers.

The nature of daytime support is changing for learning disabilities services, affected by both the changing age profile of supported individuals, as well as changes in choices being made following the Covid pandemic. The co-produced priority to develop more social activities, 'day or night', as well as the outcomes from recent opportunity assessments undertaken will further influence the nature of this type of support.

The Council is also increasingly looking to work with independent or third sector partners to deliver more accessible and targeted activity within its own Community Hubs and through other community centres, e.g. the ARC or the Mental Health Wellbeing Retreat.

### Current Position:

Within the integrated service model (LD/OP) it is noted that attendance from LD clients is reducing. There is very little daytime opportunity provided for people with mental health, sensory or physical disabilities. Individuals may attend for a number of sessions per week, as follows:

<b>Daycare Attendances</b> <b>Days/week</b>	<b>Snap Shot Year End</b>				
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Client Category</b>	<b>30/03/2019</b>	<b>28/03/2020</b>	<b>03/04/2021</b>	<b>02/04/2022</b>	<b>11/02/2023</b>
Learning Disability	676	657	663	655	620
Mental Health	0	0	0	2	2
Physical Disability	1	1	1	1	1
Older People	226	221	180	192	191
<b>Total</b>	<b>903</b>	<b>879</b>	<b>844</b>	<b>850</b>	<b>814</b>

### **Mental Health Wellbeing Retreat**

This is run as a partnership with a local voluntary sector group to support people in mental health crisis. The retreat has four aims:

- Support the improved access to MH services for Bridgend residents.
- Support improvement of the people and carer experience, involvement and engagement.
- Support improvement of environment, physical, mental and social well-being outcomes for people accessing the retreat.
- Signpost to other support services in the wider community.

The retreat is run as an out of hours service, open 4 evenings per week (inc weekends). Since it opened in Dec 2020 the service has had referrals for around 1450 people, averagely 45 per month, presenting with a range of mental health issues. Access to the Wellbeing Retreat is by referral only. Referrals can be made via statutory health care professionals, GP's, Social Workers, 111 press 2, and key third sector partners.

There are discussions ongoing at a regional level to look at expanding this service, in particular for self-refer opportunities for people in the community who are reluctant to contact statutory mental health services and people who experience mental health and emotional wellbeing issues but work full time.

**The ARC service** is an integrated MH Daytime Opportunities service which is delivered jointly by the Council and CTM UHB under a Section 33 Agreement which provides for joint governance and financial arrangements. The ARC service consists of OTs, Support Time and Recovery Workers and a specialist Employment Officer. The ARC building in Bridgend town acts as a MH community resource centre for a range of mental health support services, including having been the service base for the primary care psychological therapy team. ARC provides support across a range of mental health needs and receives referrals from GPs, primary and secondary mental health teams, as well as from crisis and home treatment teams and psychiatrists. Support is based on identified need and aims to maintain and maximise independence and function. The service provides short to medium term interventions, Occupational Therapy, activity planning, social support, and employment advice and support. The service also runs a post-natal MH support group, working closely with the peri-natal MH team.

The Advice and Guidance team at ARC provide direct access for the community and receives contacts directly from members of the public looking for support. In 2021-22, 1,187 people contacted this part of the service for advice and information, with the majority presenting with stress/anxiety and low mood caused by issues such as bereavement, family and work stress and personal trauma.

#### Commissioning Intentions:

Our commissioning intention is to improve the design, range, quality and impact of our services. We plan to implement changes through the following activities:

- Consider and develop aspects of service design following the recent Opportunity Assessment undertaken.
- Work with BCBC corporate teams (whole council approach) to optimise existing BCBC Hubs and assets to be used creatively with local partners to offer a wider range of appropriate and accessible daytime or evening sessions, including weekends.
- Work with the Wellbeing Team to scope and map other accessible/community locations to be considered as a potential 'contact centre' for people who may need help or support or a safe meeting space.
- Community Hubs to offer targeted support to people with autism and neurodiversity, e.g., providing a venue for peer support groups; post-diagnosis support, in partnerships with Health and other agencies; IAA services inc employment, social activities and independent living; activities for personal development, including information and advice to aid physical and mental health, positive relationships, and personal wellbeing; and Referral Pathways to other support services (e.g. MH / LD) or to suitable accommodation as needed.
- Develop more age and condition-appropriate daytime opportunities, e.g., building on 'Discovery Days' activities for the younger Transition age group, or support for cognitive impairment/brain injury.
- Review options for the expansion of the Mental Health Wellbeing Retreat as a crisis support centre, e.g. more options for self-referral.
- Community Hubs to offer greater access for Mental Health Support within local areas: e.g., this might include Maesteg Hospital / Cwm Calon or other re-development plans.

- Extend services from ARC as part of a community outreach programme to reach people where they live.
- Review and consider options for offering preventative and early interventions in the community for people with lower-level learning difficulties that also need access to MH services.
- Further develop partnerships with Community Navigators, the Wellbeing Team, and external agencies to facilitate access to mainstream community groups and activities.

The improvement programme as proposed is not expected to require additional resources, but instead generate efficiencies required as part of MTFs plans and proposals.

## Prevention & Wellbeing

### 8. Skills for Independence and Employability

#### Rationale:

The regional CTM Population Needs Assessment, the Regional Area Plan 2023-2028, and other stakeholder feedback has identified a priority to support people with help towards employment opportunities. This has a significant benefit in maintaining or increasing people's ability to live more independently, giving them personal skills and meaningful activity in the local community. This also potentially reduces demand on other social services, e.g. day services.

There is also potential to explore social enterprise opportunities providing benefits for the individuals involved as well as striving for a beneficial social or environmental impact within the local economy.

#### Current Position:

A part of day opportunities in Bridgend includes two longstanding training/employment skills projects delivered via BCBC's partner Awen Trust.

There are currently around 20 trainees with a learning disability attending **Wood B**, a carpentry skills enterprise. Most of these trainees are relatively independent in managing their own care and support needs. They attend between 1 and 4 days/week Monday to Friday.

The **B-Leaf** horticultural project allows people with higher levels of support needs to attend a bespoke centre based in Bryngarw Park. This project can support up to 30 people who might attend between 1 and 5 days/week.

In terms of capacity, Wood-B has seen a small increase over recent years, although current numbers attending B-Leaf are lower following the pandemic. Together, these projects enable up to 50 individuals to access some work-related daytime activity.

Awen Trust has secured feasibility funding to explore the replacement of the buildings that house the work projects. However, no capital funding has been identified at this stage.

#### Commissioning Intentions:

Our commissioning intention is to review our current services and implement a revised model for supporting employability and independence. It will involve:

- Building on the LD employment projects currently run by Awen Trust, review the merits and relative benefits of the two current projects with regard to the running costs and skill requirements of staff, and consider whether other service models, e.g. social enterprise, may be more beneficial.
- Increase the focus on accredited learning and develop better future links with further education providers.
- Scope opportunities to expand the remit and capacity to offer activities and learning opportunities to help a wider group of people (MH, PD, SI) move towards independence, with a focus on supported voluntary work or access to employment.
- Identify employment, volunteering and training opportunities within other Council contracts and partnerships to support personal learning and development towards employment or meaningful activity (e.g., libraries, food and beverage, customer service).
- Work with partners, e.g. Employability, to identify other employers in the local community who may support work placements.

## APPENDIX C – REGULATED COMMUNITY CARE COMMISSIONING STRATEGY

### Introduction

**Bridgend County Borough Council** has developed 3 Commissioning Strategies looking at how current services will need to change and develop over the next 5 years, in order to continue to meet the needs of people in Bridgend County. This strategy describes how we will contribute to the wider health and wellbeing agenda by promoting independence and choice for individuals living in the County Borough. These strategies reflect the 7 wellbeing objectives laid out in the Council's Corporate Plan 2023-2028, which aim to have, a county borough:

- Where we protect our most vulnerable
- With fair work, skilled, high-quality jobs and thriving.
- With thriving valleys and communities
- Where we help people meet their potential
- That is responding to the climate and nature emergency.
- Where people feel valued, heard and part of their community.
- Where we support people to live healthy and happy lives

Our approach to commissioning recognises the importance of modern public services in meeting the needs of vulnerable people in our communities and of managing growing demands and expectations. There are increasing numbers of vulnerable people with complex needs who require support and care that will be delivered by a range of statutory agencies such as health, leisure housing and social services, and by the voluntary and independent sectors. There are benefits to be gained by actively coordinating and co-producing our responses with others in a cost effective and efficient manner.

It is our aim to make our approach citizen centred, accessible, flexible and responsive for those in greatest need and to enable people to maintain their independence for as long as possible in their own homes and local communities. We are committed to providing quality responses for our existing customers whilst also ensuring that support will be both sustainable and flexible to meet the needs of our future customers. As such, this Commissioning Strategy is both ambitious and far reaching.

Overall, we want to ensure we are investing in the right things, that will make the biggest difference and be of the most value to the people of Bridgend. We will always ensure that we commission services in a way that involves us working with other organisations, and most importantly local people. We all need to work together to get the best outcomes, and this way of working is at the core of this Commissioning Strategy.

### Financial context

The SSWB directorate is projecting a considerable overspend position in 2023/24 – which is estimated to be more than £12M at quarter 3 – which is over 12.5% of the annual budget.

The overspend position is mainly due to the pressures of work to meet statutory duties against a backdrop of an exponential increase in demand. The directorate is also expected to make cost reductions/savings from 2024/25 as part of BCBC's MTFS plans.

This will mean that any of the priority areas and commissioning intentions proposed within this strategy must be subject to a rigorous business justification and decision-making process, where there will be a clear intention of reducing costs and making efficiencies, as well as providing creative and innovative services which will deliver the best possible outcomes for the citizens of Bridgend.

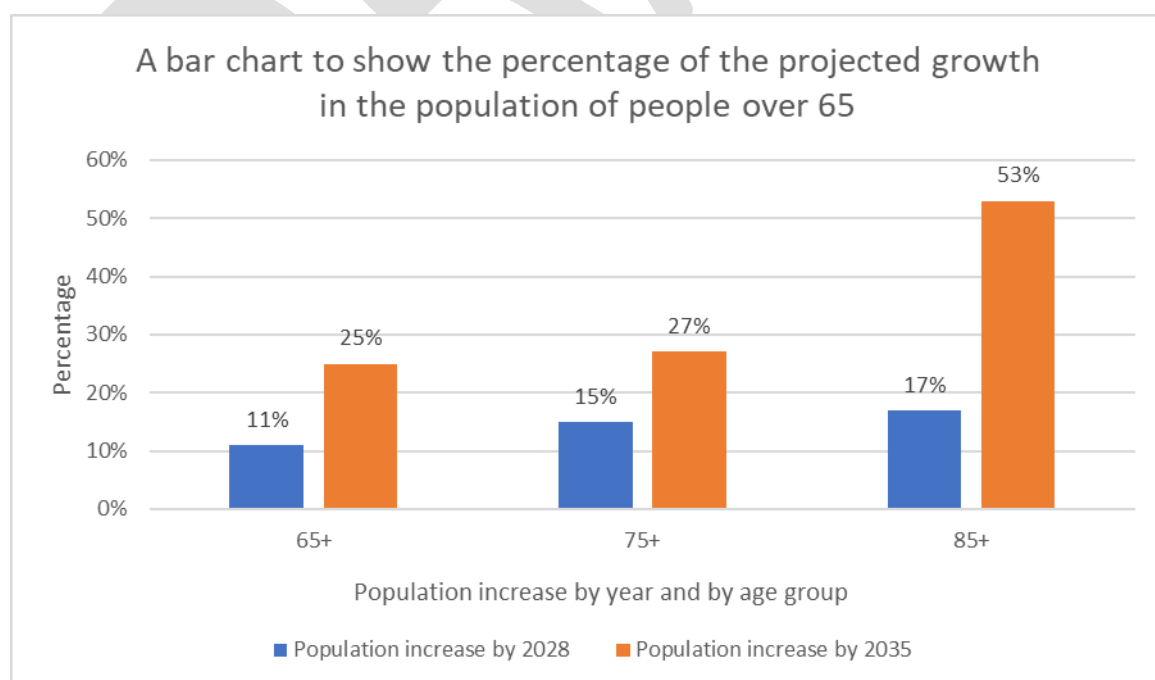
Bridgend County Borough Council sets out its future commissioning intentions for social care as statements highlighting priorities for local services to meet need and demand alongside the opportunities that are likely to be available for both existing and prospective providers. The commissioning intentions below outline our goals and planned activity during 2024 to 2029.

## Background

### Increasing population

Between the last two censuses (held in 2011 and 2021), the population of Bridgend increased by 4.5%, from just under 139,200 in 2011 to around 145,500 in 2021. Bridgend's population saw the third-greatest increase in Wales, behind Newport (where the population increased by 9.5%) and Cardiff (4.7%). Overall, in Wales, there has been an increase of 17.7% in people aged 65 years and over, and within Bridgend an increase of 21.5% of people aged 65 years and over.

### Projections





## The Demographic Challenge

As the number of older people living longer rises, there will also be an increase in the period of time in which an older person lives with life-limiting health conditions. By 2040 there will be:

- 45% more people aged 75-79 in need of help with daily living tasks.
- 57% more people over 80 in need of help with daily living tasks.
- There is also likely to be a 70% increase in number of people aged over 65 with dementia.

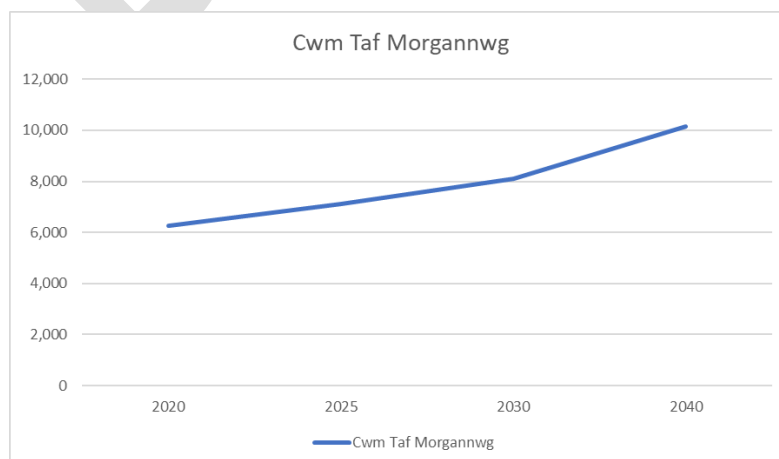
This aging population is going to have a considerable effect on the communities and the services that support them. In 2017 Bridgend provided services to more than three quarters of the over 85 population. If the current proportion of over 85 population requiring services continues, then we should expect the demand for services to increase from 2,850 people in 2017 to nearly 4,000 by 2025.

## Life and Healthy Life Expectancy

The average life expectancy for people born in the Cwm Taf Morgannwg region (of which Bridgend is part) is 79.1 (2017-19 figures), which is below the Wales average of 80.4. In addition to simple life expectancy, when looking at care services it is important to consider healthy life expectancy (the number of years a person might expect to live in good or very good health). Across the Cwm Taf Morgannwg region males can expect to live in good or very good health until they are 61.1 years old and females until they are 62.8 years old. For both genders it is considerably lower than the Wales average of 65.3 and 66.7 respectively.

## Dementia

The number of people living with dementia across Cwm Taf Morgannwg is expected to increase by 62% by 2040. The number of people in Cwm Taf Morgannwg with severe dementia is forecast to increase from 3,742 in 2020 to 6,832 in 2040, an increase of 83%. Projections of people aged 65+ living with mild, moderate, and severe dementia in Cwm Taf Morgannwg from 2020–2040 are shown on this graph:



These regional rates break down as follow:

Local authority	2020	2025	2030	2035	2040	% change 2020 v 2040
RCT	3,319	3,724	4,207	4,765	5,193	+56%
<b>Bridgend</b>	<b>2,139</b>	<b>2,457</b>	<b>2,841</b>	<b>3,274</b>	<b>3,639</b>	<b>+70%</b>
Merthyr Tydfil	813	931	1,063	1,209	1,308	+61%
<b>CTM</b>	<b>6,271</b>	<b>7,112</b>	<b>8,111</b>	<b>9,248</b>	<b>10,140</b>	<b>+62%</b>

Source: Social Care Wales

Perhaps not surprisingly the cost of social care for older people with dementia in Wales (publicly and privately funded) is forecast to increase from £770 million in 2019 to £2.13 billion in 2040, an increase of 176%.

Regional work is currently underway to develop and implement new Dementia Standards. In addition, Dementia services (both preventative) and regulated care continue to be commissioned by BCBC and will be embedded within the priority areas identified within this report. The scope and purpose of Bridgend’s Adult Services Commissioning Strategy for Regulated Community Care for the next 5 years is to identify and develop services to meet future demand. To achieve this, we will co-produce and re-shape services within the county to ensure we commission high quality services within the social care market.

### Accommodation-based Services



Develop Housing with Care and “Extra Care” Provision sufficient to meet future need and demand

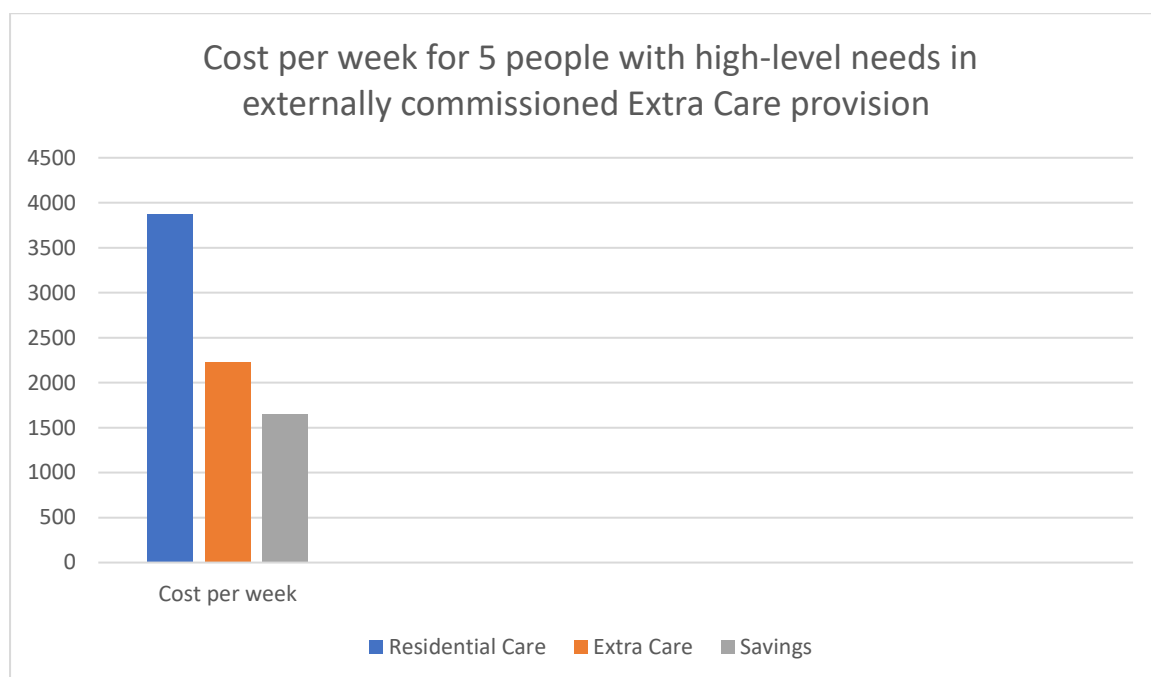
#### Rationale

Extra Care Housing (ECH) is housing with care, a community-based alternative to residential care. Tenants have their own self-contained dwellings and maintain their own tenancies. Planned care and support is normally available 24 hours a day, 7 days a week; schemes provide communal facilities such as a café, laundry and communal space, plus social activities for tenants.

Care and support is normally provided by an on-site team, but tenants can choose to have them provided by an external agency. Extra care housing tends to be much more flexible and responsive to a person’s changing needs and contributes to people being able to remain much more part of the local community than in residential care.

The Market Stability Report 2022 and the HICO Older Persons Housing, Care and Support Strategy Report 2022 have projected a shortfall in available Extra Care provision over the next ten years, where current stock will not meet future demand. In addition, ECH can produce financial savings when compared to the cost of standard residential care (Figure 1)

Figure 1(August 2023)



This is a potential saving of 42% per week when compared to standard residential care for “high-level” placements. There are 3 schemes currently in Bridgend and they cater at the current time primarily for people with relatively low needs. It is reasonable to assume that these needs will increase over time given the demographics of people in them.

Current Extra Care tenancies (3 schemes) percentages by need:

<b>High (14hrs/wk +)</b>	<b>8%</b>
<b>Medium (7-14hrs/wk)</b>	<b>46%</b>
<b>Low (less than 7hrs/wk)</b>	<b>46%</b>

**Current position:** Currently the three Extra Care schemes in Bridgend have a total of 84 units, and feedback from a variety of key stakeholders suggests they could be developed further in both capacity and approach to better meet the needs of people with higher level needs in the future. On the basis of population projections, we estimate that net demand will continue to grow.

The additional build needed by 2025 and then 2030 is likely to be:

Type of Accommodation	No of additional units 2025	No of additional units 2030
<b>Housing with Care/Extra Care for rent</b>	<b>51</b>	<b>106</b>

## Commissioning intention:

Our commissioning intention is to work with partners to secure sufficient extra care units to meet demand and reduce reliance on residential provision by 2025 and 2030. To achieve this we will:

- Complete a comprehensive analysis of needs, finances and potential approaches to commissioning and delivery for future schemes and use this as the basis for a detailed service specification for a 4th extra care scheme to be delivered by September 2025.

At this point we are assuming that costs and income from these schemes will allow us to increase provision and meet future demands by matching the current financial commitment that the local authority makes to the provision of residential care, and that capital costs will be negotiated with partners. We therefore assume we will achieve the targets without additional resources to those already committed in existing budgets, but these will need to be tested in the initial comprehensive analysis and business justification stages.

2

Reprofile BCBC's accommodation-based services (both internally and externally delivered) to ensure the most appropriate and best levels of care can be achieved

## Rationale:

While many people as they get frail are supported successfully in their own homes, there will always be those for whom accommodation-based support is needed. Traditional ideas about care home provision are rapidly changing and in Bridgend we want to ensure that there is both sufficient available accommodation-based support and that it meets the changing expectations that people have, particularly for those requiring nursing care. We also want to make sure that these services complement the investments we make in extra care in the Borough. The Market Stability Report 2022 and the HICO Older Persons Housing, Care and Support Strategy Report 2022 have projected an increase in the number of people with more complex needs needing this form of care.

**Current position:** Occupation levels within care homes (both residential and nursing) are currently in excess of 95% - which when accounting for turnover and closures means they are full to capacity. The below table shows the total number of Residential, Nursing and EMI placements (Long-Term Care) by category as of 23 August 2023, and the number of citizens awaiting care.

Category	No of Placements	No Awaiting Care
EMI Nursing	62	2
EMI Residential	117	3
Nursing	120	9
Residential	171	8
<b>Total</b>	<b>470</b>	<b>22</b>

EMI Care (Nursing/Residential) currently accounts for 38% of placements. To achieve any additional capacity means that we need to look at accommodation-based services we currently have and consider whether new and/or alternative models might need to be looked at to meet this need. On the basis of current trends and population projections we estimate that the following additional units will be needed in 2025 and then 2030:

Type of Accommodation	No of units 2025	No of units 2030
Nursing Care	117	192
Residential Care	0	0

We think that these units will be needed specifically in the nursing care sector as population needs for intensive care grow and extra care provision meets any additional less intensive support needs previously met by residential care.

### Commissioning intention:

Our commissioning intention is to secure sufficient additional nursing care and maintain residential provision to ensure they meet needs and demand over the next 3 years. To achieve this we will:

- Complete a comprehensive analysis of needs, finances and potential approaches to commissioning and delivery for nursing and residential care and use this as the basis for negotiations and partnership work to maintain residential care provision and expand nursing care from September 2024. This will include an analysis of the needs for specific provision such as EMI provision, re-ablement and step up / step down care, respite care.
- Complete a further comprehensive analysis and specification for delivery of additional nursing care units from March 2025.

At this point we are assuming that income from these services will at least match the current income that the local authority receives, and that capital costs will be negotiated with partners. We therefore assume we will achieve the targets without additional resources to those already committed in existing budgets. These will need to be tested in the initial comprehensive analysis and overall costs will depend primarily on the level of demand from people with very limited resources drawing on local authority funding to meet their placement costs.

### Non-accommodation-based services

1

Implement the 'reablement reset' programme in our internal homecare services

**Rationale:** Reablement offers a time-limited (up to 6 weeks), short period of therapeutic and social care support in a person's own home. People accessing these services receive support from a team of different professionals, such as Physiotherapists and Social Workers or solely from an Occupational Therapist.

Following assessment, goals that help the individual achieve what matters to them will be agreed. These will support them to regain/maintain their independence and live as safely as possible in their own homes. Progress will be monitored regularly, and the support provided will be adjusted accordingly.

The Market Stability Report 2022 has identified the need to increase reablement provision to meet future demand and ensure that all appropriate individuals benefit from reablement services in a timely and effective way.

The table below shows the effectiveness of BCBC’s internal short-term/reablement services, where in the last year on average, more than 4 of every 5 people who received a short-term reablement package did not require an on-going package of care:

	2019/20	2020/21	2021/22	2022/23*
No. of Reablement Packages Completed	563	475	406	336*
No. where there was no ongoing need for support following Reablement	323	247	288	280*
% with no ongoing need for support following Reablement	<b>57.37%</b>	<b>52.00%</b>	<b>70.94%</b>	<b>83.33%*</b>

\* 2022/23 figures are annual projections based on April to end of September figures.

The declining numbers of ‘reablement packages completed corresponds with the high levels on internal services waiting lists (in excess of 100 waiting) and highlights the capacity pressures for the team due to high absence and vacancy levels.

#### Current position:

As of the end of July 2023, 265 hours of reablement per week are being provided, with 155 hours (out of a target of 400 hours per week of reablement) remaining to be filled. Staffing levels are almost back to pre-pandemic levels.

#### Commissioning intention:

As can be seen from the table above, the effectiveness of the reablement service is clear, and the intention is that 100% of individuals assessed who are eligible will receive reablement/short-term assessment services, prior to any long-terms packages of care being commissioned from the independent sector. Work is currently being undertaken to map existing capacity against future demand with a view to reshaping existing internal provision and increasing flow. The findings will inform any future commissioning intentions.

2

Review working arrangements with independent domiciliary care to take a more outcome-focused and strengths-based approach

**Rationale:**

Domiciliary services is typically personal care and support (example – washing/dressing) provided within a person’s home. The Market Stability Report 2022 identified the need to increase domiciliary care capacity to meet future demand. BCBC estimates:

- **4.5% annual pressure** on short-term services over the next 10-year period
- **1.5% annual pressure** on long-term services/Independent Domiciliary Care over the next 10-year period – which recognises the effectiveness of BCBC’s reablement services

	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>	<b>Moving forward</b>
Independent Domiciliary Care – hours per week	8,806	9,617	10,428	11,239	> 1.5% growth
<b>TOTAL</b>	<b>12,157</b>	<b>12,381</b>	<b>12,606</b>	<b>12,830</b>	

**Current position:**

Independent domiciliary care is still delivered in a traditional/time & task way, but recently commissioned service contracts allow for outcome-focussed and strength-based ways of working. A detailed breakdown of the current hours (as at end of October 2022) delivered within BCBC is shown below:

<b>Homecare Service</b>	<b>Packages</b>	<b>Assessed Hours</b>	
Long Term (Critical-complex)	65	1265	
Long Term (Dementia care)	26	258	
Short Term & Better@Home	88	602	
Short Term (awaiting IDC’s)	35	226	<b>Proportion</b>
<b>BCBC</b>	<b>214</b>	<b>2351</b>	21%
<b>IDC Total*</b>	<b>685</b>	<b>8806</b>	79%
<b>TOTAL HOMECARE</b>	<b>899</b>	<b>11,157</b>	

\*Independent externally commissioned domiciliary care

The total homecare hours currently provided are circa 1,000hrs/wk less than pre-pandemic levels, which is reflective of the large numbers of individuals on BCBC and IDC waiting lists and the capacity deficit within internal services.

### Commissioning intention:

During early market-shaping conversations, independent homecare providers have stated an intention to increase capacity by up to 3000 hours per week over the next 2 years. However, this is fully dependent on providers being able to recruit and retain the required workforce – where there are significant pressures currently across social care, but in particular for homecare services.

Current contractual arrangements with independent providers end in April 2026, at which point care at home services will need to be recommissioned. With this being the target date for initial transfer of all long-term hours to be delivered by independent providers, this will give BCBC the opportunity to assess if overarching contractual arrangements and/or the service model might need amending to help deliver the expected outcome(s).

The long-term Domiciliary Care Remodelling Plan vision is for:

- BCBC internal services to focus solely on short-term/reactive services; and
- All 'long-term' packages of care to be commissioned and provided by IDC's

In Autumn 2023, a workshop is taking place with IDC's and other care in the community providers to introduce the new strength-based model of practice adopted withing Adult Social Care. Following this workshop, a pilot will be developed and undertaken in order to define and set out how outcome-focussed working will need to work in BCBC, prior to a sector-wide roll-out.



# Agenda Item 5

<b>Meeting of:</b>	<b>SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2</b>
<b>Date of Meeting:</b>	<b>19 FEBRUARY 2024</b>
<b>Report Title:</b>	<b>CARE INSPECTORATE WALES (CIW) INSPECTION OF BRIDGEND COUNTY BOROUGH COUNCIL'S (BCBC) REGULATED SERVICES IN ADULT SOCIAL CARE</b>
<b>Report Owner / Corporate Director:</b>	<b>CORPORATE DIRECTOR, SOCIAL SERVICES &amp; WELLBEING</b>
<b>Responsible Officer:</b>	<b>JACKIE DAVIES HEAD OF ADULT SOCIAL CARE</b>
<b>Policy Framework and Procedure Rules:</b>	<b>There is no effect upon the Policy Framework and Procedure Rules</b>
<b>Executive Summary:</b>	<p><b>Care Inspectorate Wales (CIW) are the independent regulators of social care and childcare services in Wales and inspect care service providers against the requirements of relevant legislation including the Regulation and Inspection of Social Care Wales Act (RISCA) and Social Services and Wellbeing Act 2014.</b></p> <p><b>The CIW are required to:</b></p> <ul style="list-style-type: none"> <li>• <b>Carry out functions on behalf of Welsh Ministers to provide assurance on the quality and safety of services</b></li> <li>• <b>Decide who can provide services</b></li> <li>• <b>Inspect and drive improvement of regulated services and local authority social services</b></li> <li>• <b>Undertake national reviews of social care services</b></li> <li>• <b>Take action to ensure services meet legislative and regulatory requirements</b></li> </ul> <p><b>This report provides the committee with information on the regulatory activity undertaken by CIW across Bridgend County Borough Council's Adult Care Services in 2023.</b></p> <p><b>The inspections in the accommodation based and domiciliary regulated support services report against core themes:</b></p> <ul style="list-style-type: none"> <li>• <b>Well-being</b></li> <li>• <b>Care and Support</b></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Leadership and Management</b></li> <li>• <b>Environment (residential care only)</b></li> </ul> <p><b>Summaries of the inspections are contained in this report and include:</b></p> <ul style="list-style-type: none"> <li>• <b>Key findings of how we have performed against standards in our residential and domiciliary regulated services.</b></li> <li>• <b>Activity undertaken to meet regulatory standards.</b></li> <li>• <b>Actions to address areas of improvement and non-compliance notices.</b></li> </ul>
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## 1. Purpose of Report

- 1.1 The purpose of this report is to provide the Committee with the outcome of the Care Inspectorate Wales (CIW) inspections of Bridgend County Borough Council's (BCBC) Regulated Services in Adult Social Care in 2023. This report relates to inspection activity detailed below:

Service	Visit Date	Publication Date
Ty Llwynderw Extra Care (Residential Provision)	09/02/2023	31/03/2023
Bryn y Cae Residential Services for Older Persons	17/03/2023	Draft
Breakaway Short Stay Service	14/04/2024	13/06/2023
Bridgend CBC Domiciliary Care Services	18/05/2023	03/07/2023
Ty Ynysawdre Extra Care (Residential Provision)	05/07/2023	22/08/2023
Ty Cwm Ogwr Residential Home for Older Persons	24/07/2023	04/09/2023

## 2. Background

- 2.1 These inspections were conducted in line with the CIW Inspection framework for accommodation-based and domiciliary support services, to evaluate the service's adherence to legislative and regulatory requirements, principally The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, and the conditions of registration and the individual service's statement of purpose. The inspections also evaluate the services' ability to provide the Welsh Language active offer. In doing so, CIW are aiming to ensure that people using the services are supported to achieve the best possible quality of support, achieve their identified outcomes, are not placed at risk and do not experience harm. The inspections are undertaken in consideration of four core themes:

- The wellbeing of individuals receiving care and support
- The quality of care and support provided to individuals.
- The leadership and management of the service
- Environment (except domiciliary services)

The reports are presented with a short summary, followed by findings under these core themes.

- 2.2 Ty Ynysawdre, Ty Llwynderw, Ty Cwm Ogwr and Bryn y Cae provide support to adults in the main over 65 years of age in a residential care home setting.

Breakaway provides short stay residential for adults aged 18 years and over with a range of needs including learning disabilities, Autism Spectrum Disorder (ASD) and physical disabilities in a residential setting.

Bridgend County Borough Council Domiciliary Service is a complex umbrella service, which incorporates short and long term home care and support services encompassing; the learning disability supported living services; Glyn Cynffig hostel Ty Mor Young Persons Service; HMP Parc and the domiciliary provision located within the extra care facilities at Ty Llwynderw and Ty Ynysawdre. Therefore, the service provides care and support for adults of all ages and with a wide range of needs.

- 2.3 During the inspection, the inspectors review a range of information including policies, statements of purpose, written guides, complaints information, incident reports, supervision data, training data, safeguarding referrals and quality assurance reports. The inspector may ask for this information to be provided electronically and uploaded onto the secure portal CIW Online. Inspectors aim to engage with individuals in receipt of care and support and their families to gather first-hand feedback about the services they receive.
- 2.4 All reports are initially received prior to publication from CIW along with an Inspection Response Form, which can be used to comment of the factual accuracy or the fairness and proportionality of findings within the reports.
- 2.5 There is a requirement under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) to have a nominated Responsible Individual (RI) which for these services is the Group Manager for Provider Services. The RI is legally accountable for the provision of care and support and is required to have oversight of the running of the services. In addition, there are also registered managers (RM) in post, who are suitably qualified and registered with Social Care Wales as required under RISCA.

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

- 3.1 The reports have identified that the standard of care and support provided across the services is of a good standard. Key strengths include the relationships between staff and individuals receiving care and support; leadership and management, the provision of activities; individuals happy with their care and support and their needs being well met, choice of meals and positive mealtime experiences.

The previous themes around non-compliance with policies and procedures and staff support and development have now been achieved across the services.

- 3.2 There are some areas for improvement identified within the reports, which will be addressed at the individual service level.

### 3.3 Key inspection findings for Ty Llwynderw (Residential):

The report identified that people live in a warm and friendly environment which is clean and well maintained. The staff know the individuals and facilitate interaction and conversations with them throughout the day. Personal plans and risk assessments are in place and are reviewed regularly. Staff receive regular supervision to discuss professional issues and development needs. There is good management oversight and governance of the service. At the time of the inspection there was no nominated RI, however the person applying for the role had visited the home and was aware of the regulatory requirements. This service is working towards providing an 'Active Offer' of the Welsh Language.

- Wellbeing – People are treated as individuals and are supported to make choices throughout their day. People were observed getting up when they wanted to and requesting to play games or watch films. People are supported to be as healthy as they can be by receiving holistic care from a variety of health and social care professionals and there are good links with GP surgeries, community nurses and other allied health professionals. Medication guidance has been provided and staff complete competency assessments between training refreshers. Medication is stored safely and part of a medication round was observed that indicated care staff are competent in administration of medication. There are systems in place to safeguard people and risks to individual health and safety are included in care plans and risk assessments. There are appropriate policies in place and staff have completed safeguarding training. There is a person living at the service who speaks Welsh as well as English and care staff speak incidental Welsh to them as much as they can.
- Care and Support – The service encourages individuals to interact with each other and to be as active as possible throughout the day. One family member commented “I just can't fault what they do. I come every day, different times, it's always the same. They're just lovely here”. On the day of the visit two people were being cared for in bed due to ill health and care staff were observed checking in on them and delivering their care in a friendly but sensitive manner. In addition the manager was arranging access to a guest room for one person's family who were travelling long-distance to visit an ill relative. Personal plans contain information on people's needs and the support that is required to assist them with each aspect of daily living and there was evidence that they are reviewed when situations change. A thorough handover is completed between shifts. People have choice over their meals and there is a good rapport between individuals and kitchen staff in the dining room. There are systems in place to promote infection control and good hygiene and staff were observed using personal protective equipment (PPE) appropriately.
- Environment – Ty Llywnderw is part of a wider complex owned by Linc Cymru, which includes a variety of facilities such as a spa room, a salon and a restaurant. Utility areas are kept locked to safeguard people from potential hazards and the residential unit is secure from unauthorised persons. All bedrooms are en-suite and there are spacious communal areas. Bedrooms are personalised with décor and belongings. Linc Cymru provide effective maintenance, domestic and laundry services. Fire equipment and alarms are checked regularly and evacuation plans are stored by the fire box in case of an emergency.

- Leadership and Management – Many of the staff have worked at the service since it was opened and recruitment to the service has been successful. Due to long-term sickness absence, agency staff are being used. One staff member commented “It has been hard, but we all want the best for the people that live here so we try to cover as many shifts ourselves as we can and the manager is on it, you can call her for any problem or mistake, and she’ll come and help you sort it out”. Care staff are appropriately recruited and checked. Staff are appropriately trained and supported in their roles. Progress has been made on completing mandatory training and more training courses have been made available. Supervision and appraisal are held as frequently as required. There are systems in place to monitor the quality of the service provided. Quarterly monitoring visits have been completed by the previous RI. A biannual quality of care report has been completed to identify what is working well and what improvements are needed. Policies and procedures are in place and have been reviewed and updated.

### 3.4 Key inspection findings for Bryn y Cae:

The service provides support in a warm and friendly environment. Staff know people well and interact in a kind and caring manner. Activities and projects at the service are regular and varied to ensure people’s physical and emotional well-being. Audits and oversight by the management team are carried out. Staff feel supported, happy, confident in their roles and receive regular supervision and training. Policies have been or are in the process of being reviewed and updated. The service provides an ‘Active Offer’ of the Welsh language.

- Wellbeing – People are supported to have control over their lives and personal plans are clear and regularly reviewed. The statement of purpose outlines the service provided and how to raise a complaint, although there have not been any in the period since the previous inspection. There are good systems in place to promote physical and emotional health and there is good access to healthcare as required for each individual. The reablement service has access to allied healthcare professional such as Occupational Therapists and Physiotherapists. Staff work to offer choice of meals with a four weekly menu that is varied and nutritious. People make suggestions for the menu and alternative dietary needs are considered. Staff can identify risk of harm and abuse. Risks to people’s health and safety are included in personal plans and risk assessments. Policies are in place around safeguarding and whistleblowing and the manager and staff understand the requirements when reporting a potential safeguarding issue. People feel safe at Bryn y Cae and feedback is extremely positive. People maintain contact with loved ones through visits, telephone calls and digital platforms. Individuals’ communications needs are considered and the service provides the Welsh Active Offer.
- Care and Support – The service considers a wide range of views and information to confirm it can meet individuals’ needs and outcomes. The manager completes a pre-admission assessment and these were evident on care files. Care plans are accurate and up to date. Staff know people well and interactions are warm and friendly. Feedback is positive. One person commented “Staff are marvellous, food

is fabulous. "I'm loving it here. I like the arts and crafts. Relatives commented Its's lovely here. Exceptional. I've seen worse hotels. Staff are marvelous". People have good care and support and access to healthcare and other services. The medication policy is in the process of being updated. Protocols and arrangements are in place for the safe and appropriate management of medication. There are Welsh speaking staff at the service and others are completing a Welsh language course. Signage around the home is bilingual. The infection control policy is in the process of being updated, but Public Health Wales (PHW) guidance and risk assessments are in place to prevent infection including COVID-19. Staff were observed appropriately using PPE and other preventative measures such as additional cleaning were also observed.

- Environment – The home is accessible and safe with appropriate security measures in place. The environment is warm, welcoming, spacious and odour free. The building is homely with personalisation throughout. Outdoor spaces have been developed involving residents and donations from the local community, are accessible to people, but secure. There is a maintenance staff member on site and records of compliance with health and safety requirements was evident. The provider has not yet completed fire safety work required following a fire safety inspection in February 2022.
- Leadership and Management – Staff are suitably fit to work in care and are recruited appropriately. Staff are supported to undertake training to ensure they have the knowledge and skills to provide care and support to help people achieve their personal outcomes. Most staff receive regular supervision and appraisals to support their wellbeing and personal development. Staff were happy and confident in their jobs and felt supported by management. One staff member commented "I'm loving it. Learning all time". People have access to information about the service and the statement of purpose and service guide are up to date. Policies and procedures are in place including Safeguarding and Whistleblowing. Other policies have been or are in the process of being reviewed and updated. Processes are in place to monitor the quality of the service. The RI carries out monitoring and provides good support to the management. RI visits take place and recommend areas for improvement. Quality of care reviews are completed every six months.

### **3.5 Key inspection findings for Breakaway:**

Care staff follow an active support model, which encourages people to maintain their independence. Following several changes in management and staff last year, the staff team is now stabilising and is well led by a hands-on management team. Personal plans are outcome focused and regularly reviewed and encompass information gathered from the person, relatives and other professionals involved in their care. Staff are trained and supervised to be competent in their roles. The new designated RI is currently completing their application with CIW and show good awareness of their role in oversight and quality assurance.

- Wellbeing – People are supported to have control of their daily routines and can ask for their preferred foods. Staff facilitate people to continue in their usual jobs, education or day care services. Care staff were observed meeting people for the first time and interactions were warm. People were using different communication methods and technology to settle themselves into their stay and interact with new people. The service is adapting to people's needs to make it the most accessible

it can be. There are systems in place to safeguard people and risk assessments are included as part of people's service delivery plans. Staff are trained in safeguarding and there is a policy in place for guidance. There are communal areas where staff encourage people to congregate, interact and share meals.

- **Care and Support** – The manager and senior staff have completed new service delivery plans and risk assessments for everyone who is currently using the service. They are person-centred and contain relevant multi-disciplinary input. People are supported to be as healthy as they can be. Care staff follow a key worker model, whereby one staff member oversees the day of one individual and tailors the care and support and activities provided. Medication is stored safely and administration is accurately recorded. A medication policy has now been agreed and will replace interim guidance. The service promotes infection control practices and there is an updated infection control policy in place.
- **Environment** – The environment promotes achievement of people's personal outcomes and is well maintained. Individual bedrooms are spacious and neutral. People bring in personal items for their stay. The community spaces are clean, tidy and comfortable and there is a large, accessible outdoor space. The house is secure and areas of the home that may contain hazardous items are kept locked. Personal information is kept securely.
- **Leadership and Management** – Care workers were positive about the management team. One commented "They're brilliant, they listen to our suggestions, they are very supportive". Staff are safely recruited and suitably trained. External professionals have worked with the service to provide specialist training. Staff have regular supervision to discuss professional issues and development. There is good oversight of the quality of care. The new RI applicant has completed a monitoring visit and the report evidences that they have analysed feedback and events in the home and identified actions for themselves or management to complete. There has been improvement in the content of policies and procedures.

### **3.6 Key inspection findings for Domiciliary Care Services:**

People receive care from happy, well supported, staff who receive regular supervision. Staff training has improved since the previous inspection to ensure that staff have the knowledge and skill to carry out their roles and raise concerns. People have accurate and up to date personal plans and they and their relatives are complimentary about the staff and the service. There is a new RI in place. Some policies have been reviewed and updated and there is now a policy officer in place. People's language and communication needs are considered. The service is working towards providing an 'Active Offer' of the Welsh language.

- **Wellbeing** – Staff develop plans with the individual and their representative, using recognised assessment tool and people have choice about the care and support that they receive. People provide feedback about the service that they receive by a variety of methods which contributes to quality assurance. People's needs and risks to their safety and well-being are documented in personal risk assessments. Up to date Safeguarding and Whistleblowing policies are in place.

- Care and Support – People and their families have positive relationships with staff and communication is good. Service guides are available for different parts of the service and the Statement of Purpose is consistent with the service provided. Feedback from people and their families is positive. One commented about staff “Excellent. I’d give them five stars. Even if I paid more I couldn’t get any better”. There are measures in place to assist people with their medication. There is an updated medication policy in place and measures are in place to provide improved medication training compliance. Staff receive safeguarding training and feel confident that they would know what to do if they were concerned about someone at risk of harm. Staff are training in infection prevention and control and there is an updated policy in place. There was a good supply of PPE and people receiving care and support said that staff use PPE when in their homes.
- Leadership and Management – Staff are knowledgeable and feel supported by the management teams. There is an induction process in place which includes training and shadowing colleagues. Staff have regular supervision which includes discussions around their wellbeing, professional development, observations and competency assessments. Staff receive a variety of online and face to face training, which has improved since the previous inspection. Staff feel happy and confident, one commented about management “They’re great, flexible, marvelous. Couldn’t fault them”. Recruitment is safe and robust and all staff have up to date DBS checks. Recruitment is ongoing using online platforms, attending job fayres, internal and external advertising and incentives for existing and new staff such as an electric car scheme and a pilot project to look at staff roles. There are quality assurance processes in place and the new applying Responsible Individual (RI) has good day to day oversight. Quality of care reports and quality assurance audits are up to date. The complaints policy has been updated and a number of other policies and procedures have also been reviewed since the last inspection.

### 3.7 Key inspection findings for Ty Ynysawdre (Residential):

The service provides support to people in a warm and friendly environment. Staff know people well and spend time and engage with them throughout the day. Personal plans and risk assessments contain all the necessary information. The residential unit is well maintained and people’ spaces are personalised. The manager and RI are currently absent, but interim cover arrangements are in place and the deputy manager is supported by their line manager and RI. The service does not provide an ‘Active Offer’ of the Welsh language.

- Wellbeing – People are supported to exercise choice over their daily routines are able to move freely between communal areas and their own space. People are encouraged to interact with each other and staff and are engaged in a variety of activities. At lunch time a member of staff was observed showing people their meal option to choose what they wanted and to decide on their desired quantity. People are offered drinks throughout the day. People are supported to be as healthy as they can be in conjunction with care from a variety of health and social care professionals and there are good links with GP surgeries, community nurses and other allied health professionals. Medication is stored safely and part of a medication round was observed that indicated care staff are competent in the administration of medication. There are systems in place to safeguard people and risks to individual health and safety are included in care plans and risk assessments. There are appropriate policies in place and staff have completed



safeguarding training. There is not anyone currently living at the service who requires the service in the medium of Welsh, but documents are available bilingually upon request.

- Care and Support – Warm interactions were observed between care workers and people living at the service. One person commented “this is a nice place, the staff are very friendly”. Care staff have the information needed to be able to provide the care needed. Applications for Deprivation of Liberty Safeguards (DoLS) are kept on files. Risk assessments note the risk to people’s safety and the threshold at which care workers will need to intervene. A thorough handover is completed between shifts. There are systems in place to promote infection control and good hygiene and staff were observed using PPE appropriately.
- Environment – Ty Ynysawdre is part of a wider complex owned and maintained by Linc Cymru. There are a variety of facilities such as a spa room, a salon and a restaurant. Utility areas are kept locked to safeguard people from potential hazards and the residential unit is secure from unauthorized persons. All bedrooms are en-suite and there are spacious communal areas. Bedrooms are personalised with décor and belongings. Linc Cymru provide effective maintenance, domestic and laundry services. Fire equipment and alarms are checked regularly and evacuation plans are stored by the fire box in case of an emergency.
- Leadership and Management – People receive care from a consistent staff team who are familiar with their needs. Agency staff have been used to supplement sickness absence. The manager is absent and the deputy manager and team leader are covering the role and no negative impact was found. Staff comments included “I’ve had all my supervisions and can talk to the deputy manager about anything.” Another said “Agency staff don’t make any extra work for us, they are helpful and the know what they’re doing”. Care staff are appropriately recruited and checked. Care staff undertake mandatory and supplementary training. Supervisors practice observations and medical competencies are completed regularly throughout the year. Processes are in place to monitor the quality of service provision. The RI is currently absent, but the previous RI is providing temporary cover as they are familiar with the service, staff team and the people who live there. Quarterly quality assurance visits have been completed which contribute the biannual quality of care reviews. These identify areas of strengths and improvement. The statement of purpose is up to date and there are relevant and up to date policies and procedures in place.

### **3.8 Key inspection findings for Ty Cwm Ogwr:**

People living at the service are settled and comfortable and there is a relaxed atmosphere. Personal plans give information about people and some care needs, however they require further development to ensure that they are person centred. People are supported to make choices about their daily living and are supported by dedicated and experienced staff. Staff feel supported by the new manager and receive training relevant to their roles. Recruitment practice is robust and staff receive regular supervision. The RI maintains sufficient oversight of the service. The service is working towards providing an ‘Active Offer’ of the Welsh Language.

- Wellbeing – People wishes are taken into account to support decision making and people are clear about how to make their feelings known. Those lacking capacity to make decisions are supported by professional advocates or relatives. People have choice over where they spend their time and there is a new programme of activities in place. Bedrooms are personalised to individual taste. There is a varied choice of meals and snacks. Care staff have undertaken safeguarding training and are aware of procedures to protect people from harm and neglect. Policies are in place which are being reviewed and risk assessments are in place to minimize risk to people and staff. There is a new management structure in place and feedback has been positive. The service supports people to be as healthy as they can be and there was evidence of regular contact with GPs, community nursing and other specialist services. Medication is stored safely and observations were made of correct administration and recording. Personal plans need improvement to ensure the information is person centred and consistently completed.
- Care and Support – Pre-admission assessments are completed to ensure people’s needs can be met by the service. Care staff have a good awareness of people’s likes, preferences and care needs, but this needs to be better documented in personal plans. Daily records indicate that people are receiving appropriate care but could be more detailed to include emotional well-being. Care staff are very attentive and responsive to people’s needs with appropriate levels of prompting and support. Staff are friendly and people respond positively. One relative commented “I’m absolutely happy with the care and us as a family are happy that X is being so well looked after”. Staff can identify when people may be at risk of harm or neglect and are aware of safeguarding and whistleblowing procedures. Medication is stored safely and medication audits ensure staff maintain good practices and identify areas for improvement.
- Environment – The building is secure and records of visitors are kept. Care files are stored securely. The accommodation is pleasant and of a good standard with personalisation of bedrooms. There are two units with one of them being specifically for people with a diagnosis of dementia. Communal areas are well utilised and people interact happily. Signage around the home is provided in Welsh and English. The service provides a clean and well-maintained environment with adequate equipment to meet people’s needs. Cleaning materials are managed safely and procedures are in place to prevent the spread of infection.
- Leadership and Management – Staff are suitably recruited and checked. Care staff said that they were sufficiently trained to undertake their roles and the training matrix showed a range of core and specialist training for staff. Staff receive regular supervision and appraisals and regular staff meetings are held. Staff felt that they were able to talk to the new manager; one commented “She gets things done for the residents”. The RI conducts regular visits and the six-monthly quality of care reports consider the standard of services offered. A selection of policies and procedures were looked at and were up to date and sufficiently detailed. The service benefits from having a stable staff team and rotas are managed appropriately. The new manager demonstrates a good understanding of the service and its current strengths and areas for improvement. The service operates in line with its statement of purpose and there is an information leaflet for people using the service.

### 3.9 Areas of Improvement and Priority Actions Notices

It is pleasing to note that the inspections did not result in the issue of any Priority Action Notices across services and that previous areas of improvements had been addressed in all cases.

The report for Ty Llwynderw did not identify any Priority Action Notices or Areas for Improvement and noted that previous actions for non-compliance with Regulation 36 (Supporting and developing staff) had been completed.

The report for Bryn y Cae did not identify any Priority Action Notices and noted that previous actions for non-compliance with Regulation 12 (Policies and procedures) had been completed.

It did however identify a new Area for Improvement this being: -

Area for improvement – Bryn y Cae	
Regulation	Summary
57	The Provider must ensure Fire Safety work is carried out promptly to reduce the risk of fire at the service.

The report for Breakaway did not identify any Priority Action Notices or Areas for Improvement but noted that previous actions for non-compliance with Regulation 12 (Policies and procedures) had been completed

The report for Bridgend County Borough Council Domiciliary Care Services did not identify any Priority Action Notices or Areas for Improvement but noted that previous actions for non-compliance with Regulation 12 (Policies and procedures) and Regulation 36 (Supporting and developing staff) had been completed

The report for Ty Ynysawdre did not identify any Priority Action Notices or Areas for Improvement.

The report for Ty Cwm Ogwr did not identify any Priority Action Notices but noted that previous actions for non-compliance with Regulation 36 (Supporting and developing staff) had been completed . The report noted that previous non-compliance with Regulation 58 (Medicines) had been achieved but identified a new Area of Improvement this being:-

Area for improvement – Ty Cwm Ogwr	
Regulation	Summary
58	Personal Plans need to be updated to accurately reflect people's care and support needs and mitigate risk.

3.10 The areas for improvement are being addressed and achievement of the actions is monitored through the Council's regulatory tracker which is reported to Governance and Audit committee and through the Corporate Performance Assessment process.

#### **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.
- 4.2 Despite no equality impact assessment being conducted the information contained in the report positively describes support being made available to those providing care.

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

- 5.1 The implementation of the duties and responsibilities under the Social Services and Well-being (Wales) Act 2014 (SSWBA), in turn, supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. By promoting an environment that maximises people's physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the wellbeing goals of a healthier and more equal Bridgend and Wales are supported.
- 5.2 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:
- Long Term – Social Services is demand led and the SSWBA focusses on sustainable prevention and wellbeing outcomes for the future. There is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the remodeling and transformation of services continues to be a priority.
  - Prevention – the report is about the new approaches adopted by the Directorate in line with the SSWBA, for example, the provision of assistance to enable people to remain independent for as long as possible. This will ensure that need is anticipated and resources can be more effectively directed to better manage demand.
  - Integration – the implementation of the SSWBA requires local authorities to work with partners, particularly the NHS and the Police, to ensure care and support for people and support for carers is provided.
  - Collaboration –The strategic planning and local delivery of integrated support and services are developed with partners such as Registered Social Landlords in order to provide the best possible intervention to people.

- Involvement – the key stakeholders are the people who use social care. There is considerable engagement including surveys, stakeholder meetings, feedback forms and the complaints process. The provision of accessible information and advice helps to ensure that the voice of adults, children and young people is heard.

## **6. Climate Change Implications**

6.1 There are no climate change implications associated with this report

## **7. Safeguarding and Corporate Parent Implications**

7.1 It is a regulatory requirement that BCBC Safeguarding Policy meets Part 8 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 which is to ensure service providers have in place the mechanisms to safeguard vulnerable individuals to whom they provide care and support. This includes arrangements that:

- Support vulnerable individuals using the service
- Support and underpin staff knowledge, understanding and skill in identifying risks and action to take where abuse, neglect or improper treatment is suspected or identified; and
- Ensure the service provider works collaboratively with partners to prevent and take action where abuse, neglect or improper treatment is suspected or identified

## **8. Financial Implications**

8.1 There are no financial implications associated with this report.

## **9. Recommendations**

9.1 The Committee is recommended to note the outcome of the Care Inspectorate Wales (CIW) Inspections of the Council's Regulated Services in Adult Social Care and consider making comments upon the report.

## **Background documents**

None

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# Agenda Item 7

<b>Meeting of:</b>	<b>SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2</b>
<b>Date of Meeting:</b>	<b>19 FEBRUARY 2024</b>
<b>Report Title:</b>	<b>FORWARD WORK PROGRAMME UPDATE</b>
<b>Report Owner / Corporate Director:</b>	<b>CHIEF OFFICER – LEGAL &amp; REGULATORY SERVICES, HR &amp; CORPORATE POLICY</b>
<b>Responsible Officer:</b>	<b>MERYL LAWRENCE SENIOR DEMOCRATIC SERVICES OFFICER – SCRUTINY</b>
<b>Policy Framework and Procedure Rules:</b>	<b>The work of the Overview &amp; Scrutiny Committees relates to the review and development of plans, policy or strategy that form part of the Council’s Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend. Any changes to the structure of the Scrutiny Committees and the procedures relating to them would require the Bridgend County Borough Council Constitution to be updated.</b>
<b>Executive Summary:</b>	<p><b>The Council’s Constitution requires the Corporate Overview and Scrutiny Committee to develop and implement a Forward Work Programme for the Committee.</b></p> <p><b>The Council’s Constitution also provides for each Subject Overview and Scrutiny Committee to propose items for the Forward Work Programme having regard for the Council’s Corporate Priorities and Risk Management framework, for the Corporate Overview and Scrutiny Committee to have oversight and refer any cross-cutting topics to a Committee or Research and Evaluation Panel.</b></p> <p><b>The Committee is asked to consider and agree its Forward Work Programme, identify any specific information it wishes to be included in and any invitees they wish to attend for the reports for the next two Committee meetings, identify any further items for consideration on the Forward Work Programme having regard to the criteria set out in the report, consider the Recommendations Monitoring Action Sheet and note that the Forward Work Programme and the Recommendations Monitoring Action Sheet for the Subject Overview and Scrutiny Committee will be reported to the next meeting of COSC.</b></p>

## 1. Purpose of Report

1.1 The purpose of this report is to:

- a) Present the Committee with the Forward Work Programme (**Appendix A**) for consideration and approval;
- b) Request any specific information the Committee identifies to be included in the items for the next two meetings, including invitees they wish to attend;
- c) Request the Committee to identify whether there are presently any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 3.5 of this report;
- d) Present the Recommendations Monitoring Action Sheet (**Appendix B**) to track responses to the Committee's recommendations made at previous meetings;
- e) Advise that the Committee's updated Forward Work Programme, any feedback from the Committee and the Recommendations Monitoring Action Sheet will be reported to the next meeting of the Corporate Overview and Scrutiny Committee (COSC).

## 2. Background

2.1 The Council's Constitution requires the Corporate Overview and Scrutiny Committee to develop and implement a Forward Work Programme for the Committee.

2.2 The Council's Constitution also provides for each Subject Overview and Scrutiny Committee to propose items for the Forward Work Programme having regard for the Council's Corporate Priorities and Risk Management framework, for the Corporate Overview and Scrutiny Committee to have oversight and refer any cross-cutting topics to a Committee or Research and Evaluation Panel.

### Best Practice / Guidance

2.3 The Centre for Governance and Scrutiny's (CfGS) Good Scrutiny Guide recognises the importance of the Forward Work Programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be coordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

2.4 Forward Work Programmes need to be manageable to maximize the effective use of the limited time and resources of Scrutiny Committees. It is not possible to include every topic proposed. Successful Scrutiny is about looking at the right topic in the right way and Members need to be selective, while also being able to demonstrate clear arguments for including or excluding topics.



- 2.5 The CfGS's guide to effective work programming 'A Cunning Plan?' makes the following reference to the importance of good work programming:

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

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

#### Forward Work Programme

- 3.1 Following the approval of the schedule of Scrutiny Committee meeting dates at the Annual Meeting of Council on 17 May 2023, the standing statutory reports to this Scrutiny Committee of: the Corporate Plan, the Medium Term Financial Strategy (MTFS) and Budget, Performance and Budget Monitoring, etc. have been mapped to the appropriate timely meeting dates into a draft Forward Work Programme.
- 3.2 The draft outline Forward Work Programme for each Scrutiny Committee have been prepared using a number of difference sources, including:
- Corporate Risk Assessment;
  - Directorate Business Plans;
  - Previous Scrutiny Committee Forward Work Programme report topics / minutes;
  - Committee / Member proposed topics;
  - Policy Framework;
  - Cabinet Work Programme;
  - Discussions with Corporate Directors;
  - Performance Team regarding the timing of performance information.
- 3.3 There are items where there is a statutory duty for Policy Framework documents to be considered by Scrutiny, e.g., the MTFS including draft budget proposals scheduled for consideration in January 2024, following which COSC will coordinate the conclusions and recommendations from each of the Subject Overview and Scrutiny Committees in a report on the overall strategic overview of Cabinet's draft Budget proposals to the meeting of Cabinet in February 2024.
- 3.4 An effective Forward Work Programme will identify the issues that the Committee wishes to focus on during the year and provide a clear plan. However, at each meeting the Committee will have an opportunity to review this as the Forward Work Programme Update will be a standing item on the Agenda, detailing which items are scheduled for future meetings and be requested to clarify any information to be included in reports and the list of invitees. The Forward Work Programme will remain flexible and will be revisited at each COSC meeting with input from each Subject Overview and Scrutiny Committee reported and any updated information gathered from Forward Work Programme meetings with Corporate Directors.

### Identification of Further Items

- 3.5 The Committee is reminded of the Criteria Form which Members can use to propose further items for the FWP which the Committee can then consider for prioritisation at a future meeting. The Criteria Form emphasises the need to consider issues such as impact, risk, performance, budget and community perception when identifying topics for investigation and to maximise the impact scrutiny can have on a topic and the outcomes for people. Criteria which can help the Committee come to a decision on whether to include a referred topic, are set out below:

#### Recommended Criteria for Selecting Scrutiny Topics:

PUBLIC INTEREST:	The concerns of local people should influence the issues chosen for scrutiny;
ABILITY TO CHANGE:	Priority should be given to issues that the Committee can realistically influence, and add value to;
PERFORMANCE:	Priority should be given to the areas in which the Council is not performing well;
EXTENT:	Priority should be given to issues that are relevant to all or large parts of the County Borough, or a large number of the Authority's service users or its population;
REPLICATION:	Work programmes must take account of what else is happening in the areas being considered to avoid duplication or wasted effort.

#### Reasons to Reject Scrutiny Topics:

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

#### Corporate Parenting

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

- 3.7 In this role, it is suggested that Members consider how each item they consider affects care experienced children and young people, and in what way can the Committee assist in these areas.
- 3.8 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet Committee Corporate Parenting and particularly any decisions or changes which they should be aware of as Corporate Parents.
- 3.9 The Forward Work Programme for the Committee is attached as **Appendix A** for the Committee's consideration.
- 3.10 The Recommendations Monitoring Action Sheet to track responses to the Committee's recommendations made at the previous meeting is attached as **Appendix B**.

#### **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.

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

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

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

5.2 When setting its Forward Work Programme, the Committee should consider how each item they propose to scrutinise assists in the achievement of the Council's 7 Wellbeing Objectives under the **Well-being of Future Generations (Wales) Act 2015** as follows :-

1. A County Borough where we protect our most vulnerable
2. A County Borough with fair work, skilled, high-quality jobs and thriving towns
3. A County Borough with thriving valleys communities
4. A County Borough where we help people meet their potential
5. A County Borough that is responding to the climate and nature emergency
6. A County Borough where people feel valued, heard and part of their community
7. A County Borough where we support people to live healthy and happy lives

## **6. Climate Change Implications**

6.1 The Committee should consider how each item they scrutinise affects climate change, the Council's Net Zero Carbon 2030 target and how it meets the Council's commitments to protect and sustain the environment over the long term. There are no Climate Change Implications arising from this report.

## **7. Safeguarding and Corporate Parent Implications**

7.1 The Committee should consider how each item they scrutinise affects care experienced children and young people, and in what way the Committee can assist in these areas. Safeguarding is everyone's business and means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. There are no Safeguarding and Corporate Parent Implications arising from this report.

## **8. Financial Implications**

8.1 There are no financial implications arising from this report.

## **9. Recommendation**

9.1 The Committee is recommended to:

- a) Consider and approve the Forward Work Programme for the Committee attached as **Appendix A**;
- b) Identify any specific information the Committee wishes to be included in the items for the next two meetings, including invitees they wish to attend;
- c) Identify whether there are presently any further items for consideration on the Forward Work Programme having regard to the selection criteria in paragraph 3.5 of this report.

- d) Note the Recommendations Monitoring Action Sheet for the Committee attached as **Appendix B** to track responses to the Committee's recommendations made at the previous meetings;
- e) Note that the Forward Work Programme, any feedback from the Committee and the Recommendations Monitoring Action Sheet will be reported to the next meeting of COSC.

### **Background documents**

None.

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**Forward Work Programme**  
**Subject Overview and Scrutiny Committee 2**

<b>Monday 10 July 2023 at 10.00am</b>		
<b>Report Topic</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Prevention and Wellbeing, Leisure (Halo) and Cultural Trusts (Awen) and Further Integration with BAVO</b>		<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health; Cabinet Member for Community Safety and Wellbeing;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Group Manager - Sports and Physical Activity;</p> <p><b><u>External</u></b> Chief Executive, Halo Leisure; Partnership Manager, Halo Leisure; Chief Executive, Awen; and Operations and Partnership Manager, BAVO.</p>
<b>3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend</b>	Early Intervention to Reduce Care Experienced Children and Key Pressures including Information, Advice and Assistance (IAA), Early Help and Edge of Care	<p><b><u>Cabinet Member</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Children's Social Care; and Deputy Head of Children's Social Care.</p>
<b>Corporate Parenting Champion Nomination report</b>	To nominate one Member as its Corporate Parenting Champion to represent the Committee as an invitee at meetings of the Cabinet Committee Corporate Parenting in addition to the Chairperson of SOSC 2 who is automatically appointed.	NA
<b>Cabinet Response to Committee's Recommendations Made on the Call In of the Cabinet Decision in Relation to Porthcawl Waterfront Regeneration: Appropriation of Land at Griffin Park and Sandy Bay</b>		
<b>Draft Outline Forward Work Programme</b>		NA

<b>Monday 18 September 2023 at 10.00am</b>		
<b>Report Topics</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Director of Social Services Annual Report 2022/23 (deferred from COSC – 4 September 2023)</b>		<p><b><u>Cabinet Members</u></b> Deputy Leader of the Council and Cabinet Member for Social Services Health; Cabinet Member for Community Safety and Wellbeing;</p>

## APPENDIX A

		<p><b>Officers</b> Corporate Director - Social Services and Wellbeing; Head of Adult Social Care; Head of Children's Social Care; Group Manager - Sports and Physical Activity; and Group Manager - Commissioning</p>
<b>Adult Community Mental Health Services</b>		<p><b><u>Cabinet Member</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; Group Manager – Learning Disability, Mental Health &amp; Substance Misuse; Community Mental Health Services Manager;</p> <p><b><u>External</u></b> Service Group Manager, Mental Health Services – CTMUHB; and  Service Users</p>

### Thursday 23 November 2023 at 10.00am

Report Topics	Information Required / Committee's Role	Invitees
<b>Joint Inspection of Child Protection Arrangements (JICPA) in Bridgend 12-16 June 2023</b>		<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health; Cabinet Member for Education;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Corporate Director – Education and Family Support; Head of Children's Social Care;</p> <p><b><u>External</u></b> South Wales Police; Head of Safeguarding, Cwm Taf Morgannwg UHB; Senior Nurse, Cwm Taf Morgannwg UHB;</p> <p>Senior Manager - Local Authority Inspection Team - Care Inspectorate Wales; and Local Authority Link Inspector for Bridgend - Estyn</p>



## APPENDIX A

<b>Extraordinary Meeting – 6 December 2023 at 10.00am</b>		
<b>Report Topics</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Annual Corporate Safeguarding Report 2022/23</b>	<ul style="list-style-type: none"> <li>• Update on child exploitation.</li> <li>• Placement sufficiency and unregulated placements.</li> </ul>	<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; Head of Children's Social Care; Group Manager, IAA &amp; Safeguarding; Team Manager – Older People - Mental Health; and</p> <p>Education colleagues.</p>
<b>Learning Disability Transformation Programme</b>	<ul style="list-style-type: none"> <li>• Outcome of external expert review.</li> <li>• Practice.</li> <li>• Service Provision.</li> <li>• Transition Management.</li> <li>• Day Opportunities.</li> </ul>	<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; Social Work Lead in Adult Social Care; Group Manager – Learning Disability, Mental Health and Substance Misuse; and</p>

<b>Friday 19 January 2024 at 10.00am</b>		
<b>Report Topics</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Draft Medium Term Financial Strategy 2024-25 to 2027-28 and Budget Proposals</b>		<p><b><u>Cabinet Members</u></b> Leader of Council; Deputy Leader of Council and Cabinet Member for Social Services and Health; Cabinet Member for Finance, Resources and Legal; Cabinet Member for Community Safety and Wellbeing;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Chief Officer Finance, Performance and Change; Chief Executive; Chief Officer, Legal and Regulatory Services, HR and Corporate Policy; Head of Adult Social Care; Head of Children's Social Care; Deputy Head of Finance; and Finance Manager – Social Services &amp; Wellbeing / Chief Executive's Directorate.</p>

Monday 19 February 2024 at 10.00am		
Report Topics	Information Required / Committee's Role	Invitees
Social Services and Wellbeing Commissioning Strategies 2023-28	Placement Sufficiency.	<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; Head of Children's Social Care; and Group Manager – Commissioning.</p>
Care Inspectorate Wales Inspection of Bridgend County Borough Council's Regulated Services in Adult Social Care		<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; Social Work Lead in Adult Social Care; and Group Manager – Direct Care Provider Services.</p>

Monday 15 April 2024 at 10.00am		
Report Topics	Information Required / Committee's Role	Invitees
Update on Child Exploitation		<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Children's Social Care; Group Manager, IAA &amp; Safeguarding.</p> <p><b><u>External</u></b></p>
Draft Adults Strategic Plan		<p><b><u>Cabinet Members</u></b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b><u>Officers</u></b> Corporate Director – SSWB; Head of Adult Social Care; and Social Work Lead in Adult Social Care.</p>

<b>Reports to be Scheduled</b>		
<b>Report Topics</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Update from the Learning Disability Transformation Programme</b>	<p>At the meeting on 6 December 2024 Members requested that an update on the Programme be added to the FWP for 2024/25 to include:</p> <ul style="list-style-type: none"> <li>• Performance monitoring data from the Programme Board</li> <li>• Results from the outcome surgeries demonstrating achievements for individuals</li> </ul>	<p><b><u>Cabinet Members</u></b></p> <p><b><u>Officers</u></b></p> <p><b><u>External</u></b></p>
<b>Direct Payments</b>		<p><b><u>Cabinet Members</u></b></p> <p><b><u>Officers</u></b></p> <p><b><u>External</u></b></p>
<b>Post 18 Housing and Financial Support for Care Experienced Children (Post Basic Income Pilot)</b>		<p><b><u>Cabinet Members</u></b></p> <p><b><u>Officers</u></b></p> <p><b><u>External</u></b></p>
<b>Annual Report - Corporate Parenting</b>		<p><b><u>Cabinet Members</u></b></p> <p><b><u>Officers</u></b></p> <p><b><u>External</u></b></p>

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**Subject Overview and Scrutiny Committee 2**

**RECOMMENDATIONS MONITORING ACTION SHEET 2023-2024**

<b>Date of Meeting</b>	<b>Agenda Item</b>	<b>Action</b>	<b>Responsibility</b>	<b>Outcome</b>	<b>Response</b>
10 July 2023	Prevention and Wellbeing, Leisure (Halo) and Cultural Trusts (Awen) and further integration with BAVO	The Committee requested that a visit be arranged for Members of the Committee to the Books on Wheels mobile library service to provide them with an understanding of the areas it covers and what is currently available.	Scrutiny / Corporate Director -Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 11 September 2023.	<a href="https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf</a>
10 July 2023	Prevention and Wellbeing, Leisure (Halo) and Cultural Trusts (Awen) and further integration with BAVO	The Committee requested a breakdown by characteristic of the number of participants that access leisure facilities that receive free or subsidised membership/access	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 11 September 2023.	<a href="https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf</a>
10 July 2023	Prevention and Wellbeing, Leisure (Halo) and Cultural Trusts (Awen) and further integration with BAVO	The Committee requested a copy of the presentation to be shared with all Members, demonstrating the vision and work to be undertaken at the Grand Pavilion in Porthcawl, utilising the Levelling Up Funding	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 11 September 2023.	<a href="https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf</a>
10 July 2023	Prevention and Wellbeing, Leisure (Halo) and Cultural Trusts (Awen) and further integration with BAVO	The Committee requested, with regard to the partnership working with Halo Leisure and Awen, whether there are plans to bring the timelines into alignment, as the Healthy Living Partnership with Halo Leisure was established for a 15-year period in	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 11 September 2023.	<a href="https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsesandActions10July230902.pdf</a>

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		2012 and the partnership agreement with Awen runs until 2035.			
10 July 2023	3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend	The Committee Recommended that an additional column be added to the Plan to include in a table, what actions demonstrate success and how those successes are measured.	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 12 February 2024.	<a href="https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf</a>
10 July 2023	3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend	The Committee requested that they receive a quarterly update on the implementation of the Plan.	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 12 February 2024.	<a href="https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf</a>
10 July 2023	3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend	The Committee requested clarification as to how the demographic, age profile, deprivation and any other factors affect the formula for applications for grant funding.	Scrutiny / Chief Officer – Finance, Performance & Change	<b>ACTIONED</b> – response and information circulated 11 September 2023.	<a href="https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/document/s/s31760/SOSC2ResponsestoRecommendationsandActions10July230902.pdf</a>
18 Sept 2023	Adult Community Mental Health Services	The Committee Recommended that they write to the Members of the Senedd for Bridgend and Ogmores to request an invitation to the round table meetings run by them, involving third sector and voluntary organisations and	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> – response and information circulated 12 February 2024.	<a href="https://democratic.bridgend.gov.uk/document/s/s31751/AppendixASarahMurphyMSandHuwIrrancaDaviesMS.pdf">https://democratic.bridgend.gov.uk/document/s/s31751/AppendixASarahMurphyMSandHuwIrrancaDaviesMS.pdf</a>  <a href="https://democratic.bridgend.gov.uk/document">https://democratic.bridgend.gov.uk/document</a>

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		relating to mental health and the <i>Bridgend Mental Health Pathway</i> .			<a href="https://democratic.bridgend.gov.uk/document/s/s31768/SOSC2ResponseToRecs18Sept23aMended120224.pdf">s/s31768/AppendixBemailfromtheOfficeoftheMemberoftheSenedforBridgend28September2023.pdf</a>
18 Sept 2023	Adult Community Mental Health Services	The Committee requested data relating to the notable increase in the number of young people on the autism spectrum being referred to the Community Mental Health Teams and a copy of the existing Code of Practice on the Delivery of Autism Services in Wales.	Scrutiny / Head of Adult Social Care	<b>ACTIONED</b> – response and information circulated 13 October 2023.	<a href="https://democratic.bridgend.gov.uk/document/s/s31770/SOSC2ResponseToRecs18Sept23aMended120224.pdf">https://democratic.bridgend.gov.uk/document/s/s31770/SOSC2ResponseToRecs18Sept23aMended120224.pdf</a>
18 Sept 2023	Adult Community Mental Health Services	The Committee requested that information relating to the pathway to independent advocacy for adults be circulated to all Members to enable them to signpost constituents requiring advocacy.	Scrutiny / Head of Adult Social Care	<b>ACTIONED</b> – response and information circulated 13 October 2023.	<a href="https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499">https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499</a>
18 Sept 2023	Adult Community Mental Health Services	<u>Assisting Recovery in the Community Service (ARC)</u>  The Committee requested:  a) Information regarding the types of courses available from ARC; b) Information on how the service has evolved and adapted in recent years;	Scrutiny / Head of Adult Social Care	<b>ACTIONED</b> – response and information circulated 16 October 2023.	<a href="https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499">https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499</a>

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		<p>c) Data showing the age range of individuals accessing the service, the reasons why and the interventions of the service with them; and</p> <p>d) Case examples of work that has been done on an individual and group level in the last 12 months.</p>			
18 Sept 2023	Director of Social Services Annual Report 2022/23	The Committee Recommended that the financial modelling that is available to the Cabinet during the budget setting process, also be made available to the Budget Research and Evaluation Panel to assist with their budget discussions regarding financial sufficiency for the Social Services and Wellbeing Directorate.	Scrutiny / Chief Officer, Finance, Performance and Change / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 12 February 2024	<a href="https://democratic.bridgend.gov.uk/document/s/31770/SOSC2ResponsestoRecs18Sept23amended120224.pdf">https://democratic.bridgend.gov.uk/document/s/31770/SOSC2ResponsestoRecs18Sept23amended120224.pdf</a>
18 Sept 2023	Director of Social Services Annual Report 2022/23	The Committee Recommended that they write a letter, in support of the Deputy Leader and the Council’s response to the Welsh Government Consultation, <i>Rebalancing Care and Support Programme</i> , to the Welsh Minister for Social Services regarding standardised Welsh National pay, terms and conditions to prevent the “poaching” of staff by other local authorities and therefore ensuring that Bridgend retains a skilled workforce.	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> – response and information circulated 13 October 2023.	<a href="https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499">https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499</a>



**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
18 Sept 2023	Director of Social Services Annual Report 2022/23	The Committee requested an update on the progress and cost of the priority for Children’s Social Care to enhance in-house foster care capacity and implement therapeutic support service for foster carers.	Scrutiny / Corporate Director of Social Services and Wellbeing	<b>ACTIONED</b> – response and information circulated 2 November 2023.	<a href="https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6349871&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499">https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6349871&amp;sch=doc&amp;cat=13499&amp;path=13490%2c13493%2c13499</a>
23 Nov 2023	Joint Inspection of Child Protection Arrangements (JICPA) in Bridgend 12-16 June 2023	The Committee recommended that they write to the Invitees expressing the Committee’s gratitude for their attendance at the Committee meeting and for providing transparent and comprehensive responses to Members’ questions.	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> - Letter sent to the Invitees – No Response required.	<a href="https://democratic.bridgend.gov.uk/document/s/s31788/30NovLetterfromChairofSOSC2.pdf">https://democratic.bridgend.gov.uk/document/s/s31788/30NovLetterfromChairofSOSC2.pdf</a>
23 Nov 2023	Joint Inspection of Child Protection Arrangements (JICPA) in Bridgend 12-16 June 2023	The Committee recommended that they write a letter, in support of the Cabinet Member for Education and the Corporate Director Education and Family Support, highlighting the importance of safeguarding training for School Governors and requesting that urgent consideration be given to making such training mandatory.	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> - response and information circulated 9 February 2024.	<a href="https://democratic.bridgend.gov.uk/document/s/s31787/29Nov23LettertoMinisterforEducationandWL.pdf">https://democratic.bridgend.gov.uk/document/s/s31787/29Nov23LettertoMinisterforEducationandWL.pdf</a>  <a href="https://democratic.bridgend.gov.uk/document/s/s31789/19December23ResponsefromMinisterforEducation.pdf">https://democratic.bridgend.gov.uk/document/s/s31789/19December23ResponsefromMinisterforEducation.pdf</a>
6 Dec 2023	Annual Corporate Safeguarding Report 2022/23	The Committee recommended that future presentations of this report also contain data from previous years to allow Members to draw comparisons.		Recommendations circulated requesting response - to be provided.	

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
6 Dec 23	Annual Corporate Safeguarding Report 2022/23	The Committee recommended that they write a letter to Welsh Government expressing their concern regarding the number of children and families in temporary accommodation and the need for uplift to the Local Housing Allowance to support the social sector via private rental.	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> – response and information circulated 9 February 2024.	<a href="https://democratic.bridgend.gov.uk/document/s/s31776/14Dec2023LettertoMinisterforClimateChange.pdf">https://democratic.bridgend.gov.uk/document/s/s31776/14Dec2023LettertoMinisterforClimateChange.pdf</a>  <a href="https://democratic.bridgend.gov.uk/document/s/s31777/JJ0335723ResponsefromWGJulieJames240110.pdf">https://democratic.bridgend.gov.uk/document/s/s31777/JJ0335723ResponsefromWGJulieJames240110.pdf</a>
6 Dec 23	Annual Corporate Safeguarding Report 2022/23	The Committee requested the number and percentage of staff who attended the recent 2-day Signs of Safety training and the number and percentage of staff who have subscribed to the next cohort of 5-day training in January 2024.		Recommendations circulated requesting response - to be provided.	
6 Dec 23	Learning Disability Transformation Programme	Members expressed concern that the £3.61m level of overspend is not sustainable and requested that the proposed efficiency savings to reduce spending in Learning Disability Services be made available to the Budget Research and Evaluation Panel.		Recommendations circulated requesting response - to be provided.	
6 Dec 23	Learning Disability Transformation Programme	The Committee requested any examples of potential savings that could be explored where there is possible duplication of provision and		Recommendations circulated requesting	

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		resources, for example, the provision of transport to school for a disabled child in a family with a Motability car.		response - to be provided.	
19 Jan 24	Medium Term Financial Strategy 2024-25 to 2027-28	The Committee made recommendations and requested additional information.	Scrutiny / Chair of COSC	<b>ACTIONED</b> - Recommendations formally reported to COSC and onward to Cabinet on 6 February 2024 for consideration and response.	<a href="https://democratic.bridgend.gov.uk/ieListDocuments.aspx?CId=141&amp;Mid=4425&amp;Ver=4">https://democratic.bridgend.gov.uk/ieListDocuments.aspx?CId=141&amp;Mid=4425&amp;Ver=4</a>

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