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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr  
Bridgend County Borough Council



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

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

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

Deialu uniongyrchol / Direct line /: 01656 643148 /  
643694 / 643513

Gofynnwch am / Ask for:

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Tuesday, 9 April 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 on **Monday, 15 April 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 - 6  
To receive for approval the minutes of a meeting of the Subject Overview and Scrutiny Committee 2 of the 19/02/24.
4. A 3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend - Year 1 Report on Progress - 2023/24 7 - 38  
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

David Wright - Deputy Head of Children's Social Care

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5. Conclusions and Recommendations
6. Information Report for Noting - Quarter 3 Performance 2023-24 39 - 84
7. Forward Work Programme Update 85 - 108
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

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 MONDAY, 19 FEBRUARY 2024 AT 10:00

Present

Councillor F D Bletsoe – Chairperson

D T Harrison

Present Virtually

E L P Caparros  
J Llewellyn-Hopkins

P Ford  
A Wathan

D M Hughes

M Lewis

Apologies for Absence

P Davies, RL Penhale-Thomas and R Williams

Declarations of Interest

None

Invitees:

Councillor Jane Gebbie

Deputy Leader and Cabinet Member Social Services and Health

Claire Marchant

Corporate Director Social Services and Wellbeing

Shagufta Khan  
Laura Kinsey  
Jane Lewis  
Tania Turner  
Pete Tyson  
Ceri Williams

Social Work Lead in Adult Social Care  
Head of Children's Social Care  
Group Manager - Direct Care Provider Services  
Provider Services Manager - Support at Home  
Planning and Contract Management Officer  
Provider Services Manager - Emergency Accommodation and Respite Services

Officers:

Rachel Keepins  
Stephen Griffiths

Democratic Services Manager  
Democratic Services Officer – Committees

**61. Approval of Minutes**

Decision Made	<u>RESOLVED:</u>  That the minutes of meetings of Subject Overview and Scrutiny Committee 2 dated 19 January 2024 were approved as a true and accurate record.
Date Decision Made	19 February 2024

**62. Social Services and Wellbeing Commissioning Strategies 2023-28**

Decision Made	<u>RESOLVED:</u> Following consideration of the report and discussion with the Cabinet Member and Officers, the committee made the following comments:  <b>Financial Resources and Achievability</b> Whilst fully supporting the basis and argument behind the Commissioning Strategies, Members expressed concern regarding the potential funding available to take them forward given the difficult current, and predicted future, budget situation. The Committee appreciate that the exact financial requirements would not been known until full business cases had been developed, however, on face value Members queried whether the strategies were entirely realistic and achievable even on work scheduled for year one, given the Authority's resources, both financial and staff based. Members agreed to monitor this closely in any future related work the Committee considers, and also requested that this be referred to the Corporate Overview and Scrutiny Committee for examination under their regular budget monitoring item.  <b>Consistency of data provided</b> The Committee commented on the data displayed in the strategies and that at times there were percentages provided whilst other times figures are quoted. Members proposed that there be a consistent
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	<p>approach throughout the document for ease of reference, particularly for the public.</p> <p>Following a query as to how the Committee could assist the service area in any way in taking the Commissioning Strategies forward, it was proposed and agreed by the Committee that Members be encouraged to share the key messages with their fellow Councillors as well as their constituents in respect of managing expectations. Members were asked to spread the word that services will be provided differently in future with more innovative practices, such as a series of short-term services for individuals, rather than possibly full long-term packages of care from the start. This was to try and reduce demand and pressure on services and also proved more successful at enabling people to regain their independence.</p> <p><b>Additional Information</b> The Committee requested that they receive copies of the presentations referred to by the Deputy Leader and Cabinet Member – Social Services and Health that were presented to the recent Regional Partnership Board.</p>
Date Decision Made	19 February 2024

**63. Care Inspectorate Wales Inspection of Bridgend County Borough Council's Regulated Services in Adult Social Care**

Decision Made	<p><b>RESOLVED:</b> Following consideration of the report and discussion with the Cabinet Member and Officers, the Committee made the following comment:</p> <p>The Committee welcomed the positive report from the Care Inspectorate Wales and stated that it was indicative of the hard work that has gone on from care home and social services staff to address the areas highlighted and implement improvements. Members congratulated all involved on a glowing report.</p>
Date Decision Made	19 February 2024

**Forward Work Programme Update**

Decision Made	<p><b><u>RESOLVED:</u></b> That the Committee approved the Forward Work Programme (FWP) in Appendix A, noted the Recommendations Monitoring Action Sheet in Appendix B and noted that the FWP, Recommendations Monitoring Action Sheet and any updates from the Committee would be reported to the next meeting of Corporate Overview and Scrutiny Committee.</p> <p>The Committee also agreed to add the subject of 'Reablement Care' to their forward work programme to consider the current issues being experienced in the County Borough and specifically how the Authority is working with the Health Service to support individuals who require reablement care when discharged from hospital.</p>
Date Decision Made	19 February 2024

**65. Urgent Items**

Decision Made	None
Date Decision Made	19 February 2024

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

The meeting closed at 12:01.

<b>Meeting of:</b>	<b>SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2</b>
<b>Date of Meeting:</b>	<b>15 APRIL 2024</b>
<b>Report Title:</b>	<b>A 3 YEAR SUSTAINABILITY PLAN TO IMPROVE OUTCOMES FOR CHILDREN AND FAMILY SERVICES IN BRIDGEND  YEAR 1 REPORT ON PROGRESS - 2023/24</b>
<b>Report Owner / Corporate Director:</b>	<b>CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING</b>
<b>Responsible Officer:</b>	<b>ANNETTE PARKES BUSINESS CHANGE PROGRAMME MANAGER</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>	<b>The 3-year sustainability plan to improve outcomes for children and families in Bridgend was approved by Council in September 2023. This report outlines progress against milestones and actions within the plan for improvement in Children’s Social Care Services within Bridgend County Borough Council between September 2023 and March 2024.</b>

## 1. Purpose of Report

- 1.1 The purpose of this report is to update the Committee on service progress against milestones identified for improvement within the 3-year sustainability plan to improve outcomes for Children and Family Services in Bridgend at the end of Year 1; September 2023 to March 2024. The Year 1 Action Plan is found at **Appendix 1**.

## 2. Background

- 2.1 Although the Care Inspectorate Wales (CIW) Improvement check, which took place in November 2022, recognised progress since the ‘serious concerns’ that were identified in the Performance Evaluation Inspection undertaken in May 2022, it was

clear that services for children and families continued to require improvement to be sustainable and achieve better outcomes for children and families.

2.2 The analysis undertaken by the Institute of Public Care (IPC) which was included in the Sustainable Children's Services Analysis Report, in May 2023, identified that a number of things needed to change for sustainable improvement including:

- Sufficiency of workforce.
- A changed operating model between prevention (early help) and statutory services which provides an integrated service in which more children and families with complexity of need are supported preventatively where families are motivated and consent to change.
- Continued focus on implementing the Signs of Safety and Wellbeing model of practice.
- Commissioning the right quantum and quality of service.
- Enhanced working in partnership with professionals and partners and co-productively with children and families

2.3 Therefore, the 3-year sustainability plan sets out a sustainable future operating model for Children's Social Care in Bridgend, which is based on:

- A realistic assessment of the staffing capacity and associated financial investment required to meet demand to the required standards.
- Lessons learnt from a strong evidence base, experience and best practice elsewhere in terms of the Council-wide service, workforce and financial strategy to best improve outcomes for children and families in a way which reduces the need for statutory intervention.

2.4 The 3-year sustainability plan is the Council's response to the expert analysis on how Bridgend achieves sustainable improvement in outcomes for children and families. The action plan is split into 7 overarching themes. Each theme has a number of objectives and associated actions with timescales attached.

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

3.1 The Action Plan for Year 1, September 2023 – March 2024, is split into the following key themes:

- Hearing and acting on the voice of children and families
- Securing a stable well-supported, motivated and permanent workforce
- Improving Practice
- Maximising the impact of services and interventions
- A more effective response to families with complex needs
- Seamless working with partners
- Better intelligence and information systems

3.2 Each theme identifies a number of key actions for Year 1 of the plan. The Action Plan identifies key progress to date, and the associated Red, Amber, Yellow, Green (RAYG) status.



- 3.3 A number of key metrics are included in the Action Plan associated with the relevant theme. Further metrics are also being developed for Year 2.
- 3.4 The Year 1 Action Plan includes those actions that were identified for immediate progress within Year 1. These were identified specifically in response to the inspection activity that had already taken place and the likely future monitoring of progress by CIW.
- 3.5 Many of the areas identified in Year 1 are also included in the 2 subsequent years of the plan for further action and work to embed and make the sustainable long-term changes required within the service.
- 3.6 A number of actions have been completed, and milestones have been met. However, although significant work and progress has been made within the service and with key partners including across the regional footprint, a number of areas are still being developed fully, and will be rolled forward into the Year 2 Action Plan for full implementation and to achieve sustained change. These include the following areas:
- Revision of the Children’s Services Quality Assurance (QA) framework
  - Development of the updated commissioning strategy for family support services
  - Full implementation and delivery of the ‘Signs of Safety’ Programme across the service together with the agreed future training plan for this model of practice.
  - Review and development of the delivery plan for the early help and family support services, (IAA) information advice and assistance, locality social work, and early intervention, and a single point of contact
  - Work with regional partners to ensure sufficient quantity and quality of provision for children whose needs cannot be met in standard residential or fostering provision
  - Work with Foster Wales to recruit enough foster carers within the local authority
  - Work jointly with partners to deliver the priorities in this plan

#### **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. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

#### **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:

Involvement	There has been detailed engagement in the development of this plan from key stakeholders including children and families, workforce, Welsh Government and partners.
Long term	The plan sets out to identify the long-term structures and plans for children and families over a 3 year period.
Prevention	To prevent challenges and issues that have arisen in Children's Social Care (CSC) over recent years and provide greater safeguarding and support to children and young people across Bridgend County Borough.
Integration	The plan sets out more integrated support arrangements for children and families with a range of partners who work to support children and families in Bridgend.
Collaboration	The plan identifies areas where improvements to working collaboratively with a range of partners and working regionally can benefit the lives of children and families within Bridgend County Borough.

## **6. Climate Change Implications**

- 6.1 There is no impact or link to Bridgend County Borough Council's climate change aspirations as a result of this report.

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

- 7.1 This 3-year sustainability plan outlines and proposes changes, reflecting expert advice, which are required to maintain our statutory safeguarding accountabilities. Implementation of the plan will ensure effective safeguarding arrangements and support the wellbeing of care experienced children (CEC) for whom the Council is corporate parent. The elements of the plan are based on a robust evidence base of what works in safeguarding, protecting, and improving outcomes for vulnerable children and families.

## **8. Financial Implications**

- 8.1 The 3-year sustainability plan to improve outcomes for Children and Family Services in Bridgend was approved by Council on 20<sup>th</sup> September 2023, with a budget virement of £1 million approved for Children's Services and the additional use of up to £2.5 million of earmarked reserves whilst a more permanent funding solution was sought.
- 8.2 Council approved £2.5 million as the balance of the £3.5 million budget pressure on the 28<sup>th</sup> February 2024 as part of the Medium Term Financial Strategy 2024-25 to 2027-28, £2 million for Social Services and Well-being and £500k for Education and Family Support.
- 8.3 The funding will be used to address the level of resourcing for the children's services workforce and enhancement of early help as outlined in the IPC report, following a review of service provision and demand, and is required to strengthen the Council's statutory safeguarding accountabilities. The permanent budget pressure will replace the temporary earmarked reserve funding previously allocated.

## **9. Recommendation**

- 9.1 The Committee is requested to note and make comment on the progress made by Children's Social Care Services against the milestones identified in the Year 1 Action Plan.

### **Background documents**

None

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**Bridgend County Borough Council**  
**Social Services and Wellbeing Directorate, Children's Social Care Service**  
**Think Family – A 3-year Plan to Improve Outcomes for Children and Families in Bridgend**  
**Action Plan – Year 1 – 2023-24 (including immediate actions by December 2023)**

RAYG STATUS	
<b>RED</b>	<b>Unsatisfactory</b>
<b>AMBER</b>	<b>Adequate</b>
<b>YELLOW</b>	<b>Good</b>
<b>GREEN</b>	<b>Excellent</b>
<b>GREY</b>	<b>Completed</b>

IMMEDIATE PRIORITIES TO DECEMBER 2023			
THEME 1: Hearing and acting on the voice of children and families			
ACTION	RESPONSIBLE	PROGRESS	RAYG
Develop an engagement and involvement framework by December 2023.	Corporate Parenting Officer /GM Case Management & Transition	A young people forum has been established run by Tros Gynol Plant (TGP) which meets on a regular basis to ensure Care Experienced Children (CEC) have opportunities to have their voices heard, express their wishes and feelings on matters important to them and be involved in shaping and service delivery. Group Manager and Corporate Parenting Officer to further develop opportunities for engagement and involvement of CEC. The strategic framework is in place, and the forum and work continue to run.	<b>Completed</b>

<p>Revise the children’s services QA framework by December 2023.</p>	<p>QA Officer/ Policy Officer</p>	<p>Work to embed the current Quality Assurance (QA) Framework continues with regular quarterly reports submitted to Childrens Social Care (CSC) and Senior Management Team (SMT). Practice guide and exemplars are available for managers where reports, audits, and practice aids, can be located. This will improve qualitative and quantitative data from audits and increase reference to Signs of Safety (S of S) implementation and the meaningful measures agenda. This will underpin the imminent review of the Directorate QA Framework.</p>	<p></p>
<p><b>THEME 2: Securing a stable, well-supported, motivated and permanent workforce</b></p>			<p><b>RAYG</b></p>
<p>Implement new structures in children’s social care by September 2023.</p>	<p>Deputy HoS</p>	<p>A review has been completed on operational and management arrangements of CSC. Following budget confirmation of sustainable investment, a restructure report has been submitted and once agreed will progress to implementation.</p>	<p></p>
<p>Develop a workforce plan including a revised business case for the Bridgend ‘Grow our own Social Work Programme’ by December 2023.</p>	<p>HoS/Workforce Development Manager SCDWP</p>	<p>There have been several specific workforce related activities such as international recruitment, use of agency staff, review of job descriptions, introduction of market supplement, introduction of a new social worker career progression framework, marketing, and recruitment initiatives – all workforce initiatives that would come under the umbrella of a workforce plan.</p> <p>Growing our own Social Workers. - Proposal presented to Adult Social Care (ASC) Continuous Improvement Group (CIG) and CSC Planning on 12<sup>th</sup> January 24. For academic programme entry September 24. Number and qualifying routes agreed:</p> <ul style="list-style-type: none"> <li>• 2 trainees</li> <li>• 4 secondees</li> </ul> <p>Application process to commence in April 2024.</p>	<p><b>Completed</b></p>
<p><b>THEME 3: Improving Practice</b></p>			<p></p>

Appendix 1

<p>Complete stage 1 of the 'Signs of Safety' Programme - implementation by December 2023.</p>	<p>Principal Officer Transformation</p>	<p>The majority of staff have completed 2-day and 5-day training for Signs of Safety. Partner agency briefings completed. Work to embed framework in IT system and into staff supervision is ongoing.</p> <p>An ongoing training plan for future years is under development.</p>	<p style="background-color: yellow;"></p>
<p>Implement an evidence-based re-unification framework by September 2023.</p>	<p>GM Case Management &amp; Transition/Principal Officer Placements</p>	<p>This work will be taken forward, but the target timeline will be delayed and will need to be dove tailed with other policies and processes within the service eg Signs of Safety.</p> <p>Framework to go live from 1<sup>st</sup> April 2024. And will be subject to review in terms of effectiveness in year 2 of the 3-year plan.</p>	<p><b>Completed</b></p>
<p>Complete stage 1 of the bespoke management and leadership development Programme by September 2023.</p>	<p>Workforce Development Manager SCDWP</p>	<p>The programme, which was co-produced with Institute of Public Care (IPC) and BCBC commenced with an opening workshop followed by 4 x 4 focused workshops:</p> <ul style="list-style-type: none"> <li>• From Compliance to Excellence</li> <li>• Quality and Performance</li> <li>• Leadership excellence.</li> <li>• Partnership working.</li> </ul> <p>All managers, Deputy Team Managers and Team Leaders could access coaching as part of the Programme.</p> <p>The programme is currently being evaluated with next steps under consideration.</p>	<p><b>Completed</b></p>
<p><b>THEME 4: Maximising the impact of services and interventions</b></p>			<p></p>
<p>Develop an updated commissioning strategy for family support services focused on supporting families with complex needs to remain independent and resilient by December 2023.</p>	<p>GM Commissioning/Deputy H o S</p>	<p>IPC are supporting the development of this strategy; current position is at mapping stage which will then be profiled to what is required based on priority areas defined in the Population Needs Assessment and Market Stability reports.</p>	<p style="background-color: yellow;"></p>

Develop a commissioning strategy for the provision of accommodation, care and support services for children with disabilities by December 2023	GM Commissioning/Contract Management Officer	Commissioning Strategies have been developed for Children, Young people and Transition Services which have these areas identified as priority areas. The Commissioning strategies cover a 5-year period setting out commissioning intentions for these services during this time.	Completed
Develop a commissioning strategy with key partners to meet the accommodation, care and support needs of care experienced children and young people and care leavers by December 2023.	GM Commissioning/Contract Management Officer	Commissioning Strategies have been developed for Children, Young People and Transition Services which have these areas identified as priority areas. The Commissioning strategies cover a 5-year period setting out commissioning intentions for these services during this time.	Completed
Complete the establishment of the children's assessment hub at Brynmenyn and commence provision from September 2023.	HoS	Completed	Completed
<b>THEME 5: A more effective response to families with complex needs</b>			
Introduce new arrangements for an integrated IAA, early help, locality social work, locality early intervention and edge of care teams service.	HoS/Dep HoS	IPC completed a review of the current Early Help model, recommendations accepted by Corporate Management Board (CMB). Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	
Develop a single point of access for all children and family services and a single no wrong door process for families and professionals including schools from January 2024.	Dep HoS	IPC completed a review of the current Early Help model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	
Review population needs, planning and commissioning external services and managing grants to support the effective delivery of grant funded services	GM Commissioning/ Dep H o S	This will be included in the work supported by IPC above Theme 3, point no. 1. It will include key partners in Finance/Central Grants and Education and Family Support.	



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to complement Council provision by January 2024.			
Agree a single set of measures and monitoring framework by November 2023.	HoS/Dep HoS	There is a current agreed dataset in place for Early Help and Children’s Social Care. Once the consultation in respect of Early Help and Edge of Care is concluded further work will be undertake in respect of measures and monitoring	<b>Completed</b>
<b>THEME 6: Seamless working with partners</b>			
Agree a new set of arrangements with partners for working together to support children by November 2023	Dep HoS	Work has commenced on the development of multi-agency threshold guidance. Plans to finalise this document in April 2024. This is intended to assist professionals identify where support for children and families is best placed and refer appropriately to these services. Meeting planned with partners to implement and go live in quarter 1 2024	
<b>THEME 7: Better intelligence and information systems</b>			
Work with partners regionally and nationally to ensure that children’s social care teams have an effective management IT system which enables integrated working and supports strength-based practice and the Safeguarding and protection of children.	Director/HoS	The GOSS ICT system in the Multi Agency Safeguarding Hub (MASH) went live 10.10.23. The system is reported to be dependable and easy to navigate and use. The relevant partners are now live with the new system and the Teams channel has been set up to mirror that in Rhondda Cynon Taf/Merthyr Tydfil MASH. This will improve and streamline information sharing. Implementation of Teams channel is due in the next weeks.  Work has commenced to identify a replacement Social Care System as WCCIS is coming to the end of its life, a project group to oversee this development and implementation will be put in place as part of the Programme Planning. This work is ongoing	<b>Completed</b>
Introduce live performance dashboards for each team from October 2023	GM Perf and Business		<b>Completed</b>

THEME 1: Hearing and acting on the voice of children and families				
OBJECTIVES:				
<ul style="list-style-type: none"> <li>• Work with children and families in a co-productive way based on mutual respect and an emphasis on strengths.</li> <li>• Have better arrangements in place which enable all staff to work in this way.</li> <li>• Ensure that all staff can take account of the experience and perspective of children and families they work with.</li> </ul>				
YEAR 1: 2023 - 24				
ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Develop an advocacy, engagement and involvement framework so children and young people have an opportunity to become meaningfully involved in all aspects of the work of children’s social care in Bridgend.	March 24	GM Case Man & Transition/Corp Parenting Officer	A young people’s forum has been established run by TGP which meets on a regular basis to ensure CEC have opportunities to have their voices heard, express their wishes and feelings on matters important to them and be involved in shaping and service delivery. GM and CPO to further develop opportunities for engagement and involvement of CEC. The strategic framework is in place, and the forum and work continue to run.	Completed
Revise children’s services QA framework so that QA practice enables the quality and effectiveness of practice to be evaluated through the lens of the experience of the children and families who we work with and for.	March 24	QA Officer/Policy Officer	Work to embed the current Q and A Framework continues with regular quarterly reports submitted to CSC SMT. Practice guide and exemplars are available for managers where reports, audits, and practice aids, can be located This will improve qualitative and quantitative data from audits and increase reference to S of S implementation and the meaningful measures agenda. This will underpin the imminent review of the Directorate QA Framework.	

Appendix 1

Celebrate the achievements of our children and families with an annual celebration event.		March 24	GM Case Man & Transition/Corp Parenting Officer	A celebration event was held in September 2023 and an education achievement event is planned for the spring of 2024. Annual celebration events will be held and is a key role of the CPO responsibilities.			Completed
Launch the co-produced Corporate Parenting Strategy, develop and implement an action plan on Priority 1 'having a voice'		March 24	GM Case Man & Transition/Corp Parenting Officer	Launched with a celebration event in April 2023			Completed
Reference	Metric Description	2022/23 Actual		Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
SSWB55	The percentage of eligible carers offered a carers assessment (to exceed 80%).	100%		100%	100%	100%	
CH/042	The percentage of visits to children experiencing care which are timely (to exceed 80%).	81.13%		81.51%	83.01%	82.70% Accumulative	
CH/030	The percentage of visits to children on the child protection register which are timely (to exceed 80%).	82.14%		82.67%	84.84%	85.17% Accumulative	
CH/056	The total number of children during the year who received the Active Offer of advocacy.	78		11	16	17	
CH/057	The total number where an Independent Advocate was provided.	70		9	12	12	
CH/057 (repetition)	The number of children and young people who access independent advocacy to support their rights (to exceed 185).	70		9	12	12	

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CA/011	The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year.	119	27	23	25	
CA/014	The total number of young carers needs assessments undertaken during the year.	111	24	28	18	
CA/017	The number of young carers with a support plan	0	0	0	0	

**THEME 2: Securing a stable well-supported, motivated, and permanent workforce**

**OBJECTIVES:**

- **Improve staff terms and conditions so they are competitive with other Welsh local authorities.**
- **Get the right balance of skills and experience in our teams.**
- **Attract and recruit the most able staff to our service.**

**YEAR 1: 2023-24**

<b>ACTION</b>	<b>TIMESCALE</b>	<b>RESPONSIBLE</b>	<b>PROGRESS</b>	<b>RAYG</b>
Implement new structures for grade 1, 2 & 3 social workers in children's social care and continue market supplement to address vacancies for children's social workers.	Completed	HoS	Completed	<b>Completed</b>
Review skill mix in children's social care and develop a workforce plan for the optimal numbers of social workers, consultant social workers, social work support officers, social work assistants,	April 24	Dep HoS/HoS	A review has been completed on operational and management arrangements of CSC. A restructure report has been submitted and once agreed will progress to implementation.	

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social services practitioners, support officers, business support, other professionals such as mental health specialist workers, behaviour analysts.				
Develop a revised business case for the Bridgend 'Grow our own Social Work Programme' which sets out the resource requirements for Bridgend to achieve a sustainable permanent recruitment by supporting workforce to develop their careers to become qualified social workers through secondment and traineeship.	March 24	Workforce Development Manager SCDWP	Proposal presented to ASC CIG and CSC Planning on 12 <sup>th</sup> January 24. For academic programme entry September 24. Number and qualifying routes agreed: <ul style="list-style-type: none"> <li>• 2 trainees</li> <li>• 4 secondees</li> </ul> Application process to commence in April 2024.	Completed
Ensure timely and effective trauma-informed support to workforce including through effective line management support, appropriate caseloads, time to reflect, peer support and timely access to specialist support.	March 24	Workforce Development Manager SCDWP/Corporate HR	Staff have access to specialist support through the Corporate Human Resources (HR) Programme. The Social Care Workforce Development Team (SCDWP) have provided bespoke wellbeing workshops for teams, facilitated by staff experienced in trauma informed practice.	Completed
Continuously improve our recruitment processes, drawing on marketing expertise to enhance campaigns and ensure the most efficient selection processes.	March 24	Workforce Project Board	The directorate has appointed a dedicated Marketing and Communications Officer to drive forward recruitment campaigns over the next two years. During 2023 several recruitment campaigns, focusing on recruiting Children's Social Care Workers has taken place. Investment in promotion via media outlets and social media platforms, has taken place together with improvements to BCBC website recruitment pages, increasing our online presence, raising awareness. This has resulted in gaining further reach to suitable candidates. There has been close working with HR to ensure candidates are directed to the correct routes to apply for roles. Work is on going	Completed

Reference	Metric Description	2022/23 Actual	Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
	Reduce the proportion of social work staff on temporary or agency contracts (to below 20%).		38%	36%	30%	
	A reduction in the proportion of posts which are unfilled or vacant at any one time	Metric being developed with HR colleagues				
	The percentage of staff completing safeguarding awareness training (100%).	78.49%	81.13%	80.43%	83.55%	
	Increase in the level of positive staff feedback about working in Bridgend.	Waiting for results of Staff Survey				
	Reduction in the level of stress-related absences	Metric being developed with HR colleagues				
	Increase in the proportion of staff able to speak Welsh.	Metric being developed with HR colleagues				
	An increasingly equal opportunity, diverse and inclusive workforce as measured by annual HR survey	Metric being developed with HR colleagues				

**THEME 3: Improving Practice**

**OBJECTIVES:**

- **Ensure that staff and partners are all working within a common ‘Signs of Safety and Wellbeing’ framework and that this is seen as a valuable approach.**
- **Successfully develop and disseminate clear guidance for managers and workers on key areas of practice including re-unification, learning from practice reviews and family group conferencing, strength-based reflective practice and supervision.**

<ul style="list-style-type: none"> <li>Successfully develop and implement a framework for practice quality assurance.</li> </ul>				
YEAR 1: 2023-24				
ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Delivery of the 'Signs of Safety' Programme as planned across the service (in line with the principles and standards of any national model).	March 24	Principal Officer Transformation	<p>The majority of staff have completed 2-day and 5-day training for Signs of Safety. Partner agency briefings completed. Work to embed framework in IT system and into staff supervision is ongoing.</p> <p>An ongoing training plan for future years is under development.</p> <p>Work is ongoing within system alignment in order to incorporate Signs of Safety to ensure practitioners are able to reflect the framework within their assessments and plans. Forms are being systematically developed and tested prior to going live. The first few forms are now live on the system, the assessment is being built and tested and Care Plans are at the early stage of being developed.</p> <p>This will be carried forward to Year 2 of the Plan.</p>	
Delivery of a comprehensive ongoing training and development programme to ensure effective and consistent implementation of the preferred strength-based model of social work practice	March 24	Workforce Development Manager SCDWP	<p>Childrens Social Care continues to offer 'Back to Basics' training providing a foundation for strength-based practice within safeguarding.</p> <p>Following the launch of the Signs of Safety strength-based model of practice in March 23.</p> <ul style="list-style-type: none"> <li>Multi-agency briefing workshops have taken place.</li> <li>A Signs of Safety on-line padlet resource has been developed.</li> <li>Signs of Safety Learning &amp; Development Group established.</li> </ul>	

			<ul style="list-style-type: none"> <li>Signs of Safety Training Strategy for 2024/25 is being finalised</li> </ul> <p>This will be carried forward to Year 2 of the Plan.</p>	
Implement our care experienced children reduction strategy by safely reducing admissions and introducing an evidence-based framework to enable practitioners to make good judgment about the potential for safe reunifications and alternative orders / permanency arrangements.	March 24	GM Case Man & Transition	<p>There are a number of activities which support the CEC reduction agenda. All activities are to be embedded into a framework which will ensure a coordinated response from all parts of the system.</p> <p>There are a number of activities which support the agenda for the safe reduction of CEC, and a number of targets are in place these are monitored in terms of progress by the Social Services Improvement Board and also Social Care Senior Management Team.</p> <p>Framework to go live from 1<sup>st</sup> April 2024. And will be subject to review in terms of effectiveness in year 2 of the 3-Year plan.</p>	<b>Completed</b>
Ensure that learning from CPRs and other in-depth analysis is systematically embedded through learning, training and development and follow up quality assurance and review with partners.	March 24	Workforce Development Manager SCDWP	<ul style="list-style-type: none"> <li>7-minute briefings on published Child Practice Reviews (CPR's) together with the reports are circulated to teams.</li> <li>Workshops on learning from Bridgend CPR's have taken place.</li> <li>CTM Regional Safeguarding Board held workshops during Safeguarding week (November 23) on recently published CPR's..</li> <li>Reviews are referenced to in core safeguarding training.</li> <li>Childrens Social Care Group Manager Safeguarding and the Directorate Quality Assurance Officer are members of the CTM Regional Safeguarding Board, Childrens Quality Assurance and Performance Group.</li> </ul>	<b>Completed</b>



Appendix 1

<p>Ensure the effective implementation of the agreed quality assurance framework across the service.</p>	<p>March 24</p>	<p>Workforce Development Manager SCDWP</p>	<p>The Directorate has recruited to the Quality Assurance officer position who commenced in Oct 23.</p> <ul style="list-style-type: none"> <li>• Quality Assurance Framework (QAF) Qtr 1 &amp; 2 report for April – September 23 completed.</li> <li>• QAF intranet site developed.</li> <li>• QA officer working with Team Managers to improve consistency of approach when undertaking QA case file audits.</li> <li>• QA officer working with specialist service areas on the development of bespoke audit forms.</li> </ul>	<p></p>
<p>Commission a bespoke management and leadership development Programme to support all managers in children’s social care to develop their skills in leading teams and services.</p>	<p>March 24</p>	<p>Workforce Development Manager SCDWP</p>	<ul style="list-style-type: none"> <li>• The IPC/BCBC bespoke Leadership and Management Programme has concluded. IPC will be undertaking an analysis of the programme.</li> <li>• The Directorate is supporting Team Managers to access the National Team Manager Development Programme delivered by Oxford Brookes University.</li> <li>• ILM Level 3 and 5 Awards in Leadership and Management are available.</li> </ul>	<p><b>Completed</b></p>
<p>Ensure that reflective practice is embedded in across the service and supported in supervision and peer support.</p>	<p>March 24</p>	<p>Workforce Development Manager SCDWP</p>	<p>The Directorate has reviewed and revised the BCBC Supervision policy. A second policy has been created specifically for direct care services. Supervision training for supervisors, and supervisees to support the introduction and use of the supervision policies has run on 6 occasions this year. This training has been offered to both Supervisors and Supervisees.</p>	<p><b>Completed</b></p>

Appendix 1

Ensure the recommendations from the PLO working group reforms are embedded in our operating models	March 24	GM Locality Teams	Training has been delivered and cascaded all relevant parts of the organisation and the guidance and principles are now followed in the operating models.  Work to ensure consistency across the LFJB judicial region is also complete.				Completed
Integrate the priorities and elements of the Corporate Parenting Strategy that children services have responsibility for into all other strategic plans and policies across the directorate.	March 24	GM Case Management and Transition	The mechanism is established for the CPO to feed into and embed into current and future strategic plans across the Directorate and this is therefore ongoing.				Completed
Establish a Children’s Services dataset for the Corporate Parenting Board that relates to KPIs and Strategy Priorities	March 24	GM Case Man and Transition/Corporate Parenting Officer/Performance Team Manager	A rolling programme of multi-agency reporting, and key PI’s is established, this will continue in line with the work plan.				Completed
Reference	Metric Description	2022/23 Actual		Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
	Overall compliance with the QA Framework will exceed 80%	Metric being developed					
	Metrics listed in section 4.6 concerned with numbers of contacts, referrals, interventions and court proceedings for children and young people.	As below		As below	As below	As below	As below
	Positive evaluation of the impact of the Signs of Safety approach through staff feedback and formal evaluation.	Metric being developed					

THEME 4: Maximising the impact of services and interventions				
OBJECTIVES:				
<ul style="list-style-type: none"> <li>Review needs and services in key internal and commissioned service delivery areas to ensure they are operating cost effectively and drawing on latest evidence of impact.</li> <li>Ensure that where there are gaps in provision or emerging needs they are addressed.</li> <li>Ensure that we work closely and effectively with key partners to deliver these services.</li> </ul>				
YEAR 1: 2023-24				
ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Review family support and early help needs and trends and develop a development and delivery plan for these services.	March 24	HoS/Dep HoS	IPC completed a review of the current EH model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	
Develop an updated commissioning strategy for family support services	March 24	GM Commissioning/ Dep H o S	IPC are leading the development of this strategy. A report for Cabinet approval will be provided by the end of 2023/24, for implementation in early 2024/2025.	
Develop a commissioning strategy for the provision of accommodation, care and support services for children with disabilities, working closely with education.	March 24	GM Commissioning/Contract Monitoring Officer	Commissioning Strategies have been developed for Children, Young people and Transition Services which have these areas identified as priority areas. The Commissioning strategies cover a 5-year period setting out commissioning intentions for these services during this time	Completed

Appendix 1

Develop a commissioning strategy with key partners to meet the accommodation, care and support needs of care experienced children and young people and care leavers	March 24	GM Commissioning/Contract Monitoring Officer	Commissioning Strategies have been developed for Children, Young people and Transition Services which have these areas identified as priority areas. The Commissioning strategies cover a 5-year period setting out commissioning intentions for these services during this time	Completed
Complete the establishment of the children's assessment hub at Brynmenyn and commence provision.	March 24	HoS	Completed	Completed
Continue to work with Foster Wales to recruit enough carers to provide foster placements within the local authority.	March 24	Team Manager Fostering	<p>Dedicated recruitment officer in place to coordinate recruitment activities. A Placement commissioning strategy is in place but will be subject to ongoing review.</p> <p>In January 2024 and through to the Spring, a national campaign was launched, supported by PR, television, radio, digital and physical activation. This was supported in Bridgend by a Town Centre mural which was officially launched and widely promoted via social media campaigns.</p> <p>The recruitment manager and liaison foster carers have been engaging with schools and businesses with teachers and pupils supporting fostering.</p> <p>Pop-up events have been scheduled in the County 3-4 times a month to enable members of the public to access meet and greet sessions.</p>	
Commission and implement a placement support service to ensure the right multi-agency therapeutic input for children, young people, and their carers.	March 24	Principal Officer Placements/ Contract Monitoring Officer	<p>Unable to secure an organisation to create the Placement support service, therefore an in-house service is being developed.</p> <p>A board is in place to oversee the project plan</p>	

Appendix 1

Reference	Metric Description	2022/23 Actual	Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
CH/001	The number of contacts for children received by statutory social services during the year	8334	2945	2843	2998	
CH/005a	The number of contacts and referrals where physical punishment by a parent or carer was a factor.	69	11	6	14	
CH/003	The percentage of children safeguarding referrals immediate response within 24 hours (to reach 100%)	99.53%	99.86%	99.64%	99.65%	
SSWB62	The percentage of child protection investigations in statutory timescales.	Establishing Baseline	Annual	Annual	Annual	
CH/007a	The total number of new assessments completed for children during the year where needs were only able to be met with a care and support plan, and where needs were able to be met by any other means.	Care & Support Plan – 679 Any other Means - 1229	C&S-187 AOM -198	C&S-132 AOM -264	C&S-155 AOM -286	
CH/019c	The number of reviews of care and support plans or support plans that were completed in time.	88.13%	90.95%	92.67%	92.14%	
CH/015	The total number of children with a care and support plan.	1202	1480	1430	1384	
CH/022	The total number of Section 47 Enquiries completed during the year that progressed to Initial Child Protection Conference.	406	94	87	72	

Appendix 1

CH/023	The total number of children that were placed on the Child Protection Register by category.	<table border="1"> <thead> <tr> <th colspan="5">The total number of children that were placed on the Child Protection Register during the year under the category of:</th> </tr> <tr> <th>Category of Abuse</th> <th>2022/23</th> <th>Q1 2023/24</th> <th>Q2 2023/24</th> <th>Q3 2023/24</th> </tr> </thead> <tbody> <tr> <td>a) Neglect</td> <td>92</td> <td>24</td> <td>22</td> <td>13</td> </tr> <tr> <td>b) Physical abuse</td> <td>101</td> <td>36</td> <td>19</td> <td>23</td> </tr> <tr> <td>c) Sexual abuse</td> <td>19</td> <td>3</td> <td>3</td> <td>10</td> </tr> <tr> <td>d) Emotional abuse</td> <td>111</td> <td>15</td> <td>23</td> <td>17</td> </tr> <tr> <td>e) Financial abuse</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>f) Neglect and physical abuse</td> <td>41</td> <td>2</td> <td>16</td> <td>17</td> </tr> <tr> <td>g) Physical and sexual abuse</td> <td>5</td> <td>0</td> <td>3</td> <td>2</td> </tr> <tr> <td>h) Neglect and sexual abuse</td> <td>5</td> <td>1</td> <td>2</td> <td>1</td> </tr> <tr> <td>i) Neglect, physical and sexual Abuse</td> <td>5</td> <td>0</td> <td>2</td> <td>0</td> </tr> <tr> <td><b>Total Additions</b></td> <td><b>379</b></td> <td><b>81</b></td> <td><b>90</b></td> <td><b>83</b></td> </tr> </tbody> </table>					The total number of children that were placed on the Child Protection Register during the year under the category of:					Category of Abuse	2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	a) Neglect	92	24	22	13	b) Physical abuse	101	36	19	23	c) Sexual abuse	19	3	3	10	d) Emotional abuse	111	15	23	17	e) Financial abuse	0	0	0	0	f) Neglect and physical abuse	41	2	16	17	g) Physical and sexual abuse	5	0	3	2	h) Neglect and sexual abuse	5	1	2	1	i) Neglect, physical and sexual Abuse	5	0	2	0	<b>Total Additions</b>	<b>379</b>	<b>81</b>	<b>90</b>	<b>83</b>
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CH/030	The total number of visits to children placed on the child protection register that were due during the year that were completed within approved timescales.	82.14%	82.67%	84.84%	85.17%	Accumulative																																																												
Local	The percentage of children on the CPR for more than 12 months (to be less than 14%)	14.44%	14.34%	18.43%	14.29%																																																													
CH/037a	The number of children becoming looked after during the year.	109	35	19	19																																																													
CH/040	The number of children receiving (S76) short breaks.	0	0	2	2																																																													
CH/037b	The number of new episodes of children becoming looked after during the year.	109	35	19	19																																																													
CH/047	The total number of children looked after who are placed within Wales, but outside of Bridgend.	88	90	90	85																																																													

Appendix 1

CH/046	The total number of children looked after who are not placed with parents, family or friends.	195	205	194	193	
CH/054b	The percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in 24 months since leaving care (to be above 65%).	62.07%	62.50%	54.55%	60% Accumulative	
CH/052	The percentage care leavers who have experienced homelessness during the year (to be less than 10%)	10.27%	0%	4.13%	4.48% Accumulative	
CH/051	The total number of young people that required allocated a personal advisor during the year.	29	8	7	3	
CH/031	The total number of reports of children who go missing during the year.	339	121	247	368 Accumulative	
CH/034	The total number of reports of child exploitation received during the year by categories.	72 CSE -56 CCE- 20 Trafficking -0	30 CSE -23 CCE- 14 Trafficking -1	45 CSE -30 CCE- 14 Trafficking -1	19 CSE -12 CCE- 8 Trafficking -3	
CH/055	The number of young people leaving care who move into a 'When I am Ready' placement.	9	3	0	0	

**THEME 5: A more effective response to families with complex needs**

- OBJECTIVES:**
- Reduce the proportion of children who experience safeguarding and care interventions and keep more children safely with their families.
  - Respond more effectively to families who require support, particularly those with more complex or long-term problems.
  - Improve the systems and processes which ensure that families get the right response at the right time.

**YEAR 1: 2023-24**

ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Propose and engage on management arrangements for IAA, early help, locality social work, locality early intervention and edge of care teams experience an integrated management approach.	March 24	HoS/Dep HoS	IPC completed a review of the current EH model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	
Review how whole system partners work most effectively together to improve outcomes for children and families, across the tiers of need, from universal to highly specialised. This will be based on best practice in Wales and ensure there is integrated working of all partners on a locality/ cluster footprint.	March 24	HoS/Dep HoS	IPC completed a review of the current EH model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	
Develop a single point of access for all children and family services and a single no wrong door process for families and professionals including schools.	March 24	Dep HoS	IPC completed a review of the current EH model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	



Appendix 1

Review population needs, planning and commissioning external services and managing grants to support the effective delivery of grant funded services to complement Council provision.	March 24	GM Commissioning/Dep H o S	This will be included in the work supported by IPC above Theme 3 no. 1. And will include key partners in Finance/Central Grants and Education and Family Support.			
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.	March 24	GM Performance and Business	A monthly PI Report is established with narrative provided by GM's.	Completed		
Work with regional partners in Cwm Taf Morgannwg ensure there is sufficient quantity and quality of flexible provision for children whose needs cannot be met in standard residential or fostering provision.	March 24	HoS	The regional children's board have agreed an ambition to develop a regional residential accommodation facility for children and young people with complex emotional wellbeing needs. To support this, three Project Managers are being sought to work with partners to develop facilities across CTM; one will focus on children's residential accommodation, and the other two will be available to support the findings in the 10-year Regional Capital Strategy. Carry forward to year 2			
Implement the Direct Payments Policy	March 24	GM Case Man & Transition	The policy is in place, and the project group meets every fortnight to progress implementation of the operational guidance, Carry forward to year 2	Completed		
Reference	Metric Description	2022/23 Actual	Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
CH/039	A safe reduction of the number of care experienced children to below 374	397	394	387	383	

CH/026	A safe reduction of the number of the number of children on the child protection register to below 270.	270	244	217	203	
	Improvements in the attendance and attainment rates of children supported by early help and social care.	Metric being developed				
	Proportion of our expenditure spent on supporting families through early help, safeguarding, residential and fostering care experiences respectively.	Metric being developed				

**THEME 6: Seamless working with partners**

**OBJECTIVES:**

- To work more effectively with partners at operational service and strategic levels to agree shared priorities for service improvement and implement them.
- Ensure there is no wrong door for access to help and support in Bridgend

**YEAR 1: 2023-24**

ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Put arrangements in place to ensure that senior health, education, housing, NHS and partners work with children’s social care services strategically and operationally to deliver the priorities in this plan.	March 24	HoS/Dep HoS	IPC completed a review of the current EH model, recommendations accepted by CMB. Consultation has concluded with senior managers and phase 2 of the consultation is underway followed by implementation in April 2024	

Appendix 1

Review existing Bridgend children’s partnerships to ensure the most effective set of arrangements for joint and integrated working.	March 24	HoS/Dep HoS	The Joint Operational Group continues to meet monthly to review working practices between partner agencies. This has been identified as good practice within recent inspections and provides a forum for discussion on best practice related to safeguarding between partner agencies. This forum also reviews the development of the joint action plan that was created following the Joint Inspection for Child Protection Arrangements (JICPA) in June 2023.	<b>Completed</b>
Implement our multi-agency exploitation strategy.	March 24	GM Locality Teams	Exploitation panel in place consisting of 15 key agencies meetings monthly hearing 10-15 cases at panel each month. The regional approach is currently being agreed, and a pan Wales exploitation exchange and best practice forum is being developed to support the work around exploitation.  Carry the regional and pan Wales implementation forward to year 2.	<b>Completed</b>
Provide representation and commitment to the Corporate Parenting Board	March 24	GM Case Man & Transition/ Corporate Parenting Officer	There is representation on the board and sub-groups by Directorate officers.	<b>Completed</b>
Agree Corporate Parenting Strategy action plan that shares ownership of aims, objectives, performance indicators and intended outcomes	March 24	GM Case Man & Transition/ Corporate Parenting Officer	Work is underway with partners to ensure shard ownership of the Corporate Parenting Strategy.	<b>Completed</b>

THEME 7: Better intelligence and information systems				
OBJECTIVES:				
<ul style="list-style-type: none"> <li>• Ensure that the information that operational staff and managers are using is of the highest possible quality.</li> <li>• Ensure that information can be shared appropriately more often and more usefully with partners</li> </ul>				
YEAR 1: 2023-24				
ACTION	TIMESCALE	RESPONSIBLE	PROGRESS	RAYG
Work with partners regionally and nationally to ensure that children’s social care teams have an effective case management IT system which enables integrated working and supports strength-based practice and the safeguarding and protection of children.	March 24	Director/HoS	<p>GOSS system in MASH went live 10.10.23. The system is reported to be dependable and easy to navigate and use. The relevant partners are now live with the new system and the Teams channel has been set up to mirror that in RCT/MT. This will improve and streamline information sharing. Implementation of Teams channel is due in the next weeks.</p> <p>Work has commenced to identify a replacement social Care System as WCCIS is coming to the end of its life, a project group to oversee this development and implementation will be put in place as part of the Programme Planning. This work is ongoing</p>	<b>Completed</b>
Enhance the use of business intelligence within children’s social care teams, through live performance dashboards which support safe and effective practice and management oversight and decision making.	March 24	GM Perf and Business	Dashboards have been established broken down to team level to provide oversight and monitoring of services, these are reviewed to ensure they meet the needs of the service	<b>Completed</b>

Appendix 1

Reference	Metric Description	2022/23 Actual	Qtr 1 2023/24	Qtr 2 2023/24	Qtr 3 2023/24	2023/24 Actual
	Improved satisfaction with information systems and infrastructure shown in staff surveys.	Metric being developed				
	Improved confidence of senior officers in the data, dashboards and reports from information systems as shown in annual evaluation and review	Metric being developed				

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# Agenda Item 6

<b>Meeting of:</b>	<b>SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 2</b>
<b>Date of Meeting:</b>	<b>15 APRIL 2024</b>
<b>Report Title:</b>	<b>INFORMATION REPORT - QUARTER 3 PERFORMANCE 2023-24</b>
<b>Report Owner / Corporate Director:</b>	<b>CHIEF OFFICER – LEGAL AND REGULATORY SERVICES, HR AND CORPORATE POLICY</b>
<b>Responsible Officer:</b>	<b>MERYL LAWRENCE SENIOR DEMOCRATIC SERVICES OFFICER - SCRUTINY</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>	<b>To provide for information within the remit of this Committee:</b> <ul style="list-style-type: none"><li>- <b>the Quarter 3 Performance 2023-24 report to Corporate Overview and Scrutiny Committee (COSC) on 21 March 2024 (Appendix A).</b></li><li>- <b>the Corporate Performance Dashboard for Quarter 3 2023-24 (Appendix 1).</b></li></ul>

## 1. Purpose of Report

- 1.1 The purpose of this report is to provide for information within the remit of this Subject Overview and Scrutiny Committee, the Quarter 3 Performance 2023-24 reported to COSC on 21 March 2024, for Members' information.

## 2. Background

- 2.1 Following the reporting of the Quarter 3 Performance 2023-24 to COSC for the monitoring of the quarterly performance, the report and performance dashboard are being reported to the subsequent meeting of each Subject Overview and Scrutiny Committee, for information on the performance within the respective remit of each Committee.
- 2.2 The report to COSC is attached at **Appendix A** with the appendix to that report attached as **Appendix 1**.
- 2.3 The background to this report is set out in **Section 2 of Appendix A** – the Quarter 3 Performance 2023-24 report to COSC on 21 March 2024.

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

- 3.1 Details of the scale for scoring the Council's performance, summary of progress on Corporate Commitments, comparison with the previous quarter, overall performance on Performance Indicators (PIs) by Wellbeing Objective, PI trends and measuring performance against the five ways of working are set out in **Section 3 of Appendix A** – the Quarter 3 Performance 2023-24 report to COSC on 21 March 2024.
- 3.2 In place of the previous 4 Directorate dashboards, for Quarter 3 a single performance dashboard (**Appendix 1**) has been developed for the Council's performance against its Corporate Plan based upon the 7 Wellbeing Objectives, as requested by COSC together with greater detail on the individual commitments and PIs along with improved explanatory comments.

### **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. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

### **5. Well-being of Future Generations Implications and Connection to Corporate Well-being Objectives**

- 5.1 This report assists in measuring and monitoring progress made against the following corporate well-being objectives under the Well-being of Future Generations (Wales) Act 2015 that form the Council's Corporate Plan 2023-28:
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
- 5.2 The 5 ways of working set out in the Well-being of Future Generations (Wales) Act have also contributed to the Council developing its own five ways of working. The ways of driving and measuring those ways of working is also contained in the Corporate Plan Delivery Plan.



**6. Climate Change Implications**

6.1 There are no Climate Change Implications from this report.

**7. Safeguarding and Corporate Parent Implications**

7.1 There are no Safeguarding and Corporate Parent Implications from this report.

**8. Financial Implications**

8.1 There are no financial implications in relation to this report.

**9. Recommendations**

9.1 The Committee is requested to note for information, the content of the Quarter 3 Performance 2023-24 report and the Corporate Performance Dashboard Quarter 3 2023-24 within the remit of this Committee.

**Background documents**

None

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<b>Meeting of:</b>	<b>CORPORATE OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>Date of Meeting:</b>	<b>21 MARCH 2024</b>
<b>Report Title:</b>	<b>QUARTER 3 PERFORMANCE 2023-24</b>
<b>Report Owner / Corporate Director:</b>	<b>CHIEF OFFICER – LEGAL AND REGULATORY SERVICES, HR AND CORPORATE POLICY</b>
<b>Responsible Officer:</b>	<b>ALEX RAWLIN POLICY AND PERFORMANCE MANAGER</b>
<b>Policy Framework and Procedure Rules:</b>	<b>Monitoring the Council’s performance against its Corporate Plan forms part of the Council’s Performance Management Framework.</b>
<b>Executive Summary:</b>	<b>This report provides –</b> <ul style="list-style-type: none"> <li>• <b>an overview of performance against wellbeing objectives in the Corporate Plan 2023-28 for Quarter 3 2023-24.</b></li> <li>• <b>more detailed analysis, as agreed with the Corporate Overview and Scrutiny Committee, on performance on the commitments and performance indicators in the Corporate Plan Delivery Plan 2023-24.</b></li> </ul>

## **1. Purpose of Report**

- 1.1 The purpose of this report is to provide the Committee with an overview of Council performance against the Corporate Plan at quarter 3 of 2023-24. This is the first year of the new 5-year Corporate Plan 2023-28, and the 7 new wellbeing objectives set out within the plan. The format of this report has changed significantly this year to improve the way the Council monitors, analyses and understands its performance to inform effective decision making and allow robust scrutiny.

## **2. Background**

- 2.1 On 1 March 2023 Council agreed the Corporate Plan 2023-28 and the proposal to develop a one-year Corporate Plan Delivery Plan (CPDP) to help monitor progress against it. On 19 July 2023 Council agreed the Corporate Plan Delivery Plan 2023-24 which set out the wellbeing objectives and associated aims, commitments, and performance indicators to help measure the Council’s progress on these priorities.
- 2.2 Each Directorate has produced a business plan, which includes milestones against each commitment, targets against each Performance Indicator (PI) and a clear rationale for that target. The directorate business plans can be viewed through the staff intranet. Data quality and accuracy templates have been completed for each PI to clearly define what the PI is measuring, the scope of the data included, the

calculation and verification methods to be used, and clearly identify the responsible officers. In October 2023 the Corporate Plan PI targets and rationales were approved by Council and these are the targets used to judge performance at quarter 3 (Q3).

- 2.3 As part of the Performance Management Framework, monitoring of these commitments and PIs is carried out quarterly through 4 separate directorate performance dashboards scrutinised by Directorate Management Teams and reported quarterly to Corporate Performance Assessment (CPA). A performance overview report is presented to Corporate Overview and Scrutiny Committee (COSC) at quarters 2, 3 and 4 to help them scrutinise progress on delivery.
- 2.4 In October 2023 the performance team held a performance process review session with Corporate Overview and Scrutiny Committee, where proposals were discussed for improvements to the performance reporting process, where improvements to the way the council collates, summarises, analyses, and presents performance information were considered. Some of these changes were implemented when the Q2 performance overview report was brought to this Committee in December 2023, with further changes implemented in this report, and others that will come into play at Q4 and beyond.
- 2.5 At the meeting of this Committee in December 2023 it was recommended that improvements were made to the commentary in the dashboards, to give a clearer understanding of progress made, where PIs or commitments are off target, and what corrective actions are in place. This has been taken into account in providing commentary for Q3.

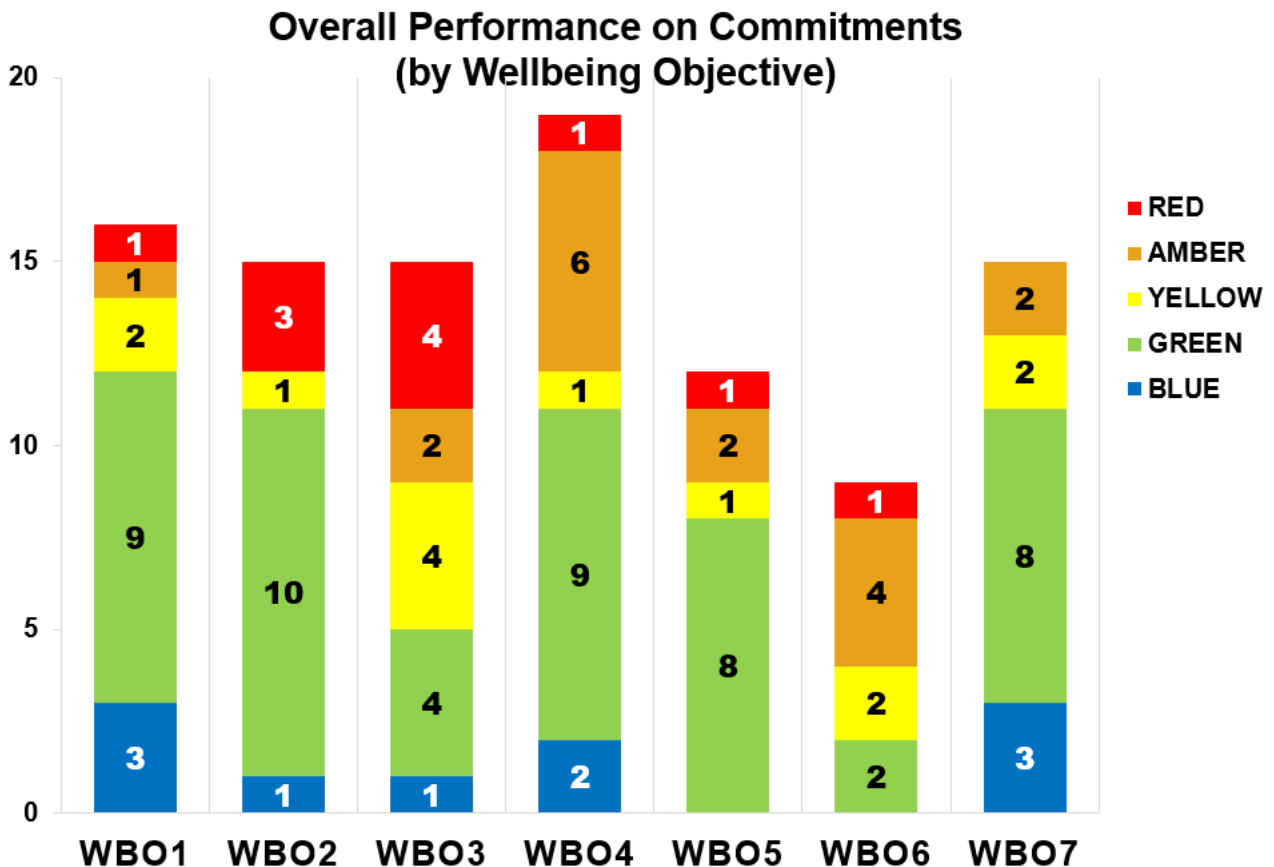
### **3. Current situation / proposal**

- 3.1 The key improvement for Q3 is the development of a single performance dashboard (**Appendix 1**) for Bridgend County Borough Council's performance against its Corporate Plan this quarter. This gives greater detail on the individual commitments and PIs along with improved explanatory comments.
- 3.2 We have one simple scale for how we score the Council's performance as set out in our performance framework. These are summarised again for members' convenience in each separate table in the analysis below and the full performance key is provided within the performance dashboard (**Appendix 1**).
- 3.3 **Summary of progress on Corporate Commitments**  
Table 1 shows the overall performance judgements for commitments at Q3 and comparison with the previous quarter (PQ), with Chart 1 breaking this down further to show performance for each of the wellbeing objectives.

**Table 1**

Status	Meaning of this status	Performance			
		PQ (Q2)		Current (Q3)	
		Number	%	Number	%
<b>COMPLETE (BLUE)</b>	Project is completed	8	7.9%	10	9.9%
<b>EXCELLENT (GREEN)</b>	As planned (within timescales, on budget, achieving outcomes)	49	48.5%	50	49.5%
<b>GOOD (YELLOW)</b>	Minor issues. One of the following applies - deadlines show slippage, project is going over budget or risk score increases	12	11.9%	13	12.9%
<b>ADEQUATE (AMBER)</b>	Issues. More than one of the following applies - deadlines show slippage, project is going over budget or risk score increases	23	22.8%	17	16.8%
<b>UNSATISFACTORY (RED)</b>	Significant issues – deadlines breached, project over budget, risk score up to critical or worse	9	8.9%	11	10.9%
	<b>Total</b>	101	100%	101	100%

**Chart 1**



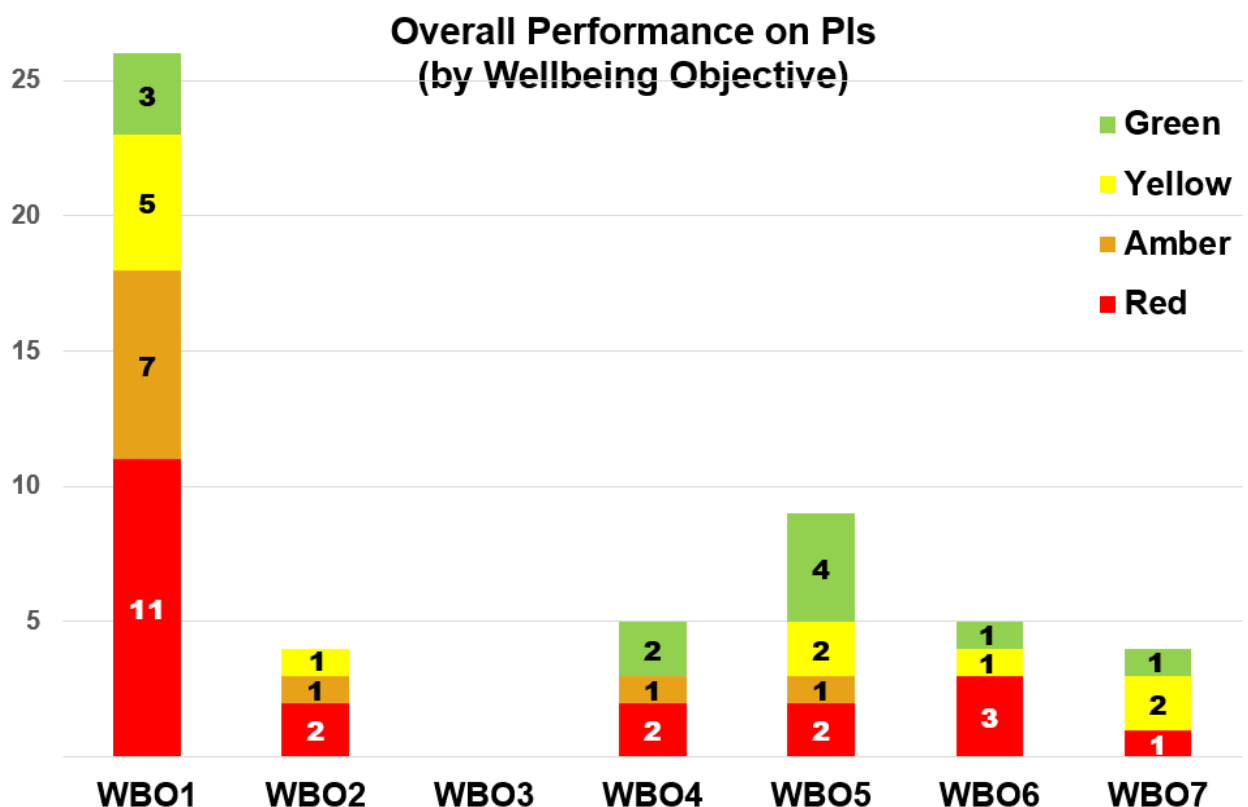
**3.4 Summary of Performance Indicators**

59 Corporate Plan Indicators are reported quarterly, all of which have verified data reported for Q3. 6 of these quarterly indicators are currently establishing baseline figures. 53 indicators could be compared against their target and awarded a RAYG status. It should be noted that this is a decrease in the number of “baseline setting” indicators that were reported at Q2. As suggested at COSC in December 2023, the 4 new Disabled Facilities Grants (DFG) indicators now have the target set for 2023-24. Table 2 shows overall performance for indicators at Q3 and a comparison with the previous quarter, and Chart 2 the performance for each well-being objective.

**Table 2**





Status	Meaning of this status	Performance			
		PQ (Q2)		Current (Q3)	
		Number	%	Number	%
<b>EXCELLENT (GREEN)</b>	On target <u>and</u> improved or is at maximum	13	27.65%	11	20.75%
<b>GOOD (YELLOW)</b>	On target	7	14.9%	11	20.75%
<b>ADEQUATE (AMBER)</b>	Off target (within 10% of target)	7	14.9%	10	18.9%
<b>UNSATISFACTORY (RED)</b>	Off target (target missed by 10%+)	20	42.55%	21	39.6%
	Total	47	100%	53	100%

**Chart 2**



- 3.5 There were 2 indicators which did not have data available at Q2, however these indicators are included for Q3.
- 3.6 Trend data is available for 30 Corporate Plan indicators, comparing current performance to the same period last year. Trend analysis is only possible where verified quarterly data for the same period last year is available. Trend analysis for quarter 3 is set out in Table 3, with a comparison to the previous quarter:

**Table 3**

Performance Indicators Trend Definition		Trend			
		PQ (Q2)		Current (Q3)	
		Number	%	Number	%
	Performance has improved	13	54.2%	19	63.3%
	Performance maintained (includes those at maximum)	0	-	-	-
	Declined performance (by less than 10%)	2	8.3%	5	16.7%
	Declined performance (by 10% or more)	9	37.5%	6	20%
<b>Total</b>		24	100%	30	100%

**Measuring Performance against our Ways of Working**





- 3.7 This is the first year of developing indicators / commitments to demonstrate how the Council is performing against the five ways of working in the Corporate Plan. This remains a work in progress, but as a first step, in Q2 and Q3 we have reported on a number of PIs. 8 of these indicators have been reported on for Q3, 7 of which could be compared against target and awarded a RAYG status. This is shown in Table 4.

**Table 4**

Status	Meaning of this status	Performance			
		PQ (Q2)		Current (Q3)	
		Number	%	Number	%
<b>EXCELLENT (GREEN)</b>	On target <u>and</u> improved or is at maximum	2	28.57%	2	28.57%
<b>GOOD (YELLOW)</b>	On target	2	28.57%	2	28.57%
<b>ADEQUATE (AMBER)</b>	Off target (within 10% of target)	2	28.57%	2	28.57%
<b>UNSATISFACTORY (RED)</b>	Off target (target missed by 10%+)	1	14.29%	1	14.29%
<b>Total</b>		7	100%	7	100%

3.8 Trend data is available for 5 of the 8 ways of working indicators, comparing performance with the same period last year. Trend analysis is set out in Table 5:

**Table 5**

Performance Indicators Trend Definition		Trend			
		PQ (Q2)		Current (Q3)	
		Number	%	Number	%
	Performance has improved	2	40%	2	40%
	Performance maintained (includes those at maximum)	2	40%	2	40%
	Declined performance (by less than 10%)	1	20%	1	20%
	Declined performance (by 10% or more)	-	-	-	-
Total		5	100%	5	100%

**Summary of Sickness Absence**

3.9 Sickness absence is included as one of the ways of working PIs under Better and More Targeted use of Resources. The focus continues to be on trying to reduce sickness across the organisation, therefore no targets were set for the overall staff indicator or individual directorates. Staff wellbeing measures are in place and sickness continues to be closely monitored by Directorate Management Teams, Corporate Management Board, and at CPA.

3.10 At Q3 cumulative days lost per FTE across the organisation is 8.77, showing an improved position compared with 9.77days for the same period last year, a 10.24% decrease, and a further improvement on the trend seen at Q2. This improved trend is mirrored within the directorate data for both Social Services and Wellbeing and Education and Family Support, however a worsening trend compared to last year is seen in Chief Executives, Communities Directorate, and Schools. The proportion of absences that are short-term at Q3 is 26%, which is the same as Q3 last year, but increased from the 23% reported at quarter 2 2023-24.



### **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. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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

5.1 This report assists in measuring and monitoring progress made against the following corporate well-being objectives under the Well-being of Future Generations (Wales) Act 2015 that form the Council's Corporate Plan 2023-28:-

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

5.2 The 5 ways of working set out in the Well-being of Future Generations (Wales) Act have also contributed to the Council developing its own five ways of working. The ways of driving and measuring those ways of working is also contained in the Corporate Plan Delivery Plan.

### **6. Climate Change Implications**

6.1 There are no specific implications of this report on climate change. However, some of the measures and projects included within the Corporate Plan 2023-28 and annual delivery plan for 2023-24 have been developed to help assess the Council's performance on areas including climate change.

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

7.1 There are no specific implications from this report on safeguarding or corporate parenting.

### **8. Financial Implications**

8.1 There are no financial implications arising from this report.

### **9. Recommendations**

9.1 The Committee is recommended to note the Council's performance at quarter 3 for the year 2023-24.

### **Background documents**

None

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# Corporate Performance Dashboard

## Quarter 3 2023-24



**Bridgend County Borough Council**  
**Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr**







**KEY:**

**How will we mark or score ourselves**

We have one simple scale for how we mark or score the council’s performance. Because overall judgements, commitments and performance indicators are measured differently, the colours or judgements have different descriptions depending on which type of performance you are reviewing.

	What does this Status mean?		
	Overall / self-assessment performance	Commitments, projects or improvement plans	Performance Indicators
<b>COMPLETE (BLUE)</b>	Not applicable	Project is completed	Not applicable
<b>EXCELLENT (GREEN)</b>	Very strong, sustained performance and practice	As planned - within timescales, on budget, achieving outcomes	On target and performance has improved / is at maximum
<b>GOOD (YELLOW)</b>	Strong features, minor aspects may need improvement	Minor issues. One of the following applies - deadlines show slippage, project is going over budget or risk score increases	On target
<b>ADEQUATE (AMBER)</b>	Needs improvement. Strengths outweigh weaknesses, but important aspects need improvement	Issues – More than one of the following applies - deadlines show slippage, project is going over budget or risk score increases	Off target (within 10% of target)
<b>UNSATISFACTORY (RED)</b>	Needs urgent improvement. Weaknesses outweigh strengths	Significant issues – deadlines breached, project over budget, risk score up to critical or worse	Off target (target missed by 10%+)

For performance indicators, we will also show trends in performance so you can see how we are doing compared with the same period last year.

Trend	Meaning
	Improved performance
	Maintained performance (includes those at maximum)
	Declined performance (by less than 10%)
	Declined performance (by 10% or more)

Trend	Performance Indicator types
<b>CP</b>	Corporate Plan Indicator
<b>WoW</b>	Ways of Working Indicator



# OUR CORPORATE PLAN - AT A GLANCE

## OUR 7 WELLBEING OBJECTIVES-



A County Borough where we protect our most vulnerable



A County Borough with fair work, skilled, high-quality jobs and thriving towns



A County Borough with thriving valleys communities



A County Borough where we help people meet their potential



A County Borough that is responding to the climate and nature emergency



A County Borough where people feel valued, heard and part of their community



A County Borough where we support people to live healthy and happy lives

## WBO1: A County Borough where we protect our most vulnerable

### WBO1.1: Providing high-quality children's and adults social services and early help services to people who need them

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CH/026</a> WBO1.1	Safe reduction in the number of children on the child protection register (SSWB) <b>Lower Preferred</b>	270	270	214	270	203	299	↑	<b>Performance:</b> On target
<a href="#">DEFS29</a> WBO1.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome (EFS) <b>Higher Preferred</b>	75%	72%	85%	72%	82%	75%	↑	<b>Performance:</b> There has been a slight decrease in the percentage of plans closed with a successful outcome from quarter 2 to quarter 3, however, the target of 72% continues to be exceeded.
<a href="#">SSWB38c (AD/011c)</a> WBO1.1	Percentage of reablement packages completed that mitigated need for support (SSWB) <b>Higher Preferred</b>	66.84%	68%	59.67%	68%	62.77%	67.33%	↙	<b>Performance:</b> Work is underway to "Reset Reablement" and improve access to services.
<a href="#">SSWB39 (CH/039)</a> WBO1.1	Safe Reduction in the number of Care Experienced Children (SSWB) <b>Lower Preferred</b>	398	371	384	371	383	399	↑	<b>Performance:</b> Safely reducing numbers continues to be a challenge, mainly due to social worker capacity to prepare for court applications. We've made good progress with discharge of Care Orders and orders discharged at the first hearing. We have plans for 'Placed with Parents' with timescales for assessments and presentation to Care Order Discharge which ensures focus and timely movement of plans. Group Manager is currently developing the wider Safe Reduction strategy to provide a framework for activity relating to discharge of Care Orders and reduce numbers of children becoming looked after.
<a href="#">SSWB55</a> WBO1.1	Percentage of carers who were offered a carer's assessment (SSWB) <b>Higher Preferred</b>	New 2023-24	80%	100%	80%	100%	New 2023-24	N/A	<b>Performance:</b> This is just children's performance. We are currently working with our IT department to resolve the reporting issues with this measure. A Carers action plan has been developed and is currently in progress. The recruitment of Carers champions is currently underway.
<a href="#">SSWB57</a> WBO1.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) <b>Higher Preferred</b>	New 2023-24	70%	74.74%	70%	73.5%	New 2023-24	N/A	<b>Performance:</b> On target
<a href="#">SSWB61a</a> WBO1.1	Number of people who access independent advocacy to support their rights within: a) children's social care (SSWB) <b>Higher Preferred</b>	New 2023-24	185	20	138	33	New 2023-24	N/A	<b>Performance:</b> New processes are being developed to improve data and help us understand reasons for declined advocacy referrals. Information is being shared with Tros Gynnal (TGP) monthly in about children/Young People eligible for Active Offer and TGP will send prompts to the Social Worker to encourage referrals. The manager for TGP is attending Team Manager meetings in February and will go out to teams following this to promote. WCCIS forms are being developed to encourage offers and provide information on the response (mandatory fields).
<a href="#">SSWB61b</a> WBO1.1	b) Adult's social care (SSWB) <b>Higher Preferred</b>	New 2023-24	180	77	135	102	New 2023-24	N/A	<b>Performance:</b> Service currently operating at maximum capacity, targets to be reviewed
<a href="#">SSWB76</a> WBO1.1	The total number of packages of reablement completed during the year (SSWB) <b>Higher Preferred</b>	377	370	181	276	274	302	↙	<b>Performance:</b> Slightly under target, with small improvements in referral numbers. Efforts continue through the resetting reablement programme to increase the numbers accessing reablement prior to commencement of a long term package of care
<a href="#">SSWB78a</a> WBO1.1	Timeliness of visits to a) children who are care experienced (SSWB) <b>Higher Preferred</b>	81.13%	85%	80.99%	85%	82.7%	81.9%	↑	<b>Performance:</b> Team Managers report that the issues primarily relate to recording of visits due to social worker capacity. Group Managers and Team Managers are supporting social workers with strategies to enable them to have opportunities to bring recordings up to date.

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB78b WBO1.1	Timeliness of visits to b) children on the child protection register (SSWB) <b>Higher Preferred</b>	82.14%	85%	84.24%	85%	85.17%	82.7%	↑	Performance: On target

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.1.1	Continue to improve early help services by increasing the number of team around the family (TAF) interventions that close with a positive outcome (EFS)	YELLOW (Good)	Quarter 3: Between April and December 2023, 83% of Team Around the Family (TAF) interventions closed with a successful outcome and are currently on track to surpass the target set for the year. Existing terms and conditions of relevant job roles have been reviewed as part of the appraisal and job evaluation processes, to improve recruitment and retention of staff across Family Support Services. However, further advances in recruitment and restructure have been put on hold pending the impact of any wider service restructure linked to Children Social Services.	
WBO1.1.2	Help communities become more resilient, so more people will find help / support they need in their community, with the third sector (SSWB)	GREEN (Excellent)	Quarter 3: Community navigators are based within BAVO and being supported by regional integration fund investment. Local community co-ordinator roles are based within BCBC and part supported by Welsh Government investment and part via social care budget pressures to de-escalate needs within communities. The local community co-ordinators supported 163 individuals and the community navigators supported 104 people. There were 208 community connection opportunities identified supporting needs to be met in communities. The recruitment exercise to expand the number of local community co-ordinators by 3 to support east and west clusters has progressed during Q3.	Deploy new roles to support broader coverage across the County and develop cross sector working.
WBO1.1.3	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring (SSWB)	GREEN (Excellent)	Quarter 3: New Bridgend Carers Wellbeing Service was co-produced with unpaid carers and mobilised during quarter 1, expanding delivery in quarters 2 and 3. Services include information, advice and assistance, proportionate “what matters” conversations and signposting to support within communities. The new service continues to meet needs based on volume of engagement. There is additional work taking place with young carers beyond this via Prevention and Wellbeing service with 380 young carers engaged and 668 individuals in young carers households supported. At the end of Q3 we have already surpassed the annual targets we set for the service.	The service is using technology to share information and advice, effectively backed up with face-to-face opportunities in a range of community settings. Annual target of 450 carers supported has been exceeded. BCBC to continue to engage with and support young carers.
WBO1.1.4	Improve Children’s Services by delivering the actions in our three-year strategic plan (SSWB)	YELLOW (Good)	Quarter 3: A detailed stocktake shows that we are largely on track to deliver the actions and outcomes set out for the first 6 months of the 3 year plan.	Working with Bridgend college to encourage learners into Social Care careers. Event planned for March 2024. We are working with the marketing team on a strategy to promote working as a SW in BCBC, focused on a permanent workforce for IAA and other areas with high proportion of agency staff.
WBO1.1.5	Improve adult social care with a new three-year strategic plan to tackle physical and mental health impacts of Covid-19 on people with care and support needs, and our workforce (SSWB)	GREEN (Excellent)	Quarter 3: Work has started and we are anticipating having the three year strategic plan to present at Scrutiny and with Partners in April 2024.	Finalise the plan for consultation and engagement
WBO1.1.6	Change the way our social workers work to build on people’s strengths and reflect what matters to our most vulnerable citizens, the relationships they have and help them achieve their potential (SSWB)	GREEN (Excellent)	Quarter 3: Children's- The implementation of the signs of safety approach is progressing well with staff commenting positively about the model. There is positive feedback being received from partner agencies in respect of the approach and its ability to place emphasis back on families in terms of risk and ongoing support. There are some ongoing challenges related to WCCIS and the development of forms to compliment implementation. The decision of Welsh Ministers regarding a new community care system, means there will be very limited developments to the current system which presents a significant risk.  Adults - Practice model has been launched with social care staff across BCBC. A tailored launch event for providers has also been completed. The feedback from the providers event has fed into the course content of the ASC strength based training for practitioners. A 2 day training on ‘Strengths	Children's- To develop an ongoing training plan in order to step-down consultant support  Adults – ‘Strengths based, outcome focused practice’ training for ASC leaders to be delivered on 7th and 14th Feb 24.



Code	Commitment	Status	Progress this period	Next Steps
			based, outcome focused practice' specifically aimed at leaders across ASC has been designed and will be delivered in February 2024.	
WBO1.1.7	Address the gaps in social care services such as care and support at home, specialist care homes for children and adults and recruiting more foster families (SSWB)	<b>RED (Unsatisfactory)</b>	Quarter 3: We continue to have a high number of children looked after in independent residential units and a smaller number of children supported in accommodation which is operating without registration. A number of actions have been identified and are being progressed. There continues to be challenges related to foster placements and the number available to meet the needs of children coming into the care system. We have a remodelling homecare programme which is underway.	Commissioning plans to address service gaps will be considered by Cabinet in April. A plan to address pressures in children's placements has been developed with a range of actions that are being monitored.

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### WBO1.2: Supporting people in poverty to get the support they need / help they are entitled to

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
WBO1.2 CED43	Percentage of people supported through FASS (Financial Assistance and Support Service) where support has resulted in increased income through claims for additional/increased benefits and allowances (CEX) <b>Higher Preferred</b>	New 2023-24	60%	<b>88%</b>	60%	<b>90%</b>	New 2023-24	N/A	<b>Performance:</b> Despite fewer citizens presenting to the service, in particular due to the Christmas period, the FASS service has continued to support clients to increase their income by claiming appropriate benefits. A positive upward trend which exceeds target evidences the positive impact of the service for the citizens of Bridgend.
WBO1.2 CED44	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (CEX) <b>Higher Preferred</b>	New 2023-24	60%	<b>92%</b>	60%	<b>92%</b>	New 2023-24	N/A	<b>Performance:</b> Target exceeded

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.2.1	Support eligible residents to receive financial help through the Council Tax Reduction Scheme and to pay their energy bills by administering the UK Government's Energy Bill Support Scheme (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: The Energy Bill Support Scheme ended earlier in the year and all payments have been made. Council Tax Reduction Scheme (CTRS) applications are dealt with promptly, and at Q3 the average time (days) taken to process council tax reduction (CTR) new claims is 23.18 days, exceeding the target of 28 days and showing a trend of improving performance.	
WBO1.2.2	Raise awareness of financial support available to residents (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Citizens Advice Bureau (CAB) have been successfully providing a 'Drop In' service. Due to the success, the service will be extended to 2 days a week to provide a "Debt Drop In" supporting those who have emergencies after the Christmas period. CAB are seeing a high number of clients applying for Personal Independence Payments (PIP) and challenging decisions with mandatory reconsiderations. Benefits are the highest issue clients attend with, followed by fuel debt.	Milestones for the retendering of the FASS service to be revised based on funding from Welsh Government being less than expected.

### WBO1.3: Supporting people facing homelessness to find a place to live

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
WBO1.3 DOPS39 CP	Percentage of people presenting as homeless or potentially homeless, for whom the Local Authority has a final legal duty to secure suitable accommodation (CEX) <b>Lower Preferred</b>	7.6%	10%	<b>23%</b>	10%	<b>30%</b>	8.1%	↓	<b>Performance:</b> More households are presenting as homeless that have done in previous years. Private rented accommodation is no longer a good option as rents have increased beyond the affordability for our clients. Demand far outweighs supply of social housing. We have seen increases in larger households and households requiring accessible accommodation being made homeless. Again, demand outweighs supply. Changes to the priority need definitions in legislation has resulted in almost all presenting as homeless



<a href="#">PAM/012 (DOPS15)</a> WBO1.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless (CEX) <b>Higher Preferred</b>	19%	20%	9%	20%	11%	17.6%	↓	being accepted under a final homeless duty where homelessness cannot be prevented. In addition, there are additional cases presenting through leaving refugee schemes. There is a housing crisis across Wales resulting in the inability to prevent or relieve homelessness.
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## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.3.1</a>	Develop a new homeless strategy with partners to deliver new projects to prevent and reduce homelessness (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Cabinet approved the Housing Support Programme Strategy 2022-26 on the 19th December 2023. The strategy was submitted to Welsh Government.	Implement the action plan for the Housing Support Programme Strategy 2022-26.

## WBO1.4: Supporting children with additional learning needs to get the best from their education

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS164</a> WBO1.4	Percentage of schools that have an ALN policy in place (EFS) <b>Higher Preferred</b>	New 2023-24	100%	No data available	100%	100%	New 2023-24	N/A	<b>Performance:</b> As of November 2023, out of the 59 schools in consideration, 3 have a stand-alone ALN Policy and the other 56 have incorporated it within their Teaching and Learning policy, in line with the ALN code.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.4.1</a>	Provide training to at least 60 school-based staff about ALN reform and how to support children with Additional Learning Needs (ALN) (EFS)	<b>BLUE (Completed)</b>	Quarter 3: This commitment was concluded at quarter 2, as Headteachers and Additional Learning Needs Coordinators (ALNCoS) have received detailed training on ALN reform as all Bridgend schools have progressed towards full implementation. Support is also available from the Central South Consortium (CSC), as is training with support material available on Hwb. Individual ALNCoS monitor training and attendance of school-based staff, which is specific to each school.	

## WBO1.5: Safeguarding and protecting people who are at risk of harm

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CH/003</a> WBO1.5	Children's safeguarding referrals – decision making in 24 hours (SSWB) <b>Higher Preferred</b>	99.53%	100%	99.64%	100%	99.67%	99.62%	↑	<b>Performance:</b> Just below target- 8755/8784 screened in compliance
<a href="#">CORPB1</a> WBO1.5	Percentage of council staff completing safeguarding e-learning (including workbook) <b>Higher Preferred</b>	77.33%	100%	78.78%	100%	80.03%	75.15%	↑	<b>Performance:</b> Although we're behind target, we are in an improved position compared to last quarter and compared to this time last year. We continue to flag awareness to managers and staff.
<a href="#">SSWB62</a> WBO1.5	Percentage of child protection investigations completed within required timescales (SSWB)	New 2023-24	Establishing Baseline	<b>Annual Indicator - To be reported at Q4</b>					
<a href="#">SSWB63</a> WBO1.5	Average waiting time on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) <b>Lower Preferred</b>	New 2023-24	Establish Baseline	14	Establish Baseline	20	New 2023-24	N/A	<b>Performance:</b> There is no backlog as an agency was employed to assist with backlog of referrals.
<a href="#">SSWB77</a> WBO1.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) <b>Higher Preferred</b>	84.19%	85%	83.18%	85%	83.66%	83.04%	↑	<b>Performance:</b> Slightly below target but improving. Longest waits are due to waiting for information from other partners e.g. Health. There has been a 40% increase in safeguarding reports compared to the same period in 2022-23.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.5.1</a>	Work as one Council on a strategic plan to improve our safeguarding arrangements (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: Our Annual Corporate Safeguarding Report was presented to Cabinet in January, this reflected the current position in respect of safeguarding arrangements across the council. We also continue to hold regular Corporate Safeguarding board meetings to review safeguarding arrangements across the council with representation from all directorates analysing specific safeguarding data for each area.	Continue to hold regular Corporate Safeguarding board forums to review safeguarding arrangements across the council with representation from all directorates.
<a href="#">WBO1.5.2</a>	Safeguard children, young people and adults at risk of exploitation (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: The local authority has implemented an exploitation panel with positive feedback being received by social workers and partner agencies in raising awareness and responses to children at risk of exploitation. There are 2 workers supporting this agenda. Further work is required to ensure those roles are delivered equitably across the local authority. SWP have undertaken some work in respect of missing persons. This is an area in the Joint Inspection of Child Protection Arrangements Action plan that will continue to be monitored in respect of implementation.	To review line management arrangements of the exploitation workers and continue to work with partners in respect of missing young people.

## WBO1.6: Help people to live safely at home through changes to their homes

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED45(a)</a> WBO1.6	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for (CEX): a) low level access showers <b>Lower Preferred</b>	New 2023-24	Baseline Setting	598 days	210 days	<b>523 days</b>	New 2023-24	N/A	<b>Performance:</b> A significant number of pre 2022 referrals for level access showers (LAS) have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. Although the actual remains above target, the position will continue to present a positive position as the DFG Team address the referrals for LAS's awaiting allocation. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
<a href="#">CED45(b)</a> WBO1.6	b) Stair lifts <b>Lower Preferred</b>	New 2023-24	Baseline Setting	283 days	210 days	<b>276 days</b>	New 2023-24	N/A	<b>Performance:</b> A significant number of pre 2022 referrals for stairlifts have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. Although the actual remains above target, the position will continue to present a positive position following receipt of a number of quotations for stairlifts being received in readiness for works to commence in Q4. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
<a href="#">CED45(c)</a> WBO1.6	c) ramps <b>Lower Preferred</b>	New 2023-24	Baseline Setting	592 days	210 days	<b>455 days</b>	New 2023-24	N/A	<b>Performance:</b> A number of pre 2022 referrals for ramps have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. The position is expected to further improve during the next quarter with a number of referrals currently awaiting allocation. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
<a href="#">CED45(d)</a> WBO1.6	d) extensions <b>Lower Preferred</b>	New 2023-24	Baseline Setting	0 days	210 days	<b>796 days</b>	New 2023-24	N/A	<b>Performance:</b> One extension has been certified as complete in Q3, where the application was received in 2019, resulting in an increase in the average number of days since Q2. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
<a href="#">DOPS41</a> WBO1.6	Percentage of people who feel they are able to live more independently as a result of receiving a DFG (CEX) <b>Higher Preferred</b>	data not available	98%	data not available	98%	<b>96.15%</b>	data not available	N/A	<b>Performance:</b> After implementing a new satisfaction tracking system, we are able to report the percentage of people who are able to live independently following implementation of adaptations to their home. One client reported that they were neither satisfied nor dissatisfied with the implementation of their adaptation, resulting in actual being slightly below target.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.6.1</a>	Improve the process and access to grants for older and disabled people who need to make changes to their home (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: The Disabled Facilities Grant (DFG) service has been strengthened by the employment of a DFG caseworker, who commenced in post in December 2023. The caseworker is a key role which underpins the process of a DFG adaptation, from point of engagement of an Occupational Therapist through to completion and certification of adaptations to a client's home. The caseworker encourages an innovative, outcome focused, multi-agency approach to the provision of the DFG service, ensuring initiatives are delivered effectively and efficiently. Both the implementation of a new software system and employment of the DFG caseworker has allowed the service to make full use of the capital budget available to make adaptations to homes.	

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## WBO1.7: Support partners to keep communities safe

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED46</a> WBO1.7	Number of instances where CCTV supports South Wales Police in monitoring incidents (CEX) <b>Higher Preferred</b>	New 2023-24	Baseline Setting	516	Baseline Setting	733	New 2023-24	N/A	<b>Performance:</b> Currently collecting baseline information.
<a href="#">CORPB2</a> WBO1.7	Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) <b>Higher Preferred</b>	New 2023-24	100%	<b>74.3%</b>	100%	<b>75.14%</b>	New 2023-24	N/A	<b>Performance:</b> Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.
<a href="#">DEFS161</a> WBO1.7	Percentage of children being released from custody who attend a suitable education, training and employment (ETE) arrangement (EFS) <b>Higher Preferred</b>	New 2023-24	100%	DATA NOT REPORTED					<b>Performance:</b> Current children in custody figures are extremely low, therefore there are GDPR implications in reporting this data

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.7.1</a>	Invest £750K 'safer streets' funding into extra CCTV, youth activities and women's self-defence classes (CED)	<b>BLUE (Completed)</b>	Quarter 3: We have implemented additional fixed CCTV cameras in key areas following consultation with officers in BCBC, police and third sector, as well as purchasing additional re-deployable CCTV cameras to deter offenders' behaviour, provide evidential capture and reassure communities. New CCTV signage was also produced and installed across the County Borough in these areas. Women's self-defence classes have been delivered, most recently in August/September 2023 (8 Courses with 108 female delegates). This training for women and young girls has improved their quality of life, improved their confidence, and reduced chances of them becoming a victim of violence. There will be ongoing benefits/value via DA Advisors who attended the inputs and will be able to pass this advice on to others/victims.	
<a href="#">WBO1.7.2</a>	Identify children who are more likely to offend and provide them with support to reduce offending behaviour (EFS)	<b>BLUE (Completed)</b>	Quarter 3: The multi-agency prevention panel meets regularly and from the end of January 2024, will take place weekly, to incorporate diversion cases and to include colleagues from Children Social Care / Early Help. The Trauma Recovery Model is now embedded as part of the Youth Endowment Fund "Relationship Building Together Project", and is now live and operating across Early Help, Edge of Care, Youth Justice and Youth Support Services. Systems are now in place to ensure that a resettlement plan is in place from the initial custody planning meeting to include education, training and employment (ETE), and other issues such as accommodation are factored into the intervention plan.	



## WBO2: A County Borough with fair work, skilled, high-quality jobs and thriving towns

### WBO2.1: Helping our residents get the skills they need for work

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS82</a> WBO2.1	Number of Employability Bridgend programme participants going into employment (COMM) <b>Higher Preferred</b>	392	350	201	263	288	304	↙	<b>Performance:</b> Progress has been slower than we would like due to the significant changes in our funded projects this year, transferring from the previous EU funded projects to new UK Government and Welsh Government projects from 1st April 2023. This has meant changes to how we measure our project outcomes, and a significant impact and staffing levels within the team at the beginning of the year due to funding uncertainty as 63 out of 64 posts are not core funded.
<a href="#">DEFS84</a> WBO2.1	Number of under-employed participants leaving Employability Bridgend with an improved labour market position (COMM) <b>Higher Preferred</b>	107	100	7	75	72	48	↑	<b>Performance:</b> See progress comments for DEFS82 (above).
<a href="#">SSWB64</a> WBO2.1	Number of referrals to the employment service in ARC (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline	92	Establish Baseline	148	New 2023-24	N/A	<b>Performance:</b> Currently establishing baseline in order to assess effectiveness of this service, following one year's worth of data will be able to benchmark going forward

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.1.1</a>	Invest £22m of Shared Prosperity Funding in projects in the County Borough by 2025, with third sector partners, including in people and skills, supporting local businesses, and developing communities and place (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: A number of grant schemes have been launched successfully, and information sessions held with third sector and Town and Community Councils. Applications now being received, and assessments are underway against funding criteria. Quarterly reporting to funders also being undertaken.	
<a href="#">WBO2.1.2</a>	Employability Bridgend will work with funders and partners, including the Inspire to Work Project to deliver a comprehensive employability and skills programme (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: We continue to work in partnership with public and third sector groups to deliver the employability programme. This includes, Careers Wales, BAVO, DWP and the members of the Bridgend Employability Network. Monthly meetings take place, and we are working on joint events such as a creative expo and jobs fairs.	
<a href="#">WBO2.1.3</a>	Help people with support needs to overcome barriers to work and get jobs (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: This work is being progressed as part of the review of day opportunities. Relationships with employability need to be strengthened and actions have been progressed to this effect.	Working group to implement the plan.

### WBO2.2: Making sure our young people find jobs, or are in education or training

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS80</a> WBO2.2	Number of Employability Bridgend programme participants supported into education or training (COMM) <b>Higher Preferred</b>	387	727	33	545	73	279	↓	<b>Performance:</b> See progress comments for DEFS82 (above).
<a href="#">PAM/046</a> WBO2.2	The percentage of Year 11 leavers from schools in the authority identified as not being in education, employment or training (NEET) in the Careers Wales Annual Destination Survey Statistics (EFS) <b>Lower Preferred</b>	1.6%	1.5%	<b>Annual Indicator - To be reported at Q4</b>					

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.2.1	Increase employment and training opportunities in the County Borough for young people aged 16 to 24 years old (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: A comprehensive marketing and promotion campaign aimed at engaging young people has been developed including key messages focused at this cohort. We work with other agencies such as Careers Wales to provide advice and guidance to young people.	
WBO2.2.2	Employ and develop a well-motivated, well supported, qualified social care workforce in the Council and with partners. Fill vacancies in our social care services and reduce dependence on agency workers (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: Good progress is being made to address vacancies, and we have seen a significant reduction in children's social worker vacancies. We have introduced dedicated marketing capacity, a focus on wellbeing – Social Worker and OT Charter, a successful grow your own scheme, flexible working and a focus on management & leadership development. In children's social care there is a Memorandum of Cooperation with other Welsh LAs for enhanced management of the agency market, an agreed exit plan for managed team in MASH/IAA, good progress with international recruitment – 11 offers, 8 appointees in post, social work support workers implemented, a new workforce operating model linked to 3 year strategic plan being finalised and a market supplement for hard to recruit to teams. In adult social care, a new operating mode has been implemented, social care apprentices appointed and new rota arrangements for care and support staff.	Continue to progress the actions that are impacting positively on retention and recruitment.
WBO2.2.3	Bridgend Music Service will further develop links with universities and conservatoires to develop music skills in young people that lead to jobs (EFS)	<b>BLUE (Completed)</b>	Quarter 3: Links are already in place with the British Army and the Royal Welsh College of Music and Drama, and Bridgend Music Service continues to maintain links with the Seren Network. A link has been established with BBC National Orchestra of Wales, to provide opportunities for learners to work side by side with professional musicians, and to learn about wider job opportunities within the classical music sector.	

## WBO2.3: Improving our town centres, making them safer and more attractive

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.3.1	Deliver a further £1.3m of Transforming Towns investment across our town centres in partnership with Welsh Government over the next three years to improve the economic sustainability of our town centres (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: We are continuing to make good progress on this commitment in Q3. Placemaking engagement activities for Maesteg have been undertaken and the strategy is now being developed. The availability of grant funds for commercial properties in town centres is being advertised and officers are engaging with interested parties to assist in the process. Existing schemes that have been previously funded are nearing completion, including the large mixed-use unit previously known as Family Value in Maesteg Town Centre.	
WBO2.3.2	Prioritise the replacement of the Penprysg Road Bridge and removal of the level crossing in Pencoed and seek funding from UK Government for this project (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 3: No change from Q2 in that no resources or budget identified to progress project.	Continue to investigate funding options and partnership working with UK Government, Welsh Government / Transport for Wales.
WBO2.3.3	Redevelop Bridgend Central Station including improving the front public area with a transport interchange at the rear, providing links between bus services and trains, in partnership with Welsh Government and Network Rail (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 3: No change from Q2 in that no resources or budget identified to progress project.	

## WBO2.4: Attracting investment and supporting new and existing local businesses

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.03 WBO2.4	Number of businesses receiving support through Shared Prosperity Funding (COMM) <b>Higher Preferred</b>	New 2023-24	20	<b>0</b>	15	<b>13</b>	New 2023-24	N/A	<b>Performance:</b> The figure is lower than predicted due to the programme being in the development stage during Q1 and Q2, going live on 13th September 2023. We have now actively processed applications and awarded 13 grants at the end of Q3. We expect to reach the Q4 target given the current demand.
DCO23.04 WBO2.4	Number of business start-ups assisted (COMM) <b>Higher Preferred</b>	New 2023-24	52						<b>Annual Indicator - To be reported at Q4</b>

<a href="#">CED47</a> WBO2.4	Number of local businesses attending procurement workshops (CEX) <b>Higher Preferred</b>	New 2023-24	Baseline Setting	<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED48</a> WBO2.4	Percentage local spend on low value purchases and contracts under £100,000 (CEX) <b>Higher Preferred</b>	2.93%	4%	<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.4.1</a>	Invest in business start-ups in the County Borough by providing both professional and grant support, supporting key growth sectors like research and development, finance and the green economy (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Grant funds launched in Q2 and officers are now in post. The new Shared Prosperity Fund business support programme has been launched and the business start-up support programme is well underway. We also have bi-monthly grant panel meetings that will continue throughout 2024.	
<a href="#">WBO2.4.2</a>	Helping local businesses to tender for public sector work through our Supplier Relation Management (SRM) project and external procurement webpage, supporting local businesses to be viable post-covid (CEX)	<b>RED (Unsatisfactory)</b>	Quarter 3: We continue to work on the SRM project and now have our external procurement webpage live. However, we're not yet in a position to start promoting the webpage to the supply chain due to staffing and capacity. We are also unable to set up any workshops due to these issues.	Arrange workshops and promote the external procurement page to the supply chain.
<a href="#">WBO2.4.3</a>	Work with the Cardiff City Region (CCR) and its 10 local authorities to think regionally about planning, transport and economic development (COMM)	<b>YELLOW (Good)</b>	Quarter 3: Regional engagement with Cardiff Capital Region (CCR) ongoing to monitor developments and disseminate information with officers and members. Continued attendance at Welsh Government working group, with key members of local authorities to look at the implications of the Corporate Joint Committee (CJC) having strategic responsibility for economic development, transport and planning.	Continue to attend the development sessions to inform the regional thinking of ahead of the formation of the new CJC.

## WBO2.5: Making the council an attractive place to work

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED50</a> WBO2.5	Number of sign up of new subscribers to the staff extranet (CEX) <b>Higher Preferred</b>	New 2023-24	Baseline Setting	0	Baseline Setting	0	New 2023-24	N/A	<b>Performance:</b> Currently in development to allow non desktop users to access the staff intranet
<a href="#">CED29(a)</a> WBO2.5	The proportion of staff reporting through survey that they agree or strongly agree with the statement (CEX): a) I feel every department is working towards the same common goal <b>Higher Preferred</b>	41%	42%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED29(b)</a> WBO2.5	b) I am satisfied with BCBC as an employer <b>Higher Preferred</b>	67%	74%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED29(c)</a> WBO2.5	c) Working here makes me want to perform to the best of my ability <b>Higher Preferred</b>	77%	79%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED29(d)</a> WBO2.5	d) I feel that BCBC values its employees ideas and opinions <b>Higher Preferred</b>	40%	48%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED29(e)</a> WBO2.5	e) Do you think there are opportunities for two-way communication to discuss and raise ideas and issues? <b>Higher Preferred</b>	84%	85%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED49(a)</a> WBO2.5	Percentage of staff reporting through survey that they agree or strongly agree with the statement (CEX): a) I feel supported to manage my personal wellbeing whilst in work <b>Higher Preferred</b>	70%	71%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED49(b)</a> WBO2.5	b) The council is dedicated to taking positive action to support employees achieve a positive sense of wellbeing in their working lives. <b>Higher Preferred</b>	53%	54%						<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.5.1</a>	Improve the Council 's culture as an employer, offering fair work opportunities to current and potential employees. Use the views of our workforce to make improvements, develop and motivate employees and improve staff retention (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: A new Employee Assistance Programme, provided by Vivup was launched in December 2023. Work continues on the menopause and carers protocol. Further positive progress continues with the "Grow your Own" programme. The corporate investment in apprenticeships continues to make a positive impact and a further 3 new apprentices were appointed in Q3. We continue to promote all the savings and benefits that come from Brivilege rewards to assist with the Cost of Living crisis.	

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## WBO2.6: Ensuring employment is fair, equitable and pays at least the real living wage

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED54</a> WBO2.6	Number of real living wage employers identified (CEX) <b>Higher Preferred</b>	235	249						<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.6.1</a>	Encourage our suppliers to become real living wage employers (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Our position at Q3 hasn't changed since Q2. We are continuing to work with our supply chain with encouraging employers to offer training that is up-to-date and relevant for employees. We are still working with our suppliers to become accredited and now ask suppliers to tell us if they are RLW employers.	
<a href="#">WBO2.6.2</a>	Encourage employers to offer growth/training options to employees (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: We are continuing to work with our suppliers and ask through our tender documentation about training staff and keeping this relevant and up-to-date.	



## WBO3: A County Borough with thriving valleys communities

### WBO3.1: Investing in town centres, including Maesteg town centre

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.01</a> WBO3.1	Number of commercial properties assisted through the enhancement grant scheme (COMM) <b>Higher Preferred</b>	New 2023-24	2		<b>Annual Indicator - To be reported at Q4</b>				

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.1.1</a>	Complete a Placemaking Strategy for Maesteg town centre to improve the environment and support future investment bids (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: A draft version of the placemaking strategy is now be prepared based on the evidence gathered during the engagement sessions with the community in Maesteg.	
<a href="#">WBO3.1.2</a>	Develop a commercial property enhancement grant for all valley high streets, to make them look better and bring properties back into commercial use (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 3: This work has still not commenced, as it will be an integral part of the Valleys Regeneration Strategy that is being developed.	Engagement sessions have taken place across all valley communities and now a draft strategy will be prepared for consultation later this year.

### WBO3.2: Creating more jobs in the valleys

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.2.1</a>	Develop funding bids for our valleys, to enhance the economy and stimulate new job opportunities (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 3: This work has still not commenced, as it will be an integral part of the Valleys Regeneration Strategy that is being developed.	Engagement sessions have taken place across all valley communities and now a draft strategy will be prepared for consultation later this year.
<a href="#">WBO3.2.2</a>	Increase the amount of land and premises available for businesses, including industrial starter units, in the Valleys (COMM)	<b>YELLOW (Good)</b>	Quarter 3: No change to Q2 due to resources available however suitable sites have been identified.	Feasibility work required to cost the proposals, including design and build options.
<a href="#">WBO3.2.3</a>	Provide new facilities for supported training for people with learning disabilities at Wood B and B-Leaf in Bryngarw (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: The focus is a feasibility study on what might be achievable, indicative costs and sources of funding. During Q3 the feasibility tender has been issued on Sell2wales by Awen and tenders have been received.	Work in partnership with Awen to progress feasibility study to RIBA 3 and identify options for investment

### WBO3.3: Improving community facilities and making them more accessible

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.11</a> WBO3.3	Value of investment with Community Asset Transfers (CATs) in Valleys (COMM) <b>Higher Preferred</b>	New 2023-24	£200,000		<b>Annual Indicator - To be reported at Q4</b>				
<a href="#">SSWB65</a> WBO3.3	Number of visits to venues for all purposes (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline	172,394	Establish Baseline	249,352	New 2023-24	N/A	<b>Performance:</b> Establishing baseline



## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.3.1</a>	Progress with Community Asset Transfers in the valleys, including Llangynwyd Playing Fields, to protect these valuable community assets for future generations (COMM)	<b>AMBER (Adequate)</b>	Quarter 3: Two transfers have been finalised with ongoing delays due to property issues and staff shortages which has impacted upon the number of self-management agreements being agreed which need be resolved by the end of 2023-24. Cymru Football Foundation have allocated funding of £296,662 to develop the pavilion at Llangynwyd Playing Fields with additional funding also to be provided under Community Facilities Programme.	Continue working with communities to transfer assets and complete as many CATs by the end of 2023-24.
<a href="#">WBO3.3.2</a>	Redevelop the Ewenny Road site, including new and affordable homes, an enterprise hub, open space and green infrastructure, in partnership with the adjoining landowner (COMM)	<b>YELLOW (Good)</b>	Quarter 3: Good progress in Q3 with outline Planning Consent for a mixed-use development being granted by Development Control Committee in January 2024. Discussion with funders CCR on timescales and work commencing on tendering for decontamination and remediation of the site.	
<a href="#">WBO3.3.3</a>	Deliver additional activities in community venues in the Valleys, including digital activities (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: We continue to work with key partners and stakeholders to improve and increase access to leisure, cultural and community place-based opportunities and continue to increase connections to communities. During Q3 we have secured funding from the Resilient Communities Fund to engage and support work with Community Groups to develop digital activities. A tender has been issued to help create and stream content of interest to a number of community venues to test potential for digital activities closer to home. Other activities in valleys-based libraries have attracted 3462 visits at Bettws and Maesteg via AWEN plus 3544 at Ogmere and Garw Valley via Halo Leisure during Q3.	This is a planning phase and project delivery is intended to take place in 2024-25 using external funding support via shared prosperity fund. A development plan has been created. Community venues are facing a challenging time.
<a href="#">WBO3.3.4</a>	Increase participation in physical and mental wellbeing programmes and leisure activities at Maesteg Town Hall, Garw and Ogmere Valley Life Centre, Maesteg Swimming Pool and Maesteg Sports Centre (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: The focus remains on developing opportunities that build social connections and mental wellbeing. Total visits at halo operated facilities are 76.4k visits in Q3, and over 253k visits for the year to date, with growth in 3 of 4 locations. Sport Wales have agreed the completion of investment at Maesteg Sports Centre (£200k) and new investment secured for Ogmere Valley Centre (£108k). Planning and tender development progressing regarding YBC at Bryncethin for outdoor space. HALO Leisure have installed new fitness equipment at Ogmere and Garw in quarter 3.	Plan for programming and increasing usage at identified centres. BCBC is proposing reduced hours if unproductive at some venues going forward.

## WBO3.4: Improving education and skills in the Valleys

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.4.1</a>	Establish three new Flying Start provisions, offering free childcare for two-year-olds in Nantymoel, Ogmere Vale and Pontycymmer (EFS)	<b>BLUE (Completed)</b>	Quarter 3: Flying Start Nurseries at Pontycymmer, Nantymoel and Ogmere Vale are now fully registered with Care Inspectorate Wales (CIW) and all are operating morning and afternoon sessions of 2.5 hours. A total of 51 children are currently in attendance across the three settings.	
<a href="#">WBO3.4.2</a>	Open Welsh-medium childcare in the Ogmere Valley and Bettws, with 32 full-time-equivalent childcare places (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 3: The documentation needed to tender the opportunity at Bettws has not been completed and no timeframe has been provided for completion. A paper is being prepared to consider using Blackmill setting as a late-immersion centre.	Continue to liaise with Corporate Landlord / Legal around completion of the tender documents. Complete the required documents for consideration of the use of the Blackmill setting as a late-immersion centre.

## WBO3.5: Investing in our parks and green spaces and supporting tourism to the valleys

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.5.1</a>	Develop a regeneration strategy for the valleys (including Ogmere and Garw Valleys) (COMM)	<b>YELLOW (Good)</b>	Quarter 3: Good progress in Q3 with engagement sessions held with local communities across all valleys to assess local needs. This will inform the regeneration strategy moving forward.	
<a href="#">WBO3.5.2</a>	Work with the Cwm Taf Nature Network Project to improve access to high quality green spaces (COMM)	<b>YELLOW (Good)</b>	Quarter 3: Good progress in Q3. Project Manager now in place for the new Green Space Enhancement Project (Shared Prosperity Fund) and now working with partners to deliver the activities.	

## WBO3.6: Encourage the development of new affordable homes in the valleys

## Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED55</a> WBO3.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the Valleys (CEX) <b>Higher Preferred</b>	New 2023-24	20		<b>Annual Indicator - To be reported at Q4</b>				

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.6.1</a>	Promote and encourage the development of new social housing in the valleys (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: We are currently continuing to attend monthly meetings with Registered Social Landlords (RSLs) and also meeting quarterly with Welsh Government to identify opportunities within the Valley and across Bridgend County Borough.	
<a href="#">WBO3.6.2</a>	Encourage the development of self-build homes on infill plots, to increase the range of housing available (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 3: No change to Q2, in that no resource allocated to start this work.	Seek an appropriate resource to allow this work to continue.

## WBO4: A County Borough where we help people meet their potential

### WBO4.1: Providing safe, supportive schools with high quality teaching

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS155</a> WBO4.1	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit (EFS) <b>Higher Preferred</b>	90%	100%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DEFS156</a> WBO4.1	Number of schools judged by Estyn to be in 'significant improvement' or 'special measures' (EFS) <b>Lower Preferred</b>	0	0	1	0	1	0	↓	<b>Performance:</b> As concluded in the May 2023 Estyn inspection, Caerau Primary School is currently in need of 'special measures'. Caerau Primary School's post-inspection action plan (PIAP) and the local authority statement of action have both been approved by Estyn. Central South Consortium (CSC) and the local authority continue to work closely with Caerau Primary School to support them with their PIAP.
<a href="#">EDU010a</a> WBO4.1	The percentage of school days lost due to fixed-term exclusions during the academic year, in primary schools. (EFS) <b>Lower Preferred</b>	0.02%	0.02%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">EDU010b</a> WBO4.1	The percentage of school days lost due to fixed-term exclusions during the academic year, in secondary schools (EFS). <b>Lower Preferred</b>	0.164%	0.12%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">EDU016a (PAM/007)</a> WBO4.1	Percentage of pupil attendance in primary schools (EFS) <b>Higher Preferred</b>	N/A	90%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">EDU016b (PAM/008)</a> WBO4.1	Percentage of pupil attendance in secondary schools(EFS) <b>Higher Preferred</b>	N/A	90%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">PAM032</a> WBO4.1	Average Capped 9 Score for pupils in Year 11 (EFS) <b>Higher Preferred</b>	N/A	Baseline setting						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.1.1</a>	Help schools achieve their improvement plans by analysing needs and offering training to address this, ensuring that all schools will be judged by Estyn as 'not requiring any follow-up' (EFS)	<b>GREEN (Excellent)</b>	Quarter 3: Improvement Partners have collated and analysed all school priorities from schools not taking 'Action Short of Strike Action' (ASOS) to ensure that the professional learning is appropriate. An extensive professional learning programme has been devised and has been promoted to schools to support strategic priorities. There have been many bespoke support requests received from Bridgend Schools this financial year to support the delivery of their strategic priorities.	
<a href="#">WBO4.1.2</a>	Ensure all local schools are rated as green following their safeguarding audit and provide support they need to improve (EFS)	<b>GREEN (Excellent)</b>	Quarter 3: All school safeguarding audits are complete and have been quality assured by the Education Engagement Team (EET) coordinators. No school or significant areas of concern have been identified. The data is currently being analysed and the outcomes will be available from February 2024.	
<a href="#">WBO4.1.3</a>	Make additional digital learning training available to all school staff to improve teaching and learning in our schools (EFS)	<b>GREEN (Excellent)</b>	Quarter 3: The Digital Lead Officer for Bridgend has offered schools bespoke professional learning including digital competency training, google classroom and digital platform training, Curriculum for Wales skills mapping and online safety training (also provided to governors). Professional learning and digital update and information presentations have been provided to Bridgend Governors Association 2023-2024, Team Bridgend, and schools, through the Digital Leaders Network. Further	

			bespoke packages relating to technology support for Hwb tools and resources have been provided to specific schools/clusters.	
<a href="#">WBO4.1.4</a>	Improve the digital offer to young people, including youth led interactive website (EFS)	<b>AMBER (Adequate)</b>	Quarter 3: There has been some delay in progress of the website throughout the year, however, work is ongoing to create content for a draft website to be created by the end of January 2024. This will be taken to the 'young editors' group for discussion and critic, with a view for launch by the end of March 2024. The 'young editors' group is established and meet weekly, and work continues to try to increase membership with links being formed with local college and school settings.	Workers to connect with school social media / marketing reps at local schools for support with advertising and meet third sector youth organisations. The team to attend all open access provision to engage with young people in taster sessions

### WBO4.2: Improving employment opportunities for people with learning disabilities

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.2.1</a>	Give young adults with learning disabilities a chance to try activities, gain new skills and fulfil their potential working across the Council and partners (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: This work is being progressed as part of the review of day opportunities. Relationships with employability need to be strengthened. Learning Disability transformation programme has been established. One of the key workstreams is the transformation of day time occupation for people. This work involves key partners such as Cwmpas, Awen Cultural Trust and Bridgend College.	Working group to meet and implement the working plan

### WBO4.3: Expanding Welsh medium education opportunities

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS138</a> WBO4.3	Percentage of Year 1 learners taught through the medium of Welsh (EFS) <b>Higher Preferred</b>	8.04%	8.7%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DEFS157</a> WBO4.3	Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 (EFS) <b>Higher Preferred</b>	New 2023-24	7.16%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DEFS158</a> WBO4.3	Number of learners studying for Welsh as a second language (EFS) <b>Higher Preferred</b>	New 2023-24	1,437						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.3.1</a>	Deliver the actions in the Welsh Language Promotion Strategy and WESP (EFS)	<b>GREEN (Excellent)</b>	Quarter 3: The Welsh Language Promotion Strategy remains on target. Actions within the strategy align with targets set within the Welsh in Education Strategic Plan (WESP). We are currently awaiting confirmation of Welsh Government grants for 2024-2025 to ensure staffing can be maintained for progress to continue. Progress has been made establishing a late immersion programme as well as the recruitment of a teacher and additional support staff.	

### WBO4.4: Modernising our school buildings

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.4.1</a>	Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new build off Ffordd Cadfan in Brackla (EFS)	<b>AMBER (Adequate)</b>	Quarter 3: School transport parking areas have now been agreed by the School Transport Advisory Group. Although the decision has been received, the delay has impacted on progressing the design development as per the programme.	Conclude the pre-application consultation ahead of submitting a planning application.
<a href="#">WBO4.4.2</a>	Provide a new build for Mynydd Cynffig Primary School at the junior site in Kenfig Hill (EFS)	<b>AMBER (Adequate)</b>	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, there is a delay in submitting the planning application. This will also delay the tender process, which can only commence following planning approval.	Submit a planning application.



<a href="#">WBO4.4.3</a>	Enlarge Ysgol Ferch o'r Sger to a two form-entry new build on the existing school site (EFS)	<b>AMBER (Adequate)</b>	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, the planning application submission has been delayed in order to allow time for a review of the elemental cost plan (supplied by the contractor) to take place.	Conclude a review of the elemental cost plan.
<a href="#">WBO4.4.4</a>	Provide a new two form entry English-medium school at Marlas Estate, Cornelly, to replace the existing Afon Y Felin and Corneli Primary Schools (EFS)	<b>AMBER (Adequate)</b>	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, there has been a delay in submitting the planning application, so that a review of the elemental cost plan (supplied by the contractor) is undertaken.	Conclude a review of the elemental cost plan.
<a href="#">WBO4.4.5</a>	Relocate Heronsbridge School to a new build 300 place school at Island Farm (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 3: The outcome of RIBA Stage 2 (that is, concept design and cost plan) was reported to Cabinet and Corporate Management Board (CCMB) in quarter 3. CCMB requested further information regarding capital projects to inform decision making, which has also been undertaken during this period. Commencement of the tender process and RIBA stage 3 can only commence following approval of the Outline Business Case (OBC).	Once the Outline Business Case (OBC) has been approved, the tender process can commence to appoint a design and build contractor.

### WBO4.5: Attract and retain young people into BCBC employment

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED56</a> WBO4.5	Percentage of those concluding apprenticeships and obtaining a non-apprentice role (CEX) <b>Higher Preferred</b>	70.8%	75%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DOPS36</a> WBO4.5	The number of apprentices employed across the organisation (CEX) <b>Higher Preferred</b>	36	39						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.5.1</a>	Work with local schools to promote the Council as an employer and promote apprenticeships (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Learning and Development (L&D) continue to engage regularly with schools via the termly Directors Report to schools. During quarter 3 the team have attended options and careers events at Pencoed Comprehensive and Bridgend College (Pencoed Campus) promoting the apprenticeship offer including specific roles in engineering. Plans are in place to attend the Porthcawl Jobs Fair and an options event at Coleg Cymunedol Y Dderwen (CCYD) during quarter 4.	

### WBO4.6: Offering youth services and school holiday programmes for our young people

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">SSWB66</a> WBO4.6	Participation in targeted activities for people with additional or diverse needs (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline	177	Establish Baseline	282	New 2023-24	N/A	<b>Performance:</b> Establishing baseline
<a href="#">SSWB67</a> WBO4.6	Participation in the national free swimming initiative for 16 and under (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB68</a> WBO4.6	Participation in active for life and holiday playworks programmes (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.6.1</a>	Make our leisure and culture programmes more accessible	<b>GREEN (Excellent)</b>	Quarter 3: All schemes have been completed as planned. Active 4 Life schemes operated at 8 locations in partnership with town and community councils with demand significantly exceeding previous years. Junior free swimming supported 3340 additional visits in quarter 3 with a year to date total of 15725. Discovery programmes continue to support young people with additional needs and families. 22 young people with complex needs were	Review performance and implications for planning for 2024 particularly regarding funding. Review future use of free swimming subsidy based on

	to children with additional needs (SSWB)		supported by discovery programmes in Q3 with 100 attendances recorded and including vocational training. As part of the prevention and wellbeing “step up and step down” approach for low level social care referrals 41 families have been referred and 83 individuals have been supported. Targeted inclusion programmes being delivered in partnership with halo and community groups. Membership and group access support arrangements have remained in place and supporting leisure usage. Partnership working with 3rd sector groups is developing.	increasing costs. Continue to work with young people and the third sector to better understand and respond to needs and offer opportunities that support wellbeing.
<a href="#">WBO4.6.2</a>	Extend the food and fun programme in Summer 2023 to at least 80 pupils (EFS)	<b>BLUE (Completed)</b>	Quarter 3: This activity was completed at quarter 2. Four schools took part in the Food and Fun programme during summer 2023, with a total of 130 children accessing the events.	

### WBO4.7: Work with people to design and develop services

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.7.1</a>	Support communities to develop their own services (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: Co-production approaches being applied when support services are being designed or developed and review of alignment to other existing support to make best use of resources. Dementia support mapping has commenced with CTM regional dementia services and social care commissioning team, however survey response has been poor to support mapping/gap identification which is a barrier to further progress. The Bridgend Carer Wellbeing Service has been fully mobilised and also a Young Carers Network developed. At Q3 378 carers wellbeing service supported with 117 referrals and 390 instances of signposting to support. 20 referrals for full carers assessment.	Continue to engage with people with lived experience and stakeholders to shape services and improve effectiveness. Work in partnership with Bridgend Carers Wellbeing Service to expand reach of information and support for unpaid carers.
<a href="#">WBO4.7.2</a>	Develop our future wellbeing programmes with people who are going to use them (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: Engagement planning to make use of lived experience has been progressing with unpaid carers and people living with cognitive impairment. We are working with Cwmpas to establish carers panels to inform more innovative responses to information / advice issues and awareness and short breaks impact on carer resilience. This work has progressed during quarter 3 including building a partners network to support innovative practice. Halo have delivered 4 co-production sessions in Q3 (8 in total this year) including carers and people with a cognitive impairment.	Continue to grow the use of co-productive approaches to inform community opportunities. This will include autism friendly swimming and exercise referral linked to dementia.

### WBO4.8: Supporting and encouraging lifelong learning

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DEFS159</a> WBO4.8	Percentage of learners enrolled in local authority community learning per 1,000 adult population (EFS) <b>Higher Preferred</b>	New 2023-24	1.0%	<b>0.33%</b>	0.75%	<b>0.49%</b>	New 2023-24	N/A	<b>Performance:</b> Enrolments throughout quarter 3 have continued to increase as a result of additional engagement and promotion of the service, however, the target percentage of 0.75% has not been reached. With the aim to achieve quarter 4 targets, additional taster sessions and workshops are planned for the spring term. The service has recently recruited 3 additional staff, which may help to increase enrolments further. Recruitment challenges will likely impact on attaining the year-end target as the courses/sessions offered, and the corresponding enrolments, are limited to the availability of teaching staff.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.8.1</a>	Run more sessions that communities have expressed an interest in – provide 20 more in-person training sessions (EFS)	<b>BLUE (Completed)</b>	Quarter 3: Throughout this school term, Adult Learning Community (ACL) enrolment numbers have increased compared to previous years. Engagement and promotion of the service has continued, and more face-to-face courses/sessions have been offered, including accredited courses, one-off taster sessions and regular digital drop-ins. A total of 40 face-to-face sessions have been delivered to communities so far. A successful partnership is developing with a number of primary schools with opportunities to further increase the number of face-to-face sessions available. Recruitment campaigns are ongoing to recruit additional teaching staff to support the delivery of these training sessions.	

## WBO4.9: Being the best parents we can to our care experienced children

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/052 WBO4.9	Percentage of care leavers who have experienced Homelessness during the year (SSWB) <b>Lower Preferred</b>	10.20%	10%	4.15%	10%	4.48%	7.79%	↑	<b>Performance:</b> 16+ accommodation is full to capacity currently due to unable to move on via Housing. We are continuing to develop options for care leavers and additionally the supported lodgings scheme.
SSWB48a WBO4.9	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care (SSWB) <b>Higher Preferred</b>	54.17%	60%	69.23%	60%	71.43%	61.11%	↑	<b>Performance:</b> On Target
SSWB48b WBO4.9	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 13-24 months since leaving care (SSWB) <b>Higher Preferred</b>	62.07%	65%	54.55%	65%	60%	69.57%	↓	<b>Performance:</b> It has been recognised that the introduction of the Basic Income Pilot has correlated with the reduction in care leavers accessing education, employment and training for young people in the 12 and 24 months post leaving care. The 16+ Team have a new multiply worker within the team and are working to further develop links with Youth Development Team and Employability.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.9.1	Give care experienced children love, care, safe homes to live in and opportunities to try new activities, gain new skills and fulfil their potential working across the Council and partners (SSWB)	<b>YELLOW (Good)</b>	Quarter 3: The delivery of Bridgend Corporate Parenting Strategy is overseen by a multi-agency corporate parenting board. In the last quarter member agencies have been tasked with signing up to the Welsh Government Corporate Parenting Pledge. Each agency has also been developing single agency action plans.	The Children Services action plan will be presented to Board meeting in March alongside other agency plans to form a master action plan for the Corporate Parenting Strategy. Data will be agreed for regular reporting in the new financial year. All agencies have been asked to sign up to the 'Corporate Parent Charter – a promise for Wales'. This is going through Cabinet Committee Corporate Parenting for BCBC's signup.
WBO4.9.2	Develop a Corporate Parenting strategy with care experienced children to explain what public services will do to help them meet their potential and celebrate rights of passage (SSWB)	<b>BLUE (Completed)</b>	Quarter 3: Completed at Q2. The Bridgend Corporate Parenting Strategy was published at the end of April 2023 having been ratified by the Cabinet Committee Corporate Parenting. The strategy is available online The Corporate Parenting Board. The November 2023 Corporate Parenting Board meeting agreed that all Board agencies produce their own action plans for Corporate Parenting from workshops facilitated by the Corporate Parenting and Participation Officer.	The final consolidated action plan encompassing all agency actions will be complete.
WBO4.9.2	Develop a Corporate Parenting strategy with care experienced children to explain what public services will do to help them meet their potential and celebrate rights of passage (EFS)	<b>GREEN (Excellent)</b>	Quarter 3: The Education Engagement Team (EET) continues to work closely with Social Services and Wellbeing Directorate as part of The Corporate Parenting Strategy. A trial of the new Personal Education Plan (PEP) form has been established so that any required improvements can be made. All PEP forms can now be attached to pupil records in the Capita One system, to ensure completions timescales are adhered to and pupil voice is recorded.	



## WBO5: A County Borough that is responding to the climate and nature emergency

### WBO5.1: Moving towards net zero carbon, and improving our energy efficiency

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED57</a> WBO5.1	Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) (CEX SRS) <b>Lower Preferred</b>	47	40						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO20.01</a> WBO5.1	Annual Gas Consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	24,032,495	23,144,515						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO20.02</a> WBO5.1	Annual Electricity Consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	16,542,375	15,130,803						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO20.03</a> WBO5.1	Annual CO2 related to gas consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	4,398	4,235						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO20.04</a> WBO5.1	Annual CO2 related to electricity consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	3,199	2,925						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO23.05</a> WBO5.1	Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) (COMM) <b>Higher Preferred</b>	New 2023-24	5%						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.1.1</a>	Keep reducing our carbon footprint by changing our Council vehicles to electric and further energy efficiency schemes (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Good progress in Q3. The charging facilities that were installed across the corporate estate were energised by Western Power Distribution (WPD) and are now in use. A corporate review of the Ultra Low Emissions Vehicle (ULEV) strategy will now be undertaken to reflect the Council's current budget position and the pace at which this ambitious commitment can be delivered.	
<a href="#">WBO5.1.2</a>	Use feedback from the consultation to agree an Air Quality Action Plan and start work on the measures to improve air quality along Park Street (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Shared Regulatory Services (SRS) are working with Cabinet member to agree date to bring forward report and whether further consultation is required with local members and town Councillors. It is hoped that the final report will be agreed by end of Q4.	Agree date with Cabinet member and present report to Cabinet
<a href="#">WBO5.1.3</a>	Build five new net zero carbon schools (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 3: Each of the five schemes are in design development and due to delays on each scheme, the timescales for the five schemes will be impacted. This target will only be achieved following construction of the schools.	<ul style="list-style-type: none"> <li>Ysgol Gymraeg Bro Ogwr - conclude the pre-application consultation ahead of submitting a planning application.</li> <li>Heronbridge School - gain Cabinet and Corporate Management Board approval to submit a revised Outline Business Case to Welsh Government.</li> <li>English-medium primary school - conclude a review of the elemental cost plan.</li> <li>Ysgol y Ferch o'r Sgêr - conclude a review of the elemental cost plan.</li> <li>Mynydd Cynffig Primary School - submit a planning application.</li> </ul>
<a href="#">WBO5.1.4</a>	Deliver more frontline social care services with workers using the Council's electric vehicles (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: We have our full complement of electric vehicles in use. Work commenced on Monday 23rd October 2023 for 6 EV charging points to be installed at Trem Y Mor; in the interim vehicles are charged at Ravens Court	Evaluation of the EV pilot will take place in the next quarter
<a href="#">WBO5.1.5</a>	Invest in energy efficiency improvements to Council buildings including schools (COMM)	<b>AMBER (Adequate)</b>	Quarter 3: Awaiting decision on funding in order to be able to continue the project on an invest to save basis.	Monitor the funding position or look for external grant opportunities.



## WBO5.2: Protecting our landscapes and open spaces and planting more trees

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.06</a> WBO5.2	Number of blue flag beaches (COMM) <b>Higher Preferred</b>	New 2023-24	3						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO23.07</a> WBO5.2	Number of green flag parks and green spaces (COMM) <b>Higher Preferred</b>	New 2023-24	2						<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.2.1</a>	Deliver projects such as woodland protection, develop and protect our natural environment in partnership with our communities as part of our Bridgend Biodiversity Plan (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Good progress in Q3 with 2 out of 3 activities now completed and the Local Place for Nature Project is now underway and updates on its progress will be available at Q4.	
<a href="#">WBO5.2.2</a>	Work with the Cwm Taf Nature Network Project to enhance and improve access to high quality green spaces in our County Borough (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Good progress in Q3. Project Manager now in place for the new Green Space Enhancement Project (Shared Prosperity Fund) and now working with partners to deliver the activities. Linked to commitment WB03.5.2 above.	
<a href="#">WBO5.2.3</a>	Plant a further 10,000 trees a year and provide a Community Planting Scheme to green our County Borough (COMM)	<b>AMBER (Adequate)</b>	Quarter 3: Awaiting budget decisions and further information regarding the community woodland identified as the preferred site option in order to complete tree planting scheme and landscape designs.	Implementation of scheme is pending budget decisions.

## WBO5.3: Improve the quality of the public realm and built environment through good placemaking principles

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">PAM/018</a> WBO5.3	Percentage of all planning applications determined within 8 weeks (COMM) <b>Higher Preferred</b>	64%	80%	<b>65%</b>	80%	<b>68%</b>	66%	↑	<b>Performance:</b> There has been a marginal increase in performance compared to last quarter. We have been implementing the restructure and have employed new members of staff with another due to start in February. We are therefore expecting an increase in performance.
<a href="#">PAM/019</a> WBO5.3	Percentage of planning appeals dismissed (COMM) <b>Higher Preferred</b>	64%	66%	<b>100%</b>	66%	<b>80%</b>	69%	↑	<b>Performance:</b> On target.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.3.1</a>	Adoption of the Replacement Local Development Plan (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Excellent Progress with all further examination sessions conducted and Welsh Government due to signal their acceptance of our Replacement Local Development Plan. It is expected to come before full Council in March for formal adoption.	

## WBO5.4: Reducing, reusing or recycling as much of our waste as possible

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO20.05</a> WBO5.4	Percentage of Street cleansing waste prepared for recycling (COMM) <b>Higher Preferred</b>	40.47%	40%						<b>Annual Indicator - To be reported at Q4</b>

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">PAM/010</a> WBO5.4	Percentage of highways land inspected by the Local Authority to be found to be of a high / acceptable standard of cleanliness (COMM) <b>Higher Preferred</b>	98.05%	98%	99.9%	98%	100%	97.7%	↑	<b>Performance:</b> On target
<a href="#">PAM/030</a> WBO5.4	Percentage of municipal waste collected by local authorities and prepared for reuse, and/or recycled, including source segregated biowastes that are composted or treated biologically in any other way (COMM) <b>Higher Preferred</b>	71.38%	70%	74.7%	70%	70.45%	70.72%	↙	<b>Performance:</b> Whilst a very slight 0.3% decline in the % rate we are still above 70% which is our target. Tonnages presented by residents overall has fallen potentially due to less purchasing taking place due to economic climate. This has resulted in a slightly lower performance compared to same period last year but is still above target. Less tonnage seen at CRCs potentially contributed to by poor weather also.
<a href="#">PAM/030a)</a> WBO5.4	a) prepared for reuse <b>Higher Preferred</b>	0.68%	1%	3.33%	1%	0.59%	0.37%	↑	<b>Performance:</b> Some long-term sickness in enforcement and cleansing team has meant an increased time to investigate and remove waste.
<a href="#">PAM/030b)</a> WBO5.4	b) prepared for being recycled <b>Higher Preferred</b>	51.01%	49%	49.5%	49%	50.44%	52.35%	↙	<b>Performance:</b> Whilst a very slight 0.3% decline in the % rate we are still above 70% which is our target. Tonnages presented by residents overall has fallen potentially due to less purchasing taking place due to economic climate. This has resulted in a slightly lower performance compared to same period last year but is still above target. Less tonnage seen at CRCs potentially contributed to by poor weather also.
<a href="#">PAM/030c)</a> WBO5.4	c) as source segregated biowastes that are composted or treated biologically in another way <b>Higher Preferred</b>	19.69%	20%	21.9%	20%	19.42%	18.01%	↑	<b>Performance:</b> Some long-term sickness in enforcement and cleansing team has meant an increased time to investigate and remove waste.
<a href="#">PAM/043</a> WBO5.4	Residual waste generated per person (COMM) <b>Lower Preferred</b>	120.20 Kg	131 Kg	60.40 Kg	98.25 Kg	89.86 Kg	90.41 Kg	↑	<b>Performance:</b> On target

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.4.1</a>	Develop our Future Waste Services Model, improving our recycling targets further and converting our vehicles. We will consult on the options with residents in 2024 (COMM)	<b>YELLOW (Good)</b>	Quarter 3: Specialist advice has been sought on the delivery options for the future waste services and will be presented to Scrutiny SOC3 in March before an expected Cabinet decision in April 24.	Feedback awaited from Scrutiny session.
<a href="#">WBO5.4.2</a>	Ensure that the new Community Recycling Centre at Pyle is opened (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Excellent progress as the Waste Operators Licence has now been granted to Kier by Natural Resources Wales and they are preparing to open the new CRC to the public shortly.	

### WBO5.5: Improving flood defences and schemes to reduce flooding of our homes and businesses

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.08</a> WBO5.5	Percentage of statutory sustainable drainage systems (SuDS) applications processed within 7 weeks from receipt of appropriate scheme drawings. (COMM) <b>Higher Preferred</b>	New 2023-24	95%	100%	95%	100%	New 2023-24	N/A	<b>Performance:</b> On target

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.5.1</a>	Invest in and improve flood mitigation measures in our valleys communities to reduce the flood risk (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: New flood prevention and culvert schemes completed in valleys and now monitoring for effectiveness over the winter period and inclement weather. Also identifying what will be the next set of priority schemes for implementation with the Welsh Government Flood Prevention grant monies.	

## WBO6: A County Borough where people feel valued, heard and part of their community

### WBO6.1: Celebrating and supporting diversity and inclusion and tackling discrimination

#### Performance Indicators

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PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CORPB3</a> WBO6.1	Percentage of council staff completing Introduction to Equality and Diversity training (E-Learning or workbook) <b>Higher Preferred</b>	New 2023-24	100%	28.91%	100%	40.63%	New 2023-24	N/A	<b>Performance:</b> Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.1.1</a>	Finish work on current strategic equalities plan and work with communities to develop a new one, supporting Welsh Government on race equality and LGBTQ+ action plans (CEX)	GREEN (Excellent)	Quarter 3: Work continues on the existing Strategic Equalities Plan (SEP) and with the corporate equalities group now established, focus will be on developing the action plan for the next 4 years, incorporating the All Race Wales Action Plan (ARWAP) and a LGBTQIA+ action plan within the main priorities.	
<a href="#">WBO6.1.2</a>	Establish new BCBC staff groups for people with protected characteristic (CEX)	YELLOW (Good)	Quarter 3: Following an analysis of the responses, a number of potential groups have been identified by staff, including those that cover menopause, LGBTQ+, autism/social anxiety, Welsh, mental health, lifestyle, ethnic minority, new managers, and walking outdoors. Human Resources (HR) have looked at what e-learning training we have against each of the groups and work is now underway to move these initiatives forward.	HR to determine how best to progress.

### WBO6.2: Improving the way we engage with local people, including young people, listening to their views and acting on them

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED58</a> WBO6.2	Percentage of consultation participants who answered positively: How effective do you think we have been in meeting our aim of being citizen-focused over the last 12 months? (CEX) <b>Higher Preferred</b>	46%	50%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED59(a)</a> WBO6.2	Level of engagement (Welsh / English) (CEX) a) across consultations <b>Higher Preferred</b>	8,267	8,268						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED59(b)</a> WBO6.2	b) with corporate communications to residents, using the digital communications platform <b>Higher Preferred</b>	795,335	795,336						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED59(c)</a> WBO6.2	c) across all corporate social media accounts <b>Higher Preferred</b>	1,230,698	1,230,699						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.2.1</a>	Review how we communicate and engage with residents, including children and young people to help us become more customer focused and responsive (CEX)	YELLOW (Good)	Quarter 3: Content on the corporate website has constantly been updated and created. Work is continuing with Youth Services to improve their online presence and the information available to young people. The digital communication platform and the engagement platform continues to be utilised to provide updates to residents, as well as support the various corporate consultations that are being carried out.	
<a href="#">WBO6.2.2</a>	Provide new opportunities for the community to engage with us on our regeneration plans, holding workshops with key stakeholders including town councils, learners and community groups (COMM)	GREEN (Excellent)	Quarter 3: Continuing consultation and engagement sessions, including the addition LDP examination in public sessions, Porthcawl Regeneration Open Space Plans, Maesteg Town Centre Placemaking engagement and for the proposed Valleys Regeneration Strategy.	



Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.2.3</a>	Develop the Bridgend County Borough Council Climate Citizens Assembly to allow communities to shape our 2030 Net Zero Carbon Agenda (COMM)	<b>RED</b> <b>(Unsatisfactory)</b>	Quarter 3: This work is on hold pending budget confirmation.	Implementation of Climate Citizens Assembly is pending budget decisions.

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### WBO6.3: Offering more information and advice online, and at local level, and making sure you can talk to us and hear from us in Welsh

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED5</a> WBO6.3	Percentage of first call resolutions (CEX) <b>Higher Preferred</b>	75.91%	75.92%	<b>67.3%</b>	75.92%	<b>77.9%</b>	69.3%	↑	<b>Performance:</b> The first call resolution fluctuates and depends on the complexity of the calls taken by staff within the Contact Centre. The calls are monitored each month and whilst there is little that can be done in relation to the complexity of the calls, discussions are ongoing with the relevant service areas to look at ways of upskilling Advisors to deal with calls at the first point of contact if they can.
<a href="#">CED51</a> WBO6.3	Number of online transactions using the digital platform (CEX) <b>Higher Preferred</b>	103,347	103,348	<b>37,422</b>	77,512	<b>53,834</b>	83,593	↓	<b>Performance:</b> Whilst the online channel is the most popular for customers to access council services, the number of online transactions vary. Previous year's stats were inflated due to the number of online initiatives at the time, for example applications in relation to winter fuel payments etc.
<a href="#">CED52</a> WBO6.3	Number of hits on the corporate website (CEX) <b>Higher Preferred</b>	New 2023-24	1,398,560	<b>1,715,802</b>	1,048,920	<b>2,467,219</b>	New 2023-24	N/A	<b>Performance:</b> On target
<a href="#">CED53</a> WBO6.3	Percentage of staff with Welsh language speaking skills (including schools) (CEX) <b>Higher Preferred</b>	51%	52%	<b>Annual Indicator - To be reported at Q4</b>					
<a href="#">CORPB4</a> WBO6.3	Percentage of council staff completing Welsh Language Awareness E-Learning. <b>Higher Preferred</b>	New 2023-24	100%	<b>28.38%</b>	100%	<b>40.32%</b>	New 2023-24	N/A	<b>Performance:</b> Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.3.1</a>	Develop more community hubs in libraries and other Council buildings so that residents can get more information and help without travelling to Civic Offices (CEX)	<b>AMBER</b> <b>(Adequate)</b>	Quarter 3: We continue working with Awen to support residents to access council services within their local communities, with regular meetings being held with Awen to review. Following the 12 week pilot that was undertaken in partnership with Halo in May 2023 to provide a weekly drop-in session in both the Garw and Ogmere Valleys to understand demand, no decision has been made on whether this service should continue longer term. Since the pilot has stopped though, there have been no further issues raised around the lack of support to residents within those two valleys.	Whilst Cabinet need to decide on whether the drop-in sessions should continue longer term, a wider review is likely needed to explore how best we can continue supporting residents within their communities across the County Borough.

### WBO6.4: Helping clubs and community groups take control of and improve their facilities and protect them for the future

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO16.8</a> WBO6.4	Number of council owned assets transferred to the community for running (CATs) across the County Borough (COMM) <b>Higher Preferred</b>	10	15	<b>Annual Indicator - To be reported at Q4</b>					

<a href="#">DCO23.12</a> WBO6.4	Value of investment with CATs across Bridgend County Borough (COMM) <b>Higher Preferred</b>	New 2023-24	£400,000	<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB69</a> WBO6.4	Number of people supported to have their needs met in their communities by local community co-ordinators and community navigators (SSWB) <b>Higher Preferred</b>	New 2023-24	200	<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.4.1</a>	Invest a further £400k in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities (COMM)	<b>AMBER (Adequate)</b>	Quarter 3: We currently have £604,423 of inward external investment already attributed to CAT related projects. Only completed 5 out of 15 transfers at Q3. Although behind on milestones, we are on target with investments.	Continue to progress transfers as expediently as possible during Q4 within available staff resource constraints.
<a href="#">WBO6.4.2</a>	Develop a more coordinated approach with partners to helping people find activities and groups in their communities (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: We are establishing community network building approaches to bring partners and stakeholders together who support people in communities to connect with what is in place and identify gaps in provision. In partnership with Bavo, a number of community networks are operating on a thematic basis to bring partners and stakeholders together. 9 current networks operating including Mental Health, Health, Social Care and Wellbeing, Food Security, Children and Families, Military Veterans, and Carers. There were 18 network meetings held in Q3. The Resilient Communities approach has been reviewed following learning and insight gained during the pandemic. A pathway approach based on differing levels of need and complexity and who is best placed to support is developing. This involves cross sector working.	Continue to build networks and grow network meetings that are more cross cutting as part of an overarching prevention and wellbeing network in partnership with BAVO and third sector.

## WBO6.5: Becoming an age friendly council

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.5.1</a>	Make Bridgend County Borough a great place to grow old, working with partners to improve leisure activities, accessible housing, care, and support as an Age Friendly Council (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: Bridgend is participating in the all Wales programme supported by Welsh Government and developing its baseline assessment and action plan. This will continue into 2024-25. There are 8 domains of focus including transport, housing, community support and health services, social participation, respect and social inclusion, civic participation and employment, communication and information. The Aging Well in Bridgend survey has been conducted to establish metrics on Age Friendly Bridgend and areas for focus. The survey attracted 227 responses with 67% being aged 60 or above.	Continue to be a part of the Welsh Government and older persons commissioners network to inform local planning and development. Progress the Age Friendly Communities assessment and raise internal and external awareness. Produce draft documents to support stakeholder engagement.

## WBO7: A county borough where we support people to be healthy and happy

### WBO7.1: Improving active travel routes and facilities so people can walk and cycle

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.17</a> WBO7.1	New active travel routes (length in KM) (COMM) <b>Higher Preferred</b>	New 2023-24	4						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.1.1</a>	Improve sustainable and active travel choices, including the Metrolink bus facility in Porthcawl, to increase connectivity and greener travel choices (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: The Metrolink Project is progressing well and its construction will be complete in April 2024. Welsh Government have also confirmed subsidy for bus services in 24/25 to enable two routes to Porthcawl to operate. The Ynysawdre Active Travel link is nearing completion, with its final coat of tarmac and signage being installed.	

### WBO7.2: Offering attractive leisure and cultural activities

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">SSWB70</a> WBO7.2	Number of visits by older adults to physical activity opportunities supported (SSWB) <b>Higher Preferred</b>	New 2023-24	Establish Baseline						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB71</a> WBO7.2	Number of individuals who commence programmes and complete 16 weeks of activity (SSWB) <b>Higher Preferred</b>	350	370						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB72</a> WBO7.2	Percentage of pupils who participate in three or more occasions of activity per week (SSWB) <b>Higher Preferred</b>	44.6%	46%						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB73</a> WBO7.2	Participation in the summer reading challenge in libraries (SSWB) <b>Higher Preferred</b>	New 2023-24	2,378						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">SSWB74</a> WBO7.2	Participation in Childrens events in libraries (SSWB) <b>Higher Preferred</b>	61,855	48,176						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.2.1</a>	Redevelop Porthcawl Grand Pavilion to increase the use of the new facilities and extend social and leisure facilities, in partnership with Awen Cultural Trust (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Good progress with the Grand Pavilion design and planning application submitted for determination in April 2024. Procurement advice currently being finalised. The Project Board is meeting regularly and AWEN to establish stakeholder reference group in the coming months.	
<a href="#">WBO7.2.2</a>	Develop an active leisure offer for older adults to improve physical and mental wellbeing (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: Welsh Government and Sport Wales are supporting this initiative during 23/24 and have confirmed it can be continued into 24/25. The focus has been on growing usage of leisure facilities or ancillary programmes that benefit older adults. The 60 plus active leisure programme is supporting weekly opportunities for people with dementia, cognitive impairment, and loneliness with additional support programmes for unpaid carer wellbeing. The Super-Agers programme is supporting community-based opportunities to become sustainable at 4 locations.	Expand the range of opportunities within the available budget and capture impact required by funders. Identify opportunities to attract more resources and engage older adults.

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.2.3</a>	Increase the use of the exercise referral programme by people who may have found it hard to participate in the past (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: The National Exercise Referral Scheme (NERS) programme is operating beyond capacity and with waiting lists in place for support. Referrals are in place from all GP surgeries. There were 453 new referrals in Q3 with 476 sessions attended. 128 participants had a mid-programme review. Programmes include cardiac, back care, falls, stroke, mental health and the generic pathway. Separate pathways, funded via CTM health board are operating regionally alongside the NERS programmes with referrals via CTM. Pathways include pulmonary rehabilitation, joint care and cancer pre-habilitation for surgery.	Public Health Wales are changing the model of scheme operation which may influence the range of conditions supported and the types of intervention. The 16 week completions build as the year progresses.
<a href="#">WBO7.2.4</a>	Complete the refurbishment of Pencoed library and provide investment into library services (SSWB)	<b>BLUE (Completed)</b>	Quarter 3: This has been completed by Awen utilising external investment via Welsh Government and Awen resources during Q1. Library related usage is monitored on a quarterly basis as part of the cultural partnership and includes a diverse range of areas including events, borrowing, and digital resources. At Q3 there have been 7723 visits (supporting 4405 adult issues, 4736 junior issues, 229 ICT sessions, 88 new borrowers).	
<a href="#">WBO7.2.5</a>	Develop a long-term Active Bridgend plan and leisure strategy (SSWB)	<b>AMBER (Adequate)</b>	Quarter 3: The Council is responding to the Wales Audit Office (WAO) review of the Active Bridgend plan and related Better Health Successful Sport plan that expired during the pandemic to create a longer term vision and plan. A report has been presented to CCMB to consider an extension of the Healthy Living partnership with Halo, with legal and procurement advice sought on considerations and implications, and proposed benefits externally assessed and validated. A procurement exercise has been conducted and completed to identify a development partner to support the long term Active Bridgend strategy development process.	Report to Cabinet in April on potential healthy living partnership extension. Engage support to help take this project forward and involve stakeholders.

### WBO7.3: Improving children's play facilities and opportunities

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">DCO23.09</a> WBO7.3	Value of investment in play areas (COMM) <b>Lower Preferred</b>	New 2023-24	£1,000,000						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">DCO23.10</a> WBO7.3	Number of play areas that have been refurbished (COMM) <b>Higher Preferred</b>	New 2023-24	20						<b>Annual Indicator - To be reported at Q4</b>

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.3.1</a>	Improve the quantity and quality of play opportunities. We will Invest in all children's play areas and make sure inclusive play equipment is provided to allow opportunities for all (SSWB)	<b>GREEN (Excellent)</b>	Quarter 3: The need for a play sufficiency network group was approved by cabinet and reviewed at scrutiny when considering the play sufficiency assessment and action plan required by Welsh Government. An initial meeting has taken place in Dec 23. We continue to develop the skills of and confidence of our workforce with new coaches and activity leaders attending a range of training to support inclusive practice including family thrive programme, 1 regulating behaviour, 5 therapeutic activities, 5 safeguarding, 4 wellbeing mentoring and 10 rebound therapy. At the end of Q3 there have been 59 training sessions (including 25 new participants).	Next full play sufficiency assessment is due for June 2025. The network group will need to support the assessment and action planning process.
<a href="#">WBO7.3.1</a>	Improve the quantity and quality of play opportunities. We will Invest in all children's play areas and make sure inclusive play equipment is provided to allow opportunities for all (COMM)	<b>GREEN (Excellent)</b>	Quarter 3: Excellent progress with tender now awarded for the refurbishment of the next set of 19 Children's Play Areas across the County.	
<a href="#">WBO7.3.2</a>	Roll-out the Dare2Explore project in at least 1 more school (EFS)	<b>BLUE (Completed)</b>	Quarter 3: The "Dare2Explore" project was initially rolled out to Coleg Cymunedol Y Dderwen and Cynffig Comprehensive School. Following the pilot, all secondary schools in Bridgend have engaged with the project leader.	
<a href="#">WBO7.3.3</a>	We will increase the range of after school music ensembles and activities to ensure more pupils benefit from this provision (EFS)	<b>BLUE (Completed)</b>	Quarter 3: A new training string ensemble has been established for beginner string players of all school ages, increasing the number of ensembles further, as part of the recovery after COVID-19. The Bridgend Music Service will continue to recruit more members to return to pre-COVID19 membership levels.	



## WBO7.4: Providing free school meals and expanding free childcare provision

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS160 WBO7.4	Number of two-year-olds accessing childcare through the Flying Start programme (EFS) <b>Higher Preferred</b>	321	500	460	470	472	332	↑	<b>Performance:</b> The expansion of the Flying Start programme has so far created significant additional capacity. At the end of December 2023, there were 472 children registered at Flying Start settings in Bridgend. This is an increase of 151 on the 2022-202 year-end position. An additional intake in January 2024 should realise the target of 500 children.
DEFS162 WBO7.4	Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least 'good' (EFS) <b>Higher Preferred</b>	New 2023-24	100%	71%	100%	76.5%	New 2023-24	N/A	<b>Performance:</b> The quarter 3 percentage represents 13 of 17 funded non-maintained settings that have so far received a joint inspection. This is an improvement from the end of the last quarter. A strong professional development offer, generous grants and the ongoing support of local authority officers continues to support improvement across the funded non-maintained sector. This work should officially be recognised when settings are inspected / re-inspected as part of Estyn / Care Inspectorate Wales's joint inspection cycle.
DEFS163 WBO7.4	Percentage of eligible learners offered a free school meal (EFS) <b>Higher Preferred</b>	New 2023-24	100%	100%	100%	100%	New 2023-24	N/A	<b>Performance:</b> All eligible pupils are currently offered a universal primary free school meal.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.4.1	Provide free school meals to all primary school learners by September 2024 (EFS)	GREEN (Excellent)	Quarter 3: There has been no change on the quarter 2 position. The local authority has successfully implemented Universal Primary Free School Meals (UPFSM) for Reception and Year 1-3. Nursery implementation is due by the end of January 2024 and Year 4 at the start of the 2023-2024 summer term. Years 5 and 6 will follow from September 2024.	
WBO7.4.2	Work with childminders, nurseries and others to roll-out universal childcare for all two-year-olds (EFS)	GREEN (Excellent)	Quarter 3: There has been a further increase in the children accessing Flying Start funded childcare through the expansion programme. There have been 183 additional children accessing childcare up to the end of quarter 3. A further intake will take place in January 2024.	

## WBO7.5: Integrating our social care services with health services so people are supported seamlessly

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB75 WBO7.5	Number of people recorded as delayed on the national pathway of care (SSWB) <b>Lower Preferred</b>	New 2023-24	71	93	71	50	New 2023-24	N/A	<b>Performance:</b> On target

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.5.1	Work even more closely with the NHS so all people receive the right health or care service at the right time (SSWB)	GREEN (Excellent)	Quarter 3: Complete recruitment activity for integrated Regional Integrated Fund (RIF) posts. Embed new model following the Social Work Review. The integrated community services continue to work closely with NHS colleagues to support their objectives and pressures. Work to implement the new model of social work continues.	Work collaboratively to develop new pathways to support the new model, which is in place as the result of the Social Work Review. Implement new model of social work in Q4

## WBO7.6: Improving the supply of affordable housing

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">CED60</a> WBO7.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) <b>Higher Preferred</b>	110	110						<b>Annual Indicator - To be reported at Q4</b>
<a href="#">CED61</a> WBO7.6	Total number of empty properties returned to use with local authority intervention (CEX) <b>Higher Preferred</b>	5	5						<b>Annual Indicator - To be reported at Q4</b>

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.6.1</a>	Increase the number of affordable homes in Bridgend County Borough in partnership with Welsh Government and social landlords (CEX)	<b>GREEN (Excellent)</b>	Quarter 3: Monthly meetings continue to take place with the development teams of all Registered Social Landlords in the area to ensure Social Housing Grant is fully utilised and development maximised. We have also worked with the same teams to acquire homes through the Transitional Capital Programme Grant. Quarterly Bridgend Housing Partnership meetings continue to take place as does meetings with Welsh Government. Monthly meetings take place with Planning colleagues. Work with the private sector is progressing to introduce affordable homes through the Welsh Government Leasing Scheme.	
<a href="#">WBO7.6.2</a>	Get a better understanding of housing and support needs and work with social landlords to provide homes to suit those needs (CEX)	<b>YELLOW (Good)</b>	Quarter 3: Housing and support needs assessment was undertaken during the development of the Housing Strategy. Housing needs are discussed with Registered Social Landlords in monthly development meetings where general needs housing, temporary accommodation and supported housing schemes are discussed.	
<a href="#">WBO7.6.3</a>	Improve the way we deal with empty homes (CEX)	<b>YELLOW (Good)</b>	Quarter 3: Work has continued on the Empty Properties Loan Scheme which is nearing completion. The Empty Properties Working Group continues to target the Top 20 empty properties in the Borough. We are working with the Welsh Government Industry Expert and in addition to the working group that property specific meetings have been arranged with representation across the Council to generate a coordinated approach to remedying their defective condition which has included partnership working with an RSL. We also intend to make use of our further powers for Enforced Sale and Compulsory Purchase	

## Ways of Working Performance Indicators not linked to a Wellbeing Objective

### Performance Indicators

PI Ref	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
<a href="#">PAM/001</a>	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence <b>Lower Preferred</b>	13.20 days	No target	5.35 days	No target	8.77 days	9.77 days	↑	<b>Performance:</b> Sickness has improved compared to this time last year. Sickness continues to be monitored.
<a href="#">CORPB5</a>	Percentage of staff that have completed a Personal Review/Appraisal (excluding schools) <b>Higher Preferred</b>	58.05%	80%	<b>Annual Indicator - To be reported at Q4</b>					
<a href="#">DCO16.9</a>	Realisation of capital receipts targets (COMM) <b>Higher Preferred</b>	£3.71 million	£0	£0	£0	£0	£3.5 million	Trend not applicable	<b>Performance:</b> A disposals programme for the next five years is being developed but there are no disposals planned for Q3/Q4.
<a href="#">DCO19.02</a>	Percentage of full statutory compliance across BCBC operational buildings (COMM) <b>Higher Preferred</b>	78.6%	100%	82%	100%	85%	73.5%	↑	<b>Performance:</b> Small improvement in compliance compared to Q2, and overall improvement in statutory compliance across the estate since Q3 last year.
<a href="#">DCO23.14</a>	Percentage of statutory compliance across BCBC operational buildings - Big 5 (COMM) <b>Higher Preferred</b>	New 2023-24	100%	92%	100%	94%	New 2023-24	N/A	<b>Performance:</b> Small improvement in compliance compared to Q2 and significantly improved compliance picture overall.
<a href="#">DOPS34a</a>	Availability of voice and data network (CEX) <b>Higher Preferred</b>	100%	99.99%	100%	99.99%	100%	100%	↔	<b>Performance:</b> On target
<a href="#">DOPS34b</a>	Availability of storage area network (CEX) <b>Higher Preferred</b>	100%	99.99%	100%	99.99%	100%	100%	↔	<b>Performance:</b> On target
<a href="#">DOPS34c</a>	Availability of core applications, central printers and multi-functional devices and network connected devices (CEX) <b>Higher Preferred</b>	99.99%	99.90%	99.94%	99.9%	99.98%	99.99%	↙	<b>Performance:</b> This indicator remains on target. Performance is down very slightly at Q3 due to a "Canon printing failure" which was resolved by the supplier.
<a href="#">DRE6.1.1</a>	Percentage budget reductions achieved (Overall) <b>Higher Preferred</b>	72.1%	100%	90.4%	100%	90.4%	72.1%	Trend not applicable	<b>Performance:</b> Position at Q3 remains the same, of the £2.608 million savings target, £2.358 million has been achieved to date. The most significant reduction proposals unlikely to be achieved in full are:- <ul style="list-style-type: none"> <li>• EDFS1 Delegation of school transport responsibilities to The Bridge Pupil Referral Unit (£40k). Officers are continuing to investigate the practicalities and implications of this bespoke transport arrangement.</li> <li>• COM1 Closure of each of the Community Recycling Centre sites for one weekday per week (£50k). Public Consultation has been undertaken with the outcome reported back to Cabinet on 21 November 2023, where the proposal was approved. A marginal saving will be made in 2023-24, with the full saving being realised in 2024-25.</li> <li>• COM 2 Charging Blue Badge Holders for parking (£40k). The traffic management team have been engaged in the introduction of the national speed limit in built up areas, and therefore the saving proposal is unlikely to be achieved in 2023-24 due to the processes required to introduce any change.</li> <li>• COM5 Commercially let a wing of Ravens Court to a partner organisation or business (£120k) Delay in progressing budget reduction proposal whilst the Future Service Delivery model is being developed. Directors continue to work with their staff to deliver their proposals or alternatives and this is reflected in the forecast year end spend.</li> </ul>

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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>15 APRIL 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, following which COSC coordinates 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.
- 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>Cabinet Members</b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b>Officers</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>Cabinet Members</b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b>Officers</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
A 3 Year Sustainability Plan to Improve Outcomes for Children and Family Services in Bridgend: Year 1 Report on Progress - 2023/24	To Monitor the Action Plan Progress in Year One.	<p><b>Cabinet Members</b> Deputy Leader of Council and Cabinet Member for Social Services and Health;</p> <p><b>Officers</b> Corporate Director – SSWB; Head of Children's Social Care;</p>
Information Report for Noting – Quarter 3 Performance 2023-24 (& Dashboard)	Quarter 3 performance report and Dashboard post reporting to COSC for SOSC 2 Members' information.	N/A

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

**APPENDIX A**

<b>Reports to be Scheduled</b>		
<b>Report Topics</b>	<b>Information Required / Committee's Role</b>	<b>Invitees</b>
<b>Reablement Care</b>	The Committee added this to their forward work programme to consider the current issues being experienced in the County Borough and specifically how the Authority is working with the Health Service to support individuals who require reablement care when discharged from hospital.	<b><u>Cabinet Members</u></b>  <b><u>Officers</u></b>  <b><u>External</u></b>
<b>Update from the Learning Disability Transformation Programme</b>	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: <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>	<b><u>Cabinet Members</u></b>  <b><u>Officers</u></b>  <b><u>External</u></b>
<b>Direct Payments</b>		<b><u>Cabinet Members</u></b>  <b><u>Officers</u></b>  <b><u>External</u></b>
<b>Post 18 Housing and Financial Support for Care Experienced Children (Post Basic Income Pilot)</b>		<b><u>Cabinet Members</u></b>  <b><u>Officers</u></b>  <b><u>External</u></b>
<b>Annual Report - Corporate Parenting</b>		<b><u>Cabinet Members</u></b>  <b><u>Officers</u></b>  <b><u>External</u></b>

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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	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	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>

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
	further integration with BAVO	Leisure was established for a 15-year period in 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/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.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/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.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/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.pdf">https://democratic.bridgend.gov.uk/documents/s31760/SOSC2ResponsetoRecommendationsandActions10July230902.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 Ogmere to request an invitation to the round table meetings run by them, involving third sector and voluntary organisations and relating to	Scrutiny/Chair of SOSC 2	<b>ACTIONED</b> – response and information circulated 12 February 2024.	<a href="https://democratic.bridgend.gov.uk/documents/s31751/AppendixASarahMurphyMSandHuwIrrancaDaviesMS.pdf">https://democratic.bridgend.gov.uk/documents/s31751/AppendixASarahMurphyMSandHuwIrrancaDaviesMS.pdf</a>

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		mental health and the <i>Bridgend Mental Health Pathway</i> .			<a href="https://democratic.bridgend.gov.uk/documents/s31768/AppendixBemailfromtheOfficeoftheMemberoftheSeneddforBridgend28September2023.pdf">https://democratic.bridgend.gov.uk/documents/s31768/AppendixBemailfromtheOfficeoftheMemberoftheSeneddforBridgend28September2023.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/documents/s31770/SOSC2ResponsestoRecs18Sept23amended120224.pdf">https://democratic.bridgend.gov.uk/documents/s31770/SOSC2ResponsestoRecs18Sept23amended120224.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:	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;pa">https://democratic.bridgend.gov.uk/ecSDDisplayClassic.aspx?NAME=SD787&amp;ID=787&amp;RPID=6256609&amp;sch=doc&amp;cat=13499&amp;pa</a>

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		a) Information regarding the types of courses available from ARC; b) Information on how the service has evolved and adapted in recent years; c) Data showing the age range of individuals accessing the service, the reasons why and the interventions of the service with them; and d) Case examples of work that has been done on an individual and group level in the last 12 months.			<a href="https://democratic.bridgend.gov.uk/documents/s31770/SOSC2ResponestoRecs18Sept23amended120224.pdf">th=13490%2c13493%2c13499</a>
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/documents/s31770/SOSC2ResponestoRecs18Sept23amended120224.pdf">https://democratic.bridgend.gov.uk/documents/s31770/SOSC2ResponestoRecs18Sept23amended120224.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	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=S787&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=S787&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
		local authorities and therefore ensuring that Bridgend retains a skilled workforce.			
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=d&amp;oc&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=d&amp;oc&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/documents/s31788/30NovLetterfromChairofSOSC2.pdf">https://democratic.bridgend.gov.uk/documents/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/documents/s31787/29Nov23LettertoMinisterforEducationandWL.pdf">https://democratic.bridgend.gov.uk/documents/s31787/29Nov23LettertoMinisterforEducationandWL.pdf</a>  <a href="https://democratic.bridgend.gov.uk/documents/s31789/19December23ResponsefromMinisterforEducation.pdf">https://democratic.bridgend.gov.uk/documents/s31789/19December23ResponsefromMinisterforEducation.pdf</a>

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
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.	
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/documents/s31776/14Dec2023LettertoMinisterforClimateChange.pdf">https://democratic.bridgend.gov.uk/documents/s31776/14Dec2023LettertoMinisterforClimateChange.pdf</a>  <a href="https://democratic.bridgend.gov.uk/documents/s31777/JJ0335723ResponsefromWGJulieJames240110.pdf">https://democratic.bridgend.gov.uk/documents/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		Recommendations circulated requesting response - to be provided.	

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		be made available to the Budget Research and Evaluation Panel.			
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 resources, for example, the provision of transport to school for a disabled child in a family with a Motability car.		Recommendations circulated requesting 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	<p><b>ACTIONED</b> - Recommendations formally reported to COSC and onward to Cabinet on 6 February 2024 for consideration and response.</p> <p>Response from Cabinet on 20 February 2024.</p>	<p><a href="https://democratic.bridgend.gov.uk/eListDocuments.aspx?CId=141&amp;MId=4425&amp;Ver=4">https://democratic.bridgend.gov.uk/eListDocuments.aspx?CId=141&amp;MId=4425&amp;Ver=4</a></p> <p><a href="https://democratic.bridgend.gov.uk/eListDocuments.aspx?CId=141&amp;MId=4426&amp;Ver=4">https://democratic.bridgend.gov.uk/eListDocuments.aspx?CId=141&amp;MId=4426&amp;Ver=4</a></p>
19 Feb 24	<b>Social Services and Wellbeing Commissioning Strategies 2023-28</b>	<p><b>Financial Resources and Achievability</b></p> <p>Whilst fully supporting the basis and argument behind the Commissioning Strategies, Members expressed concern regarding the potential funding available</p>	Scrutiny / Corporate Director -Social Services and Wellbeing	Recommendations circulated requesting response - to be provided	

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		<p>to take them forward given the difficult current, and predicted future, budget situation. The Committee appreciate that the exact financial requirements would not been known until full business cases had been developed, however, on face value Members queried whether the strategies were entirely realistic and achievable even on work scheduled for year one, given the Authority’s resources, both financial and staff based. Members agreed to monitor this closely in any future related work the Committee considers, and also requested that this be referred to the Corporate Overview and Scrutiny Committee for examination under their regular budget monitoring item.</p>			
19 Feb 24	<p><b>Social Services and Wellbeing Commissioning Strategies 2023-28</b></p>	<p><b>Consistency of data provided</b>                      The Committee commented on the data displayed in the strategies and that at times there were percentages provided whilst other times figures are quoted. Members proposed that there be a consistent approach throughout the document for ease of reference, particularly for the public.</p>	<p>Scrutiny / Corporate Director -Social Services and Wellbeing</p>	<p>Recommendations circulated requesting response - to be provided</p>	
19 Feb 24	<p><b>Social Services and Wellbeing</b></p>	<p>Following a query as to how the Committee could assist the service area in any way in taking the Commissioning</p>	<p>Scrutiny / Corporate Director -Social</p>	<p>Recommendations circulated</p>	

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
	<b>Commissioning Strategies 2023-28</b>	Strategies forward, it was proposed and agreed by the Committee that Members be encouraged to share the key messages with their fellow Councillors as well as their constituents in respect of managing expectations. Members were asked to spread the word that services will be provided differently in future with more innovative practices, such as a series of short-term services for individuals, rather than possibly full long-term packages of care from the start. This was to try and reduce demand and pressure on services and also proved more successful at enabling people to regain their independence.	Services and Wellbeing	requesting response - to be provided	
19 Feb 24	<b>Social Services and Wellbeing Commissioning Strategies 2023-28</b>	<b>Additional Information</b> The Committee requested that they receive copies of the presentations referred to by the Deputy Leader and Cabinet Member – Social Services and Health that were presented to the recent Regional Partnership Board.	Scrutiny/ Deputy Leader	<b>ACTIONED</b> – Information circulated 8 April 2024.	N/A
19 Feb 24	<b>Care Inspectorate Wales Inspection of Bridgend County Borough Council's</b>	The Committee welcomed the positive report from the Care Inspectorate Wales and stated that it was indicative of the hard work that has gone on from care home and social services staff to address	Scrutiny / Corporate Director -Social Services and Wellbeing	Recommendations circulated requesting response - to be provided	

**APPENDIX B**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
	<b>Regulated Services in Adult Social Care</b>	the areas highlighted and implement improvements. Members congratulated all involved on a glowing report.			
19 Feb 24	<b>Forward Work Programme Update</b>	The Committee also agreed to add the subject of 'Reablement Care' to their forward work programme to consider the current issues being experienced in the County Borough and specifically how the Authority is working with the Health Service to support individuals who require reablement care when discharged from hospital.	Scrutiny / Corporate Director -Social Services and Wellbeing	Added to the FWP	N/A