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



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

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

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



**Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate**  
Deialu uniongyrchol / Direct line /: 01656 643148 / 643694 / 643513  
Gofynnwch am / Ask for: Democratic Services

**Dyddiad/Date:** Friday, 6 March 2026

Dear Councillor,

**SOCIAL SERVICES, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE  
(FORMERLY SUBJECT OVERVIEW & SCRUTINY COMMITTEE 2)**

A meeting of the Social Services, Health and Wellbeing Overview and Scrutiny Committee (Formerly Subject Overview & Scrutiny Committee 2) will be held Hybrid in the Council Chamber - Civic Offices, Angel Street, Bridgend, CF31 4WB / remotely via Microsoft Teams on **Thursday, 12 March 2026 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

To receive for approval the minutes of a meeting of the Social Services, Health and Wellbeing Overview and Scrutiny Committee 2 of the 23/01/26

5 - 8

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4 Update Report: The Learning Disabilities Transformation Programme

9 - 16

Invitees

Councillor Jane Gebbie - Deputy Leader / Cabinet Member for Social Services, Health and Wellbeing

Claire Marchant - Corporate Director - Social Services and Wellbeing

Kelvin Barlow - Head of Adult Social Care

Shagufta Khan - Social Work Lead in Adult Social Care

Mark Wilkinson - Group Manager - Learning Disability, Mental Health and Substance Misuse

Jane Lewis - Group Manager, Direct Care Provider Services

Ceri Williams - Provider Service Manager, Learning disabilities, mental health & related services

Michelle Phelps - Supported Living Manager

5 Assisted Transport Policy

17 - 34

Invitees

Councillor Jane Gebbie - Deputy Leader / Cabinet Member for Social Services, Health and Wellbeing

Claire Marchant - Corporate Director - Social Services and Wellbeing

Kelvin Barlow - Head of Adult Social Care

Jane Lewis - Group Manager, Direct Care Provider Services

6 Conclusions and Recommendations

7 Forward Work Programme Update

35 - 58

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 would like to view this meeting live, please contact [cabinet\\_committee@bridgend.gov.uk](mailto:cabinet_committee@bridgend.gov.uk) or tel. 01656 643148 / 643694 / 643513 / 643159.**

Yours faithfully

**K Watson**

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

Councillors:

S Aspey

F D Bletsoe

S J Bletsoe

C Davies

P Davies

S Easterbrook

P Ford

D M Hughes

RM James

P W Jenkins

W J Kendall

M Lewis

J Llewellyn-Hopkins

R Williams

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MINUTES OF A MEETING OF THE SOCIAL SERVICES, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE (FORMERLY SUBJECT OVERVIEW & SCRUTINY COMMITTEE 2) HELD HYBRID IN THE COUNCIL CHAMBER - CIVIC OFFICES, ANGEL STREET, BRIDGEND, CF31 4WB ON FRIDAY, 23 JANUARY 2026 AT 10:00

Present

Councillor F D Bletsoe – Chairperson

S J Bletsoe

C Davies

S Easterbrook

Present Virtually

S Aspey  
R Williams

RM James

W J Kendall

M Lewis

Apologies for Absence

D M Hughes and P W Jenkins

Invitees

Councillor Jane Gebbie

Deputy Leader / Cabinet Member Social Services, Health and Wellbeing

Claire Marchant  
Sophie Moore

Corporate Director – Social Services and Wellbeing  
Group Manager – Prevention and Wellbeing

Scott Rolfe  
Adrian Ballington

Chief Executive – Halo Leisure  
Head of Development and Partnerships – Greenwich Leisure Limited

Officers

Meryl Lawrence  
Jessica McLellan

Senior Democratic Services Officer – Scrutiny  
Scrutiny Officer

**This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg**

Declarations of Interest

R Williams – Personal – Item 4 – Customer of Halo Leisure

S J Bletsoe – Personal – Item 6 - Employed in the private rented sector (should reference be made to private rented sector and local housing allowance)

**56. Approval of Minutes**

|                    |   |
|--------------------|---|
| Decision Made      | <u>RESOLVED:</u><br><br>That the minutes of the meeting of Social Services, Health and Wellbeing Overview and Scrutiny Committee dated 6 November 2025 be approved as a true and accurate record. |
| Date Decision Made | 23 January 2026   |

**57. Healthy Living Partnership - Agency Model**

|               |   |
|---------------|---|
| Decision Made | <u>RESOLVED:</u><br><br>Following detailed consideration and discussions with a Cabinet Member, Senior Officers and Invitees, the Committee made the following recommendation and requests for additional information:<br><br><b>Recommendation</b><br><br>1. The Committee discussed the importance of long-term investment to sustain leisure facilities and <b>recommended</b> that an Asset Strategy be developed including longer term capital investment.<br><br><b>Additional Information Requested</b><br><br>2. Members expressed concern regarding the risk of a procurement challenge arising from a modification to the contract terms if the Agency Model is implemented, <b>requested</b> sight of the further indemnified legal advice that will be provided to Cabinet when they are asked to agree to the Agency Model being adopted and <b>requested</b> a confidential Members' Briefing to provide reassurance regarding the risk from challenge.<br><br>The Committee acknowledged that it is Cabinet's responsibility to further explore the risk following |
|---------------|---|

|                    |   |
|--------------------|---|
|                    | <p>the indemnified further legal advice and <b>requested</b> that Cabinet considers the concerns expressed by the Committee in their deliberations.</p> <p>3. The Committee <b>requested</b> a timeline of milestones for the implementation of the Agency Model up to April 2027.</p> <p>4. The Committee <b>requested</b> the value of past refunds from HMRC relating to the supply of leisure services and for which years.</p> |
| Date Decision Made | 23 January 2026   |

**58. Information Report - Corporate Performance Quarter 2 2025-26**

|                    |   |
|--------------------|---|
| Decision Made      | <p><b><u>RESOLVED:</u></b></p> <p>The Committee considered the content of the Corporate Performance Quarter 2 2025-26 report, the Corporate Performance Dashboard Quarter 2 2025-26 and the Regulatory Tracker updated for Quarter 2 2025-26 within the remit of the Committee, had regard to the dashboard and the tracker when considering the Committee’s Forward Work Programme report and made the following recommendations:</p> <p><b>Recommendations</b></p> <p>5. The Committee expressed concern regarding the lack of a target regarding sickness levels and <b>recommended</b> that consideration be given to setting a target to establish whether working practices can be improved and to ensure the best support for staff wellbeing.</p> <p>6. With reference to Performance Indicator CED70, the Committee expressed concern that while the percentage of complaints closed within timescales had improved from the same period last year, it had declined from the year end position and is far from the target of 80% and <b>recommended</b> that the issue be referred to the Corporate Overview and Scrutiny Committee for further consideration.</p> |
| Date Decision Made | 23 January 2026   |

### Forward Work Programme Update Report

|                    |   |
|--------------------|---|
| Decision Made      | <p><u>RESOLVED:</u></p> <p>That the Committee approved the Forward Work Programme (FWP) in Appendix A, noted the Recommendations Monitoring Action Sheet in Appendix B, noted that the FWP as approved by the Committee would be reported to the next meeting of the Corporate Overview and Scrutiny Committee for information and made the following recommendation:</p> <p>7. Members expressed concern regarding the timeliness of responses to their Recommendations and Requests for Additional Information highlighting that this appeared to be an issue across a number of Committees and expressed frustration regarding the level of pursuing required to obtain a response. The Committee <b>recommended</b> that the issue be escalated to the Chief Executive for response and that their recommendation is also brought to the attention of the Chairs of the Corporate Overview and Scrutiny Committee and Governance and Audit Committee.</p> |
| Date Decision Made | 23 January 2026   |

### 60. Urgent Items

|                    |                 |
|--------------------|-----------------|
| Decision Made      | None            |
| Date Decision Made | 23 January 2026 |

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

The meeting closed at 11:36.

# Agenda Item 4

|   |   |
|---|---|
| <b>Meeting of:</b>  | <b>SOCIAL SERVICES, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE</b>  |
| <b>Date of Meeting:</b>   | <b>12 MARCH 2026</b>  |
| <b>Report Title:</b>  | <b>UPDATE REPORT: THE LEARNING DISABILITY TRANSFORMATION PROGRAMME</b>  |
| <b>Report Owner:<br/>Responsible<br/>Chief Officer /<br/>Cabinet Member</b> | <b>CORPORATE DIRECTOR - SOCIAL SERVICES &amp; WELLBEING</b>   |
| <b>Responsible<br/>Officer:</b>   | <b>SHAGUFTA KHAN<br/>SOCIAL WORK LEAD</b>   |
| <b>Policy Framework<br/>and Procedure Rules:</b>                            | <b>There is no effect upon the Policy Framework and Procedure Rules.</b>  |
| <b>Executive Summary:</b>   | <p><b>The purpose of this report is to provide an update on the progress of the Learning Disability Service Transformation programme which was reported to the Extraordinary Meeting of Subject Overview and Scrutiny Committee 2 in December 2023.</b></p> <p><b>The report will set out the background which led to the Transformation Programme, provide a summary of the activity undertaken, detail the impact to date and make recommendations for the continuation of the programme.</b></p> |

## **1. Purpose of Report**

- 1.1 The purpose of this report is to outline to the Social Services, Health and Wellbeing Overview and Scrutiny Committee an update on the Learning Disability Transformation Programme within Adult Social Care. It combines a narrative account of the service transformation and achievements to date.
- 1.2 The report demonstrates how the Council has moved from an unsustainable financial position in 2022–23 to a significantly improved and controlled position in 2024–25, while strengthening professional practice and commissioning oversight.

## 2. Background

### Strategic Context and Rationale for Change

- 2.1 In 2022–23, the Adult Services Learning Disability budget recorded an overspend of £3.672 million which was unsustainable. Cost pressures were driven by:
- Increasing complexity of need
  - High-cost supported living and residential placements
  - Growth in 2:1 support arrangements
  - Limited systematic reassessment of high-cost packages
  - Market inflationary pressures.
- 2.2 Bridgend County Borough Council (BCBC) commissioned an independent assessment of our Learning Disability Services in 2019. These were undertaken by Alder Consulting and updated in 2023. This evidenced that expenditure had reached a “tipping point”. Without clear direction and action, the service was not supporting people to maximise their independence and overspends were projected to escalate further.
- 2.3 The 2023 Assessment recommended a structured transformation approach built on:
- Re-embedding the Progression Model of social work practice
  - Outcome-focused, strengths-based assessment
  - Stronger brokerage and commissioning discipline
  - Strategic workforce investment to constrain budget growth
- 2.4 In response, the Learning Disability Transformation Programme was formally launched in December 2023. Details of the Transformation Plan were presented to the Overview and Scrutiny Committee 2 on 6 December 2023.

## 3. Current Situation/Proposal

### 2024–25 Transformation Delivery and Financial Impact

- 3.1 The 2024–25 year marked the first full year of structured transformation delivery. Each workstream within the programme worked against projected financial achievements, with every workstream exceeding financial targets for both cost avoidance and cashable savings.

Below is the breakdown of achievement of each workstreams:

#### Outcome Focused Assessment Workstream

- 3.2 Three Senior Social Work Practitioners delivered targeted reassessments of the highest-cost care packages across:

- External supported living
- Residential placements
- Independent domiciliary care

Original projection (March 2024–April 2025):

- 46 reassessments
- £670,000 projected full-year reduction in costs

Actual delivery:

- 63 reassessments completed
- £1,066,250 full-year reduction in costs

Savings were realised through:

- Reduction in 2:1 and 1:1 staffing where progression evidenced
- Review and reduction of waking night support
- Step-down from higher-cost provision
- Rightsizing of supported living arrangements

- 3.3 This work demonstrated strong proof of concept for two dedicated posts. However, more importantly, reassessments were conducted using strengths-based, outcome-focused methodology to ensure care remained proportionate and maximised individual's independence.

**Continuing Healthcare (CHC) Specialist Function**

- 3.4 A CHC specialist function was introduced in 2024, through the appointment of one dedicated Senior Social Work Practitioner to:

- Identify individuals who met triggers for a NHS Continuing Healthcare assessment
- Ensure correct funding allocation
- Upskill workforce in CHC assessments and processes

2024–25 outcomes:

- 9 CHC assessments completed
- £155,575 full year reduction in costs

- 3.5 This workstream ensures that individuals have their legal entitlement to Continuing Healthcare upheld, in addition to ensuring that the Local Authority does not assume costs that should be the responsibility of the Local Health Board.

## **Specialist Complex Care Brokerage**

3.6 A new specialist brokerage function was introduced to strengthen scrutiny of high-cost placements and ensure value for money.

3.7 This model ensures:

- Least restrictive placements are prioritised
- Market engagement is widened
- Provider costs are negotiated robustly
- Placement decisions are evidence-based

### 2024–25 impact:

- 9 brokerage cases reviewed
- £124,230 full year cost avoidance

3.8 This workstream has strengthened commissioning scrutiny and contract management, provided quality assurance over specialist placements, and as a result has resulted in cost avoidance for specialist residential placements.

## **Commissioning for Complex Needs Team**

3.9 The programme has been supported by

- 3 Senior Social Work Practitioners
- 1 Specialist Complex Care Broker

3.10 The return on investment has demonstrated that targeted workforce capacity can generate recurring savings, in both cashable savings and cost avoidance.

3.11 The workstreams draw on the methodology previously implemented within the former Abertawe Bro Morgannwg University Health Board regional Commissioning for Complex Needs Programme, which delivered sustained savings while improving quality of care.

3.12 Through a combination of growth and reprofiling of grant funding, to embed and accelerate progress through to April 2027, additional capacity has now been secured:

- 1 new Team Manager post (to strengthen governance)
- 1 additional CHC Senior Social Work Practitioner
- 1 Outcome Focused Assessment practitioner

3.13 The specialist broker has now been funded on a permanent basis through the Welsh Governments Pathway of Care Transformation recurrent funding. This additionality, set out above, will ensure the transformation programme can further embedded practice rather than short-term intervention.

## **Practice and Service Improvement**

3.14 It should be noted that the transformation programme has importantly also delivered measurable improved outcomes in practice and governance:

- Re-embedding of the Progression Model
- Greater consistency of assessments in line with the Adult Social Care practice model
- Increased scrutiny of high-cost packages and placements
- Reduction in overprovision of commissioned services
- Improved data monitoring and financial oversight
- Strengthened alignment between practitioners strengths-based assessment and commissioning

3.15 The programme now provides:

- Systematic social work reassessments of people receiving high levels of intensive support
- Strengthened social work practice relating to Continuing Healthcare
- Robust brokerage scrutiny
- Improved financial monitoring

## **Overall Assessment**

3.16 The transformation programme has advanced the Learning Disability service to focus on strengths and capabilities, recognising that a level of over support had developed during the pandemic when there was limited access to the community.

3.17 The Learning Disability Transformation Programme has delivered:

- Strengthened professional practice
- Improved commissioning governance
- A sustainable financial trajectory

## **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 This report assists in the achievement of the following corporate well-being objective/objectives under the Well-being of Future Generations (Wales) Act 2015:

- **Helping people and communities to be more healthy and resilient** - Taking steps to reduce or prevent people from becoming over reliant and dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy, and independent lives.
- **Smarter use of resources** – Ensure that all resources (financial, physical, ecological, human, and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council’s well-being objectives.
- **Long Term** – Learning Disability Services in Adult Social Care will enhance its practice model of strengths based and outcome-focused practice, therefore in keeping with the requirements of the Social Services and Well-being (Wales) Act 2014, and more appropriate for the longer-term.
- **Collaboration** – The service model is predicated on close collaboration between the service provider, social work teams, wider stakeholders and communities, and the individuals themselves.

## 6. Climate Change and Nature Implications

6.1 There are no climate change and nature implications as a result of this report.

## 7. Safeguarding and Corporate Parent Implications

7.1 There are no specific safeguarding or corporate parent implications as a result of this report.

## 8. Financial Implications

8.1 The table below shows the Learning Disability Budget and Spend for the last 4 financial years.

| ADULT LEARNING<br>DISABILITIES | Net<br>Budget | Total<br>Spend | Over<br>Spend |
|--------------------------------|---------------|----------------|---------------|
|                                | £'000         | £'000          | £'000         |
| 2022-23                        | 19,269        | 22,941         | 3,672         |
| 2023-24                        | 22,227        | 26,623         | 4,396         |
| 2024-25                        | 25,480        | 26,126         | 646           |
| 2025-26*                       | 28,066        | 28,285         | 219           |

\*2025-26 figures are as projected at quarter 3

8.2 The net budget has increased by £8.797 million since 2022-23. Whilst the majority of the increase will relate to implications of the Real Living Wage uplifts on commissioned services, and pay and price inflation uplifts, the table below sets out the Medium Term

Financial Strategy budget pressures approved by Council specifically for Learning Disability Services.

| <b>ADULT LEARNING DISABILITIES</b> | <b>£'000</b> | <b>Budget Pressure - Description</b>   |
|------------------------------------|--------------|--|
| 2023-24                            | 758          | Long term impact of Covid-19 on Learning Disabilities budgets  |
| 2024-25                            | 1,970        | Home care for adults with Learning Disabilities - increase in number of hours covered and increase in complexity of need |
| 2025-26                            | 325          | Learning Disabilities Homecare - increase in number of hours covered and increase in complexity of need                  |
|                                    | 591          | Learning Disabilities Day Opportunities - increase in placement numbers  |
|                                    | 438          | Learning Disabilities Residential and Nursing Care - changing needs  |
| <b>TOTAL</b>                       | <b>4,082</b> |  |

8.3 Section 3 of the report sets out the following positive measurable financial impacts that the transformation programme had on the 2024-25 outturn:-

- £1,066,260 full year reduction in costs – Outcome Focussed Assessments
- £155,575 full year reduction in costs – CHC
- £124,230 cost avoidance - Brokerage

8.4 The learning disability budget for 2025-26 is £28.066 million and the projected over spend at quarter 3 is £219,000 showing a continuing year on year improvement since 2023-24 without compromising statutory responsibilities or existing service performance.

## 9. Recommendation

9.1 It is recommended that the Social Services, Health and Wellbeing Overview and Scrutiny Committee note the financial and practice progress achieved to date.

### Background documents:

None

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| <b>Meeting of:</b>  | <b>SOCIAL SERVICES, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE</b>   |
| <b>Date of Meeting:</b>   | <b>12 MARCH 2026</b>   |
| <b>Report Title:</b>  | <b>ASSISTED TRANSPORT POLICY</b>   |
| <b>Report Owner:<br/>Responsible Chief Officer / Cabinet Member</b> | <b>CORPORATE DIRECTOR - SOCIAL SERVICES AND WELLBEING</b>  |
| <b>Responsible Officer:</b>   | <b>JANE LEWIS<br/>GROUP MANAGER DIRECT CARE PROVIDER SERVICES</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>This report provides an update on the implementation and impact of the Assisted Transport Policy introduced in May 2025. It was agreed to be included in the Committee's Forward Work Plan for further monitoring and reflection.</b> |

## 1. Purpose of Report

- 1.1 This report provides an update on the implementation and impact of the Assisted Transport Policy introduced in May 2025. It was agreed to be included in the Committee's Forward Work Plan for further monitoring and reflection.

## 2. Background

- 2.1 The Assisted Transport Policy (attached as **Appendix 1**) was developed following a 12-week consultation which started on 6 August 2024. This included input and support from People First Bridgend, the statutory Adults Services Advocacy provider for individuals with learning disabilities.
- 2.2 Following the consultation, Cabinet approved the Assisted Transport Policy in April 2025 to be implemented from May 2025 with the aim of providing a strategic approach to delivering transport that is consistent, transparent, and clearly outlines the framework through which the Council provides transport services.

- 2.3 The policy applies to all adults aged 18 years and above who access community services away from their home which is provided by the Council as part of a Care and Support Plan.
- 2.4 The Social Services and Well-being (Wales) Act 2014 is the legislative framework that sets out the Council's duty to assess an individual's need for care and support services. The Council will have a duty to meet that need if the need cannot be met by the person's own resources or community resources.
- 2.5 The Well-being of Future Generations (Wales) Act 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.
- 2.6 The aim of this policy is to reflect local and national priorities and complement the Council's approach to delivering Adult Social Care. The policy is underpinned by the Council's 3 year Strategic Plan for Adult Social Care, and adheres to key principles of the Social Services and Well-being (Wales) Act 2014 of:
- Voice and Control – putting the individual and their needs, at the centre of their care, and giving them a voice in (and control over) reaching the outcomes that help them achieve wellbeing
  - Prevention and early intervention – increasing effective preventative services within the community to reduce the number of adults who need intensive or substitute care
  - Wellbeing – supporting people to achieve their own wellbeing and measuring the success of care and support
  - Co-production – encouraging people to become more involved in the design and delivery of services
- 2.7 The policy also adheres to and supports the delivery of the key objectives for Adults Social Care of the Sustainable Services Plan.
- 2.8 The policy outlines how the Council will ensure a consistent and equitable way of supporting individuals who may require the provision of assisted transport in order to access an identified service that meets a Care and Support need or Wellbeing Outcome.
- 2.9 This policy sets the criteria used to assess how individuals may access transport provision to services identified in their Care and Support Plan.
- 2.10 The overriding principle of this policy is that the decision to provide transport is based on needs, risks and outcomes and on promoting independence. The Council is committed to promoting independence across all areas of service provision and seeks to ensure that people live as independently as possible within their own communities and continue to access services and support in ways which meet their needs.
- 2.11 The need for transport is not an eligible need for social services and wellbeing support in its own right, but a means of accessing the relevant care and support service required to meet the assessed need. Sometimes, the Council needs to provide

transport to attend a service to meet the assessed needs of the individual, but this will be a separate consideration compared to the assessment for the need for the service itself. This policy rests upon a general assumption and expectation that people's own strengths and abilities will enable them to travel to access services and/or support, with the benefit of relevant training and support where applicable. Use of the resources available to them both as individuals and from the wider community will be fully assessed and taken into account when determining whether or not there is a need for the provision of transport.

- 2.12 Funded transport will only be provided if, in the opinion of the Council, and once consideration of all relevant factors has taken place, it is the only reasonable way to enable the person to safely access the relevant service. All appropriate means of transport available (for example personal vehicles, taxi funded via Mobility Allowance, vehicles obtained under the Motability Scheme, or public transport, including voluntary community transport schemes), will be considered and it will be presumed that the individual can and will use these as a first option, unless the individual assessment demonstrates otherwise.
- 2.13 Individuals who have the physical and cognitive ability to travel to a community activity, either independently or with assistance from available family, friends, or support providers will generally be expected to do so, rather than via Council funded transport. Social Services and Wellbeing staff will signpost individuals to appropriate transport options in order to promote the independence of that person.
- 2.14 People will normally not be eligible for transport if:
- They have the physical and/or cognitive ability to travel to a community activity, either independently or with assistance from available family, friends or support providers
  - They have the physical and/or cognitive ability to travel to a community activity, either independently or with assistance from available family, friends or support providers
  - They have their own vehicle, access to a family vehicle or a Motability vehicle which they drive themselves
  - They have a Motability vehicle of which they are themselves not normally the driver but a driver is available
  - Where the individual has access to a family/household vehicle, consideration may be given toward whether it is reasonable to expect the person's family and friends network to help them travel to the location of the service/activity
  - They are in receipt of the Mobility component of Disability Living Allowance (DLA) / Personal Independence Payment (PIP), the purpose of which is to assist those who have mobility problems, and from which it is reasonable to expect that this be used to facilitate transport to the service/activity. They will only generally be eligible for funded transport if they are assessed as incapable of independent travel or if the mobility element of the benefit is already fully and reasonably utilised to fund their other mobility needs, due to distance from services, the nature of the disability, wheelchair type, carer support requirements, etc. As part of the full financial assessment, the Council will also help maximize their access to any benefits they may be entitled to

- They live in a registered care home or other setting where their care needs are funded by the Council, e.g. residential care, supported living schemes (such as those for people with a learning disability or younger adults with mental health disorders), or shared lives placements, as the cost of the placement should cover the full range of support needs, including transport, to attend activities. If the individual is assessed as having the ability to travel independently, or with minimal intervention, the service /other setting will make provision to support independent travel if they are responsible for transport arrangements

2.15 The policy also sets out guidance in applying the policy for staff which includes:

- Practical guidance
- Single Occupancy
- Assessing Risk
- Review and Termination of Service
- Complaints / Appeals procedure
- Principles for charging

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

3.1 The policy has been implemented since May 2025 and applied to all new referrals into our direct services. Panel agreement is now required for anyone who requires transport provision.

3.2 The policy helps the Service remain viable and improves financial sustainability through reduced operating costs. Transport is delivering more value without expansion, and there are environmental benefits from fewer, unnecessary journeys and better route optimisation.

3.3 The policy has given day opportunities a stronger foundation to organise transport by:

- Standardised decision-making reducing ambiguity and speeding up approvals
- Simplified scheduling, as eligibility and journey types are more consistent
- Improved co-ordination as expectations are clearer for everyone involved
- More self-directed travel and lower peak time pressures as demand is spread more evenly through pre-scheduled routes
- Improved fairness by ensuring transport is prioritised for those with the highest need.
- Higher vehicle occupancy rates with journeys grouped by area
- Easier and More Predictable Transport Planning

3.4 As an outcome, planning has become less reactive and more strategic improving reliability, and the Service is more resilient and better positioned for future demands.

3.5 In addition, the Service has undertaken a series of measures in relation to transport to apply the principles of the policy and Adult Social Care 3 year Strategic Plan:

- A transport review has been undertaken for every individual using the service

- Three vehicles have been obtained through grant funding – these replaced vehicles we were incurring hire charges for
- Increased the use of internal transport vehicles reducing the need for contract transport
- Cessation of ‘spot hire’ vehicles which were far more expensive than lease hire vehicles
- Renegotiation of contracts with approved transport providers
- Review of transport routes

3.6 The impact on the expenditure on these measures and the introduction of the policy has been significant. Overall, we have seen a projected reduction in transport costs when comparing costs in 2023-24 with 2025-26 of £254,673.

3.7 There have been no formal complaints received or representations from advocacy providers in relation to the change implemented.

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

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

4.2 This Policy is applied universally to identify all appropriate methods of transport for an individual and does not remove the option of providing funded transport to an individual to meet their assessed need so therefore will have no impact to any group possessing a protected characteristic because of them having that protected characteristic.

#### **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.

|             |   |
|-------------|---|
| Involvement | In the formation of this report, relevant officers from the Directorate have been involved.   |
| Long term   | This report sets out the positive impact of the Assisted Transport Policy since implementation. The continued implementation will provide long term benefits.   |
| Prevention  | The aim of this policy is to prevent incorrect and unsuitable use of financial resources to ensure that those that need them most have access to them, and that transport is provided to those that need it the most in the most suitable way possible. |
| Integration | The policy has been utilised and integrated across Social Services and Wellbeing teams, ensuring that transport is provided to those that require it and do not have access to an appropriate alternative provision.                                    |

|               |  |
|---------------|--|
| Collaboration | Relevant members of the Social Services and Wellbeing Directorate (SSWB) Directorate will be involved in future discussions regarding the provision of transport to a service to meet an assessed need or wellbeing outcome. |
|---------------|--|

## 6. Climate Change and Nature Implications

- 6.1 Through the implementation of this Policy, there is hoped to be a continued impact upon Climate Change as it may reduce the number of commissioned vehicles that are provided for transport in addition to methods already available to an individual to access the service assessed to meet their care and support needs or wellbeing outcomes. This is in line with the Bridgend County Borough Council (BCBC) focus on and understanding of the importance of decarbonisation to help protect and sustain the environment over the long term and in line with our climate change ambitions.

## 7. Safeguarding and Corporate Parent Implications

- 7.1 When undertaking an evaluation around an individual's needs toward transport to a service which will meet an assessed need or wellbeing outcome, consideration will be given towards ensuring and promoting the safety of individuals at risk. This policy does not replace or place limitations upon what services an individual may access to meet their care and support needs, it is solely focused upon ensuring the most appropriate method of transport to and from the service is utilised.

## 8. Financial Implications

- 8.1 It is important the policy and other measures are applied to avoid any unnecessary costs in this area. There continues to be a projected over spend against the budget for transport in this area, however it is reducing as set out in the table below. The budget will need to be closely monitored going forward.

In 2024-25 the transport budget was reduced by £50k as part of the SSW4 Budget Reduction proposal – Remodelling Day Opportunities approved by Council as part of the Medium Term Financial Strategy.

|         | Budget   | Spend                   | Over spend             |
|---------|----------|-------------------------|------------------------|
| 2023-24 | £304,800 | £592,367                | £287,567               |
| 2024-25 | £254,800 | £451,598                | £196,798               |
| 2025-26 | £254,800 | £337,694<br>(projected) | £82,894<br>(projected) |

The table above shows an overall reduction in spend of £254,673 when comparing the projected spend in 2025-26 with the actual spend in 2023-24.

**9. Recommendation**

- 9.1 It is recommended that the Committee consider the report and provide any comments as necessary.

**Background Documents**

None

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

 [www.bridgend.gov.uk](http://www.bridgend.gov.uk)



# **Social Services and Wellbeing Directorate Adult Social Care**

## **Assisted Transport Policy**

| <b>Updates, Revisions and Amendments</b> |                                    |                   |
|--|------------------------------------|-------------------|
| <b>Version</b>                           | <b>Details of Change</b>           | <b>Date</b>       |
| <b>1</b>                                 | <b>Creation of Policy document</b> | <b>March 2025</b> |
|  |                                    |                   |
|  |                                    |                   |
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## **1. Introduction**

- 1.1 Bridgend County Borough Council ('the Council') is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.
- 1.2 This policy has been developed to provide a strategic approach to delivering transport that is consistent, transparent, and clearly outlines the framework through which the Council provides transport services. The policy applies to all adults aged 18 years and above who access community services away from their home which is provided by the Council as part of a Care and Support Plan. The principles of the policy may also be applicable to relevant Children's Social Care teams as required but does not cover transport to and from educational settings for those aged under the age of 18. The Council's Home to School Policy should be consulted for further details of this.

## **2. Legal and Regulatory Framework**

- 2.1 The Social Services and Well-being (Wales) Act 2014 is the legislative framework that sets out the Council's duty to assess an individual's need for care and support services. The Council will have a duty to meet that need if the need cannot be met by the person's own resources or community resources.
- 2.2 The Well-being of Future Generations (Wales) Act 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.

## **3. Aims of the Policy**

- 3.1 The aim of this policy is to reflect local and national priorities and complements the Council's approach to delivering Adult Social Care. The policy is underpinned by the Council's Sustainable Services Plan for Adult Social Care 2024, and adheres to key principles of the Social Services and Well-being (Wales) Act 2014 of:
  - Voice and Control – putting the individual and their needs, at the centre of their care, and giving them a voice in (and control over) reaching the outcomes that help them achieve wellbeing
  - Prevention and early intervention – increasing effective preventative services within the community to reduce the number of adults who need intensive or substitute care.
  - Wellbeing – supporting people to achieve their own wellbeing and measuring the success of care and support

- Co-production – encouraging people to become more involved in the design and delivery of services.

This policy also adheres to and supports the delivery of the key objectives for Adults Social Care found at Appendix 1 of the Sustainable Services Plan.

#### **4. Policy Statement**

- 4.1 This policy outlines how the Council will ensure a consistent and equitable way of supporting individuals who may require the provision of Assisted Transport in order to access an identified service that meets a Care and Support need or Wellbeing Outcome.
- 4.2 This policy sets the criteria that will be used to assess how individuals may access transport provision to services identified in their Care and Support Plan.
- 4.3 The overriding principle of this policy is that the decision to provide transport is based on needs, risks and outcomes and on promoting independence. The Council is committed to promoting independence across all areas of service provision and seeks to ensure that people live as independently as possible within their own communities and continue to access services and support in ways which meet their needs.
- 4.4 The need for transport is not an eligible need for Social Services and Wellbeing support in its own right, but a means of accessing the relevant care and support service required to meet the assessed need. Sometimes, the Council needs to provide transport to attend a service to meet the assessed needs of the individual, but this will be a separate consideration compared to the assessment for the need for the service itself. This policy rests upon a general assumption and expectation that people's own strengths and abilities will enable them to travel to access services and/or support, with the benefit of relevant training and support where applicable. Use of the resources available to them both as individuals and from the wider community will be fully assessed and taken into account when determining whether or not there is a need for the provision of transport.
- 4.5 Funded transport will only be provided if, in the opinion of the Council once consideration of all relevant factors has taken place, it is the only reasonable way to enable the person to safely access the relevant service. All appropriate means of transport available (for example personal vehicles, taxi funded via Mobility Allowance, vehicles obtained under the Motability Scheme, or public transport, including voluntary community transport schemes), will be considered and it will be presumed that the individual can and will use these as a first option, unless the individual assessment demonstrates otherwise.
- 4.6 Individuals who have the physical and cognitive ability to travel to a community activity, either independently or with assistance from available family, friends, or support providers will generally be expected to do so, rather than via Council funded transport. Social Services and Wellbeing staff will signpost individuals

to appropriate transport options in order to promote the independence of that person.

- 4.7 People who qualify for concessionary travel (i.e. bus passes) will be assisted to apply for and use, as and when appropriate, according to their assessed needs and abilities. Support from a relevant and appropriate individual (social worker or family member for example) to apply will be provided where required. Where access to a companion bus pass would enable the person to travel by means of public transport, this will be considered for their carer/companion. The constraints of concessionary travel will also be taken into account during the assessment.
- 4.8 If eligible, the provision of transport will be agreed from a designated pick up and return point within the Bridgend County Borough boundary. Trips that do not form part of an agreed Care and Support Plan will be the responsibility of the individual (or their family / carer).
- 4.9 This policy does not cover and provide for the provision of transport to and from an educational setting for those aged over 18, unless it has been clearly agreed and identified that accessing this provision will meet the identified care and support need and/or wellbeing outcome as set out in the individual's Care and Support Plan. The provision of transport to this service is not to facilitate access to education and is there to facilitate the service to meet the assessed need.

## **5. Consideration of the need for transport**

- 5.1 Consideration of the need for assisted transport will only be undertaken where the person is eligible for a care and support service provided by the Council in order to meet an assessed need as identified within their Care and Support Plan and in accordance with legislation. The consideration of transport needs must be part of the overall assessment of a person's outcomes and needs and will be considered at any subsequent Care and Support Plan review(s).
- 5.2 In completing Care and Support needs assessment, emphasis will be placed on the person's strengths and capabilities and focus on solutions that enable them to do things for themselves. The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport arrangements. As part of the assessment, all transport options will be examined, and the outcomes will be identified and evidenced.
- 5.3 The need for, and purpose of, transport must be clearly stated on an individual's assessment and resulting Care and Support Plan.
- 5.4 Provision of assisted transport will only be considered to enable people to travel to and from services they are assessed as needing to meet their social care needs following a Care Assessment. Any transport provided will be appropriate for the need.
- 5.5 When assessing eligibility for transport and feasibility of different ways to access provision of services, the following factors will be considered:

- Access to existing transport
- Access to mobility allowance or other funds provided to meet mobility needs
- Individual mobility
- Ability to travel independently
- Identification of appropriate transport provision for those eligible
- Potential outcome of a travel training programme

5.6 If it is established during the assessment process that the person can travel to an activity that meets their outcomes, either independently or with available assistance from family, friends or support providers, the Council will not provide transport, or pay for travel costs. However, this does not prevent people using their own resources to pay for transport should they choose to do so.

## **6. People will normally not be eligible for transport if...**

6.1 They have the physical and/or cognitive ability to travel to a community activity, either independently or with assistance from available family, friends or support providers.

6.2 They have their own vehicle, access to a family vehicle or a Motability vehicle which they drive themselves.

6.3 They have a Motability vehicle of which they are themselves not normally the driver but a driver is available.

6.4 Where the individual has access to a family/household vehicle, consideration may be given toward whether it is reasonable to expect the person's family and friends network to help them travel to the location of the service/activity.

6.5 They are in receipt of the Mobility component of Disability Living Allowance (DLA) / Personal Independence Payment (PIP), the purpose of which is to assist those who have mobility problems, and from which it is reasonable to expect that this be used to facilitate transport to the service/activity. They will only generally be eligible for funded transport if they are assessed as incapable of independent travel or if the mobility element of the benefit is already fully and reasonably utilised to fund their other mobility needs, due to distance from services, the nature of the disability, wheelchair type, carer support requirements, etc. As part of the full financial assessment, the Council will also help maximise their access to any benefits they may be entitled to.

6.6 They live in a registered care home or other setting where their care needs are funded by the Council, e.g. residential care, supported living schemes (such as those for people with a learning disability or younger adults with mental health disorders), or shared lives placements, as the cost of the placement should cover the full range of support needs, including transport, to attend activities. If the individual is assessed as having the ability to travel independently, or with

minimal intervention, the service /other setting will make provision to support independent travel if they are responsible for transport arrangements.

## 7. Practical Guidance

7.1 Based on the above principles / criteria, the following guidance will be applied generally when identifying the need for assisted transport, but each case shall be determined on its own merit during the assessment process:

- Where a person can walk, use assisted mobility (motorised scooter, wheelchair/aids) either independently or with available support from family, friends, support worker, volunteer, etc. to get to the relevant service and it is reasonable for them to do so, transport should not be provided.
- Where a person can use public transport, voluntary transport, or community transport either independently or with reasonable support (available family, friend, carer, support worker, etc.) to get to and from community activities, transport should not be provided.
- Where people contribute towards the provision of a shared community vehicle, this should be expected to be used to transport them to community activities under the assessment of need.
- Where a person has access to a vehicle, for example belonging to themselves their carer, or their support provider the assessment of need will take account of this. The assessment will need to consider whether the vehicle can be used to access community activities.
- Where feasible and reasonable, carers who have transport will be asked to assist in supporting travel arrangements to services.
- Where it is identified in a carer's assessment that not providing transport would place an unreasonable responsibility on a carer then assisted transport may be considered under an assessment of need.

7.2 In all other circumstances, transport will only be provided to help meet an assessed need that cannot be met by the person themselves, having explored all alternatives. The transport provided will then be appropriate for the need identified.

7.3 All requests for assisted transport will be considered by relevant service or team managers across the Directorate.

7.4 Transport to attend an assessed health need service (hospital, physiotherapy, doctor appointments, etc) will not be provided by the Council. An individual can seek an assessment from the NHS via their GP for transport services to the appointment they are required to attend.

7.5 When considering the need for transport, consideration also needs to take into account the service that is being requested, as there may be situations where support for transport to access a service is requested by individuals already open to Social Services support. Consideration needs to be given as to the nature of that service and whether it will be able to meet either the care and

support needs and/or the wellbeing outcomes identified in a Care and Support Plan, or the needs identified through the Carers Assessment. If it is deemed that this service will meet these outcomes transport may be considered if necessary. This may include the provision of transport to access employment, training and/or educational activity if it is deemed that this activity will meet the identified needs of the individuals concerned.

- 7.6 Consideration should be given to any need for intermittent or inconsistent transport needs that may arise through the assessment process, including the Carer's Assessment process, including contingency planning for the inability to access the identified method of transport. This could include transport to and from respite care if required for example. Separate individual discussions and considerations may be required at the relevant time regarding the provision of transport. This potential need must also be recorded in the individuals Care and Support Plan. Consideration should also be given to any contingency plan that may need to be put into place such as for the provision of travel when the identified mode of transport is unavailable.
- 7.7 Throughout the process in identifying the need relating to travel and whether transport is needed to be provided, consideration must be given to the availability and appropriateness of relevant public transport for the individual, including a consideration relating to where the individual lives.

## **8. Single Occupancy**

- 8.1 If the individual has been assessed as having challenging behaviour they will have a risk management plan to manage safety, which specifies why a single occupancy taxi or any other vehicle provided under contract by the Council is necessary. A risk assessment will be undertaken by the social worker or assessor. Single occupancy will also be available when it proves to be a more cost effective means of transport for the Council.
- 8.2 When an assessment or review is carried out for services, an assessment for transport services should be undertaken at the same time. For single occupancy taxis/vehicles to be used, relevant managers must approve that the above criteria have been met and a risk assessment must be completed.
- 8.3 The requirement for the support of an escort should be considered / agreed at the same time. This must be recorded in the individual's Care and Support plan.

## **9. Assessing Risk**

- 9.1 If a person accessing services is eligible to receive assisted transport as part of their assessed need, staff should risk assess the suitability of the vehicle to be used and consider any pertinent mobility or behavioural issues, the wheelchair size and type (if applicable), whether a passenger assistant (escort)

is required, any medical issues and any other information that may affect the environment or way in which the person is transported.

- 9.2 The social worker should refer to the risk assessments completed by professionals in relation to the individual when undertaking the review / assessment.
- 9.3 Individuals should be informed that not all wheelchairs are suitable for transport purposes and encouraged early on to purchase those that meet the criteria.

## **10. Review and Termination of Service**

- 10.1 The continuation of the provision of assisted transport and/or passenger assistants/escorts will be reviewed, along with other elements of the care package, at least annually. If a person's circumstances change then a re-assessment will be undertaken.
- 10.2 In the event that the proposed removal of transport results from the assessment/review, the individual will be supported through an agreed time limited transition period to ensure any identified risks are mitigated and alternative arrangements can be made.
- 10.3 If an individual has been assessed as able to make their own transport arrangements but declines to do so, and as a result is unable to attend the service for which they have an assessed eligible need, this will be viewed as the person declining the service(s).
- 10.4 Where a person has declined a service which they are eligible for, the assessor will evaluate whether the person has the capacity to make this decision. If the decision is being made on behalf of another person, the assessor will check whether they feel the decision is being made in the best interests of the person who is eligible for the service(s) in accordance with the Mental Capacity Act 2005 (MCA) and Best Interest Process, more information from which can be found [here](#) and [here](#).
- 10.5 Where an individual's circumstances regarding how they access the identified service change, due to them not being able to rely on their family member for example, the following should take place: Where this is a short-term issue, due to the health of the family member for example, the individual should discuss this with their social worker and an identified contingency plan should be recorded in the Care and Support Plan. Where this inability to access the identified transport method is a long-term issue, this must be raised with the relevant social worker where a review and reconsideration of the relevant transportation options will be completed to enable the individual to access the identified service.

## **11. Complaints / Appeals procedure**

- 11.1 Should a person who accesses services, or their carer, be unhappy with the outcome of any consideration of their transport needs, they should refer to the Council's Social Services Complaints Policy. This process has a clear route of appeal and timescales for handling complaints.
- 11.2 Individuals and/or their carers should be provided with information explaining how to complain about Social Services in Bridgend, which is available in accessible formats and different languages. The leaflet and details of the complaints procedure can also be accessed online via the Council's website [www.bridgend.gov.uk](http://www.bridgend.gov.uk). The dedicated Social Services Complaints telephone number is (01656) 642253, or via email: [socialservicescomplaints@bridgend.gov.uk](mailto:socialservicescomplaints@bridgend.gov.uk)

## **12. Principles for charging**

- 12.1 Under Part 4 and 5 Code of Practice (Charging and Financial Assessment) issued under section 145 of the Social Services and Well-being (Wales) Act 2014, a local authority must not charge for transport to a day service where the transport is provided as part of meeting a person's assessed needs.

## **13. Review of the Policy**

- 13.1 The policy reflects the Council's current position and will be reviewed every 2 years.

## **14. Resources**

[Blue badge scheme](#)

[Contact Adults Social Care](#)

[Contact Children's Social Care](#)

[Concessionary travel bus pass](#)

[Motability scheme](#)

|   |  |
|---|--|
| <b>Meeting of:</b>  | <b>SOCIAL SERVICES, HEALTH AND WELLBEING<br/>OVERVIEW AND SCRUTINY COMMITTEE</b>   |
| <b>Date of Meeting:</b>   | <b>12 MARCH 2026</b>   |
| <b>Report Title:</b>  | <b>FORWARD WORK PROGRAMME UPDATE</b>   |
| <b>Report Owner:<br/>Responsible Chief<br/>Officer / Cabinet<br/>Member</b> | <b>CHIEF OFFICER – LEGAL &amp; REGULATORY SERVICES, HR<br/>&amp; CORPORATE POLICY</b>  |
| <b>Responsible<br/>Officer:</b>   | <b>MERYL LAWRENCE<br/>SENIOR DEMOCRATIC SERVICES OFFICER – SCRUTINY</b>  |
| <b>Policy Framework<br/>and Procedure<br/>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.</b>  |
| <b>Executive<br/>Summary:</b>   | <b>The Council’s Constitution requires each Overview and Scrutiny Committee to develop and implement a Forward Work Programme for the Committee.</b><br><br><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, and consider the Recommendations Monitoring Action Sheet for this Committee.</b> |

## 1. Purpose of Report

1.1 The purpose of this report is to:

- a) Present the Committee with the Forward Work Programme attached as **(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 Forward Work Programme as approved will be reported to the next meeting of Corporate Overview and Scrutiny Committee (COSC) for information, together with those from the other Overview and Scrutiny Committees, following their consideration in this cycle of Committee meetings.

## 2. Background

- 2.1 The Council's Constitution requires each Overview and Scrutiny Committee to develop and implement a Forward Work Programme for the Committee.
- 2.2 It also provides for the Committee to propose items for the Forward Work Programme having regard for the Council's Corporate Priorities and Risk Management framework. Where a matter for consideration by an Overview and Scrutiny Committee also falls within the remit of one or more other Committees, the decision as to which Committee will consider it will be resolved by the respective Chairs or, if they fail to agree, the Chair of the Corporate Overview and Scrutiny Committee.

### 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

- 3.1 Following the approval of the schedule of Scrutiny Committee meeting dates at the Annual Meeting of Council on 14 May 2025, the standing statutory reports to Scrutiny Committees 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 Forward Work Programme.
- 3.2 The Forward Work Programmes 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 2026, following which COSC will make conclusions and recommendations in a report on the overall strategic overview of Cabinet's draft Budget proposals to the meeting of Cabinet in February 2026.
- 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 reported to each COSC meeting for information.

#### Identification of Further Items

- 3.5 The Committee are reminded that the Scrutiny selection criteria used by Scrutiny Committee Members to consider, select and prioritise items emphasises the need to consider issues such as impact, risk, performance, budget and community perception when identifying topics for investigation to maximise the impact scrutiny can have on a topic and the outcomes for people. The 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.
- 37 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 previous meetings 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 4 Wellbeing Objectives under the **Well-being of Future Generations (Wales) Act 2015** as follows:

1. A prosperous place with thriving communities
2. Creating modern, seamless public services
3. Enabling people to meet their potential
4. Supporting our most vulnerable

## **6. Climate Change and Nature 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 or Nature 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 in **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 in **Appendix B** to track outstanding responses to the Committee's recommendations made at previous meetings;
  - e) Note that the Committee's Forward Work Programme as approved will be reported to the next meeting of Corporate Overview and Scrutiny Committee for information, together with those from the other Overview and Scrutiny Committees, following their consideration in this cycle of Committee meetings.

## **Background documents**

None.

**Social Services, Health and Wellbeing Overview and Scrutiny Committee**  
**2025-26 Forward Work Programme**

| <b>Wednesday, 9 July 2025 at 10.00am</b> |  |   |
|--|--|---|
| <b>Report Topic</b>                      | <b>Information Required / Committee's Role</b> | <b>Invitees</b>   |
| <b>Regional Partnership Agreement</b>    | Pre-Decision                                   | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing</p> <p><b><u>Officers</u></b><br/>Corporate Director – Social Services and Wellbeing;<br/>Head of Adult Social Care;<br/>Group Manager – Integrated Community Services Manager; and</p> <p><b><u>External</u></b><br/>Regional Integrated Services Director for Cwm Taf Morgannwg; and<br/>Director, Primary Care, Community &amp; Mental Health – Cwm Taf Morgannwg University Health Board</p> |

| <b>Thursday 11 September 2025 at 10.00am</b>                  |   |  |
|---|---|--|
| <b>Report Topics</b>  | <b>Any Specific Information Requested</b> | <b>Invitees</b>  |
| <b>Social Services Annual Report 2024-25</b>                  | Pre-Decision                              | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader of the Council and Cabinet Member for Social Services, Health and Wellbeing;</p> <p><b><u>Officers</u></b><br/>Corporate Director - Social Services and Wellbeing;<br/>Head of Adult Social Care;<br/>Head of Children and Family Services.<br/>Group Manager - Prevention and Wellbeing;<br/>Group Manager – Commissioning; and<br/>Group Manager - Business Strategy, Performance &amp; Improvement.</p> |
| <b>Social Services Representations and Complaints 2024-25</b> | Pre-Decision                              | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader of the Council and Cabinet Member for Social Services, Health and Wellbeing;</p> <p><b><u>Officers</u></b><br/>Corporate Director - Social Services and Wellbeing.</p>   |

**APPENDIX A****Thursday, 25 September 2025 at 10.00am**

| <b>Report Topic</b>   | <b>Information Required / Committee's Role</b>                | <b>Invitees</b>  |
|---|---|--|
| <b>Care Inspectorate Wales Improvement Check of Children and Family Services - June 2025</b><br><br><b>and</b><br><br><b>Care Inspectorate Wales Fostering Service Inspection - June 2025</b> | CIW to present the Improvement Check report to the Committee. | <b><u>Cabinet Member</u></b><br>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing<br><br><b><u>Officers</u></b><br>Corporate Director – Social Services and Wellbeing;<br>Head of Children and Family Services;<br>Deputy Head of Children and Family Services;<br><br><b><u>External</u></b><br>Representatives from Care Inspectorate Wales |

**Thursday, 6 November 2025 at 10.00am**

| <b>Report Topic</b>                                 | <b>Information Required / Committee's Role</b> | <b>Invitees</b>  |
|---|--|--|
| <b>Annual Corporate Safeguarding Report 2024-25</b> |  | <b><u>Cabinet Member</u></b><br>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing<br><br><b><u>Officers</u></b><br>Corporate Director – Social Services and Wellbeing;<br>Head of Adult Social Care;<br>Head of Children and Family Services;<br>Group Manager – Information, Advice and Assistance and Safeguarding;<br>Team Manager – Older People Mental Health; and<br>Education and Community Safety Leads |
| <b>Community Hubs Strategy</b>                      | Including Libraries post consultation.         | <b><u>Cabinet Member</u></b><br>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing<br><br><b><u>Officers</u></b><br>Corporate Director – Social Services and Wellbeing; and<br>Group Manager – Prevention and Wellbeing.   |

**Thursday, 4 December 2025 at 10.00am****POSTPONED**

**APPENDIX A**

| Friday, 23 January 2026 at 10.00am<br>(Postponed from 4 December 2025) |   |   |
|--|---|---|
| Report Topic   | Information Required / Committee's Role                             | Invitees  |
| <b>Healthy Living Partnership – Agency Model</b>                       | Including plans and various programmes provided e.g. carer's offer. | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing</p> <p><b><u>Officers</u></b><br/>Corporate Director – Social Services and Wellbeing;<br/>Group Manager – Prevention and Wellbeing;</p> <p><b><u>External</u></b><br/>Active Communities Manager – Halo Leisure<br/>Head of Development and Partnerships – Greenwich Leisure Limited</p> |

| Thursday, 12 March 2026 at 10.00am                           |   |  |
|--|---|--|
| Report Topic   | Information Required / Committee's Role | Invitees   |
| <b>Assisted Transport Policy Implementation Progress</b>     | Post implementation progress report     | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing</p> <p><b><u>Officers</u></b><br/>Corporate Director – Social Services and Wellbeing;</p> |
| <b>Learning Disability Transformation Programme Progress</b> | Post implementation progress report     | <p>Head of Adult Social Care;<br/>Policy Officer – Social Care;</p> <p><b><u>External</u></b><br/>Representatives from People First</p>  |

| Cancelled for Pre-Election Period – Scheduling of Items to be discussed in Work Planning Meeting<br>Monday, 27 April 2026 at 10.00am |   |   |
|--|---|---|
| Report Topic   | Information Required / Committee's Role | Invitees  |
| <b>Western Bay Adoption Service Inspection Report</b>  |   | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing</p> <p><b><u>Officers</u></b><br/>Corporate Director – Social Services and Wellbeing;<br/>Head of Children and Family Services;<br/>Deputy Head of Children and Family Services.</p> |

**2026-27 Draft Forward Work Programme**

**Thursday, 9 July 2026 at 10.00am**

| <b>Report Topic</b>  | <b>Information Required / Committee's Role</b>  | <b>Invitees</b>   |
|--|---|---|
| <b>Provision of Accommodation Based Regulated Support Services in Bridgend</b> | <p>Post implementation progress report</p> <p>To include information setting out the provision of accommodation based regulated support services in Bridgend to include the following:</p> <ol style="list-style-type: none"> <li>a. whether they are private, public or charity sector;</li> <li>b. how staff are contracted; and</li> <li>c. the ownership of the buildings.</li> </ol> | <p><b><u>Cabinet Member</u></b><br/>Deputy Leader and Cabinet Member for Social Services, Health and Wellbeing</p> <p><b><u>Officers</u></b><br/>Corporate Director – Social Services and Wellbeing;<br/>Head of Adult Social Care.</p> |

**Briefings and Workshops:**

| <b>Topic</b>  | <b>Information Required / Committee's Role</b>  | <b>Invitees</b>   |
|---|---|---|
| <b>Overview – Social Services &amp; Wellbeing Directorate / Social Services and Wellbeing (Wales) Act</b> | <p>Attendance from:</p> <p>Corporate Director – Social Services and Wellbeing<br/>Head of Adult Social Care<br/>Head of Children and Family Services<br/>Group Manager – Prevention and Wellbeing</p>   | <b>To be scheduled.</b>   |
| <b>The Replacement System for CareDirector (WCCIS)</b>  | <p>The Committee requested a briefing on COR-2024-01 on the Corporate Risk Assessment: The threat to business continuity if the Council is unable to procure and implement major ICT systems which support critical services such as a replacement system for CareDirector (WCCIS). <i>CareDirector</i> is a Cloud-based case management solution for social care organisations that supports integrated working across health and social care.</p> | <p><b>Members and officers for the Briefing and Workshop – TBD.</b></p> <p><b>To be scheduled in early 2026 in partnership with IT.</b></p> |
| <b>Use of Artificial Intelligence within Social Services and Wellbeing Directorate</b>                    | <p>The Committee <b>recommended</b> that there be an all Member briefing on the use of artificial intelligence within the Social</p>  | <b>This will form part of the Digital Strategy which will be reported to the Corporate Overview and Scrutiny Committee Pre-Decision.</b>    |

|  |  |  |
|--|--|--|
|  | Services and Wellbeing Directorate and how it is envisaged it could safely aid a reduction in staff numbers. | <b>To be scheduled after the Digital Strategy has been considered at COSC.</b> |
|--|--|--|

**Items to be Scheduled to the Committee's Forward Work Programme**

- Support for Care Leavers (including input from Employability and Housing).  
The Committee have requested that Care Experienced young people be invited for this item.  
  
(Will be a joint report between Social Services, Health and Wellbeing and the Communities and Housing Directorates)
- Regional Partnership Agreement Progress Update (12 months from July 2025)
- Future Arrangements for Advocacy for Adults and Children
- A closed session detailing confidential information presented to Social Services Improvement Board (including live case studies)
- Review of the Regional Operating Model of the Emergency Duty Team
- Review of the Fostering Service (9-12 months from October 2025)
- External Review of Strength Based Outcome Focused Practice Model being embedded into Adult Social Care
- Further Report regarding the Community Hubs Strategy (at the appropriate time early in 2026)

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**Social Services, Health and Wellbeing Overview and Scrutiny Committee**

**RECOMMENDATIONS MONITORING ACTION SHEET 2025-2026**

| Date of Meeting | Agenda Item                                 | Action  | Responsibility   | Outcome  | Response                         |
|-----------------|---|---|--|--|----------------------------------|
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | Members were advised that the Early Intervention and Prevention Hub operates an answerphone service and returns calls within set timescales which allows them to have detailed and meaningful discussions to enable proportionate assessments and that there is an alternative number for emergencies. The Committee expressed concern that the information on the Council's website does not make this clear and <b>recommended</b> that the information relating to the Hub be updated to provide clarity for the public. | Corporate Director – Social Services and Wellbeing   | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee <b>requested</b> weekly costs for the following:<br>a. Foster Placement and Residential Placement for a Care Experienced Child; and<br>b. Residential Placement for an adult (including information regarding contributions from Health).   | Corporate Director – Social Services and Wellbeing / Head of Adult Social Care / Deputy Head of Children and Family Services | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item                                 | Action   | Responsibility   | Outcome  | Response                         |
|-----------------|---|--|--|--|----------------------------------|
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee requested a written briefing paper to better understand the proposed 'core and cluster' model of supported living for people with learning disabilities.   | Corporate Director – Social Services and Wellbeing / Head of Adult Social Care | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee <b>requested</b> an all-Member Briefing detailing the <i>Building Resilient and Co-ordinated Communities</i> programme and highlighting the role of the Local Community Connectors, Navigators and Co-ordinators.                      | Corporate Director – Social Services and Wellbeing                             | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee queried how the Council is making the public aware of and encouraging them to utilise community-based services and requested that consideration be given to using the Council Communications team and social media to raise awareness. | Corporate Director – Social Services and Wellbeing / Head of Adult Social Care | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee <b>requested</b> further information regarding the Australian 2.0 step care model relating to mental health referenced during the meeting.   | Corporate Director – Social Services and Wellbeing                             | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Draft Social Services Annual Report 2024/25 | The Committee <b>requested</b> that future Annual Social Services Reports contain comparative data from comparable Welsh local authorities, where available.   | Corporate Director – Social Services and Wellbeing                             | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item  | Action   | Responsibility   | Outcome  | Response                         |
|-----------------|--|--|--|--|----------------------------------|
| 11 Sep 25       | Social Services Representations and Complaints Annual Report 2024/25                       | In relation to Table 4 – Complaint Themes, the Committee requested the number of complaints for each of the percentages shown.   | Corporate Director – Social Services and Wellbeing / Compliments and Complaints Resolution Manager | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Social Services Representations and Complaints Annual Report 2024/25                       | The Committee requested that future Annual Reports contain comparative data from comparable Welsh local authorities, where available.  | Corporate Director – Social Services and Wellbeing / Compliments and Complaints Resolution Manager | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 11 Sep 25       | Social Services Representations and Complaints Annual Report 2024/25                       | The Committee requested copies of the Accessible Complaints Information referred to in the Objectives section of the report and the Child-Friendly version that has been produced.   | Corporate Director – Social Services and Wellbeing / Compliments and Complaints Resolution Manager | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Improvement Check of Childrens and Family Services June 2025 | The Committee discussed the regional operating arrangements of the Emergency Duty Team and were advised that the arrangement was to be reviewed exploring what constitutes emergency out of hours social work and to provide clarity | Corporate Director – Social Services and Wellbeing   | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item  | Action   | Responsibility   | Outcome  | Response                         |
|-----------------|--|--|--|--|----------------------------------|
|                 |  | to prospective callers of the appropriate service to contact when necessary. The Committee <b>recommended</b> that Members are engaged in the review for their views.  |  |  |                                  |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Improvement Check of Childrens and Family Services June 2025 | The Committee discussed the resources required to implement the fostering aspects of the Action Plan and to recruit more in-house foster carers and <b>requested</b> a Briefing paper for all Members highlighting the importance of promoting becoming a foster carer for Bridgend.   | Corporate Director – Social Services and Wellbeing                                     | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025                       | The Committee <b>recommended</b> that the abbreviations and acronyms in the Foster Care Recruitment Strategy in Appendix 3 are removed or that a glossary be added to assist the Committee and the public.   | Corporate Director – Social Services and Wellbeing / Group Manager – Provider Services | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025                       | The Committee expressed concern regarding the impact on service delivery of the Directorate’s reliance on grant funding and <b>recommended</b> that this be added to the topics for discussion at the Deep Dive Group and requested that a list of all grant funding the Directorate has received in the last financial year and a breakdown of which services are funded by which grants, and which are one-off grants and which are recurring be | Scrutiny/Chair of Deep Dive Group / Corporate Director – Social Services and Wellbeing | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item  | Action   | Responsibility   | Outcome  | Response                         |
|-----------------|--|--|--|--|----------------------------------|
|                 |  | provided to the Group and Members of the Committee.  |  |  |                                  |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025 | Having discussed their concerns regarding the reliance on grant funding in the above point, the Committee recommended that consideration be given to a zero-based budgeting exercise being undertaken exploring the possibility of bringing the services or parts of the services supported by grant funding into the Directorate’s core budget, where possible.   | Chief Officer – Finance, Housing and Change / Corporate Director – Social Services and Wellbeing | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 25 Sep 25       | Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025 | The Committee discussed the improvements made in relation to workforce and recruitment which has resulted in a substantial reduction in agency staff and an increase in newly recruited or qualified social workers being employed. The Committee were mindful that there is a period of supervision and training which requires time to embed and expressed concern that this could be impacting on consistency of practice identified by the Inspectorate and <b>requested</b> a written update be provided. | Corporate Director – Social Services and Wellbeing   | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 25 Sep 25       | Information Report - Quarter 4/Year End Performance 2024-25          | The Committee expressed concern regarding the continued downward trend in relation to sickness absence and <b>requested</b> an update on any actions   | Corporate Director – Social Services and Wellbeing   | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item                                  | Action  | Responsibility                                     | Outcome  | Response                         |
|-----------------|--|---|--|--|----------------------------------|
|                 |  | being taken to try and improve the position.  |  |  |                                  |
| 6 Nov 25        | Annual Corporate Safeguarding Report 2024-25 | Members referred to a planning application proposing an expansion to HMP Parc Prison and expressed their concerns regarding the increased pressures this could place on Social Services including the provision of additional social care and supportive arrangements on release including the provision of housing and the possible impact on the safeguarding of inmates. The Committee therefore <b>recommended</b> that the Corporate Director consider responding to the consultation highlighting the additional pressures this could place on the Service. | Corporate Director – Social Services and Wellbeing | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 6 Nov 25        | Annual Corporate Safeguarding Report 2024-25 | The Committee acknowledged the improvements made at HMP Parc Prison to reduce rates of suicide and self-harm and improve relationships between the prison and the Social Services and Wellbeing Directorate and <b>recommended</b> that correspondence be sent to the Governor of the prison recognising the work and seeking clarification on how the prison proposes to continue to maintain and ensure safeguarding of all prisoners should the proposed expansion to the prison be  | Scrutiny/Chair of Committee                        | Letter sent. Response awaited and chased.                              | Follow link <a href="#">here</a> |

| Date of Meeting | Agenda Item                                  | Action   | Responsibility                                     | Outcome  | Response                         |
|-----------------|--|--|--|--|----------------------------------|
|                 |  | approved and to invite them to attend and speak at a meeting of the Committee regarding safeguarding.  |  |  |                                  |
| 6 Nov 25        | Annual Corporate Safeguarding Report 2024-25 | <p>The Committee expressed concern regarding the significant corporate risk posed by the timescales involved around Digital System Replacement and recognising that the implications are Council-wide, <b>recommended</b> that:</p> <ul style="list-style-type: none"> <li>a. the budgetary requirements to deliver the transformation within the tight timescale be quantified and that consideration be given to additional resources being allocated to achieve the transition;</li> <li>b. consideration be given to a dedicated ICT Lead Officer being allocated to the replacement project;</li> <li>c. Members receive an urgent written progress update regarding the transition; and</li> <li>d. that correspondence be sent to Lindsey Phillips inviting her to speak to Members regarding the Welsh Local Government Association's Digital in Social Care Framework which was launched in October 2025 and Bridgend's place within it.</li> </ul> | Corporate Director – Social Services and Wellbeing | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item                                  | Action   | Responsibility  | Outcome  | Response                         |
|-----------------|--|--|---|--|----------------------------------|
| 6 Nov 25        | Annual Corporate Safeguarding Report 2024-25 | <p>Members expressed concern that home-educated learners may not have adequate contact with the Local Authority and the Committee were advised that the level is set by National Guidance. The Committee <b>recommended</b> that legal advice be sought as to whether the Guidance can tailored to have increased contact with the learners and ensure they are appropriately safeguarded.</p> <p>The Committee further <b>recommended</b> to refer the matter to Education and Youth Services Overview and Scrutiny Committee to consider adding the matter to their Forward Work Programme to monitor the situation.</p> | Corporate Director – Education, Early Years and Young People / Scrutiny                                     | <b>ACTIONED</b> – response and information circulated 22 January 2026.   | Follow link <a href="#">here</a> |
| 6 Nov 25        | Annual Corporate Safeguarding Report 2024-25 | <p>The Committee expressed concern regarding the perceived delay in utilising the £1m non-recurring budget approved by Cabinet to support schools in reducing permanent exclusions and <b>requested</b> an update regarding the use of the funding, when it will be utilised and the proposal being developed in partnership with schools including when it will be considered for decision.</p>   | Corporate Director – Education, Early Years and Young People / Group Manager – Early Years and Young People | Recommendations circulated requesting response - to be provided. Chased. |                                  |

**APPENDIX B**

| Date of Meeting | Agenda Item                               | Action  | Responsibility   | Outcome  | Response                         |
|-----------------|---|---|--|--|----------------------------------|
| 6 Nov 25        | Community Hubs Strategy                   | Members were advised that key stakeholders in each community would be consulted on the proposed Strategy and their views sought to shape how the Hubs look in their particular area and the Committee <b>recommended</b> that an all-Member workshop be arranged to allow Councillors to also feed into the Strategy and that local Members are specifically consulted regarding proposed Hubs within their respective Wards. | Corporate Director – Social Services and Wellbeing           | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 6 Nov 25        | Community Hubs Strategy                   | The Committee discussed the lack of alignment between education and the Strategy and <b>recommended</b> that consideration be given to the possibility of utilising some of the school estate as potential Hubs and that this aspect be included in the Strategy.   | Corporate Director – Social Services and Wellbeing           | <b>ACTIONED</b> – response and information circulated 22 January 2026. | Follow link <a href="#">here</a> |
| 23 Jan 26       | Healthy Living Partnership – Agency Model | The Committee discussed the importance of long-term investment to sustain leisure facilities and <b>recommended</b> that an Asset Strategy be developed including longer term capital investment.   | Corporate Director – Social Services and Wellbeing           | <b>ACTIONED</b> – response and information circulated 5 March 2026.    | Follow link <a href="#">here</a> |
| 23 Jan 26       | Healthy Living Partnership – Agency Model | Members expressed concern regarding the risk of a procurement challenge arising from a modification to the contract terms if the Agency Model is implemented, <b>requested</b> sight of the further indemnified legal advice that will be provided to Cabinet when they are   | Corporate Director – Social Services and Wellbeing / Cabinet | <b>ACTIONED</b> – response and information circulated 5 March 2026.    | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item  | Action   | Responsibility  | Outcome   | Response                         |
|-----------------|--|--|---|---|----------------------------------|
|                 |  | <p>asked to agree to the Agency Model being adopted and <b>requested</b> a confidential Members' Briefing to provide reassurance regarding the risk from challenge.</p> <p>The Committee acknowledged that it is Cabinet's responsibility to further explore the risk following the indemnified further legal advice and <b>requested</b> that Cabinet considers the concerns expressed by the Committee in their deliberations.</p> |   |   |                                  |
| 23 Jan 26       | Healthy Living Partnership – Agency Model                    | The Committee <b>requested</b> a timeline of milestones for the implementation of the Agency Model up to April 2027.   | Corporate Director – Social Services and Wellbeing            | <b>ACTIONED</b> – response and information circulated 5 March 2026. | Follow link <a href="#">here</a> |
| 23 Jan 26       | Healthy Living Partnership – Agency Model                    | The Committee <b>requested</b> the value of past refunds from HMRC relating to the supply of leisure services and for which years.   | Finance Manager – Governance                                  | <b>ACTIONED</b> – response and information circulated 5 March 2026. | Follow link <a href="#">here</a> |
| 23 Jan 26       | Information Report - Corporate Performance Quarter 2 2025-26 | The Committee expressed concern regarding the lack of a target regarding sickness levels and <b>recommended</b> that consideration be given to setting a target to establish whether working practices can be improved and to ensure the best support for staff wellbeing.   | Chief Executive / Chief Officer – Finance, Housing and Change | <b>ACTIONED</b> – response and information circulated 5 March 2026. | Follow link <a href="#">here</a> |
| 23 Jan 26       | Information Report - Corporate                               | With reference to Performance Indicator CED70, the Committee expressed   | Scrutiny/COSC   | <b>ACTIONED</b> – response and                                      | Follow link <a href="#">here</a> |

**APPENDIX B**

| Date of Meeting | Agenda Item                   | Action  | Responsibility   | Outcome  | Response |
|-----------------|-------------------------------|---|--|--|----------|
|                 | Performance Quarter 2 2025-26 | concern that while the percentage of complaints closed within timescales had improved from the same period last year, it had declined from the year end position and is far from the target of 80% and <b>recommended</b> that the issue be referred to the Corporate Overview and Scrutiny Committee for further consideration   |  | information circulated 5 March 2026.                             |          |
| 23 Jan 26       | Forward Work Programme Update | Members expressed concern regarding the timeliness of responses to their Recommendations and Requests for Additional Information highlighting that this appeared to be an issue across a number of Committees and expressed frustration regarding the level of pursuing required to obtain a response. The Committee <b>recommended</b> that the issue be escalated to the Chief Executive for response and that their recommendation is also brought to the attention of the Chairs of the Corporate Overview and Scrutiny Committee and Governance and Audit Committee. | Chief Executive<br><br>(also shared with CMT and Chairs of COSC and GAC) | Recommendations circulated requesting response - to be provided. |          |

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