

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

17 SEPTEMBER 2019

REPORT OF THE CORPORATE DIRECTOR - EDUCATION AND FAMILY SUPPORT

SERVICE LEVEL AGREEMENT BETWEEN BRIDGEND COUNTY BOROUGH COUNCIL AND G4S CARE AND JUSTICE SERVICES (UK) LIMITED INVISIBLE WALLS WALES

1. Purpose of report

1.1 The purpose of this report is to seek approval for the continuation of the service level agreement between Bridgend County Borough Council (BCBC) and G4S Care and Justice Service (UK) Limited (G4S) in respect of Invisible Walls Wales service.

2. Connection to corporate improvement objectives/other corporate priorities

2.1 This project contributes to the following corporate priorities:

- Smarter use of resources – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.
- Helping people become more self-reliant – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.

3. Background

3.1 BCBC has worked in partnership with G4S and the Invisible Walls Wales (IWW) service since 2012. This was at a time when the project was funded via a significant Big Lottery grant (for five years). This grant was secured to work with offenders and their families around three core aims. These aims were to:

- reduce the risk of re-offending;
- reduce the risk of intergenerational offending; and to
- improve outcomes for children and families affected by parental imprisonment.

3.2 The partnership between BCBC and G4S included the appointment of a social worker to assist the service with advice and guidance around child protection and safeguarding issues.

3.3 An evaluation of the service was undertaken during this period and highlighted positive outcomes linked to the work undertaken by IWW. These included:

- a reduced risk of re-offending due to employment and accommodation issues being resolved for offenders;
- reduce risk of intergenerational offending due to improved pupil engagement in education; and
- improved family dynamics between family members following IWW support.

3.4 The social work role has played a critical part in the success of the project and G4S are keen to maintain this partnership arrangement. A service level agreement (SLA) was approved by Cabinet in April 2018.

4. Current situation/proposal

4.1 The attached service level agreement (Appendix 1) sets out the ongoing partnership arrangements and has been updated to reflect changes in relation to service criteria that have been recently introduced.

5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the policy framework and procedure rules.

6. Equality Impact Assessment

6.1 An initial assessment identifies that there are no equalities issues related to this report.

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

7.1 A Well-being of Future Generations (Wales) Act 2015 assessment has been completed. A summary of the implications from the assessment relating to the five ways of working is as follows:

- **Long term**

IWW is a project aimed at working with offenders and their families to reduce the risk of re-offending, reduce risk of intergenerational offending and improve outcomes for children and families affected by parental imprisonment. There is a wealth of research that demonstrates the impact parental imprisonment can have on life chances and the service aims to prevent issues escalating and improve outcomes for children and families.

- **Prevention**

IWW works with fathers in custody and their families in the community during the period of imprisonment with the aims of reducing re-

offending, intergenerational offending and improving outcomes for families affected by parental imprisonment.

- **Integration**

IWW is a project consisting of private, public and third-sector staff. This approach ensures the expertise of all areas is utilised to address and support issues affecting children and their families linked to offending.

- **Collaboration**

The project works in collaboration with services across social services, police, health, education, probation and the third sector to ensure support meets the needs of those affected by parental imprisonment. Collaboration is a key element of the IWW Team.

- **Involvement**

The voice of fathers within custody and their experiences shapes support during their time incarcerated. Programmes offered within custody are developed to respond to the issues identified by the father that led to their offences. In respect of the family, support is tailored to the needs of the whole family and takes into account families' views in relation to support needs.

8. Financial implications

8.1 The extension of the SLA may result in increased redundancy liabilities for BCBC when the SLA comes to an end. These potential costs will need to be met by the Education and Family Support Directorate budget in the event that the partnership arrangement comes to an end. Financial risks for the local authority are minimal as any potential redundancy costs relate to one qualified social worker and all redeployment opportunities would be explored at that time.

9. Recommendation

9.1 It is recommended that Cabinet:

- agrees the ongoing partnership; and
- authorises the Corporate Director (Education and Family Support) to enter into the service level agreement as referenced at Appendix 1.

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Background documents:

Appendix 1 – Service level agreement between BCBC and G4S