

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 recommended that the information relating to the Hub be updated to provide clarity for the public.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee recommended that correspondence be sent to the Welsh Government expressing the following concerns: a. The sustainability of service delivery which is often reliant on grant funding including short term funding when recurring funding is required, e.g. Elimination of Profit Grant Funding; b. Short notice of funding impacting on the Council's financial planning and implementation;	Scrutiny/Chair of Committee	Letter sent. Response Awaited.	Follow link here

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		<ul style="list-style-type: none"> c. That national policy commitments resulting from legislative changes should be fully funded both in terms of capital funding and ongoing revenue funding including a commitment to fund employer national insurance payments for individuals employed by agencies who provide services to the Council; d. The unavailability of all-Wales comparative data. 			
11 Sep 25	Draft Social Services Annual Report 2024/25	<p>The Committee requested weekly costs for the following:</p> <ul style="list-style-type: none"> a. Foster Placement and Residential Placement for a Care Experienced Child; and 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	Recommendations circulated requesting response - to be provided. Chased.	
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee requested sight of the Council's Fostering Strategy and welcomed the offer for this to be included as an Appendix to the <i>Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025</i> report scheduled to the meeting of the Committee on 25 September 2025.	Corporate Director – Social Services and Wellbeing / Deputy Head of Children and Family Services	Included in the Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025 report to Committee on 25 September 2025.	Follow link here

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee requested that the <i>Community Resource Team Package of Care Delays</i> report presented to the Committee on 23 September 2024 to be circulated to Members of the Committee.	Scrutiny	Complete	Follow link here
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	Recommendations circulated requesting response - to be provided. Chased.	
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee requested 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	Recommendations circulated requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee requested further information regarding the Australian 2.0 step care model relating to mental health referenced during the meeting.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee requested that future Annual Social Services Reports contain comparative data from comparable Welsh local authorities, where available.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
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 to prospective callers of the appropriate service to contact when necessary. The Committee recommended that Members are engaged in the review for their views.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided.	
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 requested a Briefing paper for all Members highlighting the importance of promoting becoming a foster carer for Bridgend.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided.	
25 Sep 25	Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025	The Committee recommended 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	Recommendations circulated requesting response - to be provided.	
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 recommended that this be added to the topics for discussion at the	Scrutiny/Chair of Deep Dive Group / Corporate Director – Social	Recommendations circulated requesting response - to be provided.	

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		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 provided to the Group and Members of the Committee.	Services and Wellbeing		
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	Recommendations circulated requesting response - to be provided.	
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	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided.	

APPENDIX B

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
		identified by the Inspectorate and requested a written update be provided.			
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 requested an update on any actions being taken to try and improve the position.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided.	
25 Sep 25	Forward Work Programme Update	The Committee requested that the following items be added to their Forward Work Programme: a. Review of the Regional Operating Model of the Emergency Duty Team; and b. Review of the Fostering Service (in 9-12 months)	Scrutiny / Chair of Committee	Scrutiny to action in Work Planning Meetings with the Chair and Corporate Director. Item added to the Committee's Forward Work Programme.	