

**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	Recommendations circulated requesting response - to be provided. Chased.	
11 Sep 25	Draft Social Services Annual Report 2024/25	The Committee <b>recommended</b> that correspondence be sent to the Welsh Government expressing the following concerns: <ol style="list-style-type: none"><li>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;</li><li>b. Short notice of funding impacting on the Council's financial planning and implementation;</li></ol>	Scrutiny/Chair of Committee	Letter sent and response received.	Follow link <a href="#">here</a>

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		<p>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;</p> <p>d. The unavailability of all-Wales. comparative data.</p>			
11 Sep 25	Draft Social Services Annual Report 2024/25	<p>The Committee <b>requested</b> weekly costs for the following:</p> <p>a. Foster Placement and Residential Placement for a Care Experienced Child; and</p> <p>b. Residential Placement for an adult (including information regarding contributions from Health).</p>	Corporate Director – Social Services and Wellbeing / Head of Adult Social Care / Deputy Head of Children and Family Services	<p>Recommendations circulated requesting response - to be provided.</p> <p>Chased.</p>	
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	<p>Recommendations circulated requesting response - to be provided.</p> <p>Chased.</p>	

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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	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 <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	Recommendations circulated requesting response - to be provided. Chased.	
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	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	Recommendations circulated requesting response - to be provided. Chased.	

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			Resolution Manager		
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.	
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 <b>recommended</b> that Members are engaged in the review for their views.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	

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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	Recommendations circulated requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	
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 provided to the Group and Members of the Committee.	Scrutiny/Chair of Deep Dive Group / Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	
25 Sep 25	Care Inspectorate Wales (CIW) Fostering	Having discussed their concerns regarding the reliance on grant funding in	Chief Officer – Finance,	Recommendations circulated	

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	Service Inspection June 2025	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.	Housing and Change / Corporate Director – Social Services and Wellbeing	requesting response - to be provided. Chased.	
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	Recommendations circulated requesting response - to be provided. Chased.	
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 being taken to try and improve the position.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	
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	Corporate Director – Social	Recommendations circulated requesting response	

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		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.	Services and Wellbeing	- to be provided. Chased.	
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 approved and to invite them to attend and speak at a meeting of the Committee regarding safeguarding.	Scrutiny/Chair of Committee	Letter sent. Response awaited.	Follow link <a href="#">here</a>

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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	Recommendations circulated requesting response - to be provided. Chased.	
6 Nov 25	Annual Corporate Safeguarding Report 2024-25	Members expressed concern that home-educated learners may not have adequate contact with the Local Authority and the Committee were advised that the	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided.	

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		<p>level is set by National Guidance. The Committee <b>recommended</b> that legal advice be sought as to whether the Guidance can be 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>			
6 Nov 25	Annual Corporate Safeguarding Report 2024-25	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.	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	
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	Corporate Director – Social Services and Wellbeing	Recommendations circulated requesting response - to be provided. Chased.	

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		and that local Members are specifically consulted regarding proposed Hubs within their respective Wards.			
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	Recommendations circulated requesting response - to be provided. Chased.	
6 Nov 25	Community Hubs Strategy	The Committee discussed priority areas within Bridgend and <b>requested</b> a copy of the Regional Partnership Board Strategy which identified the seven priority areas for Bridgend County Borough based on level of need and current service provision.	Corporate Director – Social Services and Wellbeing	Complete	Follow link <a href="#">here</a>
6 Nov 25	Forward Work Programme Update	The Committee requested that the following items be added to their Forward Work Programme: <ol style="list-style-type: none"> <li>a. External Review of Strength Based Outcome Focused Practice Model being embedded into Adult Social Care; and</li> <li>b. Further Report regarding the Community Hubs Strategy (at the appropriate time early in 2026)</li> </ol>	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.	Item added to 'Reports to be Scheduled' part of the Committee's Forward Work Programme