

Meeting of the Social Services, Health and Wellbeing Overview and Scrutiny Committee

11 September 2025



Responses to Recommendations / Additional Information Requested

	Recommendations / Information Requested:	Response:	Accepted / Partially Accepted / Not Accepted:
Draft Social Services Annual Report 2024-25			
Recommendations			
1	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	<p>The Early Intervention and Prevention Hub (EIPH) phone number that is on the website is diverted to the main BCBC customer service line (Corporate Front Door) where they are answered by the Customer Service Contact (CSC) team. An online form has been devised for the CSC advisors to complete, ensuring the individuals relevant information is captured. The CSC advisor is able to check the Case Management System (WCCIS) for any current Social Work involvement and where the caller is already known to a social work team, the CSC Advisor forwards the call or emails the relevant Duty Team. Where there is no current involvement, the form is immediately sent to the EIPH referrals mailbox. The mailbox is monitored each day, during business hours by a Duty Social Worker and another practitioner / member of the team. All referrals are triaged by the EIPH Management Team for priority status and allocated to a social work practitioner to make contact.</p> <p>Customer Service Advisors, inform the individual / caller that an EIPH social work practitioner will be in touch with them within 7 working days, however, where the call has been triaged and identified as a high / urgent / safeguarding issue the EIPH duty worker responds/makes contact the same day by phone followed by a home visit, if deemed necessary.</p> <p>This process ensures that only new referrals into Adult Social Care are received by EIPH and basic information gathering has been captured at the first point of contact.</p>	Noted

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	does not make this clear and recommended that the information relating to the Hub be updated to provide clarity for the public.		
2	<p>The Committee recommended that correspondence be sent to the Welsh Government expressing the following concerns:</p> <p>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</p>	<p>Copy letter sent:</p>  <p>Letter from SOSC 2 to Welsh Government</p> <p>Copy response received:</p>  <p>Letter from Welsh Government to SSHW</p>	Accepted

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	<p>Profit Grant Funding;</p> <p>b. Short notice of funding impacting on the Council's financial planning and implementation;</p> <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</p>		

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	<p>individuals employed by agencies who provide services to the Council;</p> <p>d. The unavailability of all-Wales comparative data.</p>		
Additional Information Requested:			
3	<p>The Committee requested 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</p>	<p> Care Homes - Cost Pressure Analysis and</p> <p>Information to accompany the Care Homes Document attached: There are various rates within ASC depending on the type of placement or needs of the individual, attached is the rates for framework Residential/nursing placements generally for Older people but we do have some LD and MH in these framework providers and are not included in the average weekly cost below.(these do not include any third party top ups that the homes may charge).</p>	

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	contributions from Health).	<p>For other specialist placements I will need to give an average cost of placement.</p> <p>Physical Disabilities – 1 placement - £4967.00 per week (no health funding)</p> <p>Networks – 3 Placements – average weekly cost £2577.75 (average health funding £768.76 per week)</p> <p>Learning Disabilities – 26 placements – average weekly cost £4395.40 (average health funding £1816.40 per week)</p> <p>Mental Health – 20 placements – average weekly cost £2749.30 (average health funding £1293.64 per week)</p>	
4	<p>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.</p>	<p>Included in the Care Inspectorate Wales (CIW) Fostering Service Inspection June 2025 report to Committee on 25 September 2025</p>	Accepted

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5	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.	   4. Community 4a. Appendix 1 - Care 4b. Appendix 2 - Resource Team PackaAction Committee LetDischarge Delays 6 2	Accepted
6	The Committee requested a written briefing paper to better understand the proposed 'core and cluster' model of supported living for people with learning disabilities.	 Core&Cluster Model - Briefing Note Oct25.	Accepted
7	The Committee requested an all-Member Briefing detailing the <i>Building Resilient and Co-ordinated Communities</i> programme and	The Council continues to work closely with BAVO (Bridgend County Borough Voluntary Organisation), the local CVC, and a wide range of third sector partners to promote and strengthen access to community-based services across the county borough. Through these partnerships, information on local support, wellbeing, and community activities is regularly shared and signposted to residents via established community networks, social media channels, and partnership communications. In addition, there is ongoing advocacy and collaborative work across internal BCBC services and with key partner organisations including GP practices, primary care teams,	Accepted

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	highlighting the role of the Local Community Connectors, Navigators and Co-ordinators.	health professionals, AWEN Cultural Trust, and HALO Leisure. This ensures a joined-up approach to public engagement and awareness-raising, helping residents to connect with community-based opportunities that support their wellbeing, independence, and social inclusion. Consideration will also be given to working with the Council's Communications Team to further enhance public awareness through coordinated campaigns, digital content, and social media promotion, ensuring consistent messaging and improved reach to all communities within Bridgend County Borough.	
8	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.	The directorate works closely with the corporate communications team and with partners to use the available communication channels highlight the community support that is available. Work is needed to improve the Council's website. An invest to save bid is being submitted to develop an early intervention and prevention portal so people can self refer for support.	Accepted
9	The Committee requested further information regarding the Australian 2.0 step care model relating to mental health	https://steppedcaresolutions.com/sc-2-0-model/	Accepted

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	referenced during the meeting.			
100	The Committee requested that future Annual Social Services Reports contain comparative data from comparable Welsh local authorities, where available.	This will be progressed where validated published data is available for the relevant financial year.	Accepted	
Social Services Representations and Complaints Annual Report 2024/25				
Additional Information Requested:				
11	In relation to Table 4 – Complaint Themes, the Committee requested the number of complaints for each of the percentages shown.	Lack of support	47	Accepted
		Staff conduct	41	
		Lack of communication	39	
		Failure to act in a way the complainant believes council should have	23	
		Case management/review decisions	19	
		Breach of confidentiality	13	
		Request	12	
		Factual Inaccuracies/False Accusations	10	

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		Other	8	
		Frequent changes of staff	8	
		Delays	6	
		Child/Adult protection process/outcome, decision for registration or de-registration	5	
		Removal and reduction of service	4	
		Safeguarding concerns raised	4	
		Court order not followed	3	
		Issue with assessment	3	
12	The Committee requested that future Annual Reports contain comparative data from comparable Welsh local authorities, where available.	The Compliments and Complaints Resolution Manager will investigate whether this information is available in preparation for the 2025/26 annual report.		
13	The Committee requested copies of the Accessible Complaints Information referred to in the Objectives section of the report and the Child-Friendly	<div> Complaints-V2.pdf  Feedback-Form-V2.pdf  Feedback-V2.1.pdf  DRAFT Social Services Complaints -</div> <p>Please note: the Child-Friendly complaints leaflet is currently a draft version as it is still awaiting accessibility testing from the councils Marketing & Communication team.</p>		

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	version that has been produced.		
Forward Work Programme Update			
14	<p>The Committee requested that the following items be added to their Forward Work Programme:</p> <p>a. Future Arrangements for Advocacy for Adults and Children;</p> <p>b. A closed session detailing confidential information presented to Social Services Improvement Board including anonymised live case studies.</p>	To be actioned by Scrutiny, Chair of Committee and Corporate Director in Work Planning Meetings	Accepted.
15	The Committee requested that Care Experienced Young People be invited to attend for the Support	To be actioned by Scrutiny, Chair of Committee and Corporate Director in Work Planning Meetings	Accepted.

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	for Care Leavers report, when scheduled.		