

**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: 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	<b>ACTIONED</b> – response and information circulated 22 January 2026.	Follow link <a href="#">here</a>

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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>

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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>

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		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>

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		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>

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		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>

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		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>

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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 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. 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.	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	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 – Education, Early Years and Young People / Group Manager – Early Years and Young People	Recommendations circulated requesting response - to be provided. Chased.	

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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>

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		<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>

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	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  (also shared with CMT and Chairs of COSC and GAC)	Recommendations circulated requesting response - to be provided.	