

Meeting of:	TOWN & COMMUNITY COUNCIL FORUM
Date of Meeting:	6 JULY 2026
Report Title:	BRIDGEND COUNTY BOROUGH COUNCIL & TOWN & COMMUNITY COUNCIL LIAISON
Report Owner: Responsible Chief Officer / Cabinet Member	CORPORATE DIRECTOR - COMMUNITIES
Responsible Officer:	HEAD OF SERVICE - PUBLIC REALM
Policy Framework and Procedure Rules:	THERE IS NO EFFECT UPON THE POLICY FRAMEWORK AND PROCEDURE RULES.
Executive Summary:	This report is to inform the Town & Community Council (T&CC) Forum of the work undertaken since the engagement of the Town & Community Council Liaison Officer (T&CCLO) by Bridgend County Borough Council (BCBC) to work with the Town and Community Councils (T&CCs).

1. Purpose of Report

- 1.1 The purpose of this report is to inform the Town and Community Council (T&CC) Forum of the progress achieved to date in respect of the Council's aim to build upon the Council's relationship with T&CCs and to outline the challenges encountered to date. The period covered by the report is 16 September 2025 to 31 March 2026.

2 Background

- 2.1 A Town and Community Council Liaison Officer (T&CCLO) took up post on an initial two-year basis, in September 2025. The T&CCLO's primary role is to act as the principal point of contact between BCBC and T&CCs.

3. Current situation / proposal

3.1 Overall Town & Community Council Liaison Activity

- T&CCLO established as a principal contact for T&CC enquiries through consistent communication with both BCBC departments and clerks.
- Recording system developed to track issues, follow up, monitor and aid report production. Two case studies are included at **Appendices A and B**.
- Live funding database for T&CCs, sport clubs and community groups specifying eligibility criteria and deadlines maintained. These are included at **Appendices C and D**.
- Welsh Parliament's Local Government and Housing Committee's 2025 publication "Role, governance and accountability of the community and town council sector", combined with the appointment of a T&CCLO and a request from fourteen out of the twenty T&CCs for a Service Level Agreement, provides an opportune time to update BCBC's T&CC Charter. It was put forward at the T&CC Forum in September 2025 that a group consisting of clerks and the T&CCLO should take this forward.
- A Task and Finish Group (T&FG) established, comprising of a diverse range of clerks. The Group has commenced a review of the T&CC Charter. The first draft will be presented to the T&CC Forum on 28 September 2026. The T&FG Terms of Reference are attached at **Appendix E**.
- The T&FG has also developed a Town and Community Council Communication Protocol, setting out a standardised procedure to apply to all T&CCs and has been shared with all T&CC clerks.
- At the T&CC Forum in September 2025, the Chair posed consideration for the development of a protocol for items to be included on the T&CC Forum agenda.
- Future Forum items for inclusion on the T&CC Forum agenda will be nominated via the
 - (i) Clerks & Chairs' meeting
 - (ii) Clerks' meeting

both of which will take place at least one month before each T&CC Forum. Guidance has been issued and is attached at **Appendix F**.

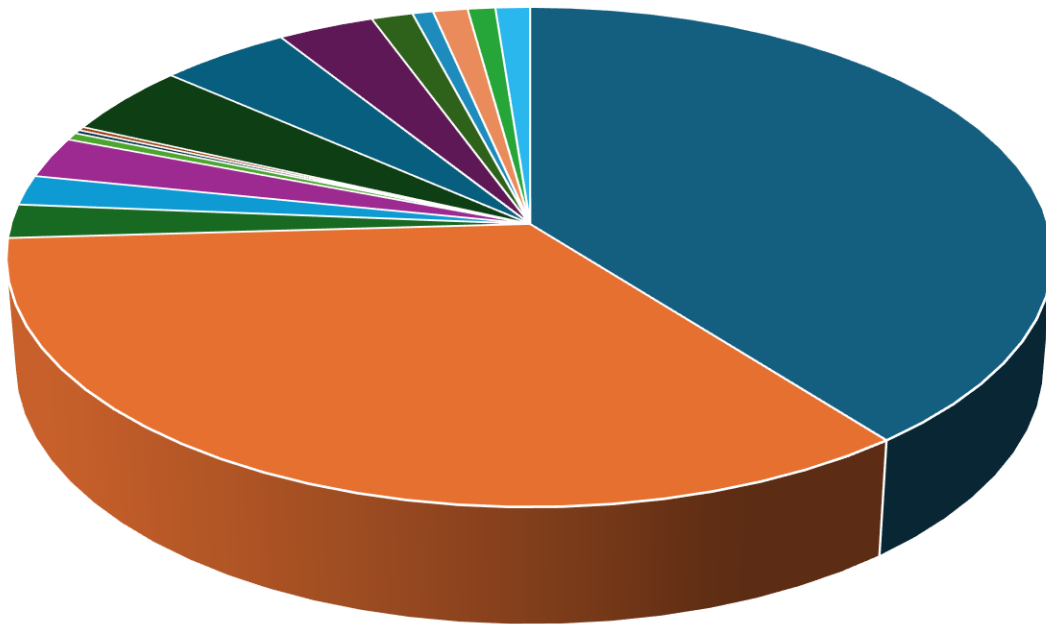
- The T&CCLO has worked with external organisations and BCBC departments to achieve maximum benefits possible for groups involved in Community Asset Transfers as well as the wider community. For example:

- Consultation & Engagement team to disseminate consultations to T&CCs and community groups to encourage broad and early contribution to consultations. Examples are shown below:



- The Resilient Communities (REACH) Team
- Funders, including with the Co-op regarding their funding opportunities.
- Facilitated applications to a social value initiative. An example is attached at **Appendix G**.
- A proactive approach has been taken to establish connections with counterparts in Caerphilly and Rhondda Cynon Taff and staff at the Society of Local Council Clerks (SLCC) and One Voice Wales (OVW).
- 11 T&CCs now have BCBC 'Organisational Account Profiles' where common issues such as potholes, street lighting, fly-tipping, dog fouling etc. can be reported by the clerk (where it is not possible for residents to report it themselves). Clerks are able to track and monitor the status of the issue.
- The T&CCLO attained Carbon Literacy Certification and is supporting T&CCs in line with Bridgend 2030 Net Zero Carbon Strategy.

- The following activity summary illustrates the work successes for the period 16/09/25 – 31/03/26



- Number of Issues 163
- No of Issues resolved 143 (89.5%)
- No awaiting further info / action from BCBC 9 (5.5%)
- No awaiting further info / action from Clerks (5%)
- No of T&CCs that now have Organisational Account Profiles: 11
- No of T&CC Fora attended: 2
- No of Clerks' Meetings attended: 1
- No of Chairs & Clerks' Meetings attended: 1
- No of Individual T&CC Meetings attended:19 (95%)
- No of Clerks met: 19 (95%)
- No of Funding Advice given:
- No Referred to Town & Community Council Capital Grant Fund: 6
- Supported clerks in preparing & submitting funding applications: 3
- No of consultations Promoted: 5
- No of Fundraising Bulletins: 4
- Additional Information Shares: 5

3.2 Challenges:

While the post has been universally welcomed and significant advancement has been made, the implementation of the initiative has not been without challenges.

- Initial resistance from some departments, overcome by building relationships.
- Capacity of departments impacts on response timeframe.
- Instances where T&CCs contacted multiple departments in hope of obtaining alternative guidance from colleagues.
- Instances where T&CCs contacted BCBC Officers directly, those issues not being logged on T&CCLO's monitoring system, precluded them from being tracked and followed up. The adoption of the Communications Protocol **Appendix H** has improved efficiency, as noted in the Clerks' survey results in **Appendix I**.
- Instances of reporting through 'fix my street' which has been addressed by the implementation of the Communications Protocol.
- Cases requiring additional information from the Clerk for their enquiry to proceed have been delayed due to the timeframe in which the additional information has been provided.
- The capacity of the T&CCLO has been predominated by the T&CC workload, which has had a significant impact on the ability to undertake the Community Asset Transfer area of work.
- T&CC status ineligible for many funding streams available. Work will be undertaken in 2026/27 to explore funding opportunities with more T&CCs.
- Attendance at the T&CC Forum could be improved. The data attached in **Appendices I and J** is provided to facilitate a discussion at the T&CC Forum.

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been

considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

5.1 The well-being goals identified in the Act were considered in the preparation of this report. The activity of the T&CCLO contributes to the achievement of the following Well-Being of future Generations (Wales) Act objectives, both directly and indirectly:

- A prosperous Wales
- A healthier Wales
- A more equal Wales
- Cohesive communities

5.2 The activity of the T&CCLO contributes to the achievement of the following corporate well-being objectives both directly and indirectly:

A Prosperous Place with thriving communities – Protecting our landscapes and open spaces and providing opportunities for culture, leisure and play.

Modernising - creating modern, seamless public services – Improving how we engage with people, listening to views, acting on them, modernising, and becoming a more efficient council, as well as improving partnership working with partners, the third sector and T&CCs. Any future collaborative working between the Authority and T&CCs would need to consider and be based around the achievement of the Council's Well-being Objectives.

6. Climate Change and Nature Implications

6.1 There are no negative climate change or nature implications arising from this report.

7. Safeguarding and Corporate Parent Implications

- 7.1 There are no safeguarding or corporate parent implications as a result of this report.

8. Financial Implications

- 8.1 There are no financial implications arising directly from this report, however any future collaborative working between the Authority and T&CCs may need to consider the budget implications for both parties.

9. Recommendation

- 9.1 Members of the Town & Community Council Forum are recommended to note the report and the updated Communications Protocol.

Background documents

None