

# Management response form



## APPENDIX H

| Audit Wales use only |                                 |
|----------------------|---------------------------------|
| Audited body         | Bridgend County Borough Council |
| Audit name           | Housing Adaptations             |
| Issue date           | 06.08.2026                      |

| Ref | Recommendation                                                                                                                                                                                              | Commentary on planned actions                                                                                                                                                                                                                                                                                                                               | Completion date for planned actions                                           | Responsible officer (title) |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------------|
| R1  | The Council should conduct a thorough end-to-end review of the service to understand the causes of delays and take targeted action to improve delivery and the effectiveness of the service (paragraph 21). | We agree that the DFG service would benefit from an end-to-end review and this has been part of an BCBC DFG improvement plan since transferring over to the Social Services and Wellbeing directorate. We have appointed Ark Consultancy to undertake a 8-week review which will look at the process, policy and delivery through a system change approach. | September 2026 commencement with an expected completion date of November 2026 | Stuart ManderGroup Manager  |

| Ref | Recommendation                                                                                                                                                                                                                                                     | Commentary on planned actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Completion date for planned actions                                                                                                                                                                                                                                       | Responsible officer (title) |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| R2  | The Council should improve its understanding of current and future demand for housing adaptations, including the likely impact of demographic change and demand from children and young people, so that it can plan its resources more effectively (paragraph 12). | As stated BCBC will be undertaking a service wide end-to end review of service delivery which will include the findings of the Audit Wales report. The review will consider the effectiveness of forecasting methodology analysing historical application levels alongside demographic projections. Data from the children with disabilities and transition team and the community occupational therapy service will be key in understanding local need. Recommendations arising from the review will be built into future resource planning. | The DFG final report will be expected to be provided to BCBC before the end of November 2026- Any proposed changes will be consulted on with Cabinet Corporate Management Team as currently responsibilities for DFGs sit across several directorates. This has commenced | Stuart ManderGroup Manager  |

| Ref | Recommendation                                                                                                                                                                                                                                          | Commentary on planned actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completion date for planned actions                              | Responsible officer (title) |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------|
| R3  | The Council should develop a coordinated and up-to-date strategic framework for housing adaptations. This should include updating key policies and having a clear delivery plan that sets out priorities, actions and intended outcomes (paragraph 15). | BCBC have implemented a contractor framework 2024 which is being embedded within the DFG team. However, it is noted that the DFG policy and the overarching strategic direction for DFG requires review an updating and this will be completed following the end-to-end review. It is important that the role of DFGs in supporting individuals and families to live as independently as possible in their homes and communities is articulated and that this is underpinned by a clear policy and delivery framework matched by resources within the service. A draft restructure has been developed for the housing department but this will be developed further following completion of the review. | Strategy and Policy to be submitted to Cabinet by End of Q4 2027 | Stuart ManderGroup Manager  |
|     |                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Restructure to be commenced by October 2026                      | Stuart ManderGroup Manager  |

| Ref | Recommendation                                                                                                                                                                     | Commentary on planned actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Completion date for planned actions | Responsible officer (title) |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------------|
| R4  | The Council should engage more systematically with regional groups and relevant partners to understand and compare issues and learn from the experiences of others (paragraph 28). | <p>This has commenced with there being ongoing contact between neighbouring authorities. The contractor framework was designed and implemented following work with Rhondda Cynon Taf Local Authority, and we are linking with them regarding Policy redesign.</p> <p>Upon considering appropriate consultants for the DFG review we approached the WGLA for recommendations. We have also linked in with them around wider partnership groups which can provide examples of best practice</p> | In place                            | Stuart ManderGroup Manager  |

| Ref | Recommendation                                                                                                                                                                                  | Commentary on planned actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Completion date for planned actions                                                                                                          | Responsible officer (title)    |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| R5  | The Council should evaluate whether its housing adaptations arrangements are delivering value for money, including by linking the full cost of support, timeliness and outcomes (paragraph 30). | <p>Currently Welsh Government has confirmed there is no single national audit or performance framework for DFG in Wales –</p> <p>However, it has been documented that our neighbouring authority RCT are looking at a wider piece of work on the assessing if the intended outcomes where achieved. We are actively linking in with them regarding this element of work and will look to ensure we are part of any ongoing working group around this. We recognise from Audit Wales own work that understanding outcomes and whether costs elsewhere eg in domiciliary care or residential care is harder to understand but we will work with neighbouring LAs on this aspect.</p> | Contact with RCT has already been established and this will be built on to ensure we are involved in any trials, working groups and outcomes | Stuart Mander<br>Group Manager |

