

## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

9<sup>TH</sup> MARCH 2017

### SCRUTINY RECOMMENDATIONS

#### REPORT OF THE SECRETARY TO THE CABINET IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDERS, COUNCILLOR J ROSSER & COUNCILLOR M FOREY

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#### 1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to provide Members with the findings and recommendations of the Council's two Scrutiny Working Groups that conducted scrutiny reviews in respect of issues in relation to the Council's Mobile Library Service and Maesyffynnon Residential Care Home, Aberaman.

#### 2. RECOMMENDATIONS

It is recommended that Cabinet Members:-

- 2.1 Note the work of the scrutiny Committees, as outlined in Appendix 1 and 2 of this report.
- 2.2 Agree in principle to each of the recommendations contained within section 2.3 and 2.4 of this report, subject to further consideration by the Cabinet Portfolio holders for this area, following which a detailed response is provided to the relevant Scrutiny Committees.
- 2.3 The Public Service Delivery, Communities and Prosperity Scrutiny Committee conducted a review into the Council's Mobile Library Service and recommended:
- Further promotion of the mobile library service through existing partnerships such as Communities First, Housing Associations and local Elected Members;
  - To further promote the online facilities available to customers so that they can order books and/or CD's ready for collection from the mobile library;
  - To retain the length of stops (as to alter them would have an impact on the number of stops which would have a potential adverse affect on more customers);
  - That posters are displayed on the door of each mobile library vehicle to

- inform customers that all mobile libraries have disabled access;
- That provision is made available on the mobile library, in the form of a checklist, for customers to be able to pre order books/CD's in advance of their next visit

2.4 The Health & Wellbeing Scrutiny Committee Working Group conducted a review into Maesyffynnon Residential Care Home and recommended:

- That where possible there is early identification of potential significant building maintenance issues to provide early warning of the need to transfer residents;
- That staff are made fully aware of the Council's decision making processes in relation to Cabinet decisions should a similar situation occur in the future;
- In addition, the Working Group would support the Council's Strategy for older people which is moving away from a dependency culture toward an enabling culture where support and care is provided at home or close to home. Within this is the option for extra care housing facilities and the working group would welcome this opportunity for Aberaman. However, if 'extra care' is the direction of travel for the future it is important that all residential care staff fully understand what this type of facility provides and it is therefore recommended that an information programme is developed to ensure that staff are aware of the introduction of the Council's first extra care housing scheme in Talbot Green, how this type of model operates and the potential benefits and opportunities of moving toward a more enabling and community based approach to care.

### **3. REASONS FOR RECOMMENDATIONS**

3.1 The need for Cabinet Members to consider the work of the Public Service Delivery, Communities and Prosperity Scrutiny Committee, looking at issues in relation to the Council's Mobile Library Service and the work of the Health and Wellbeing Scrutiny Committee, looking at Maesyffynnon Residential Care Home.

### **4. BACKGROUND**

#### **a) COUNCIL'S MOBILE LIBRARY SERVICE**

- 4.1 In line with its work programme, the Public Service Delivery, Communities & Prosperity Scrutiny Committee identified the issue of the Council's Mobile Library Service as an area for review at the commencement of the Municipal Year 2015/2016. In particular Members were concerned that following the service change in 2014 there would remain a comprehensible service for the citizens of Rhondda Cynon Taf.
- 4.2 Furthermore, at its meeting on the 7<sup>th</sup> October 2015, the Finance & Performance Scrutiny Committee requested that the review should be

widened to include the 'financial dimension' of the service change to the mobile library service i.e. 'to establish whether or not the savings identified as part of the service change implemented from June 2014 have been realised'

4.3 On the 15<sup>th</sup> February 2016 Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee considered and resolved to accept its Terms of Reference in respect of the Mobile Library Review as follows:-

4.31 Terms of Reference:

*'To review the take up of the mobile Library Service to better understand usage and barriers to usage following the service change in 2014'*

4.32 Scope:

- To review the impact the service change has had on usage
- Understand the target groups that are currently served by mobile libraries
- Identify any barriers to usage
- Assess how well the current provision meets the needs of the residents of RCT
- Consider whether the service is accessible to all and supports the most vulnerable
- Consider how the service is currently promoted
- Assess whether the financial savings required from the 2014 service change have been delivered
- From the information gathered formulate recommendations for improvement and/or modifications to the service

4.33 Methodology:

- Receive reports/presentations from Council officers in respect of the current provision since the service change in 2014
- Feedback from service users to obtain their views
- To understand how the local position compares with the regional and national picture
- Data collection to measure current performance

#### **b) MAESYFFYNNON RESIDENTIAL CARE HOME, ABERAMAN**

4.4 On 6<sup>th</sup> October 2015, Cabinet considered the report of the Group Director, Community & Children's Services in relation to the significant building maintenance issues which had come to light at the Maesyffynnon Residential Care Home

4.5 The report pointed out that a major breakdown of the mechanical services at the home could happen at any time, and with winter approaching, action

needed to be taken as a matter of urgency. The report provided options for managing the ongoing risks to residents and Cabinet agreed the proposal put forward, namely, the temporary closure of Maesffynnon Care Home and transfer of residents to alternative appropriate placements while all options for the home were fully investigated, costed and appraised. At the time of this decision there were 19 permanent residents living at the Home.

- 4.6 Cabinet agreed to the request of the Chair and Vice Chair of the Health and Wellbeing Scrutiny Committee that their Committee should have a role in scrutinising the process adopted to transfer residents and as a result, at the meeting of the Health & Wellbeing Scrutiny Committee held on 14<sup>th</sup> October 2015, it was resolved to form a small working group consisting of the Chair and Vice Chair of the Committee along with the local Members for Aberaman North, to oversee the process of the transfer of residents from Maesffynnon Care Home to alternative placements.

## **5. CONSULTATION**

- 5.1 As outlined within Appendix 1 & 2 of this report, consultation was conducted through the reviews carried out by the Public Service Delivery, Communities & Prosperity Scrutiny Committee and the Health and Wellbeing Scrutiny Committee.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

- 6.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only and further analysis of each of the proposals will be needed if the recommendations are to be taken forward.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 There are currently no financial implications aligned to this report.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED.**

- 8.1 There are no legal implications at present.

## **9. LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES.**

- 9.1 The Scrutiny report and recommendations link to the Council's Corporate Plan priorities of Prosperity: Improving our communities and Health: Supporting vulnerable adults and older people to live independently.

## 10. **CONCLUSION**

- 10.1 At their meeting in September 2016, the Committee endorsed the findings of the customer feedback in respect of RCT's Mobile Library Service and identified areas for consideration, which they believe will improve the provision for the customers.
- 10.2 Having followed the transfer and settlement of residents into their alternative accommodation the Health & Wellbeing Scrutiny Committee Working Group concluded that the transfer of residents to their new homes had gone smoothly and all are settled well into their new homes. The Working Group have identified various areas for improvement for the future.

### **Other Information:-**

**Relevant Scrutiny Committees** – Public Service Delivery, Communities and Prosperity Scrutiny Committee & Health and Wellbeing Scrutiny Committee

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**9<sup>TH</sup> MARCH 2017**

**REPORT OF THE SECRETARY TO THE CABINET IN DISCUSSIONS WITH THE  
RELEVANT PORTFOLIO HOLDER, COUNCILLOR J ROSSER**

**Item: SCRUTINY RECOMMENDATIONS**

Officer to contact: Hannah Williams, Cabinet Business Officer.

# RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

## MUNICIPAL YEAR 2016-2017

### RHONDDA CYNON TAF MOBILE LIBRARY SERVICE REVIEW

#### **1. BACKGROUND**

- 1.1 In line with its work programme, the Public Service Delivery, Communities & Prosperity Scrutiny Committee identified the issue of the Council's Mobile Library Service as an area for review at the commencement of the Municipal Year 2015/2016. In particular Members were concerned that following the service change in 2014 there would remain a comprehensible service for the citizens of Rhondda Cynon Taf.
- 1.2 Furthermore, at its meeting on the 7<sup>th</sup> October 2015, the Finance & Performance Scrutiny Committee requested that the review should be widened to include the 'financial dimension' of the service change to the mobile library service i.e. *'to establish whether or not the savings identified as part of the service change implemented from June 2014 have been realised'*
- 1.3 On the 15<sup>th</sup> February 2016 Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee considered and resolved to accept its Terms of Reference in respect of the Mobile Library Review as follows:-

#### **Terms of Reference:-**

*'To review the take up of the mobile Library Service to better understand usage and barriers to usage following the service change in 2014'*

#### **Scope:**

- To review the impact the service change has had on usage
- Understand the target groups that are currently served by mobile libraries
- Identify any barriers to usage
- Assess how well the current provision meets the needs of the residents of RCT
- Consider whether the service is accessible to all and supports the most vulnerable
- Consider how the service is currently promoted
- Assess whether the financial savings required from the 2014 service change have been delivered
- From the information gathered formulate recommendations for improvement and/or modifications to the service

**Methodology:**

- Receive reports/presentations from Council officers in respect of the current provision since the service change in 2014
- Feedback from service users to obtain their views
- To understand how the local position compares with the regional and national picture
- Data collection to measure current performance

**2. THE MOBILE LIBRARY SERVICE**

- 2.1 At the time of the commencement of the review (and prior to the proposed service changes 2015/2016) the Council's mobile library service consisted of 4 vehicles, 3 full-time staff and 3 part-time staff which delivered books and information to the citizens of Rhondda Cynon Taf on a two weekly rota (the only local authority to do so). All four mobile libraries undertook visits to locations between 9.00am and 4.30pm for fifteen minute stops. It was confirmed that the longer 2 hour stops were restricted to the evenings alone and covered by two mobile libraries; one to cover the south of the county, the other to cover the north of the county. The service is in operation until 7.30pm and this service has been implemented in order to mitigate the impact of the static library closures in June 2014.
- 2.2 Throughout the review Committee found that although, by definition, a twice weekly mobile library service cannot replicate the full service available from a static library, the service is highly valued by many of its users, in particular, the older residents who may not have access to transport. Committee agreed that a mobile library provides valued access to books, support for reading and literacy and in a limited way, offers a space for interaction and support.
- 2.3 Particularly in the more remote parts of the county, the mobile library visit provides a focal point for the community whereby residents are able to order the books they wish to be delivered by the mobile service either through email or by telephone so that their choice is not limited to the books available on the vehicle. It takes a council service and presence to locations that do not have easy access to static service points and in some places acts as a social focus where people can meet and in doing so contributes to social cohesion.
- 2.4 Another valuable service recognised by Members of the Committee is the Housebound Service which operates for residents who are unable to leave their homes due to serious health and disability issues. At the time of this review 229 residents receive this service across the County Borough and for whom it acts as a point of contact. Members learned that the Housebound Service has not been affected by the changes made to the Library Service in 2014. They also learned that those applying for the service need to undertake an assessment of the individual's eligibility by staff from the Housebound Service, who will visit the applicant's home. If they qualify for this service then arrangements are made for the resident to receive visits from the Housebound Librarian once a month. Committee agreed that for many housebound older people, reading or listening to a recording is an important stimulating pastime



and the service is highly regarded by those who use it as a valuable source of social contact.

- 2.5 A further service offered by Rhondda Cynon Taf's Mobile Library Service is the deposit Collection Service which provides books with a 3 monthly refresh for 27 locations. These locations include residential homes, sheltered accommodation complexes and any other publicly accessible facility that indicates they would like to make books available to others.
- 2.6 After consideration of the full complement of services available to residents of Rhondda Cynon Taf, Committee agreed that although it is impossible for the mobile library to provide the resources a main library does, it is a valuable lifeline to the elderly and those in more remote areas of the County Borough.

#### Internet Facility

- 2.7 According to the Welsh Public Library Standards, mobile libraries should have wi-fi and access to computers or other electronic devices. However, there are challenges in achieving this, in particular the lack of ability to be able to pick up wi-fi in parts of the county. The Council's ICT service has assessed the situation and advised that there is no reliable means of ensuring consistent access to the internet on the vehicles.
- 2.8 The limited time available on most stops also predisposes against investment in this equipment. Consequently, there are no current plans to install electronic devices onto the mobile libraries. It is recognised that this will affect the Library Service's ability to meet one of the Welsh Public Library Standards (WPLSQI 10).
- 2.9 Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee agreed that mobile libraries serve people best for borrowing books, including talking books and large print books.

### **3. PROPOSED SERVICE CHANGES 2015-2016**

- 3.1 As part of the Council's Medium Term Financial Planning the Cabinet consulted on a number of service change proposals, to assist the Council to deliver a balanced budget for 2016/17. One aspect of the service change proposals related to Library Services with consultation undertaken from the 23rd November 2015 to the 18th January 2016. The proposals were:-
  - Reduction in number of Reference & Information Service Librarians
  - Reduce overall weekly opening hours of branch libraries to 31.5 hours per library
  - Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)
  - Reduce the book fund by 25%
  - Reduce the mobile libraries from 4 to 3 retaining a 2 weekly rota

- Remove Community learning worker post (part time)
- Reduce expenditure on magazines and newspapers purchased

3.2 Members of the Public Service Delivery, Communities and Prosperity Scrutiny Committee themselves felt that they had a responsibility to respond to the service change consultation process. They resolved that a letter should be sent to Cabinet to express its concerns at the reduction in the book acquisition budget and that some of the Council's Branch Libraries could become single staffed libraries under the proposed changes. Committee also wished to request that should funding become available (in light of an improved Welsh Government provisional settlement) that Cabinet consider the Council Library Services budget sympathetically.

3.3 In response to their letter the then Cabinet Member for Safer Communities, Libraries & Heritage acknowledged the Committee's concerns as follows:-  
*'After careful consideration it was decided not to approve the proposal to introduce single staffed libraries at 5 branches. We also listened to the request from the Public Service Delivery, Communities and Prosperity Committee to look again at the proposed reduction of 25% in the Book Fund now that a better than anticipated settlement has been received from Welsh Government, and consequently the reduction in the Book Fund will be 15%. In respect of the reduction in expenditure on magazines and newspapers purchased, as a library service we will be undertaking a survey within each of the libraries to establish which magazines and newspapers are most popular to ensure that the most popular items are retained for each individual library.'*

3.2 Cabinet met on the 4th February, 2016 and as part of the decision-making process it considered the consultation feedback from the public, from Members and from the Public Service Delivery, Communities and Prosperity Committee. With specific regard to the Mobile Service (within the overall service change proposal) it was agreed by Cabinet to *'reduce the mobile libraries from 4 to 3, retaining a 2 weekly rota.'*

3.3 Committee learned that on the basis of the usage data it was considered that the reduction from 4 to 3 mobile library vehicles would have little (if any) impact on residents who currently utilise the service as crucially the two weekly rotas would be maintained. It was also reported that feedback from the public consultation events held indicated that that the reduction in the number of mobile libraries was preferable to some of the other options for change.

3.4 As part of the Service Change Consultation Report prepared by the Council's Consultation Team which was reported to Cabinet on the 4<sup>th</sup> February 2016, 1,632 written views were provided by residents and the following data was presented:-

- 62.1% were in favour of reducing the number of mobile libraries from 4 to 3;
- 29.4% of residents rejected the proposal;
- 8.5% indicated that they had no opinion for or against the proposal

- 3.5 Members learned that all mobile libraries held copies of the consultation documents and feedback questionnaires to ensure that users of the service had opportunity to engage with the process.
- 3.6 In view of the effective consultation process which included participation from the residents of Rhondda Cynon Taf as well as engagement from some community groups it became evident that the reduction in the number of mobile libraries from 4 to 3 had been the favoured option by the users themselves compared with some of the alternative options.
- 3.7 However, despite the results of the consultation process Committee was keen to analyse the usage and visitor numbers and consider the customer feedback in order to gain an overall understanding of the impact of the service change on the mobile library service. They felt it was important to assess how the provision meets the needs of its residents particularly following the service changes.

#### 4. **ANALYSIS OF USAGE**

- 4.1 Whilst the Working Group had received information about the mobile library service within Rhondda Cynon Taf they were keen to consider the analysis of usage to properly assess the trends amongst the residents of Rhondda Cynon Taf and to understand whether the service is meeting the current needs of its service users. At the time of their review into the analysis of usage, the mobile library service had increased the number of stops facilitated by its four vehicles.
- 4.2 As there is no provision for a people counter facility on the mobile library vehicles, (unlike the arrangements within the static libraries which all have people counters located at the entrances of each facility in order to capture visitor numbers) the mobile library visits are estimations of visits through the sampling of specific weeks.
- 4.3 Committee was provided with a comparison of visitor numbers to the mobiles over the 2013-15 periods (below). When analysing the information Members were mindful that an additional mobile service was available from June 2014 onwards and at the same time 13 static libraries were closed.

Table 1 – Visitor numbers to mobile vehicles

<b>Quarter</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Quarter 1	3,972	5,280	5,730
Quarter 2	4,602	5,994	5,244
Quarter 3	4,068	5,178	4,650
Quarter 4	3,882	5,118	N/A
<b>Total annual visits</b>	<b>16,524</b>	<b>21,570</b>	<b>N/A</b>

- 4.4 The table demonstrates the increase in visitor numbers to mobile vehicles in 2014 when the additional stops were added. However, the figures reinforced the suggestion that, as with the service change consultation results, some of

the usage figures for the mobile libraries over an extended period of time show that the reduction in the number of mobile libraries from 4 to 3 could be made to the service without having a major impact on those residents who benefit most from it.

- 4.5 Whilst considering the information Committee also reviewed the number of book issues on mobiles which are recorded on a monthly basis with book issues indicated against each route. As mentioned earlier the mobile library service had four vehicles at the time when Committee considered the data and therefore it was measured against the four vehicles as follows:-

W1 – Rhondda

W2 – Taff

E1 – Cynon

E2 – Cynon & Rhondda

- 4.6 Issues had also been recorded against the evening and Saturday service so that the service could continue to monitor the most popular or least cost effective routes and times.

- 4.7 The results of the book issues can be seen attached at **Appendix 1** and at that time highlighted to Committee that the evening and weekend services perform consistently less well than the more popular daytime services. The average monthly book issues for the period July 2014 – April 2015 and July 2013 – April 2014 are set out below. It should be noted that in the year 2013/2014 there was no evening or Saturday service:-

#### **July 2014 – April 2015**

- Taff area mobile 1,000
- Rhondda area mobile 1,530
- Cynon/Rhondda mobile 795
- Cynon mobile 1,915
- Saturday Service 123
- Evening Service 238

#### **July 2013-April 2014 (No Saturday or evening service)**

- Taff area mobile 887
- Rhondda area mobile 1,386
- Cynon/Rhondda 1,290
- Cynon 1,467

- 4.7 Members were also informed that following more detailed analysis of key areas in the County Borough it appeared that there had been no usage of the evening service at all. This was true in Rhydyfelin, for example, where, despite efforts to vary the stopping points in an attempt to attract customers, the evening service had been unused.

- 4.8 Members learned that no other library authority in Wales offers a 2 weekly service, seven local authority areas offer a 3 weekly service, four offer a monthly service and a further eight do not offer a mobile service at all (information from [www.welshlibraries.org](http://www.welshlibraries.org))
- 4.9 From the analysis Committee understood that although the mobile library service is valued by the residents of Rhondda Cynon Taf, it ascertained that the overall level of use of the service is not high and suggested that the mobile libraries are used to capacity by further promoting the service.

## 5. **FINANCIAL PERFORMANCE**

- 5.1 As requested by the Finance & Performance Scrutiny Committee, Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee considered the financial dimension of the service change to the mobile library service in particular *'to establish whether or not the savings identifies as part of the service change implemented from June 2014 have been realised'*
- 5.2 Committee received data on the financial performance of the Library Service between the period 2014/15 and 2015/16 and were informed that the agreed service change implemented in June 2014 did not comprise of budget savings in respect of the mobile library service.

### **Financial Performance of the Library Service 2014/15 and 2015/16**

Financial Year	Total Revenue Budget (£k)	Final Outturn/Projected Outturn (£k)	Over/Under Spend (£k)	Further information
2014/15 final outturn	2,570	2,571	1	As reported to Cabinet 23 <sup>rd</sup> July 2015
2015/16 projected outturn (as at 30 <sup>th</sup> September 2015)	2,301	2,301	0	As reported to Cabinet 24 <sup>th</sup> November 2015

## 6. **MOBILE LIBRARY STOPS, ROUTES & TIMETABLE**

- 6.1 At the time Committee considered the mobile library stops the number had reduced from 490 to 413 across the County Borough which reflected the reduction from 4 to 3 mobile libraries as part of the service changes. Members learned that the routes are determined based on distance from branch libraries, customer demand and continued levels of use and assessed on a regular basis to identify 'dead' stops (where there are no visitors over a period of time).

- 6.2 It became clear that some streets are inaccessible due to the location of traffic calming measures (specifically speed bumps) which can cause damage to the mobile library vehicles so automatically eliminated them from being included as part of the mobile library routes. Another consideration is the narrowness of the streets in some areas along with dual-side on-street parking which makes it difficult for the mobile libraries to negotiate the routes.
- 6.3 At its meeting on the 15<sup>th</sup> February 2016 Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee resolved to review the current mobile library routes. Each Member received a copy of the current mobile library routes as well as the mobile library timetable and they were given the opportunity to provide comments relating to their respective wards.
- 6.4 As part of the proposed planning process for the consideration and implementation of the new mobile library routes across the County Borough, Committee agreed the following itinerary:-
- Baseline data for Scrutiny – March 2016
  - Development of draft mobile routes – March-April 2016
  - Distribution of draft routes to all Elected Members – May 2016
  - Amendments to the draft routes – May 2016
  - Implementation of the new routes – June 2016
- 6.5 Members of the Scrutiny Committee welcomed the opportunity to review the mobile library service routes to ensure that the Council is delivering an equitable service that meets the needs of the residents of RCT. During May 2016 Committee Members provided feedback in respect of the suggested routes within their respective wards.
- 6.6 It should be noted that in addition to the input of all the Elected Members within Rhondda Cynon Taf and Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee, members of the public were also advised of any changes to the routes. Those streets which included any changes to their routes were leafleted and all changes highlighted on the Council website. Regular users of the service were also informed of any changes that affected them (for example, parking the vehicle in the next street as opposed to on their doorstep).
- 6.7 The implementation of the new routes took place in June 2016. It was considered prudent to retain the length of the stops (as to alter them would have an impact on the number of stops which would have a potential adverse affect on more customers). A copy of the agreed mobile routes and timetable is attached at Appendix 2.
- 6.8 Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee agreed that this exercise had been an example of how scrutiny can inform the delivery of service.

## **7. CUSTOMER SATISFACTION SURVEY AND ITS RESULTS**

- 7.1 Rhondda Cynon Taf's Library Service is required to conduct a survey of customers every three years as part of the Welsh Public Library Standards. Following the changes introduced to the library service since June 2014 and widespread public consultation, the decision was taken to postpone the customer satisfaction survey (with Welsh Government approval) to May 2016, to better assess the impact of the changes upon service users.
- 7.2 At its meeting on the 15<sup>th</sup> February 2016, Members agreed that the views of the mobile library customers would also be gathered so that Committee could assess whether the Council's mobile service was meeting the needs of its customers in light of the changes to the mobile library provision, i.e. the reduction from 4 to 3 mobile vehicles and a reduction in the number of mobile stops from 490 to 413. The customer satisfaction survey of mobile library customers was conducted between 4<sup>th</sup> July and 30<sup>th</sup> July 2016.
- 7.3 The Head of Community Learning outlined some of the key points to have arisen from the surveys completed by 180 customers and reported that overall satisfaction rates with the service are very good and staff who deliver the service were highly praised. This was emphasised by the customer comments which referred to the 'excellent' service provided by the mobile librarians.
- 7.4 Committee was informed that some customers indicated that areas of concern included the length of stop, rated as poor by 2% of customers and the choice of books rating as poor by 1% of respondents. However, as pointed out, this needs to be balanced by the 87% of respondents who considered the choice of books was very good or good and 90% who were happy with the length of stop..
- 7.5 Committee discussed the key messages to have arisen from the customer satisfaction survey as being the need for further promotion of the mobile library service and more specifically the online facilities available to customers so that they can order books and/or CD's ready for collection from the mobile library. They concluded that it would be preferable to retain the length of stops as to alter them would have an impact on the number of stops which would have a potential adverse affect on more customers, and finally that posters are displayed on the door of each mobile library vehicle to inform customers that all mobile libraries have disabled access.
- 7.6 Committee praised the mobile library service for the positive response arising from the library satisfaction survey 2016 and agreed that as Elected Members they have a role to play in further promoting the service amongst its residents, particularly its elderly residents. Committee was in agreement with the proposed actions for improvement subject to including that provision is made available on the mobile library, in the form of a checklist, for customers to be able to pre order books and/or CD's in advance of their next visit.

## **8. CONCLUSIONS AND RECOMMENDATIONS**

- 8.1 The past two years has seen major changes to the Library Service within Rhondda Cynon Taf, including the mobile library service. Committee was therefore pleased to note the overall customer satisfaction with the mobile library service is very high and with no major issues of concern to have been raised by customers who use the service. It is evident that customers value the quality of service and customer care provided by the library staff. Committee wished to commend the staff for their commitment to delivering the best possible service to residents.
- 8.2 Committee acknowledged that the customer feedback results will inform the current mobile library service provision and help shape a future service that is valued by the residents of Rhondda Cynon Taf and responds to their needs.
- 8.3 At their meeting in September 2016 Committee endorsed the findings of the customer feedback in respect of Rhondda Cynon Taf's Mobile Library Service and proposed the following five recommendations for improvement for Cabinet to consider:-
1. Further promotion of the mobile library service through existing partnerships such as Communities First, Housing Associations and local Elected Members;
  2. To further promote the online facilities available to customers so that they can order books and/or CD's ready for collection from the mobile library;
  3. To retain the length of stops (as to alter them would have an impact on the number of stops which would have a potential adverse affect on more customers);
  4. That posters are displayed on the door of each mobile library vehicle to inform customers that all mobile libraries have disabled access;
  5. That provision is made available on the mobile library, in the form of a checklist, for customers to be able to pre order books/CD's in advance of their next visit



## Appendix 1

<b>Mobile Monthly Issues – January 2013 to December 2013</b>													
	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	
E1	106	974	1201	1683	1636	1430	1678	1671	1169	1827	1437	1155	
E2	92	15	45	45	176	871	1768	1221	1188	1612	1366	934	
W1	1108	1248	1405	1237	1285	850	1171	1156	1515	1661	1441	1263	
W2	687	896	746	969	957	835	1005	977	902	894	946	663	

<b>Mobile Monthly Issues – January 2014 to December 2014</b>													
	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	
E1	1384	1265	1469	1623	1424	1566	1634	1517	1907	2966	2836	1817	
E2	1192	1092	1160	1370	1093	1288	305	58	36	76	64	639	
W1	1384	1448	1325	1502	1338	1356	1288	1465	1807	1821	1251	1105	
W2	932	911	805	836	945	971	978	980	1067	553	876	687	
E3/W3 evenings							214	320	193	210	212	180	
E3/W3 Saturdays							120	162	108	144	181	151	

<b>Mobile Monthly Issues – January 2015 to December 2015</b>												
	Janu ary 2015	Febr uary 2015	Mar ch 201 5	Ap ril 20 15	Ma y 20 15	Ju ne 20 15	Jul y 20 15	Aug ust 201 5	Septe mber 2015	Octo ber 2015	Nove mber 2015	Dece mber 2015
E1	1575	1406	149 9	43 4	44	68	70 3	113 0	1672	1538	1607	1241
E2	1367	1325	136 3	14 31	11 68	15 00	12 02	132 8	1315	1362	1256	1086
W1	1657	162	166 0	17 35	13 36	17 18	16 13	157 8	1618	1569	1624	1340
W2	1013	984	115 9	80 3	69 4	94 1	88 9	939	904	925	842	627
E3/W 3 eveni ngs	182	294	320	25 2	36 7	30 3	33 8	341	265	250	272	195
E3/W 3 Satur days	45	111	91	11 3	23 1	16 0	17 5	130	94	198	150	129

W1 (Rhondda)
W2 (Taff)
E1 (Cynon)
E2 (Cynon & Rhondda)
E3/W3 Evenings/weekends

- Low figures for E2 during July – December reflect ongoing problems with laptop

## **Appendix 2**

### **MOBILE LIBRARY ROUTES – FORTNIGHTLY DATES**

#### **Week 1 – Monday**

4<sup>th</sup> January  
18<sup>th</sup> January  
1<sup>st</sup> February  
15<sup>th</sup> February  
29<sup>th</sup> February  
14<sup>th</sup> March  
28<sup>th</sup> March  
11<sup>th</sup> April  
25<sup>th</sup> April  
9<sup>th</sup> May  
23<sup>rd</sup> May  
6<sup>th</sup> June  
20<sup>th</sup> June  
4<sup>th</sup> July  
18<sup>th</sup> July  
1<sup>st</sup> August  
15<sup>th</sup> August  
29<sup>th</sup> August  
12<sup>th</sup> September  
26<sup>th</sup> September  
10<sup>th</sup> October  
24<sup>th</sup> October  
7<sup>th</sup> November  
21<sup>st</sup> November  
5<sup>th</sup> December  
19<sup>th</sup> December

#### **Week 2 – Monday**

11<sup>th</sup> January  
25<sup>th</sup> January  
8<sup>th</sup> February  
22<sup>nd</sup> February  
7<sup>th</sup> March  
21<sup>st</sup> March  
4<sup>th</sup> April  
18<sup>th</sup> April  
2<sup>nd</sup> May  
16<sup>th</sup> May  
30<sup>th</sup> May  
13<sup>th</sup> June  
27<sup>th</sup> June  
11<sup>th</sup> July  
25<sup>th</sup> July  
8<sup>th</sup> August  
22<sup>nd</sup> August  
5<sup>th</sup> September  
19<sup>th</sup> September  
3<sup>rd</sup> October  
17<sup>th</sup> October  
31<sup>st</sup> October  
14<sup>th</sup> November  
28<sup>th</sup> November  
12<sup>th</sup> December  
26<sup>th</sup> December

**APPENDIX 2**

<b><u>AREA</u></b>	<b><u>LOCATION</u></b>	<b><u>TIME</u></b>	<b><u>DAY</u></b>	<b><u>MOBILE</u></b>	<b><u>WEEK</u></b>
ABERAMAN	CARDIFF RD 90	9.50 - 10.05	MONDAY	E2	1
ABERAMAN	HILLCREST AVE 26	10.10 - 10.25	MONDAY	E2	1
ABERAMAN	LOWER ST	10.30 - 10.45	MONDAY	E2	1
ABERAMAN	REGENT ST 32	10.50 - 11.05	MONDAY	E2	1
ABERAMAN	MAES Y DERI 93	11.10 - 11.25	MONDAY	E2	1
ABERAMAN	CLARENCE TCE 4	11.30 - 11.45	MONDAY	E2	1
ABERAMAN	MAES Y DERI – SCHOOL	11.50 - 12.05	MONDAY	E2	1
ABERAMAN	CLIFTON CRES 19	12.10 - 12.25	MONDAY	E2	1
ABERAMAN	CARDIFF ROAD	12.30 - 12.45	MONDAY	E2	1
ABERAMAN	JUBILEE ROAD 111	3.15 - 3.35	MONDAY	E2	1
ABERAMAN	BLAENGWAWR	9:25 - 9:50	THURSDAY	E2	2
ABERAMAN	LLANDDEWI SH TOP	11:35 – 12:00	MONDAY	E1	2
ABERAMAN	LLANDDEWI SH BOTTOM	12:00 – 12:20	MONDAY	E1	2
ABERAMAN	BLAENGWAWR CLOSE SH	3:30 - 3:50	MONDAY	E1	2
ABERCWMBOI	JOHN ST	3.40 - 3.55	MONDAY	E2	1
ABERCWMBOI	BRONALLT TCE 3	4.00 - 4.10	MONDAY	E2	1
ABERCWMBOI	GRAIG AVE – PARK/SCHOOL	4.15 - 4.25	MONDAY	E2	1
ABERCYNON	PARK VIEW TERRACE 75	10:30 – 10:45	WEDNESDAY	E1	2
ABERCYNON	PARK STREET 72	10:50 – 11:05	WEDNESDAY	E1	2
ABERCYNON	THE GRANGE	11:10 – 11:20	WEDNESDAY	E1	2
ABERCYNON	CARDIFF RD 78	11:30 – 11:45	WEDNESDAY	E1	2
ABERCYNON	FIFE STREET 30	11:50 – 12:05	WEDNESDAY	E1	2
ABERCYNON	FIFE STREET 21	12:10 – 12:25	WEDNESDAY	E1	2
ABERCYNON	SPRINGFIELD DRIVE 3	12:30 – 12: 45	WEDNESDAY	E1	2
ABERCYNON	INNOVATIONS CENTRE	12:50 – 1:20	WEDNESDAY	E1	2

ABERCYNON	JENKINS STREET 21	2:00 – 2:15	WEDNESDAY	E1	2
ABERCYNON	KNIGHTS TERRACE 2	2:20 – 2:35	WEDNESDAY	E1	2
ABERDARE	HARLECH PLACE 15	9.40 - 9.55	TUESDAY	E1	1
ABERDARE	HEOL-Y-MYNYDD 67	10.00 - 10.10	TUESDAY	E1	1
ABERDARE	TŶ FRY 19	10.15 - 10.25	TUESDAY	E1	1
ABERDARE	TŶ FRY 44	10.30 - 10.40	TUESDAY	E1	1
ABERNANT	ABERNANT RD 21	1:00 – 1:15	WEDNESDAY	E1	1
ABERNANT	PANT YR EOS	1:25 – 1:40	WEDNESDAY	E1	1
ABERNANT	HEOL Y PARC	1:45 – 2:00	WEDNESDAY	E1	1
ABERNANT	PARK VIEW 8	2:05 – 2:20	WEDNESDAY	E1	1
ABERNANT	ALLTWEN SH	2:25 – 2:55	WEDNESDAY	E1	1
ABERNANT	WENALLT COURT 21	3:00 – 3:20	WEDNESDAY	E1	1
ABERNANT	WENALLT ROAD 48	3:25 – 3:40	WEDNESDAY	E1	1
ABERNANT	THE WALK 17	3:45 – 4:05	WEDNESDAY	E1	1
BEDDAU	CARSWELL PLACE	1.50 - 2.00	THURSDAY	W2	1
BEDDAU	CALDERTON RD	2.05 - 2.15	THURSDAY	W2	1
BEDDAU	HEOL CLWYDDAU	2.20 - 2.30	THURSDAY	W2	1
BEDDAU	HEOL SEWARD	2.35 - 2.45	THURSDAY	W2	1
BEDDAU	HEOL GWRGAN	2.50 - 3.05	THURSDAY	W2	1
BEDDAU	CAPEL-Y-MYNACH ROAD	3.10 - 3.25	THURSDAY	W2	1
BIRCHGROVE	BIRCHGROVE ST 52	3.20 - 3.30	TUESDAY	E2	2
BIRCHGROVE	CORONATION TCE 41	3.35 - 3.50	TUESDAY	E2	2
BLAEN CLYDACH	JONES ST 83	3.45 - 4.00	TUESDAY	W2	2
BLAENCWM	MICHAELS RD	9.35 - 9.50	THURSDAY	W2	2
BLAENGWAWR	MAESYFFYNON GROVE 4	9.30 - 9.45	MONDAY	E2	1
BLAENLLECHAU	TAFF STREET (MIDDLE)	12.50 - 1.00	MONDAY	E2	2
BLAENLLECHAU	MOUNTAIN ROW 45	1.05 - 1.20	MONDAY	E2	2

BLAENRHONDDA	TAN Y PYCH 45	9.55 - 10.10	THURSDAY	W2	2
BLAENRHONDDA	BROOK ST 40	10.25 - 10.35	THURSDAY	W2	2
BRYNCAE	POWELL DRIVE	11.55 - 12.10	TUESDAY	W2	1
BRYNCAE	TRENOS GARDENS 41	12.15 - 12.30	TUESDAY	W2	1
BRYNNA	CHURCH VIEW CLOSE SH	1.45 - 2.05	TUESDAY	W2	1
BRYNNA	TAN Y BRYN EST	2.10 - 2.25	TUESDAY	W2	1
BRYNNAU GWYNION	REDROOFS 19	1.20 - 1.35	TUESDAY	W2	1
CEFNPENNAR	HEOL PENRHIW	2:55 – 3:10	WEDNESDAY	E1	2
CEFNPENNAR	LON-Y-FELIN 15	3:15 – 3:30	WEDNESDAY	E1	2
CEFNPENNAR	FFORD-Y-DDERWEN 1	3:35 – 3:50	WEDNESDAY	E1	2
CEFNPENNAR	THE AVENUE 47	3:55 – 4:10	WEDNESDAY	E1	2
CILFYNYDD	JONES ST	9:45 – 10:00	THURSDAY	E1	2
CILFYNYDD	HEOL CRONFA 10/11	10:15 - 10:45	THURSDAY	E1	2
CILFYNYDD	CROSS ST (NR POST OFFICE)	10:50 - 11:50	THURSDAY	E1	2
CLYDACH VALE	MORTON TCE 14	2.50 - 3.00	TUESDAY	W2	2
CLYDACH VALE	HOWARD ST 22	3.05 - 3.20	TUESDAY	W2	2
CLYDACH VALE	PARK ST 56	3.25 - 3.40	TUESDAY	W2	2
COEDEL	TYLCHA WEN TCE	1.35 - 1.50	WEDNESDAY	W2	1
COEDEL	TYLCHA FACH	1.55 - 2.10	WEDNESDAY	W2	1
COEDEL	CELYN ISAF – ST ALBANS	2.15 - 2.30	WEDNESDAY	W2	1
COEDEL	PENYGARREG ROAD	2.35 - 2.50	WEDNESDAY	W2	1
COEDEL	NANT MELYN TCE LAYBY	2.55 - 3.10	WEDNESDAY	W2	1
COED-Y-CWM	MAES GLAS	2.30 - 2.40	THURSDAY	E2	1
COED-Y-CWM	YNYS HIR OP 2	2.45 - 2.55	THURSDAY	E2	1
CWMAMAN	BRYNMAIR RD 179	1.35 - 1.45	MONDAY	E2	1
CWMAMAN	CWRT ALUN LEWIS SH	1.50 - 2.05	MONDAY	E2	1
CWMAMAN	BEDWLWYN – TRIANGLE	2.10 - 2.25	MONDAY	E2	1

CWMAMAN	GLANRHYD ST	2.30 - 2.40	MONDAY	E2	1
CWMAMAN	TRENEOL HILL	2.45 - 2.55	MONDAY	E2	1
CWMAMAN	FFORCHNEOL ROW	3.00 - 3.10	MONDAY	E2	1
CWMBACH	PARKFIELD ROAD - JUNCTION	1:15 - 1:30	MONDAY	E1	2
CWMBACH	RHIW CERIS	1:35 - 1:50	MONDAY	E1	2
CWMBACH	LLANGORSE ROAD	1:55 - 2:05	MONDAY	E1	2
CWMBACH	TIRFOUNDER ROAD 15	2:10 - 2:20	MONDAY	E1	2
CWMBACH	THE GREEN - CAE COED	2:25 - 2:35	MONDAY	E1	2
CWMBACH	TIRFOUNDER ROAD	2:40 - 2:55	MONDAY	E1	2
CWMBACH	PANT-Y-CERDIN	3:00 - 3:20	MONDAY	E1	2
CWMDARE	BRYN TCE – 5 CWMDARE ROAD	1.15 - 1.30	TUESDAY	E1	1
CWMDARE	TON SQUARE PO	1.35 - 1.50	TUESDAY	E1	1
CWMDARE	BWLFA DARE TCE 3	1.55 - 2.10	TUESDAY	E1	1
CWMDARE	MAESGWYN JCT HEOL-TY-GWYN	2.15 - 2.30	TUESDAY	E1	1
CWMDARE	MAESGWYN 91	2.35 - 2.50	TUESDAY	E1	1
CWMDARE	HAULWEN OP NO 14	2.55 - 3.10	TUESDAY	E1	1
CWMDARE	MAES-Y-COED REAR 12	3.15 - 3.30	TUESDAY	E1	1
CWMDARE	HAWTHORNE RISE - JUNCTION	3.35 - 3.45	TUESDAY	E1	1
CWMDARE	THE RIDINGS 1 - 39	3.50 -4.05	TUESDAY	E1	1
CWMPARC	TREMAINS PUB	1.40 - 1.55	THURSDAY	W2	2
CWMPARC	TALLIS ST 98	2.00 - 2.10	THURSDAY	W2	2
CYMMER	GRAIGWEN RD 40	1.40 - 1.55	WEDNESDAY	E2	2
EDMONDSTOWN	HEOL TREWILLIAM 30	9.35 - 9.50	TUESDAY	W2	2
EFAIL ISAF	CARPENTERS ARMS	11.30 - 11.40	THURSDAY	W2	1
EFAIL ISAF	HEOL -Y-FFYNNON	11.50 - 12.00	THURSDAY	W2	1
EFAIL ISAF	NANT-Y-FELIN	12.05 - 12.15	THURSDAY	W2	1
EFAIL ISAF	HEOL CREIGIAU	12.20 - 12.35	THURSDAY	W2	1

EFAIL ISAF	CHANDLERS REACH	12.40 - 12.55	THURSDAY	W2	1
FERNDALE	FERNDALE COURT SH	12.25 - 12.45	MONDAY	E2	2
FERNDALE	NEW ST 47	2.05 - 2.15	MONDAY	E2	2
FERNDALE	BROWN ST 17	2.20 - 2.35	MONDAY	E2	2
FERNHILL	GLENBROOK 4	10:10 – 10:25	WEDNESDAY	E1	1
FERNHILL	CWM ALARCH LAY-BY	10:30 – 10:50	WEDNESDAY	E1	1
FERNHILL	SIERRA PINES 43	10:55 – 11:10	WEDNESDAY	E1	1
FERNHILL	BUS STOP – ESTATE	11:15 – 11:45	WEDNESDAY	E1	1
FERNHILL	BOI CLOSE	11:50 – 12:05	WEDNESDAY	E1	1
GELLI	SHADY RD 5	2.50 - 3.05	WEDNESDAY	E2	1
GELLI	YSTRAD TCE	3.10 -3.25	WEDNESDAY	E2	1
GELLI	YSTRAD ROAD	3.30 - 3.40	WEDNESDAY	E2	1
GELLI	NANTGWYDDON CLOSE 30	4.00 - 4.15	THURSDAY	W2	2
GILFACH GOCH	SWN-YR-AFON SH	12.00 - 12.20	THURSDAY	W2	2
GILFACH GOCH	SCHOOL (TOP)	1.00 - 1.15	MONDAY	W2	2
GILFACH GOCH	HIGH STREET - CHURCH	1.20 - 1.35	MONDAY	W2	2
GILFACH GOCH	LLEWELLYN'S VIEW 17	1.40 - 1.55	MONDAY	W2	2
GILFACH GOCH	HILL ST	2.00 - 2.15	MONDAY	W2	2
GILFACH GOCH	OAK ST	2.20 - 2.35	MONDAY	W2	2
GILFACH GOCH	BRYN YR EGLWYS	2.40 - 3.00	MONDAY	W2	2
GLYNCOCH	CEFN CLOSE	2.10 - 2.25	THURSDAY	E2	1
GLYNCOCH	CLYDACH CLOSE JCT	3.00 - 3.10	THURSDAY	E2	1
GLYNCOCH	PORCHER AVE	3.15 - 3.35	THURSDAY	E2	1
GLYNCOCH	PEARSON CRES 46	3.40 - 3.55	THURSDAY	E2	1
GLYNCOCH	ORCHARD DRIVE	4.00 - 4.10	THURSDAY	E2	1
GLYNCOCH	GREENFIELD AVE - SCHOOL	4.15 - 4.30	THURSDAY	E2	1
GLYNFACH	GWAUN BEDW JCT HEOL BEDW	2.00 - 2.10	WEDNESDAY	E2	2



GLYNTAFF	BRYN ILAN	9.20 - 9.35	TUESDAY	E2	1
GODREAMAN	NORTH VIEW TCE	4.30 - 4.40	MONDAY	E2	1
GROESFAEN	PARK LANE 9	9.20 - 9.35	MONDAY	W2	1
GROESFAEN	LLWYNPENNAU COTTAGES	9.40 - 9.55	MONDAY	W2	1
GROESFAEN	BUS STOP – VILLAGE TOP	10.00 - 10.15	MONDAY	W2	1
HENDREFORGAN	HEOL Y GRUG	11.20 - 11.35	MONDAY	W2	2
HENDREFORGAN	FFORDD LLANBAD OP 49	11.40 - 11.55	MONDAY	W2	2
HIRWAUN	SPRINGFIELD GARDENS	12:10 – 12:25	MONDAY	E1	1
HIRWAUN	PLEASANT VIEW	9:30 - 9:55	THURSDAY	E1	1
HIRWAUN	MONTANA CARAVAN PARK	10:00 – 10:20	THURSDAY	E1	1
HIRWAUN	THE HAVEN SH	10:10 -10:40	MONDAY	E1	2
HOPKINSTOWN	TELELKEBIR RD 42	10.50 - 11.05	TUESDAY	E2	1
HOPKINSTOWN	TŶ MAWR PARC 41	11.15 - 11.30	TUESDAY	E2	1
HOPKINSTOWN	TŶ MAWR 1	11.35 - 11.50	TUESDAY	E2	1
LANDARE	BEECHWOOD DRIVE 5	4.10 - 4.20	TUESDAY	E1	1
LLANHARAN	NANT Y DWYRGI	10.30 - 10.45	TUESDAY	W2	1
LLANHARAN	BRYN AWEL HOUSE	10.50 - 11.10	TUESDAY	W2	1
LLANHARAN	PARC BRYN DERWEN 142	11.15 - 11.30	TUESDAY	W2	1
LLANHARAN	HAROLD ST 15	11.35 - 11.50	TUESDAY	W2	1
LLANHARAN	MEADOW RISE	2.30 - 2.45	TUESDAY	W2	1
LLANHARAN	ST PETERS CLOSE	2.50 - 3.05	TUESDAY	W2	1
LLANHARAN	HILLSIDE AVE 14	3.10 - 3.25	TUESDAY	W2	1
LLANHARRY	LINDEN COURT SH	15:50 - 16:15	THURSDAY	E2	2
LLANHARRY	FFORDD HYLGEN / STRYD SILURIAN	11.05 - 11.20	MONDAY	W2	1
LLANHARRY	STATION TCE	11.25 - 11.40	MONDAY	W2	1
LLANHARRY	HEOL PANT GWYN	11.45 - 12.00	MONDAY	W2	1

LLANHARRY	SYCAMORE RD	12.05 - 12.20	MONDAY	W2	1
LLANTRISANT	GWAUN RUPERRA SH	12:30 - 12:55	THURSDAY	E2	2
LLANTRISANT	COTTESMORE WAY BY GRAFTON	1.35 - 1.50	MONDAY	W2	1
LLANTRISANT	LOWERDALE DRIVE 32	1.55 - 2.10	MONDAY	W2	1
LLANTRISANT	SCHOOL ST	2.20 - 2.35	MONDAY	W2	1
LLANTRISANT	SWAN ST	2.40 - 3.05	MONDAY	W2	1
LLANTRISANT	HEOL ILLTYD	3.10 - 3.25	MONDAY	W2	1
LLANTRISANT	COED YR ERGOB	3.30 - 3.45	MONDAY	W2	1
LLANTWIT FADRE	YORK DRIVE - SHOPS	10.50 - 11.05	THURSDAY	W2	1
LLANTWIT FADRE	CROWNHILL 13	11.10 - 11.25	THURSDAY	W2	1
LLANTWIT FADRE	CADWAL CLOSE	1.35 - 1.45	THURSDAY	W2	1
LLWYDCOED	TRE IFOR 64	2:00 – 2:30	THURSDAY	E1	1
LLWYDCOED	LON LAS - LAY BY	2:35 - 2:55	THURSDAY	E1	1
LLWYDCOED	DELFRYN 22	3:00 – 3:20	THURSDAY	E1	1
LLWYDCOED	DOLCOED	3:25 – 3:45	THURSDAY	E1	1
LLWYDCOED	YSGUBORWEN HOUSE CH	10:50 – 11:20	MONDAY	E1	2
LLWYNCELLYN	GETHIN TCE 70	3.55 - 4.10	TUESDAY	E2	2
LLWYNCELLYN	NYTHBRAN TERRACE	4.15 - 4.25	TUESDAY	E2	2
LLWYNYPIA	BRYN IFOR SH	9.45 - 10.00	WEDNESDAY	E2	1
LLWYNYPIA	OAKFIELD	10.05 - 10.15	WEDNESDAY	E2	1
LLWYNYPIA	PONTRHONDDA RD 37	10.20 - 10.35	WEDNESDAY	E2	1
LLWYNYPIA	TYNTYLA AVE 7	10.40 - 10.50	WEDNESDAY	E2	1
LLWYNYPIA	CHURCH ST 6	10.55 - 11.10	WEDNESDAY	E2	1
LLWYNYPIA	BUCKLEY ROAD	11.15 - 11. 30	WEDNESDAY	E2	1
MAERDY	MAERDY ROAD (FLATS)	9.15 - 9.35	MONDAY	E2	2
MAERDY	OXFORD ST	9.40 - 9.55	MONDAY	E2	2
MAERDY	SCHOOL ST JCT PENTRE RD	10.00 - 10.20	MONDAY	E2	2

MAERDY	SPRINGFIELD ROAD	10.25 - 10.40	MONDAY	E2	2
MAERDY	JAMES ST	10.45 - 11.00	MONDAY	E2	2
MAERDY	GRIFFITHS ST	11.05 - 11.20	MONDAY	E2	2
MAERDY	TAN Y BRYN (SCHOOL)	11.25 - 11.35	MONDAY	E2	2
MAERDY	HILLCREST VIEW	11.40 - 11.50	MONDAY	E2	2
MAERDY	EXCELSIOR TCE	11.55 - 12.10	MONDAY	E2	2
MAESYCOED	KINGSWOOD 21	12.00 - 12.15	TUESDAY	E2	1
MAESYCOED	LANELAY TCE	12.20 - 12.35	TUESDAY	E2	1
MISKIN	ARTHUR ST 10	9:45 – 10:00	TUESDAY	E1	2
MISKIN	THE MONUMENT (HENSOL ROAD)	10.40 - 10.55	MONDAY	W2	1
MISKIN/ YR HENDY	OPPOSITE SHADOW WOOD DRIVE	10.20 - 10.35	MONDAY	W2	1
MOUNTAIN ASH	BOWLS CLUB	9:30 – 10:00	WEDNESDAY	E1	1
MOUNTAIN ASH	LLYS YR ONNEN SH	3:10 - 3:30	TUESDAY	E1	2
MOUNTAIN ASH	LLYS GWERNIFOR SH	3:35 - 4:00	TUESDAY	E1	2
MOUNTAIN ASH	TROEDYRHIW HOUSE SH	9:45 – 10:15	WEDNESDAY	E1	2
NANTGARW	CARDIFF RD - STRADMORE CLOSE	11.50 - 12.10	WEDNESDAY	W2	2
NANTGARW	PARC Y NANT	1.00 - 1.15	WEDNESDAY	W2	2
NANTGARW	YR HENDRE 9	1.20 - 1.40	WEDNESDAY	W2	2
NANTGARW	YR HENDRE 42	1.45 - 2.00	WEDNESDAY	W2	2
NANTGARW	HEOL Y DDERWEN JCT	2.05 - 2.20	WEDNESDAY	W2	2
NANTGARW	HEOL EDWARDS	2.25 - 2.40	WEDNESDAY	W2	2
NANTGARW	GARTH VIEW	2.45 - 3.00	WEDNESDAY	W2	2
NANTGARW	RHYD Y HELYG	3.05 - 3.20	WEDNESDAY	W2	2
NANTGARW	OXFORD ST	3.25 - 3.40	WEDNESDAY	W2	2
PENCOEDCAE	HIGHLANDS OP ROWANS CLOSE	2.00 - 2.20	TUESDAY	E2	1
PENCOEDCAE	BALMORAL CLOSE 6	2.25 - 2.40	TUESDAY	E2	1
PENCOEDCAE	ST ANDREWS RD 26	2.45 - 3.00	TUESDAY	E2	1

PENCOEDCAE	QUEENS HEAD PUB	3.05 - 3.20	TUESDAY	E2	1
PENCOEDCAE	HEATHERWOOD COURT	3.25 - 4.00	TUESDAY	E2	1
PENDERYN	WOODLAND PARK 24	10:20 – 10:35	MONDAY	E1	1
PENDERYN	BRYN ONNEN 30	10:40 – 10:55	MONDAY	E1	1
PENDERYN	LLWYN ONN 2	11:00 – 11:10	MONDAY	E1	1
PENDERYN	PONTPREN – SHOP	11:15 – 11:30	MONDAY	E1	1
PENDERYN	BEACONS PARK 42	11:35 – 11:45	MONDAY	E1	1
PENDERYN	DOLGYNOG 17	11:50 – 12:05	MONDAY	E1	1
PENRHIWCEIBER	CYNON TCE JCT GLASBROOK TCE	1:35 – 2:00	TUESDAY	E1	2
PENRHIWCEIBER	LLYS NANT GLAS	2:05 – 2:20	TUESDAY	E1	2
PENRHIWCEIBER	CROSS ST BEHIND HEALTH CTR	2:25 – 3:00	TUESDAY	E1	2
PENRHIWFER	ASHDALE RD 1	9.20 - 9.35	MONDAY	W2	2
PENRHYS	VILLAGE CENTRE	9.45 - 10.10	TUESDAY	E2	2
PENTRE	QUEENS ST	12.00 - 12.15	THURSDAY	W2	2
PENTRE	ROBERTS ST 13	12.20 -12.30	THURSDAY	W2	2
PENYGRAIG	AMOS HILL JCT CHAPEL ST	10.35 - 10.50	TUESDAY	W2	2
PENYGRAIG	GEORGE ST (TOP)	10.55 - 11.10	TUESDAY	W2	2
PENYGRAIG	AUBREY ROAD	11.15 - 11.25	TUESDAY	W2	2
PENYGRAIG	GRAIG YR EOS	11.30 - 11.45	TUESDAY	W2	2
PENYGRAIG	MIKADO ST	12.35 - 12.50	TUESDAY	W2	2
PENYGRAIG	HENDREGWILYM FLATS 50	12.55 - 1.10	TUESDAY	W2	2
PENYGRAIG	CARN Y CELYN CLOSE	1.15 - 1.30	TUESDAY	W2	2
PENYGRAIG	STATION ST	1.35 - 1.50	TUESDAY	W2	2
PENYGRAIG	HENDRECAFN RD	1.55 - 2.25	TUESDAY	W2	2
PENYGRAIG	TYLACELYN ROAD RUGBY CLUB	2.30 - 2.45	TUESDAY	W2	2
PENYWAUN	TRENANT 81	9:45 – 10:00	MONDAY	E1	1
PENYWAUN	WOODLAND PARK 5	10:05 – 10:15	MONDAY	E1	1

PENYWAUN	HEOL UCHAF 2	10:25 – 10:40	THURSDAY	E1	1
PENYWAUN	HEOL BRYN GWYN 3	10:45 – 10:55	THURSDAY	E1	1
PENYWAUN	HEOL BRYN GWYN OP 42	11:00 – 11:10	THURSDAY	E1	1
PENYWAUN	DAN YR HEOL CAR PARK	11:15 – 11:30	THURSDAY	E1	1
PENYWAUN	BRONLLYS 3	11:35 – 11:45	THURSDAY	E1	1
PENYWAUN	HEOL CARADOG 43	12:05 - 12:15	THURSDAY	E1	1
PENYWAUN	ERW LLAS 30	11:50 – 12:05	THURSDAY	E1	1
PENYWAUN	HEOL KEIR HARDIE 14	12:20 – 12:30	THURSDAY	E1	1
PENYWAUN	HEOL KEIR HARDIE 123	12:35 – 12:45	THURSDAY	E1	1
PENYWAUN	HEOL KEIR HARDIE 93	12:50 – 13:00	THURSDAY	E1	1
PERTHCELYN	BRYN HEULOG 31	10:10 – 10:25	TUESDAY	E1	2
PERTHCELYN	HAWTHORNE TCE 47	10:30 – 10:45	TUESDAY	E1	2
PERTHCELYN	GLAMORGAN ST	10:50 – 11:05	TUESDAY	E1	2
PONTYCLUN	DAVIDS COURT SH	15:15 - 15:45	THURSDAY	E2	2
PONTYGWAITH	DERI TCE 43	11.10 - 11.25	TUESDAY	E2	2
PONTYGWAITH	GRAIG ST 25	11.30 - 11.45	TUESDAY	E2	2
PONTYGWAITH	BREWERY ST 30	11.55 - 12.10	TUESDAY	E2	2
PONTYGWAITH	FENWICK ST 8	12.15 - 12.30	TUESDAY	E2	2
PONTYGWAITH	THE AVENUE	12.45 - 1.00	TUESDAY	E2	2
PONTYGWAITH	FURNACE ROAD 12	1.05 - 1.15	TUESDAY	E2	2
PONTYPRIDD	FERNBANK HOUSE SH	1.30 - 1.50	TUESDAY	E2	1
PONTYPRIDD	PONTSIONNORTON RD	12:00 – 12:15	THURSDAY	E1	2
PONTYPRIDD	BRYN OLWG FLATS	12:20 – 12:40	THURSDAY	E1	2
PONTYPRIDD	MOORLAND HEIGHTS 28	1:30 – 1:50	THURSDAY	E1	2
PONTYPRIDD	ROCKINGSTONE TCE 2	1:55 – 2:15	THURSDAY	E1	2
PONTYPRIDD	PENCOED AVE 26	2:20 – 2:40	THURSDAY	E1	2
PONTYPRIDD	THE AVENUE 3	2:45 – 3:05	THURSDAY	E1	2

PORTH	WAYNE ST 5	11.45 - 11.55	WEDNESDAY	E2	2
RHIGOS	HOLT ROAD 1	1:45 – 1:55	MONDAY	E1	1
RHIGOS	HOLT ROAD 16	2:00 – 2:10	MONDAY	E1	1
RHIGOS	SMITH AVE	2:15 – 2:25	MONDAY	E1	1
RHIGOS	MOUNT ROAD 2	2:30 – 2:40	MONDAY	E1	1
RHIGOS	MOUNT ROAD – WAUNGRON	2:45 – 2:55	MONDAY	E1	1
RHIGOS	HENDRE FARM	3:00 – 3:10	MONDAY	E1	1
RHIGOS	HEOL BRYN GWYN 6	3:15 – 3:25	MONDAY	E1	1
RHIGOS	LONGMEAD PARK	3:30 – 3:40	MONDAY	E1	1
RHIWSAESON	JUNCTION	1.10 - 1.25	MONDAY	W2	1
RHYDYFELIN	GLYNTAFF CLOSE SH	10:20 - 10:45	THURSDAY	E2	2
RHYDYFELIN	GELLIHIRION CLOSE SH	10:50 - 11:15	THURSDAY	E2	2
RHYDYFELIN	MAES-Y-FELIN SH	11:20 - 11:45	THURSDAY	E2	2
RHYDYFELIN	GLANFELIN FLATS	9.20 - 9.35	THURSDAY	W2	1
RHYDYFELIN	HAWTHORN CRESCENT	9.40 - 9.55	THURSDAY	W2	1
ROBERTSTOWN	WELLINGTON ST JCT	10:50 – 11:05	TUESDAY	E1	1
STANLEYTOWN	UPPER TCE 10	10.55 - 11.05	TUESDAY	E2	2
TAFFS WELL	YEW ST	10.05 - 10.20	WEDNESDAY	W2	2
TAFFS WELL	TŶ BRYN COCH FLATS	10.25 - 10.40	WEDNESDAY	W2	2
TAFFS WELL	RHIW'R DDAR 88	10.50 - 11.05	WEDNESDAY	W2	2
TAFFS WELL	GLAN Y FFORDD	11.10 - 11.25	WEDNESDAY	W2	2
TAFFS WELL	TAWELWCH BUNGALOW BRYN COCH	11.30 - 11.45	WEDNESDAY	W2	2
TALBOT GREEN	PARC NEWYDD SH	13:40 - 14:05	THURSDAY	E2	2
TALBOT GREEN	MAESTRISANT SH	14:10 - 14:35	THURSDAY	E2	2
TALBOT GREEN	FANHEULOG SH	14:40 - 15:05	THURSDAY	E2	2
TALBOT GREEN	LANELAY PARK	9.20 - 9.35	TUESDAY	W2	1

THOMAS TOWN	MEYLER ST	3.15 - 3.25	WEDNESDAY	W2	1
THOMAS TOWN	FRANCIS ST	3.30 - 3.40	WEDNESDAY	W2	1
TON PENTRE	BAILEY ST OPPOSITE 18	2.20 - 2.30	THURSDAY	W2	2
TON PENTRE	CHURCH ST	2.35 - 2.50	THURSDAY	W2	2
TON PENTRE	DINAM PARK AVE NO 9	2.55 - 3.05	THURSDAY	W2	2
TON PENTRE	ST DAVIDS ST	3.10 - 3.20	THURSDAY	W2	2
TON PENTRE	ALEXANDRA ROAD	3.25 - 3.35	THURSDAY	W2	2
TON PENTRE	LLANFAIR HILL/SCHOOL	3.40 - 3.55	THURSDAY	W2	2
TON TEG	SUMMERDALE CLOSE SH	11:55 - 12:20	THURSDAY	E2	2
TON TEG	BRIAR WAY JUCT	10.10 - 10.25	THURSDAY	W2	1
TON TEG	CEDAR CRESCENT 5	10.30 - 10.45	THURSDAY	W2	1
TONYREFAIL	CONCORD DRIVE	9:10 - 9:25	WEDNESDAY	W2	1
TONYREFAIL	THE AVENUE	9:30 - 9:45	Wednesday	W2	1
TONYREFAIL	PRETORIA ROAD	9:50 - 10:05	WEDNESDAY	W2	1
TONYREFAIL	TŶ DAWEL FLATS	10.10 - 10.25	WEDNESDAY	W2	1
TONYREFAIL	ST JOHN'S RD	10.30 - 10.45	WEDNESDAY	W2	1
TONYREFAIL	MAES Y BRYN	10.50 - 11.05	WEDNESDAY	W2	1
TONYREFAIL	PARKLAND CRESCENT	11.10 - 11.25	WEDNESDAY	W2	1
TONYREFAIL	PARKLAND ROAD	11.30 - 11.45	WEDNESDAY	W2	1
TONYREFAIL	LLYS TYLCHA FAWR FLATS	12.45 - 1.05	WEDNESDAY	W2	1
TONYREFAIL	MILL ST	1.10 - 1.25	WEDNESDAY	W2	1
TONYREFAIL	BRYN RHEDYN	9.40 - 9.55	MONDAY	W2	2
TONYREFAIL	CAE'R GWERLAS	10.20 - 10.35	MONDAY	W2	2
TONYREFAIL	BRYNGOLAU	10.00 - 10.15	MONDAY	W2	2
TONYREFAIL	PARC DAN Y BRYN	10.40 - 10.55	MONDAY	W2	2
TONYREFAIL	CEDAR WOOD DRIVE	11.00 - 11.15	MONDAY	W2	2
TRALLWN	CHURCH ROAD OP 2	3:15 - 3:35	THURSDAY	E1	2

TRALLWN	THURSTON RD	3:40 – 4:00	THURSDAY	E1	2
TREALAW	MARJORIE ST 25	9.30 - 9.45	WEDNESDAY	E2	2
TREALAW	NEW CENTURY ST 16	9.50 - 10.05	WEDNESDAY	E2	2
TREALAW	RHYS ST 62 / SCHOOL	10.10 - 10.20	WEDNESDAY	E2	2
TREALAW	RHYS ST 17	10.25 - 10.40	WEDNESDAY	E2	2
TREALAW	GARTH WEN SH	10.45 - 11.00	WEDNESDAY	E2	2
TREALAW	EVANS TCE 24	11.05 - 11.20	WEDNESDAY	E2	2
TREALAW	CHARLES ST 11	11.25 - 11.40	WEDNESDAY	E2	2
TREBANOG	RHIWGARN - COMMUNITY CENTRE	12.40 - 12.55	WEDNESDAY	E2	2
TREBANOG	HENLLYS 77	1.00 - 1.15	WEDNESDAY	E2	2
TREBANOG	PEN DARREN 6	1.20 - 1.35	WEDNESDAY	E2	2
TREBANOG	EDMONDSTOWN RD/ DANYGRAIG COTTAGES	9.15 - 9.30	TUESDAY	W2	2
TRECYNON	TREFELIN 11	11.10 - 11.25	TUESDAY	E1	1
TRECYNON	TREFELIN 58	11.30 - 11.45	TUESDAY	E1	1
TRECYNON	LLEWELLYN STREET DAY CENTRE	11.50 - 12.05	TUESDAY	E1	1
TRECYNON	MOUNT PLEASANT (COLISEUM)	12.10 - 12.25	TUESDAY	E1	1
TRECYNON	PENLLEW COURT SH	9:30 – 10:00	MONDAY	E1	2
TREFOREST	LONG ROW	9.45 - 10.00	TUESDAY	E2	1
TREFOREST	MEADOW ST 46	10.05 - 10.20	TUESDAY	E2	1
TREFOREST	NEW PARK TCE 7	10.25 - 10.40	TUESDAY	E2	1
TREHAFOD	WOODFIELD 26	4.30 - 4.40	TUESDAY	E2	2
TREHERBERT	DUNRAVEN ST	9.20 -9.30	THURSDAY	W2	2
TREHERBERT	CORBERT ST NO 3	11.15 - 11.25	THURSDAY	W2	2
TY RHIW	BRYNAU RD 32	9.25 - 9.40	WEDNESDAY	W2	2
TY RHIW	TŶ RHIW RD 86	9.45 - 10.00	WEDNESDAY	W2	2
TYLAGARW	COED CAE LANE	9.40 - 9.55	TUESDAY	W2	1



TYLAGARW	TYLAGARW TCE	10.05 - 10.20	TUESDAY	W2	1
TYLORSTOWN	BRYNHEULOG TCE 16	2.40 - 2.50	MONDAY	E2	2
TYLORSTOWN	HENDREFADOG ST 10	2.55 - 3.05	MONDAY	E2	2
TYLORSTOWN	AFRYN TCE	3.10 - 3.25	MONDAY	E2	2
TYLORSTOWN	BRYNBEDW 43	3.30 - 3.40	MONDAY	E2	2
TYLORSTOWN	CHURCH TCE 29	3.45 - 4.00	MONDAY	E2	2
TYLORSTOWN	EDMUND ST OP 19	4.05 - 4.20	MONDAY	E2	2
TYLORSTOWN	PENRHYS UCHAF – BUS STOP	10.15 -10.30	TUESDAY	E2	2
TYLORSTOWN	PARRY ST 27	10.35 - 10.45	TUESDAY	E2	2
TYN Y BRYN	NANT EIRIN 32	3.15 - 3.30	MONDAY	W2	2
TYN Y BRYN	NANT EIRIN 50	3.35 -3.50	MONDAY	W2	2
TYNANT	HEOL-Y-BEDDAU	3.30 - 3.45	THURSDAY	W2	1
TYNANT	KENNEDY CLOSE	3.50 - 4.05	THURSDAY	W2	1
TYNEWYDD	WYNDHAM ST 2	10.40 - 10.50	THURSDAY	W2	2
TYNEWYDD	SCOTT ST 12	10.55 - 11.10	THURSDAY	W2	2
WATTSTOWN	LOWER BAILEY 4	2.00 - 2.15	TUESDAY	E2	2
WATTSTOWN	CEFN ROAD 5	2.20 - 2.40	TUESDAY	E2	2
WATTSTOWN	HEOL CEIRIOG 1	2.45 - 3.00	TUESDAY	E2	2
WATTSTOWN	ABERLLECHAU ROAD	3.05 - 3.15	TUESDAY	E2	2
WILLIAMSTOWN	BLANCHE ST	9.55 - 10.10	TUESDAY	W2	2
WILLIAMSTOWN	ARTHUR STREET	10.15 - 10.30	TUESDAY	W2	2
YNYSBOETH	MAES Y FYNNON 12	11.15 - 11.35	TUESDAY	E1	2
YNYSBOETH	NANT-Y-FEDW 7	11.40 - 12.00	TUESDAY	E1	2
YNYSBOETH	NANT-Y-FEDW 37	12:05 - 12:30	TUESDAY	E1	2
YNYSHIR	TURBERVILLE ROAD	2.20 - 2.35	WEDNESDAY	E2	2
YNYSHIR	UPPER GYNOR PLACE	2.40 - 2.55	WEDNESDAY	E2	
YNYSHIR	GYNOR AVE	3.00 - 3.15	WEDNESDAY	E2	2

YNYSHIR	GRAIG ROAD	3.20 - 3.35	WEDNESDAY	E2	2
YNYSHIR	CHURCH TCE	3.40 - 3.55	WEDNESDAY	E2	2
YNYSHIR	SPRINGFIELD SH	4.00 - 4.15	WEDNESDAY	E2	2
YNY SMAERDY	PEMBROKE CRESCENT	3.45 - 4.00	TUESDAY	W2	1
YNY SWEN	CROWN AVE SH	11.30 - 11.50	THURSDAY	W2	2
YNY SYBWL	HEOL-Y-MYNACH/ BRYN FYNNON HOUSE	9.25 - 9.40	THURSDAY	E2	1
YNY SYBWL	BUARTH Y CAPEL 123	9.45 - 10.00	THURSDAY	E2	1
YNY SYBWL	BUARTH Y CAPEL 133	10.05 - 10.20	THURSDAY	E2	1
YNY SYBWL	BUARTH Y CAPEL 106	10.25 - 10.45	THURSDAY	E2	1
YNY SYBWL	ROCK TCE 11	10.50 - 11.10	THURSDAY	E2	1
YNY SYBWL	LEIGHTON REES CLOSE	11.15 - 11.30	THURSDAY	E2	1
YNY SYBWL	CHURCH ST	11.35 - 11.55	THURSDAY	E2	1
YNY SYBWL	CLIVE TCE	12.00 - 12.15	THURSDAY	E2	1
YNY SYBWL	CRAWSHAY ST	12.20 - 12.35	THURSDAY	E2	1
YNY SYBWL	DAN Y CRIBIN	12.40 - 12.50	THURSDAY	E2	1
YNY SYBWL	GOWER DAVIES SH	1.25 - 1.45	THURSDAY	E2	1
YNY SYBWL	BROOKFIELD EST	1.50 - 2.05	THURSDAY	E2	1
YSTRAD	BODRINGALLT 32	11.35 - 11.45	WEDNESDAY	E2	1
YSTRAD	CADOGAN CLOSE 2	11.50 - 12.00	WEDNESDAY	E2	1
YSTRAD	ARTHUR ST 38	12.05 - 12.20	WEDNESDAY	E2	1
YSTRAD	LLYS BEN BOWEN	12.25 -12.40	WEDNESDAY	E2	1
YSTRAD	BROOK ST 10	1.50 - 2.05	WEDNESDAY	E2	1
YSTRAD	REDFIELD ST 1	2.10 - 2.25	WEDNESDAY	E2	1
YSTRAD	GELLI CROSSING 31	2.30 - 2.45	WEDNESDAY	E2	1
YSTRAD	MEADOW WALK 3	3.45 - 4.00	WEDNESDAY	E2	1
YSTRAD	UPLANDS 6	4.00 - 4.10	WEDNESDAY	E2	1

YSTRAD	PENRHYS RD 15	9.30 - 9.40	TUESDAY	E2	2
YSTRAD	SPORT CENTRE	12.45 - 1.15	WEDNESDAY	E2	1

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2016-17**

**REPORT OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE WORKING GROUP**

**Maesyffynnon Residential Care Home, Aberaman.**

**1. TERMS OF REFERENCE**

The Terms of Reference and Scope for the Working Group were agreed as follows:-

‘To oversee the process of the transfer of residents of Maesyffynnon Residential Care Home to alternative appropriate placements in accordance with CSSIW care home closure guidance, while all options for the home are fully investigated, costed and appraised.’

**Scope:**

- To receive regular updates from officers on the work being undertaken by the Home Operations Support Group;
- To consider the welfare of residents and staff to ensure that any negative impact is minimised as far as is reasonably practical;
- Following the transfer and settlement of residents into their temporary accommodation, if appropriate, to report back to the Executive on any learning from the experience.
- To provide input into the report which will be taken to Cabinet for consideration of the options for Maesyffynnon Residential Care Home.

**2. RECOMMENDATIONS**

2.1 In taking forward learning from the experience the Working Group would like to recommend:

- That where possible there is early identification of potential significant building maintenance issues to provide early warning of the need to transfer residents;
- That staff are made fully aware of the Council’s decision making processes in relation to Cabinet decisions should a similar situation occur in the future;
- In addition, the Working Group would support the Council’s Strategy for older people which is moving away from a dependency culture toward an enabling culture where support and care is provided at home or close to home. Within this is the option for extra care housing facilities and the working group would welcome this opportunity for Aberaman. However, if ‘extra care’ is the direction of travel for the future it is important that all residential care staff fully understand what this type of

facility provides and it is therefore recommended that an information programme is developed to ensure that staff are aware of the introduction of the Council's first extra care housing scheme in Talbot Green, how this type of model operates and the potential benefits and opportunities of moving toward a more enabling and community based approach to care.

### **3. BACKGROUND**

- 3.1 On 6<sup>th</sup> October 2015, Cabinet considered the report of the Group Director, Community & Children's Services in relation to the significant building maintenance issues which had come to light at the Maesffynnon Residential Care Home
- 3.2. The report pointed out that a major breakdown of the mechanical services at the home could happen at any time, and with winter approaching, action needed to be taken as a matter of urgency. The report provided options for managing the ongoing risks to residents and Cabinet agreed the proposal put forward, namely, the temporary closure of Maesffynnon Care Home and transfer of residents to alternative appropriate placements while all options for the home were fully investigated, costed and appraised. At the time of this decision there were 19 permanent residents living at the Home.
- 3.4 Cabinet agreed to the request of the Chair and Vice Chair of the Health and Wellbeing Scrutiny Committee that their Committee should have a role in scrutinising the process adopted to transfer residents and as a result, at the meeting of the Health & Wellbeing Scrutiny Committee held on 14<sup>th</sup> October 2015, it was resolved to form a small working group consisting of the Chair and Vice Chair of the Committee along with the local Members for Aberaman North, to oversee the process of the transfer of residents from Maesyffynnon Care Home to alternative placements.

### **4. TRANSFER OF RESIDENTS**

- 4.1 The Working Group initially met on 4<sup>th</sup> November, 2015 and received feedback from officers in relation to the meetings which had taken place with residents and their families and the plans in place for the transfer of residents which had begun on 29<sup>th</sup> October. Those residents who did not have family members to support them through the move were provided with advocates.
- 4.2 The Working Group was informed that all residents had been re-assessed for their care needs and given the option to move to Tegfan or Troedyrhiw Residential Care Homes, or another home of their choice or alternatively transferred to a nursing care home if they had been assessed as having greater care needs. Whilst there had been a few initial concerns, families had been reassured and there had been no adverse feedback from families arising from the transfers. It had also been made clear to everyone that there would be no enforced move back to Maesyffynnon at a future date.

- 4.3 The Working Group was informed that the transferred residents would be reviewed after 4 weeks to ensure that their needs were being met.
- 4.4 The Local Members reported that they had kept in regular contact with the home and as far as the residents were concerned they had no concerns. However, they did have concerns for the morale of staff.
- 4.5 The Working Group was mindful of the impact on Maesyffynon staff, the majority of whom had transferred to Tegfan. Members learnt that the biggest challenge for management had been in relation to the casual workforce but as is the case for casual staff there can be no guarantee of hours. However, staff had been offered additional hours at other establishments where possible.
- 4.6 The Working Group was also informed that there had been no negative feedback from the CSSIW in relation to the arrangements.

## **5. CURRENT POSITION**

- 5.1 Following the transfer of residents from Maesyffynon, officers began work on investigating and costing the possible options for the home which was built in the 1960's and is not designed to meet the current expectations for care home accommodation.
- 5.2 As a result of this work, a report was presented to Cabinet on 11<sup>th</sup> February 2016 which set out a number of options which have been developed by officers which in summary are:
- Responding to current maintenance/refurbishment issues;
  - Responding to current maintenance/refurbishment issues with an additional programme of work to address all refurbishment/maintenance issues but would still not ensure full compliance with the current CSSIW standards or provide a viable care home facility for the future;
  - Fully refurbish or rebuild the Home so that it meets current new build CSSIW standards
  - Permanently close the Home and develop alternative Extra Care housing provision either by redeveloping the existing site or on an alternative site in the Cynon Valley area.
- 5.3 The Cabinet decided to initiate a six week consultation with regards to the preferred option as identified in the report, being Option 3a, namely to permanently close Maesyffynon Residential Care Home and develop alternative extra care housing provision on the current site of the Home. This consultation period began on 11<sup>th</sup> April 2016.
- 5.4 On the 18<sup>th</sup> April 2016, the members of the Working Group, namely County Borough Councillors (Mrs) L De Vet, S Evans, (Mrs) S Rees and R W Smith met with the Group Director, Community & Children's Services, the Service Director, Adult Services and the Head of Service for Accommodation.

- 5.5 The Working Group was informed on the consultation process and learnt that as well as being available on the Council's website, there would be a mail drop to all residents in Aberaman North. In addition, it was planned to hold a 'drop-in' consultation event at Saron Chapel, Davies Street, Aberaman. All staff, residents and their known representatives had also been written to. The letters to representatives had explained that they could simply return the consultation documents with their views or if they preferred an officer would be happy to go through the process with them. The Service Director was also personally meeting with staff and the first of these meetings had been held on 14<sup>th</sup> April.
- 5.6 The Working Group was also assured that the Council would be consulting with all relevant agencies/groups such as the Older Persons Advisory Group, Age Connect, Alzheimer's Society and also the independent care providers. The relevant trade unions had also been invited to the staff meetings.
- 5.7 On a positive note, the Working Group learnt that one of the residents transferred from Maesyffynnon to Troedyrhiw had returned home following an eighteen month stay in residential care.
- 5.8 The Working Group was informed that the trade unions had asked if a visit could be arranged to an Extra Care facility so that they would be better informed in their dialogue with members. The Working Group was also informed that all carers and residents had been given the opportunity to visit an Extra Care facility in a neighbouring authority. The Service Director assured Members that everything that the service had said would happen had been carried out.
- 5.9 The Local Members pointed out that many of the staff members had been unaware of what an 'extra care' facility entails and this had made them uneasy. Once they appreciated what it meant they were more comfortable with the idea. There is also an assumption that people know how the Council and its Cabinet works and this is not always the case and caused some confusion in respect of the consultation process.
- 5.10 However, a number of staff had pointed out that the key issue for them was that the facility is based in Aberaman.
- 5.11 The Working Group learnt that users of extra care facilities do not necessarily have to transfer to a residential nursing home should their condition worsen. Extra care facilities can provide a diverse model of care and it would depend on the needs of the individual.
- 5.12 The Working Group asked whether staff would be given the option of returning to Maesyffynnon in whatever form this takes.
- 5.13 The Working Group learnt that staff feedback had made it clear that should there be an extra care facility they wanted the care provision to be run by Council staff. However, the Working Group was informed that whilst this

could be an option these details would need to be decided after the consultation process had been completed.

- 5.14 The Working Group learnt that any transition of staff to extra care facilities would require up-skilling as 'extra care' is a more enabling model where the service has to fit the individual rather than the other way round. However, the Working Group was assured that the Council has a good track record in this respect and that staff would be fully supported should Cabinet go forward with the extra care option.

## **6. CONCLUSIONS**

- 6.1 Having followed the transfer and settlement of residents into their alternative accommodation the Working Group has concluded that the transfer of residents has gone smoothly and all are settled well into their new homes. The Working Group is also pleased to note that residents have been complimentary with regard to how they have been treated by staff.
- 6.2 In taking forward learning from the experience the Working Group would like to recommend:
- That where possible there is early identification of potential significant building maintenance issues to provide early warning of the need to transfer residents;
  - That staff are made fully aware of the Council's decision making processes in relation to Cabinet decisions should a similar situation occur in the future;
  - In addition, the Working Group would support the Council's Strategy for older people which is moving away from a dependency culture toward an enabling culture where support and care is provided at home or close to home. Within this is the option for extra care housing facilities and the working group would welcome this opportunity for Aberaman. However, if 'extra care' is the direction of travel for the future it is important that all residential care staff fully understand what this type of facility provides and it is therefore recommended that an information programme is developed to ensure that staff are aware of the introduction of the Council's first extra care housing scheme in Talbot Green, how this type of model operates and the potential benefits and opportunities of moving toward a more enabling and community based approach to care.