

SUBJECT: Annual Director's Report 2023 / 2024, Social Care, Safeguarding and Health

Meeting: Council

Date: 24th October 2024

Divisions/ Wards Affected: All



Social Care & Health: Director's Report 2023/24

The report reflects the activity within Social Care and Health between the period
April 2023 – March 2024.

[Go to this Sway](#)

1. PURPOSE:

1.1 To present to Joint Scrutiny the Annual Report 2023/24 from the Chief Officer for Social Care, Safeguarding and Health.

2. RECOMMENDATIONS:

2.1 For Council to receive and endorse the Annual Director's Report 2023/24.

2.2 That Council tasks the Chief Officer of Social Care, Safeguarding and Health to maintain focus on the priority actions as set out in Section 9 of the report.

3. KEY ISSUES:

3.1 Preparing and publishing an annual report of the Statutory Director of Social Services is a requirement under the Social Services and Wellbeing (Wales) Act (2014). The report is required to show how social care in Monmouthshire meets the requirements of the Social Services and Wellbeing Act and the Regulation and Inspection of Social Care (Wales) Act 2016. There is currently no standardised format for the report. A standard format has been issued by Welsh Government and will be the required format for next year.

3.2 This is the third Director's Report for the current Chief Officer for Social Care Safeguarding and Health. The report can be viewed via a SWAY format which is intended to be accessible to a wide range of people. It allows for interactive elements and for material to be presented in a variety of styles.

3.3 The overall purpose of the report is:

- To evaluate progress against our social care priorities during the year.
- To provide Members and residents with an evaluation of social care and health services, looking at how we are making a difference in peoples lives and our performance against key metrics.
- To provide an analysis of the ways in which the current operating context is impacting on services and to identify key risks and challenges.
- To inform Members and residents about how our services meet the standards and requirements under the Social Services and Wellbeing (Wales) Act (2014).
- To set out actions and priorities for 2024 – 2025.

3.4 The report has been developed with involvement from the service and includes contributions from the workforce and the people who use services. Evidence of performance, analysis and case material are combined to provide an extensive report covering many aspects of Social Services. The report relies on honest self-evaluation drawing on a range of both qualitative and quantitative data, triangulated where possible through external sources including direct feedback from people.

3.5 The report sets out the context in which we are working and provides analysis, commentary and evidence of work across many areas of the directorate. It provides an opportunity to reflect on what we are doing well as well as highlighting challenges, risk and areas where we need to change, develop or improve.

3.6 The report reflects the financial year from April 2023 to March 2024.

3.7 The report is set out in 9 sections.

- Section 1 - Basis of the Report
- Section 2 - Progress against the priorities from 2022 - 2023
- Section 3 - Overview of Children's Services
- Section 4 - Overview of Adults' Services
- Section 5 - Carers Service
- Section 6 - Complaints and Compliments
- Section 7 - More Than Just Words
- Section 8 – Workforce
- Section 9 – Next Steps, Key Challenges and Priorities

4. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING)

4.1 The report provides an appraisal of performance of the directorate's work on behalf of the Council with children, older people and people with disabilities or ill health. It identifies future priorities and how services might be developed to better support vulnerable people and people with protected characteristics. The report identifies the contribution social services to the Well-being of Future Generations Act and Social Services and Wellbeing (Wales) Act, particularly with regards to prevention and working in partnership.

4.2 The report provides analysis of performance and priorities related to safeguarding and corporate parenting, with regard to the work that is undertaken with children who are looked after and care experienced young people.

5. OPTION APPRAISAL:

N/A

6. EVALUATION CRITERIA:

6.1 The report provides a comprehensive analysis of the performance of Social Care & Health Services in 2023/24. The report draws on a range of evidence, including the performance indicators from the measurement framework under the Social Services and Well-being Act, alongside case material and qualitative evidence.

7. REASONS:

7.1 It is a legal requirement to publish an Annual Report.

7.2 To ensure that elected members are provided with the Chief Officer's evaluation of the performance and impact of Social Services in 2023/24; and are informed about the future priorities identified to deliver good quality and sustainable social care in Monmouthshire.

8. RESOURCE IMPLICATIONS:

8.1 The Annual Report sets out the financial context of social care and health and the outturn positions for 2024 for Children's and Adults' Services. The report identifies the financial context and the challenges of financial sustainability for the coming year and beyond in meeting the costs of social care services against the backdrop of reducing budgets and increasing demand for care and support.

9. CONSULTEES:

9.1 Performance and Overview Scrutiny Committee received the report on October 8th 2024. The Committee scrutinised the report. The discussion included the following points and questions raised by the Members:

- The reason for the significant increases in pressures and numbers requiring services in Monmouthshire was questioned; in particular, how the team is coping with the increased demand for services. The committee requested that the deep dive analysis on increased pressures be reported back to the committee.
- In terms of the decommissioning of Budden Crescent, members asked whether the council has achieved an equivalent level of service satisfaction since, and what progress has been made to improve the offer for those with complex needs.
- In relation to foster carers, it was asked whether increasing our offer to foster carers would result in savings as recruiting more foster carers would reduce the reliance on independent fostering agencies. Members further asked about the extent to which the financial impact of fostering on carers is factored into the offer.
- Members asked how they can share the good news and achievements of the social care team to the public in a sensitive manner.
- It was asked if there are enough resources to deliver the ambitious priority actions, and whether we are working closely with Llais Wales.
- Further detail was sought about the reasons for those questionnaire respondents who disagreed with the statements.
- Timescales were sought regarding reablement lists and practice solutions in relation to learning disabilities.
- Members asked for an update on Severn View Park care home and the ambition to open similar homes.
- Clarity was sought about the caseload numbers in Children's Care and newly qualified case workers, and whether there is comparison data with other local authorities.
- The Chair noted that the subject of healthy life expectancy, and asking what more can be done to build prevention and resilience, would be a good area for future scrutiny.

9.2 Other consultees:

- Cllr Ian Chandler, Lead Member for Social Care and Health Directorate

- Senior Leadership Team
- Diane Corrister, Head of Children's Services
- Jenny Jenkins, Head of Adults' Services
- Claire Robins, Transformation Service Manager
- Tyrone Stokes, Directorate Finance Manager

10. BACKGROUND PAPERS

None

11. AUTHOR:

Jane Rodgers

Chief Officer, Social Care safeguarding and Health.

E-mail: janerodgers@monmouthshire.gov.uk