

**SUBJECT:** Director of Social Services Annual Report 2017/18  
**MEETING:** County Council  
**DATE:** 26<sup>th</sup> July 2018  
**DIVISION/WARDS AFFECTED:** All

## **1. PURPOSE:**

1.1 To provide Council with the Annual Report of the Statutory Director of Social Services for 2017/2018.

## **2. RECOMMENDATIONS:**

2.1 That Council consider and endorse the analysis of performance and impact of adult and children's well-being, social care and health services over the last financial year.

2.2 That Council consider and endorse the 2018/19 priorities for improvement in social care and health.

## **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 format of the report is a nationally developed template using which each Director in Wales must report on performance and risk and set out plans for improvement. The format has been developed to show how we are meeting the requirements of the Social Services and Wellbeing Act and the Regulation and Inspection of Social Care (Wales) Act 2016. The annual report is structured under the following core headings;

- Introduction
- Director's Summary of Performance;
- How are people shaping our services?
- Promoting and improving the wellbeing of those we help;
- How we do what we do;
- Further Information and Supporting Documents

3.2 This annual report reflects on the financial year of 2017/18. The report is intended to reflect on progress in delivering the priorities set out in last year's annual report, performance for that year, and, maps out the key areas for development and improvement in 2018/19. It enables the Care Inspectorate Wales to test out whether our assessment of progress and development is consistent with the range of evidence gathered and presented to them as well as their direct experience through their work.

3.3 The annual report provides an opportunity to reflect on what we are doing to make a difference to the lives of the most vulnerable citizens of Monmouthshire, what we do well, and where we need to do even better. The report explains the context in which we are working and how we will continue to improve and modernise. It highlights some excellent, leading edge, practice, workforce development, service provision and commissioning. There are also areas where risk and challenge is highlighted.

3.4 The Annual Report articulates a vision and associated priorities for wellbeing, social care and health in Monmouthshire. We will be continuing to progress those priorities in the next year and beyond.

## **4. OPTIONS APPRAISAL**

4.1 The report provides a comprehensive analysis, using a range information, on Social Care & Health Services in 2017/18, which has been used to inform progress against the continuing priorities for improvement identified.

## **5. EVALUATION CRITERIA**

5.1 The report provides a comprehensive analysis of the performance of Social Care & Health Services in 2017/18. This has used a range of evidence, including the performance indicators from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act. The performance measures are a combination of quantitative (numerical) data and qualitative data which includes asking people about their experience of social services and whether this has contributed to improving their well-being.

5.2 Further detail on the actions to deliver the priorities for improvement will be embedded in the service business plans of individual teams and progress can be tracked at this level through regular service updates on The Hub. Headline performance measures from the Social Services and Well-being Act will be reported bi-annually to the relevant Select Committee. A full evaluation of progress will be produced in the next Director of Social Services Annual Report that will be available for scrutiny and reported to Council.

## **6. REASONS:**

6.1 To ensure that Council has a clear understanding and evaluation of the performance and impact of Social Services in 2017/18 and future priorities for improvement to deliver a positive and sustainable future for Social Care and Health in Monmouthshire.

## **7. RESOURCE IMPLICATIONS:**

7.1 The Annual Report sets out the financial performance of social care and health in 2017/18. The report also includes a visual representation of how the overall social care and health budget is divided between different service areas and individual budgets. 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.

## **8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

8.1 The report provides an appraisal of performance and identifies priorities for improvement. The report identifies the contribution of social services in Monmouthshire to the Well-being of Future Generations Act and Social Services and Wellbeing (Wales) Act.

8.2 The report provides analysis of safeguarding performance and priorities

## **9. CONSULTEES:**

Social Care and Health DMT  
Social Care & Health Quality and Performance Group  
Joint Adult and Children and Young People Select Committee

Senior Leadership Team  
Cabinet

**10. BACKGROUND PAPERS:**

Director of Social Services Annual Report 2017

**11. AUTHOR:**

Claire Marchant  
Chief Officer Social Care and Health/ Statutory Director of Social Services