



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Monmouthshire County Council Social Services

CSSIW Performance Evaluation Report 2014–15

Background

- Sets out the key areas of progress, good practice and areas where development and improvement is required.
- Findings based on:
 - Performance indicators
 - Director's & Heads of Service reports
 - Key council publications & information from scrutiny reports/minutes.
 - Inspection and site visits findings
 - Findings from regulatory inspections
 - Engagement with senior officers
 - Information from other inspectorates

Summary of findings

- The council is making good progress with a transformation in practice agenda and is well placed to meet the requirements as set out in the Social Services and Wellbeing (Wales) Act (SSWBW Act)
- Good partnership working across both adult and children's services to deliver better outcomes efficiently and effectively
- In adult services progress is evident in moving forward an ambitious agenda, improvements including:
 - levels of delayed transfers of care
 - effective reablement services in hubs

Summary of findings

- In children's services the department has been working hard to deliver on the post inspection action plan following the November 2014 inspection
- Progress has been made in a number of areas including;
 - statutory visits to looked after children
 - timeliness of reviews for children in need
 - recruitment to permanent posts
- There is significant support corporately and from members who have a good understanding of the challenges facing social care
- Greater emphasis will be placed on support being provided through community networks and localised support



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Response to last years areas of improvement

- A post inspection action plan has been developed in Children's services
- Improved working relationship with CAMHS
- Safeguarding training has been delivered
- Structure and practice in the Family Support Team is being progressed
- Statutory visits to Looked After Children has improved from 65% to 83%

Response to last years areas of improvement

- Audits of performance and practice in Looked After Children is ongoing
- Progress in relation to Personal Educational Plans
- Children in Need reviews have improved significantly
- Appointment of two care leavers as apprentices
- Greater understanding of roles and responsibilities around Corporate Parenting

Adult Services

- Continued progression with strategies to support independence through community based solutions
- Fewer people living in care homes
- Effective engagement with service users which is outcome focussed
- Plans to roll out the Raglan Project to other areas
- Departmental training for staff in Dementia Care
- Safeguarding- additional resources and reshaping of team

Areas of progress

- Support for people with dementia and their families through the overall development of local services
- Commitment to training for all staff in Dementia Care Matters
- Ongoing support for people with learning disabilities through the “My Day-My Life” Project
- Engagement with the sector around the proposed transformation in domiciliary care provision

Areas for improvement



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- The pace of change in rolling out the Raglan Project and the My Day– My Life project to other community hubs identified throughout Monmouthshire
- The council should ensure that DoLS and MCA is fully embedded in everyday practice within assessment and care management
- Data recording in relation to carers support from the council needs to be reviewed so as to ensure that carers are being appropriately supported

Children's Services



- Inspection in November 2014 highlighted identified areas for improvement
- Post inspection plan has been developed in response and is being implemented
- Good mechanisms in place for consulting with Children and Young People
- Assessments are timely and appropriate but quality needs improvement
- Child protection investigations and decisions made are appropriate

Children's services

- Increase in the level of Children in Need (26% in contrast to the national downward trend)
- Good progress in fostering service
- Work is progressing to drive forward an early intervention and preventative agenda
- Numbers of looked after children have increased slightly but are amongst the lowest in Wales

Areas of progress

- The council has taken forward actions to address the recommendations arising from the inspection in November 2014
- Progress with access to CAMHS services
- Creation of two apprenticeship posts to ensure care leavers are appropriately represented on the Corporate Parenting Panel

Areas for improvement

- The increase in the level of children on the child protection register requires a better understanding of whether thresholds levels are accurate
- Progress work to improve transitions for children with disabilities to adult services
- Take forward post inspection implementation plan

Leadership, governance and direction



- Change at both managerial and operational level in children's services
- Overspend in children's services
- Achievement of savings targets within adult social services whilst delivering the council's independence agenda
- Robust corporate parenting arrangements in place
- Commissioning strategies in place demonstrate a clear understanding of the council's strategic priorities

Areas of progress

- Ongoing work with health and social care strategic partnership and relationships with the health board
- Increased capacity and responsiveness corporately in relation to recommendations to drive improvements required and meet demand
- Strengthening of the corporate parenting arrangements to ensure voices of care leavers are heard and drive strategic thinking
- Level of challenge and understanding of Select Committee

Areas for improvement

- Consider how children continue to be safeguarded in light of financial pressures faced by the council