

SUBJECT: SOCIAL CARE, SAFEGUARDING AND HEALTH ANNUAL DIRECTORS PERFORMANCE REPORT 2019/20

MEETING: FULL COUNCIL

DATE: 3rd DECEMBER 2020

DIVISION/WARDS AFFECTED: ALL



Social Care & Health: Directors Report 2020

This report is about people. The people we support, the people we work with and those that partner with us.

[**Go to this Sway**](#)

1. PURPOSE:

1.1 To present to Council the Annual Statutory Report on Performance 2019/20 from the Director of Social Care, Safeguarding and Health.

2. RECOMMENDATIONS:

2.1 For Council to endorse the Annual Statutory Directors Performance Report 2019/20 .

3. KEY ISSUES:

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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 follows a nationally developed template, which shows how we are meeting the requirements of the Social Services and Wellbeing Act and the Regulation and Inspection of Social Care (Wales) Act 2016.

3.2 This is the second Directors Report for the Chief Officer for Social Care Safeguarding and Health. This year the report is presented in a format that uses a SWAY, which means the report is interactive, and is able to present many styles of information in one place.

3.3 This report is presented in a way that can be accessible to a wide range of audiences. It has been developed using an inclusive approach and includes contributions from the workforce and people who use services. Evidence of performance, analysis and stories are combined to develop a very comprehensive and extensive report covering many aspects of Social Services. This can be re visited and added to as a source of information on an ongoing basis.

3.4 This annual report reflects on the financial year 2019/20. The Directors report uses a set of broad themes to frame the work we do with commentary on progress in year .

3.5 Over the last decade Monmouthshire Social Services has embedded a model of delivery which is based around a relational and strengths based approach. This replaced a transactional service led approach. We are helping people to take control of their own lives and that any contact with us enhances the opportunity for greater wellbeing.

3.6 The report provides an analysis, commentary and evidence of the work around each of these themes. 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.

3.6 To enable members to access the essential parts of this report the following pointers are suggested for an overview read.

- **Chapter 1** Is the **Directors summary** section. It includes an overview of performance, priorities and challenges. The narrative is presented alongside photos, PowerPoint presentations, films and hyperlinks to documents for further reading.
- **Chapter 2** Is **'how people shape our services'** and is a key requirement for delivery against the Social Services and well-being Act (2014). This section highlights evidence of how we are involving children who are looked after, young people and adults with disabilities, and evidence from a recent Care Inspectorate Wales older person's inspection.
- **Chapter 3** This large section is how we evidence progress towards the **six quality standards**. This section uses a large quantity of both qualitative evidence through stories and the lived experience of the people we support with all the national performance indicator measures. More stories, audio, film and data are combined to give a comprehensive assessment of how we are working towards delivering against the six quality standards.
- **Chapter 4** Covers **'how we do what we do'** it includes our arrangements for partnership working, governance, finance and workforce development. How we plan, and how plans link together.

- **Chapter 5 Summary and next steps.**

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

4.1 The report provides an appraisal of performance and identifies future priorities. 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.

4.2 The report provides analysis of performance and priorities related to safeguarding and corporate parenting.

5. OPTION APPRAISAL:

5.1 The report provides a comprehensive analysis, using a range information, on Social Care & Health Services in 2019/20, which has been used to inform progress against the priorities identified.

6. EVALUATION CRITERIA:

6.1 The report provides a comprehensive analysis of the performance of Social Care & Health Services in 2019/20. This has used a range of evidence, including the performance indicators from the measurement framework as part of the Social Services and Well-being Act alongside stories and qualitative evidence that share the complexity and reach that Social Services has daily.

7. REASONS:

7.1 To ensure that committee has a clear understanding and evaluation of the performance and impact of Social Services in 2019/20 and future priorities to deliver a positive and sustainable future for Social Care, Safeguarding and Health in Monmouthshire.

8. RESOURCE IMPLICATIONS:

8.1 The Annual Report sets out the financial context of social care and health in 2019/20. 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.

9. CONSULTEES:

9.1 An inclusive approach means that contributions to the report have been sourced widely and have aided in demonstrating how we are meeting the key quality standards defined by the Social Services and Well-being Act.

10. BACKGROUND PAPERS

10.1 None.

11. AUTHOR:

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