

SUBJECT:	Annual Director's Report 2024 / 2025, Social Care Safeguarding and Health
MEETING:	Full Council
DATE:	4th December 2025
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

To present the Annual Report 2023/24 from the Chief Officer for Social Care, Safeguarding and Health to Performance & Overview Committee.

2. RECOMMENDATIONS:

For Council to receive and endorse the Annual Director's Report 2024/25.

That Council tasks the Strategic Director of Social Care, Safeguarding and Health to maintain focus on the priority actions for 2025/26 as set out in the summary section.

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. This year a template and guidance for completing the report has been issued.

<https://www.gov.wales/sites/default/files/publications/2025-03/local-authority-social-services-annual-report-additional-guidance-2025.pdf>

3.2 This is the fourth Director's Report for the current Director and reflects activity within the financial year April 2024 – March 2025.

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 2025 – 2026.

3.4 In accordance with the guidance the report is set out using the following headings:

i. Director's Summary

ii. Context

- Leadership
- Workforce
- Finance Resources

iii. Performance and Assessment

- People
- Prevention
- Partnership & Integration
- Wellbeing

iv. Other Information

- Inspection & Reviews
- Complaints & Representations
- Other Sources of Information

v. Glossary

3.5 The report has been written with involvement from the service and contributions from the workforce using case studies relating to their work with people. Qualitative and quantitative performance data, self-evaluation and case material is combined to describe many aspects of the service. The report provides information related to the wider operating context where relevant. This annual process is an opportunity to reflect on the overall direction of the service, what is going well as well as the further actions we need to take in order to develop and improve.

4. REASONS:

4.1 It is a legal requirement to publish an annual report.

4.2 To ensure that elected members, colleagues, and members of the public have the opportunity to scrutinise the Director's evaluation of the performance and impact of Social Services in 2024/245.

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 2024/25. 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. RESOURCE IMPLICATIONS:

7.1 None specific to this report.

7.2 The Annual Report sets out the financial context of social care and health and the outturn positions for 2024/25 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.

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

8.1 The report provides an appraisal of performance of the directorate's work 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 Wellbeing of Future Generations Act and Social Services and Wellbeing (Wales) Act, particularly with regards to prevention and working in partnership.

8.2 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.

9. 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

9.1 The draft report was presented to Performance & Overview Committee on 23rd September 2025. A number of points and questions were raised including:

- The number of care leavers in employment and education, and support provided
- The support that is available for people receiving direct payments
- Turnover of workforce
- Feedback from the adult social care survey

- Learning from complaints and from the recent domiciliary care procurement process
- Concerns over the potential for grant reductions and what risk this represents
- The impact of Monmouthshire's ageing population.

Two discrepancies which were noted within workforce figures and children looked after figures (children leaving care) have been rectified.

10. BACKGROUND PAPERS:

None

11. AUTHOR:

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