

Improving Social Care 2011 – Consultation Responses

Thank you to everyone who took the time to respond to the consultation about our Directors Annual Report – “Improving Social Care in Monmouthshire”. The report, along with a short executive summary, can be downloaded from our website www.monmouthshire.gov.uk/socialservicesreport



100% of the people respondents to our on-line survey said they found the report easy to read and understand.

A sample of the comments made includes:

- “I like the personal touch in the language used, especially the Chinese saying. It has been shared with me by service users that MCC seems to have a more accessible personal touch to its frontline services.” (Provider)
- “I like the style. It is clearly written and will hopefully be very accessible to a very wide audience.” (Senior Manager)
- “The National and Regional context is a bit jargony and as it is the beginning of the report may turn people off.” (Citizen)
- “The document is personable, honest, not afraid to recognise our shortfalls but showing where we work well.” (member of staff)
- “I thought the report was easy to read and includes relevant updates and sections on many of the strategic policy drivers which our partnership has linked into with WAG and Care Council” (Partner)
- “Not too much jargon so every could read it.” (Citizen)
- “It was set out clearly and I could access the document easily” (Citizen)

The majority of people agreed with what we had written about Children’s services. Some specific comments were:

- “It’s great that things are being re-organised to ensure that children’s services are improved” (Citizen)
- “I think the process in child protection needs to be quicker to put children on the at risk register and monitor them more closely when they are,” (Citizen)
- “We feel that children’s services in Monmouthshire are in a state of flux.” (Citizen)
- “The only thing I would like to see is a little more about prevention.” (member of staff)
- “The aspirations are simple but will have a big impact.” (Citizen)

Similarly most people were in agreement with our section about services for adults although there were also some helpful suggestions for improvement:

- “I found the report really reassuring as a Monmouthshire resident with elderly parents also in the area.” (Citizen)
- “There doesn’t seem to be much support about for adults that have special needs such Autism.” (Citizen).
- Again, “It’s reassuring that the services are being re-configured for maximum effectiveness and efficiency.” (citizen)

100% of respondents to the on-line survey agreed with our priorities. Among these the most important areas were seen as:

- Delivering the Frailty Project.
- Improving access, quality and responsiveness within children’s services.
- Safeguarding.