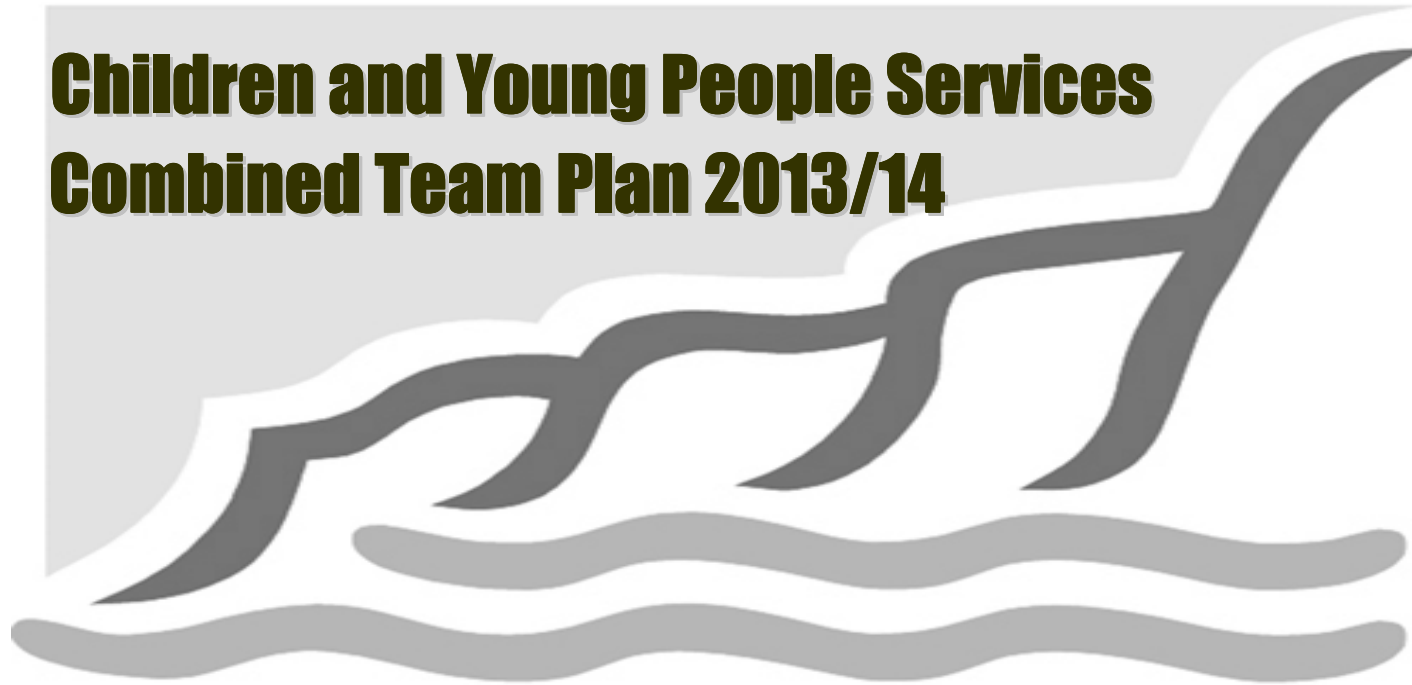


VALE of GLAMORGAN

Children and Young People Services Combined Team Plan 2013/14



BRO MORGANNWG

Operational Managers	Carol Davies and Colette Limbrick
Teams	Intake and Family Support Team, Care Management Team, Child Health and Disability Team, Fifteen Plus Team & Placements and

	Permanency Team
Service Plan	Social Services Directorate Service Plan 2013/17
Date signed off	31.7.13
Signed off by	Gareth Jenkins, Head of Service

Outcome 1:	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
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Objective 1:	To ensure that people have access to comprehensive information about Social Services and can easily contact key staff. Individuals get prompt advice and support, including their eligibility for service, and are well signposted to other services where appropriate.
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS01/A001 CYP6 CP p10	Those making contact with Children and young people services are signposted appropriately or receive a timely assessment.	Decrease in referrals made to social services (reduction in referrals that proceed to IA)	H	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	
SS01/A001 CYP6 CP p10	Commissioned service providers are aware of the thresholds of referrals for social services, the range of and how to refer	Families receive the right level of support, conducted in a timely manner (decision making within 24 hours	H	Head of Service/ Operational Manager's/ Team Manager's/	2013	2014	Within existing resources	

	to other preventative / support services	and number of IA's undertaken within 7 days. No of contacts which are signposted to other agencies)		Duty Manager				
SS01/A001 CYP6 CP p10	Provide up to date public information on adoption and fostering / short break support / how to contact children and young people services and advocacy on the Council Website	Families and children have access to appropriate information on accessing services	M	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	
SS01/A003 CL14	Tackle child poverty by working with families in need to raise awareness of entitlements to welfare benefits and allowances and to facilitate access to support services that help people into	Ensure children and families receive their entitlements and are supported to reduce their reliance on welfare benefits through accessing	H	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	

	employment and training.	appropriate education and training						
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Outcome 1:	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
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Objective 2 :	To ensure that people using Social Services are supported by assessments, care and support plans which are regularly reviewed.
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS02/A004 CYP5 DR p14, CP p10, IP p33	Continue to improve multi-disciplinary transition support for young people moving into adulthood. Young people within CHAD and Fifteen Plus Team are supported appropriately via TRIGG and have an allocated transitions social worker and	Seamless transition for young people moving towards independence or to Adult Services with support.	H	Head of Service/ Operational Manager's/ Team Manager CHAD & Fifteen Plus and transitions social worker	2013	2014	Within existing resources	

	YPA to plan appropriate transitions from Children to Adult services.							
	Undertake timely completion of initial and core assessments and ensure that children are seen by a worker during the assessment process	<p>That children's perspective are heard and views of children are recorded within assessments.</p> <p>Assessments are outcome focussed and identify need and the services required to meet the need.</p> <p>Assessments explore all options including private family arrangements, resulting in accommodation only for those</p>	H	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	

		children where there is no other option						
	<p>For looked after children, ensure that plans are in place at the point of accommodation and that plans (including Pathway Plans) are reviewed and children seen in line with statutory requirements.</p> <p>Establish a Permanency Panel to review the Care Plans for all LAC prior to their second Statutory Review.</p> <p>Reduce the LAC population through robust screening of requests for</p>	<p>Increase in the number of plans in place at the point of accommodation; outlining the expected plan for the period of accommodation. Statutory visits & reviews are conducted in line with policy and procedure.</p> <p>All children have a clear permanency plan</p> <p>Young people leaving care continue to have access to a social</p>	H	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	

	<p>accommodation and review at Placement Panel, thus ensuring children's LAC status is appropriate.</p> <p>Consider alternatives such as SGO/ RO/ revocations where appropriate and safe to do so.</p>	<p>worker / YPA and are supported through the Pathway planning process.</p> <p>Reduction in the LAC population.</p>						
	<p>Ensure that all children on the child protection register have an allocated social worker and that child protection plans are reviewed and children seen in line with statutory requirements.</p>	<p>Childrens plans for protection are reviewed in line with procedures to ensure the multi agency response to safeguarding, delivered through timely core group working.</p> <p>Children are seen by a social worker in line with statutory requirements.</p>	H	Head of Service/ Operational Manager's/ Team Manager's/ Duty Manager	2013	2014	Within existing resources	

	Update the current CIN process and guidance and ensure that all CIN have a plan which is reviewed in line with the updated guidance.	Clear process for CIN planning and reviews in place by October 2013. Children receive services in line with assessed need.	H	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	
	We will support staff with the development of pre-court skills in response to the revision of the Public Law Outline (PLO)	To ensure that staff are skilled to undertake confident risk management and decision making and have improved analytical skills within assessments.	H	Training Department. Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	

Outcome 2 :	People eligible for Social Services in the Vale of Glamorgan are able to choose from a range of high quality services helping them to maximise their independence whilst keeping them safe
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Objective 3:	To provide services which meet assessed individual needs
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS03/A007 CYP3 CP p10	Signpost and refer families in the greatest need to preventative and intervention services e.g. Flying Start, Families First and IFSS Contribute to the screening of Family support referrals via the Resource panel	Prevent the escalation of need for families to receive support through Children and young people services Ensure that families receive the most appropriate service in a timely manner.	H	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Welsh Government Grant Funding available.	

	To continue to implement and monitor the progress of IFSS through the IFSS Board and implementation group	Ensure that families within the Vale of Glamorgan receive IFSS services in line with assessed need and service specification.						
SS03/A012 IO	Develop a foster carer recruitment strategy including a fixed term registered social worker dedicated to recruitment, training and support.	Increase in number of approved in-house foster carers. Reduced use of externally provided foster care placements. Well managed process for recruiting quality foster carers.	H	Head of CYPS / OM's and Placement and Permanency Team	2013	2014	Invest to save programme	
SS03/A013 IO	Invest in pre-approval training and additional assessment capacity.	Increase in number of approved in-house foster carers. Reduced use of externally provided foster care placements.	H	Head of CYPS / OM's and Placement and Permanency Team	2013	2014	Within existing resources	

		Well managed process for recruiting quality foster carers.						
SS03/A014 IO	Develop a foster carer marketing campaign. Implement regional collaborative arrangements (SEWIC)	Increase in number of approved in-house foster carers. Reduced use of externally provided foster care placements. Well managed process for recruiting quality foster carers.	H	Head of CYPS / OM's and Placement and Permanency Team	2013	2014	Within existing resources	

Outcome : 2	People eligible for Social Services in the Vale of Glamorgan are able to choose from a range of high quality services helping them to maximise their independence whilst keeping them safe.
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Objective : 4	To ensure that people's views on gaps in services and effectiveness of support, result in changes and help inform how services are monitored and developed.
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SSO4/AO15 SP	Continue to listen to and resolve concerns and complaints of service users in a timely manner.	Increased customer satisfaction and resolution at stage 1. Implement learning from complaint themes to improve practice and service delivery.	M	Head of Service/ Operational Manager's/ Team Manager's	2012/3	2014	Within existing resources	
	Consult directly with children through the annual service user	Children are listened to and their views are	M	Head of Service/ Operational	2013	2014	Within existing resources	

	consultation process, LAC consultation, advocacy and feedback to inform foster carer reviews	used to inform service development and delivery		Manager's/ Team Manager's				
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Outcome 3:	The Vale of Glamorgan Council achieves good outcomes for service users and carers through its arrangements to protect vulnerable people and success in promoting independence and social inclusion
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Objective 5:	To ensure that people are helped to achieve the best possible outcome for them, maximising their independence, developing their abilities and overcoming barriers to social inclusion.
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS05/A016 ChP C9	Ensure that service specifications are derived from commissioning plans and that they are clear about the practice and quality standards expected. Review service specifications annually to ensure they continue to	Directly provided and contracted social care services will be citizen centred, meet needs appropriately and promote the Council's social care objectives. Ensure best value from commissioned services.	M	Operational Managers in Children Services	2013	2014	Within existing budget	

	<p>meet strategic objectives. To work with commissioned service providers to renegotiate service specifications in line with changing need and to monitor service delivery through performance reports and quarterly meetings, ensuring it is in line with service specifications</p> <p>Develop a range of accommodation options to support 16 and 17 year olds who are care leavers or facing homelessness Jointly commission with housing services and the third sector suitable accommodation</p>	<p>Young people can access different levels of support in line with their assessed needs and are supported in their transition into adulthood.</p>						
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	options for young people between the ages of 16 and 18 years to provide a pathway between care and independence.							
SS05/A022 CYP2 CP p10	<p>Develop and promote opportunities for all children and young people including those who have a disability or who undertake a caring role to engage in play, physical and cultural activity.</p> <p>Commission and monitor young carers (AfC) and leisure provision (Barnardos) during 2013/14</p> <p>Ensure children with disabilities are signposted to access appropriate</p>	Disabled children or those who undertake a caring role will have improved opportunities to engage in play, physical and cultural activities.	M	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	

	community based services							
	<p>Ensuring that LAC children are not disadvantaged through health, education and by being looked after.</p> <p>To support care leavers by remaining in contact with them and facilitating access to appropriate accommodation, education, employment and training opportunities</p>	<p>Increased number of children registered with GP, optician and dentist.</p> <p>Increased number of children having health assessments and PEP's in place.</p> <p>Increased number of care leavers are supported to live independently as adults in the community.</p>	H	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	

Outcome : 4	Performance of Social Services is actively managed and people accessing services in the Vale of Glamorgan are supported by sufficient staff, who have appropriate qualifications, training experience and skills
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Objective 8:	To ensure that robust workforce planning arrangements are in place within the Directorate
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Recruit to vacancies within teams following the Council's robust safer recruitment policy and provide a programme of induction to support integration into the authority and the role.	Recruit suitably qualified and experienced staff who are supported to fulfil the requirements of the role.	M	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	
	Manage staff absences robustly	Decreasing staff absence rates by	M	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing	

	via the absence management policy	supporting a return to the workplace at the earliest opportunity		Operational Manager's/ Team Manager's			resources	
	Ensure all staff have supervision in line with policy and an annual PDRS which reflects their training and development needs in line with CCfW Framework Provide student placements	Suitably supported, qualified and trained staff to undertake their role. Promote team development and learning through facilitating student placements and contribute to the quality of future practitioners.	M	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	

Outcome :	Social Services in the Vale of Glamorgan review, plan, design and develop quality services that deliver best value for money to improve outcomes for individuals
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Objective :	To ensure that services are designed and commissioned to reflect community need from priorities identified by staff and people who may use or need services, and are identified in commissioning strategies and annual commissioning plans..
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	We will continue to implement actions within the commissioning strategy	To support families to stay together - reduce the need for children to be looked after, by ensuring a focus on early intervention and preventative action across all service provision for children.	H	Head of Service/ Operational Manager's/ Team Manager's	2013	2014	Within existing resources	

		<p>To manage risk confidently and provide support at the 'edge of care' by making sure that need is accurately assessed, resulting in the right children being accommodated at the right time. This includes supporting families to avoid children becoming accommodated unnecessarily and by making private arrangements within their wider family networks (SGO/RO)</p> <p>To provide affordable high</p>						
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quality placements that meet the diverse range of children's needs.

Give children clearly planned journeys through care which remain focused on achieving care plans, prevent drift, enable them to be reunited with family and friends where possible, have stable placements and exit the care system positively.

Outcome 5:	Social Services in the Vale of Glamorgan review, plan, design and develop quality services that deliver best value for money to improve outcomes for individuals
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Objective 10:	To deliver a clear planning process with equity of access, joined up services and best value from a variety of providers with defined, proportionate budgets directed to meeting services priorities
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Context for this objective:	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS10/A044 SP	Through the South East Wales Improvement Collaborative, lead on the development of a regional adoption service.	A regional adoption service will be in place which delivers better performance in recruiting and assessing potential adopters, placing children appropriately and providing post-adoption support for children in need	M	HOS / OM P&P Team Manager	2013	2014	Within existing resources and subject to Welsh Government guidance	