



Safeguarding and Performance Team Plan 2015/16

Operational Manager – Safeguarding and Performance

Service Plan: Social Services

Date signed off: 29/06/2015

Signed off by: **Carys Lord**

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Team Overview – Safeguarding and Performance

The Safeguarding and Performance service undertakes a number of key roles for the Council. The team provides management information for the Social Services Directorate, undertakes Quality Assurance work including audit, consultation, development and review of policies and procedures and the coordination, is responsible for statutory reviewing of the arrangements for children who are looked after by the local authority, for child protection conferencing arrangements, for the central coordination of adult protection processes across the Directorate and for the administration of a range of other safeguarding activity that falls within the team.

The Team's broad functions are:

- The Protection and Policy Team is responsible for chairing Child Protection Conferences and carrying out Independent Reviewing Officer's roles in chairing Looked After Children (LAC) Reviews, Pathway Plan Reviews and Adoption Reviews.
- Chairing of strategy meetings under Part 4 of the All Wales Child Protection Procedures
- Chairing of strategy meetings in respect of child sexual exploitation
- Adult protection (POVA) and professional concerns about adults in 'caring' roles
- We work closely with contracting in relation to addressing Provider Performance issues in residential care/nursing homes/domiciliary care agencies
- To provide Administrative support to the functions of Child Protection, Protection of Vulnerable Adults, and Looked After Children.

The Performance and Policy service undertakes a number of key roles for the Council. The team provides management information for the Social Services Directorate, undertakes Quality Assurance work including audit, consultation, development and review of policies and procedures and the coordination of the Social Services Complaints function.

The Team's broad functions are:

- The Performance Management Team is responsible for the management of Social Services IT systems, the collation of statistics and the coordination of Social service complaints
- Quality Assurance in Social Services which incorporates three elements - service user and carer satisfaction, case file auditing and development and review of departmental policies, procedures and guidance.
- We work closely with contracting in relation to addressing Provider Performance issues in residential care/nursing homes/domiciliary care agencies

Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- 99% of child protection conferences held during 2014/15 were held within 15 days of strategy discussion. The Vale is placed in the upper quartile and above the Wales average.
- The establishment of a Corporate Safeguarding Group has ensured safeguarding is a priority for all service areas across the Council and the central safeguarding unit ensures that learning is transferred between child and adult protection processes.
- We have successfully concluded the merger of the Cardiff and Vale Safeguarding Children Board and Safeguarding Adults Board. Cardiff and Vale Safeguarding Adults Board (SAB) is committed to working with its partner organisations in order to protect vulnerable adults from abuse and neglect and to promote their health and wellbeing.
- Work was undertaken with Cardiff Council to develop systems for the implementation of the Integrated Assessment for Adult Services. Key achievements, both local authorities have developed a joint (integrated) Inpatient Assessment Form in conjunction with the Health Board that is currently at the consultation stages. There is constant ongoing improvement and development of assessment forms along with the development of supporting guidance and the development of Inpatient Assessment Review forms to make reviews easier. A Change Panel has been established between Cardiff and the Vale to ensure there is consistency in the development and improvements made by both local authorities.
- The new Complaints Procedure has been fully implemented, documentation updated and staff trained.
- Consultation with service users has taken place across the Directorate.

Our Team Plan 2015/16

| Service Outcome 1: | | People in the Vale of Glamorgan are able to request support and receive help in a timely manner | | | | | | |
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| Objective 1 : | | To ensure that people have access to comprehensive information about Social Services and other forms of help and support, and are appropriately signposted to help and supported by proportionate assessments, care and support plans, and services which meet their individual needs. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ 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 |
| New Action | Review public and professional information in relation to protection of vulnerable adults processes. | Updated information on the Council website. Written information available to vulnerable adults/families. | High | Joanne Betteridge/Janey Morgan | 01/06/2015 | 30/09/2015 | Existing resources | |
| New Action | Undertake consultation with service users to ensure that they are receiving high quality information in timely manner. | High level of satisfaction with the information received. | High | Laura Eddins | 01/04/2015 | 01/04/2016 | Existing resources | |
| New Action | Work with Adult Services to develop systems to facilitate the integration of services with Health | Reduced duplication and more effective use of staff resources | High | Julie Wordley | 01/04/2015 | 31/01/2016 | Existing resources | |

| Service Outcome 2 : | | The Vale of Glamorgan protects vulnerable people and promotes their independence and social inclusion | | | | | | |
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| Objective 2 | | Through the Council working in co-ordination with other organisations to ensure that people are helped to achieve their best possible outcome and that people at particular risk have their wellbeing promoted and are safeguarded from abuse and exploitation. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ 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 |
| New Action (SS/A063) | Assist Children and Young Peoples services in developments of systems and procedures for the implementation of the Vale, Valleys and Cardiff regional adoption Collaboration | The collaboration able to function effectively | High | Julie Wordley | 01/04/2015 | 31/03/2016 | Existing resources | |
| New Action | Review the POVA team structure and processes, develop a proposed model and implement agreed changes. | A new POVA team structure and processes will be implemented reducing duplication of screening, creating streamlined referral processes and improved timely throughput of cases. | High | OM Safeguarding and Amanda Phillips – OM Adult Services | 01/04/15 | 30/09/15 | Existing Resources | |
| New Action | Contribute to alignment of adult | Adult protection new processes will | High | OM Safeguarding | 01/04/15 | 31/03/16 | Existing resources | |

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| | protection processes in preparation for implementation of the Social Services and Wellbeing (Wales) Act 2014 | be aligned with new legislation and guidance. | | | | | | |
| New Action | Improve data collection on cases where child sexual exploitation is a concern | Data will be collected and presented on the number and types of cases where CSE is a concern. | High | PO and Protection and Policy administration. | 01/04/15 | 31/03/16 | Existing resources | |
| New Action | Improve the response to lower level CSE concerns through improved engagement with service providers that provide a range of options from low to high level interventions. | All cases referred to Protection and Policy are considered for strategy discussion/ strategy meeting/ services/ intervention. Where need is identified, services/ interventions are sought. | High | PO - Protection and Policy | 01/04/15 | 31/03/16 | Existing resources | |
| New Action | Consult with children/families subject to child protection processes and vulnerable adults subject to POVA processes | Views and experiences of service users will be listened to, reported on and used to inform service delivery | High | OM Safeguarding Policy Officer, BMI | 01/04/2015 | 31/03/2016 | Existing resources | |

| Service Outcome 3: | | 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 3: | | To have in place clear planning and programme management processes, which are identified in commissioning strategies and annual commissioning plans, and help to ensure an appropriate range of services that deliver equity of access, joined up services and best value from a variety of providers with defined, proportionate budgets directed to meeting service priorities. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ 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 |
| SS/A069 | Deliver actions identified in the implementation plan to meet the requirements of the Social Services Wellbeing (Wales) Act | We are able to meet the duties/ requirements of the Act | High | OM – Safeguarding | 01/04/2014 | 31/03/2016 | Supported by 1fte Programme Manager. | |
| SS/A070 | Implement key improvement areas as identified in relevant regulatory reports | We can demonstrate progress and improved performance and outcomes in future regulatory reviews | High | OM Safeguarding and relevant officers as required | 01/04/2015 | 31/03/2016 | Existing resources | |
| New Action (SS/A070) | Audit processes and review procedures to ensure that areas for improvement can be established and guidance is | Our policies/ procedures reflect relevant legislative requirements. Audits identify that our policies and procedures are being | High | Policy and Quality Assurance Officer | 01/04/2015 | 31/03/2016 | Existing resources | |

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| | updated appropriately. | followed to a high standard. | | | | | | |
| New Action (SS/A069) | Prepare for changes to the processes for the collation of the new performance measures proposed for monitoring the Social Services and Wellbeing Act (Wales) | Effective procedures put in place so that performance can be measured from the date of implementation of the Act. | High | Julie Wordley | 01/04/2015 | 31/03/2016 | Existing resources | |