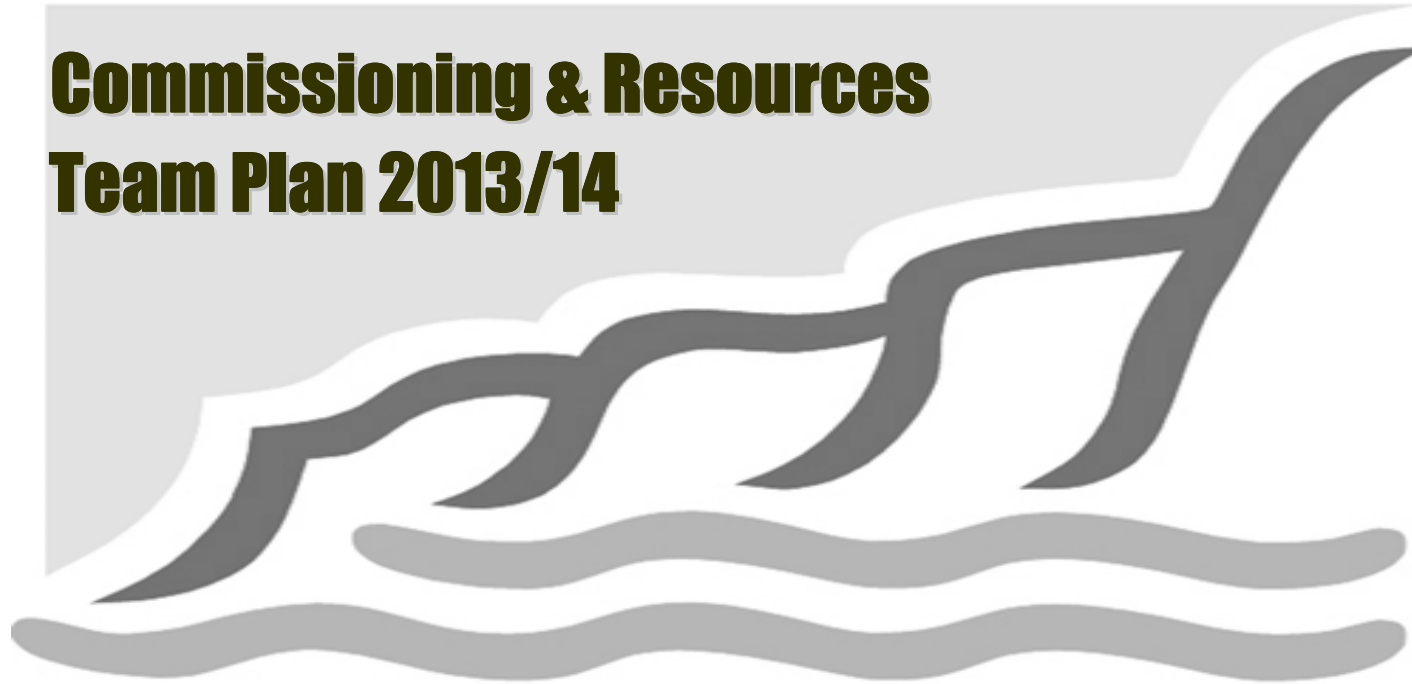


VALE of GLAMORGAN

Commissioning & Resources

Team Plan 2013/14



BRO MORGANNWG

Team Manager	Chris Payne
Service Plan	Commissioning & Resources
Date signed off	
Signed off by	Carys Lord

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:	<i>Enable service users to receive appropriate information in a format of their choice to meet their requirements in keeping with changes in technology</i>
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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	<i>Work with the third sector and other organisations to deliver information about services for children in need via the Family Information Service, the Council's Contact Centre and other communication channels.</i>	Support parents/prospective parents to access childcare and help with childcare costs to enable them to work	H	Nicola Hale Becky Wickett	2013/14	2013/14	Within existing resources	
		Provide information to parents on local family support services and activities fro Children & Young people	H	Nicola Hale Becky Wickett	2013/14	2013/14	Within existing resources	

	Progress the development of an on-line care directory	Collate information on all Social Services, Health and third sector organisations in a central, intuitive directory, that is available to both staff and the public	M	Chris Payne	2013/14	2014/15	Within existing resources	
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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:	To ensure that carers are aware of the value that they add to meeting the needs of relatives requiring help and support. To enable them to access information/support to help maintain them in their caring role.
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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/A005 HSCW10 DR p17, CP p18	Work with partners to implement the Carers information and Consultation Strategy.	Increase the number of carers receiving an assessment or review of their needs	H	Nicola Hale	2013/14	2014/15	Welsh Government & Existing resources	
		Improve the information available to carers	M	Nicola Hale	2013/14	2014/15	Welsh Government & 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:	To utilise appropriate technological developments in service delivery available to offer choice for individuals to maintain independence within the community.
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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/A010 HSCW5 CP p18 IP p31	<i>Increase the take up of assistive technologies such as Telecare that enable older people and their carers to manage the impacts and risks associated with chronic ill health</i>	The provision of telecare will support Reablement and promote independence allowing the frail and chronically ill the choice to remain in their own homes for as long as possible	H	Chris Payne Nicola Hale	2013/14	2015/16	Within existing resources	

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:	Services are provided in line with Council and service user expectations and there are mechanisms in place to ensure that this occurs alongside ensuring that relevant people are aware of the services available to be utilised.
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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/A012 ChP C9	<i>Ensure that service specifications are derived from commissioning plans and that they are clear about the practice and quality standards expected.</i>	Commissioned services will be citizen centred, meet needs appropriately and promote the social care objectives and priorities of the Council	M	Chris Payne Gaynor Jones	2013/14	2015/16	Within existing resources	
	Maintain progress in relation to the development of	Services being received meet Council	H	Gaynor Jones	2013/14	2014/15	Within existing resources	

	Letters of Understanding, RBA cards and financial data with providers of services not prioritised for commissioning processes.	requirements, meet the needs of service users and ensures efficient and effective use of funding						
SS05/A018 CYP2 CP p10	<i>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.</i>	Support parents of children with a disability to access childcare, services and activities	H	Nicola Hale Becky Wickett	2013/14	2013/14	Families First Funding	

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 6	To ensure that people at particular risk have their wellbeing promoted and are safeguarded from abuse and exploitation by the Council working in co-ordination with other organisations.
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Context for this objective:	The authority has a duty to respond to any concerns raised with regards to standards of care and giving people the opportunity to raise these concerns in a timely manner.
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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
SS06/A024 HSCW11 CP p18	<i>Continue to prevent abuse by professionals working in social care settings and in the community by ensuring the voice of the vulnerable adult is heard and staff witnessing abuse feel empowered to report their concerns.</i>							

	Re-launch of 'Notification of Provider Performance' form	Give opportunity for staff, service users and relatives to highlight areas of concern & compliments with regards to services received within the Provider Performance protocol. Following which further action may be determined	H	Gaynor Jones	2013/14	2013/14	Within existing resources	
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Outcome 4	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 7	To utilise performance management to improve customer outcome and the services provided.
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Context for this objective:	To ensure that outcomes are monitored on a regular basis to ensure focus of team effort in achieving key tasks for the directorate.
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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
SS07/A028 SP	<i>Adopt and use a core set of analysis grids which provide evidence for the Director's Annual Report.</i> Complete analysis grids to provide evidence of progress against specific service themes and outcomes to support Directors Report	Opportunity to reflect on team performance and areas requiring continued attention.	H	Chris Payne	2013/14	2013/14	Within existing resource	

Outcome 4	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 8	To ensure that robust workforce planning arrangements are in place within the Directorate.
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Context for this objective:	Ensure that staff has the confidence and ability to undertake key tasks within the commissioning and contracting process to enable appropriate services to be in place to meet service user needs.
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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
SS08/A031 ChP C6	<i>Support staff to develop knowledge, skills and values in line with National Occupational Standards for commissioning, procurement and contracting for social care and to gain approved qualifications and accreditation to demonstrate competence in commissioning.</i>	Staff will achieve a relevant qualification or undertaking training where appropriate. Knowledge gained will support staff across the directorate to support commissioning activity when required	M	Chris Payne Gaynor Jones	2013/14	2014/15	Within existing resources	

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 9	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:	To ensure that services are commissioned appropriately and in the best interests of the local authority and provider to enable value for money and service sustainability.
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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
SS09/A035 ChP C11	<i>Review all existing spot purchase agreements, using quantitative and qualitative analysis and consultation with existing providers, successfully identifying where changes to spot purchase</i>	Formalised arrangements where appropriate will achieve greater value for money on services commissioned and give providers a regular income stream.	M	Chris Payne	2013/14	2013/14	Within existing resources	

	<i>agreements could be achieved.</i>							
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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:	The need to ensure that the correct balance of accommodation is available within the authority to meet service user demands within appropriate settings.
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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/A038 ChP IHSC3	<i>Consider the options for the delivery of long term care, to address the current shortfall in independent sector provision, particularly in relation to people with dementia related illnesses.</i> Progress the commissioning of	Increased supply of appropriate settings to meet	H	Chris Payne Gaynor Jones	2013/14	2014/15	Within existing	

	extra care domiciliary services	service user needs in community					resources	
	Agree long term rate agreement with care home sector	Increased supply of EMI bed provision due to incentivised rate for care.	H	Chris Payne	2013/14	2013/14	Within existing resources	