

VALE of GLAMORGAN

Safeguarding and Performance Team Plan 2013/14



BRO MORGANNWG

Operational Manager	Rachel Evans
Service Plan	Safeguarding and Performance
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:	See Service Plan, pages 16-17
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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
	Review all public information on POVA, CP procedures and LAC reviews to ensure it is clear and specific about eligibility and contact details.	Vulnerable adults and children are aware of their rights and entitlements to be protected from harm, and of the procedures in place to protect them, and how and who they need to contact.	M	Principal Officer Protection and Policy/ Senior Administrator Protection and Policy Team	2013/14	2013/14	Within existing resources.	

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 people using Social Services are supported by assessments, care and support plans that are regularly reviewed.
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Context for this objective:	See Service Plan, pages 19-20
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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 SS02/A005	Provide guidance and assistance for staff and managers in the safe sharing of information with partners.	Information will be shared securely with partners to facilitate assessment and service provision for users of Social Services.	H	Team Manager Performance Management	2013/14	2013/14	Within existing resources.	
	Ensure sufficient directly employed IROs to undertake robust reviews of children's care plans in line with	Children and young people in care will have timely reviews of their plans that are focused on	H	IROs	Sept 2013	Ongoing	Within existing resources.	Appointments to three vacant posts made July 2013, with anticipated start date Sept/Oct

	statutory requirements.	their needs. Children will be directly consulted and their views taken account of.						2013.
	Ensure sufficient directly employed Conference Chairs to undertake robust reviews of CP plans and procedures in line with the AWCPP.	Children on the CPR have their protection plans independently scrutinised, including verification of child protection visits, core group and multi-agency delivery of support.	H	Conference Chairs	Sept 2013	Ongoing	Within existing resources.	

Outcome 3:	The Vale of Glamorgan 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 outcomes, maximising independence, developing abilities and overcoming barriers to social inclusion.
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Context for this objective:	See Service Plan, page 30.
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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
	IROs will proactively challenge the plans for looked after children where it appears there is drift in planning or a child's needs are not being addressed in line with identified outcomes.	Looked after children's welfare, health, education and other identified needs are assessed and reviewed regularly, and there are plans in place to meet them.	H	IROs	2013/14	Ongoing	Within existing resources.	
	Conference Chairs will ensure multi agency child	Children are safeguarded from harm, appropriate	H	Conference Chairs	2013/14	Ongoing	Within existing resources.	

	protection plans agreed for children on the Child Protection Register are based on assessment of risk and need and are focused on safeguarding outcomes.	planning and reviewing structures are in place which engage children, parents and agencies, and are subject to scrutiny by the Chairperson.						
	The Central DLM (POVA) will ensure plans in place for vulnerable adults considered under the POVA procedures are outcome focused and promote safeguarding and protection, whilst demonstrating a balance of considerations of risk, independence and social inclusion.	Vulnerable adults subject to the POVA procedures will have the least intrusive measures taken to ensure safety and protection, respecting individual lifestyle choices and maintenance of independence and social inclusion as far as possible.	H	Central Designated Lead Manager (POVA)	2013/14	Ongoing	Within existing resources.	
	The Principal Officer Protection and	Children and young people	H	Principal Officer	2013/14	Ongoing	Within existing	

	<p>Policy will ensure a prompt and robust response to any allegations made against professionals and others working with children, and children and young people who are at risk through sexual exploitation, in line with the AWCPP.</p>	<p>who are at risk of significant harm through the actions or omissions of adults working with them in a paid or voluntary capacity, or at risk from sexual exploitation will be safeguarded from further harm through agreed protection plans and appropriate multi- agency actions taken to protect them.</p>		<p>Protection and Policy</p>			<p>resources.</p>	
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Outcome 3:	The Vale of Glamorgan 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 well-being promoted and are safeguarded from abuse and exploitation through the Council working in co-ordination with other organisations
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Context for this objective:	See Service Plan, pages 33-34
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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 CYP9 DR pg5/20	Contribute to the merged LSCB for Cardiff and the Vale and its sub groups.	Delivery of statutory responsibilities and improved safeguarding of children and young people.	H	Principal Officer Protection and Policy	2013/14	2013/14	Within existing resources.	
	Contribute to the AAPC and its sub groups and take part in plans regionalise the AAPC.	Deliver statutory responsibilities and improve safeguarding of vulnerable adults.	H	Central Designated Lead Manager (POVA)	2013/14	2013/14	Within existing resources.	

SS06/A025 HSCW 12 DR pg21, CP pg19	Consult annually with vulnerable adults involved in the formal protection arrangements (POVA) and use the information to bring about improvements.	Vulnerable adults involved in the POVA process are empowered to share their views and these views are used constructively to bring about improvements in practice.	M	Operational Manager Safeguarding and Performance	2013/14	2016/17	Within existing resources	
SS06/A026 CYP9	Survey annually the views of children involved in the child protection process and report this back to the LSCB.	Children and young people involved in the child protection process are empowered to share their views and these views are used constructively to bring about improvements in practice.	M	Operational Manager Safeguarding and Performance	2013/14	2016/17	Within existing resources.	
SS06/A028 HSCW 11	Continue to prevent abuse by professionals working in social care settings and in	The POVA process ensures comprehensive sharing of information, of	H	Central Designated Lead Manager (POVA)	2013/14	2014/15	Within existing resources.	

CP pg18	the community by ensuring the voice of the vulnerable adult is heard in the strategy process and staff witnessing abuse feel empowered to report their concerns through the POVA referral route.	which the views of vulnerable adults are those witnessing abuse are central.						
	Actively engage with training and development events with statutory and non-statutory partners in the area of safeguarding to seek to improve collaboration and co-ordination, and to follow best practice.	Vulnerable children and adults receive a seamless response to concerns about their safety and protection involving good multi agency liaison.	M	All team members	2013/14	2013/14	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 7 :	To use performance management information as a key means of improving customer outcomes and the services provided.
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Context for this objective:	See Service Plan, page 37
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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/A031	Complete a review of the performance management reporting within the Directorate.	Key stakeholders have confidence that performance within the Directorate is reported accurately and, where performance issues occur, that they receive a quick and effective	M	Team Manager Performance Management	2013/14	2013/14	Within existing resources.	

		response.						
	To report performance indicators quarterly to Senior Managers and Scrutiny Committee, and annually to the Welsh Government.	Accurate reporting of data to inform elected members and key stakeholders of performance, and to provide information for service development.	H	Senior Management Information Officer	2013/14	2013/14	Within existing resources.	
	To provide managers with monthly activity reports.	Managers are informed of the recorded activity undertaken within their teams, to allow them to manage performance and address any issues of data quality.	M	Senior Management Information Officer	2013/14	2013/14	Within existing resources.	
	Working with the South East Wales Consortium, develop the E-Swift management information system, and ensure	The system effectively reflects the business processes and staff and managers are	M	Systems Support Officer	2013/14	2013/14	Within existing resources.	

	maintenance of the system locally, including staff support.	able to record activity accurately.						
	Effectively administer the statutory complaints procedure, providing assistance where required, and monitoring information on a monthly basis.	Complaints are dealt with effectively, within timescales, and managers are regularly informed of progress.	H	Complaints Officer	2013/14	2013/14	Within existing resources.	
	Continue to maintain performance levels for the convening of Initial CP Conferences and Reviews.	Timely development and review of children's CP plans.	H	Senior Administrator Protection and Policy Team	2013/14	Ongoing	Expansion of team by 1 fte administrator with effect from July 2013.	
	Improve performance levels for the convening of statutory reviews for looked after children, children subject to adoption plans, care leavers	Timely development and reviews of children's care plans.	H	Senior Administrator Protection and Policy Team	2013/14	Ongoing	As above.	

	and children remanded to LA care.							
	Improve performance levels for the convening of strategy meetings under the POVA procedures, and completion of relevant pro-formas to ensure accurate information on performance is available.	Vulnerable adults will have protection plans which are timely and reviewed, and the POVA database and systems will be maintained.	H	Senior Administrator Protection and Policy Team	2013/14	Ongoing	As above.	
	The Protection and Policy Team will commence generic business support roles to increase resilience and capacity within the team. Staff will receive training in new skills areas and data bases. The line manager will develop new systems of work	Improved business support performance.	H	Senior Administrator Protection and Policy Team	2013/14	2013/14	As above.	

	allocation and monitoring/review.							
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