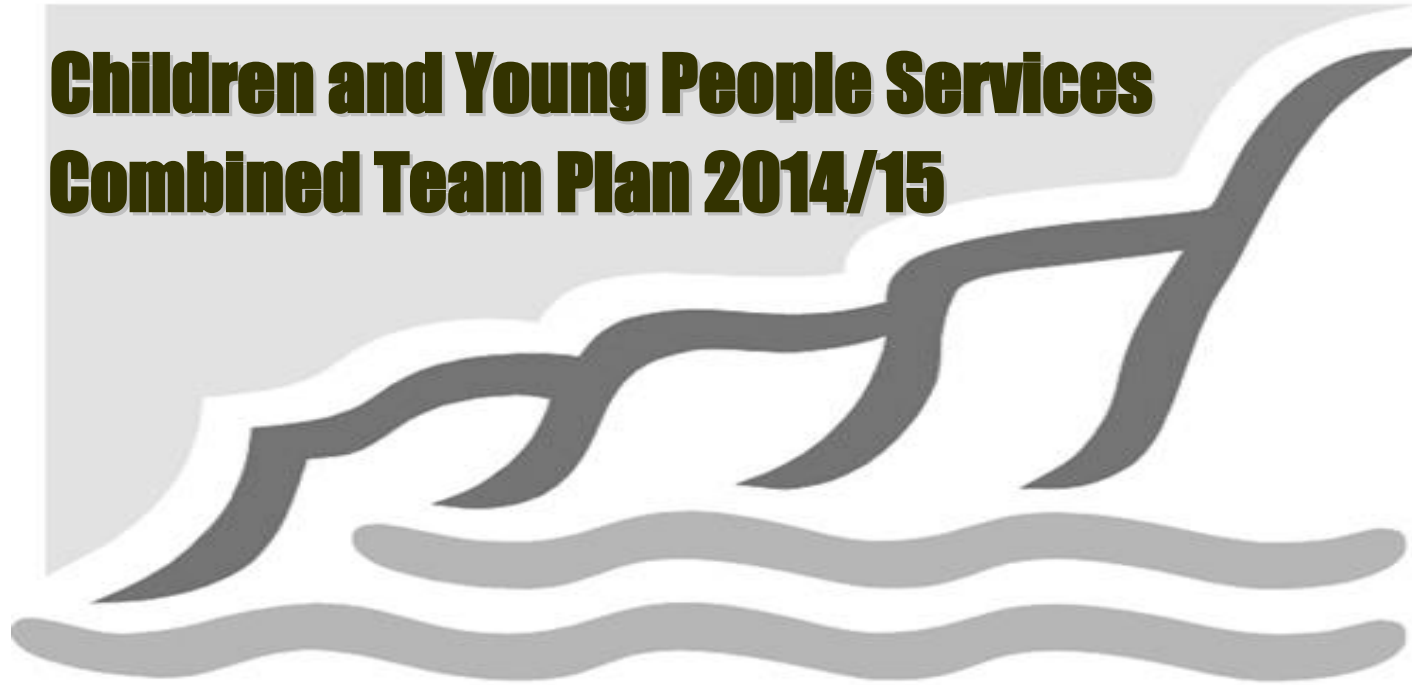


# VALE of GLAMORGAN

## **Children and Young People Services Combined Team Plan 2014/15**



# BRO MORGANNWG

Operational Managers	Alison McDonald and Karen Conway
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	30.6.14
Signed off by	Rachel Evans, Head of Service

<b>Outcome 1:</b>	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
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<b>Objective 1:</b>	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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<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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<b>Ref.</b>	<b>During 2014-15 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
SS01/A001 CYP6 CP p10	Ensure people making contact with Children and Young People Services are sign-posted appropriately or receive a timely assessment.	Families receive the right level of support in a timely manner.	H	Head of Service/ Operational Managers/ Team Managers/ Duty Manager	2014	2015	Within existing resources	
SS01/A001 CYP6 CP p10	Ensure people making contact are aware of the threshold for referral to Social Services, how to make referrals, and how	Families receive the right level of support in a timely manner.	H	Head of Service/ Operational Managers/ Team Managers/	2014	2015	Within existing resources	

	to refer to other preventative support & services,			Duty Manager				
SS01/A001 CYP6 CP p10	Provide up to date public information on safeguarding, adoption and fostering, short break support, referral routes and advocacy on the Council Website.	Families and children have access to appropriate information on accessing services.	M	Head of Service/ Operational Managers/ Team Managers/ Duty Manager	2014	2015	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 employment and training.	Ensure children and families receive their entitlements and are supported to reduce their reliance on welfare benefits through accessing appropriate education/training.	H	Head of Service/ Operational Managers/ Team Managers/ Duty Manager	2014	2015	Within existing resources	

<b>Outcome 1:</b>	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
<b>Objective 2</b>	To ensure that people using Social Services are supported by assessments, care and support plans which are regularly reviewed.
<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report

<b>Ref.</b>	<b>During 2014-15 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
SS02/A004 CYP5 DR p14, CP p10, IP p33	Continue to improve multi-disciplinary transition planning for young people moving into adulthood. Review protocol & policy.  Support young people at 16 years appropriately via TRIGG and via allocation of a Transition Social Worker and YPA to each young person.	Seamless transition for young people moving towards independence or to Adult Services with support.	H	Head of Service/ Operational Managers/ TMs CHAD & Fifteen Plus / Transition social worker	2014	2015	Within existing resources	

	Undertake timely completion of initial and core assessments and ensure that children are seen by a worker during the assessment process	Children's and young peoples' perspectives are heard and their views are clearly recorded within assessments.  Assessments are focused on outcomes and identify need and the services required to meet the need. All options for care and support are explored incl. private family arrangements, resulting in accommodation only for those children where there is no other option.	H	Head Service/ Operational Managers/ Team Managers/ Duty Manager	of 2014	2015	Within existing resources	
	For looked after children, ensure	Plan in place at the point of	H	Head Service/ Operational Managers/ Team Managers/ Duty Manager	of 2014	2015	Within existing	

	<p>that plans are in place at the point of accommodation and that plans (including Pathway Plans) are reviewed.</p> <p>Children are seen in line with statutory requirements.</p> <p>Reduce the LAC population through screening requests for accommodation and review at Placement Panel and Permanency Panel ensuring children's LAC status appropriate. Consider SGO/ RO/ revocations where appropriate and</p>	<p>accommodation; outlining the expected plan for the period of accommodation.</p> <p>Statutory visits are conducted and recorded in line with policy and procedure.</p> <p>Reduction in the numbers of looked after children.</p> <p>All children have a clear permanency plan.</p>		<p>Operational Managers/ Team Managers/ Duty Manager</p>			<p>resources</p>	
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	safe to do so.							
	<p>Ensure that all children on the child protection register have an allocated social worker and that child protection plans are reviewed.</p> <p>Children on the register are seen in line with statutory requirements and a record is made.</p>	<p>Child protection plans are reviewed in line with procedures to ensure a 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 Managers/ Team Managers/ Duty Manager	2014	2015	Within existing resources	
	<p>Monitor the implementation of the CIN process and guidance, and review the equity and sustainability of the management of cases in line with current team remits.</p>	<p>CIN cases are managed and reviewed in line with assessed needs. Cases remain open if necessary, and effective services and support is given to families where cases can</p>	H	Head of Service/ Operational Managers/ Team Managers	2014	2015	Within existing resources	



		be closed.						
	Continue to support staff with the development of pre-court and court skills in response to the Public Law Outline (PLO)	To ensure that staff are skilled and confident to carry out robust risk assessment, and evidence based decision making, and that this and improved analytical skills are evident within assessments and court reports.	H	Training Department. Head of Service/ Operational Managers/ Team Managers	2014	2015	Within existing resources	

<b>Outcome 2 :</b>	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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<b>Objective 3:</b>	To provide services which meet assessed individual needs
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<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
SS03/A007 CYP3 CP p10	Signpost and refer families in the greatest need to preventative and intervention services e.g. Flying Start, FACT 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 Managers/ Team Managers	2014	2015	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	Continue to implement the Foster Carer Recruitment Strategy.	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	2014	2015	Within existing resources.	

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	2014	2015	Within existing resources	
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SS03/A014 IO	Implement regional collaborative arrangements (SEWIC) including exploring the possibility of creating a regional marketing centre for foster care.	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 / OMs and Placement and Permanency Team	2014	2015	Within existing resources	
	Continue working with Cardiff Children's Services and the Cardiff and Vale UHB on the Joint Equipment Service, a joint Strategy for Children with Disability and CHC.	Improved capacity and responsiveness of local services for children with disabilities and their families.	H	HoS/OMs and TM /PM CHAD	2014	2015	Within existing resources	
	Work with Learning and Skills to develop a model of res./respite provision at the PLC							

<b>Outcome : 2</b>	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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<b>Objective : 4</b>	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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<b>Context for this objective:</b>	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	2014	2015	Within existing resources	
	Consult directly with children through the annual service user consultation	Children are listened to and their views are used to inform	M	Head of Service/ Operational Managers/	2014	2015	Within existing resources	

	process, LAC consultation, CP Consultation, advocacy and feedback to inform foster carer reviews.	service development and delivery		Team Managers				
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<b>Outcome 3:</b>	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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<b>Objective 5:</b>	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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<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
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	2014	2015	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>Continue to 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</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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	accommodation 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 2014/15.</p> <p>Ensure children with disabilities are signposted to</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 Managers/ Team Managers	2014	2015	Within existing resources	

	access appropriate 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 Managers/ Team Managers	2014	2015	Within existing resources	

<b>Outcome : 4</b>	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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<b>Objective 8:</b>	To ensure that robust workforce planning arrangements are in place within the Directorate
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<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
	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 Managers/ Team Managers	2014	2015	Within existing resources	
	Manage staff absences robustly	Decreasing staff absence rates by	M	Head of Service/	2014	2015	Within existing	

	via the management of attendance policy.	supporting a return to the workplace at the earliest opportunity		Operational Managers/ Team Managers			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 Managers/ Team Managers	2014	2015	Within existing resources	

<b>Outcome :</b>	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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<b>Objective :</b>	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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<b>Context for this objective:</b>	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
	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 Managers/ Team Managers	2014	2015	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.						
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		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.						
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<b>Outcome 5:</b>	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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<b>Objective 10:</b>	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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<b>Context for this objective:</b>	Social Services Directorate Action Plan / Head of Children and Young People Services Annual Report
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<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
SS10/A044 SP	Through the National Adoption Service, lead on the development of a regional adoption collaborative.	A regional adoption collaborative 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	September 2014		Within existing resources and subject to Welsh Government guidance	

