



Service Plan for Children, Young People & Families

2017 - 2019

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Integrated Children's Services and 0-25 Service

We will provide our children and young people with the best...

S T A R T

Safe

Thriving

Achieving and aspiring

Ready for the future

Transforming services and communities

...in life.

Services wrap around children & young people

Children and young people are at the heart of all that we do

Working with families

A skilled and supported workforce

Understand outcomes for children and the impact our intervention has on their lives

Strong partnerships

Child centred and high quality practice

Service Plan

2017 - 2019

This plan aims to communicate our vision and ambition as a service for children, young people and families. It is underpinned by the detailed Service Plans for each area, which articulate in detail how they will develop to deliver the service that we at South Glos want to achieve.

Our aims:

- To deliver outstanding services to the children, young people and families we work with
- Children and their voice will always be at the centre of what we do
- To support families and communities to play their role in keeping children safe and enabling them to thrive
- To work with families to identify their strengths and build on these to enable children and young people to thrive within their family wherever possible
- Where needed, we will intervene decisively to ensure the immediate safety of children.

We will do this by ensuring children, young people and families consistently receive high quality practice, support and intervention, at the time when they need it and at a level that meets their assessed needs. The specific measures for each service area are defined within each Service Area Development Plan.

Key priorities:

- We will complete all of our assessments and plans in a timely way and ensure they are meaningful for children, young people and families
- We will ensure our assessments carefully consider if a child or young person is at risk of going missing or CSE and that we respond and manage the risk
- We will ensure that timely, robust and effective management oversight is in place for all children and that managers clearly articulate their rationale for decisions
- We will ensure that we work to recruit talented, skilled and committed staff into the right roles, and work to retain our workforce to enable stability and longevity within our staff team
- We will work with families to find creative solutions and where additional resources are needed, these will be agreed in the context of value for money and within agreed budgets.

What we want to achieve	How we will achieve it
<p>Children and young people are at the heart of all that we do:</p> <p>They are key partners in decision making and planning to ensure they have the best START in life.</p>	<p>We will clearly evidence how children and young people's views are heard and influence the decisions made about them and the plans that are in place to support them.</p> <p>Children and young people will play an active role in meetings about them.</p> <p>We will consult with children and young people through a range of forums about how we can improve services for them.</p> <p>Children and young people will influence decisions about new services we develop.</p> <p>When children and young people make complaints, we will listen and learn from what they have to tell us.</p>
<p>A skilled and supported workforce.</p> <p>We have a stable, skilled and committed workforce, who are motivated to deliver excellent services to children and young people in South Glos. Holding manageable caseloads, staff will feel supported to make decisions, assess and hold risk and to develop creative and innovative solutions for families.</p>	<p>We will continue to develop our learning culture across the organisation, using a learning cycle to inform practice development.</p> <p>We will have a clear training and professional development offer and will support you to access relevant training and development opportunities.</p> <p>Annual appraisals will underpin your development needs and inform the training offer through training needs analysis.</p> <p>Caseload policy will enable transparent discussions about manageable workloads and caseloads across the service will be monitored by Senior Management.</p> <p>We will provide regular, quality and effective supervision that challenges and supports you to be the best practitioner you can be.</p> <p>Managers will set high expectations, but challenge and support you to achieve those targets.</p> <p>Managers will support you to be accountable and responsible, using your professional judgement to assess and understand risk.</p> <p>We will use research to underpin the professional judgement used in our assessments.</p> <p>You will be supported to work creatively with families to enable them to find the right solution for themselves.</p> <p>Signs of Safety Practice Leads and Managers will support practitioners to consistently use the model throughout the intervention with a family.</p> <p>Specialist knowledge 'champions' across the service will be supported to develop knowledge and skills in areas of interest and encouraged to share that knowledge with colleagues.</p> <p>We will share learning from complaints and feedback in a positive way to enable us to learn together.</p>

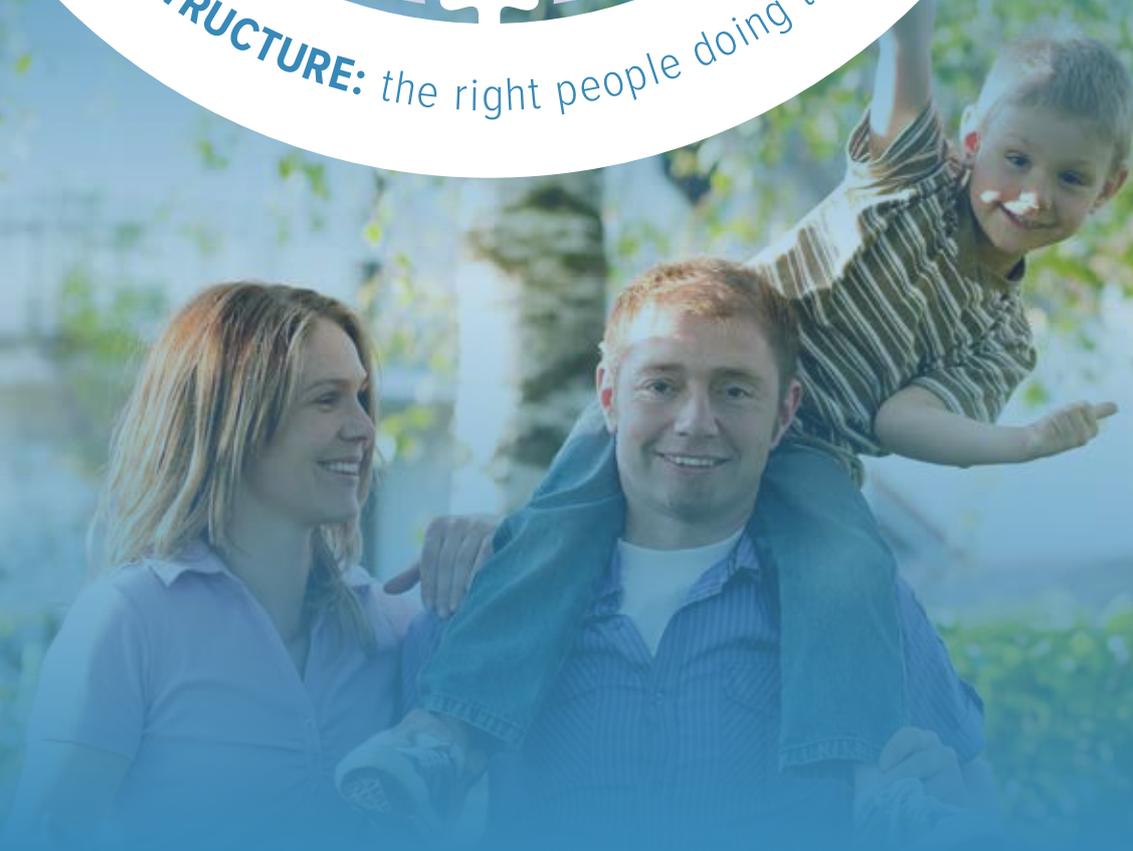
What we want to achieve	How we will achieve it
<p>Working with families.</p> <p>In partnership, equipping families with the skills and insight they need to find their own solutions. We will support them so that children in South Gloucestershire are raised in safe, happy, and healthy homes.</p>	<p>In our interactions with families, we will be respectful with both parents and extended families and see them as equal partners.</p> <p>Families will be listened to and we will clearly evidence that their views have informed decisions and plans.</p> <p>Signs of Safety will support our partnership working and enable parents to understand our concerns. It will help us focus and build on the strengths of families to improve outcomes for them and their children.</p> <p>We will explain our role and responsibilities to parents and families so they understand why we are involved. We will be clear about consent for information sharing and parents will understand what is recorded on case records and why.</p>
<p>Child centred and high quality practice.</p> <p>Signs of Safety is the practice model which is consistently used throughout intervention with families. Identifying and building on families' strengths, in particular the wider family, and supporting them to identify their own solutions. Signs of Safety will also enable risk to be identified and responded to, at the right time and with the right intervention to achieve the best possible outcomes for the child / young person.</p>	<p>We will consistently use Signs of Safety throughout the intervention with families and children and young people.</p> <p>We will identify the risks to children and young people and will take timely action to reduce and mitigate these risks. This will ensure parents, families and professionals understand what needs to happen.</p> <p>Children will be at the centre of work undertaken, and the impact on their outcomes (both positive and negative) will be understood with work focused on improving outcomes.</p> <p>Children and young people will be supported to achieve their potential.</p> <p>Independent Review Officers will support and challenge plans for children to ensure they are in their best interest and delivered in a timely way – the child will remain the focus of the care planning.</p>
<p>Services wrap around children and young people.</p> <p>Where possible children are supported to live at home. Where they cannot remain with their families, we will enable them to live locally in the best possible caring home and wrap services around them to avoid disruption to their lives.</p>	<p>Where children and young people need support to cope with their life experiences and build their resilience, we will ensure they and their carers have access to skilled support. This support will be offered at the earliest opportunity through our Early Help offer.</p> <p>We will work with schools to support children and young people to achieve in school and meet their potential.</p> <p>Children and young people will be supported to access opportunities which enable them to grow and develop as individuals.</p> <p>Through children and young people's forums we will listen to what works for them and work together to develop services which respond to and meet their needs.</p> <p>We will make decisions which take account of the resources available, including financial.</p>

What we want to achieve	How we will achieve it
<p>Understand outcomes for children and the impact our intervention has on their lives.</p> <p>We are clear about the difference we make to children and young people by ensuring that we measure our intervention in a meaningful way.</p>	<p>Using scaling questions consistently, we will gain an understanding of the outcomes and impact of intervention for each individual.</p> <p>Using the quality assurance framework, we will collate meaningful feedback about the impact of the work that we are doing.</p> <p>We will collate feedback from surveys, complaints, compliments and from our conversations with children and young people. We will share this feedback with you through learning briefings, individual feedback and via participation officers at key multi-agency forums to help inform your work.</p>
<p>Strong partnerships.</p> <p>We have trusting and effective relationships with partners so that the focus remains on the child at both a strategic and operational level. We will ensure top class services are delivered through Early Help and statutory services, which are accessible and available at the point of most need. We understand outcomes for children and the impact our intervention has on their lives. Key partnership groups (including the LSCB, CYP & FAM Partnership) will be instrumental in delivering this.</p>	<p>We will work with partners, building on existing relationships to ensure that multi agency forums at all levels are effective.</p> <p>We will facilitate multi-agency working in child focused meetings, ensuring communication is effective and that notes from meetings are shared promptly.</p> <p>We will use the multi-agency escalation process to resolve professional differences.</p>

Creating the right conditions for success

As a Local Authority, Directorate and Senior Management Team we will work to enable the right conditions for success. This will be based on a High Expectations, High Challenge, High Support model.

<p>We will set HIGH EXPECTATIONS of ourselves</p>	<ul style="list-style-type: none"> ■ We will set high expectations of ourselves to deliver quality practice, consistently.
<p>We will be comfortable working in a HIGH CHALLENGE environment</p>	<ul style="list-style-type: none"> ■ We will all challenge each other to be the best we can be, and work to create a culture of learning and positive challenge. ■ Challenge will be underpinned by effective quality assurance that evidences good practice, areas for improvement and demonstrates achieving consistency.
<p>But will offer HIGH SUPPORT to help us achieve our ambitions</p>	<ul style="list-style-type: none"> ■ We will be supported through regular, effective supervision and access to training, with manageable caseloads and timely and effective decision making.



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