

**SERVICE PLAN 2017/2018**

**PART A**

<b>Plan Title:</b>	
<b>Plan Lead:</b>	
<b>Approved By:</b>	
<b>Approved Date:</b>	
<b>Participants:</b>	

<b>Service context:</b>
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<b>Projected budget:</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>

**PART B (2016/17)**

<p><b>Priority 1</b></p> <p><b>Embed the Outcomes Bees framework to ensure this new outcomes focused approach is embedded in the way we work across Children’s Services and with our partners as appropriate</b></p>			
Key Actions	By When	Lead Officer	Evidence of Completion (excluding Performance Indicators)
1. Review teams contribution to all of the outcomes framework domains and identify areas requiring improvement.			<ul style="list-style-type: none"> <li>• Examples of reports or evidence of discussion outlining recommendations for service improvement in line with outcomes framework</li> <li>• Number of projects/service developments initiated and improvements made as a result of a review of service contribution to outcomes framework</li> </ul>
2. Identify opportunities to engage services and partners in the use of the outcomes framework.			<ul style="list-style-type: none"> <li>• Examples of challenge to ensure the outcomes framework approach is embedded in Children’s Services</li> <li>• Evidence of discussion with partners at meetings, events etc.</li> <li>• Evidence of partner engagement</li> <li>• Evidence of joint working where practice encompassing the outcomes framework approach</li> <li>• Examples of feedback from children, young people, young adults and their families regarding the extent of their own progress in achieving the outcome domains</li> <li>• Examples of service user engagement in shaping service development in line with the outcome framework</li> </ul>
3. All performance agreements of line managed staff to consider opportunities to embed the outcomes framework.			<ul style="list-style-type: none"> <li>• Evidence of individuals working practice reflecting outcomes framework</li> <li>• Evidence of individuals championing outcomes framework</li> <li>• Evidence of individuals supporting the embedding of the outcomes framework within Children’s Service and/or with partners</li> </ul>

<p>4. Review service's tool and templates to ensure the outcome's approach is embedding in operational procedures and service developments.</p>			<ul style="list-style-type: none"> <li>• Examples of tools/templates that encompass outcomes framework</li> <li>• Examples of operational procedures/service developments encompassing outcomes framework</li> </ul>
<p>5. Review service's performance monitoring arrangements and develop to ensure that KPIs reflect Outcomes Bees Framework domains</p>			<ul style="list-style-type: none"> <li>• Examples of performance monitoring processes reflecting outcome framework domains</li> <li>• Examples of service KPIs that reflect outcomes framework domains</li> <li>• Evidence of progress for each outcome domain</li> </ul>
<p>6. Review commissioning contracts and develop agreements with providers to ensure that the Outcomes Bees Framework is embedded and KPIs reflect each of the outcome domain areas. (If relevant to service area)</p>			<ul style="list-style-type: none"> <li>• All service specifications and evaluation of tenders reflect the outcomes framework</li> <li>• Examples of joint commissioning practice reflecting outcomes approach</li> <li>• Increased innovation in the market to make progress against the outcomes framework</li> <li>• Providers are able to effectively improve outcomes for children, young people, young adults and their families</li> </ul>

**Priority 2**

Key Actions	By When	Lead Officer	Evidence of Completion (excluding Performance Indicators)
1.			
2.			
3.			
4.			
5.			

Performance Indicators you will use to measure progress (these should include any relevant Corporate Plan indicators):	Actual 2015/16	Target 2016/17	Target 2017/18	Target 2018/19
1.				
2.				
3.				
4.				
5.				

**Priority 3**

Key Actions	By When	Lead Officer	Evidence of Completion (excluding Performance Indicators)
1.			
2.			
3.			

4.			
5.			

Performance Indicators you will use to measure progress (these should include any relevant Corporate Plan indicators):	Actual 2015/16	Target 2016/17	Target 2017/18	Target 2018/19
1.				
2.				
3.				
4.				
5.				

Priority 4			
Link			
Key Actions	By When	Lead Officer	Evidence of Completion (excluding Performance Indicators)
7.			
8.			
9.			
10.			
11.			

Performance Indicators you will use to measure progress (these should include any relevant Corporate Plan indicators):	Actual 2015/16	Target 2016/17	Target 2017/18	Target 2018/19
1.				
2.				

3.				
4.				
5.				

**PART C (2016/17 – 2018/19)**

<b>Service Priorities 2016/17 – 2018/19</b>			
<b>Key Service Priorities</b>	<b>Corporate Plan Theme(s)</b>	<b>By When</b>	<b>Lead Officer</b>