SCHEDULE 1

# 

Service specification

**Short Breaks for Children with Disabilities and their Families**

**

**People Services Directorate**

# Introduction

This service specification sets out Wokingham Borough Council’s requirements for entry to the Council’s Preferred providers List for the delivery of short breaks for children with disabilities and their families.

This document provides information to providers that wish to join the Council’s Preferred Provider List, (PPL) of suppliers of short breaks. The preferred provider list will reflect the range of good quality short breaks providers available to local children and young people with disabilities and their families.

The council will move to a system of direct payments of short break resources to families via pre-paid cards from April 2018. This will enable families to have greater choice over the short breaks that they access. Customer choice is not limited to providers on the PPL list, but through the PPL the Council will provide a vetted and quality assured set of services to support local children, young people and their families. The PPL will also be used by the Council’s children’s social care service for the spot purchase of some services as part of child and family interventions.

Through these arrangements there will be no contractual relationship between WBC and the Provider. WBC undertakes to publish on the Preferred Providers List those providers who have the necessary credentials to undertake short breaks services to families supported by WBC. The Council is not recommending providers to Service users. WBC will not accept any liability for any action arising from any contract entered into by a Service User.

# What is a Short Break?

Section 25 of the Children and Young Persons Act requires local authorities to provide short breaks for families with children who have a disability. This duty, requires each local authority to produce a Short Breaks Statement so that families know what services are available, the eligibility criteria for these services, and how the range of short breaks is designed to meet the local needs of families with children with a disability.

Short breaks are intended to have positive benefits for both children and young people with disabilities and their parents and carers. Short breaks have a dual purpose:

1. To provide children and young people with disabilities the opportunity to:

* Spend time away from their parents and carers.
* Relax and have fun with their friends.
* Develop their independence.

2. They also give parents and other carers an opportunity to:

* Have a break from their caring responsibilities.
* Rest and unwind.
* Spend time with other members of their family.

Short breaks also play a vital role in the Council’s safeguarding preventative and early help strategies to support parent and carer capacity.

Short break provision can range from a few hours a week to an allocated number of overnight breaks per year.

Short breaks can include day, evening, overnight and weekend activities and may take place in the child’s own home, the home of an approved short break carer, or at a residential or community setting.

# National Context

It will remain the responsibility of the service provider to be aware of current and changing legislation governing and informing the delivery of services, and to ensure compliance with national legislation and published guidance on good practice.

**The Children & Families Act 2014**

**Link**: http://www.legislation.gov.uk/ukpga/2014/6/contents

Transforms the system for children and young people with special educational needs (SEN) and disabilities so that services consistently support positive outcomes.

The bill extends the SEN system from birth to 25, through the introduction of Education, Health and Care Plans, giving children, young people and their parents and carers greater ‘choice and control’ in decisions that affect them and by ensuring their needs are properly met.

**The Breaks for Carers of Disabled Children Regulations 2011**

**Link**: [http://www.legislation.gov.uk/uksi/2011/707/contents/made](%20http://www.legislation.gov.uk/uksi/2011/707/contents/made)

Prescribes the manner in which local authorities must make provision for short breaks for carers of children and young people with disabilities in their area.

The regulations state that local authorities must have regards to the needs of those carers who would be able to provide care more effectively if they had breaks from caring and the needs of those carers who would be unable to continue to provide care unless a break were offered to them.

In performing their duty, the local authority must provide, as appropriate, a range of:

* Daytime care in the homes of disabled children or elsewhere.
* Overnight care in the homes of disabled children or elsewhere.
* Educational or leisure activities for disabled children outside their homes
* Services available to assist carers in the evenings, at weekends, and during the school holidays.

**The Children and Young Person’s Act 2008**

**Link**: <http://www.legislation.gov.uk/ukpga/2008/23/contents>

Requires local authorities to provide short break services that are designed to assist individuals who provide care for children and young people with disabilities to continue to do so, or to do so more effectively by providing them with breaks from caring.

**The Disability Discrimination Act 2005**

The Disability Discrimination Act 2005 tells us a person with a disability is ‘a person with a ‘physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day to day activities’. Local authority funded short breaks are only intended for children and young people who have a disability as defined here.

# Local Context

Wokingham Borough Council’s vision sets the following priorities for the delivery of support and services including:

* Looking after children and young people with disabilities.
* Improving health, well-being and quality of life of children, young people and their parents and other carers.

**Wokingham Borough Council Short Breaks Statement**

Eligibility for services is based on the following principles:

* The need for intervention from the specialist children’s disability team.
* The allocation of resources will be fair, transparent and equitable.
* Promoting the health, safety and wellbeing of children and young people with disabilities, ensuring they can fully participate in family and community life, enjoying themselves with friends and making decisions about their lives.
* Preventing family crisis through the provision of the right level of support at the right time.

Approximately 280 children and young people are eligible for and accessing short breaks in 2017/2018.

The Wokingham Children with Additional Needs (CAN) Network holds a database on the profile of children and young people with disabilities living in the borough. Their table below gives some data on age and gender at October 2017.

|  |  |  |  |
| --- | --- | --- | --- |
| Age Group | Number | Male | Female |
| 0-2 | 2 | 2 | 0 |
| 3-4 | 25 | 19 | 6 |
| 5-7 | 99 | 77 | 22 |
| 8-10 | 195 | 135 | 60 |
| 11-12 | 136 | 107 | 29 |
| 13-15 | 201 | 148 | 53 |
| 16-18 | 191 | 135 | 56 |
| 19-25 | 176 | 125 | 51 |

The CAN Network’s data on conditions may be seen at Appendix 1.

# Local Drivers: Key Documents

**Wokingham Borough Council Short Breaks Statement**

**Children with Disability Strategy 2015-2018**

**Wokingham’s Health & Wellbeing Board Strategy 2017/2020**

**Wokingham Borough Council Short Breaks Review Consultation Documents**

**Wokingham Children and Young People’s Plan**

During 2016, a thorough commissioning review of short breaks was undertaken. This included;

* An on-line public consultation.
* Wokingham Borough Council parent group consultation.
* Wokingham Borough Council provider consultation.

The service gaps identified at these events are summarized in Appendix 2. These are areas of service that service users and current providers feel would enhance the offer and are likely to attract direct interest in future.

# Service Overview

**Description of the services**

The services will ensure that children and young people with disabilities and their families residing in Wokingham Borough are supported to be resilient and to live as independently as possible. As far as possible, services should be accessible and local to their community. Services will focus on early help and regular breaks to meet the needs of children and young people with disabilities, enhance well-being of the child and their family, and reduce the need for more significant support in the future.

Wokingham Borough Council (WBC) currently supports c. 280 children and young people with disabilities to access short breaks. Provision is presently delivered by a combination of providers, including external organisations, in-house services, and via direct payments by service users. The total budget available for short breaks in 2018-19 is circa £548,000

The short breaks programme is open to all children and young people who:

* Reside in Wokingham
* Have a disability and additional needs and may require support to participate fully in leisure or recreation activities.
* Are aged between birth and nineteenth birthday.

Eligibility is determined through an assessment of child, young person and family needs conducted by Wokingham Borough Council’s Disabled Children’s Team.

**Categories of Short Break**

Wokingham is keen to make a distinction between a ‘short break’ and care / support interventions. Whilst children and families should have access to a range of short breaks these will differ from services provided as an intervention for care and support which would meet a statutory need following an assessment.

• A short break is to enable a break from caring and / or a social opportunity for the child, young person with a disability. It is the parent/carer’s choice to access short breaks.

• An intervention is ongoing work and/or service provided as a result of an assessment which is needed to enable a family to function and / or meet the basic needs of their child or young person.

Short break provision can range from an hour a few times a week with a support worker to help access local community provision, attending inclusive holiday activity schemes, to an assigned number of overnight breaks per year for those children and young people with more complex needs.

Wokingham Borough Council has classed its short break provision into three levels:

* **Level 1 - Universal** - Services that are provided or routinely available to children, young people and their families. Includes; mainstream activities, play schemes, classes and groups where no, or limited, additional support is required.
* **Level 2 - Targeted** - Services that are aimed at children and young people with disabilities that require additional support, or who may need groups and services that are specifically designed to meet their needs. Includes; play schemes, clubs, groups and activities which are targeted at young people with disabilities.
* **Level 3 - Specialist** - Services for children and young people with disabilities and their families that are commissioned following a social care assessment and are part of an individual care plan. Includes; specialist play schemes, overnight respite care, and activities run specifically for children and young people with moderate or complex needs.

Families may wish to access a mix of universal, targeted and specialist services according to the needs of the child or young person.

The majority of children and young people with disabilities will be supported to have their individual needs met by their family and will be able to access short break services directly without the need for a social care referral or assessment. These services are universal and targeted services. Families will be encouraged to use the Preferred Provider List (PPL) to secure these services.

Children and young people with disabilities and their parents and carers, with pre-payment cards may purchase short breaks from any of the above categories in order to meet their assessed needs. Families will be encouraged to access quality assured services from the Preferred Provider List (PPL) established as part of this process but are free to choose the services they see fit within the definition of a short break.

# Referral and Access to Short Breaks

**Pre-Paid Cards**

The council will provide families with pre-paid cards to purchase short breaks for eligible children and young people with disabilities. This approach will give greater choice and flexibility for eligible children and their families. Families will take direct payments via the cards by 1 April 2018 and budgets will be transferred accordingly.

In certain circumstances, reflecting the specialist needs of the family and/or the availability of certain services, the council’s Children with Disabilities Team will continue to spot purchase services or make referrals on behalf of the family. In some cases families may be given access to an Individual Service Fund where a provider may hold a budget on behalf of a child or young person and use these funds when the child, young person and family access the service.

**Care Plan**

Following an assessment of a child or young person with a disability, a care plan will be drawn up in consultation with the child or young person, their parent and/or carer and others closely involved in the support network.

The council will provide relevant information from the care plan and assessment to the provider at the point of commissioning, which will detail:

* The individual outcomes required (in addition to those outlined in the service specification).
* The level of provision required from the service in order to meet the individual child’s outcomes.

The support purchased from the provider will be defined in the care plan and will be in accordance with the standards detailed in the service specification.

The council would expect any difficulties regarding a child’s care plan or placement to be discussed as part of the child or young person’s social care plan review.

Any changes in the care needs of a child or young person with a disability can only been agreed in writing with the council following a review of the care plan.

**Booking and Paying for Services**

The Council is developing a digital portal whereby eligible families will be able to view the detail of the short breaks services available to them via the PPL. The portal will allow parents and carers to book onto available short breaks and, to pay for services using a pre-paid card or other credit or debit card. PPL providers will be required to make their services known through this portal and be able to accept payments through this channel.

**Local Offer**

The Council publishes and maintains a Local Offer for Children with Additional Needs in accordance with the Children and Families Act 2014. The Local Offer details those services available to children and young people with disabilities and their families living in the borough. The Local Offer arrangements also make provision for families to give feedback on these services. PPL Providers will be required to publicise their services and costs through the Local Offer and ensure that these details are kept up to date.

# Preferred Provider List (PPL)

To meet the requirements of the ‘short break duty,’ the council will seek to ensure that children and young people with disabilities and their families have good quality short break services available to them.

The council plans to establish a Preferred Provider List (PPL) and providers will need to go through a formal process to be quality assured and price checked. Key characteristics of the PPL include:

* Bidders will need to complete a set of qualification questions to demonstrate that they can meet key requirements to be on the list.
* Potential providers will complete a pricing schedule to indicate the proposed price for short break services and where the provider joins the PPL this price list will be published as part of the Council’s Local Offer to children and young people with disabilities and their families so that eligible families can choose which services they might wish to purchase. PPL providers will be required to keep their published details on the Local Offer up to date.
* Bidders are required to respond to a number of evaluation questions to ascertain how they plan to deliver a quality short breaks offer in line with the expectations of service users and the local authority.
* The PPL will be available for the scheme to commence on 1 April 2018, with providers able to accept bookings before this date
* The PPL will be advertised to service users and will form the basis for them to choose a vetted and quality assured short breaks provision.
* Providers will be expected to provide a summary of services offered, a price for access to services (detailing any extras where relevant), and a summary of target outcomes that can be delivered as part of the offer.
* Entry to the PPL provides no guarantee of business to approved providers.
* The PPL will enable an agreed spot purchase arrangement between the family and provider using pre-paid cards held by families.
* Parents and carers will be able to book and pay for short breaks services via an internet site established for this purpose. PPL Providers will be required to offer their services through this channel
* PPL providers will have made provision to receive payment via the Pre-paid cards system. The system used by the Council is backed by Mastercard.
* As far as is practicable, the Council’s Disabled Children’s Team will seek to secure spot purchased short breaks provision from the Preferred Provider List (PPL) or appropriate in-house services.

Parents using the Pre-Paid Cards will have their payment uploaded on the card and this can be used wherever Master Card is accepted and used in the exactly the same way as Direct Payments work.

Determination of short breaks provision will be directly through direct payments, spot purchase, and payments from children and young people with disabilities and their families.

There are no restrictions on the source of the referrals, which include:

* Self-referral via Local Offer - Information is available from Wokingham’s CAN Network, which is part of the ‘Local Offer’ of services, on the Wokingham Borough Council website.
* Wokingham Borough Council Disabled Children’s Team Referrals
* Direct Payments/Personal Budgets

When purchasing services, it will be the responsibility of individual families to ensure that they book places in sufficient time to secure a place with a provider on the Preferred Provider List.

All PPL providers will be reviewed periodically by Wokingham Borough Council’s Commissioning Team. This will provide a quality framework and will “price check” the offer to residents.

The council will also introduce a service user feedback exercise. This will assist with the monitoring of providers and will form part of the performance framework.

# Service location / times of delivery

The short breaks activities can be delivered at a range of venues across Wokingham Borough which the provider will identify. Locations at which the service is to be delivered must be notified to the Council. Locations within an easy reach of Wokingham may be considered on the understanding that close proximity to local schools and family homes will be a key factor for family choice.

Locations must be accessible and appropriate to the nature of the service provided and the needs of children with a disability and their families. The activities will ensure that all eligible children with a disability within the borough, irrespective of location or address, can make use of the service.

Activities advertised through the PPL will operate within the times, cost and on the days stated in the PPL applications. Variation to the offer should be agreed with the designated lead officer in the council.

The service provider will advertise, publish and make available information for families who may wish to access their service. The Council will provide a platform for this information as part of the Local Offer to children and young people with disabilities.

# Service Models - Lots

Under the Short Breaks PPL, providers will submit an expression of interest to deliver in line with one or more categories, as follows:

**Lot 1: Play and Leisure**

Play and leisure services will provide children and young people with disabilities with access to a wide range of experiences and opportunities. They will be designed to enable eligible children and young people to have fun, socialise, learn new skills and have similar opportunities to their non-disabled peers.

Play and leisure services could include, but are not limited to:

* Play service – group based activities for children aged 0-11
* Youth service – group based activities for young people aged 12-18
* Buddying services – individual based activities for young people aged 12-18
* Sports – individual or group activities for children and young people 0-18
* Transitions services – individual or group activities for young people preparing for adulthood aged 16-18 (or aged 16-25 for young people with an Education, Health and Care Plan)

Availability will need to take account of Wokingham schools’ hours and academic year timing to ensure after school and holiday provision.

Location will need to be within the Wokingham borough boundary or within an easy reach of Wokingham communities to attract eligible families to the service.

Further details are provided in the application to join the PPL document.

**Lot 2: Personal Support**

Personal support services will provide children and young people with disabilities with an individual support service that is personalised to meet their individual needs. Personal support can range from providing personal care in the child’s home to support in accessing community and leisure opportunities.

Personal support could include, but is not limited to:

* Access to leisure, community and life skills activities
* Supporting transition to adulthood
* Attending appointments, meetings and low level health care and education support tasks (not including personal care)

Availability will need to take account of Wokingham schools’ hours and academic year timing to ensure after school and holiday provision.

Daytime services would need to be available between the hours of 7.00 am and 10.00 pm on weekdays, weekends and bank holidays

Waking nights would be available between 10.00 pm and 7.00 am with start and finish times agreed on an individual basis in accordance with the child or young persons care plan

Location of activities outside of the home will need to be within the Wokingham borough boundary or within an easy reach of Wokingham communities to attract eligible families to the service.

Further details are provided in the application to join the PPL document.

**Lot 3: Residential**

Residential services will take place in settings as much like home as possible. Skilled and experienced staff provide eligible children and young people with the opportunity to interact with others, develop life, independence and communication skills whilst giving their families a break from caring.

Services will be planned with the children, young people and their families and will include:

* Healthy meals and snacks – taking account of any dietary and or cultural requirements
* Individual and group activities – including providing transport and access to community based activities
* The safe handling and administration of medicines – in accordance with legislation, guidance and individual requirements
* Intimate and personal care – in accordance with the child or young person’s needs

Residential shore break services are required to cover:

* Services that meet the individual needs outlined in the child or young person’s care plan and or placement plan
* A flexible booking service for parents and carers

Location will need to be within the Wokingham borough boundary or within an easy reach of Wokingham communities to attract eligible families to the service.

Further details are provided in the application to join the PPL document.

The service lots outlined indicate the types of service Wokingham Borough Council wishes to secure for short breaks. Providers have the opportunity to be innovative, creative and flexible when designing services in response to the specified requirements within one or more of the three ‘lots’.

# Quality Criteria and Service Standards

The provider will have to provide evidence of quality standards as part of the tender process for the Preferred Provider List. This information will be kept updated and changes will be reported to the council.

**Safeguarding Policy and Training**

Providers will have a safeguarding policy and child protection procedures. These will be consistent with the Wokingham Safeguarding Children’s Board guidance and compliant with relevant legislation, government guidance and Ofsted and or CQC regulations.

**Workforce Recruitment and Training**

The provider will follow Safer Recruitment practices which are in line with relevant local guidance and national legislation.

Staff must be trained to an appropriate level to ensure competence in the delivery of services to children with disabilities. All staff will receive regular supervision commensurate with their position.

**Health and Safety**

The provider will ensure compliance with all health and safety legislation. Staff will receive appropriate information, instruction and training needed to undertake work safely.

The provider will ensure that all work related hazards are identified and suitable and sufficient risk assessments are undertaken.

**Equality and Diversity**

The provider will have an Equal Opportunities policy, which will be made available to the council.

**Confidentiality and Data Protection**

The provider will be required to follow confidentiality and data protection policies which are in line with national legislation.

**Compliments and Complaints**

The provider will have a complaints and compliments policy and procedure in place which is made readily available in an accessible format to service users.

For guidance, refer to the Local Government Ombudsman LGO, [www.lgo.org.uk](http://www.lgo.org.uk).

**Social Value, Partnership and Joint Working**

Providers will be expected to demonstrate a commitment to improving the economic, social and environmental well-being of the local area in line with the Public Service Social Value Act (2012). This will include effective use of volunteers, utilizing and enhancing the capacity of service users and the wider community, and effective joint working with other local organisations.

Providers will be expected to evidence the social value of their work in an annual self-evaluation of their work.

Services will be active in the local community of Wokingham Borough Council and will engage actively in appropriate agency or multi-agency forums. Providers will maintain strong working relationships with families of children with disabilities.

The provider is expected to promote their short breaks service across Wokingham Borough using a variety of appropriate methods. This is to ensure that families of children with disabilities and parent carers who may benefit from the service are aware of the service and how to access it.

# Outcomes, Targets and Evidence

**Outcomes Framework**

Wokingham Borough Council expects providers to focus on the outcomes achieved for children and their families.

The proposed outcomes framework set out below is designed to deliver positive benefits to service users whilst being meaningful and measurable for providers. They should be embedded in the service offer, provide a clear focus for staff and commissioners, and act as a guide to families about the aims of each provider.

Providers should demonstrate how they will;

* Achieve positive outcomes for children, young people, and their families.
* Evidence these outcomes using appropriate measurement tools.
* Review their organisation’s performance against the outcomes selected.
* Provide monitoring feedback to the council on their performance.

**Outcome Area One: Overarching Outcomes**

|  |  |
| --- | --- |
| **Outcomes for children and young people with disabilities** | **Outcomes for parents and carers** |
| Have fun | Feel less pressured |
| Spend time with friends and make new friends | Be able to get on with home and family routines |
| Take part in interesting activities and new experiences | Have some ‘me time’ |
| Develop positive life and social skills | Spend time with other children or together as a family |
| Be more independent and or confident | Be confident that their child is safe and having fun with skilled carers who understand their needs |
| Prepared for life as an adult |  |
| Be safe |  |

**Outcome Area Two: Physical and Emotional Well-Being**

|  |  |
| --- | --- |
| **Sub-Outcomes** | **Indicators and Evidence** |
| Children and young people have opportunities to be physically active | Children and young people access physical activities relevant to their needs. |
| Healthy choices are promoted and are understood by service users | Service users are able to learn about health choices relevant to their age and needs.  Service users feel able to make healthy choices in relation to safety, diet, sexual health, substance misuse, etc. |
| Children and their families learn and develop personal care skills | Service users increase their skills in personal care.  Families feel better able to meet the needs of children and young people. |
| Children and young people feel safe from harm, abuse and bullying | Children and young people feel safe when accessing the service.  Children and young people know how to respond to abuse or bullying.  Children and young people are able to access services and activities safely. |
| Families are able to have respite from caring for disabled children and young people | Families feel more resilient.  There is an improvement in the home situation, in terms of the well-being of family members. |

**Outcome Area Three: Independence, Participation and Economic Well-Being**

|  |  |
| --- | --- |
| **Sub-Outcomes** | **Indicators and Evidence** |
| Disabled children and young people are well prepared for their adult life and meaningful employment in the future | Children and young people are able to make a positive contribution to the setting.  Children and young people are encouraged to take responsibility for aspects of the service.  Volunteering and employment related activities are encouraged. |
| Self-confidence and social skills support disabled young people and their families to live independently | Strong friendship groups develop.  Young people develop skills to support their independence.  Children and young people feel able to make informed choices. |
| Children and young people have confidence to participate in a wide range of activities | Children and young people feel able to fully participate in the service offer.  Appropriate specialist equipment is made available to facilitate inclusion. |
| Service users enjoy accessing services and new experiences | Children and young people enjoy services.  Service users gain new experiences that support their learning, well-being, and personal development. |

**Outcome Area Four: Workforce and settings support good outcomes for children and young people**

|  |  |
| --- | --- |
| **Sub-Outcomes** | **Indicators and Evidence** |
| Workforce demonstrates understanding of needs of the children and young people who will access their services | Children and young people health and care needs are understood and met  Individual education, health and care plans are ascertained and followed  Staff and volunteers are appropriately trained to support the children and young people who will access their services and use equipment |
| Workforce keeps children, young people safe | Staff and volunteers understand and adhere to safeguarding policies, procedures and standards  Staff and volunteers demonstrate an awareness of what to do if they have safeguarding concerns  Staff and volunteers demonstrate an understanding of the individual disabilities of the children and young people they care for  Children and young people are cared for with dignity and respect  Staff and volunteers support children and young people to be safe and play safe |

Providers should identify a minimum set of priority outcomes which relate to their service offer. They should indicate how the outcome indicators will be measured and evidenced. Monitoring will be proportionate and designed to support self-evaluation and delivery of high quality short break services.

Where applicable, providers will also be expected to aim to deliver relevant outcomes which are in the child or young person’s social care plan.

Further details are provided in the Invitation to Tender document

# Evaluation Process

The application to join the PPL document details submission requirements and timelines.

# Performance Management Framework

Through this process the council and providers will work collaboratively to ensure short break services are making a real difference to children and young people with a disability and their families.

**Quality Assurance**

The Council’s Strategy & Commissioning Service has the lead responsibility for monitoring the arrangements described in the service specification and PPL requirements.

Performance and quality assurance monitoring will include:

* Monitoring meetings and annual review
* Observation and engagement visits, as required
* Service user feedback
* Provider and service user consultation events
* Monitoring returns – Quarterly - to include attendance and outcomes data.
* Social care plan reviews, where applicable

Providers will be performance monitored against the outcomes using identified in Section 12.

**Monitoring meetings**

The purpose of the monitoring meeting is to discuss ongoing performance in relation to the service specification. At these meetings providers should be prepared to answer questions and provide evidence of how the service quality standards and outcomes (specified in Section 12) have been met.

The frequency of monitoring meetings will be:

**Play and Leisure:** agreed post contract award and will be proportionate to the frequency and level of service commissioned.

**Personal Support:** proportionate to and determined by the frequency and level of service provided.

**Residential:** bi-annually.

The council reserves the right to set up ad-hoc monitoring meetings at any time during the contract period. Providers are expected to request a review meeting with the council to discuss areas of concern.

**Observation and engagement visits**

Occasional observation and engagement visits are an important part of the monitoring process and will be arranged between the council and provider, where practicable. The council may recruit and train a small number of service user volunteers to support this function.

The main focus of the visits is to observe practice, activities and relationships between the workforce and children and young people with disabilities. The council will use this as an opportunity to engage and consult with children, young people with a disability, their families and the workforce on an ad-hoc basis.

**Consultation**

Providers will be expected to include evidence of consultation with children and young people with a disability, their parents and carers and staff when monitoring and evaluating the service provided.

**Children and young people with a disability and their families**

The provider will obtain regular feedback from children and young people with a disability and their families about the service they receive in relation to the outcomes set in this Service Specification. This may include the use of:

* Child friendly questionnaires.
* Consultation activities.
* Feedback forms.
* Observation.
* Involvement in service planning and reviews.

The provider will collate and share evidence of feedback from children and young people with the council. The council will also seek to obtain feedback from children and young people with a disability about the service.

**Attendance Information**

Providers will be expected to submit quantitative data on a quarterly basis. A monitoring form template will be provided by the council that requires the following information:

* Child/young person’s name
* Type of referral
* Provision i.e. hours, sessions
* Date of birth
* Home postcode
* Ethnicity
* Disability

The dates for quarterly reporting of data are:

Quarter 1 – (April, May, June) - 25 July

Quarter 2 – (July, August, September) - 25 October

Quarter 3 – (October, November, December) - 25 January

Quarter 4 – (January, February, March) – 31 March

**Contract Review Process**

At the end of each financial year an annual review meeting will take place to ensure that the service specification requirements are being delivered. The review will address the following:

* Outcomes
* Service delivery
* Risks and issues
* Providers self-assessment
* Monitoring information analysis

The council will provide a summary of the review meeting with any related actions to be agreed with the provider.

**Appendix 1:**

**Wokingham CAN Network Data**

**Children’s Conditions Totals at October 2017**

|  |  |
| --- | --- |
| **CONDITION** | **TOTAL** |
| ADD | 5 |
| ADHD | 1 |
| Asthma | 121 |
| Attachment Disorder | 1 |
| Autistic Spectrum Disorder - Autism | 598 |
| Blind/Partially sighted | 24 |
| Cerebral Palsy | 39 |
| Chronic Medical Condition (other) | 158 |
| Cystic Fibrosis | 2 |
| Deaf/Partial Hearing/Hearing Impaired | 67 |
| Downs Syndrome | 37 |
| Dyslexia | 23 |
| Dyspraxia | 47 |
| Epidermolysis Bullosa Aquisitor (EBA) | 1 |
| Epilepsy | 45 |
| Global Developmental Delay | 52 |
| Learning Disability - Mild | 14 |
| Learning Disability - Moderate | 146 |
| Learning Disability - Severe | 72 |
| Muscular Distrophy | 6 |
| Physical Disability | 59 |
| Rett Syndrome | 1 |
| Sensory Difficulties | 14 |
| Spina Bifida | 4 |

**Appendix 2: Service Gaps**

In responding to the “Lots” it is important to recognise there are existing gaps in the Wokingham Borough Council Short Breaks market place. Providers are encouraged to consider the nature of these breaks as part of this PPL process. These gaps are as follows:

**Term-Time:** a need for children with a disability’s short breaks providers to offer increased opportunities for early morning and evening activities. This will support families of children with a disability to manage all of their responsibilities and commitments.

**Holiday Periods:** ensuring there are sufficient and varied breaks and events during the Easter and Summer holidays as well as half-terms, which are fully inclusive. There is limited provision for children with a disability requiring a 1:4 staff child ratio.

**Early Years:** a need for more short breaks for the early years.

**Sibling Breaks:** there are few opportunities for siblings of children with a disability to access breaks.

**Outreach:** increased opportunity to provide outreach support to families of children with a disability.

**Diversity/BAME offer/Transgender** – encourage the promotion of children with a disability’s breaks that focus on the specific needs of diverse groups in Wokingham.

**Extended Breaks –** Longer breaks for families of higher need children with a disability to support families to remain resilient.

**Weekend Breaks –** a focus on children and young people with a disability having an activity break, such as a themed educational trip.