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**Service Specification**

**Provision of a Framework for Shortbreaks for CHILDREN AND YOUNG PEOPLE WITH DISABILITES**

**Reference: DN309600**

**Attachment 2**

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| **Date of service commencement:** | Monday 2nd April 2018 |

**Specification:**

**SHORT BREAKS SERVICE SPECIFICATION**

**CHILDREN AND YOUNG PEOPLE WITH DISABILITES**

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| 1.0  1.1  1.2  1.3  1.4  2.0  2.1  2.2  2.3  2.4  3.0  3.1  3.2  3.3  3.4  3.5  3.6  4.0  4.1  4.2  5.0  5.1  6.0  6.1  6.2  6.3  6.4  7.0  7.1  8.0  8.1  9.0  9.1  10.0  11.0  11.1  12.0  12.1  13.0  13.1  13.2  13.3  13.4  13.5  13.6  14.0  14.1  14.2  15.0  15.1  15.2  16.0  16.1  17.0  17.1  17.2  18.0  18.1  18.2  18.3  18.4  18.5  18.6 | **What is a short break?**  A short break was described by Together for Disabled Children (TDC) as “additional services required to support disabled children and their families; in other words, short breaks are services over and above the universal services expected and available to all families”. A short break can be for just a few hours to overnight care or longer, e.g. a holiday, and could be within a variety of settings, including the child’s home. Short breaks are designed to engage disabled children and young people in either one to one or group activities, which will be enjoyable, reduce social isolation and contribute to personal and social development and are usually undertaken away from their primary carer. A short break can be a range of activities; including sports, music sessions, going to the cinema, youth club, after school clubs, play schemes and/or residential care. Whilst all children should be able to access youth clubs, extended schools activities, community and leisure facilities – however, if additional support is required (e.g. the child requires support through a sessional worker service) – this may then constitute a short break.  Within Hounslow the short breaks on offer provide both specialist activities and access to mainstream activities for disabled children and young people up to the age of 18 years. We recognise that some families want short breaks which are open to the whole family, including siblings while other activities are needed exclusively for disabled children.  Short breaks available to support disabled children and young people and their families can be accessed either with or without an assessment of need. Where possible we aim to offer short breaks within both mainstream and specialist settings. Some breaks are particularly suitable for children with specific needs, e.g. Autism and others are inclusive with non-disabled children and/or siblings. Short breaks are publicised widely through half-termly Newsletters which are posted to families with a child or young person with a Education, Health and Care Plan or a Statement of Special Educational Need or known to the Pre-School Panel. In addition, information about short breaks is also available via the Hounslow website, the Hounslow Local Offer and by calling the Short Breaks Team on 020 8583 3636.  Short breaks are not childcare, e.g. care when a parent/carer is working and requires care for their child.  **Legislation and Regulation**  In Hounslow, services for children and young people with a disability are being developed within the context of the [Children Act 1989](http://www.legislation.gov.uk/ukpga/1989/41/contents) (2004), the [Equality Act 2010](http://www.legislation.gov.uk/ukpga/2010/15/contents), [Carers Equal Opportunities Act 2004](http://www.legislation.gov.uk/ukpga/2004/15/contents), the [Carers and Disabled Children Act (2000)](http://www.legislation.gov.uk/ukpga/2000/16/contents) and the [Children and Families Act 2014](http://www.legislation.gov.uk/ukpga/2014/6/contents).  The Children and Families Act 2014 set out a series of policy changes, including changes to the way in which children and young people with special educational needs and disabilities (SEND) are supported. These changes are called the SEND reforms and include:   * Publication of the Council’s Local Offer which sets out the support and services that the authority expects to be available for all children and young people with SEND. * Development of an education, health and care assessment process and plan to cover children and young people aged 0 to 25, which replaces statements of SEN for school-aged children and learning disability assessments for young people in sixth forms and colleges from 1 September 2014 * Availability of personal budgets to families of a child with an education, health and care plan or a young person with an EHC plan.   [The Breaks for Carers of Disabled children Regulations 2011](http://www.legislation.gov.uk/uksi/2011/707/made) came into force on 1 April 2011. In order to meet the requirements of the regulations, local authorities must have regards for the needs of the carers1 in their capacity to care for, or continue to care, for their disabled child and must provide a range of short breaks suitable to their need.  If a person has parental responsibility for a disabled child, their needs as a carer will be assessed as part of a family needs assessment under the Children Act 1989. The carer need not be the mother or the father of the child.  There is also provision in the [Care Act 2014](http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted) for an adult carer of a disabled child to ask for an assessment of their caring needs in advance of the child reaching 18. Where a local authority carries out such an assessment, it has the power to provide support to the carer even though they are caring for a child not an adult.  **Hounslow’s Short Break Services**  In March 2007 the government launched Aiming High for Disabled Children (AHDC). Funding was provided to undertake the three year project which was to develop and improve short break provision for disabled children and young people. The aim was for the provision of short breaks to become statutory by 2011. The programme focused on a number of service areas for disabled children, these included Transition, Palliative Care, Wheelchair services and Short Breaks and included dedicated funding for Local Authorities and additional funding for Primary Care Trusts to develop services.  As of 1st April 2011 legislation came into force requiring each Local Authority to undertake the Short Breaks duty which requires a Local Authority to publish a Statement of Short Breaks available in their area.  Universal Services  These are for example leisure centres, youth clubs, sporting activities etc and are available to all children and young people in Hounslow, details of these services can be found on the Family Service Directory (FSD) website: <http://fsd.hounslow.gov.uk> or you can call them on tel: 020 8583 3470.  Short Breaks - Non-Assessed  The non-assessed Short Breaks programme is open to all children and young people up to 18 years old who have a disability or Special Educational Need in the London Borough of Hounslow.  Access to the Short Breaks programme is via a short registration with the Short Breaks team where the needs of the child will be discussed and basic family and contact details will be taken. The registration will normally be between the parent/carer and the Short Breaks team; however, a child or young person can also be referred by professionals. It will be at that point that the child or young person’s current Pathway will be established. The child or young person will be issued with a Unique Identifying Number (UIN) which will be required each time a short break is booked with a Short Breaks provider.  The provision and access to non-assessed short breaks in Hounslow has steadily grown over the past seven years with 827 children in the borough receiving a short break in 2016/17. The number of children registered with the non-assessed Short Breaks service now exceeds 1300.  Short Breaks - Assessed  Specialist services provide short breaks to support children and young people who require a high level of support. London Borough of Hounslow has a number of specialist services available, an assessment of need will be required to access the services, the assessment will be carried out by the child’s Social Worker / Child in Need (CiN) worker.  .  In 2017/18, the following short breaks are purchased from external providers for the non-assessed Short Breaks scheme:   * Holiday playscheme activities, taster sessions. * Music therapy * Sporting programme including swimming lessons, adapted multi-sports, kayaking, cycling, deaf-specific sports and horse riding. * After-school club and holiday activities for hearing impaired young people * Summer reporters project and after-school club * Holiday soccer camps * Exclusive family swimming sessions and pool parties * Access to gym soft play area for children and siblings up 7 years. * Kids cookery for children between the ages of 5 and 18 years. * Family cinema screenings and theatre performances   The Short Breaks team also organise family days out during the summer months.  **Related Hounslow services**  Hounslow Play Team provides a programme of activities for children and young people with disabilities between the ages of 0 to 18 years at Redlees Adventure Playground, Reflections and other locations including regular holiday play schemes for young people with ASD and ADHD. The Play Team also provides the Redlees Summer Youth Club for disabled young people between the ages of 11 and 18.  Specialist Short Break Services    Westbrook is a residential short breaks unit based in Heston, which offers a range of specialist short break services, including overnight care. Access to these short breaks is via a referral from the 0-25 Disability Social Work team.  One national charity is commissioned to provide specialist day care for young people in their homes and in the community via referral from the 0-25 Disability social work team.  Parent/carers can also purchase activities and carer via a Direct Payment.  **Impact of Short Breaks**  Both research and anecdotal evidence has shown that short breaks have a positive impact on the child and family relationships. Consultation with parents and carers of disabled children and young people in Hounslow has shown that ‘short breaks’ for the whole family have been particularly well received and 88% wanted more family activities.  **Programme Development**  In April 2012 we developed an enhanced short breaks service offering new Community Short Breaks. We want to continue to offer a short breaks programme with greater flexibility with regard to when the short break is taken and the length of the short break. Developing better ‘wrap around’ short breaks between providers will enhance the service offering.  We would want to provide small locality based play schemes across the borough that minimise travelling. These could be inclusive schemes with non-disabled children and we want to identify venues and providers who are able to work together to offer locally based short breaks.    The short breaks programme continues to provide both excellent service provision and financial efficiency through the framework contract.  Short Breaks will be offered in units of 1 to 4 hours, depending on the activity*.*  **Service Types**  **Short Breaks to be re-commissioned that we currently provide**   1. Sports activities scheme including horse riding, swimming lessons, sports clubs etc 2. Holiday playschemes 3. Music activities (including therapy) 4. Activities that develop independence such as cookery sessions, friendship groups, clubs 5. Family cinema screenings and theatre performances 6. Creative activities including young reporters scheme 7. After-school clubs 8. Homecare/community support, sitting service, 1-to-1 support   **Short breaks to be commissioned (not currently provided)**   1. Overnights - e.g. activity breaks, museums, sleep-overs, camping (outside of residential care). 2. After school clubs 3. Under 5 yrs old activities 4. Support to enable access for children with complex health needs to access and participate in the short breaks programme. 5. Adventure type activities not too far from Hounslow 6. Schemes for 16-25 year olds   This list is not exhaustive and we welcome additional ideas for short breaks from providers themselves that meet the general aims of the Short Beaks Programme.  **The Carer**  We will aim to continue to ‘care for the carer’ and provide events and/or activities which support this. In addition, we will continue to offer access to information, opportunities to shape service delivery and respond to feedback received in conjunction with the Hounslow Parent/Carer Forum.  **Complex Needs**  Recent consultation indicated a small number of parents felt that the current provision of short breaks for children and young people who have either a physical disability or complex health needs could be improved.  **Understanding Short Breaks**  We would like to improve on understanding of what a short break is and how they can be accessed. We will continue to inform families about short breaks through a wide range of publicity and continue to make visits to settings to meet parent/carers. Awareness is still an issue (80% in 2011 and 2012) and Short Breaks will continue to work to on this. In 2015/16, however, 87% were aware of the Short Breaks service which is an increase from 2012. We currently have over 1300 disabled children and young people on our UIN Register which clearly shows an improved awareness of the Short Breaks programme, if not necessarily the definition of a short break.  **Accessing Short Breaks**  We aim to make booking a short break as easy as possible and we receive feedback about this through the Parents Carers Forum.    **Customer satisfaction**  We will continue to seek the views of disabled children and their families with regards to Short Breaks and expect service providers to cooperate and enable this to happen.  **Transport**  We understand that transport can be an issue for some parent/carers in accessing a short break for their child. Previous feedback we have received from families has been the length of the short break can impact on their willingness to access a short break if travel is required.  Hounslow is a long narrow Borough stretching from Chiswick in the east to Feltham in the west and with traffic problems this journey could take an hour by car, and longer by public transport.  Therefore, we will undertake a number of strategies to improve access to short breaks, this includes wrap around short breaks as described above and developing short breaks in alternative locations across the borough.  **Standards**    Providers must provide and maintain a safe and accessible environment, ensure adequate staffing ratios to meet the needs of the children in their care, by staff with skills appropriate to the needs of the disabled children and young people.  Providers must allocate services to children and their families based upon the Pathways of Need of the service they are providing.  In accordance with the eligibility criteria the service will be responsive to diversity among parents, carers and the children and young people, treating each resident as an individual and personalise the service to them while following principles of equal access to services, for inclusive and exclusive services.    The provider will operate with openness and transparency regarding decisions made about the management of the service in the way it affects the enjoyment and wellbeing of those receiving it, as a group, family or individual. Openness and transparency includes publishing criteria for exclusion from the service, which will be discussed and agreed with the Council.  As an indication of high service standard the Council will expect to see evidence of the provider supporting effective links with families and relationship building that enhances trust and confidence in the service.  Records will be kept of service delivery (subject to confidentially and data protection) that enable the provider to properly manage the service for individuals and account to the Council for the effective provision of the service.  **Quality Assurance**  Operation of the service will be subject to quality assurance, either through a formal QA system or one agreed by the organisation itself. The provider will make reports and data generated by the system available to the Council on request.  Quality assurance will also include participation, consultation and feedback from service users in planning of the service and indicating satisfaction levels and implementation of a complaints system.  **Staffing**  Only such staff as are suitably qualified and experienced will be engaged in delivering the service. They will have management and clinical supervision (as appropriate to their role and the service.  The provider will be expected to provide the following details to the Council on request:  - A staffing structure, including staff ratios to children  - Evidence of qualifications and experience of staff  - Supervision arrangements  - Identifying training needs and providing a training programme  **Monitoring**  The Provider will comply with all reasonable requests from the Council’s representative for information about service delivery. This will include sufficient detail for performance monitoring, evaluation and review of the service according to a schedule to be agreed by the Council’s representative and the provider. This can be in the form of monthly, quarterly or annual returns plus, if necessary, sufficient information for the Council to validate invoices.    **Outcomes**  The Provider will propose and agree with the Council an explicit statement of intended outcomes for the service and a procedure for measuring them. This process will be included in contract monitoring annually.    The idea is that outcomes reflect what users want from the service as well as Council objectives, which are indicated below:   * Parents and carers feel confident that it is safe to leave their children with the service provider and that the staff are able to meet the child’s individual care needs. * The activity benefits the whole family by helping to ease any strains of caring and by promoting appropriate and wanted behaviours. * The short break is enjoyable for the child and gives the carer a break when they have time for themselves.   **Eligibility Criteria**  Eligibility involves three pathways of need, with pathway three being the highest level. The criteria allows disabled children, young people and their parent/carers to identify short breaks which will be most suitable and reduces the need for formal assessment to access Short Breaks.  To ensure that services are fair and transparent, the Eligibility Criteria for access to the Pathways is shown below.  The Pathways are designed to be indicative of the needs of a child or young person at the time they or their family access a service. The Pathway has three levels of need, Pathways 1, 2 and 3, which indicate the eligibility for access to the particular short break services offered. It is acknowledged that the needs of children and young people can change over time and therefore they may move through the pathways at different times in their lives. Below is an explanation of some of the characteristics of each Pathway and a table is attached which outlines the levels of need relating to each Pathway.  **Pathway 1** offers access to mainstream activities with support from the services providing the activity. Pathway 1 services are open to all disabled children and young people, and will not usually require any form of assessment of need, although services may operate their own eligibility criteria, e.g. age based services. These short breaks can be accessed directly by the young person, their family or carer. The service provider and/or a specialist worker involved with the family can support access to Pathway 1 short breaks and activities. Specialist workers, e.g. teacher, Health Visitors, Portage worker, can help the family and young person to decide which short breaks and activities to access. These may include Youth clubs, sports and leisure activities, extended school activities, play groups in the community, or children centres.  **Pathway 2 o**ffers short breaks with support designed around a child or young person’s particular needs, as well as the short breaks offered in Pathway 1. For this pathway, the service provider will discuss with the child, young person and their family the kind of support they need and want. Before the meeting, the service provider or one of the professionals involved with the child or young person may need to make an assessment of their needs. This will help everyone decide what support would be most helpful. Pathway 2 services will include more specialist short breaks provided through either mainstream or specialist services, and could include specialist youth provision, specialist groups and/or additional support to access mainstream provision.  **Pathway 3** is designed for the small group of children, young people and their families/ carers who need short breaks with extra, specialist care. This could be in a mainstream activity or a specialist type of short break.  Short breaks for this Pathway are available both with and without an Assessment of Need. Where an assessment of need has been completed the Resource Allocation Panel, which has members from the different services who provide support to disabled children, will consider the level of service required to meet the child or young person’s needs and promote their welfare. This panel looks at the best way of providing and funding short breaks for children and young people with the highest levels of need. When they are looking at a package of short break support, the panel takes into account the assessed needs, the opinions of the specialists who work with the child or young person. The parents and/or carers’ opinions about the kind of short break that they would find beneficial and the where appropriate the views and wishes of the child or young person are also considered. The panel brings everyone’s ideas together to work out how best to provide the right short break package for the child/ young person and their family. The type of services available at this level will include specialist play sessions, overnight short breaks, Direct Payments and a specialist worker who will offer care in either the home or the community. |

**Pathways of Need**

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|  | **Dimension** | **Pathway 1**  **Level of Need** | **Pathway 2**  **Level of Need** | **Pathway 3**  **Level of Need** |
| Band A | Mobility | Able to walk unassisted, but with difficulty or poor co-ordination. | Walks, but only with aids or assistance. May use a wheelchair sometimes. | Full time wheelchair user and/or Mobility severely restricted without special provision. |
| Vision | Severe or profound problem with one eye. Less than half visual field loss. Able to function independently. | Able to read print with simple aids or assistance. Defect of at least half visual field. May be eligible for registration as partially sighted. | Unable to read large print without intensive educational assistance or sophisticated aids. Registered. |
| Hearing | Severe or profound hearing loss in one ear. Hearing loss 20-40 dB | Hearing loss 41-70 dB | Hearing loss >71 dB |
| Functioning and Learning ability | Overall functioning slightly below expected level for age. May have a mild or moderate learning disability | Overall functioning around half expected level for age. Has a moderate learning disability | Overall functions significantly below expected level for age. Have a severe learning disability or a moderate learning disability and diagnosed ASD. |
| Health | Known health condition, which is under control but occasionally interferes with everyday activities in a minor way. | Health condition that limits normal activities, including self-care and personal hygiene, access to services. May interfere with opportunities for development or education. | Diagnosed health condition, which is severe and potentially life threatening, and results in frequent hospital admissions that limits accessing developmental or educational activities. May be in receipt of Continuing Care or palliative care from Health Services. |
| Band B | Communication | Delayed language development only. | Delayed/ disorganised verbal communication causing difficulty. Speech supplemented by alternate communication method. | Uses communication other than words, e.g. symbols, makaton, BSL. |
| Personal care | Child requires minimal support beyond that of their peers with everyday care needs; this will include toileting, washing and dressing. | Child requires practical support beyond that of their peers with everyday care needs; this will include toileting, washing and dressing. | Child requires assistance beyond that of their peers with all everyday care needs; this will include toileting, washing and dressing and can be problematic and need skilled intervention. |
| Band C | Safety and Supervision | Requires occasional supervision beyond that expected for their age. Poor sense of danger or risk of excitability. | Needs supervision to perform daily activities significantly greater than that expected for developmental age. Limited perception of danger to self or others. | Needs constant supervision during the day and night. Would place themselves or others at risk without supervision. |
| Behaviour and Social Integration | Some mild, transient or frequent behaviour difficulties. Able to use local non-specialist universal services. Able to sustain limited peer relationships and social integration with support. Child requires support to access services. | Behaviour problems severe or frequent enough to require some specialist advice or provision. Significant support required to achieve social integration. Only able to sustain peer relationships with support. Child requires services to prevent or alleviate stress in the family. | Long-term behaviour difficulties make it difficult for the child to function appropriately most of the time, and maybe of risk to the child or carers without special provision. Dependence upon carer for social integration. Limited awareness of impact of behaviour upon others. Services required to prevent high risk of accommodation for the child. |

Children and young people who meet one or more of the criteria within Band A are likely to meet that Pathway. Children and young people who meet one or more of the criteria within both Bands B and C are likely to meet that Pathway. For more information please discuss your son/daughters needs with the short break provider or Short Breaks on 020 8583 3636.