

Short Breaks for Disabled Children Service Specification 2014-2018



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1. Introduction

This service specification outlines Surrey County Council's requirements for short break services for children and young people who:

- have a disability and/or additional needs
- are aged between 0-18 years
- live within the Surrey County Council boundary
- require support to access social, play and leisure opportunities.

1.1 Definition of short breaks

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

1. The main aims of short break services are to provide disabled children and young people 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 families an opportunity to:
 - have a break from their caring responsibilities
 - rest and unwind
 - spend time with other members of their family.

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 a residential or community setting.

The provision of short breaks is considered an essential part of the support provided to families of disabled children and young people.

1.2 National context

The Children and Young Person's Act 2008

(<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 disabled children to continue to do so, or to do so more effectively by providing them with breaks from caring.

The Breaks for Carers of Disabled Children Regulations 2011

(<http://www.legislation.gov.uk/uksi/2011/707/contents/made>) - also referred to as the 'short

break duty' - prescribes the manner in which local authorities must make provision for short breaks for carers of disabled children and young people 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 Families Bill 2013** (<http://www.education.gov.uk/a00221161/>) now aims to transform the system for children and young people with special educational needs (SEN) and disabilities so that services consistently support the best outcomes for them.

The bill aims to extend the SEN system from birth to 25, through the introduction of Education, Health and Care Plans, giving children, young people and their parents greater 'choice and control' in decisions and by ensuring their needs are properly met.

The council expects providers to keep up to date with future legislative changes which would have an impact on short breaks services for disabled children and young people.

1.3 Local context

The Aiming High for Disabled Children programme and subsequent legislation supported a significant increase in the number and variety of short break play and leisure services across Surrey.

During 2012-2013, monitoring data from short break providers indicated that Surrey County Council funding:

- supported 2,200 disabled children and young people to access short breaks
- provided over 350 disabled children and young people with residential short break services
- supported the delivery of 155,000 hours of play and leisure services
- supported the delivery of 25,000 hours of domiciliary care (personal support) services.

The council is now in its 5th successful year of raising the participation of disabled children in rewarding activities and is now looking to re-commission a range of services that offer choice and accessibility in order to meet the on-going needs of disabled children, young people and their families in Surrey, from April 2014 and beyond.

1.4 Local need

The Surrey County Council Joint Strategic Needs Assessment

(<http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=665>) estimates that there are around 8,500 disabled children and young people living in Surrey. The following table provides a breakdown of the current needs of these disabled children and young people:

Number	Needs	Date Period
43	Children with Complex Health and Social Care Needs Children and young people who receive 'continuing care' health packages to meet complex health needs include those with congenital conditions, those with conditions acquired as a result of accidents or illnesses and those who are approaching the ends of their lives. These children and young people often also have complex social and learning needs, which require additional social care resources and SEN provision. ¹	August 2013
55	Looked after Children with Disabilities Disabled children and young people who have a 52 week placement that is either directly provided by the local authority or by an approved agency on behalf of the local authority.	June 2013
785	Disabled Children and Young People Receiving Social Care Support Disabled children and young people who access specialist services following a social care assessment and who have an individual care plan.	July 2013
5,591	Children with a Statement of Educational Needs Children with Special Educational Needs (SEN) have learning difficulties or disabilities that make learning harder for them than for other children of the same age. Their difficulties may be cognitive, physical, sensory emotional, behavioural, social or with communication.	May 2013

Current data indicates that in Surrey there is a particularly high need for services that meet the needs of children and young people with:

- autistic spectrum disorders
- severe learning disabilities and associated challenging behaviour
- complex health needs.

Information from the Surrey Children's Disability Register

(<http://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/children-with-disabilities/surrey-childrens-disability-register>) indicates that 42% of those registered have a need associated with autism spectrum disorders.

¹ Department of Health (2010) National Framework for Children and Young People's Continuing Care Short Breaks for Disabled Children Service Specification 2014-2018

The Learning Disability Profile for Surrey 2013 indicates that 8.43 children in every thousand have autistic spectrum disorders. This has increased from 5.93 in 2008 and is slightly higher than the national average (8.17).

The range of flexibility and accessibility of short break services varies in different parts of Surrey. Therefore as part of this exercise the council wishes to ensure that short break services are delivered equitably across the county and are available to disabled children and young people to meet the wide range of needs.

1.5 Local drivers

Surrey County Council's vision is that *“Every child and young person will be safe, healthy, creative and have the personal confidence, skills and opportunities to contribute and achieve more than they thought possible.”*

Improving the outcomes for children and young people with disabilities is a key priority for Surrey County Council.

Services will be expected to contribute to the following key priorities:

Surrey County Council Health and Wellbeing Strategy 2013

(<http://www.surreycc.gov.uk/social-care-and-health/surrey-health-and-wellbeing-board/joint-health-and-wellbeing-strategy>)

- Improving children's health and wellbeing – children with complex needs

Surrey County Council Corporate Strategy 2012-2017

(<http://www.surreycc.gov.uk/your-council/how-the-council-works/our-performance/our-key-strategies-bookcase/confident-in-our-future-corporate-strategy-2013-18>)

- Strength and support for vulnerable children
- Every child has a great start to life
- Every child or adult in need of support is protected and supported to lead an independent life

Surrey County Council Children and Young People Strategy 2012-2017

(<http://www.surreycc.gov.uk/your-council/how-the-council-works/our-performance/our-key-strategies-bookcase/children,-schools-and-families-directorate-strategy-2013-18>)

- **Prevention** - Support children and young people to have positive contributions and achievements by promoting outcomes that will help boost their own and their family's capacity to avoid developing problems
- **Protection** – Protect Surrey's children and young people to keep them safe from harm and neglect so that they can grow up in an environment that allows them to achieve their best
- **Participation** - Increase the number of children and young people participating in the best opportunities on offer in the county and beyond

- **Potential** – Work hard to provide and support excellent opportunities and services for Surrey’s children and young people so they can realise their full potential.

1.6 Surrey consultation feedback

During 2012-2013, the council undertook a number of consultations to seek the views of disabled children and young people, their parents and carers and professionals about short break services in Surrey. This included the following:

- Surrey Short Breaks parent and carer questionnaire 2012-2013
- Surrey Short Breaks children and young people’s consultation 2012-2013
- Surrey Short Breaks consultation event July 2013.

For more information about the above consultations see **Appendix A**.

2 Access to short break services

The council recognises that not all disabled children and young people and their families will require the same level of support. Therefore short break services are delivered under the following categories:

- **Universal Services** – services that are provided or routinely available to children, young people and their families
- **Targeted Services** – services that are aimed at disabled children and young people that require additional support, or who may need groups and services that are specifically designed to meet their needs
- **Specialist Services** – services for disabled children and young people and their families that are commissioned following a social care assessment and are part of an individual care plan.

Disabled children and young people may access a combination of universal, targeted and specialist services at any one time or move between them according to their age, support needs and family circumstances.

The majority of disabled children and young people 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.

Disabled children and young people and their parents and carers in receipt of direct payments may choose to purchase short breaks from any of the above categories in order to meet their assessed needs.

Within the scope of this specification:

Play and leisure services are considered to be **targeted services**.

Access to targeted services is for disabled children and young people who meet the criteria outlined by the provider and without the need for a social care assessment.

Referrals to targeted services can be made directly by families or by professionals.

Families have a choice in what services they access and although access is not necessarily dependent on a formal assessment of need, providers may agree their own acceptance criteria with the council.

The provider may charge parents and carers a fee for their services; however parents and carers should not expect to pay more than a non-disabled child accessing a similar type of service.

The provider should also offer discounts to families in receipt of benefits or on low income.

Personal Support and **Residential** services are considered to be **specialist services**.

Access to specialist services will be determined via a social care assessment and the disabled child or young person meeting **Surrey County Council's eligibility criteria**. (<http://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/how-to-access-childrens-social-care/improving-outcomes-for-vulnerable-children>)

Referrals to specialist services will come via the Surrey County Council Children with Disabilities teams.

Following an assessment, a care plan will be drawn up in consultation with the disabled child or young person, their parent and/or carer, social worker and others closely involved in the support network e.g. extended family members, multi agency professionals.

The council will provide a copy of 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 disabled child or young person can only be agreed in writing with the council following a review of the child's care plan.

In the event of a significant incident the provider will contact the allocated social worker and/or their manager to agree a way forward.

3 Service models

The specification for the framework contract

In order to meet the requirements outlined in the 'short break duty,' the council aims to ensure that disabled children and young people and their families will have a range of short break services available to them.

The council aims to tender a framework of short break providers. This framework, running from April 2014 to March 2018, will deliver short break services that meet the needs of disabled children and young people and their families. Under the short breaks framework, a range of providers will deliver one or more categories as follows:

- **Lot 1: Play and Leisure**

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

- **Lot 2: Personal Support**

Personal support services will provide disabled children and young people 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.

- **Lot 3: Residential**

Residential services will take place in settings as much like home as possible. Skilled and experienced staff provide disabled 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.

The service models outlined indicate the types of service Surrey County Council wishes to deliver 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'. These lots are a combination of targeted and specialist services (see **Section 2**).

3.1 Lot One: Play and Leisure

Surrey County Council requires the provision of play and leisure services to provide individuals and/or groups a range of activities that could include, but is not limited to:

- social experiences
- learning opportunities
- sports e.g. swimming, cycling, football, Boccia etc.
- cookery
- arts, crafts and design
- outdoor pursuits
- dance and drama
- life skills.

A) Activity

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

- **Play services** – Group based activities for children aged 0-11*
- **Youth services** – Group based activities for young people aged 12-18*
- **Overnight activity breaks** – Group based experiences for young people aged 10-18
- **Buddying services** – Individual based leisure activities for young people aged 12-18
- **Sports activities** – Individual/group based activities for children and young people aged 0-18
- **Transition services** - Individual/group based services for young people preparing for adulthood aged 16-18 (or aged 16-25 for young people with SEN and disabilities with an Educational Health and Care Plan).

* The specified ages can be used as a guide to design age appropriate services.

B) Availability

All times to be in line with Surrey County Council's academic year
(<http://www.surreycc.gov.uk/learning/schools/school-term-dates>)

- **Holiday** – Monday to Friday - school holidays - up to 13 weeks
- **Weekend** – Saturday and/or Sunday – all year round - up to 52 weeks
- **Weekday** – After school/evenings – term time - up to 39 weeks
- **Overnight** – throughout the year.

C) Need

- **Learning disabilities**
- **Physical disabilities**
- **Sensory impairments**
- **Complex health needs**
- **Autistic spectrum disorders (ASD)**

- **Attention deficit hyperactivity disorder (ADHD)**
- **Associated challenging behaviours**

Providers should aim to provide services that meet the needs of all of the above, however the council will also consider services that are specific to the needs of children and young people with the following disabilities:

- **Complex health needs²**
- **Autistic spectrum disorders (ASD)**

Children and young people accessing short breaks have a wide range of needs and therefore it is anticipated that all service providers will be able to offer a flexible and personalised service to meet the individual needs of each child.

D) Geography

In order to ensure families have access to local play and leisure provision it is envisaged that services will be located, and/or meet the needs of families living, in each of the following districts and boroughs:

Quadrant	District/Borough
North West Surrey	Surrey Heath
	Woking
	Runnymede
North East Surrey	Spelthorne
	Elmbridge
	Epsom and Ewell
South West Surrey	Waverley
	Guildford
South East Surrey	Mole Valley
	Reigate and Redhill
	Tandridge

Contracts will be let to providers specifying where services will be delivered. This could be districts/boroughs, quadrants or countywide.

² *Complex health needs includes those who are technology dependent and those requiring palliative care (although the council will not require specialist nursing or medical care for disabled children and young people placed by them)*

3.2 Lot Two: Personal Support

Surrey County Council requires the provision of personal support services to develop and support disabled children and young people as individuals, to minimise the barriers they face and to provide opportunities for their inclusion into mainstream and universal activities of their choice within their local communities.

The services provided should take into account the individual and unique nature of each child and young person and should be planned in conjunction with disabled children and young people and their families and in accordance with their assessed needs (see **Section 2**).

These services could include, but are not limited to, one or more of the following:

- access to leisure and community activities
- life skills
- transition support
- social and communication
- attending appointments and meetings
- low level health care tasks not requiring a nursing qualification
- personal and intimate care.

All car journeys provided during the short break must take place within a 20 mile radius of the child or young person's permanent residence unless otherwise agreed with the child's social worker.

Parents and carers are expected to meet the costs of any refreshments and/or activities that take place during the short break for their child or young person.

Personal support services are required to take place both inside and outside the family home.

A) Activity

- **Provide regular ongoing support**
- **Provide a one off response (planned or emergency)**
- **Be available all year round**
- **Be responsive to 2:1 support requests (if specified in the child or young person's social care plan).**

B) Availability

- **Daytime:** Between the hours of 7am and 10pm on weekdays, weekends and bank holidays
- **Waking nights:** Between 10pm and 7am (start and finish times may be agreed on an individual basis in accordance with the child or young person's social care plan).

C) Need

- Learning disabilities
- Physical disabilities
- Sensory impairments
- Complex health needs
- Autistic spectrum disorders (ASD)
- Attention deficit hyperactivity disorder (ADHD)
- Associated challenging behaviours.

Children and young people accessing short breaks have a wide range of needs and therefore it is required that all service providers will be able to offer a flexible and personalised service to meet the individual needs of each child or young person in accordance with their social care plan.

D) Geography

In order to ensure families have access to local personal support provision it is envisaged that services will be located, and/or meet the needs of families living, in each of the following areas:

Quadrant	District/Borough
North West Surrey	Surrey Heath
	Woking
	Runnymede
North East Surrey	Spelthorne
	Elmbridge
	Epsom and Ewell
South West Surrey	Waverley
	Guildford
South East Surrey	Mole Valley
	Reigate and Redhill
	Tandridge

Contracts will be let to providers specifying where services will be delivered. This could be districts/boroughs, quadrants or countywide.

3.3 Lot Three: Residential

Surrey County Council requires the provision of residential short break services to support disabled children and young people aged 0-18. The majority of placements will be for children aged 10 and above, although younger children may be placed in residential settings in exceptional circumstances.

The children and young people accessing residential short breaks will have often been referred to the service following a family crisis or problem such as a family illness, the child's behaviour, or parents/carers being unable to cope. The main aim of residential short break services is to maintain the child or young person in their own home and help keep families together and prevent the child being placed in permanent care.

Residential short breaks can be arranged on a one off or a regular basis. They can also be arranged for short periods of time or for longer stays of a week or more. Respite care is usually arranged on a planned basis, but it may be arranged quickly in an emergency situation.

Children and young people who access overnight short breaks for more than 75 nights per year, or 17 nights consecutively, will be considered as 'looked after' under S.20 of the Children Act 1989.

Residential services will be expected to provide a homely environment where safety, security, and happiness are paramount while encouraging socialisation and life skills. The services provided should take into account the individual needs of each child and young person as outlined in the care plan. Services should be planned in conjunction with disabled children, young people and their families, but must include:

- **Healthy meals and snacks** - including any dietary and/or cultural requirements
- **A range of appropriate individual and/or group activities** - including providing transport and access to community based activities
- **The safe handling and administration of medicines** - in accordance with legislation and guidance and individual requirements
- **Intimate and personal care** – in accordance with the disabled child or young person's individual needs.

Providers are not expected to provide transport to the service for disabled children and young people from both their place of residence and/or school as this will be provided and arranged by the council and parents and carers. However, the provider will be required to provide transport to outings and activities and may be required to support transport arrangements in exceptional circumstances.

The provider will work in close partnership with disabled children, young people and their parents and carers and the council to offer a consistent, comprehensive and flexible

service tailored to individual needs, and to maintain the child within their family and community.

Residential short break services are required to deliver:

- Services that meet individual needs outlined in the disabled child or young person's social care/placement plan
- A flexible booking service for parents and carers
- Equitable access.

A) Activity

- **Tea visits:**
 - **2 hours:** Monday to Friday term times typically between the hours of 4pm and 6pm for children and young people aged 5-18
- **Day cares:**
 - **8 hours:** Saturday, Sundays and school holidays typically between the hours of 10am and 6pm for children and young people aged 0-18
- **Overnights:**
 - **24 hours:** Fridays, Saturdays and school holidays between the hours of 4pm and 4pm for children and young people aged 0-18
 - **16 hours:** Sunday to Thursday term times between the hours of 4pm and 8am for children and young people aged 0-18.

B) Availability

- **Every day of the week, 52 weeks per annum**
- **In an emergency (e.g. not pre-booked or at short notice).**

C) Need

- **Learning disabilities**
- **Physical disabilities**
- **Sensory impairments**
- **Complex health needs**
- **Autistic spectrum disorders (ASD)**
- **Attention deficit hyperactivity disorder (ADHD)**
- **Associated challenging behaviours**
- **1:1 or 2:1 requirements** (1:1 or 2:1 care will be agreed and paid for in addition to the contract by the Children with Disabilities team in accordance with the disabled child or young person's social care plan).

Complex health needs includes those who are technology dependent and those requiring palliative care (although the council will not require specialist nursing or medical care for disabled children and young people placed by them).

D) Geography

Residential services will be countywide. In order to ensure families have access to local residential provision, the service will be expected to accept referrals from and be accessible to all of the locations detailed below.

Countywide	Quadrant	District/Borough
Surrey	North West Surrey	Surrey Heath
		Woking
		Runnymede
	North East Surrey	Spelthorne
		Elmbridge
		Epsom and Ewell
	South West Surrey	Waverley
		Guildford
	South East Surrey	Mole Valley
		Reigate and Redhill
		Tandridge

4 Outcomes

Outcome based commissioning and contracting aims to shift the emphasis from the services a provider will offer to the outcomes they will achieve for individual children and their families.

The service outcomes detailed within this specification are meaningful and measurable and set at both a strategic and local level.

Providers will be expected to:

- aim to ensure all children and young people achieve the identified outcomes
- measure the outcomes using the identified and/or other measurement tools
- be proactive in monitoring their own performance against the outcomes
- demonstrate to the council how the service they provided has achieved the outcomes.

Providers will be expected to demonstrate to the council how the service has achieved the specified outcomes through the monitoring process identified in **Section 6**.

Providers will also be expected to meet the outcomes identified in the disabled child or young person's individual social care plan (where applicable).

Outcome domain	Outcome for disabled children and young people	Measurements/indicators	Performance tools
Be healthy	My physical and emotional health needs are met	<p>Disabled children and young people:</p> <ul style="list-style-type: none"> • are comfortable and not in pain • have support with their feelings • have access to appropriate equipment • have opportunities to be active • have support to make healthy choices • have opportunities to learn and develop personal care skills. <p>The workforce:</p> <ul style="list-style-type: none"> • demonstrates understanding of individuals' health needs • liaises with parents to ascertain needs • follows individual plans that detail needs • has appropriate training, knowledge and competency in tasks/using equipment • understands organisational policies, procedures and guidance. 	<p>Observations</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>direct</i> ○ <i>indirect</i> <p>Consultation and feedback</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>questionnaires</i> ○ <i>evaluation forms</i> ○ <i>engagement activity/sessions</i> ○ <i>face to face</i> <p>Contract review meetings</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Service overview</i> ○ <i>Practice</i> ○ <i>Policy/procedures</i> ○ <i>Compliments/complaints</i> ○ <i>Target setting/action planning</i> ○ <i>Quantitative data</i> <p>Reports:</p>
Stay safe	I feel safe, secure and protected from harm, abuse and bullying.	<p>Disabled children and young people:</p> <ul style="list-style-type: none"> • know who to talk to if they (or others) are hurt, abused, scared or worried, and feel confident in doing so • know their views are taken into account • know their concerns are listened to and dealt with • can identify staff easily • have support with managing their behaviour • have support to manage risk/with managed risks • are involved in post accident/incident reviews (restorative practice) • have opportunities to develop personal safety awareness and skills. <p>The workforce:</p>	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Service overview</i> ○ <i>Practice</i> ○ <i>Policy/procedures</i> ○ <i>Compliments/complaints</i> ○ <i>Target setting/action planning</i> ○ <i>Quantitative data</i> <p>Reports:</p>

		<ul style="list-style-type: none"> • is trained to work with specific disabilities/needs • is trained in safeguarding • demonstrates understanding of individual disabilities and needs • cares for children with dignity and respect, and encourages independence • demonstrates understanding of and adheres to safeguarding policies, procedures and guidance • demonstrates awareness of what to do if they have safeguarding concerns • supports children to understand consequences of behaviour (restorative practice). 	<p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Minutes of meetings</i> ○ <i>Visit reports</i> ○ <i>Service evaluation</i> ○ <i>Case studies</i> ○ <i>Self audits</i> ○ <i>Annual reports</i> ○ <i>Impact reports</i> ○ <i>Ofsted/CQC</i>
Enjoy and achieve	I am happy and have enjoyable experiences	<p>Disabled children and young people:</p> <ul style="list-style-type: none"> • experience a range of fun, enjoyable and age appropriate activities • have opportunities to socialise • know their views are taken into account in activity/session planning • have a choice in the activities they access/take part in • have opportunities to learn and develop social, independence and life skills • have a positive sense of identity • have support to communicate their needs, wishes and preferences • are supported to experience appropriate challenging play and leisure opportunities • experience meaningful achievements/development of new skills • develop/maintain self esteem and a sense of identity • have opportunities to participate in community activities. <p>The workforce:</p> <ul style="list-style-type: none"> • has a working knowledge of individual needs, wishes and preferences • is trained in using a variety of communication methods and tools • understands individual abilities and encourages and recognises meaningful achievements • encourages and reinforces positive behaviour 	<p>Policies and procedures</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Staff guidance</i> ○ <i>Risk assessments</i> ○ <i>Development plans</i> ○ <i>Accident/injury/incident records</i> <p>Training and qualifications</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Records</i> ○ <i>Certificates</i> ○ <i>Audit</i> <p>Practice accounts</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>Practice summary</i>

		<ul style="list-style-type: none"> • facilitates inclusion. 	<ul style="list-style-type: none"> ○ <i>Reflective summary</i> ○ <i>Service Summary</i>
Make a positive contribution	My thoughts and views are listened to and valued	<p>Disabled children and young people:</p> <ul style="list-style-type: none"> • have the tools they need to communicate their views and preferences • are supported to be involved in planning and delivery of the service • have opportunities for decision and choice making • are treated as individuals. <p>The workforce:</p> <ul style="list-style-type: none"> • is trained in using communication methods and tools • provides opportunities for children and young people to communicate their views and make decisions • delivers activities in response to children and young people's views. 	<p>Child/young person documents</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> ○ <i>'All about me' books</i> ○ <i>Communication passports</i> ○ <i>Care/placement plans</i> ○ <i>Individual risk assessments</i> ○ <i>Individual plans (behaviour, moving and handling, physiotherapy, occupational therapy etc)</i>
Achieve economical wellbeing	I can join in with activities regardless of my family circumstances	<p>Disabled children and young people:</p> <ul style="list-style-type: none"> • are not discriminated against because of their family circumstances • are supported to reach their full potential • have access to discounts if their families are on a low income • have equal access to services • have access to specialist equipment. <p>The workforce:</p> <ul style="list-style-type: none"> • ensures activities can be accessed by families without a car (e.g. transport is provided or public transport can be accessed) • supports the development of basic skills. 	

N.B. For the purpose of the outcomes detailed above, the term 'children and young people' refers to disabled children and young people aged 0-18.

5 Service standards

Performance Standards	Measurement Method / Tool
<p><u>Safeguarding</u></p> <p>The provider will have child protection procedures and staff guidance in place.</p> <p>These will be consistent with the Surrey Safeguarding Children’s Board guidance and procedures which can be found on the Surrey County Council website:</p> <p>http://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/protecting-children-from-harm/surrey-safeguarding-children-board.</p> <p>The provider will co-operate fully with any investigation launched by the council.</p>	<p>Policies will be reviewed annually or if new legislation or an incident requires.</p> <p>The provider will operate within the Surrey Safeguarding Children’s Board Child Protection Procedures.</p> <p>The provider will notify the Surrey Short Breaks for Disabled Children Team of any safeguarding concerns as well as referring information to statutory bodies.</p> <p>Staff have attended relevant safeguarding and refresher training.</p>
<p><u>Workforce</u></p> <p>The provider is required to adopt Safer Recruitment. Safer Recruitment is an important strand of safeguarding and promotion of the welfare of children, young people and their families.</p> <p>Further information can be found at:</p> <p>http://www.surreycc.gov.uk/learning/early-years-and-childcare-practitioners/recruitment-and-retention-advice-in-early-years-and-childcare/safer-recruitment-support-and-training</p> <ul style="list-style-type: none"> • Asylum & Immigration Act 1996 • Nationality, Immigration & Asylum Act 2002 • Asylum & Immigration Act (A) 2004 	<p>The provider will employ a core group of staff to ensure continuity of the service.</p> <p>They must ensure appropriate management of front line staff ratios and organise rotas to ensure the optimum use of staff.</p> <p>All staff and volunteers must have an up to date enhanced Disclosure and Barring Service (DBS) Police Check at ‘Enhanced Disclosure’ level prior and during their employment.</p>
<p><u>Training and Support</u></p> <p>All staff must be trained to a level ensuring they are competent to deliver the services in accordance with</p>	<p>The provider shall have an effective, on-going training and staff development programme that</p>

<p>relevant legislation and best practice pertinent to disabled children.</p> <p>The provider shall ensure that all staff receive regular supervision and annual appraisal that is appropriate to their experience, abilities and position.</p>	<p>maintains appropriate levels of skill and knowledge to deliver the services.</p> <p>Records of supervision and appraisals are kept on file.</p> <p>Each member of staff has an annual performance review/appraisal, which will establish expectations and a personal development plan for the year.</p>
<p><u>Health & Safety</u></p> <p>The provider should adopt and promote safe working practices and high standards in relation to all aspects of health and safety, meeting both common law and statutory duties under the Health & Safety at Work etc Act 1974 (HSW Act).</p> <p>The provider will have in place a health & safety policy that provides staff with information, instruction and training needed to undertake the work safely and supervise them to ensure they act on it.</p> <p>The provider should either display a copy of the health and safety law poster on the premises or provide workers with the equivalent leaflet 'Health & Safety Law – What you need to know'.</p> <p>http://www.hse.gov.uk/pubns/lawleaflet.pdf</p>	<p>Policies will be reviewed annually or if new legislation or an incident requires.</p> <p>The provider should ensure that all work related hazards are identified and suitable and sufficient risk assessments are undertaken.</p> <p>The provider will investigate and report incidents in accordance with relevant health and safety legislation.</p> <p>All health & safety issues will be raised at the service quarterly review meetings.</p>
<p><u>Equality & Diversity</u></p> <p>The provider will operate an Equal Opportunities policy, which will be made available to the council, with regard to all aspects of recruitment, training policies and procedures.</p> <p>The provider shall also meet all of the requirements under the following legislation:</p> <ul style="list-style-type: none"> • Equality Act 2010 • Human Rights Act 1998 	<p>The policy will be reviewed on an annual basis and any changes clearly communicated to the council.</p>
<p><u>Confidentiality and Data Protection</u></p> <p>The provider will operate a confidentiality policy in line with all relevant legislation.</p>	<p>The policy will be reviewed on an annual basis and any changes</p>

<p>The provider will have a data protection policy, procedures and guidance; the council will be able to see these at any time.</p> <p>The provider will comply with the principles of the Data Protection Act 1998 and any amendments and seek best practice in the protection of confidential data.</p>	<p>clearly communicated to the council.</p>
<p><u>Compliments and Complaints</u></p> <p>The provider is required to have a complaints policy and procedure in place which is made readily available in an accessible format to service users.</p> <p>This policy should incorporate the latest guidance from the Local Government Ombudsman LGO – www.lgo.org.uk.</p> <p>Surrey County Council children’s service complaints procedure can be found at: http://snet.surreycc.gov.uk/snet/core/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Custom+relations+for+Children's+Service?opendocument</p> <p>Information for making a complaint regarding children’s social services can be found at: http://www.surreycc.gov.uk/your-council/comments-compliments-and-complaints/comments-compliments-and-complaints-about-social-care-services/how-to-make-a-complaint-about-childrens-social-services</p>	<p>The policy will be reviewed on an annual basis and any changes clearly communicated to the council.</p> <p>Any complaints about the service involving a Surrey child or young person should be notified to the council within 24 hours of it occurring.</p> <p>Feedback from children and young people and their families.</p> <p>Written record of compliments or complaints</p>
<p><u>Legislation/Guidance</u></p> <p>The provider will be compliant with all relevant legislation including the:</p> <ul style="list-style-type: none"> • Children Act 1989/2004 • Care Standards Act 2000 <ul style="list-style-type: none"> - The handling of medicines in social care (Royal Pharmaceutical Society) - Residential Holiday Schemes for disabled children regulations 2013 <p>Domiciliary Care National Minimum Standards 2002</p> <ul style="list-style-type: none"> • Children & Young People’s Act 2008 <ul style="list-style-type: none"> - Breaks for carers of disabled children 	<p>The provider will demonstrate compliance through evidence of underpinning knowledge, good practice and policies and procedures.</p> <p>All services (where applicable) should be registered and compliant with Ofsted expectations and rated as adequate or above.</p> <p>All services (where applicable) should be registered and compliant with CQC expectations.</p> <p>Providers must ensure Ofsted/CQC</p>

<p>regulations 2011</p> <p>Health and Social Care Act 2008</p> <ul style="list-style-type: none"> - Regulations 2010 (the Regulations) and Guidance about compliance: Essential Standards of Quality and Safety came into effect. These replaced the training requirements in the Domiciliary Care National Minimum Standards (2002). 	<p>inspection reports are shared with the council and inadequate ratings/non compliance are immediately brought to the attention of the council.</p>
<p><u>Social Value</u></p> <p>To consider how they can improve economic, social and environmental well-being of their local area in line with The Public Service Social Value Act (2012)</p>	<p>Providers must demonstrate how they will work with the council and partners to ensure social value goals are delivered through the delivery of services.</p>

6 Performance management framework

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

6.1 Performance monitoring

The Surrey Short Breaks team has the lead responsibility for monitoring the arrangements described in the service specification and contract.

Performance monitoring will include:

- Monitoring meetings and annual review
- Observation and engagement visits (where appropriate)
- Consultation
- Quantitative data
- Social care plan review (where applicable)

Providers will be performance monitored against the outcomes using identified measures/indicators and tools (**Section 4**). Further detail will be discussed prior to the contract commencing. The council will agree with providers as to how to translate the outcomes into SMART (Specific, Measureable, Achievable, Realistic, Time Bound) performance measures.

6.1.1 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 standards and outcomes (specified in **Section 4**) 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:** quarterly.

The council reserves the right to set up an ad-hoc monitoring meeting with the provider at any time during the contract period; likewise the provider is expected to request a review opportunity with the council to discuss any areas where it is encountering challenges in fulfilling its commitments.

The meetings will be administered by the council and will be attended by a designated representative from the organisation, and others as agreed by both parties.

6.1.2 Observation and engagement visits

Observation and engagement visits are an important part of the monitoring process and will be arranged between the council and provider where practicable. The main focus of the visit is to observe practice, activities and relationships between the workforce and disabled children and young people. The council will use this as an opportunity to engage and consult with disabled children, young people, their families and the workforce on an ad-hoc basis.

6.1.3 Consultation

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

a) Disabled children and young people

The provider will obtain regular feedback from disabled children and young people 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
- Informal feedback
- Involvement in service planning and reviews.

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

b) Parents, carers and stakeholders

The provider will obtain regular feedback from parents, carers and stakeholders about the service provided in relation to the outcomes set in this Service Specification. This may include the use of:

- Questionnaires
- Feedback forms
- Consultation sessions
- Informal feedback.

The provider will collate and share evidence of feedback from parents, carers and stakeholders with the council. The council will also seek to obtain feedback from parents, carers and stakeholders about the service.

c) Workforce

The provider will obtain regular feedback from its workforce about the service. This may include the use of:

- Questionnaires
- Feedback forms
- Consultation session
- Team meetings.

The provider will collate and share evidence of feedback from their workforce with the council. The council will also seek to obtain feedback from the workforce about the service.

6.1.4 Quantitative 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
- Provision i.e. hours, sessions
- Date of birth
- Home postcode
- Ethnicity
- Disability.

The council may also request the following additional information:

- Application numbers
- Referral rates
- Unmet needs
- Waiting lists
- Cancellations
- Non-attendance.

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.

6.2 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

- Service standards and statutory compliance
- Actions and recommendations from previous monitoring meetings
- The council's key objectives.

Following this meeting the council will complete an annual end of year report.

Based on the information provided the report will outline whether:

- The service provider is performing at least in line with the specified standards and outcomes
- The service provider has delivered the level of service commissioned within the specified budget
- The level of service provided has met the commissioning requirement
- The service has been of a quality acceptable to the council.

The annual review and report will form part of the overall governance structure.

Where under performance is identified the council will work together with the provider to agree an action plan with timescales addressing areas for improvement. Where improvement back to the required performance level is not achieved, the council will issue the provider written notice to improve.

Appendix A: Short Breaks Consultation

a) Surrey Short Breaks Parent and Carer Questionnaire 2012-13

In March 2013, families of children registered on the Surrey Children's Disability Register and accessing Surrey short break services were invited to respond to the above consultation via a paper-based or electronic questionnaire/survey. Responses were received from 183 families, and the findings are summarised as follows:

- More short breaks services are needed in the following locations:
 - Camberley
 - East Surrey
 - Epsom
 - Leatherhead
 - Lingfield
 - Runnymede
 - Spelthorne
 - Waverley
- Families would like more overnight support.
- More support is needed in the school holidays.
- Families would appreciate weekend breaks (including an overnight stay), trips out and activity days.
- Short breaks could include more sports and physical activities such as dance, swimming, canoeing and trampolining.
- Teenagers would like activities that enable them to learn specific skills such as using the gym, making music and model building.
- There could be more group activities for young people with autistic spectrum disorders.
- More short breaks need to be available for those with severe disabilities.

b) Surrey Short Breaks Children and Young People's Consultation 2012-2013

During 2012-2013, the Surrey Short Breaks for Disabled Children team completed two consultation activities with children and young people with disabilities aged 2-19 years and the findings are summarised as follows:

- Their top five favourite activities were computers, cookery, music, holidays and going out with friends.
- The five most important things to them were having fun, spending time with family, playing, making friends and making their own decisions.

- The main thing that stops them from doing their favourite thing is money.
- They would like to attend clubs for both disabled and non disabled children and young people.

c) Surrey Short Breaks Consultation Event July 2013

This event was hosted by the Surrey Short Breaks for Disabled Children team and was attended by a range of voluntary sector short break providers, parents and carers of disabled children and young people and colleagues from Surrey Children Services including Social Care, Commissioning and Procurement.

It was suggested that:

- Children and young people with disabilities would like to access universal settings.
- Mainstream providers could be trained to include children with disabilities and/or could employ 'disability champions' to ensure that their services can be accessed by children and young people with disabilities.
- A buddying and/or outreach service could help children and young people with disabilities to access mainstream leisure services. Potentially a joint pool of 'buddies' could be used amongst services.
- Short breaks providers could work together, to share resources and best practice.
- More short breaks could be provided for families (i.e. the whole family has a break or participates in an activity together).
- There should be equitable access to services across Surrey (some areas are better served than others, e.g. geographic location, disability or need, access to transport, access to information).
- More overnights could be provided, especially for children and young people with complex health needs.