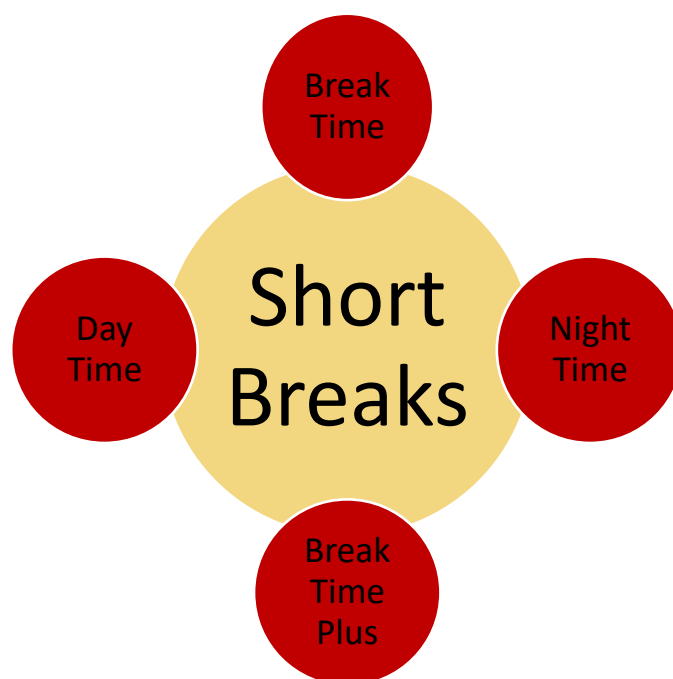


Short Breaks for Children and Young People with SEND

Core Service Specification



Children, young people and their families are safe, healthy and achieve their full potential

Version 1.
(16.09.2021)

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1. BACKGROUND

1.1 Introduction

1.1.1	Lancashire County Council (and "The Local Authority", "The Authority", "The Council") is prepared to receive applications to be included on a Provider List relating to the provision of short breaks services for children and young people with special educational needs and disabilities "SEND". The Provider List is, in effect, an open framework agreement to which new providers can apply to be appointed to during its life. The Provider List will be an open list so new applications can be submitted at any time; however, the evaluation of new applications will be at least annually, or sooner if 10 or more applications are received.
1.1.2	Short Breaks Services ("the Services") are essential for our children with disabilities, their parents and their carers, to ensure better outcomes and to prevent escalation of their needs, where possible.
1.1.3	<p>The term 'short breaks' describes services that help adult parent/carers to be more effectively able to provide care for their disabled child by providing them regular breaks so that</p> <ul style="list-style-type: none">• They can meet the needs of other children in the family.• They can study or take part in leisure activities themselves.• Or carry out day to day household tasks.
1.1.4	Short Breaks can include day, evening, overnight and weekend activities. They can last just a few hours to a few days, and occasionally longer, depending on the needs of the child and their family.
1.1.5	<p>The council recognises that not all disabled children, young people and their families will require the same level of support. Therefore, short break services are delivered under the following categories:</p> <p>Universal - Services that are provided which are routinely available to children and young people and their families. Includes: mainstream activities, play schemes, classes and groups where no, or limited, additional support is required.</p> <p>Targeted - Services that are aimed at those children and young people with disabilities who may require additional support, or who may need groups and services that are specifically designed to meet their needs. Services include play schemes, clubs, groups and activities which are aimed at young people with disabilities. A number of targeted clubs and activities are commissioned by Lancashire County Council. These are currently known as Lancashire Break Time.</p> <p>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. These include: supporting a child in their own home , support to access an activity or be with their friends, supporting a child to access the community, overnight short breaks, and activities run specifically for children and young people with moderate or complex needs.</p>
1.1.6	The purpose of these services is to provide enriching activities within the community for disabled children and young people. The aim is to provide individualised packages of support which build on the strengths of families and enable parents and carers to fulfil their parenting and caring role.

1.1.7	Children and young people will be at the centre of the service, giving them the flexibility, choice and control that they choose. This time away from their family may allow them to build age appropriate relationships whilst allowing the opportunity to meet other young people and be more independent.
1.1.8	The Services will support Lancashire County Council (the "Authority") in fulfilling its statutory duty to provide a full range of Short Break services to children and young people with SEND which is sufficient to assist their primary carers to continue to provide care or to do so more effectively.

1.2 Acronyms and definitions

CCG	Clinical Commissioning Group
CQC	Care Quality Commission
CSB	Community Short Breaks
CPOC	(The) Complex Packages of Care Team
CSC	Children's Social Care services work with children and families in Lancashire who are in need of support or protection.
CYP	Children and young people under the age of 18
CwD	Children with Disabilities Teams are part of the Inclusion Service. They work with children and young people with Special Educational Needs and Disabilities.
DfE	Department of Education
Domiciliary Care	Domiciliary care is defined as the range of services put in place to support an individual in their own home.
DoLS	Deprivation of Liberty Safeguards
EHCP	Education, Health and Care Plan
IPA	Individual Placement Agreement
LA	Local Authority – Lancashire County Council
LBT	Lancashire Break Time -provides opportunities for non-assessed Special Educational Needs and Disability (SEND) children and young people aged 4-18 who are unable to access universal services, to participate in social, cultural and/or leisure activities independently of their families, while their unpaid parent(s)/carer(s) receive a break from the caring process.
Local Offer	The SEND Local Offer offers information in a single place. It helps children, young people and their parents to understand what services and support they can expect from a range of local agencies - including their statutory entitlements. www.lancashire.gov.uk/SEND
LPCF	Lancashire Parent Carer Forum
MCA	Mental Capacity Act
NHS	National Health Service
Ofsted	Office for Standards in Education, Children's Services and Skills
Parent/carers	Those who hold parental responsibility but who may not be the biological parent
PBS	Positive Behaviour Support
POWAR	POWAR is the Local Authority's participation group for children and young people with special educational needs and disabilities.
SEND	Special Educational Needs and Disabilities

SEND Directory	The Lancashire SEND Directory is a directory for organisations, providers and services that support or provide information, advice and activities for families including children and young people with SEND in Lancashire (and national, if relevant). SEND Local Offer Directory
Service User	A Service User is a child or young person who is receiving or using the service

1.3 Local context overview

1.3.1	<p>The most recent local data for children and young people with SEND shows that there are more than 24,000 children and young people in Lancashire who are identified as having SEND.</p> <ul style="list-style-type: none"> • In January 2021, there were a total of 177,755 children and young people attending Lancashire schools. Of those, 24,134 had SEN provision (13.58%). • There are currently 5,738 children and young people in Lancashire with an Education, Health and Care Plan ("EHCP"). This is 3.23% of the total pupils within the school census. • Around 19% of children and young people with SEN in Lancashire have Speech, Language and Communication as their primary area of need. Around 19.5% of Lancashire children and young people with SEN have a moderate learning difficulty.
1.3.2	<p>In January 2021, approximately 700 children and young people were supported by Children with Disabilities Team ("CwD"), who secure packages of community short breaks for children and young people assessed to be in need through the Children Act and/or the Chronically Sick and Disabled Persons Act.</p> <p>Provision is presently delivered by a combination of Service Providers, including external organisations, in-house services, and via direct payments.</p>
1.3.3	<p>In January 2021, approximately 1407 children and young people with an identified disability were supported by Children's Social Care ("CSC").</p> <p>Provision is presently delivered by a combination of Service Providers, including external organisations, in-house services, and via direct payments.</p>

1.4 Scope

1.4.1	The services set out in this specification are targeted and specialist services and are designed for those children and young people who have been identified as requiring an individual package of care to support them. This may include the provision of overnight breaks, 1:1 support and/or group activities, which can include evening activities such as youth groups, weekend activities, after school clubs and school holiday clubs.
1.4.2	The Services are designed to provide care, support and a break for the disabled child/young person's family to allow parents and siblings to take time out from the responsibility of supervising or caring for the relevant child/young person by providing a service to that person. The Service Provider must always aim to provide a positive experience for the child/young person as well as a break for the carer.

1.4.3	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 services directly without the need for a social care referral or assessment. These services are known as universal services.
1.4.4	It is equally recognised that caring for children and young people with disabilities can be a demanding role, specifically when those disabilities are multiple and/or severe; where there is only one carer; and where other siblings are part of the family. For such families the CwD Teams and CSC Teams will seek to offer support which builds upon the strengths of families and which provides them with the necessary assistance to enable them to cope with their caring role. These services are targeted.
1.4.5	It is anticipated that the service user group will be children and young people who are unable to access mainstream or universal settings with or without additional support. Due to the high level of need and support required for these individuals, mainstream settings are unsuitable or may not offer appropriate peer groups or sufficiently trained staff.
1.4.6	Further information which is specific to the individual services are contained in Schedule 1.1,1.2, 1.3 and 1.4 - Lots specifications.

1.5 Aims and objectives

1.5.1	The aim of the Service is to provide activities for children and young people in a safe and supported environment, helping them to interact with new people and experience a range of new activities, whilst offering them and their parents and carers a short break from their caring responsibilities.
1.5.2	<p><u>The Service objectives are:</u></p> <ul style="list-style-type: none"> • Provide a holistic approach towards the delivery of care for eligible children and young people in the community based on what children, young people and their families want and need. • Provide a diverse range of community short breaks which lead to improved outcomes for children and young people with disabilities. • Provide trained and professionally supervised specialist workers to provide support to both children and young people with disabilities and their families. • Support parents and families in their caring role by offering short breaks that will allow them to experience a break in their caring role. • Work in partnership with statutory, private and voluntary sectors in order to meet the complex needs of children and young people and their families. • Promote social inclusion for families who, through their child's disability, find themselves marginalised. • Safeguard children and young people (in accordance with section 11 of the Children Act). • Improve families' day to day support systems by helping them to identify and access other existing support in their local networks and communities, for example Children's Centres and Youth Centres. • Identify and develop opportunities for ongoing sustainable support, for example through the use of volunteering or time bank arrangements. • Provide a Service that reflects the diversity of Lancashire's population and is sensitive to cultural and linguistic needs.

	<ul style="list-style-type: none"> Obtain and take into account the views of children and young people and their families in order to assist in future service planning and delivery.
1.5.3	<p><u>The strategic objectives are:</u></p> <ul style="list-style-type: none"> Provide the Services in a way that acknowledges and respects the child/young person's gender, sexual orientation, age, ability, race, religion, culture lifestyle and communication needs. Provide protection to the children/young people who need it, including a safe and caring environment. To provide, implement and maintain a proactive assessed support programme individually tailored to each child / young person's and family's needs as part of an integrated plan of support to disabled children and their families. To promote the delivery of better integrated health, education and social care by joining-up services to improve children/young people's outcomes.

1.6 National legislation, policy, and guidance

1.6.1	<p>The Authority provides a range of short breaks for disabled children under the Breaks for Carers of Disabled Children Regulations 2011 ("the Short Break Regulations"). The law says that a local authority must provide, as far as is reasonably practicable, a range of services which is 'sufficient to assist carers to continue to provide care or to do so more effectively'.</p> <p>The Short Break Regulations require local authorities to:</p> <ul style="list-style-type: none"> Provide a range of breaks, as appropriate, during the day, overnight, at weekends and during the school holidays. Provide parents with a Short Break Services Statement detailing the range of breaks and any eligibility criteria attached to them.
1.6.2	<p>The Service provided under this specification assist the Authority with their responsibilities under the following legislation and guidance:</p> <ul style="list-style-type: none"> The Children Act 1989, section 17 (10) to provide services for children who are defined as being in need. A child is defined as being in need if: <ul style="list-style-type: none"> (a) He/she is unlikely to achieve or maintain or to have the opportunity of achieving or maintaining a reasonable standard of health or development without the provision for him/her of services by a local authority. (b) His/her health or development is likely to be significantly impaired or further impaired without the provision for him/her of such services or (c) He/she is disabled. The Breaks for Carers of Disabled Children Regulations 2011. The Care Act 2014. The Children and Families Act 2014. The NHS and Community Care Act 1990. The Disabled Persons (Services, Consultation and Representation) Act 1986, section 8. The Carers and Disabled Children Act 2000. Mental Capacity (Amendment) Act 2019. NICE standards as they relate to the identified needs of the child.

- SEND Code of Practice 2015.
- Overnight short break placements are underpinned by the contractual requirement of the provider to comply with the Children’s Homes (England) Regulations 2015.
- Continuing Care National Framework for Children and Young People (2016).

2. SERVICE DELIVERY

2.1 Service description

- 2.1.1 The Provider List will be organised into 4 service areas, please refer to Schedule 1.1,1.2, 1.3 and 1.4 for the specific service requirements for each of the lots.
- In order to meet the requirements outlined in the ‘Short Breaks Duty,’ the council aims to ensure that disabled children, young people and their families will have a range of short breaks available to them.
- The Service Provider(s) will deliver the activities to children, young people and their families in a variety of settings dependent on the activities / care on offer under the following categories:
1. **Break Time and Break Time Plus** group-based activities will be organised so as to maximise the opportunity for positive outcomes for children and young people. The size, staffing ratio, day, time and duration of organised group-based activities should be set in order to accommodate, as far as possible, the needs and aspirations of the whole group and their families.
 - Lot 1a - Break Time – children and young people with an un-assessed need
 - Lot 1b - Break Time Plus - children and young people with assessed needs
 2. **Day Time** will operate in a mixture of venues, either at a child’s home or in appropriate community-based locations, or, subject to agreement, premises owned by or provided by the service provider. Community venues will be selected in negotiation with parents and children according to the assessed needs, personal preference and with regard to identified outcomes targets.
 - Lot 2a - Day Time (Community short breaks) – children and young people with assessed needs
 - Lot 2b - Personal Care (Daytime and Overnight) – children and young people with assessed needs
 3. **Night Time** will usually be overnight short breaks and provided in established Ofsted-registered short breaks settings, but, subject to agreement with the Authority, may be considered in other settings such as holiday rental properties / caravans, with support from appropriately CQC regulated staff.
 - Lot 3 - Night Time (Overnight short breaks) – children and young people with assessed needs
 4. **Intensive Positive Behaviour Support** will be the provision of intensive support and interventions for children and young people with complex disabilities to reduce behaviour that challenges / harmful behaviours where a

	<p>child is on the edge of care or a family is in crisis; or where a family needs some targeted specific support to help them meet the needs or manage the behaviour of their children. This is support above the level of typical short breaks domiciliary care for children with disabilities on the edge of care or where a family is in crisis, with the intention of preventing entry into care.</p> <ul style="list-style-type: none"> • Lot 4 - Intensive Positive Behaviour Support - an evidenced based intervention such as PBS – children and young people with assessed needs.
2.1.2	The Service Provider is expected to ensure that all work with children and families is designed and delivered in line with best practice as determined nationally. This work will focus on the whole family, build upon their strengths and assets and will enable families to develop social connections in their community.
2.1.3	<p>The Services will ensure that children and young people with disabilities and their families residing in the Authority's administrative area are supported to be resilient and to live as independently as possible.</p> <p>The Service Provider will supply a service of face to face support.</p>
2.1.4	The 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.
2.1.5	<p>The Service will provide flexible, child focussed activities designed in consultation with Service Users to meet the needs of individual children and young people and their families. Support packages may include:</p> <ul style="list-style-type: none"> • Care in the children and young people's own home and elsewhere. • Overnight care in the children and young people's own home and elsewhere. • Leisure activities for children and young people wherever appropriate. • Group-based social, leisure and sports activities.
2.1.6	There will be flexibility in service delivery arrangements to try to meet emergency or short-term crisis for families and disabled children and young people.
2.1.7	<p>The Authority is unable to use any Service Provider who obtains an “inadequate” score under Safeguarding. Should a Service Provider receive an “inadequate” score during the duration of this contract the Authority will suspend provision by the provider, until the score is re-graded as “requires improvement”.</p> <p>Reassessments may be completed for those individuals to whom the provider is already delivering support.</p>
2.1.8	<p>Service Providers will deliver services which meet the needs of a child or a young person as identified in their Child and Family Assessment (applicable for children and young people with assessed needs). This will be in conjunction with the views and wishes of children, young people parents and carers.</p> <p>It is expected that the Service Provider will contribute to any subsequent assessments, family led care planning arrangements and reviews to ensure that children and young people's strengths, and additional and safeguarding needs are fully identified and communicated and that expected outcomes are being achieved.</p>

2.2 Regulatory and legal

2.2.1	<p>Service Providers must be compliant with Ofsted/CQC expectations (as applicable).</p> <p>Service Providers must ensure Ofsted/CQC inspection reports are shared with the Authority and inadequate ratings/non-compliance are immediately brought to its attention.</p>
2.2.2	<p>Where appropriate, the Service shall fully comply with the regulations defined in the National Minimum Standards (NMS) for Domiciliary Care.</p>
2.2.3	<p>The Service will meet legislative requirements including the principles contained within The Children and Families Act 2014 and associated guidance that promote innovative, flexible, user-led services to meet the demands and pressures of family life and enhance opportunities and promote inclusion for disabled children.</p> <p>Guidance from CQC and Ofsted regarding the requirements for Service Providers to register to either body is detailed as follows:</p> <ul style="list-style-type: none"> • CQC monitor, inspect and regulate health and adult social care services. Providers must register for each regulated activity they carry out. In relation to community short breaks this covers the provision of personal care for children and young people who are unable to provide it for themselves, because of illness or disability, and which is provided to them in the place where they are living at the time when the care is provided. As an example, this includes personal care provided by a domiciliary care agency. • A fostering agency that is inspected by Ofsted, whose services include the provision of personal care to children that are placed or being placed, is exempt from having to register with CQC for the activity of personal care. • Regulated activities cannot be dual registered with both the Care Quality Commission and Ofsted. Where a provider must register with Ofsted, the parts of their service that Ofsted regulates will be exempt from registration with CQC. This does not mean that a provider cannot be registered with both regulators: it means that there cannot be double accountability for the same activity. For example, a provider may be registered with Ofsted for activity A and also be registered with CQC for activity B. Sometimes, activities A and B may be closely related, or take place in the same location. In these circumstances, CQC will cooperate with Ofsted under the terms of a Memorandum of Understanding, with the aim of allowing each organisation to monitor their different areas while avoiding duplication and overlap. Memorandum of understanding between the Care Quality Commission and the Office for Standards in Education, Children's Services and Skills • Ofsted inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages. In relation to community short breaks, Ofsted inspect childcare, fostering agencies and children's homes (including overnight Short Breaks). • All childcare providers caring for children from birth to 8 years old must register with Ofsted on either the Early Years Register (0-5 years) or the Compulsory Childcare Register (5-8 years). This will include most out of school provision. • If providers care for children aged 8-18 there is no compulsory requirement to register with Ofsted. However, organisations can opt to register on the voluntary part of the Childcare Register. The voluntary part of the Childcare Register is for childcare providers who: "care for children for whom compulsory registration is not required, for two or more hours in any one day; or for a period less than two hours where this includes care

	<p>immediately before or after a school day." Early Years and Childcare Registration Handbook.</p> <ul style="list-style-type: none"> • There are no requirements for agencies to register with Ofsted or CQC if they provide services to support disabled children in the community or in their own homes, unless they provide personal care. Such services are often called befriending or sitting services. <p>The above is guidance only, and Service Providers should refer to CQC and Ofsted directly should any guidance change. Different services under this Provider List will require different levels of Registration (if any) for CQC and Ofsted.</p> <p>For the avoidance of doubt, Service Providers shall maintain Registration with the relevant regulatory body (e.g. Ofsted / CQC) in order to deliver any applicable services under this Provider List, for the care of children with multiple impairments and complex health needs, and fully comply with any directives of the regulatory body and any National Minimum Standards.</p>
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2.3 Service user groups

2.3.1	<p>Referrals into the Service will typically include the following groups:</p> <ul style="list-style-type: none"> • Children and young people with Autistic Spectrum Condition • Children and young people with complex Social Communication disorders • Children and young people with a severe or profound Learning Disability • Children and young people with a severe Physical Disability • Children and young people with a substantial degree of Sensory Impairment • Children and young people with other complex medical health conditions • Children with learning disabilities unable to access mainstream activities • Children with ADD and ADHD
2.3.2	<p>It is anticipated that the service user group will be children and young people up to the age of 18.</p>

2.4 Whole system relationships

2.4.1	<p>The promotion of positive outcomes, aspirations and shared goals requires the development of effective relationships and interfaces with referrers, other Providers and agencies as well as with children, young people and their families.</p>
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The Service must be demonstrably accountable to commissioning partners and to the children/young people they serve. The Service Provider will ensure that services are outward looking and will engage with all relevant partners to achieve better outcomes for the children and young people who need support. In doing so the Service Provider will take account of the following interdependencies:

- Children's and Adult Social Care
- Nurseries, schools and colleges
- Lancashire Parent Carer Forum
- POWAR
- Acute Trusts
- Clinical Commissioning Groups (CCGs)
- General Practitioners
- North West Ambulance Service
- Pharmacies
- Housing departments, private agencies and social landlords
- District Councils
- Local neighbourhoods
- Mental health services
- Non-facilitated self-help groups

2.5 Transition pathway

2.5.1 The Service Provider must comply with the requirements of the Children and Families Act 2014 and work with education and health services to ensure a smooth transition to Adult Services. Where appropriate, the Service Provider must make use of EHCP as a basis for arranging and agreeing support for young people with ongoing care and support needs into adulthood.

Part 3 of the Children and Families Act places a duty on the Council to develop, for children and young people with more complex needs, a coordinated assessment

	<p>of needs and a new 0 - 25 EHCP and the Service Provider is expected to assist the Council in the development of such a plan.</p> <p>The Special Educational Needs and Disability (SEND) Code of Practice describes preparing for adulthood as preparing for:</p> <ul style="list-style-type: none"> • Higher education and/or employment: Exploring different employment options, such as support for becoming self-employed and help from supported employment agencies. • Independent living: Young people having choice, control and freedom over their lives and the support they have, their accommodation and living arrangements, including supported living. • Participating in society: Having friends and supportive relationships, and participating in, and contributing to, the local community. • Being as healthy as possible: In their adult life, including positive physical and mental health and emotional wellbeing.
2.5.2	The Local Authority's Transition Service support young people moving into adult social care (where applicable). The team will conduct transition assessments for young people, where there is a likely need for care and support after the child in question turns 18 and a 'significant benefit'.

2.6 Standard of Care

2.6.1	The Service Provider shall ensure an outcome-based focus on the delivery of the service, that reflects the ongoing assessment of need, wishes and aspirations of the child/young person and family.
2.6.2	It is the Service Provider's responsibility to ensure the Service delivered adheres to the most current national guidelines and standards.
2.6.3	The aim of any care intervention is to optimise each child's health and wellbeing to support children to live with their families and prevent or delay the need to move to alternative forms of care, should their assessed care needs change.
2.6.4	The safeguarding of children and young people is of paramount importance and, as such the Service Provider must ensure this is integral to all work undertaken. Any work plans should include an assessment of safeguarding implications and identify and meet any safeguarding training needs that arise in relation to delivery.

2.7 Outcomes

2.7.1	<p>This service specification requires the Service Provider to meet the following agreed outcomes which should ensure children/young people are supported to achieve:</p> <ul style="list-style-type: none"> • An enhanced quality of life.
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	<ul style="list-style-type: none"> • A positive experience of care and support. • Care and support in a safe environment, protected from harm.
2.7.2	<p>The overall purpose of Community Short Break Activities is to improve outcomes for children and young people with SEND and to support Families within the local community. Through accessing these services children and young people should have the opportunity to achieve their potential, make choices about their lives with increased independence and have fun.</p>
2.7.3	<p>The Service should contribute to the following overarching outcomes for children and young people:</p> <ul style="list-style-type: none"> • An improvement in self-esteem, health and wellbeing. • An improvement in their life chances to be healthy, stay safe, enjoy and achieve and make a positive contribution in their social and economic wellbeing. • An improvement in their level of life skills including independence and emotional well-being. • An increase in the opportunities for children/young people to participate in their local communities. • A reduction in stress levels in parents/carers caring for children and young people with SEND and an improvement in the resilience of families caring for a child with a disability. • Enhanced parenting skills and confidence appropriate to the needs of the child/young person with a disability, whilst recognising their role as expert in the care of their child. • A reduction in referrals for residential or out of County placements. • The provision of culturally appropriate and social inclusive care practices that treat the children/young people as individuals, acknowledging gender, sexual orientation, age ability, race religion, culture and lifestyle. • Feeling supported by having timely access to a choice of appropriate short break services which are responsive to their needs and circumstances. • Opportunities to experience a wide variety of different activities, meet new people and develop their social skills in a safe environment. • Demonstrate that they have been involved in the choice of short break and have been able to voice that short breaks have had a positive impact on their life.
2.7.4	<p>Children and young people who access short breaks will be able to demonstrate how satisfied they have been with the short break provision via service user feedback, for example but not limited to.</p> <p>Expected Outcomes for the Children / Young People:</p> <ul style="list-style-type: none"> • Children and young people will feel supported by having timely access to a choice of appropriate short break services which are responsive to their needs and circumstances. • Children and young people who access short breaks will have opportunity to improve their self-esteem and health and wellbeing. • Children and young people who access the short breaks will have the opportunity to experience a wide variety of different activities, meet new people, have the opportunity to develop their social skills and gain independence skills in a safe environment. <p>For those children and young people supported as part of their assessed needs and as noted in their care plan:</p>

	<ul style="list-style-type: none"> • Children and young people will always have their privacy and dignity considered and maintained • Children and young people are supported to be independent and make their own decisions • Children and young people will have timely access to high quality domiciliary care which is responsive to their needs and circumstances • Children and young people will have access to the right care and support for example: <ul style="list-style-type: none"> ➤ someone to help and assist when they are awake in the night ➤ someone to help and assist getting ready for school or college ➤ someone to help and assist getting ready for bed ➤ moving and handling
2.7.5	<p>Children and young people will say-</p> <ul style="list-style-type: none"> • My voice is heard • I have fun • I have the help I need and, I feel safe • I am included and active in my local community
2.7.6	<p>Expected outcomes for parents and carers of children and young people:</p> <ul style="list-style-type: none"> • Parent and carers are able to make informed choices to plan support that is best for their family • Family life is enhanced • Parents and carers are more emotionally and physically healthy • Parents and carers have opportunities to have a short break from their caring role • Parents and carers are able to look after their own well being • Parents and carers feel confident that those supporting their children and young people have the skills required to meet their needs • Parents and carers feel enabled to cope with their caring role
2.7.7	<p>Parent and carers will say:</p> <ul style="list-style-type: none"> • I feel supported • Short breaks help me be more resilient in my caring role. • My child or young person receives quality care and support. • I am able to make choices to plan the support that is best for my family
2.7.8	<p>Targets and expectations should always be stretching and aspiring, seeking to add value to children’s experiences and outcomes and to close the gap of disadvantage and disproportionately poor outcomes and achievements for children with SEND.</p>
2.7.9	<p>The Service Provider will ensure that outcome data is recorded systematically and submitted to the Authority at regular intervals.</p>

2.8 Staffing

2.8.1	The Service Provider must ensure that the staff have the necessary experience, skills and attitudes to deliver high quality, compassionate care and support.
2.8.2	The number of staff supporting those child/children with an assessed need must be determined by the assessment(s) of need.
2.8.3	The Service Provider will ensure the necessary skills are in place and the staff are supported and supervised professionally to be able to work independently where required, including when the parent/carers are away from the family home.
2.8.4	The Service Provider will invest in the health and wellbeing of their workforce by engaging with early health intervention strategies, such as NHS Health Checks, flu and Covid vaccinations, to ensure a healthy, safe and stable workforce.
2.8.5	The Service Provider will ensure that care workers, who are eligible, are paid statutory sick pay.
2.8.6	The Service Provider will ensure that workers are offered a workplace pension in line with statutory requirements and fulfil their employer's obligation to the pension scheme in place.
2.8.7	<p>It is not the Authority's intention to prescribe the exact skill mix and structure of the Team(s). The Service Provider will ensure the necessary skills are in place and the staff supported and supervised professionally and able to work independently where required.</p> <p>The staffing model should ensure staff have the following key characteristics:</p> <ul style="list-style-type: none"> • Resilient and adaptable, able to cope with unpredictable situations sometimes under less than optimal circumstances. • Confident in lone working and making autonomous decisions, often without immediate or remote support. <p><u>Ability to work with others</u></p> <ul style="list-style-type: none"> • Skilled and effective at working in partnership in a multidisciplinary team. • Able to work effectively with parents and carers to support them in their role to meet person centred outcomes. • Have the necessary skills to communicate and work with children and young people with a range of SEND needs. <p><u>Safe working and safeguarding</u></p> <ul style="list-style-type: none"> • Able to conduct risk assessments and design risk mitigation to ensure interventions can be delivered safely to children and young people in their home and/or the community. • Able to recognise where safeguarding or mental health is compromised and able to assess an individual's mental capacity to consent.
2.8.8	<p><u>Specific Staff Standards</u></p> <ul style="list-style-type: none"> • To provide safe physical and emotional care and support to maximise the child/young person's wellbeing. • Ability to produce accurate and detailed case notes. • Ensure that children, young people and their parents and carers are treated with courtesy at all times. • Children and young people are addressed by the name they prefer at all

	<p>times.</p> <ul style="list-style-type: none"> • To respect that care delivery is within a child’s own home and that conduct must reflect professional courtesy and boundaries. • Staff and their supervisors have a functional knowledge of the Mental Capacity Act and related principles. • The child, young person, their relatives and/or representatives are kept fully informed on issues relating to their care, at all times. • To provide care and support which meets the expectations of the child or young person and the assessed needs identified by the Authority. • To provide care and support which meets the social, cultural, religious and recreational needs of the child or young person.
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2.9 Training and Development

2.9.1	The Service Provider will nurture and develop their workforce, ensuring that workers are well trained and supported to deliver a high standard of care and support, at no additional cost to the employee.
2.9.2	A plan for the general and specific training of staff is in place, including plans for regular training updates to refresh concepts and training for new staff members before they arrive or as soon as they arrive.
2.9.3	<p>Care and support workers must be suitably trained and assessed as competent in performing all tasks that they are asked to.</p> <p>Staff and volunteers where required will register for all relevant qualifications within six months of commencing employment with the Service Provider and complete the full award within three years.</p>
2.9.4	<p>Staff will receive regular access to specific service-related training, this list is not exhaustive, and the Service Provider will ensure training equips staff for the full range of their responsibilities.</p> <ul style="list-style-type: none"> • Child Protection training • Safe Caring • First Aid • Mental Capacity Act • Deprivation of Liberty Safeguards (DoLS) • Personal care tasks • Health and safety, including handling medicine • The correct use of PPE • Moving and handling • Confidentiality • GDPR • PREVENT Duty • Equal opportunities • Communication skills, • Administration and personnel issues. • Staff working with children with autism should have a working knowledge of relevant communication and behaviour management techniques.
2.9.5	The Service Provider must ensure that staff and volunteers are sufficiently trained and that where required training from a health professional is put in place with support from the CCG for named individual children and young people requiring specific clinical procedures.

2.9.6	Supervision will take place in accordance with the Service Provider's written policies, which includes quarterly one-to-one supervision and monthly team meetings.
2.9.7	The Service Provider will ensure all staff receive annual training and developmental learning plans.
2.9.8	The Service Provider will ensure that a range of methods and practices are used to empower and support children, to ensure they are enabled to participate and make a positive contribution.
2.9.9	Core team members should be encouraged to share skills and undertake joint training to promote flexibility of roles.

2.10 Management

2.10.1	<p>The Service Provider shall ensure that they act with all due skill, care, diligence and competence. They will:</p> <ul style="list-style-type: none"> • Provide and maintain a detailed description of staffing. • Ensure staff competence and professional development. • Ensure that the service is sufficiently staffed to ensure continuity of service, taking into account sickness, self-isolation, holidays and other absences. • Ensure that all staff have access to appropriate supervision and training to develop and maintain their professional competence and that staff qualifications are up to date, including those for whom periodic registration is required. • Ensure that the service is fully compliant with statutory requirements (e.g. protection of vulnerable adults), conduct Disclosure and Barring Service checks for all new recruits and monitor the existing workforce in this respect.
2.10.2	Formal procedures such as discipline, grievance, and performance management will be managed by the Service Provider.

2.11 Business transition


2.11.1	The Provider must ensure that adequate arrangements are in place for continuity of the service in the event of staffing shortages, facilities and system failures appropriate to the service.
2.11.2	<p>It is expected that there will be a number of children and young people receiving Services who will have their Services transferred to a different provider. This may be a result of their existing Service Provider not securing a place on the new Framework Services Agreement and the Service User and their family has chosen not to take up the option of managing their own Personal Budget via a direct payment.</p> <p>It is considered that Service transfer will be a major undertaking that may take in the region of 12 months to complete following commencement.</p>

	<p>The Service Provider must cooperate with the Authority, work with outgoing Service Providers and under the direction of the Authority take a lead and proactive role to service transfer, including but not limited to:</p> <ul style="list-style-type: none"> • Ensuring Service continuity for current Service Users and that the new arrangements are established in a safe, timely and sensitive manner. • Managing any workforce transfers as required under TUPE Regulations 2006 and ensuring the approaches to recruitment, retention and training are robust during the transition. • Working with the Authority and Service Providers to develop and implement a clear and effective communication strategy. • Ensuring information, finance, premises, management and other systems are in place and scaled up to deal with the new or increased levels of activity in the relevant Lot(s). • Appointing a designated lead contract manager to provide a readily available contact point for the Authority throughout this phase. • The Provider must also cooperate with the Authority and incoming Service Providers in circumstances where existing Service Users' Home Care Packages need to be transferred to another Provider because the Service Provider is not contracted to provide the Service within the applicable Lot(s). • This will cover changes in the delivery hours and the key activities to achieve the required volume in a planned way. It will include details such as: <ul style="list-style-type: none"> ○ Recruitment, induction and retention of staff ○ Any management restructure required ○ Any capital expenditure e.g. IT systems, additional offices.
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3. LOCATION OF SERVICE AND HOURS OF OPERATION

3.1 Geographic coverage/boundaries

3.1.1	<p>Services will accept referrals for eligible children and young people who reside within Lancashire County Council's administrative boundaries.</p> <ul style="list-style-type: none"> • District North: Lancaster, Fylde, Wyre. • District Central: Preston, Chorley, South Ribble, West Lancashire. District East: Burnley, Pendle, Rossendale, Hyndburn, and Ribble Valley.
3.1.2	*For guidance. Map does not show Blackpool or Blackburn with Darwen.

	
3.1.3	<p>Services need to be available to enable all eligible children and young people and their families and carers across Lancashire, including those living in rural and less populated areas, to ensure equitable access to quality short break services.</p>
3.1.4	<p>It is recognised that occasionally social and learning activities with individuals/groups may be accessed at appropriate locations outside of the Lancashire County Council administrative boundary.</p>

3.2 Location(s) of Service Delivery

3.2.1	<p>The Services provided described in this specification could be delivered:</p> <ul style="list-style-type: none"> • In the home of the Service User for individual support packages of Care; • In a mixture of local community venues for outreach support either individually or as part of a friendship group; or • At suitable venues for group activities.
3.2.2	<p>Service providers shall deliver activities/sessions that take place at an appropriate time and location to meet the needs of children and young people with SEND, and their families.</p> <p>In choosing venues for activities and short breaks, Providers shall consider the accessibility requirements of the children and young people they will be supporting. For example, wheelchair access both to facilities within the building and general access and transport methods; availability of 'quiet spaces' for a child or young person with Autism; separate space if needed for a child with behavioural needs.</p> <p>Providers should also consider how the child or young person is likely to be transported to the venue, including ease of journey and travel time from key locations in Lancashire.</p>

3.3 Transport

3.3.1	<p>For any transport provided (excluding public transport), whether directly or via</p>
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	<p>another agency, the Service Provider must ensure that:</p> <ul style="list-style-type: none"> • A risk assessment is undertaken in relation to the children's transport needs. • Driver(s) and escort(s) have current CRB clearance, a valid driving licence and current appropriate vehicle insurance. • The vehicle(s) and any equipment on the vehicle is maintained and serviced in accordance with manufacturer's instructions. Records are current including a valid MOT certificate in place. • Vehicle(s) are suitable for the type and condition of passengers to be carried, conform to legislation and where appropriate drivers are suitably trained. • Children and young people using transport must be securely fastened in a seat or harness appropriate to their age, size, weight, behavioural and safety needs.
3.3.2	<p><u>Additional costs</u></p> <p>For the avoidance of doubt, where families request that a child or young person attends a community facility (for example a park or a leisure centre) which requires the worker to transport the child, all additional costs must be met by the family. This includes mileage, parking and entrance to any facilities. The Service Provider is responsible for the administration and collection of any monies from the family, which have been agreed in advance by the family and the Provider. The Authority will not reimburse the service provider for any travel costs which are outstanding.</p>

3.4 Referral and Assessment Processes

3.4.1	<p><u>Referrals</u></p> <p>The Service Provider will be guided by the Authority in relation to determining the allocation of resources for children and young people with SEND.</p> <p>The Service Provider will be responsible for ensuring an appropriate and relevant referral criterion is in place to enable suitable children to be allocated to the specific service provision, taking into consideration the individual child and young person's (and families) choices.</p>
3.4.2	<p>Referrals for short breaks will typically be made for families of disabled children and young people in greatest assessed need.</p> <p>These will include families:</p> <ul style="list-style-type: none"> • In crisis – including those where there are child protection concerns • Where children have multiple disabilities • Where the carer is disabled / in poor health • Where a child is terminally ill • Where children suffer with severe and serious learning or behavioural difficulties • With a single parent, with an absence of alternative support systems <p>Where practicable the Service Provider should prioritise referrals by date of referral should a waiting list exist.</p>
3.4.3	<p>On award of the package of care and support for Lots 2,3 and 4 the Service Provider will visit the family and child or young person with SEND, to ascertain</p>

	their needs, and gather information from relevant professionals to inform the package of support / care plan to be delivered.
3.4.4	<p>The Service Provider will use all available information, including the outcomes set out in the EHCP and assessments provided by other professionals and input from the child or young person and/or parent or carer to develop a support plan setting out the key aims and outcomes of the support package and the level of care or support to be provided.</p> <p>The care plan should include all necessary risk assessments.</p>
3.4.5	The Provider must ensure that each child, young person's individual needs are identified as early as possible enabling staff training, equipment and / or other arrangements to be implemented in a timely fashion.
3.4.6	Service Providers must notify the Authority if there is a change in needs or circumstance for example, a hospital admission.
3.4.7	Services in Lots 2, 3 and 4 should terminate on a young person's 18 th birthday, unless an extension is agreed in advance. The Transition Service will support young people moving into adult social care (where applicable). The adult package of care will be arranged before the young person becomes an adult so that everything is in place for their 18th birthday.
3.4.8	Children and young people will be able to access Break Time and Break Time Plus from the start of the academic year (September) in which they turn age 5 to the end of the academic year in which they turn 18.

3.5 Eligibility criteria - Break Time and Break Time Plus

3.5.1	<p><u>Break Time</u></p> <p>Eligibility to access Break Time:</p> <p>Children and young people will be able to access Break Time from the start of the academic year (September) in which they turn age 5 to the end of the academic year in which they turn 18.</p> <p>Parents and carers will need to demonstrate that their child or young person has special educational needs and/or disabilities meaning they are unable to access universal services and activities; and the parent and carers are in receipt of child benefit for that child or young person.</p> <p>Children will live in Lancashire (excluding Blackburn with Darwen and Blackpool council areas).</p>
3.5.2	<p>The Break Time eligibility criteria will be consistently applied through the annual application process, ensuring access to the service is only by children and young people who fit the criteria.</p> <p>The application process and the monitoring of the service following implementation will ensure that the Break Time resource is targeted appropriately at the children, young people and families whose needs the service is designed to meet.</p>

3.5.3	<p><u>Eligibility Break Time Plus</u></p> <ul style="list-style-type: none"> • Be eligible for a package of family support to meet the child/young person's needs under Section 17 of the Children Act 1989. • Children and young people will be able to access Break Time Plus from the start of the academic year (September) in which they turn age 5 to the end of the academic year in which they turn 18. • Children will live in Lancashire (excluding Blackburn with Darwen and Blackpool council areas).
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3.6 Exclusion criteria - Break Time

3.6.1	<p>Children and young people are not eligible to attend Break Time if:</p> <p>They are looked after children and live with their parents, in a foster family or in a children's home (however children living with special guardians or someone who is in receipt of carers allowance for that child, are eligible).</p> <p>They have had a social care assessment and receive Day Time or Night Time short breaks through a social care plan of support.</p> <p>They attend a residential school or receive short breaks as part of school support to families.</p>
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3.7 Service Delivery & Days/ Hours of Operation

3.7.1	<p>The Service will operate flexibly and in response to Service User needs in terms of availability to allow undertaking work outside normal office hours, providing care and support at times of maximum need for families. This will include breakfast times and early evenings and weekends where appropriate. The Service will operate at times that are convenient and safe for the children and young people using the Service and will not disrupt their educational provision.</p>
3.7.2	<p>Services in Lot 1 will have flexible hours of operation and will be accessible out of school hours, during weekdays, at weekends and during school holidays as required.</p> <ul style="list-style-type: none"> ➤ During term time the length of a session will be minimum of two hours and of a maximum of three hours on a school day ➤ During holiday times the session will be a minimum of two hours
3.7.3	<p>For Services in Lots 2, 3 and 4 the Service Provider must be available to meet the full requirements of the specification up to 24hrs per day, 7 days a week, 365 days a year (366 days during leap years). The Provider will not operate on a reduced basis over periods of public holidays or festivities.</p>
3.7.4	<p>For the services named in Lot 1A each eligible child or young person can access up to 78 hours of Break Time activity within a year.</p>
3.7.5	<p>Families can purchase additional Break Time hours if they feel they need more than the 78 hour Break Time offer.</p>

3.7.6	<p>For the services named in Lot 1B - each eligible child or young person will have an agreed total number of hours of support within a specified period, as part of the Child's Plan to access Break Time Plus group activities.</p> <p>The number of hours offered will be agreed with the children and young people's Social Care Worker.</p>
3.7.7	<p>For the services in Lots 2a, 2b, 3 and 4 each eligible child or young person will have an agreed total number of hours of support within a specified period or in the case of a Direct Payment, a specified amount of money, as agreed by the Authority.</p>
3.7.8	<p><u>Requesting Services</u></p> <p>For services in Lot 1a the Authority will be requesting these services from the Service Providers on an annual basis, this will usually be at the beginning of each year. The Authority will issue a 'Request for Services' to the Service Providers on the Provider list annually but reserves the right to request Break Time Services at any time.</p>
3.7.9	<p>At each annual Request for Service, the Authority will provide the exact requirements for service delivery and charges within a Service Contract Data form.</p> <p>The Authority will pay the Service Provider as per the Service Contract Data form and terms of the Service Contract.</p> <p>Please refer to Schedule 7 for the Service Contract Data Form.</p>
3.7.10	<p>For services in Lot 1b, 2, 3 and 4 the Authority will request services by issue of a Short Breaks Form to Service Providers on the Provider list.</p> <p>Information shared with Service Providers will include the service description, proposed delivery schedule, the total number of hours in the care package requested of the provider, planned start date and the needs of the child or young person.</p> <p>Please refer to Schedule 5 for the Short Breaks Referral Form.</p>

3.8 Service availability and flexibility

3.8.1	<p>The Service Provider must have a no entry procedure in place which Home Care Workers know how to follow in the event they are unable to access a child or young person's home for an arranged visit.</p>
3.8.2	<p>All members of staff have responsibility to take action if a service user does not answer their door.</p> <p>If a staff member suspects a child or young person is at risk of serious harm, is critically unwell or that a crime has been committed, they should all 999 immediately.</p> <p>Alerting their management can be done after they have telephoned the Police.</p>
3.8.3	<p><u>Frustrated visits</u></p>
3.8.4	<p>A frustrated visit is where there is no access to or contact with the child or young person's home at a planned or agreed visit.</p> <p>Where a Service User has cancelled an individual visit (not the whole Care and Support Plan) with less than 24 hours' notice to the Service Provider's office or</p>

where the child, young person or their parent/carer has unreasonably, at the determination of the Authority, refused access to the Service Provider.

3.9 Participation of children and young people

3.9.1	<p>All children and young people with SEND will be treated first and foremost as a child or young person.</p> <p>Children and young people will be at the centre of the service, giving them the flexibility, choice, and control that they choose. We especially want Service Providers to listen to those whose voices are not easily heard, so that their views can be included in the decision-making processes.</p>
3.9.2	<p>The needs and wishes of the children and young people are of prime importance. Therefore, the Service Provider will involve them in monitoring, evaluation and service development process. Service planning shall include provision for the active involvement of Service Users in evaluating the service and planning service changes.</p>
3.9.3	<p>The Authority will recognise that the involvement will depend on the ability and interest of the children / young people and may be done informally. The Service Provider will ensure that a range of methods and practices are used to empower and support children, to ensure they are enabled to participate and make a positive contribution.</p> <p>Whatever methods are used to involve the children and young people, the Service Provider must demonstrate that there is a means by which they actively seek, record and respond to their opinions.</p>

3.10 Participation of providers

3.10.1	<p>Providers shall work in partnership with the local authority, children's services, social care teams, schools, health professionals, parent carer engagement groups and other community partners, to proactively promote the service and to encourage take up by children and young people and their families.</p> <p>The Service Provider will create promotional material and will be supported by the Authority to promote the service to professionals, families and children and young people.</p>
3.10.2	<p>Service Providers will be responsible for updating their details and, are required to regularly update information on the Authority's Local Offer and SEND Directory.</p> <p>Visit: SEND Local Offer Directory for the Directory www.lancashire.gov.uk/SEND for the Local Offer</p> <p>The SEND Directory is not a guarantee that a particular service will be available but should be a useful guide for parents and carers as to what they can expect to find in the local area and how to access that service.</p>
3.10.3	<p>Service Providers appointed will be required to attend regular Provider Forums. Forums will be held on a six-monthly basis. Where necessary, forums may be held on a more regular basis and will be arranged by the Authority as required.</p>

3.10.4	It is imperative that Service Providers have monitoring arrangements in place for gathering the views of the children and young people who use or benefit from commissioned services.
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4. DELEVERY REQUIREMENTS

4.1 IT system and information governance

4.1.1	<p>The Service Provider will utilise their own IT system to support all aspects of the service. This will include, but is not limited to:</p> <ul style="list-style-type: none"> • The management of electronic case files. • Tracking of electronic referrals, including the referral status. • The referral history of children and young people. • Monitoring and management information, including electronic reports.
4.1.2	The Service Provider shall maintain adequate back up procedures and / or systems in accordance with BS25999 Business Continuity Management and the Civil Contingencies Act, 2004 to reconstruct computer data forthwith in the event of site disaster or systems failure.
4.1.3	The Service Provider will ensure that all components of the IT System; database(s) and server(s) are running vendor-supported versions of the various software, and that all security patches are installed and up to date.
4.1.4	The Service Provider must have a documented system in place for recording and investigating security breaches (losses of data, inadvertent release to unauthorised personnel, accidents) and a process to ensure lessons are learnt from any incident. The Authority must be immediately notified of any breaches of information security.
4.1.5	<p><u>Information governance</u></p> <p>The IT Systems shall comply with NHS and Council Information Governance policies by incorporating password protection, activity time out and use of unique resident identifier numbers to prevent Patient Identifiable Data from being communicated in referral confirmation emails etc.</p> <p>IT procedures must be fully compliant with the Data Protection Act, 2018, Caldicott Guidance and Practice and Information Commission Guidance and Practice.</p>
4.1.6	Breaches of the above provisions may leave the Service Provider liable to prosecution under the Data Protection Act, 2018.

4.2 Performance management and reporting

4.2.1	<p>Where a service is in place, commissioned by the Authority, contract monitoring meetings will be arranged at regular intervals after the introduction of the Contract. The purpose of the meetings will be to:</p> <ul style="list-style-type: none"> • Monitor and evaluate performance. • Consider any operational difficulties which both parties may identify and that affect or may affect the quality of service for Service Users. • Discuss/Investigate any matters which necessitate changes to the Contract.
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4.2.2	<p>The Service Provider needs to show how the money it spends delivers sustainable outcomes by evidencing what it does, how it does it, and how well it does it. Specifically, the Service Provider needs to evidence that their service/interventions have made a difference to the children and young people they support.</p> <p>The Service Provider must compile, maintain and submit such information or data as the Authority may reasonably require.</p>
4.2.3	<p>The Service Provider will work with the Authority to evaluate the overall effectiveness of the service at agreed intervals, using an appropriate methodology (e.g. cost benefit analysis, social return on investment).</p>
4.2.4	<p>The Service Provider will work closely with the Authority to ensure that all opportunities for continuous service improvement and best value are highlighted and acted upon. This includes providing challenge to the Authority's processes and use of the service.</p>
4.2.5	<p><u>Outcomes</u></p>
4.2.6	<p>The Service Provider will ensure that outcome data is recorded systematically and submitted to Authority at regular intervals. Providers will complete, at a minimum, Quarterly Reports and Annual Reports. See Schedule 2 for further details relating to Outcomes and Performance Monitoring.</p>
4.2.7	<p>The Service Provider will also be expected to produce case studies from different aspects of the service, at a frequency to be agreed with Authority.</p>
4.2.8	<p>In all outcomes and service requirements, the Service Provider will ensure that a range of methods and practices are used to empower and support children and young people, to ensure they are enabled to participate and make a positive contribution. Care practices must challenge barriers to inclusion and equal access to opportunities.</p>
4.2.9	<p><u>Compliance</u></p>
4.2.10	<p>The performance data required under this specification and contract are subject to change by the Authority. Such changes will be discussed in advance and managed by the Authority.</p>
4.2.11	<p>A final agreement will be reached during the set-up phase as to the precise monthly and quarterly returns and quality reporting required by the Authority.</p>
4.2.12	<p>In relation to overall compliance, the Service Provider will be expected to:</p> <ul style="list-style-type: none"> • Ensure that the service keeps within any national and locally set targets. • Make full use of performance information as part of continuous service development. • Assist the Local Authority in servicing strategic commissioning functions. <p>Provide the following financial, performance and governance functions:</p> <ul style="list-style-type: none"> ○ Quarterly data for performance management ○ Quality data and compliance (upon request) ○ Information governance reporting (quarterly and ad hoc) ○ Financial reporting (quarterly) ○ Workforce reporting (quarterly)

	<ul style="list-style-type: none"> ○ Social value reporting (quarterly)
4.2.13	<u>Performance meetings</u>
4.2.14	Performance meetings will be formal meetings agreed by both parties. They will take place on a quarterly basis. Prior to the performance meetings the Authority will inform the Provider of any areas of underperformance or concern. The Provider will provide exception reports to address these issues.

4.3 Communication

4.3.1	<u>Communications Standards</u>
4.3.2	<p>The Service Provider will ensure the design and implementation of a communications strategy detailing how they will respond to the full range of communication requirements, including:</p> <ul style="list-style-type: none"> ● Responding to general enquiries ● Responding to enquiries about new ways of working with children and young people ● Complaints ● Care management issues ● The handling of crisis and emergency situations
4.3.3	The Service Provider is expected to respond to general written or email communications within two working days or earlier if specifically requested. Holding replies or acknowledgements are accepted as good practice but will not constitute a reply.
4.3.4	The Service Provider will respond to general telephone messages within one day except where urgent attention is required.
4.3.5	<u>Service Marketing and Information</u>
4.3.6	<p>The Service Provider will use suitable outlets to advertise the provision of the Services, for example websites, social media, leaflets, etc.</p> <p>The marketing of the service(s) should include venue details, the date and time of the services available, booking details, and the chosen Authority's Logo. A copy of such marketing materials must be shared with the Authority's Authorised Representative prior to publication.</p>
4.3.8	<u>Complaints and compliments</u>
4.3.9	The Service Provider shall have a written procedure consistent with legislation and guidance appropriate to the care and support of children and young people and/or their parent/carer to make complaint about the provider. Information relating to complaints should be provided to the Local Authority.
4.3.10	<p>Information regarding the Service Provider's Services and policies/procedures must be available upon request by parents, carers or other organisations.</p> <p>The Service Provider shall have a procedure in place enabling feedback and complaints to be made about the provider where parents and carers or children and young people feel they wish to make this feedback. This will be consistent</p>

	with relevant legislation and guidance and should be available in a variety of formats if requested.
4.3.11	The Service Provider shall submit, to the Authority, details of complaints about the service, in the format and at intervals as notified by the Authority.
4.3.12	<p>The record of the complaint/compliment will state:</p> <ul style="list-style-type: none"> • The location • A description of the issue in sufficient detail to define whether it relates to the employee or the Provider • The date of the complaint/compliment • The referral reference where applicable. • Outcome / findings / learning <p>Repeat complaints about the same issue will be counted as separate instances.</p>
4.3.13	<u>Media</u>
4.3.14	The Service Provider will also work with the Authority and its Press Office, to, where appropriate, jointly respond to media related issues. Press releases and responses to media enquiries will be approved by the Authority's Executive Director of Education and Children's Services.

4.4 Governance

4.4.1	When developing policies and procedures, the Service Provider will be expected to review, and ensure compliance with, relevant national guidance.
4.4.2	The Service Provider will contribute to the development of shared protocols with other health and social care organisations that are appropriate for the children and young people who receive support. They will ensure all policies and procedures have clearly stated objectives and stipulate who is responsible for implementation and monitoring arrangements.
4.4.3	<u>Legal compliance</u>
4.4.4	<p>The Service Provider shall ensure that its employees comply with all relevant legislation, regulations and statutory circulars insofar as they are applicable to the service. These include, but are not limited to:</p> <ul style="list-style-type: none"> i. Carers and Disabled Children Act 2000 ii. Children Act 2004 iii. Counter-Terrorism and Security Act 2015 iv. Data Protection Act 2018 v. Employment Act 2002 vi. Environmental Protection Act 1990 vii. Equality Act 2010 viii. Freedom of Information Act 2000 ix. Health and Safety at Work Act 1974 (and subsequent regulations) x. Human Rights Act 1998 xi. Mental Capacity Act 2005.

4.4.5	The Service Provider must demonstrate that it is compliant with appropriate legal requirements and must demonstrate that it has an adequate range of evidence-based policies, protocols and strategies in place.
4.4.6	The Service Provider will share all policies and updates with the Authority.
4.4.7	<u>Internal governance</u>
4.4.8	<p>The Service Provider is expected to have a strong internal governance structure and organisational governance plan. This should cover issues including:</p> <ul style="list-style-type: none"> • Communication between children and young people, their parents and carers and staff (including managers and clinicians) • Communication between staff across the service • Effective reporting mechanisms • Service data • Incident reporting • Health and safety. <p>Such governance arrangements will take into account all current or any future legislation that applies.</p>
4.4.9	The Service Provider will ensure all policies and other relevant documentation (e.g. assessment forms, care plans) are Equality Impact Assessed prior to use.
4.4.10	<p>Service Providers must be compliant with Ofsted/CQC expectations (as applicable).</p> <ul style="list-style-type: none"> • Obtain and maintain accreditation with Ofsted and/or the Care Quality Commission, as appropriate. The Provider must meet the requirements of the accreditation body as well as all other statutory obligations. • Providers must ensure Ofsted/CQC inspection reports are shared with the council and inadequate ratings/non-compliance are immediately brought to the attention of the Authority.
4.4.11	<p>The Service Provider will:</p> <ul style="list-style-type: none"> • Have robust mechanisms and processes in place to manage all aspects of clinical governance including the management of medicines. These governance arrangements will cover (but not be limited to): <ul style="list-style-type: none"> ○ Safeguarding ○ Untoward incidents ○ Risk reduction and prevention ○ Dissemination of alerts ○ Training ○ Monitoring of services. • Ensure that all clinical interventions are delivered in line with national guidance such as NICE and or local guidance, where applicable. The Provider has a responsibility to keep up to date with changes in guidelines • Comply with all legislation around the use of controlled drugs and adhere to guidance from the GMC and NMC as appropriate. Legislation includes: <ul style="list-style-type: none"> ○ The Misuse of Drugs Act, 1971 ○ Misuse of Drugs Regulations, 2001 ○ The Health Act, 2006 ○ The Controlled Drugs (Supervision of Management and Use) Regulation, 2013

	<ul style="list-style-type: none"> • Ensure that there are clear quality governance structures supporting any Patient Group Directions within the service • Ensure there is policy and procedures regarding infection control • Deliver a Serious Untoward Incident Policy which is consistent with the guidance issued by the National Patients Safety Agency in April 2002 • Have clear procedures for investigating and acting upon any serious and untoward incidents findings • Notify the Authority within 24 hours of critical incidents (this must be the trigger to investigate the incident), and further provide quarterly reports to Authority; and • Produce reports on serious untoward incidents, adverse health care incidents, and near misses, based on appropriate national guidance.
4.4.12	<u>Insurance</u>
4.4.13	The Service Provider shall provide evidence of valid insurance, policies and receipts for premiums paid to deliver this service.
4.4.14	The Service Provider shall be liable for all injuries to persons arising out of the provision of activity included in this specification, and shall indemnify the Authority against all actions, claims, damages and reasonable expenses in regard thereto.
4.4.15	In the event of a claim the Service Provider and the Authority shall co-operate in the provision of information requested by the other, subject to legislation. The Service Provider shall where reasonably requested by the Authority, support the Authority in any press and media enquiries.

4.5 Child Protection - Safeguarding and promoting the welfare of children and young people

4.5.1	The Service Provider will have a duty of care for any child from the time they are collected or received by the Service Provider until the child is returned to the care of the Authority or parent or carer.
4.5.2	<p><u>Generic Risk Assessment</u></p> <p>A generic risk assessment for the service will be conducted and recorded. This should address the provider's health and safety procedures, their transport arrangements, conduct in the child/young person's home, accident/emergency management systems and general administration matters. The risk assessment must be recorded and regularly updated.</p>
4.5.3	<p>The Service Provider must ensure that there is appropriate protection of children and vulnerable adults and must adhere strictly to current national policy and local procedures on the protection of vulnerable adults and children.</p> <p>Such policy and practice must be consistent Blackburn with Darwen, Blackpool and Lancashire Children's Safeguarding Assurance Partnership (CSAP) formerly known as LSCB and the Lancashire County Council Safeguarding Adults Board.</p> <p>http://www.lancshiresafeguarding.org.uk/</p> <p>https://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults.aspx</p>

4.5.4	<p>The safety of children and young people is paramount and the Service Provider will adhere to safeguarding requirements and subsequent legislation and amendments.</p> <p>The Service Provider will ensure that all staff are appropriately briefed, trained and supported in implementing safeguarding procedures.</p>
4.5.5	<p>The Service Provider shall have in place, written policies, strategies and practices to deliver positive behaviour management for which all staff are well trained and supported to ensure the consistent implementation.</p>
4.5.6	<p>The Service Provider must give each child/young person an opportunity to discuss sensitive issues and therefore needs careful handling. It is highly probable that disclosures may be made.</p>
4.5.7	<p><u>Physical Intervention</u></p> <p>Should any physical intervention be necessary in carrying out support for a child or young person, the Service Provider must inform key workers and parent, carers of any physical interventions carried out, and a copy of the incident report shared immediately with Children's Social Care Out of Hours Service on 0300 123 6722, and by the following day to the Social Care Professional.</p>

4.6 Social value

4.6.1	<p>Social value is a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and economy, whilst minimising damage to the environment.</p>
4.6.2	<ul style="list-style-type: none"> • Social value is embedded in both commissioning and procurement policies across the Authority and stipulates that Providers are to: Promote training and employment opportunities for the people of Lancashire – tackle unemployment and facilitate the development of skills; • Raise the living standards of local residents – working towards living wage, maximise employee access to entitlements such as childcare and encourage suppliers to source labour from within Lancashire; • Build the capacity and sustainability of the voluntary and community sector– practical support for local voluntary and community groups; • Promote equity and fairness – target effort towards those in the greatest need or facing the greatest disadvantage and tackle deprivation across the council; and • Promote environmental sustainability – reduce waste, limit energy consumption and procure materials from sustainable sources.
4.6.3	<p>Service Providers are expected to meet the following social value outcomes in delivering the Service:</p> <ul style="list-style-type: none"> • Work in partnership with all other agencies to make local communities strong, self-reliant and cohesive. • Help people to improve their physical and mental health through early assessment and treatment that enables them to live independently. • Support families in their choice of health and social care to help them maintain their independence; and

	<ul style="list-style-type: none"> • Protect our most vulnerable children and adults from avoidable harm.
4.6.4	<p>Service Providers are expected to support children and young people to gain the skills and confidence to get a job or apprenticeship.</p> <p>Service Providers should create opportunities for young people who want to work, but who need extra help and support.</p>
4.6.5	The Service Providers will evidence how they have met the above outcomes. Evidence will be submitted on a quarterly basis and will be discussed as part of the scheduled quarterly contract meetings between the Provider and the Authority.
4.6.6	Social value policies should be developed with reference to the Authority's Social Value Policy and Framework .

4.7 Contract

4.7.1	<u>Compliance</u>
4.7.2	The Service Provider is expected to meet the identified outcomes within the budget set for this contract. Failure to meet outcomes will result in the Authority requesting an action plan to redress the unmet needs. The Authority reserves the right to issue a default notice in line with contractual requirements for failure to address performance issues following the implementation of an action plan.
4.7.3	The Authority expects to build a strong and effective working relationship with the provider, with shared values and vision regarding the delivery of this contract; a cultural alignment between the Authority and provider.
4.7.4	<u>Contract management</u>
4.7.5	The Authority will manage this contract via quarterly contract management meetings. The Service Provider will be invited and expected to attend, produce relevant reports including finance and evidence of delivery and outcomes as required by the contract and the associated Performance Management Framework and other monitoring documents. It is the Authority's aim to ensure that the governance arrangements applied to this contract are outward as well as inward looking and therefore views and experiences of schools and other stakeholder organisations in terms of the delivery of this service specification will be sought as part of contract management.
4.7.6	The Service Provider will keep a risk register for all risk factors relating to this contract, which will be shared openly with the Authority.
4.7.7	The Service Provider is expected to be transparent in all areas of contract delivery and provide early warnings with an accompanying action plan for any areas of underperformance, detailed in an assurance framework.
4.7.8	<u>Review of the service specification</u>
4.7.9	The Authority may review and/or vary this the service specification from time to time in the interests of the people who use the service. The provider will be closely involved in this process to identify any implications (financial and human resources) for service delivery.

4.7.10	For this service to be effective and meet this specification it is essential that the Authority and Service Provider are committed to working together in the spirit of mutual co-operation and trust in developing the service.
4.7.11	The Authority reserve the right to review the content and detail of this specification on an annual basis to take account of changes in national policy and funding. This may also include the inclusion or exclusion of specific elements of services.

5. APPENDICES

Schedule 1.1 - Lot Specification for **Break Time** (1A and 1B)

Schedule 1.2 - Lot Specification for **Daytime** (2A and 2B)

Schedule 1.3 - Lot Specification for **Night Time** (3)

Schedule 1.4 - Lot Specification for **Intensive Positive Behaviour Support** (4)

Schedule 2 – Service outcomes/performance monitoring

Schedule 3 - Evaluation form(s)

Schedule 4 - Break Time Claim Form

Schedule 5 - Short Breaks Referral Form

Schedule 6 - Lancashire Short Breaks Services Statement

Schedule 7 – Service Contract Data Form – Break Time