

## Service Contract Schedule 1.2

LOT 2a	
<b>Lot Title:</b>	Day Time (Community short breaks)
<b>Service Summary:</b>	1:1 (or 2:1, where assessed as such) individualised support for children and young people with SEND, to enable them to get out and about in the community, try new activities and learn skills for life.  For children with disabilities who have <b>an <u>assessed need</u></b> .

### The Service

This Lot is for the provision of 1:1 (or 2:1, where assessed as such) individualised support for children and young people with SEND, to enable them to access the community, try new activities and learn skills for life.

It is intended to give parents and carers a break from their caring role. This may be needed for a range of reasons. This support may also be commissioned to provide support to a family at a time of emergency or unforeseen circumstances.

It is expected that Service Providers will plan engaging community activities with the children and young people in order to reflect their interests and ensure their needs are met.

Barriers to inclusion should be overcome. The Service Provider should cater to the needs and offer activities which are of interest to and are appropriate for the assessed needs of the child or young person.

The support will be tailored to meet the individual assessed needs of the child or young person and may include, but will not be limited to:

- Access to 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.

### Service User Groups

The Service Provider will deliver community based activities to children and young people with SEND these will typically include the following groups:

- 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

Behaviour should be managed to ensure the safety, well-being and enjoyment of all.

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<b>Eligibility</b>
<b><u>Eligibility</u></b> <ul style="list-style-type: none"><li>• Children will live in Lancashire (excluding Blackburn with Darwen and Blackpool council areas).</li><li>• Be eligible for a package of family support to meet the child/young person's needs under Section 17 of the Children Act 1989 and/or the Chronically Sick and Disabled Person's Act 1970.</li></ul>
<b>Allocation and referral pathway</b>
For services under this Lot eligible children and young people will have an agreed number of hours of support within a specified period, or in the case of a Direct Payment, a specified budget as agreed by the Authority.
If the Service Provider is unable to provide all the hours allocated to an individual this should be made clear either from the outset where known or immediately upon this becoming apparent.
All packages of care and support will be subject to regular review which may result in packages increasing, decreasing or ending dependant on the identified assessed needs.
The Service may come to an end for an individual child/young person for a number of reasons such as, but not limited to: <ul style="list-style-type: none"><li>• Transition to adulthood</li><li>• Preferences of the child/young person and their family</li><li>• Changing needs of the child/young person</li><li>• Changes in how care and support is provided</li><li>• Hospital stays</li></ul>
<b><u>Referral pathway</u></b>
Access to Day Time (Community short breaks) will be subject to the approval of the Authority via the Children with Disabilities Service and/or Children's Social Care following a social care assessment of need.
The Authority will be requesting Day Time (Community short breaks) from Service Providers. Services will be commissioned as and when a need arises on an individual basis.
<b><u>Requesting Services</u></b>
The Authority will request services by issue of a Short Breaks Form to Service Providers on the Provider list.
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.
A parent or carer in receipt of Direct Payments can use these flexibly to access a Day Time (Community short breaks).
Parent and carers can purchase Day Time (Community Short Breaks) directly from the provider for a child or young person. In this circumstance, the Authority <u>will not</u> complete a Short Breaks Form.
Direct Payments for Community Short Breaks <u>must</u> be administered by the provider.
Service Providers will need to be able to access email (or the Authorities subsequent system) to responds to Request for Services.
<b><u>Media</u></b>

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Successful Service Providers will have their Service details and the activities available displayed via the Local Authority's SEND Directory of Services and Local Offer. This is to enable parents and carers to see the Break Time services available to them.

[SEND Local Offer Directory](#)

[www.lancashire.gov.uk/SEND](http://www.lancashire.gov.uk/SEND)

*Service Providers will be responsible for updating their details on the directory.*

### Individual Needs

The Service Provider must have a process in place to obtain written information in relation to the individuals needs including medical conditions, health care needs, communication and behaviour and any other information required to undertake health and safety / risk assessments and the completion of monitoring forms. Information must be updated at least annually.

The Provider must ensure that each child or 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.

The Provider must have written information regarding the arrangements for collection and drop off of each Service User at the end of the activity and in an emergency.

Information about a child / young person may be shared with other providers and services where there is parental consent to do so.

### Days/Hours/Operation

The Service is to be available 7 days a week 365 days a year (366 days during leap years) including out of school hours, school holidays and at weekends dependent on an individual child or young person's assessed needs.

The Provider will not operate on a reduced basis over periods of public holidays or festivities.

**Some short breaks may sometimes be required, in an emergency, e.g. not pre-planned or at short notice.**

Individual packages of support are subject to change based on the individual needs of the child or young person

The Provider will be entitled to charge for:

- Visits and/or care hours cancelled by the Authority or parent/carer with less than 24 hours' notice

The Authority will not pay for:

- Visits and/or care hours cancelled by the Provider
- Visits and/or care hours cancelled by the Authority or parent/carer with more than 24 hours' notice

It will be the discretion of the Authority, dependent upon the reasons for non-attendance as per individual case basis, should parents and carers of children and young people with SEND wish to challenge the application of this procedure.

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<b>Transport and additional costs</b>
Unless expressly agreed by the Authority, all transport costs incurred in the delivery of outreach (e.g. to the chosen activity and return to home) will be met by the parent / carer.
This contract does not allow for any additional reimbursement for mileage incurred as part of this service. This payment must be administered by the provider and negotiated by the provider with the family.
The Authority will not make any financial payment towards to cover any losses incurred by the Provider if they fail to cancel their child or young person's attendance in advance of the scheduled activity.
<b>Price</b>
Service Providers are required to submit an hourly rate, this Price shall include all costs, fees, overheads, expenses and profit for the Service Provider.
One hour of time commissioned by the Authority to be delivered by the Service Provider as detailed within the Child's Plan represents at least 50 minutes of Service delivery and an allowance of up to 10 minutes travel if applicable. As a result, the hourly rate must represent one hour of time purchased. i.e.:
<ul style="list-style-type: none"><li>• At least 50 minutes Service delivery (contact time) with a Service User</li><li>• Up to 10 minutes travelling time &amp; cost</li><li>• Total time = 60 minutes</li></ul>
The Service Provider should account, amongst other things, costs associated with attendance at and/or written or verbal report for a review of Child's Plan and/or Education Health and Care Plan and/or contribution to assessment of needs where appropriate for the Service within each Lot(s).
The Provider will be expected to deliver the Service in a way which demonstrates the effective and efficient use of resources. The Authority will be looking for Service Providers to be innovative in their delivery and demonstrate their commitment to offer value for money, to maximise limited resources.
The total financial value of this contract includes venue hire, staffing costs, equipment, travel costs, monitoring, evaluation and any over heads for the delivery.
The Authority will not pay enhanced rates for weekends and Bank Holidays.
<b>Outcomes and performance</b>
The main aim of the service should be to improve the outcomes for children and young people with SEND in a safe and supported environment, helping them to interact with new people and experience a range of new activities whilst offering their parents a short break from their caring responsibilities.
Providers are required to:
<ul style="list-style-type: none"><li>• Safely support children and young people with SEND to take part in a range of varied, fun activities</li><li>• Ensure children and young people will always have their privacy and dignity considered and maintained</li><li>• Provide positive experiences for children and young people with SEND.</li><li>• Support parents and carers to have a break from their caring responsibilities.</li><li>• Reduce family stress.</li><li>• Provide opportunities to develop social skills and friendships.</li><li>• Support children and young people to be independent and make their own decisions</li></ul>

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<b>Children and young people will say:</b> <ul style="list-style-type: none"><li>• My voice is heard</li><li>• I have fun</li><li>• I have the help I need, and I feel safe</li><li>• I am included and active in my local community</li></ul>
<b>Parent and carers will say:</b> <ul style="list-style-type: none"><li>• I feel supported</li><li>• Short breaks help me be more resilient in my caring roles.</li><li>• My child or young person receives quality care and support.</li><li>• I am able to make choices to plan the support that is best for my family.</li></ul>

Please refer to the Key Performance indicators on page 11.

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Lot 2b	
<b>Lot Title:</b>	Personal Care (Daytime and Overnight)
<b>Service Summary:</b>	<p>Provision of support in the home for children and young people with SEND, where parents/carers are present, to provide general assistance with washing, dressing and feeding as well as support through the night, to permit carers to carry out other tasks, or take a break from caring (<b>the Services</b>).</p> <p>For children with disabilities who have an <b><u>assessed need</u></b>.</p>

### The Service

This Lot is for the provision of 1:1 (or 2:1, where assessed as such) care services in the home to help families with the care of children and young people with SEND. It is intended to give parents and carers a break from their caring role or support in caring for their child or young person.

Personal care is defined as the physical and personal care for the child/young person to carry out the tasks of daily living. The parent or carer of the child/young person will be present in the home when the Service is being provided.

The support worker would carry out personal care routines for the child. These may include:

- a. Dressing and undressing
- b. Bathing, washing, shaving, hand nail care and oral hygiene
- c. Skin care – cleansing, drying and creaming
- d. Toilet and continence requirements
- e. Support with prescribed and regularly administered medication requirements
- f. Manual handling and posture care following a manual handling assessment
- g. Eating, drinking and preparing meals, including feeding
- h. Handling personal possessions and documents
- i. Entering the home, or moving from room to room
- j. Supporting effective communication with the Service User
- k. Communicating effectively with all agencies involved
- l. Maximising optimum sleep patterns

Enhanced care tasks will include:

- a. Support with PEG site care, feeds and administration of prescribed medication as appropriately trained and supervised
- b. Support with suction as appropriately trained and supervised
- c. Support with artificial ventilation as appropriately trained and supervised
- d. Support with rescue medication as appropriately trained and supervised
- e. Support with complex bladder and bowel dysfunction for example stoma care as appropriately trained and supervised
- f. Monitoring safe and effective use of specialist equipment provided, such as hoists, as appropriately trained and supervised.

Personal Care does not include:

- a. Administering drugs by injection
- b. Application of specialist dressings
- c. Invasive procedures
- d. Toenail trimming
- e. Supervision of specialist medical treatments

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Healthcare for children and young people with complex health needs will be delivered by workers who have been trained and assessed as competent by the children's nursing team.
Barriers to inclusion should be overcome. The Service Provider should cater to the needs and offer activities which are of interest to and are appropriate for the assessed needs of the child or young person.
The package of care may include: <ul style="list-style-type: none"><li>• Delivering care as identified during assessment following protocols, procedures and/or plans and an individual holistic approach to care for the child and their family.</li><li>• Supporting the parents in caring for their child.</li><li>• Supply and maintenance of medical devices and/or consumables.</li><li>• Working closely in partnership with other professionals and agencies.</li><li>• Giving continuity and flexibility to families.</li></ul>
For children and young people requiring complex health care the Service Provider must ensure that staff 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.
<b>Service User Groups</b>
The Service Provider will deliver personal care and associated tasks to children and young people with SEND these will typically include the following groups: <ul style="list-style-type: none"><li>• Children and young people with Autistic Spectrum Condition</li><li>• Children and young people with complex Social Communication disorders</li><li>• Children and young people with a severe or profound Learning Disability</li><li>• Children and young people with a severe Physical Disability</li><li>• Children and young people with a substantial degree of Sensory Impairment</li><li>• Children and young people with other complex medical health conditions</li><li>• Children with learning disabilities unable to access mainstream activities</li><li>• Children with ADD and ADHD</li></ul>
Behaviour should be managed to ensure the safety, well-being and enjoyment of all.
<b>Eligibility</b>
<b>Eligibility</b> <ul style="list-style-type: none"><li>• Children will live in Lancashire (excluding Blackburn with Darwen and Blackpool council areas).</li><li>• Be eligible for a package of family support to meet the child/young person's needs under Section 17 of the Children Act 1989 and the Chronically Sick and Disabled Persons Act 1970</li></ul>
<b>Allocation and referral pathway</b>
For services under this Lot eligible children and young people will have an agreed number of hours of support within a specified period, or in the case of a Direct Payment, a specified budget as agreed by the Authority.
If the Service Provider is unable to provide all the hours allocated to an individual this should be made clear either from the outset where known or immediately upon this becoming apparent.
All packages of care and support will be subject to regular review which may result in packages increasing, decreasing or ending dependant on the identified assessed needs.

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The Service may come to an end for an individual child/young person for a number of reasons such as, but not limited to:

- Transition to adulthood
- Preferences of the child/young person and their family
- Changing needs of the child/young person
- Changes in how care and support is provided
- Hospital stays

### **Referral pathway**

Access to all Services under this Lot will be subject to the approval of the Authority via the Children with Disabilities Service and/or Children's Social Care.

The Authority will be requesting Personal Care (Daytime and Overnight) from the Service Providers. Services will be commissioned as and when a need arises on an individual basis.

### **Requesting Services**

The Authority will request services by issue of a Short Breaks Form to Service Providers on the Provider list.

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.

A parent or carer in receipt of Direct Payments can use these flexibly to access a Day Time (Personal Care).

Parent and carers can purchase Day Time (Personal Care) directly from the provider for a child or young person. In this circumstance, the Authority will not complete a Short Breaks Form

Direct Payments for Personal Care must be administered by the provider.

Service Providers will need to be able to access email (or the Authorities subsequent system) to responds to Request for Services.

### **Media**

Successful Service Providers will have their Service details and the activities available displayed via the Local Authority's SEND Directory of Services and Local Offer. This is to enable parents and carers to see the Break Time services available to them.

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*Service Providers will be responsible for updating their details on the directory.*

### **Individual Needs**

The Service Provider must have a process in place to obtain written information in relation to the individuals needs including medical conditions, health care needs, communication and behaviour and any other information required to undertake health and safety / risk assessments and the completion of monitoring forms. Information must be updated at least annually.

The Provider must ensure that each child or 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.

Service Providers must notify the Authority if there is a change in needs or circumstance for example, a hospital admission.



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<p>Information about a child / young person may be shared with other providers and services where there is parental consent to do so.</p>
<p><b>Days/Hours/Operation</b></p>
<p>The Service is to be available 7 days a week 365 days a year (366 days during leap years) including out of school hours, school holidays and at weekends dependent on an individual child or young person's assessed needs.</p> <p><b>Some short breaks may sometimes be required, in an emergency, e.g. not pre-planned or at short notice.</b></p>
<p>The Provider will not operate on a reduced basis over periods of public holidays or festivities.</p>
<p>Individual packages of support are subject to change based on the individual needs of the child or young person</p>
<p>The Provider will be entitled to charge for:</p> <ul style="list-style-type: none"><li>• Visits and/or care hours cancelled by the Authority or parent/carer with less than 24 hours' notice</li></ul> <p>The Authority will not pay for:</p> <ul style="list-style-type: none"><li>• Visits and/or care hours cancelled by the Provider</li><li>• Visits and/or care hours cancelled by the Authority or parent/carer with more than 24 hours' notice</li></ul>
<p>It will be the discretion of the Authority, dependent upon the reasons for non-attendance as per individual case basis, should parents and carers of children and young people with SEND wish to challenge the application of this procedure.</p>
<p><b>Price</b></p>
<p>Service Providers are required to submit an hourly rate, this Price shall include all costs, fees, overheads, expenses and profit for the Service Provider.</p>
<p>One hour of time commissioned by the Authority to be delivered by the Service Provider as detailed within the Child's Plan represents at least 50 minutes of Service delivery and an allowance of up to 10 minutes travel if applicable. As a result, the hourly rate must represent one hour of time purchased. i.e.:</p> <ul style="list-style-type: none"><li>• At least 50 minutes Service delivery (contact time) with a Service User</li><li>• Up to 10 minutes travelling time &amp; cost</li></ul> <p>Total time = 60 minutes</p>
<p>The Service Provider should account, amongst other things, costs associated with attendance at and/or written or verbal report for a review of Child's Plan and/or Education Health and Care Plan and/or contribution to assessment of needs where appropriate for the Service within each Lot(s).</p>
<p>The Provider will be expected to deliver the Service in a way which demonstrates the effective and efficient use of resources. The Authority will be looking for Service Providers to be innovative in their delivery and demonstrate their commitment to offer value for money, to maximise limited resources.</p>
<p>The total financial value of this contract includes staffing costs, equipment, travel costs, monitoring, evaluation and any over heads for the delivery.</p>

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The Authority will not pay enhanced rates for weekends and Bank Holidays.
<b>Outcomes and performance</b>
<p>The main aim of the service should be to improve the outcomes for children and young people with SEND in a safe and supported environment, whilst offering their parents a short break from their caring responsibilities.</p> <p>Providers are required to:</p> <ul style="list-style-type: none"><li>• Support children and young people with SEND to be independent and make their own decisions</li><li>• Ensure children and young people will always have their privacy and dignity considered and maintained</li><li>• Provide positive experiences for children and young people with SEND.</li><li>• Support parents/carers to have a break from their caring responsibilities.</li><li>• Reduce family stress</li><li>• Provide opportunities to develop social skills and friendships.</li></ul>
<b>Children and young people will say:</b>
<ul style="list-style-type: none"><li>• My voice is heard</li><li>• I have fun</li><li>• I have the help I need and, I feel safe</li><li>• I am included and active in my local community</li></ul>
<b>Parent and carers will say:</b>
<ul style="list-style-type: none"><li>• I feel supported</li><li>• Short breaks help me be more resilient in my caring roles.</li><li>• My child or young person receives quality care and support.</li><li>• I am able to make choices to plan the support that is best for my family</li></ul>

Please refer to the Key Performance indicators on page 11.

**Key Performance Indicators**

				LOTS					
KPI	Expected Overall Outcome	Description of indicator	Measure	1a	1b	2a	2b	3	4
1	Parent and carers report that short breaks and/or the package of care and support helps them to be resilient in their caring roles.	Positive feedback from parents and carers whose children and young people in receipt of Services.	Parent and carer satisfaction survey returns agree or strongly agree with the benefit of short breaks services  Provider returns  Provider's service user satisfaction survey  Family Review Process	✓	✓	✓	✓	✓	✓
2	Children and young people enjoy their short break and/or their package of care	Positive feedback from children and young people in receipt of Services.  Children and young people develop friendships and positive relationships through the Service.	Children and young people agree or strongly agree with the benefit short breaks services	✓	✓	✓	✓	✓	✓
3	Short breaks and/or their package of care have had a positive impact on a child or young person's life	Through access to the Services children and young people with SEND are able to thrive in their communities to support their overall wellbeing.  The service should provide children and young people with improved confidence and meaningful experiences and opportunities to have fun and challenging activities	Parent and carer satisfaction survey returns agree or strongly agree with the benefit of short breaks services.  Children and young people agree or strongly agree with the benefit short breaks services	✓	✓	✓	✓	✓	✓

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4	Children and young people are supported to achieve their agreed goals.	<p>Children and young people being provided with the Service such that it promotes their independence, helps to prepare them for adulthood and enhance theirs and their Families' home lives.</p> <p>Children and young people have opportunities to undertake hobbies and activities that are important to them.</p>	Children and young people who achieve positive outcomes.	✓	✓	✓	✓	✓	✓
5.	Children are treated with dignity and respect	<p>Children and young people are provided with an individualised service with Service Providers delivering a proportionate personalised approach for each individual that attends their provision.</p> <p>Children and young people have the support they need to communicate their views.</p> <p>Children and young people can contribute to decision making regarding their care and support.</p>	<p>Parent and carer satisfaction survey returns agree or strongly agree with the benefit of Services.</p> <p>Children and young people agree or strongly agree with the benefit of Services</p>	✓	✓	✓	✓	✓	✓

