

Service Contract Schedule 1.4

Lot 4	
Lot Title:	Intensive Positive Behaviour Support
Service Summary:	<p>Provision of intensive support to deliver bespoke evidence-based interventions for children and young people with complex disabilities to reduce behaviour that challenges / harmful behaviours where a child is on the edge of care or a family is in crisis.</p> <p>For children with disabilities who have an assessed need.</p>

The Service	
<p>This Lot is for the provision of intensive support to deliver bespoke evidence-based interventions for children and young people with complex disabilities to reduce behaviour that challenges / harmful behaviours where a child is on the edge of care or a family is in crisis.</p>	
<p>The support described in this Lot is that above the level of typical short breaks domiciliary care for children and young people with disabilities, they may be on the edge of care or where a family is in crisis, with the intention of preventing the child or young person becoming looked after in Authority care.</p>	
<p>The Provider will work with families and other agencies to assess, provide and co-ordinate interventions to meet identified support needs of families. Providers will encourage consistent and good practice wherever possible in different environments and to help them as the Service Provider to understand and reduce triggers for the child or young person's behaviours.</p>	
<p>Providers should deliver evidence-based interventions for example Positive Behaviour Support to improve the resilience of families and reduce episodes of behaviours that challenge.</p>	
<p>Service Providers must work closely with families, schools, health professionals, social workers and other professionals involved in supporting the child or young person and family in order to encourage consistent good practice wherever possible in different environments and to help them as the Service Provider to understand and reduce triggers for the child's behaviours.</p>	
<p>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.</p>	
<p>For children and young people requiring intensive positive behaviour support 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 interventions.</p>	
<p>The support staff are to be supported in their intervention by a multi-agency partnership/ consultant service who will provide detailed analysis and planning using and evidenced-based interventions, such as Positive Behavioural Support (PBS).</p>	
<p> </p>	
Service User Groups	
<p>The Service Provider will deliver evidenced-based interventions to children and young people with SEND. Children and young people will have learning disabilities and behaviours that result in significant challenges to those who care for and support them. They may also have secondary diagnoses like autism or attention deficit hyperactivity disorder</p>	
<p>Behaviour should be managed to ensure the safety, well-being and enjoyment of all.</p>	
<p> </p>	
Eligibility	

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Eligibility

- Children will live in Lancashire (excluding Blackburn with Darwen and Blackpool council areas).
- 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 Persons Act 1970.
- A child or young person will have a learning disability and/or may also have autism and present behaviour that is of significant frequency, intensity and duration to place them at high risk of becoming looked after in Authority care.

Allocation and referral pathway

For services under this Lot eligible children and young people will have an agreed number of hours within a specified period 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 care and of support will be subject to regular review which may result in support 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:

- 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
- The child or young person becoming looked after by the Authority

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 Intensive Positive Behaviour Support 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.

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.

[SEND Local Offer Directory](#)

www.lancashire.gov.uk/SEND

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

Individual Needs

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<p>The provider will lead on the prevention and assessment of the child / family situation – to provide assessment and plans and measurements of outcome.</p>
<p>Providers will provide direct support staff to children and families exposed to crisis in the family due to behaviours that challenge. Depending on the assessed need, support workers may be required to provide support and interventions in a number of different settings outside the home, including at school, out in the community, attending appointments and meetings etc.</p>
<p>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.</p>
<p>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.</p>
<p>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.</p>
<p>Information about a child or young person may be shared with other providers and services where there is parental consent to do so.</p>
Days/Hours/Operation
<p>This Service will have flexible hours of operation but may be required to be delivered across seven days of the week for a specified period of time.</p>
<p>The intervention is likely to last a number of weeks but no longer than a year at the intensive level, although there may be exceptions.</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">• Visits and/or care hours cancelled by the commissioner or parent/carer with less than 24 hours' notice <p>The Authority will not pay for:</p> <ul style="list-style-type: none">• Visits and/or care hours cancelled by the Provider• Visits and/or care hours cancelled by the commissioner or parent/carer with more than 24 hours' notice
<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>
Transport and additional costs
<p>Unless expressly agreed by the Authority, all transport costs incurred in the delivery of Intensive Positive Behaviour Support will be met by the parent or carer.</p>
<p>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.</p>

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Price
Service Providers are required to submit an hourly rate, this Price shall be reflective of the service described above and should include all costs, fees, consultancy, overheads, expenses, and profit for the Service Provider.
At the point of referral, Service Providers are required to give details of the weekly price for delivery of the bespoke package for the child, based on the required ratio of staff, consultancy input and time commitment.
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">• At least 50 minutes Service delivery (contact time) with a Service User• Up to 10 minutes travelling time & cost Total time = 60 minutes
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 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.
Outcomes and performance
The main aim of the service should be to reduce the frequency, intensity and duration of behaviours that challenge displayed by a child or young person so as to improve the life experiences and wellbeing of each child, young person and their family and reducing the number of children and young people who need to become looked after by the Authority, due to this. Providers are required to: <ul style="list-style-type: none">• Support the child or young person's development of independence and life, social and communication skills.• Provide positive experiences for children and young people with SEND• Support regular attendance at school and an ongoing place in the education system• Support parents/carers to have a break from their caring responsibilities.• Reduce family stress.• Provide opportunities to develop social skills and friendships.
Children and young people will say: <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

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Parent and carers will say:

- I feel supported
- Short breaks help me be more resilient in my caring roles.
- 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.

Please refer to the Key Performance indicators on page 6.

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	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	✓	✓	✓	✓	✓	✓

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		opportunities to have fun and challenging activities	benefit short breaks services						
4	Children and young people are supported to achieve their agreed goals.	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. Children and young people have opportunities to undertake hobbies and activities that are important to them.	Children and young people who achieve positive outcomes.	✓	✓	✓	✓	✓	✓
5.	Children are treated with dignity and respect	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. Children and young people have the support they need to communicate their views. Children and young people can contribute to decision making regarding their care and support.	Parent and carer satisfaction survey returns agree or strongly agree with the benefit of Services. Children and young people agree or strongly agree with the benefit of Services	✓	✓	✓	✓	✓	✓

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