



# Short Breaks for Children and Young People with SEND

## Outcomes and Performance Monitoring

Schedule 2

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## 1. Outcomes

### 1.1 Service Outcomes

1.1.1	<p>The Service Provider will ensure that they meet the following agreed outcomes which should ensure children/young people are supported to achieve:</p> <ul style="list-style-type: none"> <li>• An enhanced quality of life</li> <li>• A positive experience of care</li> <li>• Care and support in a safe environment, protected from harm.</li> </ul> <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 disabilities.</p>
1.1.2	<p>There is an expectation that services, of any type, should support any child or young person to achieve general and individual positive outcomes alongside any other partner organisation including Education, Health and Social Care (EHCP) provision.</p>

#### **Children and Young People with SEND make a positive contribution**

##### **1. Outcome: My voice is heard**

###### Service Requirements

The Service Provider ensures that:

- Children and young people are able to enjoy their interests, develop confidence in their skills and are supported and encouraged to engage in leisure activities
- Children and young people are empowered to make their own informed choices about friendships and relationships, in line with the existing risk assessments.
- Children young people, including those who cannot communicate verbally, are supported to actively participate in day-to-day and more complex decisions about their lives, as appropriate. They are sensitively helped to understand where it may not be possible to act on their wishes and where other action is taken that is in their best interest.
- Leisure activities have been adapted to ensure children and young people can safely be involved in physical and leisure activities

#### **Children and Young People with SEND are happy and have pride in their achievements**

##### **2. Outcome: I have fun**

###### Service Requirements

The Service Provider ensures that:

- Children and young people are able to enjoy their interests, develop confidence in their skills and are supported and encouraged to engage in leisure activities
- Leisure activities have been adapted to ensure children and young people can safely be involved in physical and leisure activities
- There are strategies in place to help children and young people to join in, try hard and fulfil their potential. Children and young people’s achievements are actively celebrated.

<b>Children and Young People with SEND feel safe and have security</b>
<b>3. Outcome: I have the help I need, and I feel safe</b>
Service Requirements
<p>The Service Provider ensures that:</p> <ul style="list-style-type: none"> <li>- Children and young people feel safe and are safe</li> <li>- Staff are competent and skilled to be alert and responsive to children and young People's needs and are skilled and competent to support them.</li> <li>- All children and young people have an assessment of their risks and support/care needs.</li> <li>- Where children and young people cared for have complex learning difficulties and/or disability that impairs their communication skills, child protection procedures; staff training and practices explicitly address how these most vulnerable of children are to be safeguarded from abuse and how indications of abuse can be identified and acted upon.</li> <li>- At all times, the Service is fully staffed, and steps are taken to recruit to fill vacancies as soon as they occur. Staff turnover is minimised through good employment practices and support for Staff, thereby promoting stability and continuity of relationships for children and young people.</li> <li>- Arrangements for covering Staff absences are factored into the core staffing capacity and the Service must not be reliant on Staff working over-time or use of agency Staff other than for exceptional unplanned Staff shortages.</li> <li>- The Service Provider in partnership with the Authority does all they can to promote stability of the care package and avoid emergency breakdowns.</li> <li>- Where any child or young person is involved in a critical incident that threatens the stability of the care package, if a period of respite is agreed, a meeting will always be held to review the child's plan and risk assessment(s) and make a decision that represents the best interests of the child or young person.</li> <li>- The Staff are pro-active in requesting/convening such meetings where required, to minimise the risk of irretrievable break down and disruption to continuity of care for children and young people.</li> <li>- There is minimal use of the Police, and there are suitable procedures in place to deal with incidents. The Service Provider and Staff avoid involving the Police in incidents that would not normally attract Police involvement if the incident occurred in people's own families.</li> </ul>
<b>Children and Young People with SEND make a positive contribution to their community</b>
<b>4. Outcome: I am included and active in my local community</b>
Service Requirements
<p>The Service Provider ensures that:</p> <ul style="list-style-type: none"> <li>- Through access to the Services children and young people with SEND make a positive contribution to their community and are able to thrive.</li> <li>- Staff encourage and support children and young people to be helpful people in their own way and to be involved in community-based activities, including helping to run activities where appropriate.</li> <li>- Staff encourage, support and facilitate children and young people's involvement in appropriate youth and community activities with others.</li> <li>- The Service should provide its children and young people with improved confidence and meaningful experiences and opportunities to experience fun and challenging activities and be encouraged to undertake new activities.</li> </ul>

- The Service should provide its children and young people with the same opportunities as their peers without disabilities.

## 1.2 Monitoring of service outcomes

1.2.1	The Provider List Agreement will be monitored through the Authority's agreed contract monitoring arrangements by the Inclusion Service and by Commissioners.
1.2.2	Service Providers are required to comply with outcomes and performance monitoring requirements.
1.2.3	Providers will complete, at a minimum, Monthly, Quarterly and Annual Reports. Please refer to the Performance and Outcome Monitoring Framework in Section 2.2. for further details of information required.
1.2.4	Any concerns relating to information supplied in the Monthly, Quarterly and Annual Reports or complaints will be discussed with the Service Provider and appropriate action will be agreed.

## 1.3 Outcomes for children and young people

1.3.1	<p>When supporting children and young people to achieve outcomes the Service Provider will work with the Authority to achieve positive outcomes for a child or young person and to meet the objectives of the care package which will be discussed and agreed in the child's or young person's Care Plan.</p> <p>Providers are expected to:</p> <ul style="list-style-type: none"> <li>• Support the child or young person to make choices and have as much control over their life and independence as possible.</li> <li>• Engage in Shared Decision-Making.</li> <li>• Give the Service User information about health and safety risks so that they can make informed choices.</li> </ul>
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## 2. Performance and outcome monitoring

### 2.1 Monitoring Requirements

2.1.1	The Service Provider will identify a Key Person who will be the main point of contact in relation to delivery and performance management of the Service.
2.1.2	The Authority reserves the right to request monitoring meetings held at County Hall, virtually or the Service Provider's premises and to request evidence of reported outputs and outcomes, including seeing supervision files and meeting with Staff delivering the Service.
2.1.3	The Authority reserves the right to review, amend and develop performance and outcome monitoring during the lifetime of the Provider List Agreement and will consult with the Break Time and Short Breaks Steering Group in doing so.
2.1.4	Service Providers are required to comply with monitoring activity, including any additional or future monitoring requirements as specified by the Authority.
2.1.5	Failure to provide agreed monitoring information (including monthly, annual and end of care package reports) and/or other required documentation relating to the

	Framework Agreement (i.e. Individual Placement Agreements or IPAs) within the specified timescales may result in suspension of referrals until the information is provided. If the issue persists then the Authority reserves the right to suspend further care package referrals and take appropriate action as required until the issue is resolved to the Authority's satisfaction.
2.1.6	Service Providers will be expected to attend and contribute to assessments, care planning arrangements and reviews such as EHCP to ensure that children and young people's strengths and needs are fully identified and communicated and that expected outcomes are being achieved.
2.1.7	Any concerns relating to monitoring information supplied, complaints received or findings from will be discussed with the Service Provider and appropriate action will be agreed. Failure to provide required monitoring information within specified timescales and/ or address concerns identified to the satisfaction of the Authority may result in suspension of referrals until the matter is resolved.

The Performance and Outcome Framework for the Service are shown below.

## 2.2 Performance and Outcome Monitoring Framework

<b>Activities</b>	
<b>What must be reported</b>	<b>How often this will be reported</b>
<b>How much did we do?</b>	
List of children and young people provided with care package including: name, date of birth, number of personal care/ short break daytime/ break time/break time plus, overnight short break hours provided	Quarterly provider return, Monthly provider returns for Break Time activity (Claim Form)
Number of referrals received, and number accepted	Quarterly provider return
Number of Break Time and Break Time Plus sessions attended by children and young people	Monthly provider returns for Break Time activity (Claim Form)
Where a referral has not led to a service or where the placement breaks down, the Provider will provide an explanation	Quarterly provider return
Number and summary of notifiable incidents made to Ofsted/CQC	Quarterly provider return
Type of Break Time activities organised	Quarterly provider return Monthly provider returns for Break Time activity (Claim Form)
Number of cancellations a) by Provider; b) by family	Quarterly provider return
<b>How well did we do it?</b>	
Ofsted/CQC rating (annual and interim)	Quarterly provider return / on receiving Ofsted/CQC confirmation
Number of parent/carers reporting service satisfaction	Quarterly provider return, Provider's service user satisfaction survey
Number of parents / carers who report improved ability to cope	Family Review Process, Provider's service user satisfaction survey, End of Care Package Report
Number of children and young people reporting that short breaks have had a positive impact on their life	Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.

Number of children and young people who feel they have been supported to achieve their agreed goals	Quarterly provider return
Where a referral has not led to a service or where the placement breaks down, the Provider will provide an explanation	Quarterly provider return

<b>Quality and Outcomes Performance Standards</b>	
<b>OUTCOMES</b>	
Number of children and young people who report enjoyment of the service	Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.
Children and young people and their families are actively involved in and supported to make informed choices about the services they receive	Annual provider return, service user satisfaction survey
<b>Children and young people will say</b>	
<b>My voice is heard:</b> % of children and young people who report that they have the support they need to communicate their needs  % of children and young people who report that their choices and preferences are listened to  % of children and young people who report that they can contribute to decision making regarding their care	Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.
<b>I have fun:</b> % of children and young people who say they have fun and like going to their short break  % of children and young people with who report that they are making new friends and developing positive relationships	Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.

<p><b>I have the help I need and, I feel safe:</b></p> <p>% of children and young people that say they have the help that they need to take part in a short break</p> <p>% of carers feel that their children and young people has gained confidence</p> <p>% of children and young people who report that they are learning new things and having new experiences</p> <p>% of children and young people who feel safe during their short break</p>	<p>Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.</p>
<p><b>I am included and active in my local community:</b></p> <p>% children and young people who report that they can access and take part in short breaks in their local community</p> <p>% of CYP who report that they can access and engage with short break services in their area</p>	<p>Annual review process, End of Care Package Report, Provider's service user satisfaction survey, Family Review Process.</p>
<p><b>What difference did we make?</b></p>	
<p>Number and % of packages which achieve outcomes as per care plan</p>	<p>Family Review Process, End of Care Package Report, Provider's service user satisfaction survey,</p>
<p>Evaluation of individual outcomes achieved through the short break(s)</p>	<p>End of Care Package Report</p>
<p>Evidence children, young people and families are aware of and have access to advice, information and support for health, education and social care services</p>	<p>Family Review Process, Annual provider return</p>