

Local Area:

ISLE OF WIGHT

Full Service Offer Report.

Date: 22nd March 2011

Programme Objective 1: To base service provision on the identified needs of all eligible disabled children/ young people and their families (FSO1; FSO6)

FSO 1: The Short Breaks Service is based on a needs assessment of the local disabled child population, taking into account the voice of disabled children, young people and their families

Narrative

Four consultation days were held in January, February and July 2009 and January 2010 wherein both professionals, parents and young people were consulted about what they required from the AHfDC programme. The first, in January 2009, focused on the transformative aspect of AHfDC, inviting all attendees to identify needs and to plan for the future. The second, held in February, was a series of open meetings aimed at providers of social and leisure services in order to provide these people with more information about AHfDC and to focus on increasing accessibility to these for children with complex disabilities and health needs. The July conference, was attended by 70 delegates from parents, professionals and providers, including students from St. George's school who reviewed the progress made to date and agreed a broad range of priorities for development in 2010-11. The January 2010 conference targeted parents – updating them on current progress but also consulting them about barriers to accessing activities and how to improve provision for their families. 40 parents attended and the event was very successful in terms of prioritising key issues such as the provision of information and the sharing of information. All the results of the consultations have fed into the AHfDC delivery plan which has been rewritten in the light of changing requirements and priorities.

Disabled children and young people and their parents were a key part of the commissioning process during 2009/10. The process was carefully differentiated to ensure that disabled children and young people had their voice. DCYP were also part of the interview panels, along with parents and professionals. This helped to ensure that commissioned provision was 'child-friendly'.

All providers of short breaks have signed a service level agreement which states that continued consultation with parents and disabled children and young people (DCYP) is integral to their short break provision. A whole variety of consultative approaches have been used, ranging from questionnaires and leaflets, to face to face consultation and minuted meetings to gain this feedback. Lizzie Streeter, from the Children's Society has also visited the Island at regular intervals in order to train professionals and providers in how to engage DCYP in participation and feedback. This training has also included the current Children's Participation Officer and Youth Workers from Connexions. Sign/symbol software has

Evidence (as indexed for each objective)

"Parental involvement was excellent."

"Good mix of delegates so could get a wide perspective. Use good practice already in place to incorporate in Aiming High."

File on consultation workshops and audit of needs

Review Panel meetings with TDC and parents

Commissioning paperwork

- DCYP's comments/parental choices/comments

Service Level Agreements

SLA Addendum

Feedback from parents and DCYP from providers

Individual providers' systems for consultation and feedback eg. Beaulieu House

Reports from Providers re. impact of short break provision

March Providers' Forum – minutes and notes

also been investigated – with the support of Askability – and the special schools and Equalities Officer, with the intention of buying the licences for Widgets to ensure that all communications through FIZ are DCYP-friendly. All communications on the Wightchyps site are to have an 'Easy Read' section; this will not single out DCYP as a particular group.

Both in-house and externally-commissioned providers of short breaks have been asked to evidence how they have consulted with parents and DCYP. For example, Beaulieu House, consults with its members on a daily basis, with parents through questionnaires, events and regular audits and through its 'Friends of Beaulieu' forum, which includes parents and professionals. This evidence can be seen in the end of year reporting from providers to the AHfDC panel.

Parents' Voice, the hub parent organisation, has held regular networking events to reach parents, along with opportunities for parental feedback. Two members of Parents Voice sit on the Aiming High Steering Group and feedback to Parents Voice and other parental organisations. Members of Parents Voice also sit on a series of 'spoke' parent groups eg. the National Autistic Society, thus information centrally received is fed back to these groups and can be fed, by return, into the main 'hub' – Parents Voice. Parents also sit on a number of strategic groups eg. Progress Reviews with TDC, Transition and the main SEN/LDD group which reports to the Children's Trust, ensuring that parents are key to strategic direction and planning. More recently, TDC have been meeting with parents to ensure 'Fast Tracking' as from September 2010 onwards. This is to strengthen their strategic voice and to ensure sustainability. This is strengthened by the recent funding announcement for parent groups to continue.

Parents have been directly involved with how decisions on funding have been made. For example, parents have been very involved in the purchase of a mobile caravan for DCYP and their families, throughout each stage of the process. Parents have also been consulted on various aspects of the Play Build projects and have directly advised planners on the design of the Seaclose and Pan play grounds. Parents and DCYP have helped to test the three Landeez all-terrain wheelchairs which have been purchased through capital funding and DCYP have also fed back their views on the accessibility of the Askability website.

A new Parents Participation Strategy is currently in draft form and this is recommended for approval by the Children's Trust. This will show how consultation with parents and their families will form a strategic partnership with the local authority in future commissioning and service delivery. The effect of AHfDC has been evident in the Children and Young People's plan 2009 – 12; now parental input needs to be formalised in this document.

The 'Big Day Out', in which it was intended to canvass the views of the Island's disabled young people, was cancelled whilst in planning stages due to the reorganisation of Youth services. However, inclusion was a key part of the planning process and it was intended to hold a 'Smaller Day Out' at Beaulieu House and ensure that sitting, access and communications were all fully inclusive. The AHfDC team also

Minutes of AHfDC steering group and SEN/LDD meetings

Fast Tracking paperwork

Caravan paperwork and file

Play Build inclusive play parks file

Press coverage of new terrain wheelchairs at Compton and Thompson House.

Big Day Out planning papers

SEN day results and parental audit returns

Children and Young People's Plan 2009 - 2012

Disability Register –

www.iwight.com/council/departments/childrens_services/

Wightchyps feedback (reviewed yearly)

www.wightchyps.org.uk

Parental feedback from January conference

Copy parental feedback on short breaks questionnaire March 2011

National Youth Research Project results

Information Officer job description

Aiming High website – see below

www.iwight.com/council/aiminghigh/

<p>www.askability.org.uk/</p> <p><u>Parent Participation strategy - draft</u></p> <p>Parent Participation file and minutes from parent meetings</p>	<p>engaged with a Connexions bid to National Youth Research to investigate how DCYP feel about the short break activities open to them. The results of this research have now been published and are available through FIZ.</p> <p>A recent audit of parental views of short breaks and future commissioning needs was held at the annual SEN day at the Isle of Wight College. This included a visual board for DCYP to express their views about short breaks.</p> <p>An Information Officer post has been funded (as a direct result of parental request) and consultation with parents and DCYP has been ongoing either through the main website: Wightchyps, which is the Island's family services directory or through the Disability Register which contains a section on comments about current services. To date, numbers on this register have doubled in the six months of the Officer's post.</p> <p>FIZ has also written to all the registered childcare providers on the Island, including a questionnaire on inclusion, to conduct an audit of parental need. This relates to over 150 settings.</p> <p>The Information Officer has also attended Children's Centre's SEN groups, and spoken to parents at both hub and spoke parent group meetings, including both mainstream and special schools. Parents have been invited to share their views with the I.O.</p> <p>Both the Wightchyps and AHfDC websites have asked parents for their feedback and comments.</p> <p>The sign/symbol website Askability website has also been surveyed by DCYP for their comments on its effectiveness.</p>
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<p>FSO 6: Short breaks service provision is culturally appropriate and meets the racial, cultural, linguistic and religious needs of disabled children and their families</p>	<p>Narrative To ensure that commissioned provision is culturally appropriate and meets the racial, cultural, linguistic and religious needs of DCYP and their families, the service level agreement and commissioning process has included this element as a key requirement. Although the ethnic profile of the Island is not that varied, every effort has been made to consider the individual child's needs in the commissioning and quality assurance processes.</p> <p>In addition, when children receive an assessment of their needs – whether CAF or core assessment – every effort is taken to ensure that the family's total needs are catered for, including religious or faith needs.</p>	<p>Evidence (as indexed for each objective)</p> <p>Commissioning file and Providers' SLAs</p> <p><u>Bid pro formas for prospective providers</u></p> <p><u>Capital bid forms for funding</u></p> <p><u>LAIMP</u> – as at Q3 2011</p> <p>CAF forms</p> <p>Short Breaks Guidance from DfE and TDC</p>
<p>Programme Objective 2: To significantly increase the volume and range of short break provision (FSO2,FSO4)</p>		
<p>FSO 2: Offer a significantly greater volume of short break provision set against a 2007-08 baseline, and which reflects the additional funding levels available from Government.</p>	<p>Narrative In the first year of the AHfDC, the majority of funding was spent on a consultant in order to facilitate the Island's readiness for the delivery of AHfDC. Some short break activities were delivered through in-house provision and respite capacity at Beaulieu House was increased but the main strategy at this time was consultation with professionals and parents. Three conferences/workshops were held in order to gauge the needs for short breaks and a delivery plan and steering group put in place. There were real difficulties in capturing accurate data for the 2008-2009 baseline for the LAIMP as this was not readily accessible nor coordinated. No robust single database existed centrally. There was also a danger of double-counting owing to the lack of pupil-level data.</p> <p>Towards the end of the second year, consultant capacity was replaced by the post of the Implementation Officer, with eventual administrative support. (Internal barriers i.e. generic admin job descriptions made this specific appointment tricky.) Further provision was made for bolstering in-house capacity according to the original delivery plan – Beaulieu House was funded for additional overnights and tea visits and noted gaps in the Family Link service meant that they accrued two extra staff in order to reduce waiting lists and to increase their service to families. The Carisbrooke Contact Centre also received funding to provide domiciliary to children in their own home and outreach into the community.</p>	<p>Evidence (as indexed for each objective)</p> <p>152 DCYP in 2008/0 baseline; to 350 DCYP in 2010/11.</p> <p>"I want to thank you for organising such a wonderful play scheme this summer. [Child] absolutely loved it and to be able to leave my daughter knowing she was going to be so well cared for by your superb team and she was having fun too made hers and my summer. I truly hope this will be a permanent play scheme."</p> <p>Sub-group training minutes</p> <p>Report to Workforce Development Group re. recruitment, retention and training of short break workers - see link below</p>

<p>Workforce development and the recruitment and retention of short break workers was recognised as a key area for development, but was delayed owing to changing personnel and infrastructures in this area. The small size and geographical isolation of the Island has also been a significant factor in this respect in that most short break workers are found in specific settings. They also work in a variety of other roles eg. as befrienders or outreach workers or temporary holiday workers. It is important to develop this area so as not to rely on a specific group of workers. A workforce party was put in place to consider training for mainstream/universal services but this did not feed directly into the Workforce Development Board and was eventually disbanded.</p> <p>The collection of data for the LAIMP has been a key barrier in achieving an accurate reflection of need and growth of short breaks. Targeted training was delivered to all providers and structures put in place to enable better collection of data from providers. However, data capture from universal services and the PCT has been a continual problem, despite the Information Sharing Protocols that have been signed at a strategic level.</p> <p>Joint planning between the PCT and LA is not embedded and the planned post of the joint commissioner was cancelled owing to budget constraints. However, the PCT are represented on the SEN/LDD strategic group reporting to the Children's Trust and also on the AHfDC steering group and were an active part of the commissioning process. Proposals for improving equipment eg. purchase of the all-terrain wheelchairs, have also been prompted by the PCT. The role of the Disability Nurse at Beaulieu House has been planned to increase the amount of families and DCYP who can access outreach services as a result of this input.</p> <p>Various summer schemes were piloted eg. Funky Friends and YMCA, but for internal reasons, only one of these was commissioned for future service. Feedback from Funky Friends showed that parents were very positive about a programme that was so flexible and yet challenging for their children and this summer scheme had a huge impact on helping parents to see the positives in a challenging situation, rather than feeling 'blocked' by their child's disabilities. The sailing activities, also were a great success, taking place during Cowes Week. The YMCA's summer scheme offered twelve places per day over three weeks; each day offering the child five hours of activities. Links were built with social workers and other disability networks; most importantly of all, trust for statutory services was increased. This was noted as a key barrier in terms of parents accessing provision. It is important to ensure that settings are safe, transparent in their procedures and that staffing is as consistent as possible for the young people.</p> <p>Meanwhile, plans were in place for strong interfaces with parents and more effective communication with DCYP. Askability, the sign/symbol website was commissioned from the Children's Society and procurement began for short breaks, although this, again, was delayed by internal protocols. AHfDC funding was being spent on the development of the necessary infrastructure which was required to</p>	<p>Feedback from two summer pilots: Funky Friends and YMCA</p> <p><u>Report to Cabinet - January</u></p> <p>LAIMP files on data capture and training/correspondence</p> <p>Special Branch – “Just thought I'd let you know that we went tree climbing again on Saturday. H, M, my fiancé R and myself all had a go. It's a lovely idea to include siblings as they are normally little carers themselves and deserve it as I'm sure you'll agree. As for parents and carers being able to join in, I think it was an amazing experience to be up there with H, seeing him out of his chair and enjoying himself was wonderful and to be honest, I loved it just for myself too, it was bloody brilliant! I felt on top of the world. Literally!”</p> <p>Publicity file – AHfDC</p> <p>AHfDC delivery plans</p> <p><u>Providers list for 2010 – 11</u></p> <p>Bids/reports from Providers eg. Family Link and Carisbrooke Contact Centre</p> <p>Contingency planning</p> <p>Parental letter re. request for more befrienders/mentors and inclusive services</p> <p>Commissioning file and bid paperwork</p> <p>Training programme –</p> <p>www.eduwight.iow.gov.uk/teacher/workforce_development/ahdcmenu.asp</p>
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support the development of the programme such as establishing regular newsletters and parental forums. A small access fund was set up for parents (to pursue any ideas for short breaks) and increased activities focused on the special schools and extended services such as extra-curricular activities and a gardening club. A learning disability nurse began outreach work at Beaulieu and capital funding was spent on purchasing equipment/adaptations for short break activities, for example, the three all-terrain wheelchairs. Beaulieu House also successfully bid for tri-partite funding in order to build an inclusive playground on its premises, the need having been established by a previous consultation. An extensive advertising campaign also took place in February in the local press to inform parents and providers about the opportunities to apply for both revenue and capital funding and the AHfDC website also became live, linked to Wightchyps, Parent Voice and Parent Partnership.

The third year of AHfDC has seen the most significant growth in provision with the commissioning of a range of short breaks, although the start of this commissioned activity was delayed by the complex bureaucracy involved in the process and the fact that this was off-putting to smaller potential bidders. In-house provision has been consistently supported although the emphasis on overnight breaks has changed to increasing day care opportunities, thus reducing the need for expensive night provision. Beaulieu House has offered increased outreach, tea visits and training from the specialist outreach nurse. Extra funding has also been given to allow for extended holiday/respite periods for DCYP. Carisbrooke Contact Centre has been enabled to increase their staffing (despite difficulties in recruitment and retention leading to delays) and the Family Link staffing began to show a significant increase in sustainable, long-term capacity, having recruited up to 10 more carers. Commissioned provision has been wide-ranging and innovative, ranging from tree-climbing and watersports activities, to fishing and kayaking.

The failure of the largest commissioned contract, however, and the complexity of the procurement processes did impact on the range of short breaks available for the third year. Contingency planning was put in place rapidly but this still has had a significant effect on the range of delivery eg. the need for befrienders/mentors was recognised as a key gap in commissioning, just as the need for increased access to universal services and the quality assurance of staff; however, it was impossible to be flexible within the commissioning framework to allow for this particular gap at this late stage.

A sound training programme did get underway however, providing free training to anyone who was working with a disabled child or young person. This training was accessed by a significant number of providers, some of whom have catered for inclusion training of their own eg. UKSA. This training framework included specialist training on ASD as well as support for inclusive practice providing sustainability. The training modules were also based on the Children's Workforce Development Council (CWDC) standards required for short break practice, leading to increased provision of a well-trained force of workers. It is, however, recognised that further support is needed from both the PCT and LA with regard to workforce development and training (particularly complex medical training).

CWDC standards

Short Break Workforce and regulations required

Workforce Development Report

Communications strategy

Capital funding has enabled the purchase of adjustable changing tables for leisure centres and moveable hoists thus enabling many more DCYP to access swimming and leisure; a DDA compliant caravan for independent living practice and short breaks and equipment adaptations such as specialist sports wheelchairs or car seats. Parents were also involved in the purchase of inclusive play equipment for local parks, advising commissioned contractors enabling more accessible play on the Island. Further adaptations have been made to provide more safe or accessible activities by disabled CYP.

The Island will continue with the majority of new short break provision set up through AHfDC through the Early Intervention Grant in order to secure consistency and market growth. However, there will be a greater emphasis on value for money and measurable outputs i.e. the impact of their provision on DCYP. Further links with inclusive practice have been made with the Inclusion Fund in this third year, ensuring that parents requiring a short break are supported whilst their children access appropriate settings and positive activities.

The LAIMP data has shown a significant increase in the number of short breaks, however, waiting lists are still in place indicating further demand for specific services such as Family Link or domiciliary care. These recognised gaps will be key factors in future commissioning. The latest Progress Review from TDC signalled that children with severe and complex needs are being reached successfully; now children at Tier 2 need more responsive services. The model envisaged will supply support to DCYP to enable them to eventually access provision at an independent level, as appropriate.

A support for disabled children and young people in accessing activities in universal settings delivered through the following : the support of a befriending, sitting or sessional service; measures specific to severely disabled children that are undertaken to meet their physical access requirements in universal settings (DDA plus) measures that build the skills of universal service providers

B Overnight breaks with care available in both the child's own home and elsewhere

C Significant breaks during the day, with care available in the child's home and elsewhere

Narrative

A - DCYP have been supported in accessing activities in universal settings through various ways: No befriending or sitting service at present exists on the Island, although this is now a recognised commissioning need for planning in 2011/12. One pilot – which intended to develop a sitting and befriending service – failed to achieve its key targets in a six month period in 2008/9. As a result, this service was not developed further as it was not cost-effective nor timely. A sessional support service has been provided through domiciliary care agencies on the Island and through the in-house provision provided by the Carisbrooke Contact Centre.

Providers have been encouraged to purchase equipment that makes their setting more inclusive. For example, several portable hoists, along with adjustable changing tables have been purchased by the leisure centres on the Island as a direct result of parental consultation. Further equipment/adaptations have been purchased by Beaulieu House and specialist providers eg. UKSA and the Deaf Society i.e. buoyancy aids and kayaking equipment. The Play Rangers and YMCA have bought in specialist equipment i.e. sensory bubble tubes, play equipment or car seats to enable DCYP to access short breaks. A fully DDA compliant caravan has been purchased at a site which was considered to be the most accessible for families and their children. Three all-terrain Landeez wheelchairs have been sited at key locations on the Island to enable access to the more inaccessible beaches and terrains that school parties explore eg. forests and pebble beaches. Training for inclusion has been offered to all who work with disabled children and their families. Some providers have chosen to make their own provision in this regard eg. UKSA.

B – There have been long waiting lists for both Beaulieu House and Family Link services. As a result of AHfDC funding, these waiting lists have been reduced significantly, and no further residential placements have been made on the mainland in the last two years. Family Link have registered five new carers providing long-lasting, sustainable and safe care for two or more children, for the next five to ten years and are about to place another five carers through the process. Beaulieu House have removed thirteen children from the waiting list which has dropped significantly from 59 – 17 children. No mainland placements have been made in the last two years. Most parents currently use their direct payments for day care and outreach activity. There is no sitting service available on the IOW at present, nor is there a Children's Hospice. DCYP requiring palliative care will access either Naomi House in Winchester (which is impractical and not in the families' best interests) or children will receive palliative care at home through or at St. Mary's Hospital through the Acute Nursing Team. Direct provision is organised by the PCT in the best interests of the child.C - There are now substantially increased opportunities for children to receive a short break during the day, whether provided in-house or by commissioned providers. Families requested more challenging activities) and, as a result, tree-climbing, fishing and watersports are on offer for their children. It should be noted that some of these activities require families and siblings to be present as part of the short break. Although strictly, not part of the grant conditions, these activities were developed in response to consultation with families about meeting their particular needs. The provision available for 2010/11 has ranged from specialist play group provision for the under fives, to a youth club for teenagers, two specialist clubs for ASD children – Gamezone and the Lego Club, watersports and kayaking from UKSA, tree-climbing and woodcraft days (plus indoor climbing) from Goodleaf, farm stays and fishing at Nettlecombe Farm, inclusive football (and soon to be wheelchair basketball) by the IOW Inclusives, play sessions by the Play Rangers, disability sports taster sessions (currently golf, cricket and swimming), daycamps with the YMCA, specialist swimming sessions at the West Wight Sports Club, in-house provision of domiciliary care, the Family Link service, overnights and tea visits at Beaulieu House and outreach and domiciliary care support through the Carisbrooke Contact Centre. This, not to mention the services of a retained carer for 5 children, and the activities and trips organised by the Deaf Society for its members, leading to a Duke of Edinburgh Award, further camping and theatre trips run through the extended schools, and including funding to support families' needs through the Common Assessment Framework and inclusion agenda, meaning that DCYP can access after school or play settings with increased support. Funding has also been targeted at direct payments ensuring that parents have control over how they wish to spend their money.

Evidence (as indexed for each objective)

Cool 2 Care pilot papers

Staffing bids from the Carisbrooke Contact Centre

Provider bids

Family Link report/Beaulieu House data returns

Latest Revenue Budget Report from March AHfDC Steering Group as at 22nd March 2011

Programme Objective 3: Significantly improve access to short breaks provision

FSO 3: Use fair, understandable and transparent eligibility criteria that enable short breaks to be used as a preventative service and which do not restrict provision to those threatened by family breakdown or other points of crisis.

Narrative

Eligibility criteria have been developed in consultation with parents from various spoke groups eg. Medina House school and the National Autistic Society and the main hub group: Parent Voice. These were based on examples from other pathfinder areas such as Enfield, Cambridge, Buckinghamshire and Stockport and guided by best practice from the Council for Disabled Children.

Various drafts were presented to parental groups for comment in order to ensure that the content was parent-friendly. Content was also checked with Legal to ensure that the meaning remained unambiguous in law.

Modelled pathways into short break services were also developed in line with various pathfinder examples, bearing in mind other local authorities' practice of using a local offer or targeting levels of intervention from universal to specialist services.

The criteria were then aligned with the current published document on How to obtain Social Care Services on the Isle of Wight, eventually known as the 'Thresholds for Access to Services.' It was envisaged that the short breaks criteria would fit within this document, but in the event, this was published separately as an advice leaflet for parents, which is also featured on all relevant websites. The needs grid was adapted (being in five levels) to fit with the four thresholds used in the CAF assessments – otherwise known as 'Levels of Needs Indicators'. These thresholds were also aligned with the Continuing Care Consultation 2008 document in order to ensure continuity of good practice and accessibility.

It was originally intended that the Family Support Panel would act as the main 'gatekeeper' for eligibility to a short break, however, it soon became clear that this was too restrictive and penalised families without a social worker. (Parental feedback was that assessments are not completed in a timely manner and that it is also difficult to obtain a key worker.) In order to ensure that all families had access to a short break, the criteria (based on practice from Southampton) refers to any child who has received an assessment from a professional, including the CAF process. This was deliberate, in order to allow access to short breaks and to capture data to evidence future need. It has always been envisaged that the Island will then develop a 'passport' system, akin to that of Southampton's (or local offer with a minimum entitlement) which will ensure that families have equity of access to a short break service.

Evidence (as indexed for each objective)

Eligibility file – drafts and minutes

Published eligibility criteria – see link below

CAF thresholds

CDC guidance and advice on eligibility

www.iwight.com/council/aiminghigh/images/2Shortbreaksfordisabledchildren.pdf

The Information officer at FIZ has played a key role in ensuring that families understand what the criteria are and how to enrol for a short break. Members of the Children's Disability Team have also been familiarised with the eligibility criteria and how to use them. Training has also been provided through the bi-monthly Providers' Forum to ensure that the eligibility criteria are clear.

The Council for Disabled Children was instrumental in focusing the Island's attention on what was permissible, legal and good practice by evidencing the Islington judgement. However, in light of the new short breaks duty, we are awaiting guidance on any changes in law and practice before changing the draft status of our existing eligibility criteria any further.

<p>FSO 7: Ensure that provision is available on a planned and regular basis and at times when families and young people need breaks, this should include evenings, weekends and holiday provision and have the capacity to respond to urgent care needs</p>	<p>Evidence (as indexed for each objective)</p> <p>LAIMP return April 2011</p>	<p>Evidence (as indexed for each objective)</p>
<p>Narrative</p> <p>There is provision in place to respond to urgent care needs which is through the Family Support Panel and Children's Disability Team. However, currently, this still places great pressure on Beauieu House and the existing in-house services. The use of commissioned providers has enabled parents to rely on planned provision on a regular basis, although this is hampered by the short lead-in times for financial and service planning. There are plans, however, to expand the facilities offered by Beauieu House and to minimise the number of children sent to expensive off-island placements. Commissioned provision has been actioned on the basis that activities are provided at a time when families require short breaks. As far as possible, this remains the case. The failure of one of our largest commissioned providers has meant some setbacks in establishing regular provision across a range of services, however, this is growing and can be evidenced from the LAIMP.</p>	<p>FSO 8: Provide age appropriate provision which ensures that children/young people in groups A and B are not disadvantaged in accessing short breaks</p>	<p>Evidence (as indexed for each objective)</p> <p>LAIMP – April 2011</p>
<p>Narrative</p> <p>The commissioning process concentrated initially on catering for the most severe and complex needs of children in the targeted groups of A and B - the underlying principle being that this provision would be wholly accessible by other children with less complex needs/requirements. However, the commissioned providers chosen have represented a range of service activities – both specialist and non-specialist catering for DCYP and their siblings, as appropriate. The numbers of children in Group A accessing family-based or individual day care have risen from 30 – 83 and numbers of children in Group B accessing the same have risen from 28 – 37. Similarly, in specialist short breaks, children in Group A accessing short breaks have risen from 17 – 98 whilst in Group B, 15 to 42. Overall 163 DCYP are currently accessing a short break, out of which 140 are in the targeted groups. (These figures are also likely to be much higher in the April Laimp 2011.) In terms of inclusive activities, children in Group A accessing short breaks have risen from 10 – 34, whilst in Group B, from 5 – 22. Overall, these total 56 DCYP out of a total of 65, a difference of 9 CYP. In our Progress Reviews, Together for Disabled Children have commented that we are reaching the most severe and complex area of need, but that we need to continue to target DCYP in Tier 2, hence the importance of driving the inclusion agenda forward for all.</p>	<p>FSO 8: Provide age appropriate provision which ensures that children/young people in groups A and B are not disadvantaged in accessing short breaks</p>	<p>Evidence (as indexed for each objective)</p> <p>LAIMP – April 2011</p>

FSO 10: Promote information about available provision to the public, including details of eligibility, including threshold criteria and routes to accessing the service.

Narrative

The provision of short breaks is well promoted across the Island, but centred through the Family Information Zone (FIZ) and the funded post of Information Officer and the Service Level Agreement requirements of our commissioned providers that they fully advertise and publish details of their short breaks, including through avenues provided by the local authority and PCT. A Providers Forum is held on a two-monthly basis which enables support and networking opportunities; providers are also expected to advertise themselves widely using both LA and other media conduits. A Communications strategy is in place which has focused on targeted providers, targeted staff and user groups and has planned for longer-term signposting using follow-ups and advocates as key spokespeople. This has used local press, local radio and organisations to publicise the short breaks available, as well as targeting professionals' meetings eg. Headteachers' conferences and internal systems eg. The Vine and Mail2U (PCT). Existing conduits for information eg. the Isle of Wight Chamber of Commerce Tourism and Industry and the Rural Community Council have also been used. However, the central drive is through FIZ and the Information Officer. Targeted newsletters highlighting half-term activities have been sent to parents/carers who are known to us – either from our short breaks database or the disability register. The usual production of holiday activities by FIZ is now enhanced by the inclusive activities provided by AHfDC.

Initially, the AHfDC website provided both the national and local context of short breaks and current practice, including useful links to other services such as Family Link and glossaries/jargon busters, however, of late, successive developments are now more clearly signposted on FIZ and the Wightchyps website. Details of eligibility are published as a leaflet, published on-line and enrolment forms are available through all our providers and FIZ; these are also available to parents (who are not on-line) at information open days such as the recent SEN Information Day held in March. An easy-to-read flowchart of routes into the service is being developed.

Evidence (as indexed for each objective)

Lesley Forde, FIZ Information Officer

www.wightchyps.org.uk

Programme Objective 4 Improve the quality of experiences for disabled children and young people

FSO 5: Provide positive experiences for children by promoting friendships and by encouraging social activities, new experience and supportive relationships with carers.

Narrative

Wherever funding decisions have been made, commissioned activity has always taken into account the key premise that the impact on DCYP should incorporate the 5 'Every Child Matters Outcomes'. The likely impact that providers will make on DCYP that use their service was an initial question in the bidding stage and through service level agreements and quality indicators, providers have been asked to consult fully with parents and DCYP to ensure that their services are flexible, fit for purpose, appropriate and that these are providing a positive experience.

The regular bi-monthly Provider Forums and the networking events held by Parents Voice are helping to ensure that word spreads about the nature of the short breaks on offer and the positive impact these have on DCYP. Feedback (as required by commissioning and service level agreements) has also been gathered both during and at the end of the commissioning period from parents and children by Providers.

It is worth looking at the notable effect of some of these eg. the Lego Club, in which the positive impact of the club has been sustained outside the short break activity itself into increased socialisation with peers at school. Others, such as Goodleaf and UKSA, have encouraged independence and higher self-esteem. The most recent Providers' Forum articulated these as broadly: impacting on communication, socialisation, personal development, life skills, enjoyment and achievement, enabling transition periods, and empowering DCYP.

Parents, also, have repeatedly asked for short break activities in which siblings can participate and allow other parents to meet each other for coffee and a supportive chat. Just meeting other parents in a similar situation was incredibly important. Hence, it is planned to continue for the whole family, in line with the Short Breaks duty's recommendations that the role of siblings plays a higher part in future.

Evidence (as indexed for each objective)

March Provider Forum notes relating to Impact on DCYP and future wish lists

Providers' end of project reports and evaluation and feedback paperwork

Individual case studies/comments

Photographs from Providers

FSO 9: Utilise the service provider that offers the best possible quality to meet individual needs at the most efficient cost.

Narrative	Evidence (as indexed for each objective)
<p>It has been difficult to evaluate value for money from the outset, owing to the fact that all commissioned activities have been markedly different and bids outlined by different providers. These bids were outlined on what activities were envisaged as being achievable within a nine-month contract period. The reality, of course, has been very different and most of the commissioning delivery has been affected by the known difficulties of recruitment and retention on the Isle of Wight. The market for short breaks is in its infancy and there were virtually no large providers already in existence on the Island. The physical barrier of the Solent has also been off-putting to some parents who dislike the thought of their child receiving a short break (no matter how effective) on the mainland. Other factors have also played a significant role in terms of defining outcomes i.e. the availability of DDA compliant venues in a location that is accessible by most parents or running activities at a time which parents felt was most appropriate. Most activities were delivered without reference to transport; the assumption being that the parents would transport their child to the appropriate activity. However, the timing of activities and the venue impacts significantly on whether or not, the activity is a real short break for parents.</p> <p>The commissioning process was also hindered by the extent of internal bureaucracy which meant that contracts were not in place before June 2010. Strict procurement regulations also meant that provision of grants to providers was restricted. The new grants procedures that are now available, were, at the time, being developed and drawn up.</p> <p>Local provision was grown through bidding for grants of money under £10K. Various factors also impacted on the growth and delivery of these short breaks. Some providers were unable to provide residential courses, as planned initially, owing to the lack of medically-trained staff and the strict overnight regulation; other providers were hampered by the seasons eg. both watersports and tree-climbing are weather-dependent. Providers were very canny at getting round these restrictions eg. by providing an alternative activity such as indoor wall-climbing. Safeguarding and adequate training of staff were also key to delivery of a safe and effective service. A safeguarding audit was conducted in Autumn 2010 and providers were encouraged to participate in the free AHfDC training, relating to CWDC standards. All providers have been supported throughout this process and we are keen to strengthen this market base in future.</p> <p>Learning from the commissioning process will impact on future commissioning and delivery of short breaks. It is intended that future services will be paid on a payment by results basis and that costs are comparable between day and night service delivery, where possible. As more evidence of what is cost-</p>	<p>LAIMP 2011</p> <p>Papers from the recent conference by NII, on 22nd March 2011</p>

	<p>effective practice emerge, and the AHfDC programme is evaluated in full after the programme's ending, important lessons will be available for the future. A recent conference held by the National Institute for Inclusion evaluated the effectiveness of short break provision across 20 pathfinder authorities and provided a commissioning model based on individual impact outcomes which may be one cost-effective route considered in the near future.</p>
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