

## Service Specification

FOR THE PROVISION OF FOSTER CARE OVERNIGHT SHORT BREAKS	
<b>1.</b>	<b>Introduction</b>
<b>1.1</b>	<p>Shropshire Council and Telford &amp; Wrekin Council is seeking to commission a Foster Care Overnight Short Breaks service for children and young people with disabilities and complex health needs across the county.</p> <p>The Children Act 2004 and the Breaks for Carers of Disabled Children <a href="#">Short Breaks Regulations</a> 2011 require Local Authorities to provide services designed to give breaks for carers of children with disabilities. The Short Breaks offer aims to support the needs and aspirations of children and young people with disabilities, as well as support parent, carer and family wellbeing.</p> <p>Short Breaks provide an opportunity for CYP with disabilities to: spend time away from their carers; try out new things; have fun and make new friends; helps to support a child or young person's social and emotional development; as well as providing them with new experiences and an opportunity to learn new skills. It is important that the short break gives the young person the opportunity to develop their independence in preparation for adulthood.</p> <p>Short Break services span a range of activities, care and support options that a child or young person (CYP) with disabilities may need. A Short Break can last from a few hours to a few days, an evening, a weekend, and school holiday daytime activities, depending on assessed need.</p> <p>There is insufficient, local overnight Short Breaks respite across both Shropshire Local Authority area and Telford and Wrekin borough. Families have fed back that a foster carer respite service would be a positive development locally. Therefore both Councils are seeking to jointly commission a Foster Care Short Breaks service for resident children and young people with disabilities and complex health needs delivered in the county.</p> <p>This aligns to both Council's ambition to offer regulated, local and high quality overnight respite, within a homely environment, rather than within a residential home setting. This Foster Carer respite offer forms part of a range of options for regulated overnight respite that will be offered to families.</p> <p>Foster care overnights are a series of short-term planned placements with the same foster carer each of which may last for no more than 17 days and in total not exceed 75 days in a year. The role of a foster carer is to care for any child placed with them as if the child was a child of their family and to promote that child's welfare having regard to the long and short-term plans for the child.</p> <p>The Council is seeking a provider that can satisfy the service delivery requirements, to deliver a quality and sustainable overnight short breaks provision over a long contract period. It is understood that the successful provider will require time for recruitment and training in the lead up to service delivery, and this will be underpinned via a partnership approach with each Local Authority.</p>

<p><b>1.2</b></p>	<p><b>Legislative Background</b></p> <p>All disabled children are considered to be a child 'in need' (see section 17 of the Children Act 1989) and therefore the Local Authority has a general duty to safeguard and promote their welfare by providing a range and level of services appropriate to their needs. If a disabled child or their parent requests an assessment then there is a duty to assess in each case, including any needs for carer support.</p> <p>The Children Act 1989 and the Breaks for Carers of Disabled Children Regulations 2011 require local authorities to provide services designed to give breaks for carers of children with disabilities. The break should enhance the ability of parent carers to care for their disabled child and any other children they may have.</p> <p>Overnight short breaks can be provided by local authorities under:</p> <ul style="list-style-type: none"> <li>• section 17(6) of the 1989 Act, which grants local authorities a power to provide accommodation as part of a range of services in order to discharge their general duty to safeguard and promote the welfare of children in need; and</li> <li>• section 20(4) of the 1989 Act, which grants local authorities a power to provide accommodation “for any child within their area (even though a person who has parental responsibility for him is able to provide him with accommodation) if they consider that to do so would safeguard or promote the child’s welfare”.</li> </ul> <p>Foster care overnights are a series of short-term placements with the same foster carer each of which may last for no more than 17 days and in total not exceed 75 days in a year. The role of a foster carer is to care for any child placed with them as if the child was a child of their family and to promote that child’s welfare having regard to the long and short-term plans for the child.</p> <p>A range of other relevant statutory legislation and guidance is also in place which local authorities must have regard to, including:</p> <ul style="list-style-type: none"> <li>• Section 20(1) which gives local authorities a duty to provide accommodation in situations where there is no-one else able to provide suitable accommodation or care.</li> <li>• Section 6(2A) of the Carers and Disabled Children Act 2000 gives local authorities a duty to assess the needs of carers taking into account their wish to undertake work, education, training or leisure opportunities.</li> <li>• The Chronically Sick and Disabled Person’s Act 1970 Section 2 which determines situations where all assessed needs must be met.</li> <li>• Providing advice, information and guidance meets duties outlined in paragraph 1 of Schedule 2, Children Act 1989 and section 12 of the Childcare Act 2006.</li> <li>• The Disability and Equality Act 2010 requires all public bodies to have due regard to encouraging the participation of disabled people in public life and to promote equality of opportunity</li> </ul> <p>The local authority also has a duty, where requested, to prepare a personal budget, to deliver provision as set out in an Education, Health and Care Plan.</p>
<p><b>1.3</b></p>	<p><b>A Joint Tender</b></p> <p>This is a tender joint between Shropshire Council and Telford &amp; Wrekin Council. The successful provider will be awarded a contract from each LA for the provision of the service. There will be on-</p>

	going long term partnership between these three parties in the overall review of service delivery, development and impact.		
	Each LA will make their own implementation plans with the provider and these may differ in timescale and development focus, in line with each LA's priorities.		
2.	Service Outcomes		
	The objectives of the short break service provided will be to achieve the following outcomes. These will be monitored in accordance with appropriate outcome measures, including those in the following table:		
	Objective	Outcome Measure	Output
	Be Healthy	The child or young person: <ul style="list-style-type: none"><li>has good emotional health and wellbeing through support from their foster carer</li><li>has access to information about health issues that allows them to make informed choices as they grow up</li></ul>	The Child or young person has good physical, emotional, mental and sexual health and are as healthy as they can be.
	Stays Safe	The child or young person: <ul style="list-style-type: none"><li>is encouraged to engage in open discussion within the foster home that facilitates a non-judgemental and safe environment in which to share issues of concern and welfare (e.g. abuse, bullying, relationships and school/college work).</li><li>is supported to understand and learn skills and strategies on how to keep safe when they are out in the community on their own, with their peer group, with their carer or online.</li><li>has access to positive role models and receives guidance</li></ul>	The child or young person is physically safe, stable and emotionally secure; they are protected from ill-treatment, neglect, violence and sexual exploitation; they are free from bullying and discrimination; and are protected from involvement in crime, anti-social behaviour and other risk-taking activities
	Enjoy and Achieve	The child or young person: <ul style="list-style-type: none"><li>has access to and takes part in a variety of social, sporting and cultural activities to support the development of their life skills, appropriate to their individual needs</li></ul>	The child or young person receives encouragement and recognition for their achievements. They participate in activities and develop social and cultural skills and make positive friendships

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		<ul style="list-style-type: none"> <li>• is as active as they can be</li> </ul>		
	Make a positive contribution	<p>The child or young person:</p> <ul style="list-style-type: none"> <li>• is aware of, and contributes to, plans for the future in a way which is appropriate to their age and development</li> <li>• has the opportunity to ask questions about their plan and is helped to give their view.</li> <li>• feels that their view is listened to and taken into account</li> </ul>	<p>The child or young person positively participates in the life of the foster family and local community and are actively involved in making decisions about their future. They develop self-confidence and are able to deal with change and other life challenges.</p>	
	Preparation for adulthood	<p>The child or young person:</p> <p>progressively gains independent living skills as they grow older</p> <p>Is provided with the skills and confidence to make decisions about their transition to adulthood working with all agencies working to support that process.</p> <p>The fostering provider:</p> <p>Works as part of a multi agency approach to provide information to young people and their families and support decision making about the services available to them moving into adulthood.</p> <p>Works closely with Shared Lives provision in Shropshire, Telford and Wrekin to identify potential routes into adult support for appropriate children and young people as part of their transitional planning.</p>	<p>The child or young person has the basic life skills that prepare them to successfully move on from their Short Breaks Foster Care placement and are as independent as they can be.</p> <p>That young people and their families are fully informed about the services that will meet their support and accommodation needs, when moving into adulthood.</p>	
	Worthwhile breaks	<p>Parent carers are satisfied that the short break is:</p> <ul style="list-style-type: none"> <li>• enabling them to spend quality time with siblings and other family members or engage in training, leisure and daily routines.</li> <li>• providing an opportunity for their child to have new experiences and develop new</li> </ul>	<p>Fewer families reaching crisis points and enabling parent carers to continue in their caring role</p>	

		skills in a safe and secure environment	
	<p>The Service Provider will work with each Local Authority to achieve positive outcomes for the young person and meet the individual objectives of the placement, which will be discussed, agreed and recorded in the Individual Service Agreement. Achievement of outcomes will be assessed during individual child/young person social care review, as well as the monitoring and review of the Service and should be evidenced through service user feedback and captured in quarterly reports.</p>		
<b>3.</b>	<b>Service Requirements</b>		
<b>3.1</b>	<p><b>Service Description</b></p> <p>This Service Specification sets out Shropshire, Telford &amp; Wrekin Council requirements for the provision of a Foster Care Overnight Short Breaks .</p> <p>The service will provide overnight stays to children and young people with disabilities and complex health needs in the homes of approved foster carers.</p> <p>The service will provide regular, planned and routine short break stays; however, some flexibility will be required to meet the changing demands of the service, including, where possible, the ability to provide an urgent response in the case of an emergency. An overnight break is usually regarded as a 24-hour period; however, the duration of the break has a number of dependencies, including whether the break is required on weekdays or weekends, term times or holidays.</p>		
<b>3.2</b>	<p><b>Service Demand and Needs</b></p> <p>Based on the assessed needs of current service users, it is anticipated that a minimum of 500 nights per year will be required from this service across both Local Authority areas. However, demand for overnight short breaks may fluctuate in line with local need. Working in partnership will support shared strategic service planning to meet future demands and needs. It is understood that the service will require time to develop up to the level required.</p> <p>It is anticipated that for Shropshire Council the service will be introduced slowly over 12 months with a small number of children (3) provided with a service in the first 12 months of the contract and then increasing the uptake of service in consultation with the provider.</p> <p>Please refer to Appendix 7 for further detail on respective current LA needs analysis.</p> <p>Ideally, provision will be delivered within the Local Authority to its residents. This will support mid-week breaks as it will avoid undue travel to school requirements, as well as the more popular weekend breaks. There are additional benefits such as accessing local activities and inclusion within the child/young person's community.</p>		
<b>3.3</b>	<p><b>Eligibility Criteria</b></p> <p>Foster Care Overnight short breaks prioritise support for those families with children and young people who require a high level of support and where an overnight short break is needed to give parent carers a break from caring. They are available to children and young people via a social care assessment of need. This assessment is carried out by each LA Children with Disabilities team.</p>		

	<p>To be eligible for a service from the Children with Disabilities Team, a child or young person must be regarded as disabled under the Children Act 1989 and Equality Act 2010.</p> <p>The definition used by the service is as follows:  'a child and young person who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.'</p> <p>The service will be provided to children and young people with disabilities with an assessed need for overnight short breaks who are resident within each LA area. The service is commissioned for children up to their 18th birthday.</p>
<b>3.4</b>	<p><b>Request for Service</b></p> <p>Once a social care assessment of need has been carried out and support identified, requests for service will be made from the Children with Disabilities Team to the Service Provider via a Service Request Form (SRF). The format of the Service Request Form will be determined in partnership between the provider and the LA.</p> <p>The referring worker is responsible for ensuring all information is up to date and correct when completing the SRF. Information should include comprehensive details of the young person's needs and should set out clear requirements around equipment and medication. The pattern and length of the break will be determined by the child's and families' personal assessed needs. This can range from one occasion per month to a week during school holiday periods.</p>
<b>3.5</b>	<p><b>Matching</b></p> <p>On receipt of the Service Request Form, the Service Provider will complete the SRF form which will detail how the young person's needs will be met by the service and identify possible foster carers for matching. This must be completed and returned within 10 working days of the request being received.</p> <p>A match between the child and a foster carer should be made on the basis of:</p> <ul style="list-style-type: none"> <li>• Level of the child's disability with the skill of the carer;</li> <li>• Type of household of the carer and the ability to meet the child's needs;</li> <li>• period of time being requested, and particular days involved;</li> <li>• Geographical location;</li> </ul> <p>Where the carers do not have the necessary adaptations to their home and/or vehicle, this should be highlighted in the Service Provider Response form as well as the timescale to put these adaptations into place.</p> <p>All foster carers must agree to maintain the confidentiality of children, young people and families in their care or for whom they are approached about care. It is important that the child and their parent carer are provided with information about the proposed match so that they can make an informed decision as to whether to proceed with meeting the foster carer. For this reason, the Service Provider should include a profile of the potential foster carers for sharing with families.</p>

3.6	<p><b>Introductions</b></p> <p>Once a foster carer has been identified, the Service Provider will contact the referring worker to arrange an initial meeting.</p> <p>Introductions are necessary for every young person accessing the service, however the process and length of this will vary for each child. The pace of the introductions should be matched to the needs of the child.</p>
3.7	<p><b>Individual Service Agreement - Contract</b></p> <p>An Individual Service Agreement (ISA) will be completed prior to service delivery and must be agreed and signed by both parties. The ISA details the requirements of the individual package of care, including specifying the number of overnight stays required to meet need and should address any individual outcomes expected from the service. The ISA may be amended or adjusted during the life of the contract.</p>
3.8	<p><b>A Child Focussed Service</b></p> <p>The Service Provider and their approved foster carers should aim to provide the best care possible for the children for whom they are responsible and should ensure they are safeguarding and promoting the welfare of each individual child. The Service Provider will offer a child focused service that responds to the needs of the individual, is integrated with local communities and dedicated to promoting the independence, well-being, dignity and peace of mind of every person with whom they work.</p> <p>This provision should be in partnership with the parent carers of the child. Parent carers retain parental responsibility for ensuring that the child's general needs are met appropriately. This includes health, education, physical and emotional needs.</p> <p>Foster carers will be accountable for meeting the child's needs in consultation with the child and parent carers whilst the child is in the placement with them. Consent must be obtained from the parent carer prior to placement, for example to administer medication, take on trips, access to the community and take photos. Provision of foster care cannot be accessed without an agreement between the foster carer and the parent carer with parental responsibility.</p> <p>The Service Provider will ensure that the communication needs of the child/young person are met including use of a range of formats such as PECS, Communication cards, Makaton, sign language.</p> <p>The Service Provider shall also ensure that all provision is culturally appropriate so that it meets the racial, cultural, linguistic and religious needs of individual children/young people and their families.</p>
3.9	<p><b>Notice Periods &amp; Cover Arrangements</b></p> <p>When the child/young person is unable to make the planned short break due to illness, the Service Provider should make every effort to offer an alternative date within 28 days. Overnight breaks should not be routinely banked for any reason other than illness.</p> <p>When foster carers are sick, on leave, a placement breaks down or a carer vacates their position, the Service Provider will make appropriate provision for cover where this is vital to support the child or young person and family in order to maintain their care arrangements.</p>

	<p>When a service can no longer be provided, for example when a young person turns 18 or their needs change significantly, a comprehensive transition plan should be put in place, agreed and signed off by the Local Authority representative/Social Worker.</p>
<b>3.10</b>	<p><b>Transport &amp; Leisure Activities</b></p> <p>There must be an agreement between foster carers and parent carers about transport to and from school and activities during the period of foster care. Foster carers must ensure that they have full comprehensive insurance and are insured to use their vehicle for business use. Equally, if the child requires an adapted vehicle and the parent carer is prepared to permit the foster carer to use this, written agreement must be obtained stating that this has been agreed and the foster carer must be identified as the named driver on the insurance policy. Any damage or injury caused will be insured through the vehicle owner insurance and a claim must be made on this insurance for any payments.</p> <p>Travel time and mileage costs to and from school or leisure activities is considered part of the short break service offered and therefore will need to be included in the costings for the overnight stay. Parent carers will be responsible for the cost of leisure activities during the short break. Leisure activities and associated costs must be agreed prior to being incurred.</p>
<b>3.11</b>	<p><b>Equipment</b></p> <p>The Service Provider is responsible for providing and maintaining equipment that is ordinarily available to meet the needs of the young people accessing this specialist overnight short breaks service. This includes equipment such as toileting and bathing aids.</p> <p>Where specialist equipment is required, the Service Provider must consult the Council before any package of care is agreed. The Council will assess the need for specific and specialist equipment or individual adaptations in home of the short breaks foster carer and will agree arrangements for the provision, training and ongoing maintenance of those items on a case by case basis.</p>
<b>3.12</b>	<p><b>Care Plan Reviews</b></p> <p>Placements will be reviewed annually or as and when required by the LA Children with Disabilities Team. The Service Provider will contribute, as necessary, to any reviews or care plans involving the child or young person, including supplying written information about the child's progress. The foster carer should also have a copy of the Child in Need plan. The Service Provider and foster carer should be made aware of any change of circumstance or changes to a child's plan as a result of review. The ISA should also be amended to reflect any changes.</p>
<b>3.13</b>	<p><b>Information for Families</b></p> <p>The Service Provider will ensure that information about the overnight respite service is available in a range of formats and media which is accessible to disabled children and young people, their families and professionals.</p> <p>The Service Provider will ensure that this information is kept up to date and contains the following:</p> <ul style="list-style-type: none"> <li>• The full contact details to include postal address, email address, website address and telephone number.</li> </ul>



	<ul style="list-style-type: none"> <li>• How to contact the provider</li> <li>• A summary of the Service provided and eligibility.</li> <li>• Information about how to make complaints, comments, and compliments</li> <li>• Confidentiality, safeguarding and child sexual exploitation policy statements</li> <li>• Service Procedures</li> <li>• Details of how to request information in alternative formats tailored to meet the specific needs of disabled children and young people.</li> </ul>
<b>4.</b>	<b>Staffing Arrangements</b>
<b>4.1</b>	<p><b>Service Management</b></p> <p>The provider shall ensure there is a local and accessible service presence that will ensure a local response and management support, as well as a consistent Service Manager that shall act as the Service lead.</p>
<b>4.2</b>	<p><b>Recruitment</b></p> <p>It is essential that individuals providing care in their own homes are subject to full employment and personal checks, as well as safe recruitment methods such as DBS checks, and that they are provided with induction and training. The Service Provider must ensure that its staff and foster carers have the necessary professional qualifications, skill and experience to deliver the service and that regular supervision and appraisal takes place.</p>
<b>4.3</b>	<p><b>Training</b></p> <p>It is the responsibility of the Service Provider to ensure all short breaks foster carers:</p> <ul style="list-style-type: none"> <li>• receive a comprehensive person centred, induction training package prior to or at the point of commencing work with children as appropriate;</li> <li>• have an individual training plan which is discussed at supervision, reviewed regularly and ensures that all carers are appropriately trained to care for the people they support;</li> <li>• receive training in Administration of Medication that as a minimum meets the requirements of the child they are providing care for;</li> <li>• be trained in and understand the principles of Risk Management and Risk Enablement;</li> <li>• undertake appropriate training as necessary to support service users with their individual long-term conditions;</li> <li>• receive appropriate support and training in managing risky and behaviours of concern (challenging behaviour).</li> </ul>
<b>4.4</b>	<p><b>Supervision and Support</b></p> <p>The Service Provider shall ensure all short breaks foster carers:</p> <ul style="list-style-type: none"> <li>• receive regular professional supervision to ensure the foster carer's issues and needs are identified and addressed;</li> <li>• have opportunity to engage in peer support opportunities that may include group support, training and sharing of best practice</li> </ul>

<b>5.</b>	<b>Quality Standards</b>
<b>5.1</b>	<p><b>Registration and Regulatory Requirements</b></p> <p>The Service Provider will be registered as an Independent Fostering Agency and will have due regard to Fostering Services (England) Regulations 2011, particularly when assessing and approving foster carers.</p> <p>The independent fostering agency must be registered with Ofsted and must meet the legal requirements and minimum standards for fostering services. We would expect the Service Provider to have knowledge of and consider:</p> <p style="padding-left: 40px;">The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services</p> <p style="padding-left: 40px;">The Fostering services: national minimum standards.</p> <p>An Independent fostering agency that is inspected by Ofsted and provides personal care to children placed with them does not need to register with the Care Quality Commission for this regulated activity.</p>
<b>5.2</b>	<p><b>Quality Assurance</b></p> <p>It is imperative that children, young people and their parent carers are seen as individuals. Services provided should reflect the individual choices of the child, whilst treating them with respect and upholding their rights, privacy, dignity and independence. Young people and families should always be supported to make their own choices and be fully involved in all decisions regarding their support, as well as being involved in planning, monitoring and evaluation of the services received.</p> <p>The Service Provider will need to demonstrate and maintain throughout the contract period a properly documented and effective system of quality assurance in relation to the Service provided covering standards of work and procedures that practice can be assessed against.</p> <p>The Service Provider will be required to:</p> <ul style="list-style-type: none"> <li>• Make the Council aware of any safeguarding concerns or issues as soon as they are identified or arise</li> <li>• Participate in regular and ad hoc meetings arranged by the Council, including any unarranged visits</li> <li>• Give the Council access to relevant records and staff</li> <li>• Submit regular and ad hoc information as required</li> <li>• Regularly update policies and procedures and put them into practice</li> </ul>
<b>5.3</b>	<p><b>Service Safeguarding Requirements</b></p> <ul style="list-style-type: none"> <li>• All Staff and Volunteers will undertake Safeguarding training and will comply with West Midlands Safeguarding Children Procedures and respective Local Authority Safeguarding Board requirements. This means that any concerns or alerts have to be notified to the Council the same day. These procedures can be found at: <a href="http://westmidlands.procedures.org.uk/">http://westmidlands.procedures.org.uk/</a></li> <li>• The Provider will undertake a Health &amp; Safety Risk Assessment to ensure the provision is held within a suitable environment that meets health and safety requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>• The provider will ensure that there is sufficient staff at all times with the appropriate experience, and qualifications to deliver the service.</li> <li>• Staff and volunteers will have an enhanced DBS check in place.</li> </ul>
<b>5.4</b>	<p><b>Grievance Procedure</b></p> <p>It is anticipated that the child, parent carer and foster carer will build and develop a supportive and understanding relationship in which all parties feel comfortable to discuss any minor issues which may arise. If there are areas of disagreement which cannot be resolved directly, resolution should be sought by taking the issue to the Provider's Registered Manager. If a speedy resolution cannot be agreed, consideration should be given as to whether the placement should be suspended pending an outcome and the referring worker and Council informed.</p> <p>Any safeguarding concern or allegation of abuse must be reported in line with the Service Providers and the relevant Council's safeguarding procedures.</p>
<b>5.5</b>	<p><b>Complaints and Reporting</b></p> <p>The Provider will make available an accessible Complaints procedure. The Provider will inform the Council's Children's Social Care Commissioner within 3 working days of receipt of any complaints.</p> <p>Any significant instances such as violent incidents, injuries etc shall comply with Health &amp; Safety requirements (recording, reporting).</p> <p>The Provider will provide copies of any relevant documentation relating to complaints received to the lead officer within one working week of receipt.</p> <p>The Provider will co-operate in any investigation of a complaint as requested by the Council and remedy any concerns that the Council has regarding the provision of the service.</p>
<b>6.</b>	<b>Partnership Working</b>
<b>6.1</b>	<p><b>Co-production</b></p> <p>The voice of the child/young person should be apparent within the service delivery via arrangements to provide personalised services and informed by seeking feedback and acting on it.</p> <p>Their views, wishes and feelings shall be considered during service delivery and shall be reported within each individual child report, how this was used to deliver services and alongside evidence towards outcomes.</p> <p>The Service Provider will be expected to regularly attend local Short Breaks related groups to feedback on service delivery and share good practice.</p> <p>The Service Provider shall arrange for regular feedback and surveys to gather information on the experiences of children/young people and their families regarding the service, and shall present this back to key stakeholders alongside responses to act on the feedback.</p>

6.2	<p><b>Continuous Improvement</b></p> <p>The partnership approach will enable both provider and LA to review and improvement to processes and ways of working within the remit of this contract to ensure improvements are identified and implemented. This process shall include reference to individual feedback, complaints and compliments and surveys. The Local Authority reserves the right to adjust processes during the contract period. The partnership shall keep under review the service needs and demands and shall collaborate to co-produce service developments.</p>														
7.	<p><b>Contract Monitoring and Reporting</b></p>														
7.1	<p><b>Reporting Requirements</b></p> <p>The Service Provider will be required to comply with the following reporting and administrative processes. However, full monitoring requirements and processes will be agreed with the Service Provider and any templates may be adjusted during service mobilisation and the contract period.</p> <table border="1" data-bbox="183 768 1396 1989"> <thead> <tr> <th data-bbox="183 768 774 813">Requirement</th><th data-bbox="774 768 1396 813">Evidence</th></tr> </thead> <tbody> <tr> <td data-bbox="183 813 774 925">Data Dashboard kept on use of service</td><td data-bbox="774 813 1396 925">Monthly and Quarterly Monitoring and Review Report (see Appendix 8 and 9 for template)</td></tr> <tr> <td data-bbox="183 925 774 1238">Service user feedback, including feedback from professionals, is obtained through a range of media in order to monitor the service and enable the Service Provider to respond to any issues raised about the quality of the Service on an ongoing basis. Information collected is used to identify gaps in service provision.</td><td data-bbox="774 925 1396 1238">Quarterly Monitoring and Review Report (copy of service user feedback, evaluation forms, compliments and complaints, case studies)</td></tr> <tr> <td data-bbox="183 1238 774 1350">Payments for service delivery</td><td data-bbox="774 1238 1396 1350">Monthly invoicing will need to be provided together with the previous period's monthly report</td></tr> <tr> <td data-bbox="183 1350 774 1440">Recruitment of foster carers and other staff members (affecting delivery capacity)</td><td data-bbox="774 1350 1396 1440">Quarterly Monitoring and Review Report</td></tr> <tr> <td data-bbox="183 1440 774 1798">Participation in OFSTED inspections on quality/standards of service.</td><td data-bbox="774 1440 1396 1798">Quarterly Monitoring and Review Report Council to be advised of the date and outcome of any announced and unannounced visits or inspections by Ofsted inspectors as soon as reasonably practicable. Council to be advised of any actions required as a result of these visits/inspections and any subsequent actions plans agreed with inspectors.</td></tr> <tr> <td data-bbox="183 1798 774 1989">Contract Review</td><td data-bbox="774 1798 1396 1989">Contract review meetings routinely take place each quarter but may take place on receipt of any monthly and quarterly monitoring and review reports as and when required.</td></tr> </tbody> </table>	Requirement	Evidence	Data Dashboard kept on use of service	Monthly and Quarterly Monitoring and Review Report (see Appendix 8 and 9 for template)	Service user feedback, including feedback from professionals, is obtained through a range of media in order to monitor the service and enable the Service Provider to respond to any issues raised about the quality of the Service on an ongoing basis. Information collected is used to identify gaps in service provision.	Quarterly Monitoring and Review Report (copy of service user feedback, evaluation forms, compliments and complaints, case studies)	Payments for service delivery	Monthly invoicing will need to be provided together with the previous period's monthly report	Recruitment of foster carers and other staff members (affecting delivery capacity)	Quarterly Monitoring and Review Report	Participation in OFSTED inspections on quality/standards of service.	Quarterly Monitoring and Review Report Council to be advised of the date and outcome of any announced and unannounced visits or inspections by Ofsted inspectors as soon as reasonably practicable. Council to be advised of any actions required as a result of these visits/inspections and any subsequent actions plans agreed with inspectors.	Contract Review	Contract review meetings routinely take place each quarter but may take place on receipt of any monthly and quarterly monitoring and review reports as and when required.
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7.2	<p><b>Key Performance Indicators</b></p> <p>The Quarterly monitoring report will include the following key performance indicators:</p> <p>FSB01 – Of those receiving the service, percentage of parents/carers and children satisfied or very satisfied with fostering short breaks service.</p> <p>FSB02 – Number of approved foster carers available to provide short breaks, matched to childrens assessed needs.</p> <p>FSB03 – Percentage of eligible referrals actioned</p> <p>FSB04 – Percentage of identified young people age 16 and over with a transition plan including introductory sessions for Shared Lives.</p>
8.	<p><b>Contract Details</b></p>
8.1	<p><b>Contract Period</b></p> <p>The contract is awarded for a 4 year period and up to 4 more additional year as a +2 +2 extension dependent on funding and performance. The maximum total contract length therefore could be 8 years.</p>
8.2	<p><b>Budget and Capacity</b></p> <p>The contract intends to guarantee a service level for 500 nights per annum across both Local Authorities, however, are seeking a Service Provider who can deliver a service that reflects the expectation that there will be fluctuating demand for overnight short breaks with the flexibility to grow year on year and/or change in levels and nature, of need.</p> <p>The service is paid on actual nights delivered and invoiced as such on a regular basis.</p> <p>The overnight cost should be an inclusive amount for the employment and support of staff and foster carers and all associated costs to the organisation in providing the overnight care service, including providing introductions, any necessary travel, transport or mileage costs.</p> <p>Funding will be subject to any changes in legislation and budgetary agreement for future years, activity will be reviewed annually. As a result, adjustments may be made for the following delivery year. Where more than the contractually agreed number of nights are requested, it is expected that a cumulative discount will be applied across these. The Service Provider will, at the request of the Council, discuss the scope for efficiency savings to be achieved during the life of the Agreement.</p>