

PaCC have collated further questions from the SEND Parent Carer Community, including the Campaign group Send Us A Break following BHCC's Comms on Short Breaks and Holiday Activities, including a Direct Payment Statement published on Monday 3rd June 2024.

Parent Carer Feedback.

The key theme was that families want accessible, clear, and transparent written info re eligibility, processes etc. Parent Carer's say info graphics would be of huge benefit.

Drove Road and Tudor House daytime provision in the summer holidays.

- eligibility and process details needed.
- when will families hear of their child has a place.

1.1 and 2.1s

- if employed separately from the holiday provider, who is responsible for the 1.1/2.1 carers supporting at a holiday activity.
- Can families use agency support workers to support their child in other non-send holiday activity provision- when a suitable alternative place is found.
- Can families use agency support workers to support their child outside of holiday activity arrangements. The holiday activity programme is not always best suited to CYP who have medical needs and need quieter environments- this is a great way to ensure inclusivity across areas of need. Families are pleased that comms indicate this is a part of the offer.

Barnardo's - what do families do when still not a replacement carer. Reminder of the BHCC commitment to support this.

Direct Payments (DP) processes

- what is the gross hourly rate of pay without on costs, can this always be quoted in all comms to families.

- there remains confusion re the wording in the summary says- a commitment to pay your PA extra DPs, and in the DP statement it says ' a family may request additional DPs.

- Surpluses in DP account, does this mean using the surplus is automatically signed off for use for extra hours

- who do families contact of no named Social Worker (SW)/Social Work Resource Officer (SWRO), some families say their SW/SWRO has left.

- who are the approved agencies to recruit PAs from, can other PAs be used. Is the higher hourly rate automatically agreed if asked for - ditto with surpluses.

- can other agencies be used to recruit

- who do parent carers of over 18s contact as families only have a SW for a reassessment of package period.
- Parent carers are unsure who the DP advisor is- the ILS team?
- Where do families with over 20s go for DP processing queries, Charley at SCDS says not to her
- all parent carers of over 18s want to understand adult processes better, do these all sit within the 14-24 pod. Anomalies have been fed back as per the bullet point above.
- Should adult social care attend the meetings as well as SCDS staff?
- Families with over 18s want to know if DPs plus with an uplift can be used to fund holiday support, as in going on holiday without parent carers(as per non-disabled peers) . And can surpluses be used for this when available.

Eligibility and processes - putting this here as a stand-alone item, though the need for this information is duplicated throughout. Feedback shows that families are now highly anxious as at the moment they don't understand eligibility and processes- and they are taking up a lot of time around work and caring asking different people- the written info in one place must be a priority for BHCC.

Families in need

- Some families have heard that the SCDS are contacting all families to ask if they need extra support . Has this happened, are all families known to SCDS 0-25 being contacted. How will the 0-18 and especially the 18+ cohort be contacted if no SW/SWRO, as the 18+ only have a named person during assessment periods.
- Some families say that social workers are emailing them, asking what they would like from a summer play scheme- a query here, is this assessing how families are coping, or is this a different part of the process- again families want a clear process that they can access and read, and it would be great for the SW.SWROs to understand the summer programme, eligibility, processes etc too.
- With the special schools helping out to share concerns for families that will struggle in the summer holidays, the community feedback saying the Extratime lists will be useful, I know PaCC has mentioned this before.
- What is the eligibility criteria to be prioritised for additional support. Transparency around process is needed.
- It is essential that the SW/SWRO are informed of the offer in order to inform families and/or answer families questions.

Specialist Community Disability Service (SCDS) general queries

- Families wanting to be assessed want to understand the process
- what is the threshold for entry into the disability Social Care team
- a chart that shows staffing would be really helpful - preferably with names - for the different 'pods'
- also to share the info for the adult services so that we can understand how the Social Care is actually organised.

- how does the Children's Disability Team sit in relation to the Front Door for Families (FDFF) Social Work team. PaCC know that a lot of families get redirected to FDFF and then some are told that they can't assess for or offer DPs, so it feels like a very frustrating and fruitless detour that also adds delay and contributes to crisis, for those families. At the moment it feels very confusing. There needs to be much more visibility about how this service is arranged and the different roles - so that families understand who to talk to and how to reach them.

- Legally, shouldn't SCDS be looking at assessing CYP in need without a Learning Disability.

- A simple signposting doc that explains who to go to for what type of query, including EMERGENCIES and the role of the Duty Officer would go a long way to helping us have a more efficient and transparent relationship with Social Care.

- Parents want a well written guide with additional info graphic re all 0-25 SC processes. A gd opportunity for co-prod with PaCC and the wider community here.

Short breaks Sufficiency

- how is this evidenced against city data.
- how does this sit within the legal framework

Holiday activity providers

- what is the offer for 18+
- what is the Orchestra 360 offer, plus any other new providers
- is the Down Syndrome Disability Trust (DSDT) offer at Hill Park the only offer at the special schools
- what is the process to apply for the DSDT, Hill Park offer. Is there eligibility criteria.
- what do parent carers do when an organisation at Easter was not equipped to deal with a child's needs, how will this be addressed in preparation for the summer.
- Families want better definitions of high- medium needs. And they want providers to understand this too.
- CYP not supervised satisfactorily at half term provision- eg: choking hazards went unnoticed
- *Have staff been sourced for all of the new Summer 24 provision across all sites.*
- How is the planning for specialist support training going- are providers committing to this, are dates booked.

- How does Cherish fit into the offer.

Awareness of complex needs in BHCC

All senior officers and councillors need to spend more time with CYP with high support needs to understand need. It is worth noting that quite a while back when Pinaki Ghoshal was Director of Children and Families- there was an initiative where senior

staff were assigned days to work at Drove Rd, Tudor House, Special schools etc . This could be brought back, as a good model to build confidence and learning.