

Manchester Short Breaks Services Statement

Short Breaks form part of a range of services, which support parents and carers of disabled children and their families to continue to provide care or to do so more effectively. Short Breaks are provided to give:

- Children and young people with a disability enjoyable experiences away from their primary carers, thereby contributing to their personal and social development and reducing social isolation
- Parents, carers and families a necessary and valuable break from caring responsibilities.

These services can include day-time, evening, overnight and weekend activities and can take place in the child's own home, the home of an approved carer, a residential or community setting. They come in a range of formats and each one can last just a few hours to a few days, and occasionally longer, depending on the type of provision and the needs of the child, the carer and their family.

The number of carers and families benefiting from Short Breaks has been greatly extended as a result of the consultative and participative work undertaken over the course of the Aiming High for Disabled Children Short Break transformation programme. Services have been designed to enable families and their children to have more choice about the services that they access and when they access them so they are person-centred and flexible.

Manchester City Council will continue to develop and provide a wide range of high quality services that meet the needs of both parents/carers and disabled children and young people. This statement is subject to change as part of an ongoing review process.

In providing Short Breaks Services, Manchester City Council will continue to offer:

Information

- We will promote and publicise the full range of Short Break services available to families in Manchester through the Manchester Parent Carer Network, Manchester City Council website and the Family Information Service
- We will work with service providers to ensure that they publish good quality information about their services which includes information about accessibility and their commitment to supporting disabled children's access

Training

- We will ensure that Short Break services provide access to both disability awareness training for front-line staff and more specialist training as appropriate

Access

- We will continue to encourage families and disabled children and young people to make use of services provided in the local communities and across the city
- We will monitor the use of services by families and listen to their views about how successful these services are in meeting need and responding to gaps
- We will ensure that there are a range of services available including Short Breaks that are culturally and age appropriate

Support

- We will support children, carers and families to access a Short Break using a range of mechanisms, including the Specialist Resource Centres, Parent / Carers forum and other parent/carers support networks, health and other partners.

The Range of Short Breaks Services

Carers of disabled children/young people will be enabled to access appropriate breaks from caring via a range of short breaks services. This will include:

- a. Provision of day-time care for disabled children/young people in both their own homes and elsewhere, including befriending, sitting (for example where someone is commissioned to look after a child who for example cannot leave home) and sessional services;
- b. Provision of overnight care for disabled children in both their own home and elsewhere;
- c. Provision which will enable disabled children to participate in educational and recreational activities; and
- d. Emergency care, for example, due to illness in the family

Examples of the above are included in the [Accessing Short Breaks Services: Matrix of Need](#) which can be found by following the link.

Eligibility Criteria for Short Breaks

The range of services on offer fall into three broad categories:

1. Open access services available to all children/young people and carers with **low support needs**
2. Services available to children/young people and carers which are targeted to those families with **some support needs**
3. Highly specialised or bespoke services which are available to children/young people and carers with **high support needs**

1. Open access services available to all children/young people and carers with low support needs

Manchester City Council, and its partner organisations, will continue to focus on ensuring that as many disabled children and young people as possible are able to access and enjoy services that are available to all children and young people.

There are many services available which can be accessed by all of the community including parks, leisure centres and play provision. Information on these services is available online at www.manchester.gov.uk/fsdirectory or by contacting the Family Information Service (FIS) helpline: 0800 083 7921 or email: shortbreaks@manchester.gov.uk.

2. Services available to children/young people and carers which are targeted to those families with some support needs

Manchester City Council is committed to providing specific services for disabled children, young people and their carers. We already provide a wide range of Short Break Services including play schemes, music, art and drama sessions, sport, befriending and sitting service and much more based on what families and children and young people have told us they wanted. From 1 April 2012 we have provided access to a 'Local Offer' which is a minimum level of service over and above that provided to all children/young people and carers and which will be targeted to those families who require some support and meet clearly defined Eligibility Criteria (follow the link [Accessing Short Breaks Services: Matrix of Need](#)). The 'Local Offer' of targeted services will enable some families to access support via a cash Local Offer Payment of £750 or through the current menu of targeted services to the equivalent value.

3. Highly specialised or bespoke services which are available to children/young people and with high support needs

Specialist services are available to children/young people and carers who need a lot of support to access a Short Break. Access to these services will continue to be via the District Social Work Teams.

From 1 April 2012, a resource allocation system (RAS) has been used as an aid to determine the level of specialist provision to be provided with the option of a Direct Payment or individual package of support linked to a clearly set out person centred plan. All plans will be reviewed on an annual basis or as needs significantly change

Participation and Feedback

Manchester City Council will ensure that the voice of children and young people is heard. We have already gathered information from the users of the Short Breaks Services that have been on offer and will continue to get feedback from children and young people and respond to their ideas.

We will also ensure that the views of parent / carers continue to inform our Short Breaks Services offer. We have an established parent forum – Manchester Parent Carer Network, where parents can formally contribute to how we provide services and help shape provision. For more information on the forum please contact Maureen Howell on 0161 245 7300 or email m.howell@manchester.gov.uk.

If you would like to leave feedback for services you have used please contact the Family Information Service: 0800 083 7921 or email: shortbreaks@manchester.gov.uk

We are committed to providing high quality services and your feedback on services is always welcome. All the Short Breaks Services providers funded by Manchester City Council are regularly required to seek out and report on the views of parents, carers and children and young people regarding the quality of their service and must make the information available to us.

If you have any concerns about:

1. The quality of service you receive, please contact us on 0800 083 7921 or email shortbreaks@manchester.gov.uk
2. The levels of Short Break support you have been offered, please discuss this in the first instance with the Family Information Service or a worker at one of the Specialist Resource Centres.

If you remain dissatisfied you can contact:

Corporate Complaints Team
Manchester City Council
P O Box 532,
Town Hall
Manchester
M60 2LA

Or you can email:

csfeedback@manchester.gov.uk

We will ensure that our Short Breaks Services Statement is published on the Local Authority website and is reviewed regularly with families to make sure it is meeting the needs of parents, carers, children and young people in Manchester.