

	Action/Date
Title/Status-	Making a Referral for a Commissioned Service through Short Break (Play & Leisure) and Domiciliary Care (Home Care) Framework
New document or revised	Revised
Responsible Head of Service	Liz Perfect
Date review	July 2020
Date SMT approved.	

General Points to Remember

1. Contacting the Brokerage Service

Duty line number is 0116 305 1145. Email cfscommissioningservice@leics.gov.uk

When emailing about a case please ensure the Subject includes the **child's initials and Mosaic ID** reference.

2. New support or increase in support

Any new support requirements or increase in support must have been approved by the Resource Allocation Panel before being sent to the brokerage service.

3. Urgent case

If the case is urgent, please call the duty number above to discuss with one of the Brokerage Officers prior to submitting this form. Management approval will be required before we can go out to framework for a search.

4. Transport

The cost of transport is not included in the funding of the Short Breaks and Domiciliary Care framework for disabled children; where transport is required and funded by LCC this will need to be discussed / arranged separately to this referral. The Brokerage Officers do not deal with transport queries.

5. Use of names

The only name that should be used in a referral is that of the child to whom it refers and the name in the box for Details of Principal Contact.

If reference is made to individuals other than the child in the referral, please refer to them as Mum, Dad, Carer, sibling etc and not use their name, to ensure anonymity.

6. Summer play scheme

Referrals that include summer play scheme requests and have been completed prior to the January of the year in which the play scheme is required will be kept on file by the Brokerage Officers and the summer play scheme dealt with at a later date. Requests for any other support on the same form will be processed on receipt.

If a child was awarded a commissioned place at a summer play scheme in a previous year, it will have only been made for that year. A new referral will be required for a place at a 2019 summer play scheme.

For early 2019 only: a referral for a summer play scheme can be made direct to the brokerage service if it is part of an up to date care plan that has been reviewed and that review of service has been within the last 6 months.

If a review has not taken place in the last 6 months or if a summer play scheme is not part of the care plan, then the request for a summer play scheme will need to go through the panel process.

There will be a maximum of 5 days given in 2019. We are aware that some children may have more days on their care plans and this might be possible if there is an identified need, or an alternative may be sought.

The closing date for summer play scheme applications for **cases already open** to you is **1st March**.

New cases that had summer play schemes identified as a need will have to be approved by panel. These applications will be processed by the Brokerage Officers up until mid-June and places will be awarded if there is availability.

7. Data protection

Due to data protection legislation it is important that **only information relevant to the support requirements** is included on the document.

8. Bank holiday support

Support will NOT be provided on bank holidays unless it has been assessed as a need and specifically mentioned in the appropriate "Additional notes" section.

9. Experience of previous providers

If the child has had a negative experience with a previous provider then please include information of this in the "Additional notes" box under the appropriate part for the Service(s) Required.

Conversely, if a specific provider is required then reasons must be given as to why the referral should not be sent to other providers in the "Additional notes" box. Wording to the effect of "provider knows the child/family and support works well" will not be acceptable as there is no reason why another provider cannot get to know the child and provide support that works well. Information about the impact on the child will be more appropriate.

10. Contact with Providers

Contact with providers during the brokering process must only be done through the Brokerage Service as all providers need to be given the same information to ensure the commissioning of a support package is fair and transparent.

If a provider contacts you direct regarding the support package prior to it being awarded please advise them to contact the Brokerage Service.

If a package of support has been awarded but not started for any reason, please contact the Brokerage Service to follow this up. Do not contact the provider yourself.

If a provider contacts you to say they can no longer meet all or part of a support package, please ask them to contact the duty Brokerage Officer direct, but also pass the message on yourself.

11. Changes to Support Requirements

If the child's/family's circumstances change once you have sent the referral and the support is no longer required, please inform the Brokerage Service immediately, even if the support package has not been awarded to a provider.

Once a package of support has been awarded to a provider, any changes to the support requirements must be directed to the Brokerage Service. If an increase in support is required this will need to be approved through the panel process before being sent to the Brokerage Service.

Completing the Brokerage Form

The form is made up of 3 parts:

- Part A - Referral;
- Part B - Provider Response;
- Part C - Individual Placement Agreement (IPA)

You are only required to complete Part A, and the content must be objective and factual.

Responsibility is with you to ensure accuracy and sufficient details are included in the first instance. Any requests for further information or clarification will cause delay.

Part A has 4 sections, as follows:

Section	Requirements for completion
Allocated worker details	Complete all 3 boxes
Details of the Child	<ul style="list-style-type: none"> • All questions must be answered. Boxes will automatically expand as you type. • If the support is for more than one child then details of all children need to be included on the referral • If there is no information to be entered in a box please type in “None” or “N/A”. Do not leave it blank as brokerage officers will assume it has been missed and the form may be returned. • “Details of SEN and/or Disability” is for diagnosis information only, any details of behavioural issues need to be included under “Details of behaviours that challenge” on the next page. • If you have responded “yes” to mobility issues, only provide details of equipment and when it is used in the box next to it. Information regarding the actual problems with mobility should be included under “Details of SEN and/or Disability”. • Any support already being provided needs to be detailed under “Current support being provided by LCC” if it is being amended or replaced. You need to identify how this is funded i.e. through a DP or a commissioned service • Please select only the top 3 “Desired outcomes of the support” to enable the impact of the support to be monitored more accurately. • The holiday dates of the child’s school are required as schools are able to set their own dates and providers will need these when planning for term time and holiday support. May Day bank holiday does not need to be included.

Details of
Service(s)
Required

*This section is
split into two:*

- *Short Break
(play &
leisure)
support*
- *Domiciliary
Care support*

- Complete the first 3 boxes where dates are requested for start of service, end of service, family not available.
- Only complete the section relevant to the support requirements e.g. if a short break during school holidays is required then only "Short Break (specialist play and leisure) under Lot 1" needs to be completed.
- Times, days, hours etc of when the support is required must be completed in the tables and not typed within the text elsewhere on the form.
- For all support requirements, please indicate the time of day support is required. If specific times are not required, an indication of the time of day required and number of hours should be provided e.g. morning 3 hours, and a note included under "Additional notes" e.g. preferred mornings but can be flexible.

For Short Breaks:

- If a summer play scheme has been assessed and approved then Annex 1 will need to be completed.
- Include any restrictions regarding travelling to a provider's setting e.g. needs to be within XXX miles as no car available, need to use public transport, need to be within 20 minute drive of home, etc. We will always try to make a placement as close to the home address as possible.
- An additional notes box is included for anything else about the support requirements and is not just limited to the examples given. For instance, if the support is to take child to the park or cinema, or there has been a negative experience with a provider previously and so they should not be approached, etc.

For Domiciliary Care:

- Include information about the activities a provider will be required to undertake.
- There are separate boxes for term time and school holiday support and the appropriate boxes should be completed to show days and times the support is required.
- Ensure the hours per day and total weekly hours are completed.
- If support is required for getting ready for school it is recommended that, if possible, you give a time range e.g. 1 hour required between 7am and 8.30am in the Additional notes box and in the box for the day required put "See Additional Notes", then put the actual number of hours per day required in the table.

For summer play schemes only:

- The referral form must be completed together with Annex 1 for a summer scheme place.
- The child's details must be completed on Annex 1 as this page will be separated from the rest of the form during the early stage of the brokerage process.

	<ul style="list-style-type: none"> • Preferred dates have been requested, however we are aware there may not be any preference. In which case, please identify any dates when the child is not able to attend by entering “Not required” in the boxes of those dates and leave the other boxes blank. • Inform parents of the points listed on Annex 1 (bottom of page and overleaf) to ensure they are fully aware of their responsibilities to ensure the summer scheme experience is a positive one for their child(ren).
<p>Manager’s Approval</p>	<ul style="list-style-type: none"> • A manager’s signature must be included and the date it was signed before the brokerage process can commence. • An approval date is also required. This will normally be the date the support was approved at the Resource Allocation Panel. If it is an emergency support package then the date a Child Protection or Child in Need Plan was approved will be required.

For Information: What happens during the brokerage process

- The brokerage form is reviewed, anonymised and appropriate framework providers are filtered.
- A blanket email is sent out to all appropriate providers on the framework with the anonymised referral. We request that provider responses on Part B of the form are returned within 5 working days as standard.
- If the case is urgent, please ensure it is marked as such. This will go through the framework with a 2 working day response time requested.
- Once response deadline has been reached and positive responses have been received, the Duty Brokerage Officer will establish which provider will be awarded the case. You will be informed who will be awarded the case and asked to contact the parent/carer to inform them of the name of the provider and that the provider will contact them direct to make arrangements.
- If no positive responses received, the Duty Brokerage Officer will send a blanket email to appropriate non-framework providers, along the same lines as for the framework process.
- If package is still not awarded, you will be notified that no positive response has been received and request if there is any flexibility on the package that may assist with the providers being able to fill the package.
- If referral can be revised, it will go through the framework for a second time, with any additional information, using the same timescales as the first time around, and then will go off framework for a second time if still not filled.
- Once the package has been awarded, Part C will be completed and the Individual Placement Agreement (IPA) will be created. This is issued to the provider for them to sign and return. Once the signed IPA is received it will be signed by the Duty Brokerage Officer with a PDF copy being returned to the provider and a copy being uploaded to the child’s record on Mosaic. This IPA forms the “contract” for that child.