

# **Short Breaks Telephone Survey 2017-18 Findings**

# Introduction

Short breaks is the term used for a range of services provided for families to give carers of disabled children a break from caring, and for children to take part in fun activities and have new experiences that promote positive outcomes.

A new shortbreaks offer for Herefordshire was developed during 2015/16 and implemented from April 2017, incorporating the views of children and young people receiving short breaks.

The new offer was designed to support children and young people receiving the support to achieve set outcomes and for families to have a break from caring.

A telephone survey was conducted between November 2017 and February 2018, to hear from families about their experiences of the new Short Breaks offer.

# Numbers:

<b>Families with children receiving short breaks since April 2017</b>	<b>134</b>
<b>Individual children receiving a short break</b>	<b>140</b>
<b>Families successfully contacted</b>	<b>125 (93%)</b>
<b>Children accessing buddying</b>	<b>26</b>
<b>Children accessing direct payments</b>	<b>63</b>
<b>Children accessing targeted allowance</b>	<b>81</b>
<b>Children accessing overnight short breaks</b>	<b>20</b>

# RESULTS

**Question: Rating your short break service from 1 (low) to 10 (high), how happy overall are you with the service received?**

NB: comparisons are drawn from the previous survey undertaken in 2016

<b>Rated 8 to 10</b>	<b>69% (of these, over 40% gave a score of 10 out of 10 – an increase of 10%)</b>
<b>Rated 5 to 7</b>	<b>18% (this has stayed the same)</b>
<b>Rated 4 or less</b>	<b>13% (a decrease of 3%)</b>

## Achieving outcomes for children:

How well has the short break helped your child to:	Rated 8 or more	Scores between 5 and 7	Scores of 4 or less
Have fun	85%	7%	8%
Take part in interesting activities and new experiences	64%	22%	14%
Be safe	60%	22%	18%
Develop positive life and social skills	60%	23%	17%
Spend time with friends and make new ones	48%	22%	30%
Be more independent or confident	47%	31%	22%
Prepare for life as an adult	34%	22%	44%

## Outcomes for the family:

How well has the short break helped your family to:	Rated 8 or more	Scores between 5 and 7	Scores of 4 or less
Be confident that their child is safe and having fun with skilled carers who understand their needs	82%	10%	8%
Be able to get on with normal activities	67%	18%	15%
Spend time with other children or together as a family	66%	13%	21%
Feel less pressured	60%	23%	17%
Have some 'me time'	55%	19%	26%

## Comments:

Provision	Positives	Challenges
Targeted allowance	Extremely beneficial and enabled children to access activities that would not have otherwise been possible	Funding could be increased to enable access to more activities and need a wider overview of types of activities it can be used for. Application process could be improved.
Buddying	The wide range of activities children are participating in, including shopping visits, walks, bowling, and eating out	Wanting to access more activities alongside other children to increase socialisation, and that support did not greatly increase levels of independence
Direct payments	The flexibility that this offered allowing greater personalisation of support tailored specifically for their child	Difficulty identifying an appropriate personal assistant, and the challenges of having to co-ordinate activities
Overnight short breaks	Certain types of provision are highly regarded, including the in-house Sleepover Scheme	A small number have experienced difficulty in accessing the type of overnight provision they felt appropriate for their child

## Conclusions

Feedback from families through the survey have shown that the majority of families are happy with the support provided, and many outcomes are being successfully achieved for the child and for the family.

The survey findings have also highlighted a number of areas for further consideration including:

- Considering how future short breaks daytime provision can enable children to socialise more with other children and local communities where appropriate;
- Increasing provider focus on independence/ confidence and preparing for adulthood, where appropriate for the child;
- Reviewing website content to make it easier to navigate;
- Broader promotion of the targeted allowance scheme and how it could be used;
- Improving information and advice about types of services that are available.