

SHORT BREAKS STATEMENT 2018 TO 2019

What is a Short Break Statement?

The Children and Young Person's Act requires local authorities to provide short breaks designed to assist individuals who provide care for children with disabilities. The Short Breaks for Carers of Disabled Children Regulations 2011 require each local authority to produce a Short Breaks Statement so that families know what services are available, the eligibility criteria for these services, and how the range of short breaks is designed to meet the needs of families with children with disabilities locally.

This statement is a guide to the short break support offered by Wokingham Borough Council (WBC). This statement tells you what short breaks are available to support your family and how to find suitable services. Every local authority has to provide a statement and listen and respond to parent and carer views

Background –

This information is for families living in Wokingham Borough who have a child with a disability aged 0 to 18th birthday.

Our aim is to ensure that families who have children with disabilities have the support they need to live more ordinary lives as a matter of course. We recognise that all families are different, so they will need different levels of support and different types of short breaks depending on the age and specific needs of their child and their family circumstances.

Our short breaks services statement and eligibility criteria sets out how WBC will:

- State the range of short breaks services available, the criteria by which eligibility for services will be assessed and how we will provide payments or access a range of short breaks services
- Give families choice about which short breaks services they access.
- Keep our short breaks statement under review, up to date and consult with parents via the Parent Carer Forum at least annually to ensure the range of services meets the needs of families with children with disabilities in the local area
- Consider the legal implications of the eligibility criteria we apply to short breaks services and not apply any eligibility criteria mechanically without consideration of a particular family's needs

We will publish this Short Breaks Statement on the Wokingham Borough Local Offer.

www.wokingham.gov.uk/lo



We intend to ensure through this process that:

- short breaks are reliable and regular and personalised to best meet families' needs
- we try to reach groups of parents who may be more difficult to engage
- parents are engaged in the design of local short breaks services
- short breaks can build on and be offered by universal service providers
- we are working in partnership with health services to understand the range of short breaks services in our area and to train the workforce
- short breaks promote greater levels of confidence and competence for young people moving towards adult life
- we ensure that those who use short breaks services have the chance to shape the development of those services and continue to develop the workforce in relation to short breaks services

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What are Short Breaks?

Short Breaks provide children and young people with disabilities opportunities to spend time away from their parents and carers, relaxing and having fun with their friends. They also provide families with a break from their caring responsibilities and give parent and carers a chance to unwind, spend time with their other children or undertake leisure or training activities. Short breaks may also enable families to spend time together ensuring that there is support to make access possible. Short break activities are offered during daytimes, evening weekend and school holidays

Who is a Short Break For?

The Disability Discrimination Act 2005 tells us that a person has a disability if they have a '*physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day to day activities*'. Short Breaks are only intended for children and young people who have an impairment. There is other support available from Children's Services and other organisations for children and young people with additional needs resulting from abuse or trauma for example, but who do not have a disability.

How can Short Breaks Help Me and My Family?

For your child or young person:

- To Take part in exciting activities that interest them
- Develop feelings of independence and get more confidence
- Spend time with their friends – and make new ones
- Achieve personal goals and learn new skills

For you:

- Reduce feelings of stress and allow you time to relax and recover.
- Spend time with your other children or together as a family
- Meet and get to know other families who share similar experiences
- Feel confident your child is having fun – with skilled carers who understand their needs.

Short Breaks Programme – Who is this for? (Eligibility Criteria)

Children and young people are eligible for short breaks if they:

- Are aged 0- their 18th Birthday, (after this age young people's short break support will transfer to adults services).
- live in the Wokingham Borough
- Have a recognised disability (*a physical or mental impairment, which has a substantial and long term effect on their ability to carry out day-to-day activities*) and require support to participate fully in leisure or recreation activities

This may include:

- A physical disability
- A learning disability,
- A hearing impairment.
- A visual impairment
- A communication disorder i.e. Autism
- A Consciousness disorder i.e. epilepsy *
- Children who have palliative care or a life-limiting or a life-threatening condition. *
- A mental Health Condition *

*Where children do not meet Continuing Health Care assessment criteria and are therefore not able to access short break support from Health.

Their condition should usually be expected to last for **more than 12 months** and have a **Substantial Effect** upon the child in more than one of the following areas:

- Physical ability
- Communication and understanding
- Awareness of risk and danger
- Behaviour
- Independence

(Whilst children or young people without these needs are not eligible for Short Break services, but meet the threshold for early help / social care intervention, they will be directed to the appropriate team. For further information, contact Duty Triage and Assessment on 0118 908 8002).

We aim to be fair, clear and impartial, so that we can promote the health, safety and wellbeing of children and young people with disabilities. This ensures they can fully participate in family and community life, enjoying themselves with friends and making decisions about their lives. By providing the right levels of support at the right times, we can attempt to prevent family crisis.

As every child and their family are different we accommodate different levels of short break support – see next page:

	1. Services for all Universal or community services which are available to all children/young people and carers who need low support	2. Targeted Services via the 'Local Offer' Services for children/young people and carers who require some support A targeted offer could be a Short Break Direct Payment or services	3. Specialist Services Services for children/young people and carers who require high support via a specialist package of care
Children / Young Person's Development Needs	The child/young person has some additional needs because of their disability but this doesn't prevent them from generally making friends and accessing local services and activities such as the youth club and leisure centre	The child/young person has additional needs because of their disability and needs some support to help them make friends and access some local services and activities. Sometimes they might need specific activities designed for their needs. There is an expectation that the child/young person will have a statement for their special educational needs (or equivalent under the new SEN Reforms 2014). We will take into account other relevant assessments to inform eligibility.	The child/young person has significant and/or multiple needs because of their disability which prevents them from making friends and/or accessing local services and activities without high levels of support It is highly likely that the child/young person attends a special school to have their high level of educational needs met.
Parent / Carers Caring Needs	The parents/carers sometimes might need help but they know where to go to get it using resources available to them such as grandparents, neighbours, wider family or the community	The parents/carers need additional help to meet the child/young person's needs.	The parents/carers need significant and regular ongoing support to meet the child/young person's needs.
Parent / Carers Personal Needs	The child/young person's needs are impacting on the parents / carers personal or social life but the parent/carer is able to cope with this	The child/young person's needs are met but at a significant cost to the parents / carers physical / emotional health and leisure time.	Neither the child/young person's nor the parents / carers needs are being met and there is a serious risk of family breakdown.
Siblings Needs	The child/young person's brother/s or sister/s can access opportunities but they are sometimes restricted	The child/young person's brother/s or sister/s personal and social lives are significantly restricted.	The child/young person's brother/s or sister/s essential needs are not being met.
Environment	The place where the child/young person lives and the places they go to are safe and generally meet their needs with reasonable adjustment	The place where the child/young person lives and the places they go to may need some changes to ensure they are safe and can better meet their needs.	The place where the child/young person lives and the places they go to are often unsafe or unsuitable and need adapting; this limits their choices.
Who Pays the cost?	Families routinely pay the cost of the service	Families routinely pay no more that they would for child without a disability in a mainstream setting	Costs vary considerably depending on the child's needs and the settings used. WBC pays the cost of the service.

Range of Short Breaks Provision

These services are provided through a mixture of WBC in house services, those on the Preferred Provider list and other private and voluntary organisations.

The range of short breaks available cover:

- Day-time care in the homes of children with disabilities or elsewhere,
- Overnight care in the homes of children with disabilities or elsewhere,
- Educational or leisure activities for children with disabilities outside their homes,
- Services available to assist parents / carers in the evenings, at weekends and during the school holidays,

(In line with the requirements of the Breaks for carers of Disabled Children Regulations 2011)

We think it is important to allocate short breaks in a fair way. Not all children and families will be eligible or need the same level or type of short breaks; some will need more than others because of the impact of their child's disability. Some families may need more support because of their individual family circumstances.

Likewise not all children and young people need or want to attend activities or receive services specifically designed for children and young people with disabilities. Many children and young people would prefer to attend activities with their friends from school or local area, or with their siblings.

Details of all clubs and activities available as short breaks can be found on Wokingham Borough Council's Local Offer: www.wokingham.gov.uk/lo



As good practice, the organisation will work with you to cater for your child or young person's individual requirements so that they get to know them and the support they need to take part in the activity safely.

There is training and support for providers so that they can be confident in including children with disabilities to take part in their activities – organisations and parents can contact the [CAN network](#).

How Much Do Short Breaks Cost?

Routinely parents are expected to contribute towards the costs they might have to pay for activities or services that their child might attend if they did not have a disability, (unless on income related benefits). However funding (in the form of a short break payment), will pay for any increase in the cost of the activity or service, resulting from the additional support that is necessary to make the activity or service accessible for your child.

Likewise Short Break Payments may help to pay for services that would not routinely be required for a child of a similar age without a disability i.e. a child of an age and maturity who might otherwise be left at home on their own for short periods would not require a sitting service or similarly adult supervision in the community

It may also help contribute towards Short Break Payments where there is an assessed need to enable access to breaks from caring.

How Do I Access Short Breaks and Short Break Payments?

Many services can be accessed directly without the need for an assessment for short break payments: Details of all clubs and activities within the short break programme can be found on Wokingham Borough Council's Local Offer: www.wokingham.gov.uk/lo



You will need to pay the standard cost for your child to attend the activity.

How do I apply for Short Breaks?

If your child meets the eligibility criteria and you wish to access funding toward short break support then we will carry out an assessment.

When assessing the level of need, we will consider:

- the severity of your child's disability, and how it impacts their life and your family life
- if you have more than one child with a disability
- the number of other children or caring responsibilities you may have
- if you or a partner have a disability
- if you have limited support within your social and family network
- if a child is 'cared for' by us or adopted
- if there are concerns about a child or young person's safety
- we will take into consideration your personal financial circumstances (If Parents and Carers are in receipt of benefits, they are able to contact the Disabled Children / Transition Team on 01189746881 / 01189746890 to discuss support available to them. Parents and carers are expected to advise the Short Break Co-ordinator / Disabled Children / Transition Team in the event of a change of circumstances).

Children's Services will use this information to help identify the level of Short Break Need and a corresponding proportionate level of funding to offer.

To try to simplify the assessment process for short break payments we ask families to start with a self-assessment. A copy of the [self-assessment form](#) can be download from the short breaks section of the Local Offer: www.wokingham.gov.uk/lo

The form asks you to provide information about your child(ren) with disabilities and other information about you and your family to help us to work out how best to support you.

This is used as a guide to establish whether your child is likely to have low, medium or high support needs in relation to accessing short breaks.

Our Short Break Co-ordinator can be contacted on 01189746881 / 01189746890 to help with any aspect of completing the self-assessment.

Completed Self-Assessment forms should be sent to shortbreakselfassessment@wokingham.gov.uk

Assessed as Low Short Breaks Needs

For children and families with low short break needs this may be the end of the assessment process as we may have sufficient information to be able to offer a Short Break Payment. If we need further information to make this decision our Short Break Co-ordinator will make contact with you via the phone or arrange an appointment to visit you.

Assessed as Medium Short Break Needs

For those with medium needs we will ask one of our Specialist Early Help workers to come and meet with you to further discuss your needs and the type of support that might be helpful. This will be done using a Specialist Early Help Assessment form which takes a broader look at your child's needs and your family's individual circumstances.

Assessed as High Short Break Needs

Where children have complex / high needs and or complex individual family circumstances we will ask a Social Worker to undertake a child and family assessment which is prepared in accordance with the Assessment Framework for the assessment of children in need and their families. This assessment will look holistically at the needs of the family and arrive at a bespoke package of support designed to meet individual needs.

The involvement of a qualified social worker to assess short break needs does not mean that there are safeguarding concerns or that it is a reflection on parenting ability. It is simply the case that some children with disabilities have very complex needs which can have a significant impact on family life adequate support is not in place. Social Workers are best placed to work with the family to work out what this support is and to monitor the support for a period of time to make sure that it is working and where necessary involve other agencies.

Not Eligible

See section on [What Happens If My Child / Family Are Not Eligible?](#)

If your needs change at any time, you are able to re-refer for a short break.

Interventions

Wokingham Borough Council is keen to make a distinction between a 'short break' and care / support interventions. Whilst eligible children and families should have access to a range of short breaks these will differ from services provided as an intervention for care and support which would meet a statutory need following an assessment.

- **A *short break* is to enable a break from caring and / or a social opportunity for the child, young person with a disability. It is your choice to access short breaks.**
- **An *intervention* is ongoing work and/or service provided as a result of an assessment which you will need to enable your family to function and / or meet the basic needs of your child or young person.**

If your child is on a Child in Need plan or Child Protection plan any short breaks allocated will be allocated according to the needs of the plan and not necessarily the short break eligibility.

Help for children and young people with autism

The aim of the Wokingham Borough Council's [ASSIST](#) (Autistic Spectrum Service for Information Support and Training) family support service is to work in a proactive, supportive and preventative way with families and providers so that children and young people up to their 18th birthday with autism, living in the Wokingham Borough can be the best they can be. Their approach to intervention is holistic, creative and directed by the needs of the individual and those around him or her. The service provides information, support and training, especially supporting families' pre and post diagnosis offering the National Autistic Society EarlyBird, EarlyBird Plus, Healthy Minds and Teen Life programmes, plus many individual workshops and opportunities

Who to contact

Contact Name: Pam Breslin
Contact Position: Manager of ASSIST
Telephone: 0118 908 8053
Email: assist@wokingham.gov.uk

Support with Sleep, Behaviour and other issues

The Family Intervention Resources & Support Team (FIRST) aims to provide targeted, time limited early help interventions that focus on addressing the bespoke needs of the child and family to reduce or resolve issues they are experiencing.

The aim is to work with children, families and other relevant people to increase knowledge and skills or by providing direct support, build resilience within families. Thus helping to prevent difficulties from escalating enabling children to remain at home and reducing the need for access to specialist short break settings

Contact Name: Simone Hall

Contact Position: Assistant Manager of FIRST

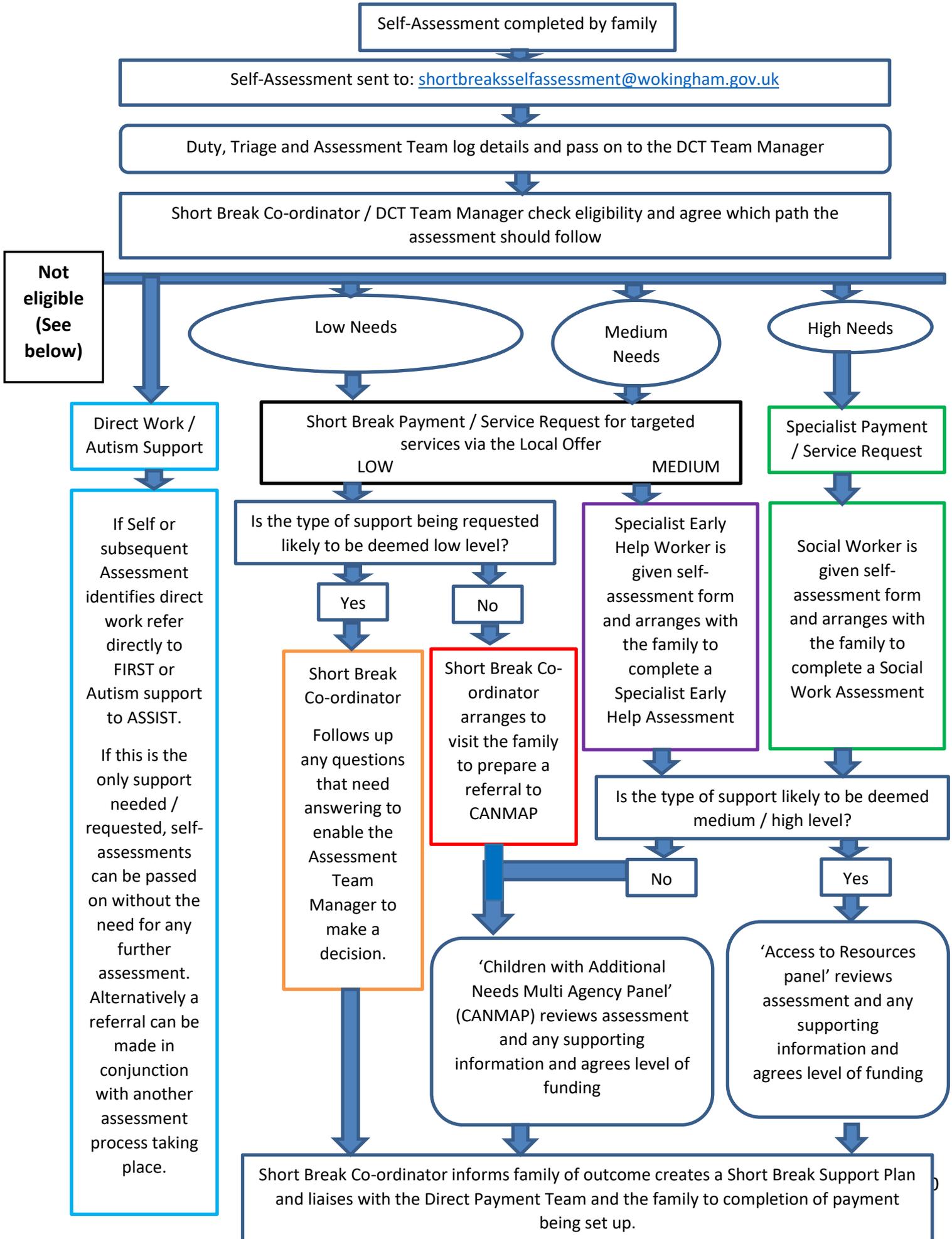
Telephone: 01189695977

Email: CSBridgesResource@wokingham.gov.uk

Decision making process

For ease of understanding the following page contains a flow chart which sets out the possible routes that a completed self-assessment form may take and the funding and decision making process attached to each route.

Decision making process flowchart



What Happens If My Child / Family Are Not Eligible?

If at any stage of the decision making process families are not eligible for a short break payment at the level requested they will either be assisted to understand the level of payment they are eligible for and taken through this assessment pathway or if ineligible for any payment will be offered support to still access suitable services through the Local Offer with support from the CAN network Officer.

Children who are not eligible for a service because they do not have a disability will be directed to mainstream Early Help or Social Work Services as appropriate.

Children Young People and their families may be eligible for direct work around sleep, behaviour, other issues or Autism support even if they are not eligible for Short Breaks Payments.

Such decision will not be applied mechanistically, will take account of a particular family's needs and in unusual or exceptional circumstances will allow for discretionary provision of funding or service that does not fit the standard decision making process. You will be informed of an ineligibility outcome via a letter.

How do I pay for Short Breaks?

If you are eligible for short breaks support you will receive a Short Break Support Plan detailing the financial value of the Short Break award and what it can be used for. If the details are in anyway incorrect, please contact the Short Breaks co-ordinator on 01189746881 / 01189746890. The funds to purchase this support will be provided through a pre-paid card – the Wokingham Card - that can be used to purchase short breaks support from any provider that accepts Mastercard payments. Your Wokingham card can be used to make transactions and BACS payments. You will be able to top up your card from your own finances via online banking should you wish.

Before you get your card you will first be asked to sign an agreement setting out the terms and conditions of the card. Your short breaks funds will normally be credited to your card each month.

If you think that using a Short Breaks payment card will be difficult for you then you should discuss this with whoever is assessing or reviewing your support needs as WBC can co-ordinate the short break payments for you.

Notes:

- Further details about Short Break Direct Payments, **specifically used to pay for Short Breaks** and where to get support with recruitment using the card, payroll, insurance etc can be found in our [Short Break \(Direct\) Payment Guide](#), which can be download from the Local Offer.
- The payment range for sitting services and personal assistants provided **through an agency** is based on the 2018 rate of £19 per hour for a children's personal assistant. The Council intends to align the rate its pays to children's and adults' agency personal assistant costs and this rate will not be increased until the adults' agency rate exceeds £19 per hour.
- Where a family is assessed by a specialist early help worker or social worker to receive short breaks support directly from a Council service, e.g. Bridges Resources Centre, these will not be charged for, as Short Break Direct Payments are not legally allowed to be used to pay for services provided directly by the Council. This will still be listed on the short break support plan

What can you spend your Short Breaks Direct Payments on?

It is up to you how and where you spend your short breaks direct payments provided that what you purchase gives you and your child(ren) short break support in line with what is agreed in your Short Break Support Plan.



The Local Offer www.wokingham.gov.uk/lo lists a large number of local organisations and services that you might choose to use. It is however up to you which supplier you choose to use. The Council monitors how and where payments are made.

How can I choose a supplier of Short Breaks?

Preferred Provider List (PPL)



Whilst you can choose how and where to spend your short breaks direct payment and can use other providers, in order to offer a level of assurance the Council has established a list of preferred short breaks providers. This is a voluntary scheme that providers of short breaks can join. The providers on the list offer a variety of services, from sitting services, 1:1 support and clubs. As more providers join the scheme we would expect that the variety and number of services available will all expand to offer more choice to children, young people and their families.

The providers on the Preferred Provider List have been vetted by Wokingham Borough Council to ensure that they have experience in providing the service, with adequate staff, skills and knowledge. They are required to have specific insurances, as well as policies and procedures in place to guide the actions of the individuals involved in the service, such as Safeguarding, Safer Recruitment and Health & Safety. The providers will undergo annual checks so that parents and carers can be assured that the provision is suitable to remain on the preferred providers list. You can see the Preferred Providers List here: [preferred provider visit the Local Offer](#) Please note that we continue to build on and add to this list of providers. There will be regular updates.

Booking your Short Breaks through the Preferred Providers List

You can view the [Preferred Providers List on the Local Offer](#).

Personal Assistants

Where this is included in your assessment you may choose to use a Personal Assistant. There are a number of local agencies who can provide a Personal Assistant.

If you choose to employ someone directly you must comply with all relevant employment laws and regulations and take responsibility for employee screening such as employee references and DBS checks. Full details on your responsibilities may be found in the Direct Payment Agreement. You must provide the Council with a copy of any employment contract you establish with a Personal Assistant.

Family members of persons living in the same household cannot be paid as a carer except in exceptional circumstances. If you want to employ a family member or someone who lives in your household, this has to be approved in advance by the Council.

There is lots of advice available and who to contact for support in our [Short Break \(Direct\) Payment Guide](#).

Overnight Short Breaks

Some parents and carers of children with high complex needs, will be offered overnight short breaks support where child(ren) will spend time away, over-night. In most cases residential short breaks are provided through the Council's own short breaks facility at the Bridges Resource Centre. Alternatively, Family Based Short Breaks, where the child spends time away with a Short Break carer and their family may also be an option for some children. You and your child(ren) will not be charged for staying at the Bridges Resource Centre or Family Based Short Breaks as Short Break Direct Payments cannot be used for services provided directly by the Council. Directly provided services will be taken into consideration in the decision making process in relation to additional requests for short breaks funding.

How often will my Short Break be reviewed?

Whilst you are welcome to ask for your short break needs to be reviewed at any time, we will hold a review at least annually to ensure that the short breaks are still meeting your needs. Where possible we will tie this in with the review of your child's EHC plan (where applicable). EHC plans will be updated with the amount of short break funding or directly provided service your child receives within the social care sections. The EHC review can make recommendations that the amount and type of short break provision should be reconsidered if the needs of the child or family have changed. This may require reassessment, but decisions about alterations to the support will follow the same decision making process as all other requests for initial or reassessment of short breaks. Alternatively the review will occur on the anniversary of the Short Break Direct Payment being set up at a mutually agreeable point. Should your child be subject to any other type of plan i.e. child in need, children in care, or child protection plan, short breaks will be reviewed at the point reviews of this plan are held.

How do I find information about Short Break activities?

The Wokingham Borough Local Offer lists a number of local organisations and services that you might choose to use.



Go to: www.wokingham.gov.uk/lo

The Wokingham Borough Council CAN (children with additional needs) Card

You can book places at universal, supported activities or play schemes directly with the activity provider. Using the CAN card will identify to the provider that your child or young person has a disability and/or additional need and requires support. The CAN Card is free and may also get you a concessionary rate for activities. The CAN card is also accepted for concessionary rates at a wide range of local and national activities.

You can also register with the network to receive regular email contact about local activities and short breaks, or you can contact the network to ask for information on a specific activity.

To find out where the CAN Card is accepted go to the [Local Offer and search CAN Card](#).

CAN Network contact details:

- Email: CAN.network@wokingham.gov.uk
- Tel: 0118 974 6897
- Post: CAN Network, Woodley Airfield Centre, Hurricane Way, Woodley, RG5 4UX

If you are a family who has a child with additional needs but you don't think you would meet the criteria for a Short Break allocation or are ineligible and would like to find out about what other services might be available to you please access the Local Offer using the links below.

- www.wokingham.gov.uk/lo
- www.wokingham.gov.uk/lo-directory

Please read our website disclaimer: <http://www.wokingham.gov.uk/disclaimer/>

Feedback

If you would like to feed back any information relating to the Local Offer you can do this by either:

- Emailing: info.families@wokingham.gov.uk
- Or complete our Local Offer survey: www.wokingham.gov.uk/lo-survey

Useful information

Under 5s

Short break activities are sometimes held for this age group by short break activity providers - these might be occasional activity days or a more regular provision. www.wokingham.gov.uk/lo-directory

Where can I find out about suitable childcare?

The short breaks scheme is not designed to provide the childcare working parents might need. It is designed to give parents and carers a short break. Finding suitable childcare is important to working parents and you can find further information by searching the services directory: www.wokingham.gov.uk/childcare

Children's Centres

Children's centres aim to give every child the best possible start in life. They are places where any family with a child under the age of five can easily access a range of different services to support them, including information and advice, drop in sessions, access to early education and childcare services and more. Children's centres also offer services specifically suited to children with disabilities and additional needs. To find your local children centre go to the families section of the councils website: www.wokingham.gov.uk/families

Transport for short breaks

Parents and carers are routinely expected to transport their own children to and from short break activities. It may be the case that some providers offer transport as part of the activity, please check with them directly. We are unable to fund transport for short break activities except in exceptional circumstances which is entirely discretionary. Please contact the Disabled Children / Transition Team for further discussion / advice if required on 01189746881 / 01189746890

Moving from Children's Services to Adult Services (Transitions)

The transition from Children's to Adult Services should be a positive experience and a time of opportunity. Young people are moving from childhood to adulthood, between 14 and 25 years of age - preparing to leave school and take the next steps in their adult life. Young people with disabilities and additional needs may need advice and additional help during this time to enable them to be ready to enter the adult world.

To contact the Disabled Children / Transitions Team, please call: 01189746881 / 01189746890
E-mail: DCT.TransitionsAdmin@wokingham.gov.uk.

Where can I find out more about what other support is available for my family?

The Wokingham Borough Local Offer lists a number of local organisations and services that provide support to families.

Go to:

- www.wokingham.gov.uk/lo
- www.wokingham.gov.uk/lo-directory



Please read our website disclaimer: <http://www.wokingham.gov.uk/disclaimer/>

You can give us feedback on the Local Offer via our Local Offer survey: www.wokingham.gov.uk/lo-survey

How can I get involved in influencing services?

REACH Wokingham is the independent parent carer forum. It was set up to ensure that the families and carers of children and young people with Special educational needs and disabilities between 0-25 years of age in the Wokingham Borough, can have a voice and participate fully in the development of services.

REACH Wokingham sends regular updates to its members detailing news, research updates, parental surveys, (including regular surveys on short breaks in the Wokingham Borough) participation opportunities and training courses. This is supported by a website which provides signposts to useful organisations, factsheets and news articles.

<http://www.reachwokingham.com/>

E-mail: reachwokingham@hotmail.co.uk

REACH Wokingham extends an invitation to all parent carers of children and young people with disabilities and additional needs between 0-25 years of age in Wokingham Borough to get involved with them to ensure that they are able to represent a wide range of families from across the Borough when working together with decision makers. They are keen to hear from you about what is going well and what can be improved with any service provided for your child with additional needs.

Participation in future reviews of this statement

This statement will be subject to revisions as consultation continues. We will also check the statement at least annually with REACH Wokingham to ensure it remains a good reflection of the service we offer.

What if I have a problem with a short break activity?

If you experience any problems in accessing a short break activity, or problems while your child is attending, please discuss this with the activity provider in the first instance and ask for a copy of their complaints policy if needed.

You can also feedback on the REACH Wokingham Short Breaks survey <http://www.reachwokingham.com/> or the Short Breaks Co-Ordinator on 01189746881 / 01189746890.

If it is a safeguarding concern, then contact Wokingham Borough Council's Duty, Triage and Assessment team **Children's Services 0118 908 8002**

What if I disagree with your decision about the support I am entitled to receive?

If you feel that the needs matrix has not been applied fairly, or that important factors have not been taken into account, please contact the Short Breaks Co-ordinator who will arrange for there to be a review of the decision. This may lead to the need for further assessment of your needs.

If you still remain dissatisfied, you can request a face to face meeting with a manager, or you can complain in writing to:

Wokingham Borough Council, Customer Service Team
Governance & Democratic Services
Shute End

Wokingham RG40 1WH Tel: 0118 979 0877 Email: customerservice@wokingham.gov.uk

Public Sector Equality Duty

This statement has been checked for its compliance with the Public Sector Equalities Duty under the Equalities Act 2010. If any individual or group should have reason to believe that it does not comply they are invited to write to the Service (address below) setting out why they feel the statement does not comply.

Contact Us:

For more information or if you would like this information in another language or format, such as Braille or large print please contact the Disabled Children's / Transition Team – Please see useful contacts page for details.

SUMMARY OF CONTACT DETAILS

Duty Triage and Assessment

By phone: 0118 908 8002

By email: triage@wokingham.gov.uk

Direct Payments Officer

By phone: 0118 974 6809

By email: DPWokinghamCard@Wokingham.gov.uk

Short Break Co-ordinator

By phone: 0118 9746881 or 01189746890

By email: shortbreaksselfassessment@wokingham.gov.uk

DCT /Transitions

By phone: 0118 9746881 or 01189746890

By email: DCT.TransitionsAdmin@wokingham.gov.uk

Intervention Team

By phone: 0118 969 5977

By email: CSBridgesResource@wokingham.gov.uk

ASSIST - Autistic Spectrum Service for Information Support and Training

By phone: 0118 908 8053

By email: assist@wokingham.gov.uk

Web: www.wokingham.gov.uk/lo

FIRST - Family Intervention Resources & Support Team

By phone: 0118 969 5977

By email: CSBridgesResource@wokingham.gov.uk

REACH Wokingham

By email: reachwokingham@hotmail.co.uk

Web: <http://www.reachwokingham.com/>

CAN Network

By phone: 0118 974 6897

By email: can.network@wokingham.gov.uk

Web: www.wokingham.gov.uk/lo

