

Short Breaks Service New Business Information and Guidance

Purpose of this document

The purpose of this document is to provide information for businesses who are interested in becoming a provider on Nottinghamshire County Council's short breaks framework for disabled children and young people.

What is the short breaks service?

Short Breaks are an essential part of the support provided by Nottinghamshire County Council to children and young people with Special Educational Needs and Disabilities (SEND) and their families.

Short Breaks offer opportunities for disabled children and young people, aged between 5 and 18 years, to spend time away from their parents and carers and take part in fun activities that encourage socialisation and support their independence. It can also help them develop new skills and to prepare for adulthood. At the same time, Short Breaks support parents/carers of disabled children to have a break from their caring responsibilities.

Nottinghamshire's Short Breaks offer is delivered via a menu of services and is designed to meet the differing needs and complexities of children and young people. This will include provision through both direct payments and with providers who have successfully tendered to be on the Council's Short Breaks framework.

Short Breaks take place outside of school hours and can include:

- Befriending services
- Sitting services
- Group activity sessions
- Holiday playschemes and activities

The service should be responsive to the family's needs, and this will include delivering provision in the evenings and at weekends (during term-time), and at all times during the school holidays. The Council require a range of provision to be available to families across the whole county.

The Cohorts of children listed below are most likely to access short breaks provision:

- Children and young people on the Autistic spectrum
- Children and young people with challenging behaviours associated with other impairments e.g., severe learning disability
- Children and young people with personal care and complex health needs
- Children and young people with disabilities aged 11+

Short breaks market position statement

This is a key business intelligence document, which includes current supply and demand, and the Council's commissioning intentions around short breaks.

Read our market position statement below:

[Short Breaks Market Position Statement 2024 \[PDF\]](#)

Short Breaks Tender

East Midlands Tenders Portal

There is a procurement process in place and Nottinghamshire County Council operate a Dynamic Purchasing System (DPS), which enables providers the opportunity to submit their application at any point in time whilst the list is in operation. The provider list will operate electronically through the East Midlands Tender Portal at <https://www.eastmidstenders.org/> for a period of 10 years until 2028.

You will first need to register on the site before you will be able to access the tender. The name of the tender is 'Short Breaks and Childcare Services for Disabled Children and Young People and their Parents/Carers' and the tender reference is **DN315665**. You will be able to access the process overview and short breaks service specification documents on the portal.

Read our supplier guide, which provides instructions on registering an interest and completing a tender response:

[simplified-supplier-system-user-guide.pdf \(nottinghamshire.gov.uk\)](#)

If you have any queries about using the East Midlands tenders portal, you can contact the Council's Procurement Team by emailing:

corporate.procurement@nottscc.gov.uk

Information and advice on completing the tender application and process

You will need to complete a questionnaire, which has a set of standard questions, including financial, that are scored as pass/fail to ensure compliance with procurement regulations.

When completing your tender application there are a set of project specific questions to assess your technical and professional ability. Providers will need to score 60% or higher to pass. These questions include details of the proposed service, meeting the diverse needs of children, and ensuring safety.

PLEASE NOTE: Council staff are unable to offer specific guidance and advice on answering the tender questions. Please refer to the tips below on completing your application.

Top tips and advice when answering project specific questions:

- **DO** read each question carefully and answer them accurately and precisely – there may be additional prompts to outline specific information that is required from your answers
- **DO** relate your answers to the service specification. The spec outlines exactly what the service requirements are, and your answers should demonstrate you have read and have a clear understanding of it. The service you propose should mirror the requirements of the specification.
- **DO** keep your answers concise and focused on the question as there will be a limited word count
- **DO** use examples where possible to support your answers
- **DO** double-check your answers before submitting for spelling errors, omissions/areas of confusion and clarity etc
- **DO NOT** cut and paste answers from another tender application
- **DO NOT** make any assumptions about what the Council may or may not know about you or your company. Each tender is scored on its own merits, and the Council can only evaluate what you have submitted. The Council cannot refer to any previous knowledge or experience it has had with a supplier when scoring a tender application.
- **DO NOT** use a preface in your answers to put things into context as this is not necessary and will only use up your word count

All tender applications will only be scored once the round has closed and you will be notified of the outcome of your application by the Procurement Team.

If you are successful with your tender application, an essential checklist process will be undertaken to check that you have the relevant policies, procedures, and documentation in place before you will be accepted on the framework and can receive referrals.

Requirements

Insurances

£5 million public liability & £10 million employer's liability is required for all businesses.

*If administering medicines or health care you will also need to consider medical malpractice insurance.

Children's regulations

You will need to consider whether the service you are providing will come under the scope of registration for either the Care Quality Commission (CQC) or OFSTED:

CQC registration – You will need to register if you are offering personal care, which includes washing, dressing, feeding, and assisting someone to go to the toilet and this is provided in the place where the person is living at the time e.g., home address.

For further information you can contact the CQC:

Telephone: 03000 616161 or there is an [online contact form](#)

Website: <https://www.cqc.org.uk/>

OFSTED Regulated Activity (Childcare Act 2006): Most childcare providers of under 8s will need to register but there are some exceptions – You do not look after a child for more than two hours even if your setting is open longer.

Voluntary registration: If not eligible for compulsory registration you can register but must care for children for two or more hours or a period of less than two if wrapped around school hours. These providers mainly care for children aged over 8 before and after the school day or school holidays or provide care in the child's home.

For further information you can contact OFSTED:

Telephone: 0300 123 1231 or there is an [online contact form](#)

Website: <https://www.gov.uk/government/organisations/ofsted>

PLEASE NOTE: Regulated activities cannot be dual registered with both the CQC and OFSTED. If you need to register with OFSTED, the parts of the service that OFSTED regulate will be exempt from registration with the CQC to avoid double accountability.

Legislation

You must comply with all relevant legislation relating to the service, which includes any updates and amendments. It is the providers responsibility keep up to date with any such developments.

Listed below is some of the relevant legislation that providers are expected to comply with and is not meant to be exhaustive:

- The Children and Families Act 2014
- The Care Act 2014
- The Children Act 1989 and 2004
- Health and Social Care Act 2001, 2008 and 2012

- Safeguarding of Vulnerable Groups Act 2006
- Mental Health Act 1983 and 2007
- Mental Capacity Act 2005
- The Equality Act 2010
- The Chronically Sick and Disabled Act 1970
- Health and Safety at Work Act 1974 and 2005

Policies and procedures

You will need to have robust written policies, procedures, and codes of practice, which should include adequate instruction, guidance, and support for staff in the function and delivery of the service outlined within the service specification. These should be accessible to all stakeholders and should include the following:

- Safeguarding – identifying, logging and reporting of concerns, designated lead for child protection, contact details for [Nottinghamshire County Council's Multi-Agency Safeguarding Hub \(MASH\)](#)
- Safer Recruitment Procedures – [Nottinghamshire Children's Safeguarding Children Partnership Guidance](#)
- Recruitment and use of volunteers (if applicable)
- Staff supervision and training
- Staff training and induction
- Risk assessment – individual/environmental/activities
- Care Planning – Assessments/support plans/reviews
- Health and safety policy – Consider the Health and Safety at Work Act 1974
- Lone working policy
- Incident/Accident/Emergency procedures
- Confidentiality and data protection
- Equal opportunities – anti-discriminatory practice
- Behaviour management
- Whistleblowing
- Code of conduct (appropriate boundaries)
- Business continuity plan (to include risk assessment and contingency in relation to interruption or closure of the service i.e., power cut, inclement weather, unforeseen staff absence)
- Moving and handling
- Complaints and compliments
- Grievance

Documents

You will need to ensure you have relevant documentation in place for the effective running of the service and for scrutiny purposes. These documents should include the following:

- Care/support Plans
- Risk assessment forms
- Induction/welcome packs for children/young people and their families
- Sessional recording sheets/logs (should be signed by the parent/carer)
- Short breaks attendance recording (hours used)
- Mileage recording forms/receipt for families (If transporting for activities)
- Incident/accident forms/logs
- Behaviour logs/outcomes
- Staff training and supervision records
- Staff files - Right to Work checks/references/training records
- Single DBS record – Evidence all staff have DBS checks, and these are kept up to date
- Child/young person and parent/carer feedback forms
- MAR (Medication Administration Record) *where applicable

*Please note that if staff are transporting children/young people in their vehicles then they should have up to date business insurance in place.

Training

You will need to ensure that staff have the necessary training in place to deliver the service safely and effectively to meet the needs of the children/young people accessing the provision. If a service is to be provided to children and young people with complex health needs, then appropriate training must be available in order that all staff are trained and assessed as competent by a health care professional.

The following is a list of training that is required for staff although is not exhaustive:

- Safeguarding Children
- Health & safety (including lone working)
- Paediatric First Aid
- Behaviour Management
- Autism awareness
- Care/support planning
- Risk assessments – identification of individual/environmental/activity risks
- Reporting of incidents/accidents
- Moving and handling (where applicable)
- Administering of medication (where applicable)
- Specific health/care procedures (where applicable to meet the specific needs of children/young people e.g., PEG feeding)
- Seizures & rescue medication

Quality assurance and contract management processes

Nottinghamshire County Council operate a robust quality assurance management process. If you are successful with your tender application, you will be asked to complete a New Provider Checklist and a Children's Quality Assurance Framework (C-QAF) self-validation form to confirm the policies, procedures, and processes that you have in place. Once on the framework for over 6 months and when you have young people placed within your service, a scheduled C-QAF validation visit will take place to confirm everything that you have self-validated, and this visit will also involve talking to staff and families who are accessing your service.

Any contracts with over five children or young people placed with their service will be subject to an annual contract review meeting. The Contract Office will produce an annual contract review report which will be shared with the Commissioning and Contracts Board. The contract review process pulls together how the service has performed during the last 12 months. It will provide details of any quality inspections, performance data, and outcome data collected during the last year. It provides the support and challenge, which leads to service improvement and better outcomes for children, young people, and their families.

Business support and advice (All businesses)

D2N2 Growth Hub

Offer advice and guidance on starting and growing a business including a free business health check.

<https://www.d2n2growthhub.co.uk/>

Tel: 0333 006 9178

Nottingham Business Ventures

Offer advice and support on starting and growing a business. They also offer free training on starting up and running a business.

<https://nbv.co.uk/>

Tel: 0844 887 2568 or Email: enquiries@nbv.co.uk

East Midlands Chamber

Offer tailored business advice and support.

<https://www.emc-dnl.co.uk/supporting-growth/business-advice-and-support/>

Tel: 0333 053 8639

Nottinghamshire County Council Microprovider Support

Can offer advice to small businesses who have ten or less full-time equivalent workers (paid or unpaid) and are independent or any larger organisation. The support will include listening to ideas and giving professional feedback, helping businesses to understand legal and regulatory requirements and advice on training and insurances.

<https://www.nottinghamshire.gov.uk/business-community/supporting-social-care-businesses/setting-up-a-small-social-care-enterprise>

Tel: 0300 500 80 80

Voluntary sector organisations

Community Accounting Plus

They help voluntary and community organisations manage themselves well in all areas of accounting and finance. They hold regular finance surgeries for businesses.

<https://www.caplus.org.uk/> or Tel: 0115 9470839

National Council for Voluntary Organisations (NCVO)

Offer a Consultancy Service, which includes tailored support around governance, strategy, and organisational development.

<https://www.ncvo.org.uk/practical-support/consultancy>

Tel: 020 7713 6161 or email: ncvo@ncvo.org.uk

Nottinghamshire County Council Communities Team

Offer practical support such as help with writing a constitution, advice on policies, preparing accounts and budgeting. They can also offer financial advice and support.

<https://www.nottinghamshire.gov.uk/council-and-democracy/get-involved/supporting-voluntary-sector>

Tel: 0115 9772041 or email: cvs.team@nottscc.gov.uk