

Feedback from providers

Payment models

Framework

- Flexibility for citizens
- Service can adapt to meet needs
- Short notice cancellation causes costs to providers – hard to manage staff hours
- Unlikely to be sustainable
- Oakfields/Fundays – definitely not sustainable – block funding needed. (School cannot continue to support admin costs)

Small number of providers

- Provider might be better able to estimate demand in terms of staff planning
- Pressure on providers to meet the demands of the service
- Regular review meetings

Both

- Guaranteed income needed
- Issues re pay rates of contracted staff – zero-hours contracts + problems hiring staff and with reliability
- Costs of running the service – realistically much higher than the just hourly staff costs
 - Inc. staff travel time
 - Management costs
- Making services cost-effective to deliver

Quality

- Easier to achieve/maintain recognised standards for providers who are part of a bigger scheme
- Risk assessments
- Ofsted registration
- Reviewing/inspecting a large no. of providers would be impractical
- (David to send me list of training provided by Oakfield, and numbers of staff with different levels of training/qualifications required.)
- Staff training
- Consistency of staff - High staff turnover
- Staffing commitments – many staff have families of their own.
- Understanding family issues
- Liaison with partners
- Costs
- Planning – geographical sense – staff travel
- Flexibility/age group/diversity

Option from provider table 1 –

- Child-minder model - termly contract plus notice
 - Include some flexibility – monthly if termly is too long
 - Issues for families with chaotic lifestyles and high levels of need
- Open list of providers
- Basic quality standards

What support is needed?

- Links to where service users are coming from
- Advertising/promotion/marketing
- Parents to be given enough information
- Engaging the right service users
- Quality
- **Guaranteed income**
- Transport
- Small group of service users/1:1
- Feedback – families/CYP/Council
- Info sharing
- NB funding is available to run sports-based services – but only useful if children do sport!