

## Flexi- Voucher Service

Families accessing the Aiming High Home and Community Support are eligible for the Flexi-Voucher Service. Each family will be offered 18 hours of flexi-vouchers per 6 month period. The cost to the family for this additional service is £8 per hour.

One voucher represents 1 hour of paid flexi support. At the end of the flexi session the parents/carers will give the Support Worker the corresponding number of hours in vouchers and sign the contact/diary sheet.

Parents/carers will be invoiced on a monthly basis when the service has been used and payment is expected by return.

The flexi voucher service can be used as a top up to the current support package or as evening support.

The minimum time is 2 hours and maximum is 6 hours per session.

The parents/carers need to give as much advance notice as possible when requesting the Flexi-Voucher Service .

When booking the flexi support, you can book directly with your regular sessional worker or call the Aiming High Home and Community Support Service and inform the office of the following:

- Child/young person's name,
- The date and times from / to that the support is required.

The service will endeavour to meet your request of flexi support service but this depends on the Support Worker's availability.

As part of the review, of the child/young person's support package, the flexi service will also be discussed.

Siblings are able to access the flexi voucher service, but the support must be in the evening and only minimum support being required from the sessional worker supporting.

More information on the Home and Community Support and the flexi service will be discussed during your initial home visit .

## Aiming High Home and Community Support and Flexi Voucher Service



## A guide for parents and carers

## What is Aiming High Home and Community Support?

Aiming High Home and Community Support Service provides one to one support for children and young people with a disability in their own home or in the community.

## How to access the service?

If the child or young person meets the eligibility criteria for the Aiming High Home and Community Support Service, then referral form needs to be completed by a parent/ carer. The referral form will need professional input from someone that works with the child regularly. To request a referral form, please email either [Gabrielle.rayner@achievingforchildren.org.uk](mailto:Gabrielle.rayner@achievingforchildren.org.uk)

## Eligibility Criteria

The child or young person is aged between 0-17 years and 5 months old, lives in the London Borough of Richmond upon Thames or Royal Borough of Kingston and the child or young has a disability.

## What happens next?

If the support package is agreed by the Short Breaks Panel, a home visit from the Home Community Support Team will be arranged. The scheme will be explained in further detail and discussions of possible Support Workers available to support the child or young person will take place.

## Support Workers

All Support Workers are recruited, subject to enhanced DBS clearances, and satisfactory reference checks. They will complete core training which includes Safeguarding and First Aid and other training relevant to the child or young person they are supporting.

## Costs

There is no charge for the support provided. However, parents/carers are required to meet the expenses of the activity and travel costs for both the child or young person and the Support Worker when they are out together. Travel expenses for the Support Worker to and from the family home before and after the support, is covered by the Worker.

## Siblings

The support is only available to the child/young person that has been referred and accepted to the service.

## Reviews

The support is available for a 6 month period. For the continuation of the support, a new referral will be required prior to the 6 month period. A referral will not guarantee that the support will continue. If the new referral has been agreed, a home visit to review and update the paperwork and support will be required.

## Monitoring

The scheme will carry out regular checks on staff, collect data, and will record regular feedback from children and young people.

## Expectations of the Service

- To provide a quality support to children, young people and their families.
- Have an experienced workforce.
- Offer specialist training to staff to enable them to support the individual needs of the child a/young person they are working with.

