

1 ? Why are you reviewing the service?

In January 2020 we began a full review of our service. We did this because the service has been under increasing pressure due to additional demand and unsuitable and out of date systems. You can find out more about the background to the review [here](#).

2 What have you done so far?

Working with Suffolk Parent Carer Network (SPCN), we sent a series of consultations to all AU Members, asking for their opinions on our assessment process, our holiday lodges, our provision and our website. We also published these on our website and social media, through SPCN's networks and made copies available at events where families were. We also talked to our Providers and to other Local Authorities about how they managed their Short Breaks services. You can read more about this stage [here](#).

3 What did you find out?

Service user numbers in Suffolk were generally higher than in the other LAs, as were our personal budgets. We found that our families valued the service but found the website restrictive, not always accurate or capturing all needs. Families preferred the flexibility of being able to use their funding on a wide range of short break options. You can read more about our findings [here](#).

4 What did you do with the results?

We analysed the results carefully alongside what we already knew. We wrote a paper of our recommendations, which we presented to Suffolk County Council's Directorate Management Team in July 2020. Our recommendations were approved, and you can read more about them [here](#).

5 What happens next?

We will be:

- Redesigning the way families apply for short breaks and the range of awards on offer
- Changing the way our website looks and works to make it clearer and easier to use
- Selling two of our existing holiday lodges and hoping to invest the proceeds from this into the service
- Using the feedback we received about short breaks provision to guide how we purchase services in the future.

6



Yes! We'd love to hear your thoughts so far.

Can I talk to you about this?

We understand that change can often bring uncertainty, especially when it impacts on your family. If you would like to tell us what you think, you can chat to us on social media, ring us on 01473 60026 or email us at info@activities-unlimited.co.uk.