

Short Breaks Provision - Annual Contract Review Report 2024-2025

1. Introduction

Provider Name	Bridge Together
Provider Representatives	Simon Ellis and Ryan McWilliams
Service Name	Short Breaks
NCC Contract Officer	Helen Loveridge
Date of Review	August 2025

2. Service Description

Bridge Together is an approved Short Break service provider with Nottinghamshire County Council. The service offers respite care for children and young people with a range of learning needs between the ages of 5 and 18 years old.

Bridge Together offer weekly group sessions every Saturday during term time and every day of the week during the school holidays.

During school term time they offer Saturday group sessions for children aged between 5 and 18 years old. Bridge Together are based at Newark Orchard School Newark and the group sessions run between 10am and 3pm. Bridge Together also offer a Thursday evening youth club between 5pm and 7pm, this group is aimed at young people aged between 12 and 18 years old.

Bridge Together have two sites for group holiday sessions, the Newark site is based at Newark Orchard School and the Cotgrave site is based at Ash Lea School.

During 2024-25 Bridge Together had 39 children who received a short break service, this figure includes any case closures during this period.

3. Outcomes

The outcomes against objectives from the most recent provider self-assessment and validation visits are given in the following table.

	Objective	C-QAF Self-Assessment Level C	Validation Visit February 2021
1	Assessment and Support Planning	Level C Met	Level C Met
2	Security, Health, and Safety	Level C Met	Level C Met
3	Safeguarding and Protection from Abuse	Level C Met	Level C Met
4	Fair Access, Diversity, and Inclusion	Level C Met	Level C Met
5	Client Involvement and Empowerment	Level C Met	Level C Met
6	Management of Service Provision	Level C Met	Level C Met

4. Stakeholder Feedback

Bridge Together have a good working relationship with the Commissioning and Contracts Team. Bridge Together respond really well to tenders that are sent to them sending a response whether it is positive or negative. Bridge Together have grown the numbers of young people who have a short break significantly over the last few years which is really positive and demonstrates demand for this type of provision.

The following are direct quotes from parents taken during a 2025 survey undertaken by Bridge Together:

“Fantastic respite facility for my 12yr old daughter, staff are friendly, and she comes out happy at the end of every session. Last time she came out she was so happy and enjoyed it so much she signed ‘more’.”

“Bridge Together is an amazing respite service; my daughter absolutely loves going there.”

“Lovely patient but confident staff.”

“Bridge Together are outstanding at what they do. My son loves to attend both sites.”

“The staff at Bridge Together know my child really well and support her very well.”

“An amazing setting that caters for our child perfectly.”

Summary of Strengths

- High satisfaction across all service dimensions.
- Zero complaints or concerns reported.
- Strong emotional and developmental impact on children.
- Highly valued staff and management.
- Safe, clean, and engaging environment.

5. Client satisfaction surveys and feedback

Bridge Together conducted a survey with the children and young people receiving a short break service. 9 questions were asked overall during the survey, which was supported by the uses of PECS so children and young people with communication difficulties could also take part in the survey.

The feedback submitted was from five children and young people and their families, overall feedback was very positive and 5/5 of those children said they enjoyed their short break at Bridge Together,

6. Compliments/concerns/complaints

There are several compliments shown in the stakeholder feedback section, no concerns were submitted for this report and the complaints log from June 2024 to June 2025 confirms there were no formal complaints received.

7. Service Specific requirement

Bridge Together fulfils the service specific requirements by responding in a very timely manner to short break tenders issued by the Commissioning team. Bridge Together will always send a response regardless of if it is positive or negative.

Submission of the C-QAF and Performance Indicator Workbook is part of the contractual agreement and Bridge Together return their workbooks in a timely manner each term. Bridge Together also received the

required level C standard for completion of the C-QAF self-assessment. A full QAF validation was carried out in February 2021 and they met the required level C during this process.

8. Service Improvements and developments (please include how you offer NCC value for money)

Service improvement plan submitted for the purpose of this report this plan is updated in March each year. The key points covered in the plan are:

- Documentation about young people
- How care and support is provided
- Medication, management and administration
- General management of the service
- Premises and equipment
- Staffing

Key achievements

During 2024-25 Bridge Together expanded its services to the Ashlea School in Cotgrave supporting 14 children per session. The site at Newark has increased its capacity from 14 to 19 children per session. Staffing has also increased to 19 employees which has improved consistency,

Service improvements

- Regular staff supervision boosting morale and retention.
- Soon to be transitioned to National College platform for accessible training.
- Targeted recruitment at Cotgrave, focusing on familiarity with Ashlea School pupils.
- Improved parent communication through session updates and visual materials.

Value for money

The 2025 Parent Survey revealed 100% satisfaction across all service dimensions. No complaints were raised, and parents consistently praised staff, environment, and quality of care. Feedback highlighted the emotional and developmental benefits for children, with many describing the service as “amazing,” “outstanding,” and “vital.” This confirms that Bridge Together offers excellent value for money to Nottinghamshire County Council.

In conclusion

Bridge Together has demonstrated exceptional service delivery, strategic growth, and robust risk management throughout 2024–2025. The expansion to Cotgrave, increased capacity at Newark, and overwhelmingly positive parent feedback underscore its value to the community and the local authority. With a proactive approach to improvement, compliance, and continuity, Bridge Together is well-positioned to continue delivering high-quality, inclusive, and resilient short breaks services across Nottinghamshire.

9. Risk Register

The Risk Register outlines key risks and mitigation strategies across staffing, compliance, infrastructure, safeguarding, and communication.

Examples include:

- Staffing: Recruitment challenges at Cotgrave; mitigated by community ally program and school-based recruitment.
- Compliance: GDPR, Health & Safety, Fire Safety, DDA; addressed through updated policies and training.
- Infrastructure: Power/water failure and building access; mitigated via business continuity planning.
- Safeguarding: Staff conduct and medication; managed through supervision, training, and DBS checks.
- Communication: Risk of breakdown with families or staff; mitigated by structured communication protocols.

10. Business Continuity Plan

The Business Continuity Plan (reviewed March 2025) includes emergency contacts, utility protocols, contingency plans for power and water disruptions, off-site activity alternatives, and recovery checklists. These measures ensure service continuity and safeguard users during disruptions.

The plan is in place to mitigate the effects of disruptive challenges which affect the operation of normal business within the organisation, particularly in terms of prioritising business critical functions and responding to challenges.

11. Relevant insurances

Public and Employers liability insurance in place at the relevant level with an expiry date of the 16th February 2026.

Recommendations

The following is recommended: -

There are no recommendations for the purpose of this report, Bridge Together continue to be a very successful short break provider and at present are full to capacity with a waiting list which demonstrates the popularity of the service on offer. I look forward to continuing working with Bridge Together in the future.

Helen Loveridge



Contracts Officer
Commissioning and Contracts Team