



BMBC short break panel decision outcome appeals process

Step 1 – Initial Review

After your child or young person has an assessment and the Short Break Panel has made a decision, your allocated worker will tell you the outcome. You will also receive a written outcome letter from the Short Break Panel explaining the decision.

If you do not agree with the short break offer or if your request has been declined but feel that your child or young people was eligible, please contact the worker who completed your assessment **within 10 working days**. You can speak to them directly or email shortbreaksecs@barnsley.gov.uk.

Talking to the assessing worker first is usually the quickest and easiest way to resolve concerns.

The worker will:

- Talk to you about why you disagree
- Review all the information gathered during the assessment
- Check whether anything has been overlooked or needs updating

This review may or may not lead to a change in the decision. The worker will communicate the outcome of this review to you in writing within 20 working days.

In some situations, the worker and the Short Break Team Manager may feel that the issues you have raised should go straight to the formal appeal step instead of completing a review under Step 1. If this happens, the worker will explain why and tell you that your concerns will be considered at formal appeal.

Step 2 – Formal Appeal

If you still disagree with the outcome after Step 1, you can request a formal appeal. To do this, please email the Short Breaks Team Manager by emailing shortbreaksecs@barnsley.gov.uk, stating clearly that it is a formal appeal for the attention of the Short Break Panel.

You may also be moved into Step 2 automatically if, at Step 1, the worker and Team Manager decide that your concerns are more appropriate for formal appeal.

A manager will be appointed to oversee your appeal. As part of this they will:

- Talk to you about why you disagree
- Review the assessment
- Speak with the assessing officer if needed
- Present your appeal and all relevant information to the next available Short Break Panel

A written response to your appeal will normally be provided within 20 working days. If this cannot be met, you will be told why and given a new timescale. You will receive a written response to your appeal.

A formal appeal will not always lead to a case going back to the panel automatically. If Step 1 has fully reviewed the information and nothing has changed, and there are no new issues or concerns, the manager may determine that there is no new information for the panel to consider.

Making a Complaint

We always aim to resolve concerns by working directly with you, and in most cases this is the most helpful approach. However, if you feel your concerns have not been resolved, you have the right to make a formal complaint.

A complaint looks at:

- What happened during your involvement with the service
- Your experience of the process
- Whether the law, policies or procedures were followed

If your concern is specifically about the decision on short breaks, we will need to understand:

- Why you are unhappy with the decision
- What happened during Steps 1 and 2
- Why these steps did not resolve your concerns
- What outcome you are seeking

A complaint cannot directly change the short break decision itself.

However, if the complaint identifies that something has not been followed correctly, recommendations may be made. This could include taking your case back to the Short Break Panel for reconsideration.

Complaints have different stages. At the end of each stage, you will receive a written response explaining whether your complaint is upheld and what will happen next.

For more information or to submit a complaint, please visit:

<https://www.barnsley.gov.uk/services/have-your-say/complaints-and-compliments/>

Document developed by Laura Johnson – Designated Social Care Officer. To be reviewed in June 2027.