



**Haringey** Council

Agenda item:

**[No.]**

**Cabinet**

**On 15<sup>th</sup> June 2010**

**Report Title: Response to Scrutiny Review of Transition from Children's Services to Adult Services**

**Report of: Mun Thong Phung, Director of Adult, Culture and Community Services and Peter Lewis, Director of the Children and Young People's Service**

Signed:

**Contact Officer: Lisa Redfern, Assistant Director, Adult Services and Commissioning**

Wards(s) affected: **All**

Report for: **Key Decision**

**1. Purpose of the report**

- 1.1. To set out the response of Adult, Culture and Community Services and the Children and Young People's Service to the Scrutiny Review of Transition from Children's Services to Adult Services.

**2. Introduction by Cabinet Member**

- 2.1. As Cabinet Members for Adult and Community Services and the Children and Young People's Service, we welcome the content of this Scrutiny Report and we accept its recommendations; it is a very positive report and demonstrates examples of very good practice and joint working across the Children's and Adult services;
- 2.2. It is clear that the review process has been detailed and has taken into account the views of all stakeholders;

2.3.	As Cabinet Members responsible for services that offer care and support to some of the most frail and vulnerable people living in the Borough, we are confident we have a very good platform to further improve how we work with young people in transition and their families/carers;
2.4.	The report has nineteen recommendations. Our response to the individual recommendations in the Overview and Scrutiny report is outlined in Appendix 1.
<b>3.</b>	<b>State link(s) with Council Plan Priorities and actions and /or other Strategies:</b>
3.1.	This review is linked to two key Council priorities: i. A health, caring Haringey; and ii. Delivering high quality, efficient services.
3.2.	This review is linked to the Well-being Strategic Framework 2007-2010
<b>4.</b>	<b>Recommendations</b>
4.1.	That Cabinet agrees the response.
<b>5.</b>	<b>Reason for recommendation(s)</b>
5.1.	N/A
<b>6.</b>	<b>Other options considered</b>
6.1.	N/A
<b>7.</b>	<b>Summary</b>
7.1.	The Overview and Scrutiny Committee commissioned a review into the transition of young people from children's Services to Adult Services as part of its 2009/10 work plan.
7.2.	The terms of reference for the review was: <i>"To assess the current transition services available to young people moving between children's and adult services specifically to provide an objective view of these services and whether they provide value for money".</i>
7.3.	Key findings of the review: <ul style="list-style-type: none"><li>• Successful transition planning and programmes are crucially dependent on collaboration between children's and adult services. Well planned transition improves clinical, educational and social outcomes for young people.</li><li>• Haringey has a well established multi-agency approach to transition planning involving young people and their parents/carers, education and health professionals.</li><li>• "My service '18" has been established as a joint strategic transition planning group between the Children &amp; Young People Services and Adults Learning Disabilities Partnership.</li></ul>

- Haringey's Children and Young People and Adults' Services have identified the need to further improve transition for young people with Additional Needs, Learning Difficulties and Disabilities, including young people with special educational needs but without a statement, young people with mental health difficulties and young people leaving care.
- There is also a need to ensure all planning reflects the National Transition Programme to raise standards and to learn from best practice identified through this process and also the Personalisation agenda. Greater emphasis also needs to be placed on the key roles young people and their families, separately and jointly have in this agenda.
- My service @18 strategic planning group has four work groups which are taking this work forward, namely;
  1. A needs analysis of specific complex needs/mapping of service in Children's and Adults services;
  2. Protocols including procedures and pathways;
  3. Social inclusion and personalisation;
  4. Information, participation and consultation.

#### **8. Chief Financial Officer Comments**

- 8.1. There are no direct financial implications arising from the recommendations and any costs that do occur will be contained within existing resources.
- 8.2. The implementation of the recommendations will need to be carefully monitored from a financial perspective to ensure that any future impacts of these on resources are picked up and planned for.

#### **9. Head of Legal Services Comments**

- 9.1. There are no specific legal comments at this stage.

#### **10. Head of Procurement Comments –[ Required for Procurement Committee]**

- 10.1. N/A

#### **11. Equalities & Community Cohesion Comments**

- Service provision addresses the specific needs of different equalities groups in relation to their individual needs, their assessed needs and their preferences.
- Following a request from Haringey Autism, a parent/carers support group, a steering committee has been established in Adults Service to look at provision for young people with autism, identify gaps and develop proposals to address gaps and to develop autism specific provision.
- There are overall equalities performance management systems which seek to comply with the local government equalities standards and framework. Specific equalities data on ethnicity, gender, and disabilities is captured for

clients housed in the Social Housing Sector. Monitoring systems show that the overall allocation of social housing is in line with the diverse communities within the borough.

**12. Consultation**

- 12.1. Service users, carers and staff were consulted extensively as part of the Overview and Scrutiny review process. Their comments are included in the body of the report are reflected in the recommendations.

**13. Service Financial Comments**

- 13.1. All of the agreed recommendations are to be undertaken with current resource allocations. Where agreement is only in principle, these will progress as and when resources permit.
- 13.2. Value for money will need to be a key consideration in the future commissioning of services for young people in transition including ensuring robust and relevant activity information that demonstrates good outcomes to young people are being delivered.

**14. Use of appendices /Tables and photographs**

- 14.1. Appendix 1 – Recommendations and responses.

**15. Local Government (Access to Information) Act 1985**

- 15.1. Haringey Well-being Strategic Framework 2007-2010.
- 15.2. Scrutiny Review of Transition from children's service to adult services.
- 15.3. Valuing People Now (2009).
- 15.4. Transforming Adult Social Care (2008).
- 15.5. Aiming High for Disabled children: Better support for families (2007).
- 15.6. Carers at the heart of 21<sup>st</sup> Century families and communities: a caring system on your side, a life of your own (2008).

## Appendix 1

Recommendations	Respon se	Commentary
<p><u>The Learning and Skills Council proposed changes to funding arrangements</u></p> <p>The Panel was made aware that the Government has accounted, as part of the machinery of government changes, that 16-18 funding for sixth forms and colleges will be delivered through local authorities in the future, subject to consultation and the passing of the necessary legislation. In the interim, the Learning and Skills Council will remain responsible in law and practice for the allocation of funds to all forms of post 16 education and training together with other higher education. The panel made the following recommendations:</p> <p><b>Recommendation 1</b> The Council should take the lead and control on the way in which the money is spent especially if this is not ring-fenced.</p>	Agreed	<p>Planning is underway to respond to the change in arrangements for LSC funding. The SEN Team manager is the operational lead and has attended the training and seminars on the transition arrangements. Further changes will be implemented over 2010 -2011 including providing updated information for parents/carers, young people and professionals.</p> <p>The SEN team Manager is also a member of the joint strategic transition planning group and we are working to an agreed plan with regards the LSC transfer.</p>
<p><b>Recommendation 2</b> The Council should lobby central government to ensure ring fencing of funds especially as this could have an adverse impact on adult social care in terms of day service provisions.</p>		<p>The Council will work closely with the National Transition Support Programme which is designed to support local areas to work on improving practice in every aspect of transition.</p> <p>The programme highlights the need to co-ordinate transition support across a range of agencies, including health and social care, youth services, leisure, Information Advice and Guidance providers, housing, education, benefits and employment services.</p>
<p><b>Recommendation 3</b> <u>My service at 18</u> My Service at 18 has now been established as a joint strategic transition planning group between the Children and Young People's Service and the Adults Learning Disability Partnership. The new strategic group</p>	Agreed	<p>My Service at 18 strategic planning group now includes representation from Connexions and the Youth Offending Team. There is also representation on the four work streams set up by the planning group. Connexions have always held a key role on the Transition Panel and are</p>

<p>comprises wide representatives from Statutory and voluntary services, parents and providers. The panel <b>recommend</b> that the Adult Outreach Team (Connexions Service) and Youth Offending Teams should be included in the list of key agencies.</p>		<p>working closely with families and professionals to improve the sharing of information.</p>
<p><b><u>Recommendation 4</u></b> <b><u>Work with Health</u></b> The panel recommends that the work with health is further developed with particular emphasis on pathways for young people with mental health issues.</p>	Agreed	<p>Health services are well represented on My Service at 18 and on the four work streams. In addition meetings are underway to improve the transition of young people with mental health difficulties. The Lead Manager for Continuing Care has joined My Service at 18 and work is underway to include information on continuing care needs in the revised transition plan pro-forma and work of the 14+Transition Panel.</p>
<p><b><u>Recommendation 5</u></b> <b><u>Linking services</u></b> The panel learned of the difficulties experienced by some families in understanding the complexities of the transition process and felt that a dedicated officer who could work with Children and Young People Services (C&amp;YPS), Adult and Community Services (ACS) and Health Services would help mitigate the inherent problems of the transition from one service to another and <b>recommend</b> that there is a dedicated transition family support officer operating jointly within C&amp;YPS Adult and ACS and Health Services with responsibility to oversee all departments in co-ordinating the transition process for each young person.</p>	Agreed	<p>This recommendation is being taken forward and grant funding has been identified which will enable this post to be piloted for one year. This will be reviewed at the end of the year.</p>
<p><b><u>Recommendation 6</u></b> <b><u>Improving information</u></b> Children and Young People's Services should ensure that all agencies working with the transition of young people should be involved in the production of an information pack or directory around "Transitions and moving from children's services to Adult Services - easy guide for service users and Carers" to cover all agencies; services and support available; details of where to go for support and what should be provided including out of borough provisions.</p>	Agreed	<p>My Service at 18 has established a work stream to improve information for young people, parents and professionals. Work is already underway to update information on website and in particular on the Family Information Service. The Disabilities Parent/carer's Forum will act as 'editors' and consultants to ensure information is accessible and user friendly. A similar process with young people and young adults will be used to ensure that information about services and opportunities in Adults in widely available</p>

<p><b>Recommendation 7</b></p> <p>Children and Young People's Services should develop user-friendly non -corporate web pages, dedicated to the transition of young people, providing information for users and carers about services, networks and options available to</p>		<p>and sets out clearly what young people need to do to follow each pathway.</p> <p>Information and guidance meetings in schools and centrally will be maintained and will include opportunities to talk to young people and parents/carers who have experienced the transition process.</p>
<p><b>Recommendation 8</b></p> <p>Children and Young People's Services should ensure that improved and efficient working exists between departments ensuring joint team training, meetings and better sharing/use of data.</p>	Agreed	<p>There is a well established working relationship between Additional Needs and Adults learning Disabilities Services. This is being strengthened by the development of an integrated services for children with disabilities which will result in education, social care and health services for children with disabilities under a single management under the Children and Young People's Service. My Service at 18 has brought together a wide range of services, statutory, voluntary and parents/carers all working to an agreed plan.</p> <p>There are already shared meetings, shared training and shared use of data between children and young People's Services and Adult Social Care and these areas will continue to be developed.</p>
<p><b>Recommendation 9</b></p> <p>It is apparent that the transition team is a small unit with two workers dealing with large numbers of clients with complex needs in addition to carrying out eligibility assessment for clients who might have support needs. It is important to build capacity within the transition team to support clients.</p>	Agreed	<p>The transition Team has been subject to vacancies and instability of staff in previous months. This has now been addressed and the new protocols determining how services across Children's and Adults work together will further strengthen the work of the team. In addition Transition Support Funding for 2010 – 11 is being used to pilot areas of work to inform future practice.</p> <p>There is currently a review of the staffing structure of the Combined Team of the Learning Disability Partnership in which the transition team is based.</p>
<p><b>Recommendation 10</b></p> <p><u>Employment &amp; Training</u></p> <p>It is apparent that there is a lack of employment opportunities for young people with special educational needs as they make the transition from C&amp;YPS to ACS. The council need to be proactive in creating employment opportunities and work experience placements for those young people who need them. The panel</p>	Agreed	<p>We have a protocol in place to support people with disabilities into employment with the council. This is with the support of voluntary sector partners. This will be reviewed this year. in addition we have looked at job carving opportunities to enable jobs to be</p>

<p><b>recommend</b> that Human Resources Services in Haringey should consider an employment quota system for young people with learning difficulties; mental health issues and with physical disabilities to ensure employment sustainability either internally or with partners.</p>		<p>targeted to people with disabilities. Within adult social care. In addition there will be a renewed effort to create employment opportunities with statutory and voluntary services. Some examples include new service at Haslemere centre where young people at Haringey Sixth form with complex needs will be able to access work experience. A pilot project with Spurs is also under discussion to create work experience for young people who attend residential schools out of borough. As part of their transition back in borough they will be able to access work experience at Spurs and reside at Haslemere centre.</p>
<p><b>Recommendation 11</b> The panel <b>recommend</b> that the Council should consider training those who are leaving care to work within the care profession e.g. within children homes; in the NHS, Colleges and Voluntary Sector. This would enhance their aspirations and would also act as an incentive and as role model, especially for those in transition.</p>	Agreed	<p>This has already been highlighted and has arisen out of the pilot work adult learning disabilities service has undertaken. This will be taken forward as part of the evaluation of pilot outcomes. In addition young people leaving care will be involved in the project at Haslemere centre outlined above. A group of young care leavers will also provide monitoring and evaluation role for these projects.</p>
<p><b>Recommendation 12</b> <u>Connexions Services</u> Children and Young People Services should ensure that improvements are made to communication protocol between all agencies to establish clear lines of responsibilities particularly for out of hours provisions. Connexions Services, adult career services, health services and Jobcentre Plus need to cooperate fully to support individual young people and offer access to advice and signposting.</p>	Agreed	<p>Connexions is a key partner in My Service at 18 and in the work stream on information and guidance for young people and parent/carers.</p>
<p><b>Recommendation 13</b> The panel <b>recommends</b> that in accordance with the transition protocol there should be an integrated approach to minimise duplication of assessment activities together with closer working and better sharing of information between services. This would streamline services and reduce the level of duplication, ensuring greater utilisation of</p>	Agreed	<p>The transition protocols and pathways are currently been revised and this recommendation is being incorporated within this work. The new protocols will address the need to have co-ordinated assessments and improved sharing of information. Meetings with Special Schools and Special</p>

scarce resources.		Educational Needs co-ordinators (SENCOs) from mainstream schools are underway to ensure that there is a good understanding of the revised transition process. New pro-formas will be introduced to target information and ensure it informs future plans and in particular those with continuing health and care needs.
<b>Recommendation 14</b> The panel acknowledged that some issues might be addressed through the Common Assessment Framework they nevertheless <b>recommend</b> a review of the multi-agency assessment tools to minimise duplication whilst capturing all aspects of an individual's life, to determine education, physical, emotional and social needs.	Agreed	We are already working towards capturing holistic information of young people from the age of 14plus. This work is being co-ordinated through the work of the 145 plus group.
<b>Recommendation 15</b> Representatives from Connexions Services expressed frustration at the length of time taken to receive response from Council Departments. It <b>recommends</b> that all council departments adhere to the minimum standards for responding to enquiries in line with the Council's Customer Care Charter.	Agreed	Involvement of Connexions as members of the joint strategic development group, My Service @18, will enable a focus on this recommendation. Monitoring arrangements are in place to ensure that the Council's Customer Care minimum standards are met.
<b>Recommendation 16</b> <u>Strategic &amp; Community Housing Services</u> The panel <b>recommend</b> that SCHS ensure that specific monitoring arrangements are in place to identify young people in transition, by ensuring dialogue is in place with colleagues in Adult Social Care to identify and capture specific needs of those in transition.	Agreed	Strategic community and housing services are part of the membership of the joint strategic planning group, My Service @18, and this will enable this recommendation to be implemented.
<b>Recommendation 17</b> The panel <b>recommend</b> that SCHS ensures that the remit of the North London Sub-Regional meeting on Housing and Social Care issues be expanded to include the needs of young people in transition.	Agreed	This will be taken forward as part of the social inclusion work stream of the transition joint strategic planning group, My Service @18.
<b>Recommendation 18</b> The panel <b>recommend</b> that Strategic Community Housing Services put proactive measures in place between Children's Adult	Agreed	This will be taken forward as part of the social inclusion work stream of the transition joint strategic planning group, My Service @18.

and Housing so that access and referrals can be improved and streamlined. This will lead to enhancement of services provided to those in transition, thus minimising the number of clients who are not benefiting or accessing services.		
<b><i>Recommendation 19</i></b> The panel recommend that Children's and Adult Services work closely with Central Procurement Team to produce robust tender specifications in order to commission quality services at a reduced price.	Agreed	A joint Commissioning review group has been established and has agreed that the two areas of focus will be transition and specialist equipment. The work will inform procurement processes and the preparation of specifications.