

## Case Example 3:

# Cambridgeshire Transitions Service

**Type of organization:** County-wide local authority transitions service

**User group:** Young people (with all types of impairments) moving from children's to adults' services

**Staff numbers:** Small team, with a health coordinator

**Services:** Mixture of care management, assessment, facilitation of support and pathway planning

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## Evaluation

This service has not been externally evaluated.

## Features of Good Practice

### Key workers and continuity

The transitions team provides a service tailored to young people's needs, and maintains that working in a creative, person-centred way can be cost effective, offering win-win opportunities. Young people are helped to think about what they want by thinking about what they do now, what they like and do not like, who is important to them and what they are interested in.

The transitions team liaises with a range of other services across community, voluntary and statutory sectors to ensure continuity. They employ a health coordinator, whose role is to look at the health pathway between children's and adults' services, identify where there have been issues, and work to resolve them.

Young people and their families are seen as experts. The transitions service creates a virtual team around the young person to communicate with them about their needs. They work with the people who know the young person best. Independent advocates are sometimes used, especially when situations are complex. Young people sometimes suggest people who know them well, such as a teaching assistant.

### Specialist expertise

The team contains staff with a mix of professional backgrounds who share knowledge and expertise through open case discussions and feedback from training courses. Professionals

with different types of experience, including continuing healthcare, commissioning, children's hospice, and independent providers, are invited to team meetings to share knowledge, and young people and carers have been involved in developing staff training.

Intra-agency links between staff encourage creative thinking and understanding, and the team have working agreements where staff can work in the offices of other teams. This means staff get a wider view of the work of other teams, and are also available to give advice to other workers.

There are specialist learning disability and physical disability commissioners within adult services and the team works with commissioners to support them to gain additional skills around bespoke commissioning and ensure they understand the wider implications of their commissioning decisions for young people with complex needs

### **Informing commissioning**

The Enhancing Transitions in Cambridgeshire project links to both adults' and children's commissioning. Young people and commissioners both sit on a transitions board. This way, commissioners get to hear the voices of young people and parent carers directly.

Cambridgeshire also has a youth forum/parliament, where the views of young people and their parents are taken and discussed with the local authority.

The transitions team works with county council commissioners of further education, ensuring local colleges receive additional funding to run bespoke courses for individuals with complex needs. The team also works with an independent organisation to gain the views of parent carers, and with providers (such as an advocacy agency and a provider of youth clubs for young disabled people) to link young people to strategic decision-making. They have also worked with a provider forum to improve continuity between children's and adults' services.

### **Further Information**

For more information contact Claire Bailey (Service Manager, Fens Learning Disability Partnership and Countywide Transitions) on 01480 372 669.