

# Transition Team ‘pilot project’ Performance management Framework

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## Purpose

This performance management framework (PMF) is designed to set out the structure of the Transition Team 'pilot project' (TPP) and the performance framework in which the TPP is evaluated. The TPP has been put in place using a combination of Bridgend County Borough Councils, Social Services and Wellbeing Directorate resources and Integrated Care Funding (ICF) agreed through the Western Bay arrangements. The TPP will also identify how health service resources can be included in the team arrangements.

## The overarching purpose of the TPP is:

Based on the principles of 'Prevention and Early Intervention' to put in place effective transition planning for young people (aged 14-25) ensuring clear pathways to independence, education, training, employment and relationships; and to provide effective health and social care services where necessary.

## Scope

The Scope of the project is set out in this framework and is designed to provide a blue print for establishing permanent transition team arrangements with an agreed operational policy, dedicated resources, good practice guidance and governance arrangements. As part of this the key objective of the TPP are to put place a multi-disciplinary transition team as an enhancement of the existing Disabled Children's Team and the Community Learning Disability Team and to develop:

- A key worker system so young people and their families have a single point of contact
- A Person centred planning process
- Single assessment and transition planning documentation
- Increased choice and control for families with focus on outcomes for them and their children.
- Increased involvement of young people and families in the assessment and planning process
- An operational policy which shows how all parts of the team work together.
- An effective system for identifying and planning for the budgets and resources required to support effective transition and ongoing support where required

## Background

The key strategic priorities for social care in Bridgend are set out in the Councils Corporate plan and the Social Services and Wellbeing Directorate Business plan. In relation to the TPP the key priorities are 'helping people to be more self-reliant' and 'the smarter use of resources'. There is an objective in the Directorate Business plan to put in place a multi-disciplinary transition team. This came from a project carried out by the Western Bay Learning Disability Programme Team. The programme team commissioned a piece of work to develop a service model for young people in transition from children's to adult's services in the Western Bay. The report was produced in July 2014 and the programme team agreed with the recommendation to develop an integrated multiagency transition team in each local authority area. The programme team agreed that each transition team would be developed within the context of the service development arrangements in each local authority area. This was then taken forward in Bridgend by a working group which identified a two stage model for developing a transition team. Work was in progress to implement this model when the opportunities provided by the ICF enabled the project to take a big step forward.

The council is also developing a range of prevention and wellbeing services designed to help young people live independently as well as focussing on the efficient and effective delivery of managed care services. In this context the directorate has a project to streamline transition services that support young people. This is being done in the context of new legislation the relevant objectives of which are:

### Social Services and Wellbeing Wales Act 2014

The fundamental principles of the Act are:

**Voice and control** – putting the individual and their needs, at the center of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.

**Prevention and early intervention** – increasing preventative services within the community to minimise the escalation of critical need.

**Well-being** – supporting people to achieve their own well-being and measuring the success of care and support.

**Co-production** – encouraging individuals to become more involved in the design and delivery of services.

The Act means that everyone will have to work together to improve the well-being of people who need care and support from social services.

This includes:

- listening to their views and feelings;
- treating them with respect; and
- making room for their different culture, beliefs, language needs and other issues.

### **Supporting people quickly**

Stepping in early to help people is really important. This helps:

- children stay in families;
- reduce the effect of disabilities;
- stop abuse and neglect;
- fewer children get involved with crime; and
- fewer children end up in care.

**Social enterprises** can help local authorities to do this.

**Information and advice** The Act also means that local authorities must give all the up-to-date information and advice people need. This will help people understand how care and support may work.

*This is an extract from 'Social Services and Well-being (Wales) Act Overview and A young person's Summary' published by the Welsh Government*

### **The Well-being and Future Generations (Wales) Act 2015**

Wales is one of the first countries to introduce a law like this. The Act says that 44 public bodies, such as Local Authorities, the NHS, Fire and Rescue and others, must work together towards seven well-being goals.

### **The seven well-being goals:**

**A prosperous Wales** – where everyone has jobs and there is no poverty

**A resilient Wales** – where we're prepared for things like floods

**A healthier Wales** – where everyone is healthier and are able to see the doctor when they need to

**A more equal Wales** – where everyone has an equal chance whatever their background

**A Wales of cohesive Communities** – where Communities can live happily together

**A Wales of vibrant culture and thriving Welsh language** – where we have lots of opportunities to do different things and where lots of people can speak Welsh

**A globally responsible Wales** – where we look after the Environment and think about other people around the World.

*This is an extract from the 'Well-being of Future Generations Act' A guide for young people published by the Welsh Government.*

## **Values**

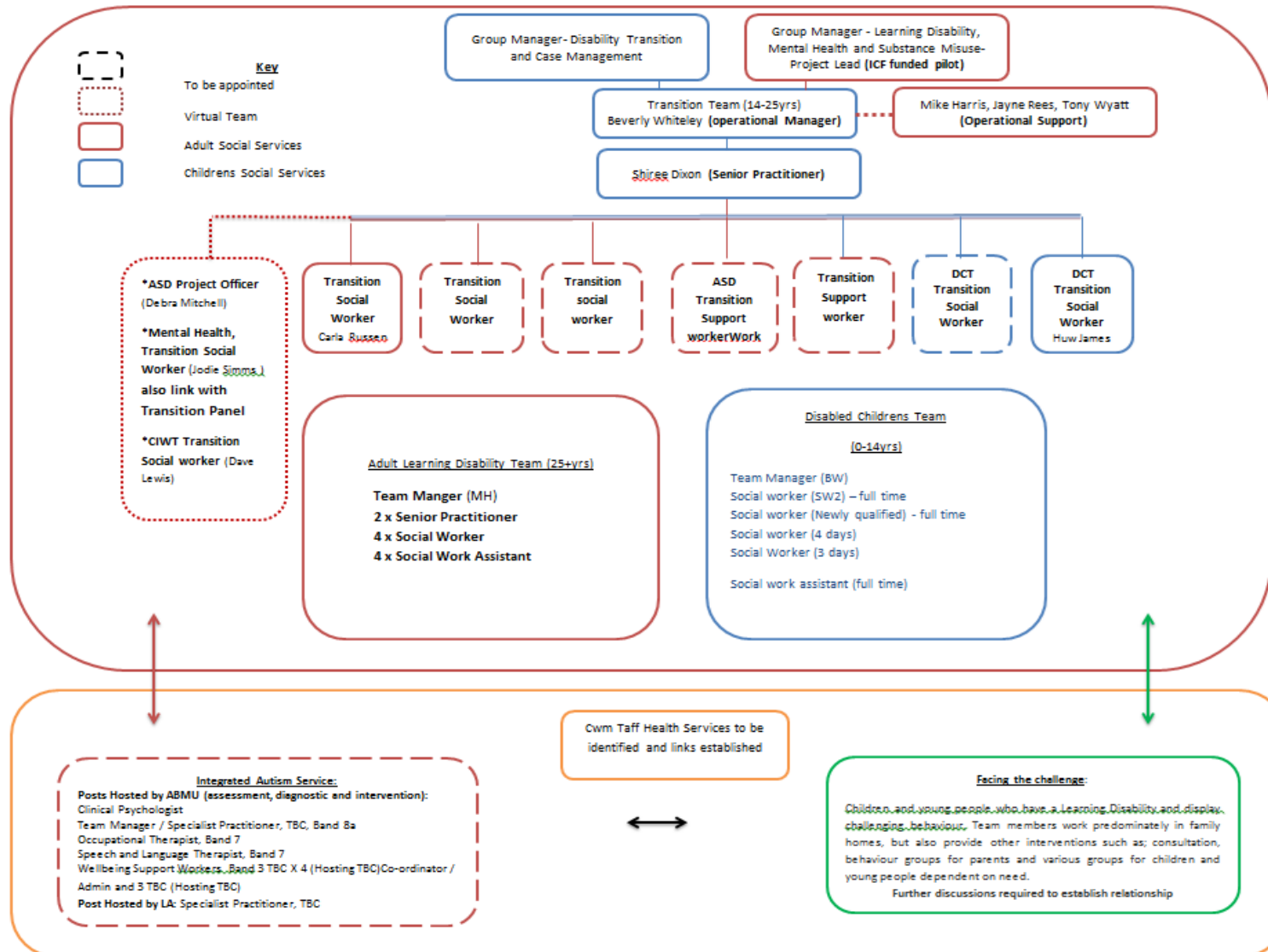
The values underpinning transition planning in the TPP are to ensure that:

- Each young person experiences smooth and timely support to prepare for through effective transition planning appropriately;
- Each young person is involved in the process, contributes their views and wishes, and has as much choice as possible about the future outcomes they hope to achieve and how they will be supported in this;
- The parents or carers of each young person are involved in the process as partners, and have clear and early information about how the transition process works and what the options may be for the young person;
- Adult services receive sufficient advance notice of young people whose needs they will be responsible for meeting, so that financial and other planning can be undertaken in time. Having a sense of the "time line" relevant to each young person preparing for adulthood and to the agencies that will need to plan to meet their needs. Without this, work may not be well planned or start early enough.

- Working in as "joined up" a way as is possible with all other agencies, departments and with the young person and their parents. This means working together so that, wherever possible, separate assessments and planning processes can be combined, run together, or at the least, cross-referenced;

## The Structure for the Pilot Project.

The staffing arrangements for the PTT are set out in the chart below:





## Implementing and Monitoring the Transition Pilot Project

The TPP will be overseen and monitored by a project operating board, supported by a Project Officer. The terms of reference for the project team are:

- To ensure the appropriate resources for the TPP and staffing and management arrangements are in place and functioning effectively
- To monitor the performance management framework (see below)
- To identify and mitigate risks to the TPP
- To oversee the function and performance of the Transition Panel
- To maintain and update and monitor the project plan
- To coordinate the outcomes of the TPP and produce an evaluation report

The project officer will support the project operational board using the council's project management process.

The project operating board is made up of:

1. Lead Officer- Group Manager, Learning Disability, Mental Health and Substance Misuse
2. Business Support-Senior Officer Knowledge Management Safeguarding and Performance Analyst
3. I.T. Support- IT specialist CCIS
4. ABMU Representative
5. Project officer
6. Group Manager Commissioning and Contract Monitoring
7. Group Manager Disability , Transition and Case Management
8. Operational Manager Transition Team
9. Team Manager CST
10. Senior Practitioner CWD
11. Independent stakeholder- Carers Development Officer

The operating board will monitor and evaluate the TPP according to the following performance framework, the team will receive regular reports in relation to these performance measures and report to the Remodelling Adult Social Care programme Team and the Children with Disabilities Programme Team.

## Social Services and Wellbeing Directorate National performance measures adapted for the TPP.

National Indicator Description- Adults
Number of adults who received advice and assistance from the information, advice and assistance service during the year (Ages 18-25)
Number of adults who received a service provided through a social enterprise, co-operative, user led service or third sector organisation during the year (Ages 18-25)
The percentage of care and support plans that were reviewed within agreed timescales (Ages 18-25)

National Indicator Description- Children
Number of children and families who received advice or assistance from the Information, Advice or Assistance Service during the year (Ages 14-17)
The percentage of care and support plans that were reviewed within agreed timescales (Ages 14-17)
The percentage of children supported to remain living with their family (Ages 14-17)
The percentage of looked after children returned home from care during the year (Ages 14-17)
The percentage of looked after children on 31 March who have had three or more placements during the year (Ages 14-17)
The percentage of children supported to remain living with their family (Ages 14-17)
The percentage of looked after children returned home from care during the year (Ages 14-17)

The percentage of looked after children on 31 March who have had three or more placements during the year (Ages 14-17)

Number of children and families who received advice or assistance from the Information, Advice and Assistance Service during the year (Ages 14-17)

The percentage of care and support plans that were reviewed within agreed timescales (Ages 14-17)

## Social Services and Wellbeing local performance measures adapted for the TPP.

### Local Indicator Description- Adults

The percentage of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year (Ages 18-25)

### Local Indicator Description- Children

Percentage of Individuals discussed at Transition Panel that have a Transition Plan in place by aged 17

Percentage of individuals discussed at Transition Panel that have a transition plan in place by aged 17

### Local Indicator Description- Children and Adults

The number of visits a young person received (14 to 25 years) .

Number of people using the new advocacy service (18-25)
number of children (age 14-18 ½ yrs.) with the same social worker – <i>on hold until permanent team in post</i>

### Western Bay / ICF Performance Measures

<b>SMART Outcome</b>
All young people who age 17, 18 and 19 who are in transition have an outcome focussed transition plan.
All transition plans agreed by the transition panel.
Operational link with the 'Facing the Challenge' team
Case Studies produced per quarter for individuals reviewed
To assess the outcomes from care plans in relation to health and wellbeing, education and training, community presence, appropriate living arrangements and protection from abuse

### Transition Pilot Project Key Milestones

<b>ID</b>	<b>Action</b>	<b>Owner</b>	<b>Baseline Start</b>	<b>Target Completion Date</b>
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6.0 1	SF setup operational Board	SF	Sep-17	Sep-17
6.0 2	Draft Key worker Job description	MH/BW	May-17	28th June 17
6.0 3	Monitor and review Pilot transition team PI's	MW	Sep-17	Mar-2018
6.0 4	Develop handbook of good practise	MW	Sep-17	Mar-2018
6.0 5	Develop tool to collect transition panel planning information	WW/B W	Sep-17	Mar-2018
6.0 6	sign off Transition Planning Tool	MH/BW	25th July 17	25th July 17
6.0 7	Review and lessons learnt pilot	WW/M W	Apr-18	Apr-18
6.0 8	link in with SA regarding QA process following transition planning tool sign off	MW/W W	TBC	TBC
6.1 2	Post pilot engagement with staff and service users	MW	Mar-18	Apr-18

## Summary

This document provides a framework in which the transition Pilot project can be operated and evaluated. There are a range of performance indicators which will help to assess the impact of the project. The project team will evaluate the service model and make recommendations for the permanent arrangements of a transition team.