



# Transitions

Moving from children's services to adult services

A guide for young people, parents and carers





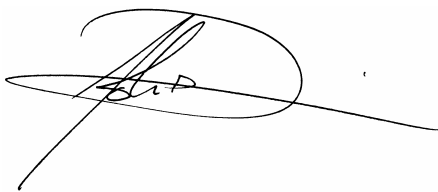
# Foreword

We are delighted to introduce this transitions pack to you. It will provide you with a wealth of information that will help you make choices as you become an adult and begin to get your support from adult services rather than children's services.

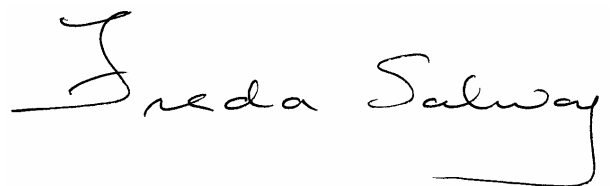
A number of different organisations are able to advise and support you through the change. The transitions process requires that we all work together for you and all of these organisations have contributed to produce this pack of information.

The transition guidance will guide all young people with disabilities and their families through the process. Person centred planning is the heart of its approach – it is about enabling you and your family to decide what is best for you.

As you use this pack and go through your transition, you may think of some ways the pack could have been better. If so please let us know – there is a form for this in the pack itself. We are always looking for ways to improve for those following you through transition.



Cllr. John Dixon  
Health, Social Care and Wellbeing



Cllr. Freda Salway  
Education and Lifelong Learning

# Speaking your language

This transition guide has been prepared by Cardiff Council in conjunction with other inter agency groups and partners. We produced this guide to help you, your parents and/or carers to find out more about the people and organisations who can help you through the transition process.

Copies of this guide are available from your care manager, the Cardiff Council website, [www.cardiff.gov.uk](http://www.cardiff.gov.uk) or from:

Social Care and Health,  
Communications & Publicity Team  
Room 337  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW  
029 2087 3856

[socialcare@cardiff.gov.uk](mailto:socialcare@cardiff.gov.uk)

If you would like this guide in large print, audio format or Braille, or if you would like help with a translation, please contact the Communications and Publicity team who will be pleased to help you.

You are welcome to tell us your views either by contacting us direct at County Hall, or by sending in the evaluation form at the back of this guide or on the council's internet site. We are grateful for all contributions, views and opinions that will help us improve this guide

# Introduction

Changes or transitions in life can be stressful for anyone. For a young person, it might be a move from school to college or from Children's Services to Adult Services.

Whatever the transition, it affects young people and their parents and carers.

The Welsh Assembly Government has issued guidance on transition that encourages young people and their parents and carers to be involved and to make their own choices.

“Planning for transition necessitates young people being encouraged to have high aspirations, offered accurate information on the options available to them, and invited to say what other options they would like considered. Positive planning by schools, LEAs, Careers Wales, The National Council for Education and Training for Wales and other relevant professionals will maximise the contribution of parents and pupils.”

*(Special Educational Needs Code of Practice, WAG 2002)*

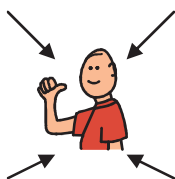
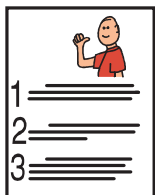
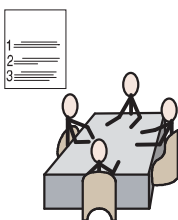
The Special Educational Needs Code of Practice issued by the Welsh Assembly Government in 2002 guides us on how we should assist young people in transition.

## **What does the government's code of practice say?**

The code of practice helps schools and local authorities make the best decisions about the type of help children and young people with special needs should have.

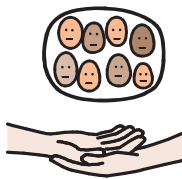
Young people with a Statement of Special Educational Needs (SEN) have a review every year. The year 9 transition review is important because it is the beginning of transition planning process.

# Contents



1. What is this guide all about?
2. What is transition?
3. Transition Review
4. Person Centred Planning
5. What are the options after 16?



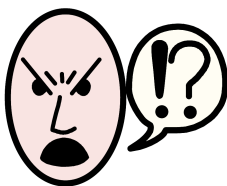


## 6. Organisations Involved in Transition

- Children's Services (Cardiff Council)
- Schools & Lifelong Learning Service (Cardiff Council)
- Welsh Assembly Government – Department for Children, Education, Lifelong Learning and Skills (DCELLS)
- Careers Wales
- Cardiff and the Vale NHS Trust
- Abertawe Bro Morgannwg University NHS Trust
- Cardiff Local Health Board
- Cardiff Health Alliance
- Adult Services (Cardiff Council)



## 7. Money Matters



## 8. Complaints



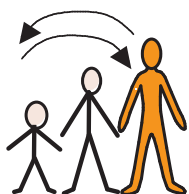
## 9. Useful Contacts

- Public sector organisations
- Counselling and advocacy
- Further education, training & employment social & leisure
- Opportunities locally, support & information organisations
- Complaints
- National numbers
- Useful websites

## 10. Evaluation Form

We've included an evaluation sheet at the back of this pack. We would like you to complete and return it to us in the prepaid envelope provided.





# 1. What is this guide all about?

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Growing up can be exciting but also a challenge for anyone, especially if you have a disability. Planning the move from full-time education to the adult world is called transition planning. It aims to help you if you have a learning difficulty and/or physical and/or sensory impairment, to move into the adult world as smoothly as possible.

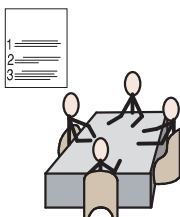
This guide has been produced to help you, your parents and/or carers find out more about the people and organisations who can help you through the transition process. It contains useful information that you may need to make informed choices about the future.

It has different sections to assist you in making these choices.

It includes information about:

- What is transition?
- Transition review
- Person centred planning
- Options after 16
- Making a move to Adult Services
- Organisations involved in transition
- Money matters
- How to complain
- Useful contacts.

We hope you find this booklet helpful and would appreciate feedback and suggestions for the future. We've included an evaluation sheet at the back of this guide. We would like you to complete and return it to us in the prepaid envelope provided.



## 2. What is transition?

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### What is transition planning?

Between the ages of 14 and 25 young people usually have to make important decisions about their education and leaving home, getting a job and starting relationships. These decisions and changes can be both exciting and challenging. This can be an anxious time as you may be concerned about what opportunities and services you can expect as an adult, and whether they will meet your needs.

Your parent and/or carer will have a vital role to play in helping to plan for these changes, alongside all the organisations and professionals who can contribute to meeting your needs. During these years, the aim is to share information and develop a plan, which addresses all your needs. This process is called transition planning.

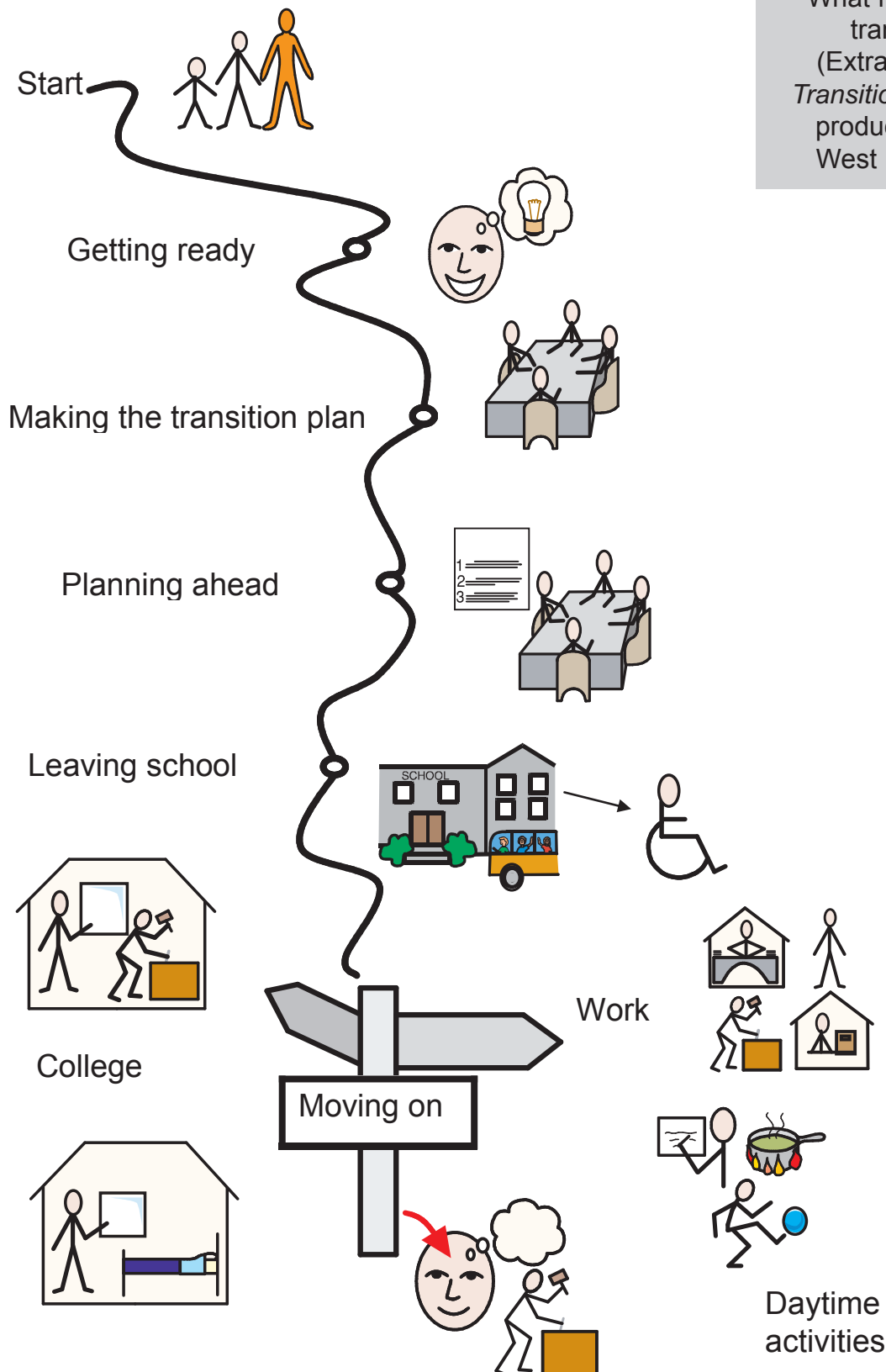
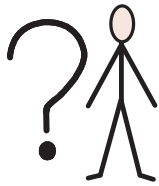
There is a statutory requirement on schools to organise transition planning for their pupils with special educational needs. This process starts at the annual review in year 9. All young people who are in year 9 will have a transition plan.

The plan includes:

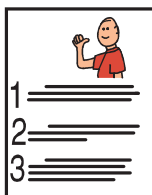
- information about progress at school
- targets to work towards and
- information about what help is available for the future.

The transition plan is organised at the annual review meeting. Normally, this meeting takes place in school and everyone can help you plan. The plan is reviewed at each subsequent annual review until you leave school.

# Who will be involved?



What happens in transition.  
(Extracted from *Transition Pathway*, produced in the West Midlands)

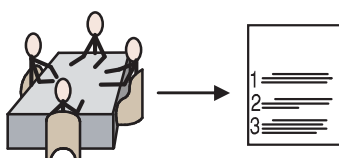


## 3. Transition Review

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### Stage 1: Year 9 (Age 14)

The transition plan is part of your annual school review. The head teacher at school will organise the review meeting, however they will invite some other people who can assist in providing you with support and information as you start to make plans for the future. It is vital at this stage that service organisations are told what you might need for the future.

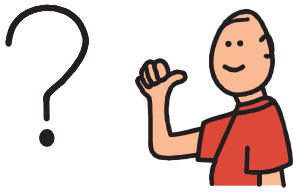


#### What is a transition review?

When you turn 14, we start looking at your future, after you leave school. All people that have a significant role in your life are invited to attend the year 9 transition review.

If someone can't attend, they'll write a report and send it to the head teacher of your school. After the review, we will have a plan for the next steps of your life.

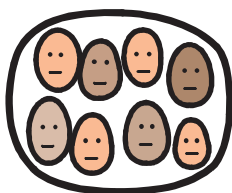
This year 9 transition review will mark the start of your transition planning. There are other planning methods that can help you identify your hopes and dreams for the future. This type of approach is called person centred planning. You may be offered a person centred transition review.



## How can I prepare for this review?

Although there are many people who can help plan your future with you, we always remember that you are the most important person there. To help get the most out of the transition planning process you might like to consider the following questions:

- What targets do I want to work towards during the rest of my time in school?
- Where would I like to go when I leave school?
- What support would I like if I go to college or get employment or training?
- Who do I want to support me once I have left school?



The following people will be invited to your review:

- you
- parents/carers
- Social Services, who must be invited to make sure that your care needs are fully assessed
- health professionals, who should provide advice on your transition plan and where possible attend the meeting
- Careers Wales who must be invited. A representative from Careers Wales will attend the review. You may receive a career guidance interview before your review and notes from this meeting should be made available at your annual education review.
- a relevant teacher and a representative from the local authority who must be invited.

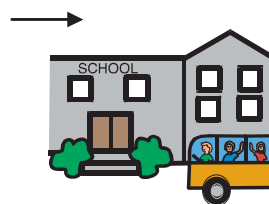
Your views must be sought and recorded.

Your head teacher can invite anyone else they consider appropriate.

Your transition plan, drawn up at this meeting, will be reviewed and developed with all concerned taking part at future annual reviews.

We will send you a copy of the plan.

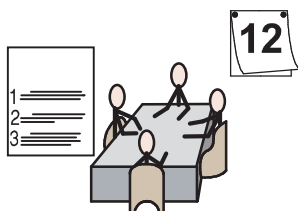
## Stage 2: Planning Ahead & Leaving School School Years 10 - 11 (ages 15-16)



Your transition plan is reviewed every year in school and updated, because your views might change. School staff, Careers Wales and your transition case manager will work with you to look at the plan and develop clearer ideas as you move through school. The transition case manager is employed by Cardiff Council Adult Services and works with young people and adults when there are big changes in their lives. The transition case manager will talk to you and your parents and/or carers about the changes.



The actions from the last meeting will be checked and some new actions will be agreed. There will be one last review meeting in your final year at school to check on anything else that needs to happen, so everything is ready for you when you leave school. All of those involved will work with you, your parents and/or carers to make sure you feel confident about this move.



### Year 10 - academic year of 15th birthday

- The school arranges the annual review meeting and invites you and your parents and/or carers, together with all the other relevant people.
- This is an opportunity for you to update your plan and make additions or amendments.
- If there's a strong possibility you might leave school at 16, you may wish to visit local colleges or consider other post-16 services with your parents and/or carers. You can ask Careers Wales for more guidance.



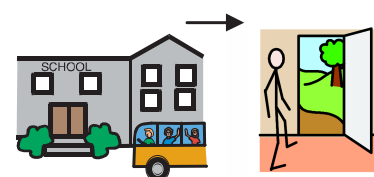


## Year 11 - academic year of 16th birthday

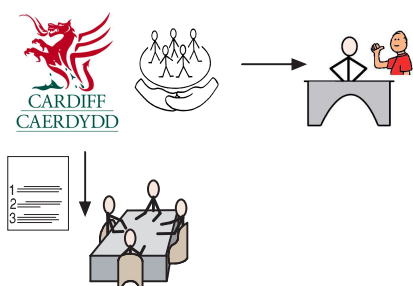
- You, your parents and/or carers are invited to your 16+ review.
- This is a further opportunity to update or amend the transition plan.
- When you reach 16, the children's social services team (Child Health and Disability Team) will liaise with Adult Services teams to make sure they know what your needs are. Adult Services will need to be involved in any plan that might need funding, for example residential college.
- A representative of Careers Wales should attend the review in year 11 to make sure the transition plan is updated appropriately. This is especially important if you intend to leave school at the end of this academic year. Careers officers can advise on work experience, career opportunities, college options and training opportunities.
- If you leave school before you are 18 there should be a clear plan for how you are going to carry on developing your skills and learning. To help with this the careers adviser is responsible for developing a learning and skills plan. This plan takes account of the needs identified in the transition plan and it lists what you want to do and any support your college or trainer may need. With your agreement, this will be passed on to your college or trainer.
- If you have had involvement from the Children's Services team then this can carry on until you are 18.
- There could be major changes to your benefits at 16. There is more information about this in the Contact a Family fact sheet: Benefits, tax credits and other financial help. Contact the freephone helpline on 0808 808 3555 or visit [www.cafamily.org.uk](http://www.cafamily.org.uk).

- Now may be a good time for your parents and/or carers to think about their role in your finances and how much independence you can begin to exercise in your own right. Other sources of help and advice are listed in Section 9.
- If you receive substantial support from social services, you may be eligible for Independent Living Funds (ILF) support. There is information about this funding source further on in this guide.

## Stage 3: Moving on - Beyond School (ages 17-19+)

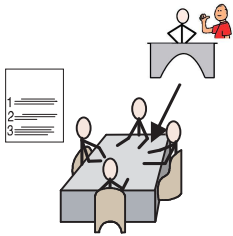


Planning and developing ideas about your future continues well beyond leaving school. Social care staff can still be involved while you're getting services.



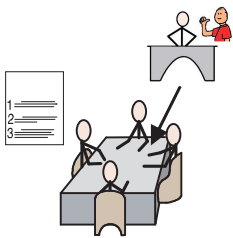
### Year 12 - academic year of 17th birthday

- You, your parents and/or carers are invited to your year 12 review
- The year 12 annual review will look at your transition plan and consider if it needs updating.
- As you approach 18, Adult Services will be asked to identify a transition case manager to work alongside your Children's Services social worker, getting to know you, attending any meetings such as the year 12 review and meeting your parents and/or carers. The Adult Services worker will use this time to collect information for your unified assessment. This is the assessment undertaken by adult social services for all new service users. A leaflet called *Your Unified Assessment* is available from your transition case manager or the Contact and Assessment Team (go to section 9 for contact details).



## **Year 13 – academic year of 18th birthday**

- You, your parents and/or carers are invited to the year 13 review.
- Your transition plan is reviewed to make sure it is still relevant and any amendments or additions are made at the meeting.
- At 18 years of age, you transfer from Children's Services to Adult Services and your unified assessment is completed. This may lead to a new care plan for you. When adults receive services, a financial assessment is needed and you may have to pay towards the services.
- If you have health care needs you may have services from Cardiff Local Health Board. If your care needs are primarily for health care, you may qualify for continuing NHS health care and if so, the NHS will arrange and pay for all of your care.
- Most young people with special educational needs will want to stay on at their school until the end of the academic year in which they are 19. This is usual in special schools, but is not always possible in special units attached to mainstream secondary schools.
- Careers Wales can provide advice and support to young people with special educational needs until they are 25.

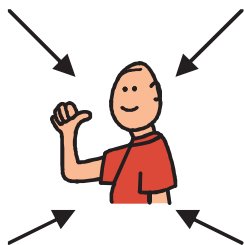


## Year 14 – academic year of 19th birthday

- You, your parents and/or carers are invited to your year 14 review. Your transition plan is reviewed to make sure that it is relevant and arrangements for services post school are in place.
- The Adult Services transition case manager attends the year 14 review meeting.

A successful transition plan will give you a clear understanding of what educational, training and work opportunities there are for you post 18 and post school. Some of these options are:

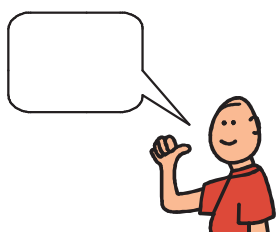
- For most young people in special education staying on at school until 19 is a positive choice.
- Attending a local college of further education while living at home is often the next step.
- This can build on the skills that you have been learning at school. Many pupils have a chance to attend their local college for taster sessions before they leave school.
- For some young people going to college full-time may be appropriate, others may prefer to attend college part time and have social services day services as well.
- For a small minority of young people residential college may be considered, if a local college cannot meet their needs. However, this has funding implications and the process for obtaining funding can take a long time, especially if several organisations are involved.
- Higher education will be an option for some young people whose academic ability enables them to access such courses. This could be at university or at local colleges.
- Work training is another option you can look at. Locally there are schemes to coach young people at work, enabling you to build the skills you need to hold down a job.



## 4. Person Centred Planning

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A person centred plan is a way of finding out about your life, your wants and needs and how you should be supported to achieve it.



### What does person centred planning mean?

This means putting you at the centre of planning your life now and for the future by:

- listening and learning to what is important to you
- helping you achieve your wants and needs.

It's about you, your parents and /or carers, friends and professionals all working together to make sure what you want and need happens.

### Why is it important?

Because we are planning for you, it's only right to have you at the centre. The Welsh Assembly Government has fully endorsed person centred planning.

“When the person’s care and support needs are being assessed or planned agencies should always take a person centred approach to that process.”  
(*Facilitating a Person Centred Approach within the Unified and Children’s Assessment Frameworks: A Practice Guide*; WAG - CSSIW 2003)

Cardiff Council is committed to person centred planning. We are developing ways to work with other services so you can get the most out of transition planning.



## 5. What are the options after 16?

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You can leave school legally at the end of June in the school year, when you reach the age of 16. From here, you will make your own decisions on what you want to do, with support from your parents and/or carers and all other services involved in your transitional plan. The main Post 16 options are:



- School: in some schools, pupils can stay until 19.



- College: local colleges offer a range of different courses that young people with additional needs can access. Most courses will lead to qualifications and some include work experience. It is also worth speaking to Careers Wales, as you need to think about factors such as travel arrangements and facilities.

### Other further education establishments:



- Specialist college: if a young person has complex special needs that cannot be met at a local college, he or she might be able to attend a specialist college. You can talk to a Careers Wales adviser about this option first.



- Work and/or training: You might need some support to enter the work or training field you want. Some organisations can help you with this and Careers Wales can put you in touch with them. There is a disability employment adviser based at Job Centre Plus.

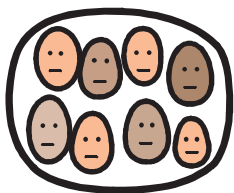


- Social care day services: If you, your parents and or carers feel that these other options are not suitable for you social care services might be able to help by explaining the activities available.





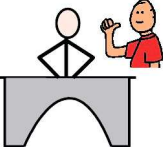
### Seems scary?

Many organisations are involved in transition and provide professional help, advice and expertise to make sure that the process is as smooth as possible for you, your parents and/or carers.

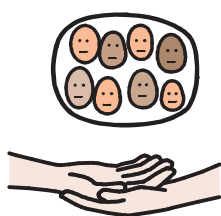




## Making the move to adult services: People who can help you

 <p>School</p>	<p>People who work at school may know you well. Talk to them.</p>
 <p>Family</p>	<p>Your family can help you plan what you want to do when you leave school. Talk to them.</p>
 <p>Friends</p>	<p>Friends at school will also be doing this. Get together and talk to them.</p>
 <p>Careers Wales personal advisor</p>	<p>When you are 13 or 14, you should meet a Career Wales careers adviser. Their job is to help you plan what you want to do when you leave school. Talk to them.</p> <p>They will help you until you are 19, or sometimes until you are 25.</p>
 <p>Transition case manager</p>	<p>You may have a transition case manager from social care or health services. Their job is to help you get any extra support you need. Talk to them.</p>

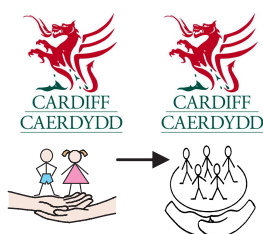




## 6. Organisations Involved in Transition

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- 6.1 Children's Services (Cardiff Council)
- 6.2 Schools & Lifelong Learning Service (Cardiff Council)
- 6.3 Welsh Assembly Government – Department for Children, Education, Lifelong Learning and Skills (DCELLS)
- 6.4 Careers Wales
- 6.5 Cardiff and the Vale NHS Trust
- 6.6 Abertawe Bro Morgannwg University NHS Trust
- 6.7 Cardiff Local Health Board
- 6.8 Cardiff Health Alliance
- 6.9 Adult Services (Cardiff Council)



### How does transition from Children's Services to Adult Services take place?

Cardiff Council has transition guidance. The guidance explains the roles and responsibilities of professionals and includes a transition calendar that explains the timing of your transition plan.

If you are already having services, your key worker will talk to the transition case manager about the options available and what the transition plan says social care services have to do. If you are not having social care services you may wish to contact Adult Services.

When you reach 16 you, your parents and/or carers will need to ask your transition case manager if he or she should refer you to Adult Services. If so, Adult and Children's Services will work together until you are 18. When you reach 18, Adult Services will take over managing your care.

## 6.1 Children's Services (Cardiff Council) Child Health and Disability



### Who are we?

The Child Health and Disability Team is a specialist service within Children's Services. The team provides support, advice, information and some direct services to children with disabilities and their parents and/or carers in Cardiff.

The team is made up of case managers and support workers, together with other professionals such as psychologists and occupational therapists. We work closely with a team of special needs health visitors based in St David's Hospital.

Case managers and special needs health visitors have a similar role in assessing the individual needs of children with a disability, and working with parents or carers to identify the type of support or services a child and their family need.

Special needs health visitors tend to work with the families of younger children because they have specialist knowledge of child development in the early years.

### What do we do?

We work with families with a child with a severe and permanent disability or a combination of less severe disabilities or conditions that, taken together, make family life very difficult. We get our referrals (requests for help) directly from parents or from other professionals who, with your permission, contact us on your behalf. The Child Health and Disabilities Team also works closely with voluntary and community based groups to enable young people use a range of inclusive social and leisure opportunities.

## Helpline

Some families with a disabled child don't need or want a social worker working with them. However sometimes they may need information or advice. So during office hours there is always a social worker to take your calls and answer questions.

## Assessment

All children with a disability are entitled to an assessment of their needs (this is in the Children Act 1989). Parents are also entitled to an assessment in their own right as carers. Social workers in the Child Health and Disability Team carry out these assessments. With permission from parents, they gather information from various professionals to build a picture of a child and their family's needs.

We make sure that your views as parents and/or carers are included in the assessment and we find out as much as possible from the child or young person about their needs and wishes.

All children with a disability are "children in need" and are entitled to an assessment within seven working days of a referral. A range of services may include:

- managing behaviour
- attending meetings
- liaison with other services, including health
- direct services
- leaving care team
- foster placement scheme.

## Care planning

If your assessment identifies certain needs, the transition case manager will write a care plan, working closely with you, your parents and/or carers, and with other professionals or organisations involved with you. The transition case manager will include you as much as possible in this process so that your wishes are included in the care plan. The care plan sets out the support and services that will be provided and what other people have agreed to do for you.

Care plans can only use resources or services that are available. Because some resources are scarce we cannot promise to meet all the needs identified in the assessment.

## Who do we work with?

We work with a wide range of professionals who contribute in different ways to disabled children's health, education and well-being. These include teachers, paediatricians, psychologists, speech and language therapists, playworkers and physiotherapists. The Child Health and Disability Team provides some support directly to families through its home support scheme. We also arrange for services from our partner organisations such as Barnardo's, the National Child Minding Association and other specialist independent ones.

## Complaints, comments and involvement

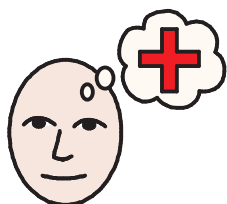
We welcome comments, both positive and negative, because they may help us to improve our services for everyone. If you are unhappy about your services, you have a right to complain. There are also opportunities for parents and /or your carer to get involved with developing and improving services that don't meet needs as well as they should. See Section 8 of this guide.

*A Child Health and Disability Services* leaflet is available from your transition case manager or the address below.

For more information contact:

Child Health and Disability Team  
30-32 Cowbridge Road East  
Canton  
Cardiff  
CF11 9DU  
029 2036 8650

You can get a comprehensive directory of information about services for disabled children and their families in Cardiff from the Parents Federation by ringing 029 2022 7800 or visiting their website [www.parentsfed.org](http://www.parentsfed.org)



## Child and Adolescent Mental Health Services (CAMHS)

CAMHS is a multi-disciplinary mental health service for children, young people and their carers. The service includes consultant psychiatrists, nurse therapists, psychologists social workers and primary mental health workers.

The service is for children and young people under the school leaving age and young people still in education in Cardiff. The service provides specialist help to those who experience abnormal emotions, behaviour or social relationships that are serious enough to affect their development, their family or community.

In more detail CAMHS provides:

- diagnosis
- assessment (including emergency referrals)
- treatment
- prevention
- research and development
- training
- liaison and consultation on psychiatric disorder in children, including statutory and legal work, education, teaching and training for parents and/or carers, social work, nursing and other disciplines
- outpatient consultation in a variety of settings (including home visits where appropriate) to suit the needs of individuals and their families
- assessed access to in-patient settings
- facilities for investigating and treating complex or uncommon disorders, for example communication disorders
- advice and expertise to other Children's Services staff and carers about children with particular needs who are cared for away from home and for the courts, with active participation in assessment and recommendations for treatment
- contributing to a complex family assessment service (for example assessments of family functioning)
- a range or relevant therapies which may include behaviour, family therapy, medication, individual work, group work, grief work, anger management, social skills, parent training and trauma work.



## Referrals (requests for help)

CAMHS has referrals from a range of professionals. This includes referrals for young people placed in a range of looked after settings including some placed outside Cardiff and some who may not be settled. CAMHS may assist parents and/or carers to understand the mental health and placement needs of the child or young person they are caring for and how best to promote their healthy development. We also get referrals for people who need post adoption support. CAMHS has a role in the self-harm procedures and in the guidance for children and young people who need emergency psychiatric care.

CAMHS has defined standards and levels of service to meet. The contact number for CAMHS is 029 2053 6730 and the address is:

Children's Centre  
St David's Hospital  
Cowbridge Road East  
Canton  
Cardiff  
CF11 9XB

## 6.2 Schools and Lifelong Learning Services (Cardiff Council)



The Schools and Lifelong Learning Service carries out statutory assessments for pupils with Special Educational Needs (SEN) and issues statements in accordance with the Special Educational Needs Code of Practice for Wales. These are carried out by the Achievement and Inclusion Service. Its address is:

Achievement and Inclusion Service  
Cefn Road  
Mynachdy  
Cardiff  
CF14 3HS  
029 2062 9800

### Special Schools and Specialist Resource Bases

Pupils with a statement of Special Educational Need may be placed by the Achievement and Inclusion Service in one of Cardiff's special schools or in a Specialist Resource Base in a mainstream school. These schools and resource bases can provide a specialist learning environment for pupils with Special Educational Needs.

Alternatively, pupils with a Special Educational Need may attend their local mainstream school. The school will work in partnership with the Achievement and Inclusion Service to make sure pupils' learning needs are met.

### Achievement and Inclusion Services

The Achievement and Inclusion Service offers a range of support to schools, pupils and parents:

- The Educational Psychology Service can carry out specialised assessments and provide training and advice on developing SEN and behaviour policies and practices. Referrals (requests for help) are made by schools.
- The Education Welfare Service can help to resolve attendance issues and provide advice to you as well as schools and pupils. Schools, various groups and parents can make referrals.



- The Learning and Intervention Team includes specialist teachers and one teaching assistant. The team provides two main types of support:


- support and training to schools on pupils with learning difficulties
- direct support for pupils with learning needs; usually these pupils will have a statement of special educational need.

The Learning and Intervention team includes the STARS literacy intervention project and the SuN/Nippers project. These are early intervention projects in key stages 1 and 2.

- The Sensory and Communication Team of specialist teachers and senior teaching assistants covers hearing impairment, visual impairment, multi-sensory impairment, speech and language difficulties and autism spectrum conditions. The teams work with pupils of all ages in mainstream and special schools. The hearing impairment, visual impairment, multi-sensory impairment, teams also work with very young, pre-school children and their families. Referrals come from schools and paediatric consultants.
- Specialist teachers from the Behaviour Support Team meet the statutory requirements for pupils with statements of special educational needs for Behavioural Emotional and Social Difficulties (BESD). This can involve weekly or twice weekly visits to a school to work with a young person. They will work with teaching and support staff, put programmes in place and monitor/evaluate progress.

Some young people with statements require only half-termly or termly visits to monitor their progress. If a pupil's service changes, perhaps after an annual review, the specialist teacher can also provide re-integration support.

Not all pupils with special educational needs require a statement. Many pupils have their needs met by a service called School Action, or by School Action Plus. Schools can get advice and support from the above services to support pupils at School Action Plus.



SNAP Cymru provides free independent parental support scheme to families and offers information, advice and support about concerns that may affect children and young people's education and development including:

- advice on rights and responsibilities
- additional needs for children, including those of pre-school age
- understanding a child's individual education plan
- School Action
- School Action Plus
- the statementing process
- annual reviews
- transition planning
- bullying
- non-attendance or truanting
- exclusions
- appeals and tribunals.

SNAP Cymru,  
10 Coopers Yard,  
Curran Road,  
Cardiff,  
CF10 5NB

029 2038 8776  
029 2037 1876  
Helpline 0845 120 37 30  
[www.snapcymru.org](http://www.snapcymru.org)

## 6.3 Department for Children, Education, Lifelong Learning and Skills (DCELLS)



The Department for Children, Education, Lifelong Learning and Skills (DCELLS) aims to improve children's services, education and training provision to secure better results for learners, business, and employers. It helps empower children, young people and adults through education and training to enjoy a better quality of life.

During transition, DCELLS works closely with Careers Wales on funding for specialist placements at residential colleges. **Please note that funding for specialist placements is at the discretion of DCELLS.** Careers Wales cannot guarantee funding.

### Specialist Residential Colleges

#### Who are they for?

There are residential colleges in Wales and England offering very specialised courses for young people with additional learning needs. These needs may include learning difficulties, physical or sensory disabilities, autistic spectrum disorders or emotional and behavioural difficulties.

Each year a small number of students whose educational needs cannot be adequately met by local day provision take up places in these colleges.

#### Why choose a residential college?

The experience of living away from home can be invaluable. Students have the opportunity to learn new skills, to mature and become more independent.

Residential colleges offer a learning environment that matches the student's requirements, however complex. This could include an extended curriculum, access to a multi-disciplinary staff team, assistance with personal care and specialist aids and equipment. Many have increased the range of courses on offer and progression opportunities for those students who may benefit from this provision.

## Applying for a place at residential college

- Talk to a careers adviser about the range of residential colleges available.
- Your careers adviser will be able to provide you with details.
- Visit local colleges to see what they can offer.
- Visit residential college(s).
- Attend further interviews and assessments arranged by the college.
- Tell the careers adviser that you want to apply.
- All applications for funding must be through Careers Wales.
- The careers adviser will submit a recommendation to DCELLS for funding.
- Sometimes DCELLS will look for joint funding with other groups.
- DCELLS will notify you and the careers adviser of their decision.
- DCELLS require funding applications to be in by the end of January so that a decision can be made in time to start in September.


**Remember that some colleges have long waiting lists and the process may have to start as early as year 9.**

## The funding application

Careers Wales has to gather evidence from a range of professionals to support an application for funding. DCELLS is looking for evidence that the young person's needs cannot be adequately met by local provision and that the residential college being considered is the most suitable option.

The evidence that the careers adviser will need to make a case on behalf of the young person may include:

- a copy of the young person's statement of educational needs
- a copy of the transition plan – it can be helpful if the plan refers to the residential college
- a copy of the last annual review
- a letter of support from the school
- a letter of support from other professionals e.g. therapists, GP
- the residential college's assessment and confirmation of the place.



The information, together with a Careers Wales action plan and, where appropriate, a learning and skills plan will be sent to DCELLS with the funding application form. Ideally, this evidence will be compiled by the end of the autumn term, ready to apply in the new year.

It is important to be aware that funding applications often take DCELLS a long time to process. You may not receive confirmation of funding until a few weeks before the start of the academic year.

A directory of member colleges is available at [www.natspec.org.uk](http://www.natspec.org.uk).

Information is also available from COPE - a directory of post 16 residential education and training for young people with special needs.

Free internet access and the COPE directory are available at your local careers company.

Skill Wales works with further and higher education institutions, work-based learning providers, the assembly and many other organisations to influence policy and practice surrounding opportunities in post-16 education for disabled people. They also answer related queries from disabled students and their families or professionals working with disabled students in Wales.

Skill Wales' website is at [www.skill.org.uk](http://www.skill.org.uk). Fact sheets that you may find useful are:

[www.skill.org.uk/uploads/he\\_dsa.doc](http://www.skill.org.uk/uploads/he_dsa.doc) - disabled student allowances

[www.skill.org.uk/uploads/fe\\_fund.doc](http://www.skill.org.uk/uploads/fe_fund.doc) - college funding

## 6.4 Careers Wales



This section provides information about the services that Careers Wales offers to young people with special needs. It should help you to see how these services fit in with those provided by other organisations.

Services provided to young people with special needs by Careers Wales are designed to meet individual needs. A special need may be a learning difficulty, health issue, physical or sensory disability or emotional /behavioural issue.

### **The role of the careers adviser**

Young people with special needs may need information or help from a wide range of people when making decisions about what they want to do when they reach school leaving age in year 11.

Careers advisers can support young people and their parents and/or carers by providing careers information, advice and practical assistance in taking up appropriate options after leaving school. In doing this they will often work closely with professionals, groups and organisations to make sure that a young person is fully supported when the time comes to move on from school.

Careers Wales offers an all-age guidance service and employs qualified careers advisers who have additional training and experience in working with young people with special needs.

### **Supporting young people and their parents or carers**

In schools, young people will be seen regularly on their own and in groups from year 9 until they leave. The careers adviser will help each young person to understand the options available and to make realistic choices according to their interests, abilities and aspirations. They assist young people to agree an individual moving forward plan and they help with transition from school. Parents and/or carers may attend interviews with young people or may meet with a careers adviser separately.

For the small number of young people who need specialist residential college placements on leaving school the careers adviser will make a funding application to DCELLS as described in section 6.3.



## **Young people with statements of Special Educational Needs**

A careers adviser should be invited to each transitional review from year 9 onwards. They will aim to attend the year 9 review and the review in the young person's final year of school. They will go to other reviews if appropriate.

Careers Wales also has to provide a learning and skills plan as described under Section 140 of the Learning and Skills Act. This means that the careers adviser will make sure that when a young person moves from school into further education, higher education or training, the provider will have information about the support required. This is sent only with the young person's permission.

## **Further education and training**

Careers advisers carry on providing services by keeping in touch with young people with special needs when they are at college. They do this in both local and residential colleges.

Careers advisers are involved in assessing young people who wish to enter training and review their progress regularly.

## **Young people who are seeking work**

Young people with special needs who are looking for work can contact careers advisers for support. This support may include help with application forms, completing a CV or support with interview skills.

## **Accessibility**

Careers information and plans can be provided in alternative formats, where appropriate. This may include Braille, large print, easy read format, audio tape or in a preferred language. Careers advisers can visit you at home where appropriate.

## **Further details**

If you would like additional information or wish to discuss anything, please contact Careers Wales Cardiff and Vale and ask to speak to a specialist careers adviser. Details are in section 9.



## 6.5 Cardiff and the Vale NHS Trust Child Health Services



Child Health Services in Cardiff aims to meet the needs of all children and young people.

The services provided include:

- hospital inpatients
- outpatients - community based care such as home visits
- therapy sessions at a children's centre
- appointments in your local clinic
- support to schools
- community based respite care.

A team of doctors, nurses, therapists and other health professionals provides the service. Which members of the team look after you will depend on your individual needs. They will work with other organisations (with your agreement and informed consent).

Specialist children's services are provided at the Children's Hospital for Wales, where you can get support to meet specific medical needs.

Our service is primarily for children aged 16 or in full-time education. However, we continue to coordinate the health care needs of older children with additional needs. We aim to start discussing what you will need from adult services when a child reaches 14.

Each specialist area involved in your care will have its own transitional arrangements that will be discussed with you well in advance of transferring care. A number of services run joint children and adult clinics to make the transition into adult services easier.

After the age of agreed transition, the co-ordination of a young person's health care transfers from the community paediatrician to the local GP. The transition plan can be adapted for good communication between parts of the service. The paediatric team encourages both your input and your parents' and/or carers' input to develop an informed and useful transition plan.

## 6.6 Abertawe Bro Morgannwg University NHS Trust learning disabilities services



Cardiff Council commissions learning disabilities services from Abertawe Bro Morgannwg University NHS Trust. It provides a clinical psychology service for children with a learning disability and a specialist service to children with a learning disability with complex needs who need intensive support.

The community service is provided by a highly specialist clinical psychologist and a senior psychology practitioner who are based in the Child Health & Disabilities Team in Cardiff. Referrals (requests for help) are received from the Child Health & Disabilities Team, the Child Health Directorate and the CAMHS Service.

The specialist service is called the Children's Intensive Support Service. There are five members of the team:

- consultant clinical psychologist
- highly specialist clinical psychologist
- behaviour specialist
- specialist occupational therapist
- assistant psychologist.

This team is located at:

43 The Parade  
Roath  
Cardiff  
CF24 3AB  
029 2067 4040

and provides a service to Cardiff and the Vale of Glamorgan. It provides intensive support to children with a learning disability with challenging behaviour, complex needs and who need support across a number of service settings.

The trust provides a learning disabilities community nursing service. The community nurses are responsible for both the clinical and case management of children in transition to Adult Services, especially those who have additional complex health related difficulties. The community nursing teams for east and west Cardiff are based in Adults Services' learning disability community team.

## 6.7 Cardiff Local Health Board (LHB)



Cardiff LHB commissions and provides health services in Cardiff. The LHB works closely with Cardiff and Vale NHS Trust and Cardiff's children's and schools services to meet children's health needs.

If someone has health care needs, then subject to an assessment, the NHS will provide services to meet them. These services, such as nursing care, may be provided as part of a care plan alongside social care services. If the assessment shows that someone's overall care needs are primarily health care then they may be eligible for continuing NHS health care. If so, all their services will be arranged and funded by the NHS.

You can find out more about NHS funding for care and the LHB policy on continuing NHS health care from Cardiff LHB (address and web site information at the end of this guide). New guidance on continuing NHS health care and a specific framework for continuing NHS health care for children is expected in 2009.

Cardiff LHB works closely with Cardiff Council's Adult Services, Children's Services and Schools Services to make sure that individual's health needs are supported and met during the transition process. Cardiff LHB also identifies if funding is required early on in the transition process, so that it does not delay setting up appropriate care packages.

## 6.8 Cardiff Health Alliance



The Cardiff Health Alliance has a number of health and social care Advisory Planning Groups (APGs), consisting of representatives from key organisations spanning the local authority, health service and the voluntary sector.

The APGs are responsible for the developing, implementing and monitoring the strategic objectives in the Health Social Care and Well Being Strategy. The APGs are accountable to the Strategic Commissioning Group that monitors their progress and provides strategic direction. You can contact the Cardiff Health Alliance at:

Cardiff Health Alliance  
Room 337  
County Hall  
Cardiff  
CF10 4UW  
029 2087 3830  
[www.cardiffhealthalliance.org](http://www.cardiffhealthalliance.org)  
[healthalliance@cardiff.gov.uk](mailto:healthalliance@cardiff.gov.uk)

## 6.9 Adult Services (Cardiff Council)



Adult Services is one of the services responsible for assessing and supporting you during the transition process. Adult Services works with you, your parents and/or carers to plan for your future and assists you in securing appropriate services and support.

If you are not already known to social services in Cardiff, perhaps because you have recently moved to the area, you or your parents and/or carer will need to make a referral to Adult Services by contacting:

Contact & Assessment Team  
Social Care & Health  
PO Box 97  
Cardiff  
CF11 1BP

029 2053 6444  
Textphone: 07971 709883  
Minicom: 029 2053 6438  
[ascontactteam@cardiff.gov.uk](mailto:ascontactteam@cardiff.gov.uk)

Adult Services carries out an assessment for new service users called a unified assessment. The transition case manager will assess the young person's needs and they will arrange services to meet eligible needs. The unified assessment may include assessments by other professionals so that it covers the young person's needs comprehensively. You can find out more from a leaflet called *Your Unified Assessment*.

Adult Services can provide a wide range of social care services such as care in your home, day services and residential care. Demand for services is always heavy and the council has a limited amount of money. We have to make sure that the services that we provide are given to the people with the greatest need. We do this by using eligibility criteria. How we decide is the same for everyone. It is designed to be fair and give everyone equal access to services. We publish the information so that everyone can see and understand how we decide who receives help. You can find more detailed information about eligibility criteria in the leaflet *Am I entitled to Community Care?*



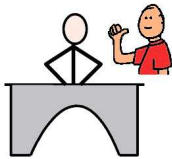
You may be able to have a range of support services from Adult Services. Transition case managers can help you to access the following:

- social work support, advice and information
- support in the home with personal care
- access to community/leisure activities and daytime opportunities
- short term respite/short breaks
- aids and adaptations
- liaison with health services
- direct payments
- Independent Living Funds (ILF)
- supported tenancies.

If you have some of these services, Adult Services will need to assess your financial circumstances and you may have to pay towards the cost. You can find more detailed information about this in the leaflet *Charging for Non-Residential Social Care Services*.

All of these leaflets are available from your transition case manager or the Contact and Assessment Team(see section 9 for contact details).

## Social work support



Social workers and transition case managers work in the community or in hospitals. They will assess your needs by carrying out a unified assessment and will provide support advice and information.

## Support in the home with personal care



A variety of care services can provide help with personal care in the home. This may include help with washing, dressing, food preparation, shopping or budgeting. For you this support could include help with developing independent living skills. Your transition case manager sets up arrangements for this type of service.

If you are eligible for some services, you may be able to choose direct payments. These are regular payments from social services that enable you to purchase your own care.

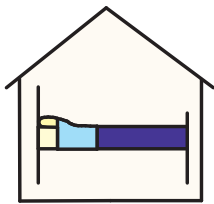
More information about this is in the leaflet *Organising your own care arrangements by Direct Payments*, available from your transition case manager or the Contact and Assessment Team (go to section 9 for contact details).

## Access to community/leisure activities and daytime opportunities



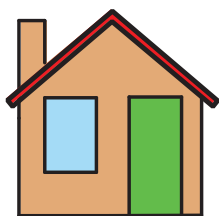
Opportunities for you to develop independence in the community, practice work skills, access social networks or participate in leisure or therapeutic activities may be offered by a wide range of different sources. Your transition case manager from Adult Services will help to identify the most appropriate ones for you.





## Short-term respite/short breaks

Adult Services can arrange this if a short break away from home is appropriate. This may be to provide a break for your parents and/or carers, or for other purposes. If you have health needs, the community nurse may also be involved in assessing your need and finding an appropriate place for you to stay. Sometimes short-term care can be with another family (adult placement) or in a group setting such as a residential home.



## Supported living options

Adult Services can arrange a range of housing and support options to meet the needs of a person with a disability and their family carers want.

The range consists of:

- nursing residential care
- residential care
- adult placement
- visiting support to a person in their own home
- Supported Living Schemes- ranging from visiting support to 24 hr support.
- core & cluster model of supported living
- health establishments for continuing health care.



## Aids and adaptations

For young people with a physical disability having the right aids and adaptations in their home can increase their independence and assist their parents and/or carers. Community occupational therapists carry out these specialist assessments. They work closely with social workers or transition case managers to find out what assistance you need with daily living.

## The Community Occupational Therapy Service

This service works with people of all ages who have a substantial and permanent disability. The service addresses everyday activities in people's homes that disabilities make difficult or impossible. The service looks into ways of resolving these difficulties. The service also looks at the needs of any carers who may be supporting you.

### What sort of help could I get?

The service could help you by:

- giving you advice on other ways of doing things
- lending you equipment, fitting it if needed, and showing you how to use it
- support for minor or major adaptations to your home
- referring you to other support services if appropriate, and if you agree. These can include social work, community physiotherapy, and Care & Repair.

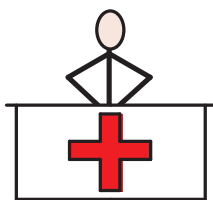
### What happens next?

When we visit you, we will talk to you about your individual needs and circumstances. We may ask you to show us the activities you are having problems with. This is part of your unified assessment. We will then consider your needs against our eligibility criteria to find out if you are entitled to help.

More information about this is in the leaflet *Cardiff Community Occupational Therapy Service* available from your transition case manager or from the Contact and Assessment Team (go to section 9 for contact details).

You can contact us at:

Cardiff Community Occupational Therapy Team  
65 Tŷ Glas Avenue  
Llanishen  
Cardiff  
CF14 5DX  
029 2076 7404



## **Liaison with health services**

There are many health professionals who can make an important contribution to your health and your quality of life. The transition case manager will liaise with these professionals if needed, to help achieve the support and treatment that you require. Services that may help you include speech and language therapy, physiotherapy, psychology, occupational therapy, orthotics (footwear), community dentistry, chiropody, continence service, optician (specialist eye clinic) hearing clinic and dietician.

## **The Independent Living Funds (ILF)**

The ILF is open to applications from severely disabled people who meet its eligibility criteria and are permanent residents of the United Kingdom. The ILF was set up as a national resource dedicated to the financial support of disabled people to enable them to choose to live in the community rather than in residential care. To receive help you must meet a set of criteria. For further information, please see Section 7 'Money Matters'.



## Carers' assessment

Children's Services assess young carers' needs. After an assessment and if appropriate, Children's Services will provide or arrange services for a young carer. A document called *The Framework for the Assessment of Children in Need and their Families* is the statutory guidance by the Welsh Assembly Government for these assessments.

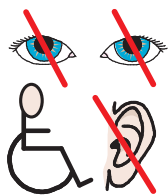
When a young carer reaches 17, Children's Services will tell Adult Services' Contact and Assessment Team by completing the first part of a unified assessment. Adult Services and Children's Services will then work together to make sure that there is a smooth transfer of care to the new transition case manager when the young carer becomes 18.

If a relative, friend or neighbour regularly helps you with day-to-day caring tasks and is not paid for this, they may be able to have an assessment to talk through all the things they do to help you.

Depending on their age, they can request either a carers' assessment or a children and families assessment.

Both these assessments look at whether or not they need any additional support or advice in helping to care for you. Someone from social care services will carry out the assessment and provide advice and information.

The *Carers Handbook and A-Z Directory* has more information on assessments and other aspects of caring. You can get copies from your transition case manager, the Contact & Assessment Team (go to section 9 for contact details), or the Carers Centre (029 2022 1421).



## Physical Disability Teams & Sensory Team

### Physical Disability Teams

The teams provide services to people with physical disabilities aged 18 to 64, who have been assessed as eligible. The teams provide the following services to users, parents and/or carers aimed at enabling individuals, maximising independence and promoting individual choice:

- information
- advice
- assessments
- setting up care packages
- reviewing care packages
- liaison with health and voluntary organisations.

Care packages include providing personal care, access to a range of day services and social activities and respite care for carers. We can provide care in your home or in a care home setting.



### How can I contact the Physical Disability Teams?

#### East

Cord House  
2 Finchley Road  
Fairwater  
Cardiff  
CF5 3AX  
029 2057 5570

#### West

Rookwood Hospital  
18-20 Fairwater Road  
Llandaff  
Cardiff  
CF5 2YN  
029 2032 3768

## Sensory Team

The Sensory Team supports people with a sensory loss affecting their sight, hearing or both. It offers support, information and advice to service users and carers. It can provide specialist services to people who have been assessed as eligible. The team aims to meet your preferred communication method. The services we provide include:

- providing equipment to promote safety, to reduce risks and to encourage independence
- rehabilitation training
- referrals (requests for help) to other organisations or professionals for information, advice and services
- care support within the home and help to use community facilities
- home carers and specialist support workers with British Sign Language (BSL) skills and
- registering people with the council.



### How can I contact the Sensory Team?

Sensory Team  
Cord House  
2 Finchley Road  
Fairwater  
Cardiff  
CF5 3AX  
029 2057 5570

## Community Learning Disability Team

The Community Learning Disabilities Team delivers services to adults (18 or over) with a learning disability, as defined by the World Health Organisation (WHO). Some of our service users have additional needs such as physical disabilities, mental health issues or autistic spectrum disorder.

The WHO definition of learning disability is 'The presence of a significant intellectual impairment; deficits in social functioning or adaptive behaviour (everyday basic skills), which are present from childhood'

- An IQ of 69 or below.
- The presence of a low IQ, for example below 69, is not in itself, a sufficient reason for deciding whether an individual should be provided with additional social care and health support. An assessment of social functioning and communication should also be taken into account when determining needs.
- Impaired adaptive behaviour and impaired social functioning.
- Onset prior to adulthood and global delay.

Learning disability is not the same as learning difficulty. Learning difficulty is defined in the Special Educational Needs Code of Practice (WAG 2002). This, along with the Special Educational Needs and Disability Act 2001, provides the legal basis for assessing and meeting the needs of children with special educational needs.

We aspire to the principles in the All Wales Strategy (Welsh Office 1983) and in more recent legislation and guidance:

- All people with learning disabilities in Cardiff are full citizens, equal in status and value to other citizens of the same age.
- People will be supported to live healthy and independent lives.
- People are recognised as individuals with rights and the potential to learn and develop.
- Providers will aim to involve service users and their families in all aspects of service delivery.



## Who are we?

Within the Community Learning Disability Team there are several different professions; some employed by the health service and some by the council's social care service.

These are:

- social workers
- social work assistants
- psychologists
- nurses
- speech and language therapists
- physiotherapists
- occupational therapists
- social work & nurse case managers
- a dietician
- staff of specialist health services (called tier 3)
- arts therapy
- access officer to community services

## What do we do?

We provide the following services to eligible service users, carers and families:

- information
- advice on services and signposting people to where they can get further information
- social and specialist health assessments
- unified assessments and carers assessment
- co-ordinating and implementing care plans
- statutory obligations
- monitoring & review
- specialist learning disability support.

Care packages provide services to meet individual need including:

- personal care
- access to a range of day services and social activities
- supported living
- respite care
- treatment and assessment care.

We provide services in partnership with social, health, voluntary and private partners. When we provide services, we try to maximise people's independence and promote their individual choice.

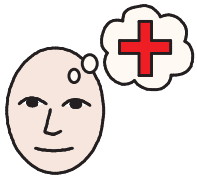


## **How can I contact the specialist community learning disabilities team?**

Cardiff Council  
Social Care and Health  
PO Box 97  
Cardiff  
CF11 1BP  
029 2053 6111

Or

Cardiff Community Learning Disability Service  
2nd Floor,  
46-48, Market Road,  
Cardiff,  
CF5 1QE  
029 2038 3555



## Mental health social work services

Cardiff's Community Mental Health Teams are made up of staff from many different professions, including social workers. Health professionals, such as doctors and nurses, are employed by the health service and social workers are employed by Cardiff Council.

Most of the people the teams help are referred by a health worker such as their GP, but people can ask for help themselves, or be referred by family, friends, or other professionals working with them. The teams work only with people who have severe, acute or enduring mental health problems.

### What do they do?

Within the teams, social workers have specific roles. These include:

- **responsibilities under the Mental Health Act 1983.** The Act gives certain duties and responsibilities specifically to Approved Social Workers (ASWs), that is social workers who have had additional training and have obtained an additional qualification. For example if someone needs it, an ASW co-ordinates an assessment, and applies for and arranges for them to be detained in hospital on the recommendation of relevant doctors. ASWs also provide reports for tribunals and statutory supervision.
- **social care needs assessment.** The current framework for mental health assessment and care management is called the Care Programme Approach and is a specialist part of unified assessment.
- **acting as a care co-ordinator.** As well as assessment, care co-ordination covers purchasing care services, monitoring and review.
- **carrying out carers' assessments** and providing support to meet the needs identified.
- **statutory obligations** under child and family law working with the council's children's services.
- **advice services**, usually signposting people to where they can get further help.
- **risk assessments** and risk management plans.



## How can I contact adult Mental Health Service Teams?

Gabalfa Clinic  
231 North Road  
Cardiff  
CF14 3AG  
029 2069 3941

The Hamadryad Centre  
Hamadryad Road  
Butetown  
Cardiff  
CF10 5UY  
029 2046 3488

The Pendine Centre  
124/126 Cowbridge Rd West  
Ely  
Cardiff  
CF5 5BT  
029 2057 8778

Pentwyn Health Centre  
Bryn Heulog  
Pentwyn  
Cardiff  
CF23 7JD  
029 2073 1466

The Links Centre  
CRI Buildings  
Longcross Street  
Cardiff  
CF24 0SZ  
029 2033 5555

## Complaints, comments and involvement

Adult Services welcomes comments, both positive and negative, because they may help us to improve our services for everyone. If you are unhappy about your services, you have a right to complain. See Section 8 of this guide.



## 7. Money Matters

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### Benefits

When a young person reaches 16, they can apply for benefits in their own right. It is very important that you get expert advice at this stage so you get the right benefits.

At the age of 16, the main benefits are:

### Disability Living Allowance (DLA)

This is a tax-free benefit for children and adults who need help with personal care, getting around or both. If someone has been receiving DLA for a child, it will be automatically reviewed when the child is 16. The benefit is then paid directly to the young person. If a young person does not have capacity to manage their own affairs, a nominated person can act as their appointee.

### Incapacity Benefit (Claims prior to October 2008 only)

Incapacity benefit is paid to people who are unable to work due to ill health or disability. It could be claimed from the age of 16. You would have had a medical examination. In certain circumstances, you could have claimed Incapacity Benefit while still at school or college.

## Employment and Support Allowance (replacing Incapacity Benefit)

This has been introduced (from 27 October 2008) to bring sickness benefits together. It begins with an “assessment phase” and then splits into two routes:

- work related or
- support (incapable of work) if found unfit for work after a medical examination by an independent medical examiner.

Payments may increase at this point after the assessment phase. Applicants will be expected to keep to stringent requirements to prevent their benefit being suspended:

- attend regular meetings with Jobcentre Plus (JCP) staff
- attend training courses to increase their employment prospects
- accept medical treatment or therapy, if it's appropriate, and if it may help them cope with working.

Everyone will start on the appropriate basic rate for the first 13 weeks assessment phase plus any relevant payable premiums (Disability Premium is not payable), and then an additional work component or support component.

## Income Support

Income Support is a means tested benefit. It can be claimed from the age of 16. It is advisable to claim at the same time as claiming Employment and Support Allowance.

This is not a complete list of the benefits available to young people. The rules about benefit entitlement of young people are very complicated; you should always seek specialist advice.

As well as the benefit agency, you may be eligible for support from other services including:

## **Education Maintenance Awards (EMA)**

EMA is a weekly term time payment of up to £30 for students after Year 11, for 3 years, who remain in full-time education/training. It is means tested and dependent on parental income. To find out more speak to your tutor, teacher or careers advisor. Alternatively contact the free helpline on 0808 1016219 or visit [www.ema.dfes.gov.uk](http://www.ema.dfes.gov.uk)

## **The Family Fund**

The Family Fund helps families of young people under 16 who have a disability. It can give financial assistance for holidays, leisure activities and driving lessons. They also publish After 16 What Next that gives information on a range of options for young people when they approach 16. You can apply for a grant via the website: [www.familyfund.org.uk](http://www.familyfund.org.uk)

## **Independent Living Funds (ILF)**

The ILF is a trust fund set up and financed by central government to help people who have severe disabilities.

### **Who can apply and how can the money be used?**

The Independent Living 1993 Funds (ILF) are open to applications from eligible severely disabled people who are permanent UK residents. The first ILF was set up as a national resource to support disabled people financially to enable them to choose to live in the community rather than in residential care. You can read about the Independent Living Fund at [www.ilf.org.uk](http://www.ilf.org.uk) or find out more by calling 0845 601 2215. A textphone service is also available on 0845 601 8816.

When a person meets the eligibility criteria for an ILF award it is very important to claim ILF promptly. Transition case managers can help young people apply to ILF if they meet the criteria.



## Direct payments

A direct payment is a different way of getting the support that you are assessed as needing. It is money that social care services can give you to buy the services that you need, from who you want to provide them, instead of it being arranged for you.

### Who can have direct payments?

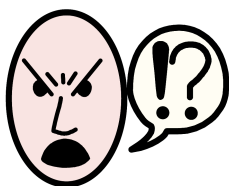
- the parents/carers of a child or young person with a disability who has been assessed by Children's Services as a "child in need"
- young people aged 16 and 17 in their own right, or a parent or other third party they nominate to manage the direct payment on their behalf
- adults from the age of 18 who have been assessed as being eligible for community care services.

But to be eligible you must be in control of how the payments are used. There are a few people getting social care services who are not eligible (for example, if a court order has restricted their control).

### How can I find out more about direct payments?

More information about this is in the leaflet *Organising your own care arrangements by Direct Payments*, available from your transition case manager or the Contact and Assessment Team (go to section 9 for contact details).

Or you can contact your transition case manager who will advise you on the best way to proceed.



## 8. Making a Complaint

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If you are unhappy about any of the services you are receiving, you should tell someone. You have a right to complain. All the public sector organisations supporting you or the person you care for, including the council, the health trusts, your GP, and all care providers should have complaints procedures. Most organisations have leaflets or booklets that tell you how to make a complaint and how they will try to resolve the problem.

For more information, contact the organisation or the relevant complaints officer.

If you can't resolve the problem with the organisation involved, then for care providers you can contact the Care and Social Services Inspectorate Wales. For public sector organisations, you can contact the Public Services Ombudsman (see section 9 for details).

Contact:

Adults or Children's Complaints Officers  
Children Andrew Sharpe 029 2087 3880  
Adults Carol O'Byrne 029 2087 3981  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

[cscomplaints@cardiff.gov.uk](mailto:cscomplaints@cardiff.gov.uk)



## 9. Useful Contact Numbers

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There are many organisations that provide support around transition and beyond. The following list includes all the services covered in this guide and many more. You can contact any of the organisations for further information about their services and the support that they offer.



### **Child Health and Disability Team**

30/32 Cowbridge Road East  
Canton  
Cardiff  
CF11 9DU



029 2036 8650



### **Contact and Assessment Team**

Social Care and Health  
PO Box 97 Cardiff  
CF11 1BP



029 2053 6444  
Minicom: 029 2053 6438  
Textphone: 07971 709883



[ascontactteam@cardiff.gov.uk](mailto:ascontactteam@cardiff.gov.uk)



### **Child and Adolescent Mental Health Services Children's Centre**

St David's Hospital  
Cowbridge Road East  
Canton  
Cardiff  
CF11 9XB



029 2053 6730



### **Schools Services**

Achievement and Inclusion Service  
Mynachdy Service  
Cefn Road  
Mynachdy  
Cardiff  
CF14 3HS



029 2062 9800



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### **Careers Wales Cardiff & Vale**

53 Charles Street  
Cardiff  
CF10 2GD



029 2090 6700



[careerswales@cardiffandvale.org.uk](mailto:careerswales@cardiffandvale.org.uk)



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### **SNAP Cymru**

10 Coopers Yard  
Curran Road  
Cardiff,  
CF10 5NB



0845 120 37 30



[www.snapcymru.org](http://www.snapcymru.org)  
[careerswales@cardiffandvale.org.uk](mailto:careerswales@cardiffandvale.org.uk)



### **Cardiff Community Occupational Therapy Team**

65 Tŷ Glas Avenue  
Llanishen  
Cardiff  
CF14 5DX



029 2076 7404

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### **Carers' Centre (Cardiff and the Vale)**

Information, advice, advocacy and support for carers.



Victoria House  
250 Cowbridge Road East  
Cardiff  
CF5 1GZ



029 2022 1439



[cvacarerscentre@btconnect.com](mailto:cvacarerscentre@btconnect.com)  
[www.carers.org/local/wales/cardiff](http://www.carers.org/local/wales/cardiff)



### **Abertawe Bro Morgannwg University NHS Trust**

Children's Intensive Support Service (CISS)  
Abertawe Bro Morgannwg University NHS Trust  
43 The Parade  
Roath  
Cardiff  
CF24 3AB



029 2067 4040



**Community Clinical Psychology Services for Children  
with a Learning Disability**

Abertawe Bro Morgannwg University NHS Trust  
Directorate of Learning Disability Services  
Child Health & Disabilities Team  
30-32 Cowbridge Road East  
Cardiff  
CF11 9DU



029 2036 8650



**Cardiff and Vale NHS Trust**

Children's Centre  
St David's Hospital  
Cowbridge Road East  
Canton  
Cardiff  
CF11 9XB



**Child Health Directorate**

Children's Centre  
University Hospital of Wales  
Heath Park  
Cardiff  
CF14 4XW



029 2053 6799



[rose.whittle@cardiffandvale.wales.nhs.uk](mailto:rose.whittle@cardiffandvale.wales.nhs.uk)



### **Cardiff Local Health Board**

Trenowydd  
Fairwater Road  
Llandaff  
Cardiff  
CF5 2LD



029 2055 2212



[www.cardiffhlhb.wales.nhs.uk](http://www.cardiffhlhb.wales.nhs.uk)



### **Cardiff and Vale Coalition of Disabled People**

Cowbridge Court  
60 Cowbridge Road West  
Ely  
Cardiff  
CF5 5BS



029 20 255611  
Minicom: 029 2025 5611



[niccy@cvcdp.org](mailto:niccy@cvcdp.org)



## Cardiff and the Vale Parents' Federation

This is an organisation set up by parents and informal carers of people with learning disabilities that provides advice and support.

"Where You Stand" is their comprehensive guide to services and information for disabled children, people with learning difficulties their families and carers.



Canton House  
435 Cowbridge Road East  
Cardiff  
CF5 1JH



029 2022 7800



[admin@parentsfed.org](mailto:admin@parentsfed.org)  
[www.parentsfed.org](http://www.parentsfed.org)



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**Citizens Advice Bureau (CAB) – Cardiff**  
71 Bridge Street  
Cardiff  
CF10 2EE



087 0126 4028



[advice@cardiffcab.org.uk](mailto:advice@cardiffcab.org.uk)  
[www.nacab.org.uk](http://www.nacab.org.uk)



### **Adults or Children's Complaints Officers**

Cardiff Council  
County Hall  
Cardiff  
CF10 4UW



Children Andrew Sharpe 029 2087 3880  
Adults Carol O'Byrne 029 2087 3981



[cscomplaints@cardiff.gov.uk](mailto:cscomplaints@cardiff.gov.uk)



### **Care and Social Service Standards Inspectorate Wales**

Cardiff Regional Office  
1 Alexandra Gate  
Ffordd Pengam  
Tremorfa  
Cardiff  
CF24 2SA



029 2047 8600



[www.cssiw.wales.org.uk](http://www.cssiw.wales.org.uk)



### **Local Government Ombudsman**

1 Ffordd yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ



016 5664 1150



[www.ombudsman-wales.org](http://www.ombudsman-wales.org)  
[ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

## Benefits enquiry line

This is a national service that gives advice and information to people with disabilities and their carer about benefits.



Freephone: 0800 882200

Form completion Service (freephone): 0800 441144

Minicom (freephone): 0800 882200

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## Independent Living Funds

The ILF is a trust fund set up and financed by central government to help people who have severe disabilities.



PO Box 7525

Nottingham

NG2 4ZT



0845 601 2215

Textphone: 0845 601 8816



[www.ilf.org.uk](http://www.ilf.org.uk)

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## Action for Blind People

Offers access to range of work opportunities, holidays and leisure activities, housing and residential care and general advice.



0800 9154666



[www.afbp.org](http://www.afbp.org)

## Asian People's Disability Alliance

Aims to reduce social isolation, promote access to information on services, benefits and employment. Run by Asian disabled people.



Centre Old Refectory  
Central Middlesex Hospital  
Acton Lane  
Park Royal  
London  
NW10 7NS

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## Afasic

Support and information for children and young people up to 25 who are unable to communicate effectively because of speech and language impairment.



020 7490 9410  
Helpline: 0845 3 555577



[www.afasic.org.uk](http://www.afasic.org.uk)

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## DIAL UK (Disability Information and Advice Line)

For Information on all aspects of disability and for details on your local group.



01302 310123



[www.dialuk.info](http://www.dialuk.info)

## **Disability Sport Wales**

Provides and co-ordinates sporting and recreation opportunities for people with disabilities working with other relevant services.



0161 953 2499



[www.disability-sport-wales.org](http://www.disability-sport-wales.org)

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## **Forum of Mobility Centres**

Advice on driving, car adaptations and car choice for disabled drivers and passengers.



National Forum Enquiry Line 0800 5593636



[www.mobility-centres.org.uk](http://www.mobility-centres.org.uk)

## National Youth Advocacy Service

Provides trained advocates for children and young people including those with disabilities.



0800 616101



[www.nvas.net](http://www.nvas.net)

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## Young Minds

Provides an information service for parents and carers. Provides information on National and Local Organisations.



020 7336 8445



[www.youngminds.org.uk](http://www.youngminds.org.uk)



## Useful Websites

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### **[www.parentsfed.org](http://www.parentsfed.org)**

This website contains a link to 'Where you Stand' the local directory of services.

### **[www.after16.org.uk](http://www.after16.org.uk)**

A national website for young people with disabilities.

### **[www.cerebra.org.uk](http://www.cerebra.org.uk)**

has a 65 page step-by-step guide to completing DLA claim forms.

### **[www.ilf.org.uk](http://www.ilf.org.uk)**

gives the criteria and other details of this financial support.

### **[www.cafamily.org.uk](http://www.cafamily.org.uk)**

for info on specific conditions and support groups, plus newsletters, reports and fact sheets including one on transition.

### **[www.asbah.com](http://www.asbah.com)**

support for people with spina bifida & hydrocephalus.

### **[www.nas.org.uk](http://www.nas.org.uk)**

provides individuals with autism and their families with help, support and services they can access.

### **[www.autism.org.uk](http://www.autism.org.uk)**

for autism support.

### **[www.epilepsy.org.uk](http://www.epilepsy.org.uk)**

a wide range of information and details of a freephone helpline.

### **[www.muscular-dystrophy.org](http://www.muscular-dystrophy.org)**

for support for people with muscular dystrophy.

### **[www.scope.org.uk](http://www.scope.org.uk)**

for support for people with cerebral palsy.

### **[www.multikulti.org.uk](http://www.multikulti.org.uk)**

has a range of information on health, housing, education and social care in community languages.





# Transitions

## Moving from children's services to adult services

### A guide for young people, parents and carers

We are committed to ensuring that services are accessible to all regardless of racial and ethnic origin, gender, sexuality, disability, age, language or religious beliefs.

This handbook is a general guide and is not a full and authoritative statement of the law. We believe that this handbook is correct at the date published. Changes in the law or council policy may affect its accuracy. This handbook was written in May 2009. If this is more than a year old please check to find out if it is still up to date.

This leaflet was published in Welsh and English. If you would prefer a copy in Welsh please ask. Cyhoeddwyd y daflen hon yn y Gymraeg a'r Saesneg. Os yw'n well gyda chi gael copi yn y Gymraeg, gofynnwch.

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[www.widgit.com](http://www.widgit.com)



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Published by Cardiff Council  
Social Care Communications Team  
County Hall, Cardiff CF10 4UW  
(029) 2087 3856/3843  
[socialcare@cardiff.gov.uk](mailto:socialcare@cardiff.gov.uk)