

Transitions Transfer Protocol

25 – 65 Disability Service

Transfer of Cases

- Transition team to complete **Transfer Summary** (select transfer summary on LAS)
- Transition team to complete outstanding **Review** on LAS (review should be **less than a year old**)
- Ensure that **all agreed funding** is updated on LAS and signed off.
- **Support Plan** should be completed by the **Transition Team** and adjusted with the appropriate disabilities service **Cost Code** in preparation to be sent to the appropriate **25-65 Disability Service** for authorization. Start date should ONLY be on the date the person turned 25 years old.
- Prior to sending, **Transition Team Managers** should quality assure and sign off case before transfer agreed.

Contact

- Check appropriate **receiving team**, through post code checker.
- Jointly notify the appropriate **manager and Duty** by sending the list of the cases and LAS numbers to them, so that they can check the records to ascertain that the file is in order.
- For **complex** and/or **sensitive cases**, following Transition Management agreement but prior to LAS transfer, it is expected that at minimal a **transfer meeting** will follow to advise and support effective transfer to new team. Receiving team may also be invited to any relevant meetings prior to transfer. This is subject to the agreement of both teams.
- FOR CROYDON RESIDENTS- pls use the **Disabilities Localities Post code checker** to ascertain the team and which manager to approach for transfer:
- FOR OUT OF BOROUGH RESIDENTS – please use the **OOB – Gazetteer post code checker**.
- **NOTE - Only the North and South teams are allocated all OOB cases for the 25-65 Disability Service.**

Budget

- Individuals that are over 25 years-old but remain in the Transitions team, their budget will be attributed to the appropriate disabilities team until they are finally transferred to the appropriate team in line with this protocol.
- The transfer of budget does not mean that the case is automatically accepted by the 25-65 Disability Service. All steps as outlined in this Protocol must be completed before transfer is fully accepted.

Incomplete Tasks

- Incomplete tasks in any case including outstanding actions will be returned to the practitioner and manager for their action.
- If necessary, there may be further discussions about the case and follow up interventions, between the Transitions Team Manager(s) and the 25-65 Disabilities Team Manager(s) to ensure that a seamless transfer occurs.
- Both Managers are at liberty to delegate this task to their Advance Practitioner (s) or invite staff members who it is being proposed to be allocated the case, to accompany them for the meeting, so that a robust discussion can be held.
- Despite the above instances, both Managers hold overriding responsibility and are accountable for all cases in their teams.

Resolution

- In cases where there seems to be impasse/disagreements about transfer of cases after the Team Managers in both Services have deliberated on it. One or both Team Managers should make recourse separately or jointly to the Service Managers for both Services for a joint decision.
- If both Service Managers after deliberations are unable to resolve this impasse, then both Service Managers should separately or jointly refer the matter to their Head of Service for a binding decision.
- The decision of the Head of Service (who by virtue of the post is the purse holder for both services) will be accepted as final.

Reviewed in December 2023 by Eunice Awosika (SM for 25-65 Disability Service) and Phil Howell (SM for Transitions Service).