

Family Support Services

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Division and Local Member: N/A

1. Summary

1. The creation of ‘early help hubs,’ which we have renamed Family Support Services as a working title, is set out in the Children and Young People’s Plan (CYPP) 2016-2019 which outlines the vision for improving outcomes and services for children and their families in Somerset.

The CYPP was approved by Cabinet and endorsed by Full Council in May 2016, and was a directive from the Department for Education as part of Somerset County Council’s Children’ Services Improvement Programme.

One of the key priorities from the CYPP is to “establish early help hubs in local communities offering multi-agency integrated services that identify and support children and families who need additional help and can intervene quickly”.

High level timeline – moving towards more integrated Family Support Services.

August 2017	<ul style="list-style-type: none">• Contract extension for Public Health Nursing Service.
September 2017	<ul style="list-style-type: none">• 10 week consultation regarding services and where they are delivered from starts.• Discussion with providers regarding future options for delivering these services.
December 2017	<ul style="list-style-type: none">• Consultation regarding services and where they are delivered from ends.• Options appraisal of how service could be delivered completed.
January 2018	<ul style="list-style-type: none">• Future Family Support Services decisions - what; where; how?
February 2018	<ul style="list-style-type: none">• Detailed project planning to secure more integrated services for April 2019.

2. Issues for consideration / Recommendations

- 2.1. A regular progress update to Scrutiny Committee has been agreed and the scope of work involved is currently progressing as set out below. The Committee are asked to consider and comment.

Activity	Scope	Progress	RAG
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Public Health Nursing service	The PHN contract currently runs until the end of March 2018. Approval has been given for a contract extension of 12 months with the current provider, as part of the work to establish an integrated family support service by April 2019.	<ul style="list-style-type: none"> Meeting held with current provider to discuss and offer the contract extension. This is awaiting signed contract extension documentation from current provider. 	
Options Appraisal – Mechanism for service delivery	In order to establish an integrated family support service for April 2019 we need to review the best option as to how this can be delivered.	<ul style="list-style-type: none"> A refined draft is being worked on and corporate support is in place to progress this. 	
Consultation – Design of service	In order to establish an integrated family support service, we need to speak to our customers about what they value and where makes most sense for them to access services. A 10-week consultation period will gain the views of key stakeholders on the proposals for children’s centres and the services delivered by Public Health Nursing in Somerset.	<ul style="list-style-type: none"> Consultation documentation and plan prepared. An independent facilitator is being procured to help with open days, discussion groups and the analysis of the consultation outcomes. 10-week consultation launch ready for 18th September. 	
Potential Procurement of Service	Depending on the outcomes of the options appraisal a procurement process will be required for the delivery of family support services.	<ul style="list-style-type: none"> A soft market testing event is planned for 26th September to gain views from the market on how these services can be delivered in the future and inform the options appraisal. 	

3. Background

- 3.1. In order to progress the considerations around where services should be delivered from and what services should be delivered a consultation period is due to commence in September 2017.

4. Consultations undertaken

4.1. A consultation pack, supporting data and questionnaire is in development.

It is intended that the consultation process will run for a 10-week period.

There will be an online presence during this period for communities and service users to provide their feedback on proposals.

In addition, there will be 5 district level open days for members of the public to drop in as part of the consultation exercise.

A further 10 discussion groups across Somerset will take place with groups that are already in existence and using services such as young parents' groups, breastfeeding groups and domestic abuse service users.

The overall aim of the open days and discussion groups is for the general public to have the opportunity to discuss proposals contained within the consultation and where necessary have the completion of a questionnaire facilitated. An independent company is currently being procured to facilitate this.

It is anticipated that the discussion groups will need to be facilitated in such a way that conversation is prompted and stimulated in order to solicit what is really important to the group and therefore for inclusion in their response to the consultation.

It is anticipated that the open days are more free form and will consist of display boards of information and questionnaires on hand alongside staff from the company to help to facilitate.

All information gathered as part of the consultation will be analysed and reported back to both Cabinet and Scrutiny. The analysis will also be carried out by the independent third party.

5. Implications

5.1. Any proposals put forward as part of consultation will be based on a range of available data. However, the consultation with service users, communities and staff will help provide further clarity for future design and location.

5.2. There will be an Equalities Impact Assessment maintained for each district throughout this process.

All outcomes of options, consultation and impact assessments will be carefully considered before any final decisions are made.

6. Background papers

6.1. <http://www.somerset.gov.uk/EasySiteWeb/GatewayLink.aspx?allId=42521>
Somerset Children's Trust Children and Young People's Plan

<http://democracy.somerset.gov.uk/documents/s4234/Family%20Hubs%20Scrutin>

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July 2017 Family Support Services Overview to Scrutiny Paper

Note: For sight of individual background papers please contact the report author