

Somerset County Council
Scrutiny for Policies, Children and Families Committee
Friday 20 July 2018

Family Support Service (FSS) Update

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Cabinet Member: Cllr Christine Lawrence (Public Health & Well-Being) and Frances Nicholson (Children & Families)

Division and Local Member: All

1. Summary

- 1.1. This paper aims to give an update to Scrutiny on the progress to deliver a new Family Support Service (FSS) for the parents, children and families of Somerset.
- 1.2. Somerset's County Plan – part of the vision being to reduce inequalities wherever we can and empower people to take responsibility for their own health and well-being.

2. Issues for consideration / Recommendations

- 2.1. To endorse the progress made to date and to recognise the large amount of work that remains to ensure the Family Support Service delivers a co-ordinated and coherent early help offer utilising technology and a wide network of local community venues by 1 April 2019.

3. Background

3.1. Development of a Family Support Service for Somerset – Phase 1

This report sets out the approach to developing and implementing 'early help hubs', now renamed Family Support Service, which will include multi-agency services operating in local communities across Somerset.

In 2016 full council adopted the Somerset Children & Young People's Plan 2016-2019 (CYPP) which included a priority 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'.

The CYPP also includes agreed actions to develop proposals for the future use of children's centre buildings in the context of an 'integrated early help offer'.

The development of the Family Support Service aims to:

- Achieve better outcomes for families; engaging hard to reach families and providing services where they need them
- Provide more effective services; reducing duplication and providing

- more community based support and guidance
- Provide consistent and coherent services for families in order to tackle health and social inequalities
- Protect frontline services by reducing management and business support functions, and overhead costs associated with buildings
- Respond to the end of the government Troubled Families grant in 2020, and the reduction in DoH grant for public health

The Family Support Service will be developed over three phases.

Phase 1 (2018/19) addresses the development of the Family Support Service and the delivery of a co-ordinated and coherent “early help offer” utilising technology and a wide network of local community venues such as families’ homes, schools, health centres, village halls and children’s centre buildings; this paper addresses the recommendations to deliver this objective.

Phase 2 (2019/20) will address the integration of Public Health Nursing (health visitors and school nurses) with Somerset County Council’s (SCC) getset service; this is addressed in the sister paper to this report.

Phase 3 will consider the integration of additional child and adults services to achieve a holistic ‘think family’ model.

Initial proposals were consulted upon in Autumn 2017 and included the development of an integrated Family Support Service and how the service could be enhanced by using technology, as a source of access to information and advice and providing a wide network of places in local communities delivering early childhood services. The service would make use of venues appropriate to the support being offered, such as in families’ homes, schools, health centres, village halls and children’s centre buildings

At February 2018 Cabinet it was agreed to proceed with proposals to implement phase 1 and in principle to agree to bring public health nursing into SCC and develop an integrated Family Support Service in house. (see background papers)

3.2. The Family Support Services Project Board has progressed these cabinet decisions by implementing six workstreams covering HR, Accommodation, Information Technology and Information Governance, Communications and Engagement, Clinical Governance and Safeguarding Children, Commissioning and Specification. This report and presentation to the committee gives an overall progress report to date, which will include the following:

- The Target Operating Model for the new service showing the 4 component services that make up the FSS. It also shows the other components such as the 2 different case management systems that staff will use, the 8 family centres, the online offer for advice and signposting and the community network of support
- Governance framework in place
- The high-level timeline for the 3 Phases
- The highlights of key progress made so far

- An update on de-designation of children centres
- An update on the development of family centres
- An update on development plans for Minehead, Wellington, Chard and Yeovil

The workstreams within the Family Support Services project has progressed accordingly:

HR

Recruitment protocol finalised ready for sign off
Union engagement ongoing

Accommodation

Update provided within presentation.

Clinical Governance & Safeguarding Children

Progressing issues in a systematic manner, with good engagement from CCG and Sompar, safeguarding decision due 11th July and gaining clarity around aspects of the specification which will impact clinical governance requirements e.g. frenulotomy.

Information Technology and Information Governance

Understanding of costs for Laptops, Phones. (Within cost envelope)
Shadowing with staff to understand requirements
Connection to Accommodation Stream

Commissioning and Specification

Productive meeting on July 6th with operational managers and commissioners to review some of the processes between services and road test with case studies.

Communications and Engagement

Regular staff “In the know” newsletter
Positive feedback from last round of joint staff engagement
Updated FAQ’s

4. Consultations undertaken

- 4.1. A public consultation was undertaken (September – December 2017) to inform the development of Family Support Services. A detailed consultation report and SCC response to the consultation report can be found as appendices to the phase 1 February 18 – Cabinet paper (see background papers).

5. Implications

- 5.1. For details of the implications, please see the relevant sections in background papers 1 and 2.

6. Background papers

6.1. February 2018

Background paper 1 - [Cabinet paper – Development of a Family Support Service for Somerset – Phase 1](#)

[Appendix 1 – FSS & Children’s Centre – Consultation Report](#)

[Appendix 2 – FSS Our response to consultation report](#)

[Appendix 3 – Early Childhood Service Offer in Somerset](#)

[Appendix 4 – FSS Phase 1 Buildings Information](#)

Background paper 2 - [Cabinet paper – Family Support Service – Phase 2 Delivery April 2019 onwards](#)

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