

Children & Families Scrutiny

Family Support Service Update

Family Support Services Vision and Aims

SCC has a vision to create an integrated service which provides seamless support to the needs of children and their families, where needs are met as early as possible by appropriately skilled professionals.

The aims of the service are 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 DH grant for public health

Phase 1 Development of Service Offer

An integrated universal health and targeted early intervention service that provides a holistic response to the needs of children and their families: where needs are met as early as possible by appropriately skilled professionals

HEALTH VISITING

SCHOOL NURSING

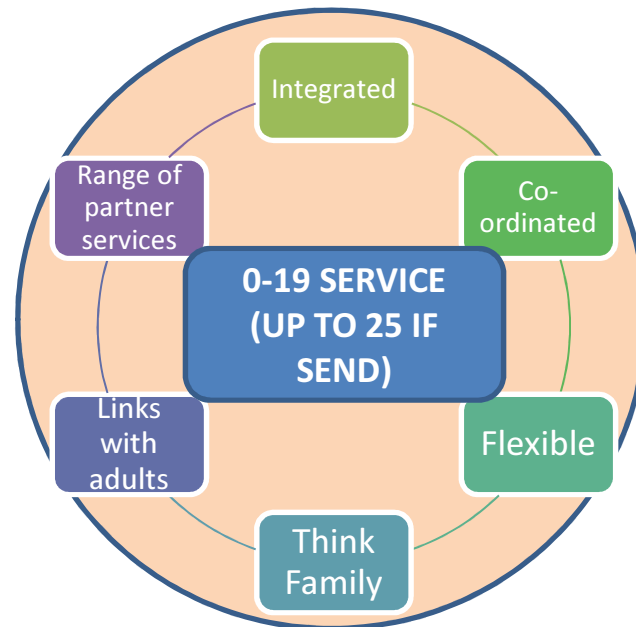
GETSET LEVEL 2

GETSET LEVEL 3

SYSTEMS



FAMILY CENTRES



ONLINE PROVISION OF INFO, ADVICE & SIGNPOSTING



COMMUNITY NETWORK OF SUPPORT



Positive effect of integrated services

From: Getting it right for families – Early Intervention Foundation

Processes

- Increased understanding, trust and cooperation between different services.
- Better communication and consistent implementation of services.
- Less duplication of processes across agencies.

Outputs

- More responsive and appropriate services
- Better access to services or increased user involvement – Families tell their story once
- More cost-effective.

Outcomes for children and families

- Improved cognitive or school performance.
- Improved general physical health.
- Enhanced social behaviour.
- Improved parenting or family relations

Why develop the service within Somerset County Council?

- SCC has a strong focus on improving outcomes at child, family and community level.
- Establish greater links with services that tackle social influences on health and become part of wider work across the Council to support community capacity building and working more closely with the voluntary and community sector.
- This option gives us the most flexibility and opportunity to be responsive to future population need and changes in national and local policy.
- Enable public health specialist work, such as needs assessment and local policy development, to be influenced and supported by public health practitioners.
- Greater opportunity for professional development and a more structured career pathway for staff.
- It is imperative that the Family Support Service maintains strong links to other universal health and wellbeing services e.g. maternity and primary care

Phase 1 Governance Framework

Family Support Services (FSS) Board

J. Wooster, SCC, T. Grant, SCC, E. Davey, Somerset Partnership, S Corry, CCG

Work stream Leads

Workstreams

HR

Commissioning &
Specification

Accommodation

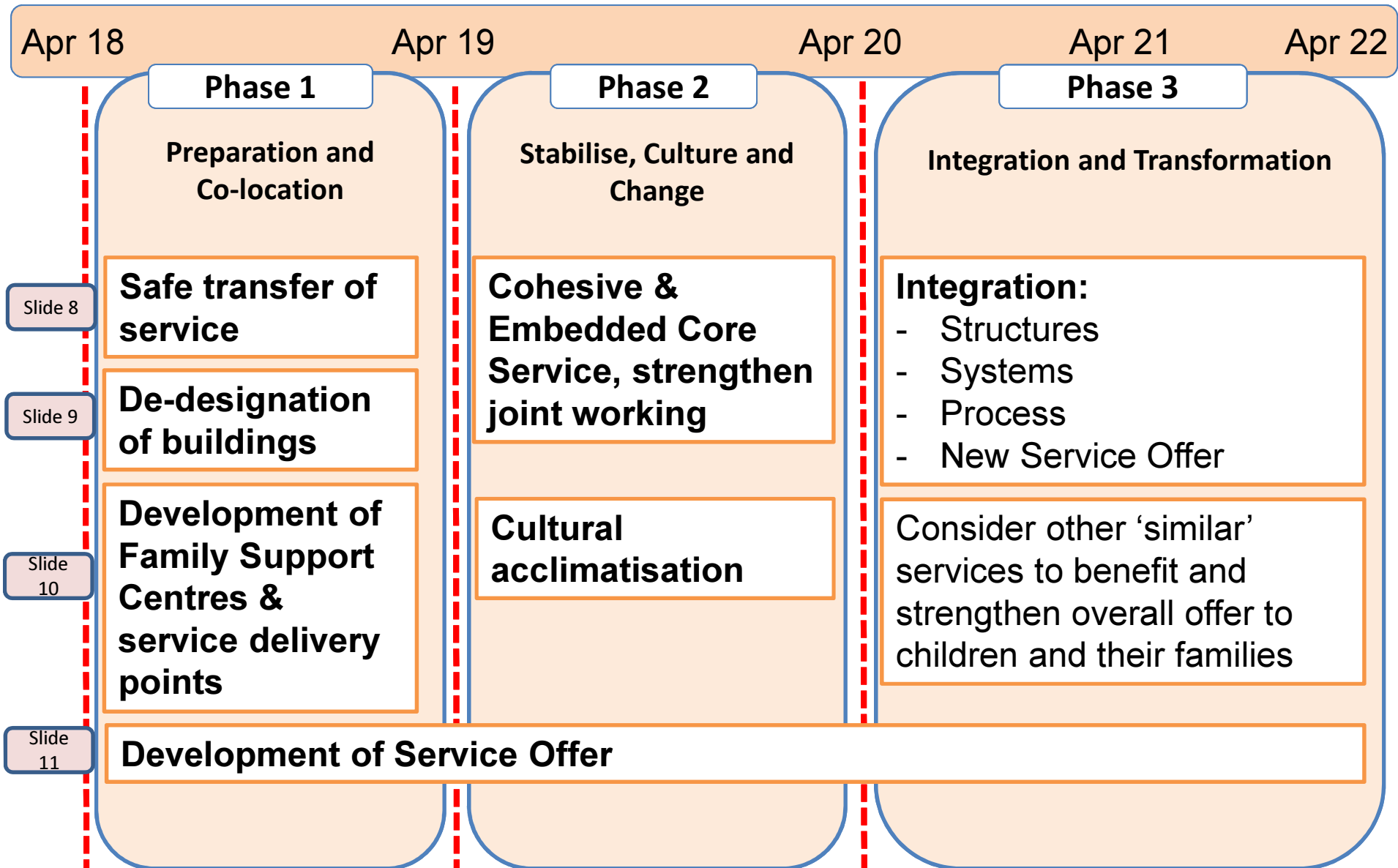
Information Technology &
Information Governance

Communications & Engagement

Clinical Governance & Safeguarding Children

- A Family Support Service Board is now fully established with representatives from the Clinical Commissioning Group and Somerset Partnership alongside Somerset County Council Officers.
- Work streams have been established to progress activity using technical experts and staff working within the services

High Level Timeline for Phases 1 to 3



Phase 1 - Progress update on the safe transfer of the service

- Work undertaken within getset in readiness for transfer to Public Health.
- Full business case nearly completed for sign off by Senior Responsible Owners
- Identification of areas where joint work between getset and public health nursing is already established and ensuring that this is a consistent offer across Somerset as of the 1st April 2019
- Applying for a Direction order to enable continuity of NHS pension payment
- Paper completed regarding future arrangement for safeguarding support, supervision and training for Public Health Nurses
- Monthly newsletter and website in place for all affected staff.
- Joint staff engagement sessions completed in June 2018 and next round planned for September 2018.
- IT and Information Governance sessions progressing with Somerset Partnership to clarify IT landscape and requirements.
- Scoping exercise completed to understand current and future staff bases and service delivery points
- Jo Smith appointed as Head of Service, due to start 16th July 2018

Phase 1 – De-designation of 16 buildings

- Meetings held to understand children's centre estate and future plan for each
- Progressing to fully understand getset and Public Health accommodation requirements and with plans of current and proposed future staff bases
- Corporate Property fully engaged with project requirements
- Seven children centres have been identified for progress to be expedited:
 - The Link Centre, Coleford
 - The Bridge Centre, Frome
 - Birchfield, Yeovil
 - Little Marsh, Ilchester
 - Hamp, Bridgwater
 - Brock House, Norton Fitzwarren
 - Little Vikings, Watchet
- Development plans for Wellington, Chard, Yeovil and Minehead covered later
- **ALL De-designation activities to be completed by April 19**

Next Steps:

- Property requirements for staff bases and service delivery points submitted to Corporate Property who will agree strategy based on requirements
- Properties identified to expedite progressed accordingly
- Determine plans for 4 Communities

Phase 1 – Development of 8 Family Centres

- Meetings held to further understand staff capacity and delivery space potential within both Family Centres and surrounding areas, driving a future plan for each:
 - **Mendip:** (Key Centre, Glastonbury)
 - **South Somerset:** (Reckleford)
 - **Sedgemoor:** (Sydenham, Highbridge)
 - **Taunton Deane:** (Acorns, Priorswood)
 - **West Somerset:** (Williton)
- Progressing to fully understand getset and Public Health accommodation requirements to produce plans of proposed future staff bases
- Fully engaging with Corporate Property with project requirements
- **ALL Family Centre readiness activities to be completed by April 19**

Next Steps:

- Accommodation for getset and Public Health staff with delivery requirements submitted to Corporate Property
- Corporate Property agree strategy based on requirements
- Integrate with plans for 4 Communities

Phase 1 – Development plans for Chard, Minehead, Wellington and Yeovil

| Chard | Minehead | Wellington | Yeovil |
|--|---|---|--|
| <p>'Place based' property review of South Somerset taking place in the Autumn 2018 when more detail will be known.</p> <p>In the mean time service delivery will continue as normal.</p> | <p>Ongoing discussions with West Somerset to develop community hub.</p> <p>Detailed work underway to scope potential re-modelling of the Alcombe children's centre.</p> | <p>Ongoing discussions with Wellington to develop community hub.</p> <p>Detailed costs and feasibility comparisons work underway.</p> <p>Decision to transfer Wellington Children's Centre to Bouncy Bears Nursery, creating additional nursery places.</p> | <p>'Place based' property review of South Somerset taking place in the Autumn 2018 when more detail will be known.</p> <p>In the mean time service delivery will continue as normal.</p> |

Shared Service Outcomes

- Building resilient communities
- Improving health and reducing inequalities
- Early help and safeguarding