

Family Support Service (FSS) Update

Cabinet Member(s): Cllr Christine Lawrence (Public Health & Well-Being)

Division and Local Member(s): All

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| Summary: | This paper aims to give an update the Committee on the progress of the transfer of the Public Health Nursing Service to the employment of SCC |
| Recommendations: | <p>The Committee is asked to consider and comment on the progress made to date regarding the Family Support Service.</p> <p>This report focuses, as requested by the Committee the transfer of Public Health Nurses to the employment of the Council.</p> |
| Reasons for Recommendations: | An update has been provided to make the Committee aware of the progress of this phase within the Family Support Service Project, since the Cabinet approval in February 2018 and subsequent decisions regarding SCC early help services in September 2018 and February 2019 (See background papers 1, 2 & 3). |
| Links to County Vision, Business Plan and Medium Term Financial Strategy: | <p>The development of the Family Support Service approach supports the following plans: Health & Well-Being (HWB) strategy¹; the service will contribute to the shared vision that</p> <p><i>‘People live healthy and independent lives, supported by thriving and connected communities with timely and easy access to high-quality and efficient public services when they need them.’</i></p> <p>Children and Young People’s Plan 2016-2019, specifically</p> |

¹ The HWB strategy is currently being updated as is the CYP, but we are reporting against actions within the old plans

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| | <p>Programme 2 ‘improving the health and well-being of children and young people’ and Programme 5 ‘providing help early and effectively’:</p> <p><i>‘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 and effectively.’</i></p> <p>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.</p> <p>Public Health Nursing (PHN) services are based on the principle of proportionate universalism – so the service is provided to all, with more resource being targeted to those in greater need. This approach with its focus on equity aims to tackle inequality in health and social outcomes.</p> <p>The Family Support Service will benefit from, and make use of where appropriate, new delivery opportunities enabled by the One Public Estate programme and other initiatives associated with the asset management plan.</p> |
| <p>Consultations and co-production undertaken:</p> | <p>A public consultation was undertaken (September – December 2017) to inform the development of Family Support Services. A detailed consultation report and Council response to the consultation report can be found as appendices to the phase 1 February 18 – Cabinet paper.</p> |
| <p>Financial Implications:</p> | <p>For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> |
| <p>Legal Implications:</p> | <p>For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> |
| <p>HR Implications:</p> | <p>For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> |

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| Risk Implications: | For details of the implications, please see the relevant sections in background papers 1, 2 and 3. | | | | | |
| | Likelihood | | Impact | | Risk Score | |
| Other Implications (including due regard implications): | <p><u>Equalities Implications</u> Going forward we will be showing due regard to equalities implications where necessary. This will include any changes to location of staff or service delivery within the accommodation workstream. As well as any changes to the service offer within the commissioning and specification workstream.</p> <p><u>Community Safety Implications</u> For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> <p><u>Sustainability Implications</u> For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> <p><u>Health and Safety Implications</u> For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> <p><u>Privacy Implications</u> For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> <p><u>Health and Wellbeing Implications</u> For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p> | | | | | |
| Scrutiny comments / recommendation (if any): | Not applicable. | | | | | |

1. Background

1.1. 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'. This integrated early help offer, developed a working title of Family Support Services

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

As part of this plan it was agreed that Public Health Nursing Services will be developed over three phases.

Phase 1 (2018/19) This phase focused on transfer of PHN to the employment of SCC on the 1st April 2019.

Phase 2 (2019-20) will concentrate on embedding the Public Health Nursing Service the Public Health Team within SCC to work towards service transformation to develop a 0-19 SPHN Service and integration with the ZING and Smoking Cessation Services.

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

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)

1.2. Update on Progress to Date

It is important for Scrutiny to understand that the work to transfer Public Health Nursing to SCC was progressed and the service transferred on time on the 1st April 2019.

The Family Support Services Project Board progressed the 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 PHN service offer post April 2019
- The highlights of key progress made so far

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

HR

- The staff successfully transferred from Somerset Partnership into SCC on the agreed date of the 1st April
- Payroll completed a manual upload of all staff onto the SAP/ payroll system and all were paid
- Lease car agreements were in place on transfer
- The NHS pension application is now being progressed
- Essential training that is not available in SCC is being procured
- Personal files were successfully transferred as part of the due diligence
- Outstanding DBS validations progressed after transfer

Accommodation

- An accommodation plan was finalised prior to transfer and all staff and their equipment were moved to their agreed bases in either SCC buildings, GP surgeries or community buildings.
- Staff induction into all SCC accommodation was completed within the first two week of transfer.
- Clinical service delivery maintained pre and post transfer with minimal disruption for service users.
- GP licence to occupy being completed by Property services.

Clinical Governance & Safeguarding Children

- CQC registration was completed in time for transfer including Registered Manager and Nominated Individual.
- A Patient Safety Officer has been recruited and started in post on 1st April.
- Incident reporting system developed and training for all staff has been completed in May

- Basic and mandatory training requirements have been scoped and arrangements for delivery put into place
- A safeguarding children, training, support and supervision service has been secured from Taunton and Somerset /Somerset partnership NHS Foundation for the first 2 years of PHN service delivery within SCC
- An equipment calibration and maintenance contract is in place
- All clinical guidelines and Patient Group Directives for medications are in the process were signed off by the SCC clinical Governance assurance process in February 2019.

Information Technology and Information Governance

- RIO (the case management system) in place post April 2019, to enable service continuity, performance management and compliance with national reporting requirements
- Laptops and mobile phone deployment completed within the first three days of transfer
- IT tested network requirements for non-SCC buildings where some staff will be based. This has been reassessed post transfer and currently it is not fit for purpose and IT are working with BT to install dedicated internet access.

Commissioning and Specification

- A service specification is in place for PHN post April 2019, this has been shared with strategic partners.
- Healthwatch have completed and audit with service users to explore how the HV service could be delivered most effectively and what has worked well historically, final report expected in June 2019
- The business case for FSS has been signed off by the DPH

Communications and Engagement

- Regular staff “In the know” newsletter, in addition to face to face meetings with teams continued up to the transferred date and a communication plan is being developed
- Whole service induction session was delivered in the first week April, this included corporate induction
- Information for service users is available on SCC website post April 2019 regarding service delivery and contact arrangements

2. Options considered and reasons for rejecting them

2.1. N/A

3. Background Papers

3.1. Cabinet reports February 2018

3.2. Key decision 11 February 2019 – Pages 497 to 573