

Family Support Service (FSS) Update

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

Division and Local Member(s): All

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<p>Summary:</p>	<p>This paper aims to give an update the Committee on the progress to deliver a new Family Support Service (FSS) for the parents, children and families of Somerset, following the initial Cabinet approval received in February 2018.</p>
<p>Recommendations:</p>	<p>That Scrutiny Members consider and comment on the progress made to date regarding the Family Support Service.</p> <p>This report focuses on:</p> <ul style="list-style-type: none"> • The transfer of Public Health Nurses smoothly over to the employment of SCC • An update against the de-designation of children's centre buildings <p>An acknowledgement of the professional support we have received from Somerset Partnership NHS Foundation Trust in working towards this transition of services</p>
<p>Reasons for Recommendations:</p>	<p>An update has been provided to make the Committee aware of the progress 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).</p>
<p>Links to County Vision, Business Plan and Medium Term Financial Strategy:</p>	<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 CYPP, but we are reporting against actions within the old plans

	<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>Plans to rationalise the children’s centre estate are in line with the Council’s refreshed approach to asset rationalisation approved in November 2017. 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 SCC response to the consultation report can be found as appendices to the phase 1 February 18 – Cabinet paper (see background paper 1).</p> <p>A further public and professional consultation were undertaken on ‘the proposal to remove getset level 2 services’. This closed on 31st December 2018. The outcome of the consultation was reported to Cabinet in February 2019 and the decision was taken to approve the decisions set out in the key decision papers (See 3.3 and 3.4 below).</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>
<p>Risk Implications:</p>	<p>For details of the implications, please see the relevant sections in background papers 1, 2 and 3.</p>

	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

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 phase focuses on transfer of PHN to the employment of SCC.**

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 phase is on hold pending the outcome of the getset consultation.**

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, as an alternative contact method, (but not replacing face to face contact.) 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.

The proposals also looked to remove the “Sure Start Children’s Centre” status or designation from 16 current buildings and develop 8 into Family Centres linked to a wider community network of support to reflect the outreach and enhanced family visiting model and in line with the statutory guidance.

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)

Since this original decision, there has been a financial imperative to consider further cost savings in year.

On the 12th September 2018 Cabinet approved two proposals relating to changes within the getset service:

- CAF-14a relating to reductions in staffing levels across the service as a response to current demand levels and increasing caseload targets
- CAF-14b relating to the launch of a public consultation exercise to review the provision of Somerset County Council early help services, to include the proposal that SCC no longer provide level 2 services.

The public consultation approved under CAF-14b has now been undertaken and ran for 8 weeks from Monday 5 November 2018 to the 31 December 2018. Nearly 900 people took part in a detailed consultation into the future of

Somerset's getset service – providing valuable insight and helpful comments. We are grateful for the time and consideration residents and professional staff gave to the Council.

The key decision approved at Cabinet on 11th February 2019 is that for 2019/20 the service focus will be to promote prevention in the community. It should be noted that this activity will be to move towards investment in direct service provision which will include an amount set aside to provide important and valuable “seed” investment in the community sector to develop early help projects and support (£200k).

The aim, and to reflect public and professional comments and responses within the consultation, is to strengthen prevention opportunities within targeted communities while working alongside key partners such as schools.

Under the Fit for My Future strategy proposals for children and young people, there is a workstream focusing on locality working for services working with children and families. Following the SCC consultation on the future of SCC early help services it will be important to link Family Support Service work with the Fit for My Future work going forward, through the new Children's Delivery Board.

1.2. Update on Progress to Date

It is important for Scrutiny to understand that the work to transfer Public Health Nursing to SCC has continued at pace and we are on track to delivery this.

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 PHN service offer post April 2019
- An update on de-designation of children centres
- The highlights of key progress made so far

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

HR

- A Head of Service has been recruited – Jo Smith, who is embedding clinical leadership
- The TUPE list has been received from Somerset Partnership NHS Foundation Trust
- A recruitment protocol is in place managing recruitment into essential posts during this transition period and ensuring joint interview panels
- Recruitment to 3 student Health Visitor and 1 student School Nurse. Commenced January 2019, training continuing post transition to SCC
- The NHS pension application, for this staff group, has been made
- Staff and Union engagement has been continuing through regular face to face events, a regular staff newsletter and a virtual FAQ, this has

become a more positive dialogue

Accommodation

- There is a plan in place for staff bases and service delivery points. Staff consultation regarding moves of base was launched on 11 January 2019 and will be completed by the end of February.
- 9 GP surgeries where SCC wish to retain Health Visitor teams (particularly in rural areas) have expressed an interest to continue with this arrangement, negotiations regarding lease arrangements are underway
- All Health Visitors and School Nurses will be housed in either SCC buildings, GP surgeries or community buildings.
- De-designation of the 16 agreed centres is continuing and making progress.
 - 11 of the centres have been transferred to schools, nurseries or a trust (for example Balsam Centre in Wincanton). These include:
 - Hamp, Bridgwater
 - Brock House, Norton Fitzwarren
 - Wellington
 - Alcombe, Minehead
 - Little Vikings, Watchet
 - Birchfield, Yeovil
 - Little Marsh, Ilchester
 - Balsam Centre, Wincanton
 - The Bridge Centre, Frome
 - The Link Centre, Coleford
 - The House, Shepton Mallet
 - Bishops Lydeard will be transferred to the Bishops Lydeard Village Hall Management Committee
 - Oaklands in Yeovil will be transferred to the Nursery by the end of March 2019.
 - The following 3 sites will be retained as staff bases – Victoria Park in Bridgwater, The Hollies in Taunton and Chard.
- In the cabinet paper of February 2018 it was agreed that Cabinet would approve the development of plans for Minehead, Wellington, Chard and Yeovil:
 - Minehead – The West Somerset Opportunity Area project is making good progress and this community is well served by services and working well
 - Wellington – Discussions are taking place with several stakeholders in the community to agree the best location for a community hub.
 - Yeovil/ Chard – Yet to be determined.

Clinical Governance & Safeguarding Children

- The process of CQC registration is underway, now SCC has the registered manager (Jo Smith) in post
- A Patient Safety Officer has been recruited
- 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 being explored
- All clinical guidelines and Patient Group Directives for medications are in the process of being signed off by the SCC clinical Governance assurance process in February 2019

Information Technology and Information Governance

- Negotiated continued access to RIO (the case management system) post April 2019, to enable service continuity, performance management and compliance with national reporting requirements
- The need for Laptops and Phones has been quantified and have been purchased. SCC has developed a deployment plan, within the available resources.
- IT quantifying network requirements for non SCC buildings where some staff will be based.

Commissioning and Specification

- A service specification is in place for PHN post April 2019, this has been shared with strategic partners.
- Between February and April 2019, Healthwatch will be facilitating meetings with service users to explore how the HV service could be delivered most effectively and what has worked well historically
- The business case for FSS has been signed off, based on PHN finances only at this time, by both the DCS and DPH

Communications and Engagement

- Regular staff “In the know” newsletter, in addition to face to face meetings with teams
- Developing information for service users that will be available on SCC website post April 2019 regarding service delivery, contact arrangements and complaints and compliment procedures

2. Options considered and reasons for rejecting them

2.1. N/A

3. Background Papers

3.1. Cabinet reports February 2018

3.2. CAF-14a papers considered at Cabinet on 12 September 2018 – Pages 130 to 134

3.3. CAF-14b papers considered at Cabinet on 12 September 2018 – Pages 533 to 537

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