Somerset CONNECT

Cost-of-living crisis for residents

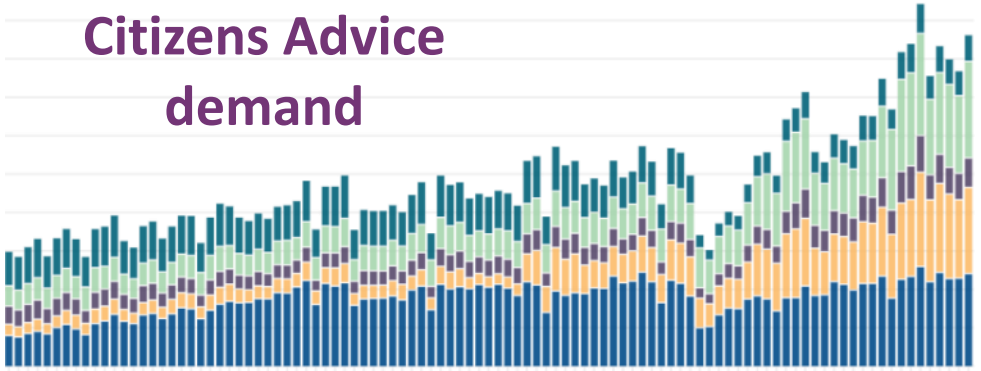
194%
increase in families contacting Citizens Advice since 2020

25% can't pay fuel bills in Winter

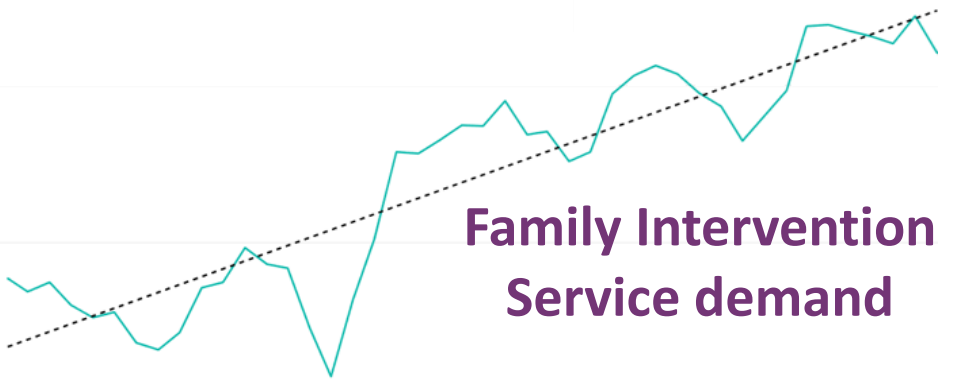
48%
unable to save in next year & 27% already using savings

14,300
children already in poverty

Citizens Advice demand



Pre-payment electric meters



Family Intervention Service demand

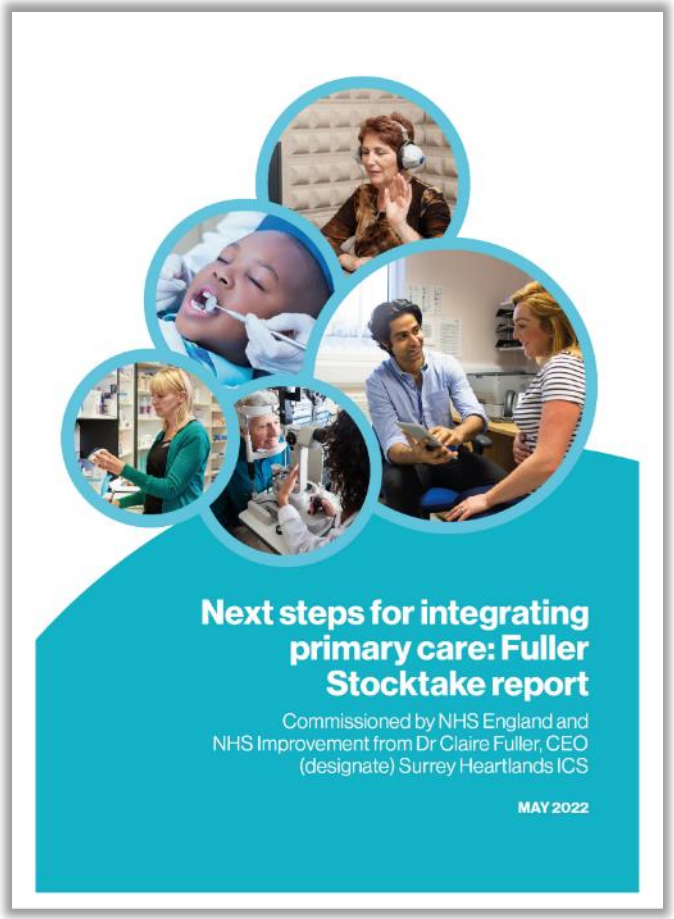
Urgency

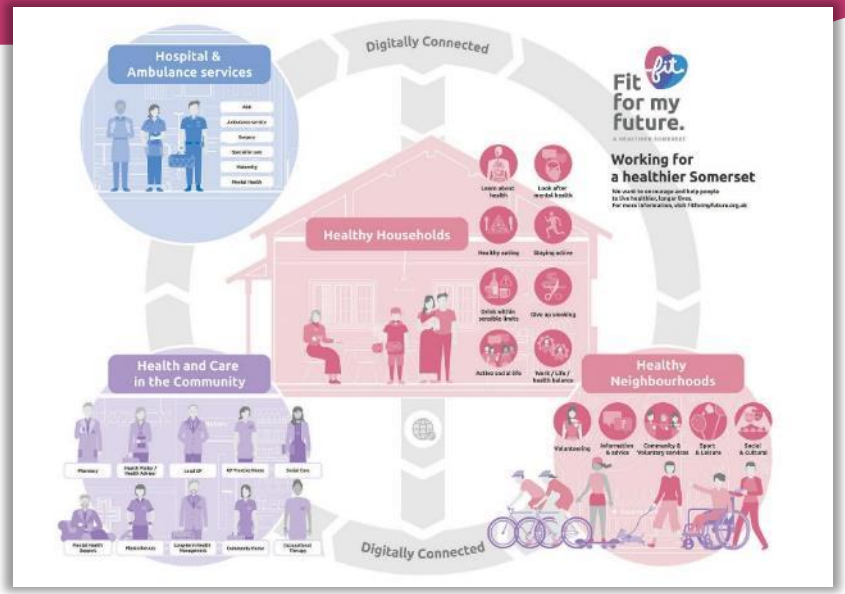
1. **Cost-of-living crisis** – affecting families and vulnerable residents greatest in January, February and March – then long-term impact of debt, health issues and increased family stress.

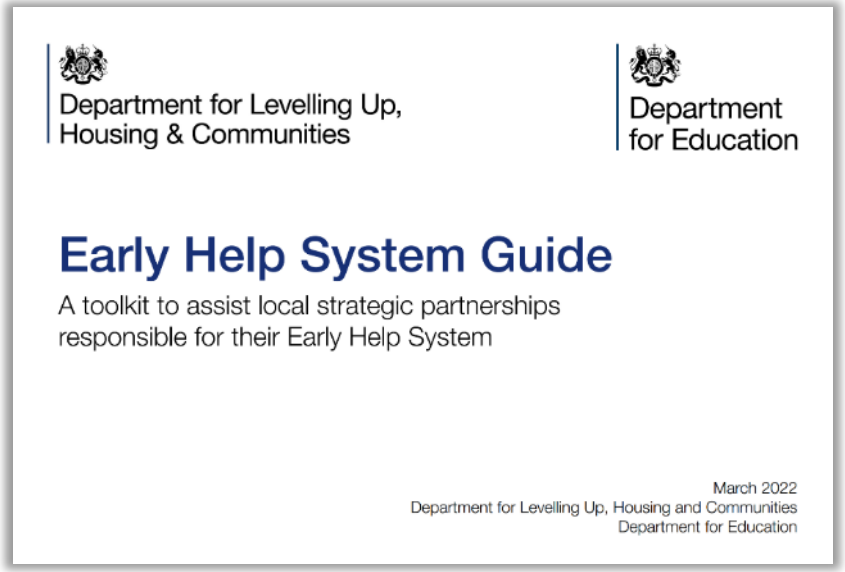
2. **Sustainability** – integrate health and care, connect local professionals to wrap around residents, build a community-centric model and develop a platform for local delivery closer to home – so service delivery and finances are more sustainable.

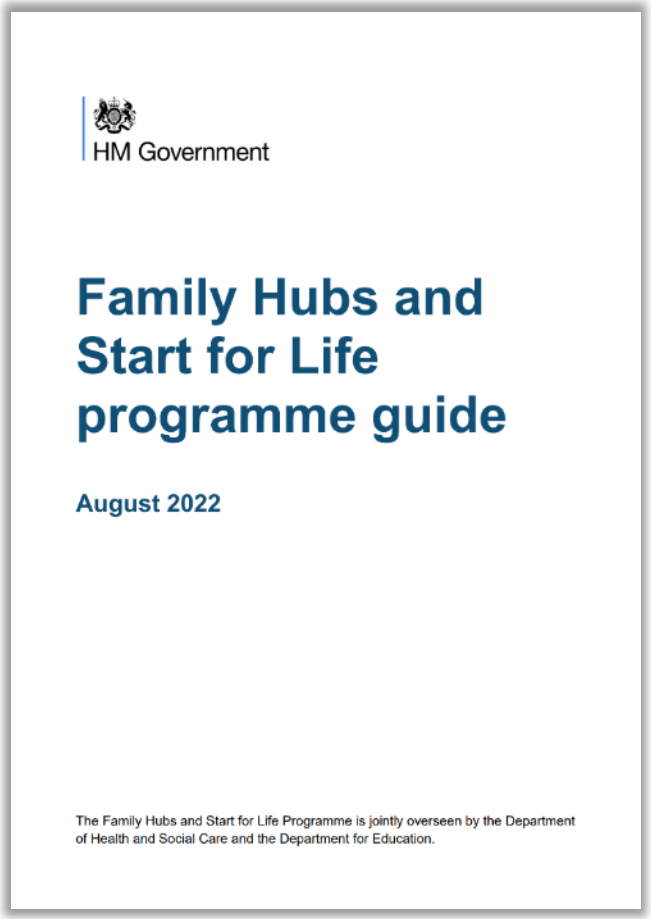
3. **Evidence** – to justify investment, we need to show that connecting better together works, by end of 2023.

Context

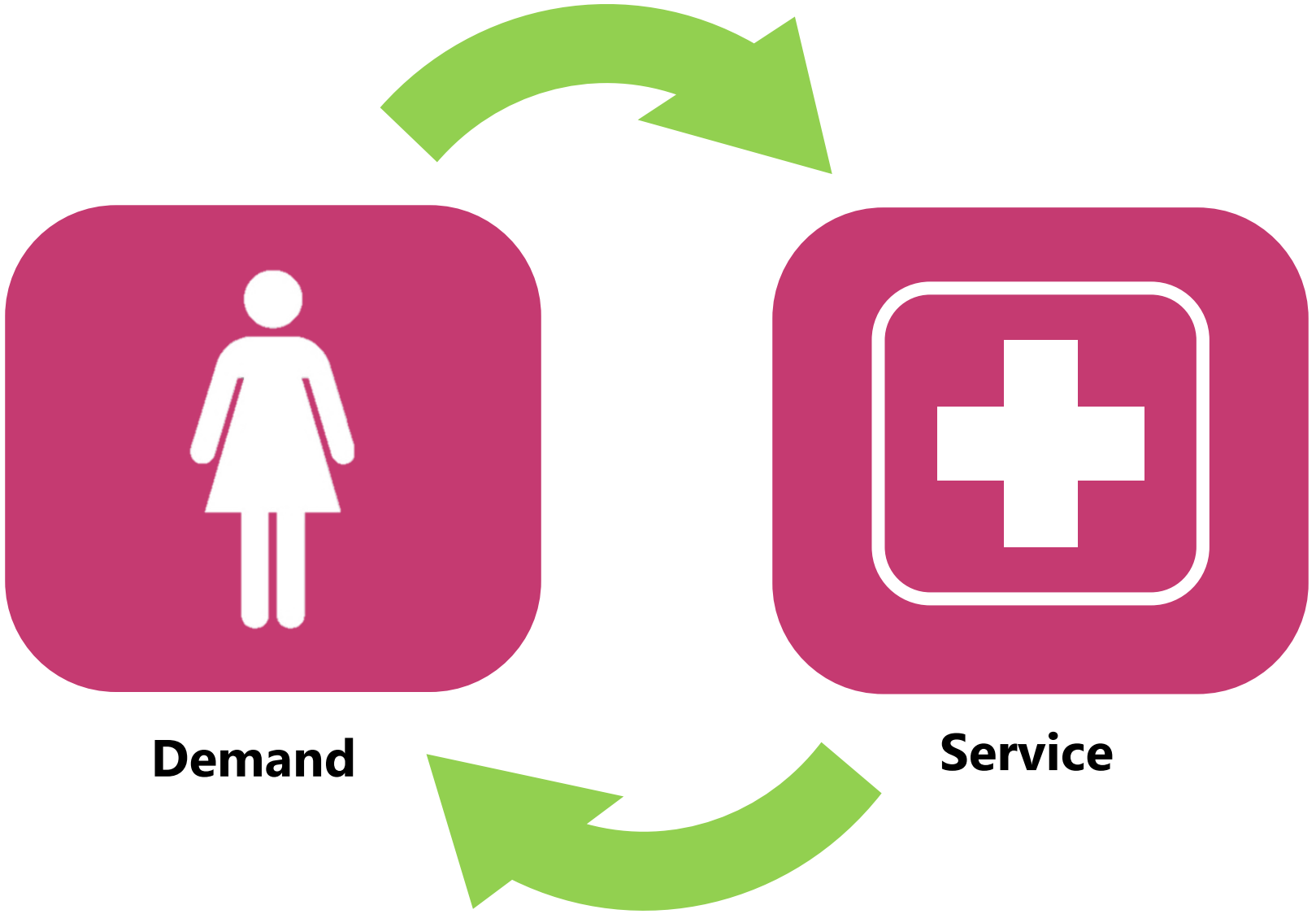

Next steps for integrating primary care: Fuller Stocktake report
Commissioned by NHS England and NHS Improvement from Dr Claire Fuller, CEO (designate) Surrey Heartlands ICS
MAY 2022


Hospital & Ambulance services
Digitally Connected
Fit for my future.
Working for a healthier Somerset
Healthy Households
Health and Care in the Community
Healthy Neighbourhoods
Digitally Connected

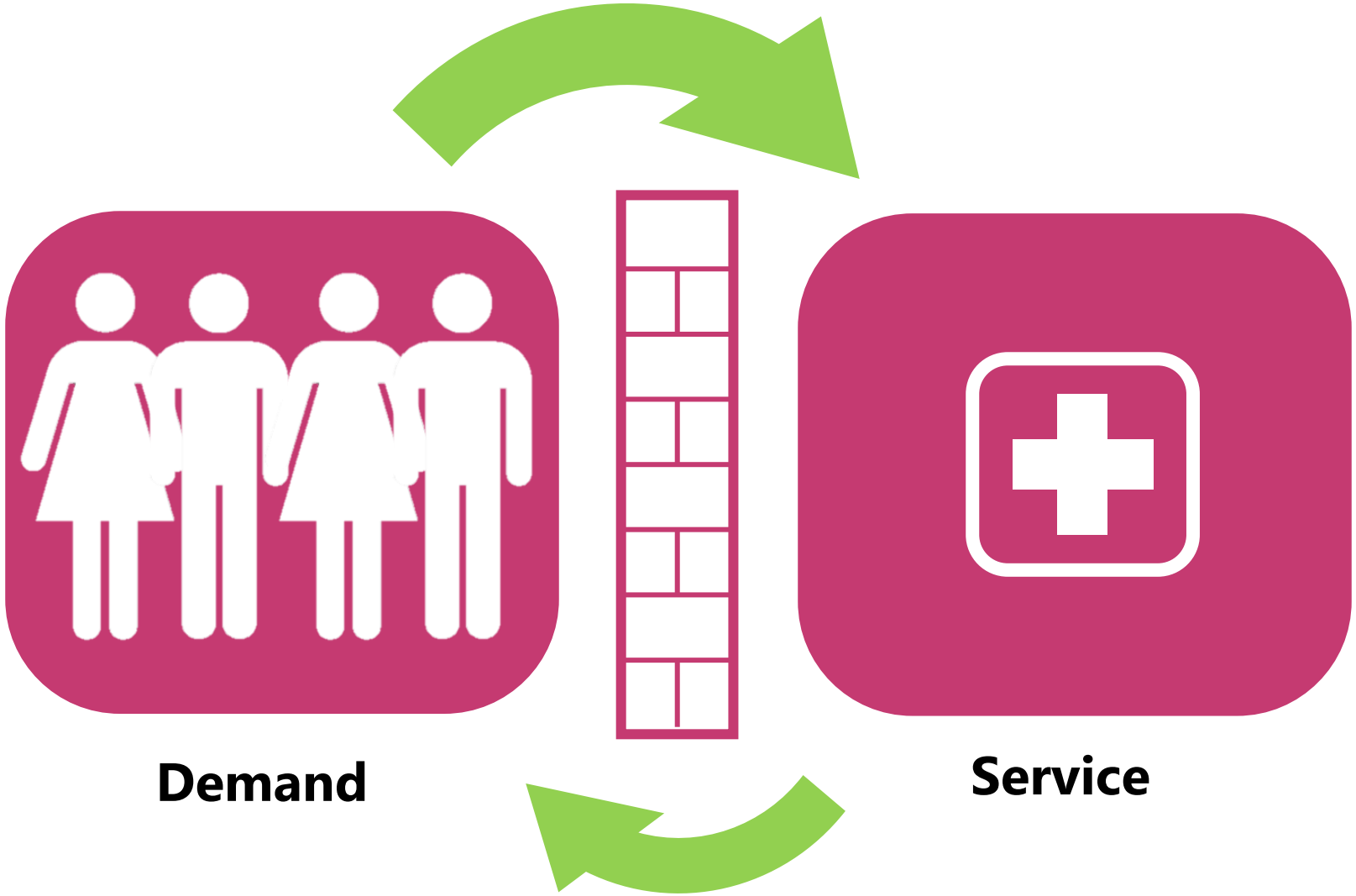

Department for Levelling Up, Housing & Communities
Department for Education
Early Help System Guide
A toolkit to assist local strategic partnerships responsible for their Early Help System
March 2022
Department for Levelling Up, Housing and Communities
Department for Education


HM Government
Family Hubs and Start for Life programme guide
August 2022
The Family Hubs and Start for Life Programme is jointly overseen by the Department of Health and Social Care and the Department for Education.

Demand



Demand challenge



Key:

Community

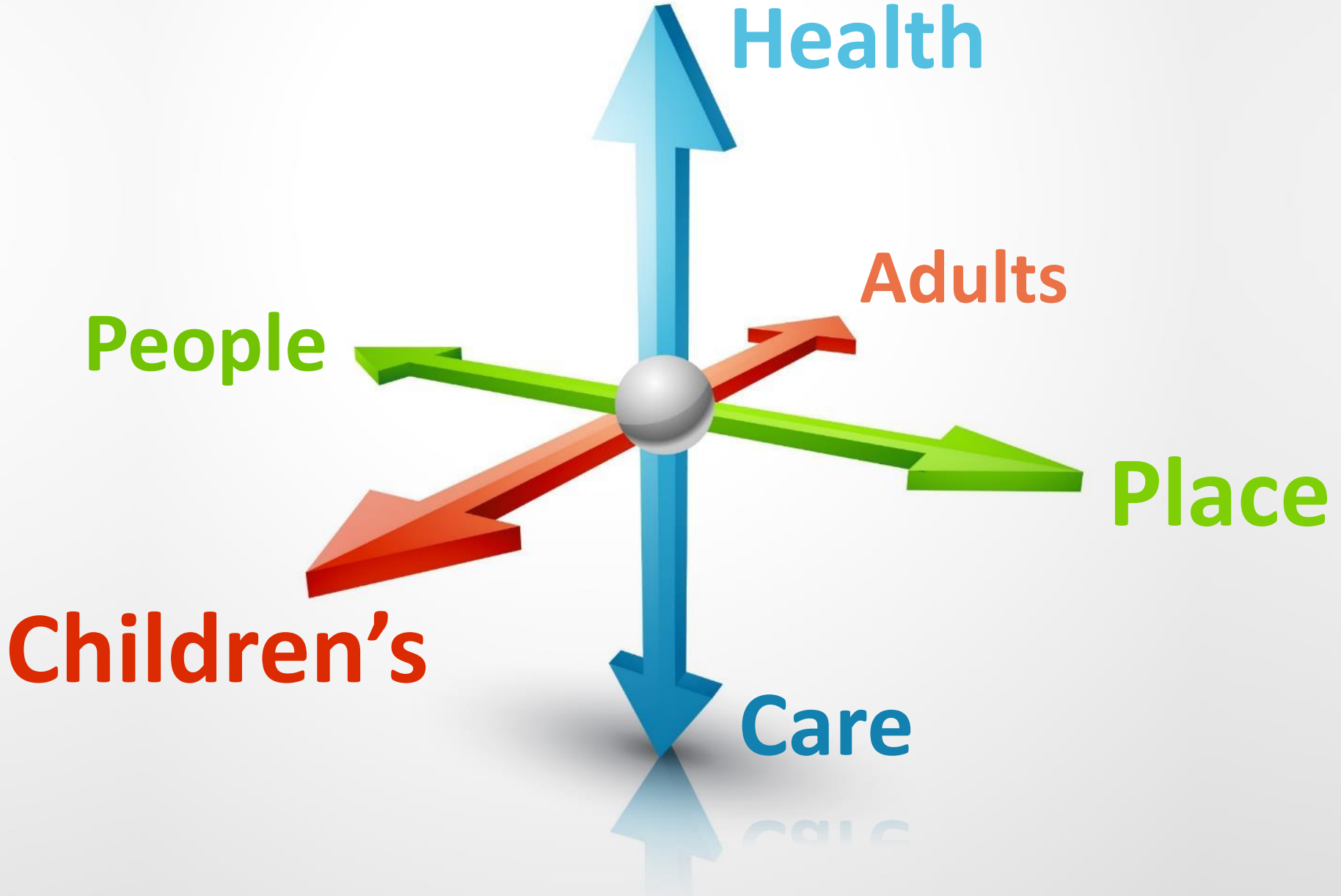
Universal

Acute & Targeted

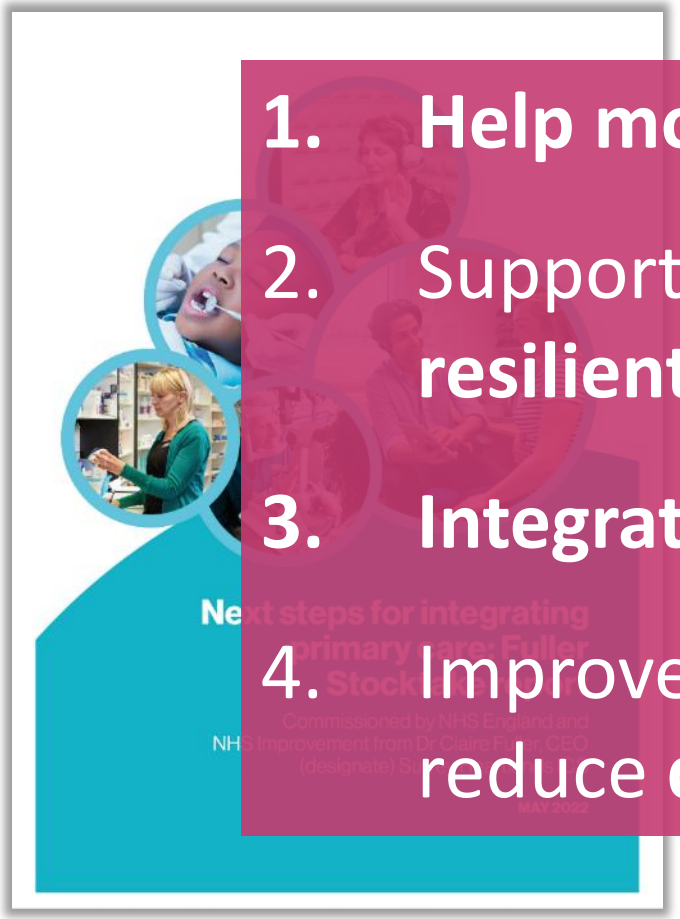
The early help system

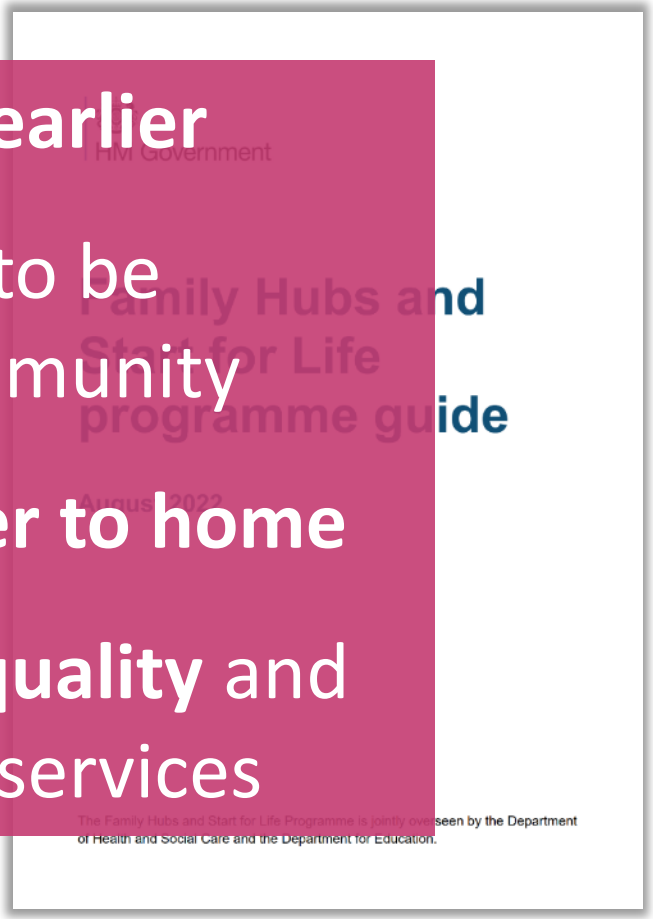
Early Help **is the total support that improves a family or resident's resilience and outcomes or reduces the chance of a problem getting worse. Includes targeted and universal prevention.**

Integration



Key messages

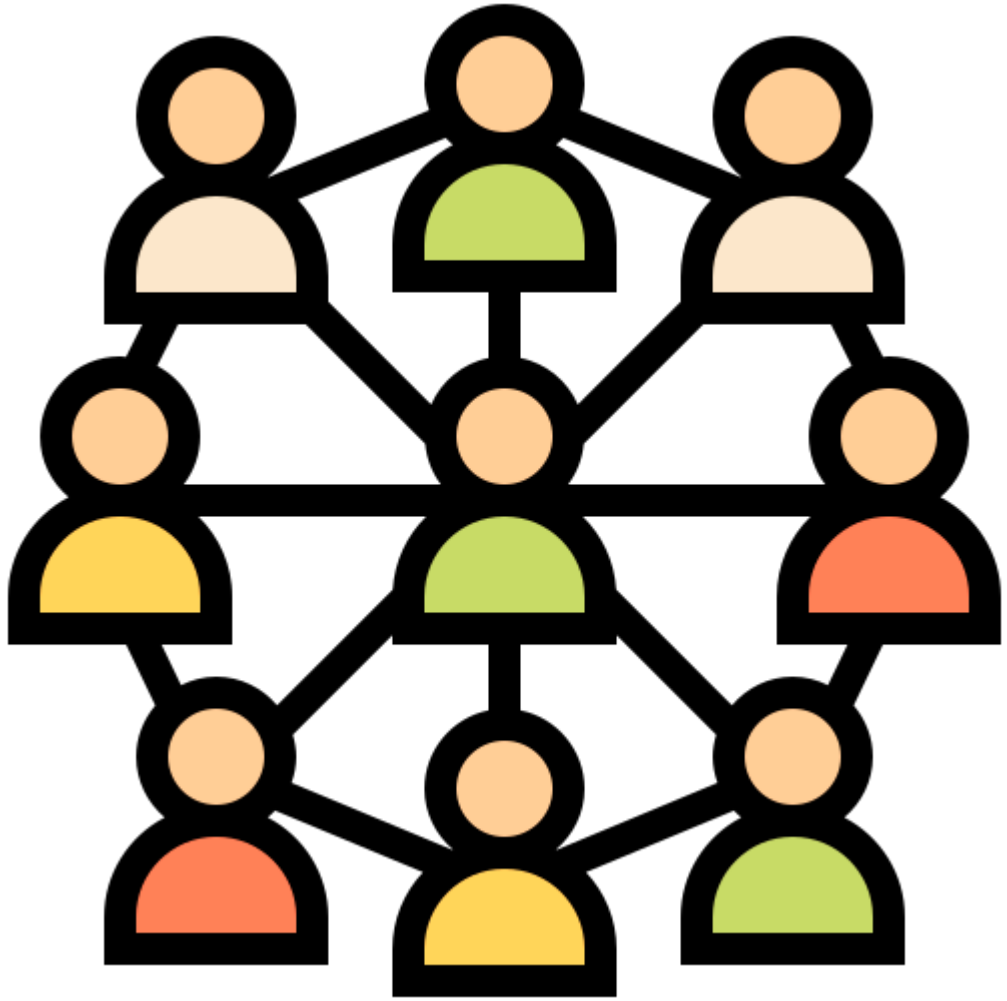




1. **Help more** residents and help them **earlier**
2. Support residents and their families to be **resilient** and **connected** to their community
3. **Integrate** services and support, **closer to home**
4. Improve residents' **lives**, reduce **inequality** and reduce **demand** for expensive acute services

Fantastic local hubs and resources

- 50 **Warm Welcome** hubs
- **Community Hubs**, Talking Cafés, etc
- 13 **Primary Care Networks**
- 2760 registered **charities** with 10,300 **volunteers**
- **Local Community Network** pilots
- **Village agents**, **Community Agents**
- **Health Connections**, Social Prescribing **Link Workers**, **Health Coaches**
- Public services in **schools** and **early years** settings, **GP** surgeries, **libraries**, **social care**, **hospitals** and **community** settings, **health visiting**, **police**, etc



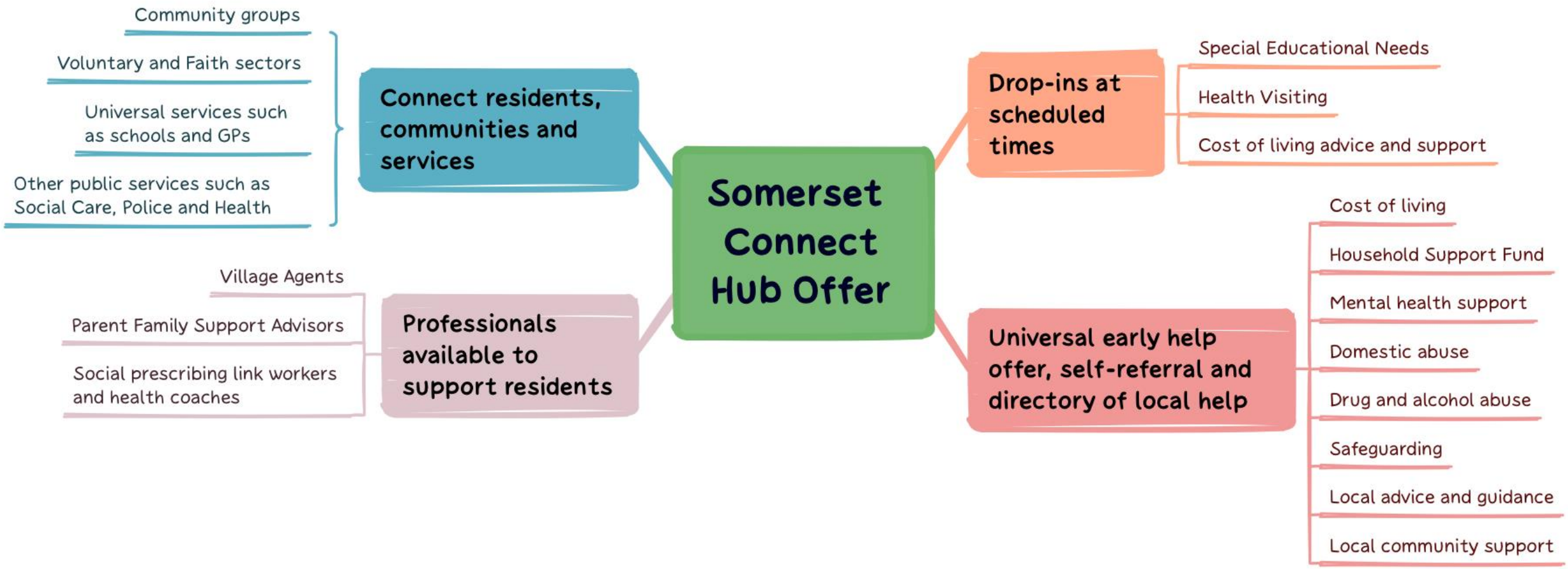
This is not a shiny new model...

So what does Somerset Connect add?

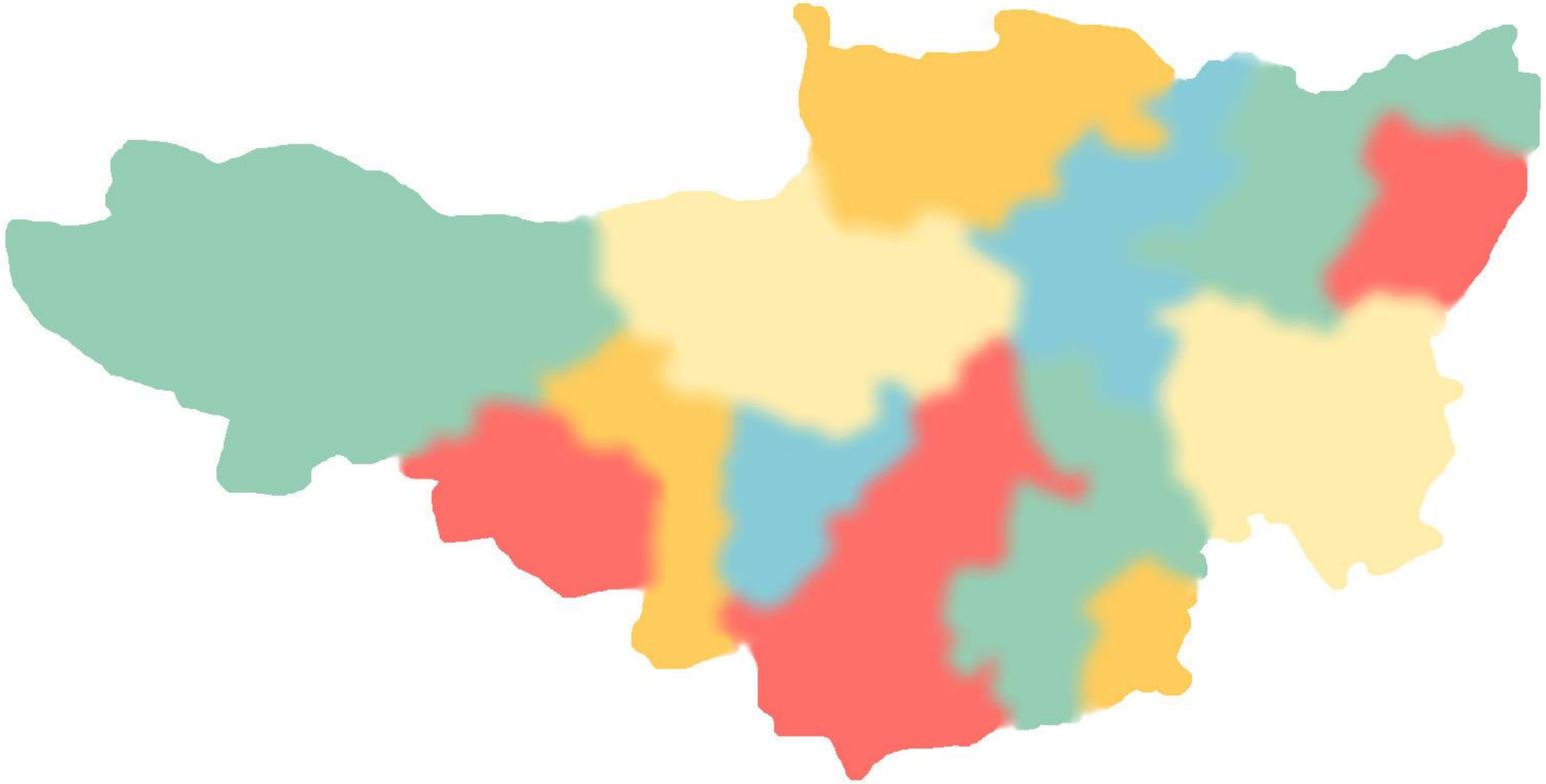
1. Area Lead **capacity** to connect between community and public sectors
2. **Coordinate** and make most of local resources and hubs (where residents want to be)
3. **More early help**, drop-ins and support, especially where there are gaps in **rural areas**
4. Reduce **barriers** to working together – such as process, IT and data sharing
5. Bring together our databases of local resources – one place to **search**
6. **Join up** health and care, children and adults, people and place
7. **Foundation** for more services to move to local delivery – closer to home

Photos illustrative only

What else can we offer through hubs?



Neighbourhoods



Universal early help offer

- Easy to digest **offer of help** that's available to all families
- Building **resilience** for families
- Includes support with cost-of-living crisis alongside Council and partners' advice and guidance
- **Website**, **flyer** and **email**
- **All professionals have conversations with families** about what's available to help, similar to *Making Every Contact Count*

Somerset Connect

Logo(s)

Everyone is going through a tough time with the cost-of-living rising and putting pressure on families. Somerset Connect is here to help. Here are some of our partners' most used services and support to make family life a little easier...

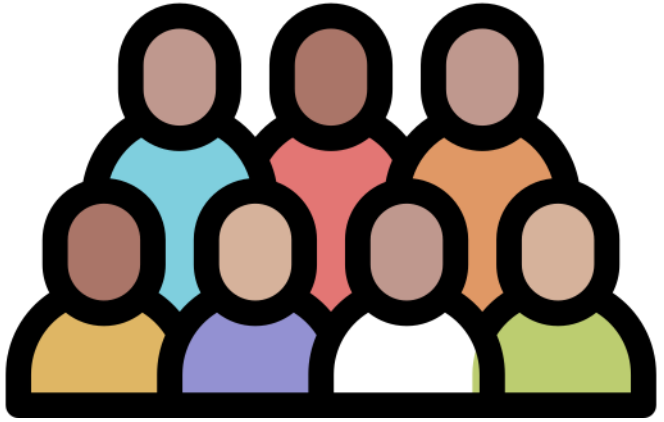
QR Code

Simply visit: **web address** for links...

1. **Money help** — if you're struggling with debt, energy costs or benefits we can help. Contact Citizens Advice virtual assistant for debt advice or phone 03444 88962. If you need immediate money for food, energy or data a professional can access the Somerset Household Support Fund for you. You can also find a nearby warm space in Somerset. Also see the Cost-of-Living website.
2. **Food** — we don't want children to go hungry. Find your local foodbank or pantry. Children and young people may be eligible for Holiday Activities and Food (you will have a code from your school). And if you're pregnant or have a child under 4, you may be entitled to healthy food and milk.
3. **Home** — if you're having problems paying rent or a mortgage, please speak to your local District team in Mendip, Sedgemoor, Somerset West and Taunton and South Somerset.
4. **Parenting** — there are lots of Somerset tools and guides to help parents, carers and grandparents of children from bump to teenager.
5. **Mental health** — debt and the effect of covid can be difficult. Somerset Big Tent has a lots of local support for children and young people. There is a health and wellbeing toolkit. And for children and young people aged 11 to 25 there are online forums, guides and counselling available for free at Kooth, and for adults at Qwell. CAMHS is available for self-referral or call 0300 1245012.
6. **Domestic abuse** — if you or your family are affected by domestic violence or abuse, you can get help from Somerset Survivors or call 0800 6949999.
7. **Problems with drugs or alcohol** — there is advice and support if you want help with addiction. Contact Turning Point or phone 03003 038788.
8. **Somerset Connect** — visit your local hub for community support or speak with a local Village or Community Agent or in Mendip a Health Connector.
9. **Safeguarding** — if you believe a child or adult is at immediate risk of harm, please call 999 for the Police. If you have concern about the safety or welfare of a child, young person or vulnerable adult, please contact Children's Social Care at 0300 1232224.

Pin to your fridge!

How we work together



- **More targeted help** for residents
  - Community
  - Universal
  - Digital
- Culture – we're in the **same team**
- **Relational practice** between professionals – 'no referrals' approach below safeguarding thresholds – be the lead professional and coordinate other professionals to wrap around the family or resident
- **Workforce** development including training, shadowing and coaching peers
- **Co-terminus** boundaries to enable local connections (porous boundaries)
- Join up **data** and case tracking with Transform and SIDeR, pro-active identification of need
- **Proactive identification** of residents and families who need support, and offer of early help
- Equal **partnership** between health, care and VCFSE
- Community grants, social prescribing, pre and post-natal education, universal early help offer
- **Build from excellent practice that is already happening** and **fantastic local hubs** & **services**

1. How can we **work together**?
2. How can we develop a **community-centric** model?
3. How can services and support be **closer to home**?
4. Where are some great **hubs** or **spokes** for delivery?
5. What **excellent examples** can we build from?
6. What can I do to help **more** residents **earlier**?

Somerset CONNECT