

Scrutiny for Policies, Children and Families Committee
Monday 12 December 2022
1.00 pm Luttrell Room - County Hall, Taunton



SUPPLEMENT TO THE AGENDA

To: The Members of the Scrutiny for Policies, Children and Families Committee

We are now able to enclose the following information which was unavailable when the agenda was published:

Item 8	Somerset Connect and links to the Frome LCN development Report and presentation (Pages 3 - 24)
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Published on 05 December 2022

Democratic Service Team, County Hall, Taunton, TA1 4DY

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Somerset County Council

Scrutiny for Policies, Children and Families Committee

Somerset Connect and links to the Frome LCN development

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Cabinet Member: Tessa Munt

Division and Local Member: All

1. Summary

1.1. Somerset Connect is an emerging jointly-commissioned (children, adults, and health) community-based model which seeks to better connect, and add value to, the amazing work already taking place in communities across the County.

The model focuses on three key areas of improvement:

- Access – Ensuring families and people in need can easily access the information, guidance and support they need. Removing any existing barriers caused by siloed working.
- Connections – Ensuring those services working in communities (health, social care, schools and voluntary, community, faith and social enterprise sectors (VCFSE)) can easily connect to ensure the right support, in the right place, at the right time is available.
- Relationships – Ensuring that through every contact families and people in need are being empowered to be resilient, building their own community and networks of support.

1.2. The Frome LCN has a Children and Families Focus and has been mapping services and gaps across the area resulting in some clear areas of focus. This work will help inform the development of Somerset Connect in the Frome area and the working group will lead in this development.

1.3. Somerset Connect helps to realise the following priorities contained within the County Plan:

- Safe vibrant and well-balanced communities able to enjoy and benefit from the natural environment whilst addressing climate change.
- Fairer life chances and opportunity for all
- Improved health and wellbeing and more people living healthy and independent lives for longer

2. Issues for consideration / Recommendations

2.1. That the Scrutiny for Policies, Children and Families Committee consider the report and presentation, comment as appropriate and support local implementation.

3. Background

- 3.1.** Hub models and embedded partnership models were identified as vital within any cost-of-living response by the LGA. This is because the impact of the crises is wide ranging and requires support across a range of areas. Hubs allow people to access this holistic support face-to-face, providing empathy and making them feel listened to and supported. Many Somerset families are facing a difficult period, with the combined impact of the Covid-19 pandemic and looming cost-of-living crisis. These additional financial and mental stresses on families can lead to tipping into difficulties which then require additional and costly support from public services.
- 3.2.** Somerset Connect provides a blueprint for a sustainable model of support in Somerset, where residents are more resilient, have strong networks and communities to help them, and an integrated response from services that is proactive and compassionate. We have lots of great practice and resources to draw on, such as the Village Agents, PFSAs, One Teams and team around the school. We can also draw upon pockets of local innovation which provide a test bed for early help design, such as the West Somerset Opportunity area, the Wincanton Balsam Centre and the Yeovil4Families hub in Yeovil. In addition, we have emerging structures to build from such as that described in the LCN consultation and the Primary Care Networks.
- 3.3.** To sustain the quality of residents' lives and to balance Somerset systems budgets, we need to build from design principles that are common to all sectors of Somerset public services. For example:
 - Integrate Health and Care and integrate People and Place
 - Set coterminous boundaries to enable professionals to work together and wrap around residents in their local area
 - Help more residents earlier and in a pro-active whole family way to reduce the impact of the pandemic and cost-of-living crisis

4. Consultations undertaken

- 4.1.** Listening Events for Somerset Connects have taken place in east and west somerset with the help of the Somerset Parent Carer Forum
- 4.2.** A number of area meetings have taken place and more are being arranged. These are open to all interested parties within a defined geographical area.
- 4.3.** The Frome LCN Steering group meet regularly and include members from the Somerset Connect steering group.

5. Implications

- 5.1.** There are no negative implications identified. The model seeks to add value to the work already taking place and ensure clear links between related areas of work such as the Neighbourhood work and the development of LCNs.

6. Background papers

- 6.1.** PowerPoint to aide discussion.

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Somerset CONNECT

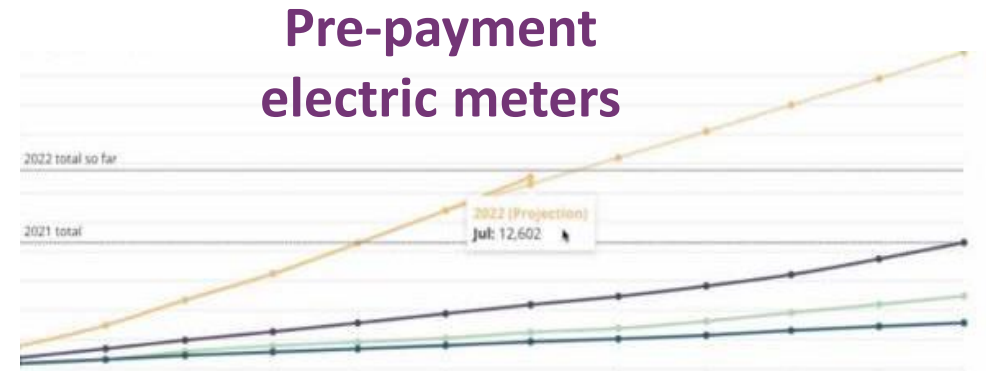
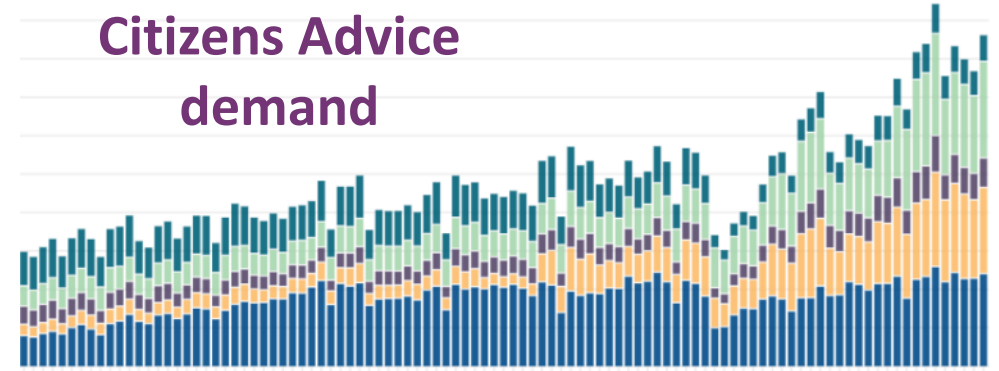
Cost-of-living crisis for residents

25% can't pay fuel bills in Winter

194% increase in families contacting Citizens Advice since 2020


14,300 children already in poverty

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



- 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.

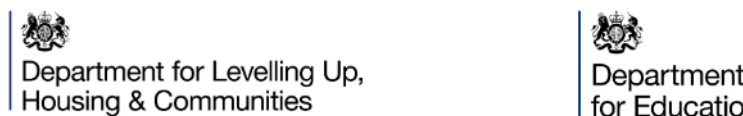
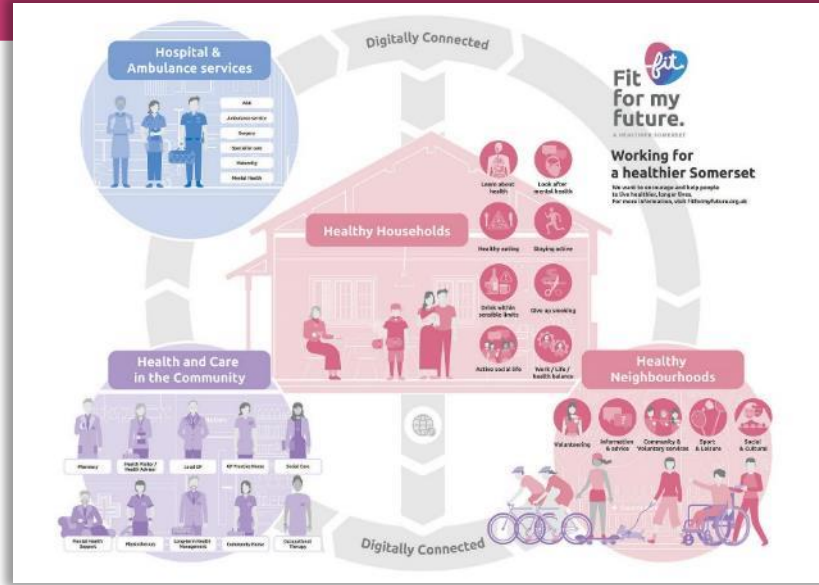




Next steps for integrating primary care: Fuller Stocktake report

Commissioned by NHS England and NHS Improvement from Dr Claire Fuller, CEO (designate) Surrey Heartlands ICS


MAY 2022



Early Help System Guide

A toolkit to assist local strategic partnerships responsible for their Early Help System

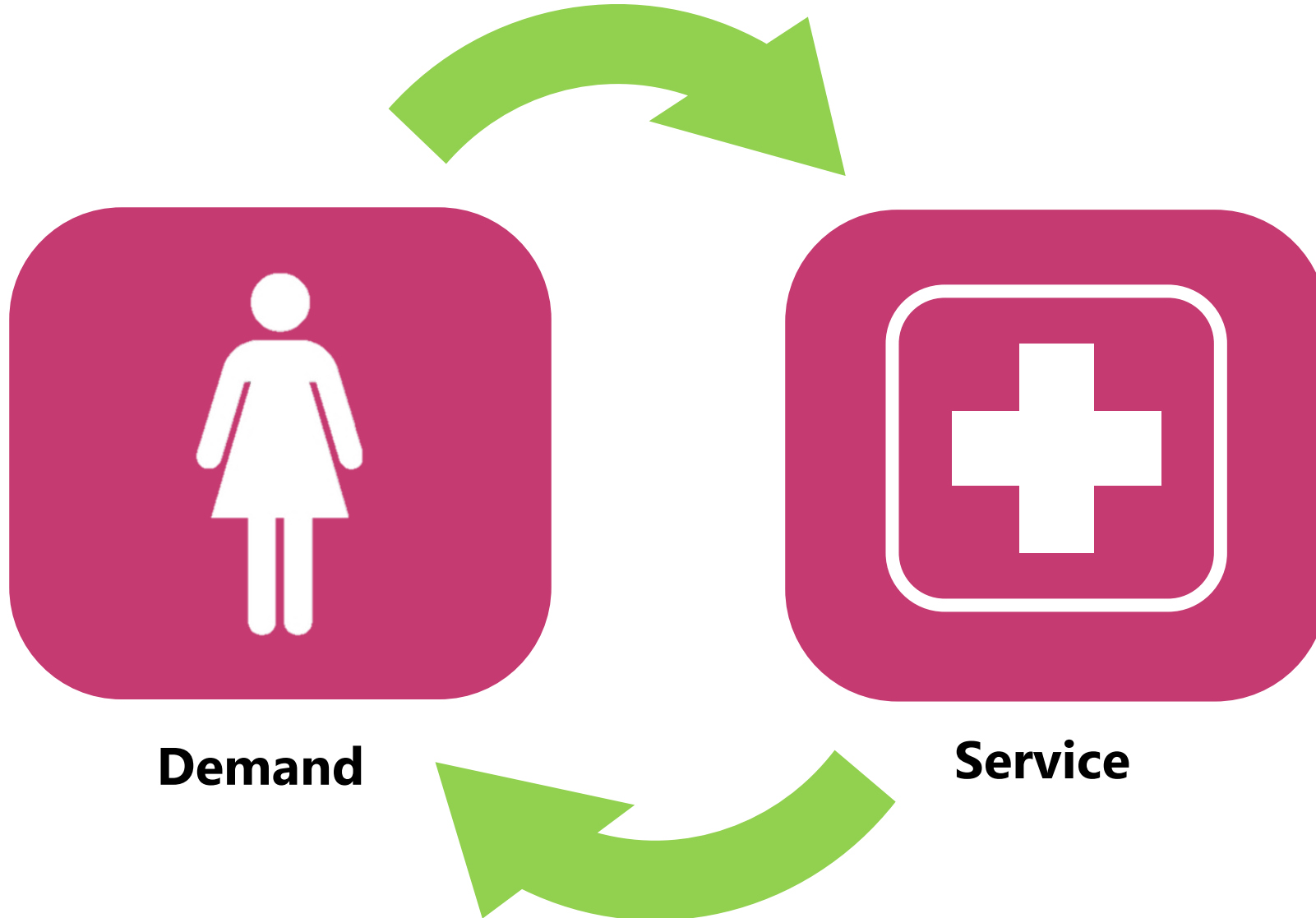
March 2022
Department for Levelling Up, Housing and Communities
Department for Education



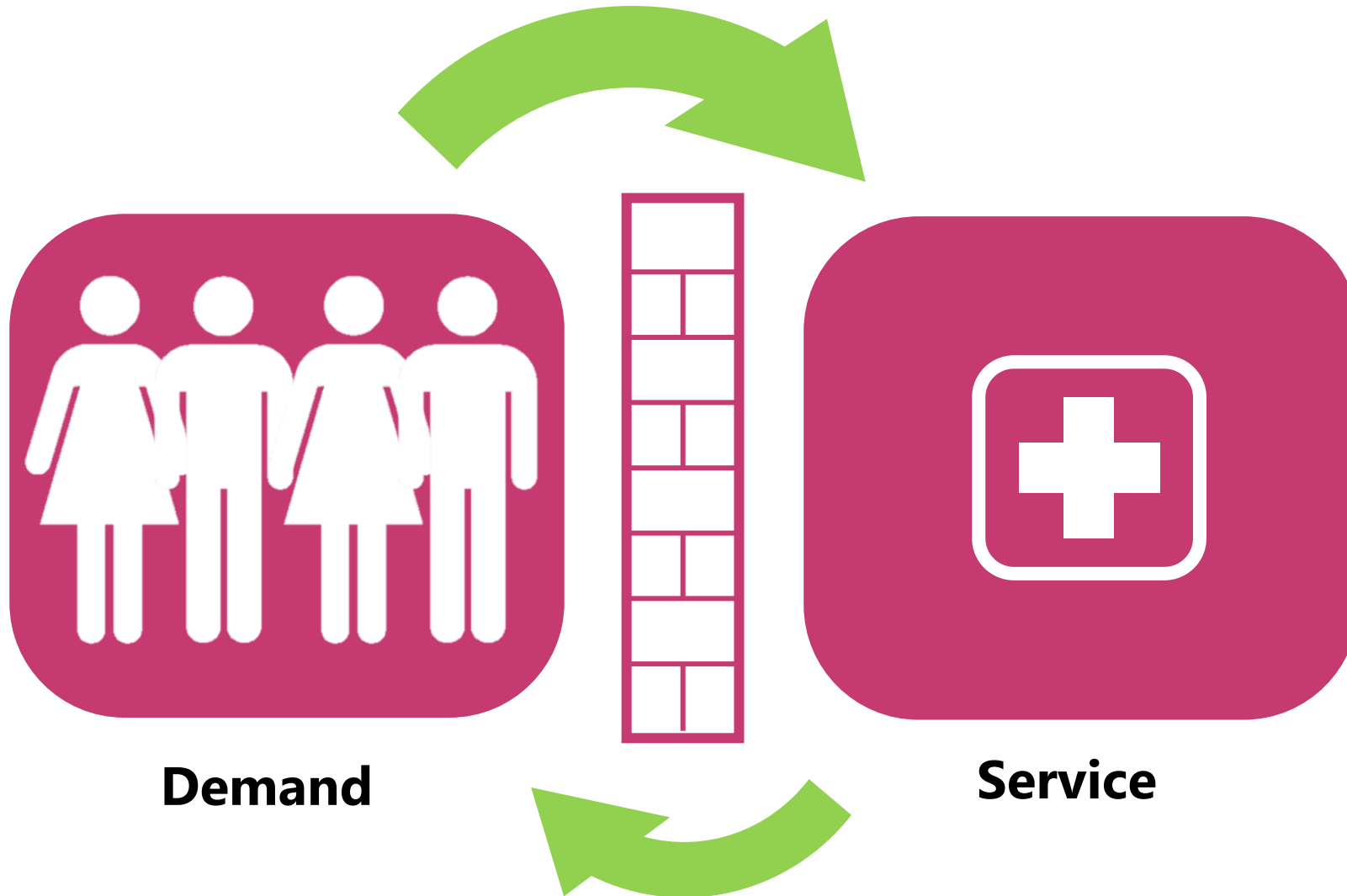
Family Hubs and Start for Life programme guide

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 challenge

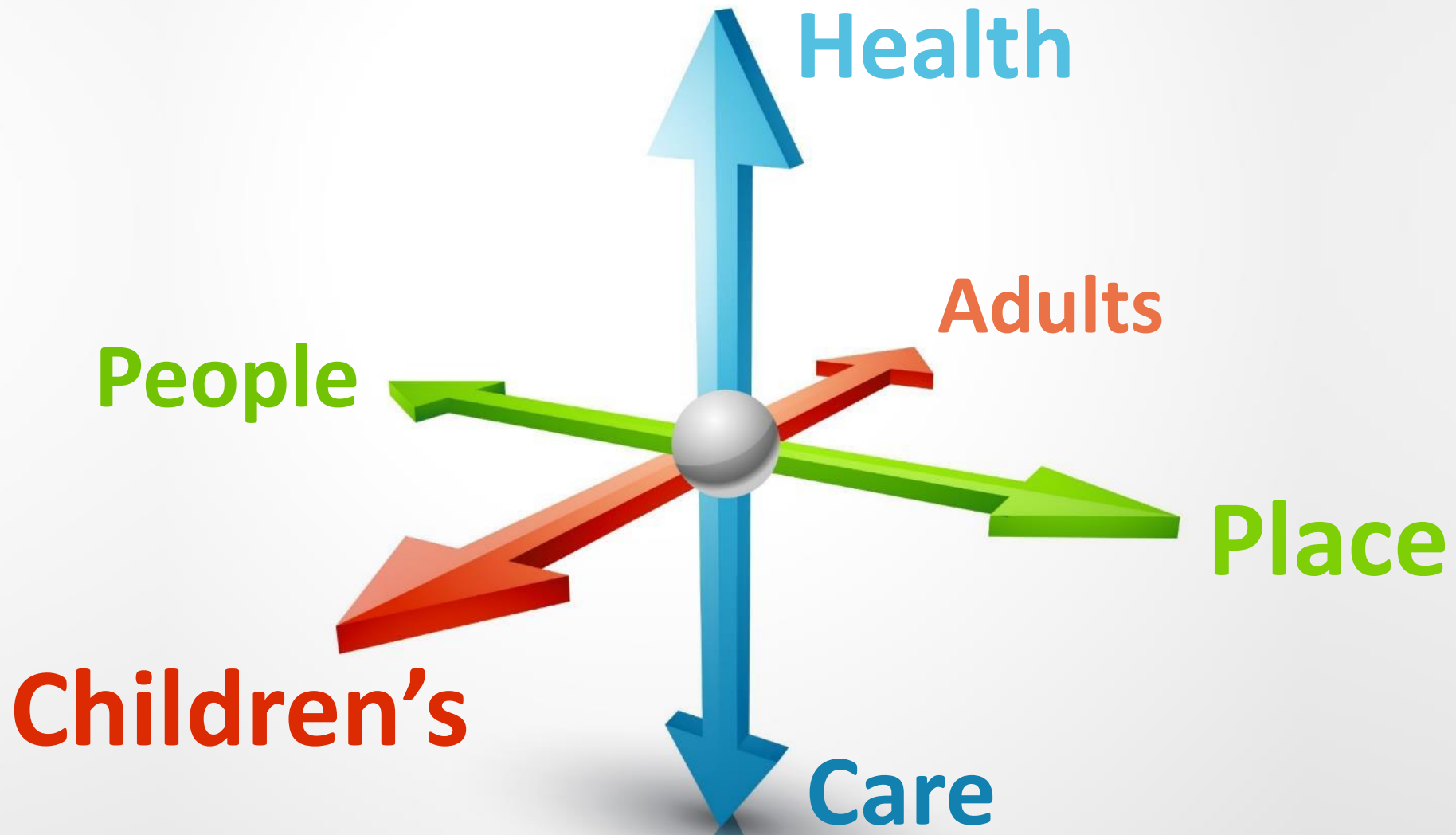




Key:
Community
Universal
Acute & Targeted

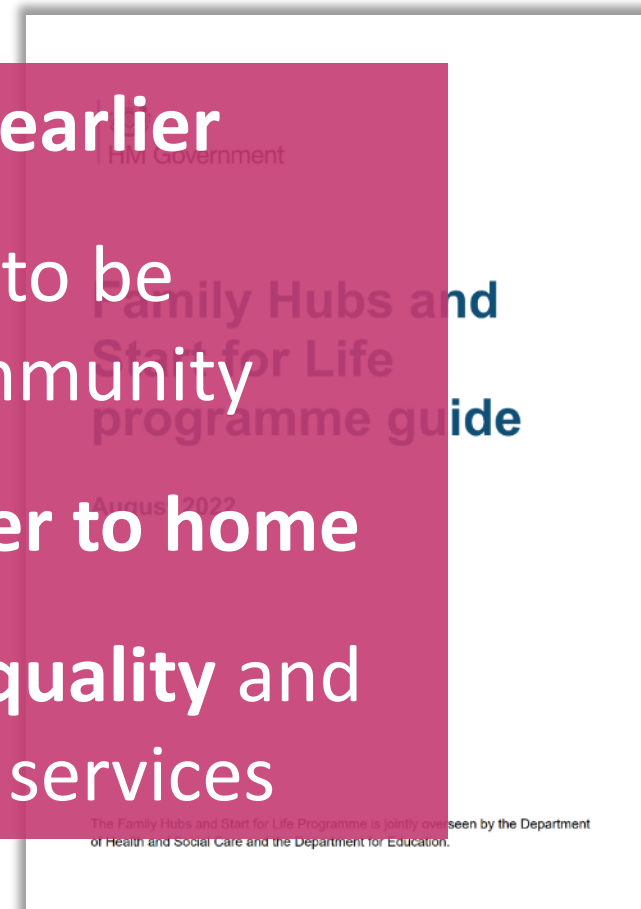
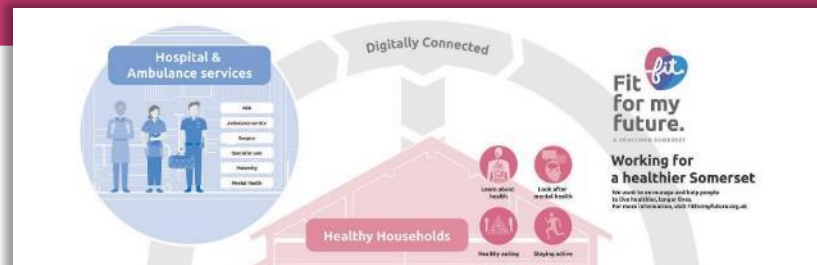
The early help system

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.



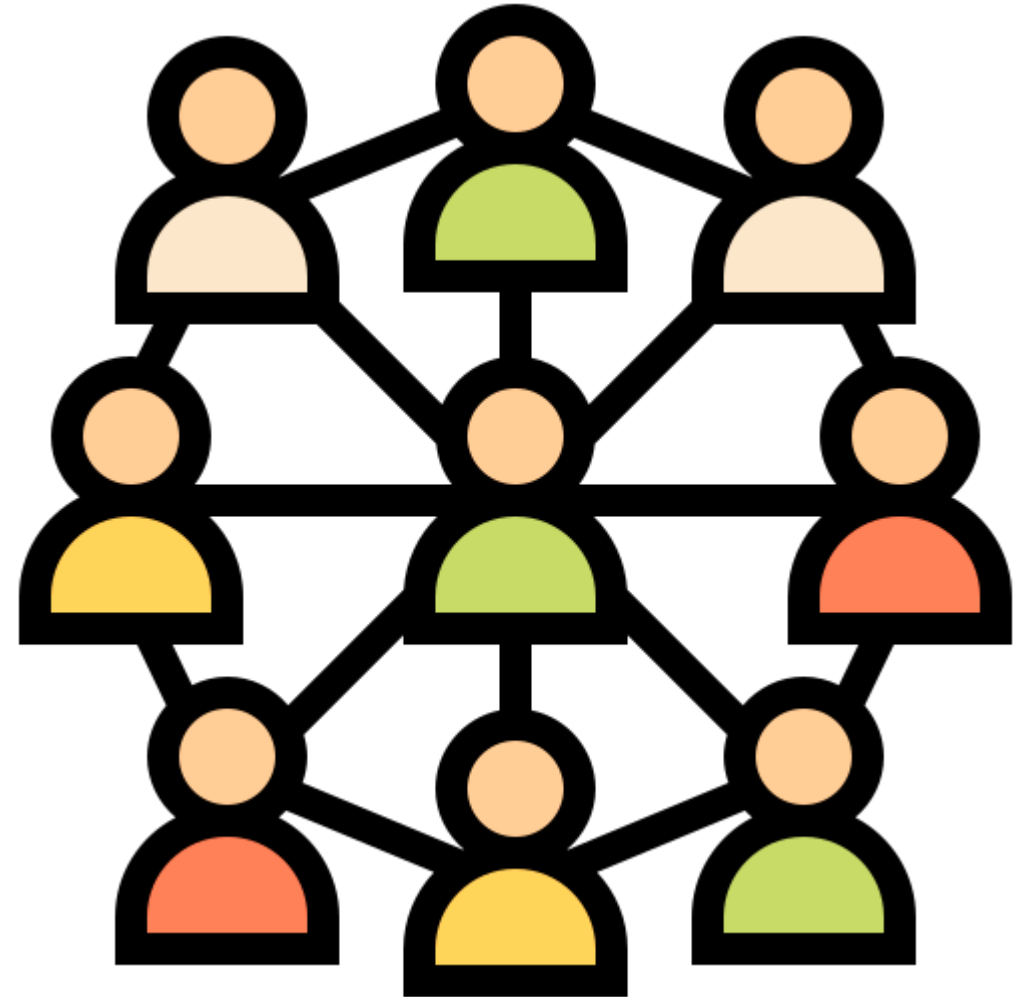
Key messages

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 . . .

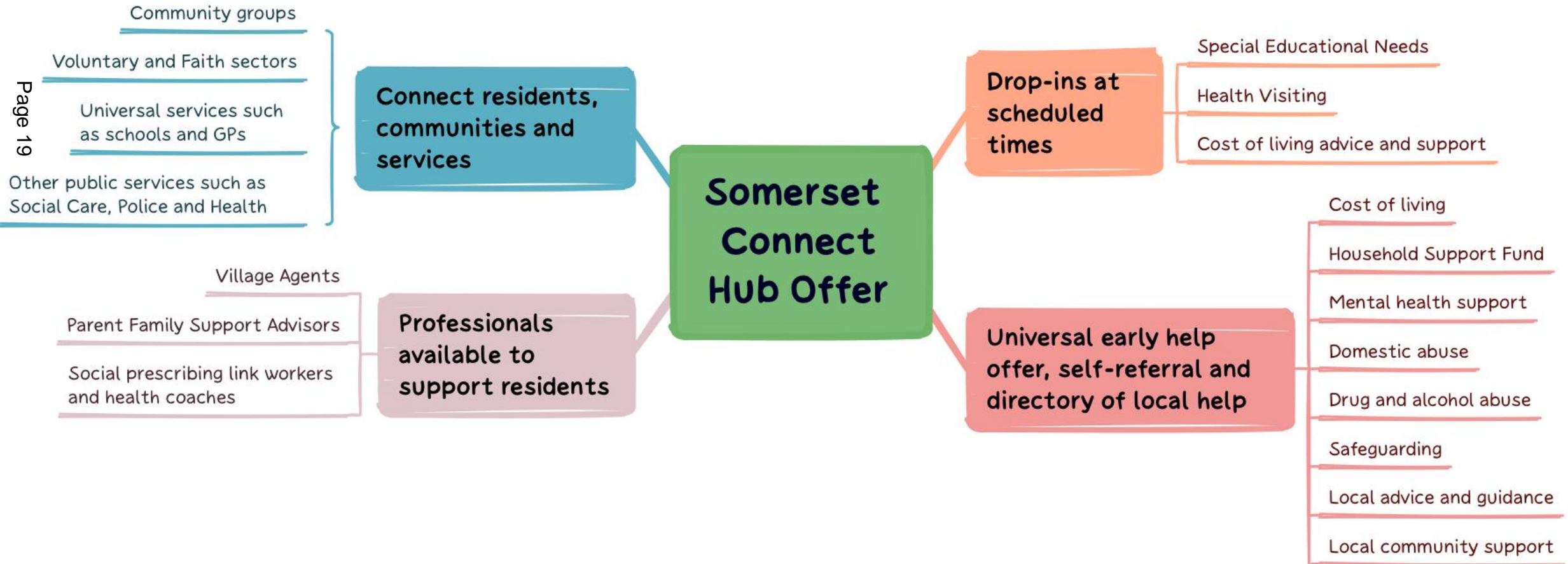
So what does Somerset Connect add?

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



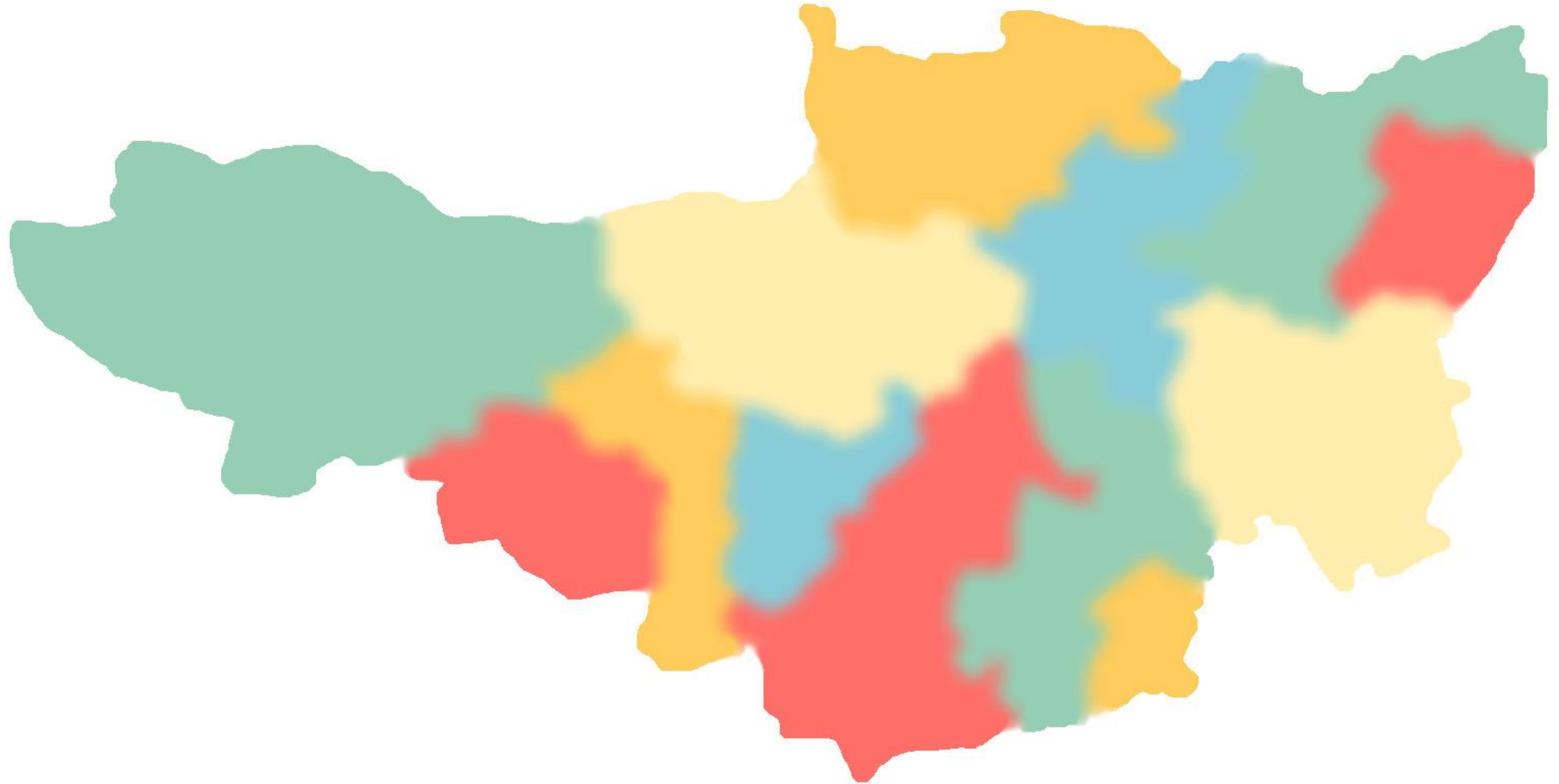
Photos illustrative only

What else can we offer through hubs?



Neighbourhoods

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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*

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Somerset Connect Logo(s) QR Code

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...

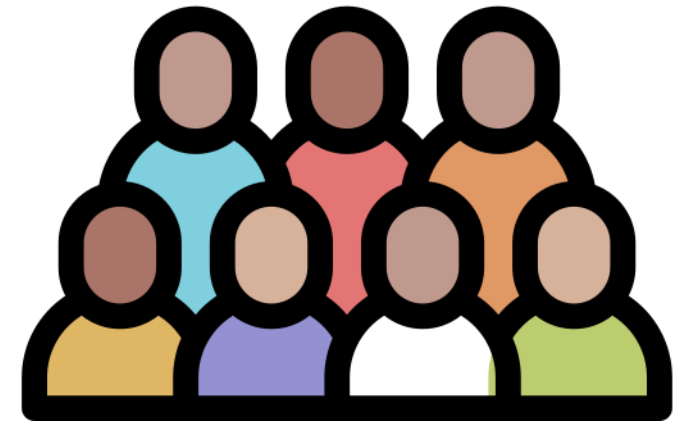
Simply visit: **web address** for links...

-  **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