



**Connect
Somerset**

ConnectSomerset.org.uk



Connect Somerset

**Connect Somerset is a partnership between
Somerset Council, Somerset NHS, Voluntary,
Community, Faith and Social Enterprises, and
Schools, Colleges and Early Years settings**

Importance of communities...

- “Building community power is essential... for two reasons.
First, tackling deprivation is urgent, so we need to harness and mobilise every contribution that can be made and there are **resources, relationships, assets, energy** and **compassion** to tap into in neighbourhoods.
Second, **community life can reach parts that the state cannot**, and provide the relationships, purpose and connection that make it more likely that life goes well.
- “But this is not about the state getting out of the way. **This work will only succeed where community power meets a like-minded local state.** That requires an openness to shifting culture and ethos toward more relational, human centred and no-wrong-door ways of working that support people to get the help they need when they need it, rather than being told to come back when a threshold has been surpassed. It also requires a commitment to **building community wealth and power**, to make a sustained impact on reducing hardship.”



Cost-of-living crisis for residents

45%

Somerset adults finding it difficult to pay bills – that's 216,000 people

21,000

Children in poverty

Those **most marginalised** in society have least ability to weather the cost-of-living crisis

90%

Families on Universal Credit cannot afford basics

19%

Supermarket inflation in one year

17.7%

Households with food insecurity

6%

Not eaten for a day in last month because of cost

49%

Spending more on energy, 44% spending more on food

9.5 years

Deprivation gap for male length of life, 7.7 years for females

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

The Hewitt Review
An independent review of integrated care systems
Rt Hon Patricia Hewitt
Published 4 April 2023

Somerset Council
Council Plan
2023 - 2027
Our vision and priorities for Somerset Council

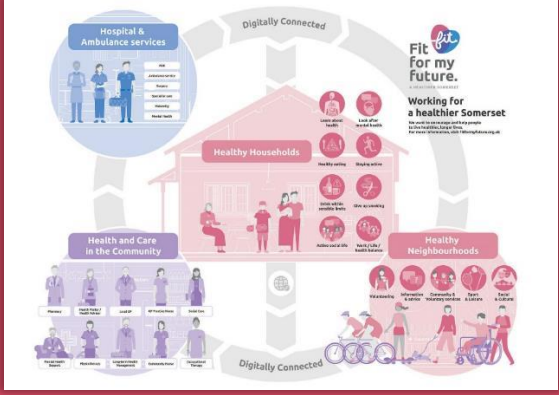
Somerset Council
Adult Social Care Strategy 2023-26

Connect Somerset
Blueprint for Connect Somerset
2023 to 2030
DRAFT NOV 23 v1.2

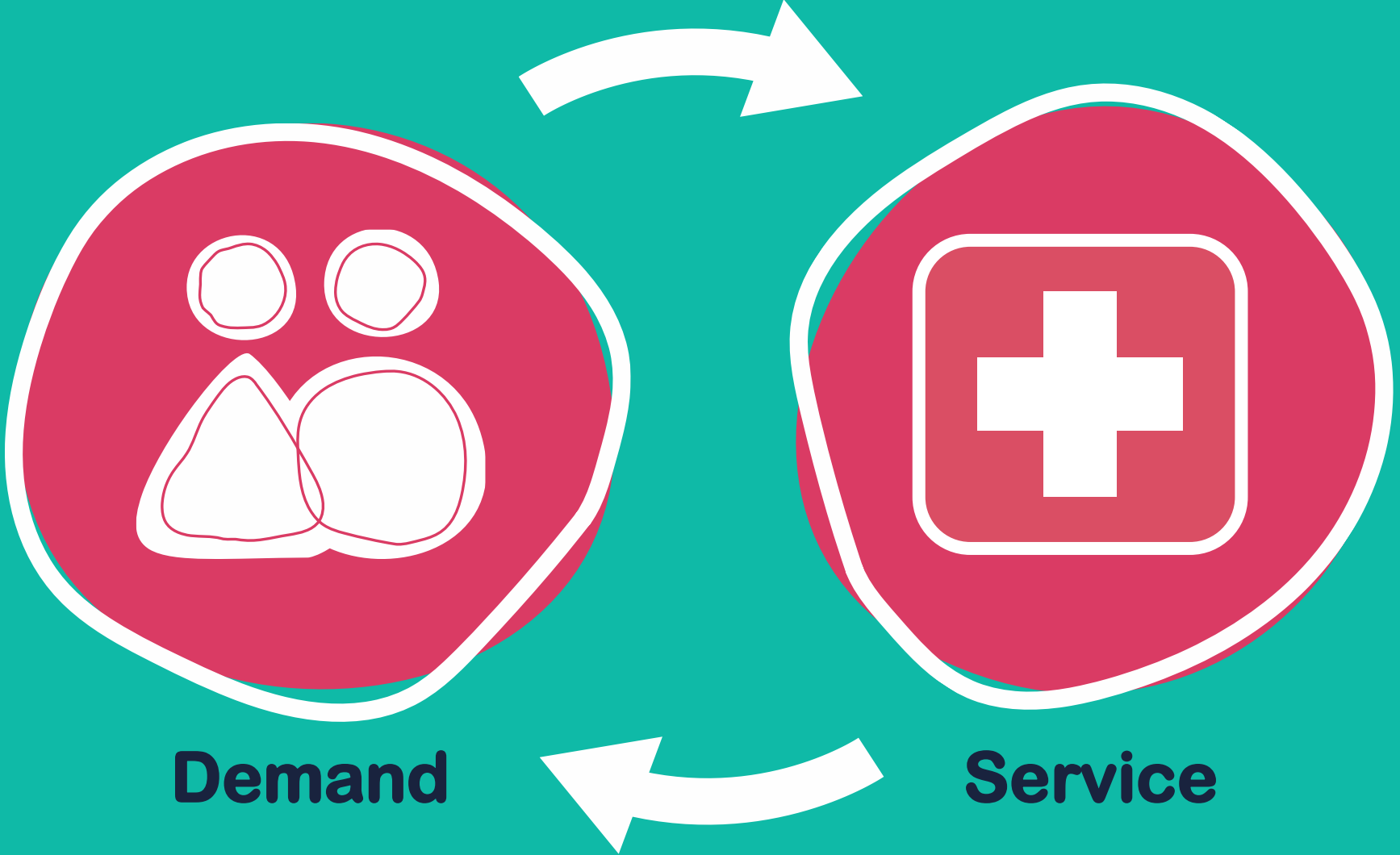
Department for Levelling Up, Housing & Communities | Department for Education
Early Help System Guide
A toolkit to assist local strategic partnerships responsible for their Early Help System
March 2022
Department for Levelling Up, Housing and Communities
Department for Education

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.

An Education for Life Strategy for Somerset
Somerset Council 2023 -28



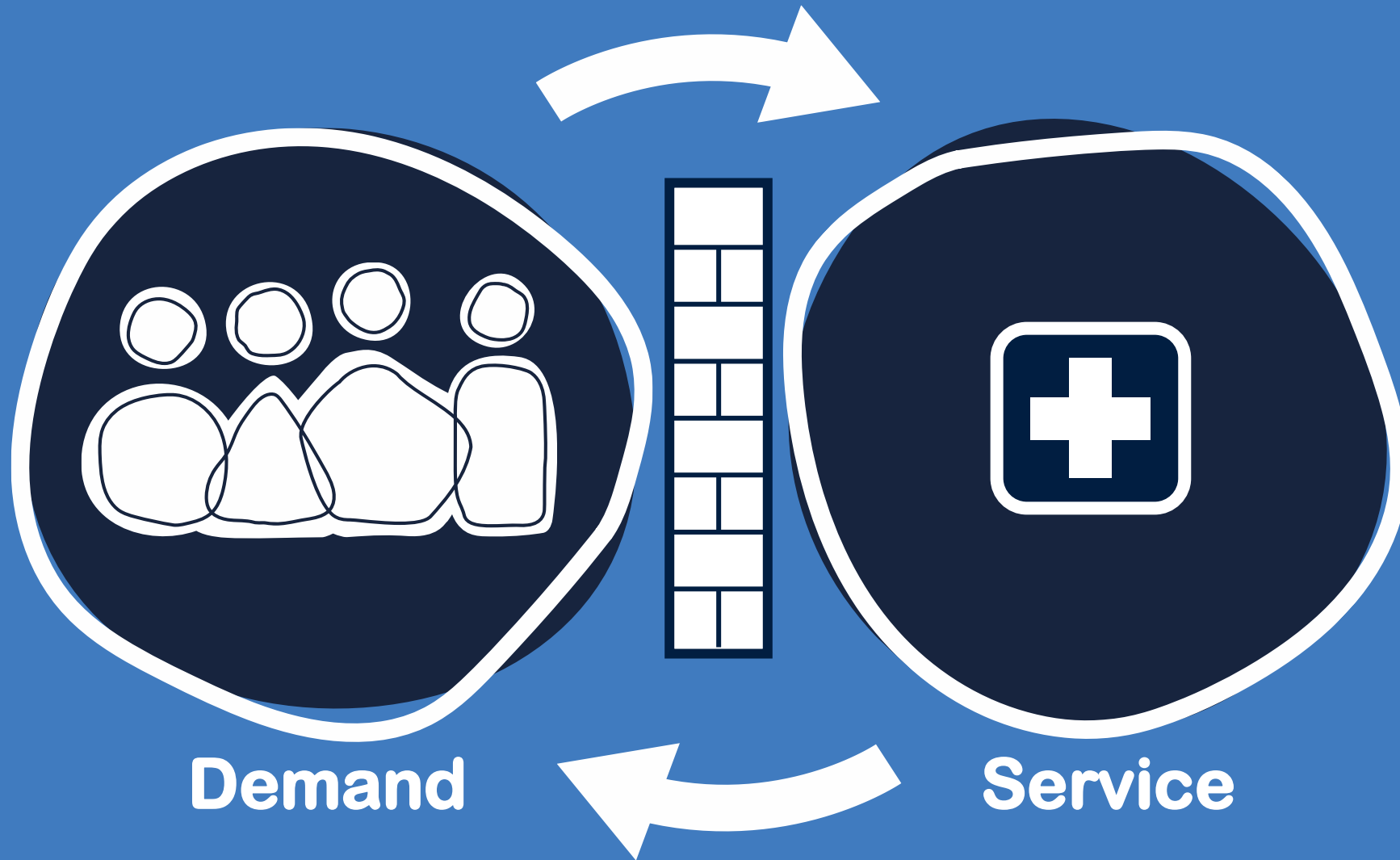
Demand



Demand

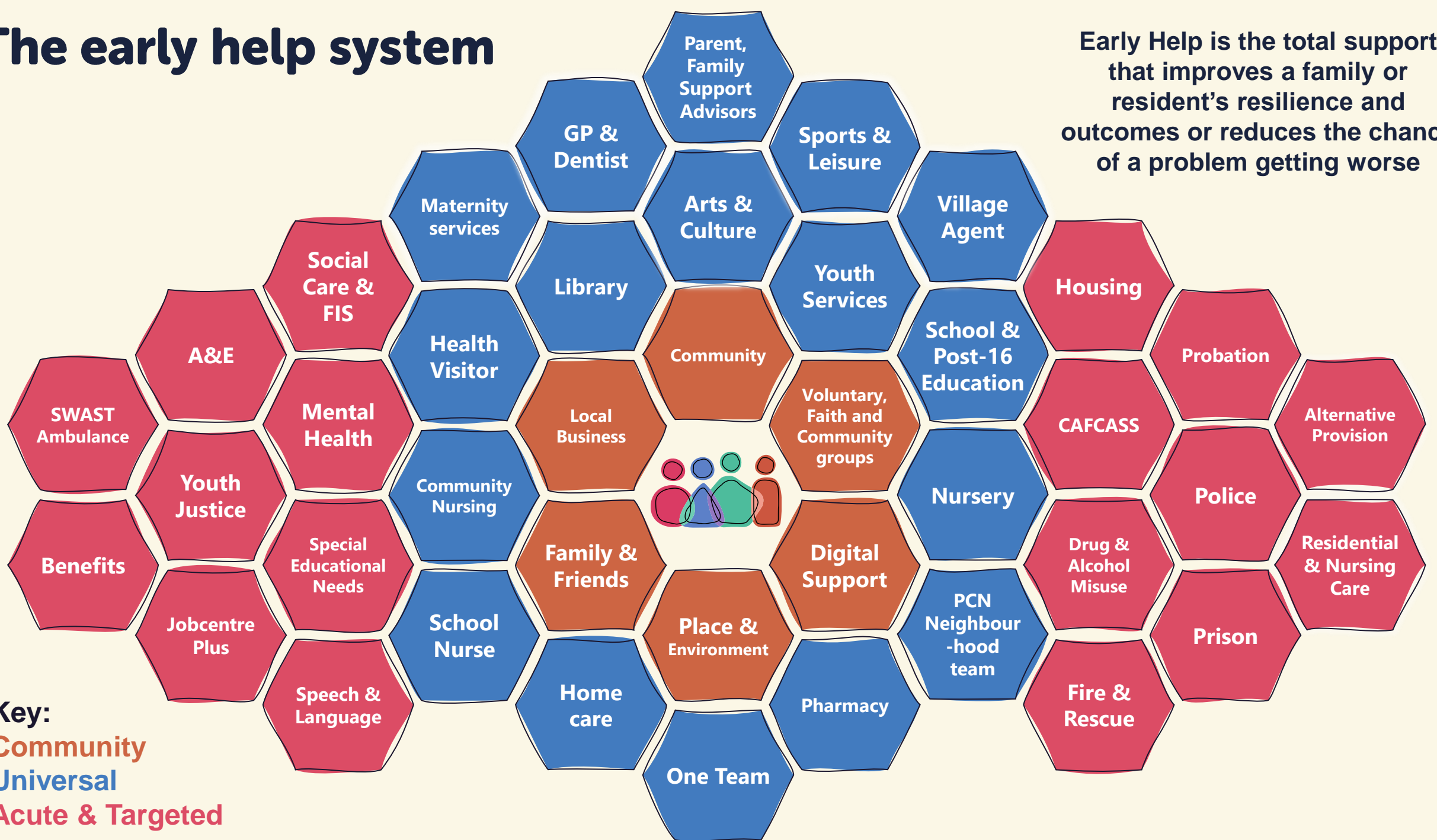
Service

Challenge



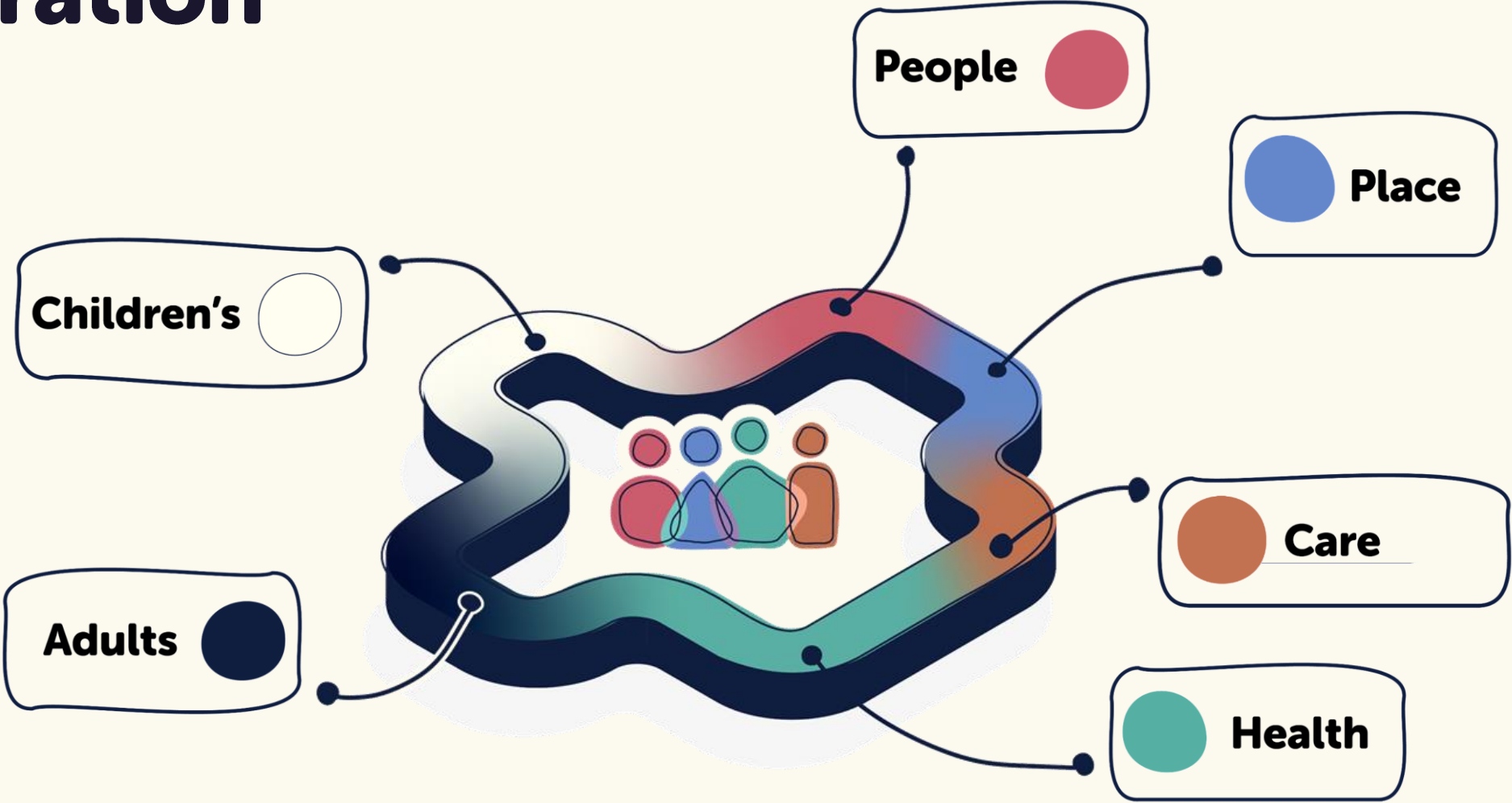
The early help system

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



Key:
Community
Universal
Acute & Targeted

Integration



Key messages

1

Help more residents and help them **earlier**

2

Support **schools** to be at centre of their community and draw on community resources

3

Enable residents and their families to be **resilient** and **connected** to their community

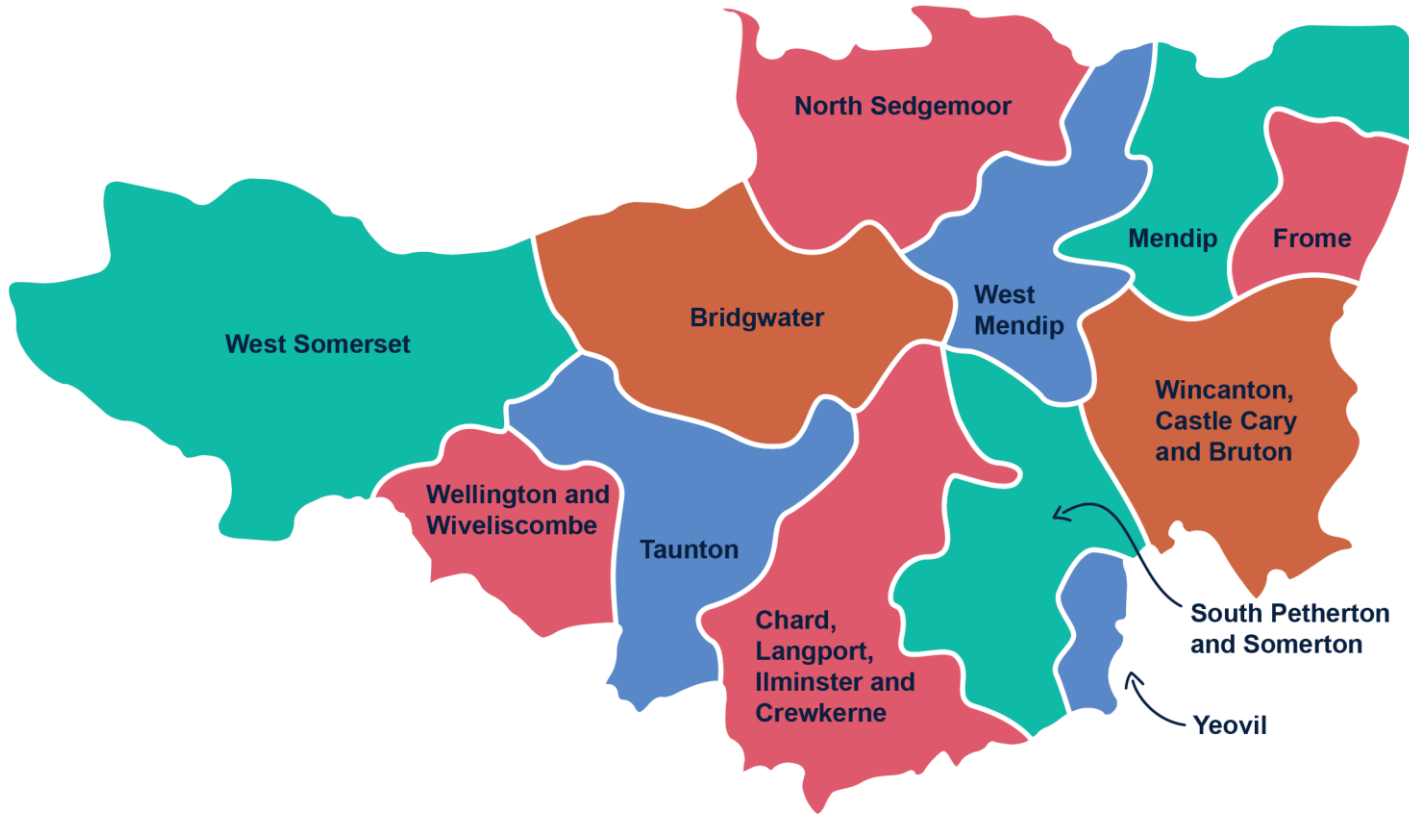
4

Integrate services and support, **closer to home**

5

Improve residents' **lives**, reduce **inequality** and reduce **demand** for expensive acute services

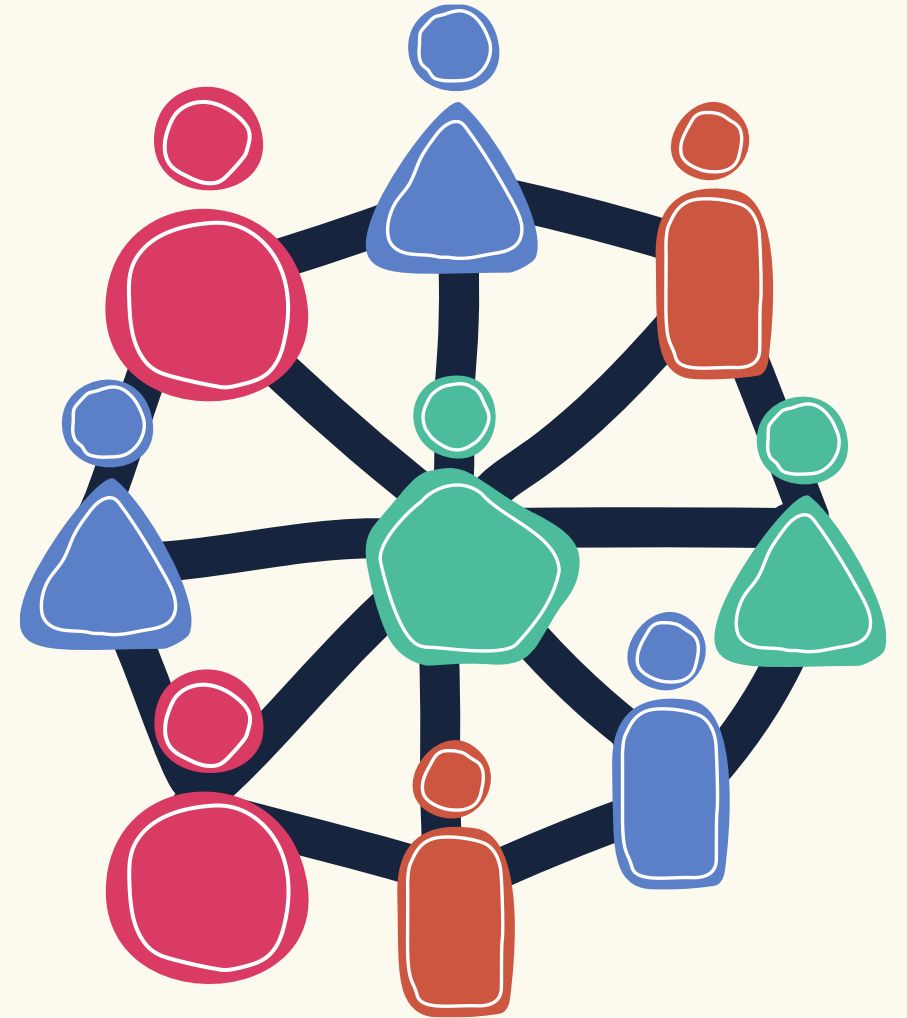
Neighbourhoods



- Coterminous with Adult Services **Neighbourhoods**
- Working very closely with **Local Community Networks** and **School Clusters**
- Aligned with **Primary Care Networks**
- Best alignment with system to maximise integration and more effective support for families and residents

Fantastic local hubs and resources

- 100 **Warm Welcome** hubs
- 273 **Schools** and **Colleges**
- **Community Hubs**, Talking Cafés, etc
- 18 **Local Community Networks**
- 13 **Primary Care Networks** and Adult Social Care **Neighbourhoods**
- 2760 registered **charities** with 10,300 **volunteers**
- **Parent, Family Support Advisers**, **Village agents**, **Community Agents**, **One Teams**
- **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



So what does Connect Somerset add?

1. Champion **capacity** to join up the public sector delivery, including schools, and connect to the voluntary, faith and community sectors, and lead local culture change
2. Build around **schools** as anchors of their communities and connect them to local resources
3. **Coordinate** and make most of local resources, services and hubs
4. **More early help**, drop-ins and support, especially where there are gaps in **rural areas**
5. Reduce **barriers** to working together – such as process, IT and data sharing
6. Bring together our databases of local resources – one place to **search**
7. **Integrate** health and care, children and adults, people and place where it makes sense
8. **Foundation** for more services to move to local delivery – closer to home



Relational practice
between
professionals -
don't wait for a
meeting to call



**Named
professionals**
linked to each
school



Team Around the School



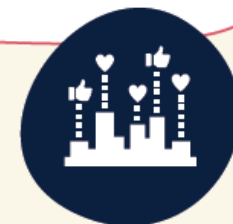
**Wrap help
around
families as
early** as
possible



Transform
data sharing
and contacts



Connect to local
community
resources and
Champions



#Help4All

- Easy to digest universal **offer of early help** that's available to all families
- Building **resilience** for families
- Includes support with cost-of-living crisis, #LearnForLove parenting support, Council and partners' advice and guidance
- **All professionals have conversations with families** about what's available to help, c.f. *Making Every Contact Count*

#Help4All 

Everyone is impacted by the cost-of-living rising which can put extra pressure on families. Somerset voluntary, community and public services are here to help. We've listed some of the most popular services and support that may be useful for you to know about.
www.connectsomerset.org.uk



£ Money - Contact **Citizens Advice** via email or use the daytime/evening AdviceLine on **0800 278 7842** for advice on debt, energy costs, benefits. If you need immediate money for food or heating, you can access the **Somerset Household Support Fund**, professionals can help you with this, if required. You can find a nearby **warm welcome** space, or **food and activities** for eligible children at weekends. You can also seek help with **housing benefit**, **council tax reduction**, **claiming a discretionary award** and **public and community transport**. As well as support with **life long learning** and **finding and keeping a job**.

🍏 Food - Find your local food bank or professional). Children and young people under 16 and Food (you will have a child under 4, you may be eligible for free school meals).

🏠 Home - If you are worried about your home as you can, as we offer help with energy costs. In an emergency you can get help with repairs.

🧠 Mental health - Open Access Mental Health Support also be accessed through the Somerset Mental Health Helpline on 01823 276 892 or online through the Tellmi app. For young people is available through the Tellmi app. For more information see our guides and counselling services. **SASP**. You can also make a referral to the **SASP**.

🗣️ Domestic abuse - If you or your family are affected by domestic abuse, you can get help from **Somerset Domestic Abuse Service** or call **0800 69 49 999** and choose option 2.

🌱 Drugs or alcohol - There is advice and support for young people, adults, and their family members if substance misuse is a problem. Contact **Somerset Drug & Alcohol Service** or phone **0300 303 8788** any time.

👏 Parenting - Parents, carers and grandparents can **#LearnForLove** (access code: dragon) to support children from bump to teenager. **Young Somerset** also offer parent workshops and wider parent led work with mental health and early years.

Get free support and advice on:



Key



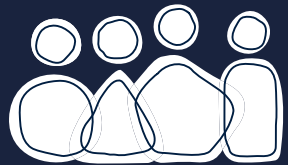
Anchors in the community



Universal early help offer

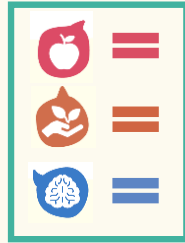


Professionals & Community in same Connect Somerset team



Connect Somerset

Early help in the community



#Help4All



Shared data
Case management
Community resources
Transform



Relational practice
Trauma informed
Whole family working
Safeguarding
Personalised care



12 Champions



Investment in communities



Identify who needs help



GPs

Social prescribing



100 Hubs

Drop-ins in rural areas e.g. SEND



Schools

Team around the School

Hubs

One Team

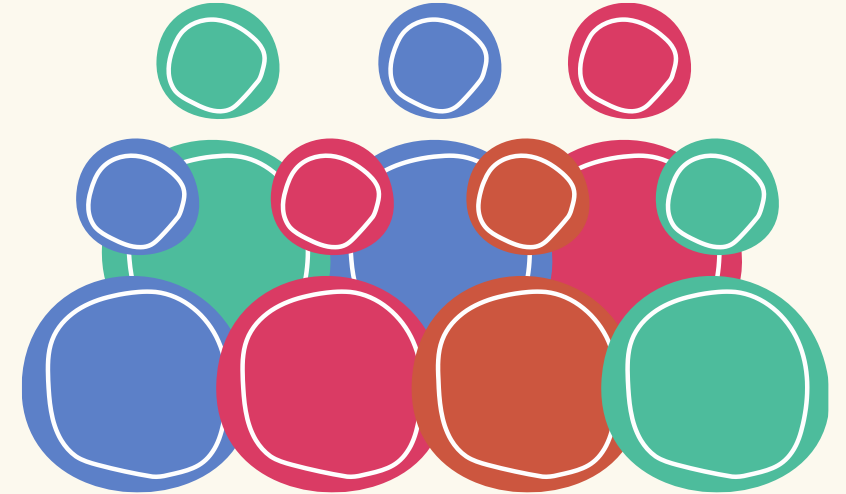
Warm Welcome

Community Café

Local Community Network

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
- Geography that enables professionals to **work together**, with fuzzy boundaries
- **Workforce** development including training, shadowing and coaching peers
- Join up **data** and case tracking with Transform and SDeR, 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**



Workstreams



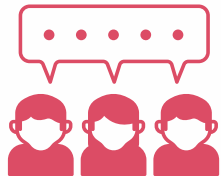
Team Around the School (TAS)



Universal early help offer



Automated early help



Comms to 20-30,000 professionals



Shared case management and tools



Investment in communities



Build neighbourhood teams

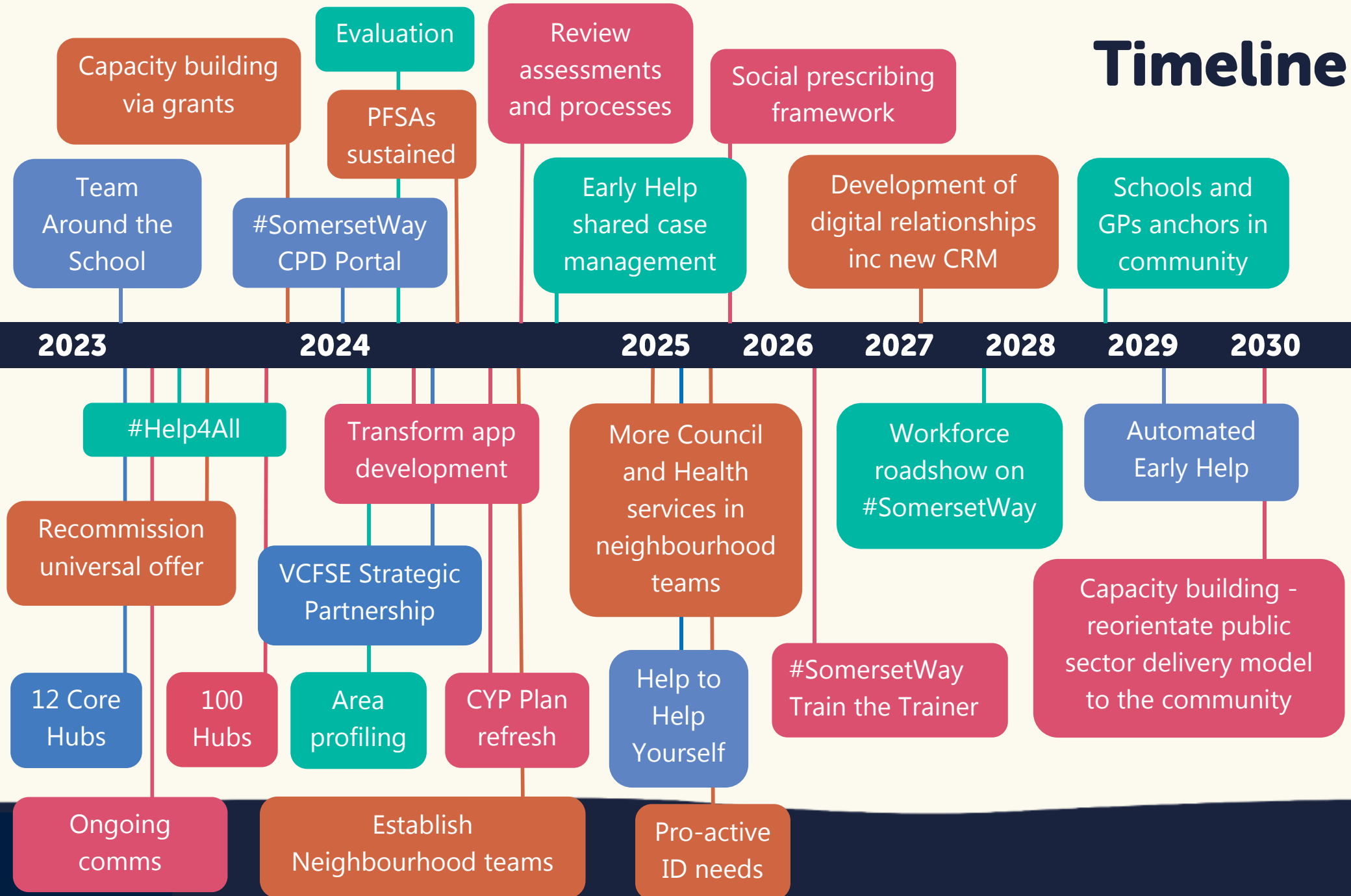


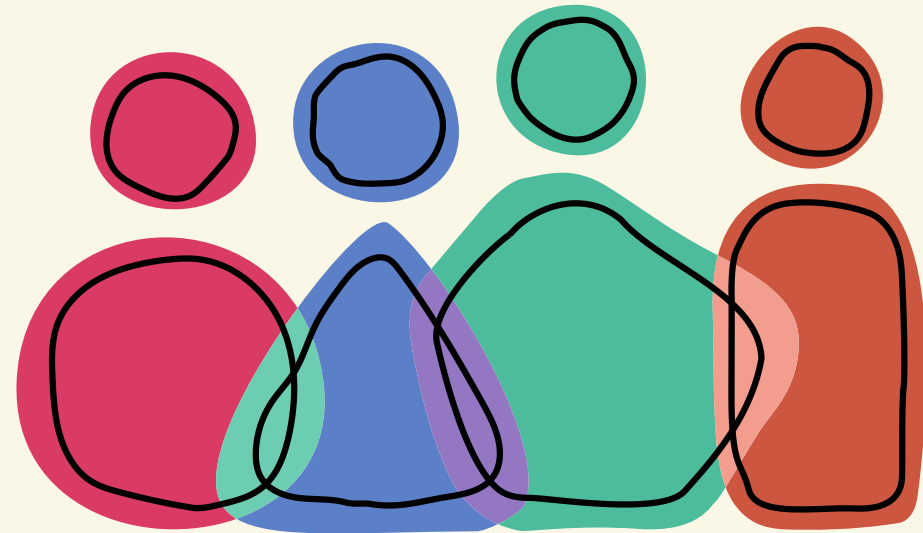
Evaluate impact



Workforce Development and culture

Timeline





**Connect
Somerset**

Find your Champion



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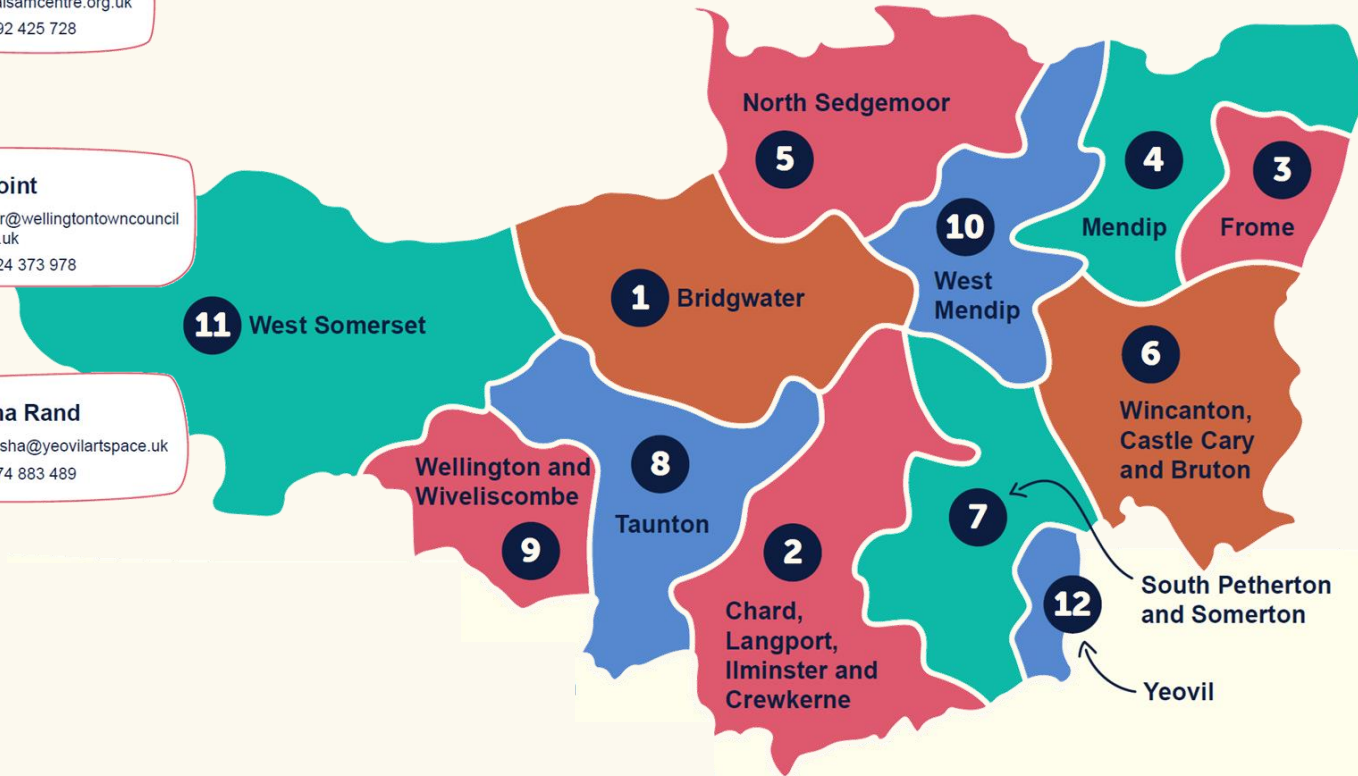
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Connect Somerset examples for the Smith family

Tyler – issues with attendance at school. There is a team of named professionals around the school. So the teacher phones the Village Agent who offers to provide support for parents **Mandy** and **Matt's** alcohol abuse and low-level mental health needs. This gives Tyler a more stable home-life and helps his attendance and attainment at school.



Rose — has been visiting her GP on a monthly basis. The GP refers Rose to a health coach through social prescribing. The health coach recommends a Talking Café at the hub down the road where she volunteers. At the Talking Café, Rose is able to socialise and develop a friendship with a local community group — feeling less lonely and developing her resilience.



Mandy and **Mason** – drop in to a local hub for support with speech and language needs. These drop-ins are available across the County in rural areas. Whilst at the hub Mandy finds out about a local database of community resources and uses it to connect to a group of Mums with children with similar needs. Because Mandy is getting peer support she is better able to cope with stresses in her life.