



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

17.7%

Households with food insecurity

90%

Families on Universal Credit cannot afford basics

6%

Not eaten for a day in last month because of cost

9.5 years

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

19%

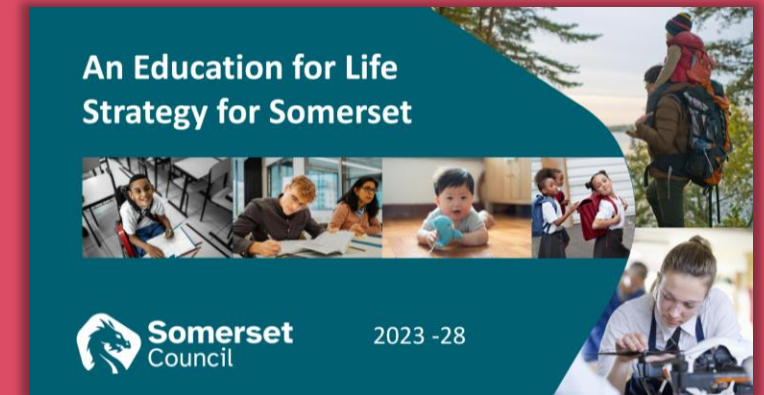
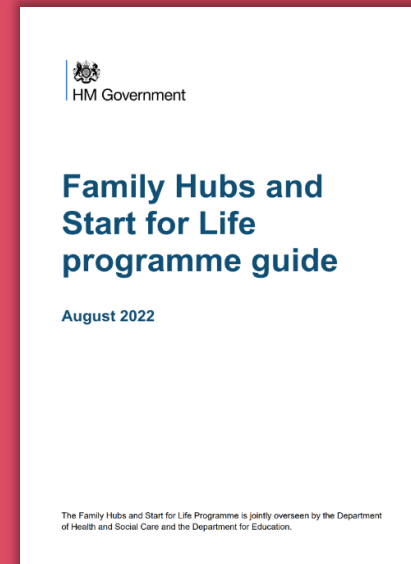
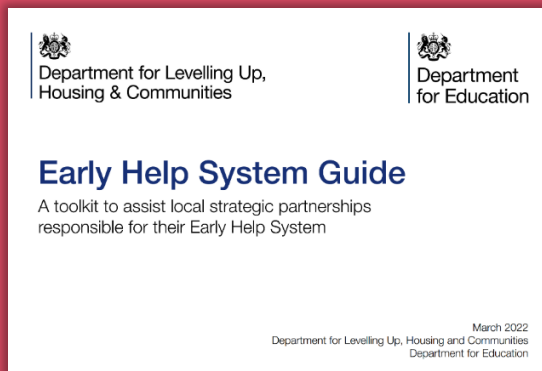
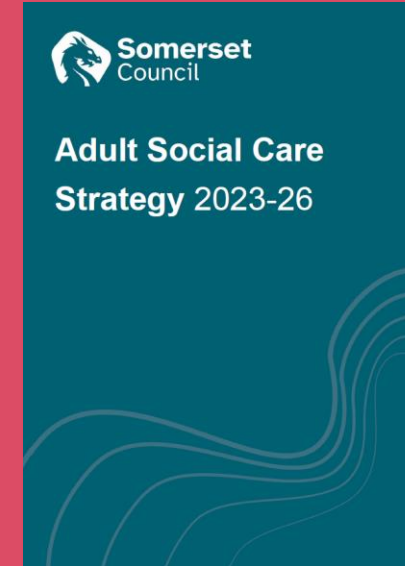
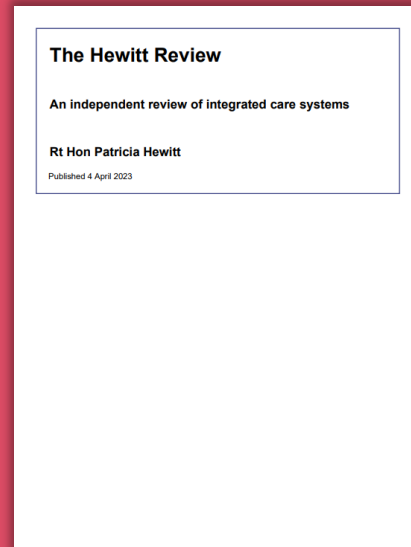
Supermarket inflation in one year

49%

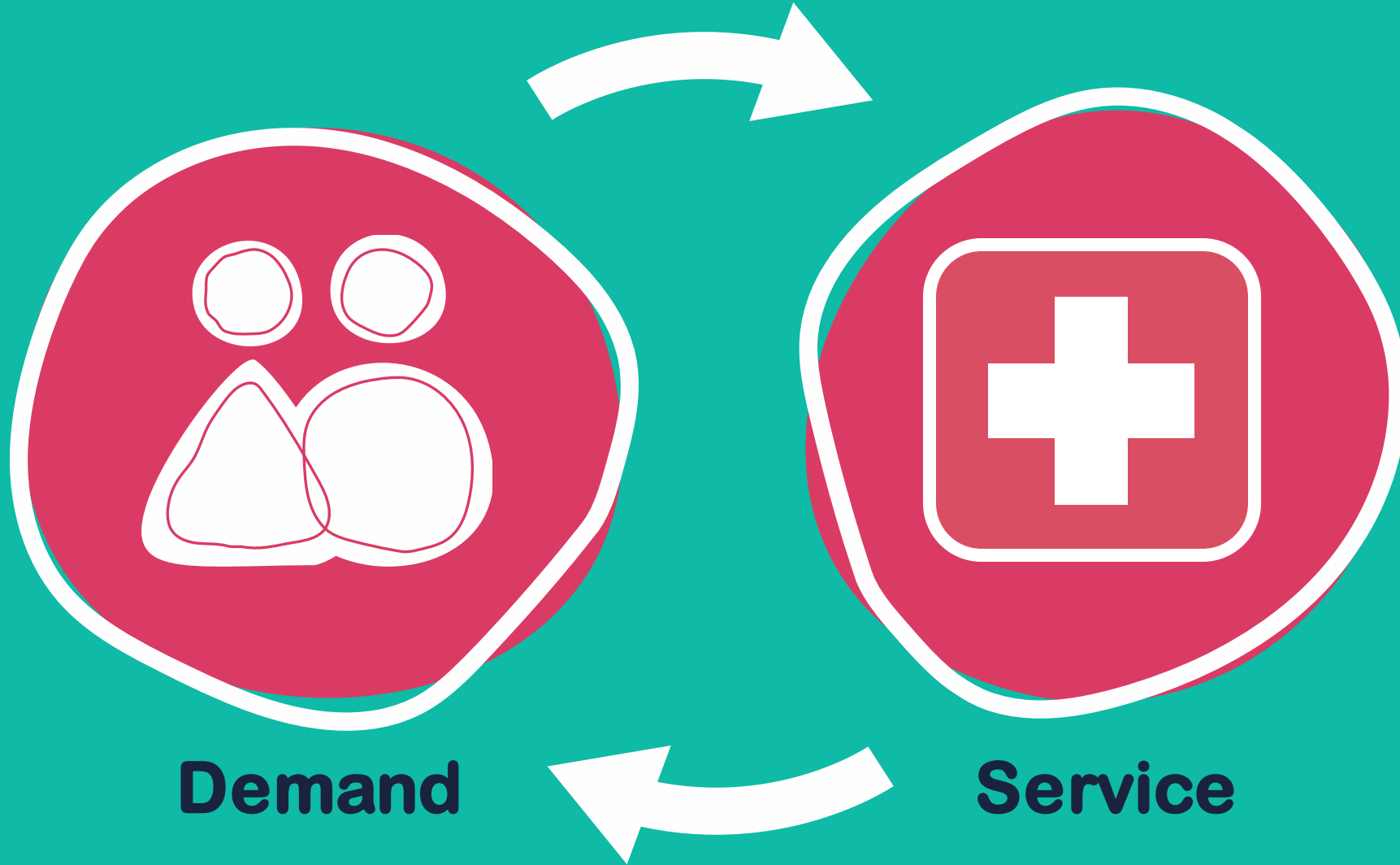
Spending more on energy, 44% spending more on food



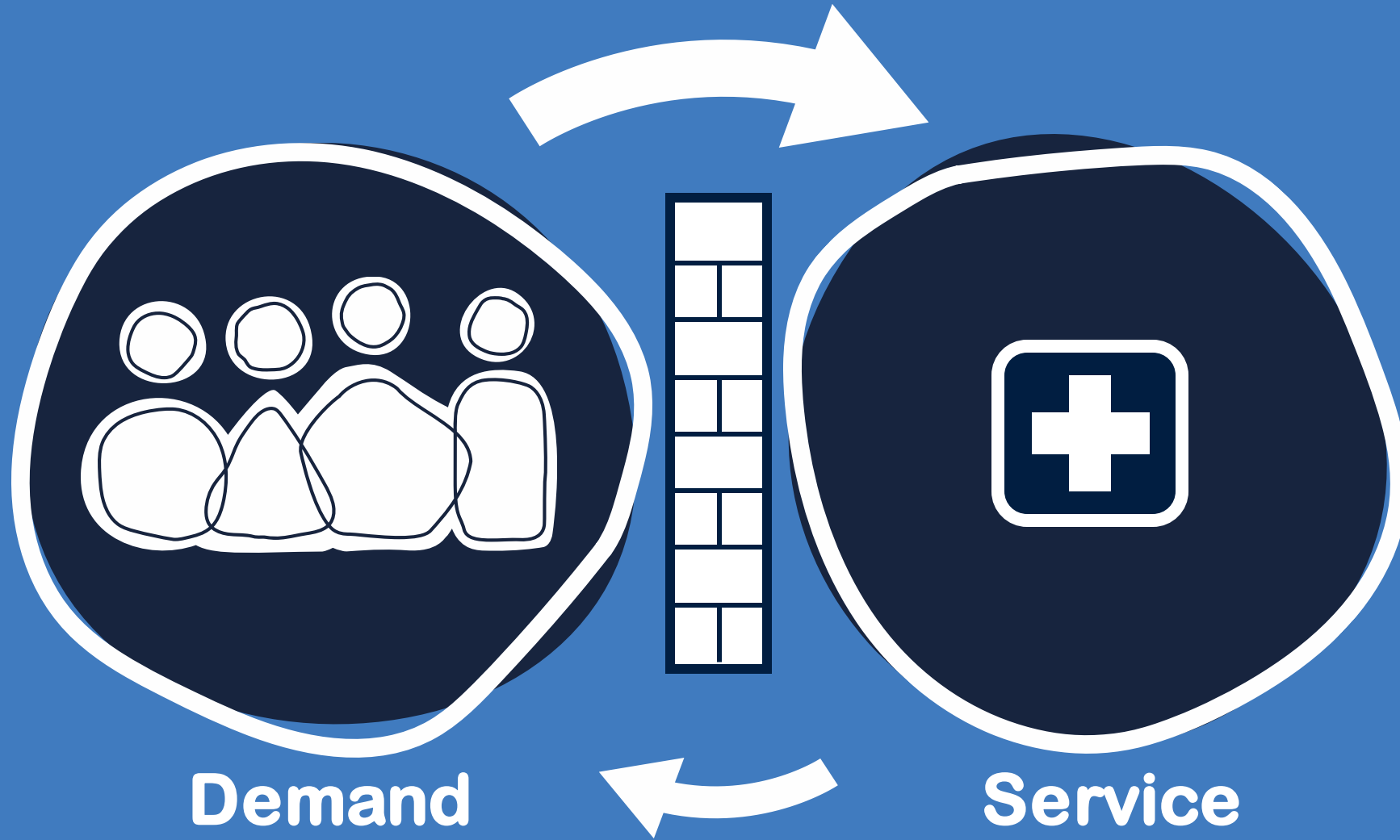
Context



Demand

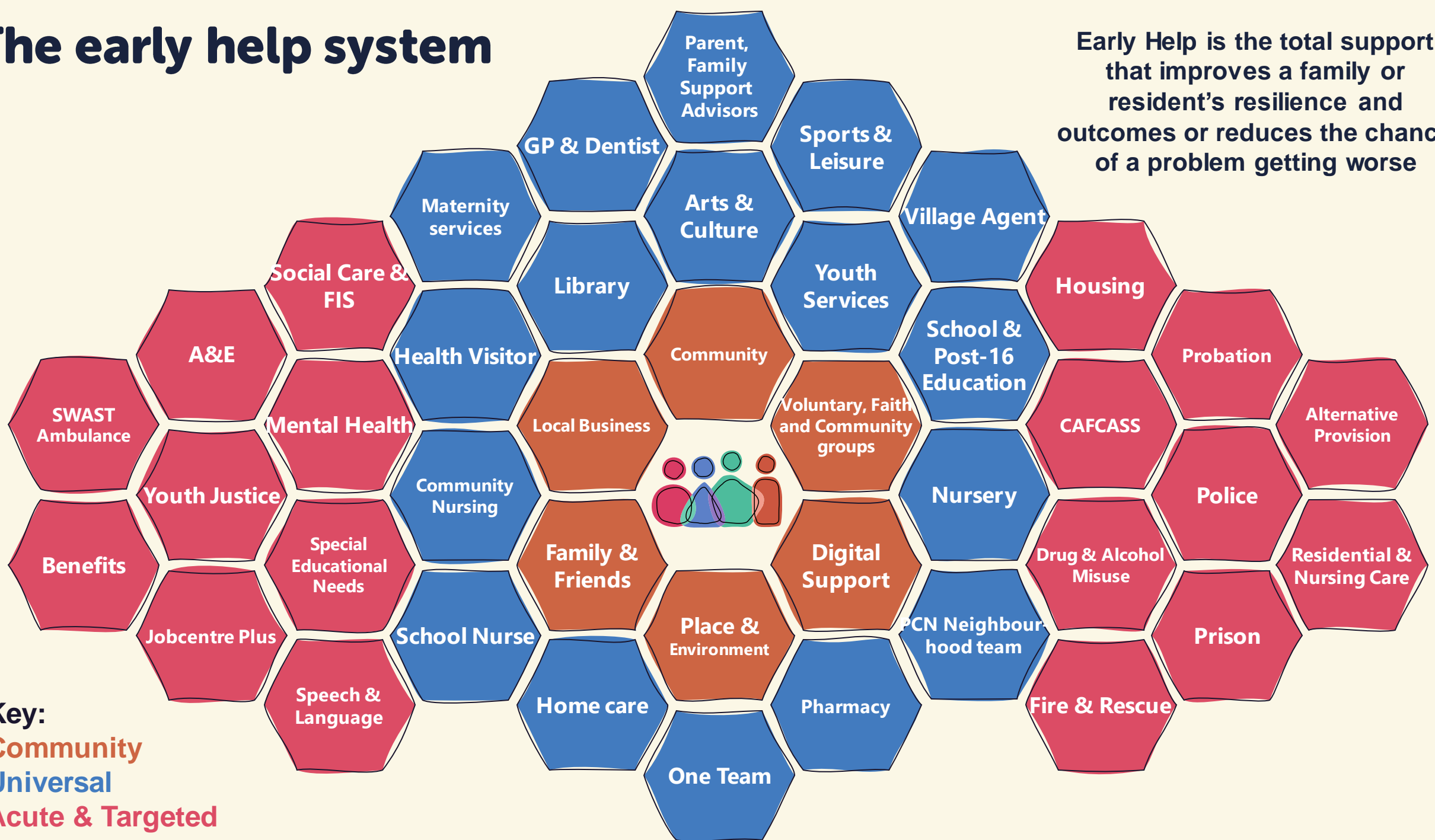


Challenge



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



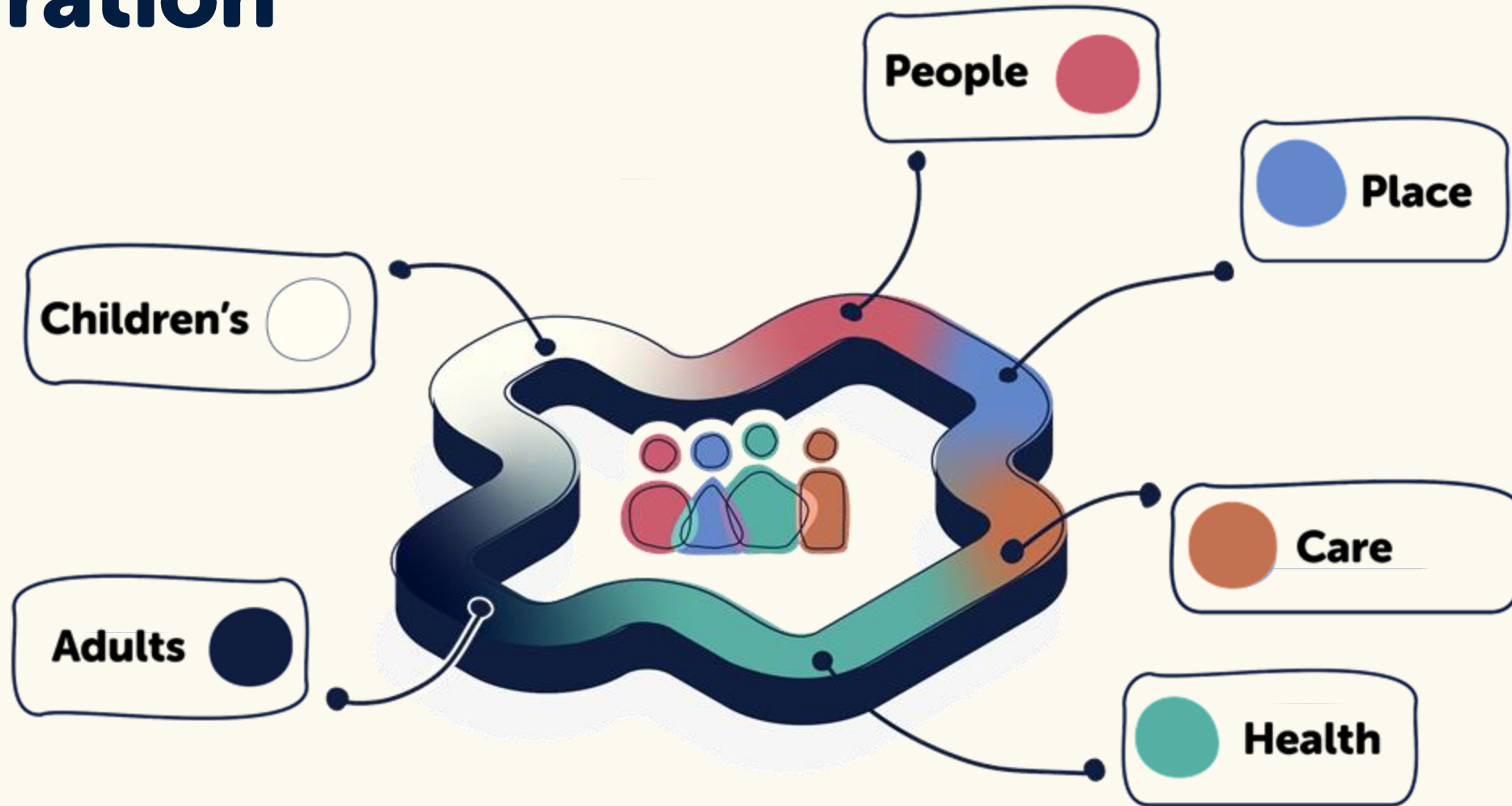
Why talk about systems?

- Dr Ackoff's example of a car
- Let's build the best car in the world. Take the best brakes, best controls, best tyres, best gearbox, etc and put it together.
- Is this the best car? Does it even work?
- How do we manage services vs the system?
- It can be counter-intuitive, but...

The system makes as much of a difference as individual services



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

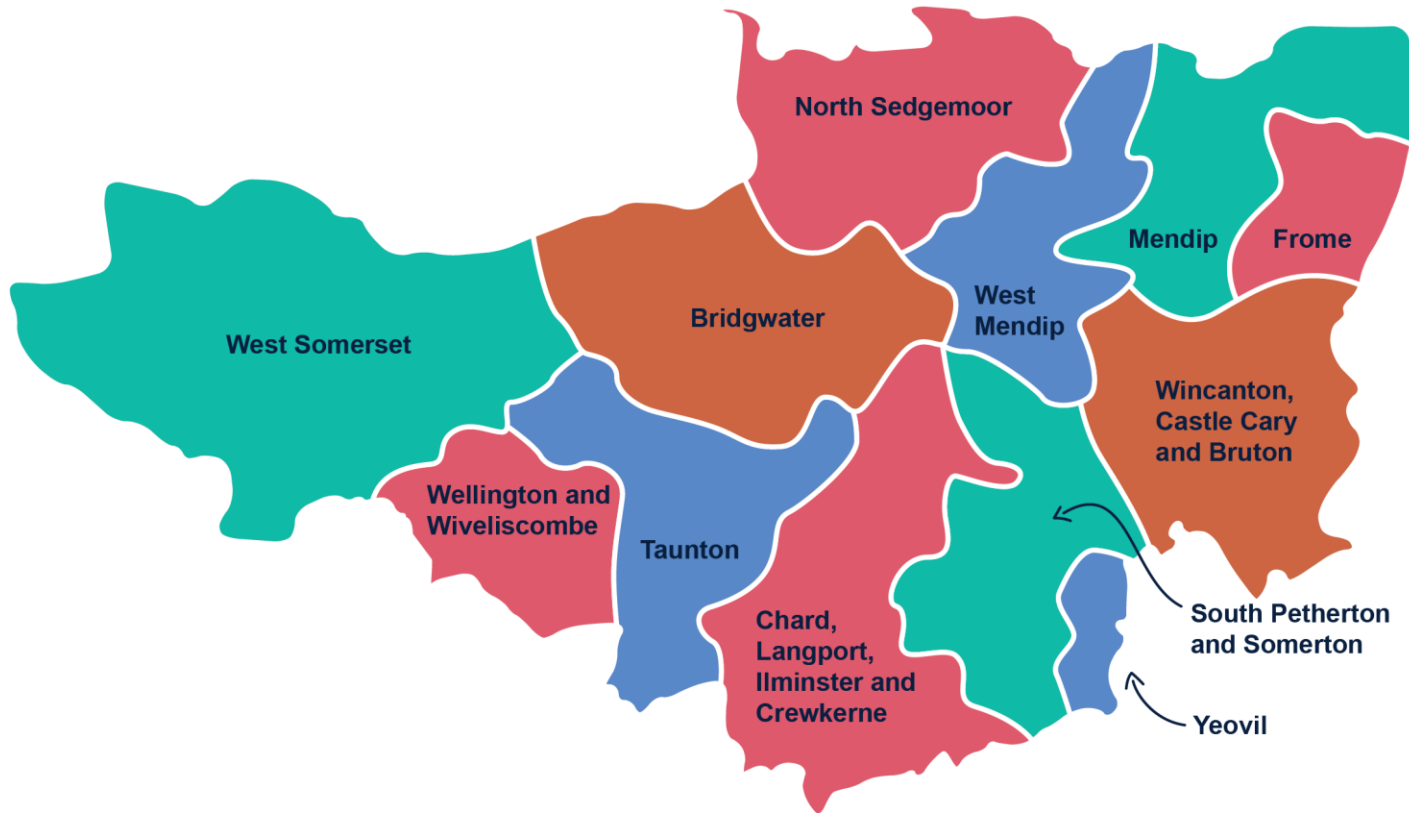
4

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

5

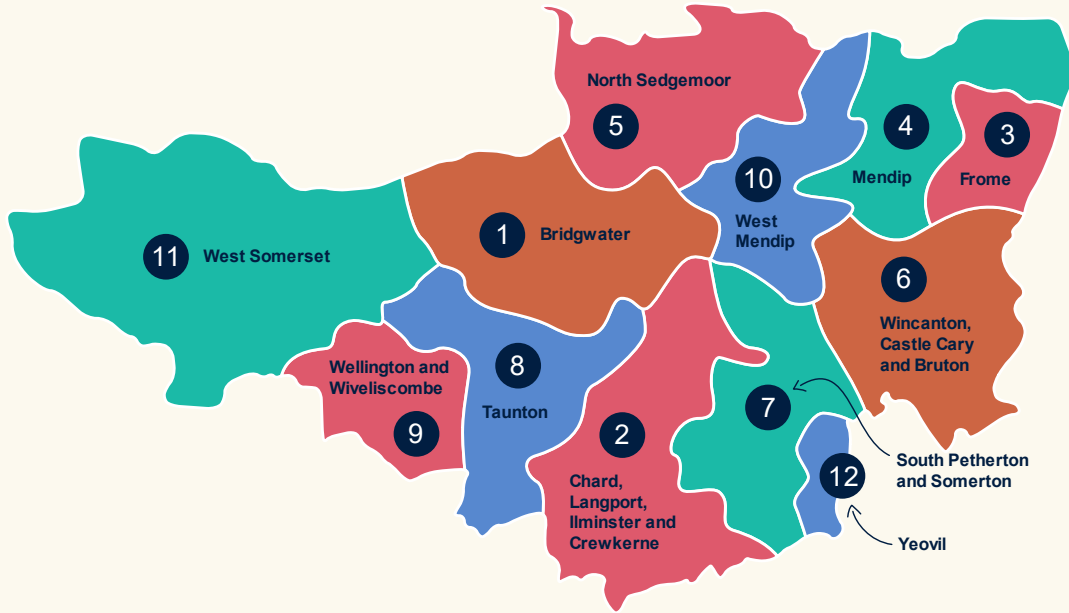
Improve residents' **lives**, reduce **inequality** and reduce **demand** for expensive acute services

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

Find your Champion



1

Luke Jackson

✉ LJackson@sasp.co.uk
☎ 07458 301 528



2

Ingrid Edginton

✉ iedginton@holyrood.bep.ac
☎ 07852 303 637



3

Melody Hunter Evans

✉ mhunterevans@frometowncouncil.gov.uk
☎ 07894 238 603



4

Sharon Hale

✉ sharon.hale@sparksomerset.org.uk
☎ 07817 646 418



5

Doreen Smith

✉ DSmith@thespacesomerset.org.uk
☎ 07940 177 399



6

Sue Place

✉ Sueplace@balsamcentre.org.uk
☎ 07592 425 728



7

Alexander Priest

✉ alexand.priest@mindinsomerset.org.uk
☎ 07813 833 563



8

Andrew Pritchard

✉ andrew.pritchard@mindinsomerset.org.uk
☎ 07714 184 943



9

Pete Joint

✉ peter@wellingtontowncouncil.gov.uk
☎ 07824 373 978



10

Siobhan White

✉ WestMendipChampion@ymca-bg.org
☎ 07562 414 858



11

Paul Matcham

✉ paulmatcham@minehead-eye.co.uk
☎ 07811 101 570



12

Natasha Rand

✉ natasha@yeovilartspace.uk
☎ 07774 883 489

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

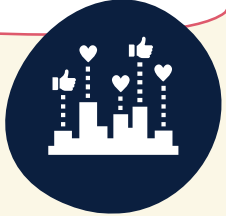


So what does Connect Somerset add?

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



Connect to local
community
resources and
Champions



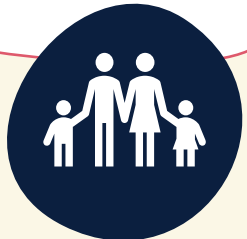
**Named
professionals**
linked to each
school



Team Around the School



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



Transform
data sharing
and contacts



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



Transform Data View

Why?

- Understanding the life of a child and their family has historically been a challenge
- Poor or non-existent information sharing is a factor repeatedly identified as an issue in case reviews

What is Transform Data View?

- Transform Data View is Somerset's solution to joining-up fragmented case management systems
- It surfaces data in one place, joining up the early help system, by showing involvements with other professionals
- It is fully automated, pulling data in from multiple sources, matching the single individual's vulnerabilities to their family members
- It gives a holistic view of the family's complexities in one place for the first time.
- It identifies risk, harm and threat

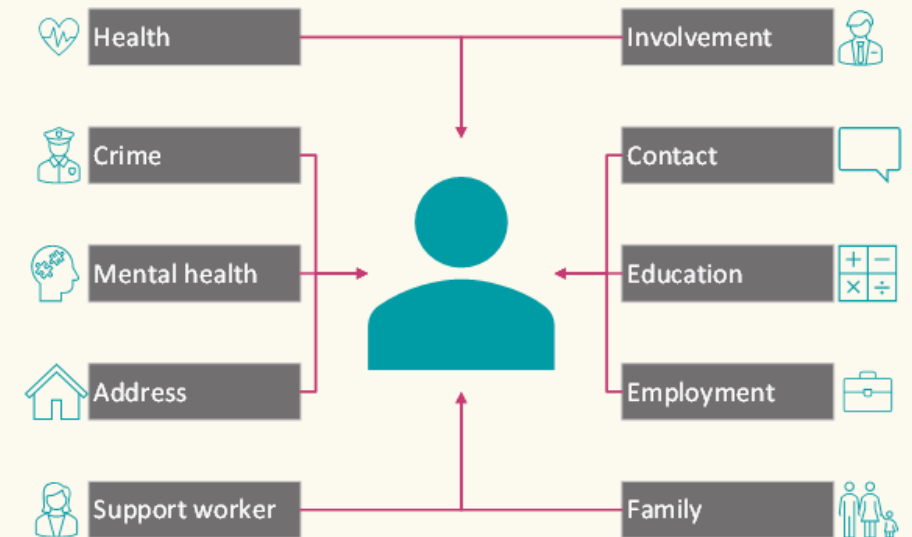
Somerset Council has been enabling access to Practitioners, external to the Local Authority for three years.

The positive feedback received has been encouraging, with evidence on making a significant difference to the safeguarding of children and their families.

Somerset is leading the way, nationally, with the DfE funding a project to write a guide on building the system for other Local Authorities to follow

Want to know more about it?

Please contact Joanne.Harris@somerset.gov.uk for further information



#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*

ConnectSomerset.org.uk/Help4All

#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 **0808 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 (for professionals). Children and young people (you will have a child under 4, you may be eligible for food bank support).

Home - If you are worried about your home, as you can, as we offer help. In an emergency you can call 0800 045 6000.

Mental health - Open Mind Somerset also be accessed through the **01823 276 892** or online. People is available through the **Tellmi** app. For guides and counselling, see **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



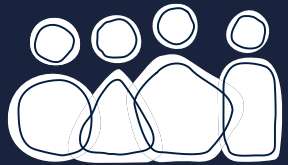
Anchors in the community



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

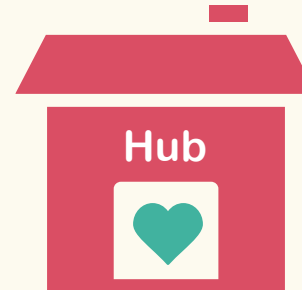


Identify who needs help



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

Workstreams



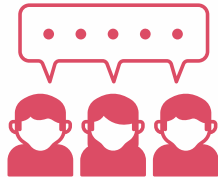
**Team Around the
School (TAS)**



**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**



Team Around the School (TAS)

Steps forward...

- Development and go live of the Transform Team Around the School modules
- Identification of the professional working as part of the TAS
- Local engagement with education partners on Transform
- PFSA business case and secured funding for 2024/25

Still to do...

- Working with system partners to understand the VCFSE offer at a neighbourhood level (Community Around the School)
- Greater awareness of TAS in schools and partner organisations and building relationships between local professionals
- Further development of Transform Team Around the School module and associated products
- Sustaining PFSA funding for 2025/26+



Universal Early Help Offer

Steps forward...

- **Recommission navigator/connector role**
- **Recommission Carers Service**
- **Commission, implementation of Move to Independence**
- **Commission of #LearnForLove universal parenting offer**
- **Coordination of #Help4ALL**
- **Development of the Connect Somerset website**

Still to do...

- **Training and supporting all professionals to offer #Help4All to residents – helping them to access**
- **H2HY digital front door solution “one version of the truth” ecosystem for information and guidance and directory of support**
- **Commission of community sensory loss offer**
- **Development of Move to Independence**
- **Recommission of Community SPOC**
- **Development of more universal early help**
- **Implementation and development of CS Partnership Development Group**



Automated Early Help

Steps forward...

- Initial meeting with Microsoft
- Development of the automated tool from SC Customer Service team
- Testing learning algorithms to identify children at risk of NEET
- Securing Experian data to help identify residents who might want extra help

Still to do...

- Establish CRM technology to deliver guidance
- Develop service opportunities to use new digital relationships
- Bring together and test population risk analysis (linked to area profiling), CRM and resource database



Comms to 20,000 to 30,000 professionals

Steps forward...

- Development of comms plan, stakeholder list and identified channels to each sector
- Weekly comms articles and blogs
- Production of digital assets
- #LearnForLove social media campaign
- #Help4All social media campaign

Still to do...

- Children and Young People's Plan – early help vision refresh
- Continued weekly comms
- Communication plans for new work, e.g. community grants, transform app, #Help4All, shared case mgt tool



Shared Case Management and tools

Steps forward...

- Engagement with education settings on Transform
- Transform training
- Transform development and onboarding
- Development of the Strategic Insight Report
- Options appraisal drafted for shared case management options

Still to do...

- Transform onboarding
- Transform training
- Development of Transform Strategic Insight Report through area profiling
- Consultation and engagement with partners to determine service user requirements for shared case management
- Roll-out of case management system including support and training
- Early help assessment built into case management system
- Quality assurance of early help practice



Investment in communities

Steps forward...

- Funding secured for a small grant pot – to test how we engage with 95% of VCFSE that doesn't work with public sector
- First facilitated workshop with system partners to support the development of a social prescribing framework for Somerset
- EOI submitted for the DH&SC Accelerated Reform Fund

Still to do...

- Partnership working on Social Prescribing Framework for Somerset
- Supporting Social Prescribing week celebratory campaign
- Co-production of grants pot criteria and route into funding via SCF
- Co-production of ARF criteria and route into funding via SCF
- Encouraging more funding into VCFSE organisations to increase early help



Build neighbourhood teams

Steps forward...

- Identified 12 Core Hubs we are working in partnership with
- Go live of Yeovil based Independent Learning Centre
- Early conversations re: Wincanton postie knock and care pilot in partnership with Somerset partners and Royal Mail
- Developing children's services neighbourhood teams aligned with Adults, SFT and PCNs

Still to do...

- Working with partners to map out existing provision at a neighbourhood level including 100 local hubs
- Develop area profiles to quantify levels of vulnerability
- Bring together workforce, e.g. Champs, FIS, SEND, PFSA, CCS Agents, Inclusion and Relationship Managers
- Develop Early Help processes and alignment across children's and adult services



Evaluate impact

Steps forward...

- **Commitment with ICB colleagues to collaborate to evaluate impact of early help, personalisation and community-based design**
- **Engagement on partner experience of Social Value Engine**
- **Spec drafted in the procurement of an evaluation partner**

Still to do...

- **Procure an evaluation partner to support the development of a logic model**
- **Build in measures of impact to BAU systems**
- **Explore the Social Value Engine**
- **Meaningful engagement with service users**



Workforce Development and culture

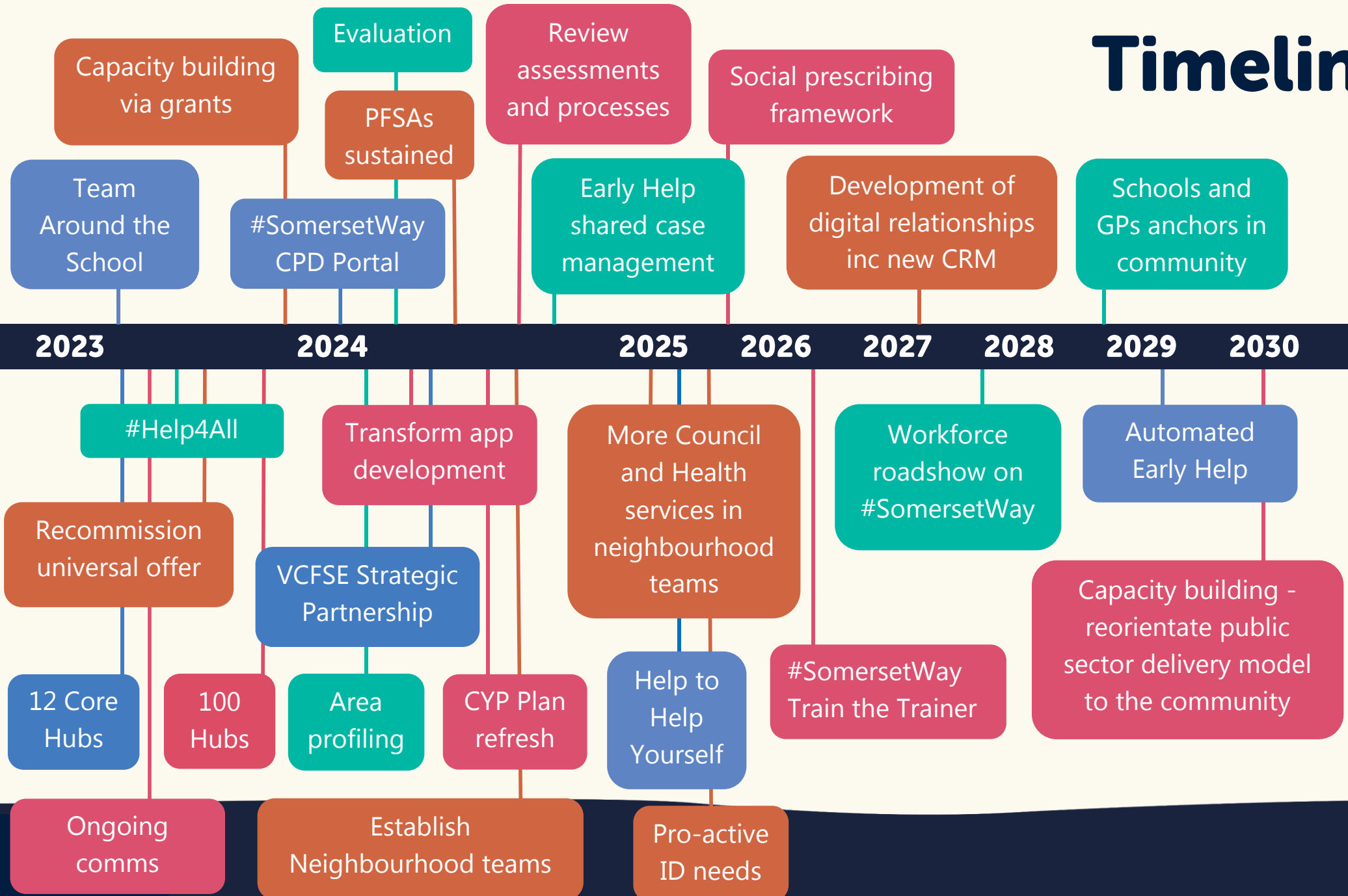
Steps forward...

- Recruited 12 Champions who provide focused capacity at neighbourhood level
- Co-production of CS Blueprint
- #Help4All materials to support culture of supporting residents with early help
- Engagement with education settings at a local level
- Engagement across the ICS

Still to do ...

- Understand the role of the VCFSE as a strategic partner and how this links to MOU
- Workforce development roadshow
- Links into ICB Personalisation training
- Train the trainer approach to include i) whole family approach ii) strength based/three-way conversation, iii) relational practice, iiiii) trauma informed
- Explore an Alliance for early help between health, care and VCFSE – for shared management of system

Timeline





Connect Somerset examples for the Smith family

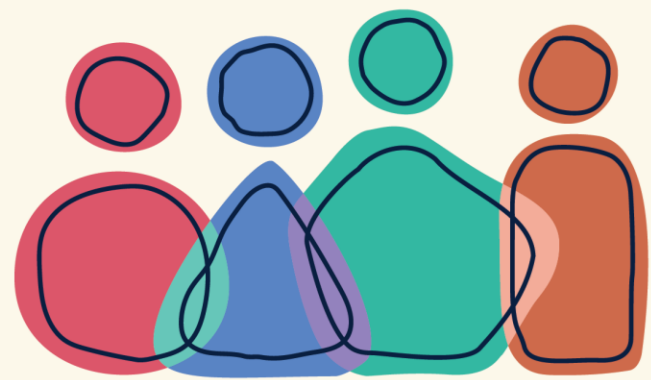
Tyler – issues with attendance at school. There is a team of named professionals around the school. So the teacher phones the Village Agent who offers to provide support for parents **Mandy** and **Matt's** alcohol abuse and low-level mental health needs. This gives Tyler a more stable home-life and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



**Connect
Somerset**