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

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."

JRF JOSEPH ROWNTREE FOUNDATION

NEW LOCAL

Connect Somerset

Living in Somerset

15% **live with depression**

14% **of children live in low-income families**

19% **have a long-term health problem or disability**

11% **of adults identify themselves as carers**

20% **do not have access to a car**

9% **live in a deprived neighbourhood**

90% **of families on Universal Credit cannot afford basics**

62% **of adults are obese or overweight**

Inequality in life expectancy is
6 years **for men and**
5 years **for woman**

Context

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

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

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

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.

our SOMERSET
Together we care

Somerset Council

NHS

Our ambition for a **healthier future** in Somerset
2023-2028

INTEGRATED HEALTH AND CARE STRATEGY FOR SOMERSET

Connect Somerset

Blueprint for Connect Somerset

2023 to 2030

DRAFT
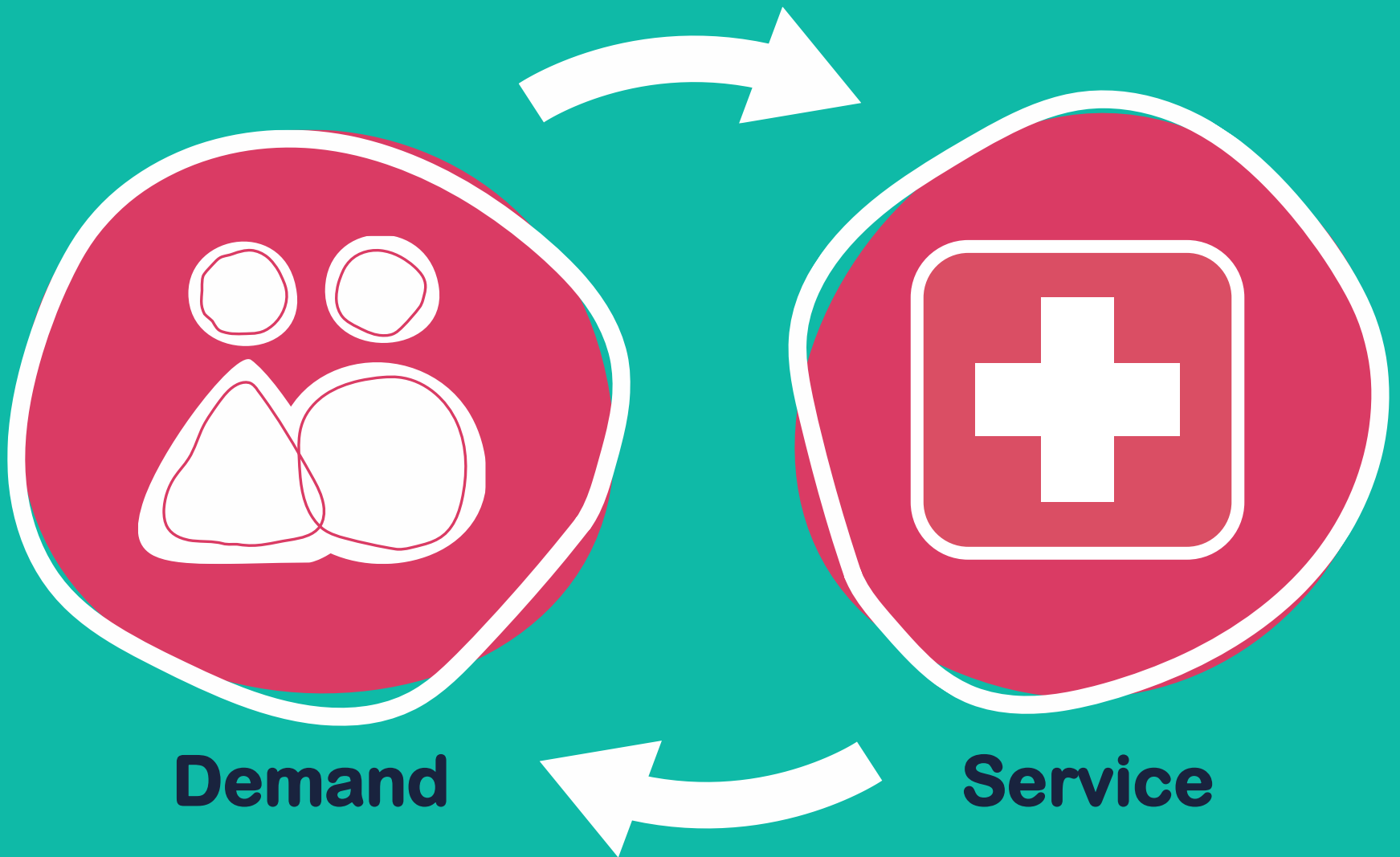Nov 23 v0.2

Somerset CHILDREN YOUNG & PEOPLE'S Plan
2024-30

An Education for Life Strategy for Somerset
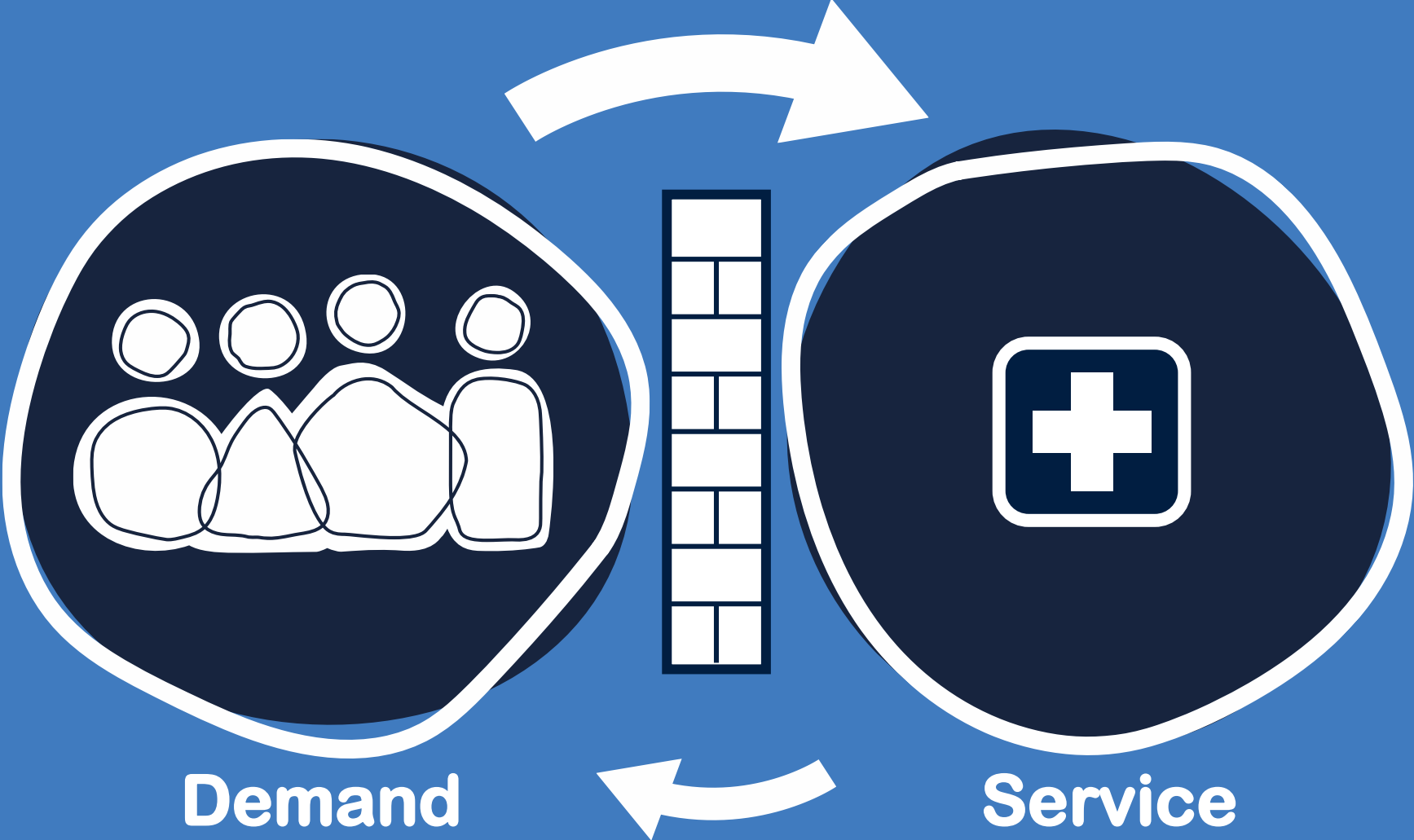
Somerset Council

2023 -28

Demand

Demand

Service

Challenge

Demand
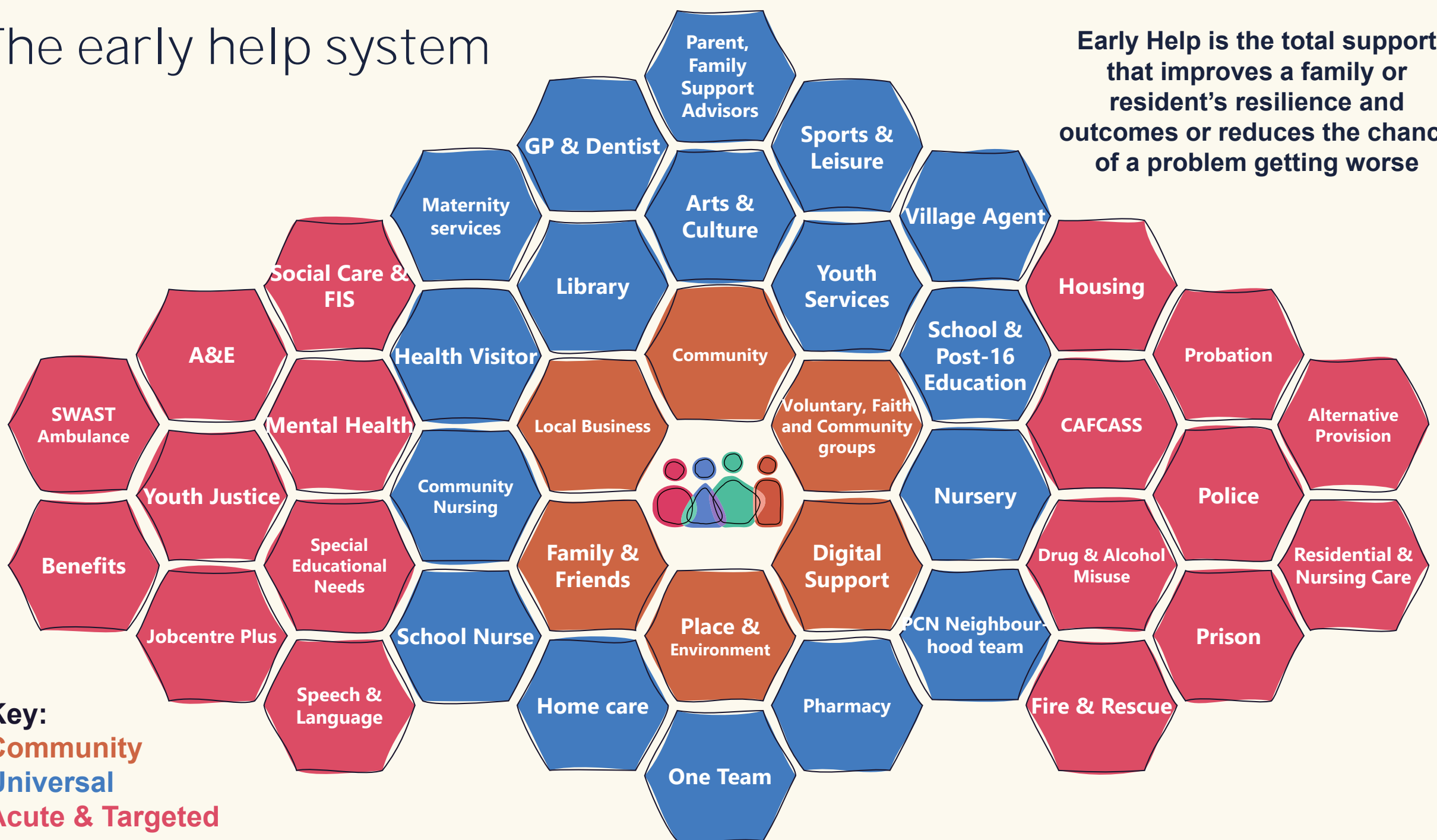
Service

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

Parent, Family Support Advisors

GP & Dentist

Sports & Leisure

Maternity services

Arts & Culture

Village Agent

Social Care & FIS

Library

Youth Services

Housing

A&E

Health Visitor

Community

School & Post-16 Education

Probation

SWAST Ambulance

Mental Health

Local Business

Voluntary, Faith and Community groups

CAFCASS

Alternative Provision

Youth Justice

Community Nursing

Nursery

Police

Benefits

Special Educational Needs

Family & Friends

Digital Support

Drug & Alcohol Misuse

Residential & Nursing Care

Jobcentre Plus

School Nurse

Place & Environment

PCN Neighbour-hood team

Prison

Speech & Language

Home care

Pharmacy

Fire & Rescue

One Team

Key:
Community
Universal
**Acute & Targeted**

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

Place

People

Children's

Health

Adults

Care

Connect Somerset
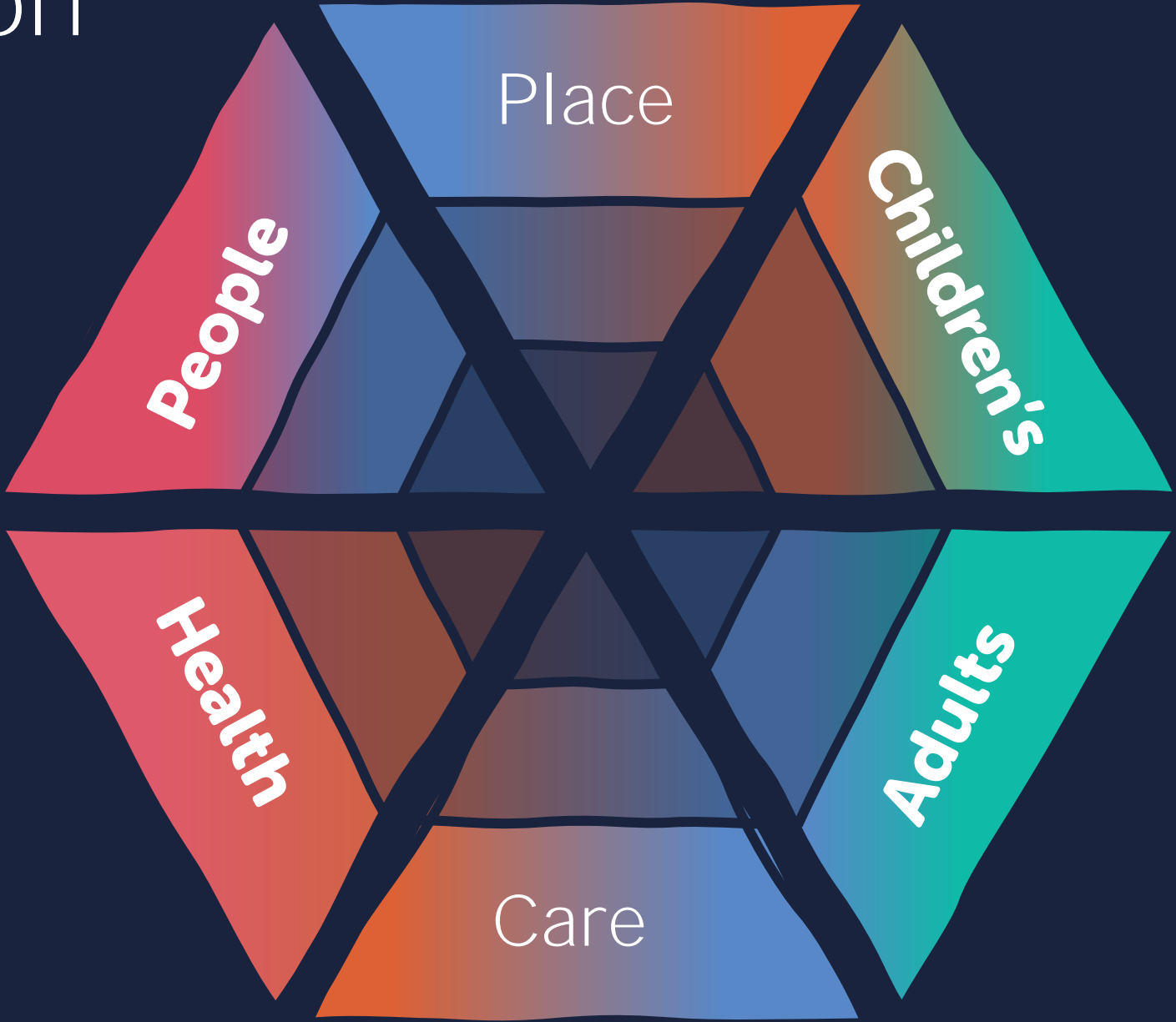
Key messages

1   **Help more** residents and help them **earlier**

2   Support **schools** and **other services** 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
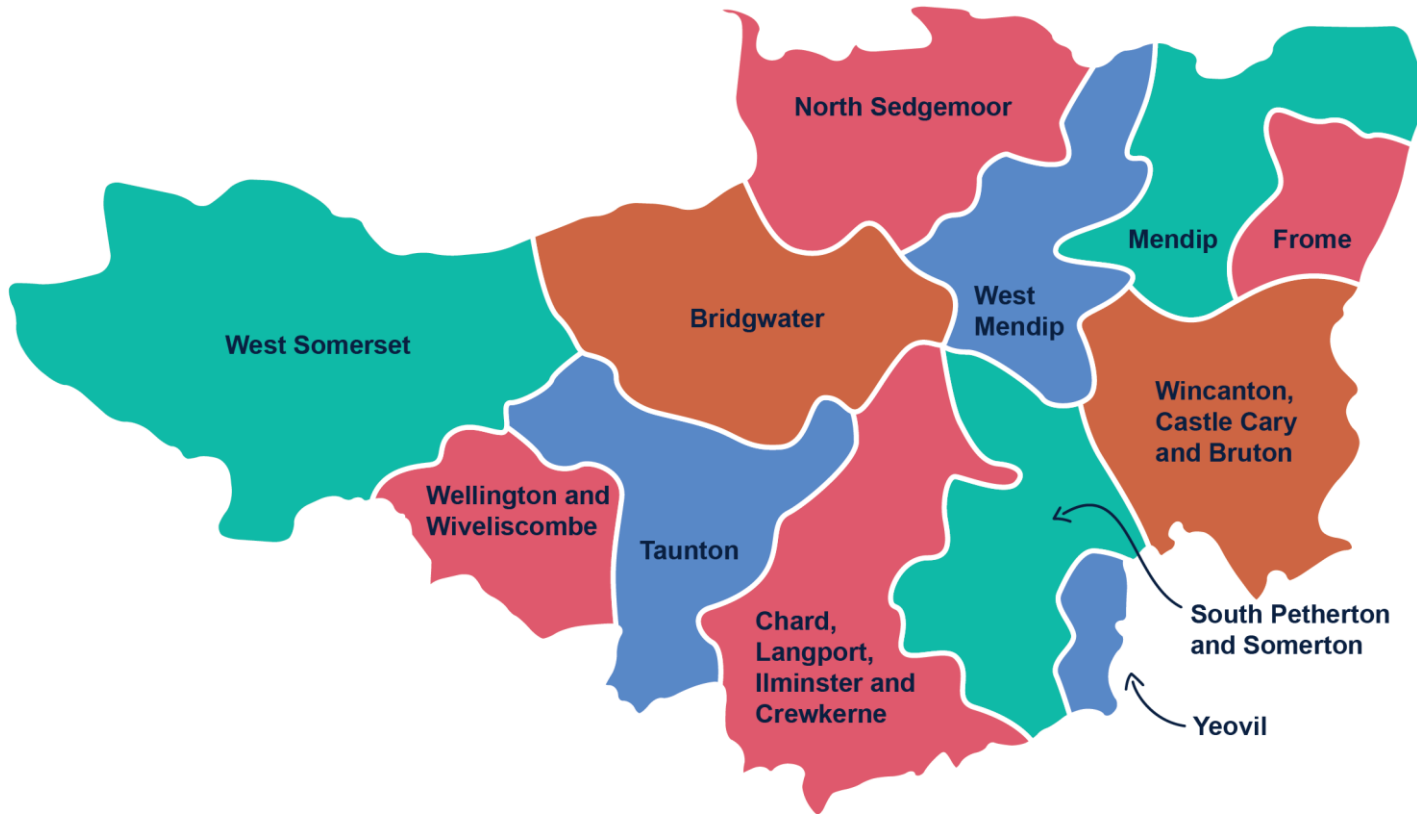
4   Develop **neighbourhood** working, **integrate** services and support, **closer to home**
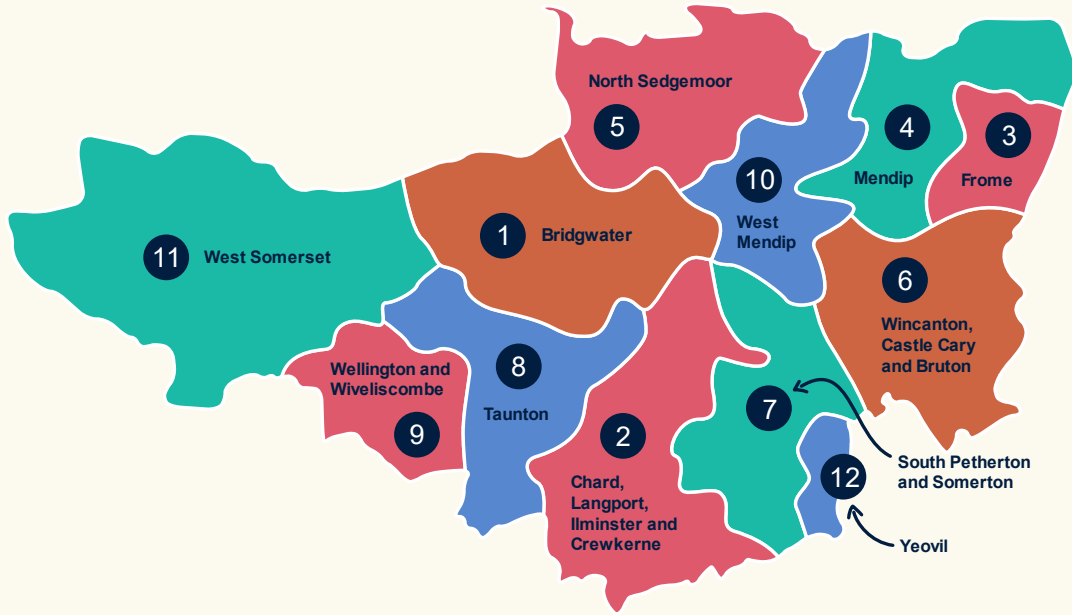
5   Improve residents' **lives**, reduce **inequality** and reduce **demand** for expensive acute services

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Neighbourhoods

- Coterminous with Adult Services and Health **neighbourhoods**

- Working very closely with **Local Community Networks** and **School Clusters**

- Aligned with **Primary Care Networks**

- Best alignment with system to maximise integration and wrap around families and residents

Find your Champion

Map regions
- North Sedgemoor (5)
- Mendip (4)
- Frome (3)
- West Mendip (10)
- Bridgwater (1)
- West Somerset (11)
- Wincanton, Castle Cary and Bruton (6)
- Wellington and Wiveliscombe (9)
- Taunton (8)
- Chard, Langport, Ilminster and Crewkerne (2)
- South Petherton and Somerton (7)
- Yeovil (12)

Champions

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 — Laura Miller
✉ connect @CASomerset.org.uk
📞 07835 534 555

5 — Doreen Smith
✉ DSmith @thespacesomerset.org.uk
📞 07940 177 399

6 — Sue Place
✉ Sueplace @balsamcentre.org.uk
📞 07592 425 728

7 — Alexander Priest
✉ alexander.priest @mindinsomerset.org.uk
📞 07813 833 563

8 — Andrew Pritchard
✉ andrew.pritchard @mindinsomerset.org.uk
📞 07714 184 943

9 — Pete Joint
✉ peter@wellingtontowncouncil .co.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

Connect Somerset

West Somerset – Continuing the partnership with Living Better Primary Care Network, CCS Village Agents and key education and health services to provide a health and well-being hub.

Bridgwater – Working with the Bridgwater Bay Primary Care Network and Social Care to connect Health Coaches, community provisions and local community spaces to enhance and compliment the provision on offer to residents.

North Sedgemoor – Working closely with the Wessex Learning Trust to develop the Team Around the School model and to utilise the community hubs and spokes in the neighbourhood to support local key priorities, enabling statutory and community services to come together to work as one.

West Mendip – Working with Crispin and The Blue School to identify gaps in parenting offer and establish new provision. Creating links between early years, youth and adult provision across statutory, council, school, health and Voluntary, Community, Faith and Social Enterprise to promote a whole-family approach.

Mendip – Linking Parent Family Support Advisers and the Family Intervention Service to the Voluntary, Community, Faith and Social Enterprise, enabling the delivery of a cohesive support package to parents and families.

Connect Somerset Champions are working on lots of priorities to support their local neighbourhoods. Here are a few examples...

Frome – Leading the Children & Young People Mental Health Forum meetings to support networking and partnership working.

Wincanton, Castle Cary and Bruton – Working on alternative provision for Children and Young People not attending school due to Social Emotional Mental Health needs.

Wellington and Wiveliscombe – Leading the development of the Kings Arms Early Intervention Hub within the community including promoting engagement from statutory services to extending their offer into the heart of the community.

Taunton – Supporting the Professional Practitioner Pilot with the Family Intervention Services in Pyrland and Monkton Wood Academy.

Chard, Langport, Ilminster and Crewkerne – Strategically enabling Community Leaders to focus on Early Years and the Cradle to Career initiative.

Yeovil – Supporting the County Lines Creative Project in partnership with Yeovil College and Bucklers Mead Academy

South Petherton and Somerton – Enabling health and social care partners to use the Martock Information Centre and other hubs, schools and community venues to meet people within their community, reducing travel anxiety and bringing more services closer to families.

Connect Somerset

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
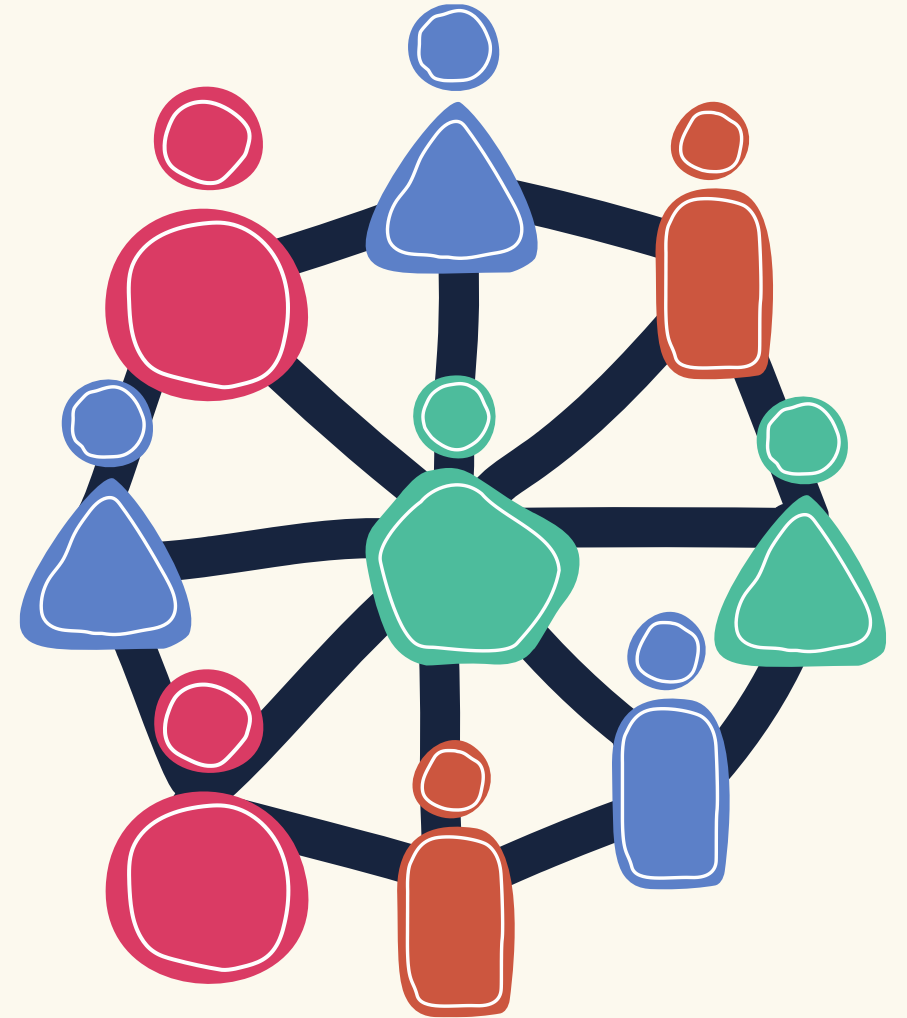
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So what does Connect Somerset add?

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

Hubs & Spokes

Key

 Anchors in the community

 Universal early help offer

 Professionals & Community in same Connect Somerset team

Connect Somerset

Early help in the community
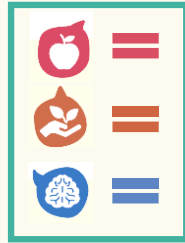
#Help4All

**Shared data
Case management
Community resources
Transform**

**Relationship based
Trauma aware
Whole family working
Safeguarding
Personalised support
Key worker**

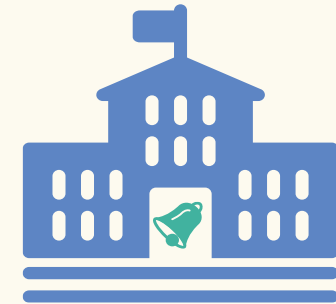**12 Champions**

Investment in communities

Identify who needs help

GPs
Social prescribing

Hub
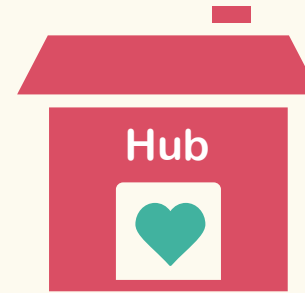
100 Hubs
Drop-ins in rural areas e.g. SEND

Schools
Team around the School

Hubs   One Team   Warm Welcome   Community Café   Local Community Network

What can professionals do?
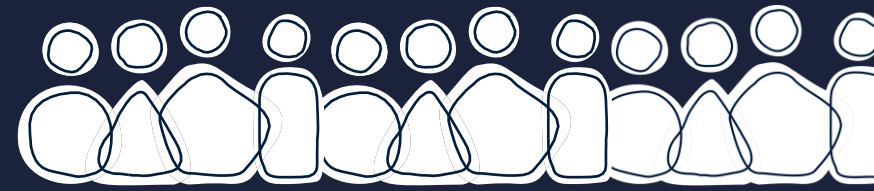
1. We focus on **strengthening relationships** between professionals and with residents. People, processes and systems are **caring**.

2. We **listen to families and residents** – to understand what matters for them, to build on what is already working well and to design services, based on what we learn from individuals and their communities.

3. We spend **less time on diagnosis**, assessments and referrals – and **more time helping** when people need it, stepping outside of our comfort zone.

4. We use **relationship based** and **trauma aware** practice, **personalised support** (personalised care) and **whole family working**. Everyone can be a **key worker** for a family or resident.

5. Support and services will increasingly be based in **neighbourhoods** and **community hubs** – we work together across geographic and professional boundaries and with communities, recognising the challenges of **rurality**.

6. We recognise that **communities have different strengths** and **needs** and work flexibly to support both individuals and communities.

7. We **share data** and **intelligence** so we can offer more help to those most in need, and children don't slip through the net.

8. As a system by **supporting earlier**, the need for acute services will reduce over time, offering more investment early in communities and **reducing inequalities** across Somerset.

#Help4All

- Easy to digest universal **offer of early help** that's available to all residents

- Building **resilience** for families and residents

- 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, and help them to access that support

www.ConnectSomerset.org.uk/Help4All

Connect to local community resources and Champions
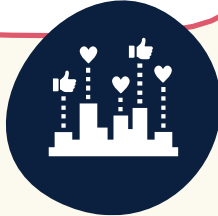
Relational practice between professionals - don't wait for a meeting to call
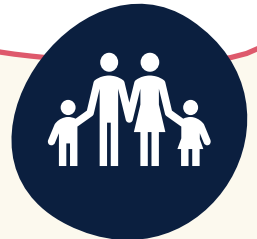
Named professionals linked to each school

Team Around the School

Wrap help around families as early as possible

Transform data sharing and contacts

Team Around the Child meetings as needed

Professional Practitioners in school pilot

Frequent Team around School meetings

FIS professional practitioners deployed to 12 secondaries

Transform Family View

- Transform Family View is Somerset's solution to **joining-up** fragmented children's services data systems

- It surfaces **data in one place**, joining up the early help system, by showing involvements with other professionals

- It identifies **risk**, **harm** and **threat**

- 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

Connect Somerset

Neighbourhoods

Drivers

Rising Complexity

Rising Demand

Efficiency

Design Principles (enablers)

Deliver services in neighbourhoods

Build relationships

Each neighbourhood will develop differently

Professionals & Community in the same team within a neighbourhood

Symbiotic relationship between public sector and communities

Integrate estate and management
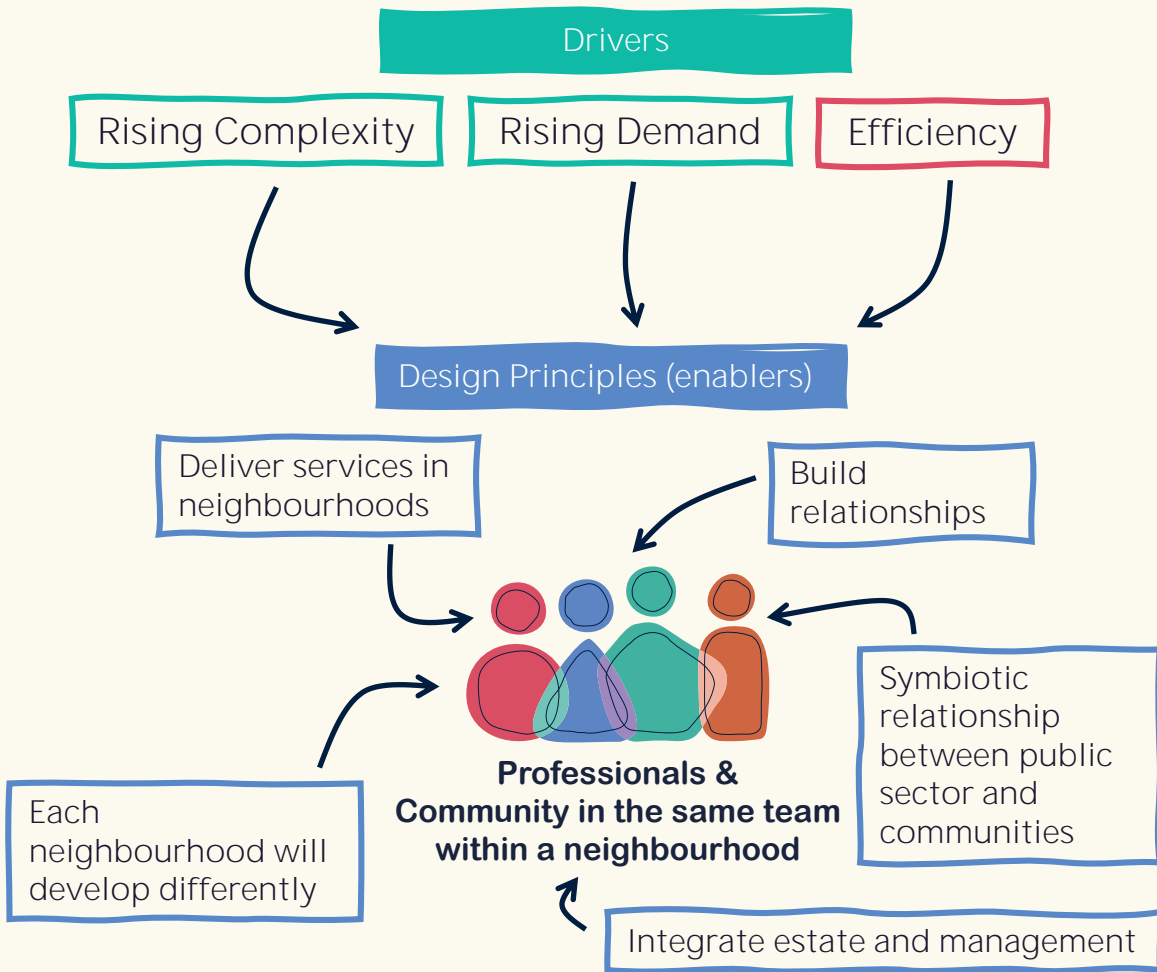
Working in partnership – to co-ordinate services, local activity, networks and create opportunities to bring people together

Community and resident led – co-designing and evolving the 100-hub model with our residents and communities

Growing stronger communities – able to support one another, enabled by a strong VCFSE offer. Residents and professionals understand local resources

Integrated services, multi-disciplinary teams – relationship and strengths-based approached that tackle issues holistically

A workforce who feel connected – who are well networked working flexibly in neighbourhoods across physical and virtual space

Preventing issues arising by addressing them early – tackling inequality, through more integrated public services and more resilient local communities

Connect Somerset

Neighbourhood Teams

DRAFT

The right spatial level for effective delivery

1 x Somerset
4 x Areas
6 x Localities
12 x Neighbourhoods

Note that neighbourhoods and localities are for operational delivery, whilst local community networks are for engagement and governance

Area & Locality

- Social work and FIS locality teams
- Relationship managers
- Inclusion partnership managers
- Family safeguarding
- Children with disabilities early support
- Youth justice

Neighbourhood FY24/25

- Connect Somerset Champion
- FIS team leader and team
- Education support teams
- CCS village and community agents
- Parent and Family Support Advisers

Neighbourhood FUTURE ??

- Link to Primary Care Network team?
- Link to Adult services?
- Link to Mental Health?
- Health Visiting and School Nursing?
- One Team?
- Housing?
- Local VCFSE?

Connect Somerset

What are community hubs?

- **A significant change** in the way we respond to need through local solutions and prevention
- A way to **manage long term demand** and **reduce duplication** in service delivery to reduce costs
- Hubs are where local residents feel comfortable – that might include local libraries, warm spaces or community hubs
- Hubs are **strengths-based**, multi-disciplinary, **enable** the workforce, and foster resident, family and community **connections** and **resilience**
- Driven by **data** and **insight –** identifying residents at risk and those who may benefit from early intervention
- Focused **reducing issues which drive acute need and crisis** (e.g. debt and financial hardship, evictions, domestic abuse)
- Proactively **remove barriers** and **address inequities in access**, **experience** and **outcomes** affecting our local communities
- **Evolving** in response to data, experience and learning

Hubs are not:
- **One stop shops** – as every area is different
- **Area offices** – although staff may have access to flexible desks
- **A new service offer** – hubs will bring existing services together

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Timeline

Above the timeline:

- Recommission universal offer (2024)
- Capacity building via grants (2024)
- Team Around the Child (2024–2025)
- Evaluation (2025)
- PFSAs sustained (2025)
- Review assessments and processes (2026)
- Early Help shared case management (2026–2027)
- Social prescribing framework for Somerset (2027)
- Development of digital relationships incl new CRM (2028)
- Schools and GPs anchors in community (2029–2030)

Timeline years: 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030

Below the timeline:

- 12 Core Hubs (2024)
- Team Around the School (2024)
- CYP Plan refresh (2024)
- Ongoing comms (2024)
- 100 Hubs (2025)
- Transform Family View (2025)
- #Help4All (2025)
- Establish Neighbourhood teams (2025)
- Help to Help Yourself (2026)
- Neighbourhood profiles (Transform TSIR) (2026)
- Targeted Risk Modelling (2027)
- More Council and Health services in neighbourhood teams (2027)
- Pro-active identification of needs (2028)
- Workforce roadshow on #SomersetWay (2029)
- Capacity building – Reorientate public sector delivery model to community (2029)
- Automated Early Help (2030)
- VCFSE Strategic Partnership (2030)

Workstreams

Build neighbourhood teams

Evaluate impact
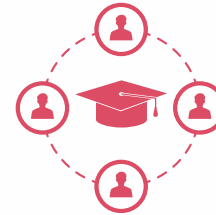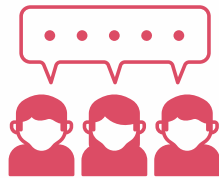
Team Around the Child (TAC)

Comms to 20-30,000 professionals

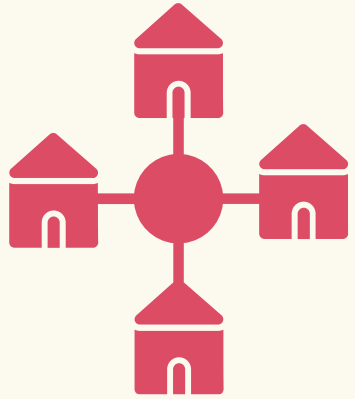**Digital Universal and SEND Local Offer**

Automated Early Help

100 Hubs community offer for information, advice and support

Connect Somerset

Build neighbourhood teams

Steps forward…

- **Developing children's services** neighbourhood teams aligned with Adults, SFT and PCNs
- Piloting of the Wincanton postie knock and care pilot in partnership with Somerset partners and Royal Mail
- Pilots in Wincanton and West Somerset, bringing together workforce, e.g. Champs, FIS, SEND, PFSA, CCS Agents, Inclusion and Relationship Managers

Still to do…

- Working with partners to map out existing provision at a neighbourhood level including 100 local hubs
- Develop Early Help processes and alignment across children's and adult services

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Team Around the Child (TAC)

Steps forward…

- Go live of the Transform Team Around the School modules
- Go live of Transform Family View (TFV)
- Engagement and roll out of TFV with Social Care
- 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+
- Considering Transform Family View for adults services

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Digital Universal and SEND Local Offer

Steps forward...

- Development of the Connect Somerset website
- Development of the SEND Local Offer
- Creation of the SEND Local Offer Roadmap

Still to do...

- Transform onboarding and training
- Develop Transform Strategic Insight Report through area profiling
- Roll-out of case management system including support and training
- Early help assessment built into case management
- Quality assurance of early help practice

Connect Somerset

100 Hubs community offer for information, advice and support

Steps forward...

- Identified 12 Core Hubs we are working in partnership with
- Go live of Yeovil based Independent Learning Centre
- Recommission navigator/connector role, carers Service
- Commission of #LearnForLove universal parenting offer
- Coordination of #Help4ALL

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

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Automated Early Help

Steps forward…

- Development of the Transform Strategic Insight Report (TSIR)
- Engagement with education settings on Transform
- Transform training
- Transform development and onboarding
- Options appraisal drafted for shared case management options
- Consultation and engagement with partners to determine service user requirements for shared case management

Still to do…

- Develop area profiles (TSIR) to quantify levels of vulnerability
- **H2HY digital front door solution "one version of the truth" ecosystem for** information and guidance and directory of support
- 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

Connect Somerset
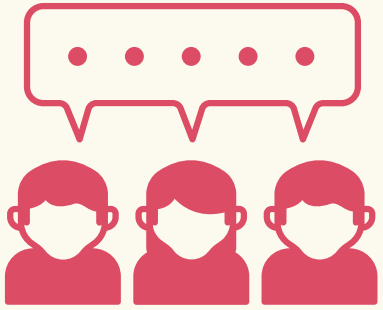
Comms to 20,000 to 30,000 professionals

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 strategy refresh
- Weekly comms to more partners and through more channels
- Communication plans for new work, e.g. community grants, transform app, #Help4All, shared case mgt tool
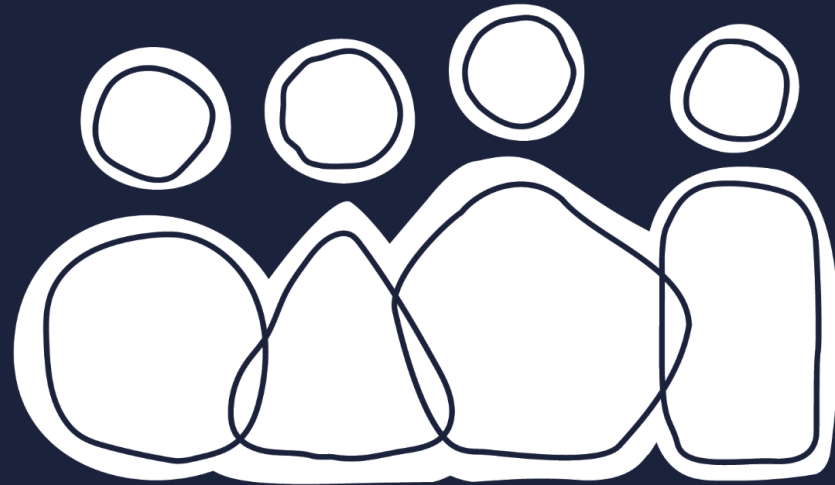
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Evaluate impact

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

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