Support North Northants (SNN)

Tackling poverty, overcoming health inequalities, building healthier and resilient communities

A collaborative service model with the Voluntary, Community, Social Enterprise (VCSE) sector and other agencies to provide early intervention and prevention, guide people to the right service/pathways quickly and build greater levels of community resilience. This service aims to provide sustainable prevention services that can withstand any future shock such as Covid 19.

'Don't give up on people' *and* ***'catch people early'***

Integrated Care Northamptonshire | A NEW sense OF PLACE

Defining the challenges

Fragmented system from a resident's service user perspective

For the service user very difficult to navigate pathways – too long, too cumbersome.

Rising demand for statutory services = access thresholds increase; & the opportunity to deliver population wellbeing, prevention and early help by those services is reduced

More people are struggling due to impact of COVID, including Long Covid, the cost-of-living crisis, increased health inequalities.

Plethora of front doors and access points for both statutory and VCSE services – **NO HOLISTIC Single Point of Access**

Social prescribing model struggles to access VCSE offer due to VCSE capacity or not understanding what the local offer is.

VCSE funding and capacity – often reliant on siloed external, restricted funding so not able to respond to system-wide local needs collectively.

Services don't always consider the person's holistic needs, focus only on their services, and look to other services through repeated cycle of handoffs, signposting, refer, assess, close case.

There is duplication of services and inappropriate referrals

Defining the challenges, continued

How can different points of access work together and how can this model provide a professional joined-up service with VCSE Co-ordination?

Staff are not always aware of what different services do and don't do

Need to ensure more information is shared at earliest opportunity so that staff have the whole picture and not a just a pixel

Commissioning and service design can be fragmented and done on a service perspective rather than on a person-centred and place/population approach

Previous VCSE work has not been system-wide, so need to deliver system wide action research programme at pace and scale.

Need to build community resilience so that future community wrap around support for individuals and households is proactive (E.g., a pandemic or crisis response can be better managed and coordinated)

Improve ability to offer tools for independence, self help, informal networks of support, access to information and advice and opportunities to contribute.

Need a whole system, evidence based, case model to help deliver against the 10 Live Your Best Life outcomes

A Culture Shift

'We don't give up on people'

'Catch people early'

'Person-centred and strengths-based support'

'Outcomes Focussed'

'Build personal and community resilience'

'Help people to help themselves'

'Effective use of public and community assets, skills, talents, resources'

Public value

is the total value we create for the public using our resources, assets, skills, experience and looking beyond ourselves or organisations.

Co-production

service users and co-production – sharing power

Working across boundaries

seamless, integrated and One Team, maximising the team around our people (case co-ordination)

High level of collaboration

use the best expertise of partners

System Leadership

collective responsibility to tackle the barriers and lead cultural change

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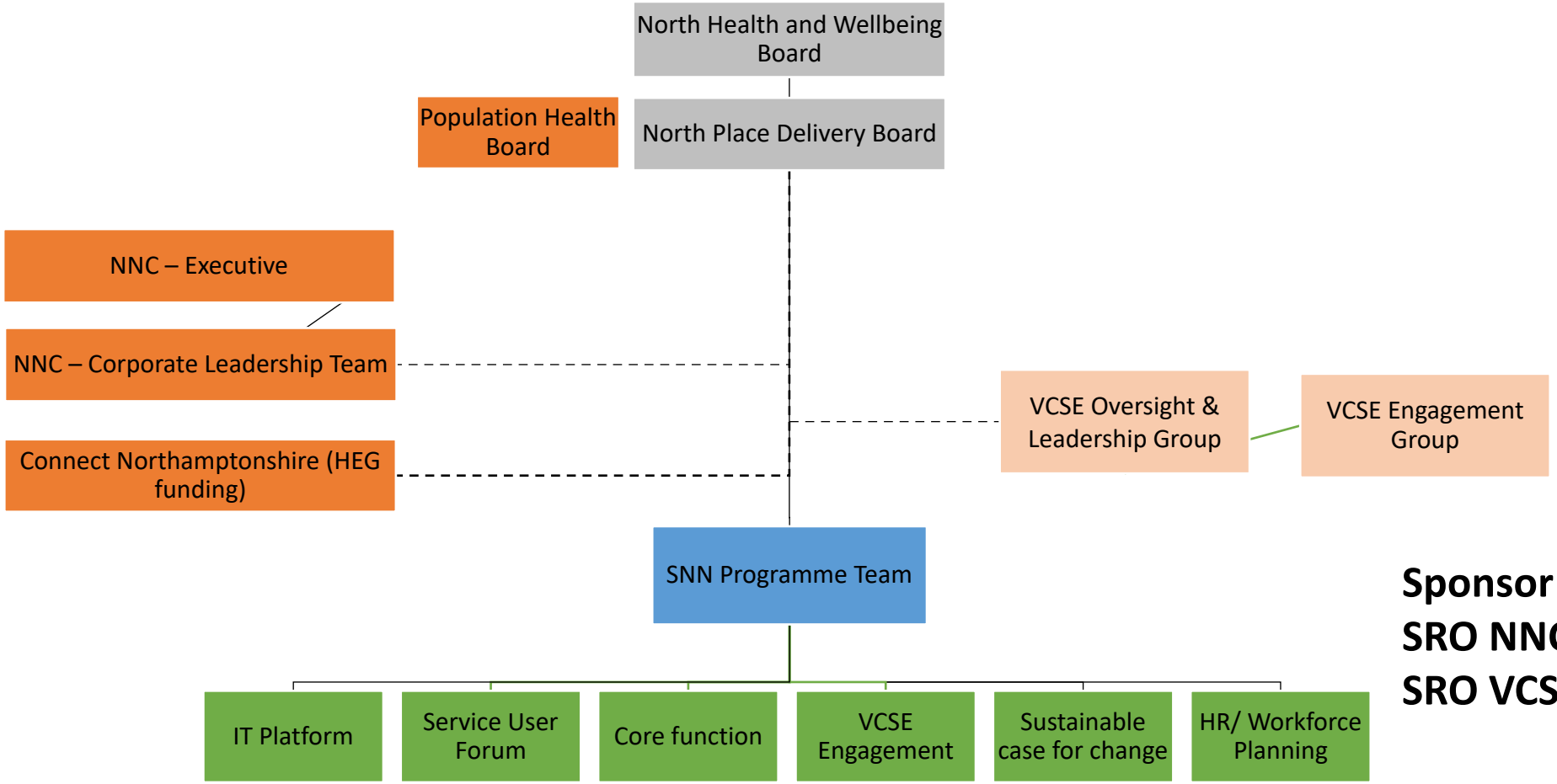
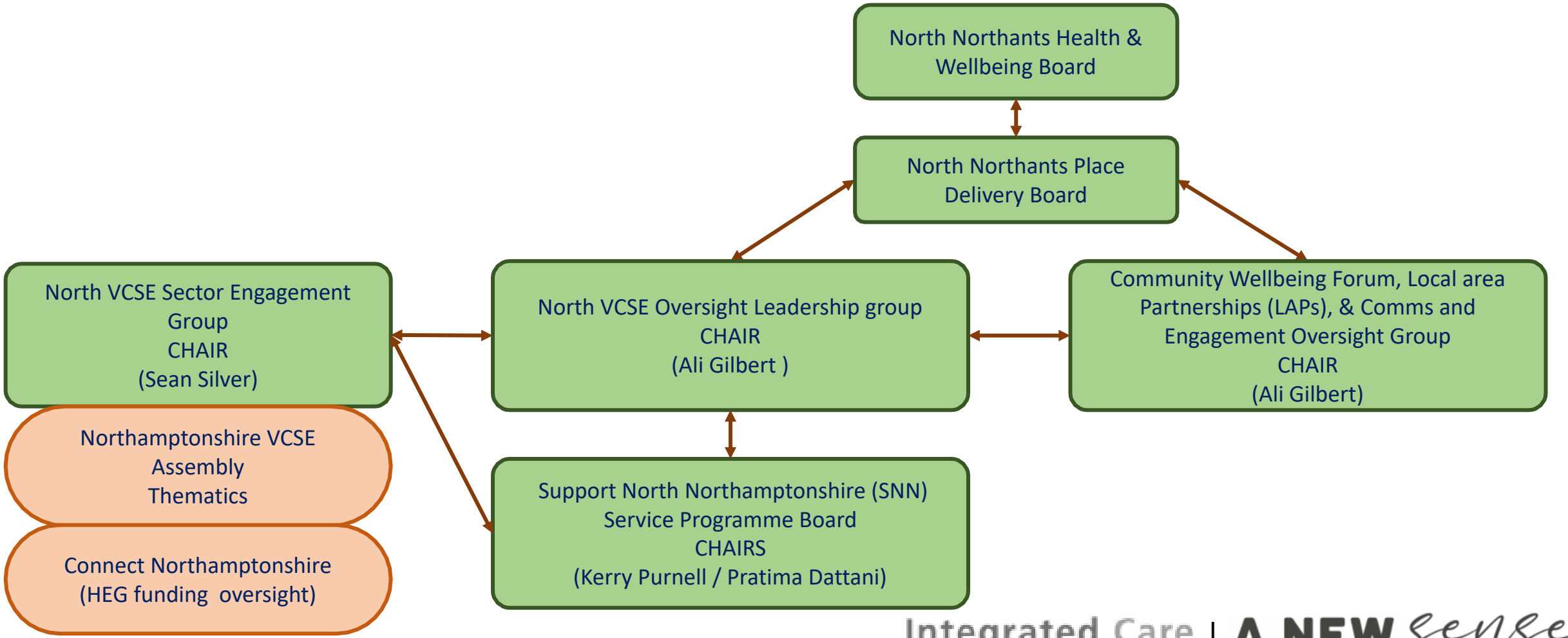
Governance



Sponsor: David Watts
SRO NNC: Kerry Purnell
SRO VCSE: Pratima Dattani

Integrated Care Northamptonshire | A NEW sense OF PLACE

North Place Development Programme Governance



Integrated Care Northamptonshire | A NEW sense OF PLACE

No door is a wrong door

Support North Northants

Co-designed with people, whole system approach

SNN POINT OF ACCESS
1 phone number/online

The person

Person-centred conversation 1-2days

Information & Support

Close

CATCH Team

CATCH TEAM

Identify primary partner

Other partners involved & who will contribute identified

Weekly collaboration meeting between VCSE & statutory partners

SUPPORT PLAN
(Person centred, strengths based and outcomes focussed)
3-6months

REVIEW in 3 months

Agreement to continue support

Closure in 3 months

Outcomes achieved

Time taken measured

Develop case studies

SERVICE USER FEEDBACK

Pathways to other Support & Services

Align with existing Services- Identify system efficiencies

Build personal & community resilience & connections

Building Resilience and Networks of Support (Wider VCSE partners)

Support North Northants (SNN)

An integrated service | A better way of working together

Tackling poverty, overcoming health inequalities, building healthier and resilient communities

Benefits

BENEFITS FOR NORTH PLACE AND PARTNERS

- ✓ Evidence-based prevention & earlier interventions
- ✓ Real time shared information about people to support interventions
- ✓ We get more done, quicker and better together
- ✓ Improved understanding of community assets, service offer & needs assessments at local level to inform LAP priorities
- ✓ Better, more efficient use of resources and funding, Value for Money
- ✓ Sustainable capacity in the VCSE to meet local needs e.g. social prescribing
- ✓ Improved collaboration; organisations & partners 'working across boundaries' as ONE TEAM
- ✓ Measure journey travelled for people, time taken, resilience and contribution to strategic outcomes
- ✓ Empower front line staff and unlock their potential
- ✓ Transformation in real terms

Integrated Care Northamptonshire | A NEW sense OF PLACE

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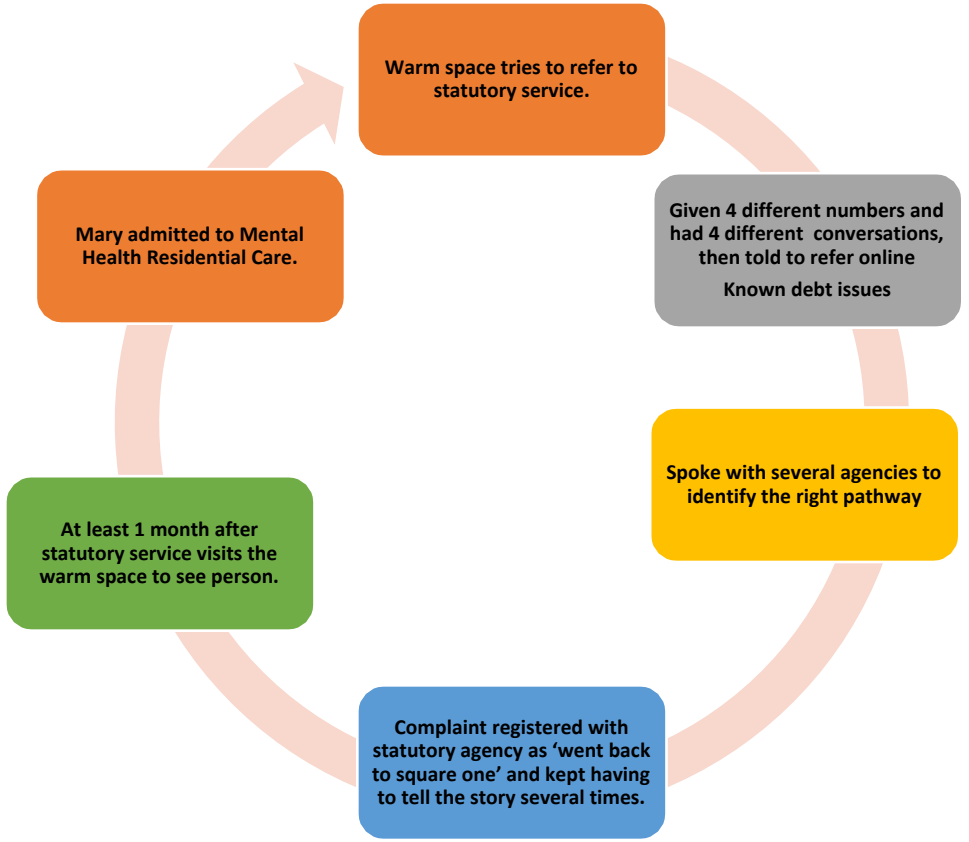
Mary's Story - Before

No Single Point of Access or obvious pathway

- A young woman with existing diagnosed mental health needs attended the Warm Space at a Community Centre for over a year
- Increasing concerns by staff about her mental health – This person's needs were increasing, making her a risk to herself and others; she wasn't getting the level of ongoing support from the statutory service that she needed at that time.
- Staff and volunteers saw her **4 times** to get to know her and understand her needs and think about what to do. **STUCK**

A VCSE Partner attempts to support



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Mary's Story - After CHANGE

SNN

Warm Space presents Mary's situation.

SNN meets with Mary same day and identifies needing higher level mental health support.

Mary discussed at SNN immediately and with all key CATCH Team partners (MH services, Social Care, Voluntary sector, Housing, Police)

CATCH Team identifies ASC as Lead partner. Other partners ready to support wider needs and ensure safe return back to the community.

NNC Residential Care Plan and community support co-ordinated when Mary returns home

Warm Space maintains relationship with Mary in the residential home and support return in the community

Network of Support

Social wellbeing

CATCH TEAM

Mind looks to provides preventative mental health support in the community –can recognise if needs escalate

Mental and emotional wellbeing

Benefit and Advice Agencies

considers debt, housing and income needs

Housing and economic wellbeing

Key Outcomes: Prevent further residential support or hospitalisation, reduce impact on Blue Light Services and wider community, safe integration in the community, someone looking out for her (network of support), IT support and wellbeing interventions.

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Aligning with existing Services

SUPPORT NORTH NORTHAMPTONSHIRE

SINGE ENTRY POINT

CATCH TEAM

BUILDING RESILIENCE

Public Sector Contracts
COMMISSIONING

Social Prescribing
Public Health
Carers Support
Ageing Well
Befriending
Mental health services
Learning Disability services
Family and Children Services
Reablement
Support for Discharge
Personal care and support
Domestic Abuse services
Other……

Wider VCSE clusters of support
BUILDING CAPACITY AND RESILIENCE

Benefits Advice
Housing Support & Advocacy
Food and basic support (white goods, cloths, IT equipment, household equipment)
Home safety and improvement
Gardening
Baby and children equipment
Community Spaces and Centres
Warm spaces
Physical health and wellbeing
Employment Support
Faith groups
Young People provision
Arts and Culture Groups
Informal Networks of Support
Other……..

SNN An interim collaborative staffing structure

test and learn phase May 2023 - March 2024

Working with Support Northamptonshire
Operations Manger

Working with Support Northamptonshire
IT and Data Analysis Manager

Working with Serve (Wellingborough/East Northants)
- Single Point of Access Coordinator
- x2 Support Workers

Working with Groundworks (Kettering/ Corby)
- Single Point of Access Coordinator
- x2 Support Workers

Working with Accommodation Concern (North Northants)
- x2 Benefits Advisors

VCSE and statutory service alignments

VCSE investment in supporting people and building independence and resilience

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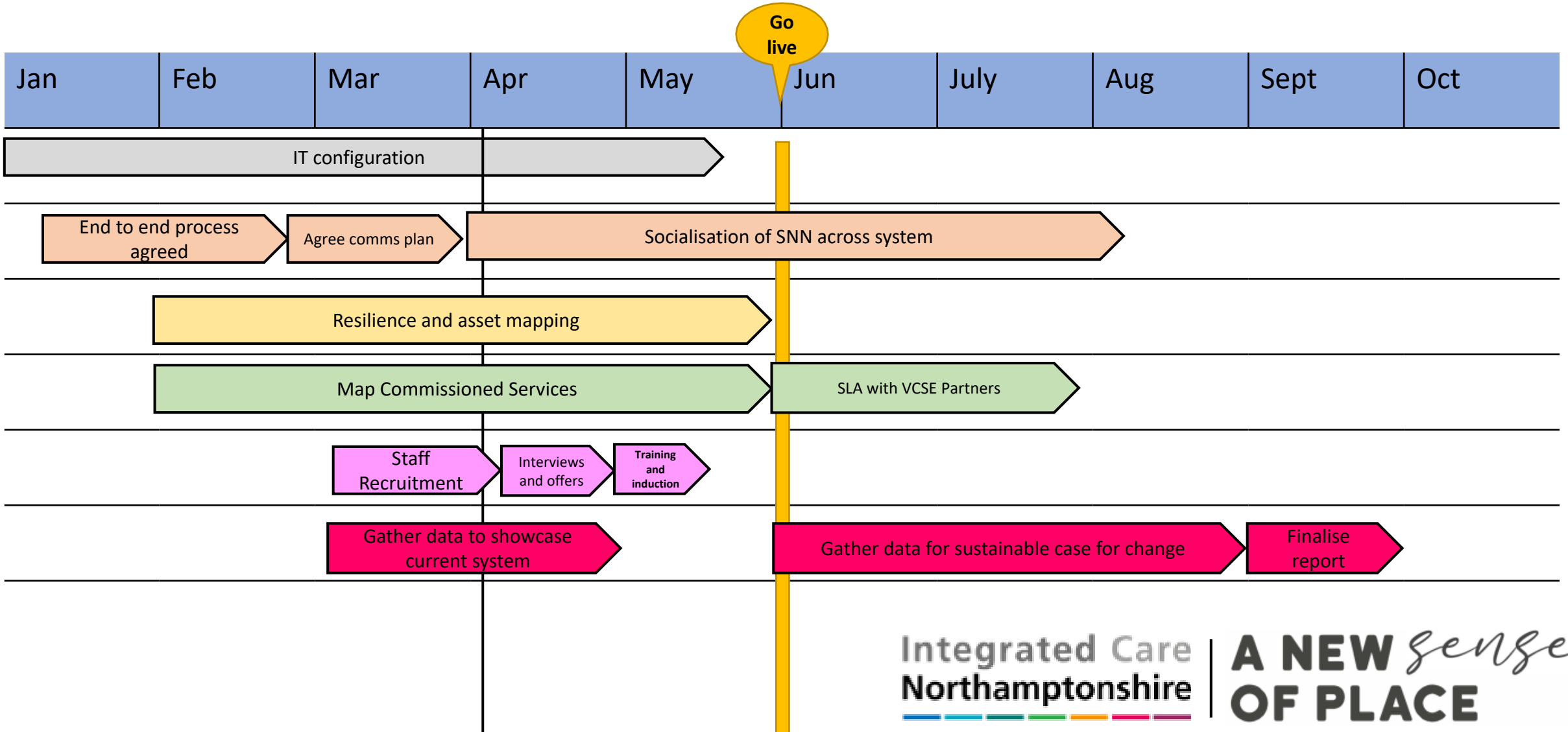
SNN Programme Plan 2023



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Current Progress

- Successful first round of recruitment with key roles appointed to (Ops Manager, IT Manager, SPA coordinator X 2, 1 Support Worker). 2nd round needed to fill gaps with Support Workers and Benefit Advisor.
- Benefits advice will be provided to all SNN clients by Accommodation Concern until Advisors recruited.
- Comprehensive 2-week induction and team building programme delivered.
- End to End Process Developed with VCSE.
- Model socialised with managers across Adult Social Care, NNC Housing, Community Safety, Refugee Resettlement & Public Health.
- Model socialised with Community Safety Partnership Board
- Cluster meetings progressed with VCSE partners
- Service user forum members identified but not mobilised yet
- IT platform developed and will be tested end of May early June
- Longer term IT hardware provider/maintenance secured
- Privacy Notice drafted

Soft Launch process: June and July 2023

- Working with Adult Social Care to identify up to 20 cases off their waiting list.
- These people will be progressed through the SNN service during June & July, working collaboratively with the Adults front door and community hub teams and other services as appropriate.
- Data, case studies and learning will be documented to test the SNN process and adapt it as required.
- Outputs and outcomes will be considered by the SNN Programme team as a basis for the Sustainable Case for Change & before sharing more widely and confirming proposals for a wide launch of SNN.
- Important that we ensure that we gain regular updates on outcomes achieved to demonstrate prevention and influence funding for early intervention and prevention.

Programme Risks

Initial RAG	Risk/Issue	Mitigation	Post mitigation RAG
A	• Risk of VCSE, or statutory partners not engaging with the service and the CATCH team	• Working closely with agencies to support engagement and build buy in. • Work in cluster groups to spread the message. • Facilitating workshop between VCSE, ASC, Housing to build awareness of SNN, and how the end to end process will work.	A
A	• Risk of DPIA/ Privacy notice not being in place in time	• Privacy Notice drafted to be finalised and published before soft launch • Proposals to be discussed with system IG leads.	G
A	• Risk of IT platform not being ready for launch	• IT platform is being built upon an existing model that is already in place. • Regular meetings with the supplier have been put in to ensure progress and delays are known quickly allowing for changes to be made where necessary. • Project Plan with daily actions and checkpoints in place to mitigate delays	G
A	• It will take time for staff to truly embed the importance of data collection within the IT platform	• Robust induction has been planned/delivered for the core staff, including time to learn the IT platform. • Soft launch of the service also allows extra time after inductions for staff to embed the importance of data collection.	G

Ask and Next Steps

- Share model with your teams if they are working with people who might benefit from integrated support, or where you are stuck.
- VCSE Cluster meetings continuing
- Share Information Governance documents and proposals with System partners
- Ongoing socialisation of programme across statutory partners
- Continued recruitment to vacant posts
- Develop process flows for partners for the initial introduction of people they are working with into SNN

'Let's not give up on people'

'Let's catch people early'

'Let's grasp the opportunity the ICS presents to transform'