

Appendix 2: Communities TAP Team and First Contact: **Adult Multi-Agency Early Help Model**

The Community Connected Service: A project to connect Adult Wellbeing and Care's First Contact Service to Communities across Sheffield through the Team Around the Person.

Introduction:

The [Adult Health and Social Care Strategy](#) and accompanying refreshed [Strategy Delivery Plan \(Sept 23\)](#) and [performance framework](#) set out the vision and deliverables for 2022 to 2030 for adult social care. The strategy is called 'Living the life you want to live', and it's about how we work together to help the people of Sheffield to live long, healthy and fulfilled lives.

Delivery upon the strategy is underpinned by a new operating model – [our future design](#) approved by Committee in November 2022. This operating model set out a shift towards embedding earlier intervention, prevention, and wellbeing across all activities and closer working with our communities across Sheffield.

First Contact is Sheffield Adult Care citizen facing first response service. It responds to contacts from individuals seeking support from adult social care. The Multi-agency Safeguarding Hub (MASH), located in First Contact, responds to safeguarding concerns that are raised.

There are on average 200 referrals to the MASH and 1800 referrals to First Contact per month. Adult Care has a legal duty to support the achievement of people's wellbeing outcomes, which is much broader than meeting adult social care eligible needs. **A key priority is to enable individuals to only tell their story once and experience joined up care and support.**

Individuals and families can experience making multiple referrals to a range of services prior to First Contact and this can then result in delays in accessing support or contacting First Contact at a point of crisis. This places the individual at risk of potential harm and poorer long-term health outcomes.

Originally this issue was attempted to be resolved through a No Wrong Door policy, where people could attend a variety of services e.g. housing support, psychologist, addiction specialist, and even if that service couldn't solve an additional problem the individual was facing, they would be responsible for referring on to an appropriate service i.e. every door gets you where you need to go in the end or No Wrong Door. However, even with the No Wrong Door policy the largest referral point continues to be First Contact as the contact number and support is very well known across Sheffield and all professionals tend to refer to First Contact for support in the first instance.

Due to this, partnerships have been developed that enable the first point of contact to expand to include a wider range of community-based early help interventions.

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A key first step is drawing a link between Early Help Panels and First Contact. This is a 'bridging' service – 6 workers and a business support officer that link the two services. By developing this bridging service benefits should be accrued for adult care, people and their families, and for other partners as duplication is reduced, systems become more efficient, and expertise focused where it is most needed. The Bridging Project will test out this notion and assess the value of the initial investment, and in so doing, provide a potential platform for new systems and processes to be developed.

Aims of the Project

The project aims to look at a new way of working with a range of different agencies, focusing on people who do not have eligible social care needs but who do have need for support to improve their wellbeing.

These interventions will, in most cases, be needed by a wide array of partner organizations. Focusing on this group of people, the project will help obtain the right support for people at the right time and enable more positive outcomes to be achieved.

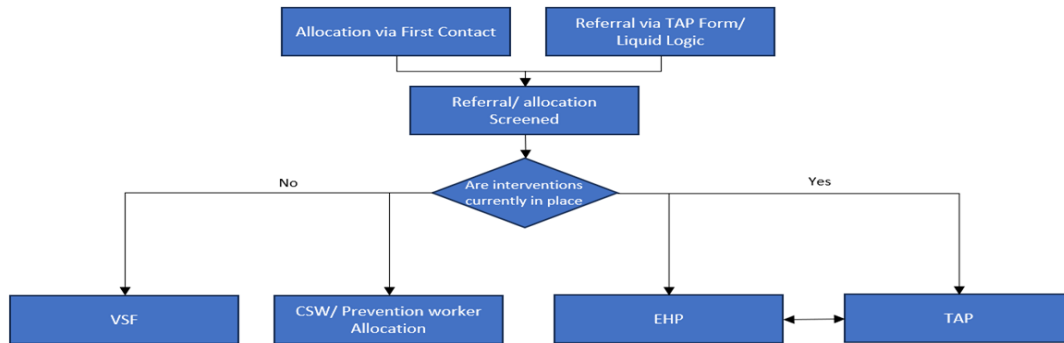
The project will:

1. Support people who have non-eligible social care needs will be supported by six new workers shared between First Contact and Communities. These new staff members will work across First Contact's 'Make a Call Take a Call' (MACTAC) team and the Communities 'Team around the Person' (TAP).
2. Specifically, where it is appears that there are no statutory duties that need to be addressed by agencies, but there are a variety of other issues that require multi-disciplinary working e.g., mental health, housing, substance misuse, domestic violence, debt, anti-social behavior, referrals will be made to an adult Early Help Panel.
3. Using Team Around the Person approach – the new Early Help Panels enable agencies to collaborate to manage risk and support the creation of individual and multi-disciplinary team action plans that will provide a support network for an individual. This will help the person to 'get back on their feet' maintain their independence, enable people to achieve their wellbeing outcomes, and delay the onset of social care needs, or indeed other needs that may have to be met by statutory bodies.

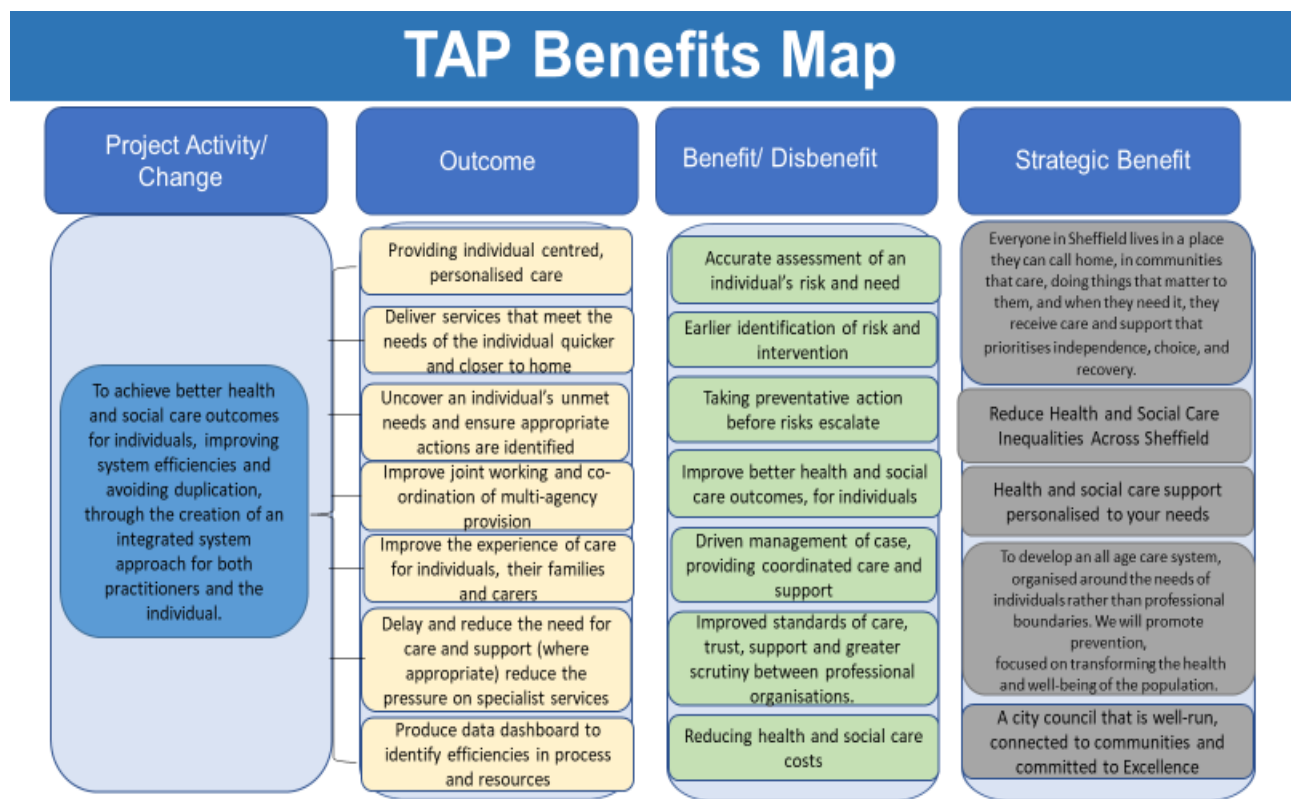
New way of working

It's planned to introduce a joined up early help service as demonstrated in the approach below.

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TAP Benefits Map



Timelines

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Task	Action	Issues/ Risks	Timeframe
Recruitment of 6 x G6 workers	Either through First Contact recruitment or via CSW recruitment	Dependent on whether pre-existing CSW recruitment can be used. Or External recruitment.	1-3 Months November – December - January
Training	Training plans already in place within CSW and TAP Teams	N/A	February/ March 1 Month
Pilot	Start of the pilot project	Timeframes dependent on recruitment	March / April