

The Integration of the Connected Communities service within Adults Social Care

Sept 2025

Background

The Connected Communities Service has sat within the Partnerships & Communities Service since 2022 when the Adults Commissioning Service was devolved. The restructure of Connected Communities affords an opportunity to strengthen the early help and prevention offer and reduce the statutory demand on the Adult Social Care functions. This better aligns the Adult Social Care (ASC) service within the newly established Adults, Housing and Health (AHH) directorate.

Connected Communities will integrate into Adult Social Care (ASC) to become the new **Independence & Early Intervention Team (IEI)**; strengthening the early intervention and prevention approach and aligning with the Neighbourhood Health agenda

Resettlement, Migration & Inequalities service and will lift and shift in its remaining entirety (including the anti-racism and community engagement functions) to sit in the Culture and Communities service within the Culture, Strategy and Communities directorate; aligning to other community facing teams

Financial Support Officers will lift out of the current Connected Communities Structure and move to sit within Revenues & Benefits to better support residents facing financial hardship.

The new structure will deliver MTFS savings of £700k to the general fund, which is achieved through a combination of increased funding from grants and staffing reductions.

The Independence & Early Intervention (IEI) Team

Vision and purpose:

To empower adults to live independent, fulfilling lives by providing timely, strengths-based support that prevents crisis, reduces dependency on long-term care, and enhances wellbeing, resilience, and choice.

The team will focus on preventative approaches, early help, and community-based solutions, working in partnership with individuals, carers, families, and wider health and social care networks.

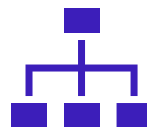
Strategic Aims:



Proactive & Preventative Support – Intervening early to prevent escalation of needs.



Promoting Independence – Supporting people to maintain control over their lives and stay in their own homes for longer.



Strengths-Based & Person-Centred – Focusing on what people can do, rather than what they can't.



Community-Led Approaches – Connecting people with local networks, technology, and self-help resources.



Reducing Demand on Crisis Services – Preventing unnecessary hospital admissions, reducing care home placements, and promoting reablement.

The Independence & Early Intervention (IEI) Team

Key areas of focus

Short-term interventions to maintain independence (reablement, technology-enabled care, adaptations).

Neighbourhood health and health ad social care integration- Multi-agency collaboration with health, housing, voluntary sector, and communities

Improving access to information & advice so people make informed choices.

Embedding digital access for smarter, cost-effective support.

Training & workforce development to upskill staff in early intervention methods.

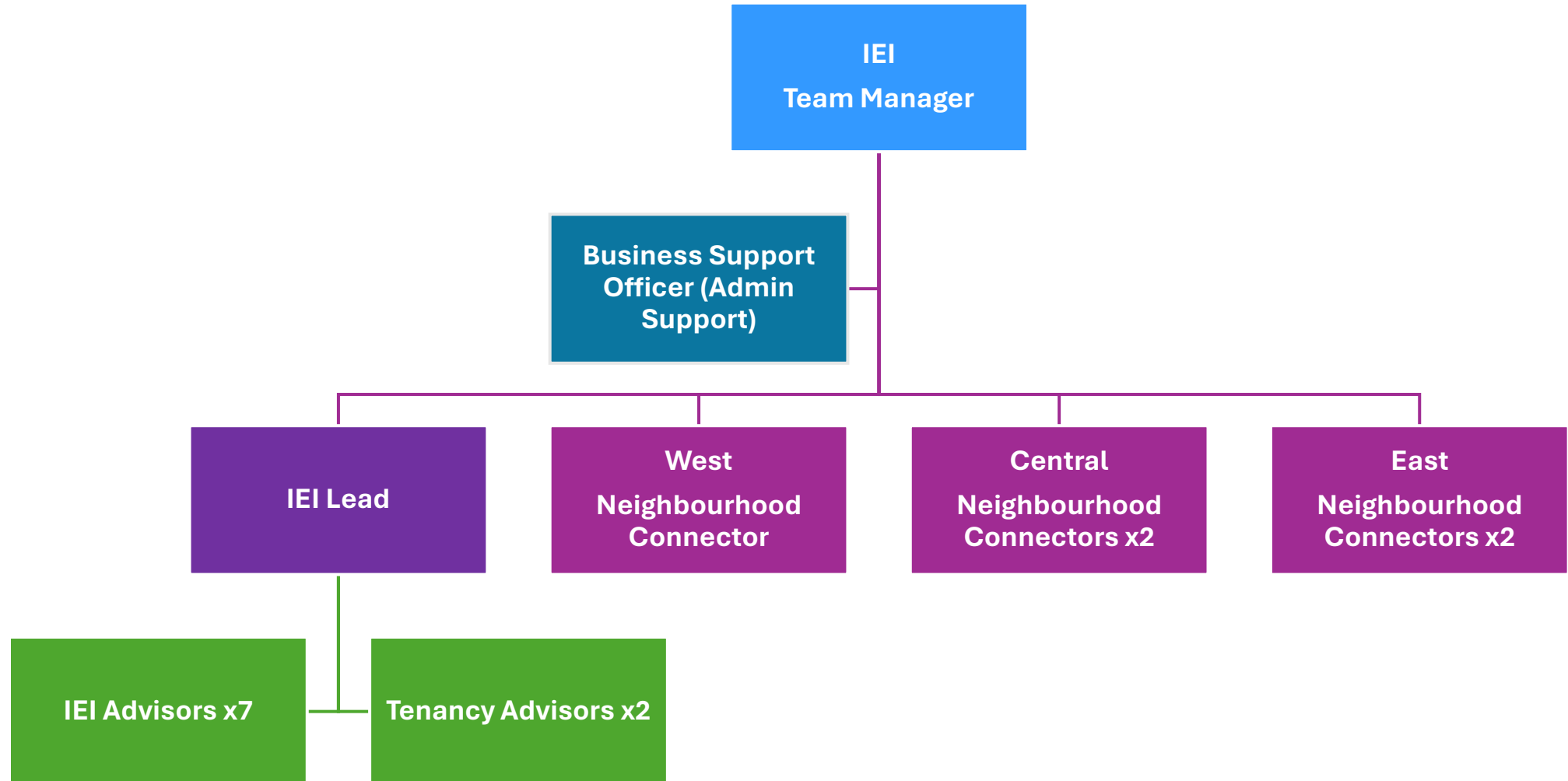
The service will primarily receive referrals from the ASC front door teams and/or residents accessing through community drop-ins.

Roles in the IEl Team

Role:	Scope:
Independence and Early Intervention Advisors	7 x Frontline staff delivering initial advice and support to residents from introductions from ASC front door teams to promote independence through early intervention. The team will also offer regular community drops ins services at key locations in each locality.
	2x Independence & Early Intervention Tenancy Advisors dedicated to general needs housing in secure tenancies, these roles are funded by HRA to provide advice and holistic support to establish and maintain stable tenancies, co-located with Housing Services.
Neighbourhood Connector	5 x Aligned to locality/neighbourhood teams, a connector function supporting partnership and multi-agency system- based working between individuals, health, social care and community resources.
Team Lead	Line management of the frontline advisor roles as well as acting as a deputy to the Team Manager, as needed. Will support analysis of the strategic oversight of the service and how the wider systems can be influenced to best support demand.
Team Management	Oversee service delivery, ensuring quality control, budget and the effective coordination of the team. Direct line management of the Team Lead, Administrative Support and Neighbourhood Connector roles.
Business Support Officer	Provide essential administrative support to ensure smooth service delivery.

New Structure

The IEI team will sit as a boroughwide service within the Central locality team within Adults Social Care, with the Neighbourhood Connector roles aligned to each locality.



Budget and MTFS

MTFS savings of £700k to the general fund will be achieved through a combination of increased funding from grants and staffing reductions.

The service will be funded through a pooled budget funded of a combination of grants including Better Care Fund (BCF), Public Health and a contribution from the Housing Revenue Account.

BCF will fund approximately 50% of the service going forward.

The savings will be achieved in full for 25/26 achieved by the additional grant funding and vacancy factor.

Consultation Process

The restructure of the Connected Communities team has been subject to full HR consultation and policy, which seeks to conclude in October when the new structure will be implemented.

One post will be assimilated into the new structure. There remains the risk of redundancy to 3 officers. Any vacant posts at the end of the selection process will be advertised externally as per the Council's Recruitment Policy.

Recruitment to new posts is in progress, with agreed ringfenced proposals to protect officers' rights.

The consultation period has seen regular meetings with staff and unions with high levels of engagement at all levels.

Constructive feedback has directly resulted in amendments to planned structures and roles.

Overall, consultation feedback indicated that staff were broadly happy with the proposals and could see the logic to the changes.

Timeline and next steps

August & September:

- Interviews for roles in the new IEI structure
- Training and development
- Processes and pathways developed
- Finalise comms plan

October :

- Communications to partners and stakeholders
- Website changes
- Implementation of new structure – the team will integrate into ASC (go live date TBC)

Questions for the panel

How do we best communicate the changes to the service to residents and stakeholders and do the panel have any ideas for how local ward councillors could support with this?

Where do you see the greatest opportunity for this model to improve outcomes for residents?

What risks do we need to be most mindful of when implementing the new service?

Background documents

High level Theory of Change

Context / Problem Statement

- Rising demand on crisis services and long-term care.
- Need for earlier, community-based interventions to promote independence.
- Integration of Connected Communities into ASC to strengthen prevention and early help.
- Development of locality and neighbourhood health model

Inputs

- Staff: IEI Advisors, Tenancy Advisors, Neighbourhood Connectors, Team Leads, Business Support.
- Training in strengths-based, person-centred approaches.
- Digital tools and technology-enabled care.
- Partnerships with health partners, housing, voluntary sector, and communities.

Activities

- Deliver short-term interventions (e.g., reablement, tenancy support).
- Provide advice and information to residents.
- Connect individuals to community resources and networks.
- Embed digital access and self-help tools.
- Facilitate multi-agency collaboration at neighbourhood level.

Outputs

- Number of residents receiving early intervention support.
- Number of tenancy support cases handled.
- Community connections facilitated.
- Staff trained in early intervention methods.
- Digital tools deployed and accessed.

Outcomes

- Increased independence and wellbeing.
- Reduced reliance on crisis services and long-term care.
- Improved housing stability.
- Enhanced access to community and digital support.
- Stronger multi-agency working.

Impact

- A more resilient, empowered adult population.
- Reduced demand on ASC and health services.
- More equitable access to support across localities.

Key Performance Indicators for IEl Team - Draft

Service Delivery & Impact

- % of residents supported who remain independent after 6 months
- Reduction in referrals to long-term care, hospital readmission rates or crisis services
- % of tenancy support cases resulting in sustained housing
- Number of successful reablement interventions

Access & Engagement

- Number of residents accessing IEl services and community led support
- % of residents reporting improved wellbeing and confidence
- Resident satisfaction with service and case studies

Efficiency & Integration

- Average time from referral to intervention
- % of cases resolved without escalation to ASC
- Number of multi-agency cases jointly managed

Digital & Innovation

- % increase in residents using digital tools / digital inclusion rates

Workforce & Development

- Staff retention rates and sickness levels
- Staff survey results

What about the other areas of demand that Connected Communities used to deal with?

New translation and interpretation service is now in place

Digital inclusion – still remains a focus of the new service various projects and Haringey Learns offers underway. New Digital Inclusion Manager leading this work.

Improved website live with further enhancements planned

Homelessness prevention hub in development (Housing Demand and hoping for co-location of CAB)

Health inequalities funding continues to deliver local projects aimed at supporting wellbeing and health initiatives

Service has been in a transition period and already been working to close existing cases in readiness for the implementation of the new model

Service improvement initiatives underway across the council to further drive down failure demand