



Your Local Community Network Avalon and the Poldens



Wednesday 7th January 2026 7.00pm
(Online only)

House Keeping

- Please note that a transcription of this meeting is being recorded for note taking purposes
- Please raise your hand (either physically or via Teams) to alert the Chair you'd like to speak

Agenda

1. Welcome (2 mins)
2. Voting for Chair and Vice Chair (2 mins)
3. Approval of minutes of the last meeting (2 mins)
4. Working group updates:
 - Health and Wellbeing (Fodo Higginson and Fen Bagias) (10 mins)
 - Highways (Graham Croucher) (10 mins)
5. Connect Somerset presentation (Charlotte Johnson) (20 mins)
6. *New: Spark – Youth Alliance (Louise Treacher) (20 mins)
7. *New: Glastonbury Train Link (Susannah Clemence) (20 mins)
8. *New: Healthwatch (Tanya Camberwell) (20 mins)
9. *Postponed: Devon & Somerset Fire & Rescue Service presentation
10. AOB (10 mins)
11. Date of next meetings (2 mins)

Welcome

- Introductions and apologies

Voting of Chair and Vice-Chair

- Voting must be done in person

Working Group Updates

Health and Wellbeing

- Fodo Higginson/Fen Bagias

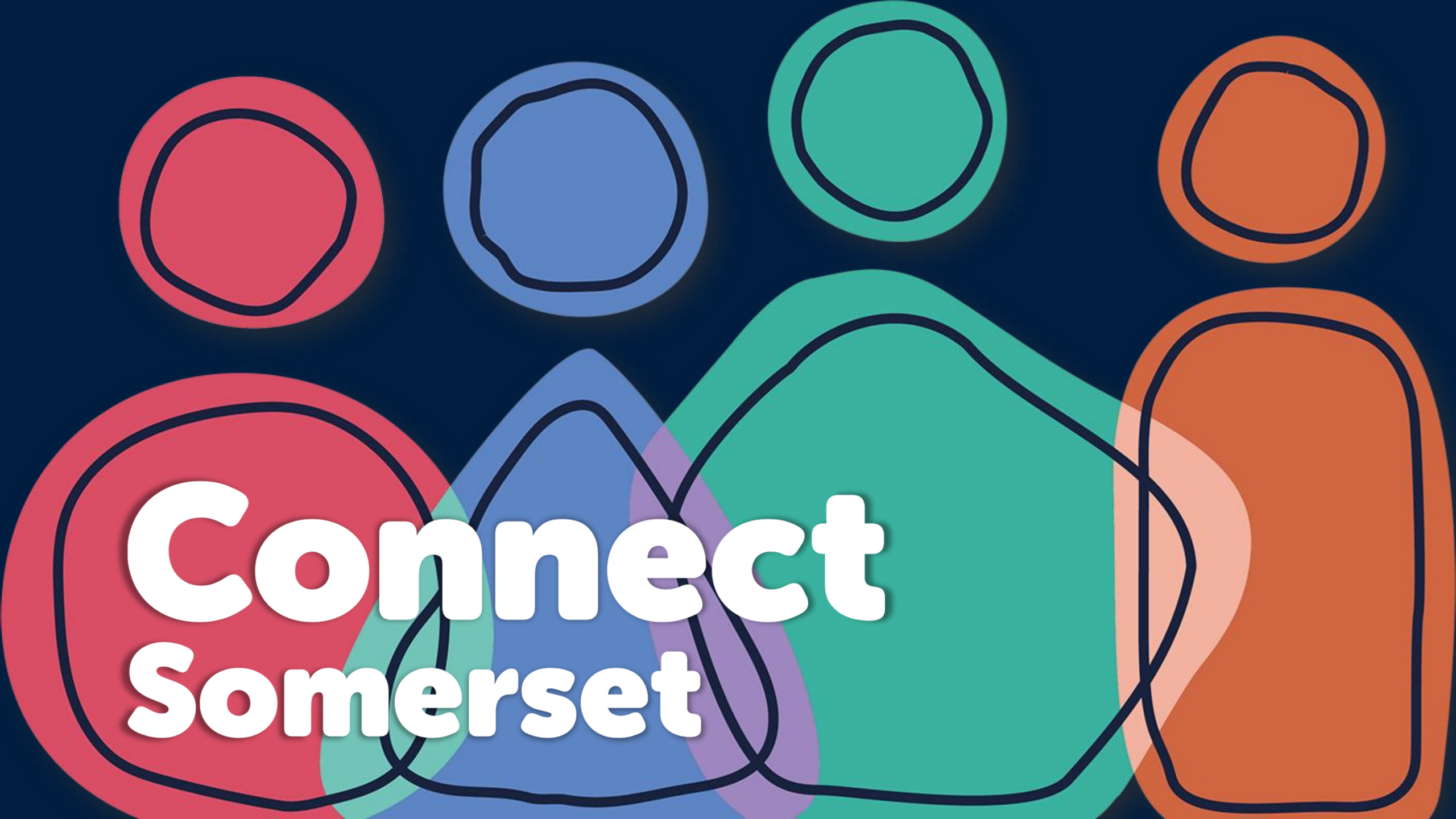
Working Group Updates

Highways

- Graham Croucher

Connect Somerset Presentation

- Charlotte Johnson

The background is a dark navy blue. It features several overlapping, hand-drawn style shapes in red, blue, teal, and orange. Each shape has a thick, dark blue outline. The shapes are arranged in a way that suggests a group of people or a network. In the lower-left area, the text 'Connect Somerset' is written in a bold, white, sans-serif font. The word 'Connect' is on the top line and 'Somerset' is on the bottom line, both slightly overlapping the shapes.

Connect Somerset

Connect Somerset is...

- A partnership between Somerset Council, NHS, VCFSE, Education and many more
- More early help for residents and families
- Neighbourhood working and 100 community hubs
- Better data sharing to support professionals and target help
- Connecting people

www.ConnectSomerset.org.uk



Connect Somerset is proud to partner with Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations to help bolster Early Help capacity, reflecting our core mission in Connecting People.



CYPP principles for working together

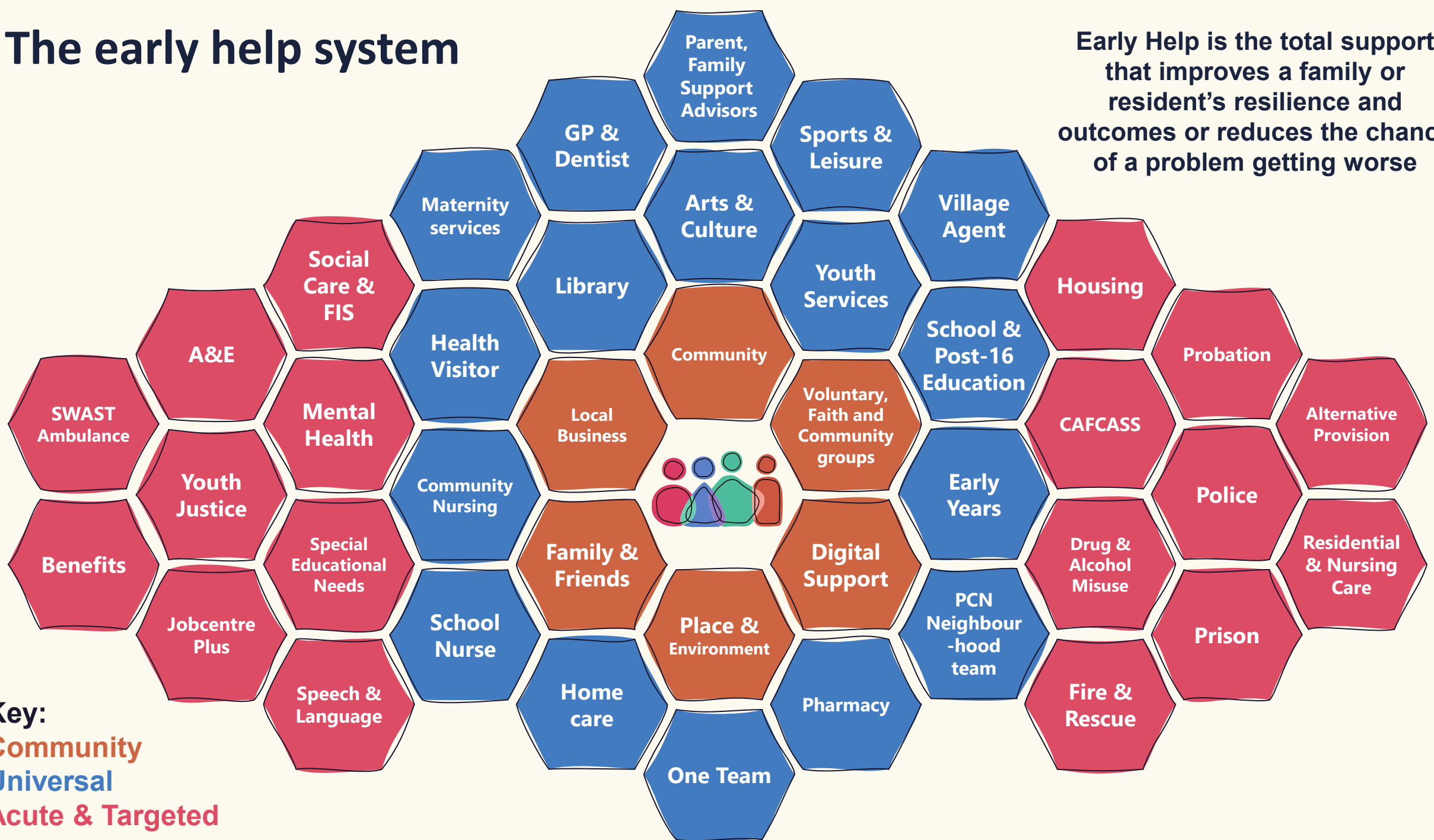


- 1** We focus on **strengthening relationships** between professionals and with residents. People, processes and systems are **caring**.
- 2** We **listen to families and residents** – to understand what matters for them, to build on what is already working well and to design services, based on what 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 **lead professional** for a family or resident.

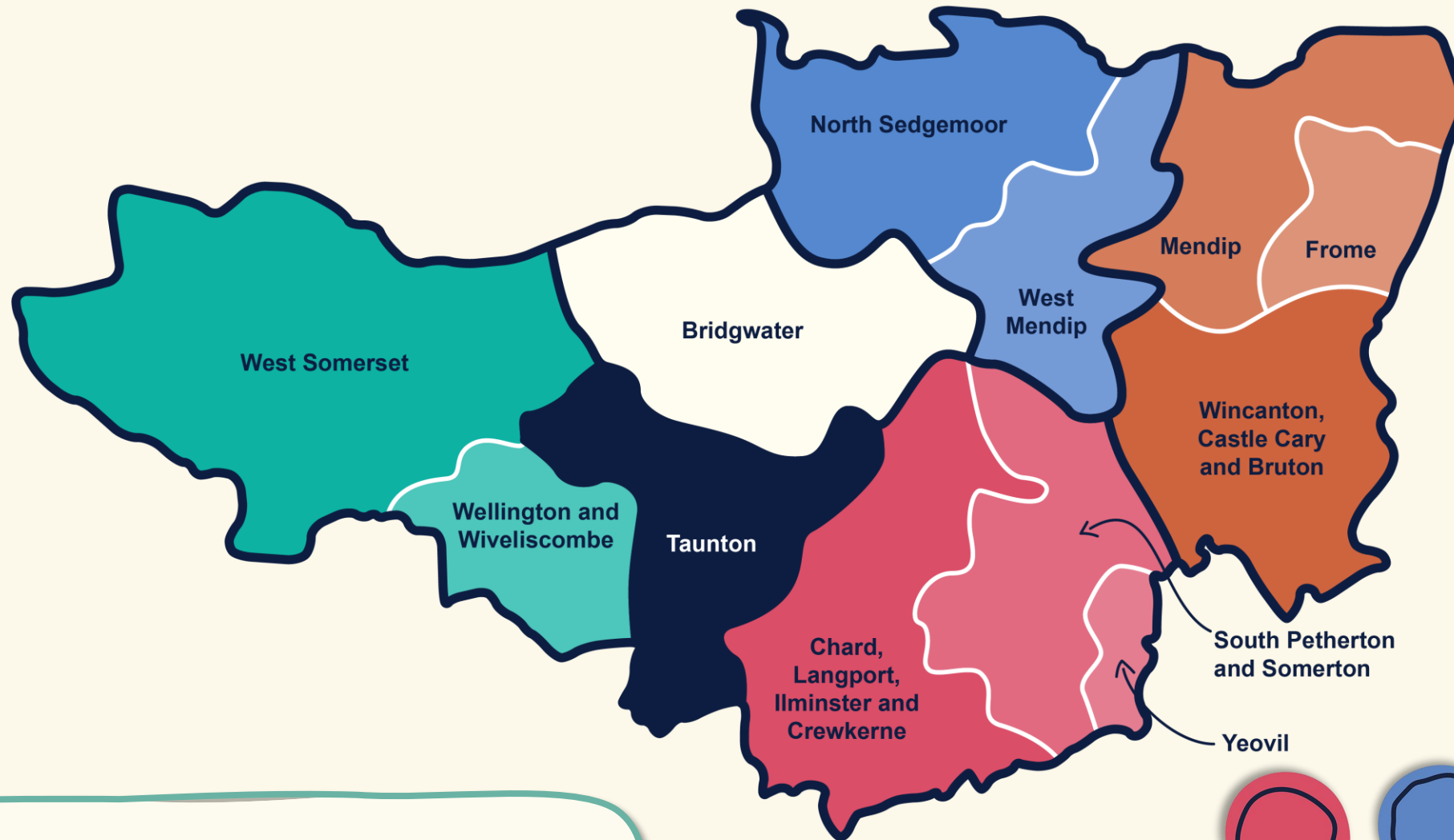
- 5** Support and services will increasingly be based in **neighbourhoods** and **community hubs** – we work together across geographic and professional boundaries and with communities, recognising the challenges of **rurality**.
- 6** We recognise that **communities have different strengths** and **needs** 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 **reduce inequalities** across Somerset.

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

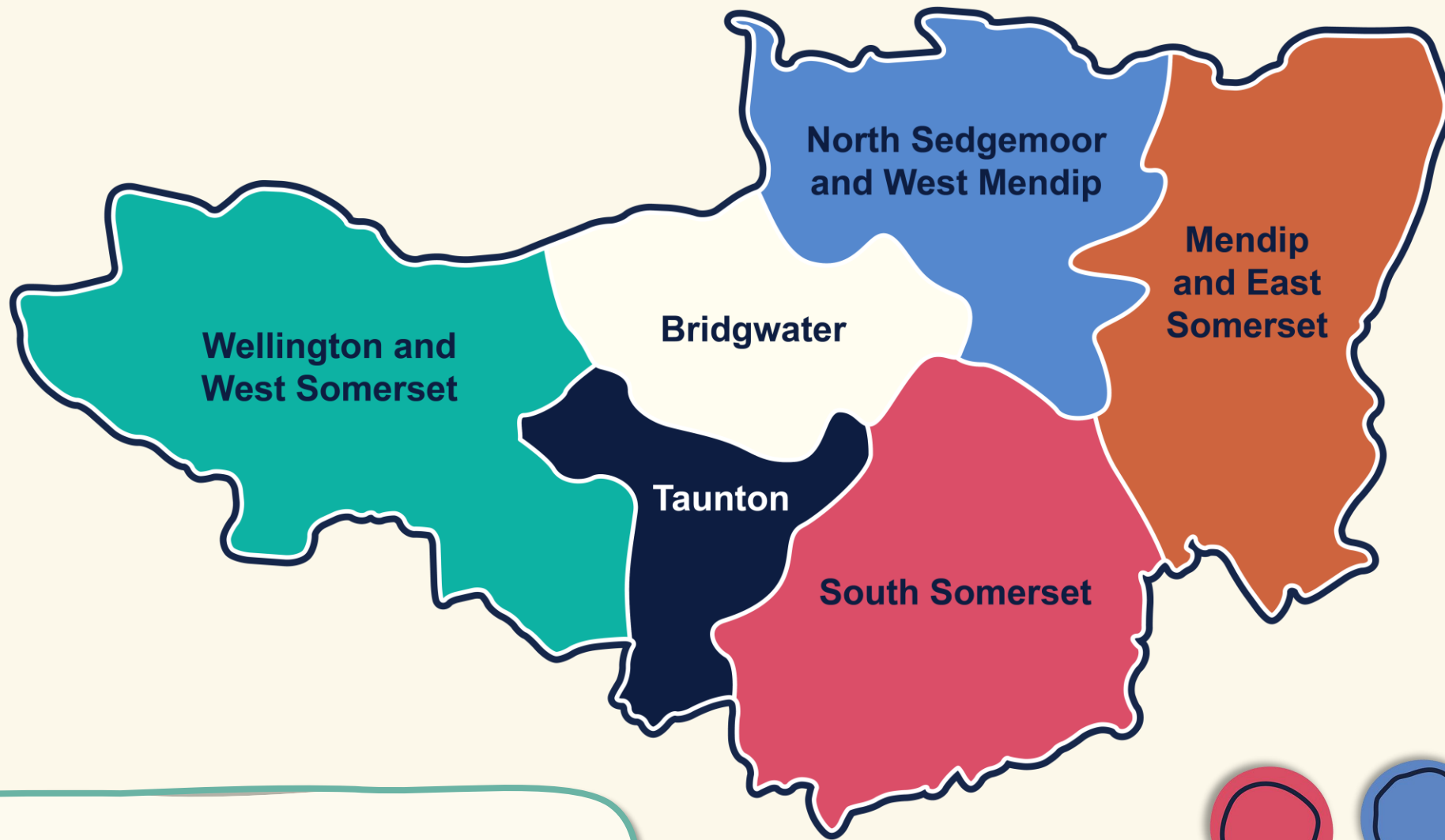


Key:
Community
Universal
Acute & Targeted

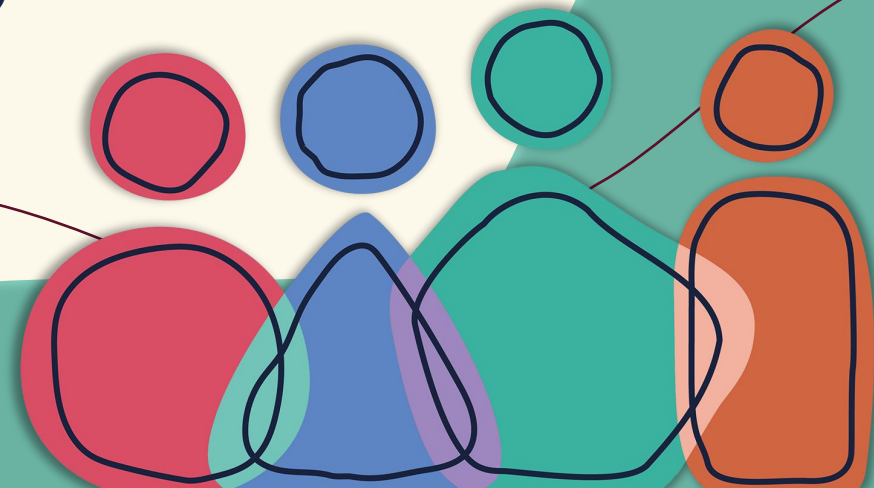


Neighbourhoods

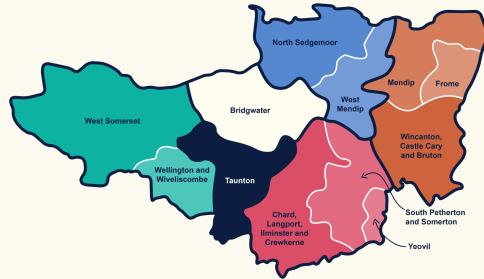




Localities



The right spatial level for effective delivery



1 x Somerset
6 x Localities
12 x Neighbourhoods

Note that neighbourhoods and localities are for operational delivery, whilst 18 local community networks are for engagement and governance

**Neighbourhoods
x12**

- Community resources
- Connect Somerset Champion
- CCS village and community agents
- Parent and Family Support Advisers
- Primary Care Networks
- Adult and Health services

**Localities
x6**

- Family Intervention Service including Education Engagement
- Education relationship managers
- Youth justice
- New Virtual school
- SEND assessment & review including Education Psychologists

**Somerset
x1**

- Leadership and management
- Central services such as Business Operations, commissioning, data analytics, finance, school admissions, traded teams, curriculum & training

Your Connect Somerset Toolkit.....



the
Balsam
Centre



citizens
advice Somerset



mind
in Somerset



mind
in Somerset



YMCA



YEOVIL
ART SPACE



MINEHEAD
EYE
YOUTH SERVICES



sasp
Somerset Activity & Sports Partnership



THE
SPACE



FrOme
TOWN COUNCIL

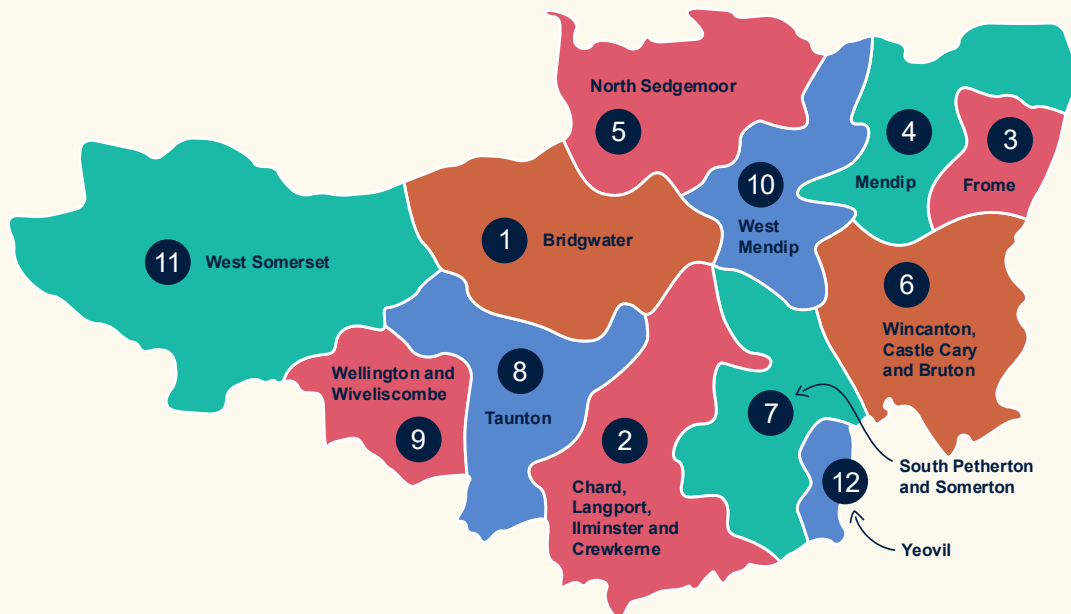


WELLINGTON
TOWN COUNCIL
Serving Wellington & Rockwell Green



HOLYROOD
ACADEMY

Find your Champion



1



Laura Dyke
✉ ldyke@sasp.co.uk
☎ 07458 301 514

2



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

3



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ca-bg.org
☎ 07562 414 858

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Paul Matcham
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12



Natasha Rand
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☎ 07774 883 489

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.

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.

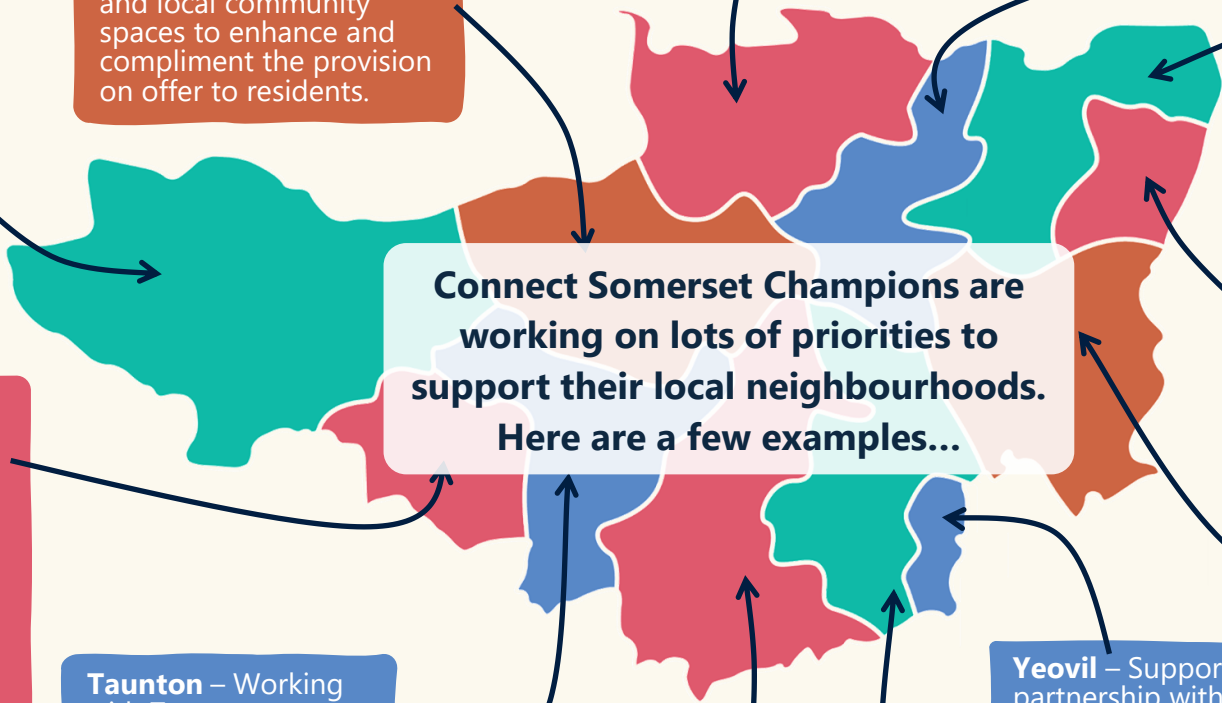
Yeovil – Supporting the County Lines Creative Project in partnership with Yeovil College and Bucklers Mead Academy

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.

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

Taunton – Working with Taunton Secondary Schools and Taunton Town Council to establish a new neighbourhood network focused on children and young people.

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.



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

Connect Somerset website

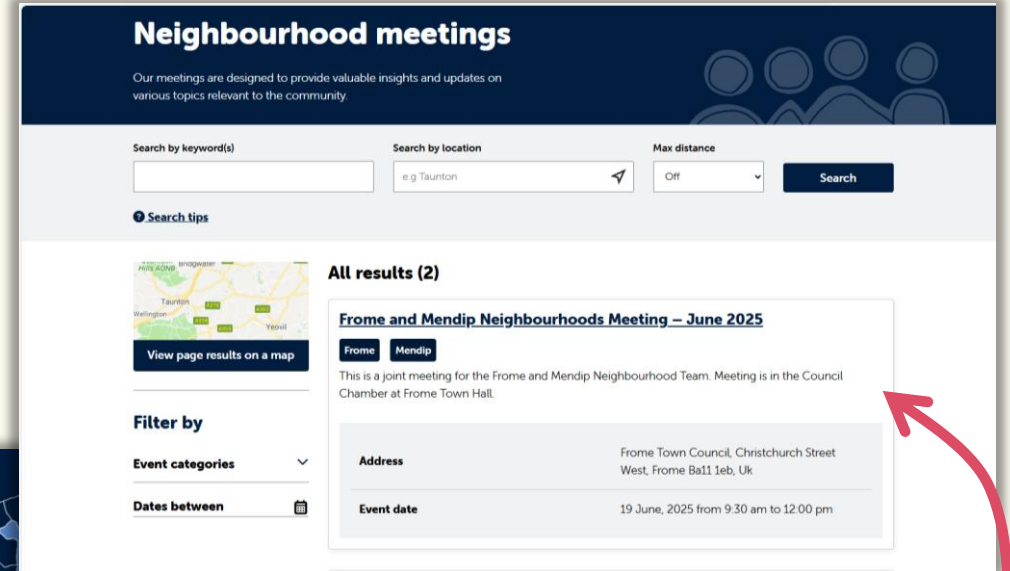
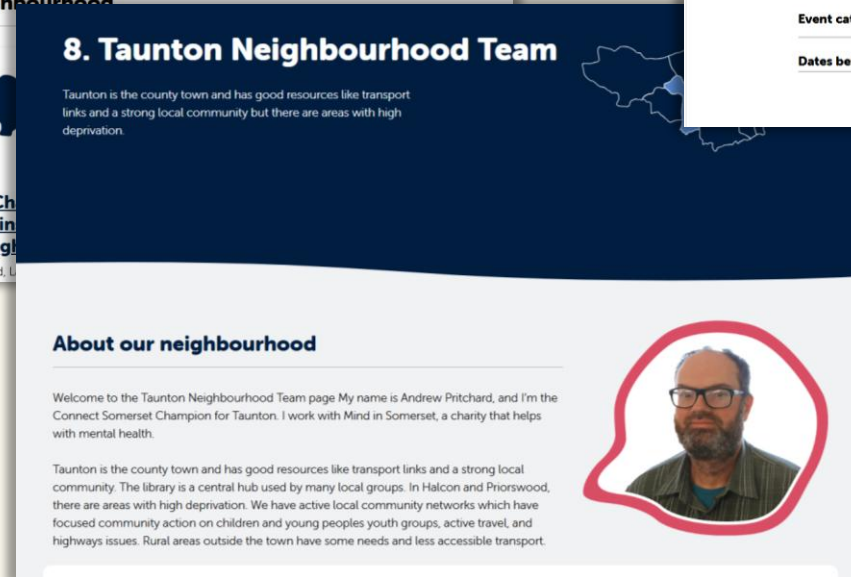
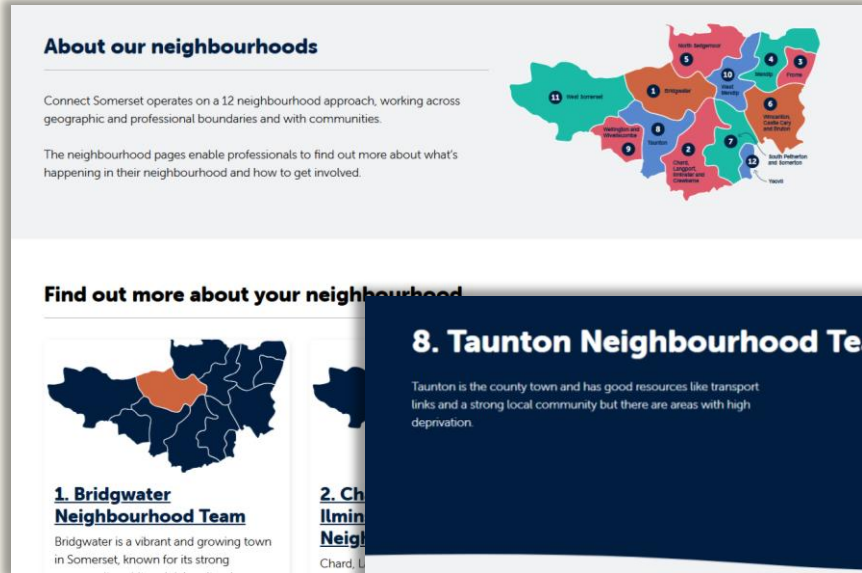
The website acts as a digital toolbox storing helpful resources, including:

- #Help4All
- #LearnForLove
- Hub directory
- Neighbourhood pages
- Neighbourhood meeting dates
- Data profiles
- Plus, many other resources!



Neighbourhood pages

The **neighbourhood** pages support professionals to find out more about what's happening in their neighbourhood and how to get involved

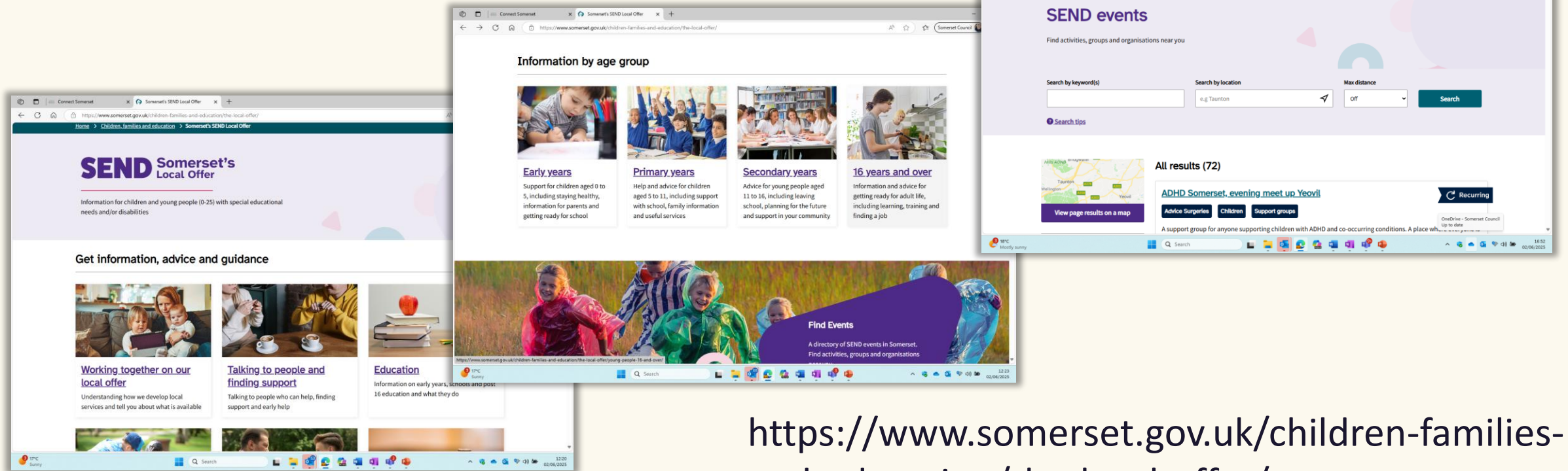


Neighbourhood meetings are a space for you to connect with other like-minded professionals, learn more about each others' services and troubleshoot together! The Champions are convening these meetings. Click on the neighbourhood meeting directory to find out the date, time, and venue for the meeting in your neighbourhood.

<https://connectsomerset.org.uk/>

Somerset's SEND Local Offer

Information for children and young people (0-25) with special educational needs and/or disabilities



<https://www.somerset.gov.uk/children-families-and-education/the-local-offer/>

Transform Family View

The screenshot shows the 'OVERVIEW' page of the Transform Family View App. The header includes the Somerset Council logo, the app name, and a data update timestamp of 7/12/24. A search bar and navigation icons are also present. The left sidebar lists navigation options: Overview, Contacts, Family, Timeline, Education, and All Flags. The main content area is divided into several sections: 'PERSONAL DETAILS' with fields for Address, Ethnicity, Gender, Religion, and various roles; 'FLAGS' with buttons for 'Open C&F Assessment', 'Family Intervention Service Case', 'Referral to Family Intervention Service', 'Open to Social Care', and 'SEND/CWD'; and a 'TIMELINE' table showing events like 'Child and Family Assessment (C&F Assessment)' and 'Open to Social Care' with their respective dates and statuses.

Event	Start Date	End Date	Status
Child and Family Assessment (C&F Assessment)	5/20/2024		Open
Open to Social Care	5/15/2024		Open
Average of less than 50% this academic year	4/15/2024		Open
Average of less than 90% this academic year	4/15/2024		Open
Referral to Family Intervention Service (FIS)	10/9/2023	10/25/2023	Closed
Family Intervention Service Case	7/13/2023	9/28/2023	Closed

- 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**

The screenshot shows the 'CONTACT DETAILS' page of the Transform Family View App. The header includes the Somerset Council logo, the app name, and a data update timestamp of 12/07/24. A search bar and navigation icons are also present. The left sidebar lists navigation options: Overview, Contacts, Family, Timeline, Education, and All Flags. The main content area is divided into several sections: 'SOCIAL CARE & EARLY HELP' with a table of professionals; 'GP' with fields for GP Practice, NHS Number, GP Name, GP Address, and Email; 'SCHOOL' with fields for Education Establishment, Address, Phone, Email, Designated Safeguarding Lead, and Headteacher; and 'OTHER' with a table of other professionals.

Name	Job Role	Team	Location	Email	Team Email	Pho
Andy Helper	Allocated Case Worker	Family Safeguarding	Sedgemoor	andy.helper@somerset.gov.uk	FamilySafeguarding@somerset...	123-
Frances Bond	Operations Manager	Childrens Social Care	Somerset	frances.bond@somerset.gov.uk	csc@somerset.gov.uk	123-
Sharon Jacobs	Team Manager	Childrens Social Care	Sedgemoor	sharon.jacobs@somerset.gov.uk	csc@somerset.gov.uk	123-

Organisation	Name	Job Role	Email	Phone
PfSA	Kelly Allen	Worker	K.allen@somerset-school.org	123456789
CAMHS	Archie Worker	YP Support	Archie.Worker@somerset-nhs.uk	123456789

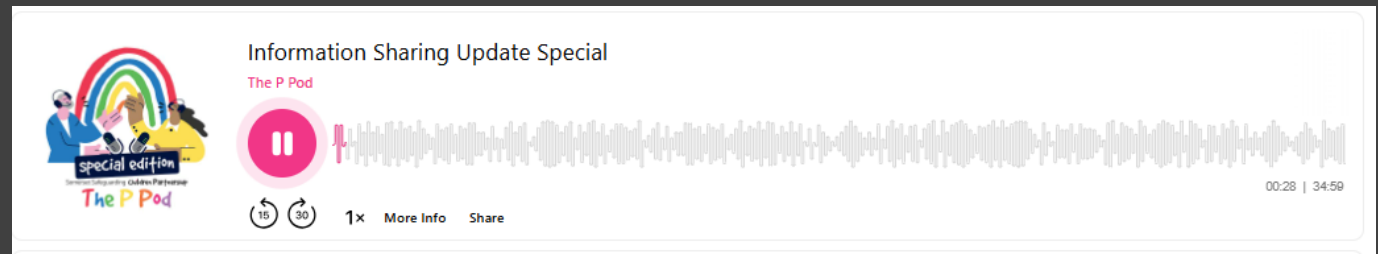
- It is fully **automated**, pulling data in from multiple sources, matching the single individual's vulnerabilities to their family members
- It gives a **holistic view of the family's complexities** in one place for the first time

Saving 2,876 hours of
retrieval time

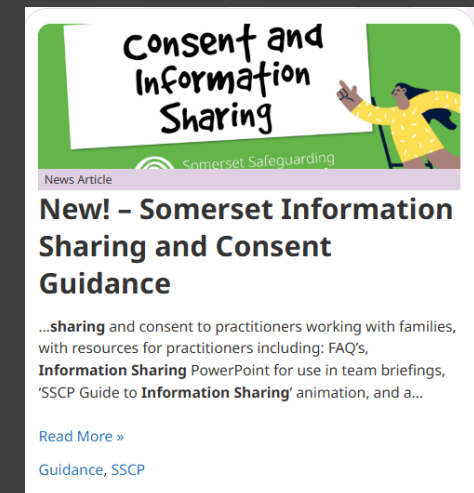
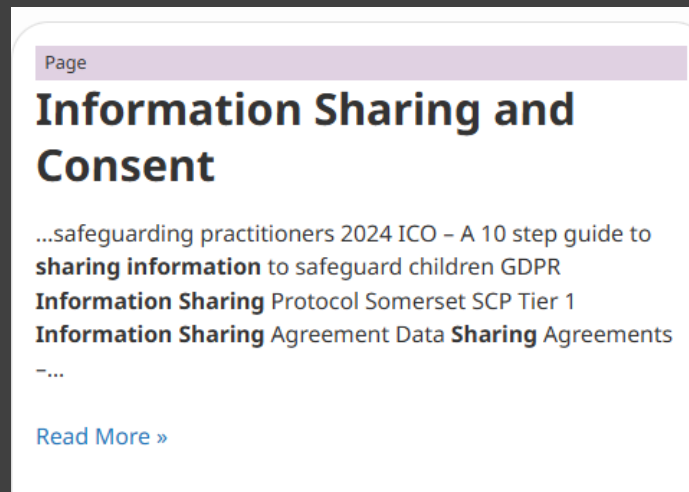
Improved confidence
of information sharing
across the partnership

96 Training sessions
delivered

1590 Professionals
trained



17,260 individual
child records
searched



Beyond the Local Authority



It [TFV] is absolutely life changing. For me to understand the back history when I am triaging referrals is so helpful. It's like a jigsaw for safeguarding.

Caroline McMullan

School Nurse, Public Health Nursing

Datasets and access to TFFV



263 Education Settings

62 GP Surgeries

NHS
Somerset
NHS Foundation Trust

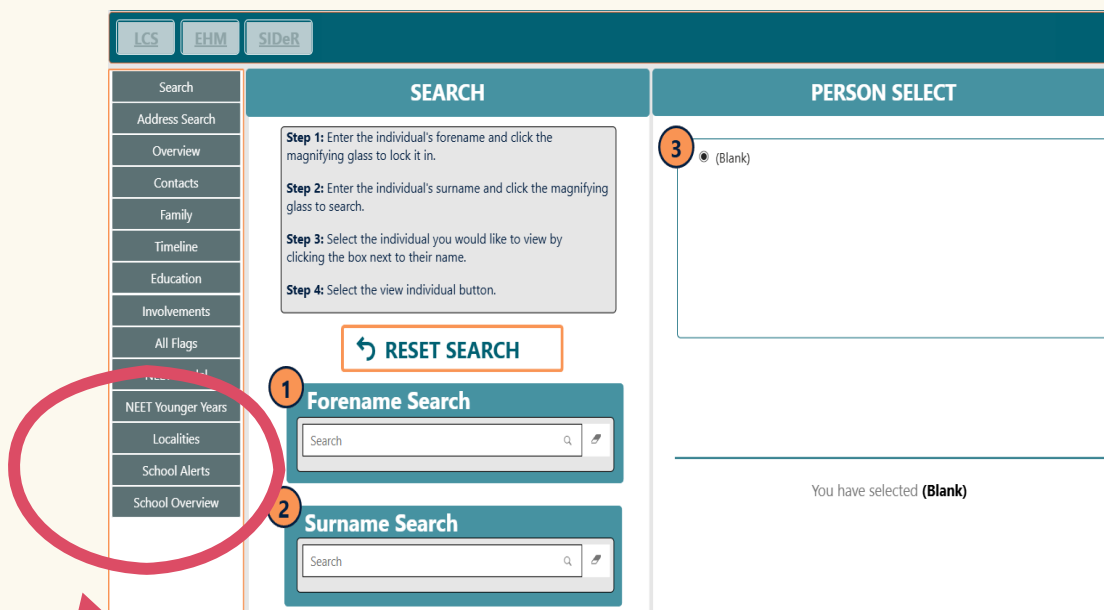
- Safeguarding Named Nurses
- CAMHS
- Perinatal & Maternal Mental Health
- High Intensity Users (HIU)
- Liaison and Diversionary Services (LaDs)
- Som. Wide Integrated Sexual Health service (SWISH)
- Midwifery

 **Somerset**
Council

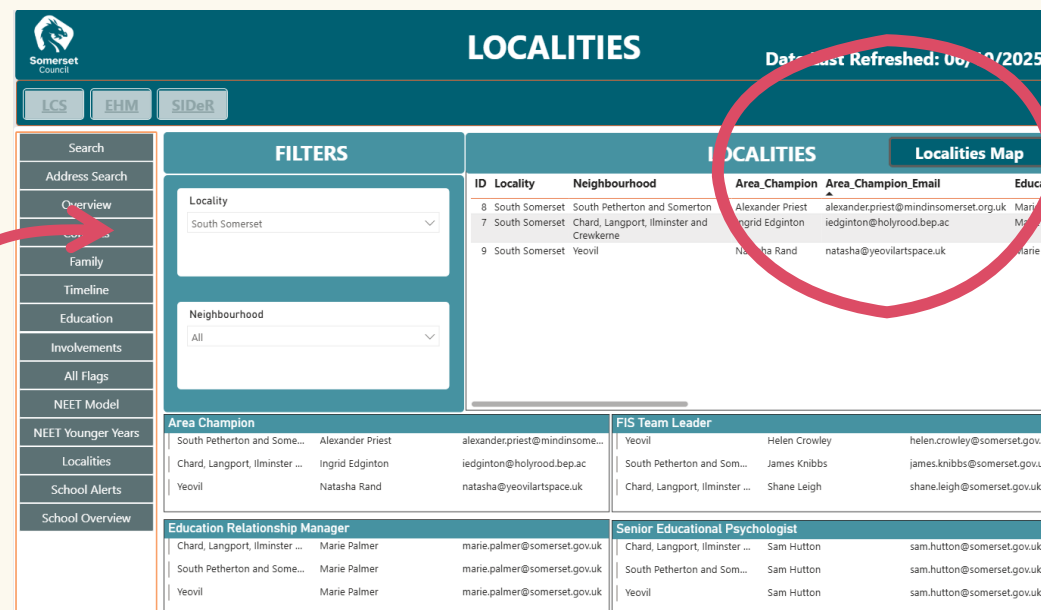
- Children's Social Care
- Early Help
- Education
- Early Years
- Public Health
- Housing
- Adult Social Care

Locality & Neighbourhood Directory

The new Localities directory is now live on Transform Family View!



The Localities directory is accessed through the navigation bar on TFV



You can filter down to Locality or Neighbourhood level from here

We are working on a new development to include a visual map, as well as an interactive button to directly connect you in a Teams call!

Household Support Fund

Somerset families and residents who are struggling during the cost-of-living crisis could be eligible for support. This support could also include funding towards the cost of food, energy, water and other essentials.

We are working with partners across education and the **VCFSE** sector to provide essential support to families and residents.

Somerset Household Support Fund

School holidays food vouchers for eligible families on FSM

More Early Help through increased hub capacity - funded local 'hubs'

Crisis Grant Programmes delivered by Auriga, Citizens Advice, CCS, Age UK and SCF

A financial literacy programme, delivered by Citizen Advice, embedded in hubs

Age UK to bolster their offer to older people

Council Tax Hardship Fund

Wrap Around Care + delivered by SASP offering enrichment and a cooked meal

Increased capacity from the Thrive Village Agent Service

Community Hub directory



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



Thrive Talking Cafés

Talking Cafes provide a local place for families to pop into, for advice and support from your local Village Agent on **anything** that is worrying them, or if they just want a friendly chat.

<https://somersetagents.org/talking-cafes/>



MONDAY	TUESDAY
AXBRIDGE: ST JOHN'S BAPTIST CHURCH 10.30AM - 12.30PM HINEHEAD: METHODIST CHURCH 10.00AM - 12 NOON TAUNTON: FOODBANK (DROP-IN ONLY) 10AM - 12 NOON WEST HUNTSPELL: ST PETER & ALL HALLOWS CHURCH 10.30AM - 12 NOON	BURNHAM-ON-SEA: METHODIST CHURCH 10AM - 12 NOON TAUNTON: WELLSPRINGS COMMUNITY CHURCH 10.30AM - 12.30PM WELLINGTON: ST JOHN'S CHURCH 10AM - 12 NOON WEST BAGBOROUGH: VILLAGE HALL COFFEE MORNING 10.30AM - 12 NOON WILLITON: PAVILION 1PM - 3PM YEOVIL: LIBRARY 10AM - 12 NOON

WEDNESDAY	THURSDAY	FRIDAY
BRIDGWATER: RECREATION COMMUNITY HUB 1.15PM - 3.15PM CHARD: COMMUNITY WARRLE 10AM - 12PM LANGLPORT: THE ANGEL KNIFE 10.30AM - 11.30PM WIMBORNE: LIBRARY 10AM - 12 NOON WYVELEIGH: SILVER STREET CENTRE 10.30AM - 12 NOON WOOLLAUGH: WITHAM WALK HALL 10AM - 12PM	BISHOPS LYDEARD: VILLAGE HALL 10AM - 12 NOON CHURCH ST MICHAEL'S LIFE CAFE, BARTON CHURCH 10.30AM - 12.30PM DULVERTON: FISHERS HEAD COMMUNITY CENTRE 10.30AM - 12.30PM HIGHERIDGE: JARVIS SPONGE CAFE 10.30AM - 12 NOON SOUTH PETERTON: LIBRARY 10AM - 12 NOON YEOVIL: WESTFIELD COMMUNITY CENTRE 10AM - 12 NOON	GALMINGTON: ST. MICHAELS CHURCH 9AM - 10.30AM ILMINSTER: LIBRARY 11AM - 1PM

#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

#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 **0800 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](#) (professional). Children and [adults](#) (you will have a child under 4, you may be eligible for [free school meals](#)).



Home - If you are worried about your home, as you can, as we offer help. In an emergency you can call [0800 278 7842](#).



Mental health - Open access to mental health services. Also be accessed through [01823 276 892](#) or [online](#). Support is available through the [Tellmi](#) app. For more guides and counselling go to [SASP](#). You can also make a [referral](#).



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








#LearnForLove

<https://inourplace.heiapply.com/online-learning/>

Please help us promote this offer by sharing details with any families who might benefit. **Free access to all** residents in Somerset.

The online learning offer covers topics such as:

- ♥ Pregnancy, labour, birth and your baby
- ♥ Understanding your baby
- ♥ A sick or preterm baby in hospital and at home
- ♥ Understanding your child
- ♥ Understanding children's mental health and wellbeing
- ♥ Children with additional needs
- ♥ Understanding your teenager's brain
- ♥ Feelings and understanding your brain
- ♥ Relationships
- ♥ Impact of the pandemic

#LearnForLove
Discover the secrets to healthy family relationships and wellbeing

New online learning for all Somerset residents worth **£100**

- **Baby on the way?** Manage your emotional and physical health and build strong bonds with your baby
- **Parents, grandparents and caregivers:** learn more about your amazing child and what makes them tick
- **Understanding your child** – learn more about your wonderfully complex mind

3 easy steps to start your learning journey now:

- Search: [bit.ly/LearnForLove](https://inourplace.heiapply.com/online-learning/)
- Enter code **'dragon'**
- Choose your topics for learning – as many as you like!

A Connect Somerset project delivered by Somerset Council.

Connect Somerset

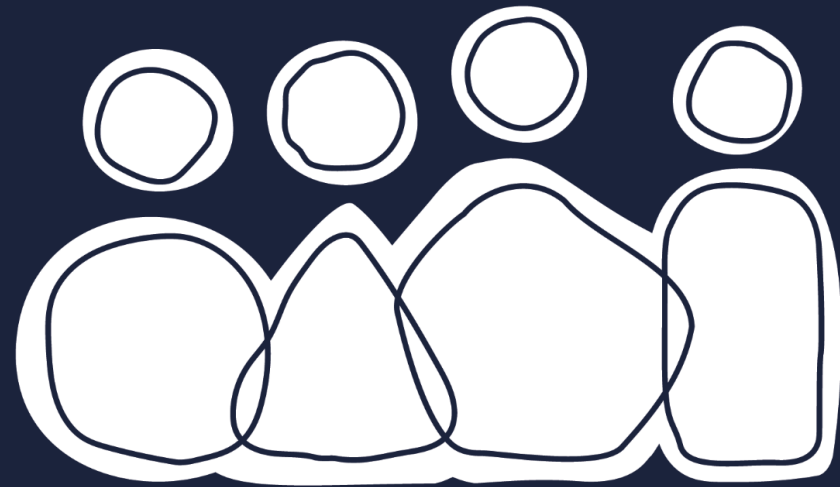
inourplace

UNDERSTANDING YOUR CHILD
SOLIHULL APPROACH

Connect Somerset 2024 Impact Report



www.ConnectSomerset.org.uk/Impact



**Connect
Somerset**

Spark – Youth Alliance

- Louise Treacher

SOMERSET
YOUTH 
ALLIANCE

The Somerset Youth Alliance is a network of youth work organisations working with young people in the voluntary, community, faith and social enterprise (VCFSE) sector, facilitated by Spark Somerset.

We are working to grow the infrastructure and profile of youth work within the local area (and beyond) and support the workforce with training, guidance and opportunities to collaborate.



National Youth Strategy – Dec 2025

Youth Matters is a 10-year, cross-government national youth strategy - core purpose :

1. Improve safety, wellbeing, opportunity and belonging for young people
2. Reposition youth provision as essential social infrastructure
3. Shift delivery away from fragmented services towards place-based, locally led systems
4. Embed youth voice into decision-making

The strategy explicitly recognises:

1. Youth workers
2. Youth spaces
3. Community-based VCSE provision as central delivery mechanisms, not optional add-ons

National Youth Strategy – Dec 2025

- Access to multiple stacked funding streams including commitment to supporting

Richer Young Lives Fund

£15million for **youth workers**

£5 million to improve **local partnerships, better information sharing, and digital infrastructure**

HAF Holiday Activities and Food programme over next 3 years

Dormant Assets Fund: £132.5m allocated via the National Lottery Community Fund for the 'Every Child Can' programme.

**SOMERSET
YOUTH
ALLIANCE**

The logo for Somerset Youth Alliance features the organization's name in a bold, dark teal, sans-serif font. To the right of the word 'YOUTH' is a green graphic element consisting of two arrows pointing upwards and to the right, forming a stylized 'A' or a checkmark.

SYA Priorities

- Supporting high-quality youth services across the county, designed and co-produced with the young people who use them.
- Identifying and addressing gaps in provision, ensuring services reflect local needs and remain accessible and inclusive for all young people.
- Creating trusting, innovative partnerships between organisations, valuing diversity, and pursuing joint working and funding opportunities.
- Facilitating the sharing of ideas, learning, knowledge, and resources to achieve the best possible outcomes for young people across the county.
- Designing a sustainable, long-term legacy of support that enables young people to thrive now and in the future.

Membership

- Three categories :-
 - Organisations **providing activities** for young people
 - Organisations **working with** young people
 - Organisations **delivering youth work**
- Current members include voluntary sector organisations, parish and town councils, youth clubs and other organisations supporting young people

Membership Benefits

- **Promotion & Visibility** – Share your organisation's work, training, events, services, and vacancies on the Somerset Youth Alliance website.
- **Early Access** – Hear about Somerset Youth Alliance training and events.
- **Valuable Resources** – Access a library of tools, templates, and materials to support your work.
- **Peer Networking** – Join monthly peer-network meetings to connect, collaborate, and share best practice.
- **Weekly Round-Up** – Receive a weekly email packed with upcoming training, resources, funding opportunities, research, jobs, and sector-wide updates.



Supporting Parish and Town Councils

- Helping achieve local consultation and engagement with young people to identify need
- Supporting councils to commission the correct delivery organisations or team to suit their local need
- Providing advice on funding and sustainability – available grants, templates for policies and documentation
- Workforce development – Intro, Level 2 and 3 Youth Work, safeguarding, other youth based training
- Data and Impact – Insights Hub, shared core data collection

Hestercombe LCN HYPE Project

- The Hestercombe Young People Evolving project is a community initiative providing activities, events, and support for young people aged 10 to 19 in the Hestercombe LCN area of Somerset.
- The 8 councils within the Local Community Network (LCN) committed to funding from their Precept for the 2025/26 financial year, based on the number of young people under 15 in their parish.
- The project helps local councils :-
 1. Identify gaps in youth provision and provide a voice for young people
 2. Provide targeted youth work and support that young people engage with
 3. Create sustainable youth work provision in the local area

Hestercombe LCN HYPE Project

- **BoomBox:** mobile "Youth Club in a Van" that visits the eight parishes
- **Youth Provision:** craft activities, socialisation, and "community fridge" access with hot drinks
- **Supportive Transition:** specific sessions for Year 6 students to help them transition to secondary school.
- **Youth-Led Planning:** The project encourages young people to help plan activities and gathers their views through research to tailor session to needs.



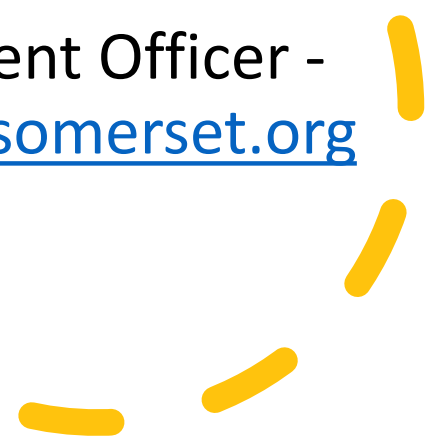
**SOMERSET
YOUTH
ALLIANCE**

SOMERSET YOUTH ALLIANCE

The logo for Somerset Youth Alliance features the organization's name in a bold, dark green, sans-serif font. The word 'SOMERSET' is on the top line, 'YOUTH' is on the middle line, and 'ALLIANCE' is on the bottom line. The letter 'O' in 'SOMERSET' and the 'U' in 'YOUTH' are stylized with white, smiling faces. A green arrow points upwards and to the right, positioned between the words 'YOUTH' and 'ALLIANCE'.

Contacts

- Louise Treacher – Louise.Treacher@sparksomerset.org.uk
- Melody Waterworth – Melody.Waterworth@sparksomerset.org.uk
- Comms & Engagement Officer - Lily.Rossiter@sparksomerset.org.uk



Glastonbury Train Link

- Susannah Clemence



<https://www.glastonburytrainlink.org/>



Glastonbury TrainLink

Connecting Glastonbury to the rest of the world



What is it?

- It's a bus - *to* the train
- From Glastonbury to Castle Cary station, via Pilton and Prestleigh
- 7 days a week, early to late, timed to meet trains

Who needs this bus service?

and how do we know?

- Locals
- Visitors
- Businesses
- Workers (and therefore employers)
 - Other road users
- The people who live near the road

For what?

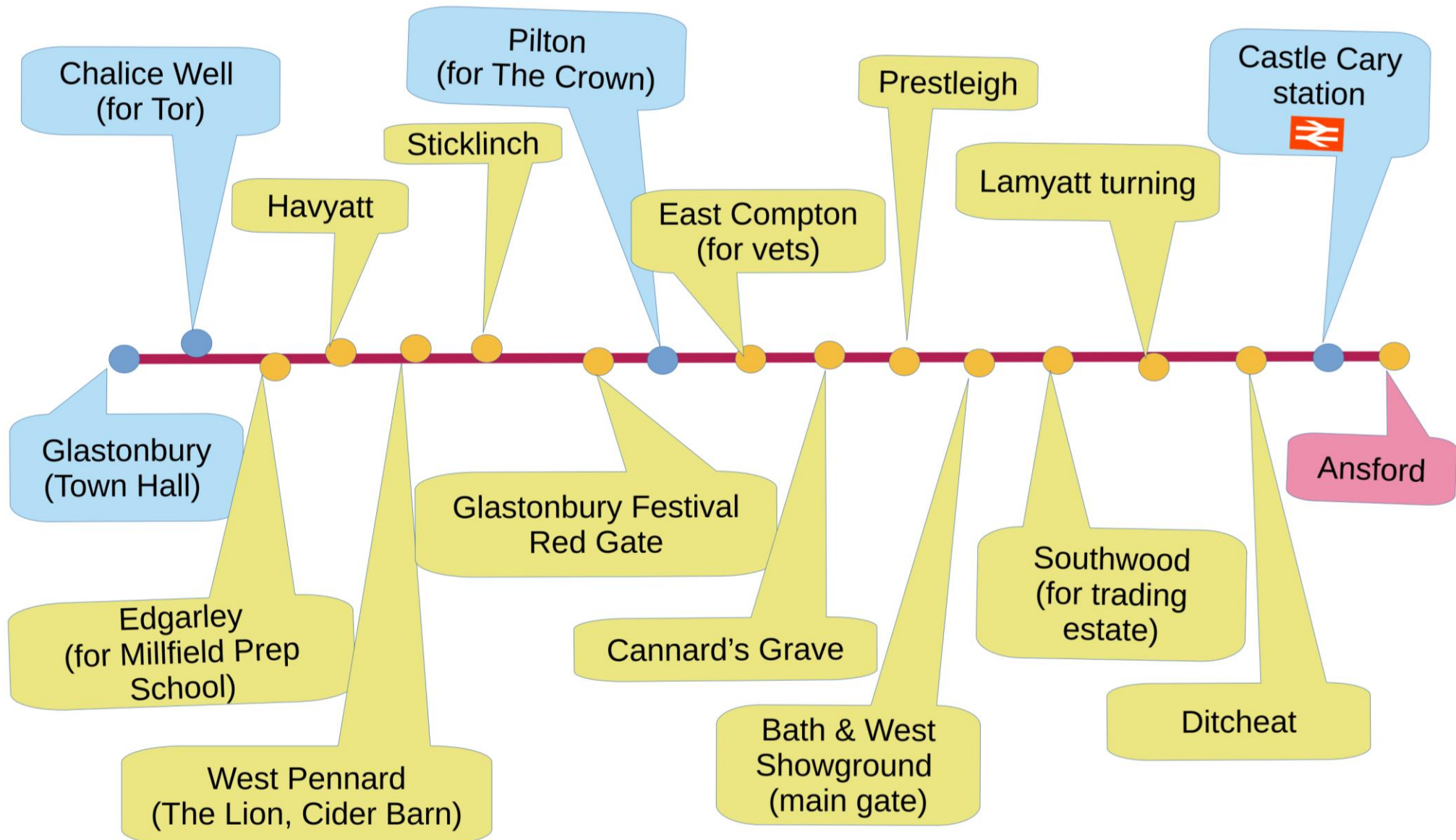
- Trains to London – leisure, family, work, medical and other professional appointments, onward travel
- Trains to the south coast – Weymouth, Paignton, the seaside!
 - Trains to the south west – Devon and Cornwall
 - Trains to Frome, Bath, on to the south east eg Brighton, Kent.
- Places along the bus route – Pilton, Bath & West, Southwood, walks, pubs, care homes, vet, homes

Things **nobody** can do now:

- Get to or from Glastonbury's nearest station without a car
 - or someone giving us a lift
- Go to the seaside on a hot day without traffic jams
 - Go for an evening pint at The Crown in Pilton
 - Get home from most airports
- Take a job at Ansford, Prestleigh or Southwood unless we own a car
 -and lots more.

With this bus, we can!

The route



Outbound									
Glastonbury Town Hall	06:30	08:00	09:30	11:30	13:30	17:30	18:30	20:00	21:30
Chalice Well	06:35	08:05	09:35	11:35	13:35	17:35	18:35	20:05	21:35
Pilton (The Crown)	06:45	08:15	09:45	11:45	13:45	17:45	18:45	20:15	21:45
Castle Cary Train Station (arrive)	07:00	08:30	10:00	12:00	14:00	18:00	19:00	20:30	22:00
Connect from Bus to Train									
Train to London	07:26	08:44	10:26	12:28	14:30	18:39	-	20:41	-
Train to Exeter/Plymouth/Paington	-	08:38	11:05	12:15	14:15	18:15	-	-	22:42
Train to Salisbury	07:12	-	11:14	-	14:10	-	-	-	22:20
Train to Weymouth	07:17	09:21	-	-	-	18:41	19:37	-	22:07
Train to Gloucester	07:48	08:37	10:38	12:36	14:35	-	-	21:18	-

Inbound									
Train from London	-	08:37	-	12:15	16:12	18:15	19:12	20:16	22:42
Train from Exeter/Plymouth/Paington	06:40	-	10:25	12:28	16:25	-	18:38	20:41	
Train from Salisbury	-	-	10:22	-	-	-	-	19:36	-
Train from Weymouth	-	08:36		12:37	16:35	-	18:34	-	22:35
Train from Gloucester	-	-	-	11:20	-	17:17	18:41	19:37	-
Connect from Train to Bus									
Castle Cary Train Station (depart)	07:25	08:55	10:45	12:55	16:55	18:25	19:25	20:55	22:50
Pilton (The Crown)	07:40	09:10	11:00	13:10	17:10	18:40	19:40	21:10	23:05
Chalice Well	07:50	09:20	11:10	13:20	17:20	18:50	19:50	21:20	23:15
Glastonbury Town Hall	07:55	09:25	11:15	13:25	17:25	18:55	19:55	21:25	23:20

Proposed
timetable

Monday to
Friday

Proposed Saturday timetable

Outbound					
Glastonbury Town Hall	08:00	09:30	11:30	18:30	20:00
Chalice Well	08:05	09:35	11:35	18:35	20:05
Pilton (The Crown)	08:15	09:45	11:45	18:45	20:15
Castle Cary Train Station (arrive)	08:30	10:00	12:00	19:00	20:30
Connect from Bus to Train					
Train to London	08:44	10:30	12:28	20:06	-
Train to Exeter/Plymouth/Paington	-	10:25	12:12	-	20:43
Train to Weymouth	09:21	10:38	13:19	19:18	22:01
Train to Gloucester	08:37	10:38	12:37	-	-

Inbound					
Train from London	-	10:25	17:26	18:12	20:43
Train from Exeter/Plymouth/Paington	06:40	10:30	16:29	18:44	20:06
Train from Weymouth	-	10:38	16:35	18:49	20:52
Train from Gloucester	-	10:38	17:21	19:18	-
Connect from Train to Bus					
Castle Cary Train Station (depart)	08:55	10:55	17:55	19:25	21:00
Pilton (The Crown)	09:10	11:10	18:10	19:40	21:15
Chalice Well	09:20	11:20	18:20	19:50	21:25
Glastonbury Town Hall	09:25	11:25	18:25	19:55	21:30

Proposed Sunday timetable

Outbound				
Glastonbury Town Hall	09:30	11:00	15:30	17:00
Chalice Well	09:35	11:05	15:35	17:05
Pilton (The Crown)	09:45	11:15	15:45	17:15
Castle Cary Train Station (arrive)	10:00	11:30	16:00	17:30
Connect from Bus to Train				
Train to London	10:20	12:01	16:19	18:23
Train to Exeter/Plymouth/Paington	10:13	12:13	16:14	18:16
Train to Weymouth	10:25	09:21	-	19:04

Inbound				
Train from London	10:20	12:13	16:14	18:16
Train from Exeter/Plymouth/Paington	10:13	12:01	16:19	18:23
Train from Weymouth	09:04	11:42	15:11	17:09
Connect from Train to Bus				
Castle Cary Train Station (depart)	10:25	12:25	16:25	18:30
Pilton (The Crown)	10:40	12:10	16:40	18:45
Chalice Well	10:50	12:20	16:50	18:55
Glastonbury Town Hall	10:55	12:25	16:55	19:00

How much?

Whole year: lowest quote (2025): £242,000

- At least half from revenue, aka bus fares
- When we've raised enough for half the year, we can commission a six-month contract with professional operator, through the County
- We are aiming for £121,000 by this Spring

Who's "we"?

- A volunteer group including residents, business owners, parish councillors – purely to fundraise
 - Applying for registration as a Charitable Incorporated Organisation
- Four trustees: Pearl Whyte, Nick Hall, Tony Zangoura, Susannah Clemence
 - Wider action group including Glastonbury councillors

What's the plan?

- Publicise
 - Survey
- Raise funds – grants, local government, businesses, public
 - Commission initial pilot service
 - Assess
 - Refine and repeat

Where have we got to?

- Raised £21,000 in grants and pledges (thank you!)
 - Running a GoFundMe
- Published the first batch of information leaflets and paper surveys
 - Website, including online survey
- Engaging with county and parish councillors

And next?

- Asking County to put in £80,000 of the **additional** £800,000 bus grant awarded
- Big fundraising drive to businesses and parishes along the route
- Big publicity push – so people are ready to use it

“How can we help?”

- Please tell people, share the webpage – we need everyone to know it’s coming
- Support the project whenever you have the opportunity, with your votes, your voices, your bums on the seats

<https://www.glastonburytrainlink.org/>

Healthwatch

- Tanya Camberwell



Healthwatch Somerset

Tanya Camberwell – Engagement Officer

healthwatch
Somerset

Who we are

The Healthwatch network was set up under the Health and Social Care Act 2012.

We are an independent, publicly funded, not for profit organisation

We are one of over 150 local Healthwatch, there is also Healthwatch England which works on a national level

We do not charge for our information and advice.

What we do

We listen to your experiences of health and social care services in Somerset

Your feedback is vital to our work, what you tell us is kept anonymous

We work directly with service providers, the NHS, the council, and the public

We research and share evidence to help improve services and influence decisions.



We'll help you find the right information and services so you can get the support you need.



Voluntary, Community, Faith, and Social Enterprise

Health and social care services



Meet the team



Karen Ball: Information,
Advice, and Guidance Officer



Shelia Burridge:
Volunteer Officer



Tanya Camberwell:
Engagement Officer



Mandy Starks:
Engagement Officer

Working with people

- Share clear, reliable health and care information.
- Research and gather insights to improve services.
- Publish reports and recommendations.
- Attend and host events to hear your views and spread the word.
- Join meetings to understand how services work.
- Connect with people online and in person.

Thinking Together
Accessible health and care information.
A free community event to learn, share,
and make your voice heard!

Wednesday 22 October
09:30 – 14:30

Wincanton Memorial Hall, Wincanton, Somerset

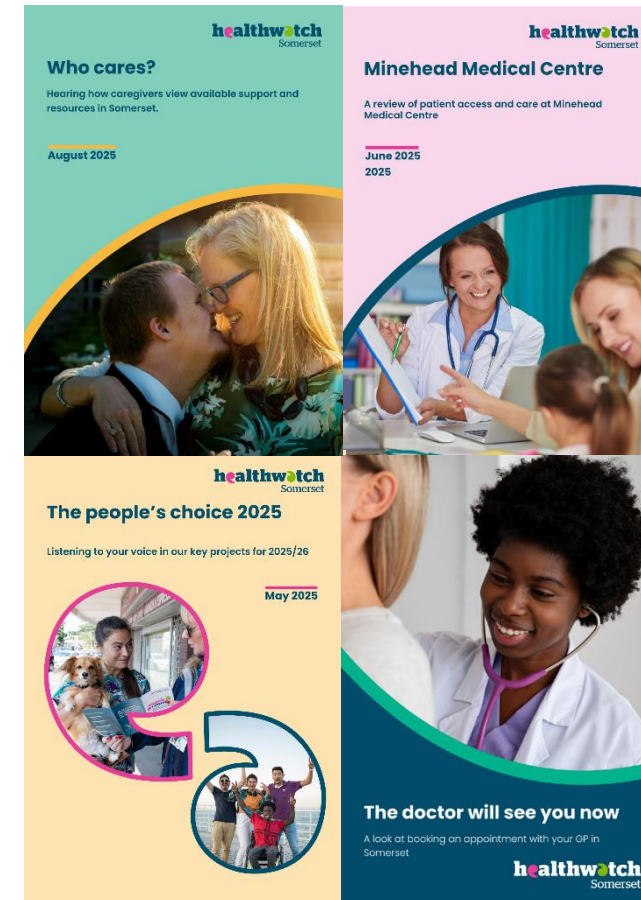
Booking essential

healthwatch
Somerset



Report types

- Key projects
 - Based on workplan
 - Interim/collaboration
- Annual reports
- Enter and View
- People's vote



Our volunteers

- They are our eyes and ears in their local community.
- Advisory board.
- Enter and View visits.
- Readers panel.
- Support us with projects and events.



What is Enter and View?

- We have the legal right to visit health and care services.
- These visits help us meet our statutory responsibilities.
- We look at what's good and what needs improving.
- We talk to people using the service, like patients, residents, carers, and relatives.
- Visits are done by trained Healthwatch representatives.
- They are not formal inspections or audits.

Your independent voice

The government plans to close Healthwatch England and local Healthwatch groups, moving their work to Local Authorities and NHS boards.

If this happens, the public will lose its only independent way to hold health and care services accountable.

Healthwatch Somerset is still here to listen, support, and make sure your views shape local health and care services.

For over 50 years, there's been a legal requirement for an independent voice in health and care.



Act before it's too late

Instead of dismantling independence, we should be strengthening it.

We've started a petition asking the government to protect local voices.
Please support us by signing it before 07 February 2026!

A green rectangular banner for a petition. On the left is the Royal Coat of Arms. To its right, the word "Petitions" is written in large white font, with "UK Government and Parliament" in smaller white font below it. On the right side of the banner is a QR code. Below the QR code is the text "Scan me". At the bottom of the banner, the URL "Visit: https://petition.parliament.uk/petitions/732993" is written in white.

 **Petitions**
UK Government
and Parliament

Visit: <https://petition.parliament.uk/petitions/732993>

 Scan me

You can also write to your MP using our template letter.

www.healthwatchsomerset.co.uk/post/share-your-concerns-about-the-government-s-plan-to-bring-local-healthwatch-services-in-house



Our work

The People's Vote

We want to hear your ideas and your experiences.

Every year, we create a work plan for the next 12 months.

That plan is shaped by what local people tell us about health and care services in Somerset.

The People's Vote gives you the chance to tell us which topics matter most to you.

Why your vote matters

Everything you tell us is confidential and independent.

Last year, we helped over 6,500 people to speak up and get support with health and social care services.



Your voice shapes services

Help us decide what matters most in 2026/27.

Together, we can make health and care better for everyone in Somerset.

Call us free to vote: 0800 999 1286

Voting closes: Sunday 8 March 2026

Cast your votes online:

www.smartsurvey.co.uk/s/PeoplesVote2026/

healthwatch
Somerset

The People's Vote

Work we are committed to

A common theme in your feedback during 2025 was the quality of care provided by GPs and nurses. We are committed to including this in our work during 2026–27.

How to take part

Taking part is simple:

- Read about the four topics you can choose from
- Choose your first-choice topic
- Choose your second-choice topic
- You can also suggest up to two other subjects you would like us to consider.

<https://healthwatchsomerset.co.uk/>

Community health and wellbeing support

A.

Your feedback shows us gaps in community support, causing some people to return to hospital because post-discharge care isn't reliable. We will gather your experiences of post discharge care and use them to influence the structure of Neighbourhood Health Hubs.

Has the NHS referral process improved?

B.

In 2025, you told us NHS referrals were often delayed or lost, and that communication while waiting was unclear. We will look at whether recent national changes have improved the process and use your feedback to help shape services.

Men's health and wellbeing services

C.

Following the launch of the first Men's Health Strategy in 2025, we want to hear from men in Somerset about their health and wellbeing needs. Their views on services will help improve care and reduce health inequalities and barriers.

Support for parent carers of adult children

D.

Our work with carers has highlighted difficulties that parent carers of adult children with learning disabilities and complex neurodiversity face. We aim to understand these challenges and use your insight to improve support services and care for families.

Accessible information



Do you struggle with health information?

Thinking Together

Join our free community event to learn, share, and make your voice heard!

- Learn about your rights and what makes information accessible
- Meet local organisations who can support you
- Enjoy a light buffet lunch and time to chat

Everyone welcome – come and get involved!
Wednesday 22 October 09:30 – 14:30
Wincanton Memorial Hall, Wincanton, Somerset

Booking essential.
Freephone: 0800 999 1286
www.healthwatchsomerset.co.uk/events

healthwatch Somerset

If you have communication needs, NHS and social care services should:

- 1. Ask**
Find out if you have any information or communication needs and what they are.
- 2. Record**
Clearly write down your needs and save them in a systematic way.
- 3. Alert**
Have a clear sign or alert on your records to show your support needs.
- 4. Share**
Safety share your needs with other health or care services when needed.
- 5. Meet needs**
Give you understandable information and the right support to help you communicate.
- 6. Review**
Regularly review your needs and update your records if anything changes.

If your needs are not being met, you can:

- Give feedback or make a complaint through the NHS or your local council.
- Tell Healthwatch Somerset: 0800 999 1286 (free).
- Contact your local councillor or MP.

healthwatch Somerset

- Five Speakers
- 13 Organisations
- Many valuable conversations
- Commitments from some organisations to review and improve their information

It was a really great event – good location, interesting stands, useful networking, and informative presentations. Well done for arranging it all, so many moving parts to sort but it was very slick. I made so many notes, wrote down so many ideas, and had great conversations.

Comment by participant



Who cares?

Hearing how caregivers view available support and resources in Somerset.

What we did

- Collected qualitative data through case studies and groups.
- Created separate form for Young Carers.
- What information is offered, in what format, and how suitable the content is for the intended audience.
- Experiences gathered face to face and online.
- Engagement between August 2024 and January 2025.

Do you look after a family member or friend who couldn't manage without your support?

We want to hear your stories about the information and support available to you in Somerset.

Your stories will help us influence health and social care providers to ensure your needs are understood.

Get in touch and tell us your story

Call free: **0800 999 1286**
Email: **info@healthwatchsomerset.co.uk**



healthwatch
Somerset

Crown copyright 2011

What people said



When my husband was first diagnosed with dementia I was handed around 15 leaflets, but none actually provided individual and personal advice.

Case study response



Thank you for talking with me at the group, I left feeling more positive and upbeat than I felt for a long time. Thank you for emailing the information too!

Member of a carers group



Not enough info/support given at the point of diagnosis.

Member of Somerset Dementia Wellbeing network

Some key messages

- Carers often put their loved one's needs in front of their own leaving them vulnerable and tired. They lack free time to understand complicated information.
- Some carers are supporting more than one person such as a child and a partner or parent.
- Health and care services fail to provide information in a clear and consistent way.
- Important treatment and information are being overlooked due to a lack of communication between services involved in a person's care.

The complexities of caring



Managing medical needs



Managing personal care



Managing finances



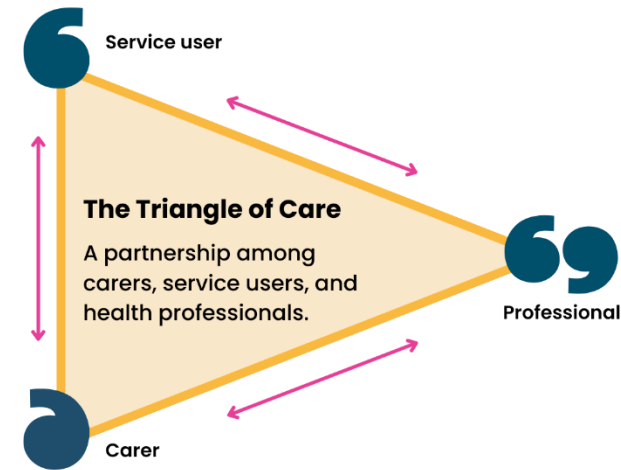
Navigating services



Managing themselves and personal relationships

Some recommendations

- The ICS is to produce promotional posters and leaflets about 'what is a carer' for display across all health and care settings.
- Provide regular reminders, campaigns, and training for health and care professionals to enable them to be pro-actively 'Carer Aware'.
- Increase the visibility of 'Who is a carer', information and support available, and carers champions in all health and care settings.

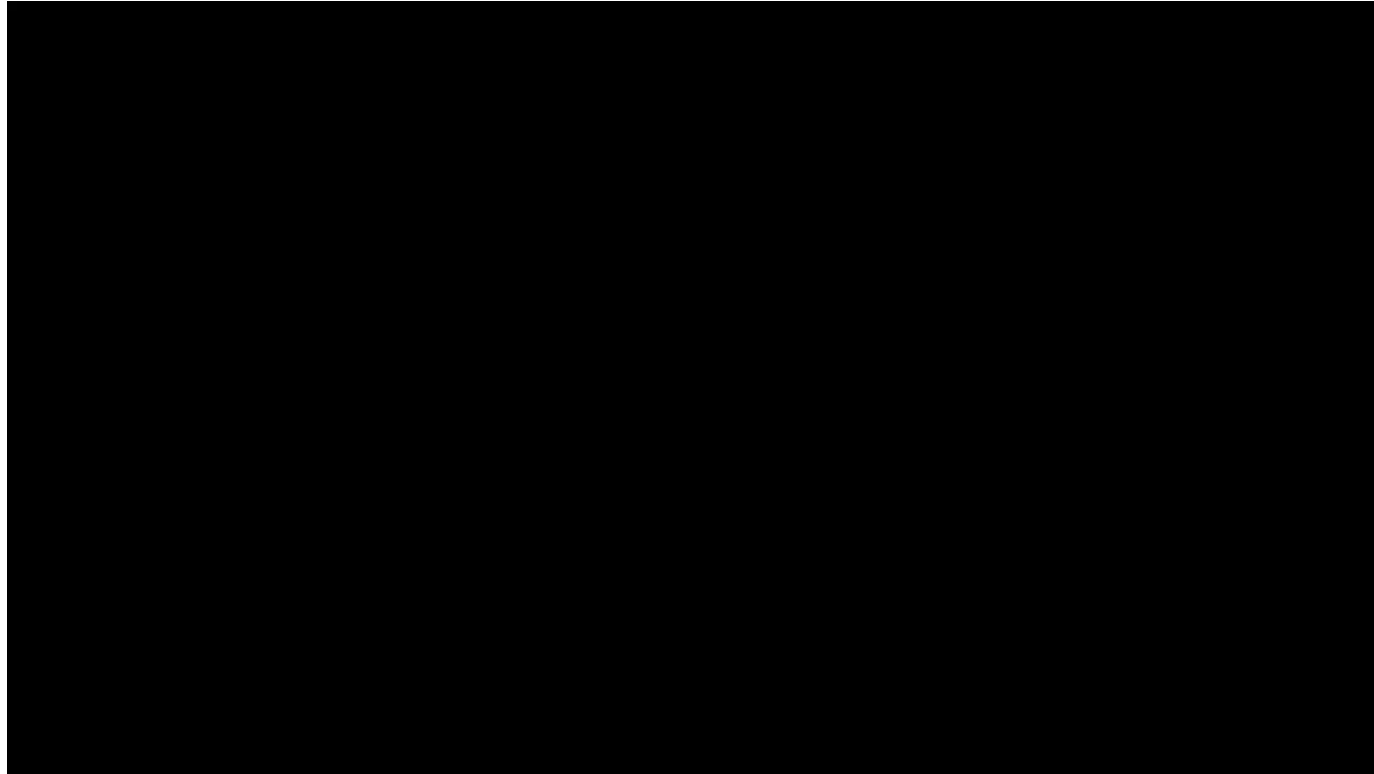


A carer is anyone, including children, who looks after a family member or friend who could not manage without their support.

The care they give is unpaid.

You do not have to receive carers allowance to be recognised as a carer or access some of the support available.

Thank you



Any questions?

For more information

Healthwatch Somerset
Suite 12, Wellworthys Business Centre
Parrett Way
Colley Lane
Bridgwater
TA6 5LB

www.healthwatchsomerset.co.uk
t: 0800 999 1286
e: info@healthwatchsomerset



-  @healthwatchsom.bsky.social
-  [Facebook.com/Healthwatchsomerset](https://www.facebook.com/Healthwatchsomerset)
-  @HealthwatchSomerset

healthwatch
Somerset

Devon & Somerset Fire & Rescue Service



Postponed – hopefully can attend the April meeting.

Any Other Business

- Emergency Planning Session – 9th March 6-9pm, Tor Rugby Football Club, Glastonbury, BA6 9GY
- A39 Street Traffic Lights

Dates for Future Meetings

- **Round 3 Main Meeting:** Thursday 23rd April 2026, 6.30pm, Baltonsborough Village Hall, Ham Street, Glastonbury, BA6 8PX
- **Round 4 (AGM) Main Meeting:** Thursday 2nd July 2026, 6.30pm, Tor Rugby Football Club, Glastonbury, BA6 9GY
- **Health and Wellbeing Working Group:** 20th January 2026, 3pm, Avalon Marshes Centre, Shapwick Road, Glastonbury, BA6 9TT
- **Highways Working Group:** 24th February 2026, 10am, Venue TBC.