

Report of the Corporate Director Corporate and
Adult Services

“FIRST CONTACT” CITYWIDE PILOT PROJECT

SUMMARY

- 1.1 A pilot ‘First Contact’ project has been in operation based at Perth House from January 2008 to March 2010, managed by Help the Aged. This project has been funded by Derwent Community Team and hence has a restricted coverage of Derwent and neighbouring wards. This paper recommends an adaptation to the current model on a city-wide basis. The Care Quality Commission performance report for Adult Social Care 2008/9 also made this recommendation. First Contact schemes were one successful element of the national Partnerships for Older People Projects (POPPs).
- 1.2 The First Contact project aims to provide information and sign-posting to older people via a checklist that is used by a range of partner agencies. Services included in this project are benefits advice; community fire safety; and social inclusion activities.
- 1.3 The original pilot achieved some success but the units costs were expensive and offered a relatively intensive casework approach. Many partners highlighted the difficulties of managing a project in a small geographical area and not across the whole city.
- 1.4 This proposal is for a 1 year pilot project to provide a signpost and support service for the over 50’s, under the heading First Contact (FC). Following the development of this citywide model it could then be developed to cover all adults. FC is viewed as a vital part of the Universal Advice and Information service for Derby from 2011 onwards in line with the wider personalisation agenda. (Appendix 2 –Derby universal advice and information service). The wider strategy development for the Universal Information Service is progressing well and is due to be finalised by May. However, it is appropriate to move ahead with this particular aspect of the wider service at this point in time.
- 1.5 This new service will be much more focussed on dealing with larger numbers across a wider area using a more ‘pure’ FC model based on generating & distributing questionnaires, thus is less resource intensive. (Appendix 3 - FC questionnaire previously used – this will be modified to meet the universal advice and information requirements). Any casework would be picked up by the partners relevant to the support needs identified. This approach has been successful in Derbyshire, Nottingham and Lincolnshire along with other authorities across the country.
- 1.6 The voluntary sector is well placed to work with the Council to jointly manage and provide this service. The cost savings achieved through the use of the voluntary sector staff are significant relative to Council employed staff. Voluntary sector organisations are providing this type of service successfully in other areas.

- 1.7 This report recommends that Age Concern Derby and Derbyshire (from April to be known as Age UK) are grant funded to become the delivery partner for the citywide First Contact pilot hosted within the Adult Social Care Universal advice and information service (via a funding agreement).
- 1.8 The front end of the First Contact service shall be physically located with the Council and a dedicated number shall be used. As the universal information and advice service develops the First Contact scheme shall be integrated into the wider service. This shall make access to advice and information simple for people, about a range of subjects.
- 1.9 The recommendation to grant fund as opposed to procuring these services is in line with guidance within the Joint Commissioning Framework for the Voluntary and Community Sector (2008). Reasons for this are clarified below and include the status of the project as a pilot; the need to stimulate the market in this area; the fact that the service is not statutory but complementary to existing services.
- 1.10 The funding agreement with Age Concern (Age UK) for the above services will total £60,266.70 for one year.

RECOMMENDATION

- 2.1 That Age Concern Derby and Derbyshire (from April to be known as Age UK) are grant funded to become the delivery partner for the citywide First Contact pilot hosted within the Adult Social Care universal advice and information service.

REASON FOR RECOMMENDATION

- 3.1 The FC pilot will provide a link for service users accessing the Advice and Information Service enabling service users to access a range of information services through one contact. This will support the well being and prevention agenda to assist people to live within their home and remain independent through low level support links.
- 3.2 The report supports the recommendation made by the Care Quality Commission to Derby City Council to extend the First Contact Scheme across the city.

SUPPORTING INFORMATION

- 4.1 The Joint Commissioning Framework for the Voluntary and Community Sector (2008) clearly sets out the difference between grant and contract funding, and outlines circumstances where these options are applicable.
- 4.2 Following guidance within the framework, the following factors suggest that grant funding is the most appropriate option for the delivery of the First Contact services.
- Age Concern have been chosen as the local provider of First Contact as they have a proven track record of delivery for this type of service and, following the merger, will be the local organisation acting on behalf of the Age UK umbrella.
 - Age Concern have several First Contact projects across the country. Derbyshire and Lincolnshire were initially pilots and are now being phased into all areas of these authorises as part of their link into the advice and information requirements.
 - The First Contact services is not statutory, but complementary to the statutory

- 'front end' service
 - The pilot will develop partnership working between organisations and provide a link to a range of support networks for people contacting service providers.
 - There is a need to pilot this service to further understand the needs of local people. This corresponds with a need to grow the local market before a service is procured on a longer term (competitive) basis.
- 4.3 A funding agreement will be in place between the Council and Age Concern (Age UK) for the services of a First Contact citywide pilot. It will detail the outcomes and outputs required by the provider to ensure its capacity to link with the universal advice and information service.
- 4.4 It is proposed this pilot is overseen and project managed by the Strategic Commissioning Manager for Older People and the Manager of the Universal Advice and Information service. It is also proposed, the Personalisation Board, responsible for the transformation of social care programme, provide steer and decision making at a senior level to ensure there is appropriate support and project management of these services.
- 4.5 Evaluation of the project, particularly its capacity to link with the Universal Advice and Information service, will determine if the service should be continued beyond this pilot.
- 4.6 Additional supporting information on the evaluation of the FC pilot in Derwent is available on request.

OTHER OPTIONS CONSIDERED

- 5.1 To extend the current FC model, the cost of this would be £90,500 and the model has a large case work style approach which doesn't fit with the Universal Advice and Information model.
- 5.2 To not have a FC support mechanism, would leave a void in the structure of linking people to early support services.

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 None
 Appendix 1 – Implications
 Appendix 2 - Derby universal advice and information service
 Appendix 3 - First Contact Questionnaire/checklist

IMPLICATIONS

Financial

- 1.1 To support the development of this pilot the funds will be allocated from the Community Grants Budget 2010/11 in Adult Social Services for the full amount of £60,266.70 for one year. Should the scheme prove to be successful post evaluation, the capacity exists within the community grants budget to fund the scheme on an ongoing basis.

* There maybe some additional one off costs for IT development which will need to be considered in the longer term.

Legal

- 2.1 The recommendation to fund this project via grant funding has taken into account the guidance set out in the Joint Commissioning Framework for the Voluntary and Community Sector (2008). This framework document sets out guidance on processes to be adopted by the Council and Derby City Primary Care Trust for ensuring effective voluntary and community sector involvement in the planning, commissioning and delivery of health and social care services. The guidance was produced in consultation with the voluntary sector and other agencies.

Personnel

- 3.1 There are no DCC personnel implications.

Equalities Impact

- 4.1 A full EIA will be carried out as part of the development of the services to be delivered. These services will meet identified needs for older people over 50 who access the universal advice and information service via this method.

Corporate objectives and priorities for change

- 5.1 The First Contact model supports one of the stated objectives for 'Putting People First' in providing part of the provision for the universal information, advice and advocacy service for people.



Derwent First Contact Signposting Scheme Referral Form

Title	Last Name*	First Name*	Date of Birth* / Age	M/F
*= Mandatory Field				
Address*		Tel No. *	Lives Alone?	
		First Language / Communication Needs / Ethnicity		
Postcode				
Housing* (Please tick as appropriate) Owner Occupier <input type="checkbox"/> If not OWNER OCCUPIER, Please supply name and address of housing provider Rented Accommodation <input type="checkbox"/> Other <input type="checkbox"/>				
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>				
Ask these questions first			Refer	Pathway
Have you got a working smoke alarm on each floor of your house?			YES	NO DFRS
Would you like some Fire Safety advice?			NO	YES
Have you got any concerns about the security of your home?			NO	YES DCS
Would you like some help arranging repairs that need doing to your home?			NO	YES SHI
Do you think you need any adaptations to the home, which would assist you in your daily living?			NO	YES ASS/SHI
Are you able to keep your home warm?			YES	NO DH
Have you fallen once or more in the last year?			NO	YES FT
If yes, have you altered your way of life or routine? If yes please complete G.P.'s name overleaf			NO	YES FT
Do you need your medications reviewing? If yes please complete G.P.'s name overleaf				YES PCT/FT
Would you like any advice on money you may be entitled to? (e.g.: Council Tax reductions, possible help with rent or mortgage costs, Child and Working Tax Credits, Attendance Allowance, Disability Living Allowance, Carers Allowance)			NO	YES TPS/WR
Are you interested in finding out about social and recreational activities in your area?			NO	YES ACDD
Are you interested in finding out about community transport? (for those who cannot access other forms of transport i.e. public transport)			NO	YES CT

Do you provide significant care for another person, or does another person provide care for you?	NO	YES	ASS
Do you receive Carers Allowance?	YES	NO	DWP/WR
Do you have difficulty managing your daily living activities? E.g.: Getting up and getting dressed or cooking a main meal.	NO	YES	ASS

DFRS Derbyshire Fire & Rescue Service, DCS Derby Community Safety, ASS Adult Social Services, SHIA Spirita Home Improvement Agency, PCT Derby Primary Care Trust, DH Derby Homes, TPS The Pensions Service, WR Welfare Rights, ACDD Age Concern Derby & Derbyshire, CT Community Transport, FT Falls Team

GPs Name: Address: Tel No:	
Please ask the client How they hope using the First Contact Signposting Service will improve their quality of life?	
Please include any additional comments the client would like to make? (including any concerns not covered by the checklist)	
Name of person completing form:	Organisation:
Signature	Phone No:
	Date Form Completed:

We treat all information you provide in confidence and in accordance with the Data protection Act 1998. We will use it for the purpose of helping you access relevant community based services.

We may share some of your information with any of the organisations that form part of the First Contact Partnership. These may include Derby Fire and Rescue Service, Derby Community Safety Team, Adult Social Services, Spirita Home Improvement Agency, Derby Primary Care Trust, Derby Homes, The Pension Service, Welfare Rights, Age Concern, Community Transport and the Falls Team. Your information will not be shared with any other third party organisation without your consent.

The First Contact Partnership is always looking for ways to improve its services and would like to keep your details so that we may contact you again in the future. If you are happy for us to contact you again to seek your views on the service(s) we provided to you, please tick this box ☐

Please sign here to indicate your agreement:

Signature:..... Date:.....