

LEICESTERSHIRE TOGETHER EXECUTIVE - 25 NOVEMBER 2009

'FIRST CONTACT – LEICESTERSHIRE'

REPORT OF LEICESTERSHIRE COUNTY COUNCIL

Purpose of report

1. The purpose of this paper is to provide an update on the roll-out and funding of 'First Contact – Leicestershire' across the whole County.

Background

2. First Contact enables people to access services through a single point of contact. One simple checklist enables people to receive vital services to stay safe and independent in their own homes. People can receive a whole host of services without going to the trouble of contacting all of the various different organisations themselves. First Contact is therefore designed to promote independence, well-being and where appropriate, active ageing by identifying people's needs and enabling access to services, particularly for those identified as 'isolated' or 'difficult to reach'.
3. 'First Contact – Leicestershire' aims to provide this single point of access to a wide range of low level, preventative services provided by statutory and voluntary sector agencies, in this initial stage to vulnerable residents of Leicestershire aged 60 and over. Once the scheme is established, consideration will be given to expanding the age related 'eligibility' criteria for referrals and in addition, the possibility of allowing self referrals.
4. The vision for 'First Contact – Leicestershire' is to enable a worker from any of the partner agencies, to complete a single, simple checklist when visiting an eligible person in their own home. The checklist will then be forwarded to a central point for processing and referrals will be generated and forwarded on to appropriate agencies.

Project Steering Group

5. The project is being led by the Adult Social Care Service. A Project Steering Group has been established comprising representatives of key partners: Leicestershire Constabulary, Local Pension Service, Leicestershire Fire and Rescue Service, Leicestershire Trading Standards, NHS Leicestershire County and Rutland, Blaby and North West Leicestershire District Councils, Voluntary Action Blaby and Rutland Community Spirit.

Partners' Forum

6. The Partners' Forum is made up of all the Stakeholder Agencies who are involved in the scheme. The group has only met once in November last year – a meeting is being planned for January 2010. Again all the key partners are represented: each of the Districts, Statutory agencies (as detailed above) and the voluntary sector including Victim Support, NWL CAB, Voluntary Action

LeicesterShire, Age Concern LeicesterShire and Rutland, Care and Repair, and the Older Peoples' Engagement Network (OPEN).

Roll-out

7. The Project Officer has now attended all the Local Strategic Partnership meetings in each of the Districts and obtained their commitment to a countywide First Contact Scheme.
8. Certain Districts identified that they had been considering or had already established projects similar in nature to First Contact. However, they were receptive to aligning these to the countywide scheme both to maximise the benefits and ensure consistency. For example, the Safe Secure and Comfortable Scheme in Blaby; this scheme funded through the District's Participatory Budget will now work to the First Contact - Leicestershire model.
9. The following provides an overview of the roll-out for the countywide Scheme and identifies the 'go live' dates for each District:-

DISTRICTS	'Go Live' TIMELINE				
	Quarter 1 2009	Quarter 2 2009	Quarter 3 2009	Quarter 4 2010	Quarter 1 2010
NWL	Local Pilot	July onwards			
Hinckley & Bosworth			October onwards		
Blaby				January onwards	
Harborough				January onwards	
Charnwood				February onwards	
Oadby & Wigston				March onwards	
Melton				March onwards	

10. Service Level Agreements have now been agreed with Victim Support Leicester and NWL CAB for the management of the checklists across the county. Victim Support has developed a database for recording and monitoring the checklists and subsequent referrals.
11. The intention is to transfer the database and management of processes to Customer First from Autumn 2010, that is within the contact centre for Adult Social Care. Consultation and development is on-going.
12. A Partners' Agreement is being developed to formalise commitment to the scheme. Once agreed by the Project Steering Group it will be sent to all partner agencies for signature.

Funding

13. The Leicestershire Together Executive meeting in September 2009 recognised that, to be sustainable, on-going funding was needed. It agreed that funding should be identified and proposed that LAA2 Reward money might be a funding source for 2010/11.
14. The Head of Corporate Finance for the County Council has agreed that the LAA is a potential funding source for the scheme; however all the funds currently available have been allocated to projects. It is possible that further funds could be available during 2010 depending on the level of the Performance Reward Grant received.
15. Harborough District Council obtained £10,000 funding via their LSP for a localised First Contact type scheme. At the behest of the District, the Project Officer is now investigating ways of invoicing Harborough District Council for this sum and carrying the money forward as their contribution to future scheme costs in 2010/11 (Year 2).
16. The annual costs of the scheme from 2010/11 (Year 2) onwards are estimated at £120,000. All of the District LSPs are aware of the funding gap and that there is an expectation that they will each contribute to the costs of the scheme in the future. It is recognised that no single organisation has the capacity to fund the scheme in its entirety, but with a likely eleven key partners each would only need to contribute in the region of £11,000 per annum, for the scheme to have long term viability. It must also be noted that the annual costs are expected to reduce significantly when First Contact is successfully integrated into the ASCS (Adult Social Care service) customer contact centre.
17. The budget for 2009/10 (Year 1) is £55,000.

Total Budget Allocation 2009/10	Expenditure to 31.10.09	Forecast Expenditure to 31.3.10
£55,000	£30,760	£54,489

Equal Opportunities Implications

18. The Project Board has initially agreed that the scheme will be accessible to all vulnerable older people, aged 60 and over, in Leicestershire.
19. Consideration is being given to how to ensure all 'hard to reach' groups can access the scheme working with groups such as Leicestershire and Rutland Ethnic Minority Forum and the Community Opportunities Service for People with Learning Disabilities.
20. An Equality Impact Assessment will be undertaken.

Recommendation

21. The Leicestershire Together Executive is asked to note the progress to date on the roll-out and funding considerations.

Officer to contact:

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