



## **First Contact Signposting Scheme Year End Overview Report**

**April 2016 – March 2017**

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## Scheme background

The [Derbyshire First Contact Signposting](#) Scheme (First Contact) is a free and universally available service for adults living in Derbyshire. It is managed by Derbyshire County Council (DCC) Adult Care and is utilised by variety of organisations and professionals including Derbyshire Fire and Rescue Service (DFRS), Derbyshire Constabulary, health professionals, housing associations and voluntary sector workers who use the scheme to make referrals to other agencies.

The scheme provides an easy way, through a single contact, for Derbyshire residents to be put in touch with a wide range of local services that can support them. The scheme uses a single referral form with a series of 'yes/no' questions to refer people to [29 external partner agencies as well as 9 in-house Derbyshire County Council services](#) that can support health, independence and wellbeing.

It was launched in certain areas of Derbyshire in 2009. In 2012, the scheme went countywide with one single referral form used throughout Derbyshire. In April 2016, the scheme was developed further with new referral pathways added.

Referrals into the scheme originate from four sources:

- paper or web form referrals – these referrals are mainly from professionals who use the scheme to refer their patients/clients/service users to other agencies but can also be referrals from people seeking help for themselves or a family member/friend;
- via Call Derbyshire Adult Contact Plus Assessment – many of the First Contact questions are asked when a person contacts the main DCC call centre and a telephone assessment of their social care needs is completed;
- via hospital discharge – a small number of the First Contact questions are asked when clients are discharged from an acute hospital setting (if Adult Care are involved in discharge);
- as part of a carer's assessment – many of the First Contact questions are asked when a carer has their needs assessed by Call Derbyshire.

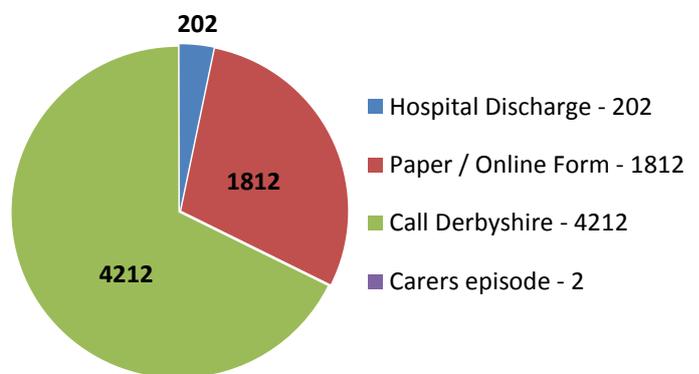
## Training

Over the last few years our main aim has been to promote the First Contact Scheme to professionals and Derbyshire residents. We have completed 14 group sessions for First Contact across Derbyshire to professionals. We have also completed a number of 1:1 training sessions and attending team meetings to promote the scheme.

## Number of referral into First Contact

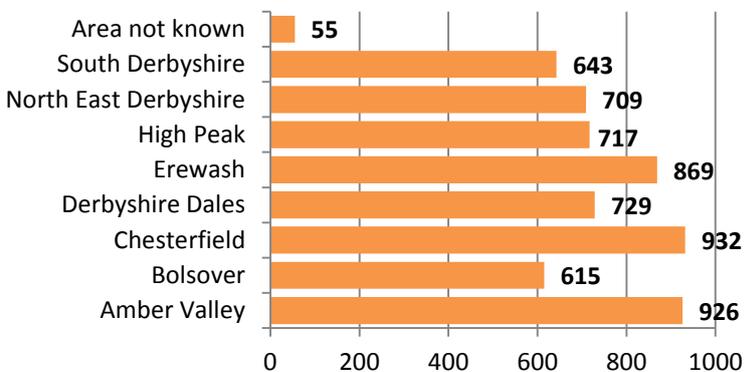
The total number of Derbyshire residents being referred into the First Contact scheme has increased by **14%** from 5454 in year 2015/16 to 6228.

68% of these referrals have come from Call Derbyshire.  
29% are from paper or online forms.  
3% have come from hospital discharge or the carer episodes, completed by Adult Care staff.

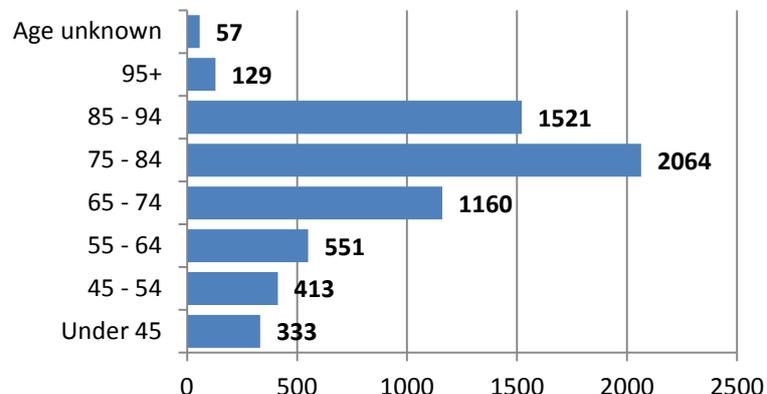


Our aim was to increase the amount of referral from professional using the paper or online form. This has been achieved and referrals have increased to **1812** which is a massive **251%** increase from last year. The amount of referrals from Call Derbyshire and Hospital Discharge forms has decreased slightly compared to last year but the referral we are now receiving from these sources are more accurate after working closely with the teams.

### Referrals by area



### Referrals by age group



### New questions added in 2016/17:

- Help to manage or reduce your alcohol use.
- Help with a drugs problem?
- Would you like information or support to improve your emotional / mental wellbeing?
- Do you feel lonely and isolated? Would you like to find out more about befriending services?
- Would you like support to find or sustain employment if you have a long term health condition or disability?
- Would you like information about how to become a volunteer and volunteering / time bank?

## Onward referrals

Onward referrals are the amount of services each person is referred through to.

The increase in Derbyshire Residents being referred into the scheme has also triggered an increase in onward referrals to our partners, the amount has increased to 17,021 from 13,109 last year which is an increase of nearly **30%**.

Number of referral forms completed	Total number of onward referrals	Average number of onward referrals per FC	Total Responses for referrer/period	% Response Rate for referrer/period
6228	17021	2.73	13724	81%

On average 2.73 onward referrals are made for each person.

From the chart we can see that the 3 most popular referrals during 2016/17 were made to:

- DCC Welfare Rights for a benefit check
- Age UK for falls prevention information
- Age UK, SDCVS and VSPA for information on local social and recreational activities

The most popular referrals from the previous year 2015/16 were:

- falls prevention information
- call for assistance alarm
- benefit check

Rank	Pathway	Onward Referrals
1	q8benefits	2293
2	q16falls	2168
3	q10socceraactivities	1652
4	q18callforassist	1568
5	q11publictransport	1382
6	q25befriending	946
7	q12hls	764
8	q1smokefire	745
9	q7forces	724
10	q23fallsassess	539
11	q2homesecurity	530
12	q14healthy	526
13	q4housingneeds	519
14	q17dailyliving	440
15	q13adulted	413
16	q3warmhome	383
17	q28timeswap	330
18	q5repairs	298
19	q19carerassess	222
20	q6carer	169
21	q24cmw	159
22	q9tradingstandards	124
23	q26des	42
24	q27volunteer	38
25	q20alcohol	23
26	q15children	23
27	q21drugs	1
28	q29dementia	0

## Outcomes

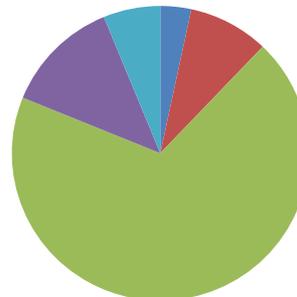
Once a month we send a spreadsheet to our partners to request outcomes of the referrals sent to them. We have 5 outcome categories; 1 Not eligible, 2 Referred to another agency, 3 Services supplied, 4 Services declined and 5 Unable to contact.

From the 17,021 onward referrals sent to partners, we have received outcomes back for 13,724 (which is 81%). 72.3% of the outcomes we received were 'services supplied'.

Question \ Outcome	Not eligible	Referred to another agency	Services supplied	Service declined	Unable to contact
	r1	r2	r3	r4	r5
<b>ALL FIRST CONTACT REFERRALS (for reference)</b>	2.7%	9.9%	72.3%	10.2%	4.9%

### Paper and online forms

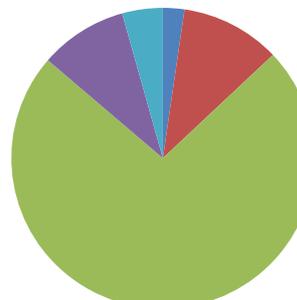
- 1 Not eligible – 144
- 2 Referred to another agency – 376
- 3 Services supplied – 2959
- 4 Services declined – 542
- 5 Unable to contact – 266



- 1 Not eligible
- 2 Referred to another agency
- 3 Services supplied
- 4 Services declined

### Call Derbyshire (Adult Contact Plus)

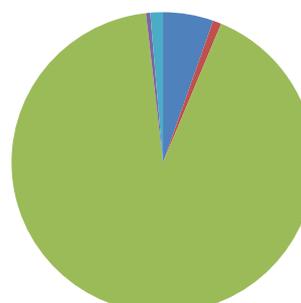
- 1 Not eligible – 211
- 2 Referred to another agency – 981
- 3 Services supplied – 6752
- 4 Services declined – 863
- 5 Unable to contact - 399



- 1 Not eligible
- 2 Referred to another agency
- 3 Services supplied
- 4 Services declined

### Hospital Discharge Outcomes

- 1 Not eligible - 12
- 2 Referred to another agency - 2
- 3 Services supplied - 205
- 4 Services declined - 1
- 5 Unable to contact – 3



- 1 Not eligible
- 2 Referred to another agency
- 3 Services supplied
- 4 Services declined

## 6 and 12

### month tracking

From July 2016 the First Contact Team started to keep a record of people referred in to the scheme who meet the following criteria:

- referred by
  - Call Derbyshire Adult Contact Plus
  - paper / website First Contact referral form
- not previously been involved with Derbyshire County Council for Adult Care related services/signposting.
- the referral resulted in no further action for Adult Care (signposting only).

The purpose of this was to measure the success of First Contact as a prevention method and to see if the services offered had prevented them needing care support.

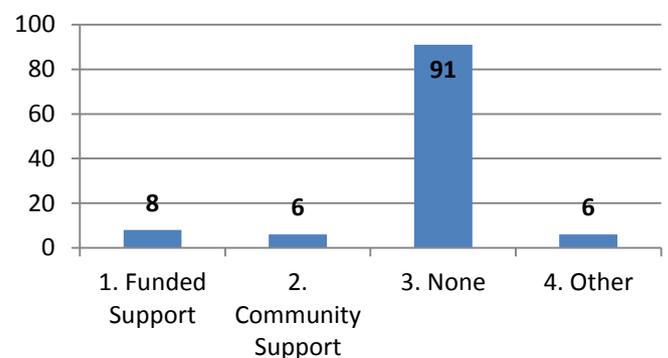
We review people’s Adult Care records 6 months and 12 months after being referred to First Contact and mark them using the following categories;

1. received funded care support
2. received community support (which is signposting, aids, adaptations or information)
3. None (no further communication or support with Derbyshire County Council)
4. Other

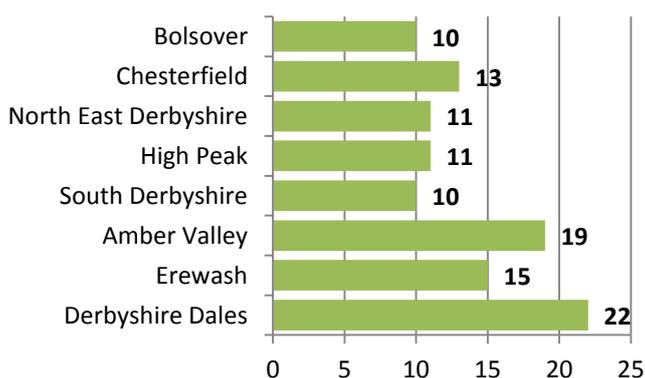
So far we have completed the 6 month review for residents referred to the scheme in July, August and September 2016.

The total amount for July, August and September is 111 referrals. From the 111 referrals 88 (79%) were made through paper or online forms the other 23 (21%) were from referrals made at Call Derbyshire. 82% of the 6 month reviews had no contact with Derbyshire County Council after to First Contact referrals had been made. This shows the success of the scheme in preventing social care interventions.

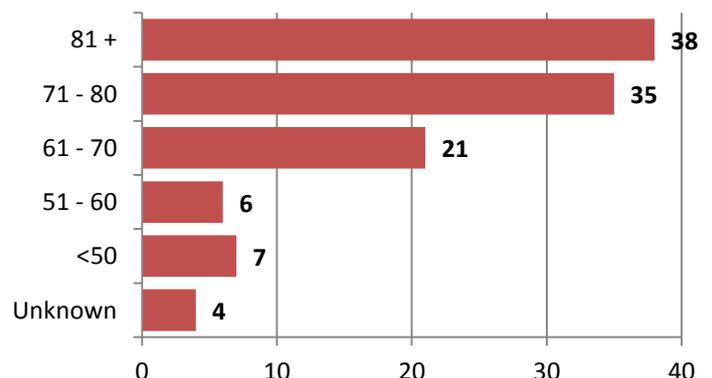
### 6 Month review



### Referrals by area



### Referrals by age



## Fire Service - Higher Level Falls Assessments (FRAT)

The Derbyshire Fire & Rescue Service (DFRS) has been completing ‘Safe and Well’ visits to Derbyshire residents since April 2016. The visits include Fire Safety advice as well as a falls risk assessment (FRAT) and completion of a First Contact form. First Contact has been processing and signposting the FRAT referrals for DRFS alongside standard First Contact referrals.

The FRAT form consists of 5 questions:

1. Is there a history of any fall in the previous year?
2. Is the person on 4 or more prescribed medicines per day?
3. Does the person have a diagnosis of Parkinson’s disease or stroke?
4. Does the person report any problems with balance?
5. Is the person unable to rise from a chair of knee height without using their arms?

People who answer yes to 1 or 2 of the 5 questions are referred, via First Contact, to Age UK’s Strictly No Falling (SNF) service. If available, DFRS staff give the person a falls prevention information pack at the time of the visit. Where a pack has been given, SNF are informed and will follow up by means of a telephone call if they have capacity to do so.

People who answer yes to 3, 4 or all of the 5 questions are then referred, via First Contact, to their local Derbyshire Community Health Service (DCHS) Falls Clinic for an assessment.

On their visits the DFRS officer will either complete just the FRAT form, the First Contact and FRAT form or just the First Contact form (dependent on the person’s wishes).

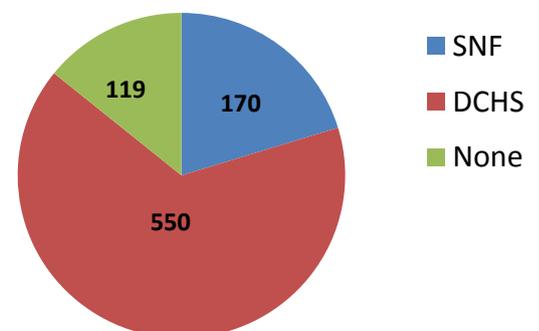
During 2016 – 2017 DFRS completed:

- 432 – FRAT only forms
- 407 – First Contact and FRAT Forms
- 526 – First Contact only form

From the total 839 FRAT forms completed

- 20.4% scored lower level (1 or 2) which were sent through to Age UK Strictly No Falls (SNF)
- 65.6% were sent through to DCHS for the falls assessment
- The other 14% scored 1 or 2 but already received the falls information pack during the DFRS visit.

### FRAT onward referrals



## Satisfaction Survey

The First Contact Signposting Scheme Survey 2016 aimed to assess the satisfaction levels of the clients who have used the scheme throughout the year of 2016. The survey also hoped to gauge whether the scheme is successful in promoting the wellbeing, independence of Derbyshire residents and whether, in some cases, it delayed the need for statutory care and support services.

The results told us:

The First Contact Survey results are very positive and it is evident from some of the responses that people are mainly happy with the service. Some of the main themes were:

- The process of being referred / making a referral was okay
- The scheme was generally easy to understand
- Even if people felt they didn't need the help on offer straight away, they were glad they knew the services existed and had contact details for future reference
- People were happy to receive information packs through the post as it allowed them to revisit the information, get assistance from family and digest it at their own pace
- However, people still appreciated contact by phone
- Even if people only took up one or two of the services on offer, it could make a big difference to their life
- Small things such as grab rails or window locks improved people's lives by making them feel safe
- People weren't aware support was available and First Contact helped them access it
- Most people felt using the scheme improved their life
- The vast majority of people would recommend the scheme to a family member or friend.

A full copy of the report is available by emailing [firstcontact@derbyshire.gov.uk](mailto:firstcontact@derbyshire.gov.uk)

## Development plans for 2017 / 2018

- Continue to increase First Contact paper and online referral
- Promote the scheme by attending more team talks and DCC staff team meetings
- Development of the new DFRS form incorporating First Contact questions (1 combined form)
- Increase the amount of referral outcomes received from partners
- New outcome category – 'postal information sent' added to ease outcome recording
- New administration system which will make updates much easier
- Promote scheme via social media to increase self-referrals.