

Take the

Credit

Older People



Photograph © Age Concern

First Contact

- A sign posting service for the over 60's
- Enables them to stay safe and independent in their own home
- Accessed by completing a quick and easy check list

First Contact



Why was action required?

First Contact was introduced in April 2008 in East Lindsey and is now running across the county as a result of recognising the fact that older people want services delivered not as isolated elements, but as joined-up provision, which in turn acknowledges the collective impact that services have on their ability to remain living independently for as long as possible.

This service brings together partners, which include District Council Housing Teams, Adult Social Care, Lincolnshire Fire & Rescue, Lincolnshire Energy Efficiency Partnership, Age Concern, Lincolnshire Police, Local Pension Service, Accessibility Policy Unit, Voluntary Organisations and Adult Social Care.

As a result of responses to a checklist, referrals are sent to the relevant agency who agree to contact the client within 28 days. While the information supplied will be free, for some services there may be a charge.

The Service was developed in partnership through the Local Area Agreement (LAA), Local Strategic Partnership (LSP) and the Quality of Life for Older People Specialist Network.

What did we do?

One of the First Contact partners Age Concern visited D and his Wife who live in Mablethorpe and after talking with him a check list was completed asking for referrals to the following agencies...

- Lincs Fire & Rescue – as he did not have a smoke alarm – who completed a home fire safety check.
- Local Pension Service – although he receives disability living allowance he wanted to know if there was anything else he was entitled to. An appointment was made for a benefit assessment.
- Voluntary Action East Lindsey – due to poor mobility whilst he waited for an operation, he wanted a volunteer to tend his garden and clean the windows and guttering during this time. A volunteer has been organised to carry out this work.
- Share the Care – as his daughter has taken on a caring role in some ways recently, a secondary referral was made to the pension service for monetary advice for the daughter.

- The central coordinators also identified a voluntary service offered through the Lincolnshire Youth Offending Service and sent D some information leaflets.

What were the results for our residents?

Thus far in 2009, 202 checklists have been completed resulting in 593 referrals to services residents may otherwise not have been aware of. A single point of contact is helping partner agencies do their jobs effectively.

We are able to offer a service which is:

- Encouraging agencies to work together
- Helping the public navigate public and charitable services
- Preventing agencies duplicating work
- Ensuring the public receive all the services they may be entitled to
- Working preventatively rather than reactively

Latest Developments

First Contact Volunteers is being introduced across the County from 1 November 2009 and will support Field Coordinators with 1:1 completion of check lists, offer extra support to individuals to access the services and provide a befriending service depending on the volunteers experience.

First Contact Online planned for April 2010 will be an online resource directory through which people can access information about local services and activities which help to keep them living independently and active in the Community.

Where can I find out more information?

- Self-referral leaflets in Customer Access Centres and in the community.
- Central Coordinators Jemma and Louise based at LCC Customer Service Centres 01522 782172
firstcontact@lincolnshire.gov.uk to send completed check list.
- Field Coordinator Eve Roach 01507 463931/07952 434115 eve.roach@ageconcernlincoln.co.uk for general information and advice.