

APPENDIX 1: First Contact – Current Scheme Model					
Function:	Form completion	Co-ordination	Triage/Processing/ Data collection signposting on	Pathway agency (Provider) offer	Strategic/Operational Review & update
Description	<p>When front-line workers from a range of partner organisations come into contact with an older person they complete a checklist to identify potential benefits of signposting to a FC service pathway offer – Completed forms are sent to CSC for processing. Partners include</p> <ul style="list-style-type: none"> • Notts. Fire & Rescue Service • Handyperson schemes • Falls Prevention services • Council housing departments or providers • Notts. CC • Registered social landlords • Primary care trusts • Crime reduction managers • The Pension Service • Other voluntary and community sector agencies 	<p>5 Co-ordinators, one in each of the district bases (Bassetlaw, BGR, Mansfield, Ashfield and Newark and Sherwood), Promote the service to partner agencies</p> <ul style="list-style-type: none"> • Train professionals how to complete the checklist • Encourage partners to complete checklists • Meet with local partners quarterly (steering group) • Triage of DWP referrals (currently takes up quite a large proportion of some of the Co-ordinators time, particularly Rushcliffe CVS) • Chase outstanding referrals that have not been actioned / closed 	<p>A 0.5 FTE advisor post in the NCC Customer Service Centre deals with First Contact duties – receiving forms, inputting details of each SU/ question responses onto LAGAN. Any pathway agencies that are needed are contacted and SU details are passed on. If the agency does not contact the CSC to let them know contact has been made then chaser emails are sent to the agency until they notify the CSC of the case being closed. A CSC analyst generates monthly activity reports from the LAGAN system. Quarterly outcomes spreadsheets are sent to pathway agencies for completion. These are collated by CSC</p>	<p>When SU details are received from CSC the pathway agency contacts them. Once contact is made the pathway agency informs CSC who close the contact on LAGAN</p> <p>There are 10 referral pathways, which are agreed each year as the end point for checklist questions.</p> <p>Pathway agencies complete quarterly outcomes monitoring forms.</p>	<p>Review working arrangements, provider offers, utilisation and take up.</p>
Current cost	negligible	C £150k	£20k	variable	£8k
Costs met by	The completing organisations	NCC (ASCH and Public Health), Notts. Fire & Rescue, 4 Councils (Mansfield, Ashfield, N&S, Rushcliffe)	NCC – CSC. There is no separately identified funding from the FC budget. Costs are absorbed within main CSC budget.	Pathway agencies	NCC – Strategic Commissioning-there is no separately identified funding from the FC budget but the scheme generates a small surplus overall
Priority for retention (1-5)	5	1	5	5	5
Rationale for priority ranking	Ensures that a wide range of people can be identified as having a range of low level needs whenever they come into contact with a participating professional.	Most costly element of the scheme. No clear rationale to retain as a discreet role.	Scheme cannot function without co-ordinated information processing	No point without this – provides information advice and support to service users.	Scheme at risk of fragmentation without central oversight.