

## APPENDIX 2: First Contact Scheme - Proposed Service Model

Function:	Form completion	Benefits support	Triage/Processing/ Data collection signposting on.	Pathway agency (Provider) offer	Strategic/Operational Review & update
<b>Description</b>	As in current model. 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	NCC commissioned Early Intervention and Prevention Service deals with DWP referrals	<p>As in current model. CSC receive 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.</p> <p>A CSC analyst generates monthly activity reports from the LAGAN system.</p> <p>Quarterly outcomes spreadsheets are sent to pathway agencies for completion. These are collated by CSC</p>	<p>As above. 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>Functions to be carried out within the NCC Strategic Commissioning Unit;</p> <p>Review and develop working arrangements, provider offers, utilisation and take up.</p> <p>Monitor and review performance</p> <p>Develop ICT resources, e.g. on-line forms – links to Nottinghamshire Help Yourself</p>
<b>New cost</b>	Negligible	Estimated at £9k	Approximately £20k	variable	Approximately £32K – (0.4 FTE Commissioning Officer @£20k + 0.5 FTE Data Analyst @£12k).
<b>Costs met by</b>	The partner organisations	Absorbed by NCC commissioned Early Intervention and Prevention Service	NCC-specific funding for this function would be identified from the First Contact budget to cover the existing 0.5 W.T.E resource plus management costs within CSC	Pathway agencies	NCC -specific funding for these functions would be identified from the First Contact budget.