

First Contact Plus Newsletter

Spring 2018

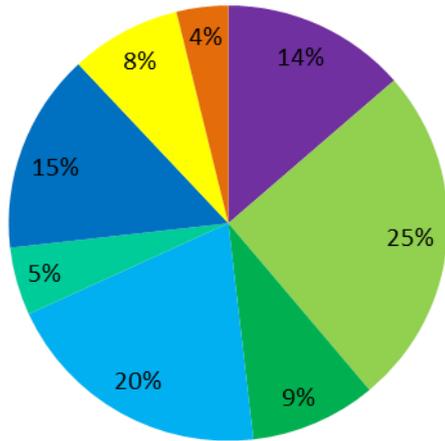
01.04.2017 –
31.03.2018

3,757 Incidents of Information &
Advice given

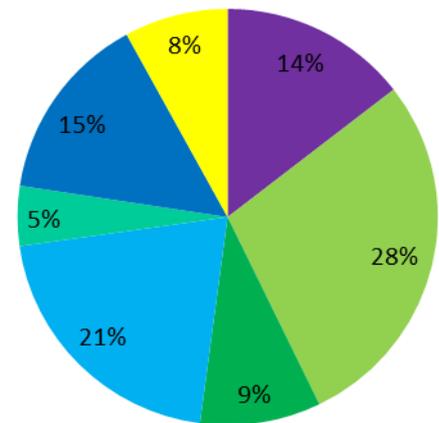
96% of Referrals to
Partners Accepted

Average Reduction in Customers
Level of Concern 38%

The First Contact Plus scheme offers access to a range of low level preventative services through a single point of contact. The aim of the service is to ensure that people can access information, advice and support across eight overarching themes; health improvement; falls; feeling safe; living independently; money, debt and benefits; work, learning and volunteering; families and relationships and the home. The model is based around early identification of needs enabling residents of Leicestershire 16 years or over to receive brief opportunistic interventions, support for self-help or an onward referral to a service provider.



01.04.2017 – 31.03.2018



Number of Inbound Referrals received (5501 Referrals)

Blaby
Melton

Charnwood
North West Leicestershire

Number of Outbound Referrals made to Agencies (6039 Referrals)

Harborough

Hinckley
Oadby & Wigston
Out of County

Warmhomes

Over 1,000 households have benefited from free impartial advice

237 signed up to the Priority Service Register

£233 PA average energy supplier switch saving

Grants and benefits – number of households referred for:

213 – Physical measures such as insulation, boilers and central heating systems.

117 – Energy bill discounts such as the Warm Homes Discount and Energy Trust Funds

The Warm Homes scheme means that for residents such as Richard from the Charnwood area of Leicestershire, worries about not being able to afford to heat his home can become a thing of the past.

Warm Homes Officer Alex Clark visited the 61-year-old in his home and Richard was shown how to reset heating and hot water controls and was provided with some easy-to-follow instructions.

He was also helped to update his energy supplier to ensure he was on the most affordable tariff and said: "My bills were spiralling and I wasn't sure what was causing this. I realised I was paying far more than my neighbours for energy and I needed help in solving the problem.

"I've switched tariff and my energy bills have reduced by over £24 a month. The service gave me a voice that I didn't have and pointed me in the right direction, plus it was useful to someone knowledgeable to clarify the jargon. I would definitely encourage others to take advantage of the Warm Homes service."

Case Study

B is a 68 year old woman living within North West Leicestershire who was referred for two areas of specific need; Lifeline and Assistive Technology and Benefits. On completion of a triage assessment a referral was made to Age UK to complete a benefits check as the customer was already in receipt of some benefits at this time. In addition, a further referral was made for a general Assistive Technology assessment.

On follow up a benefit check had been completed by Age UK which she was happy with knowing that she was receiving the correct entitlement. In addition an Assistive Technology assessment had been completed and an emergency phone and pager device for the husband had been set up. The customer felt that both services provided had led to an 80% reduction in their level of concern and he was extremely satisfied with the service provided to them by First Contact Plus.

Preventing falls

Falls can have a serious effect on people's lives. You can help us to prevent them.

Do **you** know someone who:

- Feels nervous about the possibility of falling?
- Gets dizzy or feel light-headed when they get up out of a chair or bed?
- Has difficulty walking or feels unsteady on their feet?
- Takes four or more medications daily?
- Exercises less than twice a week?

If the answer is yes to any of these questions, now is the time to encourage them to talk to their GP or pharmacist.

If you want more information regarding falls and prevention please contact your local council listed below.

www.healthandcareleicestershire.co.uk/preventingfalls

Self-Referral

"First Contact Plus now has an option for residents of Leicestershire to self-refer to our service. If you are looking for information and advice on staying healthy and independent then you can look on our website:

www.firstcontactplus.org.uk.

If you cannot find what you are looking for or you require additional help then click on our self-referral button and one of our advisors will call you back within 2 working days. We will aim to put you in touch with the right people for extra support."

- Step 1** Visit www.FirstContactPlus.org.uk
- Step 2** Find information and advice on improving your health and wellbeing
- Step 3** Contact a member of the team if you need more help - **click the 'self-referral' button**
- Step 4** Start your journey to a healthier future



TRAINING

Over the last eight months, PECT has delivered free energy awareness team talks and full CPD training sessions to a number of community groups, front-line staff, Public Health professionals, and volunteers who support vulnerable residents of Leicestershire.

We have tailored the training according to need and time available, reaching staff from MacMillan Cancer Support, Citizens Advice Bureau, Leicestershire Fire & Rescue Service, Lightbulb and various teams within LCC such as the Community Enablement and Reablement Team, the Supported Living Framework, and the Leicestershire Learning Disabilities Partnership Board. We also attended a number of events in the community, including events like Support for Carers, Age Concern's Big Info Day, and the Health & Social Care VCS Forum.

Contact us now on 01733 866436 or email april.sotomayor@pect.org.uk