



First Contact Scheme – Leicestershire Starter Pack

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1. First Contact Team Contact Details

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2. What is First Contact?

First Contact is a multi-agency scheme across Leicestershire bringing a range of services to vulnerable people aged 18+ who are resident ***within Leicestershire***.

The scheme is run by Leicestershire County Council in partnership with the district councils, the police service, the fire service, voluntary groups and other organisations that work with vulnerable adults.

3. How does First Contact work?

When a staff member from any of the agencies involved in the scheme, such as a volunteer, police officer / police community support officer, environmental health officer, victim support staff, council worker or firefighter is in contact with a vulnerable adult by; a visit to their home, a telephone call or during their work with them, they can offer to complete one simple referral form (checklist) to find out if that person has any other particular needs, for example;

- ✓ Information about local groups and activities
- ✓ Advice and support for carers
- ✓ Information on children's activities for parents and guardians
- ✓ Assistive Technology (e.g. medication reminders / fall detectors / lifelines)
- ✓ Becoming more physically active
- ✓ Adult Learning
- ✓ Help with cleaning / gardening / handyman-type services
- ✓ Getting the right benefits
- ✓ Managing finances / debt advice
- ✓ Advice and support for victims of crime / rogue traders
- ✓ Advice and support on antisocial behaviour/hate crime
- ✓ Smoke alarms/home fire safety checks
- ✓ Home repairs
- ✓ Help & support for people with a visual / hearing impairment (e.g. talking clocks & newspapers / Braille & mobility training / vibrating –pad smoke alarms / flashing doorbells / home visits & assessments)
- ✓ Help & advice for a smoke-free home

4. Possible Signs of Vulnerability

- **Isolated and doesn't have much / any contact with friends, family or neighbours**

- **At risk of a home fire - no working smoke alarms / clutter in home / minor burns in the home or on clothing**

- **Recently bereaved**

- **Struggling with finances / in debt**

- **Overgrown garden / home in disrepair**

- **Victim of anti-social behaviour / hate crime / harassment**

- **Been cheated by a caller to their home / rogue trader**

- **Grab rails / adaptations**

5. Referral Forms

You can refer to the First Contact Scheme by completing the [First Contact Online Referral Form](#) or by downloading and completing a [PDF copy](#).

Both versions are available on our website at www.leics.gov.uk/firstcontact

6. How to Complete the Referral Form

- **Complete one form for each individual person**
- **Read the opt out statement to the client (at top of the form) – only mark a cross / select NO (on web form) against those agencies that the client DOES NOT wish to be contacted by**
- **Select answers ‘yes’ or ‘no’ as applicable**
- **Provide information as requested (shown in red on the PDF form)**
- **Avoid duplication – select ‘no’ if you have already referred / dealt with the query**
- **Ensure writing is clear (on PDF form)**
- **Avoid using as part of a door knocking exercise**
- **If all ‘no’ answers do not refer to First Contact**
- **Do not leave form with client to complete as the scheme is not self-referral**
- **For the Income & Finance Section clarify whether it’s disability or financial help that the client would like help with. Types of benefits client can be helped with;**

Financial

- **Pension Credit**
- **State Pension**
- **Housing Benefit**
- **Council Tax Benefit**

Disability

- **Attendance Allowance**
- **Disability Living Allowance**
- **Carers Allowance**

7. What Happens Next?

The staff member or nominated person for the organisation sends the completed checklist/s (PDF version) to a central point of contact, based within County Hall, who will then co-ordinate referrals to multiple partner organisations. A representative from the partner organisation will then contact the person to discuss what might be available and / or to offer their services.

8. First Contact Scheme Partners



Acorn Training



Age UK Leicester Shire and Rutland



Adults & Communities (LCC)



Assistive Technology (LCC)



Blaby District Council



Charnwood Borough Council



Citizens Advice Bureaux



CLASP



Community Action Partnership



Community Action Hinckley & Bosworth



Community Payback Leics & Rutland Probation Trust



East Midlands Housing



Family Information Service (LCC)



Good Thinking Service



Harborough Be Safe



Harborough District Council



Helping Hands Community Trust



Hinckley & Bosworth Borough Council



ICare (community meals)



Leicester Housing Association



Leicestershire Fire & Rescue Service



Leicestershire Police



Leicestershire Partnership NHS Trust



Leicestershire Probation Service



Libraries (LCC)



Melton Borough Council



North West Leicestershire Community & Voluntary Service



North West Leicestershire District Council



Oadby & Wigston Borough Council

Visit our website: www.leics.gov.uk/firstcontact



Papworth Trust

Pension, Disability
and Carers Service

Department for Work and Pensions

Pension, Carers & Disability Service



Royal British Legion



Services for the Deaf & Hard of Hearing (LCC)



Three Oaks Homes



Trading Standards (LCC)



Victims Support Service



Vista



Voluntary Action Charnwood



Voluntary Action Melton



Voluntary Action Leicestershire



Voluntary Action South Leicestershire



Working Links



WRVS

9. First Contact Real Life Stories

BLABY

An elderly lady living in Blaby was referred to the First Contact Scheme by her local Police Community Support Officer (PCSO)

She was referred to the following services;

- ✓ Leicestershire Fire & Rescue Service (LFRS) for smoke alarms
- ✓ Blaby District Council Community Safety Team for information on crime reduction and for advice on Anti-Social Behaviour
- ✓ Blaby District Council Decent Homes Team for information on keeping your home warm
- ✓ Care & Repair for home repairs
- ✓ Community Action Blaby District for information on Community Groups.

As a result of being referred to those services the elderly lady;

- ✓ Was sent crime prevention information
- ✓ Was contacted by the Anti-Social Behaviour Team
- ✓ Had a home fire safety check carried out and a smoke detector installed by the Leicestershire Fire & Rescue Service
- ✓ Attended an older persons' forum through Community Action Blaby District
- ✓ Received quotes from Care and Repair
- ✓ Received a call from Decent Homes

CHARNWOOD

Mrs F, 37, had a checklist completed by an Inclusion Support Officer and referrals were made to the following agencies;

- ✓ The Adult Learning Service for adult learning information
- ✓ Voluntary Action South Leicestershire for carers advice
- ✓ Charnwood Borough Council for physical activities
- ✓ Adult Voluntary Action Charnwood for group information
- ✓ Leicestershire Fire & Rescue Service as had no working smoke alarms
- ✓ Care & Repair for home security

As a result of being referred to these agencies she;

- ✓ Received a Support for Carers information pack from Voluntary Action South Leicestershire
- ✓ Received a copy of the current Active Together brochure from Charnwood Borough Council
- ✓ Received information about adult learning from the Adult Learning Service
- ✓ Received information on groups, activities and transport in the local area from Voluntary Action Charnwood
- ✓ Received a visit from a Community Safety Officer from Leicestershire Fire & Rescue service who carried out a full home fire safety check and supplied and installed smoke alarms
- ✓ Received contact from the Safe at Home Team and an appointment was made for a security fitter to visit

CHARNWOOD

Mr R, an 86 year old resident in Loughborough, was referred to the First Contact Scheme by the Local Pension Service (LPS). The LPS Customer Liaison Manager assessing Mr R for Attendance Allowance identified that he also had other needs and completed a First contact checklist with him.

Following on from this Mr R was referred to the following services;

- ✓ Leicestershire Fire & Rescue Service for smoke alarms
- ✓ The Access Duty Team at Charnwood Adult Social Care Services
- ✓ Age UK for information/advice on domestic help
- ✓ Charnwood Local Policing Unit for advice on crime reduction
- ✓ Warm Front Team at Charnwood Borough Council as Mr R had no central heating and no cavity wall insulation

As a result of being referred to those services Mr R;

- ✓ Had a home fire safety check carried out and a smoke detector installed by the Leicestershire Fire & Rescue Service
- ✓ Was assessed by Adult Social Care Services regarding his mobility about the home and received; mobile meals, homecare and equipment for deaf and hard of hearing
- ✓ Was contacted by Age Concern and was given information about the different types of domestic help available
- ✓ Was contacted by the Beat Team at the Local Policing Unit who visited Mr R to provide crime prevention advice
- ✓ Was awarded a Warm Front Hardship Grant which enabled Mr R to have central heating installed in his home & his cavity walls insulated

HARBOROUGH

Miss H, who is 32 years old, contacted the Customer Service Centre as she was having concerns about getting her shopping. She suffers with epilepsy and felt frightened that she may have a fit whilst out. The Customer Service Agent explained that this was not a service provided by Adult Social Care as she was able to manage with personal care tasks. The agent explained about the First Contact scheme and what services they can support with and referred Miss H to the scheme

The First Contact Administrator contacted Miss H and completed a checklist over the telephone and referrals were made to the following agencies;

- ✓ Adult Learning Service – Client was interested in enrolling on an English and maths course
- ✓ Family Information Service – For information on children’s activities for her 9 year old son
- ✓ Age UK – Client required support with getting shopping
- ✓ Voluntary Action South Leicestershire – Group information
- ✓ Leicestershire Police – Crime prevention advice and home safety
- ✓ Trading Standards – Client was cheated by a caller trying to sell security to her in which she signed up to

As a result of being referred to the scheme she;

- ✓ Enrolled on courses for confidence building, English and maths through the Adult Learning Service
- ✓ Received information from the Family Information service for sporting activities, Cubs /Scout groups and other general children’s activities
- ✓ Received information on shopping services from Age UK and will be in contact to arrange
- ✓ Was referred to the University of the third age which gives her the chance to meet with people who are no longer in employment like herself to learn and share experiences this was through Voluntary Action South Leicestershire
- ✓ Received Crime Prevention/Home Safety advice from Leicestershire Police
- ✓ Received information and advice from the Trading Standards Team to prevent future cold calling

HARBOROUGH

Mrs F was visited by a Handyman from Mears Home Improvements to carry out some repairs around the home. Whilst there he offered to complete a First Contact checklist as he felt that the client was struggling around the home and suffered regular falls.

A First contact Checklist was completed and referrals were made to the following agencies;

- ✓ Leicestershire County Council Adults & Communities as client was finding it difficult to manage around the home
- ✓ Age UK for home and garden services
- ✓ Voluntary Action South Leicestershire for information on groups

As a result of being referred to these agencies Mrs F;

- ✓ Has had a package of care put in place and an assessment carried out by Adults and Communities
- ✓ Received information on home and garden services should she require them in the future from Age UK
- ✓ Received information for Harborough & District Stroke Club and details of the Transport Scheme from Voluntary Action South Leicestershire

HINCKLEY & BOSWORTH

Mr D is 41 years old and has a Learning Disability. During a visit to his local library the Library Service assistant identified that he may benefit from additional services and offered to complete a First Contact checklist. As a result of the checklist being completed referrals were made to the following agencies

- ✓ Age UK Leicestershire & Rutland for home and garden services
- ✓ Voluntary Action Leicestershire for volunteering opportunities
- ✓ Voluntary Action South Leicestershire for carer's advice
- ✓ Adult Learning Service for information on courses
- ✓ Hinckley & Bosworth Borough Council as client interested in swimming and walking
- ✓ Pension Disability & Carers Service for help with benefit claims
- ✓ Hinckley & Bosworth Police for crime prevention advice
- ✓ Hinckley & Bosworth Borough Council for keeping the house warm

As a result of being referred to these agencies he;

- ✓ Received information and advice on home and garden services with contact details should he wish to arrange for a service from Age UK
- ✓ Received information on local volunteering opportunities from Voluntary Action Leicestershire
- ✓ Received contact from Support for Carers through Voluntary Action South Leicestershire and received an information pack
- ✓ Received contact from the Adult Learning Service and was sent information about the service and contact details
- ✓ Received leisure information from Hinckley & Bosworth Borough Council
- ✓ Received contact from Pension Disability & Carers Service and a home visit was arranged for help with benefit claims
- ✓ Received crime prevention advice from Hinckley & Bosworth Police
- ✓ Received information and contact details so that he could approach the landlord for permission for free loft insulation

HINCKLEY & BOSWORTH

An elderly lady living in Ratby was referred to the First Contact Scheme by her local Police Community Support Officer (PCSO) when he became aware, during his visit to the elderly lady that she was in need of additional help & support

As a result of the referral the lady received help and advice from the following First Contact partners;

- ✓ Leicestershire Fire and Rescue Service carried out a home fire safety check and supplied and fitted smoke alarms

- ✓ Age UK Leicestershire & Rutland for home and garden services

- ✓ Leicestershire County Council Adults & Communities carried out a face to face assessment for aids to help with her difficulty managing around the home

- ✓ Hinckley & Bosworth Borough Council;
 - Lifeline Service sent information and advice about Lifeline Alarms as the lady was worried about falling
 - Housing Team completed the bathroom works and the repairs team added an air brick and double socket to the repairs order
 - Active Together Team sent leisure information as she was Interested in becoming more physically active

- ✓ Hinckley & Burbage Age Concern sent a list of Ratby groups and activities for the lady to consider joining

- ✓ Voluntary Action South Leicestershire contacted the lady and a carers information pack was sent in the post

MELTON

Mr P was referred through to the First Contact scheme by a worker in the Crisis Resolution Team (Leicestershire Partnership NHS Trust). He is diabetic, has arachnoiditis (pain disorder caused by inflammation of the arachnoid) & potentially has early onset of dementia.

Mr P required support in the community; he was very lonely with feelings of low mood and was anxious to get involved in services / activities / helping people through volunteering & hopefully develop friendships. Client had no bed (was sleeping on a mattress on the floor), no fridge & no bedroom furniture.

As a result of having a First Contact referral form completed Mr P was referred to the following agencies;

- ✓ Melton Adult Social Care Services - for help with washing himself and an assessment

- ✓ Melton Borough Council for;
 - help and advice about preventing falling
 - information on local groups and clubs
 - becoming more physically active
 - to consider 'reasonable preference' to re-house client as he is very isolated, has health problems & mental health problems and /or to consider the Choice-based lettings (CBL) scheme

- ✓ Age UK - for domestic help

- ✓ Adult Learning Service for more information on volunteering-type courses

- ✓ Pension, Disability & Carers Service for help and advice on benefits

MELTON

Miss N who is 24 years old and suffers with terminal Cystic Fibrosis had a checklist completed by a Customer Service Advisor at Melton Borough Council and referrals were made to the following agencies;

- ✓ Age UK Leicestershire & Rutland for home and garden services
- ✓ Voluntary Action South Leicestershire for carer's advice
- ✓ Leicestershire Police Melton for crime prevention advice

As a result of being referred to these agencies she;

- ✓ Received information and advice on services provided by Age UK and given contact details should she want to arrange services
- ✓ Received contact from Support for Carers Leicestershire through Voluntary Action South Leicestershire who provided information and advice about the Carers Support Grant
- ✓ Received a visit from a police officer and crime prevention advice was given

NORTH WEST LEICESTERSHIRE

Mr M who is 19 years old contacted the Customer Service Centre as he has mild learning difficulties and wanted to know what support was available to him. The Customer Service Agent informed him about the First Contact Scheme and what support it offers and the client was happy to be referred to the scheme.

The customer was contacted by the First Contact champion and a checklist was completed and referrals were made to the following agencies;

- ✓ Voluntary Action Leicestershire for volunteering opportunities
- ✓ North West Leicestershire District Council for physical activities
- ✓ Adult Learning Service as client was interested in adult learning

As a result of being referred to these agencies he;

- ✓ Received details of a Volunteer Advisor and a meeting was arranged for voluntary opportunities through Voluntary Action Leicestershire
- ✓ Received contact from North West Leicestershire Council where he met a Leisure Advisor and is now part of the exercise referral programme
- ✓ Received information and advice about adult Learning from the Adult Learning Service

NORTH WEST LEICESTERSHIRE

Mr F who is 71yrs old needs heating as he has had Pneumonia there is damp on the walls and it is making his and his wife's conditions worse, they are struggling to heat the home as the gas boiler has been condemned. Mr F contacted social services and they identified a number of areas in which the First Contact scheme could help and advised him that they could refer to the scheme which he agreed to. Mr F was contacted by the First Contact Champion and a checklist was completed

Referrals were made to the following agencies;

- ✓ Leicestershire Fire & Rescue Service – Interested in smoke alarms
- ✓ North West Leicestershire Police – For crime prevention advice
- ✓ North West Leicestershire District Council Environmental Health – Wanted advice about keeping the home warm as they had no heating
- ✓ Care & Repair North West Leicestershire – Need repairs around the house/home – help with damp on walls

As a result of being referred to those agencies he;

- ✓ Had a home fire safety check carried out and completed and smoke detectors were supplied & fitted by Leicestershire Fire & Rescue Service
- ✓ Received a visit from the local North West Leicestershire Police who gave crime reduction advice
- ✓ Referred for a Warm Front grant to help with heating the home
- ✓ Received a visit from the Care & Repair team to look at repairs that needed doing to the property

OADBY & WIGSTON

Mr M B, aged 44, has Mental Health difficulties and was offered to have a checklist completed by a Benefits Assessor. As a result referrals were made to the following agencies;

- ✓ Age UK Leicestershire & Rutland for home and garden services
- ✓ Community Action Partnership for group information
- ✓ Oadby & Wigston Borough Council for physical activities
- ✓ Pension Disability & Carers Service for benefit claims
- ✓ Oadby & Wigston Borough Council Anti-Social Behaviour Team for help with dealing with Anti-Social Behaviour

As a result of being referred to those agencies he;

- ✓ Received information and advice from Age UK on services they have to offer
- ✓ Received local group/club information from Community Action Partnership
- ✓ Received information about physical activities in the local area from Oadby & Wigston Borough Council
- ✓ Received contact from the Pension Disability & Carers Service and a home visit was arranged for help with his benefit claims

OADBY & WIGSTON

Miss M, 91 and living in her own home in South Wigston, was a victim of crime when she was subjected to a distraction burglary at her home. A Police Constable from Wigston Local Policing Unit offered to complete a First Contact checklist.

As a result;

Leicestershire Trading Standards arranged to visit Miss M and gave her information & preventative advice.

Victim Support arranged to install a PRIDE alarm free of charge.

Social Care staff from **Adults and Communities Department** arranged for help with her mobility problems around the house

Age Concern arranged for the Handyman Service to deal with the overgrown garden

Miss M's Niece stated *“without the help of all the different agencies, which had given her the confidence to remain living in her own home, she feels she would have been in a care home. Her Aunt was very grateful that so many people cared about her and had taken the time to help her”.*

10. Sharing Good Practice

To promote the First Contact scheme within your organisation you may want to consider;

- ✓ Briefing your team regularly at team meetings
- ✓ Posting up to date information on your organisation's website, electronic notice board and staff rooms
- ✓ Have team members accompany you on visits so that they get first hand experience of when & how to complete a First Contact checklist
- ✓ Incorporating the First Contact scheme into induction and training sessions for new starters and existing staff
- ✓ Adapting other people's good practice so that it suits your organisation
- ✓ Identifying and adapting good practice from within your organisation - making First Contact an agenda item at formal meetings
- ✓ Ensuring that analysis of performance data in larger organisations is used to pinpoint better performance
- ✓ Encouraging staff to share their good practice with each other (in one example all staff kept a notebook where they recorded any examples of things that worked well for them)
- ✓ Including good news stories / articles of interest in your organisation's e- bulletins and newsletters

11. First Contact Questions & Answers

1. Where should Leicester City & Rutland residents be referred to?

Leicester City residents can only be advised to contact Leicester City Adult Social Care (as they are not eligible for the Leicestershire scheme);

Leicester City Adult Social Care

1 Grey Friars

Leicester

LE1 5PH

Reception: 0116 252 7004

Opening hours: (Mon - Thur, 8.30am - 5pm & Fri, 8.30am to 4.30pm)

Email - customer.services@leicester.gov.uk

Minicom/ TextBox:

Tel: 0116 252 7011

Emergencies

Tel: 0116 255 1606

Rutland residents can be referred to the First Contact Scheme via Rutland;

Sue Renton, Project Manager

Rutland Community Spirit

Rutland Volunteer Centre

Barleythorpe Road

Oakham

LE15 6QH

Tel/Fax: 01572 720 282

e-mail: srenton@ruralcc.org.uk

2. Would we consider having other organisations as partners?

We could consider other relevant organisations as part of future developments, along with independent sector providers, neighbourhood watch officers etc. At present we must focus our limited resources on working with our core group of partners

3. Does the scheme operate separately nationwide?

There are similar schemes being developed across various authorities – not all have one, there are different models. Best to search the area's Local Authority website

4. What should the staff do with the original checklists once they've been faxed for processing (re data protection)?

I would suggest that any checklists generated are co-ordinated centrally i.e. by one person. They can keep them in a file and I would suggest that a reasonable time to hold onto them would be 6 months.