

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

### **You asked:**

**We are carrying out an exercise to find examples of good practice among other Local Authorities. Birmingham has a front end single contact/ triage service for Adults Social Care Enquiries (Adults and Communities Access Point) which takes calls from members of the public. Callers are directed to third sector organisations or other community resources that can provide services for those with low and moderate needs, Blue Badge enquiries and advice. Callers with critical and substantial needs are passed to Social Work or Occupational Therapy teams for an assessment.**

### **1. Does your authority operate (or in the process of implementing) and access point/ triage service for Adults social care and what is it called?**

Our Council operates a Single Point of Contact (SPOC) for all enquiries to Adult Social Care (ASC). It is managed within ASC and staffed by ASC staff, a mix of Care Management Officers and Social Workers.

### **2. What services does (or will) it provide, and how does it divert others?**

It operates a telephone desk for receiving and screening calls and commencing a contact assessment. This results in; diverting to other services (Inc. blue badge); signposting people who do not have eligible needs to other local support services as appropriate; direct transfer to preventative services (reablement / assistive technology / equipment); SPOC home visit for further assessment and immediate service provision; transfer onto a locality social work team for further assessment. Cases are managed for no longer than 72 hours in usual circumstances before a decision to close/provide services/further assess.

### **3. What process or system do you currently have (or plan to) to record numbers of people diverted away from the "Front Door" – before they require Social Work or Occupational Therapy Assessments?**

Our client record captures the outcomes of the contact in line with statutory reporting Referrals, Assessments and Packages of Care (RAP returns). From this we can establish how many contacts resulted in diversion or further action.

### **4. Do you have any (anonymous) data or performance reports which demonstrate effectiveness of the service? – if so can you provide us with copies**

We only hold RAP data which is nationally available public information. Last year 41.3% of referrals were attended solely at the point of contact.

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**

**Information and Support**

**Leicester City Council**

**FREEPOST (LE985/33)**

**New Walk Centre**

**LEICESTER LE1 6ZG**

e-mail: [info-requests@leicester.gov.uk](mailto:info-requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.