

## Better Care Fund Scheme Review 2025

### BCF- Key lines of Enquiry

<b>Scheme Name:</b>	<b>First Contact Plus- Leicestershire County Council, Public Health</b>		
<b>Scheme Category:</b>	Public Health		
<b>Provider:</b>	Leicestershire County Council – Public Health		
<b>Lead Officer:</b>	Simon Dalby (Head of Service) and Danny Saines (Operations Manager)		
<b>2024/25 Expenditure:</b>	£ 187,845	<b>2025/26 Forecasted Expenditure Requirement:</b>	£199,120
<b>Staffing:</b>	<i>Employed by FTE</i>		
<b>Contract or framework agreement?</b>	Agreement in place. Due to service restructure, it would be beneficial to understand this agreement in more detail		
<b>Start Date:</b>		<b>End Date:</b>	
<b>Detail (if yes, Procurement status, Longevity of scheme)</b> Longevity of Scheme 16 years. First Contact Plus has been established for 16 years based within both Adult Social Care and Public Health Departments. The service sits as a delivered service as part of Leicestershire County Council and directly employs a workforce to deliver the service.			
<b>Service Description</b> <i>Detail of service provision /benefits of the scheme</i> First Contact Plus is the first contact point for information, support and advice on a range of areas of need including Improving Your Health, Living Independently, Money, Debt and Benefits, Falls, and Feeling Safe for residents of Leicestershire. It provides an early intervention service offering referrals and signposting, dependent on need, to any Leicestershire resident over the age of 16. Each customer will receive a one to one triage call from a skilled advisor who will utilise a non-scripted holistic approach and identify the best solution for the customer at			

that time. The service works in partnership with other professionals across the county who specialise in wide ranging support offers and gives the ability for professionals to follow the customer journey from initial triage, through to referral and subsequent follow up evaluation through a professional portal. Professionals also benefit from being able to complete one referral form for a range of customer needs which can then be managed by a First Contact Plus advisor rather than having to make numerous referrals to a range of organisations. This allows them time to spend doing their specialist role rather than creating multiple referrals for a single customer.

Customers are contacted by an advisor within five working days and any customer that is identified as a high priority e.g. high risk of falls, palliative patient, safeguarding concern will be contacted within one working day. First Contact Plus sits inside the prevention agenda whereby a customer who has an intervention with First Contact Plus will be able to increase their independence, health outcomes, and life fulfilment by being referred to the right services at the right time for their ongoing need. This in turn reduces the impact on more specialist health and social care services as the customer has reduced, delayed, or eliminated the impact of their ongoing issue before it deteriorates further and therefore needing these more intensive and costly services.

In addition, First Contact Plus acts as the front door to Public Health Services in Leicestershire which includes services such as Quit Ready, Leicestershire Weight Management Service, Warm Homes and Local Area Coordination. Through this one main streamlined referral route a customer can access a vast range of support services that could support them whether identified originally by the original referrer or subsequently by having a triage conversation with a First Contact Plus advisor maximising the opportunities for individuals to access the right service, at the right time and to utilise prevention services and guide individuals to community based and universal offers to improve outcomes and protect services which are under high demand.

## Outcomes

### *Detail of intended outcomes*

- Reduce need for more intense support with health and social care services
- Increase independence and life fulfilment for customers
- Reduce risk of falls, breakdown in care, fire risk, safeguarding concerns, crime and negative health implications
- Increase engagement with support services and the wider local community
- Creating a healthier Leicestershire adult population
- Increase in numbers of referrals for health behaviour change
- Increase time available to professionals to do their specialist role

## Business Case

*Is the scheme supported by a Business Case- Yes/No? (Request a copy if yes)*

KPI's or Targets	<i>Does the scheme have existing KPI's/Targets- Yes</i>
KPI's or Targets	<p data-bbox="757 264 1458 296"><i>Please list current KPIs for performance management</i></p> <p data-bbox="757 331 1193 363">Inbound Referral Numbers 24/25:</p> <p data-bbox="757 368 927 400">Apr 24 – 599</p> <p data-bbox="757 400 936 432">May 24 – 571</p> <p data-bbox="757 432 931 464">June 24 -542</p> <p data-bbox="757 464 936 496">July 24 – 599</p> <p data-bbox="757 496 936 528">Aug 24 – 548</p> <p data-bbox="757 528 943 560">Sept 24 – 504</p> <p data-bbox="757 560 931 592">Oct 24 – 495</p> <p data-bbox="757 592 927 624">Nov 24 -504</p> <p data-bbox="757 624 936 655">Dec 24 – 360</p> <p data-bbox="757 655 931 687">Jan 25 – 577</p> <p data-bbox="757 775 981 807">Female – 59.3 %</p> <p data-bbox="757 807 949 839">Male – 39.2 %</p> <p data-bbox="757 839 943 871">Other – 1.4 %</p> <p data-bbox="757 911 813 943">Age</p> <p data-bbox="757 943 943 975">16-19 – 0.5 %</p> <p data-bbox="757 975 943 1007">20-29 – 2.8 %</p> <p data-bbox="757 1007 943 1038">30-39 - 4.4 %</p> <p data-bbox="757 1038 943 1070">40-49 - 6.6 %</p> <p data-bbox="757 1070 954 1102">50-59 - 11.2 %</p> <p data-bbox="757 1102 954 1134">60-69 - 12.9 %</p> <p data-bbox="757 1134 954 1166">70-79 - 23.2 %</p> <p data-bbox="757 1166 954 1198">80-89 - 29.2 %</p> <p data-bbox="757 1198 943 1230">90-99 – 7.6 %</p> <p data-bbox="757 1230 931 1262">100+ - 0.3 %</p>

	<p>Local Authority</p> <p>Blaby – 12 %</p> <p>Charnwood – 31.6 %</p> <p>Harborough – 9.9 %</p> <p>Hinckley and Bosworth – 15.8 %</p> <p>Melton – 6.2 %</p> <p>North West Leicestershire – 16.4 %</p> <p>Oadby and Wigston – 5.3 %</p> <p>Armed Forces Connection – 5.4 %</p> <p>Highest MSOA Referral Area</p> <ol style="list-style-type: none"> <li>1. Loughborough Lemyngton and Hastings</li> <li>2. Thurmaston</li> <li>3. Mountsorrel and Rothley</li> <li>4. Loughborough Outwoods</li> <li>5. Loughborough Storer and Queen's Park</li> <li>6. Markfield and Thornton</li> <li>7. Ibstock and Ellistown</li> <li>8. Agar Nook</li> <li>9. Lutterworth</li> <li>10. Birstall Wanlip and Riverside</li> </ol> <p>Falls Prevention services: 361</p> <p>Lifeline Providers: 256</p> <p>Care Technology, Lightbulb and Adult Social Care: 735</p>
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	<u>Information and Advice</u>  Information and advice are given for customers to utilise the information themselves if they would prefer to do this rather than a referral be sent.  Falls Prevention: 155  Lifeline and Care Technology: 151  Lightbulb Services: 56  Adult Social Care: 177
<b>How does this meet BCF KPI's</b>	
Contributes to the reduction of admissions to hospital Contributes to the reduction of Falls admissions	
<b>Additional comments</b>	
<b>Unique Identifier</b>	

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