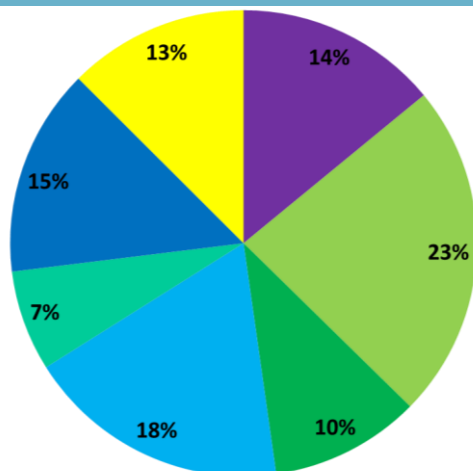


First Contact Plus Newsletter

Autumn 2019

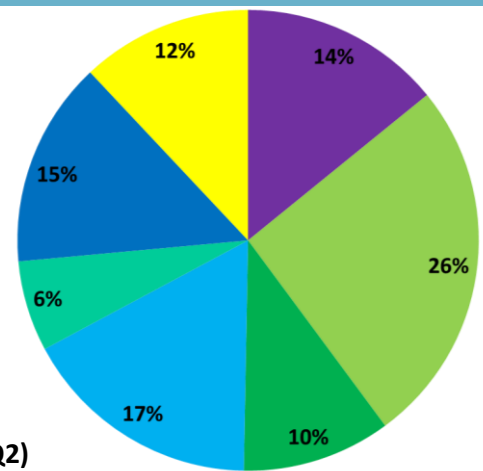
Q1 & Q2 2019/20	3,186 incidences of information & advice given	96% of customers satisfied with the service they received from partners	211 self referrals were received
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The First Contact Plus scheme offers access to a range of low-level preventative 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 and over to receive brief opportunistic interventions, support for self-help or an onward referral to a service provider.



01.04.2019 – 30.09.2019 (Q1 + Q2)

Number of Inbound Referrals received (4045 Referrals)



Number of Outbound Referrals made to Agencies (3742 Referrals)



Warm homes



Call us now on 0116 305 4286

Warm homes

Warm Homes service enables greater access to energy efficiency improvements:

The Public Health based Warm Homes service has recently signed up to the 'Flexible eligibility' element of the Energy Company Obligation scheme which provides improvements like boiler replacement and insulation to low income households. Traditionally a household would need to be in receipt of certain health or income related benefits to qualify. Under the Flexible eligibility criteria many more households can be supported to **access grant funding** based on their specific income, housing and health circumstances. For more information visit: www.firstcontactplus.org.uk/our-services/your-home/warm-homes

Residents requiring Warm Homes advice can request a referral to the service by contacting First Contact Plus or visiting www.firstcontactplus.org.uk and clicking on 'make a referral' Last year over 2,700 residents households received support or advice. A new advice booklet has been produced to help households keep warm and energy bills affordable. Front line staff are invited to take advantage of **free briefing sessions** covering the prevalence of fuel poverty in Leicestershire and the practical help and support available through the Warm Homes service. Contact **Tina Potter** on **0116 305 6227** or email: warmhomesinfo@leics.gov.uk

The Home Support Grant is a new grant scheme from Local Authorities helping applicants to remain independent in their home. Applicants who meet the income criteria and have savings of under £6,000 can apply for support to help with their home environment, security warmth and affordability and personal safety.

With grants of up to £5,000 available per household, residents will be able to access practical housing support that makes a positive impact on people's lives and the local health economy. The grant can support a number of necessary needs, from supplying parts for a cooker to help a resident make their own meals to an automatic flush for a toilet and help with windows and boilers.

Residents in Blaby District, Oadby & Wigston, Harborough, Hinckley & Bosworth and North West Leicestershire, Charnwood and Melton can access the grant funding via their local authority.

Referrals can be made via First Contact Plus. Please contact First Contact Plus Admin on **0116 305 4286** or email firstcontact@leics.gov.uk if you require support to make referrals



Keep Safe Places

Now that the evenings are getting darker, we want to remind residents that there are a number of available places across Leicestershire for anyone who feels overwhelmed, vulnerable or distressed, these are known as Keep Safe Places.

A Keep Safe Place is somewhere you can go if you're feeling upset, scared or need help. A Keep Safe Place can call or help you to call someone to give you help or they can make a referral to [First Contact Plus](#) to provide you with the most appropriate information or service for you. There are Keep Safe Places across Leicestershire, to find your nearest one visit [Leicestershire Keep Safe Places](#). Look out for the sticker in local businesses, shops and library windows.

Weight Management Service



As from 1st October 2019 Leicestershire County Council's Public Health Department now manages the delivery of weight management services across the county.

First Contact Plus is the front door for referrals to the new service. You can be referred by a professional or [self refer](#) through our website.

There is a new weight management website packed full of useful tips for leading a healthy lifestyle or call the service on 0116 305 1510.

TRAINING

If you want a member of First Contact Plus to deliver a training session to your team, please do not hesitate to contact us at: firstcontact@leics.gov.uk