



You are receiving this information update as one of Leicestershire County Council’s First Contact Plus partners. If you need us to add/remove a colleague from this list, please email FirstContact@leics.gov.uk

First Contact Plus offers an information, advice, signposting and referral service for residents in Leicestershire. We offer a holistic telephone conversation where we make appropriate referrals to partner agencies who specialise in a wide range of support areas. We offer information and advice to additional pathways for a customer to be able to research particular service offers, and determine which service is most suitable for their needs at that time. We also provide a follow up call with the customer to ascertain their needs have been met. First Contact Plus works in partnership with other professionals who are helping adults across the county by working together to make access to services much easier and helping customers to live as independent and fulfilled life as possible.

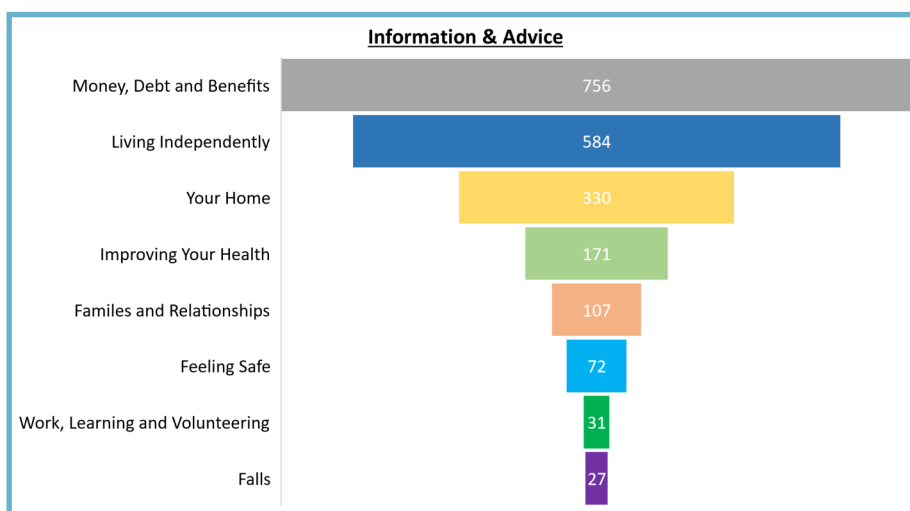
Referral Data April-July 2023



As you can see from the above charts, we have seen a high number of referrals recently with the majority being for Charnwood and North West Leicestershire residents. As expected, due to the current cost of living crisis the majority of our referrals have been around the referral routes of Benefits, Debt and Managing Money, and Warm Homes. We have also noticed an increase in the number of new partners referring to us in recent months, linked in large to our work with the Household Support Fund, and partners referring for this support. This can be evidenced by our top referring partners being County Social Prescribers, Charnwood HART, NWL Customer Service Team, and Leicestershire CSC.



Information and Advice Data April-July 2023



(The top three areas are Benefits, Debt and Managing Money and Warm Homes.)

A key part of our offer at First Contact Plus is to provide information, advice and signposting on a wide range of partner offers for Leicestershire Residents. On average we provide one additional piece of information, advice, or signposting for every referral that is made into First Contact Plus. In addition, each customer will be provided with a wraparound discussion of three areas of need that have been identified as particularly pertinent to our customer base at First Contact Plus. Those additional areas are Warm Homes, Benefits, and Fire Safety.



First Contact Plus Case Study

Referral received from a carer to First Contact Plus



Referrals were made to the DWP who helped the customer attain Lower Rate Attendance Allowance leading to them receiving £68.10 a week. In addition, our referral to the customer's local council led to them reducing the customer's council tax, and our referral to the Warm Homes team helped the customer reduce their energy bill by 40%.



All of these greatly helped the customer by securing more disposable income that could be utilised further for things to help with their care. Finally, a new referral has been made to VASL for carers support and information provided on Carers Allowance thus helping their family as well as the original customer themselves.



Household Support Fund Overview

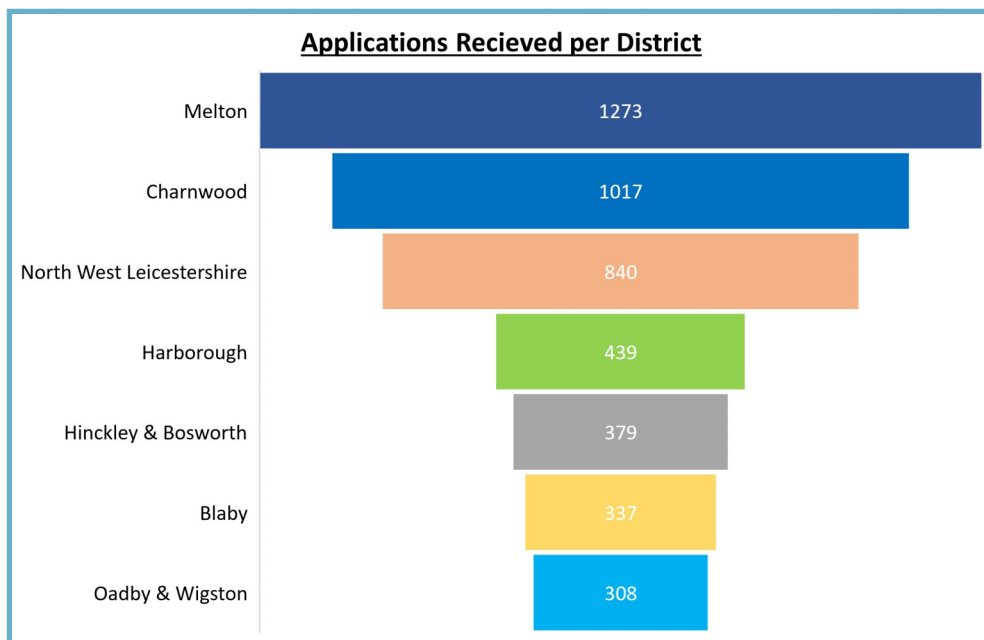
The Household Support Fund provides support for families and individuals most at need by providing vouchers towards Food and Energy. They will receive a set of vouchers once per scheme and will also be provided with information and advice for support services available to them. The Household Support Fund data shows, we had referrals from 165 organisations however with a particular increase of Schools making referrals as well as the Children Family Wellbeing Service within LCC. The data also shows that Local District Council's make nearly 50% of the applications. There will be three phases of the Scheme, the next one is due to open again on the 2nd of October 2023.

Total Referrals: Processed 4735 Applications from May – July 2023

Total Referral Organisations: Received from 165

New Customers: 1323

Returning Customers: 3180



Household Support Fund Case Study

A successful Household Support Fund led to the customer being provided with both food and fuel vouchers.

In addition, First Contact Plus referred to the Age UK Dementia Support service as the customer had some confusion they were concerned about. We also provided information and advice for: Age UK Befriending and Reengage Befriending due to them feeling quite isolated and to the Highways Team (regarding a bus pass).

In response the customer stated "I've had people promise me support before and it's not happened. Receiving this call from you this morning proves there are decent people out there and I'm chuffed with that."



We are in the position to deliver training to individuals and teams both virtually and in person, as well as, attend events across the county as required.

If this is something that you would like us to facilitate, then please contact the Admin Team on either 0116 305 4286 or email admin.firstcontactplus@leics.gov.uk

In addition, if you are requiring support around your account or are interested in promoting your service via our website then please do contact us.

Partner Expert Area



Hospital Discharge Grant for Carers (HDGfC): help us identify eligible carers

Following a successful Hospital Discharge Grant for Carers (HDGfC) earlier this year, where we processed a total of 138 applications and gave out just under £40k to our carers, we have managed to secure some more funding for the HDGfC.

HDGfC is a **short term one off scheme** and applies if the **cared for** has been discharged from hospital from **1 August 2023**.

- Do you know a **cared for** person who lives within Leicestershire county?
- Has the **cared for** person been discharged from hospital in the last 4wks?
- Has the **cared for** person needed the carers help and support to keep them safe?

Has the **carer** incurred any additional cost, resulting from the discharge of the cared for person? Such as cleaning, house work, loss of income?

If **Yes**, then the carer may be entitled to some support from the Hospital Discharge Grant for Carers (HDGfC).

For more information:

Voluntary Action South Leicestershire (VASL), click [here](#)

Leicestershire County Council, click [here](#)

Carers can apply for the Hospital Discharge Grant for Carers by completing the application form on Voluntary Action South Leicestershire (VASL) - click [here](#)

Or alternatively contact VASL on:

- Telephone: 01858 468543

Email: maureen@supportforcarers.org

If you know of any carers who may be eligible for this grant, please let them know and signpost them to VASL.

Please share and cascade the attached poster/ leaflet with colleagues who know of carers who may be eligible for this grant.

If you have any queries about this scheme or have any feedback/ comments, please contact Ben Smith - Ben.r.smith@leics.gov.uk or Katie Cheung Katie.cheung@leics.gov.uk

All applications must be received by 31st March 2024