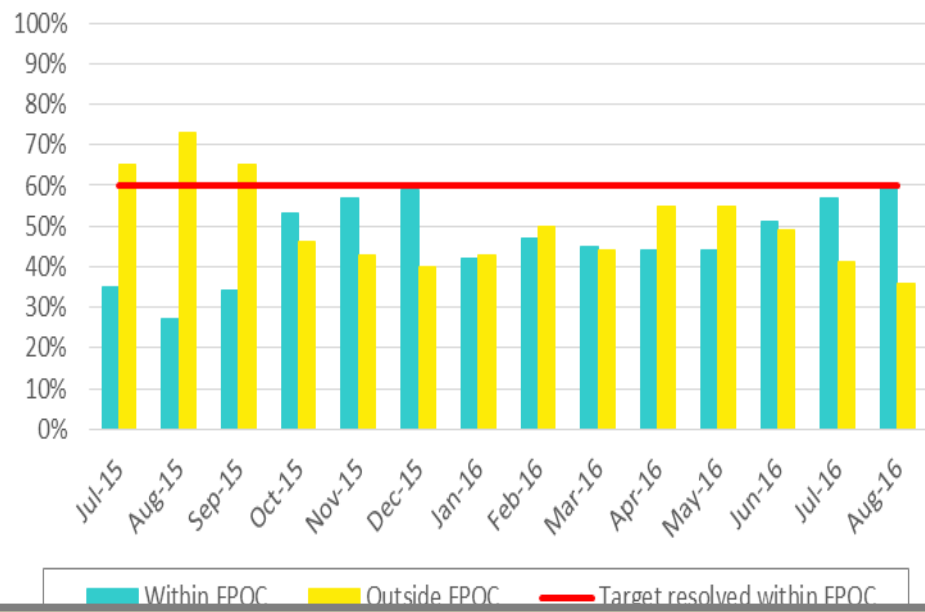


Preventative Services

Information and Advice Resolved



Calls received by the Independent Living Services First Point of Contact Team that are resolved with information and advice against the ones that are passed to Independent Living Visiting Officers or Adult Social Care for more complex assistance.

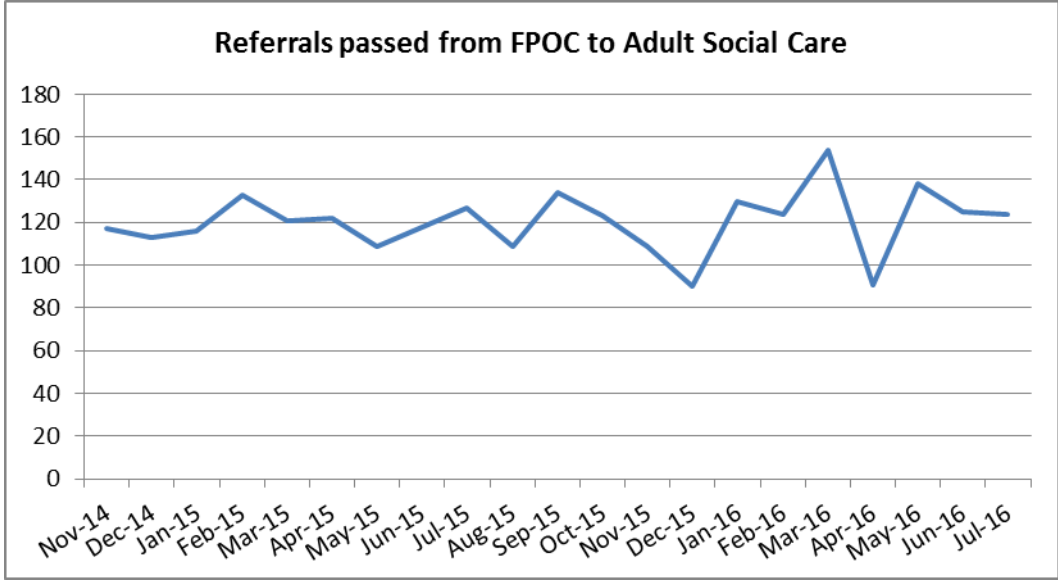
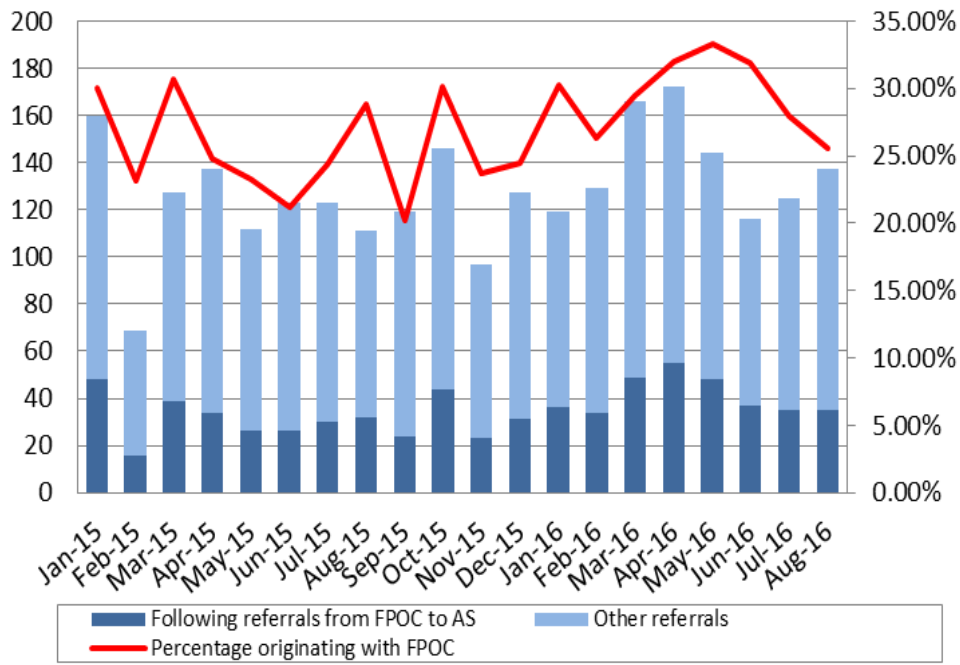
Monthly Referrals 2016/17 from Independent Living Services (ILS) FPOC to ILS Visiting Officers												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Referrals Received	34	26	40	40	34							
Number Visited by ILS Visiting Officer	14	11	23	10	13							
Number of Visited Cases passed to Social Care	1	1	2	1	1							

Urgent DFG Referrals					
	Apr	May	Jun	Jul	Aug
Number of Urgent Referrals Received	1	1	4	7	6
Total of Urgent Cases Currently Open	14	12	11	13	15
Number of Cases Completed	1	3	1	4	4
% of Completed Cases within PI	100%	67%	100%	75%	100%
% of Completed Cases over PI	0%	33%	0%	25%	0%

Housing Resettlement Officers (HRO)					
	Apr	May	Jun	Jul	Aug
Number of Assisted Discharges with Direct HRO involvement that were DTOC	4	7	5	4	9
Number of Users of Step Down	4	7	7	5	4
Number of DTOC Users of Step Down	4	1	6	4	2

Domiciliary Care Provision for Service Users over 65		
	Average Hours	Average Age
Sep-13	14.6	83.3
Oct-15	15.1	83.1
Jul-15	15.5	83.4

New referrals to brokerage following assessment



Referrals received by the Adult Services Contact and Assessment Team and First Point of contact since November 2014, covering the implementation of the Social Services and Wellbeing act as well as the launch of Independent Living Services and their First Point of Contact.

Domiciliary Care & Direct Payments Older People, Physical Disabilities & MHSOP 65+

