

The Gateway

and

Community Resource Team

**Presentation for Social Care, Health and Well-Being
Scrutiny Committee**

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The Gateway



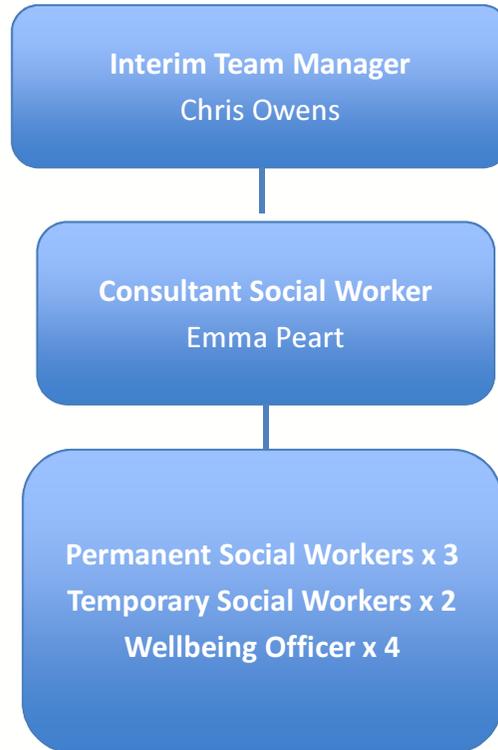
Referrals

- Total number of phone calls received in July was 2612
- Of those phone calls
 - 84% were answered and 16% were ended before being answered with a significant portion being internal calls and reception duties. Our aim is to answer 100% of calls.
 - There is an answer phone facility in place when all workers are already on the phone; it is the aim to respond to all callers within the same working day. The phone lines are active between 8.30am and 5pm with no break in service.
 - A review of current processes across Adult Social Care is currently underway. This will focus on making the services more person centered and efficient.

Referrals

- In July we received 477 email referrals
- In total the Gateway dealt with 3089 contacts in July 2018. This is typical of monthly activity within the Service.
- Of these contacts the three main responses are redirection to their allocated worker, information and advice, or passed to long term community teams for more in depth assessments.
- Every contact made to the Gateway receives a response within 24 hours.
- There is a recognition that the Gateway are currently managing contacts that already have formal support. This arrangement is being considered as part of the wider Review of Adult Social Care.

Community Resource Social Work Team



Community Resource Social Work Team

- When a person requires a Social Work Assessment to assess their support needs the Community Resource Team will then allocate a worker to the individual and complete an assessment. The assessment will be completed within 6 weeks.
- In July the Community Resource Team had 56 requests for an assessment. There are currently no waiting lists for an assessment
- Average caseload per worker in October 2017 was 27 cases, at present the average caseload per worker is 14 cases.

Case Studies

Gateway

- Urgent referral received in Gateway as Mary had been seriously assaulted by her husband.
- The Gateway team completes an assessment of the risks to Mary on the same day the concerns were identified.
- Multi agency response with police, health services and extended family
- Doctor advises Mary to vacate property and reside with family member

All names changed for confidentiality

Case Studies

Community Resource

- Paul was referred to the Gateway at start of the year as a vulnerable adult by emergency services after Paul's friend John who he lived with had passed away.
- Paul had been living with John in a one bed housing association flat for approximately 11 years after his mother passed away resulting in him becoming homeless and the friend took him in.
- Paul has a learning disability, is unable to read or write and has difficulty at times in understanding information if not simplified for him and was largely supported by John practically, financially and emotionally.
- Paul was at risk of becoming homeless due to him not being the named tenant and given that no family member could take over the tenancy.

All names changed for confidentiality