



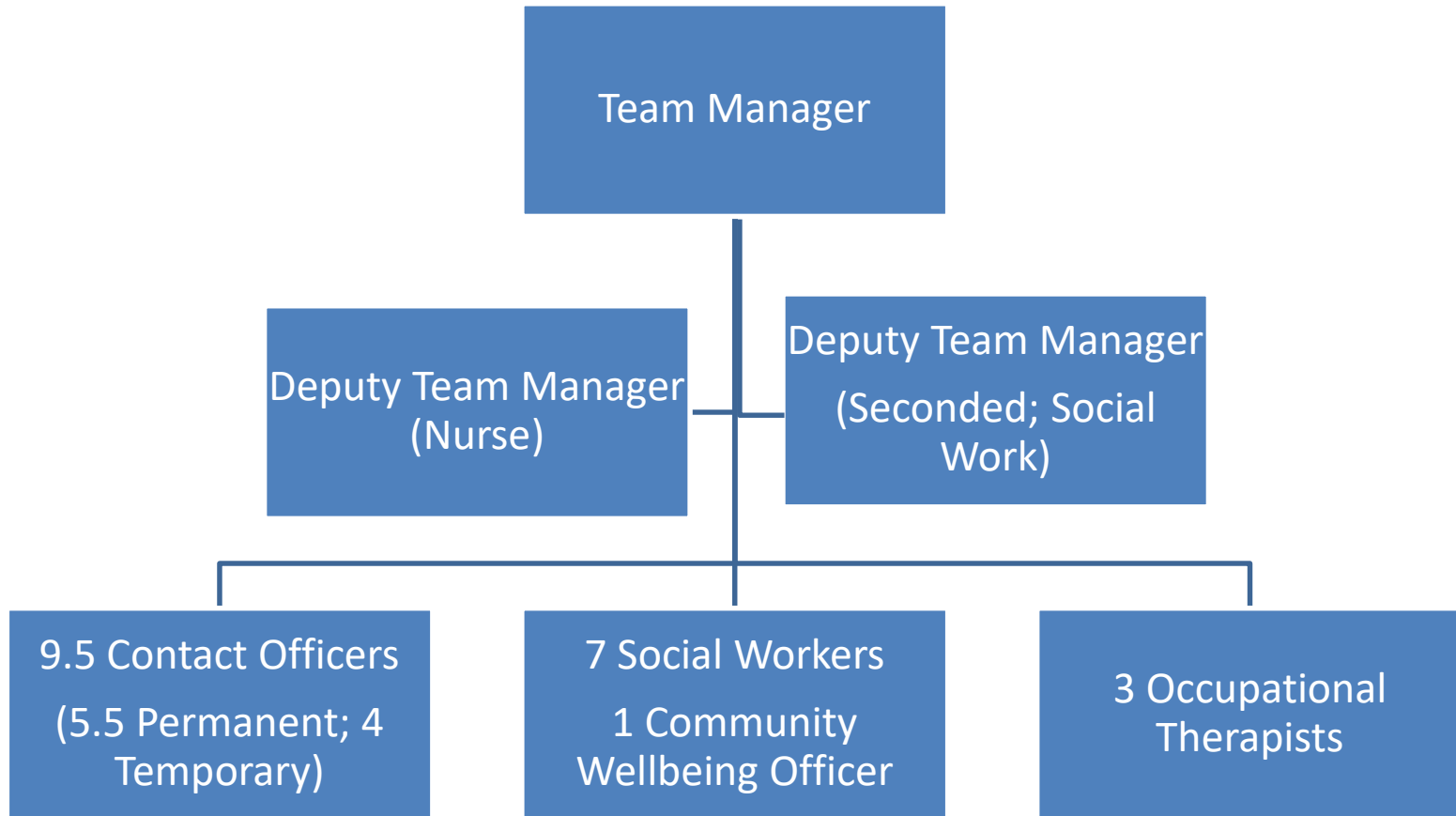
Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Adult Single Point of Contact

What is the Single Point of Contact (SPOC)?

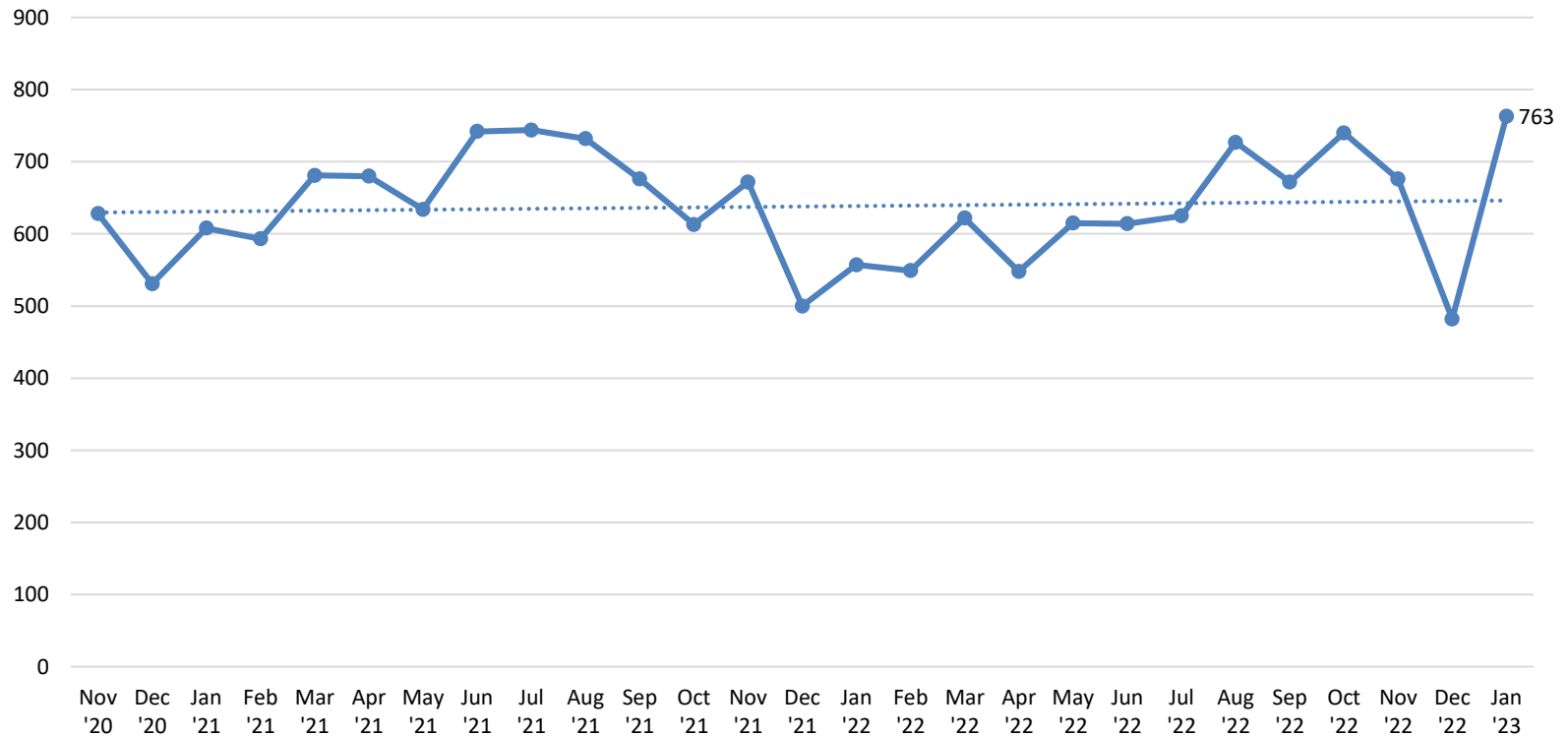
- Integrated 'Front Door'
- Multidisciplinary Team (MDT)
- Information Advice Assistance (IAA)
- Safeguarding

Team Structure



Referral Trends for New Cases

This graph excludes secondary referrals on open cases processed by SPOC on behalf of the wider service. The graph clearly shows the steady increase in referral rates into the service with 763 referrals received in January 2023



Outcomes of New Referrals – 6 months

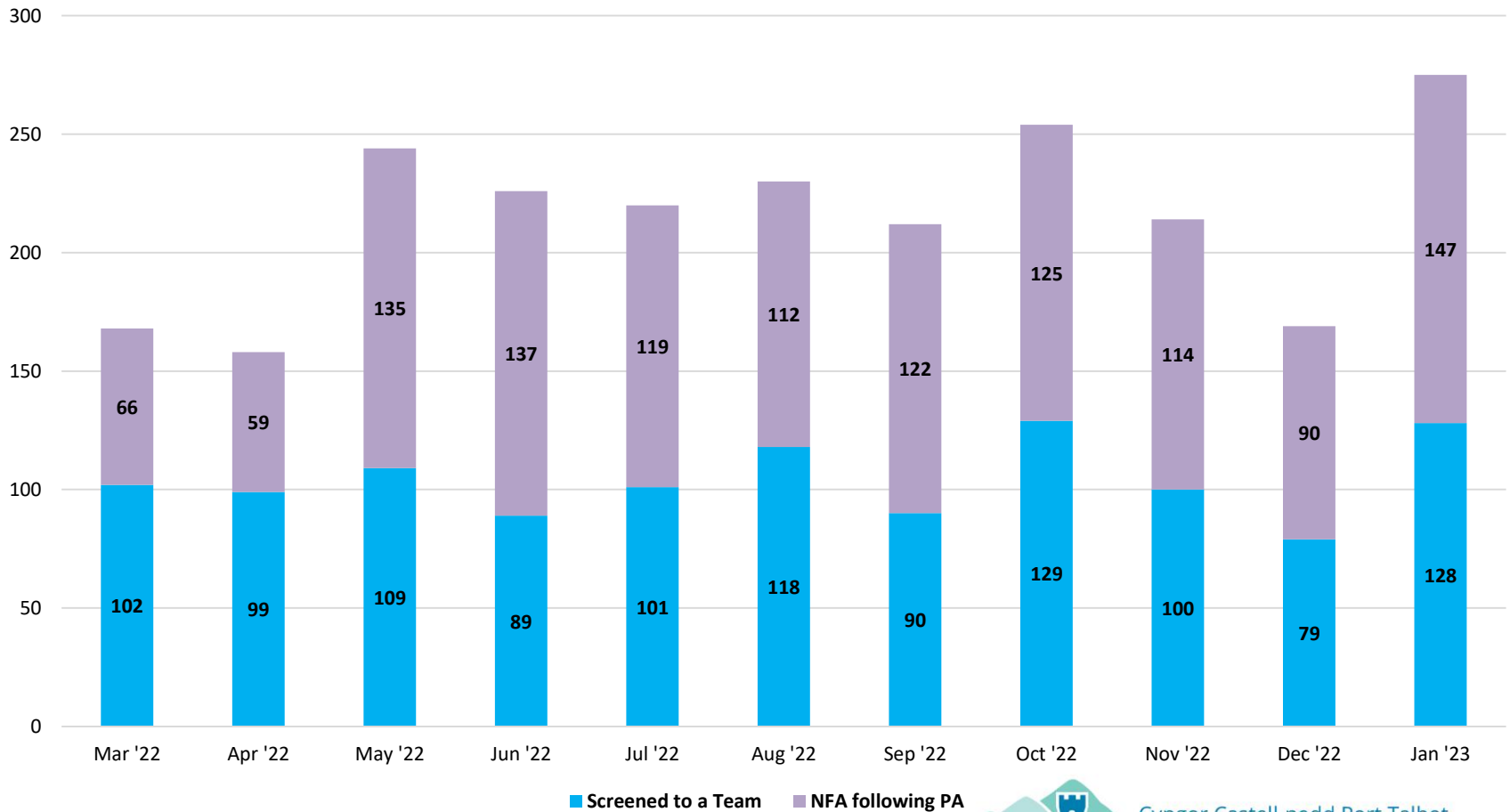
	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
New Contacts:	727	672	740	676	482	763

	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
Contact Actions:						
Information Only	387	365	349	345	233	360
Assessment	340	305	390	328	249	403

This is a closer look at the referral rates and outcomes in the last 6 months. Of the 763 referrals received in January 2023, in 360 cases we offered Information to service users and subsequently closed the referral down. In 403 cases we made the decision to undertake a Proportionate Assessment in order to provide Advice and Assistance from an assessed position



In March 2022, we changed our IT systems to support the completion and recording of Proportionate Assessments (PA). This graph shows the outcomes of PAs since that time. For example, in the month of January 2023, we undertook 275 PAs, of which 147 were closed to the service following advice/assistance and 128 were passed onto the wider service for ongoing pieces of work



Impact of Proportionate Assessments (PAs) on Wider Service

Cases Screened by Team (at point of referral):	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
Afan Network	15	30	10	5	4	0	4	3	3	7	2	5	2	1
Neath Network	10	15	9	3	2	4	6	5	5	3	4	5	1	6
Upper Valleys	5	9	7	4	3	1	1	3	1	5	5	3	3	4
Community OT	70	86	84	29	5	2	9	9	9	4	17	10	7	20
Reablement	84	100	91	54	35	32	25	13	14	10	15	6	13	17
Adult SPOC	3	13	20	171	146	224	225	213	226	202	261	201	157	243

This table shows the journey of referrals at the point they are received by SPOC. There are still some cases in which it is best practice for the referral to go straight to a long term team, rather than undergoing a PA in the front door first. You can see from the table that prior to PAs being undertaken in SPOC, for example in Jan 2022, the Community OT service had 86 unassessed cases transferred to the team. However in January 2023, they only had 20 cases that went straight to the team

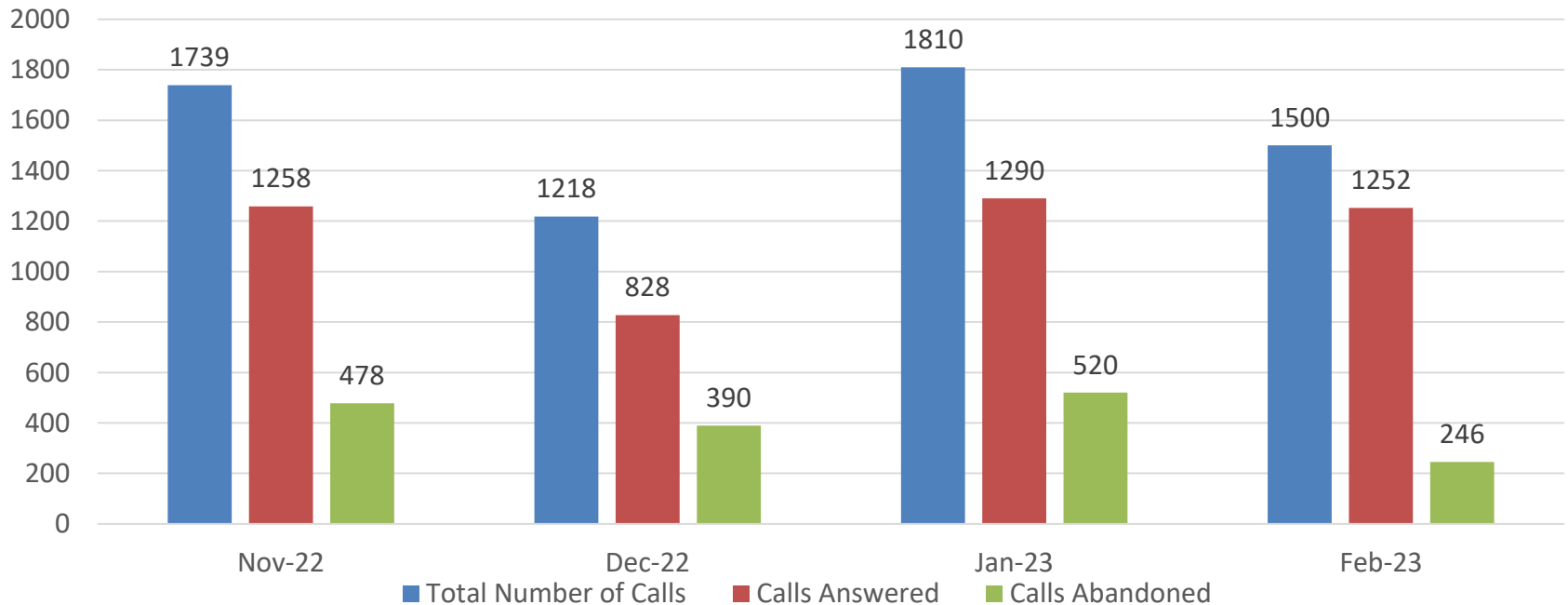
Cases Screened to Wider Service following completion of Proportionate Assessment

Adult SPOC Transferred to Team Following a Proportionate Assessment	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23
Afan Network	10	4	6	9	15	21	12	18	21	16	17
Neath Network	5	5	6	10	8	14	14	18	20	12	19
Upper Valleys	4	4	4	1	6	12	5	15	13	10	18
Community OT	30	44	56	33	49	58	52	62	45	31	60
Reablement	54	42	37	37	27	12	5	6	4	7	11

This table shows the trends for where cases transfer to once a PA is completed and has identified ongoing needs for the service user. Although some circumstances and needs will always require cases to transfer to the wider service, these cases transfer with a completed assessment identifying what is needed and in most cases with some basic support having already been provided to the service user assisting them whilst they wait for a more comprehensive support package

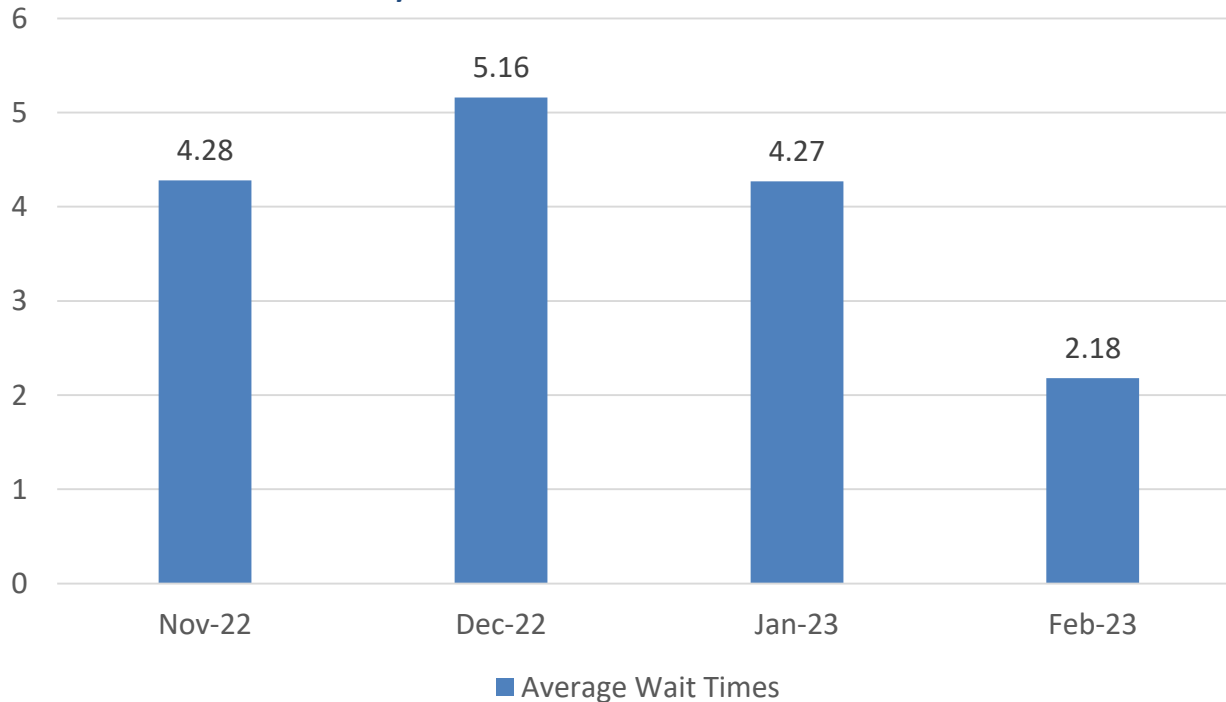
Contact Officers Response Rates

In the Summer of 2022 concerns were rightly raised in relation to our call response rates; we undertook a review of this service and implemented changes in October/November of 2022 by bringing in additional resources. We continue to see an improved response rate, with 83.5% of calls answered in February. This is an area of the service we are continuing to closely monitor. Our Human Resources Team are supporting us with staff wellbeing and we are working with IT to improve our answer phone facilities so users know how long they can expect to wait before a call is answered.



Average Call Wait Times

This graph shows the average length of time callers have to wait before a call is answered – generally calls are answered within 5 minutes. Our data shows that most callers will wait between 6-8 minutes before they abandon a call



Examples of Service User Feedback Following Engagement with SPOC

"We are completely overwhelmed by the service and the efficiency of the system, it was only Monday I rang and we are so grateful for the speed of the service"

"I rang them they were ever so nice they asked my lots of questions about my health, what I think I need, was I prepared to have text messages, put me on what they say a waiting list"

"Thrilled, they listened, they were going to act on it, great. I felt good I felt delighted – it had lifted my spirits after everything that I have gone through - I had someone to talk to"

"Reassuring to know that the problems are getting sorted. Not had to deal with SS in my life just last couple of years, its reassurance we are looking for"

Thank you

