

Adult Social Care Contact Centre – Social Care Direct

Activity – Enquiries and Referrals

Advisor Summary	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
Average Advisors (8 total)	6	5	7	4	6
Average Enquiries per person	345	499	374	378	323
Average Referrals per person	19	83	78	102	92

Target per Advisor	Per Day	Per Week	Per month
» Enquiries (5-15 mins per enquiry)	25	125	500
» Referrals (20-30 mins per referral)	6	30	120

- » **Enquiry** – An enquiry is where someone contacts us and information is given to them, but no further action is required.
- » **Referral** – A referral is where someone contacts us, information is given to them, and a referral form is actioned to request an assessment/services. *Social Care Direct follow this process for new/closed clients.*

Contact Summary	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
Enquiries	2,070	2,494	2,619	1,514	1,939
Referrals	116	415	545	410	554
Grand Total	2,186	2,909	3,164	1,924	2,493

CareFirst Activity Report - Enquiry summary by team
CareFirst Activity Report - List of referrals by team

HOW have people been contacting us?

Access Channel	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
Telephone	2,090	2,655	2,724	1,576	
Fax	45	113	220	164	
E'Mail	32	76	128	122	
Writing	2	39	53	36	
Referral Of Vision Impairment	2	6	2	1	
Text Phone	-	4	4	3	
(blank)	13	6	9	4	
Letter Of Vision Impairment	1	4	2	1	
BD8 (Referral Form for the Blind – provided by a Consultant Ophthalmologist)	-	3	18	15	
In Person	1	2	1	2	
Hearing Resource Centre	-	1	3	~	
Grand Total	2,186	2,909	3,164	1,924	

CareFirst InfoView Report – Enquiries & Referrals – Enquiry Medium

WHO has been contacting us?

Enquiry type	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
Citizen	406	484	606	463	
Health Professional	-	151	285	237	
Internal / Staff	186	325	372	194	
Agency	381	552	483	278	
Anonymous	65	9	34	12	
Client	683	776	732	338	
Friend/relative	465	612	652	402	
Grand Total	2,186	2,909	3,164	1,924	

CareFirst InfoView Report – Enquiries & Referrals – Enquiry Type

WHAT has happened to their contact?

Contact - Outcome	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
*Advice / info given	738	831	944	589	633
(A)Re-Direct Internally	473	717	644	303	511
*(A)Message Taking	74	246	276	179	176
*Information Pack Provided	511	462	494	300	407
*Referral accepted (*referral report)	116	415	545	410	554
*Re-Direction to other Agency	150	121	116	63	138
*NFA	87	83	105	64	47
(A) Equipment For Collection	0	2	0	0	5
(C&F) Accommodation request	3	1	12	7	3
No outcome recorded	34	31	28	9	19
Grand Total	2,186	2,909	3,164	1,924	2,493

Report – Enquiry summary by team

Report – List of referrals by team* this was used to calculate the referrals – not enquiry data

WHY have they been contacting us?

Enquiry - Topic	Sept '05	Oct '05	Nov '05	Dec '05	Jan '06
(blank)	286	865	422	186	
Access to Records/FOI	2	2	7	2	
Adoption Information Pack	2	2	5	~	
Adult Protection	8	10	8	9	
Asylum Seekers	~	1	1	~	
Benefit Advice	96	63	97	55	
Carers	7	5	6	27	
Complaints	5	3	2	1	
Day Care	18	22	22	15	
Eligibility Criteria	~	2	~	~	
Finance	14	24	52	27	
Fostering information pack	~	~	1	~	
HIV	~	~	3	2	
Home Care	74	112	219	204	
Hospital Discharge	1	7	4	6	
Learning Disability	3	5	20	12	
Lifeline/Personal Alarm	2	6	11	4	
Meals on Wheels	33	55	59	48	
Mental Health	17	21	40	27	
Other	465	511	578	315	
Other Agency	46	21	32	18	
Other Department	96	80	163	124	
Phys Dis-Adaptations	43	64	134	56	
Phys Dis-Blue Badges	855	689	763	449	
Phys Dis-Equipment	25	169	242	168	
Phys Dis-Registration	5	4	9	9	
Residential/Nursing Care	49	58	95	68	
Resource Advice	2	1	2	3	
Respite	14	14	37	18	
Sensory-Dual Sensory	1	21	11	3	
Sensory-Hearing Impaired	7	31	59	28	
Sensory-Visually Impaired	4	34	54	40	
Substance Misuse	2	2	3	~	
Translation/Interpreting	~	1	~	~	
Transport	3	4	2	~	
Vol sector / private	1	~	1	~	
Grand Total	2,186	2,909	3,164	1,924	