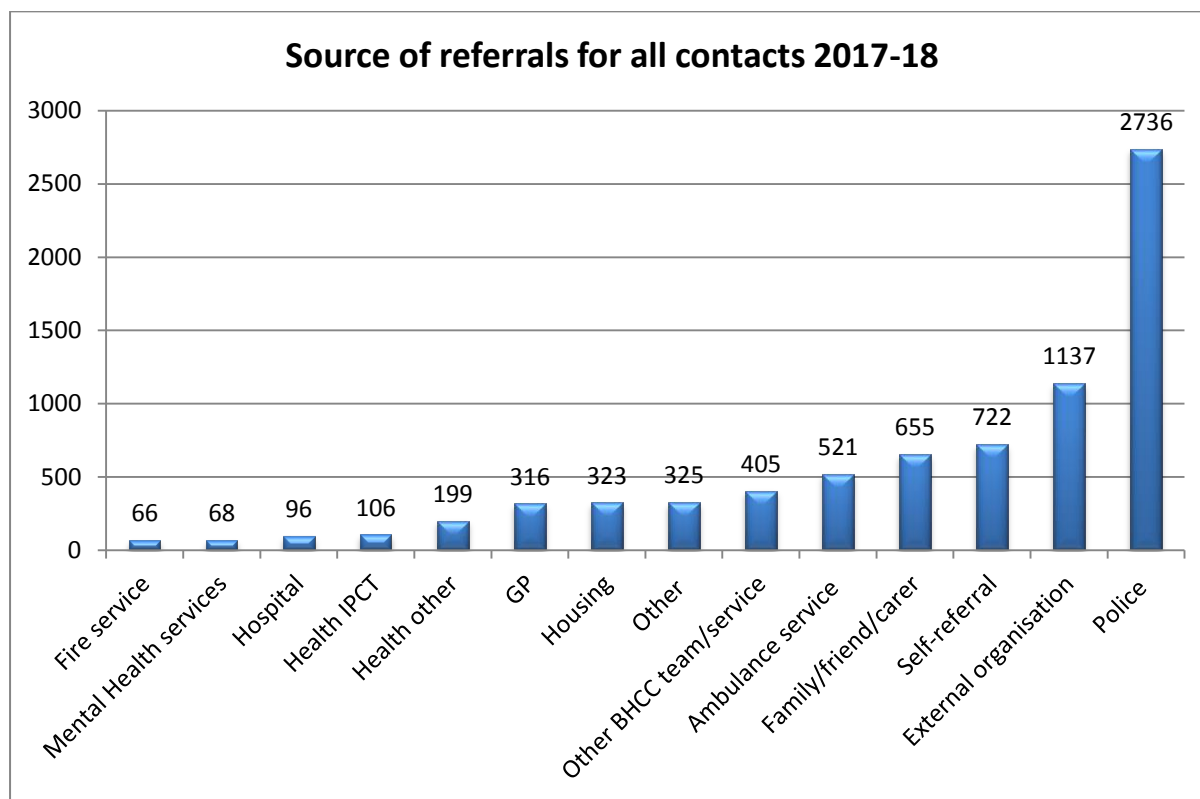


### **Appendix 3: Interventions at Access Point (including First Response) 2017-18**

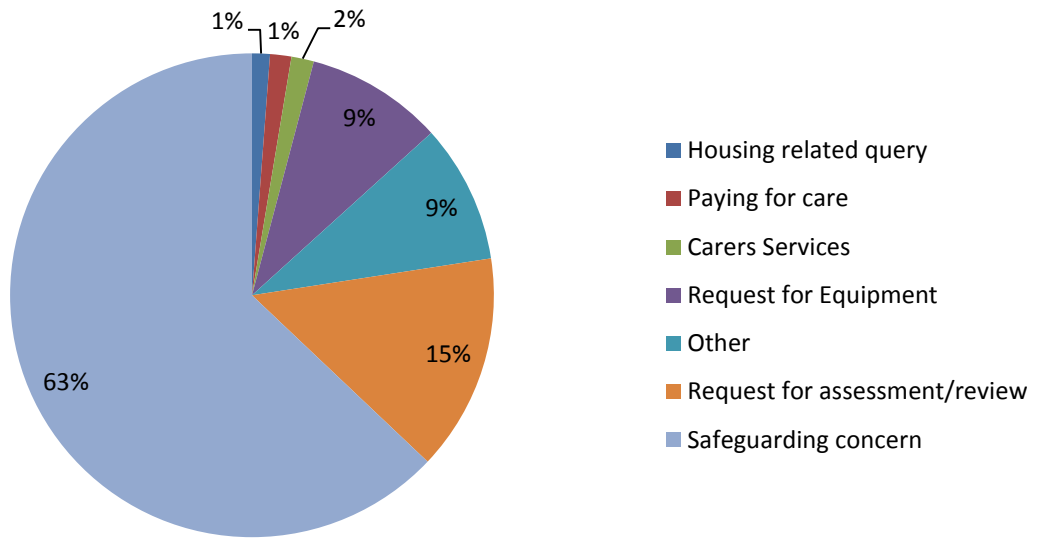
There were 7719 Contacts at Access Point in 2017-18 for 5007 individual people.



<b>OUTCOME OF CONTACT</b>	<b>No.</b>	<b>%</b>
Equipment Provided no further action	226	<b>3%</b>
Equipment provided and assessment needed	117	<b>1.5%</b>
Referred on for further assessment/review/Safeguarding	3080	<b>40%</b>
Resolved- Information and Advice/signposting/redirected	4295	<b>55.5%</b>

- Please note the numbers do not equate to individuals as people will present repeatedly throughout the year and often for different reasons.
- 50% of contacts were for individuals who did not present again- of these 63% were resolved through info/advice/signposting.
- 55.5% of all contacts have been resolved.
- The Police are responsible for almost 3000 of the contacts made.

### Presenting Issue for 7719 Contacts at Access Point 2017-18



### Presenting Issue Numbers

Housing related query	92
Paying for care	110
Carers Services	116
Request for Equipment	708
Other	716
Request for assessment/review	1120
Safeguarding concern	4859

### Outcome for 5007 Individuals

