



# Torbay ASC Front Door

February 2024

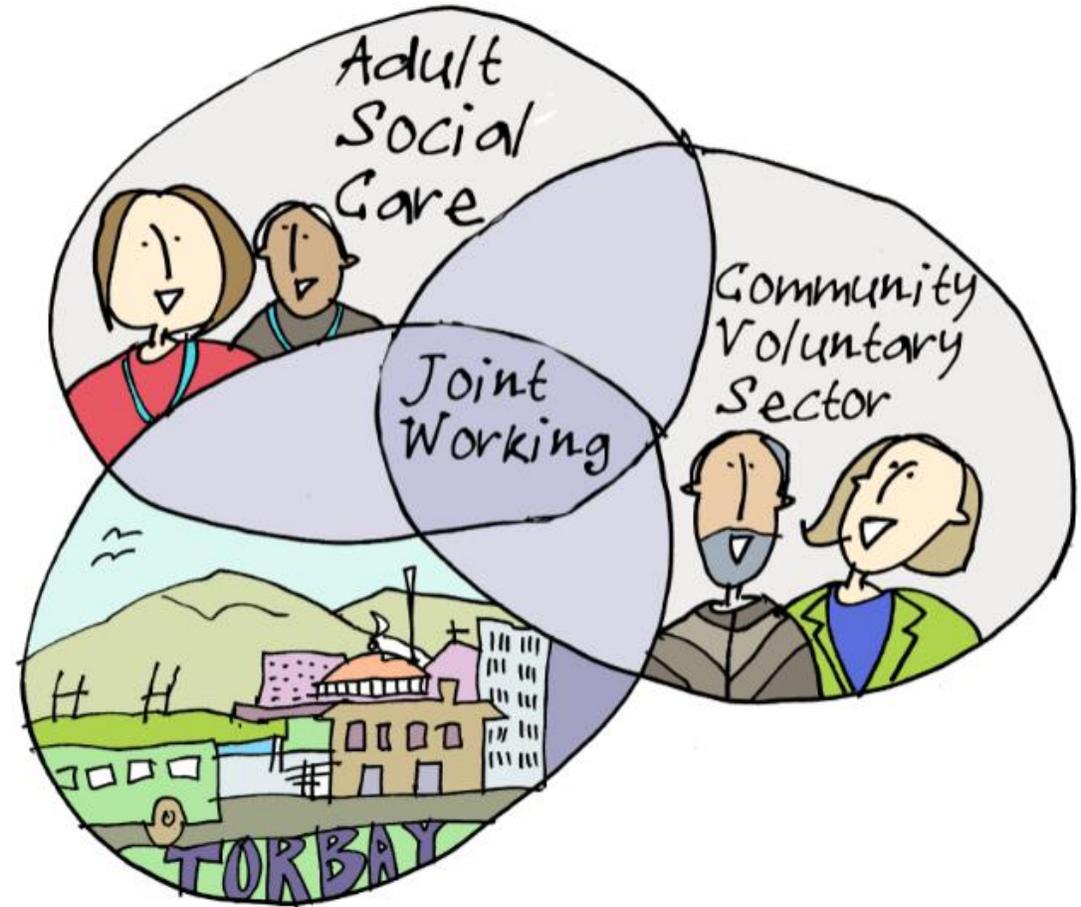
**TORBAY COUNCIL**

# ASC and the Community and Voluntary Sector

- Relationship of equals
- People as strengths and assets
- Evidence based and co-produced
- Looking for sustainable, recurrent funding

# Torbay Community Helpline

In 2021, building on our partnership with Torbay Communities and the wider Community and Voluntary Sector in Torbay, we began a joint piece of work to support the people of Torbay.



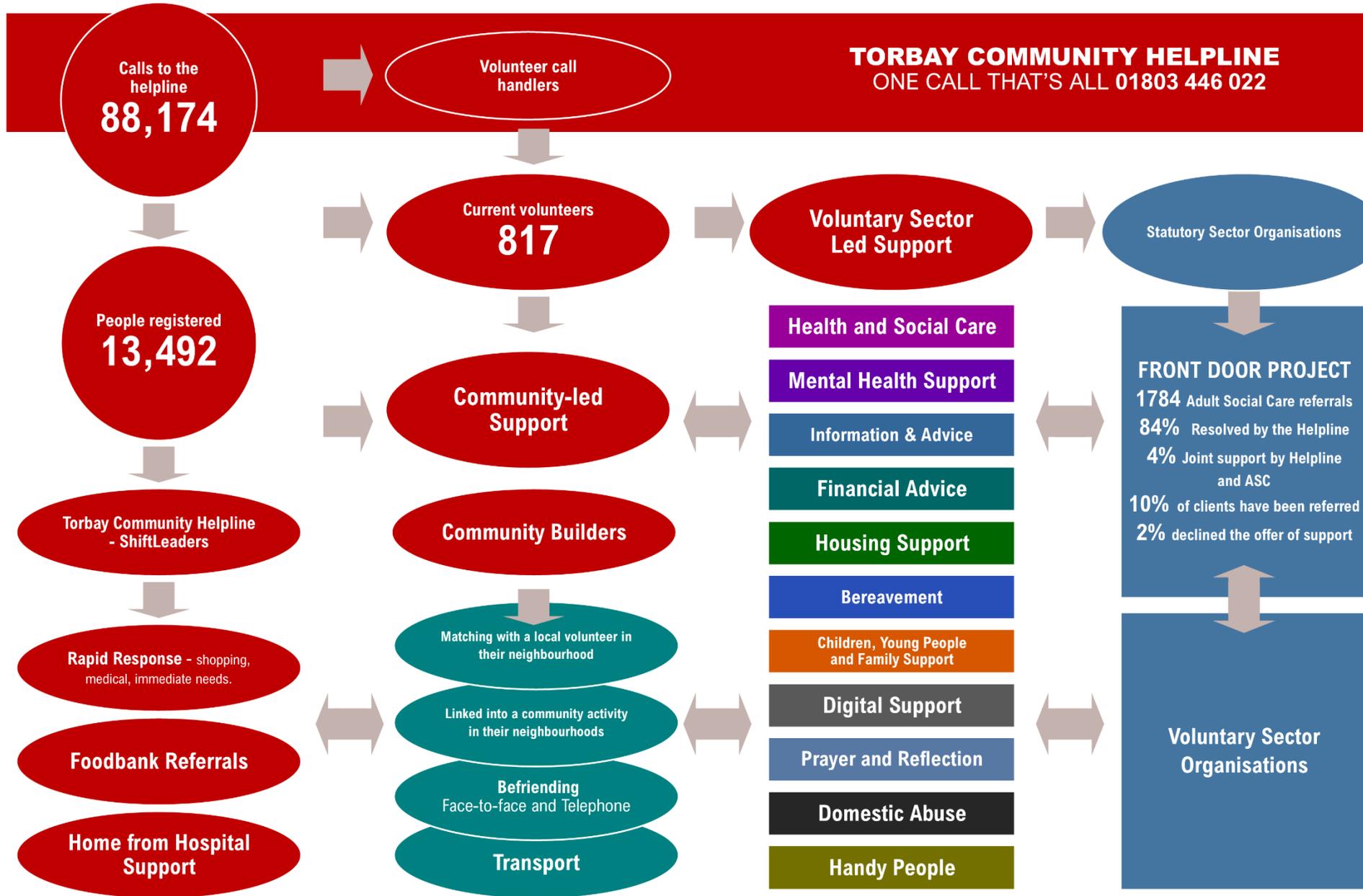
# Torbay Community Helpline

- The Torbay Community Helpline is a broad reaching helpline that grew out of the pandemic, seeking to support the people of Torbay with a wide range of issues. Callers are offered a wellbeing conversation, undertaken by a volunteer. That information is used to signpost people to specialists who help with a range of presenting issues.
- People are also encouraged to think about what they can offer.



# Torbay Community Helpline

- The Central 'Community-led' section is delivered by a team of (paid) Community Builders who are based in the 30 neighbourhoods in Torbay
- Then we have thematic triage people to take referrals for the specialist support that is provided by the Formal Voluntary sector. These are not full-time jobs – they tend to be 1-2 hours per day and are picked up by one of the relevant partner organisations we work with. Currently the Helpline refers into just over 100 organisations.
- As part of this service, we quickly realised that the helpline was supporting people who would ordinarily approach Adult Social Care. We began a piece of work to formalise that arrangement.



Health, wellbeing and navigation support by Wellbeing Co-ordinators - Age UK Torbay, YES Brixham and Eat That Frog

- Since then, we have seen 1,784 referrals from ASC (to Dec 2023) and 84% of these individual's needs have been met in their entirety by the voluntary sector. 4% we are working jointly, and the remaining 10% of clients have been referred back to ASC (2% also declined support)
- We have done extensive work to test the results and have found that if 50% of the referrals to the Front Door project had ended up with even a low level care package of eg an average of 5 hours per week for the next 5 years this would have cost the Council £25.51million. (892 clients x 5 hours x £22 per hour x 52 weeks x 5 years)

# Questions...

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