**Referral To Health and Wellbeing Team Public Health Partner Briefing October 2021**

**New Referral Routes to access a Health and Wellbeing Coach/Officer**

**Background:** The current referral routes to access a HAWC/O involve customers having to go through the start of a Care Act Assessment. This assessment can take a significant amount of time and resource. When reviewing our process with customers they told us that many of the questions that they were being asked were not relevant to them, which was off putting and, in some cases, this process delayed access to a HAWC/O.

**What are we changing? From 1st November 2021 our current referral process will cease to exist**, you will no longer be required to telephone the Adult Social Care Central Point of Access team to access a HAWC/O. Access to a HAWC/O will be by the following routes:

* By the completion of the initial contact form which can found on the County Councils website. Please find below the link:
* <https://www.cumbria.gov.uk/publichealth/hawcs.asp>
* Customers will be able to attend various community contact points across the county to see a member of the Health and Wellbeing Team face to face as advertised on the website

We are aware that a new process does take some time to embed, so during this time referrals that do come via the Adult Social Care SPA will be processed appropriately and information given around the new referral route.

**What will be the benefits of this change be for the Customer?**

Customers will find that there are less contacts from different professionals, prior to potential allocation to a HAWC/O. HAWC/O will also be accessible within customers local communities potentially resulting in more self-referrals and earlier, more preventative interactions. Being based within local communities means that HAWC/O will have a greater understanding and knowledge of what happens within those communities, which can be easily and timely passed onto customers. Access to a HAWC/O via the new process creates a more flexible, person-centred, and timely journey for customers, as there are several different access routes which can be used to suit the customers needs.

**How will we maintain a partnership with Adult Social Care?**

We recognise the importance of maintaining our existing partnership with Adult Social Care. Therefore, a duty HAWC/O will still be available every day across the county, to take part in Multi-Disciplinary discussions around any referrals that may come into Adult Social Care, offering advice and support where needed. Referrals direct from Adult Social Workers/ Occupational Therapists, do not need to come via an initial contact form, instead the duty HAWC/O will continue to have a conversation with the referring social worker/ OT around a customer’s needs and what role a HAWC/O could play within this.

Additionally, if a HAWC/O receives a referral via an initial contact form for an individual and during conversations it is evident that they would benefit from a care act assessment, a HAWC/O would discuss this with a duty social worker/ OT, resulting in the customer timely accessing the most appropriate support.