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# FRONT DOOR SERVICES

Note: For the purposes of this document, 'front door' refers to a place where people can access advice and information in-person.

* Inclusive as possible - lots of possible options
* Transport barriers, people can't or don't want to travel
* Physical space, telephone advice, email advice, etc.
* What would service users want from a front door?
  + Inclusive to people with disability & age-related
  + Space based hub? -> community centres. Not clinical settings.

(Irish centre drop in is successful)

* + Should it move around? Practically people get confused.
  + Managing a moving space would be difficult.
  + Pop up style rather than community hub.
  + Difficult logistically to have a hub if you move things around & no one knows where it is.
  + One solid community drop in that year-to-year provides as better costs more money to move about.
  + Different services accessing in. Form filling, advice, etc.
  + Emergency response?
  + Outreach chosen as a lot of people need particular support reaching to that need.
  + Identifying and highlighting needs and gaps.
* Phone vs in person or both -> email and phone is popular
* Travel time: convenience is key but once they make initial contact things move to email & phone.
* Referral pathways: what should it look like (and improve) between the front door & other services?
* Sign posting and referrals are different:
* Paper based scenarios: what does this unit represent and partner do follow up checks but who has the time for that?
* Shared platform would be helpful in theory but practical application is a nightmare and not done yet.

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**Front Door 2**

Note: In this context, 'front door' refers to a place where people can access advice and information in-person.

* The threshold to get ASC support keeps going up.
* The same people keep getting referred
* Yet to see a single platform work even after lots of time and money – we’ve all tried it and money could be better spent.
* How can we work on a passport to stop the repetition for service users?
* Relationship building is difficult due to staff turnover. Investing time in building relationships and that investment is done but its keeping it up.
* Works better borough-wide where you can make a differnence more easily for specific borough-wide element.
* People don't know what neighbourhood they live in – need to ensure there is enough coordination, centralization and borough-wide to help people where they want to be – allowing for flexibility.
* Want to have enough coordination so people get to choose.
* Not necessarily rigid to where you live, but where you want to be first.
* What do people ask for - what are the gaps?
  + Young people - lots in certain areas and having a mixture.
  + 18-35 real issue – lots of for stuff like for very young, not much for older and not much for men - don't get that much in that demographic
* Handy person service / gardening for older people
  + Could [there be] a handy person trusted trades site - very small jobs like changing lightbulbs people have to wait. Would need to be grant funded, but grants aren’t there.
  + Do jobs cost? Lambeth and Croydon do it for cost recovery only. People are scared to let people in that they don’t know. Things that were there once gone leads more frustration.
* Digital stuff especially people asking about the NHS app
  + Can present paper accessing health services when needed

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# Front Door – Digital Accessibility Notes

Note: In this context, 'front door' refers to a place where people can access advice and information in-person.

* Digital landscape is deterring for older people
* 10-15 years digital divide will never end because of tech chosen & the speed things move on
* Managing barriers of digital first - digital by design
* The walk in or telephone needs to be there - human voice & face is very important
* The broad suite of ways to make a referral
* This is time and resource heavy however organisations are as trim as they can get practically of delivery an day to day is a stretch.

How important is a front door service –

* Very important because people need to have less confusion about how to access this.
* Getting what you need as a one stop shop
* Prevention is an important part of front door.
* Proactive preventative element cutting through confusion and digital divide
* People that can’t read or english not first or even second language
* Saves money later on.
* Seaming to ask for help can sometimes be a barrier
* 18 to 35s for instance looking for work
* look at CAL to see what’s working
* opportunity for hand off link between info and advice and then no activity
* service gaps.