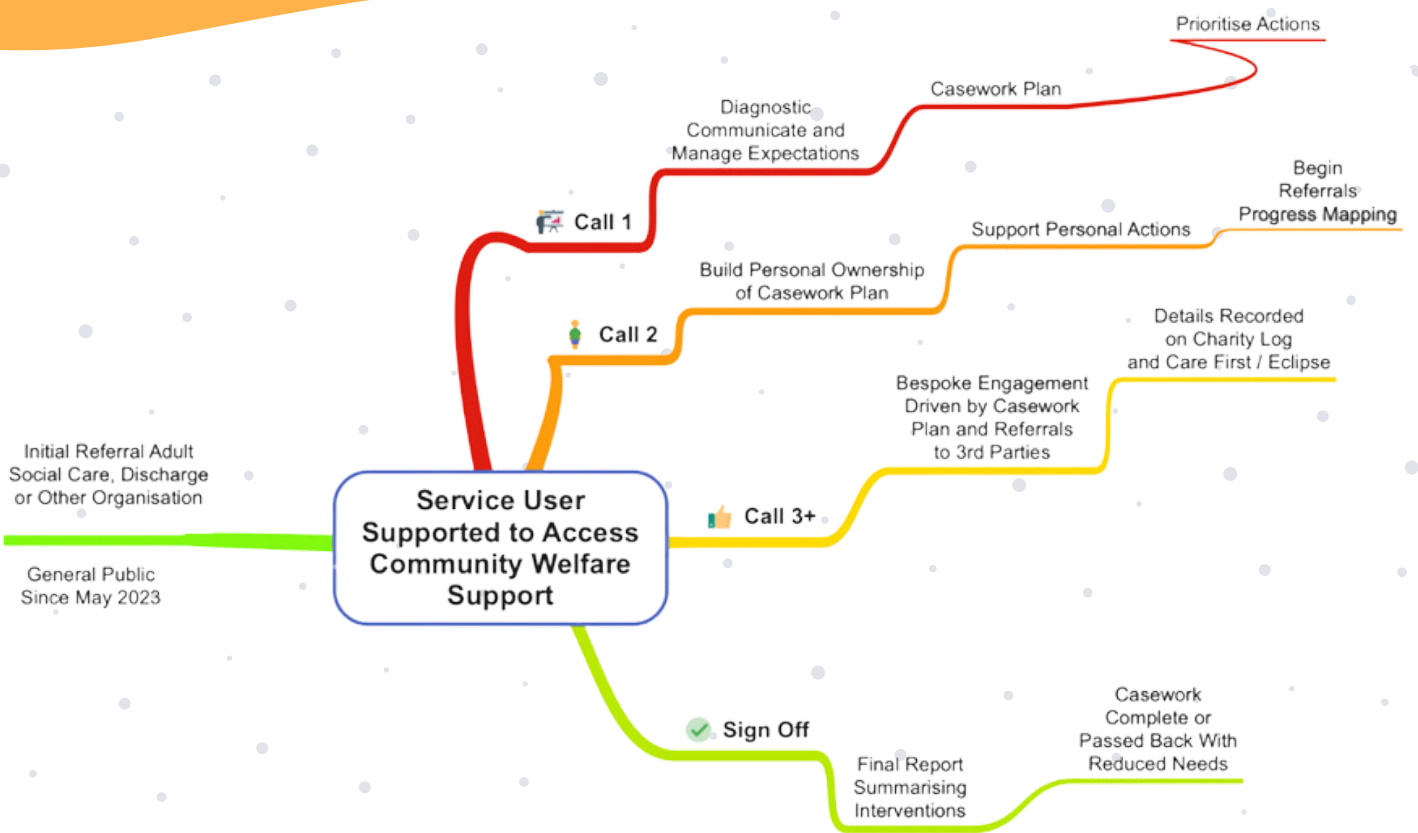




PLYMOUTH COMMUNITY ASSIST (PCA)

PCA is a single point of contact for Adult Social Care and NHS teams for clients/patients with unmet holistic needs. It also takes referrals from the general public. It delivers information, advice and casework through telephone, digital and some face-to-face support. The diagram below shows a service user's journey into, through and out of PCA. It was developed with delivery staff and service users.

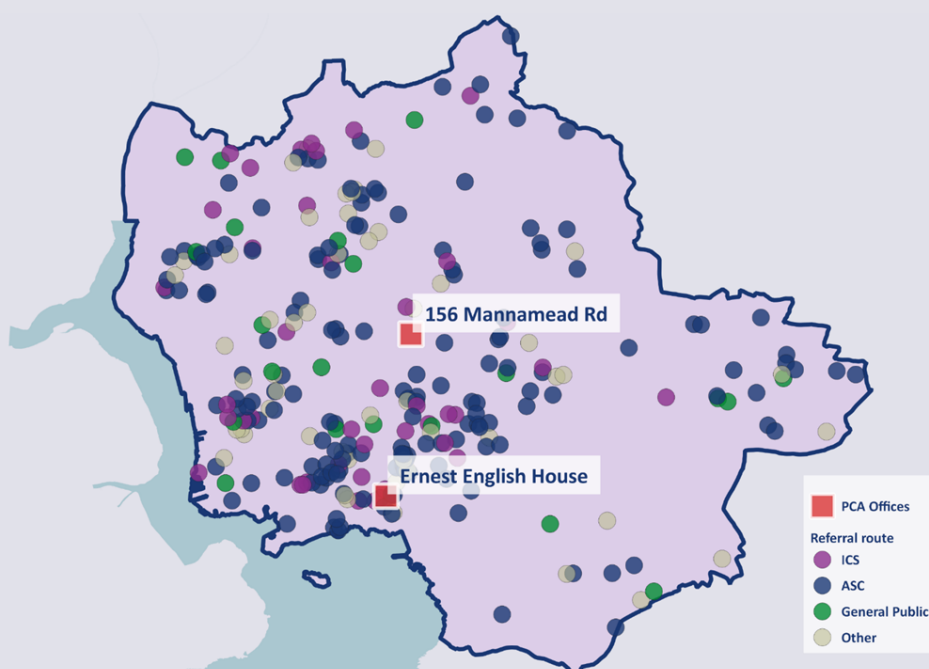


Between 15 August 2022 and 31 October 2023 PCA supported **403 people**, ranging from 17 - 104 years of age. The top 3 reasons for people being referred into PCA were for support with (1) mental health issues, (2) a physical disability or (3) a Long Term Condition.

“It made such a difference that someone [from PCA] got in touch with me. I felt cared for, for the first time in ages”, **service user**.



PCA Service Users - By Location and Referral Route



- **340 people needed information and advice:** 228 people received help to access benefits, 105 to access other grants, and 43 people to access community health services.
- People also **accessed other services within ILP** – e.g. 101 referrals into Advice Plymouth and 21 into Long Term Health Conditions team.
- **PCA worked with 41 other organisations** – including making referrals to Plymouth Energy Community (14 people), fire & rescue (14 people), Age UK (13 people) and Devon Mind (13 people).
- **89 family/household members indirectly benefitted** from Household Support Fund.

“I have joined different groups in my community and I feel people care about me for the first time in ages”, **service user.**



“I feel that I am now in more control of what is happening to me and I know where to go should I need any more help in the future”, **service user.**

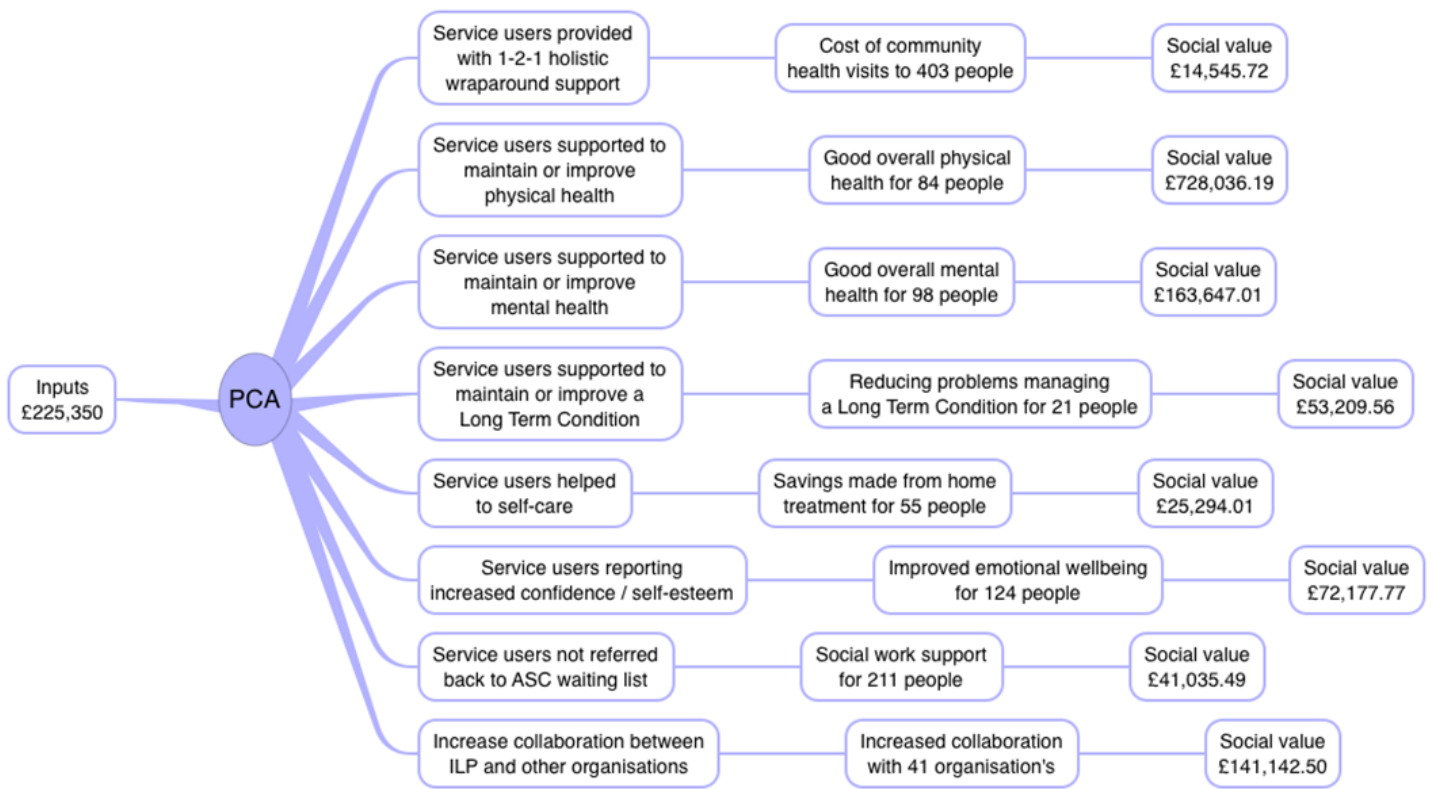
- **No-one referred into PCA and exited has re-entered the service.**
- From the 214 referrals from Adult Social Care only 3 went back onto the waiting list.
- PCA has a Benefit Cost Ratio of £2.9/£1 – with Government ranking above 2 as offering high value-for-money.



“Through delivery we’ve identified a number of softer outcomes that have been derived..these are important in recognising the other, wider benefits PCA is delivering”, **PCA delivery staff.**

PCA is delivering **£5.31** of social value for every **£1.00** invested in it.





“PCA is filling gaps without overstepping the mark, it builds on what ILP is already good at”, **PCA delivery staff.**



PCA can demonstrate the positive difference it has made with the short-term funding it has received. It now requires further investment if it is to realise its ambition to become an **all-purpose preventative community health and wellbeing helpline** that sits in front of the door into statutory services.

Contact

Website:

<https://www.improvinglivesplymouth.org.uk/plymouth-community-assist>

Telephone:

01752 201898

