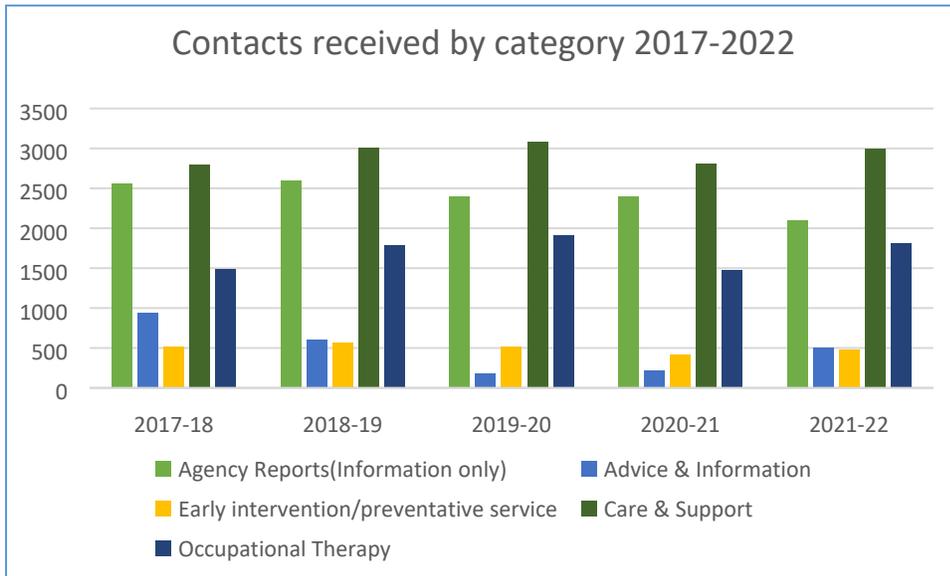


Appendix 1 - Contacts received by Single Point of Access between 2017 and 2022



The total number of contacts received during the first 5 months of 2022-23 (April to August) is 3,681 which indicates that we could see an increase of around 12% by the end of this year, an increase on pre-Covid levels.

Category	2017-18	2018-19	2019-20	2020-21	2021-22
Agency Reports (Information only) <i>CID16s, Ambulance Reports, EDT</i>	2565	2594	2402	2393	2099
Advice & Information <i>Including Signposting, Third Sector</i>	938	599	177	215	500
Early intervention/preventative service <i>Telecare, Reablement assessments, Vision/Hearing Support</i>	518	569	514	419	482
Care & Support	2791	3003	3089	2814	2995
Occupational Therapy	1485	1787	1915	1480	1813
Grand Total	8297	8552	8097	7321	7889
Percentage Change (+/-)		+3% ▲	-5% ▼	-10% ▼	+8% ▲