



**SELF-REFERRALS/  
FAMILY & CARERS**

**COMMUNITY OUTREACH**

**ADULT SOCIAL CARE REFERRALS**

**HEALTH REFERRALS  
(GPs, Hospital, Primary  
Care, Community  
teams)**

**SERVICES GATEWAY**  
Data capture, qualification, person-centred needs assessments, risk assessment, Safeguarding, feedback systems from clients and referrers

**External Services and Partnerships**  
Advice Southampton, Age Concern New Forest, Alzheimer's Society, Bobby Trust, Buy With Confidence, Citizens Advice, Carers in Southampton, Choices Advocacy, Communicare, Community Independence Service, DWP, Freemantle & Shirley Community Association, Hampshire Fire & Rescue, Handy Person Scheme, Mencap Southampton, NHS Primary Care, NHS Community Wellbeing Team, Saints Foundation, Social Care in Action, Southampton City Council, Southampton City CCG, Southampton Living Well, SCC 60+, SCC Adult Social Care, Solent NHS, SOLLA, Spectrum CIL, SSAFA, Steps 2 Wellbeing (IAPT), Tax for Older People, The Environment Centre, and more ...

**I&A Services**  
Information & Advice, help with Benefits  
'right first time' Signposting

**Navigation & Assessment Service**  
  
**CLIENT**

**CO-PRODUCTION**

**Community - Based Services**  
Volunteering, Day Care, activity & social groups, ICT groups

**Home-based Services**  
Visiting and Telephone-Befriending services

**PREDICTIVE RISK STRATIFICATION**

**VOLUNTEERING AND VOLUNTEER-LED SERVICES**  
Covid-19 measures could trigger new services, temporary suspension and adaptations

