FirstStop Partnerships

FirstStop provides a wide range of resources to support FirstStop partners, particularly local partners, to develop, deliver, market quality assure and independently evaluate their housing & care options advice services. Many of these are available free thanks to funding provided by DCLG to support FirstStop capacity building.

Be aware of your local FirstStop partners.

Are you already working with one of our partners? Check at http://www.firststopcareadvice.org.uk/partner-local-services.aspx

FirstStop is a voluntary partnership of national and local organisations, led by EAC, and dedicated to providing comprehensive information and advice about housing, care and support, plus related financial matters, to older people.

The FirstStop Advice service is delivered via a website, a national advice line, a network of 25 current local casework /advice services and, increasingly, peer support services.

Since 2008, the Department for Communities and Local Government (DCLG), the Big Lottery Fund, Comic Relief and Nationwide BS have provided funding to support FirstStop's national and local services.

Care & Repair England, Age UK, Foundations, Independent Age and The Society of Later Life Advisers (SOLLA) are key national FirstStop partners. Local partners include Age UKs, home improvement agencies, housing associations and local authorities.

FirstStop Advice addresses the responsibilities placed on local authorities and housing providers by the Care Act 2014.

EAC FirstStop 'offer' to local partners

At high level, FirstStop offers a vision, and framework for delivery, of a focused housing and care options advice service to older people and their carers characterised by:

- Easy access via one phone number, email address and website;
- Choice of communication channels – web, phone, email, face-to-face, peer support;
- Comprehensive service specification;
- Quality assured, independent and impartial;
- Strong and respected brand, well promoted;
- Delivering good value for money;
- Operating at scale, universal, un-rationed and reaching all who need it.

EAC FirstStop Advice for older people

Read more at http://www.firststopcareadvice.org.uk/partners.aspx
Contact John Galvin, EAC CEO on 020 78207867 or at john.galvin@eac.org.uk

Document available in hard copies
FirstStop Advice - building the local network 4 page A4