



# VILLAGE AGENTS

*Providing older people in Gloucestershire's rural communities with easier access to services and information*

## PROGRESS REPORT

**QUARTER 2 Year 2  
October to December 2007**

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## **VILLAGE AGENTS**

Providing older people in Gloucestershire's rural communities with easier access to services and information

### **QUARTER 2 Year 2 2007**

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## 1.0 VILLAGE AGENTS OCTOBER TO DECEMBER 2007

### INTERNATIONAL OLDER PEOPLES DAY: VILLAGE AGENT AWARDS

On October 1<sup>st</sup> to coincide with International Older People's Day an awards ceremony was held to celebrate the achievements of older people across Gloucestershire. Over 100 people attended the afternoon to see people receive awards in the following categories:

Special Achievement Award
Community - Lunch Club
Community - Husband & Wife
Community - Individual
Community - Volunteer
Community - Group
Challenge
Carer
Employment
Sport - Oldest Sports Player
Sport - Male Winner
Sport - Female Winner

Nominations were received from all over the county and alongside the 12 'winners', 22 highly commended awards were presented.



### FLOOD HEROES

On 3<sup>rd</sup> December two Village Agents were invited to a reception at Lancaster House in London for 'local flood heroes' attended by Gordon Brown and hosted by John Healey (Floods Recovery Minister). Jane Griffiths Village Agent in one of the worst hit areas, Tewkesbury Borough was nominated by Gloucestershire County Council and Mike Bone, Village Agent in the Cotswold's by Cotswold District Council for the roles that they played in the aftermath of the July floods. Other nominees included ordinary members of the community as well as representatives of the RNLI, RSPCA, HM Coastguard, British Red Cross, Fire and Rescue Service, police and armed forces, social and council services and others. Both Jane and Mike work tirelessly throughout the period making sure that people were well stocked with food and that the older residents of their parishes were not in any danger, that communities had access to bowlers and bottled water and that people knew where to go for reliable information and services. Both were given a framed certificate signed by Gordon Brown. Congratulations to Jane and



Mike but also to all of the Village Agents some of whose homes were also flooded but who gave assistance and support to their parishes and continue to do so six months on.

### CHRISTMAS ACTIVITIES

Through December and Christmas Village Agents worked hard in their communities include everyone and make the period as enjoyable as possible. A number of agents arranged carol concerts/services utilising sheltered housing complexes, local churches

and community halls, these were all extremely well attended and very much appreciated. One lady commented that she had not been to a carol service for over ten years and now had the opportunity to.

Other activities that were arranged by Village Agents included lunches out with transport and entertainment arranged and at the beginning of December a poetry evening was held which proved so successful that more are planned in the New Year.

### **NEW AREAS AND PARISHES**

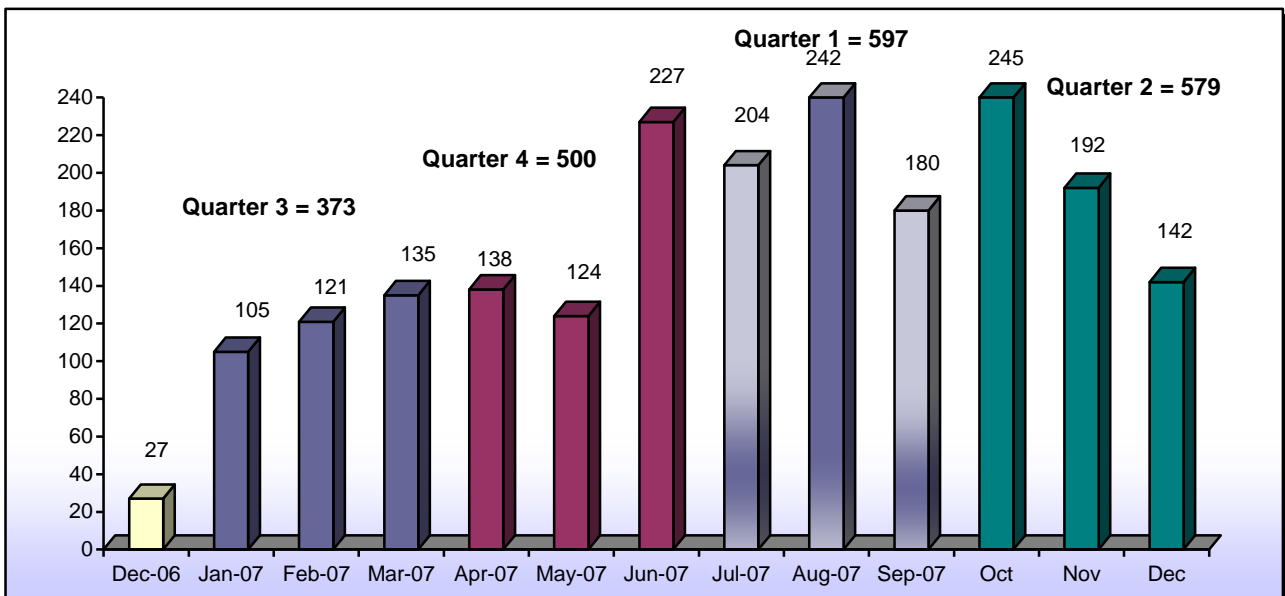
Since the beginning of the Village Agent project the scheme has evolved and grown. Village Agents now cover 162 parishes countywide (originally 96) which equates to 30% of the over 50's in rural parts of the county. For a full list of parishes please contact GRCC.

## 2.0 MONITORING

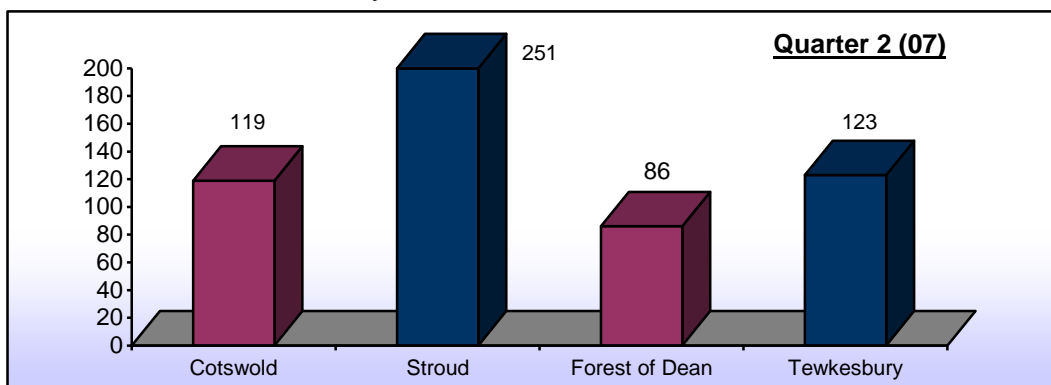
After each visit a Village Agent makes, they are required to fill in a referral, 'gateway' form. The form collects demographic data, the nature of the problem and other information relevant to any follow up visit. The gateway form is then emailed to the required agency by the Village Agent for the query to be addressed.

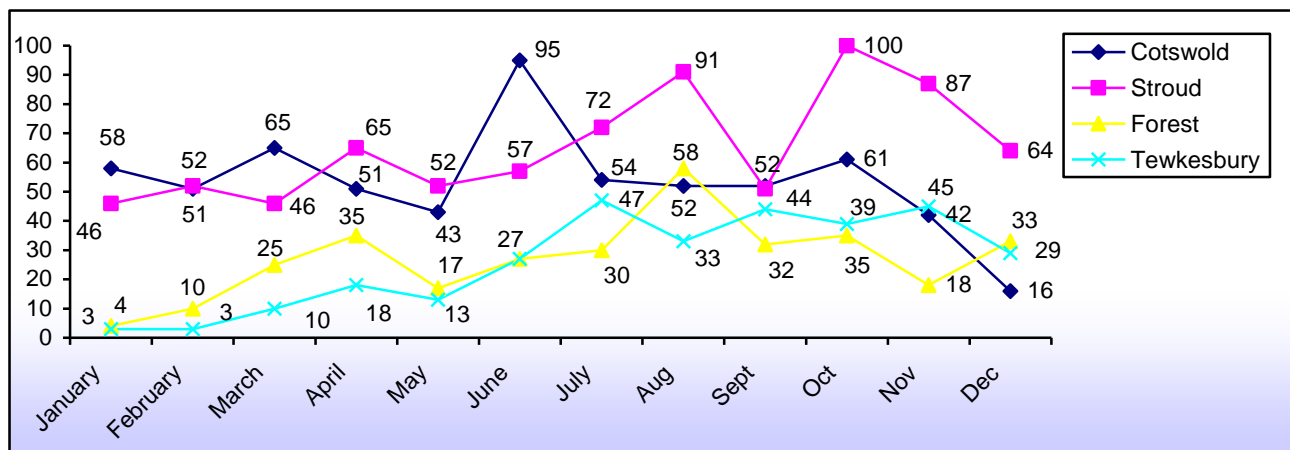
- During quarter 2 of year 2 Village Agents passed the 2,000 gateways mark reaching a total of **2,082** since December 2006.
- A total of 579 referrals were made by Village Agents in quarter 1, a slight decrease of 18 when compared with quarter 2 but an increase of 79 when compared with quarter 4. The slight decline is in part attributable to the Christmas period.

Total number of referrals by month – December 2007



Number of referrals by District





Please note that these figures are subject to change as referrals/gateways are sometimes submitted in retrospect

Between the period September to December Village Agents made contact with 19,836 people including members of the communities, service providers, existing groups (luncheon clubs, WI's, church groups, parish councils).

Village Agents have also dealt with a variety of issues as are shown in the chart below and overleaf. The most common issues are pensions and benefit advice, transport, fire and home safety, OT referrals and general support.

\* Home improvement – gardening, home security, lifeline, minor adaptations, installation of grab rails

Type of Contact	up to Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Adult Placement scheme			1			1								2
Age Concern service			5	3	6	6	5	5	7	2	3	5	1	48
Bereavement					2	2	1	1	3		2			11
Blue Badge					3	3	6	4	3	3	6	8		36
Bus Pass								3	1	3				7
British Legion			1	1	5	6	3	4	1	5	3	6	1	36
CAB - Finacial	2	1	1	3	1		2	1	8	4	3			26
Carers	2	2	1	4	4	1	2	4	4	2	2			28
Community building			2	2	5	4	2							15
Community Nursing							1	3	1	3		1	1	10
Community Warden			2		1		1							4
Council		5	3	10	3	3	5	7	1	2	4	1		44
Direct payments	1	1					1							3
Domestic Violence			1			1								2
Domestic help			1											1
DWP - Pensions/Pension credit	2	3	2	1	2	3	1	1		2	1	2		20
DWP - assessment	1	4	11	17	8	13	19	17	17	18	23	25	6	179
Employment				1		1		1						3
Energy - home heating/insulation		6	3	9	14	8	5	7	4	9	12	15	6	98
Energy - fuel bills	2	2	3		2	1	2	1	3	2		4	5	27
Electric Blankets									14	3	4	4	1	26
Financial	2	2	7	2	6	3	1							23
Flooding Support								13	37	5	7	8	3	73
Fire and safety - smoke alarms	6	1	11	14	17	11	10	10	5	17	22	26	2	152
Funding/grants	4	1	1		2	1								9
Good Morning Gloucestershire										1		1		
GOPA Advocate						1								1
GUiDE				1		3	2	1		1	3	1	3	15
Glos Lifestyles											1			
GRCC - community Halls	2		1	7	4		3	1		2				20

GRCC - other				5					5	6	8	4	1	29
Health - general			2		3	5	6	2	8	1				27
Health - chiropody			1		1	1		1	1			3	2	10
Health - dentists			2				3	1	3		1			10
Health - falls	1		1				1							3
Health - medication			2	1	1	2		1	1					8
Health - appointments			3	3	3			5		1	1	4		20
Healthy lifestyle	1		2	3	15		2	2					1	26
Helpdesk - non referral support	1		5	6	2	4	1	3	6	2	3	5		38
Helpdesk - meals			1	1		1	1	1	4	3	2	1		15
Helpdesk - OT			5	11	17	7	13	11	18	10	20	19	9	148
Helpdesk - social care referral				8		1	1	1		1			4	16
HIA - gardening	1		7	5	3	2	1		1	2	2			24
HIA - home security	3		1	1				1		1				8
HIA - Lifeline	1													1
HIA - major work	2		1	1	3	1	1	2		2	2	2	1	18
HIA - minor work			2	7	9	8	5	14	11	6	6	8	10	93
HIA - Information								2	6	2	1	3	1	15
HIA - minor adaptations	1		2					4			2	1	1	11
Home Safety Check	1			1		2	2	3	1	1				11
Housing - planning	1								3			1	1	6
Housing Assoc - support/repairs	1		1		3	1	3	1	1		3	4		18
Housing benefit				2	1	2	3				1		1	10
Housing - general support	1		5	4	2	2	3	5	4	2		3	2	37
Housing - private rented support			1	1										2
IT training/assistance						3	5	3	1	1		3		17
Libraries - clubs	1		1			2		3						7
Libraries - Services								5	4	3	3	9	4	29
Libraries - sight impaired help	2		1				2	3	1	1	1	3		14
Lifeline					5	5	5	4	4	2	5	6	5	42
Lifelong learning	1		2	1	1			2						7
Mental Health	1		1											2
Message in a bottle	1			3	1	7	11	5	4	28	11	3	6	88
Other	1		1			1		12	7	14	14	18	20	119
People for You (Cotswold)							1					4	1	6
Police - cold callers	1													1
Police - Community policing			1	1				4	4		1	1		12
Police - domestic violence			1											1
Police - home security	3			1	2	4	5	7	2	3	1	2	4	34
Police - victim support			1											1
Sensory impairment	1		1	2	2	3	3	1						13
Social activities			1	3	7	10	3	10	2	8	6	5	2	59
Support - family/neighbour concerns			1	1		1			1		1			5
Support - general	5		32	25	26	32	29	40	32	51	29	85	41	455
Transport	9		18	7	6	15	10	32	22	26	6	5	18	184
Village Agent Awards										1		1		
Volunteering	2		1	1	6	5	4	10	2	5	2	8	8	62
Wills				1			1				1			3
	67	120	165	194	210	200	273	226	298	221	310	264	141	2684

### The Gloucestershire County Council Adult Help Desk

The Gloucestershire County Council Adult Help Desk based at Shire Hall has been used as a source of advice and referrals by the Village Agents in their first few months of employment and will continue to be a vital point of contact throughout the life of the scheme.

Calls made by village agents are logged and the nature of the enquiry noted. Village agents may ring the help desk in reference to a particular issue or simply for background information.

The Adult Help Desk number is printed on publicity materials distributed by Village Agents in the event that a member of the public cannot contact a Village Agent or they do not feel comfortable calling a mobile phone number. In this eventuality the Customer Service Officer will pass on the query to the relevant Village Agent in order that a home visit can be arranged.