

---

# Village Agents

## Quarter 3 Year 3

### January to March 2009

---

Providing older  
people with easier  
access to services  
and information

---

Report produced by  
Gloucestershire Rural  
Community Council

---

## CONTENTS

## PAGE

### Gloucestershire Village Agents

1.0	Referrals January to March 2009	1
2.0	Achievements and Events	4

## GLOUCESTERSHIRE VILLAGE AGENTS

In June 2008 Gloucestershire Village Agents was mainstreamed as a service, with funding from Gloucestershire Primary Care Trust and Gloucestershire County Council.



The successful partnership between Gloucestershire County Council and Gloucestershire Rural Community Council (GRCC) continues with the Village Agents being employed and managed by GRCC.

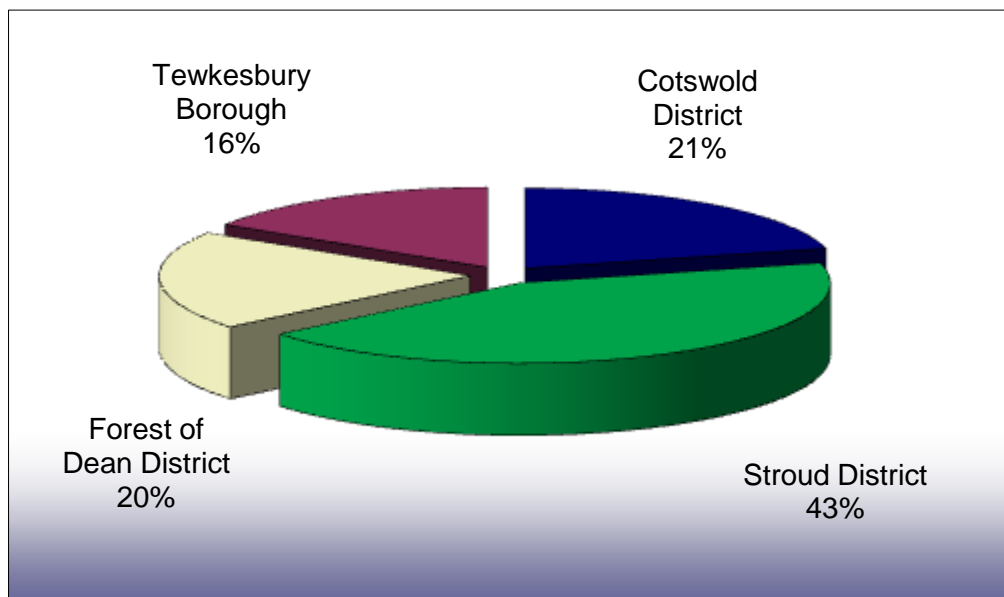
A steering group made up of key stakeholders is in place and the scheme managers report directly on a quarterly basis to the group. Processes that were used to report to the Department for Work and Pensions will continue, collating demographic and numerical data using the existing gateway forms, with case studies and diaries providing anecdotal evidence.

**This report focuses on quarter 3 of year three, January to March 2009.** For earlier reports and newsletters please go to [www.villageagents.org.uk](http://www.villageagents.org.uk). Because the pilot project began in July 2006 we have continued to work on this concept as the project has progressed. Therefore July to September 2006 was quarter 1, October to December, quarter 2, January to March, quarter 3 and April to June, quarter 4.

## 1.0 REFERRALS – JANUARY TO MARCH 2009

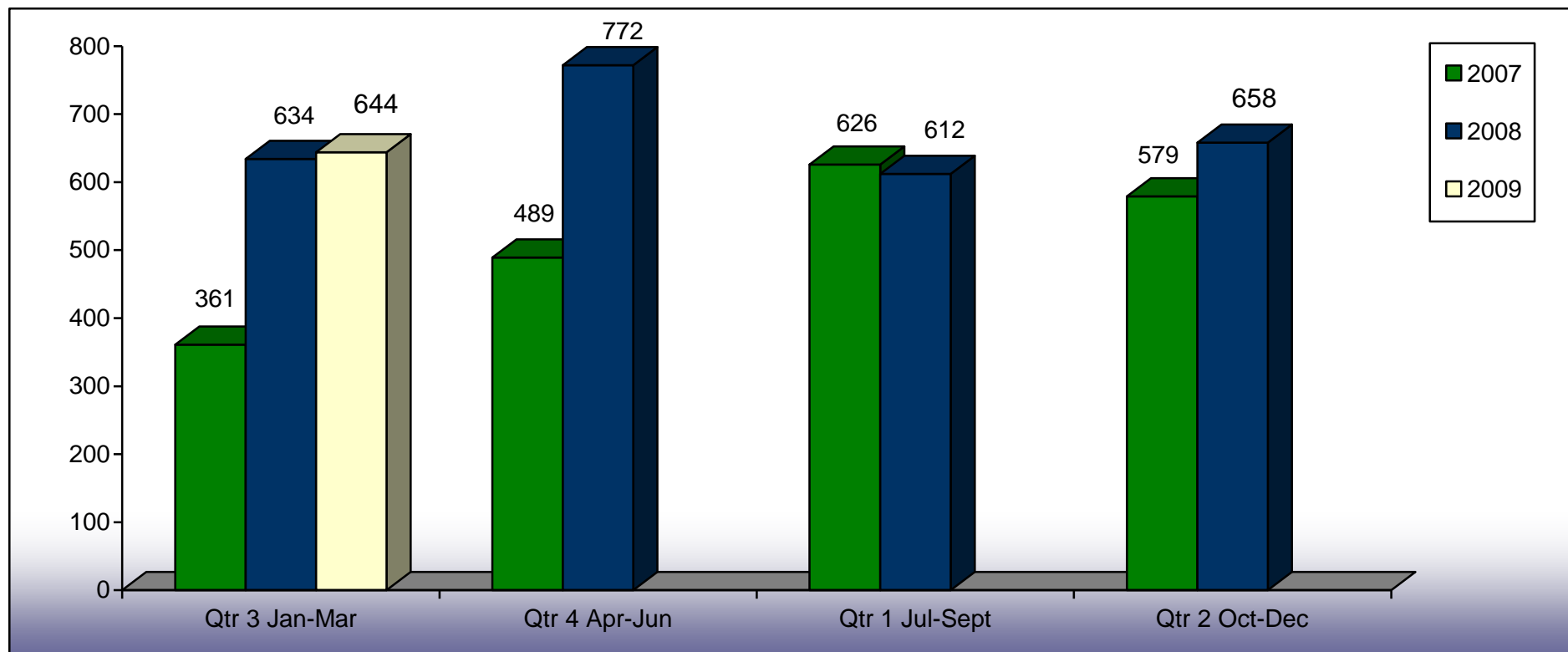
After each visit a Village Agent makes, they are required to fill in an online referral, 'gateway' form. The form collects demographic data, the nature of the problem and other information relevant to any follow up visit. The gateway form is then submitted to the required agency by the Village Agent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

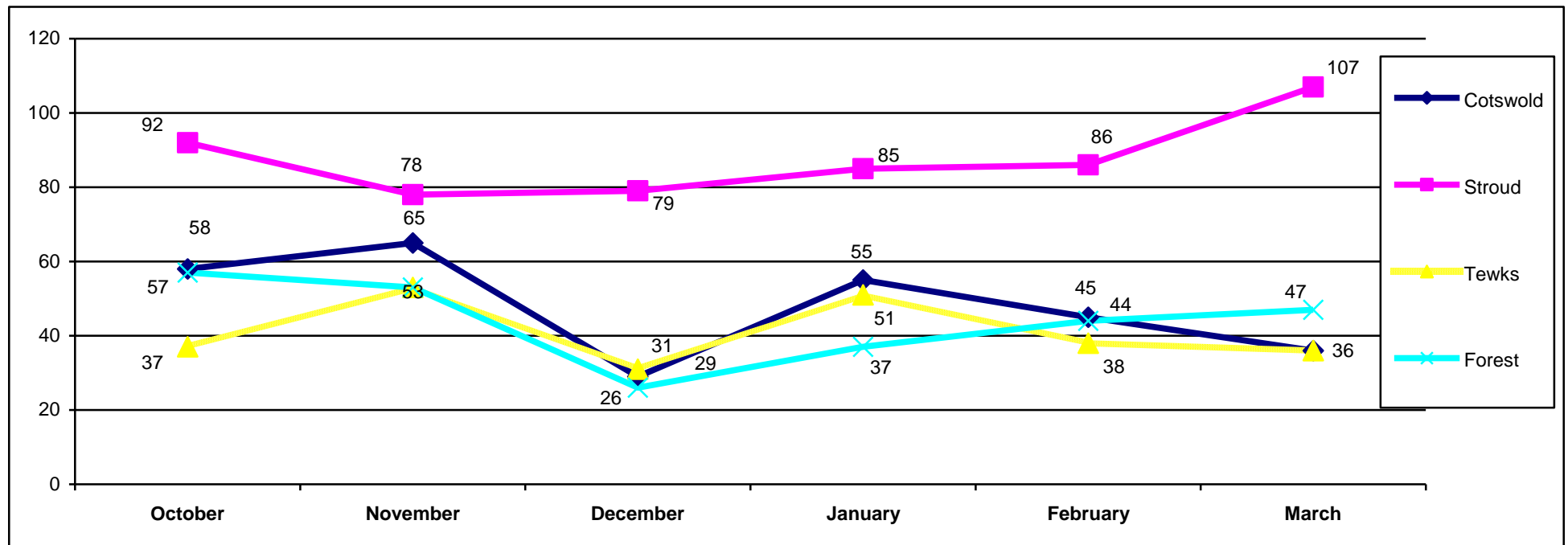
During quarter 3 of year 3, (January to March 2009) a total of **644** gateway forms were submitted by Village Agents. A percentage breakdown by district is shown below.



The district breakdown can vary by month and by quarter, during quarter 3 of year 3 (January to March 09) the majority of referrals came from the Stroud area (43%) followed by Cotswold and the Forest of Dean with 21% and 20% respectively.

Quarter 3 of year 3 (January to March 2009) witnessed a 2% increase in referrals when compared with the same period in 2008. However there was a small drop when compared with the previous quarter. This in part can be attributed to the quiet month of January where referrals have been traditionally low.





Stroud referrals rose in quarter 3 from 85 in January to 107 in March the highest level since before October 2008. Forest of Dean referrals also rose steadily. Both Cotswold and Tewksbury referrals peaked in January, going against the trend in other districts, a number of reasons could explain this but a change in personnel in both areas about this time would affect the numbers of referrals being made. Both districts are now up to full capacity again and quarter 4 figures should reflect this.

## 2.0 ACHIEVEMENTS AND EVENTS QUARTER 2 YEAR 3

### NEW VILLAGE AND COMMUNITY AGENTS

There have been a number of changes in personnel in quarter 3 with two new Village Agents and 3 Community Agents recruited. Lesley Wall and Lynn Saunders are now in post in the Tewkesbury Borough and Cotswold Districts respectively. Qing Lin, Venet Poyser and Marzena Trojanowska join the Community Agent team. All changes will be reflected on the new publicity map that will be available in April 2009.



### NEW MAP AND PARISHES ADDED

When the scheme began in July 2006 a total of 92 parishes were covered by Village Agents this has now increased to just over 200 – reasons for this include an identified need in a number of areas, a request by a parish for a Village Agent, an increase in capacity of the Village Agent in question (additional hours paid). There have also been a number of changes to the scheme in terms of personnel and therefore it has been possible in some areas to add an additional agent.

In Tewkesbury Borough Lorraine Demir who has been a Village Agent for a year has changed the parishes in which she works, Lorraine now works in the parishes around Winchcombe including Stanton, Stanway, Buckland and Snowhill and her previous cluster around Staverton, Down Hatherley and Boddington are now covered by Lesley Wall.

When a Village Agent is replaced or ‘moved’ the mobile phone that they have been using stays ‘attached’ to the cluster, therefore if a potential client calls their Village Agent they will be able to speak to the person working in their area, it also ensures that any publicity done is relevant and clients are not passed ‘from pillar to post’ before their Village Agent is reached.

All changes however will be reflected in the new Village Agent map – available from April 2009. Maps will be distributed across the county, to Parish Councils, GP surgeries and partner agencies amongst others.

## LUNCH ARRANGED FOR COMMUNITIES

In March Village Agents in the Cotswolds organised a social lunch for some of their clients at the farm shop café in Chedworth. The event was an overwhelming success, with over 60 people in attendance. Each person paid a small amount towards lunch to cover the costs and transport was arranged for those who needed it.



The event enabled those who attended to meet with people from neighbouring parishes, provided a day out for some who do not get to go out on a regular basis and also provided the opportunity to have a look around the farm shop and the facilities in the sunshine. The agents involved worked extremely hard to make the day a success and have already put a date in the diary for next month.

## AGENTS INVOLVED IN VISITS BY OTHER COUNTIES

In addition to everyday work, Village Agents have been called upon to meet with local authorities from across England interested in starting up similar schemes. In the past quarter visits have been made from Wiltshire, Cumbria, Leicestershire and Rutland, Essex and the Isle of Wight.

The Director for the Department for Work and Pensions Ageing Society agenda also made a visit to meet Village Agents in February.

In addition, a delegation of social care professionals from Sweden visited Gloucestershire and spent an enjoyable afternoon in the Forest of Dean meeting recipients of the scheme

## MONTHLY MEETINGS – TRAINING

During monthly meetings in quarter 3, training has been given from the Alzheimer's Society, Cotswold Care Hospice, Gloucestershire Fire and Rescue, Tewkesbury Volunteer Centre, GRCC and Gloucestershire Deaf Association

## VILLAGE AGENTS AND MCMILLIAN NURSES

The 3Counties Cancer Network has allocated some money to look at ways people who have survived cancer can be supported. They have chosen Village Agents for a pilot scheme in Gloucestershire. The initial proposal is that all Agents would have some training as part of routine training to enable them to identify issues and be more confident in talking to people. There will be an (as yet) unspecified number of Agents who act as 'champions' who have more in depth training and consequently more knowledge of issues. There will be money attached to this work.

Proposed aim of the new Village Agent role:

People living with or beyond cancer would be provided with face to face information and support which facilitates access to available services and enables them to make informed choices about their future needs.

More information to follow