
Village Agents

Quarter 1 Year 4

July to September 2009

Providing older
people with easier
access to services
and information

Report produced by
Gloucestershire Rural
Community Council

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GLOUCESTERSHIRE VILLAGE AGENTS - BACKGROUND

In June 2008 Gloucestershire Village Agents were 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 has been put in place and the scheme managers will 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.

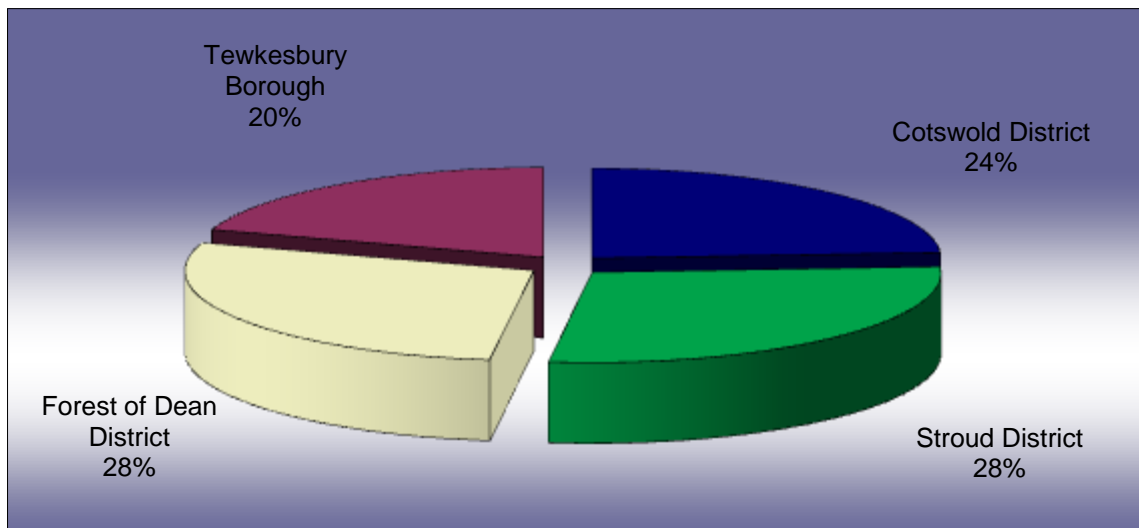
This report focuses on quarter 1 of year four, June to September 2009. For earlier reports please go to www.villageagents.org.uk for further information.

1.0 REFERRALS – JUNE TO SEPTEMBER 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.

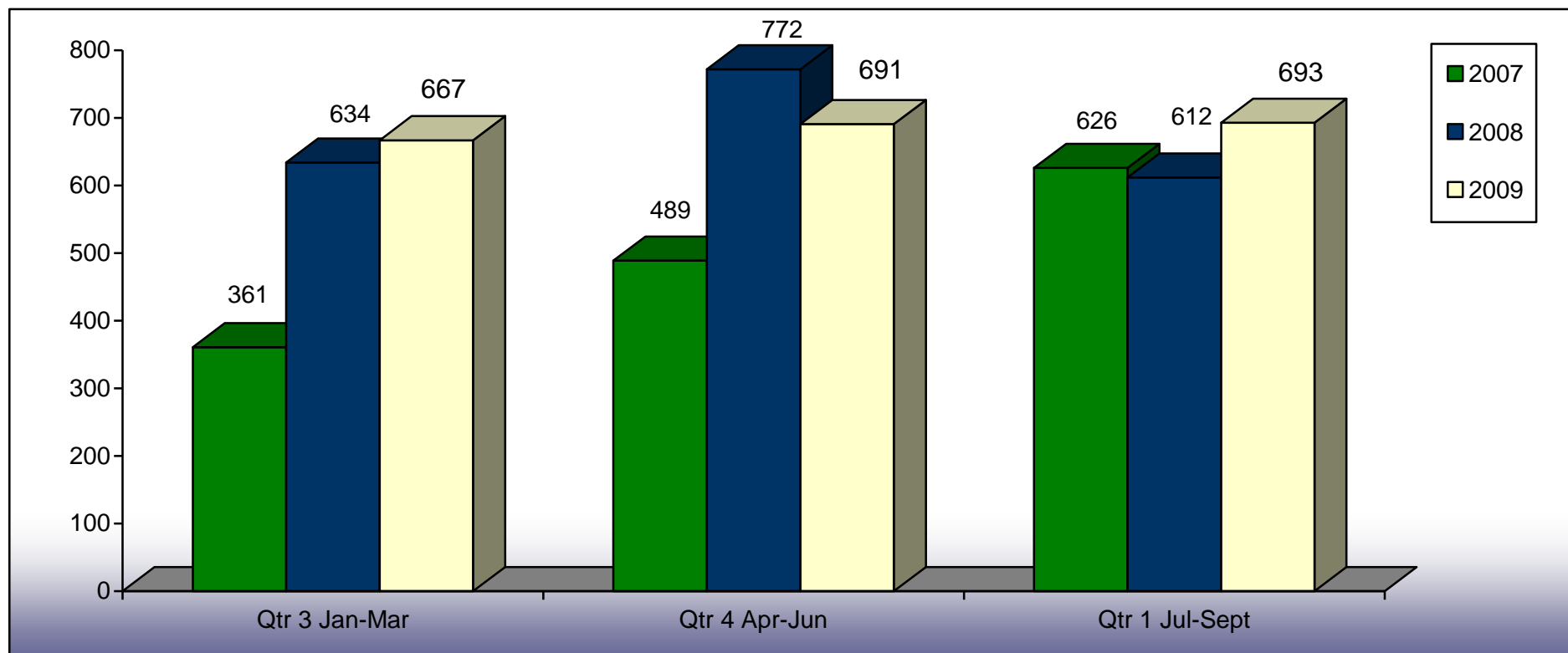


During quarter 1 of year 4, (July to September 2009) a total of 693 gateway forms were submitted by Village Agents. A percentage breakdown by district is shown below.

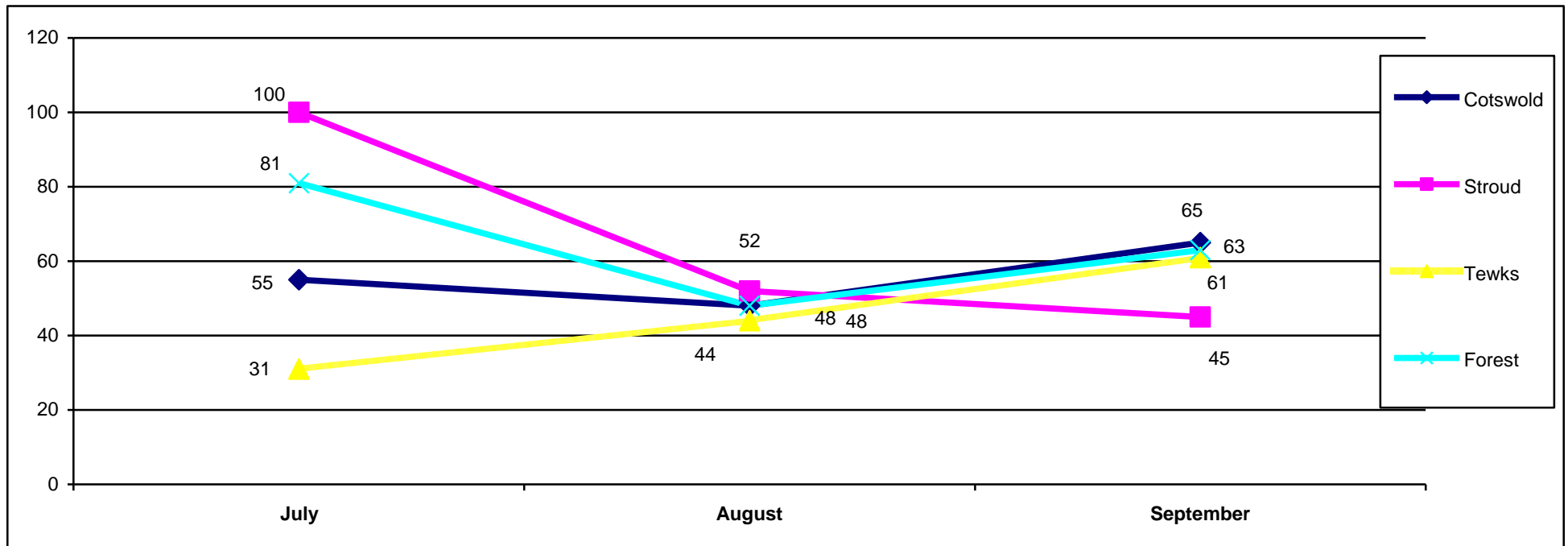


The district breakdown can vary by month and by quarter, during quarter 1 of year 4 the Forest of Dean and Stroud Districts accounted for 28% of referrals respectively – Cotswold District Village Agents submitted almost a quarter of referrals (24%) and Tewkesbury 20%.

Each quarter in 2009 has seen an increase in the numbers of gateway forms submitted by Village Agents when compared with 2008 with the exception of quarter 4 (April to June) which saw a slight decrease.



Quarter 1 year 4 (July to September) saw a significant increase in the numbers of gateway forms submitted by Village Agents from 612 in 2008 to 693 in 2009. This could be due to a number of reasons, including a full team of Village Agents, the Full of Life event in September and the increased publicity that this brings and a slight increase in the number of parishes that Village Agents work within, this now stands at 202 parishes countywide.



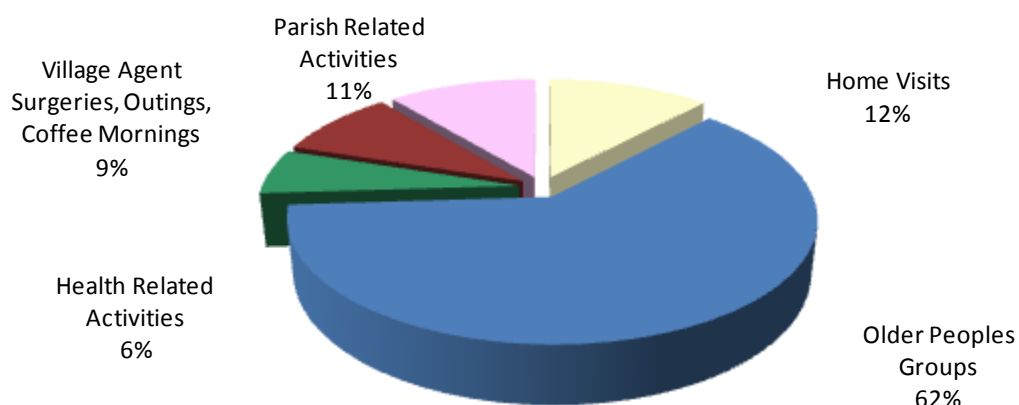
With the exception of Tewkesbury Borough which saw a steady increase in gateway forms across the quarter, each district witnessed a significant decrease in the number of gateway forms submitted in August. Summer months are traditionally quiet due to holiday. Organised activities tend to resume in September where referrals saw an increase after a summer break.

2.0 VILLAGE AGENT CONTACTS

Village Agents record the number of contacts that they have made during a particular month as part of their timesheet and monitoring process. During quarter 1 of year 4 Village Agents were in contact with over 6,000 people as part of their work. Please note that these contacts include older peoples groups that Village Agents attend regularly and also some repeat home visits, this will mean that there is an element of double counting, however it is important to record all contacts, repeat or otherwise as messages and issues raised can be different on each visit.

Contact definitions:

- Home visits – includes the client and anyone else present at that visit, family member, friend, neighbour etc
- Older Peoples Group – Group organised by the community for older people
- Parish Related Activity – Meetings with parish councils, WI's, parishioners met whilst putting up posters, leaflet drops, time liaising with parish magazines editors etc
- Health related activity – Contacts made with doctors, community nurses, virtual teams etc
- Village Agent Surgeries, Coffee Morning and Outings – people attending such events



During quarter 1, 62% of the contacts made with older people were made through older peoples clubs that take place around the county.

The table below shows the breakdown of contacts made with each group of people each month.

	July	August	September
Home Visits	241	246	233
Older Peoples Groups	1199	1143	1397
Health Related Activities	143	80	138
Surgery, Coffee Morning, Outings	283	18	261
Parish Related Activity	303	77	314
Total	2169	1564	2343

3.0 VILLAGE AGENT ACTIVITY QUARTER 1 YEAR 4

VILLAGE AND COMMUNITY AGENT AWARDS 2009

The Village and Community Agent Awards took place for the third year in September as part of the Gloucestershire Full of Life event. The event was held at Kingsholm Rugby Ground with 70 agencies showcasing their work with interactive displays. Attendees could take part in a belly dancing display, play on a Nintendo Wii, have a driving lesson with the Safer Driving in Older Age team or just wander round the stands enjoying the day. Over 1000 people attended the event with one of the highlights being the awards ceremony.



VISITS FROM OTHER COUNTIES

Visits have been made by Wiltshire, Carmarthanshire, Derbyshire, Cornwall, Hertfordshire and Cumbria to Gloucestershire to find out more about the Village Agent scheme with the possibility of piloting their own schemes. Essex launched their Village Agent scheme in the summer based on the Gloucestershire model.

MACMILLIAN SURVIVORSHIP PROJECT

All Village Agents have now received comprehensive training from MacMillian to enable them to partake in the survivorship project being piloted in Gloucestershire. The Village Agents are now able to work with survivors of cancer to signpost them to the most appropriate organisations. 7 Village Agents and 1 Community Agents will be working countywide on this project so that all areas are covered. The pilot is due to launch on the 2nd November.