

Helping older people in Gloucestershire feel more independent, secure, and have a better quality of life



May 2014



Gloucestershire Village & Community Agents



Managed by GRCC

Jointly funded by



www.villageagents.org.uk



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Gloucestershire Village and Community Agents is aimed primarily at the over 50s but also offers assistance to vulnerable people in the county.

The agents provide information and support to help people stay independent, expand their social activities, gain access to a wide range of services and keep involved with their local communities.



Key objectives:

1 To help older people in Gloucestershire feel more independent, secure, cared for, and have a better quality of life.

2 To promote local services and groups, enabling the Agent to provide a client with a community-based solution where appropriate.

3 To give older people easy access to a wide range of information that will enable them to make informed choices about their present and future needs.

4 To engage older people to enable them to influence future planning and provision.

5 To provide support to people over the age of 18 who are affected by cancer.



Partner agencies

- ➔ Gloucestershire County Council's Adult Social Care Helpdesk
- ➔ Gloucestershire Clinical Commissioning Group
- ➔ Gloucestershire Rural Community Council
- ➔ Age UK Gloucestershire
- ➔ Carers Gloucestershire
- ➔ Healthwatch Gloucestershire
- ➔ District Councils
- ➔ Gloucestershire Fire and Rescue
- ➔ Department for Work and Pensions
- ➔ Severn Wye Energy Agency
- ➔ Gloucestershire Constabulary
- ➔ Mears Safe at Home
- ➔ Fair Shares
- ➔ Citizens Advice Bureau
- ➔ Community Transport

Cheltenham Agents

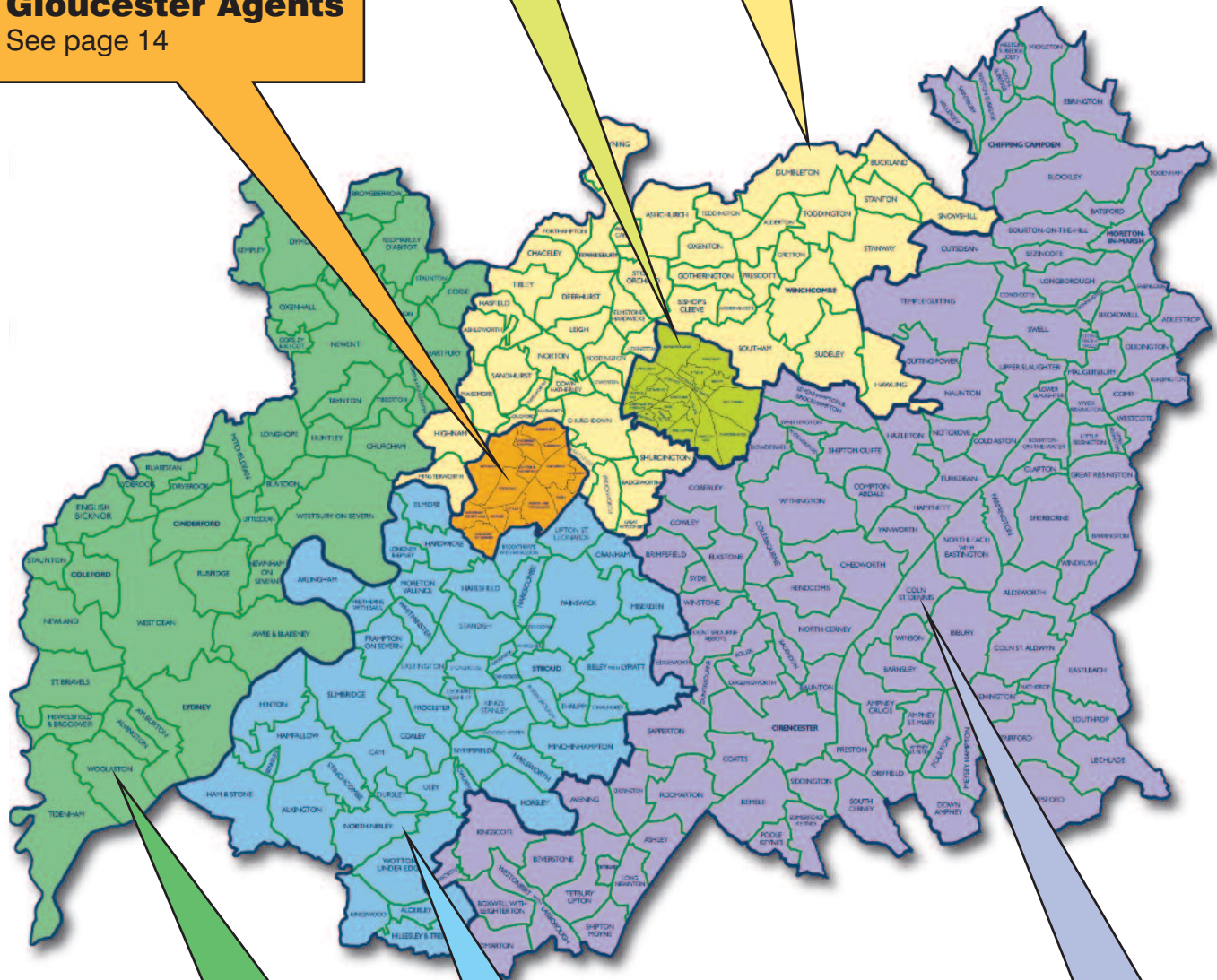
See page 15

Tewkesbury Agents

See page 9

Gloucester Agents

See page 14



Forest of Dean Agents

See page 7

Stroud Agents

See page 13

Cotswold Agents

See page 11

Community Agents

See page 4

**For more information call 01452 528491
or go to www.villageagents.org.uk**



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Case Study

A Village Agent visited a client who needed support in completing an application for housing benefit and council tax.

Although the client was offered help by Cotswold District Council in completing the application, he preferred to use the services of the Village Agent as he had a relationship with the Agent, built up over the years, with whom he felt comfortable and safe in disclosing personal/financial matters.

The Village Agent had also in the past secured pension credit for the client.

Many older people are often intimidated by bureaucracy and therefore often fail to take advantage of benefits that are available to them. However, the presence of the Village Agent allows them to bypass the bureaucracy, thus ensuring that the older person gets all the help they are entitled to.



BME Community Agents

The Community Agents work with the Black, Minority Ethnic and Migrant communities across Gloucestershire.

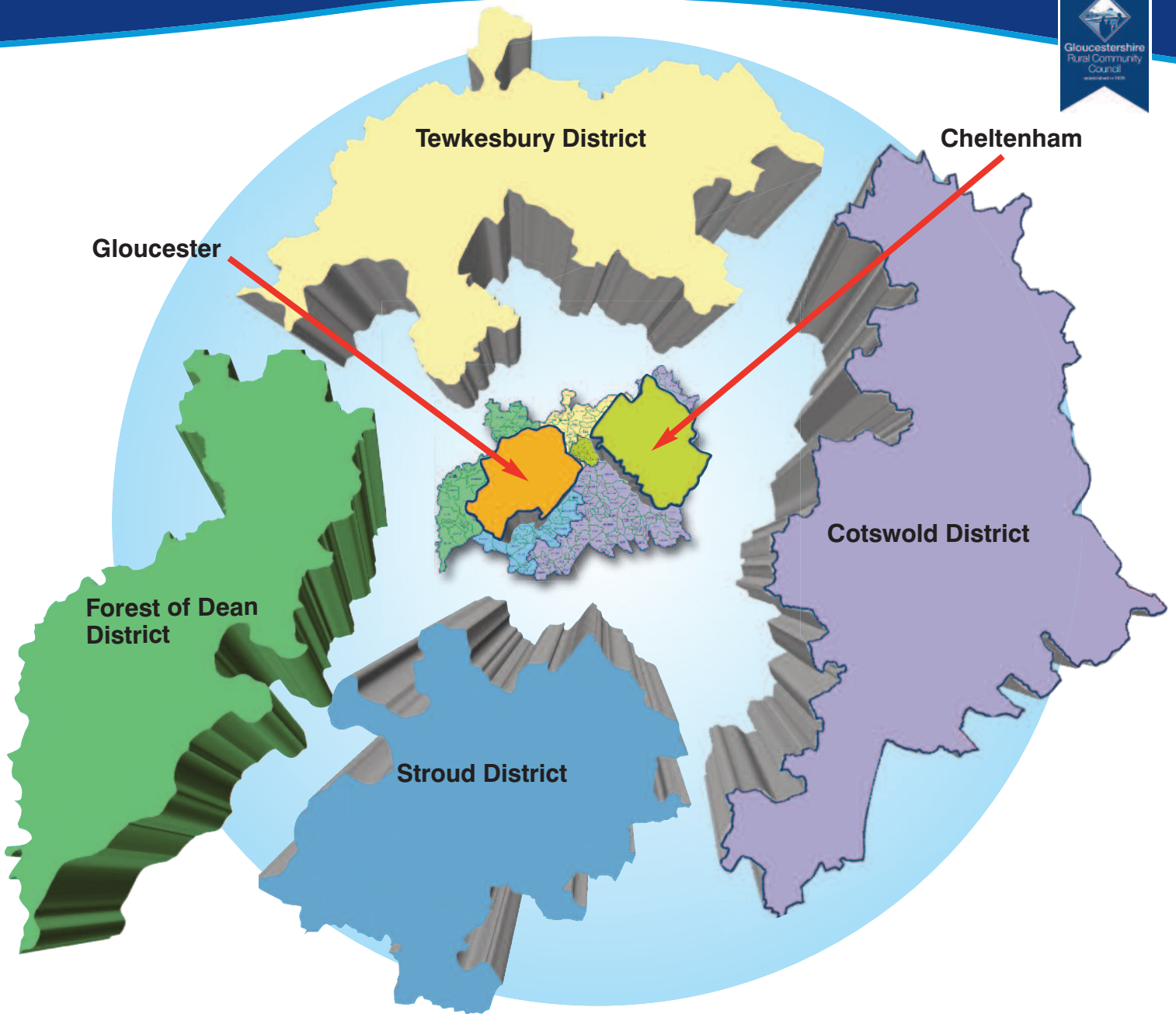
Working mainly with the over 50s, the Agents provide information and support to assist people in finding the services they need to maintain and promote their independence.

There are Agents for the following communities:

- **African Caribbean Community**
- **Bengali Community**
- **Chinese Community**
- **Gujarati Community**
- **Migrant Community**

Case Study

- My client was 65 years old and had a hospital appointment coming up. My client spoke little English and no interpreter had been arranged for the appointment. I supported my client with arrangements for sourcing and arranging an interpreter. My client was not aware that this service could be arranged by the NHS so always paid her friend to accompany her to important appointments.
- Mr K has dementia and Mrs K needs to think about support so that she can cope. I have given her details of various care and sitting agencies. They also need smoke alarms so I have arranged that for them as well.



Community Agents



Bengali Community

Farhana Begum
Tel: 07810 056770



Gujarati Community

Kausar Parekh
Tel: 07799 255793



African Caribbean Community

Venet Poyser
Tel: 07799 628217



Migrant Community (Polish speaker)

Marzena Trojanowska
Tel: 07785 363842



Migrant Community (Polish speaker)

Irena Rasiewicz
Tel: 07841 342910



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Specialist Cancer Agents

Being diagnosed with cancer has a huge impact on every area of life. It is sometimes difficult to know where to turn for help with issues beyond the medical diagnosis and treatment.

Several of the Village and Community Agents have received additional training to work with people over the age of 18 who are affected by cancer. This can be the patient or their families and carers.

The Specialist Cancer Agents have a wealth of knowledge about the information and support that is available to people affected by cancer. They can help by putting their clients in contact with a wide range of information, support, practical and financial help.



Case Study

I was contacted by an Oncology nurse to see a young couple in Churchdown and the husband has cancer of the brain. He used to work in HR and his wife is a trained nurse.

They both must be in their 30s and have one young daughter at the local school and a son who was a year old in December. They live in a maisonette now as they were living in a house and the husband had to keep going up and down the stairs to the bathroom which he found really difficult.

They do not have any family living closely and rely on friends, but there is only so much you can ask of friends as they also have their lives to lead and are not always available when you need them.

They said they were having problems with transport to hospital for his chemo etc, as the new rules since Aviva have taken over is that only one member of the family can accompany the patient and so that would mean leaving the one year old in the house on his own.

I contacted the main office in Bristol, spoke to a lovely man who has very kindly arranged that when my client goes to future hospital appointments he can have his wife with him as now he finds that he does not take in/understand all that he is being told, due to his condition.

I am struggling to find them practical help with shopping, housework or staying with the husband when his wife goes out shopping or to pick up their daughter from school. His wife did say that she was feeling very tired looking after her husband and the children with no regular break for her.

His wife cannot return to nursing as she cannot leave the children with him for long periods in case he is poorly, he will not be returning to work at all.

I have tried all the local agencies and now I am waiting for them to come back to me.

Forest of Dean Agents



Sallyanne Batchelor
Tel: 07810 630212
 Bromsberrow
 Dymock
 Kempley
 Newent (inc Cliffords Mesne)
 Oxenhall



Liz Price
Tel: 07810 630224
 Corse
 Gorsley & Kilcot
 Hartpury
 Newent
 Pauntley
 Redmarley D'Abitot
 Staunton (Corse)
 Upleadon



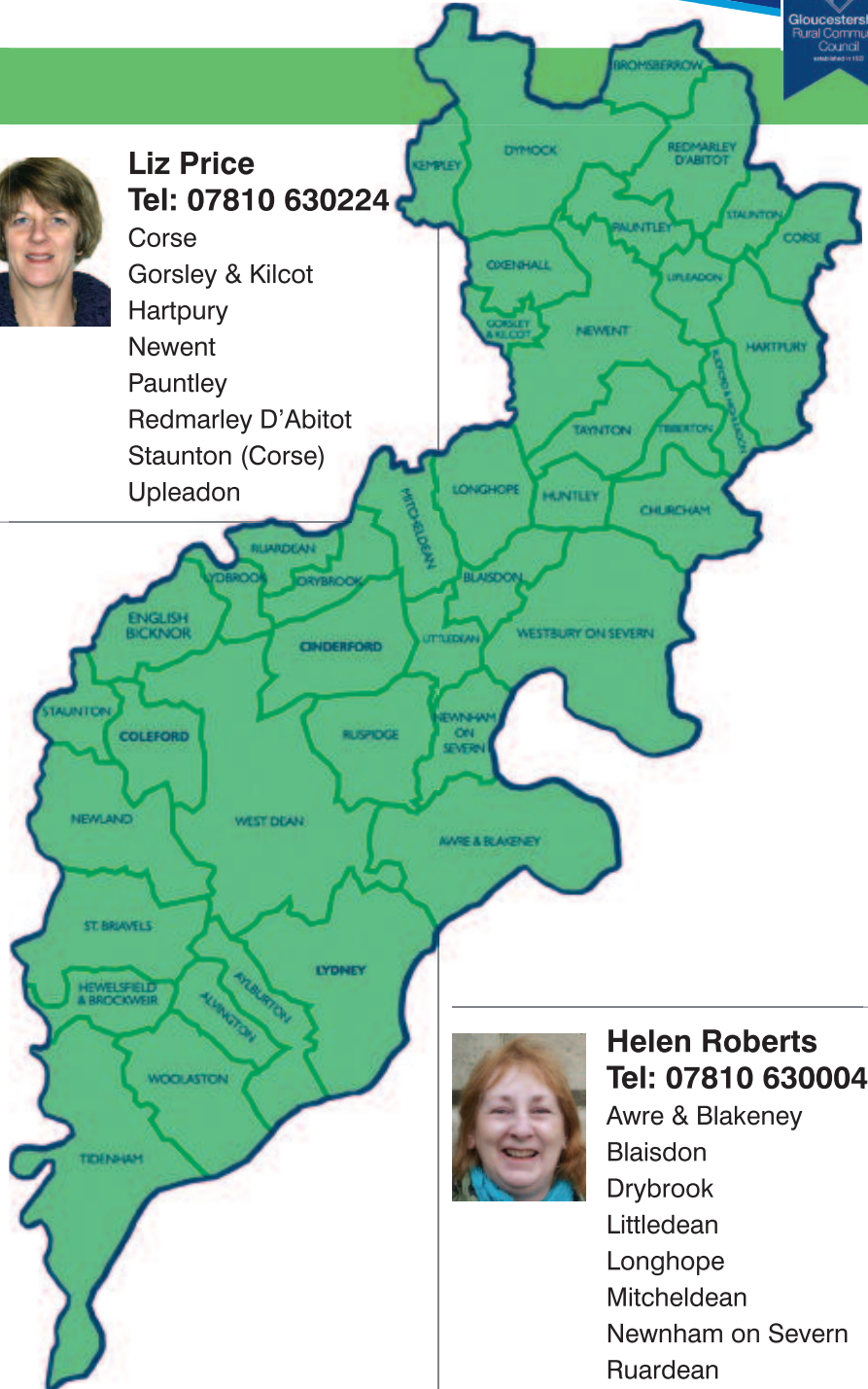
Jane Lloyd
Tel: 07810 630264
 Coleford
 English Bicknor
 Lydbrook
 Newland
 Staunton (Coleford)



Hilary Lyon
Tel: 07810 630254
 Churcham
 Huntley
 Newent
 Rudford & Highleadon
 Taynton
 Tibberton



Mike Morgan
Tel: 07776 245712
 Coleford
 Cinderford
 Lydney
 Ruspidge
 West Dean (inc Bream,
 Broadwell, Pillowell &
 Yorkley)



Helen Roberts
Tel: 07810 630004
 Awre & Blakeney
 Blaisdon
 Drybrook
 Littledean
 Longhope
 Mitcheldean
 Newnham on Severn
 Ruardean
 Westbury on Severn



Richard Skinner
Tel: 07810 630190
 Alvington
 Aylburton
 Hewelsfield & Brockweir
 St Briavels
 Tidenham
 Woolaston



“Village Agents are a smashing group of people to work with. We come from a wide variety of backgrounds, but I find all my colleagues supportive and quick to provide information, advice & support.”

*Forest of Dean
 Village Agent*



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Case Study

A Village Agent supported a client who had ordered a pair of boots on line, paid for them in advance and they had not arrived.

The client had previously telephoned the mail order company who said they had been despatched. However, nothing materialised and client was very distressed about this and didn't know where to turn.

The agent was able to ring the mail order company, in the client's presence and with her permission, and was able to establish that the boots had never been despatched and to obtain a refund.



"I have been working with a client who had, through ill health, become virtually housebound and socially isolated. With Village Agent support, she now attends two luncheon clubs where she has made new friends. It also became apparent that there were other issues. I have now arranged a benefits check and I have helped her obtain a form for receiving her building society interest tax-free.

"On one visit I found she was struggling with a nebuliser which wasn't working properly. She had contacted the doctor's surgery who didn't have any spare parts, and was told she would have to go to the hospital for them – an impossibility in her situation. I rang the nebuliser service department at the hospital and arranged for them

to deliver the spare parts to the doctor's surgery the following day. Her 'Blue Badge' had expired, so I contacted the correct department and they sent out a new application form.

"She will be having a rail fitted to help her get out of bed, and also for safety, alongside the steps into the house. She had been a very keen gardener before ill health made it impossible for her to do anything, and watching her garden deteriorate was very distressing for her.

"I have sourced a local garden maintenance firm who are able to help, meaning that she will at least be looking at a tidy garden as she goes in or out of the house – a great depression beater."

Tewkesbury Village Agent

Tewkesbury Agents



David Cooper
Tel: 07810 630244

Alderton
Ashchurch
Boddington
Down Hatherley
Dumbleton
Elmstone Hardwicke
Gotherington
Gretton
The Leigh
Northway
Norton
Oxenton
Prescott
Stoke Orchard (inc
Tredington)
Staverton
Teddington
Tewkesbury
Toddington
Twigworth
Twyning
Uckington
Walton Cardiff
Wheatpieces



Lorraine Demir
Tel: 07810 630077

Buckland (inc Laverton)
Hawling
Snowhill
Stanton
Stanway (inc Didbrook)
Sudeley
Winchcombe



Ken Haines
Tel: 07810 630234

Highnam
Innsworth
Longford
Minsterworth



Sally Grundy
Tel: 07810 630201

Bishops Cleeve
Southam
Woodmancote



Ann Vaughan
Tel: 07534 064169

Apperley with Deerhurst
Ashleworth
Chaceley
Forthampton
Hasfield
Maisemore
Sandhurst and Tirley



Marzena Trojanowksa
Tel: 07785 363842

Churchdown





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“We would like to thank you so very much for coming to our PCC meeting. As you know about 30 people attended – a huge turnout for a village of our size. Everyone loved meeting you and were so impressed with the service you provide... All your contacts and help with various enquiries are much appreciated and several people are already getting problems solved. And I know the ‘network’ factor will also mean you are reaching a much bigger catchment, which is of course how these communities work.”

North Cotswolds Parish Council



...offers a free volunteer befriending service for older people in Fairford, Lechlade, Tetbury and the surrounding villages



especially for the house-bound – and this is where the befriending scheme comes into its own. We can also help signpost clients to other services if they are needed.

A free and confidential service

All our volunteers are local to their communities and come from all walks of life. They are carefully selected and are Disclosure & Barring Service (DBS) checked. The service is free and confidential. We try to match a client with a volunteer who shares a mutual interest upon which a trusting and fulfilling relationship can be built.

- People For You is managed by GRCC

People for You offers regular social contact at a time when a person might be feeling cut off from their community – through ill health, bereavement or because family and friends are scattered.

Research suggests that being isolated can be as bad for your health as smoking 15 cigarettes a day.

Befriending Service

We introduce clients to local, reliable volunteers who visits regularly to spend time together, maybe reminisce about days gone by and share a cup of tea. It is important to have someone to rely on visit regularly,

To find out more, contact Sue Black, co-ordinator of People For You, on 07810 630167 or email suebpeopleforyou@gmail.com

Cotswold Agents



Nick Bailey
Tel: 07776 245740
 Andoversford
 Dowdeswell

Hazleton
 Sevenhampton &
 Brockhampton
 Shipton Oliffe
 Whittington
 Withington



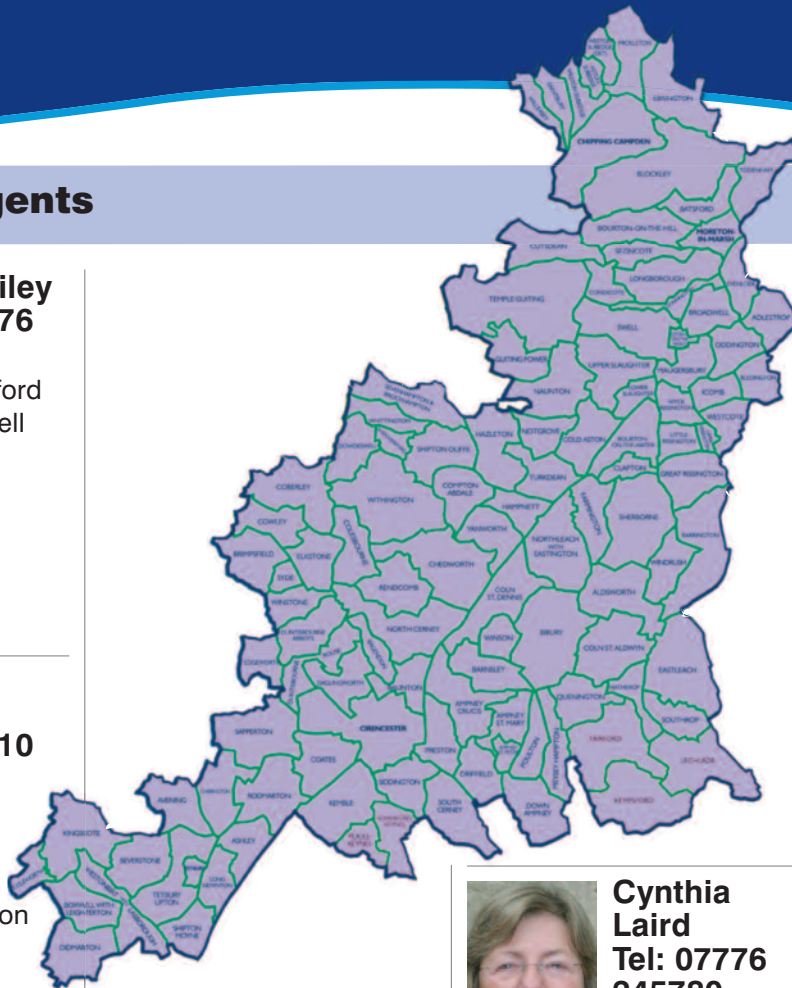
Aileen Bendall
Tel: 07810 630156
 Ashley
 Avening

Beverstone
 Boxwell with Leighterton
 Cherington
 Didmarton
 Kingscote
 Long Newnton
 Ozleworth
 Rodman
 Shipton Moyne
 Tetbury
 Tetbury Upton
 Westonbirt with
 Lasborough



Sue Black
Tel: 07810 630167
 Ampney Crucis
 Ampney St Mary

Ampney St Peter
 Coln St Aldwyn
 Down Ampney
 Driffield
 Eastleach
 Fairford
 Hatherop
 Kempford
 Lechlade
 Meysey Hampton
 Poole Keynes
 Poulton
 Preston
 Quenington
 Siddington
 Somerford Keynes
 South Cerney
 Southrop



Maureen Griffiths
Tel: 07785 763339
 Aldsworth
 Barrington

Cold Aston
 Condicote
 Cutsdean
 Great Rissington
 Guiting Power
 Little Rissington
 Lower Slaughter
 Naunton
 Notgrove
 Sherborne
 Swell
 Temple Guiting
 Upper Rissington
 Upper Slaughter
 Windrush



Cynthia Laird
Tel: 07776 245780
 Barnsley
 Bibury (inc

Ablington)
 Brimpsfield
 Chedworth
 Coberley
 Colesbourne
 Coln St Dennis
 Compton Abdale
 Cowley (inc. Birdlip)
 Elkstone
 Farmington
 Hampnett
 North Cerney (inc
 Calmsden)
 Northleach with Eastington
 Rendcomb
 Syde
 Turkdean
 Winson
 Yanworth



Lynn Saunders
Tel: 07776 245754
 Bagendon
 Baunton (inc

Perrotts Brook)
 Coates
 Cirencester
 Daglingworth
 Duntisbourne Abbots
 Duntisbourne Rouse
 Edgeworth
 Kemble
 Sapperton (inc Frampton
 Mansell)
 Winstone



Carol Stockman
Tel: 07789 926291
 Aston-Sub-
 Edge

Blockley
 Chipping Campden
 Ebrington
 Mickleton
 Saintbury
 Weston-Sub-Edge
 Willersey



Steve Whincup
Tel: 07798 827678
 Adlestrop
 Batsford

Bledington
 Bourton on the Hill
 Bourton on the Water
 Broadwell
 Clapton
 Donnington
 Evenlode
 Icomb
 Longborough
 Mangersbury
 Moreton in Marsh
 Oddington
 Sezincote
 Stow on the Wold
 Todenham
 Westcote
 Wyck Rissington





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Case Study

- A village agent is supporting a client who suffered an accident whilst at work and is making a legal claim for negligence.

The client struggles with communication and the agent is supporting the client by making telephone calls on his behalf – in the client’s presence and with his permission.

The agent is not making any decisions for the client, merely explaining what the communications mean.

This is an ongoing matter.

- A village agent visited a client who wanted adaptation to her bathroom.

The agent also checked the client’s eligibility for attendance allowance and generally made sure client was accessing all the support networks which were available to her.



“I have grown to love my job more and more. I feel privileged to be allowed into people’s lives, to be given their trust, and to be able to make a difference to their life in some way. I have seen the role evolve into a respected one in the community and amongst the other statutory and voluntary agencies. It gives me a great sense of pride.”

Stroud Village Agent

Case Study

“I received a phone call asking for help finding a cleaner. During the lengthy and extremely interesting conversation I had with the client, it became apparent that they had many skills they currently offered on a voluntary basis.

“I put them in touch with Fairshares which enables them to bank the hours they earn by volunteering and in return receive help with jobs they may find difficult or are unable to carry out e.g. gardening or decorating – a service the client has benefitted from.”



Stroud Agents



Aileen Bendall
Tel: 07810 630156
 Minchinhampton
 Nailsworth
 Woodchester



Sue Colquhoun
Tel: 07810 630145
 Coaley
 Eastington
 Frocester
 Horseley
 Nympsfield
 Owlpen
 Uley



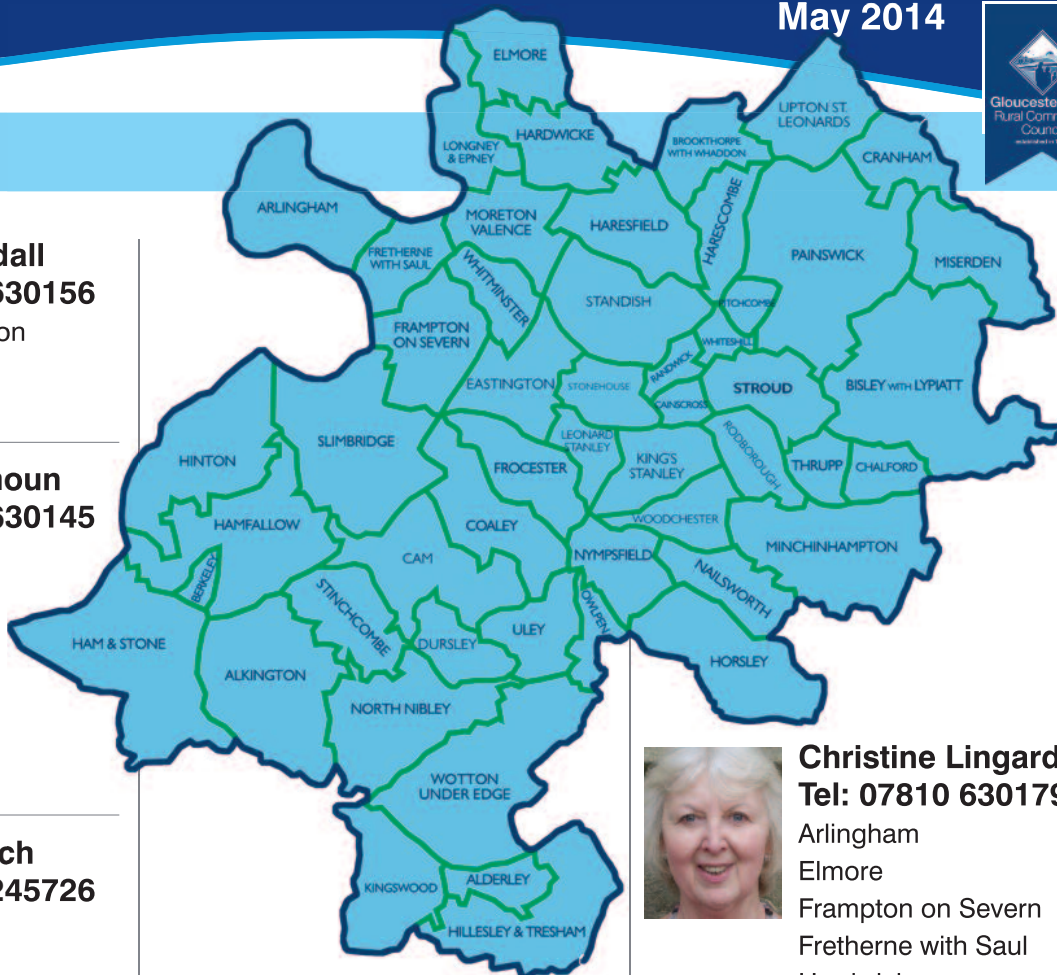
Penny French
Tel: 07776 245726
 Alkington
 Berkeley
 Cam
 Ham & Stone
 Hamfallow
 Hinton
 Slimbridge



Brian Ireland
Tel: 07534 064178
 King's Stanley
 Leonard Stanley
 Stonehouse



Lou Kemp
Tel: 07776 245767
 Bisley with Lypiatt
 Brookthorpe with Whaddon
 Cranham
 Harescombe
 Haresfield
 Miserden (inc Whiteway)
 Painswick (inc Edge, Sheepscombe & Slad)
 Pitchcombe
 Upton St Leonards



Angela King
Tel: 07776 245791
 Cainscross
 Chalford
 Randwick
 Rodborough
 Thrupp
 Whiteshill & Ruscombe



Jane Large
Tel: 07534 064175
 Stroud



Christine Lingard
Tel: 07810 630179
 Arlingham
 Elmore
 Frampton on Severn
 Fretherne with Saul
 Hardwicke
 Longney & Epney
 Moreton Valence
 Standish
 Whitminster



Christine Sweet
Tel: 07798 837582
 Alderley
 Dursley
 Hillesley & Tresham
 Kingswood
 North Nibley
 Stinchcombe
 Wotton-under-Edge





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Gloucester Agents including Brockworth & Hucclecote

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Carol Lake
Tel: 07534 064166
Gloucester (inc Brockworth & Hucclecote)
Badgeworth



Ann Vaughan
Tel: 07534 064169
Gloucester (inc Brockworth & Hucclecote)
Badgeworth



Ken Haines
Tel: 07810 630234
Longlevens



Irena Rasiewicz
Tel: 07841 342910
Gloucester

Case Study

- An agent received a call from a client who wished to find a cleaner. She is receiving Attendance Allowance. The agent was able to suggest a cleaner, with the proviso that this was not a recommendation as VAs could not make recommendations
- Our agent is supporting a

client who suffers with a lot of health issues. The client felt that her medical needs were not being met and was very aggrieved about this.

The agent listened to the client and made suggestions as to the best way of meeting her needs. This is an ongoing matter..

Cheltenham Agents including Shurdington



Caroline Sharp
Tel: 07534 064163
Cheltenham (inc
Shurdington)



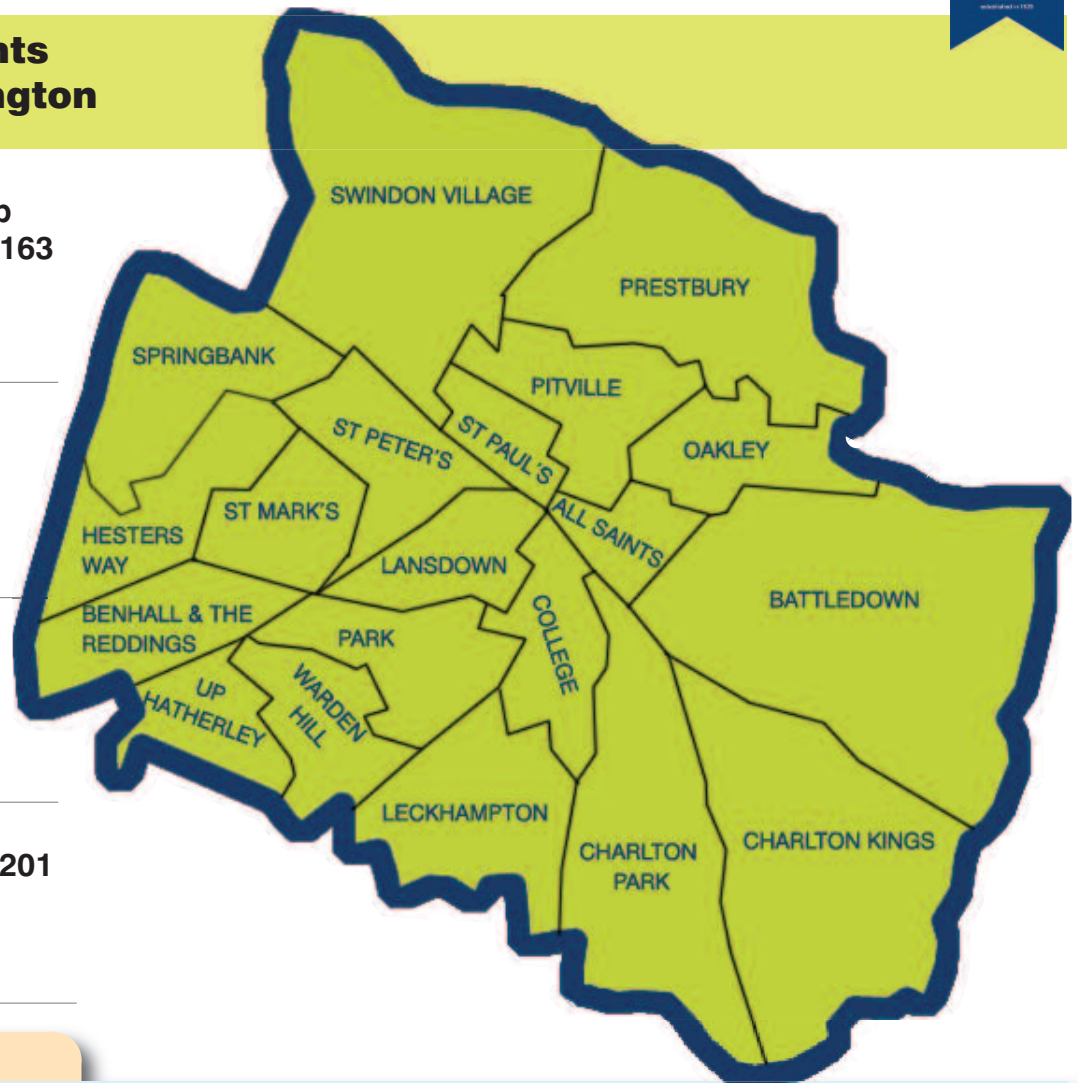
Ann Blagden
Tel: 07534
064181
Cheltenham (inc
Shurdington)



Nick Bailey
Tel: 07776
245740
Charlton Kings



Sally Grundy
Tel: 07810 630201
Prestbury



Case Study

Our agent had a call from a lady in Essex who said that her elderly mother, who was very deaf, had lost the felt covering from her shed roof during the recent storms. Her mother lived alone in Gloucestershire and being herself in Essex, it was difficult to help. She asked if the VA knew of someone who would repair the damage.

The agent said he knew of someone who carried out gardening and odd jobs and offered to speak to him. The caller then remembered that her mother employed a gardener and said she would speak to him. The VA was thanked for his help.

A few weeks later the VA received a call from a lady whose friend had received a very large energy bill and could not understand it. She asked if the VA would visit to see if he could help. The caller

mentioned that her friend was very deaf. When he was told the address, the VA recognised it as that of the lady with the damage to the shed roof and he attended with the neighbour.

The agent checked the energy bill and spoke to the energy supplier. He established that the client had forgotten that she had cancelled her direct debit last year in order to reclaim an overpayment therefore bill had built up over the winter. With the permission of the client and together with the neighbour, the VA liaised with energy company to restore the direct debit and to deal with current bill.

He also checked the shed roof and found that it had been repaired satisfactorily.

Finally, the agent spoke to client's daughter in Essex by phone and informed her of his actions.

To find out more about
Gloucestershire Village & Community Agents,
please contact

Kate Darch

Village and & Community Agents Manager

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