



Essex Neighbourhood Watch



Community Agents is a new Essex-wide project, providing support to vulnerable adults, and their informal carers within their own communities...

Neighbourhood Watch Essex was one of the key instigators of the project because it felt that through its vast network of volunteers it could help identify people who might benefit from the services it could offer.

Community Agents does not duplicate existing activity, but complements and adds value by linking and aligning with other services and organisations. It helps to manage demand on social care and health services and in turn improve the wellbeing of older people within Essex and reduce financial pressures on statutory services.

Neighbourhood Watch Essex got together with The Rural Community Council of Essex (RCCE), British Red Cross, and Age UK Essex to submit a proposal to Essex County Council, and Community Agents Essex was born - a unique voluntary sector partnership, funded by Essex County Council for the next five years.

Through their regular work Neighbourhood Watch co-ordinators can be the eyes and ears at street level, identifying the most vulnerable and often hard to reach older people and their informal carers. Co-ordinators also have a valuable role to play in helping to promote the work of Community Agents and recruit volunteers across the county.

How it all works....

The RCCE and British Red Cross work in partnership to manage 36 Community Agents in Essex Boroughs and Districts who visit clients in their own home to discuss and help with:

- Getting out and about
- Support in their home
- Filling in forms
- Meeting people
- Healthy Living
- Money worries
- Caring for someone

Community Agents are supported by 72 community based volunteers who will be recruited and trained by British Red Cross.

Age UK Essex manages the Voice Network consisting of 36 volunteers who go out to clubs, groups and organisations to spread the word about Community Agents and services for older people. They also work within the community to identify the key





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issues affecting older people. This information is shared with organisations across the county to help support future service development.

Phased referrals began in September with an eventual target of 6000 referrals a year - 3000 from social care and 3000 from community groups, partners and key stakeholders.

How you can be involved.....

If, as an ENHW Co-ordinator, you would like to know more about how you can help we will be running some half day workshops in each district. At these we will explain more about the role:

- The background and need for Community Agents
- The overall partnership, delivery processes and intended outcomes
- The role that ENHW Co-ordinators can play
- The type of people we can assist and how to approach them
- How to connect people to a Community Agents

What to do next....

To express an interest to be part of this exciting new project please call the Community Agents help desk before the end of November on 0800 977 5858 or 01376 754341. Alternatively you can email: enquiries@caessex.org.uk

All we will need to know is your name, telephone no. or email address and the ENHW Group that you belong to.

The workshops will be held during February, March, April. You will be invited to the nearest workshop to your home.

In return we will

Subject to successful completion of the training we will provide you with a certificate. We issue you with Community Agents identification and supply you with relevant promotional materials.

We will offer you ongoing training and relevant development opportunities

We will also pay any relevant and reasonable expenses associated with your local role and associated training.

Above we will provide you with the tools to play a vital part in supporting your elderly neighbours to live independently.

