



01635 49004 or 07775 366812
ask for Village Agent Co-ordinator

Village Agent

WEST BERKSHIRE VOLUNTEER VILLAGE AGENTS

YOUR LOCAL VILLAGE AGENT IS:

Robert - 07729458630
Martin - 07729458667

Aiming to put older and/or socially isolated residents in direct contact with community, voluntary and statutory agencies that offer help and advice and to assist them in engaging in local activities.

VILLAGE AGENTS HAVE HELPED WITH

- Housing
- Personal safety
- Leisure
- Pensions & Benefits
- Transport
- Health care
- Fire safety
- Social care
- Trading Standards

THE POSSIBILITIES ARE ENDLESS

www.villageagentswb.org.uk



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EXAMPLE OUTCOMES

- The Village Agent visited a gentleman, after being referred by the Community Nurse, who was concerned for his welfare. He had a bone infection and was being treated at home with intravenous antibiotics, also on crutches and consequently immobile. He was unable to get out and dependant on neighbours for shopping and transport. He was receiving £71.00 benefit, lived in a social housing property and could not afford to use the storage heating, which was the only form of heating installed. The property was cold and one of the heaters was by the front door, which was glass-panelled and single glazed.
Village Agents arranged hospital transport via CHAIN, with support for travel costs. They also contacted Age UK and organised a grant for his heating. He was then provided with food vouchers and subsequently food from the Food Bank, until his finances stabilised.
- Another Village Agent met a retired gentleman who wanted to volunteer, he was introduced to a local charity where he has been doing practical odd jobs and fixing plumbing. Both parties are pleased with the outcome.
- A resident on having little success with a flooding drain in front of her house contacted her Village Agent. The Agent contacted the council, but as it was a private road they could not assist. Undeterred, she then arranged for a group of neighbours to set about clearing the drain for her.
- An 81 year old lady was supported in Compton, she will be having a bath lift fitted and Adult Social Care are now assessing her other needs. The Village Agent was present, to support the client on these visits. She has also helped her obtain full attendance allowance and has found someone to do her garden.
- Through a local community webpage our Village Agent made contact with a young pregnant woman and her partner, who had moved back to the area to be near family. They had registered with the job centre, but would not receive any money for two weeks. They had no food or money. The Village Agent provided them with a food bank voucher and investigated other areas of possible help. Both now have jobs and have got through a difficult time.

