

“I have the simplest tastes,
I am always satisfied with the best.”

Oscar Wilde 1854-1900



Tiptree. The preserve of good taste.



WILKIN & SONS LIMITED TIPTREE COLCHESTER ESSEX CO5 0RF WWW.TIPTREE.COM



ANNUAL REPORT 2013 / 2014

**VOLUNTARY
ACTION** **EPPING
FOREST**

Promoting,
developing &
supporting
the
voluntary
sector

ANNUAL REPORT 2013 / 2014

Chief Officer Report— Jacqui Foile



Last year was a milestone for Voluntary Action being its 20th anniversary and to mark the occasion over 100 dignitaries, volunteers and organisation representatives attended our celebration of volunteering, 'The VAEFTA'S'. The event was a great success and awards were given to recognise the huge number of volunteers giving time to organisations across the district. The day also provided Voluntary Action with a great opportunity to launch its new logo and promotional materials.

Continuing on the theme of volunteering, Voluntary Action was delighted to launch a Timebanking project. Members of the public can now register with the Volunteer Centres in either Epping Forest or Harlow to use their skills to assist others and if required receive assistance back. For example, carry out some gardening and perhaps receive some help with the decorating.

Overall Epping Forest and Harlow Volunteer Centres received a staggering 1,275 enquires from people interested in volunteering or time banking. Nearly 50% of those referred went on to volunteer.

Voluntary Action's Supported Volunteering Learning Disabilities project was also pleased to commence a new initiative in conjunction with Epping Forest District Council (EFDC) in the newly opened Civic Offices Café. Working alongside a professional cook the participants learned a range of kitchen skills as well as helping out at civic events. Other individual

and group opportunities continued to take place, and the 'Talk and Sort' group volunteers managed to raise over £100 for their chosen charity, Great Ormond Street Hospital. Project volunteers contributed a total of nearly 4,500 hours to benefit the district.

The Handyman service that provides a service to older or disabled tenants of EFDC really gained momentum this year and completed 98% of the 300 referrals received within 48 hours. A 100% positive satisfaction rate was achieved and £10,000 in savings made for tenants using the service rather than a commercial contractor.

Voluntary Action's Home Safety project continued to provide a falls prevention service across West Essex and home security checks for vulnerable residents in Epping Forest. Over 1,000 pieces of equipment were fitted in the 525 properties visited and again 100% positive feedback was received along with clients reporting that our service had reduced the risk of them falling at home, thus keeping them out of hospital.

The Befriending service received five years funding from the Big Lottery Fund at the beginning of the year to enable activity clubs for older people to operate in North Weald, Chigwell and Waltham Abbey. A driver and sessional worker were recruited to work alongside the service co-ordinator and trusty team of volunteers to help with the extra workload. Clients attending the clubs also benefitted from special days out including a trip to the seaside, a Broadway show, canal boat trips and a Christmas Party to name a few.

Epping Forest older or disabled council tenants and home owners benefitted from Voluntary

Handyman

Can I thank you for the wonderful job you did with the steps. Mum can actually manage them herself without having to hold on to me. Once again, thank you for a very fine job.

Carers

Yours is an excellent service and **must** be continued.

Jina has always been there for us, I do not know sometimes what I would do without her help.

Befriending

The staff and volunteers are all wonderful – they can't do enough for you. I hope they never have to close the club.

Core services/ Information & Funding

Voluntary Action and the Funding and Information Resource have contributed largely to the continued existence of our charity. Not just in fundraising but ensuring accurate monitoring of our service for our own progression.

Home Safety

I just wanted to thank you for all your help in 2013. Your quick response to our referrals to fit grab rails, banister rails etc. has greatly helped to prevent delayed discharges from hospital. (Occupational Therapist)

I just want to say how delighted I am with the grab rails you installed in my home recently. They have made my life a lot easier and safer. Thank you very much indeed.

Gardening

I have been so impressed with the work that Voluntary Action has done in my garden. The guys that came to do the work were polite, friendly and helpful. They worked so hard and conscientiously to make my garden look beautiful. The end result is magnificent.

Coming home from spending a week with my invalid daughter it was such a joy to see how beautiful my garden looked. Please give my heartfelt thanks to the people concerned for making it possible.

Supported Volunteering Learning Disabilities

My son had little to do before he started volunteering, now he is out all of the time and has made lots of new friends.



Action's Gardening service, receiving a total of 2,850 gardening hours from paid staff and volunteers. Clients not only commented on their delight in having a tidy garden again, but also felt much safer in their home as an unkempt garden can often indicate a property is occupied by a vulnerable person thus sometimes enticing burglary.

The Carers service continued to provide advice, information and support, and the co-ordinator completed successful benefit claims on behalf of the clients. Partnership working with Epping Forest Youth Council resulted in the group delivering an old fashioned games afternoon with tea for Carers in the district which was a great chance for the older and younger generation to gain a better understanding of each other.

After being funded for five years by the Big Lottery it was sad to say goodbye to the Funding Information and Advice Resource (FAIR) project operating in Epping Forest, Harlow and Brentwood. The project supported numerous voluntary and community groups with detailed funding support, informative training, events and regular information in the form of weekly bulletins and quarterly newsletters. Many thanks to the team of Richard, Kelly, Nina and Arsen for their work with this project. Looking forward, I am delighted that we will be able to continue to provide a part time funding and information service in Epping Forest next year.

We are very grateful to our main funders Epping Forest District Council and Essex County Council and of course to others who have supported us throughout the year. Voluntary Action and local groups continue to benefit from the professional courses delivered by Voluntary Sector Training. Administrative support is still provided to the

Community Safety Partnership and the One Epping Forest Local Strategic Partnership Board.

It is always a pleasure to thank our trustees, staff and volunteers for the work they undertake with Voluntary Action to make a difference to our local communities. I would like to give special thanks to our Chair, Mary Casey, who has been a fantastic leader over the last few years and will be much missed when she steps down next September.

Next year we are excited to be launching a new project, Social Prescription, funded by West Essex Clinical Commissioning Group and Essex County Council. The service will be for people aged 65 or over who live in the Waltham Abbey area and will be particularly beneficial for those who are isolated, who may be experiencing depression, who have physical ailments and those people who need to improve hip, knee and back mobility. Voluntary Action will work in partnership with GPs and health professionals on this new project, so please keep an eye out for further details.

Finally, Voluntary Action is looking forward to next year's challenges and opportunities working in partnership with other bodies to deliver the best health and wellbeing for the district.

Jacqui Foulke

**VOLUNTARY
ACTION** EPPING
FOREST

Chair Report – Mary Casey



Another year has passed at Voluntary Action and although it seems to be a blink of the eye as I look back at our achievements this year, I can only wonder at how the team managed to fit in so much.

I take this opportunity to thank the trustees, staff and volunteers for their hard work throughout this year. We depend on the generous people of the community giving their time, energy and efforts and could not reach so many people and groups without their contribution.

I also wish to thank the funders and stakeholders who have supported the organisation in the past twelve months for their continuing involvement with Voluntary Action and its members.

Voluntary Action continues to explore and develop new lines of income to pursue its strategic aim of diversifying services to ensure we identify and meet the needs of the local community. I hope that as many of you as possible benefitted from our services.

Last year saw the creation of the Funding and Information post which has been a major success providing a huge range of information on all things from local news, funding, training and resources. Special thanks go to Nina for making the information so accessible and enjoyable as well as, of course, useful.

This year I step down as Chair and as a Trustee; I am very proud to have played a part in Voluntary Action. I am privileged to have been involved with this warm, welcoming organisation and wish the team the very best for the future. I look forward to hearing more of Voluntary Action's successes in the future as I know it will continue to be a significant presence in the district for many years to come.

I wish to give particular thanks to Voluntary Action's Chief Officer, Jacqui, the Executive Assistant, Debbie, and to our Finance Officer, David. This team of exceptionally dedicated and enthusiastic individuals has allowed Voluntary Action to grow from strength to strength even in the most difficult years.

I recommend this annual report to you as a demonstration of Voluntary Action's strength and progress.



Full audited accounts are available. Please contact the main Voluntary Action office if you would like a copy.

Our main funders this year were Epping Forest District Council, Essex County Council and the Big Lottery. The funding contributes to Voluntary Action core and project work, and also enables Voluntary Action to lever-in funding from organisations outside the district.

Our projects and additional work were funded by:

Big Lottery Fund
Epping Forest District Council
Epping Forest Safer Communities Partnership
Essex County Council
High Sheriff Award
Jack Petchey Foundation
NHS West Essex Clinical Commissioning Group
Loughton Town Council
The Co-operative Group
Essex Community Foundation
Harlow District Council
Ongar Town Council



**Epping Forest
District Council**



Essex County Council



LOTTERY FUNDED



West Essex Clinical Commissioning Group





Volunteer at our Epping Charity Shop

However much time you can give, volunteering with us is rewarding and fun

To find out more please get in touch
 e: volunteering@havenhouse.org.uk
 t: 020 8505 9944

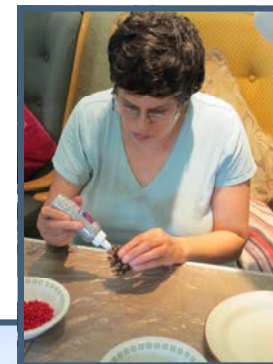
 /HavenHouseCH  /HavenHouseChildrensHospice

havenhouse.org.uk/volunteer

a special place for special children



Services Gallery



The Volunteer Centres Epping Forest and Harlow are part of a nationwide network of independent accredited agencies that act as “matchmakers” for people seeking volunteering opportunities and not-for-profit and charity groups needing volunteers. We match the interests, skills and time of local people with the needs of groups operating in the Epping Forest district and Harlow area. We also encourage and support organisations to operate good practice in volunteer management.

Epping Forest and Harlow Volunteer Centres are also part of the Volunteer Centres Essex network. We work closely with our Essex colleagues towards achieving greater consistency and partnership working for the benefit of our local areas and the Volunteer Centre network as a whole.

Volunteer Centre Epping Forest

Achievements

Voluntary Action 20th Birthday ‘The VAEFTA’S’

Over 100 dignitaries, volunteers and representatives from voluntary organisations attended our celebration of volunteering to coincide with Voluntary Action’s 20th Anniversary. The event was a great success and awards were given to recognise the huge number of volunteers giving time to organisations across the district.

Time Bank project

Epping Forest Time Bank is an additional service for the Volunteer Centre. It is different to traditional volunteering and encourages skills to be swapped by allowing time to be ‘banked’ and ‘withdrawn’ as necessary. It is generally a more ad hoc way of volunteering not only to help others but also a chance to gain something in return.

Statistics

- 675 enquiries from potential volunteers
- Over 50% of those referred to local organisations went on to volunteer

Looking Forward

- We will continue to promote volunteering by marketing the Volunteer Centre at community meetings and events
- Voluntary Action has received funding to launch a Social Prescription project. We believe that this will increase requests for help through our Time Bank service. It will also present an opportunity for those referred to the project to find occasional volunteering roles thus helping them to re-engage with their community. The Social Prescription project will initially pilot in the Waltham Abbey area but we are confident that it will prove a successful model to roll out throughout the district.

Non Affiliated Members

Basildon, Billericay & Wickford CVS
 Braintree District Voluntary Support Agency
 Brentwood CVS
 Castle Point CVS
 Chelmsford CVS
 Elbow Grease Co-operative Ltd
 Epping Forest DC - Safer Communities
 Epping Forest DC "Lifewalks" Walking for Health Scheme
 Epping Forest District Council Community Development
 Epping Forest District Council Housing Directorate
 One Epping Forest Local Strategic Partnership
 Epping Senior Citizen's Association (ESCA)
 Essex Blind Charity
 Essex Community Foundation
 Harlow Citizens Advice Bureau
 Harlow District Council
 House of Commons
 Lambourne Parish Council
 Loughton Memorial Garden Project
 Maldon & District CVS
 Matching Parish Council
 NAVCA
 Nazeing Youth Football Club
 NHS West Essex
 Noah's Ark Toddler Group
 North Weald Mums
 Ongar & District Bereavement Support Service
 Ongar Town Parish Council
 Rayleigh Association of Voluntary Services Refresh
 Restore Youth
 Rotary Club of Epping
 Roydon Parish Council
 Safer Places

Sheering Parish Council
 South Loughton Cricket Club
 Southend SAVS
 Stanford Rivers Parish Council
 Stapleford Tawney Parish Council
 Tendring CVS
 The Woodcraft Folk
 Theydon Garnon Parish Council
 Thurrock CVS
 Uttlesford CVS
 Willingale Parish Council



Affiliated Members

ACCURO

Alderton Junior School
 Alzheimer's Society - Epping Forest Branch
 Anglian Community Enterprise
 BATIAS Independent Advocacy
 Buckhurst Branch of Parkinsons UK
 CALM Centre Ltd
 Canal Boat Project
 Catch 22 Charity Ltd
 Chigwell Riding Trust for Special Needs
 Christian Drama Resource Centre
 Churches Together in Epping & District
 Colchester Community Voluntary Services
 Coopersale and Theydon Garnon CE Primary School
 CRUSE Bereavement Care Epping Forest Branch
 CVS for Broxbourne & East Herts
 ECDP - Essex Coalition of Disabled People
 Epping Arts Society
 Epping 'Evergreen' Club
 Epping Forest Community Transport
 Epping Forest District Citizens Advice Bureau
 Epping Forest District Council Countrycare
 Epping Forest District Council Epping Forest Arts
 Epping Forest District Council Leisure Services
 Epping Forest District Neighbourhood Watch
 Epping Forest Housing Aid Scheme
 Epping Forest Sportability Club
 Essex Boys and Girls Clubs
 Essex County Council Youth Service
 Family Care Counselling Service
 Field Studies Council
 Forest Branches
 Guideposts Trust
 Harlow Neighbourhood Watch
 Harlow Team Activity Group
 Home Instead Senior Care
 Home-Start Epping Forest
 Integration Support Services
 InterAct
 Lambourne End Centre for Outdoor Learning
 Lee Valley Regional Park Authority
 Loughton Cricket Club

Loughton Family Centre
 Loughton Stroke Club
 Loughton Town Council
 Loughton Voluntary Care Association
 My Giftbox Community Projects
 National Jazz Archive
 Nazeing Parish Council
 North Weald Parish Council
 Ongar & Villages Voluntary Care
 Ongar Town Council
 PACT for Autism
 Radio Forest Hospital Radio
 Rainbow Services
 Razed Roof
 Restore Community Church
 Roding Valley U3A
 Rotary Club of Harlow
 Royal Gunpowder Mills
 Spurgeons
 St Clare Hospice
 St John Fisher Catholic Primary School
 St John The Baptist Church
 Stapleford Abbots Parish Council
 Streetlife.com
 Streets2Homes
 The Bridge Church
 The Epping Golf Club
 The Red Balloon Family Ltd
 The Samaritans of Redbridge
 Theydon Bois Parish Council
 Three Valleys Male Voice Choir
 Together - For Mental Wellbeing
 Voluntary Sector Training
 Waltham Abbey Town Council
 Waltham Abbey Youth 2000
 West Essex Alcohol and Drug Service
 Why Not! Older Peoples Research Group
 Woods Forever
 Youth Plus
 Zinc Arts

Volunteer Centre Harlow

Achievements

We have had a busy year, meeting with volunteers representing our diverse and continually changing community. The Time Bank pilot project generated a lot of interest and promised to offer a new way to volunteer which doesn't require an on-going commitment to one organisation. Several promotional events have been held to publicise Volunteer Centre Harlow.

Statistics

- Almost 600 enquiries from potential volunteers
- 300 face to face interviews with potential volunteers
- Nearly one third of these enquiries led to people volunteering

Looking Forward

- The Volunteer Centre Harlow continuing to provide the same level of service
- To assist a greater number of people who have extra support needs and who experience barriers into volunteering

Quality
 accredited by



volunteering
 england



The Supported Volunteering Learning Disabilities Project was established in February 2007 to provide volunteering opportunities for people with learning disabilities residing in the Epping Forest district. The project is funded by Essex County Council Learning Disability Development Fund.

Achievements

The project launched a new initiative in conjunction with Epping Forest District Council in the newly opened Civic Offices Café. Working alongside a skilled cook the participants learned a range of kitchen skills as well as helping out at civic events. This provides the participants with valuable work experience, builds confidence and helps them to work towards a career in catering.

The Conservation Group continues to be a valuable asset at The Royal Gunpowder Mills. As well as helping with grounds maintenance the group has been working tirelessly to prepare a nature trail for visitors to enjoy. The group has also been involved with a woodwork project and built over twenty bird boxes for trees around the site.

The 'Talk and Sort' group mail-out service continues to work closely with Samaritan Purse 'Operation Christmas Child', making small toys and gift packs to send to underprivileged children in parts of Africa, Central Asia and Eastern Europe. The group have also completed jobs for the charity Bliss, Epping Forest Community Transport and Haven House Children's Hospice. This year the group raised over £100 for their chosen charity Great Ormond Street Hospital.

Volunteers from the project have also worked alongside the Voluntary Action Gardening service on special Task Force days to tackle large overgrown gardens of people who cannot manage to do this themselves.

The Allotment Project at Parsonage Court Sheltered Housing Scheme for older people had another successful year and has grown a variety of crops for the residents to enjoy. The volunteers have learned new horticultural skills and benefited from the social and physical aspects that the project provides.

The 'All Together Now' singing group has performed at various venues across the district including the 2013 VAEFTA'S (Voluntary Action Epping Forest's Volunteer Award Ceremony) Older People's clubs and St Margaret's Hospital. The singing group has also expanded and now runs regular music groups at Ongar Youth Plus.

The project has benefited enormously from an increasing number of volunteer helpers. These helpers have taken on many different roles from assisting with the running of projects to supporting individuals in their volunteering placements, minibs driving and weekly support at groups. The project could not have expanded without their considerable contribution.

Voluntary Action Volunteers

Rachael Allcock
Kirsty Allen
Marc Balkham
Alison Bell
Marc Belsey
Sue Bree
John Bree
Aaron Bristow
Joe Bristow
Ricky Conrad
Tim Copeman
Hayley Corner
Sally Crone
Viv Davis
Mark Dorrington
Tony Dyer
Jean Edwards
Margaret Emmens
Annett Everett
Trevor Felton
Andrew File
Richard Ford
Janet Fox
Maralyn Green
Thomas Hanna
Donna Hutchins
Joyce Jefferson

Kelly Lewis-Hall
Christine McEwen
Claire Marsh
Josephine Moore
Katie Page
Lesley Parish
Karen Patience
Emma Pavett
David Rees
Christine Robson
Diane Rumsam
Josh Russell
Judith Samuel
Merle Sharp
Daphne Shawe
Debbie Smith
Sophia Smith
Eleonora Spencer
Beryl Thorne
Maxine Webber
Ann Wood



Voluntary Action Staff and Trustee Board



Jacqui Foile
David Wright
Debbie Smith
Charlotte Hyett
Sally Panrucker
Christine Eyles
Ray Harris
Della Nash
Nina Gavens
Julie Bristow
Claire Marsh
Paul Brogan
Trevor Felton
Jina Symes
Laura Salamon
Karen Macmillan
David Bosher
Roger Emmens
Aubrey Brandy
Steve Cox
Chris Bullock
Viv Kelly
Colin Rowell

Chief Officer
Finance Officer
Executive Assistant and HR Co-ordinator
Project and Business Development Officer
Supported Volunteering Learning Disability Officer
Epping Forest Volunteer Co-ordinator
Supported Volunteering Learning Disability Sessional Worker
Harlow Volunteer Centre Co-ordinator
Funding and Information Officer
Befriending Scheme Co-ordinator
Befriending Scheme Sessional Worker
Befriending Scheme Driver
Befriending Scheme Driver
Carers Support Officer
Gardening Service Administrator
Lead Gardener
Gardener
Gardener
Home Safety Check Co-ordinator
Handyman
Safer Communities Partnership Support Officer
IT Support

VAEF Trustee Board

Chair	Mary Casey, Individual Member
Vice Chair	Gerry Smith, Essex Boys and Girls Clubs
Treasurer	Stuart James, Individual Member
Gill Mann	Homestart
Elizabeth Rawlings	Epping Forest Housing Aid
Liz Went	Royal Gunpowder Mills
Caroline Skinner	Chigwell Riding Trust for Special Needs
Chris Jameson	Epping Forest Field Centre
Chris Overend	Adviser, EFDC
CLr Glynis Shiell	Adviser, EFDC

Our thanks and best wishes go to the following staff who left in 2013:

Richard Crone	FAIR Manager
Kelly Tarling	FAIR Funding Officer
Arsen Poghosyan	FAIR Funding and Information Officer

Six of the project's volunteers received Jack Petchey Achievement awards for their volunteering.

One of the project's volunteers received a Jack Petchey Leader award for their outstanding contribution to the project.

Project volunteer Karen Patience was named as Young Volunteer of the Year for the Epping Forest district and another long-standing volunteer Tom Hanna was rewarded with a special project award for their help and dedication to the Music Group.



Statistics

- 42 volunteers supported by the project
- 6 group activities
- Individuals spent a total of 4,442 hours volunteering between April 2013 and March 2014 in supported group placements
- 16 individual placements
- 14 attended training courses
- Project supporters volunteered over 1,446 hours in the last year

Looking Forward

- Continuing development of volunteering opportunities, ensuring that they provide volunteers with a valuable experience
- To provide training workshops for new and existing volunteers
- The development of the project to encompass individualised budgets

The Carers service works for and with unpaid carers to enable them to obtain easy access to advice, information and support. The project ensures that clients can access the most appropriate and suitable health and social care for the person they are caring for, also enabling carers and their families to access benefits which may be vital to their wellbeing. Outings and opportunities for the carer to have a short break are provided.

Achievements

- The service launched a new carers group with meetings being held at Homefield House
- Successful working with the Epping Forest Youth Council to deliver an afternoon tea and old fashioned games to carers from across the district
- Continued work with the Joint Management Team for Older People's Services.

The project provided the following trips and outings:

- The Harlow Playhouse to see "Rock, Roll and Remember"
- Afternoon tea at The Blue Rooms Café
- Afternoon tea and games at Leonard Davis House, North Weald
- The Harlow Playhouse to see the Christmas show "The Good Old Days of Music Hall and Variety"
- A Christmas Party at the Prince Regent Hotel, Chigwell
- The Harlow Playhouse to see "Dirty Dusting"

Statistics

- 38 successful benefit claims completed
- 57 new carers received support from the project
- 20 referrals made to other projects within Voluntary Action
- Monthly lunch club held at various eateries across the district

Looking Forward

- To develop a health and wellbeing programme for carers
- To work on further projects with Epping Forest Youth Council to bring the younger and older generations together to have a greater understanding of each other



Looking Forward

- To recruit more volunteers
- To increase volunteer skills through training opportunities
- To continually strive to provide enjoyable and stimulating activities and events
- To build on the success of the weekly activity clubs
- A charity abseil in May to raise funds for the Befriending Service



Befriending

The Befriending service aims to provide support and friendship for those living on their own or in isolation. The service offers three weekly clubs, which provide various activities such as seated exercises, quizzes, entertainers, games, bingo, arts and crafts as well as regular day trips out. These give much needed stimulation to many whilst reducing social/rural isolation. A monthly lunch club is also held in Theydon Bois. In addition the service can provide a 'friend' who will be able to offer companionship by forming a trusting and supportive relationship offering a smile, a listening ear, links to other services and regular visits to the client's home.

Achievements

- North Weald activity club at full capacity
- Chigwell activity club had between 15-20 clients attending each week
- A new activity club launched in Waltham Abbey which attracted between 20 - 25 clients each week
- Between 10 - 15 clients attended the monthly lunch club held in Theydon Bois

A number of trips were provided for members including:

- A day in Southend
 - A Broadway show
 - North Weald Airfield museum tour
 - Mickie's Variety Entertainment show
 - Four canal boat trips cruising the River Lea
 - High teas and lunches out in different local hotels, restaurants and pubs
 - Theatre visit to the Harlow Playhouse to see 'Rock, Roll & Remember'
 - Van Hages Garden Centre
 - Pets Corner in Harlow including a talk and opportunities to hold/stroke many of the animals
 - Christmas Party at the Prince Regent Hotel, Chigwell
-
- Funding secured from the Big Lottery Reaching Communities until 2018
 - A Driver and Sessional Worker recruited
 - Training provided for volunteers which included a First Aid course and Vulnerable Adult training and a charity marathon run which raised £55

Statistics

- Supported 220 clients through the project
- 24 volunteers recruited all of whom are DBS checked

Gardening

The Gardening service provides gardeners and volunteers to maintain the gardens of people physically unable to do so themselves, namely older people and the disabled across the district. The Gardening Administrator liaises with clients regarding gardening requirements and need. Tasks undertaken include clearing, pruning and mowing.

Achievements

- Continued funding from EFDC via CARE to tend homeowners' gardens
- Continued funding from EFDC to tend gardens for Council tenants
- Secured the High Sherriff Award of £944 for gardening equipment
- Two gardeners trained and qualified in pesticide application thanks to the previous year's High Sherriff Award
- An increased number of gardens had weed killer, membrane, bark or stones added so that they stay weed free for longer

Statistics

Homeowners

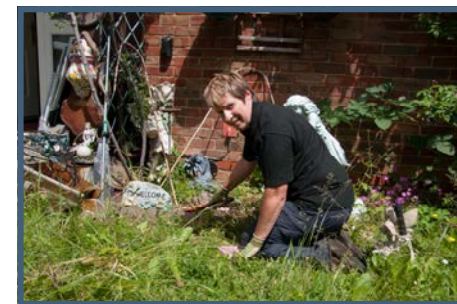
- Gardener worked 308 hours
- Administrator worked 44 hours
- Volunteer contributed 192 hours
- 61 gardens visited

Tenants

- Gardeners worked 1,782 hours
- Administrator worked 568 hours
- Office volunteer contributed 86 hours
- 7 volunteers contributed 566 hours
- 469 gardens visited
- 4 Task Force days held with the Supported Volunteering Learning Disabilities project

Looking Forward

- To continue to support older people in the district with their gardens
- Promotional events to recruit more project volunteers and to promote project awareness
- Further Task Force days in partnership with the Supported Volunteering Learning Disabilities project



The Home Safety service assesses the needs of clients who are unsteady or vulnerable to a fall within their home across West Essex. Properties are surveyed to look for any security issues and advice is given to raise awareness on bogus callers. Any hazards highlighted in the survey are addressed where possible to eliminate potential falls and keep the occupants safe and confident within their home. The project Co-ordinator supplies and fits grab rails, bath assistance and stair rails if necessary. Door chains and window security can also be fitted to make Epping Forest district residents less vulnerable.

Achievements

- Completing 100% of referrals
- Funding secured from West Essex Voluntary and Community Sector Grant Fund for one year to March 2015
- Creditable feedback from health clinicians regarding project response times as these have enabled swift discharge for many patients
- Clients have reported that our service has definitely reduced the risk of them falling at home, thus keeping them out of hospital
- Excellent feedback also received from Epping Forest Safer Communities Partnership regarding security work undertaken for victims of domestic abuse in the Epping Forest district. These clients have indicated that they felt safer in their own homes after receiving the service.

Statistics

- 525 properties visited and surveyed
- 1,000 pieces of equipment fitted to enhance the lives of clients within West Essex
- 100% positive feedback from clients

Looking Forward

- Enhancing the health and wellbeing of the community
- Recruitment of a volunteer to support the service
- Exploring new opportunities to develop and expand the Home Safety service



The Handyman service is a partnership initiative between Epping Forest District Council and Voluntary Action which started in October 2012. The project is funded by EFDC and provides a handyman service to tenants of EFDC properties if they are over 60 and or disabled, **and** have no one else who can assist them.

Achievements

- Over £10,000 in savings made for tenants using the service rather than using commercial contractors
- Closer working with other services such as Voluntary Action's Gardening service resulting in cross referrals

Statistics

- Over 300 referrals received and completed this year
- 98% completion within 48 hours
- 100% tenant satisfaction with excellent feedback
- In excess of 300 informal safety and security assessments conducted
- 30 self referrals from tenants

Looking Forward

- More publicity to maintain profile
- To increase numbers of cross referrals between handyman project and other community services

