



ANNUAL REPORT 2015 / 2016



*Improving  
the quality  
of life for  
people &  
communities*

# ANNUAL REPORT 2015 / 2016

## Chief Officer Report— Jacqui Foile



I am pleased to report that in 2015/16 Voluntary Action was able to continue to provide support, information and advice services to local voluntary and community groups in the District. Our weekly information email bulletin was particularly well received and we were able to assist local groups to securing £52,900 of funding to sustain existing projects or develop new services.

This year as well as business as usual we commenced work on a number of areas highlighted in our new Strategic Plan developed with the support of Almond Tree Consultancy funded by the Big Lotteries Big Assist programme. As such we facilitated a workshop for our membership groups on Remote Volunteering where participants benefitted from advice on developing volunteering opportunities that could be undertaken either at home or off site for example an eBay Fundraiser or Telephone Advisor. The outcome

from the event is that Voluntary Action's [www.volunteersex.org.uk](http://www.volunteersex.org.uk) now includes a number of these opportunities for potential volunteers to consider.

The plan also highlighted our intention to engage with the local business sector. On this, the Community Linking scheme was developed to provide opportunities for VAEF and its membership to form useful and beneficial relationships with Epping Forest businesses. We were delighted that the Epping Forest Chamber of Commerce and the Loughton, Buckhurst Hill and Chigwell Rotary Club wished to help and have a date in the diary for a networking event early next year.

Internally we looked at Communications and a Task and Finish group worked hard to develop new ways of collecting data to show the full value of VAEF and the impact we make to the local community.

Voluntary Action were successful in obtaining funding from Essex County Council to deliver a Winter Warmth campaign. The money allowed us to help Epping Forest residents who were experiencing difficulties due to

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cold weather. Food parcels, warm clothing, bedding and adaptations in the home such as draft proofing were offered to clients in need and were much appreciated.

During the year we started work with Uttlesford Citizens Advice Bureau on Epping Forest Frontline which is a web-based system that allows frontline workers such as GP's and health and social care professionals to see what services are available in their district. They can use the system to securely refer a patient or client to a local service delivered in the district by the voluntary sector, not for profit or statutory services. We have been supporting groups and services to upload their services on Frontline and next year will start to work with referrers encouraging them to use the system.

Part of Voluntary Action's role is to provide networking opportunities for the sector and with this in mind we held a Voluntary Sector Speed Networking event at Epping Hall. There, Epping Forest Councillors had the opportunity to meet local groups to find out about the services they are providing within the District.

We have also spent time looking for

suitable premises to establish a Community Shed in partnership with Council for Voluntary Services Uttlesford. The purpose of the shed is to create a comfortable environment where people can meet and find peer support, networking opportunities and participate in individual or group projects. Although the shed will be open to anyone, we are particularly encouraging men to attend, as research indicates some sections of the male population feel socially isolated. So the hunt will continue to take place next year for a suitable venue.

We have continued to enjoy support from our statutory partners; Epping Forest District Council and Essex County Council and are very appreciative of this. We are also very grateful to the Loughton, Buckhurst Hill and Chigwell Rotary club for holding a quiz night to benefit Voluntary Action.

Unfortunately this year brought some very upsetting news as our dear friend Chris Overend from Epping Forest District Council sadly passed away. Over the years Chris had been very supportive to Voluntary Action and had been

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EFDC's Advisor on our Trustee Board since we were established in 1993. He was very knowledgeable about the sector and was a pleasure to work with. He is much missed.

A productive partnership has continued with Voluntary Sector training who have once again met the training needs of Voluntary Action and many of the groups it works with.

Voluntary Action staff and volunteers have shown outstanding commitment and achieved some fantastic results this year for core services and I would like to take this opportunity to thank my core team colleagues Debbie Smith, David Wright, Sally Panrucker, Charlotte Hyett, Maggie Gilchrist and Nina Gavens for their continued commitment to Voluntary Action. Our direct service members of staff and volunteers have also worked tirelessly over the year and I hope you enjoy reading about their achievements in this annual report. Our trustees and advisors have continued to govern and guide us well, and in particular I would like to thank our Chair, Gill Mann, for her continued encouragement and leadership skills.

Next year we are looking forward to continuing to meet the needs of the community. We are also hoping to secure funding to develop a new volunteering project for people with either mental health issues or learning disabilities.

*Jacqui Foyle*



## Chair Report – Gill Mann



In my Chair's report last year, I commented that Voluntary Action will be working with a newly developed organisational strategy to ensure it can further improve its sustainability, effectiveness and partnership working.

During the past year, this strategy has progressed with the formation of task and finish groups - communications, mental health, community linking and remote volunteering. Each group met on several occasions and has developed an action plan. Work in each area is being undertaken.

We have always managed to maintain a Board of Trustees with a wide experience in the public, private and voluntary sectors. This year, Stuart James, our Treasurer stepped down from this position but remains on our Board and we are very grateful for his contribution over the last few years. We are delighted to welcome two new board members, Linda Morrell as Treasurer and Rachel Poulter as a representative from Citizens Advice Bureau. Both bring with them a wealth of experience.

One of the roles of the Trustee board is to oversee the organisation, ensuring the continuation of high standards in an ever-changing environment, identifying and managing risks and ensuring financial viability.

Maintaining strong links with partner organisations, funding agencies and member groups is essential for Voluntary Action and this is carried out so effectively by Jacqui Foile, Chief Officer, who ensures that services evolve to meet the needs of the community and that every funding opportunity is explored. Securing funding is harder than ever and it is necessary for the staff to be resourceful and innovative. Jacqui is ably supported by the Executive Assistant, Debbie Smith, and Finance Officer, David Wright.

I would also like to acknowledge the work of the wider Voluntary Action team and also the important and valued contribution of volunteers. All the staff go the extra mile to help their clients and this is demonstrated in the many letters and comments sent by clients expressing grateful thanks for services received from staff and volunteers.

I recommend this annual report to you as a reflection of the continuing success of Voluntary Action in difficult financial times.

*Gill Mann*



## Volunteer Centres—Epping Forest and Harlow

The Volunteer Centres Epping Forest and Harlow are part of a nationwide network of independent 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.

The Volunteer Centres Epping Forest and Harlow 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

- Launch of new Essex Volunteer Centre website called [www.volunteersessex.org](http://www.volunteersessex.org) providing a one stop shop for volunteers looking for interesting roles and organisations looking to recruit volunteers in Essex
- Successful monthly information and advice outreach sessions held at Loughton Library
- Excellent regular press coverage on the benefits of volunteering and promoting local opportunities

#### Statistics

- 264 potential volunteers registered with the Volunteer Centre
- 160 volunteers went on to volunteer with local organisations
- Between 210 and 230 volunteering opportunities advertised on [www.volunteersessex.org](http://www.volunteersessex.org) at any one time throughout the year
- Over 70 organisations using the services of Epping Forest Volunteer Centre

#### Looking Forward

- Promoting volunteering at the North Weald Airfield Community Day in June
- Expanding volunteering outreach sessions to Epping Library
- Seeking funding to assist more volunteers with support needs into volunteering

## Volunteer Centre Harlow

### Achievements

- Volunteer Centre Harlow has been operating from Harlow Central Library for a whole year now. Although not a perfect solution to losing the premises at Wych Elm, the service is still able to run efficiently and benefits from a higher public profile, the footfall of potential volunteers has increased significantly. Ongoing support from library colleagues is much appreciated.
- For most of the year Volunteer Centre Harlow has been using [www.volunteeressex.org](http://www.volunteeressex.org) as the main method of promoting volunteering in and around the town, and this is proving successful with volunteer numbers gradually increasing as the site develops.

### Statistics

- During the year Volunteer Centre Harlow received nearly 500 enquiries resulting in 165 face to face interviews

### Looking Forward

- A Charity Fair is planned to celebrate National Volunteers Week and we have a chance to staff the Charity Car Park in July which is a good publicity opportunity as well as a fundraiser



# Supported Volunteering Learning Disabilities Project

The Supported Volunteering Learning Disability 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 with additional funding from the Margaret Dobson Further Education Trust and the Jack Petchey Foundation.

## Achievements

The Catering Project cafe developed with Epping Forest District Council in the Civic Offices is in its third successful year, providing opportunities for people with Learning Disabilities to gain valuable work experience with a view to building confidence and working towards a career in catering.

The Conservation Group continues to be a valuable asset at The Royal Gunpowder Mills. The team have also been out in the community working with the Open Orchard Project planting fruit trees in public spaces and planted over a hundred trees last year.

The 'Talk and Sort' Arts and Crafts group continues to work closely with Samaritan Purse 'Operation Christmas Child' and other local charities. They have also worked on several art projects and some of the art work has been selected for The Creative Haven Art Exhibition in June.



The Allotment Project in conjunction with Parsonage Court Sheltered Housing Scheme for older people has had another successful year and have grown a variety of crops for the residents to enjoy.

The group worked on making a new allotment design segregating the plots into a series of separate vegetable beds making them easier for the older people to access. They have also worked alongside the gardening project on 'ground force' days to tackle large overgrown gardens of people in the area who cannot do so themselves.



The 'All Together Now' singing group have continued to increase in numbers and have performed across the district at older people's clubs and homes. Last year they also performed at The Creative Expressions Art Day, Chigwell Disabled Group and organised a Rock and Roll Event for Voluntary Action's Befriending group.

The Band Project is making steady progress with the members developing their musical skills and working together as a team. We were also pleased to have two further volunteers to help with musical support. We are currently rehearsing in Debden Library based in Epping Forest College and are working towards developing the project further with the College's Additional Learning Support and Music Faculties.

The project continues to thrive with more people looking for interesting and worthwhile activities to do in the area. We have worked with many voluntary organisations in the area on a variety of community projects.

Voluntary Action Epping Forest were awarded £1,500 at The Jack Petchey Crystal Awards at City Hall, London in recognition of the outstanding work of the Supported Volunteering Project with young people in the area.

Volunteers from the project organised and performed an outstanding 'Rock and Roll' Event for VAEF's Befrienders Group in January. The occasion was a fabulous event enjoyed by all.

#### **Looking Forward**

- Continual development of volunteering opportunities, ensuring that they provide volunteers with a valuable experience.
- New furniture upcycling project in partnership with Furniture Reuse
- The development of the project to encompass personalised budgets
- New gardening project

#### **Statistics**

- 37 clients supported by the project
- 6 group activities
- Clients have spent a total of 4232 hours volunteering between April 2015 and March 2016 in supported group placements
- 14 Individual placements
- Volunteer support staff contributed over 1331 hours in the last year



# TimeBank

A Timebank is a group of people working together to make a difference in their community and build a network of supportive friends. It allows for members to volunteer their time and skills in exchange for another's. There is no on-going commitment and members do what they want, when they want. Members assist those who need help and in return can request services themselves as the need arises. The more members, the wider the range of skills on offer.

## Achievements

- We now have a vibrant membership with a range of exchanges taking place
- We hold regular coffee mornings and social events
- We have a very popular Coffee and ITea event which takes place at Loughton Library every 6 weeks or so, helping members with their baffling gadgets
- The TimeBank has made connections with a number of local charities and organisations as well as colleges and councils
- We have held tea-dances where a mix of generations have had a wonderful time and members of the TimeBank contributed dance demos, cakes and nibbles, tea- making and provided organisational support



## Statistics

- Individual Time Bank Members: 94
- Exchange Hours Generated for April 2015- March 2016: 5515
- Mini Time Banks in Operation: 8



## Looking Forward

- Continue to publicise the TimeBank and expand membership take-up
- Continue all social events and develop further ideas
- Attend a number of events including Alzheimer's Cafes, the Epping Town Show and North Weald Airfield Community Day etc

# 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 to tend gardens for Council tenants
- Continued funding from EFDC via CARE to tend homeowners' gardens
- Once again we have been fortunate enough to secure the High Sheriffs award of £600 for equipment
- Two ground force days were held during the 2015/16 season in partnership with the Supported Volunteering – Learning Disabilities project

## Statistics

### Tenants

- 144 Council tenants received 501 gardening visits
- 2 Ground force days were held
- 8 volunteers worked with the gardening team

### Homeowners

- 31 Homeowners received 35 gardening visits
- 1 volunteer worked with the gardener

### Volunteers

- The volunteers gave 998 hours of gardening and administrative support to the project

## Looking Forward

- Working with Volunteer Centre Epping Forest and the Timebanking project to recruit more volunteers
- Further ground force days in partnership with the Supported Volunteering – Learning Disabilities project



# Home Safety

The Home Safety service assesses the needs of clients who are unsteady or vulnerable to a fall within their home in West Essex. Additionally the property is surveyed to look for any security issues and advice is given to raise awareness on bogus callers. Any hazards highlighted in the survey are eradicated where possible to eliminate potential falls and keep the occupant 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 residents less vulnerable in the Epping Forest district. 2015/16 was another excellent year for Home Safety.

## Achievements

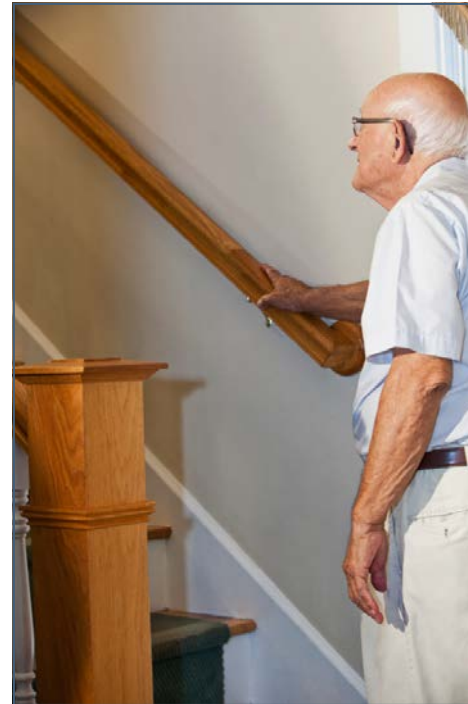
- Exceeding targets set by the funders West Essex Clinical Commissioning Group
- 16% above target for Internal work
- 13% above target for external work
- Many hospital discharges have been on time or sooner as a result of speedy attendance to fit equipment
- Clients have reported that our service has reduced the risk of falls at home, thus keeping them out of hospital
- Successful delivery of a 1 Year Test & Learn Project covering external falls prevention work

## Statistics

- 734 properties visited and surveyed for trip hazards
- 45 crime related visits
- 304 properties security checked and advice given or work undertaken
- 1683 pieces of equipment fitted to reduce falling
- 158 pieces of equipment fitted to keep clients Safe within their home

## Looking Forward

- Supplying personal alarms to clients for them to use if they have a fall which could alert a neighbour



# Handyman

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

## Achievements

- Over 400 referrals received and completed this year
- 98% completion within 48 hours
- 100% tenant satisfaction with excellent feedback
- Conservative estimate that well over £20,000 in savings made for tenants using the service rather than using commercial contractors
- Handyman nominated by project client for achieving Highly Commended Unsung Hero Pride of Essex Award
- Partnership work with EFDC Housing Management, Safer Communities and "Care and Repair Epping" continue to prosper

## Statistics

- Over 400 referrals received equating to over 550 completed jobs
- Over 350 informal safety and security assessments conducted
- Over 50 direct referrals from tenants

## Looking Forward

- Potential development of the Handyman service to include jobs for tenants currently outside the remit but regularly requested
- Continued publicity through EFDC publications and local press wherever possible to maintain profile



# Befriending

The Befriending Service aims to provide support and friendship for those living on their own or in isolation. The service offers three weekly activity clubs, which provide various activities such as seated exercises, quizzes, entertainers, games, bingo, arts and crafts as well as regular day trips out which give much needed stimulation to many whilst reducing their 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

- Weekly Befriending activity clubs held at North Weald, Loughton and Waltham Abbey have an average attendance of between 20 - 30 members each week
- Between 5 - 10 clients attended the monthly lunch club held in Theydon Bois

## A number of trips were held for clients including:

- Canal boat trips cruising the River Lee with fish & chip lunch
- Cream Teas at Mulberry House and the Marriott Hotel
- Lunches at various restaurants, hotels and pubs within the district
- Various themed cabaret lunch events at Hunters Meet in Hatfield Heath
- Silver Sunday Event at Jubilee Court in Waltham Abbey consisting of a dance demonstration, cream tea and singers
- Christmas parties with buffet lunch and fantastic performances from Henry Moore Primary School Choir with a special visit from Father Christmas (over 30 children and 90 clients attended)
- Joint 1950s themed event with the Supported Volunteering Learning Disability project and all three activity clubs at Theydon Bois Village Hall including a buffet lunch and entertainment all afternoon
- Volunteer training courses including First Aid, minibus passenger safety and Moving and Handling

## Statistics

- Supported 156 clients through the project
- 39 volunteers assisting with the project
- 4 clients receiving one to one visits in their homes



### Looking Forward

- To recruit additional volunteers to continue to enhance the project
- To increase volunteer skills through training opportunities
- To continually strive to provide enjoyable and stimulating activities and events
- To work with new partners such as the Community Agents to seek clients for referral
- To secure additional funding for one-off events or Christmas party



# Benefits

The Benefits advice and information project is available to those whose personal circumstances make it difficult for them to access services in their area or outside the home. A home visit can be made and information provided on benefits available to the individual along with assistance to complete application forms. The service is available to those who live in the Epping Forest district.

## Achievements

This project started in April 2015 as it had become apparent through our work with carers that there was a growing number of housebound individuals needing help with completing benefit applications and also advice on which benefits to apply for. In our first quarter we received 27 referrals from other agencies and health professionals, from which 25 successful applications were made. The project has continued to receive an increasing number of referrals each quarter.

## Statistics

- 146 people received advice and information on benefits from the project
- 100 benefit applications completed
- 96 successful benefit applications

## Looking Forward

- The Essex Community Foundation has awarded funding to continue the project in 2016 – 17

**Disability and Carers Service**  
Government for Social Development

**Attendance Allowance**  
for people aged 65 or over

Please fill in this claim form and send it back to us as soon as you can. We can only consider paying benefit from the date we receive it.

**1** Before you fill in this form, read page 3 of the notes booklet that came with this form.

**About you**  
Please tell us your personal details. If you are filling in this form for someone else, tell us about them, not you.

**1** Surname or family name  
All other names in full  
Title  
For example, Mr, Mrs, Miss, Ms

**2** National Insurance number

**3** Date of birth (day/month/year)

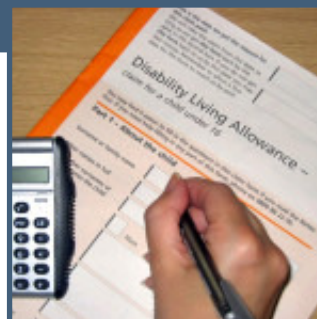
**4** Sex  
☐ Male ☐ Female

**5** Address where you live  
Postcode

**6** Daytime phone number where we can contact you or leave a message.  
Phone number, including the dialling code  
Tick to show how you would prefer us to contact you:  
☐ Phone ☐ Textphone  
Our textphone service does not receive messages from mobile phones.  
Mobile number

**7** What is your nationality?  
For example, British, Spanish, Turkish

AA1A June 2011



## Services Gallery



# Voluntary Action Staff and Trustee Board



Jacqui Foile	Chief Officer
David Wright	Finance Officer
Debbie Smith	Executive Assistant and HR Co-ordinator
Charlotte Hyett	Project and Business Development Officer
Sally Panrucker	Supported Volunteering Learning Disability Officer
Maggie Gilchrist	Volunteer Centre Co-ordinator Epping Forest
Marc Balkham	Timebank Co-ordinator
Ray Harris	Supported Volunteering Learning Disability Sessional Worker
Della Nash	Volunteer Centre Co-ordinator Harlow
Nina Gavens	Funding and Information Officer
Julie Bristow	Befriending Scheme Co-ordinator
Claire Marsh	Befriending Scheme Sessional Worker
Trevor Felton	Befriending Scheme Driver/Home Safety Assistant
Jina Symes	Benefits Advice Officer/Gardening Administrator
Karen Macmillan	Lead Gardener
David Boshier	Gardener
Aubrey Brandy	Gardener
Steve Cox	Home Safety Check Co-ordinator
Chris Bullock	Handyman
Colin Rowell	Safer Communities Partnership Secretarial Assistant
	IT Support

## Voluntary Action Epping Forest Trustee Board

Chair	Gill Mann, Individual Member
Vice Chair	Gerry Smith, Essex Boys and Girls Clubs
Treasurer	Linda Morrell, Individual Member
Jane Adair	Individual Member
Elizabeth Rawlings	Epping Forest Housing Aid
Liz Went	Royal Gunpowder Mills
Caroline Skinner	Chigwell Riding Trust for Special Needs
Rachel Poulter	Epping Forest CAB
Dr Myrna Gilbert	Individual Member
Gaby Gold	Adviser, EFDC
CLlr Glynis Shiell	Adviser, EFDC

Our thanks and best wishes go to the following staff who left in 2015 / 16:

Laura Salamon, Stephanie Smith, Roger Emmens.

## Voluntary Action Volunteers

Marc Balkham  
Paul Baxter  
Rose Black  
Alfred Burgess  
Georgia Carr  
Dale Castle  
Zoe Chapman  
Joy Chatterjee  
Raj Chatterjee  
Hayley Clark  
Carol Cogan  
Ricky Conrad  
Marina Crawford  
Georgia Curtis  
Christopher Daniels  
Viv Davis  
Jean Edwards  
Margaret Emmens  
Annette Everett  
Andrew File  
Richard Ford  
Janet Fox  
Stephen Fox  
Raye Fry  
Thomas Hanna  
Viv Hill  
Barbara Hollingum  
Chris Hooper  
Daniel Leeks  
Kelly Lewis-Hall  
Chris McEwan  
Ewan McGuinness  
Sue McGuinness  
Susie Maclean  
Linda Mays  
Josephine Moore  
Alan Oyston  
Katie Page

Sally Panrucker  
Karen Patience  
Emma Pavett  
Christopher Pomfrett  
Vera Prior  
David Rees  
Christine Robson  
Frances Rosenberg  
Angela Rowland  
Diana Rumsam  
Josh Russell  
Judith Samuel  
Merle Sharp  
Daphne Shawe  
Barbara Sheard  
Harry Shimmen  
Sophia Smith  
Beverley Soutar  
Eleonora Spencer  
Pauline Townsend  
Pat Williams



# Voluntary Action Members

## Affiliated Members

Age UK Essex	Ongar & Villages Voluntary Care
BATIAS Independent Advocacy	Ongar Town Council
British Red Cross	PACT for Autism
CALM	PAH NHS Trust - Charitable Fund
Canalability	Parkinsons UK
Chance UK	Radio Forest Hospital Radio
Chigwell Riding Trust for Special Needs	Razed Roof
CRUSE Bereavement Care Epping Forest Branch	Restore Community Church
Davenant Foundation School	Roding Valley U3A
Elbow Grease Co-operative Ltd	Rotary Club of Loughton, Buckhurst Hill & Chigwell
Epping Forest Community Transport	Royal Gunpowder Mills
Epping Forest DC "Lifewalks" Walking for Health Scheme	Salvation Army
Epping Forest District Citizens Advice Bureau	South Loughton Cricket Club
Epping Forest District Council Countrycare	Spark
Epping Forest Field Centre	Spurgeons
Epping Forest Housing Aid Scheme	St Clare Hospice
Epping Forest Reuse	Stapleford Abbots Parish Council
Epping Ongar Railway	The Epping Golf Club
Essex Boys and Girls Clubs	The Lopping Endowment Fund
Family Mosaic	The Red Balloon Family Ltd
Friends of Jubilee Lodge	The Samaritans of Redbridge
Harlow Citizen's Advice Bureau	The Woodcraft Folk
Haven House Childrens Hospice	Theydon Bois Parish Council
Healthy Living, Healthy Lives CIC	Three Valleys Male Voice Choir
Integration Support Services	Waltham Abbey Community Association
Lambourne End Centre for Outdoor Learning	Waltham Abbey Town Council
Lee Valley Regional Park Authority	Waltham Abbey Youth 2000
LIKA Family Fostering	Woods Forever
Loughton Foodbank	Youth Plus
Loughton Stroke Club	
Loughton Town Council	
Loughton Voluntary Care Association	
Mark Hall & Netteswell Community Association	
Mind in West Essex	
North Weald Parish Council	
Older Peoples Research Group Essex	

# Voluntary Action Members

## Non Affiliated Members

ACCURO  
Harlow Neighbourhood Watch  
Rotary Club of Epping  
Safer Places  
St Paul's Harlow Town Centre and St Mary's  
Little Parndon  
YCT Young Concern Trust



**VOLUNTARY  
ACTION** EPPING  
FOREST

## Voluntary Action Funders

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:**

The Big Lottery Fund  
Epping Forest District Council  
Epping Forest District Community Safety Partnership  
Essex County Council  
High Sheriffs' Award  
Jack Petchey Foundation  
NHS West Essex Clinical Commissioning Group  
Harlow District Council  
Essex Association of Community and Voluntary Services  
Essex Community Foundation - The Chiron Charitable Fund  
Essex Community Foundation - Essex Millennium Fund  
Fowler Smith and Jones Trust  
The Margaret Dobson FE Trust



Funded By



LOTTERY FUNDED



West Essex Clinical Commissioning Group

**Handyman**

'Just to say I am so delighted with the step work Chris did here. I feel so much safer from pavement to door now - the paint really stands out. He is a very careful, observant, caring man. Thank you very much for organising that'

**Core services/ Information & Funding**

'Thank you for all your time and enthusiasm in organising the networking event. It was great meeting so many like-minded organisations, and a much needed forum. Well done to everyone at VAEF'

'Thank you for your advice and support this year. It was very much appreciated' (Member group)

**Befriending**

'Mum loves the Friday group so thank you for all you're doing. It is the best club I've heard of and mum loves it'

'To Julie and all her wonderful staff and volunteers, many thanks for giving your club members such a great time'

'To Julie and the team, thank you so much for having me. I've loved every minute of it' (from a young volunteer).

**Gardening**

'I have the gardening volunteers come here to see me. I think it is the nicest and loveliest thing that has happened to me. They are so very kind and caring, it is a wonderful thing and I am so happy to see them'

'The gardeners keep my garden tidy which I cannot do myself now. It makes me happy seeing it looking good'

'I like a neat garden. As not able to do my own gardening anymore, this service makes me feel good and proud of my garden. The volunteers are very kind and hardworking'

'An amazing difference, an amazing team. It has opened up my life now that I am less mobile. Thank you.'

'My back and front gardens were overgrown so badly I couldn't see out. It is wonderful to not be closed in and Aubrey is such a nice kind man it's a pleasure to see him when he comes'

**Home Safety**

'Very pleased with shower rail, feel much safer now'

**Charity No: 1097376 Registered Company Limited by Guarantee No: 4689779**

**Telephone: 01992 564178 Email: [admin@vaef.org.uk](mailto:admin@vaef.org.uk)**

**Web: [www.vaef.org.uk](http://www.vaef.org.uk) @VAEF01**



**VAEF Handyman Chris Bullock  
receiving the Pride of Essex Unsung Hero Award**