

**REVIEW BY TASK AND FINISH PANEL****QUESTIONNAIRE ON SERVICE PROVISION BY SLA FUNDED GROUPS**

**1. Name of Group...**Loughton Voluntary Care Association.....

**2. What does your group do?** We support, usually, older, frail IG10 residents, mostly by providing transport to hospital and other medical appointments and offering an arm where necessary. In 2014 this amounted to 545 medical drives and 18 drives for other reasons. LVC also provides a befriending service in clients' homes (13 in 2014) and a weekly escorted shopping service using an easy-access minibus for up to 12 clients (370 individual trips in 2014). Being small and flexible we can usually respond to requests from other residents who need the help of a "good neighbour". In 2015 144 clients used us.

Although not a faith group, we partner with local churches providing linked services, including a monthly fish and chip lunch (which regularly attracts 30 people) and tea parties.

In Autumn 2014, as part of an online course (Novo-Ed: Design Kit: The Course for Human-Centred Design) LVC consulted over 120 older residents in Loughton about improvements they would like to see in their lives, with a view to combatting loneliness. What they want is like-minded companionship, to get out more and to play a role in helping others. So in February, in partnership with Barclays Bank, LVC launched our Silver Surfer Club (iPad familiarisation session for older people: 42 attendees so far in 2015). We have also "nudged" local taxi firms to offer a Silver Service (offering the same "elder-friendly" service that LVC does, at no extra cost) to embolden older people to go out and do what they want.

**3. Please tell us about the positive impact you feel you make in the Epping Forest district**

See the figures above.

Firstly: local health services: our drives to PA, Harlow, Whipps Cross and St. Margaret's hospitals reduce the pressure on hospital transport, giving them more capability to provide a discharge service and thus increase bed space. As regards SEPT, our drives to clinics and GP, optician and dentist surgeries reduce wastage through missed appointments. We hear time and time again that clients could not get to such appointments were it not for us.

Secondly: well-being in older people: see above. Also through our initiatives to beat loneliness – befriending, escorted shopping, Silver Surfer Club, fish and chip lunch and other social activities – we are promoting better physical and mental health in older people.

Thirdly (but not least): community cohesion: we work in partnership or liaise closely with local groups delivering similar services – churches, Restore Centre, community nurses, Rotary, Alzheimer's Society. Together we are stronger, providing a raft of support for older people in Loughton so that their voice may be heard.

Living a good old age is one of the crucial issues of our time. LVC believes that by listening to that voice and by responding quickly in a dynamic and innovative way, we can both promote and practically assist a better old age.

Most of our work is with returning clients and we regularly get positive feedback from them.

**4. Tell us how the grant aid funding has contributed to your activities/services?**

Nobody within LVC is paid; mileage expenses incurred by our volunteers are reimbursed and are roughly covered by any voluntary donations our clients make towards their transport. LVC has been awarded funding by other bodies for this year's new developments of the Silver Surf Club (six iPads and their insurance; Barclays offer premises and refreshments free) and our website design and maintenance for two years. We are a lean machine.

The EFDC grant aid funding pays for our considerable phone bill and peppercorn office rent, stationery, postage and other office expenses and insurance and DBS (ex-CRB) checks for volunteers. These could be described as fixed running costs which enable LVC to operate.

**5. What would your group like to do to extend its provision and what unmet needs are you aware of?**

We are always looking for ways to improve our service; in particular in our projects to tackle loneliness. Our plan for the second half of this year is to pilot at least one six week course to help attendees on the Silver Surfer Club familiarisation course become functional iPad users, concentrating on using IT to make contact with friends and family, to find information which will save money or make financial tasks simpler and to see what social activities there are locally. So far we have two venues, neither of which will charge to host the Club.

LVC intends this to be the model; we will not incur revenue costs.

We have also prototyped a Silverline style telephone buddy system which would be a useful adjunct to our befriending service; this would involve older people, some of them clients, as buddies so there are a lot of issues, including safeguarding issues, which need attention.

**6. Please provide a copy of your latest income/expenditure statement.**

Sent by post

**Many thanks**

**Chris Overend**  
**Community, Policy and Grants Manager**

TREASURER'S REPORT

FINANCIAL REPORT FOR 4 MONTHS TO 30.6.2018

CLIENT DONATIONS	£1841	(1582)	
MEM: TRAVEL COSTS	2052	(1630)	-311 (-48)
SHOPPING DONATIONS	816	(687)	
MEM: SHOPPING COSTS	864	(720)	-144 (-93)
			<u>-259 (-141)</u>
MEM: TELEPHONE	263	(215)	
INSURANCE	656	(415)	
AGENCIES	250	(250)	
DAS CHECKS	48	(11)	
WEBSITE	445	(-)	
STATIONERY & POST	22	(246)	
MISCELLANEOUS	175	(135)	-1819 (-1272)
			<u>-2079 (-1413)</u>

DONATIONS:

ANGELIAN COMM.	1914	* (-)
WALTHAM	280	(-)
ROBERTSON T.C.	495	* (-)

BANK INTEREST	2	(2)	2691
SURPLUS			613 (-1411)
BALANCE BROUGHT FORWARD			10828 (10376)
			<u>11441 (-9305)</u>

CASH & EQUIPMENT ACCOUNT	2876	(645)
DEPOSIT ACCOUNT	8565	(8660)
	<u>11441</u>	<u>(9305)</u>

\* £1914 for buy for website.  
\* £495 for 6 pounds

FRD RIMHARJON

15.6.2018

The figures in brackets are for the same period in the previous year

