



*Community Agents*

Supporting  
vulnerable  
people in  
Redcar and  
Cleveland  
to remain  
independent  
in their own  
home

# Community Agent Project “The Story So Far”

Sept 2013 – June 2014



Funded by South Tees Hospitals NHS Foundation Trust and  
People Services, Redcar & Cleveland Borough Council



South Tees Hospitals **NHS**  
NHS Foundation Trust



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## **The Background**

The Community Agent Project is delivered across Redcar and Cleveland by Tees Valley Rural Community Council (TVRCC).

It has been jointly commissioned by South Tees Hospitals NHS Foundation Trust and Redcar & Cleveland Borough Council who have recognised the value of working alongside the Voluntary & Community Sector



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## **Community Agents....**

work alongside health and social care practitioners to signpost or refer people onto appropriate services.

Our aim, with positive support from the voluntary sector, is to enable vulnerable people to feel safe, stay active and remain independent in their own homes, particularly those who live alone and those who are frail or elderly

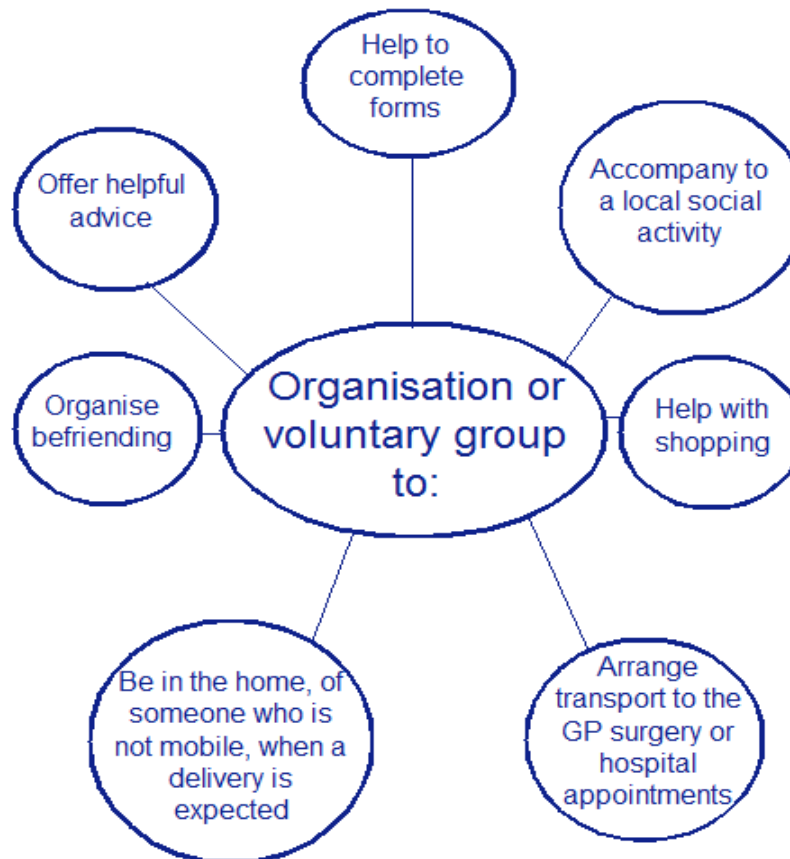


Tees Valley

Rural Community  
Council

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The type of things we can respond to are:





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## **The project:**

The project went live at the end of September 2013 and is funded until March 2015.

Originally the community agents received referrals from NHS and Social Care Practitioners, who work in the community, and from individuals or family members. However, as the project has become more established it has received referrals from Voluntary organisations such as Age UK and MIND, Coast and Country Housing, Tees Valley Housing, JCUH A&E and Discharge Facilitators and also a couple from GPs.



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## **Sept 2013 - Oct 2014**

540 individual referrals

662 different requests for support.

### **Number of requests made for:**

131 befriending

78 form completion

70 help with transport

71 information on social activities

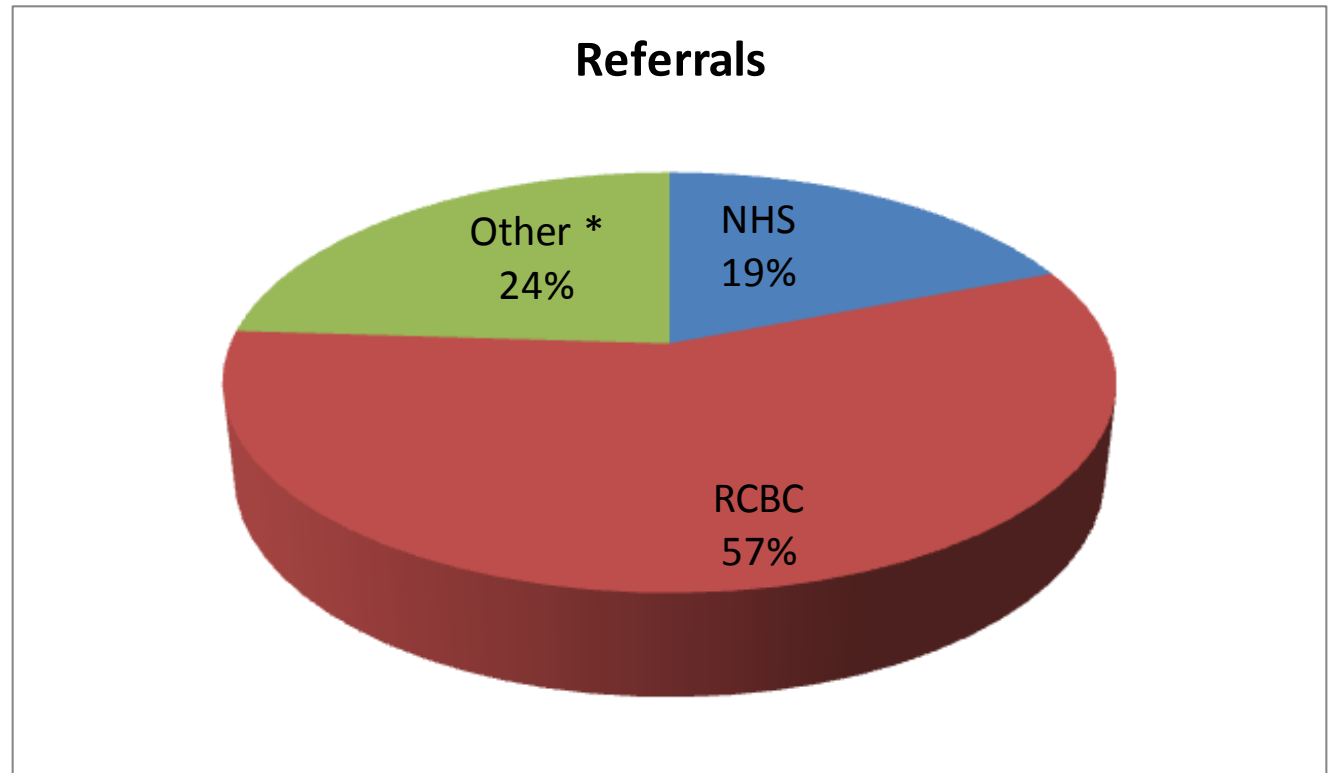
74 benefits / debt advice



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## Sept 2013 - Oct 2014 Referrals received:



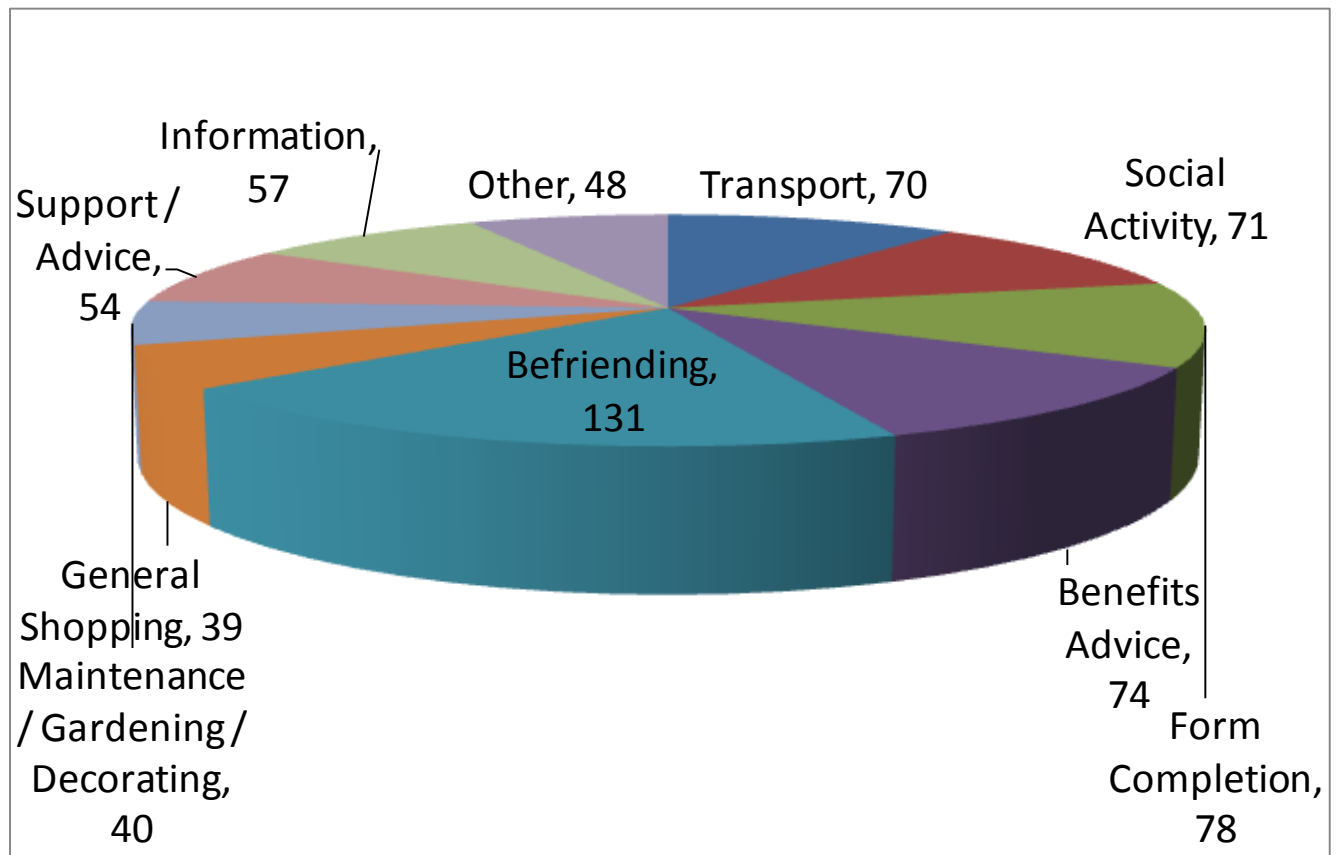
\*Sometimes as a result of a leaflet left by an NHS staff.



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### Breakdown of requests received Sep 13 – Oct 14



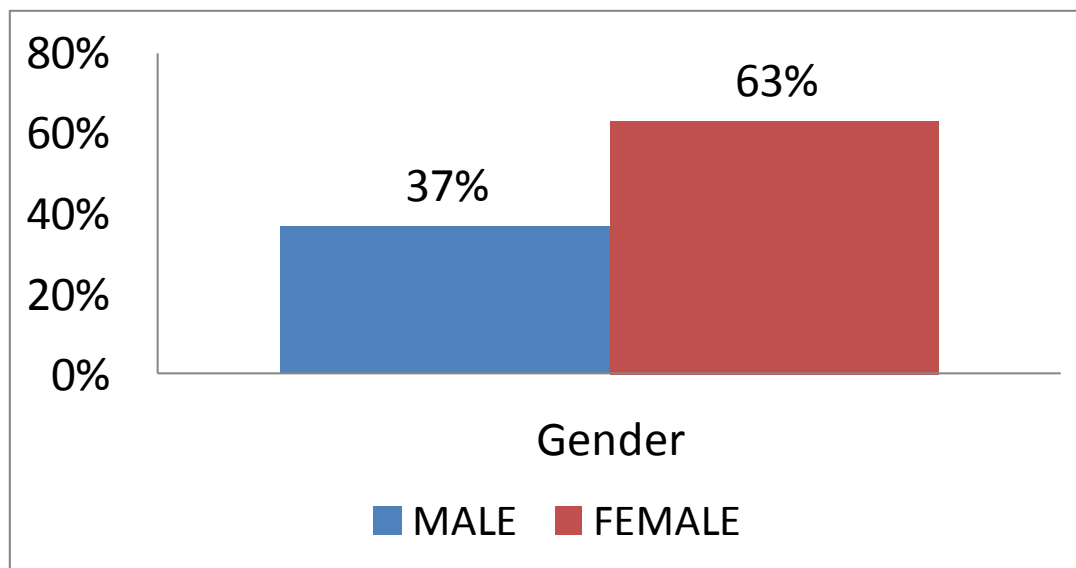




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### Male and Female percentages : Sept 2013 - Oct 2014

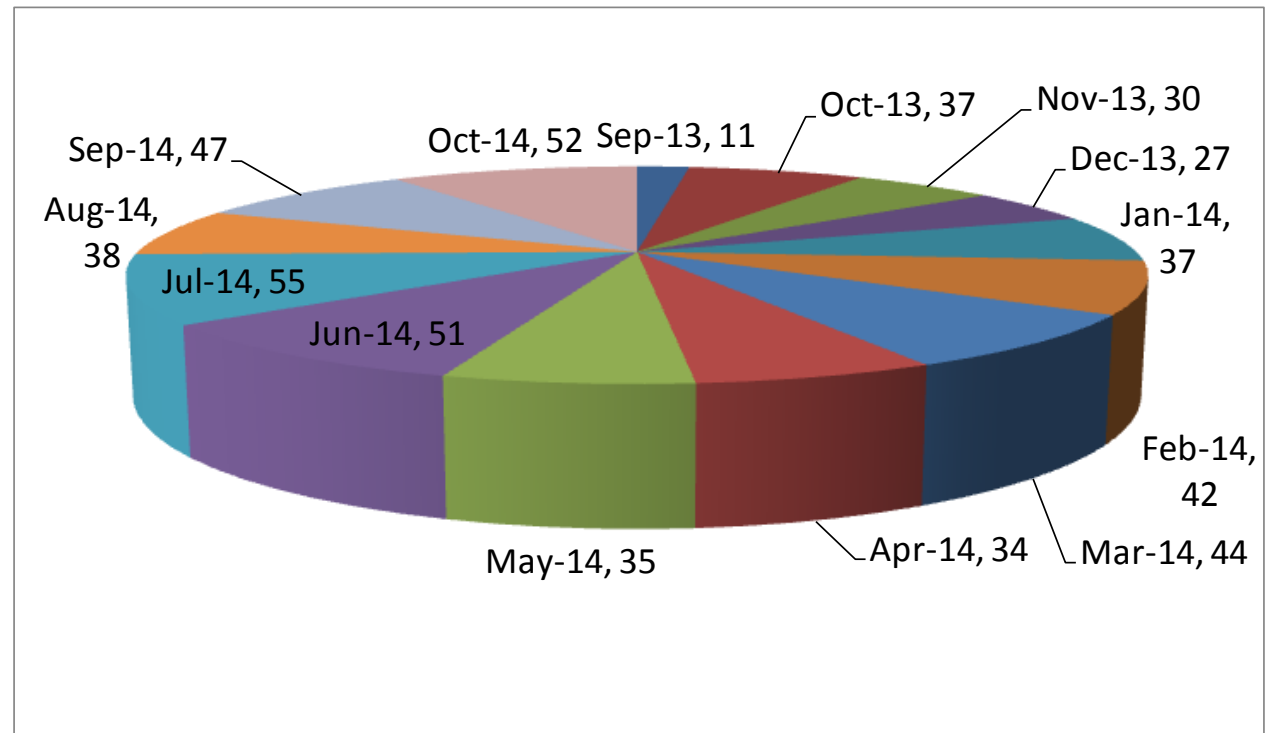


85% of all referrals have been over the age of 50, of which 24% were over 86 years old.



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### Sept 2013 – Oct 2014 : Monthly referrals



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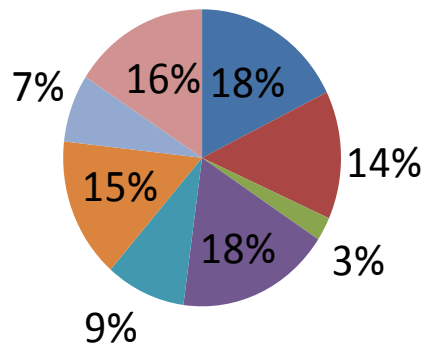
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## Outcomes for Feb 14 – Oct14

### Needs to be met

- Social isolation
- Access to health facility
- Physical Well-Being
- Mental Well-Being
- Basic need i.e. shopping
- Financial Support / Advice
- Emotional Well-Being
- Remaining Independent



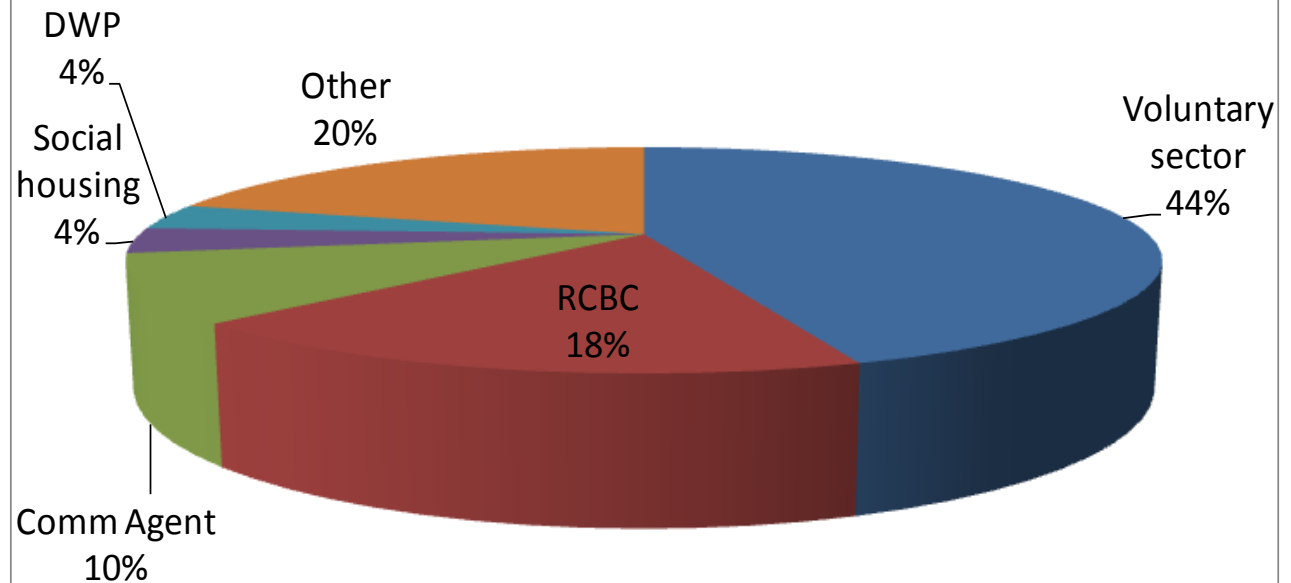


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**Sept 2013 – Oct 2014**

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**Who is helping to resolve the issue**

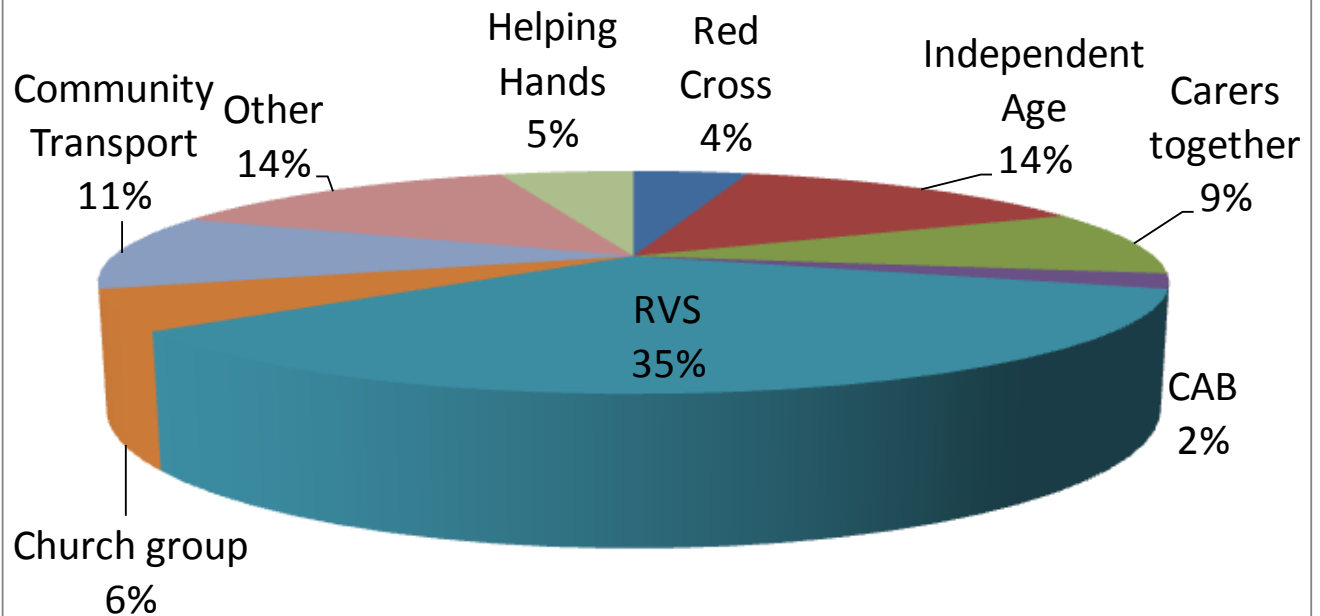




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### April - Oct Voluntary Organisations supporting those referred to project





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## Over 50 organisations we have signposted to:

Action for Blind People  
Age UK  
Alzheimer's Society  
Bridge Card for bus  
British Red Cross  
Brotton Village Hall - Over 60s Group  
CAB  
CAP Christians Against Poverty  
Carers Together  
Church group/activity  
Coast and Country  
Community Police Officers  
Credit Union  
Debt Advice Line  
DWP Visiting Service  
Food Bank  
FRADE - Furniture Reclamation Charity  
Fire service  
Guisborough Bridge Association  
Handy person Scheme  
Helping Hands  
Hope Animal Charity  
Housing Association  
Independent Age  
Jubilee Hall, Carlin How  
Kidz Konnect  
Library activity  
Liverton Village Halls  
Meal on wheels services  
Middlesbrough Welfare Rights  
Motor Neurone Disease Association  
MIND Reablement and Psychological Teams  
NE Ambulance Service - Patient  
Nunthorpe Community Cafe  
NYCIL Transport  
Positive Strokes (Stroke Support Group)  
Redcar ROC  
R&C Borough Council (inc Care & Repair)  
R&C Welfare Rights (Families & Children)  
RCBC Warm and Well Service  
RCVDA  
Redcar ROC  
Royal British Legion  
Royal Voluntary Service  
Salvation Army  
Silver Line  
Take Heart Support Group  
Talking Therapies  
Teesside Cat Protection  
Tees Valley Transport Brokerage  
Teesside Society for the Blind  
University of 3rd Age



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## **Time taken to deal with Referral**

On average from 15 sample cases, the average time working on the referral is 2 hours 5 minutes.

This includes phone calls to referrer, contact with client, researching solutions and contacting/signposting to other organisations and feedback via phone or email. This does not include writing up or monitoring which on average takes an extra 30 minutes.

The shortest case took 15 minutes, the longest 5 hours.



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**Identifying the Gaps:** A lack of volunteers and realistic transport solutions, especially in rural locations.

**RCVDA: South Tees CCG Innovation Fund** - recruitment drive for volunteers especially for befriending and transport.

**Teesside University Graduate Internship**  
3 month placement to help develop volunteer driver scheme and give general support to the project.





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## Any Questions?





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## Contact Details:

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Eston, Normanby, Ormesby, South Bank,  
Grangetown, Teesville are covered by both agents.