

## 1. Introduction to the Village Agents

- Well received and thanked for local service

## 2. Progress update

- Recruited and trained the Agents
- Prepared procedures and policies
- Launched the service mid October
- Promotional materials, website and online referral system
- 48 Referral Partners
- Approximately 180 customers to end of February (360 referral and activities)

## 3. First Quarter Performance Report

- General welcome and acceptance of the style
- Encouraging performance
- High delivery cost raised at Maldon by MDC, One Place, Swan Floating support and Farm Crisis Network
- Can we put a value to independence?

## 4. Feedback from Stakeholders

- ECC benefits service praised the service
- Newsletters not reaching right people
- Need to refine parish council communication
- Need system to refer on and back
- Contact GP surgeries off patch
- Consider feedback forms
- Link with emergency planning parish lists
- Use advert in Maldon Courier
- A valuable service but avoid duplication with One Place
- Swan Floating Support not getting referrals
- Still want meetings
- An independent way of bringing all services together

## 5. Expanding the service

- Parish Councils could use the referral system
- Contact District Nurse service
- Should cover SE Maldon area of deprivation
- Move away from the Dengie
- Signposting service is required in the Dengie
- Great Bardfield and Finchingfield
- Cover Hanningfields

## 6. The Village Agents Website

- Maldon S/H's wish to review at next meeting

## 7. Next Steps

- Enhancements to the VA Hub
- 2<sup>nd</sup> Performance report Jan to Mar 2010
- Launch extended areas
- Village fetes and summer events
- Next stakeholder meetings June/July 2010
- Shopper bus launch in Braintree