

1. Awareness

- Some senior managers in local Councils do not know about the Village Agents Service
- Essex Police would like to disseminate information more widely to officers and support staff
- Essex CC would like article for Passenger Transport newsletter

2. Service

- Need to consider links with:
 - Probation Service
 - Youth Offending Team
 - Direct Payments Users Network
 - ILA
 - MP surgeries
- Need to consider the specific needs of farm/land/agricultural workers in more detail
- Need to contact the County representative for AlmsHouses Association
- Referral partners would like a more consistent level of customer details ie DOB etc.
- Introduce a service user feedback/exist survey to measure satisfaction

3. Performance

- Provide figures to ECDP for number of service users that consider themselves to be disabled
- 300 people per month are using the shopper buses
- Some organisations worried about the lack of referrals to them. This could be because they are already well known or that people are not discussing that type of need with the Village Agents.
- Promotion in rural areas is a real bonus for some small organisations
- Referral partners would like details on number of referrals to each partner
- Provide an email address to allow stakeholders to express views on value of the service to ECC

4. Meetings

- Maldon Agents to meet with Maldon DC
- Braintree Agents to meet Swan Floating Support
- Need handout as slides impossible to read.
- Seek items for discussion in advance of the next round of meetings