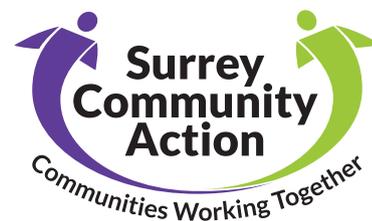




Welcome to the newsletter from Surrey Community Action to Voluntary Transport and Good Neighbour Schemes across Surrey. Each issue is written by our Co-Ordinator, Vicki Turton.



Winter 2016/17

# newsletter



## 2015 survey results

Each year we ask you to complete our survey. The results help us to uncover the level of demand and identify future support needs for the schemes.

You can find the full report on our website at [www.surreyca.org.uk](http://www.surreyca.org.uk) but some of the key points from the 2015 survey were:

- The average number of passenger journeys per scheme in 2015 was 1618 (compared to 1460 per scheme in 2014) with the smallest scheme reporting just 16 requests and the largest scheme reporting over 8000.
- 35% of car schemes who responded reported that they had received more requests than the previous year
- Participants reported that volunteers increased from 2,811 in 2014 to 3116 in 2015
- 97,970 journeys were carried out by the 65 schemes that replied

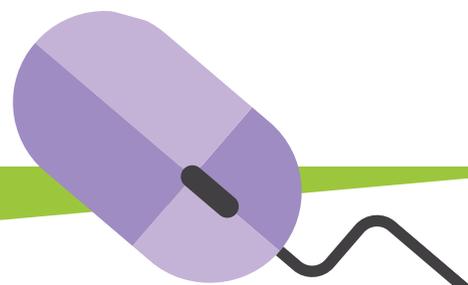
Please return the enclosed survey to me by Friday 3 March



### This Year's Survey

The 2016 survey will help us to compare year on year growth or reduction in demand, so that's why some questions have been repeated. Please answer each question to the best of your ability so that we can find out the true cost of the service you provide!

We have included a paper copy of the survey with this newsletter but we would really appreciate it if you could complete the survey online at [www.surreyca.org.uk/services/good-neighbour-schemes/](http://www.surreyca.org.uk/services/good-neighbour-schemes/)



# Approaches to reducing loneliness and isolation

An estimated 10% of the older population aged over 65 are experiencing loneliness in the UK. This figure rises to a staggering 50% (approx.), for those aged 80 years and over. The Perspectives on Psychological Science journal revealed last year that loneliness and social isolation can 'increase the risk of premature death by 30%'



Living alone can contribute to loneliness. In Surrey, 30% of people 65 years old or over live alone. In certain wards, this figure rises to more than 40%.

Evidence shows that causes of loneliness are more complex than simply being about physical isolation and lack of companionship.

Loneliness is influenced by circumstances and events, as well as by personal, cultural

and psychological factors. Identifying people at risk of loneliness can be difficult. However, interventions that involve older people at every stage, including planning, development, delivery and assessment increase the chances of success. Organisations and neighbourhoods can do more to end loneliness in our communities.

As the ageing population in Surrey increases, more needs to be done in terms of tackling this issue.

## Marketing tips for good neighbour schemes



There are a number of marketing tools you can use to promote your good neighbour scheme to potential volunteers and clients which don't require lots of time or money.

However, there's no 'silver bullet' - the key to effective communications is to use all of the tools as often as you can.

Discover what these tools are and how you can use them by downloading our 'Marketing tips for good neighbour schemes' guide from our online resource library at

[www.surreyca.org.uk/resource-library/](http://www.surreyca.org.uk/resource-library/)

# Free tea parties for older people in Surrey

The tea parties take place one Sunday afternoon a month and are completely free to attend. Volunteer drivers collect people from their homes and drive them to the tea parties. The same small group of people meet each month, which means everyone gets to know each other really well and friendships quickly blossom.

The tea parties are for people aged 75 or over, who live alone and would like the chance to get out of the house once a month and make friends in their area. Contact the Elderly will soon be launching a second group in the Guildford area and so they are particularly looking for older residents in this area. The tea party gatherings are always fun and friendly and there are, of course, always an abundance of delicious cakes to be eaten!

If you work with older people in the community then you can easily refer them to Contact the Elderly who will then invite them out to tea.

**For more information or to request an application form, please contact Julia Rivas on 01273 805451 or email: [julia.rivas@contact-the-elderly.org.uk](mailto:julia.rivas@contact-the-elderly.org.uk) or visit the Contact the Elderly website [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)**



**CONTACT  
THE ELDERLY**

## 'Side by Side' a new service by Alzheimer's Society

'Side by Side' will enable people living with dementia to lead more fulfilling lives, while reducing isolation and loneliness. Life doesn't stop when a person is diagnosed with dementia. People often want to continue to do the things they enjoy, but they might need some extra support.

This service offers the perfect opportunity for volunteers to help people living with dementia to continue to feel a part of their community and to do the things they enjoy.



Volunteers will be matched with people depending on their personality and common interests, so those with the condition are able to continue to do things they

love from shopping, walking the dog, visiting the gardening centre or playing golf to simply just having a chat over a cup of tea.

There are 16,252 people that are known to be living with dementia in Surrey and with the right support, people can live well with the condition in their communities.

**To find out more about accessing or volunteering for 'Side by Side' email [sidebysidesurrey@alzheimers.org.uk](mailto:sidebysidesurrey@alzheimers.org.uk), call 01932 855582 or visit [www.alzheimers.org.uk/sidebyside](http://www.alzheimers.org.uk/sidebyside)**

# Roundabouts could replace T-junctions to make roads safer for older drivers

The Older Drivers Task Force has recommended that roads should be improved to be more user-friendly for mature motorists, following a report.

The Task Force, an area of The Royal Society for the Prevention of Accidents dedicated to supporting safe driving in later life, has called on the government to ensure that the policies around roads in the UK better accommodate the country's ageing population in its recent report.

In the report, *Supporting Safe Driving into Old Age*, leading road safety experts have put forward

recommendations that aim to make roads safer for older drivers. These include:

- introducing compulsory eye tests for motorists over the age of 60, which would support raising the age of mandatory fitness to drive tests when renewing licences from the current 70 years of age threshold to 75 years old
- applying wider white lines in the centre of carriageways and establishing better use of segregated slip roads on motorways
- using larger lettering on road signs and markings

- placing more traffic lights at crossroad junctions
- replacing T-junctions with roundabouts as people over the age of 75 are twice as likely as younger drivers to be involved in accidents when negotiating them.

Driving into our later years is an important aspect of staying mobile and leading an independent life for longer and the number of drivers over the age of 70 is expected to increase from 4.7 million to 8.5 million in the next two decades.



# Drive into action

On the back of the success of the 2015-16 Drive into Action marketing campaign to recruit more volunteer drivers, Surrey County Council once again recommissioned Surrey Community Action to run another campaign in 2016-17.

So far this year we have recruited 52 volunteers for over 38 schemes across the county and are continuing to recruit new drivers through PR, social media, the website and events.

As part of the campaign funded by the County Council, we have also produced high-vis vests for drivers (see below) and are currently sourcing lanyards for drivers too.

Contact me to place an advance order for lanyards for your scheme.

## Be safe, be seen with a hi-vis vest

As part of our Drive into Action campaign, we have been able to fund hi-vis vests for volunteer drivers. These are available in medium, large and extra large and feature Velcro fastening. Some of our drivers have told us that being clearly identified as a volunteer driver has helped a client to be seen quicker for a medical appointment.

The hi-vis vests are available free of charge.  
Please contact me on 01483 447121 to order yours.



# Adult Social Care and Public Health update - Integration

What are the current challenges for health and social care in Surrey?

The good news is that people are living longer than they used to. Unfortunately, this does bring many challenges and increasing demands on the health and social care system as our older population grows, with many older adults developing complex health and social care needs. The integration of health and social care services is vital if it is to cope with these changing and increasing demands.

So what is integrated health and social care?

There are different models that are being developed but there are common elements to them all. For example: bringing teams of different professionals (e.g. social workers, occupational therapists, mental health workers, community health workers, GPs), together to plan an individual's care in a joined up way; placing a greater emphasis on prevention and taking a proactive approach to care and support, identifying and supporting those likely to need help rather than waiting

for problems to develop; and improving care outside of hospital settings to ensure people get the care and support they need closer to, or at home.

How will people (who use services, patients, **their families and carers**) benefit from integration?

Joined-up and integrated health and social care should mean care and support services designed around individuals; for example, rather than having multiple care plans and assessments, individuals should have one joined up plan and only have to 'tell their story' once. Rather than waiting for problems to arise, the focus on prevention and proactive care should ensure people can remain healthier for longer and maintain their independence. As part of integrated care, individuals are involved in the decisions about their care and empowered to 'self-care' with better access to information, advice and networks of local people and organisations that can help.





What are the strategic aims of integrating services in Surrey?

- Enable people to stay well - maximising independence and wellbeing through prevention and early intervention for people at risk of being unable to manage their physical health, mental health and social care needs.
- Enable people to stay at home - integrated care delivered seven days a week through enhanced primary and community services which are safe and effective and increase public confidence to remain out of hospital or residential/nursing care.



- Enable people to return home sooner from hospital - excellent hospital care and post-hospital support for people with acute, specialist or complex needs supported by a proactive discharge system which enables a prompt return home.

## Training workshops

### Safeguarding Level 1

**An introduction to safeguarding for charities and community groups**  
Learn about the categories of abuse and how to report any concerns. Be aware of the latest scams.

**When:**  
22 February 2017  
9:30am-12:30pm

**Where:**  
Astolat, Coniers Way,  
Guildford, Surrey GU4 7HL

**To book:**  
Call 01483 447133 or email  
Anne-mariel@surreyca.org.uk

[www.surreyca.org.uk](http://www.surreyca.org.uk)



Office of the Police and Crime  
Commissioner for Surrey



LOTTERY FUNDED



### Moving & Handling Training

**How to move a person safely & carry out a wheelchair transfer**

**When:**  
22 February 2017  
1:30pm-4:30pm

**Where:**  
Astolat, Coniers Way,  
Guildford, Surrey GU4 7HL

**To book:**  
Call 01483 447133 or email  
karen@surreyca.org.uk

[www.surreyca.org.uk](http://www.surreyca.org.uk)



Office of the Police and Crime  
Commissioner for Surrey



LOTTERY FUNDED



# Expenses

Please be aware that if you are paying your drivers more than the HMRC recommended mileage allowance – which is 45p per mile – you should also be telling the driver that they must declare this on their tax return.



Organisations using volunteers should follow good practice and only reimburse volunteer drivers the expenses they have actually incurred. If volunteers are seen to be making a profit their insurance policy could be invalidated as they may be seen as an employee.

# Aldershot Health Centre

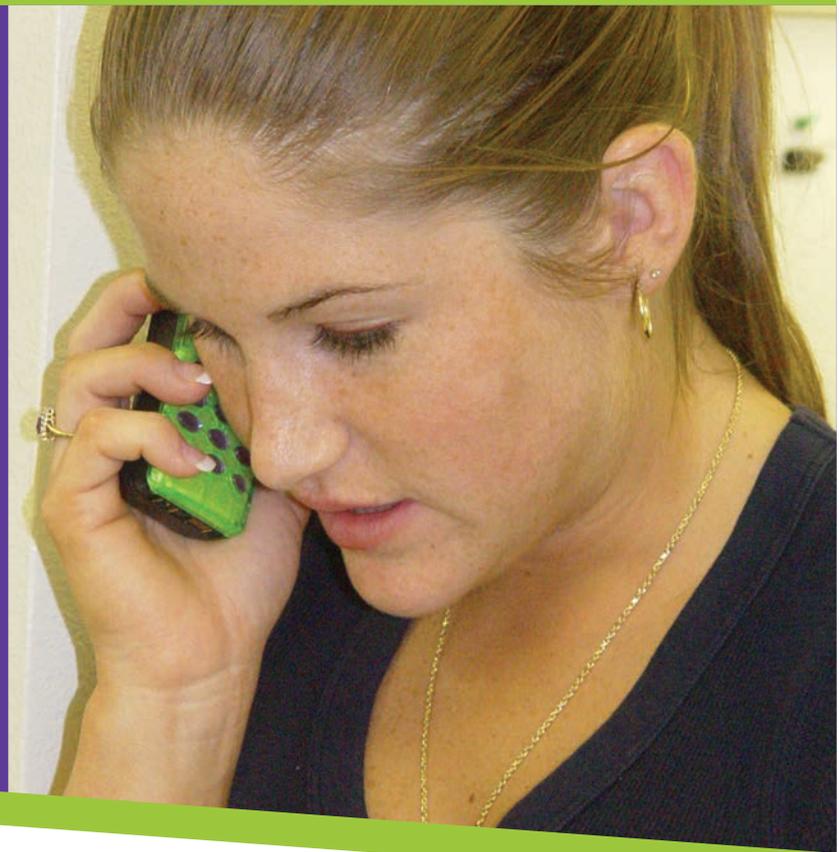
Please note that Aldershot Health Centre is now using camera recognition as part of their car parking system. As your registration number is logged by the cameras on entry, you must now go and tell the front desk that you are a volunteer and show them your Yellow Driver on Duty Disc to get free parking.



**A number of volunteers have had parking tickets - SO DO NOT GET CAUGHT OUT!**

# Emergency Contact for Volunteers

It is good practice to provide all your volunteers with contact details of your committee members (names and phone numbers at least), so that if there is an emergency with a client or the volunteer themselves they would be able to contact someone in charge.



surreyca



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*For more information on Good Neighbour or Voluntary Transport Schemes, please contact Vicki Turton at Surrey Community Action on 01483 447121 or email [vickit@surreyca.org.uk](mailto:vickit@surreyca.org.uk).*

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