

Wiltshire Good Neighbours was established in the North of the County over 3 years ago growing to cover the whole county by mid 2011. We are now a team of 12 GNCs (Good Neighbour Co-ordinators) covering all of the Wiltshire Community Areas.

Some basic stats from April 2013 to March 2014:

For the whole County:

- 2,241 clients supported
- Over 4,208 enquiries received across many areas of concern including social isolation, access to transport and finance
- Over 6,000 onward referrals generated to a multitude of agencies inc Wiltshire Fire and Rescue, Age UK, Wiltshire Council
- Over 1,000 home visits made

This equated in the Malmesbury Area to be:

- 221 clients supported
- 311 enquiries received – mostly self referred but I receive referrals from the Care Co-ordinators, Wiltshire Council Adult Care Services and Wiltshire Police,
- 430 onward referrals
- 112 home visits

Our signposting numbers are increasing each as we have become known and established in the role. Originally our work was generated by personal contact at meetings, coffee mornings etc, but we now find people are happy to phone us to seek information and help. Although we continue to visit clients when circumstances dictate, we are often able to provide the support by phone.

Visiting the local coffee and lunch clubs remains very important to our role, but we rely heavily on publicity via parish magazines. The magazine theme in May was “**Clutter, Gardens and Repairs!**” which brought about 12 enquiries on how to dispose of unwanted items (often via Charity Shops) through to contacts for doing odd jobs and gardening.

Moving forward we continue to support older and vulnerable people in all aspects of their lives, but we are currently starting a project with Citizens Advice Bureau concentrating on financial issues. The aim is to maximise income (eg claiming appropriate benefits etc) and reduce expenditure (eg energy provider switching). The CAB role covers all ages and they have asked us specifically to ask around for “Old Wives Tales” ie tips and ideas from the older generation to save money. Personally, I am quite excited by this project and the chance to record some of the things which we grew up with but may have forgotten about.

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