

■ Background

- Affecting the elderly, single parents, people with health problems/disability and young people.
- This issue is exacerbated by poor public transport.
- Debt, poor health and access to services are the most important contributors to this problem.

■ Location Whole area

■ Actions and Responsible Agency

- Identify the existing services and the gaps in provision.
- Promote a neighbourhood awareness scheme and make evidence of need available. Encourage the community to participate in a befriending campaign or a mentoring scheme.
- Increased support to locally based organisations to enable the enhancement of local services to meet local needs.

Responsibility Voluntary sector

- Surrey County Council 'Vulnerability campaign' to identify bus stops to display promotional material aimed at decreasing levels of isolation.

Responsibility Surrey County Council, Trading Standards

- Work with Reigate and Banstead Citizens Advice Bureau, local churches and the health sector to coordinate financial management services by introducing a simple referral system.

Responsibility Citizens Advice Bureau

Churches

East Surrey Primary Care Trust

- Promote the Reigate and Banstead Borough Council customer service facilities including the Help Line and Help Shops in the Woodhatch area.

Responsibility Reigate and Banstead Borough Council

Surrey County Council

Voluntary Sector

■ Resource

- Reigate and Banstead Borough Council Officer time.
Surrey Council Council, Trading Standards.
Voluntary Sector organisations.

■ Timescale Ongoing

■ Outcome Measure/Reporting

- A more joined up approach to dealing with this issue.

■ Local Community : What you can do

- Debt problems? Phone the Citizens Advice Bureau on 0870 1264072 or drop into the outreach service provided weekly at the Woodhatch Centre.
- Look out for neighbours who may be lonely and isolated.
- Offer to help elderly or housebound neighbours with shopping, transport etc.
- Volunteer to help older people through organisations through Age Concern.
- Start a club in your local area e.g. youth activities, line dancing, flower arranging.