



somerset **village** &
community agents

Viney Court,
Viney Street,
Taunton,
TA1 3FB

Tel: 01823 331222

Email: info@somersetcc.org.uk
Website: www.somersetcc.org.uk



somerset
carers

A note from Keeley Rudd, CEO of Community Council for Somerset (Village Agents)

First and foremost I hope you are well, keeping safe and managing to access the support and essential supplies you need in these difficult times.

CCS Village, Community and Carers Agents have been providing support for individuals and communities in Somerset since 2012. Agents help by providing practical, community based solutions to meet peoples basic needs and beyond. This is a unique service across the county and CCS works extremely closely with both the health services and social care to broker a range of support in a person-centred way to enable someone to be nurtured in their own local community wherever possible. Village, Community and Carers Agents are **designated key-workers** during the COVID-19 pandemic and have individual letters of authority from the County Council to verify this.

During this unprecedented time the calls to our services and out to members of the community to provide help, support and advice run into thousands on a weekly basis and the demand is increasing. All Agents (and other staff within CCS) are working extremely hard and despite the volume are managing to provide the same professional and personalised help and support and are receiving some fantastic feedback from those they have supported. If you have any feedback you would like to share please send it to:

info@somersetcc.org.uk.

If you need Agent support please use the Agent Call Back form on our website www.ccslovesomerset.org
The current crisis has shown the compassion, kindness and community spirit of people in Somerset. CCS Agents can help you to get in touch with your local support group.

In addition, we have experienced and knowledgeable staff who can support you if you are part of a Parish or Town Council, a Village Hall Committee, social or community enterprise or community group or charity. Advice is available on our website or you can call the main CCS number on **01823 331222** for help.

If you are a carer and look after a family member or dependent in an unpaid capacity you may need additional support so please call our Freephone number on **0800 31 68 600** or visit the website <https://somersetcarers.org> where we offer a web chat facility. If you are concerned about a neighbour or someone you know in your local area who is a carer and they do not have access to the internet then please give them the advice line number.

I hope you will join me in thanking the dedicated and professional staff at CCS and in recognising and thanking CCS Agents as frontline key-workers who are helping to ensure that essential supplies and support get through to the people who need it most. Include them in your "Clap for Carers" each week to show your support.

WHO TO CONTACT THROUGH THE CORONAVIRUS LOCKDOWN FOR SUPPORT:

- Contact CCS via the usual website and our COVID-19 response form www.ccslovesomerset.org. An Agent will contact you with relevant information about local volunteers, as well as shops and restaurants that are able to deliver to you in your area. Agents can also provide any other support regarding benefits and housing.
- Contact Somerset Direct if you have safeguarding concerns or care plan issues **0300 123 2224**
- Somerset County Council has created a dedicated COVID-19 helpline: **0300 790 6275**
- Contact your local Parish Council for doorstep support.
- Contact your GP, NHS 111, and pharmacy or wellbeing advisors if you have any medical concerns.



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