



somerset **village &**
community agents
part of CCS

Community Council for Somerset (CCS), Viney Court, Viney Street, Taunton, TA1 3FB

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What is a Village Agent?

The Village Agent service is part of the Community Council for Somerset (CCS) and offers free, confidential, practical support to **anyone** in need, including community groups. We have unrivalled local knowledge, and are problem solving solution finders! I love the challenge of making a positive impact in my local community for people who need it most. It is very rewarding when a plan comes together, and a person's life is enhanced by the work I have done. I also love to chat! If needed, I work closely with your local GP surgery and the Adult Social Care team, so you have well rounded support.

Sounds Interesting but WHO can a Village Agent help?

A Village Agent can help if...

- You are an unpaid Carer or looking after someone else informally & need a little help & support – for you and the person you care for.
- You are struggling with a problem that can be fixed or improved by accessing the right people or services in the local community, but don't know where to turn.
- You live alone and are feeling lonely and isolated.
- You are part of a community with a collective problem & need a kick start to solve.

It doesn't matter how big or small the problem, we are here to help.

OK that's great – but HOW exactly can a Village Agent help?

It's probably easier to list the things Agents CAN'T do!

We don't like to pin down exactly how an Agent can help, as each person's situation is unique, but generally to make someone's everyday life better with the right connections, access to food, emergency funding or practical community-based solutions. A few recent examples are:

- Supported clients to access transport so that they can attend their vaccination appointments.
- Delivered food to families and individuals who are shielding or isolating & set up an arrangement with the local food bank to supply food to clients.
- Source & arrange delivery of white goods, furniture & household items to people in need.
- Made sure that the clients are supported to get the financial help they need.
- Arranged translations for clients who don't speak fluent English but need our support.
- Supported people who need help collecting prescriptions.
- Conducted welfare calls on behalf of local GP's to ensure clients are safe and well.
- Gave emotional support to people who are feeling isolated and lonely.
- Supported people & **particularly unpaid carers** by brokering a microprovider who can help with daily living tasks to alleviate some pressure & provided respite meals for Carers.
- Supported elderly Somerset residents to 'survive winter' by making sure that they have sufficient heating and cooking facilities. Distribute Surviving Winter grants.
- Gifted refurbished mobiles to people who are cut off from their family & friends.
- Helped people to get home from hospital or temporary accommodation.
- Found & made connections between clients & the right community-based support.

If you think I could help you in any way please call 01823 331 222 / **MOBILE** or visit www.somersetagents.org and request a call back. You can also email me on **EMAIL**