








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

## Do you know your local Village Agent?



**A Village Agent  
offers free,  
confidential,  
practical support  
for you and  
community  
groups**

**How  
can a  
Village  
Agent  
help  
you?**

-  Are you an unpaid Carer, or look after someone else informally & need a little help & support?
-  Are you struggling with a problem that can be fixed or improved by accessing the right people or services, but don't know who to contact?
-  Do you live alone, and are feeling lonely and isolated?
-  Does your community have a collective problem that needs a kick start to solve?
-  It doesn't matter how big or small the problem, your Village Agent is here for you.



**01823 331 222**



**[www.somersetagents.org/agent-call-back](http://www.somersetagents.org/agent-call-back)**



**[info@somersetccc.org.uk](mailto:info@somersetccc.org.uk)**

# How do we work with our ASC & NHS Colleagues?

**CCS Village & Community Agents work closely with our colleagues across Somerset County Council & Somerset NHS teams.**

1

**ANY adult** who needs help of any kind, or who cares for someone in an unpaid capacity can ask for support from our Village Agents. Call **01823 331 222** or call the Carers Helpline on **0800 31 68 600**. But what **defines an unpaid Carer**?

The person being cared for can be a friend/ family member/spouse/ child/neighbour.

An unpaid Carer may or may not be in receipt of a Carers Allowance.

'Unpaid Carer' means someone not **EMPLOYED** to be a Carer for a person.

2

We have a **One Agent: One Family** approach, ensuring speedier outcomes for people. **ALL** CCS Village and Community Agents offer support to unpaid Carers, it means we have a lot more people available to help carers.

3

**Working with Adult Social Care (ASC) & the NHS:** We have built up fantastic relationships across the county with the many health & social care support services. Our Agents take part in daily 'Peer Forum' discussions with GP surgeries and Adult Social Care staff to ensure that the clients needs are met by the most appropriate person, quickly and efficiently.

4

**Somerset Direct:** We have a shared phone line with Somerset Direct so people calling the County Council helpline can be transferred quickly and easily to our team of Agents without having to hang up the phone and redial.



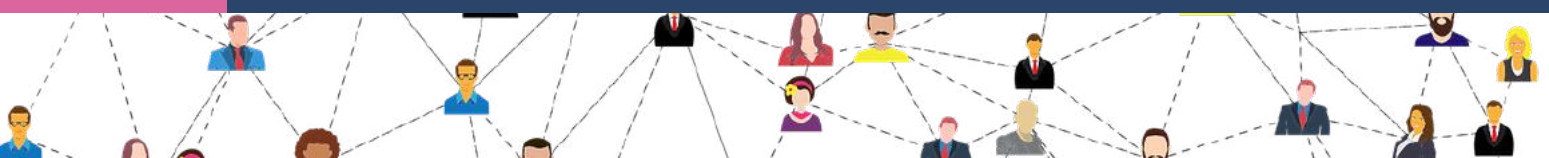
## How to find a Village Agent for Support

Call 01823 331 222 – Village Agents details are also publicly available here: [www.somersetagents.org/find-an-agent/](http://www.somersetagents.org/find-an-agent/)



## Unpaid Carer – 0800 31 68 600

With permission, an unpaid Carer can be referred to the Carers Service or the Carer can self refer. [www.somersetcarers.org](http://www.somersetcarers.org)



# How can Village & Community Agents help people?

## 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 - then they can help.

**Below are a few examples from the team on ways they have assisted clients.**

- Supporting clients to access transport so that they can attend their vaccination appointments.
- Delivering food to families and individuals who are shielding or isolating, or setting up an arrangement with the local food bank to supply food to clients.
- Source & arrange delivery of white goods, furniture & other household items to be delivered to clients who are moving into permanent accommodation.
- Making sure that the clients are supported to get the financial help they need.
- Arranging translation for clients who don't speak fluent English but need our support.
- Supporting people who need help collecting prescriptions.
- Conducting welfare calls on behalf of local GP's to ensure clients are safe and well.
- Giving emotional support to people who are feeling isolated and lonely and arranging regular phone calls so that they have ongoing interaction.
- Supporting people **& particularly unpaid carers** by brokering a microprovider who can help with daily living tasks to alleviate some pressure. They can also arrange for ready-made meals to be delivered to the carer so that they can take a break from cooking.
- Supporting elderly Somerset residents to 'survive winter' by making sure that they have sufficient heating and cooking facilities. Distribute Surviving Winter grants.
- Gifting rehomed and refurbished mobiles to people who are cut off from their community, family & friends because of a lack of technology.
- Supporting clinically extremely vulnerable clients by providing technical support to ensure they can use technology to communicate and do their shopping online etc.
- Helping people to get home from hospital or temporary accommodation by setting up the support they need at home to keep them safe and well.
- Work with Community groups to get established, help find them funding & support their initiatives. Finding & making connections between clients & the right community based support.

**If in doubt, give us a shout!**  
**We can quickly advise if we can help with your case.**





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



**somerset carers**  
part of CCS

# One Family: One Agent

We have **EXPANDED** the Village Agent service to include support for Carers!



**Freephone number for Carers 0800 31 68 600**



**Dedicated Carers website [www.somersetcarers.org](http://www.somersetcarers.org)**



**Live Chat on website or Text Carer to 78070**



**MORE agents so we can support MORE Carers!**



**Sign up for our Carers Newsletter!**



**ANY adult who cares for a family member, friend or neighbour can request support for ANY issue around caring for another.**

Join us at Venues or chat LIVE on Facebook

## Talking Cafe

Find your nearest Venue here: [www.somersetagents.org/talking-cafes/](http://www.somersetagents.org/talking-cafes/)

Talking Cafes have specialist guests discussing important subjects from domestic abuse to mental health



Scan the code to go straight to the Facebook Page!



Come along to a venue or watch online & ask questions during the live streams to get help & support

Explore the past year's topics on the website

**Facebook LIVE sessions • @talkingcafesomerset • 1pm • Tues, Wed & Thurs**



**CCS**  
people • place • enterprise

Funded & in Partnership with



**COMMUNITY FUND**  
Somerset West and Taunton

Clinical Commissioning Group

**NHS Somerset**



**SPARK SOMERSET**  
INSPIRING COMMUNITIES

The Community Council for Somerset is a Company limited by Guarantee, Registered in England & Wales No. 3541219, and is a Registered Charity No. 1069260