



somerset village &
community agents
part of CCS

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July Village Agent News

What is a Village Agent?

The Village Agent service is part of the Community Council for Somerset (CCS). It offers free, confidential, practical support to anyone in need, including community groups.

CCS Village Agents are local, problem-solving solution finders. There are over 60 Village Agents all over Somerset.

Sounds interesting but WHO can they help?

A Village Agent can help if....

- You are an unpaid Carer or looking after someone else informally and need a little help and support – for you and the person you care for.
- You are struggling with a problem, big or small, but don't know where to turn.
- You are feeling lonely and isolated.
- You are part of a community with a collective problem and need a kick start to solve.

It doesn't matter how big or small the problem is, CCS Village Agents are here to help.

If you receive help from Adult Social Care, you may be referred to a CCS Community Agent, who works directly with referrals from the ASC team. They are very similar to a Village Agent but may have different experiences and knowledge in specific areas, such as mental health or learning difficulties. All CCS Agents work closely with local GP surgeries and the Adult Social Care team, so a person has well-rounded, co-ordinated support.

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

Each person's situation is unique, and there is no 'one size fits all' solution. A Village Agent can help make life better with the right connections, and practical community-based solutions. Here are a few examples of the way in which Village Agents can help:

- Support people to access transport so that they can attend medical appointments.
- Arrange with the local food bank to supply food to individuals, families, couples.
- Source and arrange delivery of white goods, furniture and household items to people who need them.
- Make sure that a person is supported in getting the financial help they need.
- Arrange translations for people who don't speak fluent English but need our support.
- Support those who need help collecting prescriptions.
- Conduct welfare calls on behalf of local GP's to ensure patients are safe and well.
- Give emotional support to those who are feeling isolated and lonely.
- Support people (particularly unpaid Carers) with brokering a Micro-Provider. This is specialist paid-for support - from personal care to cleaning - whatever your need is, a Micro-Provider can help with daily living tasks.
- Support elderly Somerset residents to 'survive winter' with sufficient heating and cooking facilities. CCS Agents also distribute Surviving Winter grants to help pay fuel bills.
- Gift refurbished mobiles to people who are cut off from their family and friends.
- Help people to get home from hospital or temporary accommodation.
- Find and make connections between clients and the right community-based support.

If you think your local CCS Village Agent help you in any way, please call 01823 331 222 or visit www.somersetagents.org/agent-call-back and request a call back.

Editors Notes

CCS Village and Community Agents are in your communities across Somerset. They help to bridge the gap between isolated, excluded, vulnerable and lonely individuals and statutory and/or voluntary organisations which offer specific solutions to identified needs. They offer advice and support to find local groups and activities available in your community and help you with any issues you may have or situations that you need advice and support with, from finance, health, caring responsibilities and more. For more information, please visit www.somersetagents.org or our parent organisation's www.ccslovesomerset.org. For specific advice for carers, please visit www.somersetcarers.org or call 0800 31 68 600 to find out who can advise you.

CCS (The Community Council for Somerset) is a leading local charity that works in the heart of Somerset's communities to inspire and enable positive change. Through its wide network of passionate local experts and diverse projects, consultancy and funding, CCS brings the right people and services together to improve the lives of individuals; building community capacity and support for emerging and existing enterprises right across the county – helping Somerset to thrive.

For more information visit <https://ccslovesomerset.org>