

Bella Lapwood

## Village Agent Report 2024

CCS has received a 5 year funding grant for the Village agent contract, this includes our work with unpaid carers, this is via the connect Somerset contract. As far as the public are concerned we will be providing the same service we always have, with all referrals for village agents still being able to be sent in by friends, family, the person themselves or other professionals and our community agents still taking referrals solely from Adult social care.

Some figures that may be of interest, we have received just over 10 000 referrals this year for the whole of Somerset via our online referral system which if anyone is interested is via this link [CCS Community Council for Somerset | At the heart of Somerset \(ccslovesomerset.org\)](https://ccslovesomerset.org) and then select the "request an agent call back" button. There is also the telephone option if people are not online they can contact us on 01823 331222.

There is also other referrals that will have been received by people contacting their local village agent direct and this will not have made it to our "triage" system. So as you can see we are a very busy service and still continue to try and assist the residents in our areas to stay independent at home and integrate within their local communities.

If anyone wants to contact me they can do by either using the details above or they can contact me direct on [bella@somersetccc.org.uk](mailto:bella@somersetccc.org.uk) or my number which is 07494883541.