

# Where can I find my local Village Agent?

Each Village Agent covers a cluster of villages and has a wealth of local knowledge and community contacts.



## In Bath & North East Somerset

Our service began in the Chew Valley in 2010 and three Village Agents now offer a service in villages across the Chew Valley and along the A37 corridor including the parishes of Pensford and Publow, Farmborough, Farrington Gurney, Timsbury and Compton Dando.

**For more information contact  
your local B&NES Village Agent**

**01275 333 700**  
**[villageagents@wern.org.uk](mailto:villageagents@wern.org.uk)**

## In North Somerset

There are five Village Agents working in North Somerset's diverse rural areas, bringing their local knowledge and expertise to the Coastal and inland villages. This ensures that all people over the age of 50 are able to receive help and advice.

This service is part of the wider Community Connect programme being run in partnership with Curo and funded by North Somerset Council.

**For more information contact  
the Community Connect Team**

**01275 888 803**  
**[villageagents@wern.org.uk](mailto:villageagents@wern.org.uk)**



## VILLAGE AGENTS

Village Agents link people in rural areas to advice and support services for independent living



## What is a Village Agent?

Village Agents can help you access information and advice so you can make informed decisions about your present and future life. Because Village Agents are independent they can offer the most appropriate advice for your personal circumstance.

## Why Village Agents?

Research shows that many people over the age of 50 would prefer to receive information about services face-to-face from a local, trusted contact, rather than attempting to find this information via the internet or making multiple phone calls.

Village Agents are recruited from the areas they work in to provide a connection between local people and the many existing voluntary and statutory organisations offering services and support.

Village Agents understand that the needs and wishes of people living in rural areas may be different to those in urban communities. We will listen and work with you to help achieve those wishes, enabling you to continue with your unique way of rural life.

## Village Agents can help with:

- ✓ Transport to medical appointments
- ✓ Financial concerns
- ✓ Claiming of benefits
- ✓ Help with mobility
- ✓ Support for Carers
- ✓ Fire Safety Checks
- ✓ Befriending
- ✓ Social isolation
- ✓ Advice on unwanted callers and scams
- ✓ Volunteering

This list is not exhaustive so please do call us whatever your question or concern.

## Carers and Family Members

You can access our service to help find the best support for your family member or someone you are looking after. We never contact someone unless we are sure their permission has been obtained in advance, so please call us to discuss your concerns and how we might help.

## Promoting Health and Wellbeing

Whatever your medical status, we know you would like to live as healthily as you are able. For your wellbeing we offer more self help choices including trying out gentle exercise or learning how to use a computer for the first time. Village Agents support existing groups that offer activities and can help set up new ones where a need has been identified.

## A Free and Confidential Service

This service is offered to you free of charge. When you speak to a Village Agent, your conversation is confidential. We'll always ask for your permission before talking to someone on your behalf and we will support you to make informed choices and decisions.

We accept referrals from professionals where permission has been obtained from the person you are concerned about.

## To contact the Village Agent

**B&NES: 01275 333 700**

**North Somerset: 01275 888 803**

**Email: [villageagents@wern.org.uk](mailto:villageagents@wern.org.uk)**



**West of England Rural Network** is a charity working with rural communities in South Gloucestershire, Bath & North East Somerset, North Somerset & Bristol. We support and work with communities, businesses, social enterprises, organisations and individuals on a wide range of topics that impact on rural areas.

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