**Community support hub ready to help vulnerable during lockdown**

As the country enters a second national lockdown the Community Wellbeing Hub, previously known as the Compassionate Community Hub, stands ready to support vulnerable people across Bath and North East Somerset.

The hub, which is a collaboration between Bath & North East Somerset Council, Virgin Care and 3SG, was formed in March to provide a range of support to residents during the coronavirus pandemic.

Over the past seven months the hub has received 8,700 calls, delivered 394 emergency food parcels and supported hundreds of people with help from a volunteer for shopping and medication pick-ups.

With residents now facing another four-week lockdown, the hub’s team are ready to step up support once again.

Jo Scammell, Head of Commissioning and Wellbeing Services, Virgin Care, said: “The hub has supported residents right across Bath and North East Somerset over the past seven months, from providing emergency food deliveries to advice on housing support and maintaining good mental health during these most challenging of times. As residents enter a second lockdown, the Community Wellbeing Hub will continue to provide critical support for vulnerable people who are self-isolating or who have no access to local social support networks.”

Dine Romero, Leader of Bath & North East Somerset Council, added: “We saw during the last lockdown how vital the support services the Community Wellbeing Hub provides are.  As well as direct support, the hub now also provides wider wellbeing services for all our residents. These include mental health support, advice on home from hospital provision, money matters, housing, maintaining good physical health and much, much more.”

The hub can call on thousands of volunteers across the district who have signed up to support vulnerable and elderly people by for example delivering food, collecting medication or just picking up the phone for a chat to help prevent people from feeling isolated.

One of the benefits of the Community Wellbeing Hub is its central location as it is physically based in Peasedown St John. Although there’s no drop-in service, residents can access a range of services by contacting the hub either by phone or online. These services are delivered by a number of organisations and charities including B&NES Council, Virgin Care, 3SG, Bath Mind, Curo, Citizen’s Advice BANES, DHI, Reach, Age UK BANES and Cleanslate are amongst a few.

James Carlin, Director of the 3SG said “The Compassionate Community movement provides a framework for organisations to work together with the shared aim of supporting people in need and building strong local communities. The hub has been at the heart of that work and we welcome the integration with the wider wellbeing services that is reflected in the new name. The last eight months have shown just what a Compassionate Community we have in Bath and North East Somerset with thousands of people being inspired and supported to look after each other”.

Residents across Bath and North East Somerset can contact the Hub or organisations can refer someone who is in need of help by:

* Calling: 0300 247 0050
* Emailing: BATHNES.thehub@virgincare.co.uk
* Texting: 07870 868368
* Visiting the Website: [www.communitywellbeinghub.co.uk](http://www.communitywellbeinghub.co.uk/)
* Following on social media: Twitter - @CWHBANES

The Community Wellbeing Hub is open from Monday to Friday 9am until 5pm.

For all updates on council services go to [www.bathnes.gov.uk/coronavirus](http://www.bathnes.gov.uk/coronavirus)

Ends

**Editors Notes:**

The aim of the Compassionate Community movement is to encourage and enable individuals, organisations and networks to work together with the shared aim of supporting people in need and building strong local communities.

To get involved:

As an organisation - join the movement by signing the Compassionate Community Charter and become part of the network, which includes a commitment to make a positive change and share the common ethos.

As an individual – become a Community Connector and sign up to receive the new Connector training courses which are available to book via

<https://www.compassioncb.org.uk/emergency-volunteer-response>