

25<sup>th</sup> March 2020

## **CORONAVIRUS: HOW TO ACCESS HELP OR VOLUNTEER TO HELP OTHERS**

A one stop shop for information on how to access help or volunteer to help others during the coronavirus pandemic has gone live.

The Community Coordination Hub (<https://www.pembrokeshire.gov.uk/coronavirus-covid-19-community-information/community-hub>) went operational on Monday, with key worker staff from Pembrokeshire County Council, PAVS and Delta Wellbeing.

The website – which will continue to be updated - features information for those who need help, those who wish to volunteer and links to community coronavirus support groups.

The Hub can also be contacted on 01437 776301 or emailing [communitycovid19@pembrokeshire.gov.uk](mailto:communitycovid19@pembrokeshire.gov.uk)

The Hub has already started to receive enquiries from people who are self-isolating and who require assistance.

That has included help with tasks such as shopping, prescriptions and pensions, as well as from people who have lost their usual forms of emotional and social contact.

The Hub team has been able to assist with providing details of local shops and traders who are making deliveries, connecting people to their local community support group/network, signposting to voluntary sector support such as MIND and Age Cymru, as well as providing an important listening ear.

PCC is working alongside PAVS to identify the groups and networks that are developing and to build trusted relationships so that the Hub can refer people in the confidence that they will be supported to remain safe and well in their home.

Pembrokeshire County Council Leader Councillor David Simpson praised those who have worked tirelessly to get the Hub up and running.

“This has been an incredible effort from everyone involved during a fast moving and ever changing situation and I thank each and every one of them” said Cllr Simpson.

“To see community groups springing up to help in their own locality and our officers and partners working with them to coordinate a response is truly heartening.

“The coronavirus pandemic is the biggest challenge many of us have ever faced. But by working together we can ease the burden on some of those facing the biggest difficulties.”

At present the Hub’s working hours are Monday to Friday, 9am – 5pm, but these will be reviewed to manage demand and provide a timely response.

Any calls or emails that are received by the County Council Contact Centre will be referred through to the Hub.

PAVS is also developing guidance to support groups and volunteers with some practical issues such as:

- Safeguarding and DBS checks
- Volunteer identification
- Handling of cash
- Publicity
- Compliance with Public Health guidance

When this guidance becomes available it will be published.

The Hub is promoting the use of the hashtag #pembrokeshireiskind to spread the message of the good work being done in the county.

The Community Coordination Hub can be found at <https://www.pembrokeshire.gov.uk/coronavirus-covid-19-community-information/community-hub>

Updates on the coronavirus situation in Pembrokeshire are at <https://www.pembrokeshire.gov.uk/coronavirus>