

(Note: text in [blue underline](#) are links to web content – click on them for more information)

The Pembrokeshire Community Hub is a one-stop shop for any support required during the current pandemic, from help with shopping to a friendly telephone call. It is a **partnership** between Pembrokeshire County Council, Pembrokeshire Association of Voluntary Services (PAVS), Hywel Dda University Health Board, and Delta Well-being.

The Community Hub has been up and running for **9 weeks** now, and has received and responded to over **4,500** telephone calls. In recent weeks, some 50% of calls have been about **shielding**, or the associated food parcels.

Contact, either by telephone or letter, has been made with everyone who has received the **'[shielding](#)' letter** from the Chief Medical Officer for Wales. As a result, **1,614** people in Pembrokeshire have now been registered to receive a **Welsh Government food parcel**. Feedback about the food parcels is overwhelmingly positive, for example the Hub has received the following comments this week:

Thank you so so much for my first food box I received today. It made me cry because of the relief it brings, both financially and in security in that I don't have to send my partner out for our food, putting me at risk. I was hugely surprised how much food was in the box for one person, and how thoughtful it was with its contents, with things like soap and loo roll. Thank you once again.

I want to thank you for the provisions received last Thursday. We do appreciate your consideration during this difficult time, we can assure you that all the food was eaten and thoroughly enjoyed. Our grateful thanks.

Mr X called to say a BIG thank you to all of you over at the food parcel team for helping him get his food box, he cannot believe how great the parcel is and he has so much he will share it with his neighbours. We have all made his day.

The number of **registered Community Support Groups** incredibly continues to grow, with **91 groups** now part of the **Pembrokeshire Community Support Network** (e-mail: pcsn@pavs.org.uk). **Updated guidance** for groups has been published on the [Community Hub web pages](#), and over **550 identification lanyards** have been distributed to volunteers within these groups.



Hywel Dda University Health Board have been so overwhelmed by the offers of help and donations from the local community that it is providing guidance on giving, and also encouraging the community to consider donations to other good causes and those in need. The advice includes Personal Protective Equipment, handmade items, and food.

Monday 1st June sees the start of **Volunteers' Week**, which is very timely given the incredible response from volunteers across Pembrokeshire to the current pandemic. Volunteers' Week is a UK wide annual festival of volunteering which takes place from 1-7 June every year. Keep an eye on the PAVS Volunteering social media channels (Facebook and Twitter) every day next week for great stories about our wonderful Pembrokeshire volunteers!



It is pleasing to note that the **'Advice and Support'** leaflet that was circulated to every Pembrokeshire household by Pembrokeshire County Council Household leaflet has generated a number of enquiries, demonstrating that the leaflet has reached people who are not online or had not previously heard about the Community Hub.

Finally, please **spread the word** that **it is ok to ask for help**: we are here to help and there really is **no query too small**.

Pembrokeshire Community Hub contact information

- Web-site: <https://www.pembrokeshire.gov.uk/communityhub>
- E-mail: communitycovid19@pembrokeshire.gov.uk
- Telephone: 01437 776301

Community Champion Pembrokeshire Facebook page:
<http://www.facebook.com/CommunityChampPemb>