



Briefing  
13<sup>th</sup> August 2020

#ConnectToKindnessPembs

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

The Community Hub has been up and running for **19 weeks**, and has received and responded to over **6,400** telephone calls. Positive feedback this week included:

*“I would just like to say I think you are all doing a fantastic job. So much appreciated: well done, stay safe.”*

*“X praised the Community Hub for offering such a brilliant service during the peak of the pandemic and has put our letter in a safe place should she and her husband need any future help.”*

With the **shielding** advice being paused this Sunday, 16<sup>th</sup> August, the Community Hub is reminding everyone that it remains open to support people over the coming weeks and months. This week also sees the final Welsh Government **food boxes** being delivered, and WG have confirmed that food boxes will not be reinstated should the shielding scheme be restarted in the future. The Community Hub has been calling everyone who currently receives a food box to ensure they have alternative arrangements in place, so far 83% have been spoken to and attempts will continue to contact the remaining 17%.

With some [Pembrokeshire Leisure](#) services re-opening next week, a number of redeployed staff are returning to their usual roles. A massive thank you to all of them for their effort, time and commitment supporting people during the pandemic.

## What is the Community Hub?

The 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.

## Pembrokeshire Community Hub contact information

- Web-site: <https://www.pembrokeshire.gov.uk/communityhub>
- E-mail: [communitycovid19@pembrokeshire.gov.uk](mailto:communitycovid19@pembrokeshire.gov.uk)
- Telephone: 01437 776301 (available 9am-5pm Monday to Friday, 10am-2pm Saturday)

Finally, please [spread the word](#) that **it is ok to ask for help**: we continue to be here to help, there really is **no query too small**.