

Bath and North East Somerset Third Sector Group

3SG: Compassionate Community

Updated 12 August 2020



B&NES 3rd Sector Group



Summary



- **Compassionate Community** is run by Bath and North East Somerset Third Sector Group (**3SG**), a local charity that exists to connect a community of 200 charities and community organisations across BANES.
- **3SG** is led by Director James Carlin and is based in Bath.
- Launched on 27 February 2020, **Compassionate Community** is a broad initiative bringing people together in Bath and North East Somerset to support each other. On 13 March 2020, 3SG adapted the project for COVID response.
- 3SG are coordinating local response efforts by **centrally matching volunteer availability with people's needs** in order to drive a more rapid, efficient and coordinated local response.
- **Over 2500 volunteers** signed up with over 1500 joining in the first week.
- **The Compassionate Community** Hub launched with a telephone support line on 30.3.2020 to link people in need with help. The number is **0300 247 0050**
- **2,000** people have received support with food or medication from a 3SG volunteer
- To date over **7,000** people have called into the Hub

[Video](#)



Key activities



Attracting and Mobilising Volunteers

- 3SG recruited “**Compassionate Community Connectors**” through a simple volunteer questionnaire.
- This builds a **central database** of what people can offer (e.g. delivering food, calling an isolated person to check in, picking up medicines etc), which can then be matched against the needs of local people.
- 3SG aims to develop **Compassionate Community** into a grassroots social movement, promoting and facilitating local mutual support now and in the future

Co-ordinating Local Efforts

- 3SG and our members have worked in partnership with Banes Council, Virgin Care, our health and social care provider, to set up the Compassionate Community Hub reaching out to the vulnerable and isolated providing help with food deliveries, medicine, urgent housing, mental health and wellbeing and money matters.
- To date the hub has received over 7000 calls from people across Bath and North East Somerset. 3SG have recruited 2,500 volunteers who have already completed 2,000 tasks to support the most vulnerable, examples include food shopping, collection of medicines and befriending calls. 90% of volunteers are carrying out repeat services for people they have established a relationship with. The benefit being that people can continue to access support from a trusted neighbour and a safe and secure payment process

Our story



Led by Director James Carlin, 3SG is a registered charity working for a more connected and resilient Bath and North East Somerset. Its aim is to facilitate connections between non-profits working on similar projects and gives them an opportunity to collaborate, instead of having to compete for funding. Over the past two years, 3SG has grown into a community of around 200 charitable organisations in Bath.

3SG launched **Compassionate Community** on 27th February 2020, with the aim of encouraging local people to come together to make BaNES a place where people are inspired and supported to look after themselves and each other, reconnecting them to their own supportive network and the extensive community activity that already exists.

Compassionate Communities is a global movement that recognises that all natural cycles of sickness and health, birth and death, and love and loss occur everyday within local organisations and society. A Compassionate Community recognises that care for one another at times of crisis and loss is not simply a task solely for health and social services but is everyone's responsibility.

The launch coincided with the outbreak of Coronavirus (COVID-19), and in only a short time the local response has been overwhelming. Over 1000 individuals volunteered to become local 'Community Connectors' within the first four days. **3SG**, which has just one paid member of staff, has been working tirelessly to coordinate volunteer efforts.

Our response to the Coronavirus outbreak

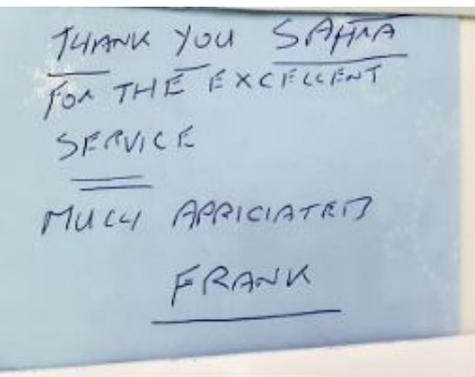


The launch of the B&NES Compassionate Community initiative coincided with the outbreak of Coronavirus (COVID-19), in the short time we've been operational, the local response has been overwhelming. Mobilising the local community to help themselves and each other in times of crisis is exactly why we set-up, but we could never have predicted that the need would be so great so quickly. Within the first week James Carlin, the charity's one member of staff has been joined by six full time volunteers and over 1500 Compassionate Community Connectors. By the end of the second week 2,000 Connectors had registered. 3SG is committed to both coordinating local efforts and mobilising community volunteers.

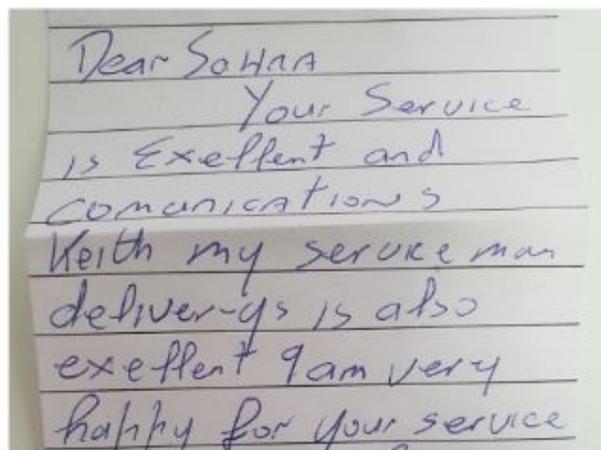
Coordinating Local Efforts

B&NES 3rd Sector Group (3SG) is now coordinating volunteer work across the Bath and North East Somerset area:

- <https://www.3sg.org.uk/pages/wellbeing-resources>



You Retweeted
Emma Pearce @EmmaAMHP · 15h
Have just done my first medication delivery for @banes3sg.
What an amazing collaboration between organisations and individuals.
[#Compassionatecommunity](#)



 **Sarah Williams-Martin**
15 April at 00:47 · 🧑🏻‍🦱

Today i delivered hearing aid batteries to an elderly gentleman who was self issolating. He hadnt been able to hear for a couple of days...it was a bit of a trip to get to him then to the hospital and then back again but when i got there he had left me a box of chocolates to say thank you and was shouting to thank me from his balcony bless him.. I felt so emotional.. we are achieving amazing things!

...

 **Anna Boneham** @BonehamAnna · Apr 5
Thank you @banes3sg for matching me up to my 'befriendee'. We had a lovely, long chat and looking forward to lots more. You've helped me feel useful in these strange times 🙏🙏 Very grateful to all that you're doing @VolunteerBANES #CompassionateCommunity

💬 2 ❤️ 7 📤 📄

BANES 3SG @banes3sg · Apr 5
Nice one Paul!

 **Paul** @NYWELSH · Apr 5
Just did my first shop for @banes3sg took 30 mins person was overjoyed.
[#AllInThisTogether](#)

You Retweeted
 **Meg Robertson** @meganruthrob · Apr 18
Currently in some 'Helping in a crisis' training with @banes3sg! It's so self reflective and interesting so far, thank you so much! Definitely something I can help apply to my job and everyday life!

Our response to the Coronavirus outbreak



What next?

B&NES Compassionate Community has grown exponentially since we launched. We've already achieved what we set out to do in two years in our first week. Our mission is unchanged but takes on new importance in the light of the Coronavirus pandemic. Our plans are evolving day to day. Like everyone else, we are living in a period of uncertainty, but our work continues because and despite this:

- We will continue to nurture a grassroots social movement which recognises there are people and organisations supporting each other, who care, are available and can step in as and when needed, with actual or virtual support. We will grow our network of Compassionate Community Connectors, ideally we'd like to have a Street Champion on every street!
- We will mobilise the existing skills and resources of the Council, education providers, healthcare, 3rd sector, faith community, businesses, residents, matching them with volunteers.
- We will host a virtual training session for Compassionate Community Connectors via Zoom. Booking is essential but the session is free and open to anyone who is interested.

Who we are



Staff

James Carlin, Director of 3SG is the organisation's only paid staff member. He has 15 years experience in the 3rd sector having working in various marketing, data, fundraising and press roles for national charities such as UNICEF, ODI and CPRE. James is a dad of two and a Bath City FC fan.

Volunteers

We've gained 2 full time volunteers Sarah and Joshua who we are immensely grateful for.

Signatories

60 organisations have pledged their commitment and support by signing the Compassionate Community Charter. See <https://www.3sg.org.uk/pages/compassionate-communities>

Compassionate Community Connectors

There are now over 2500 individuals who have become Compassionate Community Connectors.



FAQs



- **How is Compassionate Community related to 3SG?**
 - Compassionate Community is an initiative of local charity B&NES 3SG which exists to promote cooperation between third sector groups in the local area.
- **How are you related to the wider Compassionate Communities movement?**
 - We are supportive of and supported by the global movement, however our aims extend beyond helping people at the end of life - we want to help anyone who needs assistance, particularly at the moment.
- **Can anyone be a Compassionate Community Connector?**
 - Yes! You don't need any particular training or skills. Although older people are not encouraged to volunteer in person there's still plenty they can do.
- **Did you set up to help people because of Coronavirus?**
 - No! But this kind of crisis highlights why we need connected communities who are committed to supporting one another. We never set-out to respond to a global pandemic, but we have a network and the resources to make us well positioned to step up to the challenge and help.
- **How have your project aims evolved?**
 - Our mission still remains to reconnect people to their own support network and the extensive community support that already exists. Given the scale of the challenge caused by COVID, we want to continue our work, going further and faster to respond to the urgent needs in society.

FAQs



- **What kind of people are you helping?**
 - We're helping homeless people by supporting hostels, those on low incomes or no incomes who are reliant on food banks, and we're also helping elderly and vulnerable people who are self-isolating.
- **Who is a typical volunteer?**
 - There is no typical volunteer - anyone living in the local area can help, no previous experience necessary, only goodwill!
- **What's next for you?**
 - Like many people and organisations we're living day to day. Compassionate Community has grown faster than we ever could have anticipated, but so have both the scale of the problem and our ambition to provide help. We want to grow the network of supporting organisations and keep supporting charities that need volunteers. We're offering training for new Compassionate Community Connectors and setting up a new phone hotline so we can respond even quicker to local needs.
- **What's surprised you most in the last week?**
 - It's been amazing to see how much good work can be done by people who don't know each other. Almost all of our volunteers are operating out of their own homes, many have never met and wouldn't recognise each other in the street! What joins us together is a willingness to be part of the solution, and I'm immensely proud of each and every one of us.

Press coverage



18th March 2020 - The Bath Echo:

<https://www.bathecho.co.uk/news/community/1000-people-together-create-compassionate-community-89117/>

27th March 2020 - Bath Chronicle:

<https://www.somersetlive.co.uk/news/somerset-news/bath-north-east-somerset-charity-3989407>

23rd April - Medium.com:

<https://medium.com/wethecatalysts/ten-charities-using-digital-to-respond-to-covid-19-d9b72e31de43#TechForGood>

17th June - Radstock News:

<https://radstock.nub.news/n/in-his-latest-column-for-nub-news-the-local-mp-writes-about-the-work-underway-in-bnes-to-combat-loneliness#Nubit#Radstock>



Contact



Join the Bath and North East Somerset Compassionate Community!

Organisations sign-up here: <https://www.3sg.org.uk/resources/compassionate-community-charter>

Keep in touch:

Sign-up [here](#) to our newsletter for regular updates or email compassion@3sg.org.uk

Follow us @banes3sg on [Instagram](#) / [Twitter](#) / [Facebook](#) Please use #CompassionateCommunity



All media requests should be sent via contact@3sg.org.uk or call 07816910572

Please note, we'll aim to get back to you within a day but we're incredibly busy and also human - please be patient!