

# *A helpful guide for...*

**Finances**

**Job seeking**

**Debt**

**Training**

**Families and young people**

**Young parents**

**Older people**

**Domestic violence**

**Housing**

**Disabilities**

***& more...***

***This guide has been compiled by  
the [St. Austell Foodbank](#), with  
support from [Cornwall  
Neighbourhoods For Change](#).***

**Please visit**

**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

**for specific information that is not  
contained within this guide.**

**Information within this guide is correct as of 09/12/2016**

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# **Financial help**

Money saving

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# **Crisis & Care Awards**

These awards are administered through local councils and have replaced the crisis loan.

Crisis awards are available to people over 16 who need immediate help in an emergency, such as in the event of a flood or fire.

Care awards are designed to help people to remain independent within their community, or to equip a home after leaving residential care. Also, the Care Award can help towards travel costs to visit someone ill, attend a relative's funeral or assist in a family crisis.

For this award, a qualifying benefit must be received.

**Apply online: [www.cornwall.gov.uk/crisisandcare](http://www.cornwall.gov.uk/crisisandcare)  
03001234121 (Option 2)**

# Budgeting Loans

Interest-free Budgeting Loans help to pay for: furniture or household equipment ; clothing or footwear; rent in advance; removal expenses; travelling expenses; things to help someone look for or start work; improving, maintaining or securing the home; maternity or funeral expenses; repaying hire purchase or other debts taken out to pay for any of the above. The repayments are deducted weekly from benefits. The maximum amounts awarded are: £348 for a single person; £464 for a couple and £812 for a family with children. To qualify for a Budgeting Loan, one or both of a couple must have been getting one of these benefits for at least 26 weeks: Income Support; income-based Jobseeker's Allowance; income-related Employment and Support Allowance or Pension Credit.

**A claim form can be obtained from a local Jobcentre Plus,  
or call: 0345 603 6967**

# Short term benefit advance

A Short Term Benefit Advance could help if: a new claim for a benefit has been made but there will be financial difficulties until the first payment is received; there has been a change of circumstance that will increase the benefit entitlement; it is not possible to pay the benefit on the due date. This could, for example, be due to a technical problem in processing a claim or payment.

Short Term Benefit Advances are available to people claiming any contributory or means-tested benefit. Evidence must be shown that if a Short Term Benefit Advance is not paid, there would be a serious risk of damage to the health/safety of the claimant or their family.

The amount received is repaid by making deductions from benefit payments once they are set up.

**Jobcentre advisors can be asked for a benefit advance,  
or call: 0800 055 6688**

# Flexible Support Fund

This fund aims to give support to Universal Credit claimants, **through a Universal Credit advisor**, to start or move towards finding work.

It can be used to cover costs for: travel to interviews; childcare; tools; clothing and uniforms to start work.

There is no automatic right to receive support. There may be a limit to the award that is received depending on location.

If goods or services have already been paid for, a back payment can't normally be awarded.

An award can be made by cash, Simple Payment or directly into a bank account. If the payment is made in advance, a receipt for the goods will need to be sent to the advisor. If the goods or services have already been paid for, the FSF award is paid to cover these costs and receipts don't need to be shown.



# **Acts 435**

When someone needs to request financial help, they meet the advocate for their local church taking part in Acts 435. The advocates serve as a spokesperson for them and, if appropriate, puts their requests anonymously on the Acts 435 website through which donations are made.

People can apply for up to £300 per individual, per year. The cap on requests is £120 for specific items (eg. a cooker, a bed) and £100 for more general requests (eg. clothing, food, household goods).

**For more information, call: 01872 261944**

**or email: [acts435@asht.org.uk](mailto:acts435@asht.org.uk)**

# Universal Jobmatch

Signing up to Universal Jobmatch is **not** mandatory in certain circumstances. Claimants have the right to refuse for reasons that would mean they were not reasonably able to access the service, such as: having a learning or health related condition; English is their second language; lack of appropriate literacy/numeracy skills; unable to access a personal computer/device or they cannot access an alternative in their area due to poor internet service or unaffordability. However, if a Jobseeker's Direction is issued, then claimants can be forced to sign up.

It is also a claimant's right to not accept cookies on their computer/device. In this case, the Jobcentre must allow access to their devices, at an agreed time, where cookies are already accepted. If a DWP device is not accessible in this case, Universal Jobmatch does not have to be used. **It is the claimant's choice whether the DWP are given access to their email records. The box doesn't need to be ticked but proof needs to be shown on a phone or DWP device, or printed, that a profile and CV has been created.** Claimants are entitled to travel cost reimbursement for appointments outside of normal signing arrangements.

# Universal Credit Alternative

## Payment Arrangements

For claimants who are identified as needing additional support, the following arrangements might be available:

- The housing element of Universal Credit paid as a Managed Payment direct to the landlord;
- More frequent payments (e.g. fortnightly);
- Split Payments between partners.

These options are available to prevent hardship and should be considered when the claimant notifies the DWP of: financial mismanagement and/or financial abuse ; domestic violence issues; budgeting issues for their own or their family's basic day to day needs.

**These alterations can be considered at any point during the Universal Credit claim and need to be arranged by the claimant's Universal Credit Agent .**

# **Discretionary housing payments/** **exceptional relief award**

A discretionary housing payment may be made, following an assessment of a situation, if there is a shortfall between housing benefit paid and amount of rent due.

An exceptional relief award is a payment towards a council tax debt, if a person already receiving council tax support, is struggling to pay it. For those eligible, up to half of the debt can be paid directly to a council tax account.

**For more information, call: 0300 1234 121**

# **Council Tax Reduction Scheme –** **Disabled Reduction**

If the appropriate disability criteria are met either by a child or adult, this scheme helps reduce the council tax bill. The council tax charge is reduced by one property band.

The home of the disabled person must either have:

a room used specifically for meeting the needs of the disabled person; an extra bathroom or kitchen specifically for the disabled person **or** extra space in the property to allow for the use of a wheelchair.

**To enquire further, call: 0300 1234 171**

**Or email: [revenues@cornwall.gov.uk](mailto:revenues@cornwall.gov.uk)**

# Funeral Payment

This payment can be applied for by someone who is responsible for arranging a funeral when receiving a qualifying benefit. The applicant must have been: the current partner; a close relative/friend; the parent of a baby stillborn after 24 weeks of pregnancy; the parent/guardian of a deceased child under 16, or under 20 if not in full time education.

This payment can help pay for: burial/cremation fees; up to £700 for funeral expenses such as director's fees; flowers and coffin; travel costs to go to the funeral; the costs of moving the body, if the journey is over 50 miles. If the deceased had a pre-paid funeral plan, help will only be given for items not covered by that. If funeral cost payments have already been made, his payment will be paid to the claimant.

Otherwise, it will be paid to the funeral director.

This payment must be claimed for within 3 months of the funeral.

**To claim, call the Bereavement Service helpline on: 0345 606 0265**

# Jobcentre Plus Travel Discount Card

This discount card can be provided to unemployed people who are claiming Jobseekers Allowance or Universal Credit.

A qualifying benefit needs to have been received for 3-9 months for 18-24 year olds or 3-12 months for the over 25's.

Other benefit recipients may receive a Discount Card from 3 months of their claim if they are actively engaged with a Jobcentre Plus Advisor.

Cardholders are entitled to a 50% discount on selected rail tickets.

**To apply, enquiries need to be made with a Jobcentre Advisor.**

# National Bus Concession

This Concession enables eligible residents of Cornwall to travel on local buses during off-peak times anywhere in England. Eligible residents include pensioners and people who are: blind/partially sighted; profoundly/severely deaf; without speech; disabled/injured which has a long term adverse effect on their ability to walk; without arms/loss of use of arms; learning disability or refused a driving licence on medical grounds.

Off peak hours are 9.30am until 11pm Monday-Friday and all day at weekends and Bank holidays. Outside of these times, the standard fare needs to be paid.

**To apply, an application form can be found in local libraries. This form needs to be filled in and given back to the library with evidence of eligibility/age and proof of address. Bus pass applications can be made at the library between 10am-12pm and 2pm-4pm Monday to Friday. The library staff register the evidence, take a photograph and submit the application for processing.**



# Welfare rights team

The Welfare Rights Team is a team of two who have knowledge of and experience dealing with welfare benefit law and regulation. They provide support and advice to people to deal with all aspects of the welfare benefit system. The majority of their work involves acting as representatives at Welfare Benefit Appeal Tribunals (help people to understand the legal principles of their case; gather evidence and prepare written submissions for the tribunal panel). The rest of the team's work centres on providing accurate advice and information to people so they understand what benefits they are entitled to claim. It often involves carrying out benefit checks to ensure people are receiving their full entitlement and if they are not, providing information and advice about what benefits they could claim.

**Call 01872 324457 for more information.**

# **Citizens Advice Cornwall**

This agency provides free, confidential advice to anyone regarding:

debt; benefits; employment; housing; discrimination and much more.

**The St. Austell drop in is open on Wednesday between 10am-12.15pm.**

**Alternatively, a text can be sent to 82727.**

**Citizens Advice should make contact within 24 hours of the text being sent, between 10-4pm Monday-Friday.**

**Their phone number is 03444 111 444.**

# WaterSure

This scheme qualifies people, who have a water meter, for a lower water/sewerage bill by having it capped at a certain level if they receive a means-tested benefit or tax credit.

One of the following circumstances must also apply:

- ❖ **three or more children** under the age of 19 living in the household or
- ❖ someone living in your household has a **medical condition** which causes extra water to be used.

**For an application form call: 0844 346 1010**

# WaterCare

This is a social tariff to help reduce a water bill for those on a very low income (below £275 per week).

The percentage of reduction depends on the weekly income after housing costs.

To qualify, an applicant must be on a water meter or assessed charges. Someone in the household must receive: Housing Benefit; Income Support; Income Based Jobseekers Allowance; Income Based Employment and Support Allowance or Guaranteed Pension Credit.

**For an application form, call: 0344 346 1010**

# Warm home discount

This is a discount of £140 from an electric bill for people on a low income who receive benefits.

Each electricity provider has it's own eligibility criteria.

**To apply, the electricity provider must be contacted for them to check eligibility.**

If eligible, a form is sent for completion and the discount is applied on to the account/prepayment meter.

# **Winter fuel payment**

This is a payment to help with heating costs, for older people receiving: the State Pension; Pension Credit; income-based Job Seekers Allowance or income-related Employment and Support Allowance.

This payment doesn't affect other benefits.  
Most payments are made between  
November and December.

**For more information or to make a claim,  
call: 08459 15 15 15**

# **Struggling with energy costs?**

Contact the Home Heat Helpline who can give heating help and advice. They can give clear information about grants, benefits and payment schemes available as well as basic steps to take to save money on heating bills.

**Call 0800 336699 for help.**

Or ring Community Energy Plus, a Cornwall based charity, for similar information:

**Call 0800 9541956 for help.**

# Fuel Direct

This is a scheme where weekly deductions can be made from benefits to repay energy or water debts. The eligible benefits are: Income-Based Jobseeker's Allowance; Income Support; Income-related Employment and Support Allowance; Pension Credit and Universal Credit (if unemployed). A fixed amount is automatically taken from the benefits to cover what is owed, plus an extra amount for current usage. **To set this up, the Jobcentre must be contacted.** They contact the energy/water supplier and tell them that this arrangement is going to be set up. If the Jobcentre agrees that this is the best solution, the supplier must agree to it and the supplier must arrange the repayments.



# Other Fuel Debt information...

- If a fuel company knows that social services or the DWP have been approached for help, they will delay disconnecting the fuel. They will usually hold action for 10 working days but may agree to longer, so that a payment arrangement can be made. The Children's Act 1989 gives social services the power to make payments to families with children in certain circumstances.
- Some fuel companies have set up trust funds that may be able to help pay fuel bills for customers in financial difficulties. **The fuel company needs to be contacted directly about this.**

# **Clothing Bank**

The Clothing Bank has been organised by the  
'St.Austell Revival Together' group.

It provides clothing, footwear and accessories  
to both adults and children.

**It's open every Tuesday & Friday between 1pm – 3pm.**

**There is no referral process, just turn up!**

**It's based at: the Light and Life Centre, Unit 4 Brunel  
Business Park, The Sidings, Saint Austell, PL25 4TJ.**

**For more information, call: 07780 975664.**

# **Woodbank**

If an open fire is solely relied upon to provide heat to a household and welfare benefits are being received, those affected might be able to have deliveries of free firewood from the Cornish Firewood Company based in Redruth.

**Ring 01209 899301 to enquire about the woodbank.**

# **BT Basic**

BT Basic is a simple, low-cost telephone service that's easy to understand and helps people to keep in touch, even if money is a bit tight. If a low income is received, BT Basic allows calls to be made and received – and helps with spending management.

BT Basic line rental costs £5.10 a month (£15.30 a quarter including a £4.50 call allowance). UK landline calls cost 11.3p per minute with a call set up fee of 3.3p. Calls to 0845 and 0870 numbers are free at weekends and BT Basic is exempt from any payment processing fees.

**Call 0800 800 864 to request a BT Basic application form.**

# **Hidden Help**

This is a community project which collects good quality unwanted household goods and distributes them to those in need.

The project services can only be accessed through agency referrals.

**For more information, call: 07794 738732**

**Or email: [hello@hiddenhelp.org](mailto:hello@hiddenhelp.org)**

# Free School Meals

Children may be eligible for free school meals if their parents are in receipt of: Income Support; income based Job Seekers' Allowance; income based Employment and Support Allowance; Child Tax Credit; the Guarantee Element of Pension Credit; the Immigration and Asylum Act 1999 Support or Universal Credit.

Anyone claiming Working Tax Credit, Contribution-Based Job Seeker's Allowance or Contribution-Based Employment and Support Allowance is **NOT** eligible for free school meals unless a Working Tax Credit run-on is in payment.

**To check eligibility, contact the School Meals Team on:  
0300 1234 101.**

# **Healthy Start vouchers**

If someone is pregnant/has children under the age of four and receives benefits, they might be entitled to receive free vouchers every week to spend on milk, fruit and vegetables, infant formula milk and vitamins.

Many shops accept the vouchers.

The form must be signed by a midwife or health visitor.

**An application can be made online or a form can be downloaded at: [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)**

**Call 0845 607 6823 for more information.**

# **Sure Start Maternity Grant**

This is a one-off payment of £500 to help towards the costs of having a first child or for someone expecting a multiple birth who might have children already.

A qualifying benefit must be in payment.

This grant must be claimed within 11 weeks of the baby's due date or within 3 months after the baby's birth.

A midwife must sign the claim form.

**Call 0345 603 6967 for more information.**



# Childcare funding

All 3 and 4-year-olds are entitled to 15 hours of childcare each week for 38 weeks of the year.

Some 2-year-olds in England can also get free childcare if their parents receive a qualifying benefit.

To begin the process of receiving free childcare, a childcare establishment must be found by the parent.

For 3 and 4 year olds, the entitlement will be automatic.

**For 2 year olds, an application must be sent to the council.**

**Please call 01208 265688 for more information.**

# **CEA card**

The CEA Card entitles a carer of a disabled person to receive ONE free cinema ticket, providing Disability Living Allowance (DLA) or Personal Independence Payment (PIP) is being claimed.

There is an annual fee of £6.00 for administration.

**An application can be made online or a form can be downloaded at:**

**[www.ceacard.co.uk/howtoapply.aspx](http://www.ceacard.co.uk/howtoapply.aspx)**

**Or ring 0845 123 1292 for more information.**

**Debt**

# StepChange

This debt management organisation offers **free** help and advice to anyone in need through their debt counselling team.

They work closely with local utility companies and national finance institutions to negotiate affordable repayments and release the pressure of debt.

**Call 0800 1381111 for help or visit their website:**

**[www.stepchange.org](http://www.stepchange.org)**

# **STAK debt advice**

STAK is St. Austell's Community Kitchen which also offers **free** debt advice to all members of the public. Their volunteers are trained to advise how to maximise income; identify priority debts and plan budgets to minimise the effects of debt on financial, social and medical well being.

Sessions take place at STAK Community Kitchen (8 High Cross Street) every Monday evening 6-8 pm.

**For an appointment, pop in to see them;  
phone them on 01726 77457 or email**

**[debtadvice@stakstaustell.org.uk](mailto:debtadvice@stakstaustell.org.uk)**

# **CTA – Council Tax Advisors**

This is an organisation that provides a **free** resource for those in council tax debt.

They solve council tax debt related issues, and enforcement by enforcement officers (bailiffs) on behalf of clients.

They organise payment plans with councils and bailiff firms across the UK and often resolve disputes with creditors by offering a variety of debt solutions to fit a client's needs.

**Call them on 01225 667 667**

**Or visit their website: [www.counciltaxadvisors.co.uk](http://www.counciltaxadvisors.co.uk)**

# **Cornwall Befriending Service**

This service offers free debt and financial advice, combined with counselling, to those in need. Job related help and benefit advice can also be given.

Their services are designed to enhance self esteem and enable people to take responsibility for financial decisions.

**For more information, call them on:**

**01872 243547/07522607648**

**Or email: [cornwallbefriending@gmail.com](mailto:cornwallbefriending@gmail.com)**

# **How bailiffs should treat vulnerable people**

The National Standards for taking control of goods say creditors and bailiffs have responsibilities to protect those who are vulnerable or socially excluded who could not reasonably deal with the problem themselves. This could include people who are: elderly; disabled; seriously ill; recently bereaved; single parents; pregnant; unemployed or who have difficulty in understanding, speaking or reading English.

The law says that bailiffs must: ensure that a vulnerable person has the opportunity to get help to deal with the bailiff's action before they take goods or charge fees; not take certain belongings necessary for older or disabled people; not enter a home or take goods when only a child under 16 or vulnerable person is present. A bailiff isn't allowed to take the following belongings from vulnerable people: any item reasonably needed for the medical care/general care of anyone in the household; assistance dogs; a vehicle displaying a valid disabled person's blue badge.

The bailiff should tell the creditor if they come across a debtor who may be vulnerable. If a child under 16 is in the home alone the bailiff must withdraw but can ask the child when the parent will be in, as long as they don't appear to be under 12.

In some cases, they shouldn't carry on with the bailiff action and should refer the debt back to the creditor.



**Help for families**

# **The Noah Project**

This Project supports disadvantaged families across Cornwall.

They are a one-stop shop providing items including food, clothes, toys, baby items and accessories to single parents and families in crisis.

The Project is free to access and completely confidential. Users are offered emotional and practical support, tailor- made to help improve their situation.

**For more information, call: 07714 820585/07907 177433**

**Or email: [info@thenoahprojectnewquay.org.uk](mailto:info@thenoahprojectnewquay.org.uk)**

# **Family information service**

This is the only source of information for all Ofsted registered Childcare across Cornwall.

It is also the main information service in Cornwall for parents and carers of children and young people aged 0-20, with a comprehensive online family service directory.

**For more information visit:**

**[www.cornwallfisdirectory.org.uk](http://www.cornwallfisdirectory.org.uk)**

**Or call 0800 587 8191**

# **St. Austell Children's Centre**

Sure Start children's centres are designed for children under five and their families to access services and information within their communities. Families can access parenting support services; training and employment information; play activities and childcare; additional needs support; crèche facilities and a toy library.

There are Family Support Workers available, if wanted, to support families through challenges; enable parents to develop confidence and skills and to support families practically and emotionally.

**For more information call 01726 74969 or drop into the Centre on Woodland Road.**

# **Home Start Kernow**

This organisation trains volunteers, who have parenting experience, and matches them with families with children under five who could do with a helping hand.

The volunteer visits the family in their own home for two or three hours once a week.

They can provide some adult company; play with the children; help to access other local services; encourage and motivate and provide practical help.

**Call them on 01209 214490 for more information**

**Or visit [www.homestartkernow.org.uk](http://www.homestartkernow.org.uk)**

# **Cornwall One Parent Support (COPS)**

This charity runs weekly groups and activities for one parent families. The group provides a chance to meet and gain support from families in similar situations. Some of the activities planned are: outings in the holidays; taster sessions of college courses; youth group events and lots more.

**The St Austell group meets at Pondhu Children's Centre on a Thursday between 1-3pm in term time.**

**There is also a group held at the Pondhu Children's Centre on a Friday night between 6-8pm in term time.**

**For more information contact Liz on 07737573647  
or email [e.northcott@sky.com](mailto:e.northcott@sky.com)**

# Gingerbread

This charity provides advice and support for single parents through their helpline and extremely informative website.

The helpline provides expert advice on anything from dealing with a break-up, to going back to work or sorting out maintenance, benefit or tax credit issues.

Their friendly advisers will talk through available options and will send out useful information.

**For advice, call: 0808 802 0925.**

**Or visit: [www.gingerbread.org.uk](http://www.gingerbread.org.uk)**

# **Free cakes for kids UK**

This is a community service to families who find it difficult to provide a birthday cake for their child.

A local group matches two parties: families in need and passionate home bakers. All cakes are baked 100% by volunteers, who operate locally and independently in their own private kitchens.

The cake is then handed over in a mutually convenient public place.

**For more information, call: 07791 213858**

**Or email: [rritchie@richardlander.cornwall.sch.uk](mailto:rritchie@richardlander.cornwall.sch.uk)**



# Chatterbox

This is a parent and baby/toddler group where children can free play with plenty of toys and activities whilst parents can relax with tea, coffee and biscuits.

There's a weekly arts and crafts activity overseen by a member of the Chatterbox team.

There is baby equipment available to use such as bumbo chairs, baby walkers, bouncy chairs, high chairs, soft play mats, baby toys etc. Towards the end, there's a story and song time followed by a snack time.

**The group runs between 10am – 12pm  
every Monday during term time.**

It's held in the Cornerstone building, next to the St. Austell Baptist Church on Trinity Street. The entrance to Cornerstone is through the car park next to the church.

# Little Families Community Playgroup

This is a group for families of all shapes and sizes where parents empower parents.

It's a fun, friendly environment where there's an opportunity to make new friends, chat with old friends and spend some much needed time out of the house whilst your children enjoy free play with other children.

**The group runs between 10am – 12pm every Thursday.**

It's held in the Cornerstone building, next to the St. Austell Baptist Church on Trinity Street. The entrance to Cornerstone is through the car park next to the church.

# Young People

# You Decide

Working with young people aged 11-19 where they are, the You Decide outreach youth workers cover St Austell, the clay villages and Truro.

Living in a rural place like Cornwall can be tricky when you're young. Sometimes it can feel like there's nowhere to go and nothing to do. That's where You Decide steps in. Whether it's mobile or outreach, they aim for young people in Cornwall to have access to positive activities and someone to speak to when they need it.

With their mobile youth van, they bring positive activities and support to young people on their own patch. Setting up in town centres, on beaches, in village squares or in car parks, the van is packed full of fun stuff to do – the ideal place for young people to hang out, create and connect.

With a community worker also on board, You Decide want to bridge the gap between young people and the community and allow communities to grow their own provision, through support and training.

**For more information, contact Cath Hendy on 01872 222447 or email:**  
[catherineh@ypc.org.uk](mailto:catherineh@ypc.org.uk)

# **The Roche Centre – part of the You Decide Project**

The Roche Centre's doors are open to young people aged 11-25 from the surrounding area, offering qualifications, entertainment or someone to talk to.

Through education and support, young people are given the chance to reach higher. Young peoples' experiences are expanded through courses, workshops and training.

Often young people just need to escape. The chill out room is a space to reflect, engage and encourage one another.

**Call 01726 890099 for more information**

**Or email: [catherineh@ypc.org.uk](mailto:catherineh@ypc.org.uk)**

# Active Plus

This scheme works in schools to support young people to build confidence, teamwork and leadership skills.

The workers are skilled at helping young people who are vulnerable or at risk of not achieving their full potential.

They may have been bullied, been a bully or may struggle to fit in with the crowd.

Using practical and interactive activities, young people are given the tools to empathise, manage their issues, understand and redirect their behaviour. The courses challenge young people to re-evaluate their situation and gain the confidence they need to get the most from their education.

**For more information, call: 01326 567174**

# The Prince's Trust

This Trust helps young people (13-30) to develop skills, prepare for work and improve their confidence through structured courses, individually tailored development programmes and short engagement programmes.

Young people are helped to work out whether self-employment is right for them or achieve other goals in education, training, volunteering or other work.

Assistance is given for young people to overcome barriers and get their lives working with cash awards of between £50 and £500, and mentor support for those leaving care or prison.

Young people can also develop personal and social skills through residential schemes, group activities and tailored one-to-one support.

**For more information, call: 0800 842842**

# **The Prince's Trust**

## **Team Programme**

This is a 12 week programme where teams of young people between the ages of 16-25 have an opportunity to: gain new skills/qualifications; have help with job hunting/CV writing and boost confidence through an action packed programme. It includes a residential week and arrangements can be made to have work experience in a field that the young person is interested in. The programme is free and doesn't affect benefits.

**To show interest in the Truro Course, contact Samantha Spooner on 07779334386 or email [sspooner@fire.cornwall.gov.uk](mailto:sspooner@fire.cornwall.gov.uk)**

**To show interest in the St Austell Course, contact Andy House on 07817538964 or email [ahouse@fire.cornwall.gov.uk](mailto:ahouse@fire.cornwall.gov.uk)**



# **Freestyle Targeted Youth Support**

For young people aged between 16 to 19 who are unemployed/not in education, they could be eligible for any of the FREE Freestyle TYS courses. Freestyle Targeted Youth Support helps them to build their confidence, develop new skills, make new friends, and prepare for the future.

For young people that like both Water sports and Sailing, then there is the perfect course for them! Courses normally last between 16 to 24 sessions; plus up to £20 per week can be earned for attending and there can be support with transport.

**For more information, call The Cornwall Marine Network on:  
01326 211382**

# Pathways to Apprenticeship

For people aged 16 to 19 and unemployed/not in education, the Pathways to Apprenticeship scheme could be for them.

During phase 1, 16 weeks (2 days per week) is spent working towards qualifications and gaining experiences in the outdoor activities sector; learning about I.T/digital media and undertaking hands on practical tasks. Then an Employability skills programme is undertaken which will help them write a CV; learn interview techniques; complete job searching and look at Apprenticeship opportunities.

During phase 2, 8 weeks (2 days per week) is spent in a work placement with a selected employer (could be Marine, IT, Outdoor Activity, or Environment sector business). This will then hopefully lead onto employment or an apprenticeship. Whilst on the programme, the young person will be entitled to a £20 per week training allowance and transport to all venues is provided or subsidised.

**For more information, call The Cornwall Marine Network on:  
01326 211382**

# The Developing Enterprise and Entrepreneurial Flair Project

The Developing Enterprise and Entrepreneurial Flair project (or "DEEF" Project) has been designed so that the participants will spend 2 days a week over 10 weeks developing their Enterprise & Entrepreneurial skills through a range of innovative activities such as mini-enterprise, inspirational speakers, and researching business start-ups. Plus participants will spend one afternoon per week taking part in water sports activities to build up team working and communication skills. On the Developing Enterprise and Entrepreneurial Flair (DEEF) course there are options for childcare funding and transport that is accessible.

**For more information, call The Cornwall Marine Network on:  
01326 211382**

# Foundation Learning Courses

The Foundation learning courses are available to 16-18 year olds who are currently unemployed and not in education or training. These courses are designed to get them into work or an apprenticeship and include support in the following:

- Employability skills (upgrade a CV; learn about interview techniques, applying for jobs and apprenticeships).
- Vocational training & work placements - courses available are in Business Administration, Customer Service, IT, Marine Engineering, and more!
  - Support with numeracy and literacy.

**For more information, call The Cornwall Marine Network on:  
01326 211382**

# NCS - National Citizen Service

NCS is an exciting, adventurous and life-enhancing programme for young people aged between 16-17. It gives young people the opportunity to develop new, vital skills and to make new friends whilst having fun during autumn or spring half terms. Participants will develop teamwork, leadership and communication skills. On completion of NCS, young people will graduate from the programme and receive a signed certificate from the Prime Minister. NCS is recognised by UCAS and employers across the country.

A place costs £50. This covers the cost of transport, activities, accommodation, food and for trained DBS checked staff.

However, if the young person received free school meals, they are exempt from payment. Bursaries are also available for circumstances where there may be financial barriers. NCS is accessible to all, regardless of income, ability, educational attainment or ambition.

**For more information, call: 0203 476 4400**

# The House

Run by qualified youth workers five days a week, The House is a hub for youth work in St Austell. There's activities every day. It's free to join and open to all.

The team helps young people explore their interests, discover new passions and achieve new heights.

There's a range of certificates on offer whilst enjoying a safe, supportive place to hang out.

It's about giving young people a leg up and finding ways for them to take their interests further.

**Call 01726 77469 or 01872 613001**

**Or email: [smithk@ypc.org.uk](mailto:smithk@ypc.org.uk) for more information.**

# Carefree Cornwall

This is an independent Cornish charity that works with young people in and leaving care, and sometimes with young people on the edge of care up until the age of 25.

They focus on positive activities and projects that help young people develop their social and emotional skills.

Young people can also take part in a summer programme, if aged 11-17, or go to an Edulink group.

Young people can refer themselves, if they have support from their social worker. Carers, social workers and teachers can also refer but the young person has to make the final decision about whether to attend.

**For more information call: 01209 204333**

**Or email: [info@carefreecornwall.org.uk](mailto:info@carefreecornwall.org.uk)**

# **Reachout Creative Futures**

This is an initiative for young people aged 14 to 19 who are not in education, employment or training and would like to take part in activities designed to help them to move into further education, an apprenticeship, job or volunteering.

Young people are engaged through the medium of creative skills & team work to build confidence, self esteem and motivation. This is currently delivered from Clay Tawc in St Dennis but also offers an out reach service to other areas in Cornwall.

**For more information call 07977 522498**

**Or email: [trish.reachout@gmail.com](mailto:trish.reachout@gmail.com)**



# **Talent Match**

This free project helps 18-24 year olds to find work through developing skills and confidence if they have been unemployed for more than one year. Young people are connected to opportunities for work, education and training through organisations across Cornwall.

Help includes: enterprise awareness; development of project/business ideas; peer support groups; financial support to begin a new job and work clubs.

**For more information, call: 07525071998**

**Or email: [contact@talentmatchcornwall.org](mailto:contact@talentmatchcornwall.org)**

# Cornwall 180 Programme

This is an 8 week introduction to the sport and leisure sector for participants between the ages of 16-18 who are not in education, employment or training.

Participants achieve the Sports Leaders Level 1 and Emergency First Aid.

The aim is to progress young people into employment, volunteering or further education.

**For more information, call: 07833 431296**

# **The Dreadnought Centre**

This is a Charity that works with children and young people aged 8-19 who are experiencing difficulties in their lives – be it emotional, physical or behavioural.

A wide range of support programmes are put into place so that young people: socialise; build self esteem; learn coping strategies; feel empowered to make decisions for themselves; improve relationships with parents and much more. There is a philosophy of unconditional acceptance to all it's service users.

**Call 01209 218764 for more information**

**Or visit: [www.thedreadnought.co.uk](http://www.thedreadnought.co.uk)**

# Hear Our Voice

Young People Cornwall work with 11-25 year olds across the county, offering a safe and confidential space to talk about issues they might face.

Hear Our Voice builds young people's emotional resilience until each individual is equipped to move on. One-to-one sessions and group work are offered with up to 12 hours of support. After this, the right experts are brought in to talk to and other relevant services are explored.

**For support, contact Anna Trewhella on 01872 222447**

# **Barnardo's Cornwall Advocacy Service**

This advocate service ensures that the voices of children and young people, up to the age of 21, are heard during welfare decision-making meetings. They are also helped to understand the process of meetings.

This service is available to children and young people who are in care, leaving care and those in need, including disabled children.

A referral form needs to be completed by a professional, parent/carer or the young person themselves.

**For more information, call: 07500 704334/07825414112**

**Or email: [civas@barnardos.org.uk](mailto:civas@barnardos.org.uk)**

# YZUP

This is the young person's drug and alcohol service for Cornwall and the Isles of Scilly.

They work with young people aged from 11 to 19, on a one to one basis, who are at risk of developing or experiencing problems with their substance use.

The support could range from a brief chat over the phone to long term support.

Experienced and qualified workers are available weekdays 9am-5pm.

**For help, please call: 01872 300816**

# **Young Parents**

# Care To Learn

This scheme offers financial support to teenage parents who want to continue in, or are returning to, learning or training by helping with the cost of childcare.

A young parent is eligible if they are: aged under 20; on a publicly-funded full or part-time course and the main carer for their child. The funding is not means-tested and the scheme will pay up to £160 per child each week for ofsted-registered childcare and additional travel costs.

**For more information, call: 0800 121 8989**



# **Benen Chy young parent's unit**

This is a supported accommodation scheme provided for young women aged 16-25 who are pregnant or have a baby and are in need of accommodation and support.

The staff provide a support service and hope to help increase self-esteem, confidence and independence and enable women to progress towards independent living within the community.

A decision regarding admission is made based on individual circumstances and needs.

**To apply, make a referral or for further information contact the Project Staff on (01726) 73233 or the Cornwall area office on (01726) 814 684.**

# **Brook Young Fathers Project**

This Project provides practical advice on parenting, relationships, housing, work and more to fathers under the age of 25, or over 25 if the mother of the child is under 20.

Brook meets dads at their place of choice to figure out what they can do to help.

Group activities are also organised to enable dads to meet other young dads and gain skills. These activities include first aid courses, cookery sessions and social get togethers.

The Project can also accompany young fathers to social services meetings.

A referral needs to be made by a professional.

**For more information, call: 01209 710088**  
**Or email: [youngfatherscornwall@brook.org.uk](mailto:youngfatherscornwall@brook.org.uk)**

# **WILD**

This young parent group provides young mothers and their children with opportunities to develop their skills, improve self-esteem and achieve their potential.

The group offers peer support; parenting advice; housing and debt management; workshops and qualifications whilst sharing experiences of being a parent and making new friends in a relaxed, safe environment. A crèche is provided.

Email [\*\*jo.davies@wildproject.org.uk\*\*](mailto:jo.davies@wildproject.org.uk)

**Or phone 01209 210077 for more information.**

# **Young Mums Will Achieve (YMWA)**

This is a project for pregnant/ teenage mums aged between 14 to 19 years old.

The mums are provided with support, guidance and education in a relaxed non-school environment. The programme runs for a whole academic year.

Free childcare is provided by Fit & Fun Kids and free transport is also provided.

The group meets on Mondays and Tuesdays from 9:15am to 3.15pm.

**For more information contact Rachel Marks on 07990 567 530 or send an email to: [rachel.marks@st-austell.ac.uk](mailto:rachel.marks@st-austell.ac.uk)**

# **Family Nurse Partnership (FNP)**

If someone under 20 is expecting their first baby,  
a family nurse can visit them to help them  
have a healthy pregnancy and enjoy  
being the best mum they can be.

A specially trained family nurse will help them  
understand all about the pregnancy and how to care  
well for themselves as well as the baby.

The nurse visits regularly during the pregnancy and then  
after the birth until the baby is two years old.

A referral must be made by a midwife.

# **SPACE Young Parents Group**

This group provides young parents up to the age of 23 with life skills and opportunities for development within a supportive environment.

The sessions are delivered by youth workers while a free crèche is provided for babies and toddlers.

Parents can then engage in activities and access information, advice and guidance.

New friendships and support groups can be formed with other young parents.

**The group runs on Wednesdays from 12:00 to 2:30 at the Fourways Centre in St.Blazey.**

**For more information call 01726 817132.**

# **Domestic Violence**

# **Multi-Agency Referral Unit (MARU)**

If you wish to report an incidence of child abuse or neglect, please contact MARU. The MARU provides a multi-disciplinary response to concerns about the safety of a child. The Multi-Agency Advice Team (MAAT) is a multi-disciplinary team within the MARU. The MAAT gathers more information and considers those cases that are on the cusp of the threshold criteria for social work. They support the strategy to prevent escalation of needs by providing the right help at the right time by the right service. If you have clear evidence about actual or likely risk of harm to a child please contact the MARU without delay.

**For help, call: 0300 1231 116**

**After 17:15 or at the weekend call the Out of Hours Service on:  
01208 251 300**



# **Safeguarding adults**

If an adult is experiencing abuse or neglect, this can be reported to the Social Care Department.

They will listen carefully to the concerns and will investigate further if necessary.

**For help, call: 0300 1234 131**

**Or email: [accessteam.referral@cornwall.gov.uk](mailto:accessteam.referral@cornwall.gov.uk)**

# **Norda House Project**

This is a confidential service for male or trans victims who are in controlling relationships and experiencing domestic abuse.

This project offers practical and emotional support over the phone and face to face.

They can also provide safe accommodation for men and their children in their male refuge.

**For more information, call: 01872 321546/321575  
or email: [enquiries.nordahouse@gmail.com](mailto:enquiries.nordahouse@gmail.com)**

# Accord Mediation

Mediation is about the practical and legal arrangements made concerning children and/or property when separating or divorcing.

It is also a way of settling disputes after a marriage or relationship breaks down.

Accord is based in St. Austell but appointments can be arranged in any major town in the County and **free** mediation can be offered, subject to a person's financial circumstances, under the legal help scheme.

**Call 01872 225022 for more information or visit:**

**[www.accordmediation.co.uk](http://www.accordmediation.co.uk)**

# **CLEAR**

This is a child centred therapeutic service working throughout Cornwall. Support is offered to Children and young people between 0 - 18 years who have been traumatised by direct experience or witnessing of sexual, psychological or emotionally abusive relationships.

All CLEAR counsellors have undergone specialist training in child and adolescent therapy. CLEAR offers individual face to face therapy and group work.

**For more information visit [www.clearsupport.net](http://www.clearsupport.net)**

**Or contact 01872 540366 or 07542 532001.**

# **Pet Retreat**

Pet Retreat arranges for foster carers to look after pets for people fleeing domestic abuse.

Pets are given a good home until the owner can look after them again.

This service is not just for cats and dogs but for smaller pets too.

**If a pet is being left behind,  
contact Pet Retreat on: 0300 1238278.**

# Cornwall Refuge Trust

This charity provides a safe and supportive environment for women and children who have escaped domestic violence.

They offer support and advice, empowering victims and survivors of domestic abuse to create or maintain a safer and happier future.

They also work with perpetrators of domestic abuse to help challenge and change their behaviours to protect their families and partners.

Within the refuge and through the domestic violence helpline they can offer emotional support and advice on housing, benefits and the effects of domestic violence within families.

**For support, call the 24 hour helpline: 01872 225629**

**Or visit: [www.cwrt.org.uk/index.html](http://www.cwrt.org.uk/index.html)**

# **West Cornwall Women's Aid**

This is refuge accommodation for women and children who have suffered domestic violence, but priority is given to those in immediate danger.

The refuge provides services such as:  
safety planning; group work; a recovery programme;  
legal support; advocacy; benefit/debt advice;  
counselling and resettlement.

**For more information, call: 01736 367539**

# **Women's Rape And Sexual Abuse** **Centre (WRSAC)**

WRSAC offers a helpline and outreach service to victims and survivors of rape and sexual assault. Support workers, councillors and advisors provide ongoing outreach and support, advocacy and counselling to women, girls and their families. A 14 week programme is delivered for survivors of sexual and/or domestic abuse to empower and enable them to make changes in their lives.

Visit [www.wrsac.org.uk](http://www.wrsac.org.uk)

Or call their helpline: 01208 77099



# **Women's Domestic Violence**

## **Support Network**

This organisation runs a helpline on Monday evenings from 7.30pm - 10pm and on Thursdays 10am – 1pm. At these times calls are answered by female support workers who will provide information and advice.

There is also a 24-hour answer-phone service.

Their service is free and confidential and may involve talking over the phone or arranging to meet in a safe place.

Women are supported to enable them to restore their sense of personal power and options are explored.

**Call 01208 79992 for help.**

# The Willow Centre

This Centre offers a confidential service and safe environment for all victims of sexual assault above the age of 16 years.

Trained professionals can provide sexual health information and referral services; information about reporting to the police; forensic medical facilities; referral to counselling services; post-sexual assault follow-up care; support through the criminal justice system; practical support and referrals to other community services.

**For help contact: 01872 272059**

# **Broken Rainbow**

This is a domestic violence helpline providing confidential support to all members of the Lesbian, Gay, Bisexual and Trans (LGBT) communities and their family and friends.

It is run by trained LGBT people who have an understanding of sexual identity issues and can provide information, advice and support regarding the creation of a safety plan; exploring housing options; accessing legal advice; counselling and accessing local support groups.

**For more information contact: 0300 999 5428**

**Or visit: [www.brokenrainbow.org.uk/home](http://www.brokenrainbow.org.uk/home)**

# **SUsie Project**

This project works with women and men who have experienced domestic abuse and who have left their partner.

Self esteem and confidence is re-built through outreach initially, then through attendance at support groups.

Their programme includes topics such as the definition and effect of abuse; anger & conflict; boundaries & trust; setting goals and healthy relationships.

Groups are delivered through Children's Centres and Community Centres and Childcare can be arranged.

**For more information contact 01209 699241 or visit:**

**[www.susieproject.org.uk/index.html](http://www.susieproject.org.uk/index.html)**

# **Cornwall Independent Domestic** **Violence Advocacy Service**

The IDVA service provides specially trained workers to offer support to those who are experiencing a domestic violence incident.

They can help victims choose the best course of action.

Services also include: information giving; risk assessment; advocacy; safety planning; emotional support; practical support and support in court. After receiving information from a victim, they will first address immediate safety issues. Meetings take place where the victim feels comfortable and safe.

**For support, call: 0300 777 4 777**

**Or email: [reach@twelvescompany.co.uk](mailto:reach@twelvescompany.co.uk)**

# Waves

This is a counselling and outreach service for **anyone** that has experienced any form of domestic violence /abuse or family violence. By providing therapy and individual support for people, this project aims to enable people to make positive changes in their lives.

The Waves services are available to anyone over 16 years of age, regardless of their sex, ability to pay, rural isolation, disability, sexual orientation, age, cultural or social background or previous psychiatric history.

Counselling offers the opportunity to discuss problems with a person trained to work in a non-judgmental, caring way.

**For more information, call: 07815 136 743**  
or email: [wavescounsellingproject@live.co.uk](mailto:wavescounsellingproject@live.co.uk)

# Ahimsa

This is a domestic violence project which offers a programme to perpetrators of domestic violence in Cornwall.

Support is also given to victims and survivors of domestic violence.

This project can also undertake an assessment as evidence in child welfare proceedings where parental contact is being challenged.

**For more information, call: 01752 213535**

# **Clare's Law**

This is a scheme which allows the police to disclose to individuals, details of their partner's abusive past.

This information might allow someone to escape an abusive situation before it ends in tragedy.

Every request under Clare's Law is thoroughly checked by a panel made up of police, probation services and other agencies to ensure information is only passed on when necessary.

Trained advisors are on hand to support victims through the transitional period.

**Please visit your local police station for more information.**



# Housing

# **Landlord not completing essential repairs?**

Under the Deregulation Act 2015, landlords cannot end a tenancy using a section 21 notice if they fail to address a repairs complaint made by a tenant, which is then referred to a local authority.

Also at the start of a tenancy, in order to legally serve a section 21 eviction notice in the future, a landlord must provide an Energy Performance Certificate; an annual Gas Safety Certificate (if necessary) and a copy of the Government's 'How to rent guide'.

# **Pentire Supported Housing - Helston**

This supported housing is available for  
vulnerable people with severe  
mental health issues.

**For more information, call: 01326 565000**

**Or email: [jill.pentire@gmail.com](mailto:jill.pentire@gmail.com)**

# Truro Young Women's Centre

This Centre provides women aged 16 – 30, with housing related needs, the opportunity to gain life skills for independent living through supported accommodation.

There are 10 fully furnished rooms with communal facilities. It is staffed at all times. Residents identify their areas of need with a key worker and comprise a support plan.

Residents have the opportunity to improve budgeting skills, domestic and practical skills and can access a wide range of services and agencies.

**For more information call: 01872 260847.**

# **Habinteg**

This Housing Association is a provider of inclusive housing for disabled and non-disabled people.

Their Community Assistants and Occupational Therapists provide support to enable tenants to achieve and sustain independent living in their own homes.

Habinteg Direct is their national customer services team, who provide a telephone service to deal with a wide range of enquiries.

**For more information, call: 0300 365 3100**

**Or email: [direct@habinteg.org.uk](mailto:direct@habinteg.org.uk)**

# Housing & Care 21

Housing & Care 21 are a not-for-profit organisation that provides retirement housing and care services for people aged 65 and above. They deliver affordable, person-centred care and housing that meets individual needs, improves wellbeing and promotes independent living. Extra Care services have increased on-site support, to enable individuals with illnesses or disabilities to live as independently as possible. People have their own flats and tenancies, and there is often a range of communal facilities available.

Extra Care facilities include: sites where Housing & Care 21 are the landlord; sites where they are the provider of care and support and sites where they are both the landlord and provider of care and support.

**For more information, call: 0370 192 4000**

# **Plexus/Mears group service**

This service provides affordable, good standard homes for single people; couples and families; care leavers and people fleeing domestic violence.

The Chapter 1 housing association rents houses from private landlords and then the properties are managed by the service.

Supportive staff help people to settle in to their homes and funds may be available to help with moving costs.

**For more information call: 01637 851620**

**Or email: [debbie.applegate@mearsgroup.co.uk](mailto:debbie.applegate@mearsgroup.co.uk)**

# Shelter

Shelter offers specialist help with housing related problems.

Legal Aid appointments are held in Truro whilst  
Non Legal Aid advice is given via by a  
telephone call back service.

**For an appointment or advice call: 0344 515 2300.**



# **Stonham Bryan Drop In**

This is a free one-to-one housing advice service.  
Anyone can ask for help with: claiming benefits;  
maintaining a tenancy; budgeting skills;  
contacting local services, councils, housing  
associations and lettings agents.

**This drop in is situated in the council offices on  
Penwinnick Road in St. Austell.**

**It is open every Monday 10 am-12 noon.**

**For more information call: 01209 719182 Or 07710 709527.**

# **Support for** **homeless people**

# Streetlink

Have you seen a rough sleeper?

Are **you** sleeping rough?

**For help, call: 0300 500 0914**

# STAK

This charity supports vulnerable, needy and homeless people. They support those affected by poverty and provide them with the support they need to take the next step in their life.

Based in the heart of St Austell, at 8 High Cross Street, they offer a variety of different services.

Their community kitchen is open six days a week between 10.30am-5pm where they offer two affordable meals a day; one at lunchtime and again at teatime. The kitchen is also a safe space for people where they can access support, advice and guidance.

**For more information call: 01726 77457**

# **Cornwall Nightstop**

Cornwall Nightstop is a project of the Cornwall Independent Poverty Forum and provides emergency accommodation for 16 to 25 year olds, who find themselves homeless.

Accommodation is arranged on a night by night basis, with a volunteer family host, but a young person can potentially stay with a family for up to five nights, whilst the referral agency continues to work with them to find a more permanent solution.

There is no other organisation offering this service in Cornwall.

**For further details, call Paul Green on: 01872 274351**

**Or email: [paul.green@truro.anglican.org](mailto:paul.green@truro.anglican.org)**

# Homeless Prevention Scheme

This scheme is designed to help people financially if they are threatened with homelessness and are unable to meet the cost of rent in advance and a deposit asked for by private landlords.

This applies to 'assured short hold tenancies for 6 months plus'. Help might also be available for those that have a home but are at risk of losing it.

The rent in advance is available as an interest free loan. Eligibility should be checked before a property is found.

**For more information, contact: 0300 1234 161.**

# **Glen Carne**

Supported accommodation is provided for homeless or disadvantaged men in receipt of benefits.

Residents are offered the opportunity to access housing support and gain training to enable a successful move into independent accommodation. There are single bedrooms and communal facilities.

Support plans are developed for residents to improve their skills and help can be offered to set up home.

**For more information call: 01872 554141**

**Or visit: [www.glencarne.org.uk](http://www.glencarne.org.uk)**

# Cosgarne Hall

This supported accommodation scheme provides housing related support to it's residents through support workers who are available Monday – Friday, whilst security is available constantly.

Support includes: managing finances; dealing with benefits; dealing with other agencies and avoiding homelessness.

Accommodation is only provided if support plans are complied with.

**For more information, call: 01726 74186**

**Or e-mail: [support@cosgarne.com](mailto:support@cosgarne.com)**



# The Turnaround Project

This Project in Newquay provides men, aged 16-25 with housing needs due to hardship, an opportunity to make a fresh start in a safe and supportive environment. It aims to equip each resident with essential skills for independent living. There are 10 fully furnished en suite rooms, 5 of which have their own kitchenettes. The other 5 rooms share a kitchen. There are several communal areas where residents can relax and build good friendships.

**For more information call: 01637 875684**

**or visit [www.nccturnaround.com](http://www.nccturnaround.com)**

# **New Start**

This organisation provides short term (up to 2 years) supported accommodation for people aged over 18 who are dealing with homelessness AND substance misuse; mental health issues; offending behaviour or social exclusion.

Support can be given for benefit claiming; budgeting; housing issues; drug/alcohol issues; education/training and employment; home maintenance; accessing other services and community involvement.

**For more information call:**

**01872 267335 or visit: [www.i-futures.co.uk](http://www.i-futures.co.uk)**

# **St. Petroc's Society**

This charity provides services for single homeless people and others who are socially excluded.

The Breadline Centre is where advice and support can be given, including:

primary health care; training/employment initiatives; mediation and crisis intervention.

St. Petroc's have several direct access hostels.

**For support, call: 01872 264153**

**Or email: [home@stpetrocs.org.uk](mailto:home@stpetrocs.org.uk)**

# **YMCA Cornwall– Housing advice**

The YMCA housing advice service is free, confidential and independent. They have experienced housing advice workers to help with housing problems.

They can offer specialist advice to young people who find themselves homeless or rough sleeping, people who have to leave home or people who just wish to leave home. The YMCA can also offer advice on rent problems, housing benefit problems, tenancies, landlord/tenant disputes, illegal evictions or harassment.

**For advice, call: 01736 334820**

# YMCA – Appletree House & Cherrytree House

The YMCA manages Appletree House and Cherrytree House.

These houses provide supported accommodation for homeless people, aged between 16 and 25 years, who are unable to live in independent accommodation.

It is not emergency accommodation.

The project aims to support and guide young people towards independent living. It is possible to stay for up to two years. Support is then provided to find permanent accommodation and additional continuing support is offered to ensure the move is a successful one.

**For more information, call: 01736 334820**

# **Independent Futures – Redruth Foyer**

This Foyer is for single disadvantaged people aged between 16-25, including those who are homeless, who are willing to engage in training, employment and education. There's a fortnightly mental health peer support group run by an outside agency.

Self referrals are accepted and  
referrals from any agency.

**For more information, call: 01209 314539.**

# **Independent Futures –** **Carn Brea Foyer**

This Foyer in Redruth houses people between the ages of 16-25.

There are many facilities to improve the skills of residents. There are also clubs for residents to join, such as running, boxing, art and film clubs.

**For more information, call: 01209 610931**

**Or email: [wayne.cross@dchagroup.com](mailto:wayne.cross@dchagroup.com)**

# Independent Futures – The Coach House

This charity offers accommodation for up to two years to single homeless people between the ages of 16-24 (or 16-35 for people with mental health problems).

Housing related support is provided and help will be given to find suitable move-on accommodation.

Referrals can be made through any agency.

**For more information, call: 01736 331673**



# Independent Futures – Hendra Lodge

This charity offers accommodation to single homeless people between the ages of 16-25, but referrals can only be made via Cornwall Council.

Support is given regarding independent living skills; managing money/benefits; education; training; employment; alcohol/drug problems. There is access to health services.

Help will be given to find suitable move-on accommodation and follow up support will be given.

**For help, call the Single Referral Unit on: 01579 349596**

# **Health for Homeless**

This welcoming Primary Care Service is available to single homeless people (rough sleepers and hostel dwellers). Other agencies are also worked with to improve the health and wellbeing of those that are homeless.

**For more information, call: 01872 273617**

**Or email: [andy.wing@ciospct.cornwall.nhs.uk](mailto:andy.wing@ciospct.cornwall.nhs.uk)**

# **Support for carers**

# **Cornwall Carer's service**

This service offers support, information and guidance to informal and unpaid carers across Cornwall.

Carer Support Workers can provide carers with help to access services and benefits.

There are carer groups all around Cornwall.

Many people do not realise they are carers but they might be helping someone out from bed in the morning; making a meal; shopping or reminding them to take their tablets, amongst many other roles.

**For support and more information call: 01872 266383**

**Or visit: [www.cornwallcarers.org.uk](http://www.cornwallcarers.org.uk)**

# Carer's Assessment

Unpaid carers can have a carer's assessment which looks at the support needed to look after someone else.

This can be undertaken even if the person looked after doesn't want to have their own needs assessment.

An assessment helps carers to access things that let them continue as a carer, such as: a carer's personal budget if eligible; a short break from caring; equipment, meals or adaptations to the home of the person cared for; education, training and leisure activities and benefits advice. An assessor visits to talk about the carer's needs and a support plan is then agreed which is reviewed regularly.

**For more information, please call: 0300 1234 131**

**Or email: [carers@cornwall.gov.uk](mailto:carers@cornwall.gov.uk)**

# **Kernow Young Carers**

A young carer is a young person under 18 who provides regular care and support for a family member.

Kernow Young Carers aim to make the caring role a more positive experience by offering support, information, advocacy and advice. Activities, trips and short breaks are arranged as well as educational sessions e.g. first aid.

There are also local young carers groups and forums.

Referrals are accepted from families and professionals.

**For more information call: 01872 321486**

**Or visit: [www.kernowyoungcarers.org](http://www.kernowyoungcarers.org)**

# Promas Caring for People

This organisation supports unpaid carers by delivering free training aimed at helping them to cope with their caring roles. The courses enable carers to better understand the needs of themselves and the people they are caring for. Current courses include:

- *“Caring for the Carer” 3 day course*
- *“Caring for Dementia” 2 day course*
- *“Pencil This In” 2 day course for carers of Mental Health*

**For more information or an application form visit their website [www.promas.co.uk](http://www.promas.co.uk) or call:**

**01736 339226 or 07775 756454**

# **Social Care Learning & Development – Personal Assistant & Carer Support**

This team offer free training and development support to informal carers and personal assistants of disabled adults.

This includes: moving and positioning a person; emergency first aid and a variety of e-learning courses.

**For more information, please call: 01872 323625**

**Or email: [scld@cornwall.gov.uk](mailto:scld@cornwall.gov.uk)**



# **Disabilities**

# **Sail into life**

The Sea Sanctuary offer this programme to improve mental health and also as a means of prevention where strategies would hopefully avoid or reduce poor mental health.

This programme is a residential 4 day placement on board a yacht. It is person centred and aims to meet the needs of both young people and adults. The Cornish coastline is explored. The therapeutic approach adopts mindfulness which includes anxiety management and dealing with unhelpful patterns of behaviour.

Service users are given a toolbox for life.

**For more information, call: 01326 378919/07966086856**

**Or email: [admin@seasanctuary.org.uk](mailto:admin@seasanctuary.org.uk)**

# Active8

This is a Cornish charity which provides fun experiences for young people with a physical disability.

There are many projects within Active8 which are all focused on helping people gain independence and learn new skills.

Young people can join if they are over 15 years old, live in Cornwall and have a physical disability.

**For more information, call: 01872 530515**

# **Newlife Foundation**

Newlife nurses provide information regarding grants and care to parents of disabled children. The national helpline is free and confidential.

When statutory health and social care services can't help with funding for essential medical equipment, sometimes the Newlife Foundation can awards grants.

**For support, call: 0800 902 0095**

# **SENDiASS**

This is a free, confidential service which offers disabled people aged 0 – 25 and their families, information, advice and support.

Assistance offered includes: explanation of personal budgets and SEN law; advice regarding education and care plans; accompaniment to meetings; mediation and tribunal support and linking with support groups.

**For help, call: 01736 751921**

**Or email: [sendiass@disabilitycornwall.org.uk](mailto:sendiass@disabilitycornwall.org.uk)**

# **Brandon Trust**

This Charity offers support to disabled children and families. This includes training to enable families to remain resilient and less reliant on paid support.

Work clubs are also available for people with learning disabilities or autism. Here, confidence, self esteem and skills are built towards getting a job.

**For support, call: 01208 72142**

**Or email: [info@brandontrust.org](mailto:info@brandontrust.org)**

# Needs Assessment

A Needs Assessment is a chance for Social Services to look at a disabled person's social care needs. If the applicant is eligible for help, Social Services recommend services that would best help the applicant to maintain their wellbeing and independence. The following needs might be assessed:  
nutrition; self care; mobility; maintaining the home;  
contact with family/friends; access to community activities;  
mental health wellbeing and support for family/friends.

If necessary, a support plan is agreed and  
a personal budget decided.

**For more information, call: 0300 1234 131**

**Or email: [adultcare@cornwall.gov.uk](mailto:adultcare@cornwall.gov.uk)**

# **Disabled Facilities Assistance**

If a disability makes it difficult for you to manage in your home, you can discuss your situation with the Adaptions and Advice Service at Cornwall Council.

They can assess your need, discuss housing options and inform you if you are eligible for financial help for adaptions.

These adaptions could be ramps/rails to get into your home; door widening for wheelchairs; bathroom alterations; heating system improvement; stair lifts etc.

**For more information, call: 0300 1234 131**



# **The Home Solutions Team**

This team of handy people; occupational therapists and housing support officers work across Cornwall offering solutions that can help the elderly or disabled stay safe at home.

This includes help with household maintenance and repairs; adapting the home; providing equipment; giving financial advice and assistance; moving to more suitable and appropriate accommodation.

**For more information about any  
of the services please call:**

**01872 224 707**

# **Cornwall Dyslexia Association**

This Association supports the needs of dyslexic children and young people in education and adults in the workplace.

Advice and guidance is offered to dyslexic people and their families; literacy support is available; dyslexia screening is provided and full dyslexia assessments can be conducted.

**For more information call: 01872 274827**

**Or visit: [www.cornwaldyslexia.org.uk](http://www.cornwaldyslexia.org.uk)**

# **Enable in Cornwall**

This charity helps adults with disabilities to become more independent and overcome barriers by providing a free information, advice, guidance & support service.

Qualified advisors arrange to meet up with clients somewhere they feel comfortable to discuss what they would like to achieve. Some clients want to find new leisure activities and improve their social life whilst others want help with benefit applications and to gain skills through training.

Clients can self refer or be referred by friends, family or professionals.

**For more information call: 01726 890711**

# SEAP

SEAP provides an independent advocacy service to support vulnerable people to have their voice heard, access their rights and have more control over their lives.

Advocates enable their clients to express themselves, ensuring that everyone who uses health and social care services can have their voice heard on issues that are important to them.

All staff are committed to the principles of independence, confidentiality, best interests and empowerment.

**For support call: 0300 3435706**

# **Restormel Befriending** **Scheme**

This scheme offers support to adults in the community who are experiencing mental health problems or emotional distress.

Support is given through membership of support groups.

**For more information call: 01637 851155**

**Or email: [info@restormelmind.org.uk](mailto:info@restormelmind.org.uk)**

# Nightlink

This is Cornwall's free-phone listening service for anyone 18 years or over, who are experiencing emotional distress and for people supporting those in emotional distress.

Difficulties can be discussed in confidence.

Their mission statement is to provide listening, understanding, support and respect to callers experiencing emotional distress.

To promote callers' personal empowerment and to encourage control of their situation.

**For support call: 0808 8000306**

**Lines are open daily between 5pm – Midnight**

# **Nightlink Emotional Support Text**

NEST offers similar emotional support to the helpline but by text. This allows people who are perhaps a little nervous of calling the helpline to make first contact.

Some 'texters' in time may utilise the helpline but there is no obligation to do so.

The service is also helpful for people with hearing difficulties.

**The text service is also open daily  
5pm - midnight on 07717 989021**

# **Philippi Trust**

This Trust is a Christian organisation which offers individual and relationship counselling to people of any religious belief, or none.

Each session lasts one hour.

There are no set fees but donations are welcome.

**For more information, call: 07791753777**

**Or email: [cornwall@philippi.co.uk](mailto:cornwall@philippi.co.uk)**



# **Be Me**

This team offers a range of services to people over the age of 16 who are experiencing mental health problems such as anxiety and depression.

These services include counselling and cognitive behavioural therapy.

**A self referral can be made by calling:**

**01579 373700**

**Or email: [be.me@nhs.net](mailto:be.me@nhs.net)**

# **Community Mental Health Services**

Community Mental Health Teams (CMHTs) are where most people receive support for their mental health problem. They help people to manage and recover from a range of common mental health problems.

CMHTs provide one-to-one, individualised support that may take the form of visits to a person's home or at a community setting such as a GP surgery.

**Referral to adult mental health services is via a GP, other health professional or self-referral by calling:  
0845 207 7711.**

**CMHTs are available Monday to Friday, 8.45am-5.15pm.**

# Trelil Court

Trelil Court is a day resource centre based in Bodmin for people with mental health needs.

The service offers social and creative activities as well as life skills training and therapeutic group sessions.

This service is for people aged 18 to 65 who live in Cornwall.

**For more information, call: 01208 76899**

# Oakleigh House

This Sanctuary Project offers people time out, in a safe and supported homely environment.

Guest's Mental Health Care Co-ordinators need to make arrangements regarding their stay.

There is no cost and guests can stay for up to two weeks, twice a year. Each room has a TV, CD player and tea/coffee making facilities.

Optional activities are available including art/crafts and complimentary therapies.

Guests are responsible for their own meals.

**For more information call: 01579 346663**

# **Cornwall Advocacy**

This organisation offers advocacy services to people who have a learning disability.

There are also specialist projects available which support young people (11-18) and parents with a learning disability. This service is free.

An advocate is trained to support a person to make their voice and views heard and to find information with enough time to think about their choices.

**For more information call: 01872 242478**

**Or visit: [www.cornwalladvocacy.org.uk](http://www.cornwalladvocacy.org.uk)**

# **St. Austell Memory Cafe**

This is a place where people with memory loss and their carers can socialise, take part in activities and enjoy refreshments.

Knowing that others really understand can make a difference, and a support network can grow outside of the café environment.

**It takes place at: Cuddra WI Hall, Bucklers Lane, St. Austell every 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month, 2-4pm.**

**For more information, call: 01872 273952**

# **Memory Service**

This is a specialist assessment service within the NHS that aims to discover the cause of a person's memory loss, ensure appropriate support is given and, if appropriate, provide treatment to enable them to live a fulfilling life.

During appointments, activities are undertaken so that the memory difficulties can be understood by the team of professionals.

**For advice, call: 01208 251300**

# **Campaign Against Living Miserably** **(CALM)**

This charity seeks to prevent male suicide by offering support via their helpline which is open 5pm – midnight every day of the year. Calls are confidential and anonymous.

Trained helpline workers can provide information and can refer to other agencies that might be able to help.

A web chat service can be accessed on their website.

The website also has stories from men who have had similar experiences as well as interesting and valuable articles and information.

**For support call: 0800 58 58 58 or visit their website:**

**[www.thecalmzone.net](http://www.thecalmzone.net)**



# Outlook South West

Outlook deliver counselling services across Cornwall.  
They help people recover from common  
mental health problems.

The psychological therapies are available to people aged  
16+ registered with a GP practice in Cornwall.

They are **free** to access and include Cognitive Behavioural  
Therapy and traditional counselling services, to the very  
latest evidence-based treatments.

Therapy includes one-to-one sessions, group therapy or  
educational courses, telephone or online therapy.

**To refer yourself call: 01208 871905**

**Or visit: [www.outlooksw.co.uk](http://www.outlooksw.co.uk)**

# **Headway – brain injury Association**

This service aims to assist people who have survived a traumatic brain injury or stroke to increase their mental and emotional well being; relieve stress; tackle isolation and promote physical rehabilitation.

There are opportunities to widen horizons and try new hobbies.

Drop-in facilities are available for service users, family members and carers at all of the centres.

There is also telephone and online support, information and advice.

**There is no charge to access the drop-in facility  
or for an initial home visit.**

**For more information call: 01208 873567 or 07715336853**

**Or visit: [www.headwaycornwall.org.uk](http://www.headwaycornwall.org.uk)**

# **Perinatal Mental Health Team**

This NHS service assesses, diagnoses and treats women affected by mental health illness in the preconception, antenatal and postnatal periods.

The service is available for women of all ages with a pre existing mental illness or those that encounter problems for the first time during or after pregnancy.

A care plan is developed, medication advice is given and support is offered for up to one year.

**For support, call: 01872 221031**

**Or email: [cpn-tr.perinatal@nhs.net](mailto:cpn-tr.perinatal@nhs.net)**

# **Boscawen Farm**

The Boscawen Farm day service offers work experience and training for people over the age of 18 with learning disabilities.

Activities include accredited skills courses and social activities.

Skills to be developed include: communication, confidence, assertiveness and team work.

**For more information, call: 01872 560530/07525 411774**

**Or email: [boscawen@roc-uk.org](mailto:boscawen@roc-uk.org)**

# Pentreath

This is Cornwall's mental health charity. Clients have access to programmes which include work and leisure related activities that encourage and empower individuals to achieve and move forward in their lives.

Pentreath recognise that supporting people to access facilities within their local community is an effective approach to develop skills, raise confidence and enhance employment opportunities.

Clients can either self-refer or be referred by a professional.

**For more information call: 01726 862727**

# **Enablement Project**

Enablement Workers help people during a one-to-one 12 week term, to identify their aims for achieving a more fulfilling life. Encouragement and support is given to achieve these goals, with information given regarding how to access other services. Activities are arranged which include: social and leisure; voluntary work; education or training, with a follow up to check progress after the term.

It is available to adults who are NOT accessing services of the Community Mental Health Teams OR it is also available to those with low to moderate mental health concerns.

Referrals are not accepted from clinicians.

**For more information, please call:**

**01726 862727 / 07738 547067**

**Or email: [sue@pentreath.co.uk](mailto:sue@pentreath.co.uk)**

# **Hearing Voices**

This is a group for adults who hear voices,  
have visions or similar experiences.

This group offers an opportunity for people to  
come together to discuss their experiences.

Members can explore matters of interest and  
importance to them in a safe and supportive space.

**For more information, call: 07807 813996**

**Or email: [jainritchie@btinternet.com](mailto:jainritchie@btinternet.com)**

# **Red Cross**

The support offered by Red Cross volunteers can smooth the process of settling back into a routine and regaining confidence and independence after a hospital stay.

They can offer help with: collecting prescriptions; companionship; shopping etc.

**For more information, call: 01872 272878**



# Tuesday Treg Gateway Club

This is a social club for over 18's run by people with a learning disability, for people with learning disabilities.

They meet on a Tuesday night between 7-9pm during term time in the Treg room at St. Austell College.

It's £1 to get in and £5 to join for the year.

Carers can enter for free.

There are 3 pool tables; table tennis; arts and crafts; and a wide screen TV with Sky. Drinks are 20p each.

**For more information call:  
07784 393117 or 01726 76910.**

# **PHAB**

This is a social club which caters for disabled children, youth and adults. The club organises a diverse programme of activities – arts and crafts, quizzes and games, speakers, sports, discos, days out, group holidays and so on – and usually meets once a week.

It's an opportunity for members to enjoy each other's company and have fun, providing valuable support for families and carers who can sometimes feel isolated.

Siblings belong to the same club and families are able to enjoy events and activities together.

**For more information, call:  
01726 823 838 or 07903313056**

# **Support for** **drug/alcohol recovery**

# Breakaway

This is a project which supports adults over 18 who are dependent on Benzodiazepines and wish to withdraw from them as comfortably as possible with other people who want to do the same.

Breakaway meets in Truro every 2nd and 4th Thursday of each month 2:00-4:00pm/6:00-8:00pm.

It is co-ordinated by someone who has personally experienced withdrawal from Benzodiazepines and members are encouraged to believe that there is a new life after addiction to these drugs.

**For support, call 01872 243532 or 0778857290.**

# Addaction

Addaction is the UK's leading drug and alcohol charity. They work with clients of any age, at their own pace - helping them to understand issues they may be facing - and design an individualised package of care.

Addaction work with other organisations where needed e.g. housing or employment.

They know that families may also need support, so run specialist services aimed specifically at families and carers that help them to understand and cope with a loved one's addiction.

**Call 01872 263001 for support.**

# **Freshfield Service**

This organisation provides confidential support, counselling and information to those affected by drugs, alcohol and substance abuse and to their families and friends. It aims to help them cope better with the issues and problems related to dependency and abuse.

Anyone can seek information and advice from the telephone helpline, which is confidential and free of charge.

**For support call: 0500 241 952**

**Or 01872 241 952**

# **Gwellheans**

This is a day support service for adults (18+) in recovery from drug and alcohol issues.

Day programmes include a wide range of groups, projects, activities and individual support.

**For more information, call: 01209 211825**

**Or email: [admininfo@gwellheans.co.uk](mailto:admininfo@gwellheans.co.uk)**

# **Alcoholics Anonymous (AA)**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

The only requirement for membership is a desire to stop drinking.

**For support and information about local groups, please phone their national help line on 0845 769 7555 or contact them by email:**

**[help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)**



# **Trevi House**

This is a residential rehabilitation unit that offers treatment to women with alcohol and drug related problems.

Residents are able to live there with their children.

It's a home and a safe place.

Each mother and child is individually assessed prior to entry.

**For more information, call: 01752 255758**

**Or visit: [www.treviproject.org](http://www.treviproject.org)**

# **Bosence Farm rehabilitation**

Bosence Farm provides residential rehabilitation in Cornwall for over 18's recovering from alcohol/ drug dependence, for around 3 months.

This is provided within a safe and tranquil setting.

Support Workers need to send an application and source funding for a potential resident after which an assessment takes place. To be eligible, a person must test completely clear of drugs and alcohol on arrival.

Residents are supported to address life, health and social skills with 6 months of aftercare.

There is 24 hour cover by qualified staff.

**For more information call: 01736 850006**

# **Boswyns – Bosence Farm**

Bosence Farm also offer this 16 bed short stay drugs and alcohol detoxification service for people over 18, in a structured environment.

Medically managed detoxification and stabilisation is provided with the help of a 24 hour mental health, psychiatrist and general trained nursing team. A range of non medical interventions are also available such as life skills training; educational workshops and social activities. Service users are helped to prepare for their return home.

Service users must submit an application with the help of a professional. Once eligibility is established, an assessment of need is carried out either on the phone or face-to-face and a treatment plan is developed. The length of stay is usually between 2-4 weeks.

**For more information, call: 01736 850006**

**Or email: [info@bosencefarm.com](mailto:info@bosencefarm.com)**

# **Stonham Kekewich** **dual diagnosis service**

This service is a 6 bedded supported housing project for clients with mental health problems who are also recovering from drug and alcohol problems.

Clients receive individual support and help is given to find independent accommodation at the appropriate time.

**For more information, call: 01579 343690**

**Or email: [Vicky.martin@homegroup.org.uk](mailto:Vicky.martin@homegroup.org.uk)**

# **Job seeking & training**

# **United Response – Cornwall**

## **Supported Employment**

This Charity supports adults and young people with learning disabilities, aspergers and autism to take part in work related activities.

United Response offer:

one to one mentoring; job coaching; specialised accessible training; work clubs; work placements and in-work support.

**For support, call: 01872 250150**

**Or email: [cse@unitedresponse.org.uk](mailto:cse@unitedresponse.org.uk)**

# **Vocational Workers**

Pentreath Vocational Workers support people to obtain sustainable employment through working on a one-to-one basis.

Action plans are tailored to an individual's needs and goals. Clients have previously been supported to complete work placements to improve confidence and self esteem and employability skills.

Support is also given to create a CV, search for jobs and complete application forms.

Referrals are accepted from any source including self-referral.

**For more information, call: 01726 862727/07738547089**

**Or email: [jemma@pentreath.co.uk](mailto:jemma@pentreath.co.uk)**

# **St. Austell work club**

This club offers a variety of services to help people back to work.

Support includes CV and job application guidance; IT skills workshop; up to date job information; helpful interview tips; universal job match & government gateway support; creation of email accounts and self presentation support. They can also help with training courses.

They meet every Thursday between 9.30am - 4pm at Sembal House Community Centre, West Hill, PL25 5ET (opposite Baptist Church).

**For further information call:**

**01209 310610**



# **Active Plus Works**

This scheme supports unemployed people to rebuild their confidence and gain the key employability skills that every employer is looking for.

The scheme works with jobseekers to improve skills such as: being able to work in a team, time-keeping and communication skills.

Jobseekers also have the opportunity to improve interview techniques.

**For more information, call: 01326 567174**

# **Step Up**

This is a programme designed to reach and support people who live in rural locations and are finding it difficult to secure employment.

Previous achievements are built on, barriers are identified and a realistic path towards employment is designed.

Support includes: help with CV creation; a regular work club; information about local work experience opportunities and links to training initiatives.

**For more information please call 01208 841760**

**Or email: [info@events4all.org.uk](mailto:info@events4all.org.uk)**

# Link into learning

Link into Learning offers flexible help with the essential skills of adult literacy, numeracy, English for speakers of other languages and basic ICT skills. Literacy and Numeracy courses are free.

The tutors work with individuals and small groups. Existing skills and qualifications could be updated, a new skill could be learnt.

A free skills check helps to uncover key strengths and also pinpoint gaps.

Daytime and evening sessions are offered.

**For more information call: 0300 1231 117**

# **Cornwall Neighbourhoods for Change**

This is an organisation that offers a number of courses to pursue an interest or develop skills.

Courses range in length between 3 days – 20 weeks.

The courses cover topics such as: Community Development; Higher Education; Personal Development and Employability.

**For more information, call: 0800 328 4065**

**Or email: [enquiries@cn4c.org.uk](mailto:enquiries@cn4c.org.uk)**

# CMT

CMT advisors give relevant, up-to-date and impartial advice and guidance on careers and training.

They can: find local courses and funding; write CVs & register clients onto Universal Job match; create covering letters; complete a Skills Health Check & Lifelong Learning Account; discuss volunteering opportunities.

**Call 0845 057 5035 for more information  
(St. Austell Office).**

# Access Training

This organisation offers training opportunities for people over the age of 19 who live in Cornwall and claim benefits.

Training is given for: adult social care; childcare; construction; catering; hospitality; retail and security.

Accredited qualifications can be worked towards; help can be given to write a professional CV and interview experience can be gained.

**For more information, call: 01726 77600.**

# **Volunteer Cornwall**

This charity develops active and engaged citizens through volunteering.

The opportunities they offer are enabling, innovating, provide proactive leadership and are inclusive.

The centres match people who want to volunteer with organisations that need volunteers.

There are thousands of opportunities available across Cornwall from admin and book-keeping to youth work and zoos. The charity also has projects and services designed to support and develop volunteers.

**To enquire, call: 01872 266988**

**Or visit: [www.volunteercornwall.org.uk](http://www.volunteercornwall.org.uk)**

**Older people**



# **Royal Voluntary Service**

The Royal Voluntary Service helps older people to maintain their independence and stay involved in the local community.

They visit homes to create a support package that suits them.

This may include: lifts to appointments; accompaniment to the shops; befriending; social activities including trips and days out.

The RVS also runs lunch clubs where friends can catch up over a nutritious lunch time meal and stay the afternoon to enjoy some activities. If getting there is a problem, they can arrange transport. The RVS also delivers Meals on Wheels to an older person's home or other items like books and DVDs.

**For more information, call: 01209 705159**

**Or email: [cornwaldevonhub@royalvoluntaryservice.org.uk](mailto:cornwaldevonhub@royalvoluntaryservice.org.uk)**

# Wavelength

Wavelength helps people who are isolated, lonely **and** are living in poverty who are unable to afford a TV or radio themselves.

Wavelength gives these items to those eligible. Old age, disability, or chronic physical or mental illness are factors in a lot of the isolation Wavelength witnesses.

To qualify for help, beneficiaries must be referred by a third party. This could include: a friend; a social worker; a care worker; a housing officer; a charity worker or a member of a religious/community organisation.

**For more information, call: 0800 0182137**

**Or email: [info@wavelength.org.uk](mailto:info@wavelength.org.uk)**

# **GET F+IT**

This is an initiative that is aimed at rurally isolated older people. With the added benefit of CAB outreach workers, the team are able to visit people in their own homes and check they are receiving the benefits they are entitled to and provide specialist debt advice. They also provide:

- financial surgeries on making money go further and budgeting
- IT surgeries to introduce information technology
- Energy surgeries to explore and compare energy provider options.

**For more information, call: 01872 243557**  
**or email [jane.morgan@cornwallrcc.org.uk](mailto:jane.morgan@cornwallrcc.org.uk)**

# **Active Ageing**

This scheme runs lively courses for older people which include a mixture of problem solving activities, team building activities, information sharing, laughter and fun. In addition, experts also deliver sessions covering: fire-safety; personal safety; first aid; IT awareness; health and wellbeing.

Courses run for half a day a week for an initial 6 week period.

**For more information, call: 01326 567174**

# **Age UK – St.Austell Day Centre**

This is a day centre which offers support and social activities for older people in St.Austell and the surrounding area. This includes:

group work; exercise classes; meals;  
entertainment; personal care and trips out.

Transport can be provided.

**It is open between 9am - 4pm on Wednesdays and Thursdays at St. John's Church Hall on Bodmin Road.**

**For more information, call: 01726 76806**

**Or email: [email@ageukcornwall.org.uk](mailto:email@ageukcornwall.org.uk)**

# **Contact the Elderly**

This charity tackles loneliness and social isolation among people over the age of 75 through free monthly Sunday afternoon tea parties. Each person is collected from their home by a volunteer driver and taken to a host's home where they join a small group for tea, talk and companionship. There is a warm welcome from a different host each month but the driver remains the same. Guests are not expected to host any of the tea parties.

**For more information about the Truro meetings,  
call Amanda Hall on: 02072400630**

# **Sembal House Community Centre**

This Centre is open to the general public for refreshments and a chat every Tuesday and Friday between 9.30am-1pm.

The Darby and Joan Club meet there every Monday between 1.30-4pm, where refreshments are provided, and there's a chance to chat and play a game of bingo. Coach outings are arranged in the summer months.

These clubs are run by the  
'Old People's Welfare Committee'.

**For more information, please call: 01726 338167**

**Or email: [staustellopwc@hotmail.co.uk](mailto:staustellopwc@hotmail.co.uk)**

# The Silver Line

This is a confidential, free helpline for older people across the UK. It is open every day and night of the year. The specially trained helpline staff:

- Offer information, friendship and advice
- Link callers to local groups and services
- Offer regular befriending calls
- Protect and support those who are suffering abuse and neglect.

**For support, call: 0800 4 70 80 90**



# The Cinnamon Trust

This is a national charity which seeks to relieve the anxieties, problems, and sometimes injustices, faced by elderly and terminally ill people and their pets.

Networks of community service volunteers provide practical help when any aspect of day to day care poses a problem – for example, walking the dog for a housebound owner.

A fostering service is provided for pets whose owners face time in hospital, until owner and pet can be reunited.

The charity also provides long term care for pets whose owners have died or have moved to residential accommodation which will not accept pets. Arrangements are made well in advance so that owners have peace of mind in the knowledge that their pet will have a safe and happy future.

**For more information, please call: 01736 757 900**

# **Support for Ethnic Minorities**

# **Community Development Workers 1**

## **(CDWs)**

CDWs offer support to Black and Minority Ethnic (BME) communities – including migrant workers, gypsies and travellers. They are based at Pentreath and work with people across Cornwall experiencing mental health difficulties, including stress, anxiety, isolation and low mood. They work with individuals, families, carers and communities to improve health outcomes for BME communities.

Pentreath aim to reduce any fear around using mental health services and help BME communities to access appropriate support.

Pentreath accept referrals from other services and self-referrals.

**For more information, please email: [cdw@pentreath.co.uk](mailto:cdw@pentreath.co.uk)**

# **Community Development Workers 2**

CDWs also provide support to all BME patients admitted to hospital because of mental health difficulties and will also offer support to their families, carers and staff.

CDW's will help support people throughout their stay in hospital, and their services continue after discharge.

Their help can range from making sure cultural or religious requirements are being met to supporting people to find suitable accommodation after discharge.

**For more information, email:**

**[24hour@pentreath.co.uk](mailto:24hour@pentreath.co.uk)**

# Community Development Workers 3

Pentreath are also piloting a **Bridging Languages** interpretation service with a mental health specialism. **For help, call: 07743 995 693**

**Or email: [interpretation@pentreath.co.uk](mailto:interpretation@pentreath.co.uk)**

Pentreath are one of five third party reporting centres for hate crime across Cornwall.

They recognise the impact hate incidents and crimes can have on mental health (including isolation and anxiety) and will support people who are facing these issues.

**For help, email: [hatecrime@pentreath.co.uk](mailto:hatecrime@pentreath.co.uk)**

# **Devon & Cornwall** **refugee support council**

This charity provides assistance and support to refugees and asylum seekers.

Advice can be given regarding housing, financial issues, legal services, health, education and cultural activities.

Emergency relief can sometimes be provided for those facing long term destitution, for travel expenses, medicine or food. They also have a clothing store.

**For help, call: 01752 265952**

**Or email: [dcrrsc@btopenworld.com](mailto:dcrrsc@btopenworld.com)**

# Red Cross Refugee Support

The Red Cross provides short term practical and emotional support to vulnerable refugees and asylum seekers.

Emergency support and expert advice can be given regarding resources that are available to them.

There is a 'women in crisis' project that provides one-to-one support, helping women to access their basic rights and rebuild their lives.

Red Cross also plays a specific role in reuniting separated families. Sometimes, they can help pay travel costs through the 'family reunion travel assistance' scheme.

**For help, call: 01752 766987 or 07921 941107**

# **Migrant Legal Project**

This Project delivers publicly-funded,  
not-for-profit legal advice and  
representation.

Advice given relates to:

entry clearance; visa extensions; points-based  
system; EEA free movement; long residence;  
leave outside the rules; asylum; humanitarian  
protection; human rights; trafficking;  
family reunion and citizenship.

**For advice, call: 01752 547134**



# **Safe Haven**

Safe Haven can provide a safe place to stay for former Muslims who are being threatened for leaving Islam.

Advice can be given about the best course of action to take, by a team who understand the pressures being faced.

**For help, call: 02033271136**

**Or email: [contact@safe-haven.org.uk](mailto:contact@safe-haven.org.uk)**

# **Bereavement**

# **Suicide Liaison Service**

This is a service to support people who have been bereaved by suicide.

Help is given to access required practical help and support.

**For more information, call: 01208 871905**

**Or email: [enq@outlooksw.co.uk](mailto:enq@outlooksw.co.uk)**

# **Survivors of Bereavement by Suicide**

This charity meets the needs and breaks the isolation experienced by those bereaved by suicide.

Their groups provide a safe, confidential environment in which experiences and feelings can be shared between members for support.

**The Cornwall support group meets on the last  
Wednesday of every month.**

**For more information, call: 07952 410637**

**Or 07779 215336**

# Penhaligon's Friends

This is a Cornish organisation which supports children and young people who have experienced the death of someone who was close to them.

They offer children and young people the chance to meet others and share their experiences, as well as practical resources for children and parents. The specially trained workers are used to working with children in a range of settings and are committed to offering the best support. Penhaligon's Friends usually visit children at their home or school; wherever they feel most comfortable.

**For support, call them on: 01209 210624**

**Or visit: [www.penhaligonsfriends.org.uk](http://www.penhaligonsfriends.org.uk)**

# **Winston's Wish**

The Winston's Wish National Helpline is where people with extensive experience offer support and information to all those caring for a child or young person who has been bereaved. Time is taken to listen carefully to worries and questions and callers are helped to work out how best to support the bereaved young person.

**For support, call: 08452 03 04 05**

**The line is open from Monday to Friday between 9am and 5pm and Wednesdays 7pm to 9.30 pm.**

**Alternatively, questions can be sent via this webpage:**  
**[www.winstonswish.org.uk/supporting-you/ask-a-question](http://www.winstonswish.org.uk/supporting-you/ask-a-question)**

# **Child Bereavement UK**

This charity provides families with the support, information and guidance they need to rebuild their lives, when a child grieves or when a child dies.

Professionally trained bereavement support workers are available from 9am-5pm Monday-Friday.

**Tel: 0800 02 888 40**

**The support team can also be contacted  
at: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)**

# SANDS

This is Cornwall's stillbirth and neonatal death charity. Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth.

They offer emotional support and information for parents, grandparents, siblings, children, families and friends.

They hold a meeting on the last Sunday of every month from 7:30pm at the Merchant-House Hotel, 49 Falmouth Road, Truro, TR1 2HL where free parking is available.

**The help line number is 07582 831478 which is manned by a trained befriender via a 24 hour Answer phone service.**

**Leave your name and contact number and they will return your call as soon as possible.**



# **Forget Me Not**

This charity offers comfort and support for bereaved parents, their families and friends who have experienced the loss of a baby during pregnancy or at birth.

They offer support groups; one to one befriending appointments; annual remembrance events and more.

**Send a message to them via their web page:**  
**[www.forgetmenotcharity.org/contact\\_us.php](http://www.forgetmenotcharity.org/contact_us.php)**

**Other**

# Cornwall Healthy Weight

This programme is most suitable for people who are either overweight or obese and are over 18.

It is a 12 week programme looking at nutrition, physical activity and behaviour change and is aimed at providing skills, knowledge and confidence to help people manage their weight more effectively.

Each weekly session lasts for 2 hours. All activities are adapted to suit everyone in the group and will help improve health, fitness and confidence in a fun and friendly environment.

Each session covers a different topic, so there is different information to learn each week.

**For further information call: 01209 310062**

# **Health and Wellbeing Group**

This is a free, friendly group for anyone aged 16 or over, who would like to take part in activities aimed at improving Health and Wellbeing.

In the group, you can: learn new skills; share ideas; take part in arts and crafts; learn how to cook healthily; meet new people and get information on local services.

It's being held at the St. Austell Baptist Church between 1.30-3.30pm on Thursdays.

**For more information, call: 01726 821258**

**Or text: 07557 012422/07748920217**

# **Health Trainer Service**

This service provides an encouraging and supportive role to people who want to make positive changes to their lives. Issues that can be addressed include: healthy eating; increasing activity; self confidence; stop smoking; volunteering; work and housing.

The Health Trainers can support people on a one to one basis, or help them to access groups should they wish; whatever suits them best. They can help people for a period of approximately 6 months.

**For more information, please call: 01209 310066/313419**

**Or email: [healthtrainers@cornwall.nhs.uk](mailto:healthtrainers@cornwall.nhs.uk)**

# **Community Advice & Support Service (CASS)**

The CASS team provide confidential advice to offenders and families that are attending court. The service focuses on defendants who do not meet the threshold of probation or custody.

The CASS desk is located within the Bodmin Magistrate's court building opposite court one. Information, advice and support is offered on issues such as: substance misuse; benefits; debt; employment; education; housing and accommodation; domestic violence; family matters and more.

**Call 01208 269843 for more information.**

# **Prisoners families and friends** **support service**

If someone close to you is in prison, this service can provide support in court, a befriending scheme and a helpline.

**For advice, call: 0808 808 3444**

**Or email: [info@pffs.org.uk](mailto:info@pffs.org.uk)**

# **Victim Support**

Victim Support is there to help anyone affected by crime.

As they're an independent charity, they can provide support without the involvement of the criminal justice system unless they feel someone is at risk.

The volunteers help people make sense of what they've been through; tell them about the choices they can make and help them take control of their lives. They also offer help with sorting out the practical effects of being a victim which might include filling out forms; getting broken doors and windows fixed; getting medical treatment; getting rehoused or dealing with the criminal justice system.

**For support call: 0845 30 30 900**

**Or visit: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)**



# Platform 51

Platform 51 works with girls and women in Cornwall to break the cycle of reoffending.

Support is given to enable the young women to stay out of prison, build confidence and self-esteem, and gain skills and knowledge to build positive lives.

It's an innovative, tailored, one-to-one service that enables suitable interventions to be made in order to help the individual reintegrate confidently in society.

**For more information, call: 01872 263112**

# **Runaway Helpline**

This is a helpline for support and options if you, or someone you love, goes missing or runs away - it's free, 24 hour and confidential. Around the clock, emotional support is provided for the duration of a disappearance.

**Call 116 000**

**Text 116 000 (even if you have no credit!)**

**Email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)**

The caring and highly trained staff will discuss your options and try to get you the support you need.

They have access to the Language Line.

# After Adoption

This organisation believes that birth parents have the right to be well represented and supported.

They listen to concerns and support parents to be involved in the care planning of their child.

If contact with a child has been lost, After Adoption can support a parent through the process of possibly re-establishing a relationship.

**For support, call: 0800 8402020**

# **Family Lives**

This is an organisation that supports and advises birth parents of an adopted child.

**To speak to a family support worker, call:**

**0808 800 2222**