



2024  
COMMUNITY HUB & GATEWAY  
**PROSPECTUS**

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# WHAT EXACTLY ARE COMMUNITY HUBS AND THE COMMUNITY GATEWAY?



Essentially, they are the foundation for a joined up model of voluntary sector and community support.

Formed by a partnership of voluntary and community sector organisations, local organisations, and in collaboration with NHS Cornwall and the Isles of Scilly, the network of Community Hubs and the Gateway support people to come together, find help and advice, and participate in activities.

We truly offer ‘a gateway to independence’, uniting individuals through common interest, health and locality.

The Hubs and Gateway work in tandem to help people achieve their goals and aspirations and live healthier and independent for longer. Where they do need to access health or care services, we can help them move through and out of the system swiftly, with community support to get them home and follow up to aid in rehabilitation and reablement.

Support is available in-person, by telephone and digitally. However, the Gateway and Community Hubs are not crisis services - after making contact with the Gateway, individuals can expect to receive a reply to their call or email within 72 hours.

We believe that communities are best placed to respond to local need, supported by specialist organisations where necessary. The Gateway and Hubs promote inclusion, where everyone is welcome in spaces and places, and at activities and events, whoever they are and whatever their background.

Our Hubs and the Gateway respect all citizens from across our communities, promoting equality of opportunity and respecting diversity.

## The Gateway

8am-8pm 365 days per year

Coordination of prevention and enablement activity

Care and support planning

Goal setting

One off personal health budgets

Practical and professional advice and navigation

## Connected by:

“What Matters to You” conversations

A focus on community – people and place

Prevention & Enablement

## Community Hubs

Assets owned by communities or operating in communities

Local focus

Unique and responsive to the need of their demographic

Locally sustained and funded

Working in partnership with other local organisations

Warm, safe spaces to connect to support



# WHAT CAN THE GATEWAY AND COMMUNITY HUBS NETWORK DO FOR YOU?

Think of the Gateway and Hubs as a simple access point on a journey, meaning that people only need to share their story once. Starting with a conversation about ‘what matters to you’, the Gateway will seek to direct people to the right support, first time. The Gateway can direct individuals to place-based support with a Community Hub at the centre of this. Using a network of VCSE professionals augmented by volunteers working in communities, individuals will be guided towards the most appropriate services.



Our focus is on individuals, but the Gateway and Community Hubs also work to support primary care, the wider NHS in Cornwall, Adult Social Care, and to help develop resilient, strong communities.

## Examples of the benefits of the Gateway and Community Hubs include:

- Identification and action around unmet needs
- Reduction in the risk of hospital admission
- Support with triage navigation
- Contribution to patients’ care and support plans
- Health checks and condition management activity in line with the NHS’ clinical priorities
- ‘Knowledge bank’ used to navigate clients’ care journeys
- Access to personal health budgets
- Connecting to local, community support after hospital discharge – reablement
- Accessible support – phone, digital, and in person
- Support to escalate care needs or health needs
- Connection to others – social groups and activities
- Volunteering opportunities
- The Gateway and Community Hubs focus on:
  - Personalisation
  - Place based support
  - Integrated and collaborative working, working in partnership to share information
  - Prevention

# COMMUNITY HUBS AND GATEWAY QUOTES, CASE STUDIES & PHOTOS



“ The thought of going all weekend not knowing how I'd cope was horrible. To speak to someone on a Saturday is just brilliant. Thank you! ”

“ Thank you so much for speaking with my client, the information & advice were so supportive. What a great service you provide! ”

“ What a significant improvement to my garden. I am so glad I linked with the Community Gateway and a local gardening group. ”



The Community Gateway received a referral over the festive period from West Cornwall Hospital, who were deeply concerned about James' living conditions. The hospital asked if we could help make his home safe and clean and reduce the risk of future admission.

James was admitted to the hospital with a serious heart condition and following a successful operation and subsequent period of recovery, James was now eager to be discharged and enjoy the comfort of his home.

The Community Gateway worked with the ward, the Home from Hospital team and a local cleaner to help get James' home into a clean, safe and liveable state with space for medical equipment to be delivered, enabling him to be discharged just in time for Christmas.

[Read more about James' story online](#)

# WHAT ELSE DO THE GATEWAY AND COMMUNITY HUBS HELP WITH?

Each Community Hub is unique in its make-up and represents the diversity of our communities in Cornwall. We recognise that Community Hubs are best placed to respond to the needs of local people. All Hubs work with one another, have links to their local Primary Care Networks, and support users to navigate services.

Whilst not all Community Hubs deliver the full suite of services noted below, the network is still evolving. **#whatmatters** is an invitation for you to let us know what unmet needs you would like to see the Community Hubs and the Gateway respond to.

## #WhatMatters

What Else Would You Like Community Hubs To Do?

Outreach

Connection to Nature

Walking Groups

Meals on Wheels

Practical Help i.e  
Cooking,  
Cleaning &  
Gardening

Hospital to Home

Information,  
Advice &  
Guidance

Food

Housing

Digital Access  
& Inclusion

Energy

Debt and  
Money

Physical  
Health and  
Wellbeing

Stroke Support

Movement and  
Physical  
Activity

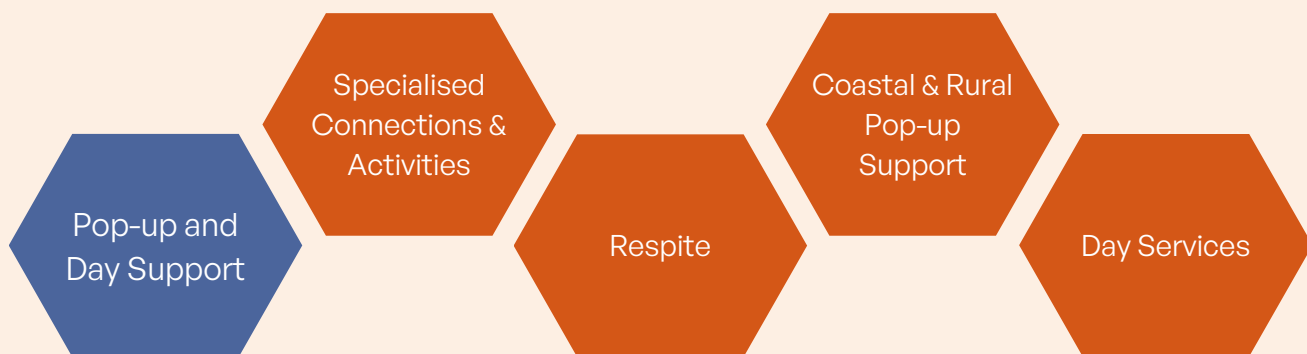
COPD and  
Respiratory

Diabetes  
Prevention and  
Management

Frailty and Falls  
Prevention

Pain Cafes &  
Cancer Cafes

# WHAT ELSE DO THE GATEWAY AND COMMUNITY HUBS HELP WITH?











# CONTACT INFORMATION AND LINKS

## Community Gateway:

The Community Gateway is open 8am - 8pm, 7 days a week, 365 days per year.

-  01872 266 383
-  [welcome@kernowgateway.org.uk](mailto:welcome@kernowgateway.org.uk)
-  [www.cornwallvsf.org/communitygateway](http://www.cornwallvsf.org/communitygateway)

## Community Hubs Network:

-  01872 266 988 (Volunteer Cornwall)
-  [www.volunteercornwall.org.uk/hubs](http://www.volunteercornwall.org.uk/hubs)
-  [www.cornwallvsf.org/communityhubs](http://www.cornwallvsf.org/communityhubs)

## #WHATMATTERS

The Gateway and Community Hubs network are made up of a partnership of VCSE organisations including Age UK CIOS, Volunteer Cornwall, Pentreath, CHAOS Group, CRCC, CN4C and the Voluntary Sector Forum.