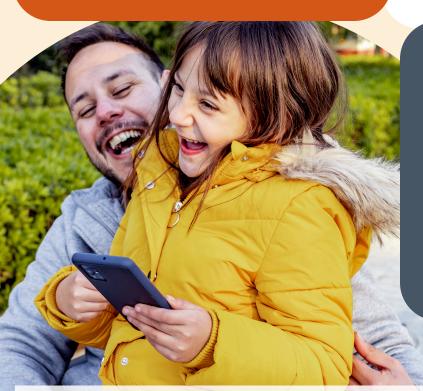


# It starts with a conversation 54,814 connections

\*calls, emails, interactions, and contacts by the Community Gateway

The Community Gateway is a collaborative network of volunteer organisations, community activities, and services - providing access to a wide range of telephone, face-to-face, and place-based support.

These figures highlight the incredible impact made throughout Cornwall and the Isles of Scilly.



## You matter 5,274 support plans

personal and anticipatory intervention plans for support following contact with Community Gateway

#### **Across Cornwal**

North & East 32%

West 28%

Mid 40%

The Gateway builds on existing partnerships to provide seamless support across Cornwall.

Ships wall.

### 01872 266383

welcome@kernowgateway.org.uk

Providing support and advice.

8am - 8pm, 7 days a week, 365

days a year



Scan Me!

I struggle with my mental health and it is a battle to find the right services for my needs. The Gateway took my stress away, listened to me, and supported me throughout - a truly amazing service with lovely people.

June

#### **Your Community Gateway**

Real-time data has been collected throughout delivery, highlighting that the Community Gateway has become an established pathway for referrals, advice, information and support.

#### **Responsive and flexible**

83%

1hr 34m

21.2m

of personalised plans started with 72 hrs

longest call recorded

our average call duration



66

The Gateway has been a lifeline for me and the people I support, I refer to them directly and they put the building blocks in place.

Adult Social Care

#### Making a difference

2,287

£257,561\*

£587,974

referrals via Health and Adult Social Care electronic pathways

direct cost savings to Adult Social Care \*based on 3 hours of support per person total support provided for people who contacted our information and advice service

#### **The Gateway Network**

The Community Gateway is a unique network of over 50 organisations - (pic right) our Helpline; a hardworking, skilled, experienced, caring, and professional team that make a tremendous impact and difference across Cornwall.





#### **Stories from the Gateway**

We have proudly collected case studies, quotes and community stories that showcase the impact of Gateway. Please click on the link below to access our most recent story.

Keith's Story - putting the person at the centre of everything we do.

