



# Community Gateway

**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 Cornwall

North & East  
32%

West  
28%

Mid  
40%

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



**01872 266383**

[welcome@kernowgateway.org.uk](mailto: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%

of personalised plans started with 72 hrs

1hr 34m

longest call recorded

21.2m

our average call duration



“

*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

referrals via Health and Adult Social Care electronic pathways

£257,561\*

direct cost savings to Adult Social Care  
\*based on 3 hours of support per person

£587,974

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.

SCAN HERE

