



Community Gateway

The Community Gateway serves as a collaborative network comprising volunteer organisations, community hubs, activities and services, and professional support - offering a range of help through telephone, face-to-face interactions, and place-based assistance. These statistics show the remarkable impact made across Cornwall and the Isles of Scilly from April 1st 2025 to March 31st 2026.

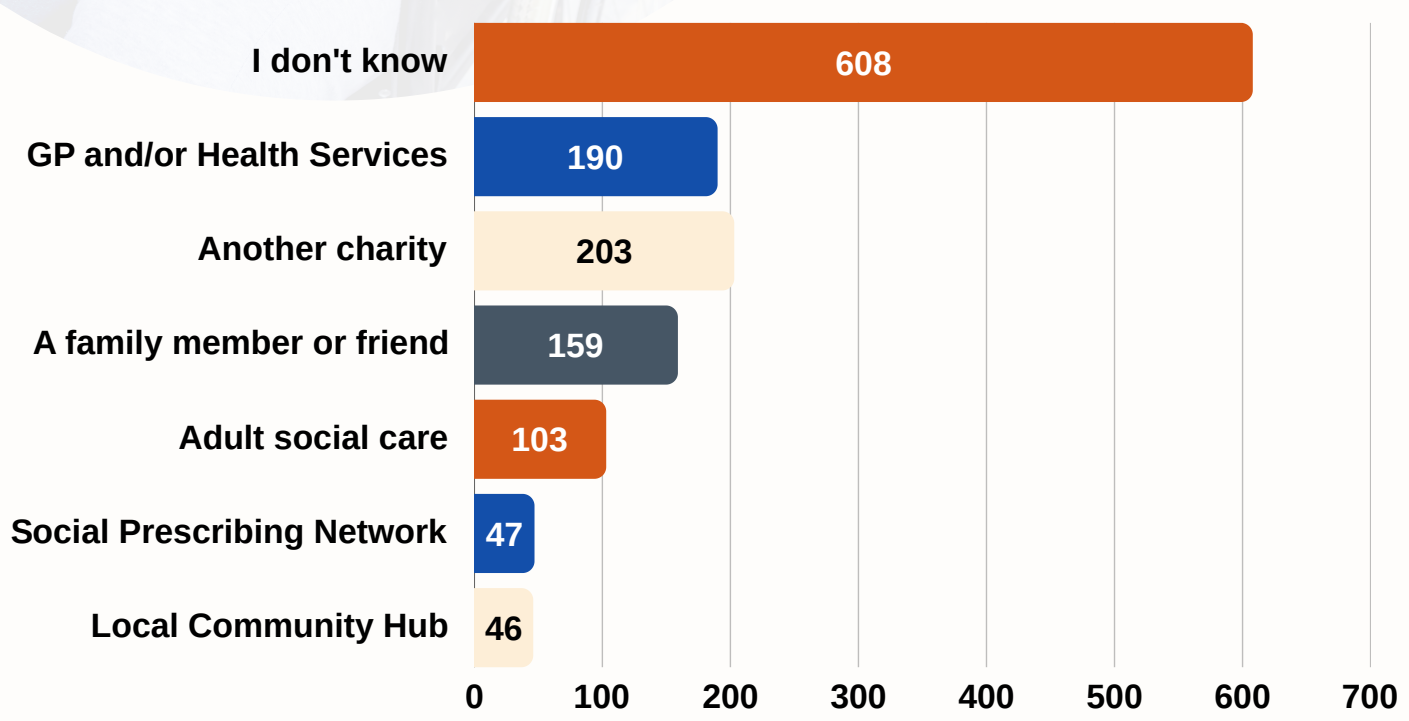
It starts with a conversation
54,936 connections*
**calls, emails, conversations, and contacts by the Community Gateway*



Making a difference
5,095
personalised support plans, which have provided a total cost saving of
£ 1,147,598

Supporting Cornwall services

We spoke to over **1,000 people** who told us where they would have gone without support from the Community Gateway. **608 people** didn't know where else to turn, meaning that we are also assisting those who might have otherwise approached the NHS or Adult Social Care.



01872 266383
welcome@kernowgateway.org.uk
Providing support and advice.
8am - 8pm, 7 days a week, 365 days a year

“
Your helpline was exceptional. You talked to me about aspects of my life I hadn't even considered. The support I received has genuinely transformed my life. I know who to call if I'm ever stuck again.

Community Gateway

The Community Gateway supports people in their homes and within communities. By meeting people's needs and working with local providers to create personalised packages of support, it has decreased formal care costs and reduced pressures on our health and care systems.

81%

of personalised plans started within 72 hrs

88.7%

of people told us that they got the support they needed

1hr 34m

was a longest recorded call



“

When my social worker suggested that I reach out to you, I initially felt like I was being dismissed. How mistaken I was! Your assistance has been invaluable. Learning about my local Community Hub has completely transformed my perspective.

Kevin, Mid Cornwall

Significant cost savings

2,485

Health and Adult Social Care referrals.

£98,934

Direct cost savings for Adult Social Care, calculated based on 1.5 hours of support per individual.

£226,230

Direct cost reductions associated with hospital admissions and discharges.

£1,566,049

The overall cost savings across our health and care systems.

A partnership approach

The Community Gateway has established a partnership with over 50 organisations, working with people to identify their needs and implement support packages.

The Helpline and community outreach teams develop personalised plans aimed at preventing hospital admissions, reducing social isolation, and enhancing overall health and wellbeing.

Meeting the local community during a Gateway 'on tour' event.



Stories from the Gateway

Throughout this journey, we have many case studies, quotes, and narratives that highlight the impact of the Community Gateway. **Please click the link below or scan the QR code** to explore one of these stories, which emphasises the significance of Gateway partnership support in times of crisis.

Supporting isolated people and their families during storm Goretta.

SCAN HERE

