

## EARLY HELP LOCALITY 3 FAMILY HUB CONTACT DETAILS

**Falmouth Family Hub:** 01326 312493

Park Terrace, Falmouth, TR11 2DJ.

**The Lighthouse Family Hub:** 01326 317796

Jubilee Road, Falmouth, TR11 2BB.

**Tregolls Family Hub:** 01872 322661

Chellew Road, Truro, TR1 1LH.

**Truro Learning Academy Family Hub:** 01872 323778

Albany Road, Truro, TR1 3PQ.

**Trelander Family Hub:** Trelander Highway, Truro, TR1 1PG.

**Malpas Family Hub:** Polruan Road, Malpas, Truro, TR1 1QP.

**Perranporth Family Hub:** 01872 572646

Liskey Hill, Perranporth, TR6 0EU.

### The Family Information Service

The Family Information Service (FIS) is the only source of all Ofsted registered childcare in Cornwall. It is also the main signposting service for parents and carers of children aged up to 19, or 25 if he/she has additional needs.

It can provide details on family support services, benefits, funding, leisure activities, the Local Offer and much more.

Call the FIS free on 0800 5878191 or visit

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



If you would like this information in another format please contact:

Cornwall Council, New County Hall, Truro TR1 3AY

Telephone: 0300 1234 100

Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk) Website: [www.cornwall.gov.uk](http://www.cornwall.gov.uk)



## EARLY HELP LOCALITY THREE

### FAMILY HUB

*Supporting Families in their Local Communities*



### What's On Guide

September — December 2018

**Falmouth & Penryn, Truro & The Roseland  
and Perranporth**

## CORNWALL'S FAMILY HUB OFFER

Cornwall's Family Hubs support children, young people and their families pre-birth to 25 years .

We have six Family Hub cluster areas in Cornwall each delivering services to offer help with:

- ♦ **Relationship and Parenting Support**
- ♦ **Child and Family Health**
- ♦ **Supporting Families with Complex Needs**
- ♦ **Supporting Vulnerable Children Through High Quality Education**
- ♦ **Employment and Training Support**

## IMPORTANT NUMBERS

**Free 2 Go!**

**Free early education and childcare for 2 year olds**

If you have a 2-year-old and your household income is less than £16,190, your child could be entitled to **15 hours a week**, term time only, of **free** early education and childcare.



To find out more contact the Family Information Service:  
Tel: 0800 587 8191  
email: [fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk)  
or go to [www.cornwallfisdirectory.org.uk](http://www.cornwallfisdirectory.org.uk)

  
CORNWALL COUNCIL

### Stop Smoking Service

For advice text **GIVE UP** and your postcode to **88088**.

The helpline is open  
7am—11pm telephone  
**0300 123 1044**



### Domestic Abuse Support

The Susie Project

One to One support and local weekly support groups.

For further information and to find out details of the group nearest to you.

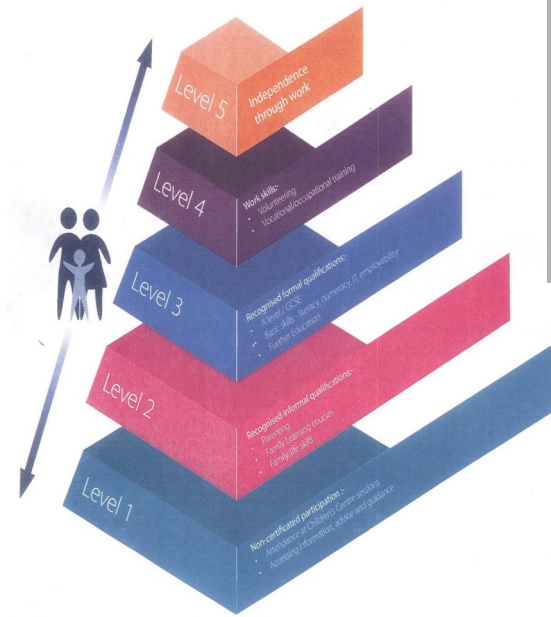
**Please contact the Susie Project on 01209 699241 or**

Email: [susie.project@aol.com](mailto:susie.project@aol.com)

**24hr Domestic Violence helpline: 01872 225629**

CRASAC (Men, Women & Teenage Girls): 01872 262100

# Supporting Cornwall's Families to Independence



We work in partnership with Job Centre Plus, Adult Education, Family Learning, Cornwall Works with Families, Link into Learning, Family Information Services, Cornwall Colleges and many more.

Please see your local Family Hub What's On Guide for information on the courses available and contact details, if you require further information.

## YOUR FAMILY HUB TEAM LOCALITY 3

**Family Hub Co-ordinator** - Kyra Marks

01326 312493 [kyra.marks@cornwall.gov.uk](mailto:kyra.marks@cornwall.gov.uk)

**Early Help Co-ordinator** — Vacant

**Early Help Team Manager**— Louise Hamilton

01872 324160

[louise.hamilton@cornwall.gov.uk](mailto:louise.hamilton@cornwall.gov.uk)

**Parenting Lead**— Lorna Searle

01726 824974 [lorna.searle@cornwall.gov.uk](mailto:lorna.searle@cornwall.gov.uk)

## YOUR LOCAL HEALTH TEAMS

### Health Visitors:

**Falmouth:** 01326 430050

**Truro:** 01872 221700

### Midwives:

**Falmouth:** 01326 430070

Falmouth Health Centre

**Truro:** 01872 221420

Truro Health Park



### Citizens Advice Cornwall

Provides free and confidential advice for the challenges that you face. One to one appointments are available at

the Family Hub for you to get advice and support with debt, benefits, employment and other areas.

**Please call Family Hubs or CAC on 0344 499 4188**

## FALMOUTH FAMILY HUB

### Monday

#### Childminding Network

These sessions on the 1<sup>st</sup> Monday of the month offer a great opportunity to meet other childminders in your local area and provide peer support and practical help.

**10th September**  
**1st October**  
**5th November**  
**9.30am – 11.30am**

#### Ready Steady Eat!

An introduction to solid food. A fun, friendly group for parents and babies talking about when and how to introduce solid food.

**17th September**  
**15th October**  
**26th November**  
**10th December**  
**1.30pm—3.00pm**

To book contact Healthy Cornwall on 01209 615600.

### Tuesday

#### WILD

A group for young mums under 23 and their children. For further information contact WILD on 01209 210077 or visit [www.wildproject.org.uk](http://www.wildproject.org.uk)

**1.00pm – 3.00pm**

## FALMOUTH FAMILY HUB

### Wednesday

#### Bubble Room

A multi-sensory room for families. A free induction needed before use. Half hour sessions. Donation of £1.00.

**To book call: 01326 312493**

#### Citizens Advice Cornwall (CAC)

One to one appointments for advice are held weekly at the Falmouth Family Hub. If you would like an appointment please contact Falmouth Family Hub on 01326 312493.

#### Incredible Years 1-3 yrs

An 8 week (excluding half-term) **bookable** group to help support parents and carers of children aged 1—3 years to understand their child's development and behaviour. To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information  
**9.30am—11.30am**  
**19th September—14th November**

### Thursday

#### Family Advice Sessions

**2nd and 4th Thursday each month.**  
Bookable one to one appointments with a Family Worker offering support and guidance to families. Please call Falmouth Family Hub on 01326 312493 to make an appointment.

## Early Help Hub

The early help hub is the single point of access for professionals, families and young people to access Early Help Services in Cornwall.

### What Early Help is available?

Autistic Spectrum Disorder Assessment  
Child & Adolescent Mental Health Services  
Child & Adolescent Mental & Learning Disability Service  
Children's Community Nurses & Psychologists  
Early Years Inclusion Service  
Family Group Conferencing  
Family Intervention Project  
Family Support, Health Visiting (over 2 years)  
Paediatric Epilepsy Nurse Specialists  
Parenting Support  
Portage, School Nursing, Speech & Language Therapy  
Targeted Youth Support

### Contacting the Early Help Hub

An Early Help Services request can be made by a professional or family by completing a Request for Help form is available on the website and email it to:

[earlyhelphub@cornwall.gov.uk](mailto:earlyhelphub@cornwall.gov.uk)

or by **Telephoning: 01872 322277**

[www.cornwall.gov.uk/earlyhelphub](http://www.cornwall.gov.uk/earlyhelphub).

The hub is open Monday – Thursday 8.45am – 5.15pm and Fridays 8.45am – 4.45pm (Closed on Bank Holidays)

## Keeping Children Safe in Cornwall and the Isles of Scilly

**If you have any concerns regarding a child's safety please contact:**

Cornwall Children's Social Care Multi-Agency Referral Unit  
**(MARU) on 0300 1231 116**

Cornwall Children's Social Care Out of Hours on 0300 1234 100

## INFORMATION, ADVICE AND GUIDANCE

### Parenting Courses

**A range of FREE courses available through your Family Hub to support you and your child...**

Sometimes being a parent is a challenge. Our courses can help you cope with the everyday demands of bringing up a family. You can gain new skills, build confidence and self-esteem and make new friends. Free courses include:

**Incredible Years:** 1-3 years; 3-6 years; 6-12 years

**Time Out Courses:** For parents of children with additional needs, Time Out for Special Needs, Time Out for ADHD and Time Out for ASD

**Susie Project Recovery Toolkit:** The Susie Project for survivors of domestic violence/abuse runs drop-in/support groups.

**Antenatal: From Bump to Baby:** This fantastic 3 week course at your local Family Hub provides parents-to-be with all the information and skills they need.

For more information about any of the courses please contact your local Family Hub, **or book a place by contacting the Early Help Hub.**



### Family Support Advice Sessions

**Appointment Only**

**If you have a child under the age of 13 and need some advice, then we can help:**

One to one appointments for information, advice and guidance on parenting, housing, relationships, grants, benefits, adult learning. For an appointment contact: Falmouth Family Hub on 01326 312493

Tregolls Family Hub on 01872 322661

## FALMOUTH FAMILY HUB

### Thursday cont.

#### Stay and Play

A parent led play session for parents and children 0-5 years.

Drop in group.

**Term Time only**

**10.00am – 11.30am**

**Starting 6th September**

#### Women's Aid

A small friendly group focusing on exploring self confidence, communication and improving relationships. 6 session course.

For more information please contact Helpline WCWA Penzance 01736 367539

**12.30-2.30pm**

**Starting 20th September**

### Friday

#### Bump to Baby

A bookable **3 week** antenatal programme.

For further information or to book a place please contact Falmouth Family Hub on 01326 312493.

**14th –28th September**

**16th—30th November**

**2.00pm – 4.30pm**

#### Twins Group

Drop in group for families with twins.

**11.00am – 1.00pm**

**7th September**

**5th October**

**2nd November**

**7th December**

Supported by Home-Start

## FALMOUTH AREA

### Falmouth Health Centre

### Wednesday

#### Health Visitor Clinic

Come along to our friendly drop-in clinic for babies and toddlers for weighing, advice and extra support.

**10.00am—12.00pm**

### Thursday

#### Bump to Breast Group

Pregnant or breast-feeding (exclusively or combined, direct or expressing). Friendly, non-judgemental drop-in group, siblings welcome.

**10.30am—12.30pm**





## LIGHTHOUSE FAMILY HUB

### Wednesday

#### Work Routes

**Reed In Partnership** is delivering the Work Routes programme which offers free advice, information and 1:1 guidance to help people into work. Appointments 9.00am - 12 noon.

Booking is recommended, by giving the team a ring on 01326 33 66 57 or by visiting [workroutes.co.uk/cornwall](http://workroutes.co.uk/cornwall)

### Thursday

#### Squidlets

Join the fun and get messy at our drop-in group for parents and children (0-4 years), Refreshments provided. Creative messy play so wear old, warm clothes as we could be in the garden.. Run by the Vineyard Church.  
**Term Time only**  
**Starting 20th September**  
**10.00am – 11.30am**

### Friday

#### Cooking with Stories

Parents and children together. This fun 4 week course will help you to help your child.

**Starting 28th September**  
**9.30am – 11.30am**

For more information contact Vicki on 07968 992 495 or email [vicki.salvidge@cornwall-acl.ac.uk](mailto:vicki.salvidge@cornwall-acl.ac.uk)

## FALMOUTH AREA

### Monday

#### Targeted Youth Worker Drop-Ins Falmouth School

Being safe on social media, relationships with peers, partners and parents; understanding young person's needs and behaviours, advice on positive parenting and how to keep your child safer, advice and guidance on the TAC Process  
**12.15pm—1.15pm**  
**Every two weeks**  
**Starting 17th September**

### Friday

#### Family Worker Advice Sessions Falmouth Primary Academy

Fortnightly bookable one to one appointments with a Family Worker offering support and guidance to families — Friday mornings.

Please contact the School on 01326 314070 to make an appointment



## IMPORTANT INFORMATION

### What Universal Credit is

Universal Credit is being introduced across the UK in stages. It will replace 6 'means-tested' benefits - these are benefits you can get if your income and savings are below a certain level. Whether you should apply for Universal Credit instead of one of these benefits, depends on where you live and your circumstances. Universal Credit works differently from other benefits - so if you're moving from another benefit it's important to know the differences. The biggest differences are:

- you can get Universal Credit if you're unemployed but also if you're working
- you'll get a single payment each month, rather than weekly or fortnightly
- instead of getting a separate housing benefit, your housing costs will be paid directly to you as part of your monthly Universal Credit payment.

### Benefits being replaced by Universal Credit

Universal Credit will replace:

- Housing Benefit
- income-related Employment and Support Allowance (ESA)
- income-based Jobseeker's Allowance (JSA)
- Child Tax Credit
- Working Tax Credit
- Income Support

If you're thinking of claiming one of these benefits for the first time, you might need to apply for Universal Credit instead. It depends where you live.

If you're getting any of these benefits, you don't need to do anything until the Department for Work and Pensions (DWP) gets in touch. There will usually be a gap between your existing benefits stopping and your first Universal Credit payment - you can ask for an advance payment of Universal Credit if you need help.

**If you are experiencing any difficulties and need support accessing Universal Credit, you can make an appointment with Citizens Advice in your Family Hub who will be able to guide you through the process.**

## IMPORTANT INFORMATION

### Foodbank:

Facing crisis? Is buying food an Issue? The foodbank can help.

### Foodbank vouchers can be obtained from:

Falmouth Family Hub  
Tregolls Family Hub

Distribution Centres:

### Penryn

Highway Community Centre  
Mondays 11.00am—1.00pm  
Thursdays 2.00pm-4.00pm

### Truro

Mondays 10.00-12.30pm Methodist Church  
Tuesdays 10.00-12.00pm All Saints Church Higher Town  
Thursdays 10.00-12.30pm Methodist Church

## Are you ready to make the healthy choice?

We're here to help children and young people lead a happier, healthy life. Supporting you and your family with weight management, healthy eating and physical activity.

Give us a call via the Health Promotion Service:

**01209 313419**

**Or join us online today –**

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



## PENRYN FAMILY HUB

### Monday

#### Bump to Breast

Pregnant or breast-feeding (exclusively or combined, direct or expressing). Friendly, non-judgemental drop-in group,. Antenatal mums and siblings welcome!

#### Zedshed, Jubilee Wharf

**10.00am – 11.30am**

**Open during Half Term**

Esme Maylem: 07824 904 979

### Wednesday

#### Targeted Youth Worker Drop-Ins

#### Penryn College

Being safe on social media, relationships with peers, partners and parents; understanding young person's needs and behaviours, advice on positive parenting and how to keep your child safer, advice and guidance on the TAC Process

**1.00pm—2.00pm**

**Every two weeks**

**Starting 26th September**

**Second session  
Thursday 11th October  
due to training**

## PENRYN AREA

### Thursday

#### Incredible Years 6-11 yrs Penryn Primary Academy

An 12 week (excluding half-term) **bookable** group to help support parents and carers of children aged 6—11 years to understand their child's development and behaviour. To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information

**9.30am—11.30am**

**20th September—13th December**

### Friday

#### Family Worker Advice Sessions

#### Penryn Primary Academy

Fortnightly bookable one to one appointments with a Family Worker offering support and guidance to families — Friday mornings.

Please call the School on 01326 373290 to make an appointment.

## TREGOLLS FAMILY HUB

### Tuesday

#### **COPS**

Cornwall One Parent Support Group  
Informal drop-in session for one parent families to plan activities for adults and children. For further information ring Liz Northcott on 01726 65417 or 07737 573647 or email e.northcott@sky.com

**1.00pm - 3.00pm**  
**TERM TIME ONLY**

### Thursday

#### **Functional Skills English Tregolls School Adult Learning Hub**

A 13 week course to help you to help your family, brush up your skills and gain a qualification.

**9.00am—12.00pm**  
**Starting 13th September**

For more information contact Clare Hutchison at Tregolls School or your Family Learning tutor Vicki Salvidge on 07968 992495 or vicki.salvidge@cornwall-acl.ac.uk



## TLA FAMILY HUB

### Monday

#### **Citizens Advice Cornwall (CAC)**

One to one appointments for advice are held weekly at Truro Learning Academy. If you would like an appointment please ring Tregolls Family Hub on 01872 322661.

### Tuesday

#### **Family Worker Advice Sessions**

**1st and 3rd Tuesday each month.**  
One to one appointments with a Family Worker offering support and guidance to families.  
If you would like an appointment please ring Tregolls Family Hub on 01872 322661.

### Wednesday

#### **Health Visitor Clinic**

Drop In clinic for babies and toddlers for weighing and advice.  
01872 221700.

**9.00am – 11.00am**

## PERRANPORTH AREA

### Thursday

#### **Incredible Years 3-6 yrs Goonhavern School**

A 12 week (excluding half-term) **bookable** group to help support parents and carers of children aged 3—6 years to understand their child's development and behaviour.

To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information

**9.30am—11.30am**  
**20th September—13th December**



### **Employment and Training**

Jobcentre Plus provides a wide range of information and services on benefits, loans and grants and help with finding a job.

**0845 604 3719**

**www.direct.gov.uk**

### **Breast-feeding Support**

**National Breastfeeding Support Helpline:**

**0844 20 909 20**



## PERRANPORTH FAMILY HUB

### Monday

#### Health Visitor Clinic

##### Every Monday

Drop In clinic for babies and toddlers for weighing and advice.

**10.00am – 11.00am**

For more information call:  
01872 221700

### Thursday

#### Breastfriends Group

Pregnant or breastfeeding (exclusively or combined, directly or expressing) Friendly non-judgemental drop in group. Siblings welcome.

**10.00am – 11.30am**  
**Open during half term.**  
**01872 322661.**

## PERRANPORTH AREA

### Tuesday

#### Health Visitor Clinic St Agnes Methodist Church Hall

##### 1st Tuesday every month

Drop In clinic for babies and toddlers for weighing and advice.

**1.30pm – 3.00pm**

For more information call:  
01872 221700



## TRELANDER FAMILY HUB

### Monday

#### Breastfriends Group

Pregnant or breastfeeding (exclusively or combined, directly or expressing) Friendly non-judgemental drop in group. Siblings welcome.  
01872 277720

**12.30pm – 2.30pm**  
**Open during Half Term**

### Tuesday

#### Ready Steady Eat!

An introduction to solid food. A fun, friendly group for parents and babies talking about when and how to introduce solid food.

**11th September**  
**9th October**  
**13th November**  
**11th December**  
**9.30am—11.00am**

To book contact Healthy Cornwall on  
01209 615600.

#### Bump to Baby

A bookable **3 week** antenatal programme.  
For further information or to book a place please contact  
Tregolls Family Hub on  
01872 322661.

**9th-23rd October**  
**4th-18th December**  
**2.30pm-5.00pm**

## TRELANDER FAMILY HUB

### Wednesday

#### WILD

A group for young mums under 23 and their children. For further information contact WILD on 01209 210077 or visit [www.wildproject.org.uk](http://www.wildproject.org.uk)

**9.30am – 11.30am**

### Thursday

#### Truro Baptist Church Pottery Pre-School Parent and Toddler Group

Come and join in the fun with crafts, stories, singing, refreshments, messy play and lots lots more.

**9.15am —11.00am**  
**Term Time only**

Voluntary donation of £2.00.



## MALPAS FAMILY HUB

### Friday

#### Time out from ASD

A 10 week parenting course

The course covers:

- Increased understanding of how ASD affects the individual
- Practical suggestions to try at home

To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information

**9.30am-11.30am**

**21st September— 30th November**



## NEW COUNTY HALL

### Wednesday

#### Take 3

A 10 week bookable parenting course **(excluding half-term)** supporting parents and carers of young people aged 13 to 18yrs in those challenging teenage years.

To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information.

**NCH Room 2W:03**

**6.30pm—8.30pm**

**26th September—5th December**

### Friday

#### Challenging Behaviour Support Group

If you would like to be able to talk in confidence and meet other parents experiencing similar challenges, then do come along. Your child does not need to have a diagnosis or statement for you to attend this group. Worried about ADHD, ADD and ASD?

**10.00am to 12.00 noon**

**21st September 2018 – Room 2N:04**

**30<sup>th</sup> November 2018 – Room 2N:06**

For information please contact:

Julie Attwell Cook: 07837 311 505

Email: [julie.attwell@cornwall.gov.uk](mailto:julie.attwell@cornwall.gov.uk)

## TRURO AREA

### Thursday

#### Passionate About ADHD Ladock Village Hall

A 6 week course aimed at parents of children who may have been experiencing difficulties in managing their concentration, are impulsive and seem to have an endless source of energy.

To register an interest in attending please contact The Early Help Hub on 01872 322277 or contact Lorna Searle on 07872 809 577 for more information

**9.45am-12.15pm**

**1st November—6th December**



### Wednesday

#### Targeted Youth Worker Drop-Ins

Being safe on social media, relationships with peers, partners and parents; understanding young person's needs and behaviours, advice on positive parenting and how to keep your child safer, advice and guidance on the TAC Process.

#### Richard Lander School

**1.00pm—2.00pm**

**Every two weeks**

**Starting 12th September**

#### Roseland School

**1.00pm—3.00pm**

**Every two weeks**

**Starting 12th September**

#### Penair School

**1.00pm—2.00pm**

**Every two weeks**

**Starting 3<sup>rd</sup> October**

### Volunteering

Would you like to volunteer in your Family Hub?

Do you have an interest that you might like to take up as a career?

Then go online at: [www.volunteercomwall.org.uk](http://www.volunteercomwall.org.uk)

Search for vacancies that interest you and then apply.