

Safe and Well Hubs –FAQ

What is meant by a Safe and Well Hub?

A space hosting multi-agency services and organisations specialising in supporting people with complex life situations and avoidable health inequalities.

The most vulnerable people in our communities may experience a range of complex issues together, including the impacts of trauma or abuse, mental and physical health problems, repeat street homelessness, drug or alcohol dependency and exploitation.

A Safe and Well Hub would be a welcoming, locality-based, space bringing together a multi-skilled, co-located workforce to work together and learn together, improving outcomes for this population.

This approach focuses on ensuring that all the services needed work together in a co-ordinated and trauma-informed way so that people who experience multiple vulnerabilities have all their needs met in one place and at the earliest opportunity. This supports people to recover, build positive relationships and start to re-engage and contribute to the community.

Which Services would/could be based in a Safe and Well Hub?

- Cornwall Council (CC) Community Safety Officer
- CC Anti-Social Behaviour Caseworker
- CC Community Link Officer
- CC Drug and Alcohol, Domestic Abuse and Complex Needs Team workers
- We Are With You – Drug and Alcohol staff and services (including Needle Exchange and Outreach)
- Safer Futures - Domestic Abuse and Sexual Violence advocates and workers
- Police
- Probation
- Mental Health
- Health for Homeless
- Konnect Kernow
- Housing/Homelessness staff
- Street Vet
- Voluntary Sector Forum and other VCS services
- Cornwall Recovery Community

Potential for:-

- Safeguarding/Social Care staff
- Benefits staff (CC and DWP)

Where does this programme sit within CC?

The Safe and Well programme forms part of the CC Our Space Programme (Senior Responsible Officer - Pete Marsh). It is in CC's Outcome Delivery Plans (ODPs) which have currently been signed off by DLT, the various Overview and Scrutiny Committees and Cabinet.

It is also a key deliverable of the Safer Cornwall Partnership Complex Needs Strategy.

What are the proposed towns/areas and timescales for the Safe and Well Hubs?

Town	Location	Spoke/Hub size	Approx Date Complete (end of construction)	Comment
Newquay	Integrated Service Hub (ISH)	Main hub	April 2025	Temporary site opening September 2024
Saltash		Spoke	<i>Dec 2024</i>	.
Falmouth		Spoke	Oct 2023	
Bude	Pathfields	Spoke	TBC	
Liskeard	ISH	Main hub	Oct 2024	
Penzance	John Daniels Centre	Main hub	April 2024	
St Austell	Carlyon House	Main hub	October 2023	Temporary solution until more permanent and suitable site found
Bodmin	Chestnuts	Main hub	<i>September 2024</i>	
Camborne	South Wheal Crofty	Main hub	June 2024	
Truro	Pydar House	Main hub	Summer 2022	Long term solution TBC

Will this attract more people with complex needs to Towns?

The Hub will provide the same services, to the same individuals, who are currently being supported in areas. The main difference will be that the services will be more accessible, and will work together better, as they will be located in one space. There will be similar provisions to this in the majority of the main towns in Cornwall. Small spokes will operate in smaller areas. There should be no reason for people to travel to other towns/areas to access these services.