



Together 
for Families

Accessing support for Children, Young People, Parents and Carers

May 2024





Early Help Hub – EHH

What is the Early Help Hub ?

The Early Help Hub is like a front door to all **early help** services. We are based in Truro but cover the whole county. We accept requests for help and then decide with you on what, if any, early help support you need. You and your child are **central** to any support considered and must consent to the request being made and the outcome.

How can we help your child or family ?

With your consent we gather information about your child, from you, professionals who know them well and from IT systems, to build up a picture of the current challenges. We might also want to speak to your young person if we need to understand their views.

What happens next?

As well as considering early help services we can talk to you about your worries/concerns and give information, advice and guidance over the phone and on email. We called this signposting, as we aren't always the right service at the right time.

Right service for the right child at the right time



EHH services

The services which come through the Early Help Hub

Family Work

Targeted Youth Work

Health Visiting

School Nursing

Portage

Early Years Service

Early Support Team Around The Child - ESTAC

Supporting Change in Partnership – SCIP

Video Interaction Guidance - VIG





EHH – How to reach us

Go to our webpage [Early help - Cornwall Council](#)



To read about our all our services

Call us on 01872 322277



To ask questions about our services

Make a request via our [Portal](#)



This is quick and easy



Family Information Service

The service is based in Cornwall's Multi-agency Early Help Hub and operates a telephone helpline Monday to Friday, 9am – 5pm alongside digital support.

Contact us-

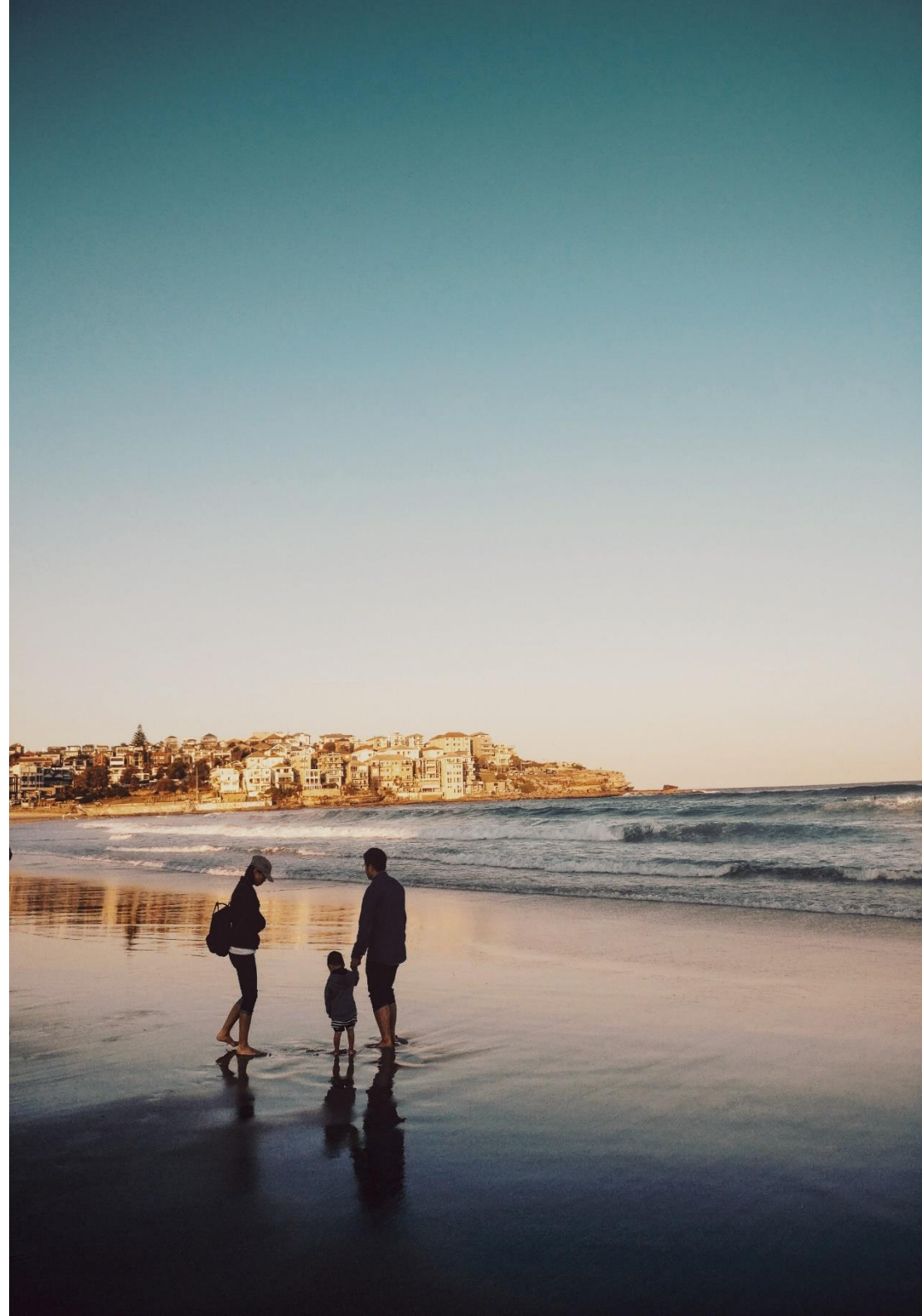
0800 5878191

01872 323535

fis@cornwall.gov.uk

fis.cornwall.gov.uk

 www.cornwall.gov.uk





Information, Advice, and Guidance

The Family Information Service is the place to find details of all Ofsted registered childcare providers in Cornwall.

We can provide parents and carers with information on:

- Childminders
- Day nurseries
- Pre-school playgroups
- School nursery units / classes
- Breakfast clubs / after school clubs
- Holiday schemes
- Activities for children, young people and their families

Answer childcare related questions:

- What childcare funding is available?
- Where can I use my two-, three- or four-year-old funding?
- What should I ask when choosing childcare?
- What can we do as a family?
- Do I qualify for tax credits and other funding?
- I'm struggling to complete my school application form.
- My child has an additional need, I need help with...
- Where is my local Family Hub?



Family Information Service Directory

The team maintain Cornwall's comprehensive Family Information Service Directory which enables families and professionals to self-access a wide variety of information as below:

- ♥ Childcare provider information
- ♥ Information on services and activities for children, young people and their families
- ♥ Cornwall's Local offer in relation to SEND



Parenting Support

Being a parent or carer of children and young people is not always easy and the experience does not come with a 'how to parent' manual or instruction book. We are ambitious in the continuous development of our parenting support offer with our key principles outlined below:

- ♥ Evidence-based parenting support
- ♥ Swift and easy access to early help
- ♥ Co-production and partnership

The Early Help Parenting Team operates a telephone helpline Monday to Friday, 9am – 5pm alongside digital support.

“ I recently participated in the 10 week Take three virtual course. I can only say that it was excellent both in terms of material, delivery and the group therapy that they facilitated”

Contact us-

01872 324323

parenting@cornwall.gov.uk

www.cornwall.gov.uk/parenting



The Health Visiting & School Nursing Advice Line & ChatHealth Team

What is the Health Visiting & School Nurse Advice line ?

The HV & SN Advice Line team support the Health Visiting and School Nursing teams in Cornwall & The Isles of Scilly by offering a single point of access for parents, carers, young people & professionals to get in touch for evidenced based health advice for everyone 0-19 years, they offer support via text, telephone or email. In January 2024, ChatHealth was launched in Cornwall & the IoS to improve accessibility and offer more choice of access for health advice.

What is ChatHealth ?

ChatHealth is a confidential, risk managed, text messaging service that enables parents, carers, children and young people in Cornwall and the Isles of Scilly to contact the Health Visiting or School Nursing teams for confidential, evidenced based advice or support about any aspect of their own or their child's (0-19 years old) physical or emotional health and development.

 www.cornwall.gov.uk



The HV & SN Advice Line & ChatHealth Team

How can we help your child or family ?

The Advice Line team offer advice & support on a range of topics such as:

Sleep

Child development

Support with behaviour

Toileting

Feeding and nutrition

Childhood illnesses

Immunisations

Emotional, mental health and wellbeing

Relationships

Smoking and vaping

Drugs and alcohol



The HV & SN Advice Line & ChatHealth Team

How to contact us -

Telephone: 01872 324261 – then press option 2

Email: hvsnadvice@cornwall.gov.uk

Alternatively text us on ChatHealth -



ChatHealth Parent Line 0-5

 Funded by
UK Government



ChatHealth
Cornwall and the Isles of Scilly

ChatHealth Parent Line 0-5

Health Visiting messaging service for parents and carers
of children aged 0-5 in Cornwall and the Isles of Scilly

TEXT **07312 263 423**



Together 
for Families



www.cornwall.gov.uk/chathealth

To read our full privacy notice please visit www.cornwall.gov.uk/tffprivacynotice
We might inform someone if we were concerned about your safety but we would usually speak to you first. Messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply within 48 hours and you should get an immediate reply to confirm we have received your text. **Texts will not be seen outside working hours.** If you need help before you hear back from us contact your GP, nearest walk-in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (not including messages from landlines, international numbers and some mobile apps). To prevent Chat Health from sending messages to you, text STOP to our number. Messages charged at your usual rates.

ChatHealth Parent Line 5-19

Funded by
UK Government



ChatHealth
Cornwall and the Isles of Scilly

ChatHealth Parent Line 5-19

School Nursing messaging service for parents and carers of children and young people 5-19 years in Cornwall and Isles of Scilly

TEXT

07312 263 499



Together
for Families



Council of the
ISLES OF SCILLY

www.cornwall.gov.uk/chathealth

To read our full privacy notice please visit www.cornwall.gov.uk/tf/privacynotice. We might inform someone if we were concerned about your safety but we would usually speak to you first. Messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply within 48 hours and you should get an immediate reply to confirm we have received your text. **Texts will not be seen outside working hours.** If you need help before you hear back from us contact your GP, nearest walk-in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (not including messages from landlines, international numbers and some mobile apps). To prevent Chat Health from sending messages to you, text STOP to our number. Messages charged at your usual rates.

ChatHealth Young People 11-19

Funded by
UK Government

ChatHealth
Cornwall and the Isles of Scilly

ChatHealth Young People 11-19

School Nursing messaging service for
young people 11-19 years in Cornwall and Isles of Scilly

TEXT 07312 263 096

Get confidential health and wellbeing advice and support

Keeping safe
Emotional, mental health and wellbeing
Sleep
Self-harm
Contraception
Drugs and alcohol

Eating well
Smoking and vaping
Support with medical conditions
Relationships
Healthy Lifestyles

Scan me

CORNWALL COUNCIL
Together for Families
Council of the ISLES OF SCILLY
www.cornwall.gov.uk/chathealth

To read our full privacy notice please visit www.cornwall.gov.uk/tff/privacynotice
We might inform someone if we were concerned about your safety but we would usually speak to you first. Messages are stored and can be seen by other health care staff who follow the same confidentiality rules. We aim to reply within 48 hours and you should get an immediate reply to confirm we have received your text. **Texts will not be seen outside working hours.** If you need help before you hear back from us contact your GP, nearest walk-in centre or dial 111. Our text number does not receive voice call or MMS picture messages. We support messaging from UK mobile numbers only (not including messages from landlines, international numbers and some mobile apps). To prevent Chat Health from sending messages to you, text STOP to our number. Messages charged at your usual rates.



ChatHealth
Parent Line 0-5

TEXT **07312 263 423**

ChatHealth
Parent Line 5-19

TEXT **07312 263 499**

ChatHealth Young
People 11-19

TEXT **07312 263 096**

Alternatively, for 0-19 health advice you can also contact:

t **01872 324261** (option 2) **e** **hvsnadvice@cornwall.gov.uk**

Get
confidential
health and
wellbeing advice
and support



ChatHealth
Cornwall and the Isles of Scilly

www.cornwall.gov.uk/chathealth

Thank you / Meur ras

