

helpforce



How place-based volunteer support can respond to health and social care priorities

Cornwall Community Hubs



Context: Evaluation approach

Providing insight and impact data:

- Falmouth
- Newquay
- Liskeard
- Penzance
- Redruth
- St. Austell

Providing insight data only:

- Hayle
- Helston
- Lanivet
- Perranporth
- Rural East

During the course of the evaluation, we collected:



Insight: Shared learning from service delivery



Reaching and supporting the community



Advertising



Difficulty accessing support



Need time to open up



Community collaboration

Delivering community services



Local partnerships



Volunteers



Increased demand



Financial concerns

Impact: The difference the hubs made

11,604 hub member interactions



77% requested emotional wellbeing support



78% said support was tailored to their needs



84% were helped to move forward



92% were satisfied with hub support



Improved self-esteem (85%) and mood (93%)



88% felt less isolated



Confidence to manage health increased from 59% to 76%



50% would have approached a healthcare provider

Summary



Provide essential place-based support, responding to health and social care strategies



Evidence of the benefits hubs have on people, their wellbeing and connections



Hubs are a valuable part of the community, generating a sense of connectedness



Evaluators recommended consideration be given to supporting continued growth and stability of the hubs

For more information, please see the [full evaluation report on the Helpforce website.](#)