

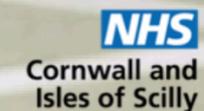
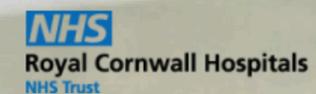
helpforce

Moving care **from hospitals to the community** - research into trailblazing work in Cornwall

Cornwall and the Isles of Scilly Back to Health Programme

Summary Research Report
January 2026

This research was funded by



Contents

Introductory overview	1
<u>Cornwall: The backdrop to community health innovation</u>	2
<u>Solution: the Community Hubs and Community Gateway</u>	3 - 4
<u>Reach: Community Hubs & Community Gateway</u>	5 - 6
<u>Helpforce's unique evaluation approach</u>	7
<u>Cornwall - key findings</u>	8 - 12
<u>Cornwall - key recommendations</u>	13
<u>Other neighbourhood health projects</u>	16 - 17
<u>Why partner with Helpforce</u>	18 - 20
<u>References</u>	21-22



Introductory overview

A ground-breaking network featuring over 50 community hubs across Cornwall is playing a vital role in easing pressure on strained NHS services by keeping people well, connected, and supported in their local neighbourhoods.

The hubs, which unite a network of diverse voluntary and community sector organisations, provide safe places and spaces for people to connect with various support offers, services, activities and opportunities for social connections. The community hub network is part of a wider 'Community Gateway' outreach model.

The Community Gateway offers a simple point of access to a range of community and voluntary sector services. It is open seven days a week from 8am to 8pm providing telephone advice and support, along with outreach teams working at place to connect people to services and support.

The Community Gateway and community hub network provide important infrastructure that allows communities to provide support in a way that makes sense to local needs. This is supporting a transformational shift towards care being delivered on people's doorsteps instead of in overstretched hospitals and GP surgeries.

Helpforce was commissioned to undertake comprehensive research into the CGHN's impact and future sustainability. From studies over three years, key findings include:

88%

of attendees reported feeling less isolated

Individuals' confidence in managing their own health rose from 59% to

Out of nearly 340,000 attendances during a 12-month period, significant numbers would have sought help from stretched NHS services if the hubs didn't exist, representing an estimated avoided cost to the NHS of over

76%

A staggering

99%

had their expectations met or exceeded

£11.6 M

To achieve its full potential, the CGHN needs:

- Stronger integration with statutory services.
- Shared trust between stakeholders.
- Increased recognition as an equal partner in health and wellbeing delivery.

Cornwall: The backdrop to community health innovation



Cornwall faces a constellation of health and social challenges that are distinctively shaped by its geography, demographics, and socioeconomic context.

The region's Integrated Care System (ICS), NHS Trusts, and Cornwall Council have collectively recognised that improving health outcomes requires more than just clinical interventions - it demands coordinated action across housing, education, and community sectors.

A primary challenge is the rising demand for care, driven by a growing and ageing population, preventable illnesses, widening health inequalities, and the lingering effects of climate change. These pressures are compounded by persistent workforce shortages, financial constraints, and infrastructural limitations.¹

In line with national recommendations stemming from Lord Darzi's 2024 review of the NHS,² the ICS strategy emphasises the need to shift from acute, hospital-based care towards prevention and community-based solutions, placing communities at the heart of its ambitions.^{3,4}

Cornwall's rurality and dispersed population create significant barriers to accessing health and social care. Transport limitations, long waiting lists, and uneven service provision mean that many residents - especially in isolated areas - struggle to reach traditional healthcare services.³ The cost-of-living crisis further exacerbates these challenges, impacting access to essentials like heating, food, and housing.

Mental health needs are critical, with long waits for services and high rates of social isolation, particularly among older adults.^{3,5,6} The region also contends with a shortage of affordable housing, leading to homelessness and instability, which in turn affect health and wellbeing. Recruitment and retention of health and care staff are ongoing concerns, with pay and housing costs acting as barriers.^{3,5,6}

Simultaneously, Cornwall has a number of advantages that support health innovation, including: unified Voluntary, Community and Social Enterprise (VCSE) leadership; a track record of collaboration between grass roots organisations; and, above all, a powerful sense of 'local community' within its social fabric.

- Cornwall has a higher rate of chronic disease and disability than the national average, with men spending over 16 years and women nearly 18 years in poor health.³

- Over 20% of Cornish adults report their day-to-day lives are limited by long-term health conditions or disability.⁷

- 24% of Cornwall's population is aged 65 and over.⁵

Solution: The Community Hubs and Community Gateway

The Community Hub network, part-funded by Cornwall and the Isles of Scilly Integrated Care Board (ICB) and overseen by Volunteer Cornwall, now stands at over 50 hubs, covering much of the geography.

These hubs serve as central points through which local populations can access the range of support in order to start well, live well, and age well in their communities.

The idea is that hubs within the same localities work collaboratively to maximise the support they can offer to individuals. The hubs offer safe spaces for people to come together and find help and advice, participate in local activities, and get help to following discharge from hospital.⁴

Support spans a large range of social determinants of wellbeing, with access to the likes of leisure and physical wellbeing activities, alongside assistance with economic challenges, employability skills training, and signposting to healthcare services.

Hubs can be based in a building or consist of virtual connected networks that work together **to increase community capacity and identify the best support available** for people at a local level.⁸

In Falmouth, for example, there is a hub at Age UK's day centre and another Hub - the Dracaena Centre - offers groups, events and services to those of all ages.⁹

The consolidation of Community Hubs within a network has resulted in multiple benefits, including shared knowledge, peer support, and increased capacity to provide services; providing an easy means of access to personalised support conversations – ones that service users trust.



Solution: The Community Hubs and Community Gateway

In November 2022, the simple point of access to voluntary and community services was further bolstered by the launch of the Community Gateway, providing a dedicated phone line complemented by targeted outreach support.⁹

Local residents who call the Community Gateway – hosted by Age UK Cornwall - are guided by a ‘what matters most to you’ conversation, followed by signposting to a wide range of voluntary, NHS and social care sector support and services that are tailored to their individual needs.¹⁰

These conversations aim to help the individual identify what challenges they are facing towards their wellbeing and what provisions of support can be put in place.

Gateway Advisors support by listening, coaching, and co-producing personalised support plans to enable individuals to develop their wellbeing, independence, and resilience.

Community Gateway Outreach Workers also offer individuals face-to-face conversations and practical support as part of an agreed plan.

As well as relationships built between NHS services and adult social care, the Community Gateway holds a two-way relationship with community hubs, with referrals both being received from and made to them.

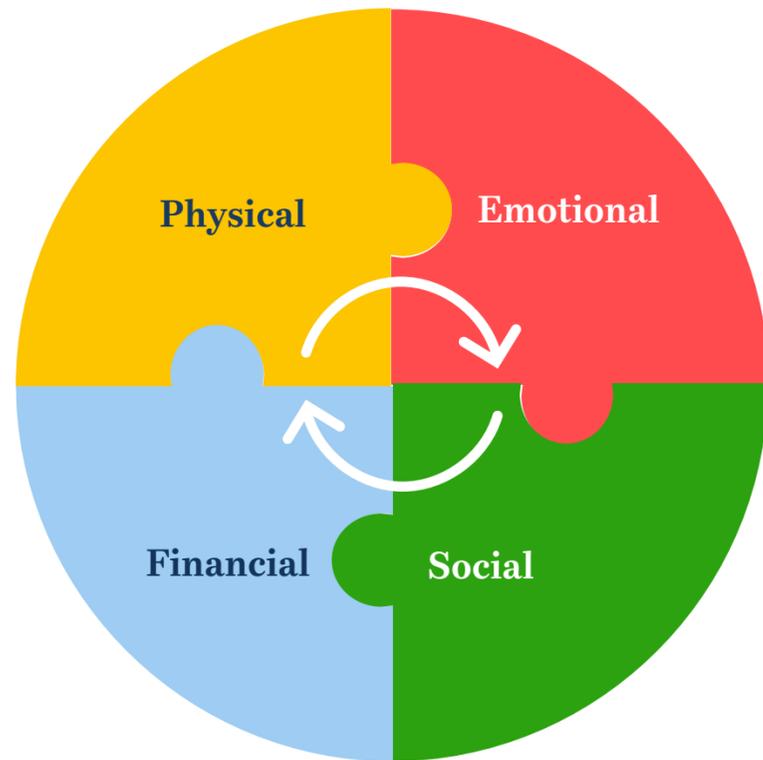
Together with the hubs, the service aims to:

- Prevent avoidable hospital admissions
- Reduce social isolation
- Improve mental and physical health.



Reach: Community Hubs

The hubs help across four wellbeing pillars:



Specific support includes:

- pain and cancer cafes;
- frailty and falls prevention;
- stroke support;
- meals on wheels;
- debt and money advice;
- housing support; and
- digital access inclusion.¹¹

Between April 2024 – March 2025:¹²

339,951

attendances were recorded



“Before starting this course at times I needed to use a wheelchair. I can now garden, shop & do housework freely without pain. The whole experience has totally changed my life.”

Hub member

“The Community Hub has become like family to me and I feel comfortable and less anxious. I’m now not embarrassed to ask for help.”

Hub member

“I know if I come here I can be me and I am accepted.”

Hub member

Reach: Community Gateway

The Community Gateway supports: ¹²



Individuals waiting for non-urgent medical treatment



Full-time and part time carers



Those living with long-term conditions or disabilities



People facing economic challenges or housing instability



The physically frail and people in recovery

The first question asked of callers is:



What matters most to you?

From April 2024 - March 2025, the Gateway delivered:¹³



54,814
contacts



5,274
support plans



2,287
healthcare referrals

Helpforce's unique evaluation approach

Helpforce's Insight & Impact service combined rigorous qualitative research with practical, sector-specific expertise.

This approach is designed to provide actionable insights for voluntary sector integration in healthcare systems. The Cornwall research of the CGHN featured:



Mixed-Methods Research

Secondary research (systematic review of 51 local and national policy, strategy, and performance documents) was blended with primary research (interviews and focus groups with 53 strategic and operational staff representing the CGHN, NHS, council and voluntary sector).



Thematic Analysis

Data was systematically organised and analysed around key research questions.



Stakeholder Engagement

The approach was rooted in co-production - engaging directly with those delivering and using services to ensure findings were grounded in real-world experience and local context.



Sector-Specific, Actionable Insight

Helpforce's USP lies in its ability to bridge voluntary sector expertise with NHS and statutory partners, providing tailored, evidence-based recommendations that support system-wide transformation and sustainable community-led health solutions.



Helpforce's evaluation stands out for its collaborative, mixed-methods approach, deep sector knowledge, and focus on generating practical, actionable insights for integrating voluntary sector solutions into mainstream health and care pathways.



Emma Rowse, Chief Executive Officer,
Cornwall Voluntary Sector Forum

Cornwall - key findings: Avoided NHS cost

Continued data collection across the Community Hub network demonstrated that, during a 12-month period:¹²



6%

*of surveyed hub attendees
would have contacted 999*



8%

*would have attended
their local hospital*



24%

*would have visited
their GP*

...if the Community Hubs didn't exist, putting additional pressure on already stretched NHS services.

Avoided cost to the NHS of

£11.6 M

(Suggested by Helpforce's calculations, based on total attendances to the Community Hubs within that time period)

Estimated NHS Cost Avoidance (12-Month Period)

Item	Value	Notes
Total hub attendances (12 months)	339,951	From Hub Activity Report ¹²
	81,588	of surveyed Hub attendants would have attended the GP
Estimated would use NHS services	27,196	would have attended their local hospital
	8,466	would have called 999, and based on NHS data*, subsequently conveyed to A&E
Unit cost - GP consultation	£37	NHS average ¹⁵
Unit cost - A&E attendance	£173	NHS minimum ¹⁵
Unit cost - A&E attendance via ambulance	£459	NHS average ¹⁵
Avoided GP cost	£ 3,018,765	81,588 × £37
Avoided A&E cost	£ 4,704,922	27,196 x £173
Avoided A&E + ambulance cost	£ 3,885,871	8,466 x £459
Total avoided NHS cost	£ 11,609,558	

*NHS England reported between December 2023 and December 2024, Ambulance services answered 935,950 calls to 999. There were 388,473 incidents where a patient was conveyed to A&E,¹⁴ equating to a conveyance rate of 41.5%. 6% of surveyed hub attendees reported they would have called 999, equating proportionally to 20,397 attendances. At a 41.5% conveyance rate, this therefore equates to 8,466 avoided A&E attendances.

Cornwall - key findings: Human impact

Findings from Helpforce's initial evaluation of Community Hub¹⁶ impact indicated that powerful benefits were felt by service users, with 77% accessing emotional health and wellbeing support while 37% presented with physical health needs.ⁱ

Experience & Satisfaction:

99%

of hub members had their expectations met or exceeded.ⁱ

78%

felt support was tailored to their needs.ⁱ

84%

reported there was no service they expected that wasn't available.ⁱ

Wellbeing & Social Impact:

85%

of hub members felt that services improved their self-esteem, while 93% indicated improved mood.ⁱ

88%

felt less isolated and 78% felt more informed about their options.ⁱ

Individuals' confidence in managing their own health rose from 59% to

76%ⁱⁱ

Key themes from member feedback:



Accessibility

Case studies show hubs provide wrap-around support, reduce need for medical intervention, and offer accessible environments.



Community

Hubs foster a sense of belonging, community, and connectedness.



Friendly and diverse activities

Users highlighted friendly staff and diverse activities as major positives.

ⁱ n=362.

ⁱⁱ Pre-survey n=101. Post-survey n=85.

Cornwall - key findings: Foundation Research

Barriers



Enablers



Within the Foundation Research, Helpforce sought viewpoints from individuals working across the NHS, Council, and Voluntary Sector, regarding barriers that would need to be overcome for the CGHN to reach its full potential in supporting the left-shift of hospital to community.¹⁷

Conversely, the question of what enablers exist, or could potentially exist, to further integrate the VCSE was explored.

Barriers and enablers generally fell into five main categories.



Integration/ Connectedness

- Lack of awareness/knowledge of CGHN offer
- Lack of partnerships between CGHN and statutory
- Lack of shared agenda/strategy
- Data sharing issues
- Referral challenges



Culture

- NHS prioritisation of essential clinical care over holistic support
- NHS staff perceptions of VCSE (lack of awareness and trust, risk adverse)
- Challenges with patient culture (reliance on NHS, fear of burdening care providers)



Funding

- Challenges with grant administration and management
- Limited funding available
- Competitive tendering compromises service delivery and VCSE cohesion



Service provision

- Staff shortages
- Staff pressures and wellbeing
- Restricted space
- Challenges with inclusion
- Gaps in provision (i.e., geographical, transport)



Evidence of Impact

- Inconsistent reporting requirements across funding/contracts
- Challenges establishing impact of community hubs

- Collaborative working (location and service delivery)
- Raised profile and visibility
- VCSE as part of the health and care strategy conversation

- Clear expectations towards channel shift
- Commissioners/partners to have more trust in the VCSE
- Sharing best practice

- A different funding model is needed
- Taking a strategic approach to seeking funding
- Hubs creativity in generating funding

- Proactive support targeted to those most in need
- Accessible, approachable, flexible and inclusive support
- Governance
- Exploring aids to assist service delivery (tech)

- Measuring impact consistently
- Agreeing measures that are meaningful for all

Cornwall - key findings: Foundation Research

Whilst considerate of the aforementioned barriers and enablers, the Foundation Research¹⁷ highlights that the CGHN is well positioned to support Cornwall and the Isles of Scilly healthcare system ambition of ‘channel shift’ - moving care from hospitals and statutory services into the community and providing accessible, preventative, and holistic community support.

Research participants identified six main areas of opportunity for the CGHN.



Front door support

- By identifying and referring those who are at risk of hospital admission, the Community Gateway is positioned as the first point of access to care and support (away from statutory).



Prevention and early intervention

- Providing holistic knowledge, guidance and support to keep people well in the community by offering support through healthy eating services or community health checks.



Live well

- Supporting people to live well by tackling key issues that increase system pressures, such as mental health and wellbeing and managing long-term health conditions.



Age well

- Supporting people to age well by tackling key issues that increase system pressures, such as social isolation and frailty.



Discharge

- Supporting the transition from hospital to home – bringing the VCSE sector into the conversation to support people from the point they are 'No Longer Fit to Reside' – by offering driver services or home checks.

[To read the full foundation research findings, please view the report here.](#)

Cornwall - key recommendations

The research findings demonstrate the Community Hubs and Community Gateway’s success in delivering highly effective neighbourhood health interventions that meet the unique needs of the local population while alleviating pressure on stretched NHS services. Based on detailed insights, Helpforce has recommended the following areas for further enhancement:



The development of a consistent framework for data collection, reporting, and impact measurement across the programme.

This will make it easier to demonstrate value, reduce administrative burden, and support evidence-based decisions.



The running of ‘test and learn’ pilots to further embed or expand services that shift care from hospitals into the community—such as falls prevention, mental health support, and discharge assistance.

These pilots should be evaluated for their impact on reducing demand for statutory services and improving outcomes.



The addressing of system barriers by:

- increasing awareness and understanding of services among professionals and the public;
- reforming funding to provide longer-term, stable, and collaborative financial support - moving away from short-term and competitive grants; and
- strengthening collaboration between NHS, council, and voluntary sector partners.



Helpforce’s recommendations centre on building robust evaluation systems, piloting innovative community-based care models, and addressing structural barriers to integration and sustainability. The goal is to establish the Community Gateway and Hubs as vital, evidence-driven components of a sustainable, person-centred health and care system in Cornwall.



Amerjit Chohan, Helpforce
Chief Executive

Cornwall: Exemplifying the 'left shift'

The 'Left Shift' - moving care from hospital to community – is one of the core pillars of the new NHS 10-Year-Health Plan. Through bold ambition, joined-up strategic thinking, and innovation, Cornwall's Community Hubs and Community Gateway has established a clear blueprint for successful change through:



Harnessing the strengths of the voluntary, community, and social enterprise (VCSE) sector.

Acting as the first point of contact for health and social care, triaging needs and directing people to the right support.



Expanding preventative and wellbeing programmes - helping people 'wait well', manage their health earlier, and avoid unnecessary hospital admissions.

Supporting older people to stay independent, reducing the risk of deterioration and formal care. Enabling safe transitions home after hospital discharge, reducing readmissions and integrating people into community support.

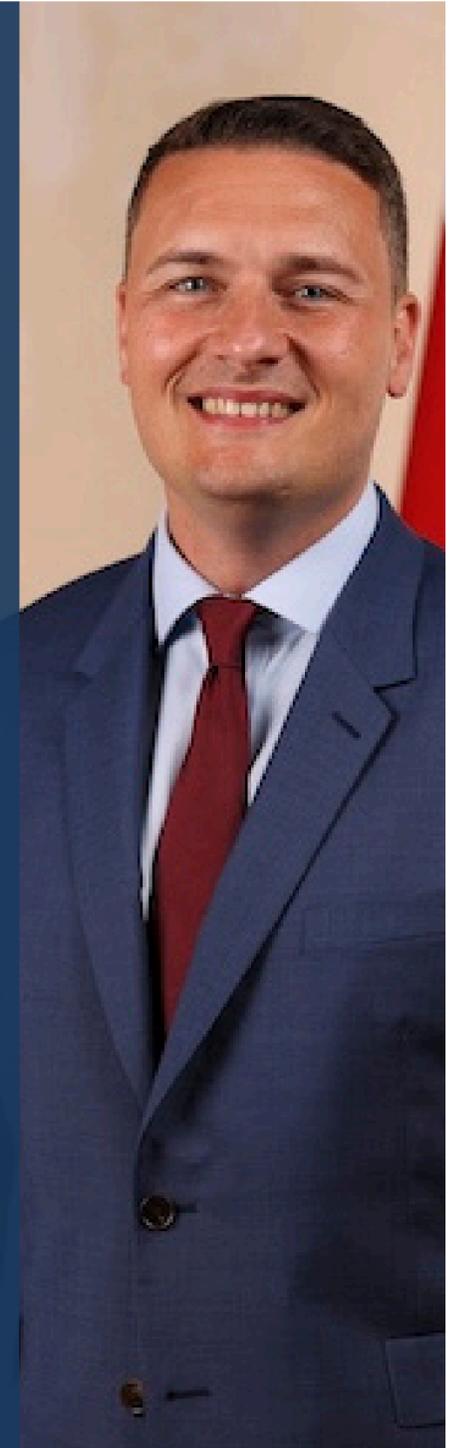


Our 10 Year Health Plan will turn the NHS on its head, delivering one of the most fundamental changes in the way we receive our healthcare in history.

By shifting from hospital to community, we will finally bring down devastating hospital waiting lists and stop patients going from pillar to post to get treated.

This government's Plan for Change is creating an NHS truly fit for the future, keeping patients healthy and out of hospital, with care closer to home and in the home.

Wes Streeting, Secretary of State for Health and Social Care



Other neighbourhood health projects supported by Helpforce

Holme Farm is a volunteer-led community hub in Surrey offering activities such as a community garden, biodiversity activities, arts and crafts sessions, and upcycling of donated items.¹⁸

Their aim is to promote and encourage health, wellbeing and community, providing a therapeutic environment where people within Surrey can socialise, learn and thrive.

Using our established Insight & Impact evaluation service, Helpforce applied a tested methodology to determine Holme Farm's contribution to the health and wellbeing of beneficiaries. We surveyed 250 individuals, conducted further in-depth interviews, gathered testimonials from partner organisations, and found that:

80%

of users felt less lonely or isolated.ⁱ



91%

felt more connected to their community.ⁱ



84%

had their expectations met or exceeded.ⁱ

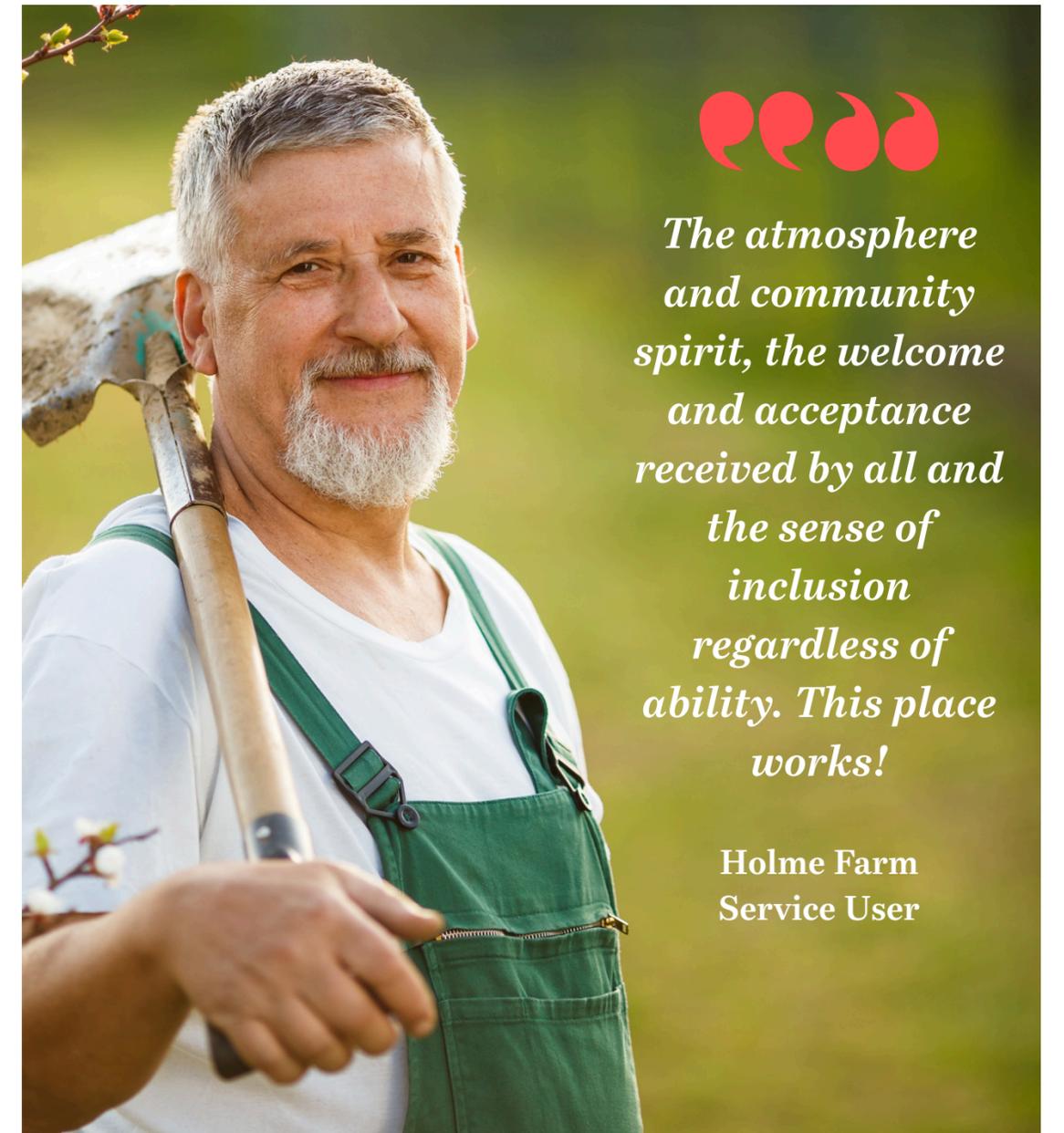


A well-established service, Holme Farm needed to negotiate the lease of its site and attract funding to secure its future.

Yet, as a volunteer-led organisation, it struggled with the expertise and resource to evaluate its inspiring contribution.



HOLME FARM



The atmosphere and community spirit, the welcome and acceptance received by all and the sense of inclusion regardless of ability. This place works!

Holme Farm Service User

ⁱ n= 250.

Other neighbourhood health projects supported by Helpforce



Bradford District Care
NHS Foundation Trust

In Bradford, the Well Together Service offers a diverse array of interesting, sociable, health-led, community-based activities facilitated by dedicated volunteers across Bradford, Airedale, Wharfedale, and Craven.¹⁹

The free programme aims to enhance community health and wellbeing, foster social connections, and empower individuals to lead active and fulfilling lives.

As well as co-developing the programme, Helpforce undertook a comprehensive evaluation of the initiative, conducting a mixture of in-depth interviews and surveys with service users, volunteers, and council staff. Key findings included:

Created by Bradford District Care NHS Foundation Trust, the service accepts referrals from GPs and other health professionals, while also empowering individuals to self-refer. A wide array of activities include: walking groups; singing; drumming; arts and crafts; creative writing; genealogy; and mindfulness.

90%

of service users were confident managing their physical health – increasing from 36% before joining the groups.ⁱ

89%

of service users were confident managing their mental health – compared to 31% ‘pre-joining’.ⁱ

95%

of volunteers agreed that the programme gave them a sense of purpose.ⁱⁱ

The evaluation validated the positive impact of the service while highlighting areas for improvement, including scope for additional groups and activities, appetite for alternative locations and formats to be considered, and a call for enhanced communication.



ⁱ n= 87 pre-surveys. n= 248 post-surveys.

ⁱⁱ n= 59.

Why partner with Helpforce on neighbourhood health?

- 1 Unique perspective**

Unique Perspective: Our experience bridging the NHS and Voluntary and Community Sectors enables us to drive meaningful integration and collaboration.
- 2 Adopt and Adapt**

Having partnered with +100 healthcare organisations, we have a deep understanding of what's worked elsewhere. Our experts can replicate successful models, while tailoring them to specific needs through innovation.
- 3 Proven impact**

Our approach is grounded in the lived experiences of service users - demonstrating tangible improvements in wellbeing, independence, and reduced demand on statutory services. And our expert evaluations of VCSE initiatives have unlocked new investment for projects across the UK.
- 4 National reach**

Helpforce supports NHS trusts, ICBs, local authorities, and community organisations across the UK, co-creating and evaluating innovative volunteering solutions.
- 5 Independent expertise**

As the UK's only independent charity focused exclusively on high-impact healthcare volunteering, we bring unrivalled insight and practical support.

Contact us

Helpforce can be your implementation partner for neighbourhood health, enabling your organisation to achieve a successful left shift and deliver better outcomes for people and services.

help@helpforce.community

www.helpforce.community



Sir Jim Mackie
NHS England Chief Executive

As the NHS reshapes operating models and strengthens neighbourhood care, volunteering must be viewed as a strategic imperative, not an afterthought. Helpforce is the unrivalled guardian of what volunteering excellence looks like in modern healthcare, ensuring services are safe, sustainable, and high impact.

My message is clear: let's give Helpforce the platform and backing to influence, advise, and unlock vital investment, so that NHS staff, patients, and communities can realise volunteering's true value.

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