



# COMMUNITY NEWS

## Carrick Spring Term Online Virtual Parenting Programs

April - July 2021

<b>Being Passionate About Parenting 5 11 yrs</b>					
A 3 week workshop for Parents / Carers of young people aged 5 to 11 years (primary up to year 6). It is an introduction to some top tips and strategies and incorporates golden threads from our other Parenting programs. It is an introduction to positive behaviour management that often gives those who attend confidence to engage with other support on offer.					
<b>Tuesday</b>	<b>1.00-2.30pm</b>	<b>27<sup>th</sup> April</b>	<b>4<sup>th</sup> May</b>	<b>11<sup>th</sup> May</b>	<b>online</b>
Wednesday	<b>9.30 -12.30</b>	<b>7<sup>th</sup> July</b>	<b>14<sup>th</sup> July</b>		<b>Falmouth</b>
<b>Being Passionate About Parenting Early Years 1-3 yrs (3 weeks)</b>					
A 3 week workshop for Parents / Carers of children aged 1 to 3 years (pre reception). It is an introduction to strategies and incorporates golden threads from our other Parenting programs. The aims include: - To build relationships with our toddlers. To develop top tips for positive behavior management. To give support and confidence to Parents/ Carers Topics in this workshop include: - child led play, special time, praise, limited choices use of language, routines etc					
<b>Wednesday</b>	<b>10.00-11.30</b>	<b>12<sup>th</sup> May</b>	<b>19<sup>th</sup> May</b>	<b>26<sup>th</sup> May</b>	<b>online</b>
<b>Tuesday</b>	<b>10.00-11.30</b>	<b>29<sup>th</sup> June</b>	<b>6<sup>th</sup> July</b>	<b>13<sup>th</sup> July</b>	<b>online</b>

<b>Being Passionate About Parenting with ADHD 5-11 yrs</b>					
A 3 week workshop for Parents / Carers of young people aged 5 to 11 years (primary up to year 6). It is an introduction to some top tips and strategies and incorporates golden threads from our other Parenting programs. It is an introduction to positive behaviour management that often gives those who attend confidence to engage with other support on offer. The ADHD element of the workshop includes: - Fact and Fiction about ADHD, definition of ADHD and possible areas that may be a challenge, the use of language and effective communication, seeing behaviours from your young person's perspective and supporting them with practical strategies and top tips.					
<b>Monday</b>	<b>6.30 - 8.30pm</b>	<b>10<sup>th</sup> May</b>	<b>17<sup>th</sup> May</b>	<b>24<sup>th</sup> May</b>	<b>online</b>
<b>Friday</b>	<b>10.00-11.30am</b>	<b>11<sup>th</sup> June</b>	<b>18<sup>th</sup> June</b>	<b>25<sup>th</sup> June</b>	<b>online</b>

### Being Passionate About Parenting with Spectrum Awareness 5-11yrs

A 3 week workshop for Parents / Carers of young people aged 5 to 11 years (primary up to year 6). It is an introduction to some top tips and strategies and incorporates golden threads from our other Parenting programs. It is an introduction to positive behaviour management that often gives those who attend confidence to engage with other support on offer. The elements which are about the Spectrum includes:- Fact and Fiction about the Spectrum, looking at definitions/challenges and strategies to support your young person, sensory challenges, basic social scripts to support situations that may be difficult to understand, the use of language to support positive communication, and to understand behaviours from your young person's point of view.

<b>Wednesday</b>	<b>1.00-2.30pm</b>	<b>21<sup>st</sup> April</b>	<b>28<sup>th</sup> April</b>	<b>5<sup>th</sup> May</b>	<b>online</b>
<b>Monday</b>	<b>6.30 -8.30pm</b>	<b>7<sup>th</sup> June</b>	<b>14<sup>th</sup> June</b>	<b>21<sup>st</sup> June</b>	<b>online</b>

### Take 3 12-17 yrs 5 week programme

A 10 hours workshop parents and carers of teenagers. Whether you have current worries about your teenager or would just like to understand your child better, this programme will have something for you. How to encourage, motivate and support young people. Helping parents look after themselves. How to negotiate boundaries that work

Monday	9.30- 11.30	7 <sup>th</sup> June	14 <sup>th</sup> June	21 <sup>st</sup> June	28 <sup>th</sup> June	5 <sup>th</sup> July
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### Incredible Years 6-11 (12 weeks)

12 week course - 2 hourly sessions. Promotion of child social competence, emotional regulation, positive attributions, academic readiness and problem solving. Improved parent/child interactions, building positive parent/child relationships and attachment, improved parental functioning, less harsh and more nurturing parenting, and increased parental social support and problem solving. Classroom management skills and teacher/parent partnerships.

		starts		ends
<b>Wednesday</b>	<b>9.30-11.30</b>	<b>22<sup>nd</sup> April</b>	<b>No session half term week</b>	<b>15<sup>th</sup> July</b>

#### How to book

Please contact the Early help [Early Help Hub request for help form - Cornwall Council](#) if you would like to attend any of the above courses.

[www.cornwall.gov.uk//health-and-social-care/childrens-services/early-help-hub-request-for-help-form/](http://www.cornwall.gov.uk//health-and-social-care/childrens-services/early-help-hub-request-for-help-form/)

or call 01872 322277 where a member of the Early Help Team will be able to help.

# CORNWALL CITIZEN

## Stories from the Frontline

### How We Help People Overcome Problems...

Pre-covid, Zara was a teaching assistant working for an agency as a bank worker in South East Cornwall.

She was staying with friends because she had fled an abusive relationship - but had just found a flat and things were looking up.

Then Covid 19 hit - she lost her flat because the landlord would not let anyone new rent from him. She also found out she was pregnant and in the high risk group because of an existing heart condition. She came to Citizens Advice with multiple issues and feeling very upset and confused.

### HOW WE HELPED ZARA

**Homelessness** - Although she was staying with friends sofa surfing, they had confused lockdown rules and allowed visitors, but she needed to strictly self-isolate as she was high risk. We helped her get into emergency housing to keep her safe and then helped her apply for a charity grant for rent in advance to secure a new home of her own - with a further grant to get a carpet to make it warmer for when the baby came. (Continued on Page 2)



## Frontline Stories (continued)

**Money:** We also helped by advising her on entitlement to benefits, such as Maternity Allowance/ Surestart Maternity Grant, Child Benefit, Council Tax Support and Universal Credit.

**Employment:** Because Zara was high risk and pregnant the agency she was working for said that none of the schools they worked with would give her any work and, as she was on a zero hours contract, she did not feel she could complain. We pointed out that if there was work and the reason she was not being given hours was directly due to her pregnancy this was discriminatory - she managed to use this information to negotiate with her agency and they furloughed her for the duration of lockdown.

**Debt:** Because she had no work from her employer and her income reduced on furlough she got into a bit of debt - we have helped her apply for a Debt Relief Order.

Speaking to BBC Radio Cornwall about her situation, Zara, who has now had her baby, said: **"I'm so grateful to my adviser at Citizens Advice. She really helped me through all the different problems I was facing and was really reassuring to know someone was on my side and helping to get things done."** (Name changed for confidentiality)

## Why we need your help

Citizens Advice provided help for **almost 10,000 people** across Cornwall and the Isles of Scilly last year and the predicted long term effects of lockdown means this number is **likely to increase substantially** in the next few months and years.

Chief Executive, Gill Pipkin, said: "To continue providing this level of service we need to raise around **£100k every year** to pay for our ongoing IT, training, office and staff costs.

"Although we receive a grant from Cornwall Council, under our five year agreement, this funding has reduced as the council has had to find its own savings because of the national squeeze on local authority spending.

"That is why we are seeking support and donations from other sources. We are very grateful to those charitable funds and parish councils that have helped out but **we still need to raise more money.**"

If you are able to help with a donation, or know a business or organisation that may be able to help, please contact Business Development Manager, Pippa Cann - [pippa.cann@citizensadvicecornwall.org.uk](mailto:pippa.cann@citizensadvicecornwall.org.uk)



## News Update....



Staff and volunteers at CA's Penzance office celebrate the recent generous financial donation from Penzance Council towards their work in the town.

### Help Hubs Network Expanding

Citizens Advice is installing a network of computers in community centres, libraries, food banks and village halls across Cornwall and the Isles of Scilly to make the service more accessible to everyone in the community.

The computers can be used by anyone to look-up information on benefits, employment, housing, debt or consumer issues, particularly those who lack access to computers at home. Staff at each venue will also help people with little or no IT skills access the computers and arrange online face-to-face appointments with a CA adviser.

So far, Help Hub computers have been installed at Torpoint Library, Bude Library, Launceston Gateway Centre, Treverbyn Community Hall, Helston Library, St Columb Minor Church Foodbank and Carn Gwaval Wellbeing Centre on St Marys.

### THANKS

Organisations and councils across Cornwall have been helping Citizens Advice meet demand through generous donations. As ever, more grants are welcome to help fund our core services. In the meantime, we would like to thank the following parishes and towns for their kind support and generosity this year: Falmouth, Penzance, St Just, St Austell, Launceston, Liskeard, Saltash, Camborne, Truro, Callington, St Day, St Erme, St Germans, St Enoder, Launcells, Landrake.

**EU CITIZENS  
LIVING IN THE UK  
APPLY TO THE  
EU SETTLEMENT  
SCHEME TODAY**  
DEADLINE 30 June 2021!

**citizens  
advice**

**Cornwall**



HM Government

Now is the time to apply to the EU Settlement Scheme. You could lose your rights to work and live in the UK if you miss the deadline (30 June 2021)!

Get started today at

**[gov.uk/eusettlementscheme](https://www.gov.uk/eusettlementscheme)**

**FREE** advice and support in **Cornwall**

**Contact EU Settlement Scheme Team**

**Call 03333 440061**

**Email [EUSS@citizensadvicecornwall.org.uk](mailto:EUSS@citizensadvicecornwall.org.uk)**

**Text ADVICE EUSS to 78866**

**Mobile 07762 824196** (calls, SMS, WhatsApp)

Irish citizens or those with valid indefinite leave don't need to apply.



## Citizens Advice Services in Cornwall



Citizens Advice is known for its general advice service, which provides free guidance to everyone on a wide range of subjects, from benefits to consumer problems. But we also run a wide range of specialist projects. Here's a brief rundown - see our website [citizensadvicecornwall.org.uk](http://citizensadvicecornwall.org.uk) for full details:

**DEBT ADVICE SERVICE:** Provides paid specialist debt case workers, working across Cornwall, funded by the Money Advice Service.

**MACMILLAN CANCER CARE AND SUPPORT:** Case workers provide specialist welfare benefits advice to anyone who has, or has had, a cancer diagnosis. The team covers the county and works at the Cove Macmillan Support Centre at the Royal Cornwall Hospital, Truro.

**MONEY MATTERS:** Works from Cornwall Council's network of Family Hubs working with financially vulnerable families to build-up their money management and household budgeting skills.

**PENSIONWISE:** Free, unbiased guidance for everyone aged 50-plus with a defined contribution pension pot. Covers what the new pension freedoms mean and retirement options.

**FINANCIAL CAPABILITY:** Aims to improve the level of financial skills in the population, especially the more vulnerable, to help prevent problems resulting from poor money management.

**VICTIM CARE UNIT:** Provides advice for victims of crime, ranging from welfare benefits and employment to housing, relationship breakdown, domestic violence and debt.

**FAMILY COURT DOMESTIC ABUSE SUPPORT SERVICE:** Offers practical information about the court process and emotional support to help victims feel more confident about attending family court hearings.

**RESEARCH AND CAMPAIGNS:** Detailed research into the problems experienced by our clients and feeds into national databases. Lobbies and campaigns for changes to improve people's lives and carries out public information campaigns on issues, such as avoiding scams, switching energy suppliers and consumer issues.

**HELP TO CLAIM:** A Government scheme, run by CA Cornwall, to provide help and support for people claiming Universal Credit for the first time.

**WISE-UP:** Help for young people in N and SE Cornwall who are Not in Education, Employment or Training to help them develop their money skills and saving habits to improve their life chances.

**HOUSING POSSESSION COURT DUTY SCHEME** Trained CA advisers attend court to give help and advice to people facing housing possession hearings.

**MHEND:** Specialist, tailored advice on debts, benefits and money issues for clients of mental health charity, Pentreath.

**EUSS:** Trained advisers help with advice and information to guide EU and other European citizens through their EU Settled Status applications

# Contacting Citizens Advice in Cornwall and the Isles of Scilly

Although our offices and outreach operations are closed during the Covid19 restrictions, we are still continuing to offer our services to the public:



**Text** ADVICE to 78866 or for debt issues, text ADVICE DEBT to 78866 and we'll call you back within 48 hours (excluding bank holidays and weekends).



**Call** us free on 0800-144-8848 Mondays to Fridays between 10am and 4pm.



**Check our website** at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for useful, up-to-date information on a wide range of subjects and to take part in a webchat session.

## FOR THE MACMILLAN CANCER ADVICE SERVICE:

Our office in The Cove at the Royal Cornwall Hospital is closed during the coronavirus outbreak but our advisers are still working. **Please email [macmillan@citizensadvicecornwall.org.uk](mailto:macmillan@citizensadvicecornwall.org.uk)**

**...or call 01872-672090.** Callers will be asked to leave a message, and can expect a call back within 24 hours (excluding weekends).

**PLEASE NOTE:** All phone calls are charged at your normal rate.

## HELP US HELP YOU AND YOUR COMMUNITY:

**Citizens Advice Cornwall is a local charity which depends on grants and donations. Please consider making a contribution to our work by using the DONATE button on our website.**



**WE'RE HERE FOR EVERYONE**



Celebrate National Walking Month by signing up for the **10K THIS MAY** challenge for Merlin MS Centre and help support people living with long-term neurological conditions



Register here to take part.  
<https://tinyurl.com/56t94y6u>



 **Volunteer Cornwall**  
Host of the Year 2018-2019



**Merlin MS Centre**

UK Charity Reg No: 1093691



Registered with  
**FUNDRAISING  
REGULATOR**

30 March 2021

Dear head teacher,

### **Choosing the best health services available to your students**

With schools now open we thought we would take this opportunity to provide you with a reminder regarding the best health services available to your students, should they become injured or unwell.

If a student requires urgent – but not emergency – medical care, either the school or the child’s parent/carer should contact NHS 111 online or by phone or contact their own GP.

The NHS asks that you do not contact or send the child directly to the minor injuries units or treatment centres without contacting 111.

As we arrive at the first stage of the easing of lockdown, we must not let our guard down, coronavirus is still circulating and we must continue to do all we can to limit the spread of the deadly virus.

The best way we can continue to protect ourselves, each other and the NHS is to know the right place to go if someone within your care needs medical treatment.

By working together in this way and using the right health services we can help reduce the burden of the COVID-19 pandemic and keep our students, our colleagues, our local population and visitors as safe as possible as lockdown begins to ease.

Yours sincerely

**Dr Rob White**  
**NHS Kernow, urgent care clinical lead**

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01726 627800  
[www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk)  
[@nhskernow](https://twitter.com/nhskernow)

Chair: Dr Iain Chorton  
Accountable officer: Helen Charlesworth-May  
**Head office:**  
NHS Kernow Clinical Commissioning Group  
Room 210, Cornwall Council offices  
39 Penwinnick Road, St. Austell PL25 5DR

**Shaping services we can all be proud of**