



People Hub

Providing practical support in response to the Covid-19 pandemic in Cornwall.

Offering information on employment, training and skills, and signposting for people in Cornwall.

People Hub is a project that is seeking to secure European Funding to deliver across a 3-year period. However, given the current situation, the People and Prosperity Team in Cornwall Council recognised the need for people to have telephone support about their current employment issues, and so asked CDC to set up and run an emergency response version of the project from April 2020 onwards, as an interim measure. One of its tasks will be to identify potential participants for other European funded projects and make direct referrals to those projects. Please let us know if you wish to be included in this and what type of referrals you are currently taking by emailing Katie.Williams@cornwall.gov.uk.

Objectives

In response to the Covid-19 Pandemic, the 'People and Prosperity Team' of the Economic Growth Service has earmarked funding to implement **People Hub** from the 6th April 2020.

People Hub will be managed by CDC at the instruction of Cornwall Council.

It provides residents of Cornwall with an information hotline known as **People Hub**. This telephone hotline provides critical information in relation to their immediate job and skills concerns.

People Hub works alongside the existing Growth and Skills Hubs to provide individuals (as opposed to businesses) with a similar service by collating what is happening and providing links to other organisations and agencies who can provide more personalised and in-depth support.

How it Works

People Hub adopts a partnership response to Covid-19, consisting of a multi-agency team of knowledgeable personnel.

A telephone hotline **0333 0150699** is available between 10am–5pm, Monday–Friday, with an out-of-hours messaging service.

People Hub provides:

- immediate information, advice, and guidance;
- signposting to organisations and projects with specific expertise and delivery capacity (including other ESF projects, Council services, and voluntary and community support).



People Hub will **not** provide advice in relation to any health-related enquiries. In these instances, callers will be redirected to NHS services or current Government guidance.

Areas of Support

The service will provide information (or signpost to services) in relation to the following priority areas:

Employment and self-employment	<ul style="list-style-type: none"> • Employment and skills support programmes • Temporary staffing agency workers • Those under threat of redundancy or made redundant • Self-employed • Zero hours contract workers • Being furloughed • Retraining or developing new skills • Sick Pay and Processes
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