

## Getting in touch

If you want to find out more information about our services, please contact your nearest Children, Schools and Families office.

Offices are open between:

8.45am to 5.15pm - Monday to Thursday, and  
8.45am to 4.45pm - Friday

If an emergency arises at other times (including weekends and Bank Holidays), telephone our Out-of-Hours Service for advice on 01208 251300.

To contact any of the offices by telephone please call: **0300 1234 101**

St John's Hall  
Alverton Street  
Penzance  
TR18 3QW

Hendra House  
Dunheved Road  
Launceston  
PL15 9JW

Sedgemoor Centre  
Priory Road  
St Austell  
PL25 5AB

Westbourne House  
West Street  
Liskeard  
PL14 6BY

Priory House  
Priory Road  
Bodmin  
PL31 2AD

Gannel House  
9 Treyew Road  
Truro  
TR1 3AN



## Jigsaw

Support for children and young people who have experienced abuse

[Parent and carer's guide](#)

## Contact us

For advice and guidance please email us at:  
**[children@cornwall.gov.uk](mailto:children@cornwall.gov.uk)** or  
**[youngpeople@cornwall.gov.uk](mailto:youngpeople@cornwall.gov.uk)**

Or call us on:  
**0300 1234 101**

**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall,  
Treyew Road, Truro, TR1 3AY

e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk)  
t: 0300 1234 100



## What is Jigsaw?

It is a therapeutic service that aims to support children and young people who have experienced sexual abuse.

This is achieved through:

- Listening
- Supporting though difficulties and problems
- Offering appropriate confidentiality
- Exploring ways to keep safe in the future

This programme also helps parents and carers.

## Jigsaw support for parents

If necessary we also offer Jigsaw sessions for parents to help them with their feelings and to help them to support their children. This option will be discussed at the introductory meeting. For very young children it is often more helpful to work with parents rather than directly with the child.

## Who are Jigsaw workers?

They are a team of professional helpers, from a variety of backgrounds, who have experience in supporting young people who have been abused.

## Who is Jigsaw for?

- Children and young people from 4 to 18 years old.
- Parents and carers of these children.

## How is Jigsaw arranged?

Through a Social Worker working for Social Care.

## How many sessions are there?

There are ten sessions.

The first session is an introductory meeting between the child or young person, their parents or carers, the Jigsaw Worker and the Social Worker. The other 9 sessions are individual sessions with the Jigsaw Worker.

Where necessary up to 10 sessions of parent work can be offered in addition to the young persons sessions.

## What happens in the sessions?

The work depends on the individual child or young person. It can take the form of listening, talking, or other creative ways of exploring feelings.

Parent sessions are usually focused on providing emotional support for parents and practical advice for supporting their children.

## Where do the Jigsaw sessions happen?

Often at Resource Centres, which are all across Cornwall, but it could be somewhere else, where it feels comfortable and safe for the young person. Transport is arranged at the first meeting if necessary.

## What happens at the end of the session?

Often 9 sessions are enough, however some young people may need more support. Your Jigsaw worker will discuss the various options that are available including support from specialist mental health services if necessary.

## What happened in the sessions?

The Jigsaw Worker writes a report about the sessions. We encourage the child or young person to contribute. This is then put on the young person's file.

## What can you do if you wish to make a complaint, comment or compliment about the Jigsaw service?

In the first instance, please talk to your social worker. They are usually in the best position to help. If you are unable to solve things this way you can make a complaint. You can do this by contacting:

**Complaints Manager,  
Children, Schools and Families  
Cornwall Council, Room 3N,  
County Hall, Truro, TR1 3AY**

Email: [csf.feedback@cornwall.gov.uk](mailto:csf.feedback@cornwall.gov.uk)

Telephone: **01872 323164**

Children and young people may telephone Free Phone **0800 028 8228** if they wish to speak to someone about a concern.