

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

Contact us

For advice and guidance please email us at:

children@cornwall.gov.uk or
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
t: 0300 1234 100



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Jigsaw

Support for children and young people who have experienced abuse

Children and young people's guide

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 to you
- Supporting you through difficulties
- Offering confidentiality (unless further abuse is reported)
- Helping you learn how to keep safe in the future

This programme also helps parents and carers.

Who are the Jigsaw workers?

We are a team of professional helpers with experience of working with children and young people who have suffered sexual abuse.

Are parents/carers involved?

Yes.

They will be asked to help and support you through your Jigsaw sessions and will be expected to meet with your social worker.

When necessary parents and carers can be offered their own.

How many sessions are there?

Normally ten.

The first session is a meeting with you, your parents or carers, the Jigsaw worker and the social worker.

The other 9 sessions are for you and the Jigsaw worker on your own.

The Jigsaw worker helps you

- Understand and cope with your feelings
- Make sense of your experiences

Where do the Jigsaw sessions happen?

The Jigsaw workers will arrange to meet you somewhere you feel safe and comfortable to talk. This might be at school or somewhere else. Transport is arranged at the first meeting.

What happens at the end of the sessions?

This is discussed with you. Usually ten sessions are enough. However, if you need more help your Jigsaw worker will either ask for more sessions or talk to your social worker about getting more support from another service.

A summary of the work will be shared with you (where possible). This will not include things that you do not want to be shared unless the Jigsaw workers has concerns about your or someone else's safety. This summary will be sent to the person that referred you to the service.

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

Telephone: **01872 323164**

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

