

# Chorley Public Service Reform Board

19 May 2020

You are invited to attend a meeting of the Chorley Public Services Reform Executive to be held in **Virtual Meeting, Chorley on Tuesday, 19th May 2020 commencing at 4.00 pm.**

I hope you will be able to attend the meeting for which an agenda is set out below.

## AGENDA

- 3 **Update from Chorley Council on the community hub response** (Pages 3 - 4)

Yours sincerely



Gary Hall  
Chief Executive of Chorley Council  
For Chorley Public Service Reform Board

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### **Distribution**

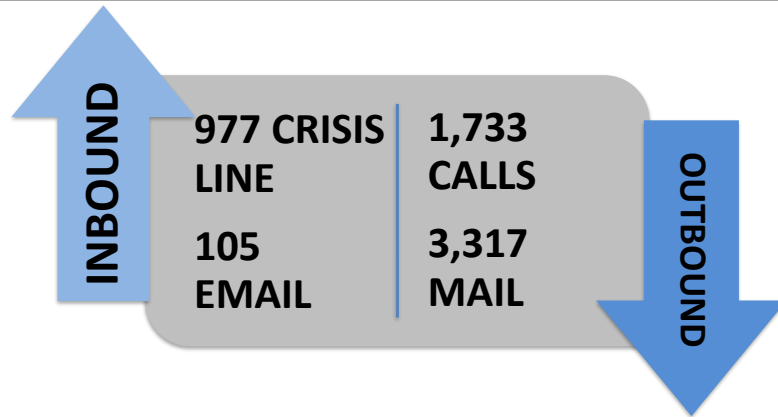
All members and officers of the Chorley Public Services Reform Executive.

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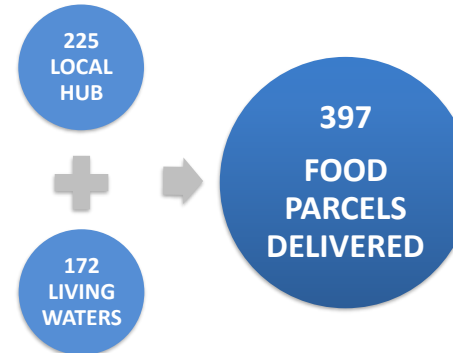
# COMMUNITY HUB DASHBOARD - CHORLEY COUNCIL

This is the community dashboard which presents cumulative metrics for the Chorley Council Community Hub which was set up to respond to the COVID-19 crisis. The community hub has been running since 23 March 2020 and has involved a total of 47 staff.

## INBOUND AND OUTBOUND CONTACT

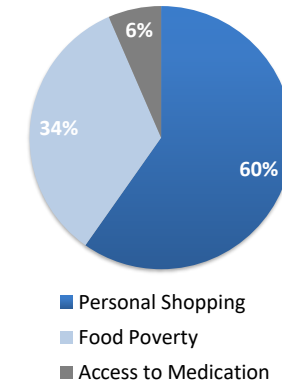


## FOOD PARCELS



## INBOUND CALLS

% support required for inbound calls



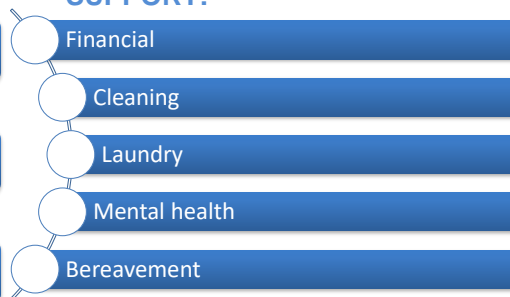
Number of calls to offer support to households in the borough who have been identified as having residents in a vulnerable category. These households were identified through council databases along with databases provided by the NHS, LCC and Lancs Fire.

## WIDER COMMUNITY SUPPORT

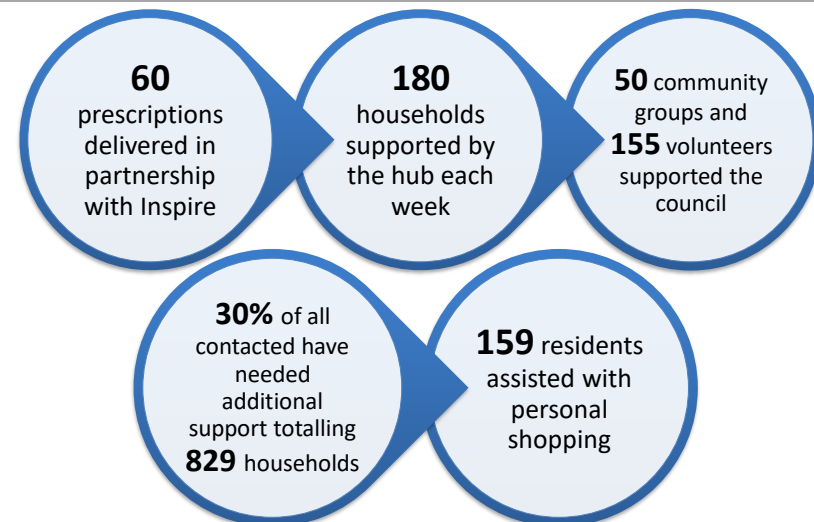
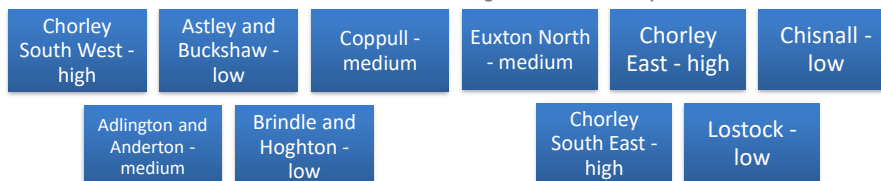
### TOP THREE AREAS OF SUPPORT:



### OTHER KEY AREAS OF SUPPORT:



### LOCATION OF SUPPORT TOP 10: high medium or low deprivation included



There has also been delivery of assistance with personal shopping and prescriptions delivery from key partners such as Chorley Buddies, Paulines Angels, and NHS responders

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