

Chorley Liaison

Wednesday, 24th January 2024, 6.30 pm

Council Chamber, Town Hall, Chorley and You Tube

Agenda

Apologies

- 1 **Welcome by the Chair**
- 2 **Minutes of meeting Wednesday, 18 October 2023 of Chorley Liaison** (Pages 3 - 4)
- 3 **Cost of Living Action Plan - Update** (Pages 5 - 26)

To receive and consider the report of the Director of Communities.
- 4 **Time Credits Overview** (Pages 27 - 40)

To receive and consider the report of the Director of Communities.
- 5 **Item submitted by Heath Charnock Parish Council** (Pages 41 - 42)

The item is enclosed within the agenda.

As the item was received after the deadline a response will be given at the meeting.
- 6 **Questions from Members of the Liaison and the public**

In order to allow members of the Liaison and members of the public to raise issues of local concern, a period of 20 minutes has been set aside.

A member of the public may speak for no more than 3 minutes. Members of the public are not required to give notice of the issue they intend to raise, although it is expected in the case of service issues that the appropriate mechanisms for resolving the issue have been explored.

Where a question is raised which cannot be answered at the meeting, a record will be kept by officers supporting the meeting and it will be responded to via the appropriate mechanism.
- 7 **Items for Future Meetings** (Pages 43 - 44)

A schedule setting out deadlines for items to be requested on the agenda for the Chorley Liaison and dates for future meetings is enclosed.

8 **Any urgent business previously agreed with the Chair**

Chris Sinnott
Chief Executive

Electronic agendas sent to Members of the Chorley Liaison.

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MINUTES OF CHORLEY LIAISON

MEETING DATE **Wednesday, 18 October 2023**

MEMBERS PRESENT: Councillor Gordon France (Eastern Parishes) (Chair), Councillor Kim Snape (Chorley Rural East Division, Lancashire County Council) (Vice-Chair), Lancashire County Councillors: Julia Berry. Alan Cullens and Aidy Riggott attended via Teams. Chorley Borough Councillors (Chairs of Neighbourhood Area Meetings): Aaron Beaver Town and Parish Councillors: Ian Horsfield, Gwyneth Lloyd Alan Cornwell and Alan Platt. Tim Blackburn and Darren Cranshaw attended via Teams.

OFFICERS: Jennifer Mullin (Director of Communities) and Ruth Rimmington (Democratic and Member Services Team Leader)

APOLOGIES: Danny Gee and Craige Southern, Nina Buckley Graham Ashworth and Christine Bailey

15 Welcome by the Chair

The Chair welcomed everyone to the meeting.

16 Minutes of meeting Wednesday, 19 July 2023 of Chorley Liaison

Resolved: that the minutes be approved as a correct record, subject to an amendment to item 11. LCC Cabinet Member (Highways and Transport) – ‘At the request of members, it was agreed that there would be further and more frequent communication, contact and attendance by the Highways officers in relation to town centre issues and concerns (rather than Cabinet Member).

17 Item from Chorley Council - Carbon Literacy training and an Air Quality monitoring survey

Matt Evans, Climate Change and Air Quality Officer, attended.

Carbon Literacy

The Carbon Literacy Project have released a new course for Parish, Town and Community Councils aimed at councillors and officers. The course equipped councillors and officers with the information they needed to communicate the significance of climate change and achieve the change necessary in their local area to address the climate emergency. It covered the impacts of climate change, carbon footprints, how residents could do their bit, and why it's relevant to communities.



The training complemented work officers were rolling out for Borough councillors and officers, but the new course was designed to be self-directed by Parish Councils themselves. More information could be found at: <https://carbonliteracy.com/toolkits/local-authorities/>

Air Quality

The council monitored Air Quality across various locations in the Borough. The locations were determined by several factors such as area traffic data and the proximity to residential dwellings. In 2023 the council monitored Nitrogen Oxides (NOx) at 42 locations, in addition there was automatic Particulate Matter monitors co-located at 3 locations. The council wanted the data to be as accurate as possible and were seeking input from residents to support consideration of new or additional monitoring locations, as part of the continued commitment to keeping the air in the Borough clean and safe. The Citizenspace survey allowed residents to see current monitoring locations, and provides an opportunity for them to suggest other locations for consideration. <https://yoursay.citizenspace.com/2022-environmental-health-and-community-safety-sr/chorley-air-quality-monitoring-2024>

It was noted that real time monitoring would be in place in the future and available on the council's website. The purpose of the survey was to raise awareness and gather information on this.

18 Item requested by Euxton Parish Council regarding Tree Preservation Order (TPO) trees

Members of the Forum noted the response to the question had been included within the agenda.

19 Questions from Members of the Liaison and the public

No questions were asked.

20 Items for Future Meetings

Ian Horsfield requested an item for a future meeting regarding the future plans for Chorley bus station.

Chair

Date



Report of	Meeting	Date
Director (Communities)	Chorley Liaison	Wednesday, 24 January 2024

Cost of Living Action Plan - Update

Is this report confidential?	No
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Is this decision key?	No
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Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
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Purpose of the Report

1. This report has been prepared to provide an update on the delivery of the cost of living action plan.

Recommendations

2. The contents of the report are noted.

Corporate priorities

3. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe and engaged communities

Background

4. Since the outbreak of the Covid-19 pandemic, and subsequent financial pressures impacting upon an increasingly wide proportion of the population, the Communities team recognised the necessity to provide cost of living support to residents, and work was done to formalise this approach by creating a comprehensive Cost of Living Action Plan 2022. Delivery of the cost of living action plan was then added as a Corporate Priority for 2023/24.
5. The report that follows details work that has been carried out within the Communities team to contribute to the delivery of the cost of living action plan to date.

Partnerships and communication

6. Chorley Together and the Chorley Together Food Sub-Group have been reinvigorated, with meetings taking place over the year to communicate key council priorities, including the Household Support Fund, cost of living support updates, information about current and upcoming funding streams, and dialogue around prevailing themes, needs and experiences. The coming meeting will focus on a past year review, gap analysis, and a discussion of future planning. Chorley Together is positioned well to provide a central point of support, information and partnership working amongst Chorley’s VCFSE sector.

7. With support from Lancashire County Council, a funding and grant management course will be delivered by April 2024 and will provide high quality training in finding and bidding for funding at all levels, and the management of the grant requirements. The course will target VCFSE organisations in Chorley that provide invaluable activity to support residents experiencing challenges, including cost of living challenges.

8. Chorley Council have been awarded £640000 as a Household Support Grant for delivery between June 2023 and 31st March 2024. As of the 31st December 2023, the total amount spent is £511,882, which has supported 12,425 households. A breakdown of who the grant has supported, and the theme of support can be seen in the tables below:

Household Demographic	Amount	Households supported
Households with Children	£212,210	5085
Households with Pensioners	£78,080	1326
Household with Single occupier or Couple	£180,058	5767
Households - Other	£41,534	247

Support by Category	Amount	Households
Energy and Water	£289,363	2358
Food	£88,901	8692
Essential Items	£21,107	108
Advice Services	£50,000	1242
Housing	£14,999	14
Essentials linked to Energy and Water	£20,010.85	11

9. We continue to collaborate with Lancashire County Council and other Lancashire district authorities through various schemes of work. We are a key partner in shaping and contributing Lancashire wide models of delivery which include Household Support

Fund, cost of living, weight management, health and wellbeing and energy related forums. We are involved in all new schemes and developments, including supporting the rollout of Lancashire Hubs in Chorley, and can benefit from any partnership models or approaches to increase efficiencies and achieve better outcomes for our residents.

10. A review of existing funding streams has been conducted, with eligibility and delivery criteria updated to encourage applying organisations and groups to include a cost of living focus. The Small Community Grants and Large Community Grants funding streams have been fully allocated for 2023-24, and of the 32 organisations allocated Large Community grants, 11 reported to support individuals experiencing financial hardship, food poverty or furniture poverty. Furthermore, the Adult Health and Wellbeing grant has been developed to support adults experiencing financial barriers to access free or very low cost opportunities across the borough to engage with health and wellbeing improving activities, with 13 delivery partners allocated a grant of up to £650 to deliver a minimum 6 week programme promoting good health and wellbeing outcomes, with clearly defined pathways into sustainable activity. The outcomes from this grant are currently being collated to be reported in March.

Communications

11. A comprehensive communications plan has been developed with support from the communications team to inform residents and partners about the cost of living support available to them. This includes social media posts targeting key months of financial hardship and the development of physical resources including a cost of living postcard to distribute to households via projects such as Warm Spaces, Household Support Fund projects, events hosted or supported within the service, the home energy efficiency scheme, and social prescribing team. The postcards have been designed to consolidate the broad range of support available to residents through the Communities service, targeting residents who are not digitally active, and signposting them to Council support.
12. Additionally, webpages have been developed and continue to be updated to allow residents and professionals to navigate these various support pathways and keep abreast of the changing landscape (www.chorley.gov.uk/costofliving). These webpage resources are shared via social media posts, network and partnership meetings and through interactions with residents through the customer services team and social prescribing. Additional resource has been allocated within the service to ensure these webpages are able to be kept as up to date as possible.
13. Briefings have been conducted with our customer services team to ensure they have current information and are able to identify opportunities to signpost residents effectively. A triaging role has been established within the Communities service to provide a range of initial support, advice, guidance and signposting information to residents contacting the council for cost of living support. Through their detailed understanding of services available across sectors in Chorley, they're able to give a comprehensive first support response to residents.
14. Monthly cost of living member updates are produced by the Communities team, with input from all officers contributing to cost of living action plan delivery, providing an insight into the status of projects included within the cost of living corporate priority delivery. This update is emailed directly to all elected members.

Data, Evaluation and Monitoring

15. The Affordable Warmth Programme has made use of the NHS Winter Avoidance datasets initially, and worked alongside the Social Prescribing team and Communities triaging officer to identify eligible residents to receive support. Aligning EPC ratings with the Efficiency Improvability Index, residents with the poorest home energy efficiency on record with opportunity to improve this rating were targeted for the home energy efficiency programme
16. The monitoring data gathered across various workstreams, and specifically those pertaining to cost of living support, have been redesigned to gather a wide variety of measures, including case studies and recorded conversations, to provide a clearer picture of how services currently support residents, and how these can be adapted and improved upon.
17. During quarter 3, projects will draw together monitoring and evaluation to provide insight into the impacts of the cost of living action plan and associated activity across the year. This will be utilised to update the cost of living action plan 2024.

On the Ground Activity

18. The Holiday Activity and Food (HAF) 2023-24 programme delivery has been successfully completed. Christmas delivery data continues to be collated and an annual report will be generated from this. Drawing on data across the year, delivery continues to improve across all elements of the programme, including the food offer, number of bookings versus spaces available, and number of attendances versus bookings made. The steering group continues to develop to add additional value to the HAF programme by linking HAF families with available support systems and opportunities.
19. The Food Club network in Chorley expanded in April, with 5 clubs delivered by Chorley Buddies now servicing some of Chorley's most vulnerable residents in Clayton Brook, Chorley Town East, Buttermere, Adlington and Coppull. The food clubs alone support on average 250 shoppers per week or over 13,000 per year, as well as engaging residents with additional support offers. These include; Citizen's Advice Bureau, Tippy Toes, Jigsaw, Places for People, Homestart, Key Unlocking Futures, Children and Family Wellbeing Service, Quit Squad, Christians Against Charity, the Social Prescribing Team and the Home Energy Efficiency Programme.
20. The Affordable Warmth Grant supports vulnerable or at-risk households to face the winter months by making enhancements to their homes to include; boiler repairs and replacements, glazing repairs, radiator servicing and replacement, loft hatch replacement, loft insulation installations, emergency heaters supplied, smart heating control installations and draught proofing. Households supported include those experiencing financial hardship, living with long term medical conditions, families with children, and older adults. The delivery of the home energy efficiency programme has seen an increase in referrals to the grant, as home visits unearth untapped need for substantial improvements to people's homes to face the winter months and maintain their health
21. The Council commission and grant fund services through Chorley Help the Homeless. This provides an open and accessible service offering support and information which meets the diverse needs of all users and offers a range of support groups, courses, and activities. This includes emergency support by means of foodbank, clothing bank for

clean dry clothes, sleeping bags, tents for street homeless and household bank. There is provision of meals on several days per week to include breakfast, lunch, and hot meals and hot drinks in winter months. The service also provides benefit advice and help with appeals, a general housing advice and signposting into the council Housing Team when applicable.

22. The Council also commission and grant fund food support services through Living Waters. This provides a food provision service to support residents who need support with food related assistance, and to provide opportunities for improving life skills. It aims to support residents to avoid/step down from crisis situations, tackle financial hardship, and provide skills/education to support building resilience and self-help. By providing this service and access to early help and support, this would reduce the need for more costly interventions by statutory services. The intent is to reduce the dependency of the need for food parcels, by creating opportunities for the most vulnerable in our community to increase knowledge and skills. This will include sessions to be able to prepare healthy, nutritious meals for themselves and their families, and to manage food on a limited budget, as well as other basic skills training offered such as numeracy and literacy skills, which will include access to related qualifications to support employment opportunities.
23. Alongside Lancashire County Council and The Sewing Room, an 'Age of Inspiration' event is planned to take place by April, with the aim of gathering and celebrating targeted members of Chorley's older resident population, providing an engaging experience alongside tangible links with local services that are able to promote health, wellbeing and cost of living support and activity.
24. A resource pathway has been developed as shareable graphics (Appendix 1) that demonstrate the interconnected relationships between the Communities service and the partners, stakeholders and networks the service works alongside, as well as the interconnected relationships between teams within the Communities service (and wider council). These graphics can be utilized at a partnership level to provide insights and demonstrate pathways into, within, and out of the service.
25. A report has been produced scoping the need, opportunity, and resource required to effectively address furniture and white goods poverty in the borough and provide a responsive, high quality and sustainable pathway of support (Appendix 2). Next steps from this report will be explored as the cost of living action plan progresses to 2024-25.
26. Since the start of the 23/24 financial year, the stats for the Handyperson service are as follows (figures correct up to 31st August 2023)

	Apr	May	June	July	Aug	Sept	Oct	Nov	TOTAL
Number of Handyperson jobs completed	39	24	52	44	57	45	26	67	354
Handyperson - Types of jobs:									

Accident Prevention/Trip Hazards	15	7	17	12	21	4	11	15	102
Security	13	9	1	1	14	13	4	12	67
Joinery/small repairs	11	6	31	31	14	25	9	33	160
Energy Efficiency – Affordable Warmth	0	2	3	0	8	1	2	9	25
% accessing Handyperson service free of charge	93%	73%	41%	59%	83%	68%	75%	80%	72%

27. There has been a total of 354 handyperson jobs undertaken in the first 8 months of the year, the highest proportion being joinery/small repairs (160) followed by accident prevention/trip hazards (102). It is expected that the energy efficiency referrals will increase as the energy efficiency corporate priority project is more widely promoted to residents, and household assessments begin.

28. Following on from the Uniform Swap scheme offered by the Communities Team during the Covid lockdown periods, all schools in Chorley received an invitation to set up their own Uniform Swap scheme. Many schools were able to report that they already managed their own scheme and the remaining schools have received a continued offer of support which includes a guidance resource, offer of physical resources and offer of uniform stock. There has been some response from schools who have now implemented their own uniform swap scheme using the offered support. Over the summer holiday period there were 2 school uniform pop ups coordinated in Clayton Brook and Chorley Town Centre alongside Chorley Buddies and Clayton Brook Residents Group. Chorley Buddies have continued to host pop up uniform swap sessions in town centre locations throughout the year, making use of council held stock

29. The Debt Aware Foundation have historically delivered Money Management programmes in schools, helping children to understand key terms and discern between ‘wants’ and ‘needs’. These sessions have been adapted for an adult audience and delivered as a ‘train the trainer’ model initially to Homestart staff and volunteers to enable them to deliver this programme to the families they engage with. Training will be delivered to the social prescribing team to enable them to support individuals within their caseload experiencing budgeting challenges.

30. Following the levels of engagement with the Warm Spaces programme during winter 2022-23, and the wide range of benefits attendees were experiencing beyond accessing warmth, such as social engagement, guidance, support and signposting, the programme was extended across the summer months as ‘Welcome Spaces’ which focused on enhancing existing community activity with an offer of device charging, access to wifi, signposting into support services and access to either a free meal or household essential items. Currently the Warm Spaces programme continues to

support Chorley residents during the winter months of 2023-24 with a full list of Warm spaces available at www.chorley.gov.uk/warmspaces.

Psychological and Wellbeing Support

31. A 6-week confidence course has been developed alongside UDevelop, taking referrals from the Social Prescribing Team and Adult Weight Management Programme amongst other external groups. Delivered at Chorley Sheds, the programme which is currently on its 6th cohort has been achieving outcomes such as improved mental health, pathways into continued membership at Chorley Sheds, pathways into training, volunteering and education opportunities, referrals into other support services and pathways into employment.
32. The Communities service are delivering an adult health and wellbeing programme. As part of the delivery of this programme a grant fund is being offered for the local VCFS sector and local businesses to apply for grants of upto £650 to deliver a low-cost or free programme of activity aimed at individuals experiencing financial barriers, to help them continue accessing health and wellbeing activity. The grant fund is providing safe and sustainable routes for the VCFS sector and small businesses to trial new activity with a route into longer-term sustainable activity.

Climate change and air quality

33. The work noted in this report has an overall positive impact on the Councils Carbon emissions and the wider Climate Emergency and sustainability targets of the Council.
34. In particular the report impacts on the following activities:
 - a. net carbon zero by 2030,
 - b. energy use / renewable energy sources

Equality and diversity

35. The projects and funding streams noted within the cost of living action plan are subject to their own impact assessments and equality and diversity protocols.
36. All commissioned services require the successful provider's compliance with the council's policies and statutory requirements including Equality and Diversity.

Comments of the Statutory Finance Officer

37. As this is for noting there are no direct financial implications of this report.

Comments of the Monitoring Officer

38. The report is for information and noting – there are no direct legal implications arising.

Background documents

There are no background documents for this report.

Appendices

Appendix 1 – Resource Pathway Road Maps

Appendix 2 – Furniture and White Goods Poverty and Recycling Scheme Report

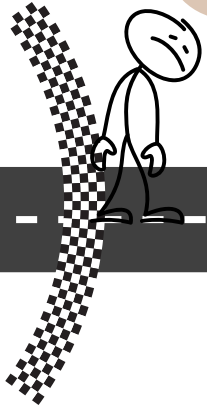
Report Author:	Email:	Telephone:	Date:
Laura Hendi (Senior Community Engagement Officer)	Laura.Hendi@chorley.gov.uk		

John is at Customer Services saying he wants to help but doesn't know where to start?



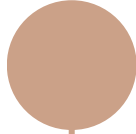
Stage 1

John is contacted by the volunteering officer and asked to complete the information form



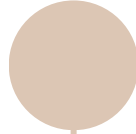
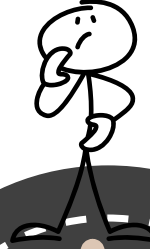
Stage 3

The form shows John is out of work. Finding a volunteer role that may help him gain confidence in a work environment is preferred



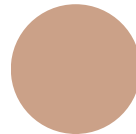
Stage 5

John is referred to employment support partners and confidence courses running in Chorley



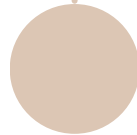
Stage 6

John enrolls on the "positive minds" course run at Chorley Sheds and signs up with Job Centre +



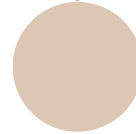
Stage 4

John starts working in an volunteer admin role. Identify John is out of work due to low confidence



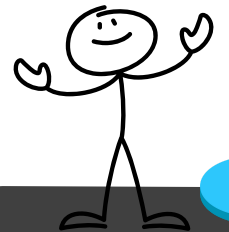
Stage 7

John is referred further with employment support and invited to job fayres . He works in volunteering and is working with DWP for interview and CV support

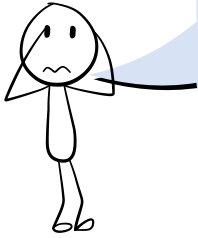


Stage 8

Since stage 7 John now has a stable job, is still volunteering and has several new skills from previous courses

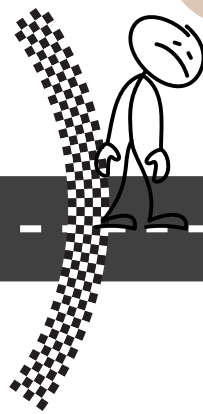


John has presented at Customer Services with Homelessness



Stage 1

Housing solution request proof of homelessness e.g. section 21

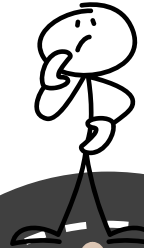


Stage 3

Either support them with Select Move or refer to Calico Housing

Stage 5

John is referred to the household support fund, social prescribing & food support



Stage 6

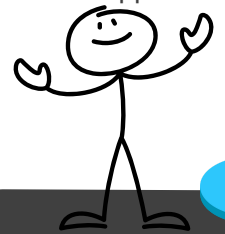
SP complete initial assessment with John. John needs benefit support, finance support and employment support

Stage 4

Identify John is in financial hardship and has mental health struggles

Stage 8

Since stage 7 John now has a stable address, regular food support, benefit support and is working towards employment with volunteering and DWP support.



Stage 7

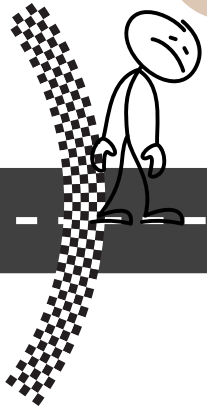
John is referred to the local food bank, CAB benefit support, and council employability officers

John has presented at Customer Services asking support around social isolation



Stage 1

John is referred to the social prescribers by his GP/Council Staff after visiting them with some low level issues.

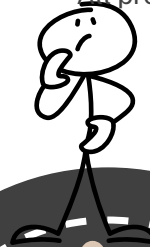


Stage 3

John and the Social Prescriber complete the Initial Assessment which sets out a plan of action

Stage 5

John also expresses interest in the outdoors, so they also go along to the Out Door's 4 All project at Brinscall Hall



Stage 6

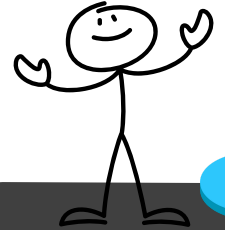
Along the way, John mentions some issues with his finances so a referral is done to CAB and also to Mindsmatter to help with his emotional wellbeing

Stage 4

John's main concern is loneliness and so the Social Prescriber and John attend a Talking Table to chat to others who may be feeling the same

Stage 8

John and the Social Prescriber complete a Closing Assessment to reflect back on the progress John has made and he is happy to continue going to the groups alone.



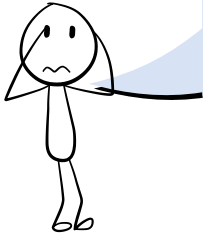
Stage 2

John receives a welcome call to discuss his goals and what support the Social Prescribing Team can offer.

Stage 7

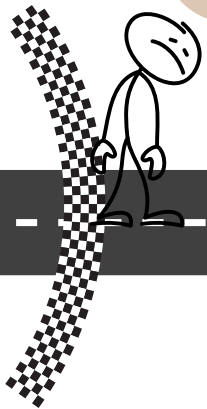
After going to Talking Tables and Out Door's 4 All alone a few times, John is feeling less isolated and has taken steps to improve his finances

John has presented at Customer Services saying he can't afford food



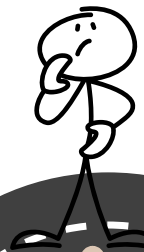
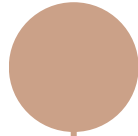
Stage 1

John is directed to the HSF webpages for information on financial support



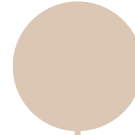
Stage 3

John is referred to Living Waters Food Bank for a monthly food parcel



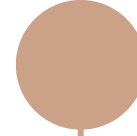
Stage 5

John is referred to CAB by CB for finance support and employment support.



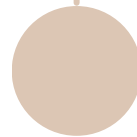
Stage 6

John is referred to LAL & DWP for employment support. Helping to improve his CV and interview skills and help him look for suitable work



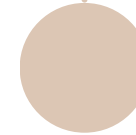
Stage 4

John is introduced to Chorley Buddies GFC's and directed to his nearest club to join and use weekly. John tells the volunteers he doesn't like his current job and feels he has the skills for better roles.



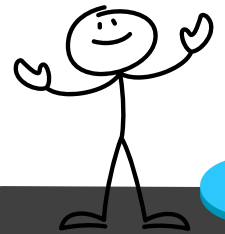
Stage 7

John begins volunteering whilst looking for work in an office environment to boost his CV and help him understand and feel comfortable in an office culture.

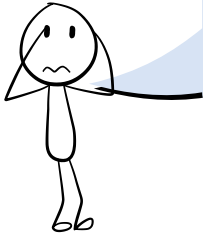


Stage 8

John has now retrained into a new higher paid job which allows him to afford necessities and enjoy life more now.

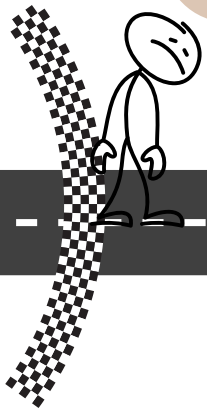


John has presented at Customer Services saying he has low self esteem



Stage 1

John was referred to Social Prescribing by his GP with low confidence/self esteem

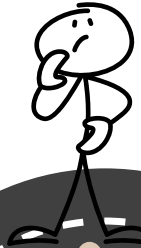


Stage 2

Working with John, the social prescriber invite john to several communy groups based on his hobbies and interest

Stage 3

John was enrolled onto the "Positive Minds" course hosted by UDevelop at Chorley Sheds. This is a 6 week course that increases a participant's mindset through various activities like woodwork, art and gardeneing.



Stage 4

John completed the Positive Minds course and was invited to join Chorley Sheds as a member, he accepts and begins volunteering and using Chorley Sheds regularly.

Stage 5

John has a catch up with his social prescriber. Through the meeting and discussions it is clear that John has now found a place he feels comfortable and confident in. They sign him off as a complete case.

Stage 6

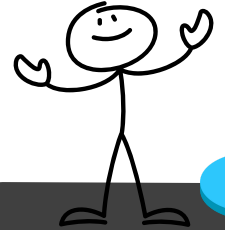
John begins to spend more time outside and involved in further Sheds projects. He is volunteering with UDevelop and now a key holder at the Sheds.

Stage 7

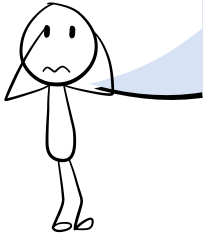
Since John completed the Positive Minds course he has continued to engage in other confidence courses run throughout the borough, gaining certificates and his self confidence score has doubled.

Stage 8

John is now a well established member of Chorley Sheds and sits on the committee. He is also working full time again and dealing with customers comfortably within his job

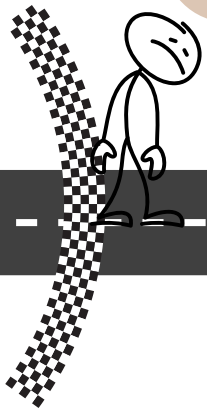


John has presented at Customer Services saying he is new to the country



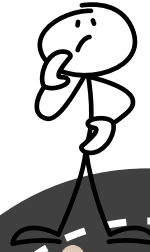
Stage 1

John has recently resettled in the UK. He has come to CC to find what support is available for Refugees.



Stage 3

John requires some financial support and immigration advice regarding his status. BRC support John with essential shopping and a sim card with data. John contacts a solicitor with BRC and confirms his immigration details and support.



Stage 5

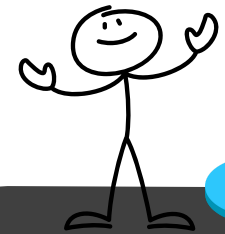
John continues to attend the meeting place. He mentions that he has to walk quite a long distance to get there. He is informed that they have free bikes they can provide him with.

Stage 6

Later John receives his letter stating he is granted Refugee status in the UK, but he must now leave his Serco accommodation in 28 days. John returns to CC for help. He speaks to the resettlement team again and they refer him to housing solutions for accommodation support.

Stage 8

John has now matched to a social housing property. CC support John with furnishings and refer him into "under one roof". He is now ready to start his new life in the UK and continues to job search. The Resettlement Team speak to the BRC and support John to complete the family reunification forms that the BRC submit on his behalf. It's a long process but the reunification is accepted, and John is reunited with his wife and children in the UK.



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Agenda Item 3

John's English is limited. The team refer John into ESOL provision, make him aware of the British Red Cross support drop in at the Hollinshead centre and the meeting place. John is invited to complete an ESOL assessment and is given details for a class with LAL. He also visits the BRC drop in and completes a "needs assessment".

Stage 2

Stage 4

John visits the meeting place. He meets other Asylum Seekers there and makes friends. He also manages to practice his English while speaking to the volunteers and can get a free lunch. The resettlement team visit the meeting place and support John to apply for the household support fund ease his financial difficulties.

Stage 7

After 28 days John is unsuccessful in finding a social housing property and is moved into Cotswold house where he gets support to apply for the benefits he is now entitled to. He continues to improve his English and starts looking for jobs while waiting for a social housing property.

Furniture Poverty
New / Recycling White Goods and Furniture Scheme
Proposal Report

1.0. Introduction and Purpose.

- 1.1. The purpose of this summary report is to explore the plausibility of creating a Local Welfare Assistance (LWA) furniture and white goods provision scheme in Chorley. This would benefit residents that are experiencing Financial Hardship and Furniture Poverty through the current cost of living challenges. More comprehensive information about this can be found in **(Appendix 1)**.
- 1.2. The above issues first came to light in Chorley throughout the COVID Lockdowns, whereby numerous residents were requesting assistance to get new furniture and white goods and to date, no real adequate help has been available to properly address this issue.
- 1.3. In early 2021, Chorley Council's Emergency Assistance Grant, offered a very limited short-term solution, but it greatly helped the majority of the 70+ applicants who were able to buy new white goods and some new furniture with it. Furthermore, it also improved their quality of life at the time, which can be seen in points 8.0 - 11.4 (Emergency Assistance Grant Section) of the Financial Hardship Report 2021 – 2022 and Appendix 1 of the report. [Financial Hardship Report 2021 - 2022](#)

2.0. What Is Furniture Poverty?

- 2.1. On a national level, extensive research has been carried out by a third sector organisation called 'End Furniture Poverty' <https://endfurniturepoverty.org/> which is the campaigning and social research arm of FRC Group <https://frcgroup.co.uk/>; who for the last 30 years, have been providing furniture, both new and preloved, to people in other parts of the country that are living in Furniture Poverty.
- 2.2. End of Furniture Poverty Group defines 'Furniture Poverty' (including white goods), as the inability to access, or afford to buy or maintain, any household furniture or appliance item, that is essential to achieve a socially acceptable standard of living. They state that the impact of having no furniture and white goods can be devastating and detrimental in terms of social isolation, normal life function and finances.
- 2.3. Furthermore, they claim that additional funding provided by Government over the past 3 years, while welcomed, was redirected by the vast majority of local authorities to third party and community sector organisations, such as foodbanks; and a sizeable proportion appears to have been used to fund Free School Meals – leaving furniture provision severely neglected.
- 2.4. As the numbers claiming Universal Credit have doubled in some parts of the country, many more people struggle to replace broken appliances or buy a bed for their child. For those people escaping homelessness, or fleeing domestic violence and care leavers, who often have nothing, welfare schemes are a vital lifeline to prevent severe hardship and destitution.

- 2.5. End Furniture Poverty asked the Government to provide guidance to local authorities to ensure that at least 65% of LWA is used to provide furniture and white goods and to ensure that local authorities properly advertise the schemes, making them easily accessible on their websites. End Furniture Poverty believe that a long-term ring-fenced funding commitment will provide local authorities with the certainty they need to expand on existing schemes or, in those areas without a scheme, create one – and ensure the funding is not diverted to prop up other frontline services.

3.0. Local Welfare Assistance (LWA) Furniture and White Goods Services in Chorley,

- 3.1. Although there are no LWA's currently operating in Chorley, there are a couple of services that are worthy of note, operating in nearby authorities. They are Lancashire County Council (LCC) commissioned Social Enterprise Network (SELNET based in Preston) to deliver a Essential Household Goods Support Scheme and The Brick from Wigan, a multi-faceted third sector charity, who would like to expand their business / service into Chorley.
- 3.2. SELNET operate under the brand 'Under One Roof', which provides support for residents who need help to maintain or establish a home. The overall aim of this service is to support people to meet their immediate needs and to help them feel more secure and live more independently in the community. <https://selnet-uk.com/selnet-under-one-roof/>
- 3.3. The Brick Project offers numerous services to people who are homeless, in poverty or facing debt crisis; such as, an intervention service, debt advice support, food poverty, homelessness and housing support to name but a few. All other services will be highlighted in **(Appendix 1)**. <https://www.thebrick.org.uk/>
- 3.4. The recently launched 'Brick by Brick Project' deals with the cost of living crisis and will be a community donations hub, whereby Amazon and other companies can donate a wide range of surplus products and reach people directly through a network of charity groups and care professionals in the community including teachers, midwives and social workers.
- 3.5. The project will bring together the knowledge and network of The Brick, other local charities, and the logistics expertise and donations from Amazon. Further to this, they will receive product donations from other national and local retailers, to provide the right products at the right time. The project will provide an offer that meets the needs of families in the area, which includes essential items like bedding, toiletries, nappies, wipes, clothing, backpacks, home furnishings, lightings, and electrical products.
- 3.6. Furthermore, Amazon helped set-up the warehouse operations at the Brick-by-Brick Project site in Wigan with a contribution of pro-bono staffing, operations advice, and an initial cash grant of £100,000 to support the recruitment, salaries, and training of the team.
- 3.7. The Brick want to expand their service to Chorley and would use volunteers from Chorley in the process. To make this happen, they need a suitable sized storage facility (free of charge if possible), to store furniture and other household items; and further to this, they would like to partner with an established organisation from Chorley, that provides a similar type of service to their own. Chorley Buddies and Living Waters have recently expressed an interest in partnering with the Brick concerning the Brick by Brick Project.

3.8. More detailed information about SELNET and the Brick is captured in **(Appendix 1)**.

4.0. Findings / Conclusions

- 4.1. It is clear from the research carried out by the charity 'End Furniture Poverty', that there is an ongoing long-term national problem concerning Furniture Poverty. The regular ongoing Furniture Poverty enquiries to Chorley Council would support this assertion and this problem could be dealt with via targeted partnership intervention work via public, private and third sector services.
- 4.2. In terms of SELNET, it is quite difficult to access the scheme and it has a restricted budget and a small team to deliver it. The scheme mainly focuses on 12 Lancashire districts which makes it more diluted and reduces the opportunities for Chorley residents to access it.
- 4.3. With regards to the Brick, they have an excellent track record in this area of work and are keen to work in Chorley. They would offer an excellent and more expansive alternative, that could compliment the work of SELNET and fill any gaps of their more limited Furniture Poverty provision. This would create an increased local offer of support for Chorley residents.

5.0. Recommendations / Way Forward.

- 5.1. It is proposed that Chorley Council via its Communities Team, should play a key role in facilitating / coordinating any future partnership work between the Brick Project and Chorley Buddies and or Living Waters. This would bring much needed support to the borough and is something that would be of great benefit to Chorley residents. This could be in the form of a 12-month pilot scheme.
- 5.2. The above could include Chorley Council finding or providing a suitable building / base, free of charge for 12 months; such as an appropriately sized vacant shop in Chorley Town Centre, or a vacant warehouse close to the town centre.
- 5.3. The project could be monitored and evaluated qualitatively and quantitatively over its' 12 month duration and this could be done by recording the numbers of residents that have accessed the scheme and also via case studies from residents; recording how the scheme has improved their quality of life.
- 5.4. If Chorley Council were to support the above, there would be some financial implications, such as the loss of income and revenue for shop and warehouse letting. Furthermore, there will also be cost implications concerning council officers time, facilitating the partnership work between The Brick and Chorley Buddies and or Living Waters; and also for collating information, for monitoring and evaluation and for producing reports associated with the proposed project.

John Hill
April 2023

Appendix 1

Additional Information Concerning Furniture Poverty

1.0. 'End of Furniture Poverty Charity'

- 1.1. In October 2021, Charity Campaign End Furniture Poverty carried out extensive research into Local Welfare Assistance (LWA) – local authority-run schemes to support people in a time of crisis with grants and providing essential furniture and appliances. It is estimated that over 5 million people in the UK are living without at least one essential household appliance such as a cooker or a fridge freezer. <https://endfurniturepoverty.org/research/understanding-furniture-poverty/>
- 1.2. Research also revealed that someone needing to use a launderette can add approximately £1000 to the annual cost of washing your clothes.
- 1.3. End Furniture Poverty also published The Postcode Lottery of Crisis Support recently and it revealed since 2010, there had been an 86% decline in the amount spent on crisis support and 25 local authorities in England had closed their LWA schemes, leaving one in five people unable to access crisis support.
- 1.4. The picture is very different in the devolved nations where everyone can access a scheme. End Furniture Poverty found that in 2019/20, in England the per capita spend on LWA was just 64p, compared to £4.19 in Wales, £6.79 in Northern Ireland, and £6.88 in Scotland. The summary and full report can be found here <https://endfurniturepoverty.org/research/the-postcode-lottery-of-crisis-support/>
- 1.5. End Furniture Poverty examined the state of LWA provision and the additional support offered during the pandemic. Initial findings suggested that there are now more than 27 local authorities without an LWA scheme in England.
- 1.6. Claire Donovan, Head of Policy at End Furniture Poverty, said: *“Investing in local welfare schemes is not only the right thing to do, it can also create significant savings across the public purse. “Living in furniture poverty has a terrible impact on people’s mental and physical health, leading to increased NHS costs, and it can drive people into unmanageable debt as they try to access high-cost credit, leading to evictions and homelessness.* <https://endfurniturepoverty.org/2021/10/22/press-release-autumn-budget-must-provide-adequate-crisis-support/>
- 1.7. End Furniture Poverty report that The Government provided significant levels of emergency funding for LWA in response to the pandemic, therefore admitting that crisis support was underfunded and inadequate in many parts of the country. But spending deadlines and the lack of infrastructure in areas with a closed local welfare scheme, meant that in too many cases the funding did not reach those who most needed it.

- 1.8. Claire Donavon further explained that *“With the £20 cut to Universal Credit, the end of furlough, rising energy costs and the upcoming increase to National Insurance contributions, millions of people are struggling and while there is widespread support for food and utilities costs, there is little other support for furniture and white goods. “The grant-giving sector do a fantastic job, providing furniture and white goods to applicants, but they cannot shoulder the burden alone – people need properly funded Local Welfare Assistance schemes and we urge the Government do the right thing and make this crucial investment.”*

2.0. SELNET - Further Information

- 2.1. Lancashire County Councils Essential Household Goods Support Scheme is a non-statutory service that provides support for the people of Lancashire. The scheme is now contracted to SELNET for 3 years fixed term and is operating under the brand ‘Under One Roof’, which provides support for residents who need help to maintain or establish a home. The overall aim of this service is to support people to meet their immediate needs and to help them feel more secure and live more independently in the community. <https://selnet-uk.com/selnet-under-one-roof/>
- 2.2. Furthermore, SELNET / Under One Roof has 50 registered partners consisting of private, public and 3rd sector organisations and it is available to people that live in the administrative boundary of Lancashire County Council and operates across the 12 districts of the local authority. Residents from any unitary councils in Lancashire, are not eligible for support in this scheme.
- 2.3. The scheme is managed by a small team of 2 full time staff (including manager) and 2 part time staff and is accessible Monday to Friday 9.00am - 5.00pm (excluding Bank Holidays) and they give advanced warning of any disruption to service delivery. Under One Roof scheme aims to process applicants within 2 working days and aims to get furniture and white goods to applicants, within 10 working days.
- 2.4. SELNET admit that funding for this scheme is small / limited and that they need to apply for additional funding, to help improve the service. They would not disclose the amount of funding they have been allocated and neither would they disclose how much funding would be allocated to Chorley. The scheme is currently dealing with 30 applicants per week and struggles with capacity. As a result, Under One Roof must be used as a last resort only and to access it, an applicant must:
- Be aged 16 years or over
 - Live within the administrative boundary of Lancashire
 - Have no income or be on a low income, such as tested benefits
 - Be a priority group
 - Not have access to sufficient funds to meet their immediate needs or those of their dependents
 - Need to access essential household items to help maintain and establish a home
 - Be referred into the scheme by partner organisations

- 2.5. SELNET / Under One Roof work with re-use / upcycling organisations in Preston for access to good quality second-hand furniture (including beds) and they can also access brand new white goods when required. The scheme, however, cannot be used to purchase new carpets.
- 2.6. If residents are experienced other issues outside of the remit of the scheme, they will be directed to appropriate services to meet their needs.

3.0. The Brick Project - Further Information

- 3.1. The Brick Project in Wigan is a growing charity that offers services to people who are homeless, in poverty or facing debt crisis. As its name suggests, it provides a safe, solid building block for people in crisis to begin to construct a new life and become valuable members of society. The services run by the Brick Project includes a Crisis Intervention Service and Wigan's largest Food Bank. Both are managed by a small staff team but the main support to its service users is delivered by volunteers. <https://www.thebrick.org.uk/>
- 3.2. The Brick also operates statutory tendered projects offering support to people in their tenancies; ensuring people newly homeless, to move quickly into accommodation and ensuring that homeless people receive good health care and support if in hospital. Staff and volunteers at the Brick Project help people tackle the root causes of homelessness such as, debt, poverty and hunger.
- 3.3. Furthermore, it offers a huge range of services to people who are homeless, in poverty or facing debt crisis. This includes Crisis Intervention, Hospital to Home and Asset Coaching <https://www.thebrick.org.uk/project/asset-coaching-and-mentoring>
- 3.4. Other services within the project include the following:
 - [The Brick Shop](#) - is a charity shop selling donated goods, often to people on low incomes. The shop gives clothes free of charge to people referred by Wigan Council. The shop is one of the main hubs within its community
 - [The Brick Works](#) - offers training to increase the employment opportunities for people who are unemployed for a variety of reasons. This may include homelessness or recently housed people referred
 - [The Brick Giving](#) - aims to put an end to poverty and homelessness in Wigan and Leigh. Since the start of the COVID-19 crisis, The Brick has faced a reduction in donations and increased demand on its services from people in need. The Brick aim to continue supporting the community to ensure no one gets left behind
 - [The Brick Re-Use](#) - has been set up to help educate people in the Wigan Borough about recycling and re-use. They also turn unwanted goods into lovingly restored furniture for families in need

- 3.5. The Brick are currently in partnership with Wigan Council to provide welfare packages. They are contracted by Wigan Council to provide furniture and furnishings (second hand, except beds / cutlery / pots, pans, duvets and bedding which are all bought in new). The Brick sources stores and delivers all the items to families/individuals who are referred to the scheme. The scheme provides around 10 -15 furniture packages a month to people in need for a range of reasons, such as from fleeing Domestic Violence, to leaving care and moving into their first home, to people who might have lost everything in a fire.
- 3.6. In the above agreement, Wigan Council pay per item, plus a contribution to storage costs and also administration wages. There are no white goods supplied on this contract, but if people need them, they are put on a waiting list and the Brick gets the appliances for the individual who might pay between £30-40 for a cooker.
- 3.7. All the Brick's second-hand furniture and white goods are sourced from public donations and the electrical items are PAT Tested and checked before they are distributed, but they don't do any significant repairs. Any items that aren't reusable are scrapped. The Brick currently have around 30-40 people on a waiting list, as the demand is ever increasing.
- 3.8. The Brick are also contracted by Wigan Council to deliver a project called 'Final Finish' in which they refurbish void properties ready for their next tenancy. They paint, provide and put up blinds / curtains and re-carpet (ranging from flats to 4-bedroom houses) and are currently finishing 200 properties per year. The Brick also provide painting packs for tenants who want to do the work themselves and instructions.
- 3.9. Internal Welfare Packages are delivered by the Brick for people who might not be eligible for council support, for example someone who is moving out of emergency accommodation into supported accommodation. This includes the provision of second-hand stock, free of charge to these residents going through this process. The Brick have successfully procured funding previously from the Homeless Charity 'Crisis', to enable the purchase of brand-new white goods for people at risk of homelessness. Furthermore, they provide up to 5 Internal Welfare Packages per month.
- 3.10. With regards to the 3 retail shops run by the Brick in Wigan and Leigh, they describe them as community hubs which are stocked with pre-loved donated items and is a place where people can access affordable furniture and white goods. Depending on circumstances the Brick will also provide items heavily discounted or free of charge. The Brick are currently providing free books for all children, at all their shops and they are considering running similar schemes for clothes. One of the shops in Wigan specialises in electrical items and white goods.
- 3.11. The Brick provides affordable new white goods and they partner with 'Whirlpool' and can access very cheap white goods, that they store for people who want to pay in instalments. They market this process as a way of encouraging people to avoid payday loans and catalogue shops etc.
- 3.12. All of the above is also providing jobs, training and work experience placements for the 70+ people that the Brick currently support in Wigan and Leigh homeless emergency accommodation.

- 3.13. They have recently opened a new warehouse in Wigan which will enable them to offer more skills and accredited courses in logistics, stock control, fork lift truck driving etc so that they are more equipped to move away from homelessness and into a job and home of their own.
- 3.14. As part of that journey, once they have their property, they can continue to volunteer with the Brick and they can access the furniture welfare too, if they need it. The Brick has 140 volunteers and recently won the Queen's Award for Voluntary Service.
- 3.15. The Brick are also a part of the Reuse Network and have just been accredited to be an 'Approved Reuse Centre' (ARC) member which gives them access to returned stocks too from retailers such as Ikea, John Lewis etc, which will then feed back into the above areas.

John Hill
April 2023



Report of	Meeting	Date
Director (Communities)	Chorley Liaison	Wednesday, 24 January 2024

Time Credits Overview

Is this report confidential?	No
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Is this decision key?	No
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Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
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Purpose of the report

1. The purpose of this report is to provide an update on the delivery of the Tempo Time Credits contract.

Recommendations

2. To consider the contents of the report.

Corporate priorities

3. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe and engaged communities

Background to the report

4. People can earn Tempo Time Credits when they volunteer with a charity or community group that is part of the time credits network in Chorley. Time credits can be used on a wide range of activities, products, and services.
5. Various evaluations of the programme have continuously highlighted the positive impacts that time credits have made on individuals and community groups. For example, in the Chorley 2023 participant survey, 63% reported improved mental health, 54% feel more confident, and 68% know more about community-based services and support available to them.

6. At a local level, the programme is commissioned by the council to drive community participation and improve wellbeing, as well as increase volunteering opportunities across the area.
7. 2023 marks 10 years of Time Credits in Chorley, with the social currency scheme developing from a ‘thankyou’ to volunteers into a mechanism for addressing social inequalities by lowering barriers and providing low risk opportunities for residents to engage with health and wellbeing enhancing activity, strengthen communities by presenting routes to explore local, community embedded businesses and activities and promote the benefits of high-quality volunteering experiences.
8. Covid saw the scheme develop to support isolated communities and individuals by transitioning from physical tokens to an online platform, and introduce bespoke online offers. However, Covid also saw businesses and organisations reprioritising and adopting new ways of working, which consequentially led to a reduction in recognition (spend) partners available in the network.
9. Since 2022 the time credits contract and associated work has prioritised reinvigorating the network by linking with existing networks and support structures to introduce the benefits of volunteering and time credits to cohorts of residents experiencing challenging circumstances including cost of living challenges. Work has also taken place on a local level to introduce recognition opportunities that makes sense for Chorley residents within the current context and climate.

Current engagement

10. Since April 2023, 3650 time credits have been earned by volunteers across a total of 53 groups in Chorley. In that time, 994 time credits have either been used or gifted. They have been spent across a wide variety of recognition partners, as detailed in the table below:

All Seasons Leisure Centre	The Snowman at Liverpool cathedral	Cornish Seal Sanctuary	Hoo Zoo and Dinosaur World
Chorley Theatre	Tower Bridge	Hoghton Tower	Chorley Flower Show 2023
The Flower Bowl Entertainment Centre	Plantasia	Escape Entertainment Chorley	Rhuddlan Castle
Ober Boats by Thames Clippers	Conwy Castle	Treasure Trails	Manchester Barton Aerodrome
Preston North End	Penrhyn Castle and garden	Clitheroe Castle	National Sea Life Centre
Clayton Green Leisure Centre	Clip ‘N’ Climb Preston	Kew Gardens	Soccer Aid 2023
Wacky World Preston	Tickets for Good	Dinefwr	Criccieth Castle
Lancaster Castle	Beaumaris Castle	The national Lobster Hatchery	WTW Lighthouse Cinema
Chorley Winter Wonderland 2023	Chorley Live 2023	Newquay Zoo	Salt Ayre Leisure Centre
Williamson Park Butterfly House	White Rose Maths (online)	The Royal Mint Experience	Euxton Park Golf Centre

Development of time credits in Chorley

11. The recognition partners included within the Tempo programme can effect tangible change in the health and wellbeing outcomes for participants accessing the scheme, and their friends and family. Where datasets are favourable, real impact can be seen on an individual level. The Tempo Chorley Council Participant survey 2023 highlights Barry, a volunteer at Living Waters food bank, a single dad who finds it hard to plan for his family, especially so within the context of cost of living challenges, and is grateful for the opportunity to use time credits to take his family on days out to Preston North End.
12. Some of the most engaged with recognition offers are Chorley Council's events and seasonal offers, showing a high level of engagement on a very local level. A full list of current opportunities to use time credits is available at: [Tempo Time Credits](#)
13. The following recognition partners have been added across Lancashire, surrounds or made available online over the past year:
 - a. [Tickets for Good](#)
 - b. [Wildwood Days Outdoor Learning](#)
 - c. [Flower Bowl Crazy Golf](#)
 - d. [Flower Bowl Kids Ice Cream](#)
 - e. [Flower Bowl Crazy Pool](#)
 - f. [VR Club Lancaster](#)
 - g. [Aura Health](#)
 - h. [This Lifetime – Women's Coaching Sessions](#)
 - i. [Jodrell Bank Visitor Pass](#)
 - j. [Luna Cinema Liverpool](#)
14. Work was also undertaken to introduce both Escape Entertainment and Clip 'N' Climb to the programme. While these partners are not currently available, work continues to reintroduce these offers for Chorley residents.

Social prescribing

15. The social prescribing team support many residents who are experiencing often diverse and complex challenges, to help them re-integrate, navigate and engage with life in Chorley. This year saw the introduction of time credits into the social prescribing team as a tool to encourage participant engagement in beneficial activities by lowering or removing barriers and introducing individuals to the virtuous cycle of a volunteering offer enhanced by time credits.

10 Years of time credits

16. An event celebrating a decade of time credits in Chorley will bring together some of the key community groups, volunteers and spend partners involved in the network, to highlight the impact of time credits within the volunteering sector in Chorley, to explore additional opportunities to add value for residents, and provide opportunity for these groups to share space and feel valued and celebrated as important contributors to Chorley's community.

17. Wrapped around the event, a communications approach has been developed to highlight some of the key participants and contributors to Chorley's VCFSE sector, to bring forward the outstanding work undertaken by volunteers in Chorley, the impacts felt in their communities, and the benefits of volunteering for individuals – with clearly defined and promoted exit routes into volunteering pathways. As part of this communications approach, a video will be created featuring time credits groups, recognition partners and key stakeholders to provide an engaging tool that can be employed across a range of audiences.

Opportunities

18. There are opportunities to continue to develop time credits in Chorley, and we continue to be ambitious in our aims for the programme. Some of these opportunities are outlined below:
- a. Develop a communications approach alongside Tempo to promote the opportunity for volunteers to gift time credits – this will increase the earn to spend ratio of time credits, and provide opportunity for more residents to benefit from the network as well as upskilling residents in volunteering within the time credits network.
 - b. Develop internal spend opportunities within the council to help residents face challenges or effect positive changes, such as aligning the leisure offer with leisure offers across the Tempo network, and developing additional internal spend opportunities such as bulky item collections.
 - c. Integrate Tempo/time credits with the Chorley Together network and the developing VCFSE support network led by the Communities service.
 - d. Review and evaluate the social prescribing approach, and scope opportunities to expand this approach to other teams supporting vulnerable individuals.

Climate change and air quality

19. The work noted in this report has an overall positive impact on the Council's Carbon emissions and the wider Climate Emergency and sustainability targets of the Council.
20. In particular the report impacts on the following activities:
- a. net carbon zero by 2030,
 - b. energy use / renewable energy sources
 - c. waste and the use of single use plastics,**
 - d. sustainable forms of transport,
 - e. air quality,
 - f. flooding risks,
 - g. green areas and biodiversity.**
21. The following mitigation measures have been undertaken to limit the environmental impact:
22. Many of the community groups in Chorley work towards sustainable and environmentally responsible goals, such as the Chorley Buddies Food Clubs reducing food going to landfill, and 'friends of' green spaces groups and litter picking groups maintaining green areas.

Equality and diversity

- 23. A high-quality volunteering offer promotes inclusivity. The benefits of volunteering include improved understanding of community-based support systems and peer support groups, as well as more frequent engagement with mechanism to effect changes in policy.

Risk

- 24. There are no risk implications.

Comments of the Statutory Finance Officer

- 25. There are no direct financial implications arising in this report.

Comments of the Monitoring Officer

The report is for noting – there are no direct legal implications arising.

Appendices

Appendix A – Tempo, Chorley Council Impact Report 2023

Report Author:	Email:	Telephone:	Date:
Laura Hendi (Senior Community Engagement Officer)	Laura.Hendi@chorley.gov.uk		

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TEMPO TIME CREDITS
**Chorley
Council
2023**

Tempo Time Credits & Chorley Council

Tempo is this year celebrating the 10th anniversary of its partnership with Chorley Council.

Over that time, the programme has grown to the point whereby over 17,000 Time Credits are earned by local volunteers on an annual basis.

The Chorley programme seeks to provide the following outcomes within the local community:

- Increased activity levels and reduce social isolation for vulnerable individuals.
- new opportunities for people to be part of their community and establish new networks.
- Support to vulnerable people to establish a role in their local community and gain new skills.
- Improved physical and emotional wellbeing and enable independence.
- Increase awareness and take up of volunteering opportunities in Chorley.

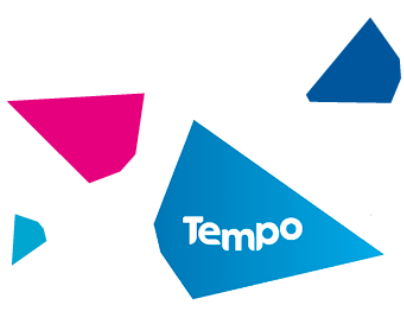
We now work with over 50 community groups in Chorley and have over 1000 registered volunteers.



Tempo



Fun **Enabling**
Positivity **Thread**
Giving back Health and wellbeing
 Local **Community** **Happy**
Time Credits **Volunteers**
 Life-changing **Resilient**
Partnerships **Empowered** **Inclusivity**
Family **Opportunities** **Skills**
Experiences **New friends**
Connecting



Our Chorley survey told us...

90%

of respondents have earned Tempo Time Credits

41%

of respondents had never or only occasionally given time before receiving Time Credits

16%

of respondents volunteer for more than 5 hours per week

5%

of respondents started or volunteered more due to Tempo Time Credits

53%

of respondents volunteer their time more than once a week

70%

of respondents stated that earning and using Time Credits has improved their quality of life

63%

reported improved mental health

60%

feel healthier overall

53%

reported improved physical health



Our Chorley survey told us...

23%

have less need to see the GP

61%

visit or see other people more often

67%

are more physically active

60%

are more able to manage their health and wellbeing

51%

feel more positive about their future

54%

feel more confident

28%

can afford to do more things

60%

have learned new skills

11%

have got a job



Our Chorley survey told us...

70%

have shared their skills with others

9%

have less need to use social care services

79%

feel more able to contribute to the community and other people

68%

I know more about community-based services and the support available to them

47%

I have helped to shape the health and care services in my community

37%

I have helped others with the same condition or who face similar challenges to me

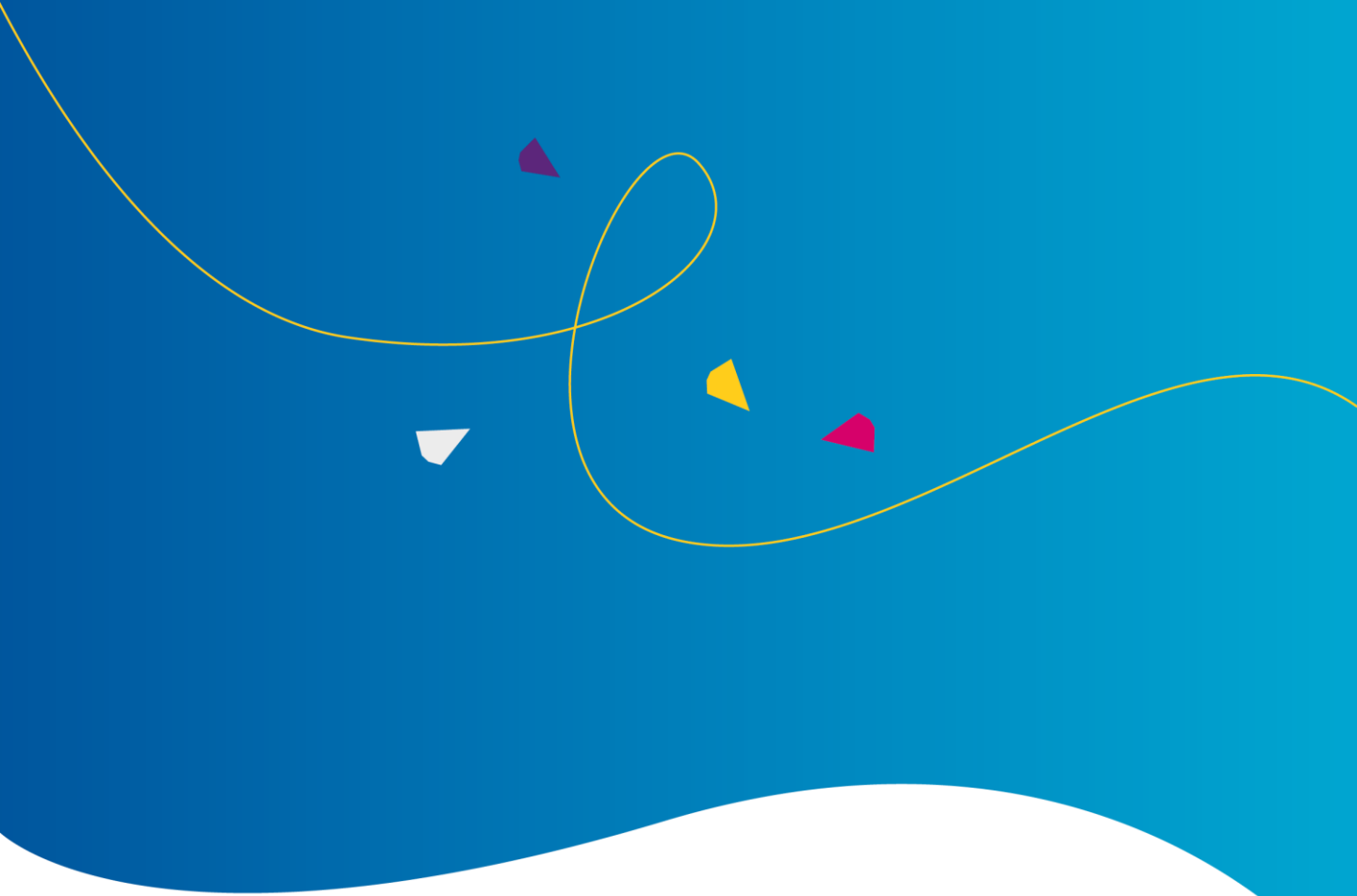


“

“It’s great to go the games with the family. Being a single dad with two jobs sometimes it’s hard to do things and plan things...even more so with the cost of living going up, using time credits for family match days is a great day out”

”

Barry, Livingwaters Storehouse and proud fan of Preston North End FC



UNIT 303, THE MALTINGS, EAST TYNDALL STREET, CARDIFF, CF24 5EA



029 2056 6132



HELLO@WEARETEMPO.ORG



“A Heath Charnock Parish Councillor attended a recent Planning Committee to speak to a major planning application in the Parish which was being considered that evening. At Planning Committee meetings the time allocated to each speaker is strictly managed.

The three minutes currently allowed for the Parish Council’s contribution was not enough time for all the relevant local issues and knowledge to be conveyed to the Committee. This local knowledge is particularly important where applicants increasingly rely upon consultants’ reports to support a planning application. Many consultant reports are compiled as desk based studies, usually with very limited, if any, on-site visits or on location assessment of topography, ground conditions or flood risk management considerations etc in respect of the application site and its immediate surroundings.

Heath Charnock Parish Council recommends that like a Ward Councillor, a democratically appointed Parish Councillor should have up to five minutes to speak at Planning Committee when the application is within their own area to pass on their local knowledge and expertise.

Heath Charnock Parish Council asks that this be considered at the Chorley Liaison meeting, and if supported, is put forward as a recommendation to be considered by Chorley Council’s Chief Planning Officer and/or the Planning Committee.

Heath Charnock Parish Council”

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Chorley Liaison agenda management timetable

Date of meeting	Deadline for items to be requested by Members	Agenda Publication Deadline
Wednesday, 20 March 2024	Friday, 8 March	Tuesday, 12 March
Wednesday, 17 July 2024	Friday, 5 July	Tuesday, 9 July
Wednesday, 16 October 2024	Friday, 4 October	Tuesday, 8 October
Wednesday, 22 January 2025	Friday, 10 January	Tuesday, 14 January
Wednesday, 19 March 2025	Friday, 7 March	Tuesday, 11 March

Please email democratic.services@chorley.gov.uk if you would like to request an item on the agenda.

Future agenda items

Community energy funding – March
 Chorley Bus Station – March
 Sport, recreation and well being
 Revival/survival strategy for Chorley town centre post Covid
 High School Places – July?

Intheboro

We are always on the look out for articles to include in intheboro which may be useful for Parish Councils.

If you have anything you feel may be useful and would like to be included please email intheboro@chorley.gov.uk. Intheboro is published on the 1st of every month.

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