

Appendix A: Performance of Commissioned providers during year two (2015/16)

Contract	Delivery of Advice Services
Approved provider	Lancashire West Citizens Advice Bureaux
Contract cost	£74,995.00 per annum

Contract objectives

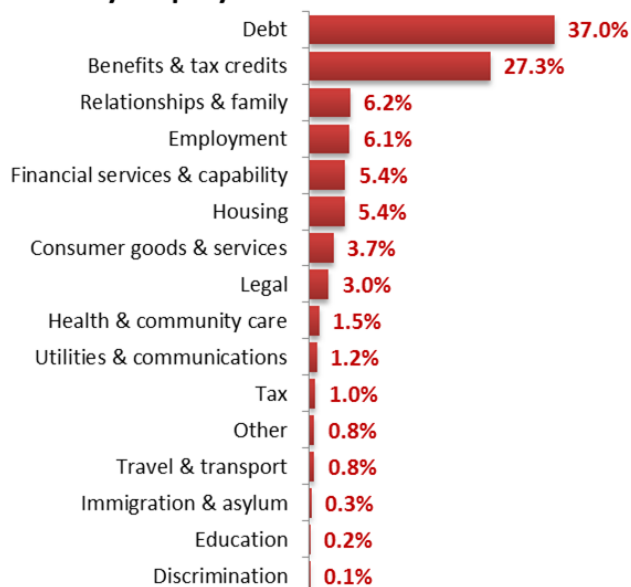
This contract is to provide a free advice and information service for all residents of Chorley on a range of issues, mainly focusing on debt, legal, housing, money, welfare benefits, utilities, employment and consumer issues, although advice should be available on a full range of issues, which also includes education, finance, health, immigration, relationships, tax and travel. The service will be a pivotal mechanism in supporting Chorley residents through the current welfare reform changes with an important role to play in terms of early intervention and prevention.

Performance summary

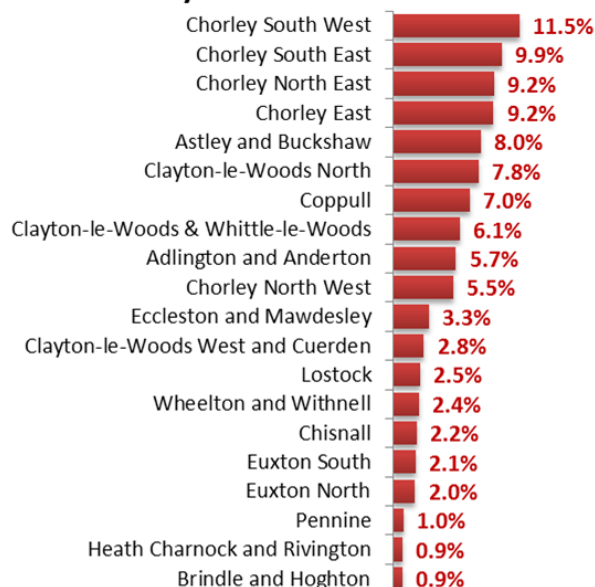
The organisation has met all the aims as set out in the Core Funding Contract as well as the target client numbers. Chorley CAB has provided a holistic, free, independent, confidential and impartial advice service delivered by both staff and volunteers. The service is available Monday to Friday between 9am and 5pm.

The total number of clients accessing the service in 2015/16 was 5,736 against a target of 5,300. The breakdown of issues by enquiry shows that the main issue is debt at 37% (in 2014/15 this was 43.6%), followed by benefits and tax credits at 27.3% (in 2014/15 this was 21.9%). The top four wards with the highest number of clients accessing the service also fall into the bottom 20% of areas in the country in terms of overall deprivation.

Issues by enquiry



Total issues by ward



Throughout 2015/16 Debt, Welfare Benefits, Relationships and Family, Employment, and Housing have remained the top enquiry areas. Advice in all categories was provided in a way which suited individual clients either face to face, by telephone, via email, on-line and during 2015/16 Webchat was introduced.

Gateway, general and specialist advice services have been provided via telephone and face to face. Clients start their journey with a simple interaction with a gateway assessor to see if they can help themselves with or without support, thus ensuring services have been targeted at those in most need and in order to manage demand. Where further support was needed client appointments were made for in-house CAB services ensuring they went straight to the correct adviser or caseworker appropriate to their enquiry.

Chorley CAB has provided volunteer opportunities for over 100 people throughout 2015/16, and the learning opportunities provided to volunteers through dedicated CAB training enhanced skills has resulted in many gaining employment outside of their CAB role.

Overall outcome

The total number of clients accessing the service in 2015/16 was 5,736 against a target of 5,300. In 2014/15 the total number of clients was 5,647; this is a 1.6% increase year on year.

Contract	Delivery of a Family Support Service
Approved provider	Home-Start Central Lancashire
Contract cost	£22,000.00 per annum

Contract objectives

The purpose of the service is to help parents who may need additional support to achieve better lives for their children. The contract is to deliver a service that should offer practical help, support and friendship to families who have children between the ages of 0 -11 years. A range of delivery formats will be used to achieve improved outcomes for the families including increased skills, knowledge, motivation and stronger support networks along with a better physical health and sense of wellbeing.

Performance summary

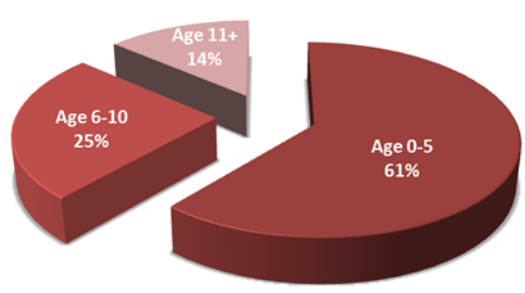
The organisation has met all the aims as set out in the Core Funding Contract as well as exceeding their targets during 2015/16. Over the last 12 months 147 families have been supported in the Chorley area, this includes 315 children.

Home-Start has also trained 30 new volunteers this year, and currently has 74 volunteers, with a training course planned for May 2016 for a further 17 volunteers. 10 volunteers have been trained to deliver the Big Hopes Big Future programme. Volunteers attend a 40 hour Home-Start preparation course before volunteering can commence and they are provided with ongoing, regular, face to face supervision and support in addition to ongoing training.

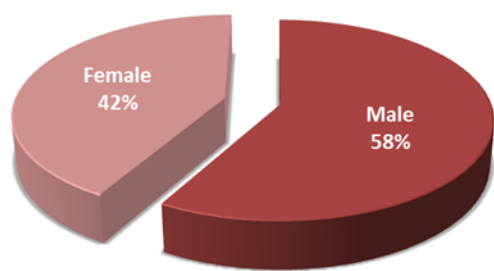
Home-Start provides practical help, support and friendship to families (parents, carers and grandparents) who have children aged 0 -11years and who may need support for a variety of difficulties. This might include issues such as isolation, illness, disability, post-natal illness, partner in prison, domestic abuse, debt, housing or relationships issues. Support is provided through home visiting and group support.

Home visits are provided by a supervised volunteer visiting for three hours each week supporting the family with needs identified through an Action Plan. Volunteers work alongside a parent identifying and building upon strengths, helping to build confidence, skills and knowledge through befriending. Support networks are also developed by looking at what is available within the family's local community and encouraging the family to take part in other activities. Two Family Support Groups are held; one in Clayton Brook on Mondays and one in Chorley Town Centre on Wednesdays.

Age range of children supported



Gender of children supported



In October 2015 Home-Start was successful in securing Lottery funding for three years, and part of this funding was to run the Big Hopes Big Future programme which has been developed by Home-Start in England to work directly with parents and children and help them to build the skills they need to be ready for the first day of school.

Overall outcome

Over the last 12 months 147 families have been supported in the Chorley area, this includes 315 children, against a target of 110 families per annum. In 2014/15 140 families and 291 children were supported; this is an increase of families by 5%, and children by 8%.

Contract	Delivery of a service to support vulnerable adults (women)
Approved provider	Chorley Women's Centre
Contract cost	£14,995.50 per annum

Contract objectives

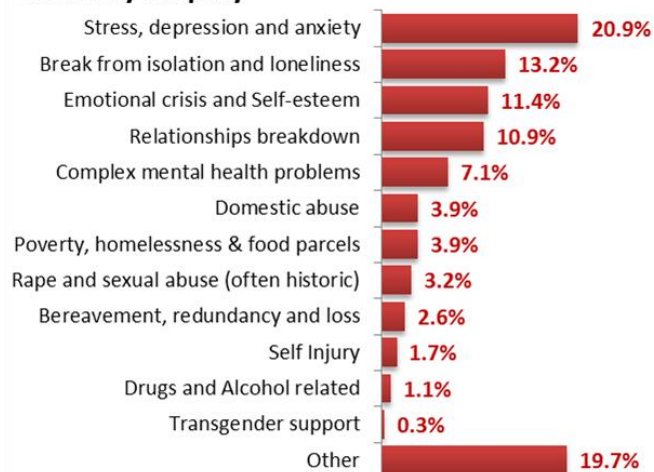
The contract is to provide support for women's physical and mental health and wellbeing. To provide a safe and secure place for vulnerable women to access self help and support as well as free domestic violence counselling provision. The provider will work with a range of partners, ensuring the best service for clients which includes working in partnership with equivalent services for men, and linking into organisations who can support the needs of the children of any clients.

Performance summary

The organisation has met all the aims as set out in the Contract for support for vulnerable adults (women) as well as achieving their targets during 2015/16. Over the last twelve months a total of 896 women (and men) have received support through the Women's Centre.

Chorley Women's Centre has supported some of the most vulnerable women in Chorley and indirectly their families. The Women's Centre has opened 3 days a week for drop in, Tuesday, Friday and Saturday, offering support both in a group social setting or one to one. They have also offered self-help groups, courses and weekly relaxation sessions. These groups promote self-awareness, self-esteem and coping skills/strategies. Free counselling has been offered to women, plus specialist counselling (Release) to those (including men) who have been raped and/or sexually abused.

Issues by enquiry



At the Women's Centre there have been a total of 200 clients attending a total of 844 counselling sessions over the year; the main issues are stress, depression and anxiety, emotional crisis and self-esteem related issues, and relationship breakdown. A total of 309 clients have accessed drop in and one to one support, and 127 clients have accessed personal development courses, workshops and treatments; including assertiveness, self-esteem, relaxation and singing for fun.

Circle Counselling and Release offer confidential person centred counselling, sign posting and free legal advice for those who may be experiencing domestic violence or abuse, or have been raped and/or sexually abused. They have provided counselling and advocacy for 146 clients (including two males).

A total of 88 clients were referred to other agencies for further advice or support. The largest percentage of these were referred to specialised health related support which includes carer support, cancer support, and eating disorder services, the Crisis team or other mental health support services, alcohol and drug services, and the GP.

There is also a library at the Women's Centre with a wide variety of books and tapes on offer including; relationships, assertiveness, alternative therapies, depression, stress and relaxation, pregnancy, children and parents, grief, eating disorders, as well as HRT and the menopause.

The Women's Centre and Circle Counselling currently has 14 volunteers and 5 staff who are fully trained and supported by the organisation.

Overall outcome

Over the last twelve months a total of 896 women (and men) have received support through the Women's Centre, against a target of 769 per annum. Last year a total of 750 women (and men) received support; this is an increase of 19% year on year.

Contract	Delivery of volunteering provision to support older people
Approved provider	Age UK Lancashire
Contract cost	£9,996.48 per annum

Contract objectives
The contract is to provide a volunteering provision to support older people (defined as age 50+ for the purposes of this service) in Chorley. This volunteering will deliver a range of provision including activities, community groups, and befriending, enabling people to remain independently in their own homes and help to reduce social isolation. The service will also encourage older people to take up volunteering opportunities themselves.

Performance summary
<p>The organisation has met all the aims as set out in the Contract for volunteering provision to support older people as well as exceeding their targets during 2015/16. There are currently 80 volunteers, and the number of people who either attend external engagement groups or visit the Lifestyle Centre for meals or groups is approximately 600 per quarter, with some people attending more than one activity session or lunch per week.</p> <p>Volunteers have provided support at both the Lifestyle Centre and within Age UK across the borough. The Lifestyle Centre volunteers provide support and the number of people visiting the Lifestyle Centre has increased over the last twelve months, with volunteers regularly welcoming new people to the lunches. The Lifestyle Centre also provides a number of sessions including art sessions, a breakfast club, a drop in café, bingo, exercise classes, dementia friend sessions and a computer club. More than 145 meals per week are provided at the Lifestyle centre with additional people attending special events such as St George's and Mother's Day meals. Age UK has also recruited 'Meet and Greet' volunteers to help manage the reception area at the Chorley Office.</p> <p>In 2015/16 Age UK made over 300 referrals to organisations including Meals on Wheels, Citizens Advice, Chorley Council, NCompass, the Red Cross, Cruse, Parkinsons and Galloways, as well as internal referrals to Age UK's Home Help, Dementia Community Links, Foot Care, Lifestyle Centre and Promoting Independence teams.</p> <p>The Community Engagement Manager has visited community groups and Sheltered Housing Schemes across the district over the past year to help strengthen links and raise the profile of Age UK in the community, as well as visiting libraries to support events and promote services and campaigns. Links have also been made with patient groups such as Parkinson's Disease and Galloways for the Blind.</p> <p>Over the past year the Community Engagement Manager has supported the establishment of a new Chorley Befriending Group, this has included providing copies of role specifications, information about free training and an introduction to the Promoting Independence Service to enable cross referrals between the Age UK time limited befriending service and the Chorley Befriending Group. Age UK are also supporting the establishment of a new friendship group in Chorley and district for older West Indian residents, as well as two new luncheon clubs in the Clayton le Woods and Clayton Brook areas.</p> <p>Age UK continue to work closely with Chorley Little Theatre to provide joint lunch/film ventures, these have proved popular with 35 people attending a buffet lunch and Dementia Friendly screening held in quarter four 2015/16.</p>

Overall outcome
The number of people who either attend external engagement groups or visit the Lifestyle Centre for meals or groups is approximately 560 per quarter, with a number of older people attending more than one activity session or lunch per week. The target for the contract is 702 individuals supported through the service per annum, and this year has seen an approximate increase of 16% year on year.

Contract	Delivery of a community safety support service
Approved provider	Chorley Street Pastors
Contract cost	£7,998.92 per annum

Contract objectives

The purpose of the service is to support local agencies in tackling community safety issues in Chorley, helping to reduce crime and the perception of crime. This contract is to deliver a service that will be a volunteer led provision that responds to local concerns. The service will help people who may be vulnerable and posing a risk to themselves or others, on the streets or in night-time venues by providing assistance, advice and practical support to promote healthier lifestyle choices.

Performance summary

The organisation has met all the aims as set out in the Contract for community safety support services as well as exceeding their targets during 2015/16.

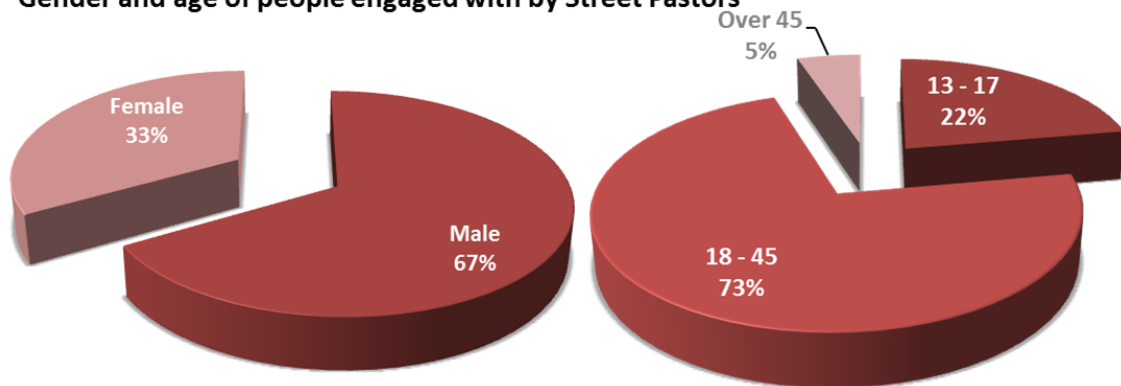
Over the year the Street Pastors have engaged with more than 2800 individuals, with more than 1,400 operational hours provided by the service. Numbers of Street Pastors have been maintained throughout 2015/16, with a new cohort of 9 volunteers trained, 95% of Chorley Street Pastors are in their third year of volunteering.

The Chorley Street Pastor teams have continued to provide an early team each Friday from 7pm until 10pm in the areas of Coppull, Euxton, Buttermere and Devonshire Road Recreation parks, Clayton Brook Village, Clayton Green Asda grounds and, on alternate Fridays, Adlington Village. A request was made by Chorley Police for an additional team to be deployed in Eccleston village following reports of anti-social behaviour by youths in October, and Chorley Street Pastors are keen to provide this service on a regular basis.

A regular presence of Street Pastor has been provided each Friday from 11pm until 2, 3 or 4am, patrolling Chorley Town Centre including the outside areas of the pubs and takeaway venues, the bus and railway station, and the Flat Iron car park. Occasionally this has also included outlying areas of Pall Mall, Lyons Lane and Eaves Lane. An additional late team provides support on alternate Saturday evenings.

The aim of the Street Pastors is to help make Chorley Town Centre a safe place to be. They provide support when necessary to vulnerable people ensuring they get home safely, accompanying them to hospital, and calming situations. They provide basic first aid to deal with minor cuts and bruises, bottles of drinking water to combat dehydration, lollipops to raise morale and to assist in raising blood sugar levels, flip flops when stilettos are a challenge and 'space cagoules' to re-warm those who are at risk of hypothermia

Gender and age of people engaged with by Street Pastors



Overall outcome

Over the last twelve months the Street Pastors have engaged with more than 2844 individuals, and more than 1,400 operational hours have been provided by the service. In 2014/15 the Street Pastors engaged with 2959 individuals; this is a slight decrease of 3.8% year on year which can easily be attributed to seasonal and/or economic changes.

Contract	Delivery of an arts and employability programme for young people
Approved provider	Arts Partnership
Contract cost	£10,000.00 per annum

Contract objectives

The contract is to design, develop and deliver a programme for young people (aged up to 25) which will allow them to develop essential employability skills such as confidence, time keeping, social and management skills through arts based activities, complemented with opportunities to gain work related skills as part of a series of work placements or workshops to achieve qualifications.

Performance summary

The organisation has met the aims as set out in the Contract for an arts and employability programme for young people as well as exceeding their targets during 2015/16.

49 young people have taken part on the introduction to radio/interview skills programme, this was a short introduction to Media using Chorley FM Community radio station, and young people worked on basic radio skills and an introduction to interview technique. All of the young people who took part work towards an AQA Level 1 award.

The young people developed new skills around how radio works, what community radio is and what it involves, which included interview techniques and recording sessions. This also helped to build their confidence and gave them a sense of achievement and pride in themselves, as well as helping them to realise the benefits of team working, allowing them to develop essential employability skills. Young people also how to listen when conducting an interview, how to research and how to develop effective questions.

The young people who took part in the course said they felt more confident and were able to take part in the radio interview. As a direct result of the programme Albany Academy are providing weekly interviews and updates to Chorley FM which are played both live and as podcasts. Through the programme the young people are more confident to complete work experience programmes, encouraged to volunteer in the local community and happier to progress onto further education.

Overall outcome

The Arts and Employability programme for young people was being delivered by the Arts Partnership and there is still 1 year left of the 3 year contract, however they have closed as a charity (contract value £10k per year). By agreement with The Charity Commission, the remaining assets of the Arts Partnership as well as the effective maintenance of key aspects of its mission have transferred to a new registered charity Chorley Youth Zone. From 1 June 2016 the Project Manager is now employed by Chorley Youth Zone, and this new role will incorporate the delivery of the arts and employability programme for young people.

A change to the arrangements will need to be agreed with the Executive Member (Early Intervention) to transfer the funding for 2016/17 to OnSide Youth Zones who provide the support and back-office services to the new Charity. Subject to the transfer of funding this service is on track to achieve year three targets.