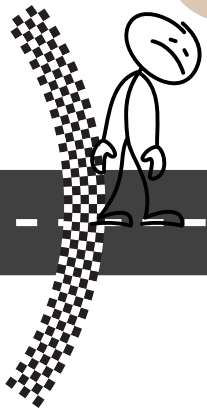


John is at Customer Services saying he wants to help but doesn't know where to start?



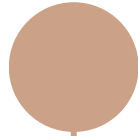
Stage 1

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



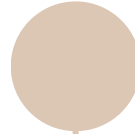
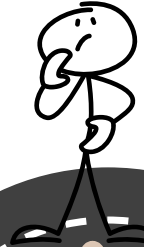
Stage 3

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



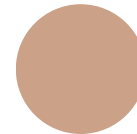
Stage 5

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 +



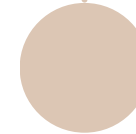
Stage 4

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



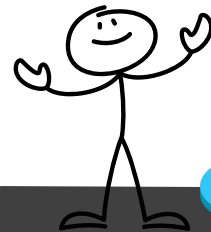
Stage 7

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

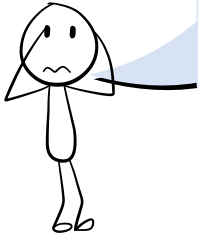


Stage 8

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

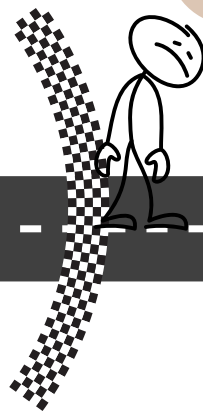


John has presented at Customer Services with Homelessness



Stage 1

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

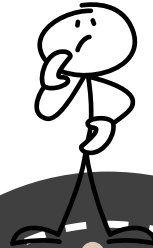


Stage 3

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

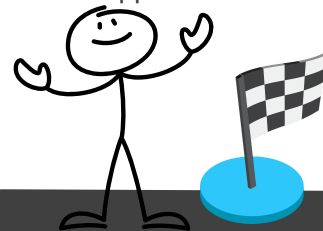
SP complete initial assessment with John. John needs benefit support, finance support and employment support

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 2

Complete housing assessment - housing options are discussed e.g. social housing or private sector

Stage 7

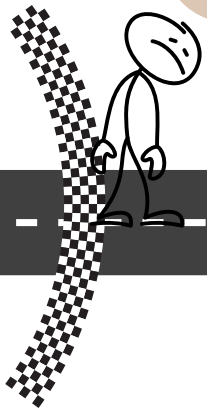
John is referred to the local food bank, CAB benefit support, and council employability officers

John has presented at Customer Services asking support around social isolation



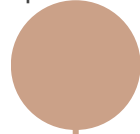
Stage 1

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



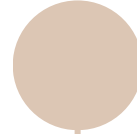
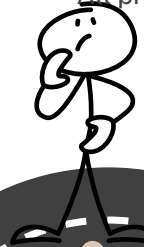
Stage 3

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



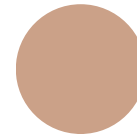
Stage 5

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



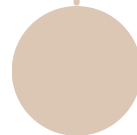
Stage 6

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



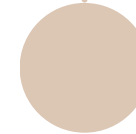
Stage 2

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



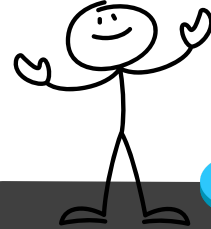
Stage 7

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

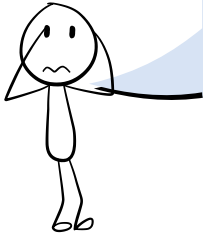


Stage 8

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.

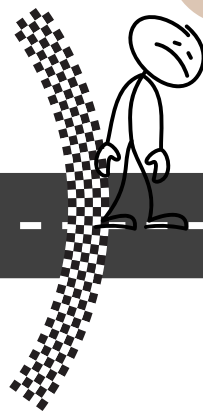


John has presented at Customer Services saying he can't afford food



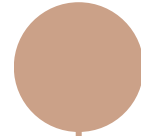
Stage 1

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



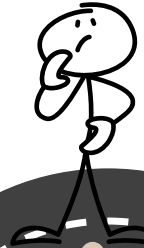
Stage 3

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



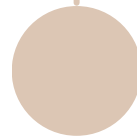
Stage 5

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



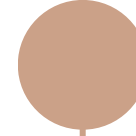
Stage 4

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.



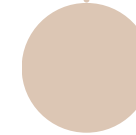
Stage 6

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



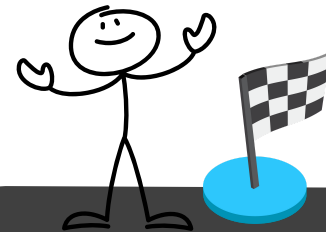
Stage 7

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.

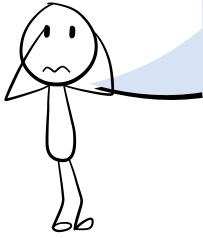


Stage 8

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

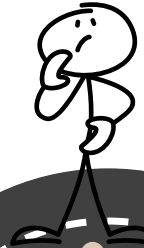


Stage 5

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.

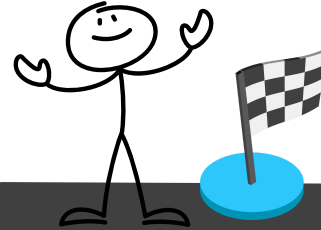
Stage 3

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 gardening.



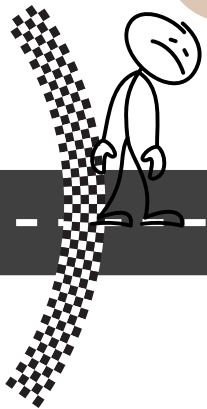
Stage 8

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



Stage 1

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



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 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.

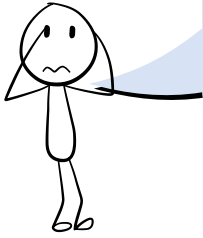
Stage 2

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

Stage 7

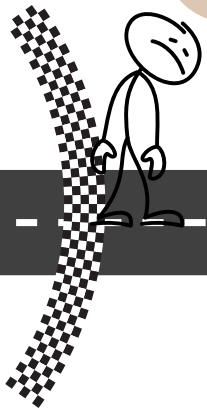
Since John completed the Positive Minds course he has continued to engage in other confidence courses run throughout the borough, gaining certificates and his self confidence score has doubled.

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



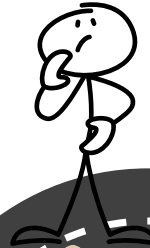
Stage 1

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

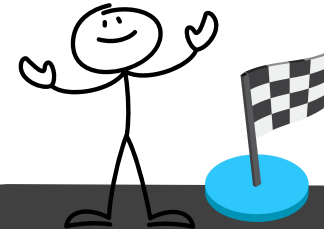
John continues to attend the meeting place. He mentions that he has to walk quite a long distance to get there. He is informed that they have free bikes they can provide him with.

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.



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.

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 2

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".