

# People of Pendle-20260427\_135815-Meeting Recording

27 April 2026, 01:02pm

1h 4m 9s

● **Tracey Noon** started transcription

**TN** **Tracey Noon** 0:14

Okay, another minute and then we'll start because we've got quite a busy, it doesn't look it on paper, but we have got quite a busy agenda because people have been getting in touch with me saying, can I have 10 minutes? Can I have 10 minutes? Leanne being one of them.

So we will start, I think. I think we'll start. Welcome everybody. I'll keep letting people in as they arrive. You are here for people at Pendle. You're not here for making cakes or healthy eating or anything, are you? No, that's good. I have to just cheque just in case you might have just wandered into the wrong one.

**R** **Ruby** 0:48

Hmm.

**TN** **Tracey Noon** 0:55

So welcome everybody. Thank you very much for coming along to People of Pendle again today. It's a lovely sunny day, so I do appreciate you all being glued to your screens for an hour. We will, without further ado, we'll launch straight in and I know Aaron's here from the King's Trust.

So, Aaron, take it away.

**AW** **Aaron Wilkinson** 1:18

Hi everyone. Hopefully you can all hear me okay and apologies if you've got background noise of the washer. It's like kicking off in my kitchen, so it's been a bit mental. And also just apologies, my son and wife have returned home, so if you see a little two-year-old screaming or running anywhere nearby,

I am stuck in the kitchen, unfortunately, because I don't have a private space at home at the minute to work, so apologies in advance. But he's outside in the sunshine, so we should be okay. So I've been at the trust for nine years this year, but I've recently took over the outreach role.

**TN Tracey Noon** 1:55

The.

**AW Aaron Wilkinson** 1:57

So my previous colleague Tracey, Tracey Jordan, I don't know if any of you have met her previously, but now I work alongside Becca as well, who's quite well known for in our outreach team. I'm mainly tasked with recruiting for our Explore programme, which is our 16 plus

personal development kind of programme that's aimed at kind of that first catchment area of any young person that's wanting to regain their routine, build up some confidence, get some qualifications and some life skills behind them, and then we'll try and help them develop that kind of pathway into where they want to progress on to next. I'm also responsible for recruiting for all of our other programmes and promoting them across the trust.

but predominantly I kind of focus on the Explore programme. We've got one for the Explore that starts tomorrow, so we've got a taster day tomorrow and then the actual programme starts next Tuesday. The taster day is over in our Burnley Centre, which is at the Central Methodist Church in the Burnley Town Centre.

It's at 10 o'clock. At the minute, we've not got that programme filled. We've still got some spaces available. So if there is any young people that you kind of want to refer across to them, you can either direct them to attend the centre tomorrow. Ideally, if there was like timing and things like that,

I would normally meet that young person, whether it's face to face or have a phone call at least, so at least they've had some kind of communication with me beforehand. But I appreciate obviously it's tomorrow and there's loads of things going on. So if they and if they can't make it tomorrow, but still want to look at attending the programme, I'm more than happy to arrange a conversation with that young person and that potential that referral.

before and just to go over anything that they might have any questions wise about that programme. They will get a King's Trust qualification out of the Explore programme and I appreciate that obviously it's a lot to take in for everybody who might not have heard of it before, but it's for four weeks and so they've only got four weeks to commit to and it's not every day, but it's Tuesday to Friday.

and then they'll get one-to-one support after them four weeks is finished as well. So

the four weeks are in person at our Burnley space, then the remainder time they'll get, I think it's between 20 and 30 hours of one-to-one support and where we try and then help them progress on to something else, whether that's another one of our programmes, some of them might want to want further education, and potentially other kind of opportunities and things that are out there as well as also seeking employment. Those, the one-to-one support that they get can be spent looking at interview techniques, developing CVs, it can be literally spent to however they want to see it run, but they'll get so much out of the explore programme that it'll just help them in terms of like self-confidence and routine. I don't know if anybody's got any particular questions at all, but feel free to fire away. If not, I don't know how much time I've got to talk, Tracey. I couldn't remember, but...

**TN** Tracey Noon 4:56

You can keep going for a little bit if you want, Aaron.

**AW** Aaron Wilkinson 4:59

All right, okay. Yeah, so if they, the taste day is tomorrow, like I said, at 10 o'clock, but the actual start time will be 9:30 next Tuesday on the 5th of May and that will be the first day of programme. So if they come to taste day and like it, we tend to put them and keep them on programme, but with it not being filled,

At the minute, we're just trying to onboard as many as we can and get as many to taste today just to see if there's a bit more of an uptake. It's usually a little bit quieter in this time of year, but also because I've just taken over the role and kind of starting from scratch in terms of building up relationships and things like that. So we're a little bit light on the numbers at the moment.

The plan is to run them on a road system. So after this one in Burnley, we're looking at potentially doing one in Preston, which will be the first time we've had the explore programme over in Preston and then on a bit more of a cycle where we're going to hit back into like Blackburn and then Blackpool and run it on kind of a bit of an ongoing road system. All being well, we just need to find those like fine tooth comb those little opportunities and things like that at the minute, but the Burnley space is constantly always ongoing. We've always got programmes running from there, that's our main setup, so we don't need to any, we don't need to kind of

dig a little bit deeper to trying to set up things in Burnley. But yeah, that's kind of a little bit it for me at the minute. We've got other programmes and other opportunities, not just explore, but that's kind of what I'm mainly promoting at the minute, with it being tomorrow and next week. But thank you very much for your time as well. I appreciate it.

**TN Tracey Noon** 6:30

Right.

Thanks, Aaron. Thank you very much. Has anybody got any questions for Aaron? Is it Aaron or Aaron?

**AW Aaron Wilkinson** 6:38

It's Erin, but I will literally answer to anything to be honest. I don't mind and I'll put my e-mail address in the chat for everybody as well in case anybody wants to send me anything over. Thank you.

**TN Tracey Noon** 6:39

Aira.

Fab. Thank you very much. Thanks, Sarah. Thank you very much. And that goes for anybody. If you've got any information that you want to stick in the chat, please do. Everybody will see it. So we're going to move swiftly on to Emma, Emma Goulding. Where are you?

**AW Aaron Wilkinson** 6:50

No worries.

**EG Emma Goulding** 7:04

Hiya, hi Tracey. Hi everyone. I've got some slides, so I'll just try and share those.

**TN Tracey Noon** 7:05

Yeah.

**EG Emma Goulding** 7:14

All right, how's that worked? Can you see these all right?

**TN Tracey Noon** 7:18

Yeah, we can see him.

**EG Emma Goulding** 7:18

Brilliant. I'm just going to put it on slideshow, which not only means I won't be able to see you, but I'm happy to take questions as we go or at the end. If I'm running over, Tracey, can you let me know and I'll speed up.

**TN Tracey Noon** 7:31

Oh well, thank you. Thanks, Emma.

**EG Emma Goulding** 7:34

Okay.

Okay, so yeah, I'm Emma Goulding from Energy Saving Trust. I'm here to say a bit about Take Charge. So we're a free energy, money and low carbon advice service and we're working together with our funder, SP Electricity North West and also Citizens Advice.

in the North West to deliver this service. So yeah, we provide free and impartial energy advice to all households in the region and that's really the only eligibility criteria that you are in the SB Electricity North West patch. So that covers the whole of Lancashire, Cumbria and Greater Manchester.

and bits of other boroughs and counties annoyingly, but yeah, if you fall under that power network operator, then you qualify for take charge. And that's the only criteria. You can come back as many times as you like with different queries. So we really see ourselves as kind of supporting people on their journey.

to kind of make their homes as cosy and warm as possible and save money on their energy bills. So there's various ways you can get support. You can speak to an advisor for help through our free phone. You can go online to explore different low carbon options, as well as speak to advisors. And we've also got an online tool.

where you can create a smart energy plan for your home and I'll say a bit more about that later on.

So since its launch in 2023, Take Charge has helped over 65,000 customers with financial and energy saving advice, and we've helped people save 25 million in that period, 25 million pounds. But we want to support even more people. So we also run

various awareness raising campaigns to let people know about the support through Take Charge and by the end of year three of the service, so which ended in March this year, we delivered over 500 million opportunities to see or hear our awareness raising campaigns. So there's various things, hopefully you might have seen some of them out and about. We've got sort of billboards, on bus shelters, on buses themselves and also we have our socials on Facebook and Instagram and we've been working with a number of influencers to try and kind of get our message out to different audiences.

Sometimes with the support we provide, we can provide advice on energy efficiency, so kind of quick wins that can immediately save you money on your energy bills. We can also support with tariff switching. Our advisors can help with advice on lower cost and also those larger scale measures at home.

and then any funding that might be available for those. They can also support with energy debts and also with maximising income. So making sure that you're claiming any benefits you might be available, that you might be eligible for and make sure you kind of you're getting as much income as possible. We can also support people in emergency situations, so including with fuel vouchers.

I just wanted to briefly mention that online tool that I talked about, it's called HomeWise. So you can go onto our website and use this tool to create your own personalised home energy plan. So it's quick, it's free to use and it will give you that initial kind of plan and to kind of help you get over that initial sort of not knowing where to start issue. So it can, but you enter in some information about your home and then it will help you understand the different measures that might be suitable for your property and your circumstances and then come up with a customised plan to get you started. So to do it, you just need to answer a few questions about your home and your energy use, which will help the tool calculate fuel costs and then determine what improvements are suitable for your property. So it could advise on things like insulation to solar panels. It will give you an idea of the level of work involved.

sort of what might be practical for your property, how it might affect its appearance. So then kind of move you on to those next steps. You can then customise it to match your budget and kind of your goals and then it will kind of give you the next steps to implement those. And you can also, once you've got your online plan, you can speak to our advisors to get more information about it and they can also help you identify any financial support available for any of those measures

identified. So there's a list here of different measures that you might be able to get financial support with, really important with some of those larger, more costly measures.

Next, I just wanted to run for a couple of case studies which really kind of showcase the support that our advisors can provide. So this first one features a lady that we've called Mumta from Manchester. She contacted Take Charge to discuss her energy use. She had high bills.

and was struggling to keep her home warm and this was really affecting her because she was suffering from numerous health conditions.

So the Take Charge team helped them out to apply for an EcoFlex grant and to make various energy improvements to her home. They completed a full review of her property and after that they recommended improvements worth over 20,000 pounds. So she had

Various things installed include in cavity wall insulation, solar panels, hybrid air source heat pump, two energy efficient radiators and various window and bathroom ventilation to help with air flow. So it was real significant kind of help that the team were able to provide.

And thanks to these changes, Mumta significantly reduced her gas usage, going from being a debit to being in credit, and the solar panel she had installed has helped reduce her electricity bills by third. So it made a big impact on Mumta's health and wellbeing.

And the next case study I wanted to mention is about Pete, who was digitally excluded and also living with, sorry, and living with significant mental health challenges. He'd been trying to change his energy supplier, but had encountered repeated errors made by that provider.

they weren't engaging with him properly and they'd mistakenly switched his metre from a prepayment to a credit metre and during that period he wasn't billed and then when he was billed it was for a huge amount of 871 pounds in one go.

So he contacted Take Charge for help with this and the team were able to escalate the complaint with his energy company and after reviewing it, the supplier agreed to write off the debt in full and then the Take Charge team also supported Peter to transfer to a new supplier of his choice.

resulting in the fact that he now has much more manageable energy costs, no outstanding debt and ultimately greater peace of mind.

If I'm okay on time, the next thing I wanted to mention was the go low side of Take

Charge. So this is where advisors can support with advice about low carbon technologies and really the aim of this side of the service is to support people to transition to net zero.

recognising that for some people this might be more challenging than for others, both in terms of their circumstances, where they are, obviously it's more difficult in rural areas and also, you know, people's different understanding of the different technologies and how they might be able to utilise those. So the aim of the service is to kind of ensure a just transition

and make sure no one's left behind in kind of recognising those benefits of low carbon technologies. So our advisors can give free, impartial and expert advice around the different technologies. Similarly to Take Charge, it's available to anyone in the SP Electricity North West.

patch and importantly our advisors keep up to date with different grants and funding available so they can direct people to relevant financial support for anything they might be interested in going forward with.

So just to kind of emphasise why this is important, this slide kind of envisages a day in 2040 where it's expected that nearly one in every two dwellings will have a heat pump. People are projected to consume nearly twice the amount of electric energy that they do today and nearly nine out of 10 customers who drive are anticipated to be driving an electric vehicle.

So our team is really here to kind of help you understand how you might benefit from that and how to kind of be able to move forward with that. So just at this point, I can't see anyone, but if anyone's happy to shout out, I just wanted to get a sense of where everyone on the call is in kind of this transition to net zero, how people feel about it.

We've got kind of three options here in the coloured boxes. So the first one is just and maybe if people can shout out if they think they're in this camp. The first one is I know very little about low carbon technologies and I'm not ready to make any changes. Does anyone kind of see themselves being there?

**TN Tracey Noon** 17:25  
Nobody answering, Emma.

**EG Emma Goulding** 17:26

Okay, that's good news. Next one is I know a bit about low carbon technologies and I'm thinking about making about changes I can make.

**CL** **Caroline Littleworth** 17:36

Yeah, I think that's where I am.

**TN** **Tracey Noon** 17:39

I'm there as well.

**EG** **Emma Goulding** 17:39

Yeah.

Brilliant. Yeah, so, you know, you probably know what's available, you know a bit about it, but yeah, it's kind of how do I get to the point where I'm ready to kind of make that step in adopting some of these. And then the last one is I've done my research and I'm actively making changes or I've already adopted some low-carbon technologies. Is anyone kind of at this point?

**MD** **Mulgrew, Dawn** 18:05

Yes.

**EG** **Emma Goulding** 18:06

Oh, brilliant.

**VM** **Vic McCoy** 18:06

Lynne.

**MD** **Mulgrew, Dawn** 18:06

Yeah, we've, well, we had solar panels were already on the house when we bought it. That's a whole other issue and we switched to an electric car last year as well.

**EG** **Emma Goulding** 18:12

Mhm.

Oh, fantastic. And you help, are you finding that it's useful kind of the interaction between the electric vehicle and the solar panels? Is that kind of helping or has that been tricky?

**MD** **Mulgrew, Dawn** 18:26

Not hugely because we have had so many issues trying to get the electric panels, the solar panels, trying to get, you know, for the feeding tariffs. So it's not actually reducing our bills. We tend to charge the car if we're at home at the weekend, we tend to charge it when we're generating. But other than that,

**EG** **Emma Goulding** 18:37

Mm.

Mhm.

**MD** **Mulgrew, Dawn** 18:46

We had a rubbish solicitor and they went bust, so they didn't actually transfer the solar panels over. So we've lived there for 4 1/2 years, not been paid a cent.

**EG** **Emma Goulding** 18:47

Right.

Ah.

Oh, that is so frustrating.

**MD** **Mulgrew, Dawn** 18:57

But you know, at least at least we're being eco-friendly, so you know.

**EG** **Emma Goulding** 18:59

This is true, yeah. But this is also where advisors might be able to help if you've got an existing system that, you know, you're struggling with or kind of not maximising the benefits, they might be able to help with that. I mean, possibly, presumably that's something you've already explored. But yes, I think

**MD** **Mulgrew, Dawn** 19:10

Mm.

I did, yes. I think I think I stumped her though because I spoke to one of your advisors in November and she got back to me in December and I think but I think I've stumped her because I've not heard of this.

**EG Emma Goulding** 19:21

Oh.

Oh, really? OK. Happy. I'm happy to happy to follow up on that, you know, separately if if if you want, but OK.

**MD Mulgrew, Dawn** 19:26

I think it's a strange, it's a strange problem.

Yeah.

Okay, yeah.

Oh yeah, sorry, I didn't mean to hijack it.

**EG Emma Goulding** 19:34

Okay. No, no, that's really useful and I think, yeah, there are a lot of complexities with a lot of this. So yeah, sometimes it's, you know, it's, you know, some things will go swimmingly and the advisors can help make sure that you've kind of covered all the bases so that it does. But also, you know, sometimes there are things that come up and are thrown up and that, you know, they can help you hopefully deal with that. So yeah, I'll find out more after the chat if that's all right. So just to cover, these are the sort of types of low carbon technologies that our advisors can help with. So that includes smart meters, solar panels, electric vehicles and heat pumps.

**MD Mulgrew, Dawn** 19:57

Yeah. Thanks.

**EG Emma Goulding** 20:15

Um...

and they can really kind of go through, right through, you know, helping people that maybe don't have too much of an idea about the benefits or how they work and can also dispel even some of the common myths that there are out there for a lot of these technologies. So for example, with smart meters, There's still some sort of common myths out there that maybe smart metres spy on people in their homes, so people are reluctant to have them installed, but perhaps they give off high levels of radiation, that you actually have to pay yourself to get a

smart meter, which is not the case, and that you can't have one if you rent, for example. So

our advisors can kind of really talk through exactly kind of the benefits of those and dispel any common myths. Similarly with solar panels, there's some common myths that they only work when it's sunny, that they have to be on a roof that's S facing.

And conversely, maybe

thinking that if I get solar panels on, they have to pay an electricity bill again, which would be nice, but unfortunately, that's not necessarily the case. So yeah, our advisor can really talk through kind of what the benefits would be for your particular property, for your particular circumstances, and also kind of how they might integrate with other technologies.

you've got. So obviously, you mentioned later, was mentioning about the fact that you've got solar panels and electric vehicles, they can work quite well together, potentially. So yeah, it's good to see kind of the different elements of a system that you could build.

Moving on to electric vehicles, people can, you know, obviously have still concerns about kind of range anxiety and also worries that, you know, they wouldn't be able to afford an electric vehicle charge point at home. So this is where the advisors can help with identifying any sources of funding available.

for that.

And lastly, heat pumps. There's kind of a lot of concerns around heat pumps out there. Concerns that they don't work in cold weather, that they're only going to be good for new homes, that they're noisy and obviously concerns that they don't heat as well as traditional gas boilers.

So yeah, it's obviously really important to get advice on kind of the right technology for your property, the right size of heat pump for example, what are the things you need to consider in terms of the radiator size, etc, to make sure it's going to give the outcome that you want for your property.

**TN** Tracey Noon 22:57

Emma, just a couple of minutes.

**EG** Emma Goulding 22:59

Okay, I'll rattle through these last ones. Just briefly wanted to mention the RTS switch off, which you may have heard of. So this is basically phasing out of old technology

where so RTS electricity metres are being switched off and a new system is coming online. So

The RTS metres use a radio signal to tell some older electricity metres when to switch between peak and off peak rates. So that's being phased out because it's no longer functional technology. So this started, this sort of period is being phased across and this started in June of last year.

So if you have an RTS or someone you work with has an RTS electricity meter, it will need to be replaced. If you do have one, you should have been contacted by your energy supplier to talk about getting that replaced. But if you've got concerns or if anyone's got concerns, they can talk to the Take Charge team about what they need to do to make sure that happens.

And then lastly, just to whistle through how you can get in touch. So probably the first port of call is our website, the Take Charge websites. And then we've kind of got two free phone numbers, depending on whether you primarily want to speak to someone about money and energy advice, or speak to one of our low carbon advisors. And then

Also, you can request a call back for advisors from either of those sides. So there's an online form that you can fill in to request a call back for yourself or a friend or family member and you can also use that to make referrals as well. And then lastly, I just wanted to mention our extra care service.

So that's run by SP Electricity North West to support vulnerable customers in a power cut. So they can provide some really vital support for people who might need a bit of extra help. So yeah, you can sign up through the website or phone up the Money and Energy Advice helpline to speak to your advisor and they can sign you up.

and just, we've got various resources like these thermometer cards. So please get in touch if you want any hard copies or digital copies. We, our advisors love to come out to events. So if you've got any events where it would be appropriate for us to attend, please let me know. And also we are on social media. We've got Facebook and Instagram.

page. So yeah, please follow and share any content you think might be helpful for anyone you work with. Very last thing, we're also running or about to run an 8 module series of online interactive geography workshops on low carbon tech. So if anyone's interested, I can share details for how you can get on the wait list and then sign up.

Right, sorry for I overran, but that's it for me. Thank you for listening.

**TN Tracey Noon** 25:53

You didn't. Thank you, Emma. Has anybody got any questions for Emma?

**EG Emma Goulding** 25:58

Stop sharing.

I've stunned you all into silence.

**TN Tracey Noon** 26:03

You have, you've stunned them all into silence. Emma, did you say you were going to send the slides to me and I can send them out to? Brill. Brill, thank you very much.

Oh, Leanne.

**EG Emma Goulding** 26:11

I will do, yeah, yeah, that'd be brilliant, thanks.

**LS Leanne Stillings** 26:18

This might sound like a really stupid question, but how would you know if you were...  
On SP Electricity North West.

**EG Emma Goulding** 26:29

if they're your power network operator. I'll drop a little, there's what I tend to use is there's like something called a DNO checker, district network operator checker, so I can drop it in the chat and you can just put your postcode into there and it tells you who your power network operator is. So that's one quick way.

**LS Leanne Stillings** 26:29

Hello.

If I, yeah.

**EG Emma Goulding** 26:48

Another is just to phone up and kind of give the advisor your address and they'll confirm whether or not you're in the patch or they'll let you know whose patch you're in.

**LS** **Leanne Stillings** 26:57

I'm just thinking I'm working in the Borough Council and I'm in charge of our community web page and one of our web pages is about energy saving and keeping warm. So we will pop on there organisations that support people with the type of initiatives that you are delivering.

**EG** **Emma Goulding** 27:07

Mhm.

**LS** **Leanne Stillings** 27:17

So even I was just thinking in terms of supporting people in the community, if they were digitally excluded, how would they know? about you, if they hadn't seen us online, I'm thinking how do I share this information with people that really need to know about it when I don't even know about, I don't even know what provider I'm with myself. It sounds really silly but I don't know.

**EG** **Emma Goulding** 27:33

Mhm.

Yeah, absolutely.

Blythe.

Yeah, you might, you might not. Yeah, I agree. Well, we've got, like I said, we've got hard copy resources, we've got leaflets, we've got those thermometer cards are sort of flashed up, so we can send some out of those to, you know, kind of display at community hub and those kind of places. As I said, our advisors are more than happy to come out to give talks to any groups that might be interested. and do any sort of pop up and drop in sort of advice sessions. So I guess, you know, those would be some of the ways to reach. We're also kind of trying to send our posters out to GP surgeries, that kind of thing, to just, yeah, really sort of spread the word about the support available. So, yeah, happy to kind of speak to you after about different ways we could we could do that.

**TN** **Tracey Noon** 28:15

Mm.

**LS** **Leanne Stillings** 28:26

Okay, I might drop you an e-mail after and get you dressed up, Tracey.

**EG** **Emma Goulding** 28:28

Yeah.

Thanks, I'll drop my e-mail and chat now.

**TN** **Tracey Noon** 28:33

Fabulous. Thank you very much. Anybody else got any questions for Emma before I move on? No. Okay, fab. Thank you, Emma. Thanks very much. Leanne, you're my next latecomer.

**EG** **Emma Goulding** 28:41

Thanks.

**LS** **Leanne Stillings** 28:47

Oh, like the bug that keeps coming back out. You got to get rid of me every time. So there was two things. So last time I shared a little bit about our digital inclusion work that we're rolling out across Pendle over the next 12 months.

**TN** **Tracey Noon** 28:48

Okay.

Yeah.

**LS** **Leanne Stillings** 29:07

We're calling them online face-to-face drop-in sessions because we feel like that's more customer friendly. So we are holding a drop-in session across 5 boroughs of Pendle.

Call Briarfield Nelson.

finals we can hear are the five core places that we are hitting over the 12 months. I do feel like it might be a little bit of a Pandora's box, so we might open the box and find that there's more need, which is fine. We have partners attending every event from

DWP, Lancashire Adult Learning, Citizens Advice, Christians Against Poverty, Pendle

Borough Council, India, so our employment support as well. Obviously, wherever we are holding the event, there's also going to be some a crisis support worker there. We're delivering them in the community, so we are the idea on Family Hubs, sorry Dawn, I missed you off there, the Family Hubs are attending as well. So all of those organisations are going to be ready waiting for people to just drop in who might need some help with basic online support and it may be that they don't know how to download the NHS app or they don't know how to... access a council service online or benefits service online. The idea is that we're going to provide them with, we're going to bring council services or statutory services, community services to them. Hopefully they'll have a device and we'll be able to show them how to do what they're trying to do on their device. But if not the agencies, everybody will have a device with them, a laptop to be able to sit with somebody. Probably 15, 20 minutes we're going to average out and then if they need a follow-up appointment, whichever organisation that they've been sat with, can book them up a follow appointment with and we will be issuing everybody with a digital directory when they leave. So where they can continue to explore their digital journey in their own time at home, at the library, on their tablet, on the laptop. We will have organisations registered with the National Data Bank. So that means that anybody that comes through the door that doesn't have a SIM card with internet or doesn't have broadband at home, they will be able to leave. at least with that and we will have lots of money or referral processes that we can make in terms of applying for devices if an individual doesn't have one, depending where they sit in the eligibility criteria. So AbilityNet, we're going to be one of the organisations that partnered with us. However, because they've been so successful in Pendle, well, East Lancashire, they've decided to move them on to a different area of the country. So AbilityNet supported the 55s and over are adults with special educational needs. So they delivered small group work, but also one-to-one work with people in the home, but they could provide tablets for individuals that didn't have them. But because they've been such a great partner of this project since we decided that we were going to roll it out, they have gifted the remaining tablets that they have from the project. to myself and if anybody attends the events that fit the criteria, we have 20 to be

able to issue throughout the rollout of the project. And this is before we get started.

We have put out

call outs to businesses for refurbished devices. So as we evolve throughout the next 12 months, it may become a bigger and bigger project because we know that like Lancashire libraries are going to have to, they will be becoming more digital resilience hubs, community resilience hubs and part of that, they're going to be offering a lot of digital support. So a couple of our sessions are actually being really backed by the libraries. So we are going to be running some of them from the libraries in partnership with the libraries. So hopefully it will be an easy transition to that.

Not only does it help people get online, but it really introduces them to the libraries and what support is offered as part of the library model and those resilience hubs. So the first session is on the 14th of May and we were doing a press release this week and it's going to be at Open Door in Cone.

So I will send the information and posters and leaflets to everybody and Tracey can circulate them once we have that approved. I will be at the jobs fair on Thursday at the municipal hall with a banner promoting the drop-ins.

because I don't know if anybody knows that there's a job fair happening on Thursday morning in Cole that's been run by DWP.

The second thing I wanted to share about was the changes to the crisis, what was the Household Support Fund has now the movement to the Crisis Resilience Fund and what that really means for our families that we work with in, well,

It U.K. wide, but in Pendle.

So our families that receive free school meals for children during term time, they usually generated a code that they provided by school and they take that code that I think is given either over e-mail or digitally, they take that code to the supermarket during school holidays

and that is it being able, it acts as a food voucher so they can buy food shopping to feed their children during school holidays, which is a really good initiative for those families that children just are a bit too old to access half or don't want, you know, they just don't

don't get the spaces because there isn't enough spaces in half, you know, we're having to increase the amount of half provisions because the demand is so high. But with the new Crisis and Resilience Fund, that code and that funding is being taken off of the table.

So no longer are families going to be generated with a code to feed their children during school holidays. So instead of providing any information for families Lancashire wide, families are just going to approach the May school holidays and probably wonder where is where's my code and the schools have been advised by county that it's actually sits with your local authority now. It's not because the codes were through Lancashire County Council. So what myself, our team, Well, myself and Jill have done is try to get ahead of the game a little bit because part of the crisis and resilience fund is there is a pot of money that families can apply for during school holidays if they are in crisis so they can get a crisis payment and but that will sit with Sitting's advice. So families who are in crisis and that desperately need money to go food shopping can apply for that but they have to make an application. So the families that really need it are going to have to go through an application process and we don't know whether that site or that link is going to be live.

by in time for the May bank holidays or in time for us to get the message out there. So what I've done is produced, worked with our comms team and produced a brochure that's going to be delivered through schools and it It's like just an A5 booklet and it just celebrates all of the community food support provision that we have in Pendle for those families that come to May Bank Holiday that really might be struggling. So it has on there all of the community cafes that have the paper with schemes on, all that do free food for children, are those that are struggling. It has a community groceries where people can maybe pay 5 pound or 6 pound and get a full full week's food shop. It also has your food banks, the places that you can go and ask for a food parcel. Like your open doors, you can be in the streets, you're always going to have a stock of food for the families in need of the school holidays, but they also provide the cooked meals as well. So the brochure is really child friendly, it's really family friendly. It's definitely not something that looks like Pendleburgh accounts. I have to jump through a few hoops basically to get this authorised because I wanted families to really, I wanted it to reach families to let them know that we, as Pendle, feel like we have a duty, that we're not leaving you over these holidays with nothing and that if you desperately are in need and you do need support to apply for a crisis payment, then we have a CRF e-mail that people can contact us through and we will help them through that crisis application. However, people, it's just a week through bank,

through the school holidays at this point. So it might be that that booklet might just be able to help them navigate through that first week.

We then have a little bit of breathing space to be able to create something a little bit more robust for summer, because summer obviously is a longer period of time. So we need to really think about what that's going to look like for our families, what they're really going to need and how we can manage that.

I think we wanted to provide something really quick, just a little bit of support and the way that we were managing to get it distributed is through the help of Gaynor and Julie. They've linked me in with the schools meetings, so I'm going to be sharing the

material with the head teachers. So it's going to go direct to the schools. The schools can send it out in whichever format they use, whether it be Dojo or a different portal.

The family hubs are going to send it out through their portals as well and I really hope that it's going to reach the families that they know that are in crisis.

And...

**TN** Tracey Noon 40:23

Leanne, Leanne, can you send it to me as well?

**LS** Leanne Stillings 40:27

Oh yeah, absolutely. I will do. It only got approved on Friday, so it's still having Jill's CRF conference today, so I think there's a new logo that needs to go on it. So as soon as it's published, I'll make sure

**TN** Tracey Noon 40:49

Yeah.

No.

**LS** Leanne Stillings 40:56

Holiday, so yes, that's everything for me. Thank you so much for your time.

**TN** Tracey Noon 41:00

No.

Thanks, Leanne. Thank you. Has anybody got any questions for Leanne?

Just before we move on, no, brill. So yeah, if you send that to me, Leanne, once it's

ready, it's got all its logos on and everything. I know how it is. I've worked for a council. Everybody's got to have the logo and it's got to look right. If you send it to me, we'll put it on the People Pendle page and we'll also publish it in our info share. So we're trying to hit as many people as possible.

So thank you for that. Okay, next on the agenda is Pendle Leisure Trust. Vic, have you got any updates for us? I just put it on on the off chance whether you did or not.

**VM** **Vic McCoy** 41:37

Bye.

Yeah, yeah. So I've not done my presenting. I've got some slides, so try and present it. Let me know if you can see it.

Oh, right, hang on, let me try and share it.

I have sent to you.

Let me just see if it let me share it.

Say it.

**TN** **Tracey Noon** 42:16

Yes.

**VM** **Vic McCoy** 42:16

Can you say that?

**TN** **Tracey Noon** 42:17

Yeah.

**VM** **Vic McCoy** 42:18

Yeah, can you, I don't know what you can, can you see it as?

**MD** **Mulgrew, Dawn** 42:19

Yes.

**TN** **Tracey Noon** 42:21

You can see it's a slide.

**VM** **Vic McCoy** 42:23

As a slide, I'm not very good at this, so how do I present it so you can just see it, just double click on it, if you were.

**TN** Tracey Noon 42:24

Yeah.

Yeah.

It's alright, we can see, we can see all flags.

**VM** Vic McCoy 42:35

Can you see it like that? Can I talk through it like that? Is that all right? Right. So, so I'm coming today just to talk a little bit about a shift across East Lancs as a bit of a sort of East Lancs collaborative approach to like the leisure trust and sort of what we've been working on and where we sort of look to.

**TN** Tracey Noon 42:39

Yeah. Yeah.

**VM** Vic McCoy 42:55

end up moving towards. So across East Lancs, obviously that means Burnley, Pendle, Roslindale, Ribble Valley, Heimburn and ourselves. In each area there is Active wellbeing services. So we've sort of broken it down. So this physical activity provision, supporting people with long term health conditions. I know people might know that as open active programmes across the place, but also broken it down. You can see on those slides there is sort of condition specific with support people with cardiac rehabilitation.

and also supporting people in like the active environments outdoors, maybe like walking programmes. We also provide healthy weight programmes across East Lancaster as a collective. We all run holidays and activities for food and we're all supporting

people to stop smoking and referrals into Smoke Free Lancashire. So, we've recently had, as a collective, an independent piece of research done on sort of the value of all the referral programmes that we run as one, and I've just come to show you sort of some of the evidence and actually look and sort of show you what that means for us as we all move forward and aligned. And the reason we are coming together is obviously in preparation for local government

reorganisation. Because we've pulled such strong evidence together, we've realised that this is a real shift for the leisure trusts and in order to try and protect the assets that there is across

East Lancs and then we're not, so it's not just about the leisure centre, it's about all the, you know, the muni specifically for Pendle and all the other sort of assets that are part of Leisure Trust Services. So, sorry if you can't really see this slide, but basically our summary was to

collect responses for people that have accessed our long term, our exercise and referrals, supporting people on term health conditions, and sort of gathering evidence from these schemes to see what value people had from attending. And actually what we've been able to do with the independent provider was to actually quantify

like the social value and the sort of returning on investment for people coming through our programmes. So we collected over 1000 responses and then drilled that down into just under 1000 after data cleansing and we had 884 people accessing our programmes and 107 sort of waiting to join our programmes. So these were things like your physical activity, supported sessions, health coaching sessions, supported sessions basically within the trust centres. So participants on the programme reported a higher life satisfaction, improved mental wellbeing, and better health related quality of life scores, lower health care service use and less frequent loneliness than those on the waiting list. So just moving on, we measured personal wellbeing, mental wellbeing, physical health, physical activity levels, community cohesion and individual development.

Actually, as the independent provider worked through, it actually gave us some really, really good statistics to sort of learn from and sort of evidence impact. So looking at the stats, we saw that people that had actually accessed the programmes reported a higher life satisfaction, higher than those on the waiting list.

a greater mental wellbeing than those on the waiting list and then better health outcomes in general. So higher health related quality of life and a less, a reduced number of GP visits within the last month, whereas those on the waiting list had more GP visits. And then participants reported an average number of emergency service visits in the last month as less.

than those on the waiting list and then overall better community cohesion. So participants reported a lower loneliness score on average compared to those that were waiting to join the programme.

So what we found was that people living in areas with greater challenges were seeing the biggest improvements. They started off feeling worse, but benefited more from the programme as we got towards the end of it and then we followed up after. And obviously this means that as a collective, these schemes across East Lancaster are helping people, the people that need it the most.

I've talked about obviously the life satisfaction there and the benefit from participating in the programmes and this was based on people completing 7 or more sessions a week and attending sessions with qualified teams that supported them and obviously the social element of the activity appears to have really high benefits over and above the non-supervised sessions. That was what was sort of keeping him coming back.

So there was a couple of measures that I appreciate, I'm not going to go too much into detail on these, but it basically puts into context, it puts sort of value of money on people coming through the programme. So the well bit is it stands for wellbeing adjusted life year and it's something that the government use to measure how much better people feel about their lives and it's what they use to measure. So the programme, people's life satisfaction improved by around 1 1/2 points compared to people who are on the waiting list. And when we use this method, this equates to about 26 and a half thousand pounds per person in wellbeing. So put simply, this is sort of

These schemes are having a noticeable effect on people and the improvement is widely recognised as having a significant value. Next measure was the quality and this is something that health teams will recognise. The NHS use this as a standard way of measuring improvements in health and it looks at those points on feeling healthier? Can people do more day-to-day and do they have a better quality of life? And then without sort of getting into too much detail, again, this equates to around 5,700 pound per person. So based on the research that we had on the just under 1000 people that we did,

All these measures were sort of, that's how we quantified and put a value on there. So I appreciate you probably can't see this very well, but basically what we found was that when we were following up with people, they started on a programme, it wasn't just about completing the 12 week programme.

It was about monitoring after going into the second year, so up to 12 months after and the benefits are lasting for at least one year and we can apply that wellbeing the quality valuation methods to the programmes because benefits are sustained past

just over 12 months.

So physical activity interventions, the data showed that 80% of participants plan to stay active and 68% of which intend to remain members of the local leisure centre. So this suggests that many participants transition to self-sustaining users, which is obviously improving physical activity and sustaining.

physical activity and improving overall health and wellbeing.

So just obviously I am speeding through really, really quickly. Just sharing this information now.

As you know, representing the whole of East Lancs, I am obviously healthy lifestyles lead for Pendle Leisure Trust, but there's a collective commitment to sustain and continue to grow and develop the active wellbeing service across East Lancashire and we're going to build on the good practise and evidence from that research that I've just briefly showed. I can share it.

and including the joint creation and launch of a marketing campaign that's going to be coming up in the next couple of months. We're working as a collective with commissioners to evidence the impact of our programmes and basically to continue to evolve and provide what we need to as far as a service goes within a local area. in order to keep, as I said before, to protect our assets and the leisure trust in order to keep sort of developing and expanding our programmes. We are skilling up all our teams within our leisure trusts to create wider pathways and sort of better Routes for people to come through and feel supported and.

enable sort of greater pathways for specialist populations to be created so that we are supporting people hopefully through right across the life course to be able to have pathways through for new mums, early years, older adults, frailty, those with long term health conditions and really sort of build on an active wellbeing service. rather than sort of a leisure centre model.

And...

So working together in Pendle, obviously the Trust offers a wide range of health and wellbeing services. I know many of you all know, you know, we've got the other assets such as the Muna, we've got the Good Life project in Nelson. All that's for wellbeing projects we offer, all the open active provision that I've mentioned, supporting half. There's a lot going on and obviously our programmes continue to develop and will do and evolve to meet the needs of the local communities. But what we are looking at is supporting people to make realistic, lasting lifestyle changes with our health coaching and motivational interviewing and connecting into services that

are not us. And we obviously open to collaboration with any community groups and partners.

to reach those who might benefit the most and thinking about using our centres as places to, you know, to reach people and to host things that we've probably never hosted before within a leisure trust setting in order to, you know, expand our reach and sort of connect things more for people across Pendle and improve like health and wellbeing.

of the residents. So yeah, that's it. So sorry you couldn't see that very well, but hopefully I managed to talk through and I'm happy to take any questions.

**TN Tracey Noon** 53:06

We could see it perfectly well. I don't know. Yeah, yeah. When you said, I don't think you'd be able to see this. We could see it perfectly well. Maybe you couldn't see it, Vic.

**VM Vic McCoy** 53:08

Could you see it? I don't know.

All right, Okay.

That's not right.

Yeah.

**TN Tracey Noon** 53:18

So, can we have those slides or are they are they just for internal use?

**VM Vic McCoy** 53:24

Yeah, yeah, so I've shared them with you, but I didn't know whether you, yeah, I've shared them with you, though. I don't, yeah, I don't mind.

**TN Tracey Noon** 53:24

Yeah.

Are we okay to put them on people append on web page? Brill. Thanks, Vic. Has anybody got any questions for Vic?

**VM Vic McCoy** 53:31

Yeah, yeah, yeah, yeah, alright.

**TN** Tracey Noon 53:38

Nope, you too have stunned them into silence.

**LS** Leanne Stillings 53:41

I would just want to say something if that's okay.

**TN** Tracey Noon 53:44

Yeah, Krakow.

**LS** Leanne Stillings 53:46

I've been helping to look after my friend's 93 year old mother who's had a stroke and she's got the start of dementia and we've a lot over the last 12 months we've tried getting her involved in memory clinics and what day groups and things like that and the only thing that has helped her is to become part of the open active team and the feel good suite and bringing her to the gym and to the balance classes and I can't tell you it's just completely revived her. She's 93 and you just wouldn't believe it. She's absolutely amazing what you do.

**TN** Tracey Noon 54:22

I.

**LS** Leanne Stillings 54:25

your team down there and what you're providing for that part of the community. I just, that age group are really hidden. So I just wanted to give you some really positive feedback from, just not a professional perspective, but more from like a personal side. It's just brought it back to life, yeah.

**VM** Vic McCoy 54:34

Yeah.

No, thanks, Nolan.

No, that's brill.

That's brilliant. I'll also share, that's really good and I think just the fact that you've just mentioned that there, we are doing, we are running something called Melodies and Memories at the Muni and it is happening once a month and that basically has

been running for a good 12 months. It basically brings people together, particularly we haven't said specifically for those suffering with dementia, for anyone that might be socially isolated.

**LS** **Leanne Stillings** 54:45  
Gray.

**VM** **Vic McCoy** 55:07  
as long as they come in like with some support, if a support is needed, but it's basically just a chance to be in that setting, have a bit of a dance, listen to some music, a bit of interaction and just a space to be able to, you know, get out and move a little bit and socialise if they want to. So I'll share that as well if you haven't got that information. So then Tracey, I know Lorna shared it previously, but I can share it again. Just based on what you said, Leanne, because it might be something that lady's interested in.

**TN** **Tracey Noon** 55:33  
Yeah.  
Fabulous. Thank you very much. Thanks, Vic. Thank you.

**VM** **Vic McCoy** 55:40  
Thank you.

**TN** **Tracey Noon** 55:44  
Okay, time's cracking on. So I'm just going to ask, usually I will go around for those of you that are new, I would go around everybody and ask them if they've got an update. But because we've had such fabulous speakers and there's been some really good stuff already shared, I'm just going to put a call out and say if you've got anything to share, please put your hand up or shout at me or wave at me.  
and.  
Caroline.

**CL** **Caroline Littleworth** 56:13  
Hiya. Might be a bit late notice for some people, but tomorrow we're having a coffee, cake and collaboration in Pendle and it will be at the Nelson Family hub, 1.30 to 3.30

and it's just a collaboration with them for small groups and organisations in the area and there'll be cake and coffee. So please come along if you can. Tracey will be there as well. My colleague Rebecca, who was with me, but she had to leave. So hopefully we'll see some of you there. Thanks.

**TN** Tracey Noon 56:51

They've been really successful of the coffee cake. That's another meeting I got to. Coffee cake collaboration and Caroline's sister makes the wonderful cakes involved. So yeah, so please do come along tomorrow. If you are a volunteer or a volunteer involving organisation, please do join us.

**CL** Caroline Littleworth 56:55

Ha ha ha!

**MD** Mulgrew, Dawn 56:56

Yeah.

Oh.

**TN** Tracey Noon 57:15

you know it won't be serious if I'm anywhere near it. So yeah, I'm there all afternoon, so it'll just be a parter. So Sarah.

**MD** Mulgrew, Dawn 57:16

Yeah.

You didn't tell me that. You didn't tell me that when you asked for a room. I'm going to take it back now.

**TN** Tracey Noon 57:28

Yeah, I forgot to tell you, Caroline, I am bored from most of the establishment.

**MD** Mulgrew, Dawn 57:29

It.

If anybody's looking, if anybody doesn't know where it is, Nelson Family hub is also known as the Zone. It's on Leeds Road.

**TN Tracey Noon** 57:41

Thank you. Thanks, Don. Yeah, I had to look it up. I know I didn't know it were at the zone. I just thought, oh, family hub and now we're going to Brightfield and I thought, no, no, this is Nelson. I asked Caroline this morning and she sent me a picture. I said, oh, yeah, I know what that is.

**MD Mulgrew, Dawn** 57:52

With.

We like to change the names every so often, just keep peoples on the toes and then we don't put it, we don't put the name on the front because that's just... There's new brand, there's new branding on its way. It keeps changing before we can sign, but yeah, there is new branding on its way.

**TN Tracey Noon** 57:57

It is, it's just a thing.

Well, yeah, that'd be asking for trouble, won't it?

Yeah.

Thanks, Dawn. Thank you, Sarah. Sorry.

**SD Sarah Dunne** 58:17

Just a very quick one. Lancashire Football Association are releasing some funding. It's inequalities funding for women and girls. Pendle have got around 5000 pounds to share amongst community groups, and it's all about engaging with ethnically diverse communities.

or those that are from disadvantaged groups to introduce them to football. So you don't necessarily have to put on a football session. It could be an alternative session, like some groups who had the previous funded did circuit training, but instead of using a medicine ball, they used football. We've had like kickball rounders, bench ball, just football might not be the hook for some women and girls, but an activity which includes a football could just be the start of something. So they're just going out to community groups asking if you're working with any women and girls that might be interested. If you think this is something that you might like to apply for, the closing date is the 20th of May.

So it's quite a short turnaround, but I can send the application out. So I'll pop my e-mail in the chat and if anyone's interested, drop me a message.

**TN Tracey Noon** 59:30

Fab, thank you, Sarah. Thank you very much. Leanne, really quick plan because we're really short of time.

**LS Leanne Stillings** 59:36

I just wondered, Sarah, are you on the Pendle Health Outcomes WhatsApp Group, because it would be really good to share that on there for the community groups.

**SD Sarah Dunne** 59:43

I think I was, but I think it might have been changed when I was on map leave because the group I'm in, I don't think anything's coming through anymore. I don't know if there's been another group set up.

**LS Leanne Stillings** 59:48

All right.

Ask.

I'll e-mail you the details because yeah we changed it over. All right, that's fine.

**SD Sarah Dunne** 59:55

All right, thanks.

**TN Tracey Noon** 59:59

Thank you, Fab Don.

You're on mute.

**MD Mulgrew, Dawn** 1:00:05

I am, I'm taking it off. Yeah, it's just a quick one. Next, I know we've got a meeting tomorrow at Nelson Family Hub, which is your volunteering meeting, but next Tuesday we also have our, not Tuesday, 12th of May, not this Tuesday, Tuesday after. We've got our Family Hubs meeting, which is also at the same venue. I know there's a lot of familiar faces on here. I know a lot of people are already in the Family Hubs network, but if there's anybody that

wants to attend, lots of other professionals there, it's quite an interesting meeting. It's half one till half two.

on Tuesday the 12th of May. So if anybody does want to attend, just let me know. I'll put my e-mail address in the chat now or I'll put our Pendle Family Hope one in the chat.

**TN Tracey Noon** 1:00:48

Fab. Thank you, Dawn. Thank you very much. Anybody else got any updates? Just before I give a couple of mine, I'll be really quick because we're one minute away from 3:00, according to my computer clock here. We've got a couple of, we will have a couple of funding streams opening. The integrated care board small group social prescribing funding will be opening and also the Eric Wright larger funding that's up to

of 5000 pounds. So both of these funds are for voluntary community and faith groups that have a turnover of the one for Eric Ross is less as a turnover of 50,000 pounds. The one for RCB is a turnover of less than 150,000 pounds and you can apply for 5000 pounds from each fund.

You can apply for both. There's no, you know, there's no saying that you can't apply for both funds. But please don't apply for the same project. Otherwise, it just it just won't work and the panel members will be drawn from representatives. So if you're interested,

and you are from a volunteer involving group and you're interested in sitting on our panels, I'm going to put the Group Support e-mail in the chat. Please do get in touch and please let us know. We're also, we're talking about reviving our working group that looked at our processes and our, it was our application process for the funding.

We want to get the group together again to look at our monitoring evaluation process and some other processes that we want to introduce, but we don't want to do it without some co-design and co-production from volunteer involving groups as well. So, that's me, Dawn. We are Bob on 3 o'clock, according to my clock.

here. Thank you so much for being so engaged and so engaging. I'm going to try and type and talk at the same time, which doesn't always bode well. See, I have to stop. So,

That's the Group Support and e-mail address. Hopefully, it's gone in there.

Maybe not. The Group Support e-mail address for any funding, any Group Support

needs and please do please do come along tomorrow if you can. Thank you very much. Thank you all for being. Yes, yes, yes.

**CL** **Caroline Littleworth** 1:03:12

Tracey, sorry.

Is it 2 S's in the middle of Group Support?

Is it one?

**TN** **Tracey Noon** 1:03:17

No, 1S. Yes, Group Support. Yeah. Caroline, thank you. You're a lifesaver. And

Caroline's going to Caroline's going to put the e-mail address in the chat for me.

Thank you very much. Thank you all for being so engaged and so engaging. If you

do, if you want to speak, if you want your 10 minutes,

**CL** **Caroline Littleworth** 1:03:21

Okay.

Sorry.

Shaw.

**TN** **Tracey Noon** 1:03:36

please do get in touch. Please don't drop on me at the last minute because there might be other speakers ahead of you and we'd like everybody to have a chance to share all of their stuff as well. So thank you all the speakers. Thank you very much. It's been really interesting and have a lovely afternoon everybody. Thank you very much. Take care. See you next month.

**AW** **Aaron Wilkinson** 1:03:55

Thank you.

**EW** **Edward Wild** 1:03:55

Thank you, bye, Pete.

**TN** **Tracey Noon** 1:03:56

Bye.

**AW** **Aaron Wilkinson** 1:03:57  
Right.

**FA** **Faria Atique** 1:03:57  
Thank you.

**MD** **Mulgrew, Dawn** 1:04:04  
See you tomorrow! Bye!

**TN** **Tracey Noon** 1:04:06  
Bye. See you John.

● **Tracey Noon** stopped transcription