

PoP-20260629_140355-Meeting Recording

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56m 55s

● **Tracey Noon** started transcription

TN **Tracey Noon** 0:03

Will crack on.

So Lee Anne, do you want to start as you're the first on the agenda? Welcome everybody, by the way. I told you my brain's like lime jelly just at the moment. Lee Anne, please help me.

LS **Leanne Stillings** 0:20

That's okay. I've got a voice this week. I didn't have a voice last week, so it's a good job I'm doing it this week. So I am able to share my screen, am I? Yeah, so I'm going to share my screen. So for those of you that don't know me, my name is Lee Anne. I'm the Community Engagement Officer at.

Pendleburgh Council and I think everybody on here pretty much has a, I have a contact with in some context. And I am sorry to beat the drum, but if you haven't heard me speak about Crisis and Resilience Fund by now, that's what I'm going to be sharing about today. So I'm just going to share my screen and get the presentation up.

So, for those of you that have been around Pendle or Lancashire, let's say, for a while, we'll have heard, hopefully, of the Household Support Fund. So, the Crisis and Resilience Fund, in effect, is now what was.

the household support fund. Can I just cheque that people can see the PowerPoint? Yeah, okay, that's fine. Okay, so we've just, this is just a brief overview of what the Crisis and Resilience Fund is, what food support is available during the school holidays and also what support

TN **Tracey Noon** 1:35

Yeah, we can speak, Lee Anne. Thank you.

LS **Leanne Stillings** 1:53

we are delivering for accessing online services. So it's a bit of a whistle-stop tour. So

the Crisis and Resilience Fund, as I said, has replaced the Household Support Fund. So it's a three-year fund, which gives our community organisations a little bit more stability and security. So the objective is to provide both a safety net for those on low incomes who encounter financial shock and to invest in building local financial resilience. So the outcomes of the fund is provision of effective crisis support,

PR Paula Ralph 2:16

Hello.

Okay.

LS Leanne Stillings 2:33

So we are obviously recognised that there's still a need for crisis support. There's always going to be families and households in crisis, but also to improve individuals' financial resilience and then strengthen local support systems within that fund. So there's four different strands.

There's crisis payments, resilience services, housing payments and community coordination. So for today, we're just going to focus on the crisis payment and resilience services. If you have any questions on the others, I'm happy to answer them. So the crisis payment at the moment is...

We are commissioned to administer by Citizens Advice East Lancashire. So they are the ones that are providing the financial support for those that are in crisis. The objective of this fund is to respond to households that are in a financial shock or maybe somebody's lost their job, it's low-income households and maybe somebody's being made redundant, there's an unexpected health condition, there's a death in the family, a washing machine's completely broken and they've not got anything put away for a rainy day.

But it's a what the idea is it's a one-off shop payment. It's not designed for people to that are continuously relying on those payments like shopping vouchers, which is what the effectively the household support fund was was was became to be in the end.

that people almost became a little bit reliant on it. So there is quite a tight criteria, so that it does ask for what the shock is and evidence of bank details and like Universal Credit benefits.

It also includes heating oil support. So this didn't used to be included in the household support fund. It was under a different funding strand, under the housing

strand. But this is for those that maybe not be on the grid and that are still connected to the old-fashioned heating oil.

And they've included this in the CRS because of what's happening with the war in Iran and how the cost of oil has gone up. So we can, people can apply into the crisis fund for the oil support. So it's in the drop down box and that's what you would click. It's public access through that link at the bottom and it can be used for food, water, housing costs, hygiene products, essential household items, transport costs. And the idea is that it's a cash first approach. So it gives that household the autonomy to use that payment on exactly what is needed or if it's needed to be split on maybe some food shopping, some some petrol, some energy, so it gives them the autonomy to use it in a way that's needed for that household.

So the second part is our resilience services. So a lot of the organisations in Pendle that are listed on the page, you probably already are aware of the delivering services in the community. So Church on the Street, New Ground Together, Open Door, St John and St Philip's Pavilion Community Hub, which is at Victoria Park in Nelson, St Bartholomew's Community Grocery and Pendle Food for All. These are our current 8 CRF providers and the idea is that they are resilience hubs. So what's going to happen is these are hubs and out of these hubs are going to be operating resilience services. And the idea is to support those hubs to become, help families to maximise their income and maximise their budget. So whether it be energy advice, cooking on a budget, accessing community groceries, doing benefit checks, employment support, enabling access to affordable warmth grants, things like that. So outreach services will be delivered from a hub, a little, so it's basically so that one, there's a no wrong door approach is what they say.

to this fund. When you open that fund, when you go through that one door, you can access a range of different services.

We have also have it included in the resilience fund is a welfare package and this includes citizen advice who are going to manage our budget management, benefit advice and basic form filling. We have Christians Against Poverty who do budget management, benefit advice

in the community and the Christian Against Poverty as well, they do do home visits, so they do offer a little bit more of a gentler approach to those people, but maybe housebound or might need a little bit of a befriending service. We have now

commissioned ICAN as well, which is something that has been a massive gap for Pendle. So I can specialise services in completing support and residents to complete forms for benefits such as personal independence payment, attendance allowance, disabled living allowance. They will also do mandatory reconsiderations, appeals processes, tribunals and attend car. And within this package as well, we also are carrying the affordable warmth. So that is a fund that's held in-house at Pendleburgh Council and we commission services to deliver.

The affordable warmth and energy support.

So further details on the whole CRF programme can be found on that link. So this presentation has been sent already to CVS, so everybody will get a copy of this so you can go on the link. The food support, so for those of you who don't know, when they brought in the Crisis and Resilience Fund,

Families who children received preschool meals during school term time would previously have been given a court so that they could take that court to the supermarket during school holidays and that's no longer a thing. So what we have done is created a little bit of a booklet

that's been handed out directly through schools and through health providers that's going directly to those families that we know that we're going to struggle during the school holidays. And we're working with our CRF providers and other community organisations to just highlight what food support is out there in the community. So not just community centres, community cafes and food banks.

banks, but apps and also family hubs are going to continue the warm and welcome throughout the whole summer. So families can still go and access a warm space and get tea and toast for breakfast on the morning. So at least setting up the day right, if nothing else. And obviously as well, joining the summer, we have our half provision. And finally, we have also support for accessing online services. So it's a massive recognition that there's a huge digital gap in the community. We have a lot of people that don't want to be online. We have a lot of people that can't get online, that don't have access to your internet, don't have access to a device.

don't know how to navigate the even the NHS app or getting a doctor's appointment. So we are delivering some sessions in the community where we are holding them in community provisions for the whole day, no appointment needed, complete drop-ins for people that just want

support and we actually are going to be doing some little pop-ups as well. So this weekend on Saturday we did, we opened the town hall for community support

because it was a Pendle Festival of Culture and for Nelson it was buzzing with families that were having lots of fun but the town hall was also full of people that needed support.

with council tax, energy debt, and just not knowing how to navigate all of these different things on the simple devices that they have. So it is really central support that we're delivering in the community. And as part of the resilience offer, this digital support will be continued.

throughout Lancashire, running from the libraries, as long as the crisis and resilience fund continues. So for a little bit more support about what our online community support includes, there's a link to our community support hub which advises people about where they can get support for mental health, where they can get support for children, young people services, affordable warmth, a digital exclusion, housing, homelessness. That's our Community Support Hub page. It's really family friendly.

And if I was to click on the link and show you.

If it will take me.

It's just loading. So if people can see, it is quite family friendly. It does, it's very self-explanatory. If you go into one of those, underneath one of those sections, you'll find everything that you need to know.

I'm going to try to go back onto the PowerPoint now.

And that's it. Any questions, anybody?

TN Tracey Noon 12:41

Thank you, Lee Anne. I've got a couple of questions. Anybody else just stick your hand up or wave at me. And so you talked about help, digital help for people, and you mentioned those that don't want to go online. What kind of help is there for those that

LS Leanne Stillings 12:44

Yes.

Yeah.

TN Tracey Noon 13:01

really don't want an online presence.

Look at that.

LS **Leanne Stillings** 13:04

Well, that's, you mean for accessing, if they're wanting to access some funding, is that what you mean?

TN **Tracey Noon** 13:06

Hub.

No, what I mean is if they want him to access absolutely anything, to be honest, because everything is online these days. So is there anything that can be done to help people that really don't want to be online?

LS **Leanne Stillings** 13:19

Yeah.

I think every service is different. So GP services, NHS services, I'm not sure about those. I know that we at the council, everybody, we will always have one member of staff that's in the council office.

If they do not want to access online services, however, they give they need to pay council tax, so they will always have an online presence on, you know, if they are a UK British citizen and they live in Pendle, they will have an online presence and their footprint. If they choose not to have a footprint, through their own access, then that's completely up to them and there will be people that don't want to have that footprint because of them being unsafe. So there'll be specialised services out there for those people if it is that they're unsafe due to being at risk of domestic abuse or stalking and harassment, which is obviously

TN **Tracey Noon** 14:12

Okay.

Mm.

LS **Leanne Stillings** 14:27

been highlighted quite heavily in the news. I know this week there's been a case that's been in the news quite a high profile case. So for those cases there will be those specialised services that they will be directed to in order to make sure that they can be supported without having an online presence.

And I know that there are services out there that are able to do that.

TN Tracey Noon 14:48

Yeah.

Yeah. Thank you, Lee Anne. And also community coordination. What's that all about?

LS Leanne Stillings 14:58

So that's me, basically. So I think what's happened is I've come into post and recognised that we have a lot of community organisations that are working and know of each other, but haven't been working in partnership with each other. And I sort of started the ball rolling with the Food Network.

meeting that met quarterly in Pendle last year, a year ago. And that was before the Crisis and Resilience Fund came in. So we started to work as a food network together a year ago. And as that's built over the last year, it's kind of evolved into

TN Tracey Noon 15:25

Yeah.

LS Leanne Stillings 15:38

I mean, we couldn't fit everybody in the room at our last meeting because it became so big. So what that's going to look like is going forwards is we are going to change that food network meeting into a resilience network and it's going to be a pendo resilience network. So it's going to involve health professionals, food you know, food provisions, faith sector, statutory services, police, if the police want to come, we'll always have a guest speaker. And it's about making sure that all of our services are in the community, whether they're funded, voluntary or statutory services, we're working together to provide a more resilient community.

And it's about somebody coordinating that role. And I think I've done that and we're in a really good position. I've started the ball rolling, so we're in a really good position in Pendle for that to continue to grow. And I think that's in essence, that's where it is. It's just somebody being in post or

or two people being imposed to coordinate that role. And as we move into local government reorganisation and we become larger unitaries, it will be about that coordination will become more, there'll just be more of us doing that, working in partnership together.

And, but obviously we don't know what that looks like just yet.

TN Tracey Noon 17:05

Yeah, I'm just a bit concerned that it's duplicating people append all, that's all. If it's not, if it's just purely about the resilience hubs and helping people to become more resilient, that's fine.

LS Leanne Stillings 17:14

Hey.

It's definitely not duplicating people of Pendo. This is, we do a lot more targeted, we focus a lot more on targeted, what people's strengths and barriers are, a lot more, like what are the trends that you're seeing coming through? Is it something that we can really that we need to take on as a council, which is why we did the, we rolled out the drop in sessions because we found that there was a high rate of council tax debt. So rather than wait until it became a duty that the libraries offer digital support, we decided that we were going to take some digital support into the community.

TN Tracey Noon 18:01

Yeah.

LS Leanne Stillings 18:01

before that became part of the fund. So then that's something that was highlighted because we have that network and again, like I say, it started as a food network and because our food partners are now expected to be resilient hubs, it's just

TN Tracey Noon 18:09

Yeah.

LS Leanne Stillings 18:19

not organically, they're going to be, it's going to reflect that they're going to be resilience meetings where there's just wider partners involved, but we still do need the people of Pendle because not everybody who's going to come to the people of Pendle will come to the networks because there are

TN Tracey Noon 18:20

Yeah.

Yeah.

LS **Leanne Stillings** 18:39

They're in person as well and they're only once every three months. So yeah, like I say, they're quite targeted. So I don't know whether anybody else can agree with me on that or disagree, but I feel like it won't duplicate.

TN **Tracey Noon** 18:41

Yeah.

Yeah.

Thank you, Lee.

LS **Leanne Stillings** 18:58

I think it's very specific.

TN **Tracey Noon** 19:00

Good stuff. I just, I'm just really conscious. I know we're all well busy and you know about people going to multiple meetings and it being a similar thing. You know where I'm coming from, Lee Anne. So, will you keep us in the loop? Keep me in the loop. I know you're very good at that. You're very good at...

LS **Leanne Stillings** 19:11

Yeah, yeah.

Yeah, absolutely, absolutely, yeah. I know you've got a meeting coming up with Gill anyway, haven't you this week? So, so she's, I think she's got a couple of things to update you on.

TN **Tracey Noon** 19:18

People is informed.

Thank you.

Yeah.

Yeah, fab. Thank you, Lee Anne. Anybody else got any questions for Lee Anne?

No, Lisa wants your e-mail address, Lisa.

LS **Leanne Stillings** 19:36
Okay.

LR **Lisa Ross** 19:37
Yeah, yeah, it literally wants. Can I have your e-mail address, sweetheart?

LS **Leanne Stillings** 19:40
Of course you can, yeah, I'll pop it in the chat.

TN **Tracey Noon** 19:41
Okay.

D **Dawes Julia JCP BURNLEY JCP** 19:44
Can I just ask something? Robina, who is our partnership manager for the Pendle area, I know that she has tried to promote some online digital services to access provision and people who need help with council tax and everything else. So there is something going on. Does anybody know about it? I'm sorry, I'm not being funny.

TN **Tracey Noon** 20:11
Oh.

LS **Leanne Stillings** 20:11
Who, who's? I'm really sorry, who is it that's asking? Is it Julia?

D **Dawes Julia JCP BURNLEY JCP** 20:13
But...
Sorry, it's Julie. Sorry, it's Julie. Yes, it's.

LS **Leanne Stillings** 20:18
Also, that's what that's the digital sessions that Robina's doing with me. Yeah, so there's we we're going into the community. I didn't want to spend too much time because I was very mindful of time, but the DWP, Sitting Advice, Christians Against Poverty, Advocacy Focus.

D Dawes Julia JCP BURNLEY JCP 20:21

Yes, right. Okie doke. Yes, that's fine.

Right, that's fine. Yep, yep.

Yes, okay.

LS Leanne Stillings 20:37

health, we're just all going out and just taking over the community and saying, please come in and drop in and just access all of these different types of support. Really, we're trying to get as many people, as much support in a day as we can really.

D Dawes Julia JCP BURNLEY JCP 20:46

That brilliant. Yeah.

Super dooper, thank you very much.

LS Leanne Stillings 20:58

No worries.

D Dawes Julia JCP BURNLEY JCP 20:59

A.

TN Tracey Noon 21:01

Thank you, Lee Anne. Has anybody else got any questions or anything for Lee Anne?

No, nobody's waving at me. No, fab. Thank you, Lee. Yeah.

LS Leanne Stillings 21:09

Just one last thing to mention about the crisis payment. A household can only access that payment once every six months. So, and there is a maximum amount that they have a cap. So if they decide, if they apply,

TN Tracey Noon 21:14

Yeah.

LS Leanne Stillings 21:29

for a small amount in the first six months and then they apply for another amount in

the second six months. Once they reach the cap, whatever that is for that household, depending on how many children there is, they won't be allocated it again. So it's not going to be like the household support fund was why they could continue to apply for it. It will be capped.

TN Tracey Noon 21:52

Does this run for three years, Lee Anne? Have I got that right?

LS Leanne Stillings 21:55

It does run for three years, yes. So it's a two at the moment. We've been the CRF providers have been given two years funding and then we'll get the third year at the back. So the idea is that obviously year one, we're going to really spend a lot of time with those services that are delivering crisis support.

like the food banks, like the community groceries that are doing that really on the ground, grassroots and helping them build into the resilience hubs. So it's going to take a year really to help them, to build them up and to grow them. And the second year will be in a bit of a full swing then. We'll be able to see what that looks like and we are looking to expand into the Briarfield area because we're very aware that that's a gap. And also we're looking at these, we recognise with our CRF providers that we do not have a lot of recognition, anybody that can be a representative of the South Asian community. So what we at the moment, we're doing quite a bit of research, myself and Gill, into South Asian groups, our community groups and organisations that are really connected with that community in Nelson and Briarfield.

So if anybody knows of any specific groups other than we've got the Dean Centre, we know the Harringtons, we've got a couple of others, we've got a couple of things that Sam is running, but anything specific that are really working with the South Asian community around the Brightfield area, just drop me an e-mail, it'd be really great just to go out and visit them, have a chat with them, find out what the needs are, because we recognise that it's a gap and it's something that we really want to make sure that we're providing that support for that service in a really culturally competent way, because, you know, not all people

TN Tracey Noon 23:52
Big.

LS Leanne Stillings 23:59
the drop will be, they'll be drawn to people from the same ethnic minority as themselves. So we're very aware of that. So we want to make sure that we're fully representative of what the pendal picture looks like.

TN Tracey Noon 24:13
Leanne, e-mail our group support and just ask them for groups that are representative of South Asian communities that have been funded through us. Sanya, I'm surprised you didn't put your hand up before this. Sanya.

LS Leanne Stillings 24:25
I was.
What?

SJ Saniya Janjua 24:30
Because I've already emailed Joanne back when she was asking me, but I did, I just wanted to mention about the toolkit. I don't know who's got it now at the moment, but that was the work that we did last year. And there's actually, if you look up Bradford, it will give you all the groups. So there's quite a lot, and especially in North Lab, I've got quite

LS Leanne Stillings 24:32
Yeah.
Yeah.

SJ Saniya Janjua 24:49
A lot of groups going on there, and...

LS Leanne Stillings 24:50
Yeah, that's what I thought. So does anybody...

SJ **Saniya Janjua** 24:52

Yeah, but it's something in the past, something that I wanted to mention as well that I'm hoping to do something as well in Brightfield. I think I missed emailed you regarding that, Leanne. So watch his face, as they say.

TN **Tracey Noon** 25:07

Thank you, Sanya.

SJ **Saniya Janjua** 25:08

Okay.

LS **Leanne Stillings** 25:09

Tracey, what's that? What's that e-mail? What's that e-mail did you say it was?

TN **Tracey Noon** 25:09

Lynne.

Group support. So it's group support at PR sarahcouthscumbriacvsorguk.

LS **Leanne Stillings** 25:16

Yep.

Perfect, thank you.

TN **Tracey Noon** 25:22

Thank you very much. Also, Lee Anne, can I just cheque with you and then I promise folks, we'll move on, that the resilience Hub will be linked, that resilience hubs will be linked in with the social connectors and social prescribing link workers. If they're not open.

LS **Leanne Stillings** 25:37

Well, yeah, I think they all are already, but it's part of the...

It from me and Gill have been round to see them all, and they all are already connected with them anyway, but...

Yes, they will.

TN Tracey Noon 25:55

It could be good. It could be good to know, particularly for like Pendleys, do the ones in Cone and Barn also ignore that there are social connectors available through CVS and not just link workers through the PCN. I know it's confusing for them, but there's just there's more support there is what I'm trying to say, I think.

LS Leanne Stillings 26:17

I think maybe it's a discussion that we can have.
Out of this meeting, maybe I think.

TN Tracey Noon 26:26

Yeah. OK. All right, Leanne. OK. Thank you very much, Leanne. Very comprehensive.

LS Leanne Stillings 26:30

All right.

TN Tracey Noon 26:33

So, uh, so we'll move on.

And.

We'll just go into information sharing, I think. And I'll just go around my screen. You don't have to update. You don't have to say anything. You can just shake your head at me. I've got nothing. Nobody's going to think any worse of you. It's entirely up to you. So I'm going to start with Caroline, because I'm sorry, Caroline, but you're first on my screen.

So, Caroline.

CL Caroline Littleworth 27:04

I haven't got much to update at the moment, I'm afraid.

And.

TN Tracey Noon 27:09

That's all right, Community. What is it? Cancer Awareness Champions. Do you want to talk a bit about that?

CL **Caroline Littleworth** 27:10

Is there?

Yeah, me and my colleague Rebecca have revamped our approach to cancer awareness champions.

Working in collaboration with Spring North.

And Lancashire.

Something like that, sorry. Integrity care, possibly. And we are looking to... recruit cancer awareness champions. Now that means being aware of the early warning signs of cancer and spreading that information around your community or workplace. But it's very low level and it's more of a signposting scheme than, you know, anything else. It's just, you know, to be aware of the symptoms of cancer when you think like a colleague or someone in your community might need to visit their doctor or and being aware of when screening, you know, like the breast cancer screening comes available in the local area and making people aware of that. It's very low level, like I say, you don't have to attend any events or anything. All we ask is that you complete an online form each week to tell us about your activities in the area.

We're thinking of putting some more training on in the coming months, so watch this space. If you're interested, please either e-mail me, Caroline dot Littleworth at sarahcouthscumbriacvsorguk. And yeah, we'll be in touch about the training and stuff.

TN **Tracey Noon** 29:11

I know Rebecca has put out there a training needs analysis, which is partially called training needs analysis, but it's just a form that's been that's been sent out. It's been on, it's going on to our info share if it's not there already about needs in the community. So any volunteer training needs. So if you've got volunteers or you are a volunteer and you think, oh yeah, I could do some training on this, that and the other.

CL **Caroline Littleworth** 29:12

Oh.

Sure.

TN **Tracey Noon** 29:35

please do fill in that form. The Cancer Awareness Champions, you're not expected to be an expert. I do it all the time, completely without training, because Lisa will tell you I just don't have time to do the training. But I do talk about it all the time, talk about my experience. Three years ago, I was diagnosed with breast cancer. I'm still here to tell the tale.

because I caught it earlier. And if you catch it early, yeah, it's scary and yeah, it is really anxiety making and it does leave you with some health paranoia and all sorts of stuff. However, I'm alive so, and that's through going and getting myself checked out. So please do get yourself checked out. I know there's a campaign at the moment around cervical screening. Please do get yourself checked. I know it's not the most dignified thing in the world and, you know, sometimes it does hurt, but it could save your life. So please do get out there. So I've done my bit, Caroline. Please fill me for me and for me.

We also have Coffee, Cake and Collaboration, which was, was it in Pendle? It was in Pendle last week, weren't it? Yeah, I'm good. Yeah. And if you've not heard of Coffee, Cake and Collaboration, this is a session that we hold once a month for volunteers, volunteer involving groups.

CL **Caroline Littleworth** 30:41

Yeah, yeah.

Hi.

Thank you, Farrah.

TN **Tracey Noon** 30:53

anybody really that wants to come along and eat some cake and drink a brew and talk to us really. So this is Karen comes, don't you Karen? You're there, you're a regular visitor for us.

KN **karen nicholl** 31:06

I'm sorry I was on leave last week. I'm really sorry I couldn't come.

TN **Tracey Noon** 31:09

We miss you.

CL **Caroline Littleworth** 31:09

Yeah.

We're going to make sure it's not on a Wednesday next time, Karen, so you can come along. Yeah, you keep missing it, don't you?

KN karen nicholl 31:12

I miss you.

Okay, yeah, I have to work the Wednesday. I did take that I was leaving, then I had to go in because I had to meet up with Lee Anne.

TN Tracey Noon 31:24

It's either one or other of us demanding your time, isn't it, Karen?

LS Leanne Stillings 31:28

Oh, yeah, blame me. It's okay. I don't mind.

TN Tracey Noon 31:32

Fabulous. So if you want to get involved in coffee cake and collaboration, we have homemade cakes. So Caroline's sister quite often makes some lovely cakes. And also we had one of our communications chaps, Tom, his girlfriend made some. What did she make?

banana bread and lemon drizzle or something like that. Yeah, yeah, and Lisa is testifying to the fact that all of them were absolutely delicious.

CL Caroline Littleworth 31:53

Yeah, yeah, it worked really good.

LR Lisa Ross 31:59

Lemon drizzle to die for. Absolutely lovely.

MD Mulgrew, Dawn 32:02

I can't believe you let Lisa near lemon drizzle.

CL Caroline Littleworth 32:03

Yeah.

TN Tracey Noon 32:05
Ha ha ha!

LR Lisa Ross 32:05
Honest to God, absolutely amazed.

CL Caroline Littleworth 32:05
Yeah, we had two lemon drizzle, so you had to get two slices, you know, one of each and compare. Yeah.

LR Lisa Ross 32:09
Yeah.

SJ Saniya Janjua 32:10
Of course, need to come to the next one then.

TN Tracey Noon 32:11
Of course.

LR Lisa Ross 32:11
It would have been rude not to.

TN Tracey Noon 32:15
Fabulous. Thank you, Caroline. Lisa, you're next on the screen.

LR Lisa Ross 32:20
Okay, I have a couple of things coming up in July that LACBS are doing. Unfortunately, they're both on in Burnley and it just happened that way. It's not because we're going to we'll do them in Burnley. It just happened to have happened that way. The first one is on Friday the 17th of July.

SJ Saniya Janjua 32:22
Yeah.

LR **Lisa Ross** 32:41

930 to 1130. We're doing a bit of work with the DWP. Now this is really complex, which is why we're doing an event about it, because I even get it wrong. So they have a procurement system where people can bid on pieces of work. The easiest way to describe it is

with ESOL. So at the moment, they have people who have an ESOL provision of their clients, their customers, and they've got people parachuting in from Manchester who've bid on the work and are delivering it, rather than somebody in Burnley Pendle or Roslindale doing it. I was aghast, as you could imagine, and went, this is not good enough.

How can we make sure that people, including CVS, are actually knowing about this, knowing how to do it and signing up to it. Anyway, when... Yes, love.

D **Dawes Julia JCP BURNLEY JCP** 33:34

Lisa, can I can I interrupt? So you said DWP.

LR **Lisa Ross** 33:38

Yes.

D **Dawes Julia JCP BURNLEY JCP** 33:39

The P and.

LR **Lisa Ross** 33:41

Your procurement system. So I've been talking to Nicola Avery around it. And so Nicola has asked for us to put something on for community groups or anyone who might want to, you know, bid on a piece of work. Now it could be anything.

D **Dawes Julia JCP BURNLEY JCP** 33:45

Right, okay.

TN **Tracey Noon** 33:47

And.

LR **Lisa Ross** 34:01

Absolutely anything at all.

D **Dawes Julia JCP BURNLEY JCP** 34:04

So Friday the 17th, 9.30 till...

LR **Lisa Ross** 34:06

Friday the 17th, 9.30 to 11.30, I'll send the flyer through to Tracey. Not to Tom. And literally what we're going to do is we're going to talk about how the whole system works, but then we're going to do a really good fun workshop because I believe that's going to be quite a dry.

three quarters of an hour, around working out what our specialisms are, because we all have so many and maybe we don't realise it. So it's going to be at

At New Town Mill, so new lands new building in.

Down in Burnley. If you're interested, you just e-mail me. I'll get you booked on. I'll send you the details through. We have room for about 20 odd people, so we've got loads and loads and loads of room.

So yeah, if you think it could be you, and if you think, actually, I wouldn't mind being paid for putting that training on, please come along. They're going to have the guy there who signs you up. He's coming over from deepest darkest Skelmersdale. And And they can talk you through it because it is complex, but once you get your head around it, you got, oh, right, yeah, like more bidding on most things, you know, when we do most funding. So we've got that coming up. The other really exciting thing we've got coming up is there is an organisation called Tame the Tiger Academy.

And the guy, Peter, who...

runs this. He does sessions for organisations usually where he will train you on how to use Outlook so that you are not going, you know, you're not spending half an hour a day on Outlook and you can set it up so it automatically does things for you and you can learn how to use it more proficiently.

And I'm actually going to be going on it because I'm the world's worst on Outlook.

And I do spend a lot of time going, where's that e-mail? What have I done with this?

I don't know. Anyway.

These are usually paid for sessions. We have got him to give us 12 places, so with eight places left. They are aimed at larger groups and organisations, statutory

services. It's aimed for professionals rather than small groups, to be fair. But with eight spaces left, we're going to have it at downtown in Burnley. They've let us have one of their rooms. And that is on the 22nd of July, 9 till 12 noon. Again, I'll send the flyer through but if you're interested again let me know and I'll book you on. It's a real opportunity because we don't get it very often, though we actually get free stuff to offer out. So again that's really useful. The last thing is the Lancashire Volunteering Managers Forum

The next one is on Thursday, the 16th of July. If you'd like to come along, I will send the QR codes through to Tom again and you just book on and come along. And that is me, unless anyone has any questions.

D Dawes Julia JCP BURNLEY JCP 37:35

Sorry, Lisa, can I? What was the last bit? The Lancashire volunteer.

LR Lisa Ross 37:40

Managers Forum.

D Dawes Julia JCP BURNLEY JCP 37:42

Yeah, talky talk. And that is when?

LR Lisa Ross 37:45

So the next one is the 16th of July. If you're not already booked to come on each one, you need to fill out one form. You only fill it out once, then you get invited to each meeting, but you do need to book on. So yeah, that will go out when I send everything through as well.

TN Tracey Noon 37:54

Yeah.

D Dawes Julia JCP BURNLEY JCP 38:04

Will that go out on the updates, Tracey?

TN Tracey Noon 38:07

Yes, it will.

D Dawes Julia JCP BURNLEY JCP 38:08
Right. Okie doke. Sorry.

LR Lisa Ross 38:11
Okay.

TN Tracey Noon 38:11
It's all right. Just to let everybody know, we don't send individual emails out with all this publicity because it drives people up the wall. So because we all get a million emails a day anyway, but all this information will be on the People at Pendle web page on our website. So please do have a look on that. Please do also sign up for our info share newsletter.

D Dawes Julia JCP BURNLEY JCP 38:16
Yeah.

TN Tracey Noon 38:32
because everything will be in there as well. And that goes out every week. So thank you, Lisa. Thank you very much.

D Dawes Julia JCP BURNLEY JCP 38:37
Thank you.

LR Lisa Ross 38:37
Yeah, and I'll pop and I'll pop my e-mail in the chat, so if anybody does want to e-mail me about anything separately, you can.

TN Tracey Noon 38:46
Thank you, Lisa. Everything that you've just said, I'm on leave for, so I can't come to any of them.

LR Lisa Ross 38:53
Obviously I did that on purpose.

TN Tracey Noon 38:55

Of course you did. Of course you did. I would say unfortunately, but it's fortunate for me that I am off and counting 2 weeks, two weeks today and I'm on leave. I'm not going anywhere. I'm just not working. Hooray. Sorry, sorry. So Karen, you're next on my screen.

You got anything that you'd like to update us on?

KN karen nicholl 39:17

We're very, very busy. We're seeing a massive increase in referrals. Like we're saying, I've been on leave. We only had two days, 2 1/2 days last week, come back to about four, five schools asking more about the service that we offer. Obviously, you know, over the summer, maybe they're looking at

TN Tracey Noon 39:22

Mm.

KN karen nicholl 39:36

to some of the families that need support in. But what they have said is three of the schools have said that people are actually going and asking, can they be referred in because they've heard from family and friends and they've actually saying that these people don't. And I said, well, they need to have unmet needs. They need to be, you know, identified as vulnerable. And that's down to you guys really in the school to prioritise who. So just keeping an eye on that really just to make sure that we are still being accessed fairly if you know what I mean. Okay. We're doing really well organising an event for the summer. We just need to book a date with Dawn to try and see

TN Tracey Noon 40:07

Yeah.

KN karen nicholl 40:17

the zones available on a Saturday morning for us guys and partners as well. So we'll be putting all that out probably over the next few weeks when we've confirmed the debt and of course it'll be around food and we're looking at doing like a food drive

and games around food to encourage healthy eating with children. And that's us really at the moment.

It.

TN Tracey Noon 40:40

Fab, thank you, Katherine. Thank you very much.

KN karen nicholl 40:42

You're welcome.

MD Mulgrew, Dawn 40:43

That sounds good, Karen. I'm on leave this Wednesday, Thursday, but I will talk to you.

TN Tracey Noon 40:44

Julia.

OK.

KN karen nicholl 40:48

Alright, sweetheart, no problem.

MD Mulgrew, Dawn 40:48

Good point about him.

TN Tracey Noon 40:51

Fab, I've got another request for you as well done, but I'll come to that when I come to you. Julie, you're next.

D Dawes Julia JCP BURNLEY JCP 40:57

Hello, not a great deal really. I was just going to promote the health event that we're having in Cole. Not sure if everybody knows about it. We're working with Anisa from the council. There's a massive health event in October.

We're going to be looking at Wellbeing, how we can support people that are out of work. We're trying to do it as interactive as well. We may have about 40 organisations going. It's going to be at the Cole Leisure Centre.

TN Tracey Noon 41:30

Yeah.

D Dawes Julia JCP BURNLEY JCP 41:37

So we've not sent invites out, but if anybody would like to attend, I'll put my e-mail in the chat and you can just send me details. Should be absolutely fabulous with 40 odd healthcare providers and charities and stuff like that.

TN Tracey Noon 41:51

Wow.

Are we on your list, Julie, do you know?

D Dawes Julia JCP BURNLEY JCP 41:58

Oh, of course. No, I've been doing, so we've got Anisa from the council doing a list. We've got myself with all the contacts doing the list. We've got everybody involved that we can think of. So it should be a really, really big event.

TN Tracey Noon 41:59

It don't matter. Of course we are. Of course we are.

Ohh.

Wow.

D Dawes Julia JCP BURNLEY JCP 42:17

Sure, it will get a lot of publicity. Apparently, it can hold a heck of a lot of providers and customers, but on the stages at the moment, but that is for October. So yes, Tracey, you're already on my list. I've already written you down.

TN Tracey Noon 42:17

Okay.

Thank you very much. Thank you. Thanks, Julia. Thank you very much. Sanya, you're next on my screen.

D Dawes Julia JCP BURNLEY JCP 42:36

Yeah.

Say.

SJ **Saniya Janjua** 42:44

Hi, just to let everyone know that this Saturday we've got the Community Fund Day, which is at Brightfield Community Centre. So we've got a lot of community organisations coming, including Family Hubs, Pendle West, Community CVS and quite a few other organisations. And then there's going to be some stores and plenty of activities for children. So that's this Saturday and it's from 12. till six and is in Bradfield Community Centre. Thank you.

TN **Tracey Noon** 43:13

Thank you, Samia. Lovely. Thank you very much, Sarah.

SJ **Saniya Janjua** 43:14

Mhm.

J **Johnston Sarah (ELHT) Integrated Neighbourhood Team** 43:20

Hi everyone. Yeah, no updates really from Pendle West INT. Katherine's been on annual leave for just over 2 weeks. She's due back tomorrow, so she's got a fair few referrals to come back to. Other than that, everything else is OK. So yeah, no updates.

TN **Tracey Noon** 43:34

Fab. Thank you, Sarah. Thank you very much. Paula, you're next.

J **Johnston Sarah (ELHT) Integrated Neighbourhood Team** 43:36

Thanks.

PR **Paula Ralph** 43:41

Hello, no, not that I can think of for Pendle area. For those who I haven't met before, I'm new to New Era. I'm on week 6, so I'm joining in as many meetings as I can. I'm also working

CL **Caroline Littleworth** 43:54

Yeah, you used to be one of our volunteers, didn't you?

PR **Paula Ralph** 43:56

I did. I'm also working on the Crisis and Resilience Fund, so we're doing similar activities throughout Burnley. Today for me is more about joining in this meeting just to see what's going on further afield than Burnley, because although for us the CRF is just Burnley, what we offer is wider than that with some of our other provisions.

CL **Caroline Littleworth** 43:57

Kate.

PR **Paula Ralph** 44:18

So that's why I've joined in today, but I don't have an update. Thank you.

TN **Tracey Noon** 44:22

Lovely to see you, Paula. Thank you very much.

PR **Paula Ralph** 44:24

Thank you.

TN **Tracey Noon** 44:26

Yeah, we really miss Polish. You were one of our assured the best volunteer, but the best volunteers always get a job, don't you?

PR **Paula Ralph** 44:33

Absolutely. Thank you.

TN **Tracey Noon** 44:36

Bob, thank you, Paula. Dawn, Dawn, Dawn, Dawn.

MD **Mulgrew, Dawn** 44:41

Oh, where do I start? I've got a, we've got a few things coming up. So we have, if

anybody wants to come to our kind of Family Hub Network meeting, that is next Tuesday, the 7th. It's 1.30 till 2.30.

TN Tracey Noon 44:41

Wait.

Ha ha.

Go for it.

MD Mulgrew, Dawn 45:01

If you drop me a message, that one's on Teams, so you're welcome to come to that, just drop me a message and I'll send you an invite. But the following week, I'm just going to put it in the chat, we have a multi-agency marketplace event, which is going to be here at Nelson Family Hub. So we've got, I think, 20 odd organisations so far signed up for it.

We're hoping for a little bit of a boost next week, but if you want to stall, let me know and I'll book you in. If you just want to come along, you can just come along anytime between 10 and 2. We'll have refreshments and lots of people to speak to. I know last time we did it, it was probably the loudest room I've been in outside of a rock concert because it's

TN Tracey Noon 45:41

Okay.

MD Mulgrew, Dawn 45:42

There were so many people trying to talk at once. It was it was brilliant, but it was it was just crazy busy. It was great. So that's coming up. We've got lots of exciting new things coming up with Best Start in Life, which I will be updating you all about when I get more information. But we're going to be having family hubs on the move. So we're going to be

With some new, new.

new team just recruited at the moment. So they officially start their new hours on the 1st of July, but probably later on in the summer by the time they get out. But they'll be coming out to community organisations. We've got the info bus, they'll be coming out to maybe existing community player groups and then anything else. So if You work with an organisation that would want us to, you know, come out and give

some information and maybe put some groups on, just let us know. But yeah, we're working out a pathway for that at the moment. And then we have, I'll send these to you, Tracey, and then you can send them all out because they've sent them to me on, six different PDFs, but our targeted youth support, I've been organising activities, a lot of them are half, but there's like...

TN Tracey Noon 46:50
Hello?

MD Mulgrew, Dawn 47:00
six separate things. So some you can just come to, most of them need booking on the half, but if you've got anybody that you're working with that qualifies for free school meals, I'll send all this out and it also, it does say which ones are half that need booking on and it's got all the ages and everything. But they've actually got a really good offer this year, so they've got trips to Tower Wood,

TN Tracey Noon 47:00
Yeah.
Yeah.

MD Mulgrew, Dawn 47:22
They have, we've got some events in parks with sports and inflatables, things like that. There's A Blackpool Pleasure Beach trip, there's swimming. There's quite a lot of things going on across the summer. So I will send those out so you can have a good look. And also, I noticed that Helen's in the group, so I don't want to steal Helen's slunder, but we've got one of

TN Tracey Noon 47:41
Hub.

MD Mulgrew, Dawn 47:47
evolve path for me coming into our centres as well. I've started coming into our centres, but I'm assuming Helen might want to talk about that.

TN Tracey Noon 47:56

OK, Don, what I wanted to ask you was, is the Hub available on 27th of July for people of Pendle face to face?

MD **Mulgrew, Dawn** 48:06
27th of July, let's have a look.

TN **Tracey Noon** 48:08
Yeah.

MD **Mulgrew, Dawn** 48:14
Ohh.
Changed outlook, I don't like it.
Unfortunately, he's not. We've got Bernardo's, they do their break time activity, so they've got the sports all booked on Mondays right throughout the summer, I'm afraid. We would otherwise I'd have jumped to Avenue Inn, but yeah, we've got that on, unfortunately.

TN **Tracey Noon** 48:25
But.
Okay, no worries.
That's okay, I thought I'd ask you first. So...

MD **Mulgrew, Dawn** 48:42
Yeah, they'll be finished by sort of the end of the summer. So if you want like one further later on in the year, we might be able to accommodate, but just that next one, it is already booked, I'm afraid. I think they booked it last year.

TN **Tracey Noon** 48:51
Yeah.
We have another. We have another in November, so I'll shout to your name of the time. Thank you. Thanks, John. Helen, last but not least.

MD **Mulgrew, Dawn** 48:59
Yeah, that's fine.

HT **Helen Tyrer** 49:04

Sorry, I can't turn my camera on. I've just got a new works laptop and I'm still trying to get everything sorted hence the reason I was a bit late going on because it didn't even have Zoom on.

TN **Tracey Noon** 49:10

Okay.
Don't worry, Lee Anne's had the same problem.

HT **Helen Tyrer** 49:19

Yeah, so I'm Helen. I work for PAC, but on the Path Project, as Don just said, the Path Project is a project, a peer support group for parents of children that are struggling with emotional Wellbeing and mental health and neural data first needs. We've got, we've just literally had our first session in the Nelson Family Hub, but we are across the whole of East Lancashire. Path is actually based across the whole of Lancashire and South Cumbria. We're funded by Spring North and the ICB. So just to deliver support. So I've also offer one-to-one sessions and things like that, but I don't really have anything new apart from the session that's there. the Nelson Family Hub that is on the 2nd Tuesday of every month. Am I right with that, Dawn? I think.

MD **Mulgrew, Dawn** 50:10

I've just shared the poster in the chat.
This is.

TN **Tracey Noon** 50:17

Okay.
Yeah.

MD **Mulgrew, Dawn** 50:19

Ahh.

TN **Tracey Noon** 50:22

Hub.

HT Helen Tyrer 50:22

We can't use Zoom on the foot on our actual board, but then we can't share stuff very easily. So, thank you.

MD Mulgrew, Dawn 50:31

That's right.

TN Tracey Noon 50:32

Thank you, Helen. Thank you, Dawn. So what we're after is we want a venue for the 27th of July for our face to face. I think our last face to face, please correct me if I'm wrong, was at the town hall, I think. So

LS Leanne Stillings 50:51

Ohh.

Wasn't it at #1?

TN Tracey Noon 50:55

No, oh, it might have been, yeah.

D Dawes Julia JCP BURNLEY JCP 50:55

Oh, Tracey, all I remembered was doing the Oki Coach.

TN Tracey Noon 51:00

Oh, that would be, that would be, yeah, that would that be it with the health gathering, I think, with that.

D Dawes Julia JCP BURNLEY JCP 51:06

Oh, on the...

That was, that was so funny because I've been training somebody up as a new disability advisor and it was his first outing ever. And he came in late and I said, come on, stand up and he's 6 foot two. I said, we're doing okey coke and he went,

TN Tracey Noon 51:09

Yeah.

PR Paula Ralph 51:14
Coupe.

TN Tracey Noon 51:18
Yeah.

PR Paula Ralph 51:18
Yeah.
Yeah.

TN Tracey Noon 51:23
It.

D Dawes Julia JCP BURNLEY JCP 51:25
Who?

TN Tracey Noon 51:25
Hub.
****.

D Dawes Julia JCP BURNLEY JCP 51:27
I said, you either do it or you don't. If you want this job, you do it, and it's like...
Sorry.
Obviously, it was that was so funny, Tracey.

TN Tracey Noon 51:38
Do you know what? It's been talked about quite a lot. I mean, we did the hokey cokey at our AGM as well, and we had Lord Shuttleworth doing the hokey cokey. He was like 86 and he loved it. He said, I want to have to do.

D Dawes Julia JCP BURNLEY JCP 51:47
Yeah.
Yeah, but there were about 50 odd 60 of his Tracey. That was so funny.

TN Tracey Noon 51:53

Yeah, yeah, yeah. Well, there were there were over 100 at the health gathering and oh yeah, I just I love putting people because everybody knows it and everybody does it. I'm going to have to think of a new song though. I'm going to have to think of a new one.

D Dawes Julia JCP BURNLEY JCP 52:02

Ohh.

I know.

And I went back to work and they all went, so what do you get from the health gathering, Julie? I went, well, we had a really good time doing okey-cokey. They went, bonkers, absolutely bonkers. I said, not my fault. I said it was Tracey that did it.

TN Tracey Noon 52:12

The.

Exercise, it's getting you moving after your dinner. That's what it were. Do you know what? I were knackered after that as well.

D Dawes Julia JCP BURNLEY JCP 52:27

You worked hard that day, Tracey.

TN Tracey Noon 52:28

Yeah.

So A venue, anybody, if anybody's got a venue, please do whizz me an e-mail and let me know. It's the 27th of July at, we usually do it 2:00 till 3:30, so just an hour and a half. If not,

LS Leanne Stillings 52:44

Tracey, we do have some space at the town hall, but it depends what room that, I mean, yeah, it just depends what room that you want. So I know that in the room where you did all of the questions, I don't have access to that calendar.

TN Tracey Noon 52:47

Yep.

Yeah.

Okay.

LS **Leanne Stillings** 53:02

But I do have access to the Wilson Room, which is another conference room, which is free that day. I don't know if you want me to provisionally pencil that in.

TN **Tracey Noon** 53:06

Yeah.

Ohh.

Book it, Lee Anne, for us, will ya, please?

LS **Leanne Stillings** 53:12

How many people do you think it would need to hold?

TN **Tracey Noon** 53:15

There's usually there's usually between 20 and 30.

LS **Leanne Stillings** 53:19

Oh, the Wilson room will be fine then, we just might have to... It does that, it did our whole team Christmas quiz in there, so I'm sure it'll be fine.

TN **Tracey Noon** 53:22

Yeah.

MD **Mulgrew, Dawn** 53:27

Hub.

TN **Tracey Noon** 53:30

Yeah, that'll be fine. Thank you, Lee Anne. Thank you very much for that.

LS **Leanne Stillings** 53:34

So 2 till 2 till 3.30 did you say?

TN Tracey Noon 53:36
Until 3.30, that'd be brilliant, yeah.

LS Leanne Stillings 53:38
Okay, yeah, okay then. At the Nelson Town Hall. Nelson Town Hall.

D Dawes Julia JCP BURNLEY JCP 53:39
Where will that be? Sorry. They cancel.

TN Tracey Noon 53:41
The Wilson Room, Wilson Room and Powell.

LS Leanne Stillings 53:45
Wilson Ram.

TN Tracey Noon 53:49
Fab, that's great. Thank you, Lee Anne. Thank you for that.

CL Caroline Littleworth 53:52
Was that the 28th?

TN Tracey Noon 53:54
Twenty-seven.

D Dawes Julia JCP BURNLEY JCP 53:55
Sevens.

LS Leanne Stillings 53:55
Seven.

CL Caroline Littleworth 53:56
7th, right. I'll look at the 28th and CCC maybe.

TN Tracey Noon 54:01

Yeah, the day after. Yeah, fab. Thank you very much. I'll just give a really quick update. I have prepared nothing. I'm very unprepared today because I've been working on, we're going in for an accreditation for local infrastructure equality accreditation. So I've been working on that. And as you can imagine, it's a bit like an Ofsted report. You've got to have a million pieces of evidence.

We've already got our volunteering one. Thank you to Lisa and Caroline. We've already got our volunteering accreditation, but we're after the local infrastructure one and it's been down to me this time. So I've been working on that. So I'm very apologetic. I have nothing prepared. However, the usual stuff still stands. What I said about publicity, please do send any and all publicity to our Tom. The e-mail address is in the chat.

If you are feeling generous and you want to spend a pound a week joining our lottery, please do. It's the Helping Hands Lottery. That's also on our website. And it's just a pound a week and you get to raise money for either your organisation care and I would suggest that Pendle Food for All if they haven't already signed up. For it, and because you can raise money on there.

KN karen nicholl 55:10

I did bring it, I did bring it to our trustees' attention, but they said no, so...

TN Tracey Noon 55:15

Really, right, okay.

KN karen nicholl 55:17

Sorry, hello, hello.

TN Tracey Noon 55:18

They'll have their own reasons.

KN karen nicholl 55:20

I'll bring it, I'll bring it back again.

TN Tracey Noon 55:22

Yeah, because it's well worth it. It is really well worth it. You know, you sell your own raffle tickets and you get most of that money from the raffle tickets. So plus you get

some from, you know, the others and they're great prizes. I think there's a holiday at the moment, a weekend away at the moment. So really good prizes. So

KN karen nicholl 55:24

It.

Mhm.

Who left?

TN Tracey Noon 55:43

Yes, please do. Yeah, please do sign up for that. Please do sign your groups up for that. I know some people object on the, you know, on the, it's gambling, so, you know, that kind of thing. So I completely understand, but it's a shame because small groups will lose out.

KN karen nicholl 55:43

He visit it.

LS Leanne Stillings 55:59

No.

TN Tracey Noon 56:02

I can't think of anything else. My brain is scrambled, so I can't think of anything else. But please do, if we can help with anything, please do give me a shout. And if anybody has got anything that they want to publicise, please send it to us. And we're here. So don't forget about us. We're CVS and we're here.

So thank you all very much. I think we are bang on time, according to my computer clock. It's probably 25 minutes past five at some other clocks. But according to my computer clock, it is 3:00. So thank you very much, everybody. Thank you for being so engaged and so entertaining. And thank you, Lee Anne, for informing us about the Resilience Fund.

LS Leanne Stillings 56:38

Thanks, everyone.

TN Tracey Noon 56:45

And take care all. Keep cool. Take care all. Bye. See you. Thank you. Bye.

LR Lisa Ross 56:49

Thank you, bye.

CL Caroline Littleworth 56:49

Hi.

TN Tracey Noon 56:49

Bye. See you next time.

KN karen nicholl 56:51

Yes.

● **Tracey Noon** stopped transcription