

Voluntary, Community, Faith & Social Enterprise Sectors Feasibility & Baseline Study

Study on Fylde's VCFSE sector contributions to local communities and the local economy: specific geographic strengths, weaknesses and gaps to highlight impacts and opportunities, with case study examples and concluding with recommendations.

Part B

Conducted by Selnet Ltd Social Enterprise Lancashire Network



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PART B

Part B provides examples, case studies and anecdotal evidence of the support and activities currently taking place across Fylde. We begin this section with the opportunities enabled and issues addressed by VCFSEs for the public sector:

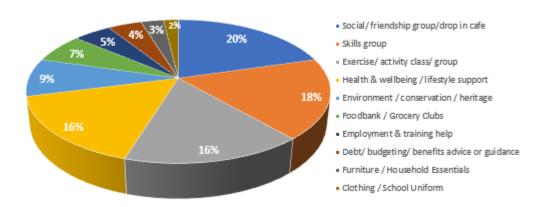
"Over 75% deliver public services where they are based, with strong links to that locality. Their place-based solutions can create a greater impact for those most in need, who are hard for the traditional public sector to reach.

This sector contributes to economic growth, making the economy more innovative, resilient and productive. They can open up opportunities for people to engage with their community, foster belonging and enrich lives.

Therefore the VCSE sector's unique role in public services is vital, more now than ever".1

The categories of activity/support/event offered by Fylde's VCFSE organisations in response to the questionnaire are presented in the pie chart below, summarising support available to Fylde residents as a percentage of the number surveyed. This outlines the activities and support currently provided by VCFSE to meet Fylde residents' needs.

Graph 8: Summary of Activities and Support Provided to Fylde Residents by VCFSE organisations



Graph 8: Summary of Activities and Support Provided to Fylde Residents by VCFSE organisations

Specifically, the data shows the number of organisations who provide a category of support, not the number of occasions or classes are being provided. Community engagement is a high proportion of support available in Fylde, highlighting the demand from a high proportion of retired residents.

¹ Dept for Culture, Media & Sport (August 2022) Research and analysis: **The role of Voluntary, Community, and Social Enterprise (VCSE) organisations in public procurement:** https://www.gov.uk/government/publications/the-role-of-voluntary-community-and-social-enterprise-vcse-organisations-in-public-procurement/the-role-of-voluntary-community-and-social-enterprise-vcse-organisations-in-public-procurement

Of the 115 survey respondents, the table below presents the number and variety of services being delivered by them (some organisations deliver more than one service).

Table 5: Activity and Support Provided by Fylde VCFSEs

Activity/support provided	No. of providers
Social/ friendship group/drop in cafe	43
Skills group (i.e. gardening, craft, singing)	38
Exercise/ activity class/ group (i.e. walking, dance, rugby, football)	34
Health & wellbeing / lifestyle support (i.e. mental health, long covid, addiction)	34
Environment / conservation / heritage (i.e. litter picking, preserving historic buildings)	18
Foodbank / Grocery Clubs	14
Employment & training help	10
Debt/ budgeting/ benefits advice or guidance	9
Furniture / Household Essentials	6
Clothing / School Uniform	4

In terms of the scale of provision **Fylde Rugby Communities Trust** provides 'exercise/activity' support and are one of the 34 responding organisations that do so.

Within this, they deliver programmes for schools across age groups, sports camps for school holidays, support to enable up to 75 disadvantaged children to attend, programmes for preschool children, a 'walking rugby' programme for over 55s and 'wheelchair rugby' as an inclusive sport, for both men and women.

Sector Highlights

The best way to highlight the sector is through clear examples of operational activity and support to residents being delivered across the Fylde district. Below we provide examples of the diversity and range of support and engagement being provided through a combination of case studies. Examples provided include:

- Spotlight on Park View 4U
- Fylde Foodbank's awareness and impacts on community meeting needs
- Youth Support and Engagement
- Community Engagement

Spotlight on Park View 4U



Background

Park View 4U is a registered charity based in a modern "Ecopod" building on the Queen Elizabeth II Playing Fields in Lytham. Founded in 2003, with the aim of draining a boggy field, to make it useable for playing sports etc, it has continued to raise funds and develop the facilities to create an award-winning park as well as offering events, activities, education and wellbeing programmes for the local community, schools and groups around Lancashire.

See Appendix 7 for details of their offer.

Resources

Park View 4U benefits from 1 full time and 2 part time paid staff and 43 volunteers. They rely on earned income, grants, donations and fundraising to generate income. Fylde Council support with some of the maintenance of their grounds, such as grass cutting, providing trees and play sand, repairing play equipment and they have provided some community grants to help with events and repairs.

Strengths

- Staff skills and experience An Education Manager and Park Ranger (one staff member) and a Community Education Officer are both qualified Forest and Beach school practitioners and trained leaders in outdoor education and have many years of experience delivering training both to community groups and to staff at other organisations. Their Grounds Maintenance worker is also skilled and experienced.
- **Responsiveness** much of their offer has been developed in response to needs identified within the local community.
- Accessibility the park is situated in the centre of a town and has a railway station at
 one end making it accessible to walkers and those who do not own cars. Schools who
 couldn't afford to hire a bus can bring groups on the train.
- Collaboration they work with other VCFSE groups, supporting their events (e.g. Live Like Ralph) and delivering training, sharing skills and experience (e.g. Lancashire Wildlife Trust). They receive referrals from NHS staff and social prescribers.

 Enthusiastic volunteers – for example this year they were able to provide 30 volunteers to do a 12-hour shift for The Lytham Festival in order to raise funds for and awareness of Park View 4U.



Image: Visit Lytham²

Barriers / limitations

- **Funding limitations** funding is all short-term, making it difficult to plan. Two staff are performing all the roles to keep the organisation running and are overstretched. They are constantly fundraising to keep the projects running and to raise running costs for the park, including their own wages. Having so many enthusiastic volunteers is great, but they need managing so they could do with more paid staff to manage the volunteers or to help in delivery of activities. Donations can be made through the website.
- **Skills limitations** they would like support on managing the website and social media engagement.
- Public perception this is often, erroneously, that they are a public park, funded by the
 council, which brings expectations like the children's sand and water area will be
 operational all summer (it costs Park View 4U around £3,000 to run for 6 weeks over the
 summer holidays). They are considering putting more donation posts around the park to
 gather funds and to stress that they are a Charity but these cost over £100 to site each
 one.
- Promotion and marketing They would like to be included with promotion of other
 Fylde green spaces. With only 2 staff to do the fundraising, delivery of projects and
 promotion of the charity it would help if Fylde Council could add QEII Park View Playing
 Fields to more of their marketing. Discover Fylde shared Ralphfest (skateboarding
 festival) on social media recently but if the park could be promoted alongside Fairhaven
 Lake, Ashton Gardens, Lytham Hall etc. it would help reach a wider audience for both
 events and regular activities.
- Capacity limitation most of their groups are full (apart from the Thursday Men's group which was established earlier this year). They are at capacity in terms of resources on the park so could not run further Forest Tots groups for example, even with extra staff. However, other projects could be developed, given more funding, such as running a skateboarding group, providing equipment (boards, helmets etc) for those who cannot afford it which is an idea they have in the pipeline...

² Visit Lytham: Park View 4U: https://www.visitlytham.info/about/parks/park-view-4-u/

• Resources limitations – major construction issues with the Ecopod community centre will require serious funds to repair or demolish and replace the building. Lack of public toilets causes complaints; the nearest public toilets are a short walk away. Recently, the new Park View 4U café managers have kindly allowed the public to use their facilities. However, these were installed long before the park was developed and attracted the current numbers of visitors so are inadequate when they are busy. The lack of toilet facilities results in abuse online and people toileting freely in the park.

Quotes from participants in an outdoor Forest Exploration group for wellbeing during the Pandemic are presented below:

"Being here makes me feel carefree..... it would be good for people who are depressed, isolated or lonely."

"All of this is around us and we didn't know. It is only by getting involved that you discover things."

"This has saved my sanity during these unprecedented times."

Impact – See Appendix 7

- An estimated 20,000 people a year visit the community centre (Ecopod) and a further 50,000 plus use the park facilities that they provide and manage.
- Children There is a great demand for their services due to their unique offer. Forest Tots had a 3-year waiting list, so they no longer hold a waiting list
- Adults They get many referrals from social prescribers for their groups supporting mental and physical health and wellbeing.
- Carers who have attended weekly groups have said it "keeps them sane".
- Other VCFSE groups they support smaller groups (e.g. Lytham In Bloom) and county-wide organisations (e.g. Community Rail Lancashire). 17 staff from the Lancashire Wildlife Trust Education Team came for training and everything they demonstrated was new to them; their experience is really invaluable.
- Public sector They train schoolteachers how to deliver outdoor education, this
 enriches the educational experience for hundreds of children. In May 2023 an NHS
 team asked them to do a presentation on best practise.

Awareness and impacts of community meeting needs.

Demand for the Fylde Foodbank³ has increased by 62% from last year and expected to rise this year again (member of Trussell Trust⁴).

Customers are invited to sit and talk, and they offer them an opportunity to discuss any worries and/or why they need the help of the foodbank.

They work with 70 referral agencies as part of their business model however they won't turn anyone away. To moving people forward in an attempt to break the cycle they signpost customers an appropriate agency to hopefully provide a wrap-around service.

They go through a shopping list clients so there is no waste and they get food they want to eat. It helps that as part of **Trussell Trust** they have an infrastructure behind them and are very organised.

Currently they do not lack funding or volunteers and would welcome the opportunity to explore working with other food larders / community cafes in the borough.

Fylde Foodbank know that some people using their service are not in a high level of need, but they are a minority. **Over 90% of their users are in crisis**. It could be because they receive a high gas bill and then cannot afford food when this is paid, due to a serious illness, or a family have lost a salary of income.

There are a multitude of reasons why residents need their support but ultimately, they lack the money for life's essentials.

Gaps in services they refer people into include:

- **Problem with capacity is worst in mental health** (example given "Today someone phoned to say thank you and that they had literally saved his life").
- Struggle with accommodation: Fylde does have homeless but thankfully not many who sleep rough, Fylde Council Housing are good at getting individuals into temporary accommodation (B&B etc) however they are still homelessness, and it tends to be worse for single men who are lower priority for access to social housing.

This raises core issues including:

- Meeting needs raised by rise in the cost of living (referred to in Introduction for Part A of this report)
- Enabling organisations to network and enable opportunities for collaboration, sharing resources and outreach/promotion.
- Opportunity for sector to raise key issues with Fylde Council regarding changes in demand in the future, or new issues arising.
- Support needing to be available for residents who are impacted by health, mental health and financial problems – demand is increasing.

³ Fylde Foodbank, member of Trussell Trust: https://fylde.foodbank.org.uk/2023/04/27/62-increase-in-people-helped-in-fylde-last-year/

⁴ The Trussell Trust runs the largest network of food banks in the UK, giving emergency food and support to people in crisis. Fourteen million people live below the poverty line and in the last year close to 3 million emergency food parcels were distributed to people in crisis.

Youth Support and Engagement

As VCFSE sector organisations actively engage it brings alternative approaches to engaging with and tackling barriers for the districts young people. Examples detailed in Part A of SHINE, Fylde Rugby Club Community Foundation, AFC Fylde Community Foundation, and the Day of Sunshine Children's Charity demonstrate real evidence in the sectors roles in this area.

Sport outreach enabling core values and mutual respect:

The Fylde Rugby Club Community Foundation are able to provide community support through paid staff and a wide range of services.

Fylde Rugby Club Community Foundation

Reading Champs project is delivering lessons to Years 5 and 6 linked to core values in sport and had delivered a lesson on respect.

One boy had a stutter and didn't want to read.

The week after that lesson, he wanted to read aloud because he thought that the other children would be respectful. He did read and he struggled but none of the other children teased him or spoke. Children have to give examples about how they show respect as part of that lesson. This then increased the boy's confidence.

Partnership and collaboration approach around Domestic Abuse and Emotional Wellbeing

AFC Fylde Community Foundation was commissioned to deliver the Our Time project, alongside Lancashire Police, Fylde Borough Council, Blackpool Council's Public Protection Team, and Nest Lancashire, and is using Operation Encompass to identify young people in need of support.

The Our Time project is delivering five, twelve-week cohorts for a minimum of 50 young people in different school settings, and includes workshops aimed at **improving resilience and emotional** wellbeing, safety planning in the event of Domestic Abuse, and understanding Domestic Abuse and emotional wellbeing.

The project is working alongside Lancashire Police, Fylde Borough Council, Blackpool Council's Public Protection Team, and Nest Lancashire, and is using Operation Encompass to identify young people in need of support.

The fund, established in 2021 at the launch of the Commissioner's Police and Crime Plan, uses cash seized by criminals through the Proceeds of Crime act to fund community projects that help tackle his five key priorities.

Police and Crime Commissioner for Lancashire said: "Domestic abuse is a serious issue and one that affects far too many people in our communities, which is why tackling it is a key priority in my Fighting Crime Plan. Supporting projects like this that engage with those who have been affected in some way by it is important and supports the work being done by Lancashire Constabulary to arrest offenders and support victims.

"I could see the positive impact that the sessions are having, and I valued the time spent with the young people involved. It was also good to see how both the staff from AFC Fylde and the school themselves are supporting them to ensure they get the most value from the project and ensure it makes a lasting difference.

"This is exactly what my Safer Lancashire Neighbourhoods Fund was set up to do, invest cash seized from criminals back into the community they once exploited, addressing the root causes of crime and supporting those who have been impacted by it."

Director at AFC Fylde Community Foundation said: "Our Time is another excellent example of how the Foundation is working alongside local partners, Fylde Borough Council and Lancashire Police, to address local needs. A key aim of the Foundation is to create safer and stronger communities and by supporting children and young people that are at risk of or have been subject to domestic violence further demonstrates this⁵.

Charity outreach to enabling holidays and unique opportunities for disadvantaged youngsters

From the opportunities available to Fylde residents are diverse, from ongoing skills development, to commissioned outreach to raise awareness, to meeting needs of disadvantaged children, the impacts available through the VCFSE sector can be transformative.

Case Study: Day of Sunshine Children's Charity UK Ltd

'Search For Santa' was taking 180 children per year on an aeroplane ride in search for Santa (the plane goes up into the air, circles and comes down again) which used to cost £12k but with rising fuel costs is now £17.5k. This is no longer viable. Their funding used to come from their charity shop in St Annes, but the lease ended so that has closed. That paid for the 'Search for Santa' trip. Now they rely on donations or apply for funding, but most funders will not fund holidays abroad.

They give new school uniforms out to disadvantaged. They did this more when they had the shop.

This year, the charity has taken 32 families to Tenerife; referrals come from social services or teachers who identify children in need. One example was a grandad who had care of his three grandchildren who had experienced domestic violence and they had never been away on holiday at all.

They also take local children with cancer prior to them starting chemotherapy at Christie's Specialist Cancer Hospital.

Impact example: There was a girl aged 8/9 years old who was a selective mute. She went on holiday with her dad and the group. They had lots of fun as a group and on the last night of the holiday she spoke for the first time and is still talking now.

The charity received a letter of thanks from **Heyhouses Primary School** who had spent a lot of money on speech and language therapy over the years which hadn't been able to help her to talk.

These case studies raise core issues including:

- Raising awareness of opportunities available to parents and carers with children who are struggling with physical and mental health
- Highlight examples of best practice, including a range of approaches and techniques to empower children who have been held back by problems, wellbeing or complex issues.
- Source, promote and enable opportunities to access funding for outreach and support.

⁵⁵ Lancashire PCC (23/02/2023) "Mayfield Primary School welcomes Commissioner to See Domestic Abuse Project in Action" https://www.lancashire-pcc.gov.uk/mayfield-primary-school-welcomes-commissioner-to-see-domestic-abuse-project-in-action/

Community Engagement

As raised in the Ansdell and Fairhaven SWOT's (in Part A) there is a positive opportunity for supporting/guiding/ enabling VCFSEs to deliver positive outreach.

Connect Community Groups

"No judgements, no comments – just lots of inspiration and encouragement"

Based in Lytham St. Annes a community engagement example by a social enterprise is Connect Community Groups. Their core aim is to connect with residents and encourage participation in arts, choirs, theatre and creativity, to grow self-confidence, self-esteem, raise aspirations and connect.

Connect Community Groups became a CIC in 2023, after collaborating and delivering creative community groups for over six years, by an NHS Community Mental Health Consultant and Musical Director who run 5 choirs between them as paid staff.



Connect Community Choir in 2018

Connect Community Groups offers a high-quality arts programme, through a number of art forms including music, visual and digital arts, dance, creative writing and participatory film events bringing people of all ages and abilities together to be part of a creative and caring community where everyone is welcome, and everyone's voice is valued.

"I appreciate your time and effort, Phill and Jayne are brilliant and I cannot thank them enough for how much they have helped me with my mental health and bringing me out of my shell. They are wonderful."

Member of Wesley's Community Programme

Throughout the year, we also partner with local and national organisations, offering unique collaborative opportunities and experiences.

In July 2023, for example, we partnered with esteemed arts organisation *Bodies In Flight* with over forty of our members participating in the *Life Class* Workshop exploring the theme of relationships through poetic text, music and choreography. The workshop was free, all activities were fully accessible to meet people's different needs and a wonderfully creative time was had by all!

"I loved the workshop – the actor was inspirational, I loved how the square tango could be done standing up or sitting down and we weren't bad at the songwriting at the end either, which was a revelation!"

W, Group workshop member

We aim to benefit the community by:

- Connecting members of the community, giving participants a 'sense of belonging' especially members feeling isolated, lonely or excluded in any way, by providing artistic opportunities for people to express themselves creatively in a safe environment.
- Creating a support network through the arts for members who want to boost their wellbeing and/or are experiencing loneliness, grief, physical and mental health conditions.
- Removing the barrier of commercial pricing which can exclude people on low incomes, as our activities are free, donations welcomed or with a small charge
- Building confidence and self-esteem and providing opportunities for members to share their work in performance or exhibition spaces
- Upskilling participants in their chosen art form
- Reducing anxiety through a range of relaxation techniques and the recognised wellbeing benefits of connecting and participating in creative activities and groups
- Maintaining the quality of the artistic experience through the standard of the teaching, involvement of experts and through collaborative partnerships with professional artistic and educational organisations
- Sharing art events and performances within local communities at no or minimal cost to increase accessibility and participation.

We try to break down any barrier that may prevent people from coming together to sing including cost (donations of £1 – £4 are encouraged but are not obligatory), accessibility (we're in a local community venue on bus routes), feeling nervous about coming somewhere new (we are really welcoming and friendly and understand how difficult it can be to take that first step into a room where you don't know anyone), or a fear of not being able to sing 'well enough' in public (there are no auditions, no judgements, no comments – just lots of inspiration and encouragement).

Direct quote from Connect Community Groups⁶

Connect Community Groups CIC is an example of active community engagement that is affordable, accessible, inclusive and welcoming.

⁶ Connect Community Groups "About 'Connect Community Groups' " - https://connectcommunitygroups.com/about/

Conclusions and Recommendations:

Selnet's recommendations are based on this programme of extensive research and feedback from the VCFSE's surveyed. There is an immense amount of activity undertaken by the sector in general supported by a variety of directorates within the council.

In what has been just a short discovery timeframe we have engaged at different intervention rates through a number of mechanisms and ultimately drawn conclusions from a list of 432 active organisation and supporters that work to enhance lives for people in Fylde communities.

Within the report we incorporate highlights in activities that demonstrate the wider reach and positive impact for residents. We look at where the sector if given additional resources could do more and also get a feel for gaps in support provision that may leave residents vulnerable. Such vulnerabilities that may well have a bearing on public services such as Policing, NHS services, Housing, and other Council services.

The following recommendations are made based on the findings of this study and the discussions held with partners and stakeholders.

Wider reach and networking for Fylde VCFSE organisations

Conclusion: There is a demand for organisations wanting to work more collaboratively with other groups to allow for support, resource-sharing, and referrals. With clear examples of organisations noting this in their feedback e.g., Fylde Foodbank and St Paul's Church, Fairhaven felt that their resources could be useful to others.

There is a lack of awareness or contact, especially amongst smaller groups, with other groups and what they do or could offer. There was also a need for support with communications and promotions, e.g., Windsor Road Care Home was organising an open day but was worried that not enough people knew about it.

The Fylde Council Community Engagement team already have very good relationships with some of the VCFSE organisations. There are many networking groups for the VCFSE sector across Lancashire, some covering several districts but very few are district specific. The "Cost of living" group hosted by Fylde Council is relatively new and not classed as a networking group; however, it does offer a chance for connecting and collaborating for those groups concerned with alleviating poverty. Apart from this, and one run by an NHS social prescriber for St Annes, there is no group that is specifically for VCFSEs operating in Fylde district.

The ideal would be a 'hub' for the VCFSE sector leaders and activists. This would initially need resourcing and presents an opportunity for further support.

Recommendations:

- Initial investment should be made to 'pump prime' a VCFSE hub. This may be virtual or a
 physical space depending on investment level but would allow the needs established
 through the research for organisations to come together share resources, learning, and
 collaborate. This will create many more opportunities and greater resilience for the VCFSE
 sector organisations in Fylde.
- Foster existing relationships between the council and the sector. Facilitate meetings every month online (or continue current hybrid combination) introduce key topics to build

- resilience i.e., funding, new opportunities, available resources, and potential collaborations. Use the VCFSE sector encourage participation.
- Expand the number of relevant VCFSE organisations invited to the Fylde Cost of Living meetings.
- Facilitate contact between meetings, this could be a VCFSE 'leaders' group using either through social media, the meeting host or via email sharing (with consent) so that groups can communicate with each other know about events or get help with a specific need.
- Enable benefits of inviting public sector staff from social prescribing, NHS, Lancashire Libraries, Police Service, Fire Service etc. to increase cohesion across community services and increase public sector supply chain opportunities for the VCFSE sector.
- Further opportunities may be developed and promoted to Fylde's VCFSE organisations to support their communication and marketing strategies which will help them with raising awareness of their work with the public and each other and in recruiting volunteers which is a barrier for many.

Coordination Support for Volunteers

Conclusion: The VCFSE groups who need to recruit more volunteers do not know where to turn. Windsor Road Care Home have people who want to volunteer and have volunteer opportunities themselves but tell us there is nobody co-ordinating volunteers. Blackpool, Wyre and Fylde Volunteer Centre could potentially help but is based in Blackpool and does not seem widely known amongst the Fylde groups.

In areas where there is no visible volunteer centre, the problem for local volunteer-reliant groups is exacerbated by the presence of **Lancashire Volunteer Partnership** (LVP). In Fylde, LVP have an active officer, strong online presence, and advertise in libraries and public notice boards which attracts potential local volunteers. Because LVP were founded and are funded by the public sector, they can only provide a pathway into public service volunteering (for example police, NHS, libraries etc) and offer no support to the VCFSE sector but rather compete with them for potential volunteers.

Recommendations:

- Discussion with Lancashire Volunteer Partnership widen provision to the VCFSE sector. This will give greater support to Fylde residents and support VCFSE organisations that will directly benefit from volunteer support.
- Initiate direct communications Blackpool Wyre & Fylde Volunteer Centre and encourage
 greater active reach into Fylde. of offer a way for volunteers to match with groups who need
 them. Fylde groups are less engaged with the Volunteer Centre which is based in Blackpool
 and often referred to as Blackpool Volunteer Centre.
 www.volunteercentrebwf.org.uk/contact-us/
- Create a greater awareness of Volunteering portals in England i.e., through the Do It website https://doit.life/volunteer

Support for Communication & Promotion

Conclusion: Key to any business or organisation is the ability to actively communicate and promote their goods and services. This is often a budget line missed off financial forecasts for organisations operating for social purpose (the VCFSE sector) where there are limited resources leaving organisations dependant on word-of-mouth promotion.

Within the research communication was raised as a barrier with many organisations recognising a need to become more outward focused and finding communication especially difficult in disadvantaged areas, and particularly in Warton.

There is demand for enabling VCFSEs to raise awareness of their work with the public, Fylde Council and VCFSE sector contacts – and requests for specific aspects of support (e.g., fundraising, bid writing, volunteers, marketing and publicity).

Further to this, another form of funding for VCFSEs is sponsorship, as a means of a local cause providing specific support that is made possible by funding from a Fylde business. The engagement of a local VCFSE with a local business is highly positive for Fylde Council to enable.

For example, raising brand awareness is also a benefit of supporting local organisations that supports local causes. For example, Jones Melling is a local business that has sponsored **Fylde Rugby Football Club**⁷ to actively support a cause that is meaningful to the business team, and also enables active promotion of the company (e.g. brand awareness).

"Our loyal partners, Jones Melling Ltd, have renewed their bespoke sponsorship for the upcoming 2022-2023 season here at the Club.

Jones Melling is a Chartered firm of specialist Building Surveyors, Quantity Surveyors, Asbestos Surveyors and Project Managers.

With offices in Chester, London, Preston and Windermere, their teams have the technical expertise, professionalism and motivation to give you the right answers across property and construction.

Thank you Jones Melling for your continued support of Fylde RFC."







⁷ Fylde RFC (2022) "Many thanks to Club sponsors Jones Melling!" https://www.fylderugby.co.uk/many-thanks-to-club-sponsors-jones-melling/

There can also be active support from the staff of a local business (i.e. running a marathon for a local cause) or from a business donating funds (such as sponsorship that provides core funding). This helps businesses build strong teams, improve morale and ensures staff engagement through a business's commitment to local causes.

Another positive example how businesses and VCFSEs can enable mutually beneficial relationships through 'Corporate Social Responsibility' (CSR) was highlighted in this article in December 2022:

Lytham businessman Tom Gallagher donates ingredients for 120 turkey Christmas dinners to Wesley's Community Cafe in St Annes.

More than 100 people across the Fylde enjoyed a delicious Christmas dinner thanks to businessman".

Lytham-based Tom, who runs property development company River Properties, donated the ingredients for enough roast turkey and all the trimmings for 120 Christmas dinners to be made and served at Wesley's Community Café and Larder on Christmas Day. Tom also made a cash donation of £2,000.

St Annes-based Wesley's Community Cafe and Larder helps local people who need, food, assistance and company Tom said:



"The team at Wesley's do an incredible job throughout the year helping both those in need or people who just need a bit of company. It's a wonderful organisation and I'm only too happy to help where I can. I wish all the volunteers and everyone who uses Wesley's the very best for Christmas and 2023."

Wesley's, which is based at Church Road Methodist Church community hub, is operated totally by volunteers who give their time and effort towards helping people of the local area. They serve food to up to 700 people a month in the café and offer a welcoming environment for people regardless of their personal circumstances.

Paul Caddy, head of Wesley's Community Café and Larder, said "We are extremely grateful for the donation. Tom and River Properties are hugely supportive of Wesley's throughout the year and to make such a generous donation for our Christmas Day meal is very generous and very welcome." Wesley's Community Cafe and Larder has approximately 35 volunteers staffing the Café and Wesley's Larder, plus daily collections of surplus food from food donation partners. It costs £13,200 a year to run and is always in need of volunteers and donations. To get involved please email paulcaddy52@gmail.com

INCREASING COST

The cost of the items that make up a traditional Christmas dinner has risen three times faster than average wages this year, according to research. Trade union body, the Trades Union Congress (TUC), said Christmas staples including a turkey, pigs in blankets, carrots and roast potatoes had risen in price by an average of 18% in the space of a year, while wages had gone up by only 5.7%. Inflation data also indicates that some Christmas dinner components have gone up by a lot more than 18%.

This article promotes what the sponsorship made possible and promoted charity's ongoing work8.

⁸ The Gazette (23/12/22) "https://www.blackpoolgazette.co.uk/news/people/lytham-businessman-tom-gallagher-donates-ingredients-for-120-turkey-christmas-dinners-to-wesleys-community-cafe-in-st-annes-3963463

Recommendations:

- Enabling members of Fylde's VCFSE community know how to use the Fylde Council Communications team by tagging on social media etc to promote their events.
- Enabling VCFSE news to be shared directly with councillors for them to be aware of local activity and to share impacts, barriers and opportunities with constituents.
- Opportunities to raise awareness/profile on Fylde Council's website/ include VCFSE information similar to the Economic Development information already available:
 https://new.fylde.gov.uk/business/economic-development/networks-and-membership-organisations/
- Highlight awareness of outreach and specific community opportunities and events through
 Visit Fylde Coast⁹ "for people who love this stretch of Northwest UK coastline. With Visit
 Fylde Coast you can explore Fleetwood, Cleveleys, Blackpool, St Annes and Lytham plus the
 market town of Poulton. Join us on social media, and don't forget to sign up for your weekly
 e-news for lots of interesting information, events, blogs and more straight to your inbox."
- Utilise the plethora e-news circulation from Lancashire and Northwest wide networks. E.g., the Selnet network https://selnet-uk.com/join-selnet/ is underutilised across Fylde as is the UCLAN portal that groups could register on to promote to students who want to volunteer.
 www.cvcl.communityleadership.org.uk/
- Actively encourage Corporate Social Responsibility (CSR) through sponsorship of a VCFSE organisation across all business networks, enabling active promotion of support provided and social aims being met across the sector.

⁹ Visit Fylde Coast, in association with Affinity Lancashire includes direct information for https://www.visitstannes.info/ and https://www.visitlytham.info/

More Intensive Support and Focused Community Enterprise Development

Conclusion: It is clear throughout the research there are many vibrant VCFSE sector organisations operating across the district and provide a diverse range of services. Many are based in Fylde and 'locally grown' to meet the needs and demands of local residents. In addition, organisations based outside of the district link-in with local organisations bringing services into Fylde. All have huge social impact in the area and support public service provision.

There is however need and opportunity for local organisations/businesses to do more - for existing businesses to grow and new community-based enterprise to be developed.

There is published research to assist the government in targeting efforts first, to unlock public service spend for maximum social value and second, to support the sustainability of the VCSE sectors. E.g. The role of Voluntary, Community, and Social Enterprise (VCSE) organisations in public procurement¹⁰ (published 30 August 2022) research and analysis for the Department for Digital, Culture, Media, and Sport (DCMS) assessed the role and potential role of Voluntary, Community, and Social Enterprise (VCSE) organisations in delivering public sector contracts.

Alongside the potential opportunities available for the sector, there are strong reasons for Fylde Council to explore opportunities to commission the third sector within the supply chain and service provision:

- **Levelling Up:** Over 75% of VCSEs deliver public services where they are based, with strong links to and knowledge of that locality. Their expertise and connection to local areas ideally place them to create responsive, efficient and trusted public services.
 - A Levelling Up bid was approved for a professional project team to progress plans for a public realm scheme in St Annes, ahead of the anticipated third and final bidding round of the Levelling Up Fund in Autumn 2023. The scheme would build upon the Events Space already in design and include the rest of St Annes Square up to the Railway Station¹¹.
- Social Value Act: The Public Services (Social Value) Act 2012 aims to improve procurement
 practice and diversify suppliers to the government, enabling more VCSEs to deliver public
 services. It requires public service commissioners to consider how they can secure wider
 social, economic and environmental benefits, known as social value, through the
 performance of a contract. The Government extended the Social Value Act by launching the
 Social Value Model, placing new requirements on central government from January 2021
 onwards to explicitly evaluate social value and thereby further encourage the commissioning
 of VCSEs.
- SMEs: Government is committed to supporting small and medium enterprises (SMEs) via government procurement. The majority of VCSEs are also SMEs – so working with them helps support those targets as well.

There is an opportunity to actively support and able VCFSEs to deliver their services and generate an income through public sector supply chain opportunities.

Also, it is an opportunity for the CVFSE sector organisations interested in delivering commissioned services, pursuing partnership or collaboration opportunities to enable this potential, and further meet resident's needs.

¹⁰ Ministry of Justice (published 30 August 2022) "Small and Medium Sized Enterprises and Voluntary, Community and Social Enterprises Action Plan 2022–2024: The role of (VCSE) organisations in public procurement" https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1147944/sme-vcse-action-plan-2022-2024.pdf

¹¹ Fylde Council (03/10/23) Budget Increase – St Annes Levelling Up Bid: https://new.fylde.gov.uk/budget-increase-st-annes-levelling-up-bid/

For example; in Fylde, social housing is provided by **Progress Housing** – for new residents, a best practice would be to complement provision by housing associations and Under One Roof so that the support offered can be coordinated to meet the needs of residents and where UOR could supply bed frames, a fridge and a cooker, a housing association could offer additional essential items, both working together to meet the needs of a resident needing a new start.

It came through in talking to the VCFSE leaders interviewed a high proportion are at capacity, they extremely busy people and very proud of the difference the work they do makes to Fylde people but in many cases under resourced. This make the ability to seize new opportunities, explore new income streams and tap into different markets extremely difficult without guidance around the maze of what could potentially be available and beneficial to their organisation.

Recommendations:

- It is crucial that VCFSE organisation are encouraged to tap into support resources such as Boost (5). This service delivered through Lancashire's Business Growth Hub launched in October 2023 and will run until March 2025 supporting business development and growth. For example: The Flying Start programme has been created for pre-start businesses and those who have traded for less than three years and is delivered by an experienced team of qualified business advisers. A dedicated adviser can help organisations navigate the ups and downs of starting a new business, through support, mentoring and activities, tailored to suit your business needs.
- In addition, Boost has launched a new Helping Lancashire Communities Hub¹² that should be explored for businesses and employees. The resource aims to support local communities in which they operate and live, across a wide range of issues including cost of living challenges.
- Fylde should explore newly launched Lancashire LOCAL (Locally Organised Communities
 Across Lancashire) plan, that will be delivered over the next 5 years (2023-2028) and led by
 LACVS (Lancashire Association of Councils for Voluntary Service). The project aims to grow
 and support the VCFSE sector and have a particular focus on those areas currently without
 the support of a CVS (Council for Voluntary Services), of which Fylde is one.
 www.locallancashire.org.uk

NB: Initially, three online meetings have been arranged for October, November and December and Selnet are working with the facilitator to invite relevant Fylde VCFSE organisations to join the meetings. The Central and East Lancs Signposting groups have associated Facebook pages called "NHS Connect My Community" where members can post their information so this may also follow for Fylde.

Explore opportunities to develop new organisations and social businesses to do more. This
could be achieved by supporting community members, activists willing to invest their time
and skills in developing provision that meets a local need. Successful initiatives like Park View
4U demonstrated above are born out of the commitment of local people wanting to make a
difference in their area – we have spoken to many such examples of small groups of
volunteers coming together to do this during this research.

The benefit of a dedicated adviser proficient in Community and Social Enterprise development employed to work with potential initiatives that can fill gaps where the public and private sector have withdrawn may far outweigh the cost of a single post.

¹² Boost: Helping Lancashire Communities: https://www.boostbusinesslancashire.co.uk/business-support/helping-lancashire-communities/

Integration of Refugees and Asylum Seekers within Fylde communities

Conclusion: There is a lot of activity and support across the district in supporting refugees and asylum seekers. That said, based on feedback of the surveyed organisations not all interactions with these groups have worked well. One group reported that managing difficulties were due to language barriers.

Another group reported that refugees were harder to find and had difficulties integrating them.

Based on the barriers to engagement raised, there are opportunities to enable integration with Fylde residents who are keen to engage refugees and asylum seekers, this was specifically stated by Freckleton Methodist Church.

Teaching English as a Foreign Language (TEFL) requires specific training, which can be undertaken through a range of online courses resulting in a qualification¹³ but will depend on residents' commitment and in some cases financial support to cover the costs of the training.

In particular, this activity could appeal to active retired residents.

An example of an alternative approach we found is a group in Norfolk who meet together in the home of the TEFL trained project lead, coaches and other volunteers who support Ukrainians in conversation and learning exercises. By meeting in a house, the sessions are comfortable and informal, and they can engage in other activities, including cooking, for different types of shared experiences. This has proven very successful in integration, overcoming trauma and confidence-building.

This could be a new opportunity for retired teachers or academics however there is no previous teaching experience necessary. This opportunity could be raised as an appeal or opportunity through local publications, including village newsletters, libraries and notice boards.

Recommendations:

- Facilitate Lancashire Refugee Integration Team¹⁴ to work with Fylde VCFSE organisations committed to supporting these groups. Opportunities could be enabled based on stakeholder meetings.
- Lancashire Refugee Council¹⁵ is a possible resource for groups to interact with.

¹³ The TEFL Acadamy provides guidance, opportunities and costs: www.theteflacademy.com

¹⁴ LCC: "About Lancashire Refugee Integration Team": https://www.lancashire.gov.uk/resettlement-in-lancashire/about/LCC:

¹⁵ Lancashire Refugee Council Facebook page: https://www.facebook.com/Lancashirerefugeecouncil/

Further Research

Community Transport Association research:

- www.ctauk.org/wp-content/uploads/2023/08/Tackling-Loneliness-Infograhic.pdf
- www.ctauk.org/reflections-on-the-tackling-loneliness-in-england-project/

Fylde Open Space Study (2016)

 Knight, Kavanagh and Page (May 2016) 'Fylde Borough Council Open Space Study' is "a robust assessment of need for open space, sport and recreation facilities" www.new.fylde.gov.uk/wp-content/uploads/2019/11/Open-Space-Update-Report-2016-.pdf

UK Government Guidance on VCFSE formats:

- Private clubs and associations: This quick start guide tells you how the Equality Act regulates
 the way in which private clubs and other types of associations treat their members
 www.gov.uk/government/publications/private-clubs-and-associations-quick-start-guide
- Set up a charity: step by step. Find out what you need to do to set up a charity in England and Wales: www.gov.uk/set-up-a-charity
- A social enterprise: How to choose a business structure for starting a business that has social, charitable or community-based objectives: https://www.gov.uk/set-up-a-social-enterprise

Lancashire Local Skills Improvement Plan (August 2023)

• The Lancashire Local Skills Improvement Plan (LSIP) builds on the work carried out by the LEP Skills & Employment Hub and the LSIP Trailblazer (March '22). Led by the North & Western Lancashire Chamber of Commerce, the LSIP has worked with local stakeholders including local authorities, etc. to ensure collaboration across relevant bodies both in the development of the LSIP but also in the future delivery of recommendations: www.lancashirelsip.co.uk/news/read-the-lsip-report-online

Social Enterprise UK Resources for Commissioners:

"This page is intended to support public sector professionals to understand why and how to
engage with voluntary, community and social enterprises (VCSEs). The VCSE sector's expertise
and commitment to purpose make them natural commercial partners for government and
well placed to deliver effective public services."
www.socialenterprise.org.uk/public-service-hub/resources-for-commissioners/

Social Value Act Background and Guidance:

 Information on the Public Services (Social Value) Act for commissioners and providers of public services, including case studies:
 www.gov.uk/government/publications/social-value-act-information-and-resources

The role of (VCSE) organisations in public procurement:

 Ministry of Justice (2022) "Small and Medium Sized Enterprises and Voluntary, Community and Social Enterprises Action Plan 2022–2024":
 www.assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_dat a/file/1147944/sme-vcse-action-plan-2022-2024.pdf

Appendix 1: Project Outreach

Promotion of engagement across VCFSE sector:

Selnet has a dedicated page on our website with background information into the project, and a link to our SurveyMonkey baseline study. All outreach is branded in line with partners and funders.



We added a news article as a final call with quotes from Rachel Coupe and Liz Tapner to encourage representative from Fylde's VCFSE sector to include their views.

Visit this page here: https://selnet-uk.com/last-chance-to-share-your-insight-fyldes-VCFSE-study/

In addition, we have conducted regular outreach across social media, with branded imagery and tagged partners:





More recent content encourages people to share their insight before the project closes:



"Over the past 2 months I have met over 100 people in VCFSE organisations across Fylde – I've heard from such a variety of community groups and voluntary work. We've contacted over 400 organisations and have insight from faith organisations and social enterprises – and so many fantastic examples of their impacts.

Are you involved community, voluntary, faith or social enterprises in Fylde? Please include your organisations and insight in a survey for Fylde Council as soon as possible!"

Read more: https://selnet-uk.com/last-chance-to-share-your-insight.../

#fyldecouncil #fylde #VCFSE #community, #voluntary, #faith & #socialsnterprises #socent #levellingup

Appendix 2: Faith Groups in Fylde

Faith in Fylde: ONS Faith research¹⁶:

According to the <u>2021 census</u>, the most populous religious group within Fylde is Christians (61.6% of the population). Fylde has a Muslim population of 576 (0.7% of the population).

Compared to England as a whole, in England circa 46% of the population is Christian, 7% is Muslim, 2% is Hindu, and Buddhists, Sikhs and Jews each is around 1%. The remainder is split between people with no religion and those who decided not to identify a religion. 2021 census on Fylde:

•	Christian	50,139 people	61.6%
•	No religion/ not specified	29,863 people	36.7%
•	Muslim	576 people	0.7%
•	Jewish	288 people	0.4%
•	Buddhist	275 people	0.3%
•	Hindu	234 people	0.3%

The faith organisations that are currently active in Fylde are:

- 1. Christ Church, Treales
- 2. Christ Church, Wesham
- 3. Cleveleys Community Church
- 4. Elswick United Reformed Church
- 5. Fairhaven Methodist Church, Ansdell
- 6. Fairhaven United Reformed Church, Ansdell
- 7. Fylde Christian Service Church
- 8. Holy Family Church Freckleton and Warton, Freckleton
- 9. Holy Trinity Church, Freckleton
- 10. Hope Church, Lytham
- 11. Inskip Baptist Church
- 12. Kirkham United Reformed Church
- 13. Light Church, Kirkham
- 14. Lytham St Anne's Free Methodist Church
- 15. Lytham St Annes Islamic Society
- 16. Lytham St Cuthberts Parochial Church
- 17. Our Lady Star of the Sea Church, Lytham
- 18. Parochial Church Council Of The Ecclesiastical Parish Of St Thomas, St Annes On The Sea
- 19. Ribby-With-Wrea Endowed Church Of England School Foundation
- 20. St Alban's Church, St Annes
- 21. St Anne Westby Mills Church
- 22. St Annes Baptist Church, Lytham St Annes

- 23. St Anne's Church, Singleton
- 24. St Annes Hebrew Congregation
- 25. St Annes Parish Church, St Annes-on-Sea
- 26. St Anne's-On-Sea United Reformed Church Charity
- 27. St John the Evangelist Church, Kirkham
- 28. St Joseph's Church, Ansdell
- 29. St Joseph's Church, Wesham
- 30. St Lukes Mission Church, Staining
- 31. St Michael's Church, Weeton
- 32. St Nicholas Church, Wrea Green
- 33. St Peter's Church, Lytham
- 34. St Thomas's Church, Wrea Green
- 35. Drive Methodist Church, Lytham
- 36. Parochial Church Council Of The Ecclesiastical Parish Of St Anne (Heyhouses), St Annes-On-Sea
- 37. Parochial Church Council Of The Ecclesiastical Parish Of St John The Divine And St Cuthbert Lytham
- 38. Parochial Church Council Of The Ecclesiastical Parish Of St. Paul Ansdell And Fairhaven
- 39. Well Church, Ansdell & St Annes
- 40. Wesley's / Church Rd Methodist Church and community hub

¹⁶ Religion in Fylde: https://www.varbes.com/demographics/fylde-demographics

Appendix 3: IPS registrations

Registered and IPS¹⁷ organisations based in Fylde:

Lytham St Annes but postcode not recognised – only FY8 4NR and FY8 4NT are Heyhouses
 Fylde Rugby Football Club Ltd Blackpool Road, Lytham St Annes, FY8 4EL

Registered Society est. 11/11/2002 93120 - Activities of sport clubs

Kilgrimol ward

Soroptimist Housing (Fylde) Ltd 8 St. Georges Square, Lytham St Annes, FY8 2NY

Registered Society established 18/04/1952 Deregistered 15/02/2007

• Carnegie ward

Fylde Jewish Flatlet Society Ltd 8 De Vere Gardens, 47-49 South Promenade, FY8 1LZ

Registered Society established 18/03/1965 Deregistered 18/08/1999

Registered and Active IPS organisation but <u>not</u> based in Fylde:

Blackpool, Fylde & Wyre Credit Union Limited 13 Birley Street, Blackpool, FY1 1EG

Registered 13/01/2009

Appendix 4: Named Trusts Based in Fylde

- 1. Air Disaster Charitable Trust
- 2. Blackpool Football Club Community Trust
- 3. Blackpool Schools And Youth Work Trust
- 4. Fields in Trust
- 5. Freckleton Charitable Trust Limited
- 6. Fylde Opportunities Trust CIC
- 7. Fylde Rugby Communities Trust
- 8. Fylde Transport Trust
- 9. Kensington House Trust
- 10. Lancashire County Nursing Trust
- 11. Lancashire Wildlife Trust
- 12. Lytham In Bloom Trust
- 13. Lytham Sports Foundation Trust
- 14. Lytham St Annes Art Collection Trust
- 15. Lytham Town Trust Limited

- 16. Ribble Vehicle Preservation Trust Limited
- 17. Robert Rawstorne Trust Fund
- 18. Rotary Club Of Blackpool Charitable Trust
- 19. Rotary Club Of Lytham Trust Fund
- 20. Springfields Employees Medical Research And Charity Trust Fund
- 21. The Birchall Trust
- 22. The Ellen And Warwick Rhodes Almshouses Charitable Trust
- 23. The George's Garage (George And Maisie Blackburn) Charitable Trust
- 24. The Ormerod Home Trust Limited
- 25. The Rv E & H Moon Charitable Trust
- 26. Trust House Lancashire
- 27. Wade's Croft Trust Property

¹⁷ Organisations originally registered as Industrial and Provident Societies. IPS Act 1965 renamed as Co-operative or Community Benefit Societies in 2014, when a new society must register as either a co-operative or a community benefit society.

¹⁸ However Soroptimist (Fylde) Ltd is listed here: https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5005843

Appendix 5: 'Friends of' organisations based in Fylde

- 1. The League Of Friends Of Clifton Hospital
- 2. Our Lady's School Parent Teacher And Friends Association
- 3. The Parent Teacher Friends Association Of Lytham St Annes High Technology College
- 4. The Friends Of Kirkham Grammar School
- 5. Friends Of Chernobyl's Children (W & K'ham)
- 6. The Friends Of Lytham Hall
- 7. Friends Of Singleton School
- 8. Friends Of Treales C Of E School
- 9. Friends Of Staining Open Spaces
- 10. Friends Of Lowther Pavilion

- 11. Friends Of Ansdell County Primary School
- 12. Friends of Newton Park
- 13. Friends of Fairhaven Lake
- 14. Friends Of Lytham Hall
- 15. Friends of St Anne's Station
- 16. Friends of Squire's Gate Station
- 17. Promenade Gardens Friends
- 18. Friends of the Lytham St Annes Art Collection
- 19. Friends of Ansdell & Fairhaven Railway Station
- 20. Friends of the Estuary
- 21. Friends of Kirkham Memorial Park
- 22. Friends of Estuary Coastal Care Group, Lytham

Appendix 6: Detailed Insight on Key Issues for SEN children

Breaktime provision for pupils with SEND in UK schools is not always adequate or consistent. According to a report by Ofsted¹⁹, many local areas have struggled to implement the reforms introduced by the Children and Families Act 20141, which aimed to improve the outcomes and experiences of children and young people with SEND. Some of the common weaknesses identified by Ofsted include:

- A lack of joint commissioning between education, health, and social care services
- No co-production or ineffective co-production with children, young people, and their families
- Poor-quality education, health, and care plans (EHCPs) that do not reflect the needs and aspirations of pupils with SEND
- A lack of ambition and high expectations for pupils with SEND
- Problems with the identification and assessment of pupils needs
- A shortage of specialist provision and support in mainstream schools
- High rates of exclusion and low rates of attendance for pupils with SEND

Additionally, the COVID-19 pandemic has exacerbated the challenges faced by pupils with SEND and their families. The report by Ofsted states that the pandemic has highlighted and intensified the long-standing issues in the SEND system. It has also deepened the effects that they have on children and young people with SEND. Some of the negative impacts of the pandemic include:

- Disruption to education, health, and care services and provision
- Reduced access to specialist support and interventions
- Increased isolation and mental health difficulties
- Loss of skills and regression in learning
- Delayed assessments and reviews of EHCPs

The government has taken some steps to address these issues and support pupils with SEND during the pandemic. For example:

- It has provided additional funding for local authorities to meet the increased demand for EHCPs²⁰.
- It has also launched the Delivering Better Value in SEND programme (DBV), which aims to help 55 councils reduce their SEND budget deficits by implementing measures such as early intervention and teaching more pupils with SEND in mainstream schools.

¹⁹ Ofsted (2021) 'SEND: Old Issues, New Issues, Next Steps' https://www.gov.uk/government/publications/send-old-issues-next-steps/send-old-issues-next-steps

²⁰ Ofsted (2021) 'Research and analysis: Supporting SEND': https://www.gov.uk/government/publications/supporting-send/supporting-send

Appendix 7: SROI case study: Park View 4U

Following the Spotlight on Fylde popular charity **Park View 4U**, photographs on opportunities available are presented below. These highlight the regularity and range of social engagement, learning, qualifications, wellness and fitness available through the small team making a big impact.

Key issues are raised in the Spotlight of how this can be supported to tackle barriers faced by Park View 4U.



Information sourced from Park View 4U: https://www.parkview4u.org.uk/



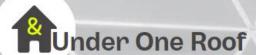






Appendix 8: Under One Roof Case Study

This case study is an example of the crisis and wrap-around support available for Lancashire residents



Lancashire's enhanced partnership service addressing & overcoming crisis

In January 2023, Under One Roof received an urgent referral for a 33 year-old single mum living in a fully unfurnished property and unable to buy items to keep her and her baby safe and well.

Following the death of her grandmother, this customer was unable to access her own financial support and was later evicted from the family home by her Landlord.

Lancashire Social Services supported her and her baby to move into an unfurnished property in Chorley.

With no basic items (no oven or cooker, fridge freezer, washing machine, carpets, curtains or beds), Home Start Central Lancashire referred the customer to UOR.

Hit with the grief of losing her grandmother, and with none of the essential items they needed, she was struggling to eat and sleep.

Our initial Caseworker's wellbeing phone call, concerns were raised about her becoming malnourished. Without a fridge she was storing baby milk in a cool bag outside - a huge health risk.

The customer was lost, scared and ashamed.

Tackling the Crisis

- Under One Roof team received the urgent referral from Home Start Central Lancashire.
- Our first step was for a Caseworker to make a wellbeing call and identify further support to improve their situation.
- · Partnership working allowed the team to deliver these essential items within 2 days of the referral:
 - Complete single bed
- Electric cooker
- Cot with mattress
- Fridge freezer
- Washing machine
- UOR team secured other important items through a Cost of Living grant:
 - Cot pack
- · Set of pans
- Bedding pack
- Cooking utensils
- Large rug
- · Cutlery set

... & Looking Ahead



- Under One Roof organised support from a local foodbank to address malnourishment concerns.
- Advice on Universal Credit
- · Referral for mental health support to manage grief and support wellbeing.
- Guidance on services available to develop a more secure, ongoing positive future with local community connections, including Joining her new local mother and baby group.

I was left with no appliances, nothing to sleep on - my son in a travel cot and we were keeping our food in the garden. It would have taken me months to save up for 1 of those items and you helped me out massively to make my house into a home. I am completely happy with my life now -I would not be in this position without these facilities and your help. It's an amazing thing to have this fresh start. Thank you so much!





(f) (a) SelnetLtd

Designed & developed with Social Enterprises by Selnet in partnership with Lancashire County Council.