**Stakeholder Bulletin**

**Smokefree Lancashire – NEW Contract Award September 2023**

**Introduction**

Change Grow Live (CGL) and We Are With You (WAWY) are proud to be the new provider of the All-Age Smoke Free Lancashire service from October 1st 2023. Our experienced implementation team are working closely with the current providers, Lancashire & South Cumbria NHS Foundation Trust and Blackpool Teaching Hospital, to provide a safe transition for the people engaged with the current service and those staff members who will transfer across under TUPE regulations.

Both CGL and WAWY have a strong presence and good relationships in Lancashire, delivering the adult and young person’s drug and alcohol services. We look forward to building on those relationships with you to ensure the people who use our services get the high-quality support they need and deserve.

We recognise the important part you play in delivering this service. We value your expertise and local knowledge and look forward to working closely with you.

We believe in supporting people to identify and pursue their own personal goals and outcomes. We know that change is a real possibility for everyone, and we will work alongside service users and yourselves to ensure they have the best possible chance of success.

We are keen to listen and respond to any feedback or questions you may have and have set up a dedicated mailbox where you can email us any queries or questions Smokefree.lancs@cgl.org.uk during this time.

**What services will Change Grow Live and We Are With You offer?**

* Community based, neighbourhood-level delivery across all districts of Lancashire.
* Use of local knowledge and existing relationships and networks to target priority populations & places.
* Provide a hybrid model of Nicotine Replacement Therapy (through direct supply and pharmacy e-vouchers) and vaping products (through direct supply, postal delivery and in store via Totally Wicked) delivery by direct supply, pharmacies, in-store or postal option via Totally Wicked.
* Provide lung health checks and spirometry.
* Deliver partner training to help achieve quits with people not accessing service pathways.
* Increasing social value with Lived Experience Apprentices to deliver peer support and improve employment opportunities.
* Smokefree Ambassadors to facilitate service access from within communities along with volunteers to support delivery of the service.
* A specific young person’s service delivered by We Are With You.
* Training for partners and the community.

**Service Continuity**

We will ensure that from 1st October 2023 delivery will not be compromised in any way. It will be very much business as usual for everyone.

Our primary goal is to ensure as little disruption to services as possible to achieve a smooth transition. Service users can expect the same level of interventions and care as the service will be continuing as normal with key staff likely to transfer to Change Grow Live.

Maintaining continuity for service users is a key priority for us during the implementation. We are working closely with existing services users to let them know about the changes and providing opportunities to ask questions through consultation and a service user bulletin.

**What will happen on the 1st October 2023?**

From the 1st of October 2023 and for the first week we will be running a slightly reduced service. This is necessary so the staff team can settle in with Change Grow Live as their new employer and complete some necessary training and induction. We will have workers from other CGL stop smoking services stepping in to answer phones and conducting assessments if required.

Also please note that from the 1st of October 2023, the service will have a brand new freephone number – **0808 1962 638** – and a dedicated website **smokefreelancs.org.uk**