

CLCH Supporting the Community of Knaresborough

As we all work to process the implications of the Covid-19 global pandemic, staff and Trustees at CLCH have been considering ways we can support the community of Knaresborough during this time of unprecedented challenge. We are pleased to confirm that we will be offering the following support to hirers, centre users and the wider community over the coming weeks and months:

1. Waive booking cancellation fees – For any hirers who have cancelled bookings due to the government guidance around social distancing, we will be waiving all cancellation fees from Monday 16th March. We recognise that many group leaders have had to make near impossible decisions about whether to run groups that are often their main source of income and decisions to cancel bookings have not been taken lightly. We want to do our bit to lessen both the financial and emotional burden of these decisions by ensuring that no-one will be doubly impacted by the loss of income AND having to pay cancellation charges for bookings that don't go ahead.
2. Make the centre available for community support activities – It is our intention to keep the Community Hub open and available for community activities while the government guidance is not explicitly to close public spaces. This means some classes and events are still going ahead, albeit with additional precautions around cleanliness and instructions for people showing any symptoms to not attend. In addition to this, we will be reaching out to local community organisers and the local council to offer the centre as a space for coordinating activities that will support the community of Knaresborough during the pandemic. We are encouraging people to get in touch if you are looking for space for planning meetings as well as local efforts to support vulnerable people in the community. This will also extend to people who are planning on doing livestreams or producing videos aiming to benefit the local community and need a space to record these. It is our intention to make the space available on a donation-basis, rather than charging our usual room-hire rates. If you would like to speak to us about using the centre for community support activities, you can call us weekdays between 9:30 – 13:00 on 01423 861066 or email any time on info@chainlane.org

We are proud to be a hub for the people of Knaresborough and are keen to play our part in supporting the community during this very challenging time. Like many charities and small businesses, the interruption to our usual activities will have a significant impact on us financially and we will need to use our charitable reserves to keep the community hub operating and available to the community both now and in the future. We would welcome any donations that local people are able to make that will support us as we support the local community. If you would like to make a donation, you can do this via our website.

The Trustees would like to acknowledge the tremendous work of our Assistant Manager Julie Sweetman who has been supporting hirers and centre users during this week and to everyone in our CLCH family for the support, kindness and patience you have shown. It does really feel as though we have come together as a community and we are so grateful to all our hirers and all the people who attend our groups. We look forward to expanding the role that CLCH has in supporting the people of Knaresborough and working with everyone in these unprecedented times.

Leon Fijalkowski
Chair of Trustees

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