

# Project Performance Report

Q1 - 2023/24 (April - June 2023)

Support for raising costs of living

# Table of Contents

**03**

North Area  
Council Priorities

**04**

Contractual  
Overview

**07**

Overview of  
Performance

**34**

Community  
Grants Summary  
Performance  
Management  
Report

April 2023 -  
March 2024



# North Area Council Priorities



**Anti Poverty**



**Improving the local environment**



**Health & Wellbeing**



**Economic Regeneration**



**Opportunities for young people**



**Changing the relationship**

Contributing to the following Corporate Priorities and Outcomes:

## Barnsley - the place of possibilities





















Healthy Barnsley	Learning Barnsley	Growing Barnsley	Sustainable Barnsley
People are safe and feel safe	People have the opportunities for lifelong learning and developing new skills including access to apprenticeships	Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities	People live in great places, are recycling more and wasting less, feel connected and valued in their community.
People live independently with good physical and mental health for as long as possible	Children and young people achieve the best outcomes through improved educational achievement and attainment	People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture	Our heritage and green spaces are promoted for all people to enjoy
We have reduced inequalities in health and income across the borough	People have access to early help and support	People are supported to have safe, warm sustainable homes	Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

## Enabling Barnsley

We are a modern, inclusive, efficient, productive and high-performing council

# Contractual Overview

Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the North Area Council.

Service	Priorities	Provider	Contract Value (per year)	Start Date	Updates
Anti Poverty Outreach Page 8	 <b>Economic Regeneration</b>  <b>Health &amp; Wellbeing</b>  <b>Anti Poverty</b>	 	£215,00 2 years (+1 year)	1st July 2023	Contract Live Contract extended
Environmental Caretakers Page 13	 <b>Improving the environment</b>  <b>Health &amp; Wellbeing</b>  <b>Young People</b>		£100,803 Continuity £20,160.60	1st July 2023	Contract Live
Economic Regeneration	 <b>Improving the local economy</b>				Current gap in provision
Housing & Cohesion Officer Page 14	 <b>Improving the environment</b>  <b>Changing the Relationship</b>  <b>Economic Regeneration</b>  <b>Anti Poverty</b>  <b>Health &amp; Wellbeing</b>		£35,500 12 month contract	15th May 2023	New Officer Appointed 15/05/23
Youth Resilience Page 17	 <b>Improving the environment</b>  <b>Health &amp; Wellbeing</b>  <b>Young People</b>		£90,000 2 years (+1yr)	1st November 2020	Funding confirmed until 31/10/2024

**Our Council Plan  
2021 -2024**

**COMMISSIONS**

Anti-Poverty  
Outreach

Environmental  
Caretaker

Connecting  
Communities

Housing &  
Cohesion  
Officer

Social  
Inclusion &  
Cold Homes

Youth  
Resilience

**Healthy  
Barnsley**

People are safe and feel safe



People live independently with good physical and mental health for as long as possible



We have reduced inequalities in health and income across the borough



**Growing  
Barnsley**

Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities



People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture



People are supported to have safe, warm sustainable homes



**Learning  
Barnsley**

People have the opportunities for lifelong learning and developing new skills including access to apprenticeships



Children and young people achieve the best outcomes through improved educational achievement and attainment



People have access to early help and support



**Sustainable  
Barnsley**

People live in great places, are recycling more and wasting less, feel connected and valued in their community.



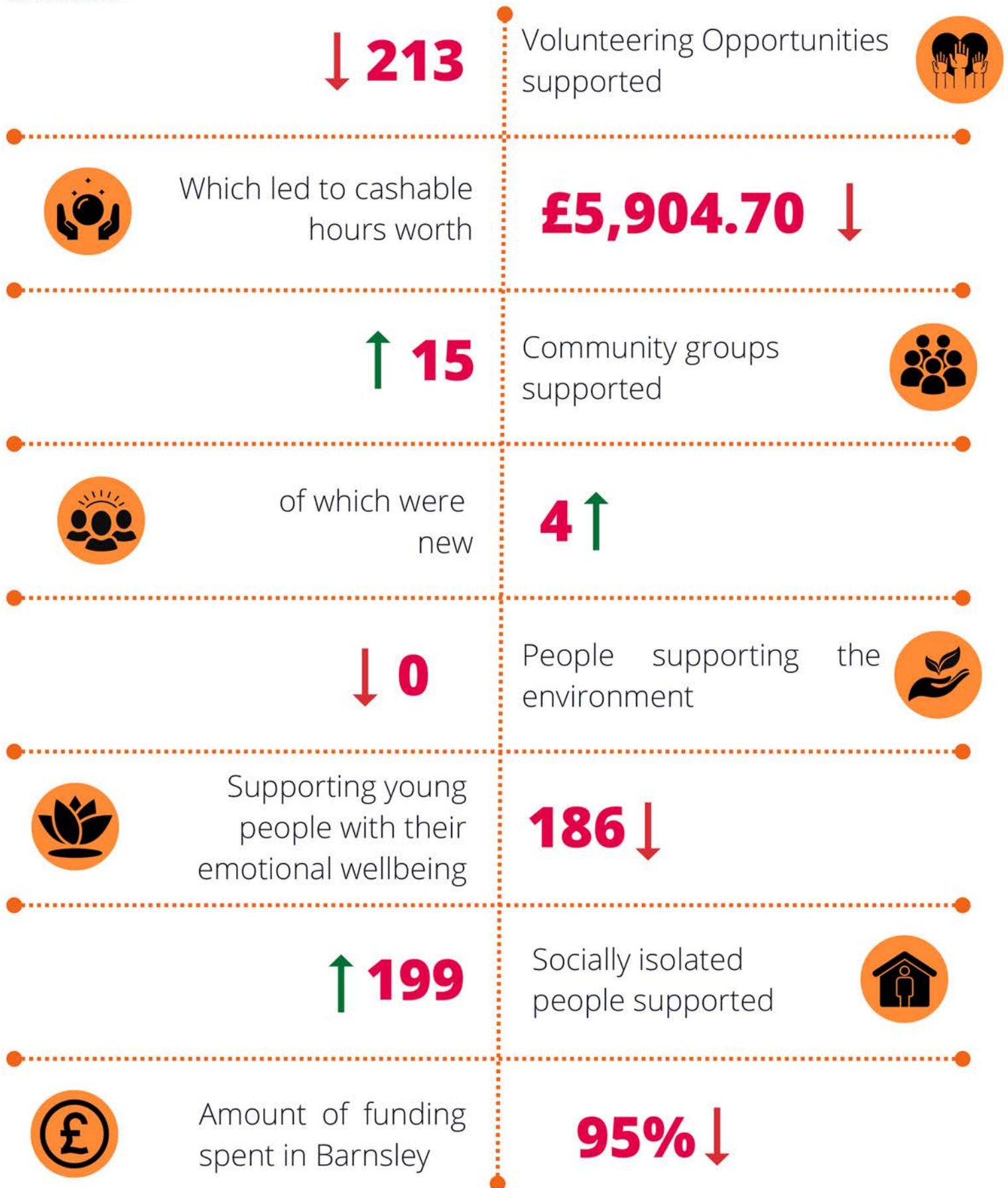
Our heritage and green spaces are promoted for all people to enjoy



Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

# Stronger Communities Key Performance Indicators

Table 2 below shows the Providers contribute towards the Key Performance Indicators and deliver the outcomes and social value objectives for the Stronger Communities directorate



No KPI data was requested for the Housing Cohesion Officer (new member of staff) and Environmental Caretaker (new commission and new members of staff)

# Part A: Overview of performance

3 contracts have formally completed their contract monitoring/contract management reporting for Q3 2022/23. The following tables, therefore, reflect the overview of the performance of **2 live contracts** only.

These contracts are:



**CAB & DIAL**  
**Third Contract**  
**Year 6**  
**Q3**

Anti - Poverty



**Contract started**  
**in July**

Environmental  
Caretaker

Two providers are currently delivering the Youth Resilience Grant



**Ad Astra**  
**YMCA**

Youth Resilience  
Fund

The North Area also funds contracted posts:



**New Officer**  
**Appointed**  
**in May**

Housing and  
Cohesion Officer

Three providers are delivering the connecting communities grant



**Age UK**  
**DIAL**  
**Reds in the**  
**Community**

Connecting  
Communities



Economic  
Regeneration



Health &  
Wellbeing



Anti Poverty

# Anti-Poverty Outreach



**783** ↑

Number of clients this  
quarter

**85%** ↑

Local people feel more  
able to manage their own  
affairs

**83%**

Local residents  
experienced improved  
health and wellbeing

- Satisfactory quarterly monitoring report and contract management meeting.
- Milestones achieved
- Outcome indicator targets met
- Social value targets met
- Satisfactory spend and financial information
- Overall satisfaction with delivery against contract

## Service Outline

Delivered by Citizens Advice Barnsley and DIAL Barnsley, the NAC Outreach service advises local people on all the issues they face. Their services are free, confidential, impartial & available to everyone.

Both providers deliver AQS quality marked advice that is independently and externally audited. They advise on all categories of law, including debt and money worries, in-work, out-of-work and disability benefits; housing and homelessness; employment, relationship and consumer issues. This breadth of knowledge means they are uniquely qualified to provide wrap-around services to support people with multiple interlinked issues. They help clients sort out problems before they reach a crisis point, and through income maximisation & debt management, they help stabilise people's finances to prevent and reduce the impact of poverty. The client feedback they gather shows that this advice helps improve health and wellbeing and reduces stress.





Economic  
Regeneration



Health &  
Wellbeing



Anti Poverty

# Anti-Poverty Outreach



**£315,078** ↑

Overall benefit gain (in £)

**£7,123** ↓

Amount of debt managed

**£13** ↓

Return on investment (for  
every pound spent)

## Extract from performance report

In the period 1st April to 30th June 2023, advisers from both organisations have provided information and advice to **783** client contacts, supported clients to claim **£315,078** of welfare benefits and managed **£7,123** of debt. Included in this figure, CAB has provided fuel and food vouchers to a total of **£540** for 9 clients, an average of £60.

As in previous reports, the majority of clients for both organisations accessed the service for help with benefit-related issues. The generalist adviser from CAB has also supported clients with a range of other issues, including debt, housing, employment, legal, relationship and family issues, consumer, utilities & communication, financial services & capabilities, charitable support & foodbanks, education, health & community care, travel and transport, immigration & asylum, tax and other issues.

Of the **783** client contacts this quarter, **276** have required help with form filling – a total of **35%** of the clients, the majority of which are related to the benefits system. DIAL forms are completed face-to-face with the clients and not over the telephone.

# Citizen's Advice Barnsley

## Case Study



Supporting people  
to know their  
employment rights

### Background

William\* was concerned about his chronic health issues and their impact on his employment. He had worked for the same employer for over two years but was absent from work for several months due to ill health. He had been receiving Statutory Sick Pay, which had now run out.

William had been in touch with his employer during his absence, but their communications had been sporadic. However, HR had been in touch, suggesting that he might want to hand in his notice if he could not return to his job.

That's when William decided he needed reliable, impartial information and advice from Citizens Advice Barnsley. He was relieved to be able to attend an outreach close to where he lived. He wanted to know whether his employers could oblige him to hand in his notice; they had not explored with him whether there were other roles to which he could return or whether part-time work might be a solution. In fact, his employer had not really investigated his situation at all.

The adviser explained that an employer should investigate the circumstances of the employee's absence, get their written permission if they want a medical report, and should also keep the employee fully informed of any risk to their job. He added that an employer couldn't arbitrarily limit the length of an absence before dismissing an employee. Even if they have their own policy, then such a decision could be subject to a tribunal.

The adviser also explained that some of the health issues William had disclosed - of which his employers were aware - might be regarded as disabilities, and therefore dismissal or failure to allow more time off might be disability discrimination. The requirement to make reasonable adjustments for disability might be relevant to his situation, and his employer's failure to do so could be taken to an employment tribunal. The adviser explained the time constraints and procedures to follow and gave William the contact number for ACAS.

\* All client Storytellers have been given different names, and certain details have been omitted or changed to preserve their anonymity.

# DIAL

## Case Study



“

“DIAL talked me through the process of what to claim and how to go about it. They explained things clearly as we went along and were only too happy to answer any questions and concerns that I had, I would highly recommend them”.

Mr G

”

### Before DIAL

Mr G is a 48-year-old man who lives with his adult daughter. He became a widow on June 2020 when his wife passed away. He has subsequently developed severe anxiety and depression and has found himself unable to work for the first time in 30 years. He has been experiencing disturbed sleep patterns, panic attacks and is currently receiving help from Barnsley Mental Health Services.

### Advice provided by DIAL

Finding himself with no income, Mr G attended an outreach for assistance. We undertook a benefits check for Mr G and advised him to make claims for Universal Credit, Council Tax Support and Personal Independence Payment. Mr G returned to outreach with his PIP2 form, which we helped him complete. He also brought a UC50, which we helped him complete, and an online application for Council Tax Support.

### After DIAL

The application for Personal Independence Payment was successful. Mr G was awarded the enhanced rate of daily living of £101.75 and the standard rate of mobility of £26.90. His Universal Credit was awarded, and Mr G received £368.74 standard component and limited capability for work and work-related activity component of £390.06, giving him a total award of £758.80 a month. Universal Credit is also helping Mr G with his housing costs. The application for Council Tax Support was also successful, and Mr G only has to pay a minimal amount towards this.

We also completed a PIP2 form for his daughter Miss G and a UC50 capability for work questionnaire, both of which were successful, and Miss G received a standard rate of daily living of £68.10 a week and a standard rate of mobility of £26.90 a week and £292.11 a week universal credit. While Mr G continues to experience low mood because of his loss, his mental wellbeing has improved dramatically, and he now feels more optimistic for the future. His daughter has noticed a change in his outlook as well. He is now going out of the house more on walks and doing the garden.



Economic  
Regeneration



Health &  
Wellbeing



Anti Poverty

# Anti-Poverty Outreach



## How does the commission meets the Council Plan?

**Our Council Plan  
2021 -2024**

### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

### Learning Barnsley

- People have access to early help and support

### Sustainable Barnsley

- People live in great places, are recycling more and wasting less, feel connected and valued in their community.

### Growing Barnsley

- People are supported to have safe, warm sustainable homes

\*CAB & DIAL contribution to public health outcomes

### Improving the wider determinants of health

**Objective 1: improvements against wider factors which affect health & wellbeing and health inequalities**

1.09 | Sickness absence rate

1.15 | Statutory homelessness

### Health improvement

**Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities**

2.23 | Self-reporting wellbeing

### Health public health and preventing premature mortality

**Objective 4: reduce numbers of people living with preventable ill health and people dying prematurely, whilst reducing the gap between communities**

4.13 | Health related quality of life for older people

4.15 | Excess winter deaths

# Environmental Caretakers



Improving the local environment



## How the commission meets the Council Plan?

Our Council Plan  
2021 -2024

### Learning Barnsley

- People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.

### Sustainable Barnsley

- People live in great places, are recycling more and wasting less, feel connected and valued in their community.
- Our heritage and green spaces are promoted for all people to enjoy.

### Update

Contract commenced in the 1st July

### Purpose and Function Overview

Service delivery will focus on a programme devised by the North Area Council and four Ward Alliance: including proactive maintenance, reactive work, and support for volunteer groups. This work will require the provider to:

- Maintain a clean, green, well-presented, and welcoming physical environment in the North Area. Include proactive approaches to the issues of littering, grass cutting, untidy areas, shrub bed maintenance, cutting back, scraping etc.
- Respond to reactive requests for service in response to local need as directed by the North Area Council and Ward Alliances.
- Undertake environmental improvements alongside Ward Alliances and community groups
- Working with existing community groups, as directed by the Ward Alliances.
- Support the Ward Alliances and North Area Team to develop new environmentally focussed community groups

\*Environmental Caretakers contribution to public health outcomes

### Improving the wider determinants of health

#### Objective 1: improvements against wider factors which affect health & wellbeing and health inequalities

1.16 Utilising outdoor space for exercises and health reasons

#### Health improvement

#### Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities

2.13 Proportion of physically active and inactive adults

2.13 Self-reported wellbeing



Improving the environment



Changing the Relationship



Improving the economy



Anti Poverty



Health & Wellbeing

# Housing Cohesion Officer



**BARNSELY**  
Metropolitan Borough Council

## How the Housing Officer post meets the council plan?

### Our Council Plan 2021 -2024

#### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

#### Learning Barnsley

- People have access to early help and support

#### Sustainable Barnsley

- People live in great places, are recycling more and wasting less, feel connected and valued in their community.

#### Growing Barnsley

- People are supported to have safe, warm sustainable homes

- Satisfactory quarterly monitoring report and contract management meeting.
- Milestones achieved
- Outcome indicator targets met
- Social value targets met
- Satisfactory spend and financial information
- Overall satisfaction with delivery against contract

## Purpose of Post

To ensure compliance with the legislation and statutory obligations of the Council dealing with poor housing and environmental conditions in the Private Rented Sector, ensuring effective regulation with a balanced proactive and reactive approach through the discharging of informal, formal and legal actions. Contribute to improved standards in the local private rented sector and stability for both tenants and landlords.

- Provide advice, guidance and support in accordance with approved Council policies, procedures and statutory responsibilities pertaining to private sector housing and the environment.
- To pro-actively engage and liaise with internal and external stakeholders including tenants, landlords, members of the public and partners, developing strong and cohesive working relationships.
- Respond to requests for service, investigate complaints and provide advice on sub-standard housing conditions in the private rented sector.
- Contribute to the development and delivery of a highly visible proactive approach to raising standards of poor-quality private sector housing across the Borough.



# Honeywell Street

Fly tip case



22

Fly tipping incidents referred to Neighbourhood Services



2

Referrals for graffiti clearance

I visited the property that was referred to me by one of the Councillors due to its poor state of repair. My observations were, the gardens are clearly not being maintained, the wood frame windows are rotting, and the dilapidated garage is open to the elements. There is a mattress and a bed base in the garage. There was no answer to knocking, so I did some research on the property and found that the ex-occupant was deceased. It appeared that control of the property had passed to his son, who also resides in Barnsley. I visited his home address, but nobody was home. I then informed the Empty Homes Programme Manager who manages 'empty homes', and due to the property being an ex-owner occupied property, the case was re-allocated to a Community Safety Officer.



15

Waste in garden letters



# Honeywell

Litter Pick



2

Community litter picks in Honeywell





Improving the environment



Changing the Relationship



Improving the economy



Anti Poverty



Health & Wellbeing

# Housing Cohesion Officer



**BARNSELEY**  
Metropolitan Borough Council

## How the Housing Officer post meets the council plan?

Our Council Plan  
2021 -2024

### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

### Learning Barnsley

- People have access to early help and support

### Sustainable Barnsley

- People live in great places, are recycling more and wasting less, feel connected and valued in their community.

### Growing Barnsley

- People are supported to have safe, warm sustainable homes

\*Housing Cohesion Officer's contribution to public health outcomes

### Improving the wider determinants of health

#### Objective 1: improvements against wider factors which affect health & wellbeing and health inequalities

- 1.01i Children in low-income families (all dependent children under 20)
- 1.06ii Adults in contact with secondary mental health services who live in stable appropriate accommodation
- 1.15 Statutory homelessness
- 1.17 Fuel Poverty
- 1.18i Social isolation: Percentage of adult social care users who have as much social contact as they would like

### Health improvement

#### Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities

- 2.23 Children in low-income families (all dependent children under 20)

### Health public health and preventing premature mortality

#### Objective 4: reduce numbers of people living with preventable ill health and people dying prematurely, whilst reducing the gap between communities

- 4.13 Health related quality of life for older people
- 4.15 Excess winter deaths





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



YMCA  
(Supporting Kexborough Primary, Wellgate Primary and Delta Academy Darton.)

The schools work in the North Area is now all fully implemented and running weekly with lots of positive feedback from the participants and school staff.



(Supporting Laithes Primary, Athersley South and Outwood Academy Carlton.)

- Satisfactory quarterly monitoring report and contract management meeting.
- Milestones achieved
- Outcome indicator targets met
- Social value targets met
- Satisfactory spend and financial information
- Overall satisfaction with delivery against contract

## Purpose of the Youth Resilience Grant

The North Area Council Youth Resilience Fund has been established by North Area Council for the academic year 2020/2021, to support the delivery of a range of positive after school and holiday provisions (interventions/ projects/ activities/ sessions) that will contribute to building the emotional resilience and wellbeing of children and young people (aged 8-13). This resilience-building will prepare children in years 5 and 6, who are displaying additional emotional support needs, with extra skills that will prepare them to successfully transition to senior school.

The grant opportunity is currently delivered by two different providers: YMCA and Ad Astra. Below is an extract from the performance reports:



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



**72**

Total number of sessions (including in-school, holiday provision & YMCA Youth Clubs)

**31**

Number of new unique individuals engaged

**8**

Number of peer support sessions delivered

**5**

Number of school holiday sessions delivered

**2**

Number of family members engaged in the project

**3**

Number of young volunteers

## Context:

The project is commissioned primarily as an 'out of school hours' programme, and delivery takes place after school, twilight, evenings, weekends and school holidays with one schools' session and some transition support taking place in curriculum times. However, the delivery model will remain flexible to maintain support for participants and respond to local needs.

## Outcomes:

- Improvement in the subjective wellbeing of children & young people.
- Increased confidence, self-esteem, attitudes and aspirations of children & young people.
- Increase in the emotional resilience of children & young people.
- Strengthened protective factors for wellbeing in children & young people.
- Supporting young people to take ownership of their lives and make positive life choices.

## Darton Academy Peer Support Training Programme

*Transition support and Peer Support Training for Y7 Pupils.*

*The school's Leadership Team identified this group. The young people were chosen for their needs, interest, maturity and the Primary School that they had previously attended to ensure a broad representation of the school's feeder primaries and that the young people were familiar with the Primary School that they would then support as part of the next Year 6 transition process.*

The training programme and transition processes in the school have both been updated in response to feedback from the previous cohort. This included more information about schools' expectations, transition events and having early access to the dates of the events Peer Supporters were expected to attend as part of their role.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



Kexborough Primary



Wellgate Primary



Delta Academy Darton



Summer Lane Primary

## Darton Academy Peer Support Training Programme (continued)

The recent cohort has recently completed their training, and the Youth Workers are confident that the changes in the schools' processes have impacted the levels of motivation and engagement of the young people as they were aware of the level of commitment that was expected of them. This was evidenced by their **enthusiasm and engagement in the Peer Support Programme** and their eagerness to contribute to discussions which were on a very high level this year.

The transition from primary to secondary is a daunting and uncertain time in a young person's journey, and having a Peer Supporter to reassure and support the transition is valuable as they have the experience to relate to the Year 6's. This programme builds the young people's confidence and well-being as they are empowered by being chosen to fill such a worthwhile role.

This year's Peer Supporters and the Youth Workers also were sad to see the programme come to an end, and the young people were reassured that they would be **invited to join wider activities and peer support opportunities as well as the Summer North Area activities.**

In previous weeks, they had been part of the project consultation about the type of peer support activities they would enjoy and wish to participate in and the summer programme. This allows our Peer Supporters the space to develop their ability to lead and to demonstrate the skills that make them positive role models, but it also allows us to reach young people who may initially be distrusting of any intervention by adults. Our Peer Supporter programme will continue to **encourage young people to take care of one another**, increasing the support networks that young people have access to and ensuring that young people are able to develop as both individuals and as mentors.





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



Kexborough Primary



Wellgate Primary



Delta Academy Darton



Summer Lane Primary

## Darton Academy After School Sessions:

*Targeted & open access after-school sessions for Y7 & 8 students, using arts/games/themed projects/group discussion and activities to engage participants and build relationships and specific activities to encourage the development of key resilience and personal and social skills. Providing access and opportunities for participants to engage in positive activities in a safe space with access to skilled and experienced youth workers who can provide additional emotional and mental health support.*

We've seen an influx of new young people attending our sessions, which has positively impacted the work we can do with them. We continue to focus on empowering young people to have a voice in the decisions that are made both within their school and their wider community. Our focus within this group has been to **build a safe and trusting environment** where young people feel accepted, and as a result, we have been able to work with a wide range of young people on an individual basis. We strive to **create a relaxed environment** where young people feel as though they belong. When there have been challenges within this group, **young people feel safe enough to speak** to their youth workers about it, who have been able to work with young people to establish solutions. The theme for this quarter has been wellbeing, with targeted mindfulness activities such as making self-care kits, which young people have thoroughly enjoyed and have also provided feedback on how they have been used. During this last quarter, it has become incredibly obvious how much young people value this session, particularly as a safe space. Continuing on from the discussions held around identity in the last quarter, we have delivered sessions themed on Pride Month, which has allowed young people to have conversations around their identity, allowing them to explore this with the **support of trusted adults**.





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



Kexborough Primary



Wellgate Primary



Delta Academy Darton



Summer Lane Primary

## Wellgate Primary:

The youth work team have continued delivery of the targeted model supporting children within the year 6 group who have been identified as those who would most benefit from the project.

The club continues to be delivered on a Monday afternoon to meet the needs of the school. **The school and the YMCA have a great working balance and fully support each other in the delivery of the club.** The school continues to signpost the young people they believed would benefit the most from attending this club due to their confidence and low emotional self-esteem. The activities are the tools that allow the conversations between the youth workers and the young people to start, which help them to understand the young people's needs and what areas they need to work on to improve their confidence and social skills. A programme of **positive and empowering activities** is offered to the young people who attend these sessions, including themed activities around Earth Day in which the group made their own flower bombs, World Laughter Day with a focus on the value of having a **positive outlook when possible** is key to our mental health & wellbeing, **celebrating the completion of the Year 6 SATS** with the young people reflecting on their skills and completing a Star Qualities booklet and receiving achievement rosettes. Young people attending Wellgate will see a move to focus on transition-themed activities that will allow them to explore their worries and concerns about moving to high school in the new quarter. We will also provide an opportunity for the **young people who attend Wellgate to have any questions answered that they may have by linking up with the young people we work with at Darton Academy.**





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



Kexborough Primary



Wellgate Primary



Delta Academy Darton



Summer Lane Primary

## Summer Lane Primary

*Weekly targeted support for Y6 children open access but targeted for some pupils the school has identified as those who would most benefit from additional support.*

This bespoke weekly club continues to be popular with young people. Participants are **referred by the wellbeing contact in school** who continues to signpost young people who she feels would benefit from our work, ensuring that there is a team of workers around each young person who attends. As we approach the final term, the theme of these sessions has been focussed on **building self-esteem in anticipation of their transition to secondary school**. We initially continued to rotate both the Year 5 and 6 cohorts, but after Spring Bank we began working solely with the Year 6 group to work specifically on their transition to secondary school.

We are also able to maintain our **support for project participants who are transitioning to Darton Academy and Horizon Community College** with a familiar face and support from a trusted and consistent youth worker they already know and access to pre-established relationships with other peers. This quarter we have delivered targeted activities around bullying, addressing worries, and healthy eating, which young people have found incredibly beneficial and have given us great feedback on how it has made them feel for going to high school.





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



Kexborough Primary



Wellgate Primary



Delta Academy Darton



Summer Lane Primary

## Kexborough Primary

Weekly after-school sessions with all of Y6 children at some point having the opportunity to work with the YMCA youth work team, who will then remain a consistent person within their transition experience to Darton Academy.

From September, the group of young people were a specific group of Y6 pupils identified as those who would most benefit from the project and improve their emotional resilience and wellbeing.

The YMCA after-school club continues to be a popular session with young people proven by the number of participants. This club aims to **build the group's emotional resilience and confidence** by gently coaxing them to participate in team-building games and **providing them with different opportunities each week** to develop their interpersonal skills, with our youth workers ensuring that every voice within the group is heard.

We continue to work in Kexborough Primary School, offering an after-school club to a mixed cohort of 13 young people. Our working relationship with the school means that the school, including the Headteacher and family support worker, are able to identify a group of young people who would benefit by participating in a club that focuses on building emotional resilience and wellbeing. The support of the school this quarter and **the Headteacher has been exceptional**, with the Headteacher stepping in to support the session when a YMCA member of staff is on annual leave. As this group of young people is signposted to us, it allows us to **spend time establishing the needs of each participant**, enabling the development of core skills, increasing self-esteem and confidence and being able to **provide 1:2:1 support** as and when needed. The rotation of the group at each term enables the YMCA to reach as many young people as possible and raise their aspirations and confidence in their preparation for secondary school.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund

## Holiday provision:

Over the Easter Holidays, young people from the North Area were again invited to a borough-wide event where we took them to Lazer Tag at Xscape Castleford. This was a very well-attended event, with nearly 1/3 of attendees being from the North Area, and again, it allowed young people to meet new people in a safe environment. This event got **very positive feedback from both young people and their parents/guardians**, and we have requested that we run something similar in the future. We also ran an Easter Egg Hunt in Mapplewell Park and a **Shop/Cook and Eat session** at St John's Church in Mapplewell. A number of young people informed us that they would be unable to make it due to family holidays, but both events were still incredibly positive. We will continue to consult with young people regarding their wishes for future holiday provisions in their area.

Over the Spring Bank Holidays, Young people from the North Area were invited to a **Den Building** and **Pond Dipping event** we ran at Dearne Valley Country Park, which saw young people working together while learning new skills. We also held a 'team challenge' event, where young people were to complete various challenges to develop their teamwork abilities.

Throughout our holiday provision, young people are supported by familiar workers they know and trust. They were also allowed to socialise with young people from across the project who may attend the same school as them. It is important to the **YMCA Barnsley team that the relationships with youth workers that have developed during the school sessions are maintained during the holiday provision** to provide that consistent person in the young person's journey.







Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund

## Street-Based Youth Work:

Our team continue to deliver weekly sessions in the north area. Working chiefly in Kexborough with a core group of young people. We also maintain a presence in estates and parks across the locality.

In recent weeks we have moved our provision with the core group outdoors as the weather has become kinder and evenings lighter. The transition outdoors has meant we are more visible to residents, and we have had many conversations about our work and that of the broader YMCA.

Our team have also **engaged with a number of young people not previously known to YMCA Barnsley**. Often times with new faces, the initial engagement is quite brief; however, some have stuck around and got involved with games and craft sessions. Our team is hopeful that these new relationships can be nurtured and maintained throughout the summer.

The **core group plan their sessions with guidance from our staff team**, including team games and arts and crafts, which have all been received enthusiastically. As previously reported, drama has been a key feature of our sessions. It has proven to be an invaluable medium for **exploring issues and challenges that young people face on a day-to-day basis**. In conversation with the core group about further exploring drama, they have suggested that they are not ready to 'perform' outdoors and are not in full control of their environment. Whilst drama remains a favourite activity, the group have decided to put the 'acting' on hold whilst still considering and researching topics for future productions.

As the summer progresses, the group will revisit activities and crafts previously enjoyed. The group are keen to make gifts for elderly residents, one suggestion being soft pots (potted plants with a difference). In April, **the core group put together wellbeing packs for local elderly residents**. They were delivered door to door whereby the young people could meet residents and discuss their involvement with YMCA Barnsley. Staff and the core group of young people are keen to maintain and build further on these relationships. Making and delivering gifts will help facilitate this.

Recently staff have witnessed what appeared to be illicit substance use by some older young people. Bongs were evident, as were clouds of smoke. Whilst the small group of young men were making attempts to be discreet, it was noticed and recognised by younger people in the vicinity. The situation opened up a conversation about cannabis use, and those present talked about their experiences. It was obvious that those expressing their views were anti-cannabis, and their exposure to cannabis was very minimal. Staff will continue to monitor and report accordingly. Whilst staff have no concerns about the core group, we remain mindful that young people's views can and do change as they transition through school and into adulthood.



# After-School Project

## Case Study



Building confidence  
and resilience

### Background & Context

Louis is 11 years old and attends our after-school session at Kexborough primary school. He enjoys the socialisation aspect of the session and having free time with his friends.

The focus of the wider session he attends is mainly around developing group work, communication and social and emotional skills, specifically with Louis, the focus is on building his confidence, but we also do 1-1 support within the group work to sit and talk to him. The group is quite loud, so sometimes his voice can be missed, so it's important for us to capture what Louis is thinking and feeling.

Initially, Louis didn't initiate any conversations with staff but would respond when staff spoke with him. Louis also struggled with taking the lead within activities but would engage well after some encouragement from the staff. After a targeted intervention with Louis that identified the barriers to his participation, we noticed that Louis began to volunteer for activities far more frequently. Louis now comfortably initiates conversation with us more regularly, showing he feels more confident talking to us and his peers.

We noticed that Louis appeared to be far more social when he felt comfortable but often withdrew from the group when there were people present whom he didn't know or an activity he wasn't familiar with. This was a challenge as Louis' social life was limited compared to his peers because he lived far from school. We identified that this could negatively influence his social development if we couldn't find a way to increase Louis' resilience to new situations and challenges.

### Intervention/Process

Our priority when working with Louis was to ensure that he could face new challenges with confidence, which we planned to achieve by introducing low-risk team activities to our sessions that would allow Louis the opportunity to fail without consequences. It also gave Louis the space to explore being out of his comfort zone while being supported by trusted adults and his peers.



## School-based Provision

### Case Study



**Louis likes to come to YMCA because it is fun and give him the chance to do fun stuff with friends that he otherwise wouldn't have the opportunity to.**

**Feedback from Louis's Youth Workers**



#### **Intervention/Process (continued)**

We also introduced targeted activities themed on positivity and kindness, prompting young people to support each other and creating a network of peers around Louis, limiting Louis' instinct to withdraw from them when he feels uncomfortable. Louis has steadily built his confidence through these activities, which has been supported by positive reinforcement and encouragement from his youth workers. Reflection has also been a key tool in ensuring Louis understands why we are completing certain activities and offering him an opportunity to think about his learning.

We have offered a safe space for Louis, letting him know that it doesn't matter if something doesn't go the way he expected it to and offering him the support to ensure that next time he tries it, he will know what he needs to do better. We also offer Louis the opportunity to come along to our holiday provision, giving him more space to socialise with other young people and step out of his comfort zone. Each week we have continued to chat to Louis 1 to 1 to ensure that he feels valued within the group and that he understands that his voice is important. We made sure we made time for Louis in each session so he could express himself and be a stronger part of the team, which means that he is able to develop his confidence.

Louis is now far more confident speaking to new people and facing challenges, which will be key skills for his transition to secondary school. Louis is also more comfortable accepting when things don't go the way he planned, demonstrating the development of his emotional resilience.

#### **What's next?**

Our plan for the future Louis is to continue working on his social skills to ensure he is equipped to move to high school. We have signposted Louis to our holiday provision to ensure that he doesn't lose contact with us through the summer and will ensure that the support he receives there will continue to strengthen his resilience.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Ad Astra

(Supporting Laithes Primary, Athersley South and Outwood Academy Carlton.)

**186**

Number of unique individuals engaged

**25**

Number of young people attending conflict resolution workshops

**53**

Number of young people consistently attending Youth Club Sessions

**93**

Number of children /Young People reporting an improvement in their emotional wellbeing.

## Project Summary:

Working in three primary schools in the St Helens Ward, we work with the schools and students to build a flexible programme that meets their needs. Alongside the work in the schools, we offer a youth club session for up to 13-year-olds to participate, and we will also offer volunteer placements for older young people. We have lunchtime referral and drop-in sessions for Y7 pupils at Outwood Carlton. During the school holidays, we offer activities that include a healthy meal.

## Buddy Training

Afterschool sessions will allow us to offer creative ways for the young people to put into practice the skills they have learnt in their Buddy Training session. Some of the areas we cover in our Buddy training are as follows:

- Buddy Rules and skills it takes to become a buddy
- Listening and Communication skills
- Confidentiality and who to turn to if you need help (signposting)
- Anti-Bullying workshops

## Transitions Work

For Y6 Pupils, we will offer the same time scales of 3 x 6-week sessions with a transitional theme of working with schools for groups and individuals. The themes will cover :

- Social Adjustments – Relationships /making new friends, etc
- Institutional adjustments – getting used to a new school and new routines
- Curriculum interest – favourite topics and what will be new

## Year 7

For Outwood pupils, the lunchtime period is classed as their free time, and although it is still within school hours, afterschool sessions are often a problem for secondary pupils due to transport/ getting home etc. and if we were in school, staff could refer and any issues, the young people had could be dealt with much quicker.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



(Supporting Laithes Primary, Athersley South and Outwood Academy Carlton.)

**186**

Number of unique individuals engaged

**25**

Number of young people attending conflict resolution workshops

**53**

Number of young people consistently attending Youth Club Sessions

**93**

Number of children /Young People reporting an improvement in their emotional wellbeing.

## Youth Club

From New Lodge Community Centre, we will offer Youth Club session for children and young people aged up to 13 offering a wide range of creative and educational activities with opportunities for young people to become Peer Supporters for Ad Astra.

## Extract from Performance Report

In **Athersley North** this term, we completed the Conflict Resolution Workshops with their Year 3 and 4.

They have asked because these two years are struggling with their emotions, and as a result, they are arguing to the extreme, with some cases getting aggressive.

Whilst planning for the next academic year, Athersley North has also asked us to provide additional workshops again as part of the ongoing programme with their Year 4, 5 and 6 pupils, who they have found to be getting involved with anti-social behaviour both in and out of school.

As previously reported, Athersley North decided to change the classes this last academic year, which they hoped would help the Y6 group achieve better SAT results, and due to the number of pupils in Y6, there would have been large classes.

For next year they are going back to One Y5, one Y6 and one mixed class of Y5 and Y6 pupils.

This term, we completed the Conflict Resolution Workshops with the Y4 pupils who will be joining us next year for their Buddy Training. This group was the most involved group of all the classes. Hopefully, they will be able to transfer their current knowledge into their Buddy Training – The emotional side of bullying was a good topic of discussion for the group, and they showed great empathy.

The splitting of the Y6 transition workshops did not work as well as the school had hoped. There was too long in between the first three workshops and the final three, which meant the recap session took much longer than anticipated.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



## Athersley North (continued)

The majority of the pupils got the school of their choice, although three were going to appeal – one young woman was thrilled as she had passed the entry exam to go to QUEGS in Wakefield

Again, the issues the young people had more concerns with were based on them getting lost in school – the amount of homework they will receive making new friends and consequences.

As we had split the groups this year, all the young people had had their transition visit to the school of their choice, so the concerns about making new friends had been lifted for many of them.

**In Athersley South**, this term was all Transition workshops. There have been no issues this term, and the program has run well.

Many of the young people in these groups were very mature and ready to move up into their secondary schools – there seemed to be more pupils going to either Darton or Horizon than Carlton this year.

Getting the young people prepped for school took a major role in the discussions, so trying on school uniforms and learning what to pack in their school bags were the best sessions for several of the young people.

Again, the issues the young people had more concerns with were based on them getting lost in school – the amount of homework they will receive making new friends and consequences as it is most years.

Maps and Planners, alongside being prepared for school, always show the group how different primary is to secondary school.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



## Carlton with Year 7

This term has been more productive than the last term, as the team took a slightly different approach to delivering the sessions.

The focus of the work was based on Vaping – Alcohol – Knife crime and the legal ages young people can find themselves getting into trouble with the law.

There was some aggression in the group again this term, but this was resolved fairly quickly. The group had much bravado, and the dynamics were often challenging.

There has been some disruption this term with bank holidays and staffing in school.

Again, following on from the earlier topics the young people were having, the team decided to use role play with different scenarios that the young people could act out and use the knowledge we shared with them about the legal ages for the CJS (Criminal Justice System) CPS (Crown Prosecution Services) The young people themselves 'acted out' acts that they were experiencing and how they thought the law should deal with them.

The conversations that followed these sessions seemed to be more beneficial than just a 'round the table' discussion

We hope the empowerment given will help them make more positive decisions and actions.



Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund



Supporting



## Youth Club

The youth club has been extremely busy that last term – often this term drops off as the weather is better and the young people enjoy being outside

The young people have been heavily involved with the decision-making and the programme for the term.

There has been a selection of arts and crafts, but one activity has been asked to be repeated more than others – our stress and relaxation – making stress balls from orbeez and balloons were very popular, and the young people wanted to repeat this session. *(An Orbeez is a water-absorbent bead that expands into a soft, dewy, bouncy ball after submerging in water).*

Food has also played a big part in the session – this term, the young people have been coming to us hungry.

The young people who were getting ready for transition last term have managed to move up to the senior club smoothly – The only issue we have had is that they want to attend both sessions.

We offered a few of them an alternative, which was to attend our Monday evening session, which we are incorporating Peer Support Training into 3 young people who have now started their Peer Support Training with us, which will enable them to become one of our invaluable young volunteers.

## May Spring Bank Holiday Provision

Two busy days in May Spring bank with our Spring Watch program. We made bird feeders and grass heads, making insect models, and did insect crafts. With all the models and insect art, we made a large display of a Bug Hotel, which the young people and staff put together alongside our young volunteers. We played Insect Bingo and Beetle Drive and used a magnifying glass to take a closer look at insects.





Improving the local environment



Health & Wellbeing



Opportunities for young people

# Youth Resilience Fund

## How does the commission meets the council plan?

### Our Council Plan 2021 -2024

#### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

#### Learning Barnsley

- Children and young people achieve the best outcomes through improved educational achievement and attainment.
- People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.
- People have access to early help and support

#### Growing Barnsley

- People have a welcoming, safe and enjoyable town centre and principal towns as destinations for work, shopping, leisure and culture.

#### Sustainable Barnsley

- People live in great places, are recycling more and wasting less, feel connected and valued in their community.

\*YMCA & Ad Astra's contribution to public health outcomes

### Improving the wider determinants of health

#### Objective 1: improvements against wider factors which affect health & wellbeing and health inequalities

- 1.01ii Children in low-income families (all dependent children under 20)
- 1.03 Pupil Absence
- 1.04 First time entrants to the youth justice system
- 1.16 Utilising outdoor space for exercise and health reasons

### Health improvement

#### Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities

- 2.07 Hospital admissions caused by unintentional and deliberate injuries in children (0 - 14 years)
- 2.08ii Percentage of children where there is cause for concern
- 1.04 Self-reporting well-being

# Community Grants Summary Performance Management Report

April 2023 – March 2024

Service	Priorities	Provider	Contract Value (per year)	Start Date	End Date	Reports
Connecting Communities Page 36	 <b>Health &amp; Wellbeing</b>	 North Area Social Inclusion Service	£79,600.20	April 2021	March 2024	Quarter 1 Received
Connecting Communities Page 43	 <b>Health &amp; Wellbeing</b>	 Connections Hub	£66,450.00	April 2021	March 2022	Quarter 3 Received
Connecting Communities Page 47	 <b>Health &amp; Wellbeing</b>	 Reds Connect	£41,472.21	April 2021	March 2022	Quarter 3 Received

**Our Council Plan  
2021 -2024  
GRANTS**

Connections  
Hub

North Area  
Social Inclusion  
Service

Reds  
Connect

Children's  
Cycle Path

Strong Mums

Healthy  
Barnsley

People are safe and feel safe



People live independently with good physical and mental health for as long as possible



We have reduced inequalities in health and income across the borough



Growing  
Barnsley

Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities



People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture



People are supported to have safe, warm sustainable homes



Learning  
Barnsley

People have the opportunities for lifelong learning and developing new skills including access to apprenticeships



Children and young people achieve the best outcomes through improved educational achievement and attainment



People have access to early help and support



Sustainable  
Barnsley

People live in great places, are recycling more and wasting less, feel connected and valued in their community.



Our heritage and green spaces are promoted for all people to enjoy



Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking





Changing the Relationship



Health & Wellbeing

# Connecting Communities



North Area Social Inclusion Service

20

New referrals

10

Volunteers

9

Existing Volunteers

**How does the commission meets the council plan?**

Our Council Plan  
2021 -2024

### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

### Learning Barnsley

- People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.
- People have access to early help and support

- Satisfactory quarterly monitoring report and contract management meeting.
- Project milestones achieved
- Project outcome indicator targets met
- Overall project progress & achievements

### Project Aims

Age UK Barnsley are a local charity that works only for the benefit of the people of Barnsley Borough and our Resource Centre/Head Office is based within the Town Centre. We have been providing successful, innovative, area-wide services addressing social isolation in Barnsley for more than 5 years. Age UK Barnsley work with older people with a wide range of needs and health conditions including dementia, mental health problems, physical health conditions and limited mobility.

### Project Summary

This quarter the North area has benefitted from the recruitment of 2 new, part-time Social Inclusion Officers, Ellie Price and Mark Hible, in order to support a caseload of 36 older people to develop their own personal support plans to ensure that the support that they receive is meeting their individual needs. They made contact with all SUs identified in their area to enquire about ongoing support. This resulted in the closure of several files. Alongside the Social Inclusion Officers, we also have a team of volunteers who have provided face-to-face befriending, telephone befriending as well as providing support to the community groups.

“Thanks so much for taking him. I am away on holiday at the moment, so it's nice to know that he's getting out”





Changing the  
Relationship



Health &  
Wellbeing

# Connecting Communities

## Achievements this quarter - April 2023 - June 2023

This quarter the North area has benefitted from **2 part time Social Inclusion Officer (SIO)** hours which has enabled us to work with and provide support to **86** older people. **20** of these were new referrals which have been received this quarter. By working one-to-one with these service users, SIOs have been able to work together with them to develop personalised action plans to ensure that support from the service is individualised. **Volunteer befrienders** have supported the project by spending time with the most isolated service users in the community who may be unable to access groups.

- **9 volunteers** have provided to the project by providing befriending and/or group volunteering. Unfortunately, we have lost 1 volunteer due to work commitments. There have been **234 volunteer hours** this quarter.
- When delivering one to one support, we have been **able to signpost service users to services** such as information and advice, Romeros, Alzheimer's society, fire service, Equipment & Adaptions, Mental Health Team, Memory Team, Butterflies and Adult Social Care, digital champions, Age UK Barnsley Shopping service, handyman service and gardening service, as well as the new Therapist and hairdressing service launched at the Elizabeth Activity and daycare centre. We have also supported 4 older people to register for dial-a-ride and some service users have been referred to access lifeline pendants.
- This quarter we have received referrals from the mental health team, social prescribers, information and advice, self-referrals, and family and from specialist occupational therapy such as the reablement team and South Yorkshire police.
- The **Darton Wellbeing Group** has continued to be attended each month by a Tai-Chi instructor, which has enabled group members to participate in **chair-based Tai-Chi**. The same group has also had a **talk about scam awareness**, and this person will return later in the year to follow up with the group.





Changing the Relationship



Health & Wellbeing

# Connecting Communities

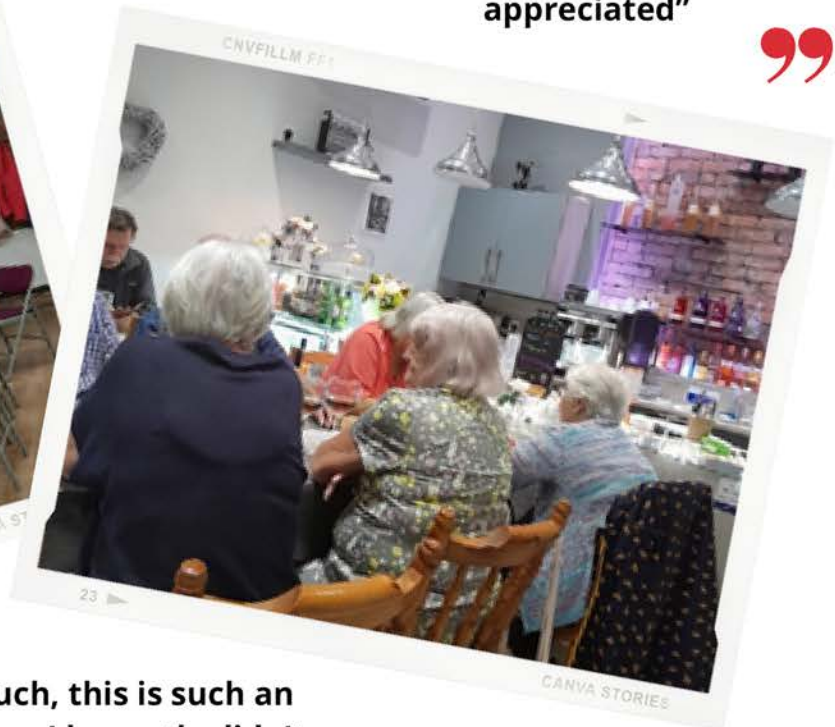
Eastfield Arms Lunch



“

“Thank you so much for taking him, it’s really appreciated”

”



“

“Thank you so much, this is such an amazing help to me. I honestly didn’t expect you would be able to help and I am so very grateful”.

”



Changing the  
Relationship



Health &  
Wellbeing

# Connecting Communities

## Achievements this quarter - April 2023 - June 2023

- During this quarter we also **celebrated a very special birthday** within the **Darton Wellbeing group**. One of our members turned 94, and we as a group celebrated with a birthday cake, bacon sandwiches and a song. The session ended with a beautiful poem written by the group member himself.
- We also **celebrated the coronation of King Charles** at the Darton Wellbeing group, with tea & homemade scones made by our fantastic volunteer. A wonderful buffet and a beautiful homemade Sponge decorated with the union jack, which was brought in by a group member.
- We celebrated **dementia awareness week** with a special 'forget me not' cake, and the group enjoyed memory games, a memory quiz and reminisced about their earlier days, during the war, and working in the mines.
- The **Eastfield Arms Lunch** with company continues to be a success and takes places once a fortnight.
- The **dementia café at Emmanuel Church** has gone from strength to strength, welcoming new members, with a regular attendance of 12 members. For some members this has become a lifeline, a chance to come out of their comfort zone and try something new.
- A **new lunch club 'Chatty Tuesdays @ The Ginnel'** was launched in June of this quarter, with 6 members at the initial meeting, we hope this will grow to include more members of the community in weeks and months to come. This was supported by the North Area team which was very much appreciated.
- **Sugdens Bowls club** was launched in April and had the attendance of 2 Members at the initial meeting. We had hoped to entice more members of the community to this group, however after the full quarter we still only had 2 members and therefore the bowling club and SIOs decided to stop the group until a time that there is more interest.





Changing the Relationship



Health & Wellbeing

# Connecting Communities



Birthday cake for one of the member **94th** Birthday celebration

Celebrating Dementia Awareness Week



“Thankyou, I don't know what I'd do without you”



Darton Wellbeing Group Celebration of King Charles's Coronation





Changing the Relationship



Health & Wellbeing

# Connecting Communities

## Achievements this quarter - April 2023 - June 2023

A **volunteer event** was held at The Elizabeth Activity & Daycare Centre, Age UK Barnsley, Queens Road. This event was to celebrate the great work of every volunteer within our organisation. With **40 volunteers attending** on the day, it was an invaluable opportunity to showcase their great contributions to their role within Age UK Barnsley. Each volunteer left with a thank you gift. It also gave the individuals a chance to meet other volunteers, network and give feedback on their experience so far. What we learned from this event, is that many volunteers felt that **a chance to 'get together more often'** would be hugely beneficial to their role. As a result, we aim to organise a **Volunteer Support Group** in the coming months, where volunteers can come together with organisation staff, managers, and leaders, and where they can pass on their feedback, feelings, and any ideas they may have.

## Added Value



**86**

People supported this quarter



**27**

New Community Care Journeys



**83**

Helped to return home from a hospital stay



**82**

People being given personal hygiene and household cleaning kits to prevent **Hygiene Poverty**



**600**

Volunteering Hours comes from the Men in Sheds project



**3**

New referrals to the Digital Champions to receive digital device support

# North Area Social Inclusion Service

## Case Study

### Background

Lady was referred to our services to help check she is in receipt of correct benefits.

### Any unplanned outcomes (Good or Bad)

British gas had not received payments since last Sept and wanted to set up an unaffordable payment plan £174 month. We are still in contact with these while we sort out her financial situation.

A Memory test is now ongoing for J, outcome pending.

### Who was involved

- Daughter
- Sky
- Yorkshire Water
- British Gas
- DWP
- GP
- Virgin Media
- Hospital services
- Age UK Barnsley
- Pensions Scheme
- Co-op Bank
- Barnsley Council

### Outcomes of Project

Bills now set up in her name. Due to limited capability to work had a good outcome, fit notes no longer needed, meaning much less stress for the on this subject.

Still waiting on letter to say what her income will be now.

Virgin Media bill reduced from £89 month to £60 month.

Water meter reading given, and water payment cards sent but she misplaced them both.

Direct debits are now set up to reduce risk of going into debt.

### Summary

A lady was referred to Age UK Barnsley by a family member

This lady has poor memory, and when I first visited, she said there wasn't any issues with her finances. Upon commencement of our 1-1 visits, it became apparent that many bills had gone unpaid as they were still in her deceased husband's name.

Some bills had also gone to a previous address, which she hadn't lived at for 8 years. Over a period and several visits, various companies have been contacted and the bills are now in J's name. J agreed to have a password put in place so I can speak on her behalf if she is not with me, as J cannot remember specifics of conversations to relay to companies calling her.

She was nominated as a person to receive a coronation afternoon tea. Recently had the outcome of her 'limited capability to work assessment' as a result she no longer must send fit notes.

Her daughter attended for a home assessment on this lady's memory and was also assisting at a CT scan for the same thing. Depending on outcome of the assessment and scan we discussed possibility of applying for PIP.

I had a discussion with her daughter and J regarding the possibility of getting a power of attorney in place, should the results of memory test and scan show anything.

### What could have been done better?

Difficult to judge as lady has memory issues and if I'd asked her to keep paperwork together, she may well have tried to but then misplaced it before my visit.

### Next Steps

Collect paperwork together and try to get her to keep it in one place. Once she receives letter from DWP re her work capability assessment and we know her new income, we can contact B.Gas to set up an affordable payment plan.

Possibly look to apply for PIP. Look at getting a power of attorney set up if needed.

Once her financial and medical affairs are in order, we can then move on to look at combatting her social isolation through possibility of social groups in her area.



Changing the Relationship



Health & Wellbeing

# Connecting Communities



Connection Hub

Quarter 3 data

63

People more engaged in activities

1

New Volunteers

5

Existing Volunteers

- Satisfactory quarterly monitoring report and contract management meeting.
- Project milestones achieved
- Project outcome indicator targets met
- Overall project progress & achievements

## Aim of the Connections Hubs

We wish to support individuals, especially those with long-term health conditions or disabilities, to recover from the longer-term impacts of the Covid-19 pandemic by re-connecting them with their community through the creation of a weekly hub providing opportunities for people to meet, share and learn.

## How does the commission meets the council plan?

Our Council Plan  
2021 -2024

### Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible
- We have reduced inequalities in health and income across the borough

### Learning Barnsley

- People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.
- People have access to early help and support

Building on the proven successful Happy Café model (both nationally and in the north area), the hub will deliver a varied programme of activities and events and provide opportunities for increasing social capital through volunteering and establishing a concept of membership amongst participants.

## The gaps

Loneliness and isolation are not new challenges for disabled people, particularly those living in deprived areas.

Some will need support and assurance to overcome the seclusion they have experienced and to enable them to re-engage with the life they enjoyed pre-covid. Others will have reassessed their lives and taken the decision to improve their future lives. Some will have lost their job or volunteering roles and want to improve their opportunities by improving their skills.

The hub will offer the opportunity to meet like-minded people, share experiences and learn new or improve existing skills, thus developing a community spirit and sense of belonging.



Changing the Relationship



Health & Wellbeing

# Connecting Communities

## Darton East

The ward's first spring/summer events were a success, with 11 members attending and receiving a **free spring clean pack** and tips booklet and **8 members** attending our **Green-fingered giveaway**. The group's numbers had dwindled over the last couple of months. Hopefully, this will kickstart the group again.

## Darton West

We have been continuing with the weekly **social group sessions** at **Priestley Avenue Community Centre**. We have a new 'Hot Topic' each week to give the group a more structured discussion/debate. The first spring/summer events for the ward and the tip booklet provided with the cleaning hamper went down a storm. **10 members attended** our Green fingered giveaway. We will continue to promote the social group and monthly events in the ward to recruit more members.

## St Helens

The fortnightly bingo sessions at New Lodge Community Centre continue to succeed, with new members signing up and attending. New Lodge Community Centre hosted our Spring Clean event, the first of the spring/summer events for the ward. **14 members** received their free Spring Clean packs, and **3 new members** signed up at this event. Our **Green fingered giveaway** event had 22 attendees.

We have also been attending **Athersley Community Shop** on a weekly basis for the **games morning**. However, attendance has been low, and we will look at other activity options in the next quarter.

## Old Town

Our first spring clean event was held at **McLintocks on Summer Lane** due to continuing difficulties with a venue, but we had no attendees and no attendees for our Green-fingered giveaway. It should be noted that residents from **Old Town continue to attend other venues**. We are currently in discussions with Asda at Old Mill Lane for a weekly drop-in. Most members from Old Town are happy to travel to other wards at the moment.



Connection Hub  
Quarter 1

**22**

Members signed up to Connect Together

**16**

Members signed up to Connect Together

**41**

Members signed up to Connect Together

**22**

Members signed up to Connect Together



Changing the  
Relationship



Health &  
Wellbeing

# Connecting Communities



## Connection Hub

Quarter 1

### Volunteer Week

Our volunteers were celebrated at our Volunteers Week event at the Carers Garden, where they were provided with cream tea and a live choir!

### Jumble Sale

We had many local residents donating to our jumble sale to be held at the beginning of July, and local businesses have donated tombola prizes, including Brook Office Supplies, Reds in the Community, Barnsley Bowl, The Copper Pot and The Witches Brew.

### Household Support Grant

We have received funding from the Household Support Grant to provide free small measures to residents struggling with their fuel bills. Our Warm Connections team will deliver the service, including a home assessment and the provision of small measures, e.g. tap aerators, draft excluders and radiator reflectors. All members will be encouraged to request a home visit..

# Connection Hubs

## Case Study



### Before Connect Together

Mrs D is a 65-year-old married lady who has diabetes and has had a stroke. Since having a stroke, she has become more reliant on her husband and has become increasingly isolated, as she has to use a mobility scooter to get about. Mrs D feels that becoming isolated has had a negative impact on her confidence and mental wellbeing.

Mrs D self-referred to Connect Together in October 2022, signing up for and attending the Crisis Support sessions.

### Intervention

Mrs D even participated in the Get Fit session despite struggling with her mobility. Since the Crisis Support sessions finished, Mrs D has been attending the weekly social group and has become a valued member. She has been supported by our Warm Connections Team and our Benefits Advisor, as well as receiving a free underwear pack through our Pants to Poverty project.

### After Connect Together

Since joining Connect Together, Mrs D has highlighted the importance of having such groups by saying, "I'm going to keep coming as it gets me out the house for an hour, and it's good for the community, and I don't want to lose it". She has also built lasting relationships with other members of the group.

### Outcomes

- Feels less isolated
- Feels more connected to the community
- More confident
- Improved well-being
- Made new friends





**Changing the Relationship**



**Health & Wellbeing**

# Connecting Communities



- Satisfactory quarterly monitoring report and contract management meeting.
- Project milestones achieved
- Project outcome indicator targets met
- Overall project progress & achievements

## Programme Aims

- Beneficiaries have improved emotional and physical wellbeing
- Beneficiaries are connecting, interacting, and forging new friendships
- Beneficiaries are regularly participating in the activities in their local area
- Beneficiaries are adopting and maintaining more active lifestyles

### Performance Narrative Report

We have continued to promote the project through various avenues, including a presentation for the North Area Council. As mentioned in the last report, we have engaged in numerous promotional events in the area and across Barnsley, including the Open Day at Oakwell and a recent Town Hall event.

Unfortunately, this hasn't led to the increased participation we were hoping for. I will be having some meetings in the local area with the Health and Wellbeing coaches to try and boost the numbers across all 3 strands of the project.

We are also looking at moving the exercise session away from Tuesday evening. Our Community Engagement Officer has consulted with parents in the local area, and the feedback has been that a number of children's activities run on Tuesday evenings, which are their priority. We want to move the exercise to a different evening but remain at the same venue. This will also help as Barnsley FC fixtures are on Tuesday nights, and we normally see a drop-off in numbers when this happens.

We would appreciate support in further developing the opportunities, and our community engagement officer Vikki will be making contact to identify new ways of driving engagement and linking into current community groups.



Changing the Relationship



Health & Wellbeing

# Connecting Communities



Reds Connect

**42**

Number of people adopting and maintaining healthy lifestyles

**1**

Number of volunteers supporting activities

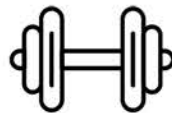
**How the Area Council can support this provision?**

**Promote and advocate for the provision**

## Exercise Session

This session now takes place at St Helens Church Laithes Lane Athersley on Tuesdays 5.45-6.45 pm.

We have signed up a few new faces, although we have been disappointed that we haven't seen participants return to the session who had previously attended. We are still working on this and pushing the session to eligible participants in our other sessions, such as Fit Red Ladies. Our current course runs on Mondays, so we are giving participants from the North area the chance to attend the Tuesday session. This will then give them an extra weekly session and the opportunity to continue their exercise once the Fit Red Ladies course has finished. We hope they have made connections with staff and participants, which will aid this.



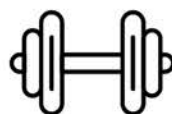
**33**

Total participants engaged

## The Extra Time Hub

The Extra Time Hub has continued to be regularly attended by participants. They continue to enjoy various games of their choice, including board games, quiz games and cards. Our volunteer continues to promote the sessions to other groups he is involved with.

The group have formed a tight bond and continues to meet away from the session for lunch and other activities.



**6**

Total participants engaged





Changing the Relationship



Health & Wellbeing

# Connecting Communities



## Team Talk

The sessions continue to be relaxed, with participants engaging in numerous activities and games to help with their mental wellbeing. This low-key approach seems to work well with the current group, although we do discuss specific issues when needed.

Vikki has been creative in this by designing activities to help create conversation and encourage the participants to feel free to be able to open up and also support each other.



11

Total participants engaged

## Partnerships

We are also looking at working with **17** partners, such as Mind, Humankind and YGAM, to discuss different mental health topics.

To further promote the sessions, we have worked with partners to share and promote the programmes to mental health specialists. In a number of instances, we are also meeting with the same partners to support the delivery and wider impact of the activities.

This partnership engagement will continue to grow and develop as time progresses in order to ensure we can promote, enhance and develop the activities we deliver.

