

NORTH AREA COUNCIL

Project Performance Report

Q4 2017/18 (January –March 2018)

April 2018

INTRODUCTION

North Area Council Priorities

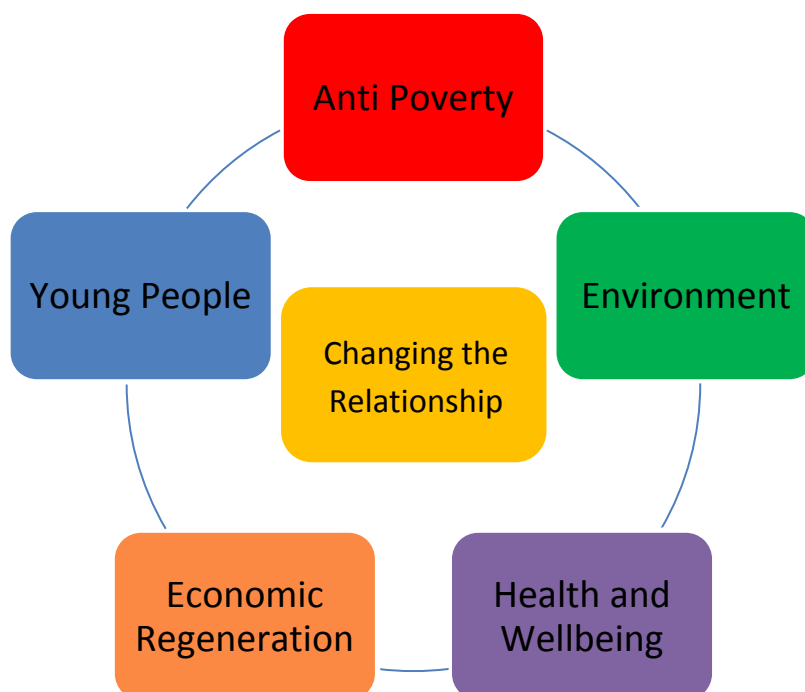


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the North Area Council. A number of projects are still in the development phase.

	Service	Provider	Contract Value/length	Contract start date	Updates
Anti-Poverty	Financial Inclusion Service	CAB & DIAL	£148,120 2 years	14 th September 2015	Contract Concluded
Anti-Poverty	Financial Inclusion Service	CAB & DIAL	£190,000 2 years (+1yr)	14 th September 2017	Contract Live – Performing well
Young People	Summer Holiday Internship 2014	C&K Careers	£39,410 9 months	April 2014	Contract Concluded
Young People	Summer Holiday Internship 2015	C&K Careers	£45,000 18 months	9 th March 2015	Contract Concluded
Young People	Summer Holiday Internship 2016	C&K Careers	£31,550 18 months	1 st March 2016	Contract Concluded
Environment	Environmental enforcement	Kingdom Security	£ 54,771 1 year + £81,844 8 months	4 th August 2014 August 2015 – March 2016	Contract Concluded

Environment	Environmental enforcement	Kingdom Security	£120,640 per annum (1yr+1yr+1yr)	1 st April 2016	Contract conclusion - 31 st March 2018
Environment	Clean & Green Community Development	Forge c/o Anvil CIC	£150,192 2 years	14 th September 2015	Contract Concluded
Environment	Clean & Green Community Development	Twiggs Grounds Maintenance Ltd	£169,932 2 year (+1 year)	2 nd October 2017	Contract Live
Economic Regeneration	Small Business Development Survey	Barnsley Business and Innovation Centre	£2,250 £5,000 - 6months	Aug 2016 April 2017	Survey Biz Surgeries
Health and Wellbeing	Healthy Eating Project	South and West Yorkshire (NHS) Foundation Trust	£98,893 18 months	16 th October 2014	Contract Concluded - April 2016

PART A - OVERVIEW OF PERFORMANCE

3 contracts have formally completed their contract monitoring/contract management reporting for Q4 2016/17. The following tables therefore reflect the overview of performance of **3 live contracts only**. These contracts are:

- Kingdom Security – Contract 2, Year 2 Q4
- Twiggs – Year 1, Q2
- CAB & DIAL Contract 2, Year 1, Q2

Anti-Poverty

Performance Indicator	Target	Achieved to date
Number of financial / debt settlements negotiated		5
Cases of homelessness prevented		5
Overall benefit gain in £		£281,963

Young People

Performance Indicator (combined with North East)	Target	Achieved to date
Summer internship to be delivered over summer 2016	90	71%
Development of five year plans tailored to the needs of students who attended	60	95%
Improved confidence about the future	60	74%

N.B. New performance indicators will be developed once the role of young person's participation worker has been defined.

Environment: Enforcement

Performance Indicator	Target	Achieved to date
Patrol Hours completed	1598	85%
No of litter and dog fouling operations	4	950%
No of litter and dog fouling FPNs issued (this quarter)	N/A	63
No of parking PCNs issued (this quarter)	N/A	58
Payment rate for dog fouling and litter FPNs	N/A	72%
Payment rate for parking PCNs	N/A	-

Health and Wellbeing

Performance Indicator	Target	Achieved to date
Local residents experienced improved health and wellbeing		86%
Local people feel more able to manage their own affairs		70%

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Kingdom Security - Quarter 1 report received April 2018

<div>Clean and Green</div> <div>Health and Wellbeing</div> <div>Economic Regeneration</div>		RAG
	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	●

NARRATIVE UPDATE

The North Area is contracted to 4 x officers, this equates to **1598** hours over quarter, achieved is **1598** hours which is **85%** of the contracted hours. This has been achieved by utilising staff from the Town centre contract to maintain the targeted Minimum of 85%

To date **63** FPN's and (**58** PCN's for parking) have been issued in the area. **61** of these have been for littering offences and **2** for dog fouling offences. Civica shows that to date 72 % of the revenue will be raised from the notices in the North area. Officers spending more time concentrating on The dog fouling element of our work. To date this quarter complaints / operations are on-going and continue to be reported and attended. We have been met with an increase in specific witness information re offenders throwing litter from vehicles. It is believed this is born from the recent change in law. On these occasions armed with a witness statement we offer on the first instance an FPN to allow the individual to discharge their liability rather than have us compile a file for prosecution at court.

Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, Pleaded guilty prior to court or have been found guilty at court. There has been a 99% success rate at court. However we are unable to pursue all offenders whom fail to pay due to court space allocated to Barnsley offenders. This is a growing concern.

The Revenue Raised thus far from FPN's (Fouling and Littering) for this quarter is £2500.00p.

As of the 1st April FPNs for littering will be increased to £100.00

OUTPUT DATA

NORTH	FPN Litter	FPN Dog Fouling	PCN Parking	total
Jan	32	1	25	58
Feb	24	0	25	49
Mar	5	1	8	14
Total	61	2	58	121

FPN AND PCN TICKET DISTRIBUTION BY WARD

NORTH	Darton East		
	Litter	DF	P
Jan	3	0	0
Feb	3	0	2
Mar	0	0	2
Total	6	0	4

NORTH	Darton West		
	Litter	DF	P
Jan	4	0	4
Feb	6	0	3
Mar	1	0	2
Total	11	0	9

NORTH	Old Town		
	Litter	DF	P
Jan	18	0	18
Feb	9	0	20
Mar	2	0	4
Total	29	0	42

NORTH	St Helens		
	Litter	DF	P
Jan	7	1	3
Feb	6	0	0
Mar	2	1	0
Total	15	2	3

Twiggs Grounds Maintenance - Quarter 1 report received

April 2018

Clean and Green		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Health and Wellbeing	Milestones achieved	●
	Outcome indicator targets met	●
Changing the Relationship	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Extract from the providers quarterly narrative report:

Performance Indicator	Yr Target	Q1	Cumulative
Twiggs social action events	12	35	62
Community groups supported	12	11	17
Areas adopted by residents	4	4	4
Volunteers recruited to Twiggs events	48	180	308
Areas of blight targeted	100	51	99
Local business engagement	60	10	23
Restorative justice sessions	4	0	1
Local spend	90%	95%	95%

Hot Spots - The following areas have been identified:

1. Old Town Ward, Honeywell Street – Honeywell
2. Old Town Ward, Honeywell Lane – Honeywell
3. Old Town, West Road Footpath leading to Stocks Lane
4. Darton East Ward, Footpath behind Mapplewell Village Hall
5. Darton East Ward, Birkinshaws Green
6. Darton West, Church Street Shop fronts
7. Darton West Ward, Huddersfield Road from NHS Building up to the bottom of Swithen Hill
8. Darton West Ward, Bence Lane
9. St Helens Ward, Carlton Road/ Carlton Hill
10. St Helens Ward, Lindhurst Road, Athersley North
11. St Helens Ward, Roundhouse Village Green

Supported Projects – Details for Evidencing

We have had contact and offered support with many existing groups, businesses and schools throughout the North Wards this Quarter.

We not only physically support local existing groups/ businesses, but we also utilise our capabilities with Facebook, Twitter and our contacts, to promote their events and/or information relevant to the wards.

Saturday 20th January 2018

Supporting Greenspace

Number of volunteers - 5

Planting trees at Mapplewell Park –
Darton East Ward



Monday 29th January 2018

Supporting McDonalds – Old Town Ward

Number of volunteers - 9

15 bags of litter waste

Litter picking the footpath to the side of the River and trees.



Twiggs Led Projects Delivered

Wednesday 10th January 2018 – Medina Way and the public footpath on Medina Way, Darton West Ward

Activities Included: Litter picking around the trees at the end of the road with a local volunteer. 6 large sacks of litter collected and removed.

Number of Adult Volunteers- 1

Number of Young Volunteers – 0

Total Number of Volunteers – 1

Number of New Adult Volunteers – 0

Number of New Young Volunteers – 0

Total Volunteer Hours - 3

Signature/ details obtained for evidencing purposes



Tuesday 13th February 2018 – Newstead Road – IKIC, St Helens Ward

Activities Included: Laurel pruning with a group of children and Adult supervisor, one large sack of green waste.

Number of Adult Volunteers- 3

Number of Young Volunteers – 0

Total Number of Volunteers – 3

Number of New Adult Volunteers – 0

Number of New Young Volunteers – 0

Total Volunteer Hours - 9

Signature/ details obtained for evidencing purposes



Wednesday 21st February 2018 working with Summer Lane Primary School, Old Town Ward

Sanding down the benches in the school playground ready for volunteers and the children to paint. **10 children supported and trained** in the best practices for revamping the outdoor furniture.

Number of Adult Volunteers- 0

Number of Young Volunteers – 0

Total Number of Volunteers – 7

Number of New Adult Volunteers –

0

Number of New Young Volunteers – 0

Total Volunteer Hours - 21

Signature/ details obtained for evidencing purposes

St Mary's C of E Primary School – Thursday 22nd February 2018

Clearing willow and planting bulbs in the school grounds with the garden club, children and 2 teachers



1. Saturday 10th March 2018 – Event with YMCA at Cresswell Allotments, Old Town Ward

Activities included: Litter picking with the YMCA areas in and around Cresswell

Allotments – collected and removed 24 large sacks of litter

Number of Adult Volunteers- 13

Number of Young Volunteers – 2

Total Number of Volunteers – 15

Number of New Adult Volunteers –

13

Number of New Young Volunteers – 0

Total Volunteer Hours - 45

Signature/ details obtained for evidencing purposes



Friday 16th March 2018 – Event on the footpath next to Moorland Avenue, Staincross, Darton East

Activities included: Our team scraping the moss, litter picked all visible litter and wheel barrowed all the waste onto the van.

Number of Adult Volunteers- 4

Number of Young Volunteers – 0

Total Number of Volunteers – 4

Number of New Adult Volunteers –

1

Number of New Young Volunteers – 0

Total Volunteer Hours - 12

Signature/ details obtained for evidencing purposes



Saturday 17th March 2018 – Harry Road Park

Supported by Darton West Ward Alliance

Number of volunteers - 6

Activities – Litter Picking the area and reducing the overgrowth, crow lifting the trees and building wildlife habitats with the green waste.



***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
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	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

CAB & DIAL 2 - Quarter 1 report received 2018

<div>Health and Wellbeing</div> <div>Anti Poverty</div> <div>Changing the Relationship</div>		RAG
	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	●

Extract from the providers project summary report:

During Quarter 2 of this project period the service provided advice to 448 client contacts. As is usual for this project the largest proportion of these have accessed the service for benefit related advice – although many clients have also accessed the service relating to debt, legal and relationship issues.

This quarter we have generated an estimated £650,291 in benefit gains for clients that accessed support through this project and helped to manage £116,776 of debt.

The overall number of out-of-scope clients dropped slightly from 27 last quarter to 24 this quarter, maintaining at 5.5% of total clients.

60% of all contacts received support to complete forms – a total of 268 clients.

Outreach Sessions

During Quarter 2 of this project period (1st January 2018 – 30th March 2018) a total of 61 outreaches were run across 13 weeks. This comprises of 49 during standard daylight hours and a further 12 outreaches were held during twilight hours.

During this period Citizens Advice Barnsley delivered 54 advice sessions

10 sessions did not go ahead – 2 due to Bank Holidays, 2 due to sickness, 4 due to annual leave and a further 2 sessions did not go ahead due to snow.

During the same period DIAL delivered 55 advice sessions.

9 sessions did not go ahead – 2 due to Bank Holidays, 2 due to sickness, 4 due to annual leave and 1 due to snow.

Case Study 1

Client attended outreach for help with a claim for Personal Independence Payment after being forced to transfer from Disability Living Allowance. Client is 68 years old in receipt of State Pension. Client has previously received the middle rate of the care component and the lower rate of the mobility component due to chronic conditions which include Lupus and quite severe mental health issues.

DIAL helped the client complete an initial PIP claim which was subsequently refused after failing to score enough points for either daily living or mobility, (previously care and mobility). The client's severe depression and anxiety increased due to the loss of income and they struggled to pay even basic bills.

DIAL helped the client submit a detailed and substantive mandatory reconsideration which was initially refused, (over 80% of mandatory reconsiderations are refused). DIAL assisted with submitting a further appeal based on the original points raised in the reconsideration.

The client received a phone call from PIP advising the appeal had been struck out as DWP had changed the decision without the need for going to appeal. The client was awarded the enhanced rates of both daily living, (£83.10 per week and mobility £58.00 per week), and also qualified for the Severe Disability Premium on top of Pension Credit, (£61.85 per week) for 5 years.

The client has received full entitlement to PIP and now qualifies for extra premiums including Pension Credit all backdated to the original date when the claim was refused. The weekly benefit gain totals £202.65 per week with entitlement to exemption from car tax, help with council tax support and a blue badge.

"Without advice from Geoff and DIAL, I would not have bothered to challenge the decision as I could not face the stress involved. I became so unwell after the refusal that I felt that no one understood how my conditions affected me. Thankfully DIAL run advice sessions in my local area and I was able to receive the support I needed to not only win my case but to increase my weekly income."

- Increase in weekly income.
- Money to pay basic needs and to pay for outside carers.
- Reduced stress and anxiety.
- Increased security as I can now pay my bills.

Case Study 2

Client attended Mapplewell outreach with their 17 year old sibling. The client's mother had died last week and the sibling that lived with her wanted to know what the succession rights in relation to the property were.

The client, partner and two children currently reside in another Berneslai homes property but are looking to move in with their sibling in the mother's former home.

The mother's property is a Berneslai Homes tenancy which had been held by the client's Mum since 1997. The client's Mum did not get the property under succession rights.

After ringing the NHAS helpline we managed to confirm that as long as no previous succession or assignment has occurred and the tenancy began pre April 2012 the client's sibling should be entitled to succeed, (as a member of the family,) provided they 'resided' with their mum for the twelve months prior to her death.

We also managed to clarify the fact that the client's sibling is 17 years old, and is a minor, will not affect their right to succeed to the tenancy. As long as the relevant conditions are met, the local authority will have no option but to recognise them as a successor. However arrangements would need to be made for the tenancy to be held on trust until they reach the age of 18.

Both the client and their sibling were notified of the possibility of under occupancy following a successions and how it is possible for the council to serve notice and seek possession under the discretionary Ground 15A.

Client was also given information about the possible consequences should they give up their current tenancy to move into the mother's former home with their sibling.

Client was advised that the succession forms should be completed in the name of the sibling as they were the one that had the rights to succession.

The client stated they were relieved that their sibling would not have to face leaving the property they have lived in for their entire life on top of having to deal with the grief with losing their Mum at a young age. Client was incredibly thankful for the service from Citizens Advice.

*CAB and DIAL's contribution to public health outcomes

DIAL and CAB

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and 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-reported well being
Healthcare 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





PART C – COMMUNITY GRANTS SUMMARY

PERFORMANCE MANAGEMENT REPORT

APRIL 2017 TO MARCH 2018

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	REPORTS
Emmanuel Church	Health and Wellbeing	Over 50s Friends	£ 19,984	April 2017	March 2018	Report submitted Jan 18
RVS	Health and Wellbeing	Looking out for older people	£ 19,557	April 2017	March 2018	Report submitted Jan 18
Reds In The Community	Health and Wellbeing	Walking Football	£ 7,062	April 2017	March 2018	Report submitted Jan 18
Reds In The Community	Opportunities for Young People	Premier League Kicks	£ 11,504	April 2017	March 2018	Report submitted Jan 18
YMCA	Opportunities for Young People	Youthwork	£ 6,735	April 2017	March 2018	Report submitted Oct 18

Emmanuel – Over Fifty Friends





Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

Over Fifty Friends aims to promote and support the health and wellbeing of older and vulnerable people by the reduction of social isolation and loneliness, through a wide range of activities supported by volunteers of all ages. The range of activities are specifically designed to stimulate the mental capacity of an aging generation. Participants will have the opportunities to develop skills as well as learn new skills, alongside meeting others who are of a similar age with similar interests. This project aims to engage over 200 older people in the activities.

Performance Summary: *Awaiting End of Project Report*

RVS – Looking Out for Older People

Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

The project aims to provide Opportunities for Young People by increasing their chances to interact and build relationships with members of other generations, learning new traditional skills and taking part in a range of enrichment activities which may not otherwise have been available to them. The project will help develop Stronger Communities by encouraging intergenerational groups to support one another and ensure that all participants have the opportunity to shape the future of the project by involving them in decision making and developing the work of the project in ways which best support services in their neighbourhoods. Participants will also have the opportunity to access RVS' existing network of luncheon and social clubs. The project aims to work with 200 young people and create 40 new volunteering roles.

Performance Summary (extract from performance report):

The Aim is to work within the North area Elderly community to engage in positive activities around sharing & learning new skills in any way suitable.

We had some success in delivering this programme and we have left a legacy of collaboration between older and younger people which will continue. We have continued to meet the needs of individual socially isolated and vulnerable older people in the North area. The demand for our service has remained throughout the life of the project and towards the end of the funding period has increased substantially by the development of "My Best Life" who have referred a significant number of new clients whose needs we have endeavoured to meet. This partnership will continue to develop throughout 2018/19.

The NCS Students were given a skills list to evaluate the skills they attain within the group and skills they would like to learn with only 2 days planning.





The Team had chosen to deliver the project at Orchard views on Gawber Road and decided to do activities based around Chair aerobics & Healthy living as many were sports students, a young girl wanted to do a craft session as she already knew how to knit through the skill being passed down in her family. The group had discussed about what they wanted to gain from the project which was befriending and learning traditional games from the residents.

Initially the group struggled to engage with the residents, soon learning that the residents were very much in a routine of having their meals and then sleeping in between The NCS

students where the encouraged to engage in conversation with clients and befriend them before getting them to do activities. The younger people were soon building their confidence to just sit and speak to everyone either in small groups or on a 1-1. To start the activities the group decided they wanted to break the ice and played games such as 'beetle drive, card games and get to know you questions,' which the elderly clients led.

The group also engaged in Crafts such as jewellery making, knitting & painting with the elderly. Within the 3 days of delivering the programme, they gained the confidence to deliver group activities and befriend older clients, which most young people out of the group have asked to be in the pool of volunteers for future projects with the Royal Voluntary Service

Reds In the Community – Walking Football





Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

Through the Fit Reds programme, Fit Reds Health Trainers provide participants with information regarding diet, nutrition and healthy lifestyles along with vital one to one support. Fit Reds Physical Activity Coaches engage participants with physical activity suited to their individual needs. Reds in the Community's proposed Walking Football Fit Reds Programme, which will build upon the positive work which the charity has undertaken in the North Area over the past year whilst piloting a brand new programme of activity which combines Walking Football with our successful Fit Reds programme, aims to directly address the issue of inactivity amongst males 55+ in the North Area of Barnsley and promote healthy living. The programme will be available to 30 individuals in the North Area.

Performance Summary: *Awaiting end of project report*

RITC – Premier League Kicks





Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

Premier League Kicks programme, offers weekly sports sessions in community time, young people will be doing more sport and physical activity and will develop their sporting skills. Sessions will also support the development of essential life-skills such as teamwork, leadership and communication skills. Through engaging young people with sports participation activities, and of course sporting role models in the form of professional football players, as well as incentives such as match day tickets, Reds in the Community will inspire and motivate the young people we work with to continue leading healthy and active lifestyles. The programme will be available to 50 young people.

Performance Summary: *Awaiting End of project report*

YMCA – YMCA Youthwork

Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

The project aims to enable children and young people from the locality to access a range of positive activities as an alternative to risk taking and anti-social behaviour. To sustain a programme of open access, positive activities for children and young people that contribute to improving their health and wellbeing and raising levels of aspiration. Providing safe, local opportunities for children and young people to make positive choices about what they do outside of school hours. The project aims to provide youth work opportunities for 592 young people and create 66 volunteering and peer support opportunities.

Performance Summary (extract from quarterly report):

The project is providing a flexible programme of activities with 2 weekly, age specific, open access youth club sessions during term time at YMCA Barnsley, along with holiday provision and outreach and engagement activities in the locality area.

The level of participation in this reporting period is positive and reflects the consultation and outreach activity, the weekly youth clubs are well attended and retaining a high level of participants from the North Area.

The programme of activities in this quarter has included:

- Regular consultation and engagement with young people about programme of activities. Discussions around positive and equal relationships (including sexual health) continues to be a regular agenda item. We continue to liaise and signpost to specialist services where need dictates. Discussions about possible trips and visits that resulted in a Junior Youth Club visit to Nova City.
- Opportunities for peer support and youth volunteering. 1 senior member has expressed an interest in becoming a young volunteer and taking on some responsibility. (see case study)
- A girls sport and activity project focussed on personal and social development, enhancing self-esteem, skills development and raising levels of aspiration and achievement. In this quarter participants have been participating in a running programme.
- Senior Youth group programme opportunities around health and wellbeing, belonging, personal safety, self-image, relationships, sexual health, sports, games, arts and crafts. Specific projects: exploring ways in which to increase female

representation within our team of young volunteers and peer educators, methods which are currently being employed and having positive effect. Exploring identity and image. A group of members have been meeting and discussing these issues and are currently building a display to promote an awareness of positive identity and image, irrespective of shape / size / ability / background etc. Exploring political engagement. How change affects us as individuals be it local, regional or global change.

- Junior Youth Group programme opportunities around health and wellbeing, belonging, personal challenge and team development activities building communication and problem solving skills, and a visit to Nova City. Along with the usual programmes of seasonal activities, sports, games, horticulture, arts and crafts.

New members continue to join and this quarter project staff have supported the transition of several older junior members into Y Stay In senior provision. Staff are careful to monitor transition into older provision as jumping from the small pond as a big fish, to a much larger pond where you suddenly become a little fish can be quite traumatic for some. Our coordinated approach has paid dividends in that our new ex junior members, supported by staff and more importantly young volunteers appear to be thriving within 'senior' provision and are making a positive impact and contribution to sessions.

The Y Stay In youth worker is continuing to support a group of young women with their issues around being in the care system and their personal challenges and development. Providing a consistent point of contact and regular support, developing and maintaining relationships, and enabling them to explore and access wider opportunities and additional services.

Youth workers build and maintain consistent positive relationships with participants, engaging with them on a weekly basis listening to and valuing them as individuals and providing ongoing support and referral to other agencies if needed. These regular conversations also enable the youth workers to consult effectively and deliver a proactive needs led programme.

There has been limited outreach and detached activity during this quarter as the planned activity has already been delivered. However in response to the needs and issues identified through this outreach YMCA Barnsley submitted and were successful with a Stronger Communities application to expand and develop the current project in particular with a detached youth work project and as our provision broadens we are confident we can hit the ground running come better weather and lighter nights in this locality as we have extensively reconnoitred and engaged with the wider community.

Anonymised Case Study

Mandy is a member of the Y Stay In (YSI) youth club, she is identified as vulnerable, has been in the care system, has additional needs and is on the autistic spectrum. She finds formal education challenging, often struggles to forge and maintain relationships and becomes frustrated, perhaps even angry sometimes when she cannot read certain situations or understand what is going on around her.

Some staff have known Mandy for a number of years and have supported her in many areas of her life. Through transition from primary to secondary school, with relationship building, transition into adulthood and more.

Mandy requires clear boundaries and a clear support model, YMCA staff also provide external support and liaison with other professionals as part of her 'Team Around The Child' meetings. As part of her condition she has on occasion displayed angry and aggressive behaviour and targeted this verbally to one member of staff in particular, one who has been incredibly supportive towards her for a number of years. Whilst upsetting and undeserved, the member of staff made sure that her door was always open for Mandy, and whilst Mandy made the decision to not attend YSI for a few weeks, she was always welcome back, however there needed to be some discussion about her behaviour and her treatment of staff members.

This quarter has seen Mandy return to YSI. She acknowledged that sometimes her behaviour is unacceptable and realised that targeting one member of staff was unfair. These conversations lead to a wider impact in some ways as staff and young people openly discussed how an individual's behaviour can impact (be it positively or negatively) on someone else's emotional wellbeing.

In recent weeks staff have observed a change in Mandy's behaviour. She has responded positively to requests for help and support in certain sessions and has on her own initiative taken on a role of welcoming and buddying one young woman in particular to YSI. The new member is also in the care system and can display similar traits to Mandy in terms of her emotional wellbeing.

After discussions within the staff team we made the decision to build on Mandy's current positive behaviour and explore the option of trialing some peer support and responsibility within YSI. Whether that be staffing the coffee bar area, encouraging participation in activities with younger members or indeed buddying new members, specifically if Mandy identifies common interests / backgrounds etc.

With careful support Mandy appears to be thriving in this role. We observe her taking initiative and making decisions, for example if there is no one behind the coffee bar and someone needs serving, she no longer asks a member of staff if she should attend, she simply steps up and does it.





Importantly we observe a more confident Mandy despite her daily frustrations at the world around her. She is clearly maturing and appears to have become a calmer young woman. Mandy still has lots going on in her life, she has regular contact with a number of agencies as one would expect with young people in care and with certain specific needs. We hope that she will continue to grow and build positive relationships, build her confidence and achieve her aspiration to become an active Young Volunteer with YMCA Barnsley as she transitions into adulthood.

Jeff Platts – April 2018

OCTOBER 2017 TO SEPTEMBER 2018

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	REPORTS
Ad Astra	Changing the Relationship	New Lodge	£ 19,500	October 2017	September 2018	Report submitted Jan 2018
Emmanuel Methodist Church	Health and Wellbeing	Stage Lighting	£ 5,000	October 2017	December 2018	Report submitted Jan 2018
Homestart	Health and Wellbeing	Lifeline Project	£ 19,811	October 2017	September 2018	Report submitted Jan 2018

Ad Astra Barnsley CIC – New Lodge

Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

The Community Interest Company aims to use their management of New Lodge Community Centre to provide activities to involve a wide range of New Lodge and St Helens residents. These activities aim to provide a variety of volunteering opportunities, health benefits and improve community cohesion.

In addition Ad Astra will continue in its primary aim of raising the aspirations of young people throughout the North Area by providing and involving themselves and their volunteers in a wide range of community activities. These will be Family Fun days, After School Clubs, Peer support and Anti Bullying workshops and events to help improve the local environment.

Performance Summary:

Extract from Ad Astra's Quarterly Report -

Our Current programme for New Lodge Community Centre is as follows:

Mondays

AM– We run a Coffee Morning with Food Distribution –this is food we have from FareShare. We used to have food brought from that was donated from local supermarkets donated by Sarah Café but unfortunately due to poor health of the individual who brought this donation we don't have as much food to distribute. We are now in talks with TESCO who are willing to donate food, which will support our Monday Morning session.

Afterschool – We have an Afterschool club which was originally going to be a Homework Club but we have found over the last term that there isn't a great deal of Homework set so we are changing this to a straightforward afterschool club with an education slant to it where we can still the young people with literacy and numeracy.

Tuesdays

AM – We have a Toddler Craft Session

PM – We have our Bingo session

Afterschool – We have our 5 – 8 Group

Eve – We have our Youth Club for 8 – 13years

Tuesdays are running well and the numbers for these sessions are growing nicely.

Wednesday

We have Tinky Tots, which is our Pre School Dance and Movement group – this started quietly and has now grown to capacity – we may need to look at adding an additional slot because the children and parents love this session.

Thursdays

AM/PM - Thursday was originally our Coffee Lodge Brunch Club but we have changed the remit of this session, as the numbers were quite low. We now have Thursday mornings is running as a support Café for different agencies/ organisations. The third Thursday is now up and running as our Shared Memories Support Café for families living with Dementia and loneliness and isolation. In May we will start with the first Thursday of the month a Parkinson's Support Café. In June we start with the forth Thursday as a Support Café for parents with SEND children. The final Thursday is yet to be decided.....

Eve – We have an Adult Dance and Fitness class which has picked up very well with 12 regular attendees

During the school holidays in February and March we held very successful sessions for young people and their families. Both from the area and several travelled from outside the area to attend our specialized sessions. We held our usual clean ups and litter picks in the area supported by Twigg's. We held Harry Potter Days and Science and Slime Workshops, which filled up within minutes once advertised. We had to put on additional sessions for each of these activities. We held Cook and Eat sessions where young people and our staff and volunteers prepared food for those who were litter picking and cleaning up the local park.

We joined St Helens Ward Alliance as part of the Great British Clean up and had a few young people dressed as Super Heroes for the event this was followed by a Pie and Pea lunch back at the centre.

All our Holiday provision activities provided food as part of our continuing commitment to the Feeding Britain Project.

During our inclement weather we made up over 20 Emergency Supplies Bags and took them out to local residents who were isolated. They contained the basics of Bread butter cheese ham toilet rolls soup beans and pasta they were all mixed and greatly appreciated.

Our programme will be tweaked after the May Spring Bank Holiday – so the next quarter is looking very exciting at the moment

We have on loan from Libraries service a laptop and tablet plus a video camera, which will support our sessions

Social Action and Volunteering - Hours are recorded:

Session delivery (average only - 2.5 hours per session)

Mondays - 2 session with 3 volunteers

Tuesdays – 4 sessions with 10 volunteering throughout the day

Wednesday – 1 session with 1 volunteer

Thursday – 1 session with 5 volunteers

We have had one Individual Supervision this quarter with all volunteers this term = 24 hours

Emmanuel Methodist Church – Stage Lighting

Satisfactory quarterly monitoring form submitted	●
Project milestones achieved	●
Project indicators / targets met	●
Overall project progress & achievements	●

Project Summary:





Emmanuel Church hosts a number of concert and performing arts events during the year. The church has been advised by concert users that the lighting in the concert space is not fit for purpose. The grant funding will contribute to larger financial commitment to replace the stage lighting in the main concert area.

Performance Summary:

The lighting system was replaced on 10th November 2017. 5 volunteers have been trained to operate the lights and a new drama group has now been started spurred on by the opportunity to preform productions in The Sanctuary.



Homestart – Lifeline Project

Satisfactory quarterly monitoring form submitted	
Project milestones achieved	
Project indicators / targets met	
Overall project progress & achievements	

Project Summary:

Homestart intend to deliver a project to provide unique and proven support to isolated and vulnerable families in north Barnsley, building on the work we have delivered in other areas previously.

Homestart have use a volunteering model to support their delivery and they intend to recruit and specifically train local people on their accredited course to become volunteers and undertake home-visits, where they can provide practical help, emotional support and parenting advice to families who are struggling.

Performance Summary:

Extract from Homestart's Quarterly Report -

Referrals

The project is progressing well, with 4 new referrals received this quarter, 1 from a Social Worker, and 3 from the Health Visiting team. Families are presenting with a range of issues including anxiety and depression, physical health problems, coping with the demands of young children and premature babies. Of the 4 referrals, 2 are in St Helens ward, 1 in Darton East and 1 in Darton West.

One family referred in March have particularly complex needs including former substance misuse, alcohol issues and chronic mental ill health. The 2 children in the family display signs of delayed development and are both on CIN plans. Further information was sought from the Social Worker to ensure that substance misuse and domestic violence mentioned on the referral form was historical and that there are no safety concerns for HS staff and volunteers. Following reassurance from the social worker, we have agreed to take on the family subject to an initial visit and assessment by the coordinator- scheduled for 1st May. This illustrates how complex some of the referrals are, and the factors we need to consider before accepting a family for home visiting support. We do not want a volunteer to feel overwhelmed by the issues facing the family, and we recognise that it can be quite daunting to undertake work with a family who are subject to other interventions- there are at least 6 other agencies or professionals involved. If there were any remaining concerns following the initial visit, we would have no hesitation in rejecting the referral.

Additional Support

During this quarter we have been successful in an application to the Home- Start Family Support Fund for a North Area family whose hoover had broken. With 4 young children who all eat in the living room, we felt this was a priority for them and the application was approved and a hoover delivered by Argos to the family home within a week! We also provided a referral to the clothes bank at Kendray for a family struggling to make ends meet. During the visit, the Church identified that they needed more specific help with school uniforms and winter coats for both mum and her 5 year old child- they applied on her behalf and a grant of £70 was awarded for this purpose.

Case Study 2: HS Ref: 2991- Simon and David *names changed

This family were referred to us by a Family Support Worker working with the 10 year old child in school. The family consists of dad and step mum, both of whom were identified as having learning disability and chronic health needs including ongoing anxiety issues leading to a reluctance to leave the home. The referrer felt that a volunteer could help with support to access services as appointments are frequently missed, but also to model appropriate behaviour for David who is a very active boy keen to access activities outside of the home appropriate for a boy of his age. The family have had interventions from services in the past but it was hoped that the more informal approach of Home-Start would be more effective in achieving positive outcomes.

At the initial visit, I discussed how a volunteer might provide opportunities for the whole family to get outdoors more and access local facilities and services. It was highlighted that the family feel intimidated by Simon's ex- partner who lives nearby and is quite aggressive towards him. Simon expressed a preference for a male volunteer, and we were able to find someone who fit the bill perfectly as he prefers to work with dads. The link visit went really well, with both parties relaxed and sharing similar taste in TV programmes! Following this however, the volunteer contacted me as he was struggling to arrange home visits- Simon would often cancel at very short notice or even not be home at all when the volunteer called round for visits. I contacted the referrer who confirmed that this was a common response from the family- she felt they agreed to interventions but then often failed to engage. I explained that our volunteers are a valuable resource and we will not tolerate repeated failure to engage. She agreed to discuss with family, and I carried out a review visit where I stressed the importance of keeping appointments to Simon. At this point he disclosed that he struggled to trust people but that he did really like the volunteer and didn't want to lose his support.

Since then there has been a number of visits- the volunteer feels that he is starting to gain Simon's trust and has also managed to meet and chat to David on a few occasions. Visits are still cancelled occasionally, but the volunteer is determined to persevere and provide sporting opportunities for David. We have been invited to attend a TAF meeting at school for David on 3rd May so we will be able to keep in touch with the family and other professionals.