

Penistone Social Inclusion Service

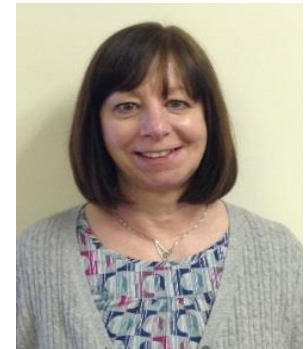
The half way through story

The Commission

- Penistone Area Council commissioned a Service to address the needs of lonely and isolated people especially older people
- Age UK Barnsley started providing the Service for people aged 50 and over from January 2017
- There are already good levels of volunteering and a great deal of excellent work happening with groups, services and activities in the area. Not all joined up
- Issues with the rural nature of the area and access to appropriate transport
- Need sustainability. New ways of working, partnerships, social action and community assets are key to the success of the service

The Staff

- Local Office base in Penistone Library
- Staff team started on February 2017.
- Karen Dennis- Working on group support, group development, community asset mapping and Eyes on the Ground.
- Ellen Hall- Working on individual support, volunteer induction and management and link to Community Transport



Groups and Activities

- Mapping the current groups and activities
- Supporting Existing Groups and Events
- Consulting and Creating New Sustainable Activity Groups. *Year 1 Target =6 Achieved=10*
- Launch and Eyes on the Ground Events
- Penistone Big Knit
- Keeping Penistone Warm
- Christmas Party

Volunteers

- Good Neighbours are volunteers who support older people in their own communities right across the Penistone Wards.
- They support with shopping, visiting people at home and helping them get out of the house and to keep appointments.
- There are 27 **formal** volunteers supporting older people as Good Neighbours and helping us to deliver events.
- In year 1, 63 volunteers delivered 1,328 hours of support into this service and these are just the ones we count.

Community Car Service

- Currently 6 drivers on the Community Car Service- Volunteers using their own cars
<https://www.youtube.com/watch?v=PB9LxKoJSTk>
- Partnership with Barnsley Dial a Ride and increasing registration
- Gives a supported and cost effective alternative to taxis for older people to attend appointments, maintain social activities and use local facilities.
- Operating for 1 year= 165 journeys so far

Individual Service

- 82 referrals to the individual service up to March 2018 and 918 interventions have taken place right across the area
- Personalised and holistic process enabling the individual to identify the support they need to address isolation.
- The reasons people become isolated are often complicated e.g. illness, disability, bereavement, mental health problems, lack of transport, lack of financial resources.
- Some people have needed a lot of input from the service
- We are able to measure the impact of the service for individuals by using the UCLA Loneliness Scale and Warwick Edinburgh Mental Wellbeing Scale.

Reviews carried out in Year 1 show that 63% of people feel less lonely as a result of using the service and 81% reported increased wellbeing.

Case Study

- 90 year old female lived alone for years and always been happy
- Referred to us by her GP as she started experiencing panic and anxiety following an illness
- Anxiety made her fearful of being on her own and stopped her attending hospital appointments
- Gave her help, support and techniques to cope with panic attacks and anxiety
- Linked her with a local volunteer who offered additional support
- Now attending medical appointments again and has even been to one of our groups as ready to start socialising again

Winter Register

- Started with Penistone Big Knit and Keeping Penistone Warm. More than 70 older people attended.
- 34 people identified themselves as being particularly vulnerable in extreme weather.
- Age UK Barnsley advised older people of extreme weather alerts
- Helped people prepare for winter conditions by supporting with shopping etc. Good Neighbours and local groups alert and ready to help.
- Mobile number made available for older people who had problems once the bad weather set in.
- Support given with shopping for basics, energy prepayment cards and GP appointments.

Year 2- 2018

- In Year 2 we are focusing more on the small communities around Penistone
- Using heat maps to identify where social isolation and fuel poverty intervention is needed e.g. Tankersley
- Linking in Information and Advice Services
- We are delivering Sloppy Slipper Events to replace damaged or inadequate slippers to stop falls.
- Summer BBQ, Safeguarding and Winter Warmth Event
- Growing number of activities and Community Car Journeys in the area and work with individuals.
- Developing the Winter Register
- Working on intergenerational activities.
- Feeling Well and health related groups

What People Say

“I can’t believe how helpful everyone has been. It’s really brought home that I don’t have to be on my own if I don’t want to be”

“I have hope now when I didn’t have any hope before. I don’t feel I am so by myself now and you have been my lifeline”

“I couldn’t have done this without you. My only worry now is that I have that many things to do I can’t fit everything in”

What's Next

- Reaching further into smaller communities, identifying isolated individuals
- Capitalising on what has already been done.
- Consultation for Principle Towns and Age Friendly
- Growing Good Neighbour and Community Car volunteer base
- Building up the Winter Register

What's Next

- Activities for Men- build on Men in Sheds initiative.
- Get people moving. Table Tennis, Walking Football
- Activities with health outcomes
- New partners- e.g. Psychological Services
- Supporting access to care services (Brokerage)
- Increasing Intergenerational Work

Thank you and any questions?