

NORTH AREA COUNCIL

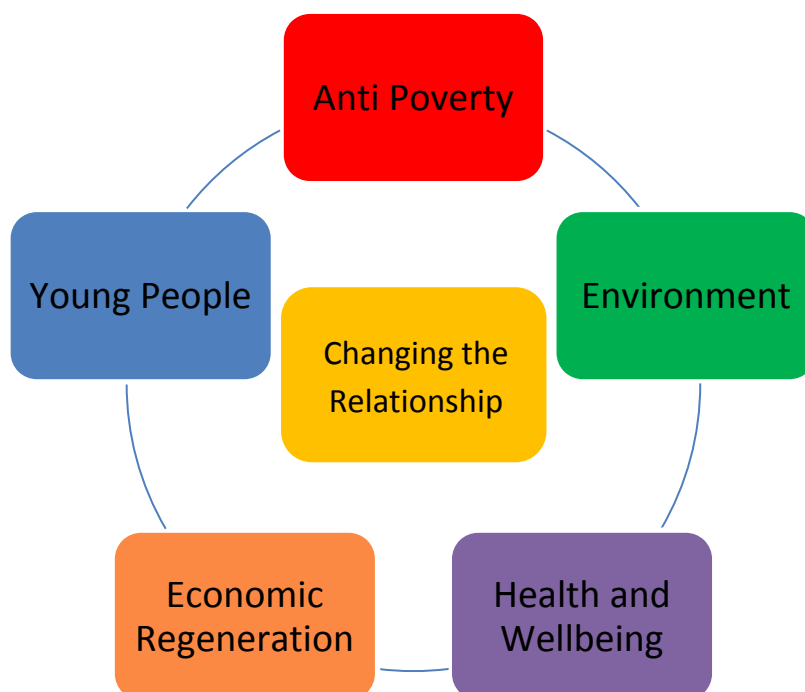
Project Performance Report

Q1 2018/19 (April – June 2018)

July 2018

INTRODUCTION

North Area Council Priorities



Contributing to the following Corporate Priorities and Outcomes:

THRIVING & VIBRANT ECONOMY	PEOPLE ACHIEVING THEIR POTENTIAL	STRONG & RESILIENT COMMUNITIES
Outcomes: 1: Create more and better jobs 2: Increase skills to get more people working 5: Create more and better housing	Outcomes: 7: Reducing demand through improving access to early help 8: Children and adults are safe from harm 9: People are healthier, happier independent and active	Outcomes: 10: People volunteering and contributing towards stronger communities 11: Protecting the borough for future generations

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 Concluded
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

2 contracts have formally completed their contract monitoring/contract management reporting for Q1 2018/19. The following tables therefore reflect the overview of performance of **3 live contracts only**. These contracts are:

- Twiggs – Year 1, Q3
- CAB & DIAL Contract 2, Year 1, Q3
- DIAL (Social Isolation)

The North Area also funds 3 contracted posts:

- Housing Migration Officer
- Youth Participation Officer (x2)

Anti-Poverty

Performance Indicator	Target	Achieved to date
CAB & DIAL Contract		
Number of financial / debt settlements negotiated		9
Cases of homelessness prevented		1
Overall benefit gain (in £)		£909,58
Debt Managed (in £)		£73,294
Home environment (regardless of tenure) – Social Isolation & Cold Homes		
Savings derived as a result of energy switching (in £)		

Young People

Performance Indicator	Target	Achieved to date
Number of young people engaged by Youth Participation Officers		
Number of sessions delivered by Youth Participation Workers		

N.B. New performance indicators will be developed once the role of the young person's participation workers are established.

Environment: Education & Support

Performance Indicator	Target	Achieved to date
Public Spaces - Twiggs		
Number of local businesses supported at planned events	60	48%
Number of new groups formed with support of Twiggs	4	50%
Number of hours of volunteering generated	1200	65%
Number of volunteers trained in horticultural skills	32	171%
Private Rented Homes - Housing Migration Officer		
Number of vulnerable households identified		40
Number of properties improved because of service intervention		4
Number of requests to landlords (both formal and informal)		21
Number of community protection written warnings issued		15
Home environment (regardless of tenure) – Social Isolation & Cold Homes		
Numbers of household receiving heating and energy efficiency measures.		
Number of volunteers trained to deliver home energy advice and energy switching sessions		

Health and Wellbeing

Performance Indicator	Target	Achieved to date
Anti-Poverty – CAB & DIAL		
Local residents experienced improved health and wellbeing		85%
Local people feel more able to manage their own affairs		70%
Home environment (regardless of tenure) – Social Isolation & Cold Homes		
Individual needs assessments completed		
Reduction in feelings of loneliness and isolation within the client group		
Improvement in Mental Wellbeing of residents		
Number of new social networking groups		

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Twiggs Grounds Maintenance - Q1 report received July '18

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

Extract from the providers quarterly narrative report:

Performance Indicator	Yr Target	Q1	Q2	Q3	Q4	Cumulative
Twiggs social action events	12	48				48
Community groups supported	12	25				25
Areas adopted by residents	4	2				2
Volunteers recruited to Twiggs events	48	364				364
Areas of blight targeted	100	57				57
Local business engagement	60	29				29
Restorative justice sessions	4	2				2
Local spend	90%	95%				95%

Hot Spots - The following areas have been identified:

1. Old Town Ward – Honeywell Lane, litter issue. There is no bin as it was removed.
2. Old Town Ward – Stocks Lane footpath leading to West Road. A well-used pathway with no litter bin present, also needles are found in this location.
3. Darton East Ward – Birkinshaws Green, Darton Lane. Litter on greenspace and also at the bottom of School Street.
4. Darton East Ward – Bus stop at greenside Mapplewell in front of Bowling Club issue with litter.
5. Darton West Ward – Huddersfield Road, Darton – From Darton Centre to bottom of Ballfield Lane. Litter discarded from passing vehicles

6. Darton West Ward – Bence Lane, issue with litter.
7. Darton West Ward – Medina Way footpath, litter and dog fouling issue.
8. St Helens Ward – Lindhurst Road, Athersley North. Issue with litter.
9. St Helens Ward – New Lodge Park, issue with litter and flytipping

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 5th May 2018 – Wooley Colliery Road, Supporting Greenspace Group and The North Area Team

Activities included: Litter picking surrounding the road and surrounding areas, we removed a huge amount of litter on this event. (27 sacks)



Friday 8th June 2018 and Saturday 9th June 2018 - Supporting Darton West Ward Alliance at Harry Road Recreational Ground

In preparation for the event that weekend our team strimmed the ground for the bug hotel to be built on. Materials for the creation of the bug hotel were collected by the team overtime, from various clean up and improvement activities throughout the North Wards this quarter.

On Saturday 9th June our team worked with volunteers clearing up the area, litter picking and creating the wildlife habitats.



Twiggs Led Projects Delivered

Friday 6th April 2018 – Athersley Community Shop/ Café, St Helens Ward

Activities Included: Litter picking up and down either side of Lindhurst Road. (13 sacks of litter collected)

Number of Adult Volunteers- 3

Number of Young Volunteers – 7

Total Number of Volunteers – 10

Number of New Adult Volunteers – 2

Number of New Young Volunteers – 7

Total Volunteer Hours - 20

Signature/ details obtained for evidencing purposes



Tuesday 10th April 2018 – Laithes Lane (Athersley Cares)

Activities Included: Fruit planting and hanging baskets with members of Athersley Cares.

Following a very unfortunate overnight theft at the Athersley Cares Centre, it did seem like these activities were going to be cancelled. However, the team placed efforts into visiting local businesses with the hope that donations could be gathered to enable the plans to go ahead.

5-A-DAY Fruit & Veg on Lathies Lane generously donated plants and compost for the activities, meaning the session could still go ahead.

Tesco Stores also very kindly donated a selection of gardening equipment, seeds, compost and plants to be utilised across a few groups currently being supported in the North Area.

Number of Adult Volunteers- 4

Number of Young Volunteers – 4

Total Number of Volunteers – 8

Number of New Adult Volunteers – 1

Number of New Young Volunteers – 1

Total Volunteer Hours - 21

Signature/ details obtained for evidencing purposes



Thursday 19th April 2018 – St Mary's Primary School, Old Town

Activities included: Supporting the gardening club move 6 tonne of top soil into the raised beds, to enable the group to carry out their planting activities.

Number of Adult Volunteers- 3

Number of Young Volunteers – 7

Total Number of Volunteers – 10

Number of New Adult Volunteers – 3

Number of New Young Volunteers – 7

Total Volunteer Hours - 30

Signature/ details obtained for evidencing purposes



Friday 18th May 2018 – The Quarry Event promoting new volunteer group, St Helens Ward

Activities included: Our team and volunteers from Burton Road Primary and the local area made a massive impact in one session at the Quarry at Monk Bretton – in total 32 large sacks of waste were collected and removed from the area. Local businesses such as Iceland and Factory Foods donated refreshments and sweets for the volunteers who took part. We are planning to work alongside this new volunteer group in the future who are wanting to lead with the cleanups of predominantly The Quarry and Brettas Park in Monk Bretton.

The fantastic volunteers even took on the responsibility of promoting the event, advertising through Dearne FM,

BMBC intranet, handing out flyers, and creating a sign to walk around the local school playground that afternoon, recruiting new volunteers on the day. The children involved are working together to decide a name and logo for this new group to help identify and

promote their plans and activities in the area. The next meeting will be arranged for during the Summer holidays.

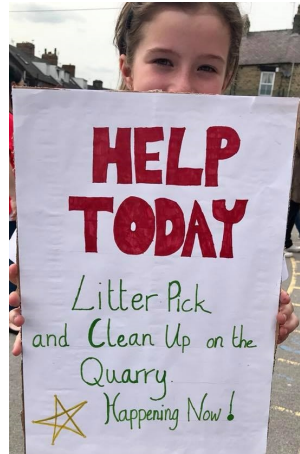
Number of Adult Volunteers- 15 Number of Young Volunteers – 16

Total Number of Volunteers – 31

Number of New Adult Volunteers – 10 Number of New Young Volunteers – 11

Total Volunteer Hours – 77.5

Signature/ details obtained for evidencing purposes



***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

Health and Wellbeing		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Anti Poverty	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 project summary report:

During Quarter 3 of this project period the service provided advice to 486 client contacts. As is usual for this project the largest proportion of these have accessed the service for benefit related advice.

This quarter we have generated an estimated £909,058 in benefit gains for clients that accessed support through this project and helped to manage £73,294 of debt. The year-to-date estimated benefit gains have now reached £1,841,312

The number of out-of-scope clients that have accessed the service this quarter has dropped again – this quarter we recorded 21, which equates to 4% of total client contacts. YTD the percentage of out-of-scope clients remains at 5%. Going forward, advisers will not be seeing out-of-area clients unless there is an emergency situation.

There is still high demand from clients for help with form filling. This quarter 291 clients/60% of people accessing the service received support to complete forms.

Case Studies

Case Study 1

Client attended St. Helens Ward Outreach, Athersley Library, in a state of distress. Client was tearful and said they felt suicidal due to being mistreated and wrongly advised by the DWP, which had placed them in severe hardship and unable to manage their finances and physical and emotional health and wellbeing.

Client was brought to outreach session by a close friend due to the distressed state they were in. Client found it difficult to engage at first and it took time to reassure the client so they could inform me of what had occurred.

Client was on Employment & Support Allowance (ESA), Income Based, and was in the Support Component, including Severe Disability Premium & Enhanced Disability Premium. Client was also in receipt of Housing Benefit (HB), and some Council Tax Support.

Client contacted ESA, to inform them that they were moving house, from one council property to another council property in the same area.

However, client was informed by ESA that due to the move, they would now have to claim Universal Credit (UC), and that their ESA claim was now closed.

Client visited the Job Centre and they supported the client to make a UC claim. Client would have to wait 5 weeks for any payment, which excluded premiums. Their Housing Benefit claim was also closed.

The client was now without income and was going to be much financially worse off on UC.

The guidance states that when a HB Claimant moves into a 'full service' area – same Local Authority – they remain on HB and have the choice to stay on 'legacy benefit' or claim UC, if better off.

I contacted both ESA and UC, made official complaints and appealed the decision to place the client on UC. I also made complaint to the Job Centre, as they should have also picked up on this mistake and therefore they had also provided incorrect advice and support.

I spoke with senior case managers and quickly got the situation resolved. Client was subsequently placed back on ESA, with all premiums, and the HB claim was reopened. The client received back payments and an apology from ESA.

Quote from client:

'I can't believe what you've done Mick, I can't thank you enough. Wish I'd have gone to Dial in the first place'.

Case Study 2

Client attended Emanuel church outreach as they were having £47.67 deducted from their Universal credit payment which was causing financial hardship.

They had received a letter saying that the deduction was towards an outstanding tax credit overpayment of £145.66 from when they had been part of a joint claim.

Our client had tried to sort this out themselves but when they had spoken to UC they were told that the debt was actually £1817.96

We checked the tax credit guidance which states that the entire debt cannot be recovered from 1 party of a joint claim unless there is fraud or negligence that can be proved to have only come from one party. Otherwise only a maximum of half of the debt should be recovered but for some reason our client had been held responsible for the full overpayment.

We wrote to tax credits who have now responded and have agreed that it was their fault and have now written off our client's balance and have refunded all the payments that they had already paid.

*CAB and DIAL's 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.	
1.09	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

Housing Migration Officer – Contract commencing on 18th Jan '18

<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	●

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.

Performance Update

CASE STUDY NO. 1 - OLD TOWN AREA

This concerns were raised during an area walk about, a local resident had environmental concerns for their property as they felt that the damp in their dwelling was being contributed to by the neighbouring property, the concerns initially were with pest and vermin in the area.

The initial concerns were:-

- **The welfare of the occupants** to the dwelling. Occupants are believed to have enduring mental health issues. The occupants are known to the police but services have never been able to gain access over the last 5-10 years.
- **Environmental Issues;** Overgrown gardens impacting upon others in the residential area, the property being a blight on the area as well as issues with pest & vermin.
- **Housing disrepair** issues; the property has been neglected over a number of years
- **Impact upon others within the immediate area.**
- The adjoining dwelling may also have housing disrepair issues due to the neglect of the dwelling in this case study.

Interventions

I carried out a full property check to ascertain occupation and ownership of the dwelling.

- I liaised with our local SNT & the Community Mental Health Practitioner attached to the SNT team to ensure local health & Safety guidelines were met - ensuring the safety of myself and others.
- I carried out an initial site visit to the property to carrying out a dynamic risk assessment to identify the issues in terms of the housing disrepair & to collate photographic evidence.
- I identified the dwelling as Filthy & Verminous with significant signs of hoarding and housing disrepair internally & externally.
- I also made contact with the local residents to identify any current issues as well as being able to confirm that the property was actually occupied.
- I made three attempts to make contact by attending at the property as I was concerned for the health and welfare of the occupants.
- I requested a briefing with SNT and a decision was made to attend at the property with them with a view to immediate access.
- I made contact with the occupier building rapport quickly with the occupier they agreed to further interventions from S.Y.F.R, & Social Care,

Outcomes Achieved

- I made referrals to Social care and South Yorkshire Fire & Rescue
- I co-ordinated all visits with Social Care and South Yorkshire Fire & Rescue with the consent of the occupier.
- I Referral to case Pest control.
- Yorkshire Water were contacted to look at potential Damage to the drains to the property due to root intrusion caused by poor garden maintenance., Yorkshire Water re-attended at the property to ensure that there were no leaks from the property that could be contributing to the damp issues with the neighbouring property.
- The Occupier was supported to appoint approved contractors to remove the waste from the property.

Before:



After:



Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and 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 and 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	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

Youth Participation Officers – contract commenced on 1st Aug '18

<div>Young People</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	●

Purpose:

The participation support worker will develop, plan, coordinate and deliver a needs based engagement and participation plan for young people that is empowering and fosters self-reliance for both individuals and groups. They will cultivate and support structures that allow young people to articulate their needs and encourage them to be active citizens and make a positive contribution to community life.

The Youth Participation Support Workers will establish and maintain informal positive and professional relationships with young people aged 11 -19 years via events and face to face sessions in schools, youth groups and outreach work in the community. Delivery will be linked with the locality based governance structure which requires you to establish progressive working relationships with the Ward Alliances for the following electoral wards: Darton East, Darton West, Old Town and St Helen's.

Performance Update:

Will be included in the subsequent performance report.

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.01i	Children in low income families (all dependent children under 20)
1.03	Pupil Absence
1.04	First time entrants into the youth justice system
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.09	Smoking prevalence at age 15

DIAL (Social Isolation) – Contract commencing on 1st September

<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	●

DIAL's 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.	
1.01i	Children in low income families (all dependent children under 20)
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	Self-reported well being
2.24	Emergency hospital admissions due to falls in people 65 and over
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

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 June 2018
Emmanuel Methodist Church	Health and Wellbeing	Stage Lighting	£ 5,000	October 2017	December 2018	Report submitted June 2018
Homestart	Health and Wellbeing	Lifeline Project	£ 19,811	October 2017	September 2018	Report submitted June 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

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:

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.

PLEASE NOTE - *Home-Start South Yorkshire went into liquidation on the 1st June 2018. Up until this point they had achieved some fantastic results in the North Area and their volunteers were working well with local families. Please refer to the case study below.*

Case Study

Corporate Outcomes

Outcome 2: Increase skills and get more people working

Outcome 9: People are healthier, happier, independent and active

Outcome 10: People volunteering and contributing towards stronger communities

How did you hear about Home start & what inspired you to get involved?

David Potts was Christmas shopping with his daughter in Barnsley town centre, and they came across a Home-Start rep. who was requesting donations for £5 presents for families who couldn't afford to buy gifts for their children. Looking at his own arms full of gift bags, it hit him with an understanding that there were families facing this crisis. David said he knew he had to do something, so he put his own shopping in the car, returned to the shops and spent a "small fortune" on £5 gifts to donate to Home-Start.

After that, he researched the organisation, and signed himself up as a volunteer. David went through their training programme and from the beginning, Home-Start said they had a family in mind they wanted to pair him with.

Where does the family you're working with live (neighbourhood)?

He lives in Pogmoor, and the family he's currently working with comes from Athersley. First he was asked to help an asylum seeking family, the second family he visited were very resistant to support initially, wouldn't answer the door, wouldn't respond to calls, but David was confident. Through persistence (but not being too pushy) he got through to them.

What challenges are they / were they facing?

The Dad in the family was really struggling to engage with the kids, and needed to be more active. They needed things like raising self-esteem and confidence, brokering new relationships, having access to services, and sometimes help with transport. David has found more than anything, families just need someone to talk to who doesn't judge them.

How are you supporting the family through your volunteering role?

David is an active person, quite sporty with a background in cricket and rugby, so he's able to help build new relationships through the local clubs. One of the Dads in particular responded well and was linked up with Barnsley Cricket Club. They enjoyed it so much that they've started playing competitively for the Club itself.

Home-Start are keen to have a male role model, particularly a professional.

What impact has your involvement had on the family?

The Dad has become more engaged, this relieves the pressure on mum, so she's not doing all of the childcare and she's able to do more things for herself. This lifts the mood in the house and the family benefit from having a wider social circle and having more contacts.

David said "it's so rewarding, knowing you've made a good connection with a family, especially where you have to overcome a resistance to engage. It's great when the family now look forward to his visits and actively say so."

I get the impression that you have a successful career that takes you out of the country. How do you find the time to volunteer?

David can't do any volunteering in the week, which he finds slightly frustrating because he can't make peer support or training in the week. From his point of view, volunteers are typically retired or not working, so all those opportunities are usually arranged to be delivered during the week.

For David, he's made volunteering his Saturday morning routine. His children are older and the commitments in his family have changed, so he has more time.

What have been your personal rewards resulting from your time with family X?

Volunteering acts as a stress reliever for David, and gives a different perspective you have a greater understanding of different parts of the community that you wouldn't otherwise have an opportunity to see. "It does make you more positive about yourself as you know you're having an impact, and it's infectious. Once you start, you just want to do more."

Would you recommend volunteering to friends and family?

David says he already does. His wife's a community sector worker, so he wanted to do his bit. He knows there's a shortage of male volunteers, so he has particularly recommended volunteering to his male friends as their children are growing up too.





"It's a bit like the gym. You don't want to go beforehand, but once you're there and doing it, you love it and can't wait to go again. "Would recommend to anyone. It's brilliant."

Home Start has benefitted from North Area Council funding and have been consulted for the upcoming Warmer Homes scheme

APRIL 2018 – MARCH 2019

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	REPORTS
YMCA	Opportunities for Young People	Youthwork	£16,056	April 2018	March 2019	Submitted July 2018
DIAL Barnsley	Health and Wellbeing	hOurbank	£14,662	April 2018	March 2019	Submitted July 2018
Ad Astra	Opportunities for Young People	Taking Young People Seriously	£19,925	April 2018	March 2019	Submitted July 2018
Woolley Miners Welfare	Opportunities for Young People	Tractor Project	£9,800	April 2018	October 2019	Due Nov 2018
RVS	Health and Wellbeing	Looking out for older people	£ 19,557	April 2018	March 2019	Submitted July 2018

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 maintain and further develop the YMCA Youth Work project in the North area, based on needs assessed and consultation with stake holders, staff and young people; enabling children and young people from the localities to access a range of positive activities which provide alternatives to risk taking and anti-social behaviour and contribute to improving their overall health and wellbeing.

To maintain and expand a programme of open access positive activities, provision, and opportunities for young people in the locality; including centre based youth work and weekly detached youth work in the area.

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, 1 weekly detached session 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 very well attended and retaining a high level of participants from the North Area and the detached programme is successfully engaging with a wide range of young people in and the Area. The 355 attendances are broken down as follows:

Detached: 46 Junior Youth Club: 87 Y stay In: 202.

These are only young people from the North Area we have included a map of participants to illustrate this.

The programme of activities in the youth clubs during this quarter has included:

- Regular consultation and engagement with young people about programme of activities.
- Opportunities for peer support and youth volunteering within each centre based sessions.
- Senior Youth group programme opportunities around health and wellbeing, belonging, personal safety, self-image, relationships, sexual health, sports, games, arts and crafts. Specific projects include exploring identity and image, health and wellbeing and planning for democracy week. Members have also worked alongside the staff team exploring ideas on how to deliver messages around alcohol use / misuse to their peer group. This will form part of our core provision moving through the summer months and importantly in the lead up to the school summer holidays.
- Junior Youth Group programme opportunities around health and wellbeing, belonging, team development and facing new challenges. Along with the usual programmes of seasonal activities, sports, games, horticulture, arts and crafts.

The Y Stay In youth worker is continuing to support the group of young women who are in care who are now confident members of the youth group.

We continue to welcome new members to Y Stay In and this quarter has seen a number of young people attending who experience challenges within the mainstream education system. We provide a friendly less formal environment that hopefully gives opportunity for these young people to build alternative relationships, express themselves freely (within certain parameters and in accordance with our ethos and values) without fear of ridicule, and hone life skills that will accompany them through their transition into adulthood.

The detached programme commenced this quarter. Staff have reconnoitred the North area and have had some positive engagement with groups of young people. Conversations around who we are and what we do as an organisation are currently ongoing and we encourage young people to take photographs of our ID badges and leave them with a flyer about our presence in their area.

We have found residents and older members of these neighbourhoods very encouraging and supportive. We have weekly conversations with dog walkers, footballers etc that we have found very useful in terms of young people and their whereabouts. One referral to Y Stay In has come about as a result of these chance conversations with one particular parent worried about her son and his reluctance to engage with his peers outside school.





We have met with one small group in Darton Park who were keen to share ideas about summer holidays and activities we may be able to facilitate. It is likely we will be bringing sporting and creative activities to the locality, including quick tennis, circus skills and visual art.

There is currently 1 active Peer Supporter and 1 Young Volunteer from the North Area supporting the project.

The project has regular engagement with other providers to facilitate opportunities for young people including Social Services, Targeted Youth Support, the Youth Offending Team, local PCSO's, and IDAS.

A very successful initial quarter in terms of numbers and contact, we are looking forward to the next quarter.

DIAL – hOurbank

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

Project Summary:

"hOurBank" is a pilot project to explore and develop a 'person to person' timebank within the North Area Council. The project aims to address both the financial and social exclusion being experienced by local residents within deprived communities in Barnsley and to encourage community involvement by promoting and facilitating people to support each other. This project builds work previously delivered in the Dearne area.

Performance Summary:

hOurbank North commenced mid May and has made significant progress to-date. Whilst still in its early days, strong links have been made with key partners in the area and the recruitment of members has begun. Please note that at this very early stage, I can only make a comment against Outcomes 1 and 2.

One member has expressed interest in becoming a steering group member and is keen to undertake training and development for the role in the future. This member has also made suggestions for 'swap' events and activities which is encouraging news.

Nine members have been recruited to-date with many stating how excited they are with the project and having the opportunity to join in with something different, with a view to making new friends in the area. The idea of 'swap' events has been met positively and plans for these events are taking place with a calendar of events being published soon.

The launch event for the project is planned for Friday July 20th and involves several swap activities, skills exchanges and an opportunity to learn something new. There will also be the chance to sign up new members, scout for potential steering group members and to get ideas and inspiration from members for new activities and events. The media is invited, as is the Lord Mayor and should make for a very exciting morning. This event has been brought forward to the first quarter due to the positive early impact hOurbank North has made to-date.





Case study – Volunteer Sarah

Member Sarah has joined hOurbank North to get involved in community activities, make friends and learn new skills. As a Mum of four, she has little time for herself, money is tight and sometimes she feels lonely. The idea of 'swap' events will save her money, help her make friends and get her out of the house.

'It's a great idea and I really want to be involved in something which is totally different and which saves me some money'

Sarah is happy to become a steering group member as soon as her children are in school in September and she brings lots of skills herself to hOurbank North. She is excited about the opportunity to get involved in 'swap' events around Christmas which could also help her to socialise and meet new people.

Ad Astra Barnsley CIC – New Lodge

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

Project Summary:

Ad Astra aims to raise the aspirations of children and young people and bring wider benefit to communities. They aim to do this by giving children and young people opportunities and experiences, which will help raise confidence, self-esteem and a sense of ownership and independence.

With the funding they receive they will be offering two afterschool sessions for children and young people aged 6 to 16 years with activities including Homework Support, creative activities plus fun and fitness activities in Old Town. They will also deliver detached youth work in the Old Town and St Helens Wards that will include some consultation with young people about services they would like in their areas.

Ad Astra hope to develop a Youth Council to link into other agencies in Barnsley to help give young people another voice in our communities.

Performance Summary (Extract from performance report):

The project has got off to a flying start. The families of the children and young people we work with were thrilled to hear that we had been successful in gaining grant aid to continue the work we deliver in Old Town.

We are already above target for the number of young people we are working with on our Afterschool club and we have had to create a waiting list for the many families who want to access our provision.

We had a slight change to our Fun and Fitness Sport session for the first half term. Several of the Y11 pupils we work with came to us after they had failed their Science Mock Exams for the second time and asked if we could run a revision session for them to help them through their real GCSE exams – after failing twice they were very concerned and completely stressed about facing the final exams.

We ran a six-week course to try and help support a small group of young people with exam stress and science revision. We were supported by a local teacher and we purchased revision guides and exam papers to help them and ran Chemistry Biology and Physics revision classes for 8 Y11 and 1 Y10 pupil. The young people attended Darton CC – Horizon and Holy Trinity we will follow their progress when the results are published in August.

The Monday Afterschool club is full of life and lots of noise... the children and young people are enjoying a range of creative activities outdoor play and some homework – although the homework has dropped off substantially as they are not being given any.

The Tuesday evening Fun and Fitness Sports session is building and currently has 12 regular young people attending – this fine weather has supported this term's challenge of running – the group start at St Pauls for a warm up run/jog to Wilthorpe Park and complete a series of exercises in the park and then jog/run (a little slower) back up the hill to St Pauls for refreshments and to meet their parents.

The detached provision has also had a great start in Old Town we started with a recci around the area and visited the reported 'hot spots' for the area. Wilthorpe Park – Sugden's Rec – Poggie Field (at the side of Glendale) The Canal and Willowbank Tinkers Pond and the Fleets Footpath, the other area visited was Carlton Hill near the Tesco and Brettas Park. The team have been out for the last 5 weeks and visited Wilthorpe Park - Tinkers - the canal –





Fleets path – Sugden’s Rec / Stocks Lane and Pogy Field. They have spoken to over 60 young people some were introductions and others they are starting to see more often and have spoken at length to small groups.

In St Helens the team have spent quite a lot of time on the Muga / Park area in New Lodge as this is a main congregation area for young people in New Lodge. One other congregation area the team have visited is the park on Wakefield Road. They have spoken to around 30 young people already and are building positive relationships with the young people they have encountered.

Our Young Members Youth Council have had their initial meetings to talk about ‘what is Youth Council’ and what it means and we have arranged a meeting in July with Chelsea who is the Targeted Youth Support (TYS) Youth Engagement/Youth Council Worker for our area.

We have also spoken to the TYS team in St Helens/Old Town about possible partnership work in both areas.

Woolley Miners Welfare –Tractor Project

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





Project Summary:

Extract from application form: ‘The aim of the tractor project is to purchase a tractor. We are a charity which manages sports facility in Barnsley. We have three separate football clubs playing at the venue consisting of 11 teams and one cricket club consisting of 14 teams. We are also working with the clubs to start a women’s softball team in the summer of 2018 as well as the existing clubs within to expand. The grounds hold a lot of surface water without aeration regularly and this can damage the pitches, consequently stopping a lot of people from playing. We want to buy a tractor and aerator to manage this better so we can let more people play sports and enjoy the facilities in our area.’

Performance Summary:

Due to the nature of the project, a report has been requested at the end of October 2018.

RVS – Looking Out for Older People

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

Project Summary:

Our aim is not to replace, but to complement existing provisions. The project will complement existing services such as social prescribing and general medicine practice by working with older people to reduce loneliness and isolation whilst Increasing mobility, strength and independence.

The Royal Voluntary Service has a successful partnership with Move It or Lose It! A targeted exercise routine that seeks to address muscle loss (e.g. sarcopenia) for those with balance and mobility problems, aiming to build muscle mass and reduce sedentary behaviour. This will form a cornerstone of the delivery model.

The project aims to create 20 new volunteering roles, create two new groups promoting fitness and wellbeing and encourage 80 older people to become more engaged in social activities.

Performance Summary (extract from performance report):

The project was delayed in starting due to the departure of the previous Service Coordinator towards the end of the last funding period. This meant we were unable to start immediate delivery of the service while we carried out a recruitment process. This has inevitable led to a drop in projected figures for the first quarter.

The new Service Coordinator started with RVS on 18 June and after an induction period has begun to deliver the service as planned. She has been visiting groups and talking to members, introducing herself to possible referrers and making herself familiar with local facilities and the local geography. We are confident that as she develops into the role she will be able to recover the earlier shortfall and by the end of the project we will have delivered the projected outcomes.