

BARNSELY METROPOLITAN BOROUGH COUNCIL

North East Area Council Meeting:

30th July 2015

Agenda Item: 7

Report of North East Area Manager

North East Area Council Future Commissions

1. Purpose of the Report

To provide an update of proposed future commissions for the North East Area Council.

2. Fit Reds and Fit Me

Following on from the successful results Fit Reds healthy lifestyle programme for men 35 and over which had been piloted through the Ward Alliances in Royston and Cudworth, the Health and Wellbeing Working Group recommended the commission of a Fit Reds programme for men and women across the four Wards of the North East Area Council.

At the meeting of the North East Area Council on June 11th, 2015 it was agreed that this proposal should be taken forward. Further meetings have been held with Barnsley FC and PSS UK and the Councillors who sit on the North East Area Council Health and Wellbeing Group to work up the proposals for a service which will meet the needs of the local community. The project proposals for Fit Reds, Appendix A, and Fit Me, Appendix B are attached.

Recommendations

- **That 5 x Fit Red programmes at a cost of £3,931 per programme, with the total cost of the contract at £19,655, should be commissioned.**
- **That 2 programmes will be delivered in 2015 -2016, and a further 3 programmes to be delivered in 2016 – 2017.**
- **That authorisation be given to the Executive Director Communities to complete the necessary paperwork in order to waive the relevant contract procedure rules to allow the 'Fit Reds` contract to be awarded, to a value of £19,655.**

- That 10 x Fit Me programmes, at a cost of £1,160 per programme, with the total cost of the contract at £11,600, should be commissioned.
- That 4 programmes will be delivered in 2015 - 2016, and a further 6 programmes to be delivered in 2016 – 2017.
- That authorisation be given to the Executive Director Communities to complete the necessary paperwork in order to waive the relevant contract procedure rules to allow the 'Fit Me' contract to be awarded, to a value of £11,600.

3. Shopability

The Health and Wellbeing Working Group were asked to consider a project proposal to help elderly and vulnerable residents across the North East Area Council. The Shopability project (Appendix C) would include:

- **Befriending Service**, to help individuals get out of their homes and back into the community carrying out their day to day shopping with the support of a volunteer.
- **Personal Shopping Service**, (helping individuals who are blind or visually impaired just like the Befriending Service). All volunteers have had training through the blind dog society
- **Home Shopping Service**, where a volunteer will contact an individual who can not get out of their homes, take a list of shopping required by that person and will do their shopping for them, and then will help them put the shopping away.
- **Community Car Service**, aims are to improve the quality of life for residents that for one reason or another are unable to access conventional public transport. The service provides a door to door transport to a wide range of activities such as Doctor, Hospital or Dental appointments within the Barnsley area.
- **Home from Hospital Service**, provides shopping and support to individuals just coming out of hospital after a long stay and have no shopping in their homes to help them until they can arrange to do a supermarket shop.
- **Coffee mornings**, taster sessions across the area. The coffee mornings will not only be place where people can meet up for a hot drink, a biscuit and a chat, it will be where people can come and meet volunteers that will take them out shopping to the local shops (Befriending Service). Every week there will be some sort of activity they can try out, activities such as armchair aerobics exercise, card making, flower arranging etc.

The costings for the project were submitted at £6,824 for a 6 month pilot project, however it was recommended that a further £1,000 contingency figure be awarded to the contract to allow for expansion, as it is difficult to gauge the demand until the project is operational.

Recommendations

- That a 6 month pilot project for Shopability, at a cost of £7,824, be commissioned.
- That authorisation be given to the Executive Director Communities to complete necessary paperwork in order to waive the relevant contract procedure rules to allow the 'Shopability' contract to be awarded, to a value of £7,824.

4. Environmental Enforcement Contract

The waiver for the North East Area Council Environmental Enforcement contract with Kingdom Security for a further period of nine months (August 2015 – March 2016), at a total cost of £44,732, has been signed off.

In order to ensure economies of scale are realized it is proposed to carry out a full re-tender of the service from April 2016 onwards, working in partnership with the other Area Councils.

This will ensure Contract Procedure rules and European Guidelines are followed. It will also allow for a year on year contract to be awarded to the successful provider, with continuation being subject to satisfactory performance and the continuing need for the service.

Recommendation

That a full re-tender of the Environmental Enforcement service from April 2016 onwards, working in partnership with the other Area Councils, is undertaken

Officer Contact:

Tel. No:

Date:

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July 30th 2015

Attachments

Appendix A Fit Reds

Appendix B Fit Me

Appendix C Shopability

The Fit Reds Healthy Lifestyle programme

A Health and Wellbeing programme for men aged 35+, with between 15 - 20 men targeted for each programme.

The programme requires men to attend weekly 2 hours sessions for 9 weeks where they will learn about diet, nutrition and men's health issues. The men will be monitored and body measurements taken and monitored for the duration of the programme. After 9 weeks, the men also have the option of maintaining their fitness gains through attending any of the veteran's sessions which are delivered throughout the Borough.

The current male health inequalities in Barnsley are amongst the highest in the country with the average mortality rates for males nearly 2 years below the national average of 78. CVD (Cardio Vascular Disease) is the leading cause of death in Barnsley and the second leading cause of death of those under 75. (Joint strategic needs assessment 2011, the director of Public Health annual report 2011 and the NHS Barnsley vascular disease strategy; 2010-2013).

Barnsley is the 129th out of 150 local Authorities ranked nationally for been inactive; it is the 13th most inactive locality out of 15 in Yorkshire. We have 320 premature deaths per 100,000 people attributed to inactivity. It costs our local Authority 22.3 million per 100,000 people per year due to in activity (UK Active, Turning the Tide of Inactivity, 2014). This highlights the need for delivering this project in the Barnsley community.

The programme will aim to build on the success of previous years where over 400 men throughout the Barnsley borough have made positive lifestyle changes including

Summary of outputs and outcomes to date (Oct 12 to June 15):

- 530 men started the programme
- 406 completed
- 73% lowered blood pressure readings to a safe level, 140/90 or below
- 90% increased fruit and veg consumption
- 95% reduced their weight (1134.4 kg total weight loss)
- 94% reduced waist circumference (1554 cms)
- 95% increased their physical activity levels

- Total savings To NHS (in terms of hospitals admissions and care costs needed for patients suffering with CVD related illness or disease) is £143,544 over the project.

The programme was also recently recognised by the Department of Health and received an award for our contribution to Public Health and Well-being in March 2015, in particular using local methods and solutions to tackle local inequalities. The programme has also been recognised by current funders the British Heart Foundation and commended for the work we do. Local MPs, Michael Dugher and Dan Jarvis are also aware and have publically endorsed the Fit Reds programme. This is a unique healthy lifestyle programme for men; there are no other realistic alternatives for men in this area. The partnership between PSS and Barnsley FC, Community Trust has created an appealing provision for men who would not normally engage with healthy lifestyle programmes. The men often become beacons of good practice in their working and family environments helping to spread key health messages through making healthy lifestyle choices.

The initiative has several benefits such as:

- Addressing male health inequalities
- Reducing sedentary behaviour
- Increasing fruit and veg consumption
- Increasing activity levels
- Lowering blood pressure to safe levels
- Increasing knowledge and awareness of positive healthy lifestyle choices
- A wider benefit to the community will be achieved through the men sharing their knowledge and healthy lifestyle changes with their families, friends and neighbours. The knowledge they gain will be used for the rest of their lives. The programme is needed in Barnsley as highlighted in the Joint Strategic Needs Assessment Strategy by Barnsley Council, 2010-13, CVD strategy.
- The Fit Reds Project is a healthy lifestyle programme for men aged 35+. The 9 week programme is delivered in collaboration between Barnsley FC's Community Sports & Education Trust, British Heart Foundation, Barnsley Metropolitan Borough Council, Public Health, and PSS (Person Shaped Support) Barnsley.
- The men who complete the programme will hopefully make some positive lifestyle changes which will last a lifetime. The men will become more aware of healthier diets, importance of physical activity and men's health issues.

They will also be able to share their learning experience with their families and wider community.

- Any equipment purchased will be used by the Veterans to enable the men to continue the sessions after the 9 week course.

Fit Reds Costings:

18.5 hours week x 5 programmes	
Operating Costs	
Co-ordination	13250
PSS*(subject to staff availability)	2000
Travel Costs	380
Total Operating Costs	15,630
Direct Costs	
Activity sessions (level 3 tutors)	2000
Marketing and publicity	525
Venue hire / equipment (balls and bibs)	1500
Total Direct Costs	4025
TOTAL COSTS	19655
based on 1 programme	
Operating Costs	
Co-ordination	2,650
PSS*(subject to staff availability)	400
Travel Costs	76
Total Operating Costs	3126
Direct Costs	
Activity sessions (level 3 tutors)	400
Marketing and publicity	105
Venue hire / equipment (balls and bibs)	300
Total Direct Costs	805
TOTAL COSTS	3931

FIT ME PROPOSAL

For the North East Area Council

OVERVIEW

PSS UK is pleased to submit this proposal for services to support North East Area Council in achieving its goals for improving health and wellbeing in woman aged 16+ in the local community. Fit me is a 9 week course offering a supportive yet challenging environment for women to set and achieve their own personal wellbeing goals.

The Objective

- Increase the amount of woman in the NE area who partake In physical activity
- Increase awareness in women on the local health issues and inequalities
- Improve the health and wellbeing of local women and their families

The Opportunity

- Organise, plan and deliver 10 fit me courses over a two year period
- Advertise accordingly to showcase our partnership work thus hitting our participation goals

OUR PROPOSAL

The PSS health trainers work with individuals and groups to help them achieve a personal goal to improve their health and/or wellbeing. They have the level 3 health trainer qualification as well as behavior change and motivational interviewing training. This is the bench mark to ensure that all our sessions and groups are quality driven.

We would like to deliver the Fit Me program in the NE. We will use community venue such as local schools to accommodate the 9 week course as well as smaller venues and church halls if appropriate. We will be looking to have 10-20 participants attending each course at venues across the North East Area Council.

The sessions will be split into two sections. A healthy living workshop followed by an exercise session. Each section will be approximately 60 minutes. Each participant will be given the

opportunity to set and plan their own personal health goal to make their journey more personal to them. Each week they will be handed a handout to add to their health and wellbeing packs. The headings for the healthy living workshops are;

- Principles of weight management
- Eat Well plate
- Physical activity
- Fats, salts and food labelling
- Alcohol
- Food and mood

The exercise sessions will be running a variety of different sessions like;

- Circuits
- Kettlebell circuits
- Legs bums and tums
- Boxercise
- Plyometric
- Core stability

Once the course has been complete we won't stop the participant's journey there. We will set up a feeder group that they can all attend to continue exercise in the local area. This will be run by an outsourced instructor so there will be a small cost to the participants.

Resources

We will use several resources at the sessions. They will be split into two parts. The healthy living workshops will use resources such as weight vests, fat finder game, fat blocks, sugar tubes and more. The exercise sessions will use resources such as dumbbells, kettlebells, hoops, skipping ropes, steps, thera bands and core balls.

OUTPUTS AND OUTCOMES

The outcomes will be evaluated and made accessible to you at the end of each course.

Outputs

- Increase levels of physical activity
- Increase average number of portions of fruit and veg per day
- Reduce their weight in Kg
- Reduce waist circumference in cm
- Reduce blood pressure
- Increase self confidence
- Reduce high levels of alcohol
- Increase general health

Outcomes

- 86% participation
- 50% personal goal achieved (this is the participants overall large goal that will be unique to them. As an example 5% weight loss might be chosen by the participant)
- 86% Mini goal achieved (mini goals are directly linked to outputs)

PRICING

The following table details the pricing for delivery of the services outlined in this proposal. The costing have been arranged to meet the demands of 10 x 9 week courses.

Services Cost - venue hire	Price
2 hours @ £20 a session	£40
£40 a session x 9 weeks	£360
£360 a course x 10 courses	£3,600
Service Cost – Resources	
Cook Well Be Well healthy recipes booklets x 200	£250
Health and wellbeing packs x 200	£200
Water bottles x 200	£200
Steps x 10	£300
Thera Bands x 40	£50
Services Cost – Staff Provisions and Delivery	
Including preparation and delivery	£4000
Services Cost - Marketing	
Posters / flyers printing costs	£400
Chronicle/paper advertising / leaflet drops	£300
Facebook / Social media advertising	£200
Changing marketing design (adding logo, venues, times)	£100
Services Cost – Promotion & Coordination	
T-shirts x 200	£700
Celebration events x 4	£1000

Sustainable pathway into feeder group initial startup	£300
Total	£11,600

Disclaimer: The prices listed in the preceding table are an estimate for the services discussed.

CONCLUSION

We look forward to working with the North East Area Council and supporting your efforts to improve the health and wellbeing in the local area. We are confident that we can meet the challenges ahead, and are ready to deliver an effective course. Below there is a case study and some media mock ups for the Fit me courses. Please note that the information on the media is just for placement purposes and doesn't represent any actual session.

If you have questions on this proposal, feel free to contact me at your convenience by email at ben.towler@pss.org.uk or by phone at 01226 298626.

Thank you for your consideration,

Ben Towler
Senior Health Trainer



Fit ME is a FREE 9 week course supporting women 16 + to be regularly active and encouraging feeling good about ME, for a healthier and happier YOU.

Main aims;

- Remove judgment as a barrier to Inspire women to wiggle, jiggle and move to become an active ME.
- Fit into my everyday life and ME
- Boost confident to become a 'This Girl Can'
- Let nothing get in their way to become a healthier ME

“Laura says she feels great now clothes are fitting better, and rates herself a 9 out of 10 on the confidence scale.’

What support do we offer to become a healthier ME?

- Different weekly exercise classes
- Weekly weigh ins
- Support from a Health Trainer
- Healthy recipes
- Food diary feedback
- Your own health and wellbeing pack
- Free 12 week gym pass on completion



Fit Me is a FREE 8-week course for women aged 16+ to support you to become a more active, healthier and happier you.

Please contact PSS Health Trainers on **01226 298626**



Fit ME is a FREE 8-week course for women aged 16+ to support you to become a more active, healthier and happier you



Every Tuesday, 6pm to 7.30pm at Shaw Lane Sports Club, Barnsley

What support do I get to become a healthier ME?

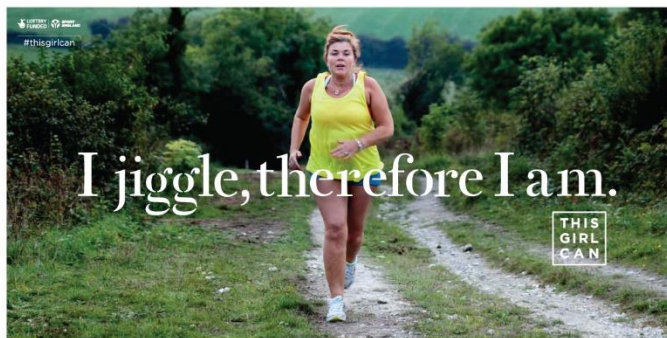
- Different weekly exercise classes
- Weekly weigh-ins
- Support from a Health Trainer
- Healthy recipes
- Food diary feedback
- Your own health and wellbeing pack
- FREE 12 week gym pass on completion

For more information, contact the PSS Health Trainers on

01226 298626



With
PSS Barnsley Health Trainers



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Beneficiary Case Story



Pre and Posts Assessment

Name; Kelly Harding, 27 year old female

Referral Source; Self referral to Fit WAGS course

Weight from 90.8 to 86 kg (5% of her total bodyweight)

Waist Measurement from 46 to 42

General Health Scale from 3 to 9

Confidence Scale from 3 to 9

Physical Activity levels from 0 to 3 x 20 min vig and 4 x 30 min moderate p/w

The beneficiary's needs, problems or issues

Kelly joined the Fit WAGS course as she wanted to increase her levels of Physical Activity in order to improve her health. She is a keen cricketer and plays for Treeton Ladies Cricket Team, however, at the time Kelly joined the course it was outside of the cricket season and she wasn't taking part in any Physical Activity. Kelly was also keen to get back into fitness after becoming a first time mum to daughter Robyn.

How were needs, problems or issues tackled?

Kelly attended the 8 week Fit WAGS course where she followed the healthy eating advice and completed food diaries weekly. She was able to attend each week and put a great effort into the physical activity classes. During her time on the Fit WAGS course she met and became friends with another new mum, Gemma. Kelly and Gemma went onto attend the Fit Mums 6 week course at Sunny bank Children's Centre and they have continued to keep in touch.

Kelly also attended the Fit Mums baby splash course with Robyn and the Fit Mums Halloween event with partner Sarah.

Outcomes and impact e.g. weight loss, increased confidence.

Kelly's main goal was to increase physical activity, which she successfully increased to 3 Vigorous 20 minute and 4 Moderate 30 minute sessions per week. Through doing this she has also achieved a weight loss of 5% and an 4 inch loss off her waist measurement.

Kelly stated that through taking part in the 8 week course her confidence was increased as she didn't think she would have been able to achieve what she did. Kelly explained that the course was easy to follow and helped her to meet new people and create new friendships.

What did you learn from working with this person? What might you do differently next time?

Through working with Kelly I have learned that for some people the key to their healthy lifestyle change relies heavily upon increasing their own confidence and self belief. Originally Kelly set a goal of increasing physical activity as she felt this would be easily achievable by purely just attending the course. However after working closely with Kelly I realised that more realistic and personal goals would have been around weight loss, self confidence and meeting new people. This has meant I am now more flexible and initiate discussions around changing primary goals part way through a PHP, when I have a better relationship with the client.

Next steps

Kelly has continued to be play cricket and is currently taking part in winter training prior to the cricket season commencing.

Kelly (right) with partner Sarah and Daughter Robyn at the Fit Mums Halloween Walk.



North East Area Council Project Proposal

Shopability

Barnsley Community Foundation is a CIC organisation (Community Interest Company) and not a registered charity; we are a not for profit organisation, so anything that we do make goes back into the running of our projects. BCF was formed in 2012 and was commissioned through BMBC to set up and run a mobility scooter hire service (Barnsley Shopability) within Barnsley town centre. BCF then was asked to set up 6 other services. One was an information hub that is run from Barnsley Shopability. The other 5 were a Befriending service, Home shopping service, Personal shopping service, Community Car service and a Home from hospital service.

For the first 18 months I mainly worked on setting up and developing, moving premises and running Shopability. In that time we have supported 123 individuals from the North East Ward through Shopability services. From December 2013 to December 2014 I worked on the development of the other services and after a lot of hard work these service where just taking off with us supporting 20 individuals from the North East area, but in January 2015 I had to stop these services due to BMBC cut backs and with Barnsley Community Foundation losing $\frac{3}{4}$ of it funding. To date we have only been funded by BMBC to support the running of Barnsley Shopability.

The services we can provide to help and support these people are:

- **Befriending Service**, to help individuals get out of their homes and back into the community carrying out their day to day shopping with the support of a volunteer.
- **Personal Shopping Service**, (helping individuals who are blind or visually impaired just like the befriending service). All volunteers have had training through the blind dog society
- **Home Shopping Service**, where a volunteer will contact an individual who can not get out of their homes, take a list of shopping required by that person and will do their shopping for them, and then will help them put the shopping away.
- **Community Car Service**, aims are to improve the quality of life to the residents of Barnsley that for one reason or another are unable to access conventional public transport. The service provides a door to door transport to a wide range of activities such as Doctor, Hospital or Dental appointments within the Barnsley area
- **Home from Hospital Service**, provides shopping and support to individuals just coming out of hospital after a long stay and have no shopping in their homes to help them until they can arrange to do a supermarket shop.

<u>North East Area</u>	No of Clients
Monk Bretton	11
Lundwood	
Cudworth	1
Royston	2
Carlton	
Shafton	3
Brierley	
Grimethorpe	3
Great Houghton	

Total **20**

Here is a break down of the other services we have provided and how many we have supported and helped within the North East area of Barnsley:

Community Car

2 x Royston

1 x Monk Bretton

Befriending

1 x Shafton

1 x Cudworth

3 x Monk Bretton

Home Shopping Service

1 x Grimethorpe

2 x Monk Bretton

Home from Hospital

2 x Grimethorpe

4 x Monk Bretton

2 x Shafton

Personal Shopping Service

1 x Monk Bretton

We are looking to restart our Befriending and Personal shopping service, Community Car scheme, Home shopping and Home from hospital service as we know there is a need for these project within all wards in Barnsley. Over the last 6 months since we stopped these services I have had to say no to over 50 individuals in need of our support and help, a number of these were from the North East area.

To do this we are looking to recruit a part time worker to work 2 days a week (if possible someone who lives within the North East area, someone who knows the area and what is going off within the area) to help with the development of the projects. This person's role would be:

- Recruit and support volunteers
- Work with the North East Ward Members
- Set up a good network
- Attend events
- Promote the services on offer
- Keep records and a well maintained booking system
- Set up monitoring systems
- Write reports about the services as to who we are helping, where the individuals come from, what are the benefits of our services and how has it helped them

The part time worker would be supported at all times by Barnsley Community Foundation Project Co-ordinator. To help with the recruitment of this worker I will talk to local job centres, recruitment agencies and contact VAB to see what agencies are already working within the North East area.

To help with the development and running of the projects I estimate 10 volunteers will be needed. I will look for volunteers by getting in touch with VAB volunteer bureau and talking to volunteers already helping out. I will attend local events and meetings to ask the group if there is anyone interested in volunteering.

All our volunteers will be DBS checked before working out within the community on their own. All volunteers will have the support at all times from the part time worker and the Project co-ordinator (BCF). The volunteers will have an induction, will be given volunteer

induction packs with all information about their role, and the policies and procedures of the project.

Training will be provided for the volunteers, this will help them carry out their tasks to a high standard whilst out in the community and it will also help with the development of the projects, in some cases it could help a volunteer find full or part time employment. The training we will provide will be:

- First Aid
- Safeguarding adults
- Moving and handling
- Community sighted guide
- Food hygiene

I am looking for as much free training as I can, I have made one or two enquires and am waiting for calls back about prices for the training. I am still looking at £500 to help me provide this training for the volunteers.

Community Car Scheme

To help individuals who need to use this service to get to doctor/hospital appointments we could help them by reducing what we charge them per journey. At this moment we charge 45p per mile, but an option would be to reduce this to 25p per mile so this would mean the project paying 20p per mile.

Coffee Morning

We are looking to set up 4 x 6 week, 2hr hour coffee morning taster sessions within the area. The coffee mornings will not only be place were people can meet up for a hot drink, a biscuit and a chat, it will be where people can come and meet volunteers that will take them out shopping to the local shops (Befriending service). Every week there will be some sort of activity they can try out, activities such as arm chair aerobics exercise, card making, flower arranging etc.

We will also have different groups/organisations coming to talk to the groups, passing on information, letting them know what support there is within the local community and within Barnsley. The benefit of the coffee morning will allow individuals to meet old friends, make new friends, get out of their homes and feel less isolated within their community.

To help us set this project up we are looking for funding for room hire, exercise and activity tutor per week, plus refreshments. To help with the funding we have looked at how we could try to make these coffee mornings sustainable so they can carry on after the 6 week tasters. One is to run all the six weeks free of charge and then say to the people attending them that if they would like them to carry on it will cost them £2 to help with running costs.

Alternatively we also could charge £2 per week from the start, for this they would get a cup of tea or coffee, a biscuit and what activity was going on that certain day.

Room hire Berneslai Homes, £5 per hour x 2 hours per week = £10 x 6 weeks £60 per taster session x 4 sessions = £240 (6 months)

Refreshments = £30 per taster session x 4 sessions = £120

Activities tutor = £25 x 4 time per session = £100 x 4 session = £400

Total £760

If we charge £2 per session and estimate there will be 12 individuals per session = £24. £24 x 4 sessions = £96, £96 x 4 taster session = **£384**

In total this project would cost us **£376** for 4, 6 week taster sessions.

Home from hospital project (25 parcels at £13 each) £325

Small sliced loaf

Cereal i.e. porridge or weetabix

Pint milk

Cheese

6 eggs

Butter

Small packet sliced ham, chicken or turkey

Packet cuppa soups

Packet biscuits or cakes

Tea bags

Fresh fruit

Over the last 18 months we have done a lot of networking within the hospitals in Barnsley. We have worked with the Social Care teams and Occupational Therapist's within Barnsley and Mount Vernon hospitals. We have worked with the Navigation Team at Mount Vernon hospital and before January we were starting to get a lot of referrals from them for individuals coming home from hospital. Since January when we closed down these services we must get at least 5 phone calls a month from the both Hospitals to see if have restarted the service back up. To help us make sure we only help individuals from the North East area I will contact all groups and talk to them, let them know that we are only working within the North East area at this moment in time.

Here is a break down on the funding we require to help set up a six month trial within the North East Area Council.

	Cost
Part time worker (2 days)	£2,293.50
PTW Expenses	£500
Volunteer DBS (10 vols)	£120
Volunteer Expenses	£1,625
Training	£500
Home from Hospital parcels (25 x £13)	£325
Stationery	£300
Publicity	£400
Project Set up (Coffee morning)	£760
Total	£6,823.50

To help us with the development and promotion of our projects we will be contacting all the local GP Practice Managers. There will be a referral system set up so we don't miss anyone who might need our support, also it will help us get the word out within the community and let them know who we are, what we do and how we can help.

To help with promotion we will contact all the local media, Dearne FM, Radio Sheffield and the Barnsley Chronicle to do articles about our projects, what we are doing, where we are and who we are helping. I would also put it on the Barnsley Community Foundation web page, Shopability Facebook and twitter pages. We would link into North East Area Council's networks, Facebook and any other internet provider you use. We would take leaflets and posters to different Church halls, libraries, community centres, post offices and shops. We could link into any leaflets used by the Ward Alliances to help promote the services, attend meetings, events, visit local groups, carry out talks to these groups but at the same time listen to what they have to say, listen to their needs and look to see if it can be built into the project at some point.

Case Studies

1, On a Tuesday we support a 95 year old lady through our Befriending service. A volunteer goes to the ladies home, picks her up and then they go to Morrison's to do her weeks shop, the volunteer goes and gets a small trolley for her to hold on to. They are out for an hour and twenty minutes altogether. This lady does have a daughter who lives in Barnsley but she enjoys the volunteer going round and taking her shopping, she says she has made new friends through the service, she feels she is keeping her own independence and not relying on her daughter all the time to do things for her. When I have spoke to her daughter she says her Mum loves the service but it also helps her, takes some of the pressure off her, it allows her to do things and not to be there all the time for her Mum.

2. We used to support a lady who was visually impaired, this lady lived with a 90 year old Mum who she cared for. This lady had been ill for a number of years and her eye sight had got worse, this illness then made it so hard for her to get out of her home and then for over six months this lady never left the house. Through a project within BMBC this lady hear about our Personal shopping service and joined. We support this lady for 8 months, taking her to the bank, for her hair cutting, doing her shopping sometimes just coming into town and going for a coffee with the volunteer. This project really changed her life, she felt better about herself, more confidant she really looked forward to Fridays and meeting up with the volunteer. This lady sadly is no longer using our service as her Mum passed away and she ended up moving away from the Barnsley area.