

Public Document Pack



MEETING:	Central Area Council
DATE:	Monday, 4 November 2019
TIME:	2.00 pm
VENUE:	Reception Room, Barnsley Town Hall

SUPPLEMENTARY AGENDA

4. Quarter 2 - Performance Management Report (Cen.04.11.2019/4) *(Pages 3 - 52)*

To: Chair and Members of Central Area Council:-

Councillors W. Johnson (Chair), D. Birkinshaw, P. Birkinshaw, Bowler, Bruff, Carr, Clarke, Dyson, Fielding, Gillis, Lodge, Mitchell, Murray, Williams and Wright

Area Council Support Officers:

Chris Arnold, Head of Strategic Commissioning and Procurement
Carol Brady, Central Area Council Manager
Kate Faulkes, Head of Service, Stronger Communities
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on email governance@barnsley.gov.uk

1st November, 2019

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BARNSELEY METROPOLITAN BOROUGH COUNCIL

Central Area Council Meeting:

4th November 2019

Agenda item: 4

Report of Central Area Council Manager

COVER REPORT

Central Area Council – 2019/20 Quarter 2 (July September 2019)

Performance Management Report

Recommendations

It is recommended that:

- 1. Members note the contents of the 2019/20 Quarter 2 Performance Management Report attached at Appendix 1.**

Introduction

A comprehensive Central Area Council Performance Report for the period July to September 2019 (2019/20 Quarter 2) has been produced and is attached at Appendix 1.

The 2019/20 Quarter 3 (October-December 2019) report will be brought to the meeting of Central Area Council in early March 2020.

Performance Management Report (attached at Appendix 1)

Part A of the Central Council Performance report provides Central Council members with an aggregate picture of how all the Central Council funded services, SLA's and projects, have contributed to the achievement of each of the four Central Area Council's agreed outcomes and social value objectives.

Please note that the information provided in Part A reflects information gathered from contract/SLA start dates for the period 1st April 2017 – 30th June 2019. It does not however include data from the Q2 period as to date this information has not yet been verified.

Contracted Service Providers:

- RVS – Reducing loneliness and isolation in older people
- YMCA- Building emotional resilience and wellbeing of children
- Kingdom Security Ltd-Environmental Enforcement
- District- Environmental Enforcement
- Twiggs Grounds Maintenance Ltd.
- Family Lives-support service for new mothers

Homestart South Yorkshire-Private rented housing home visiting service to 31st May 2018.

Youth Resilience Fund Providers to July 2018:

- The Immortals Project (BMBC)
- The Exodus Project
- Barnsley YMCA
- The Youth Association

Central Well-being Fund Projects (from 1st June 2019)

- Creative Recovery
- DIAL Barnsley
- Educational Learning Support Hub (ELSH)
- The Exodus Project
- Hope House Connects
- Therapies for Anxiety, Stress & Depression (TADS)
- The Youth Association

Part B provides Central Council members with a summary performance management report for each of the current 5 contracted services, for the period 1st June – 30th September 2019 (2019/20 Quarter 2).

The report provides RAG ratings plus updated information from the Central Area Council Providers, following submission of their quarterly reports and subsequent quarterly contract monitoring/management meetings

In addition to the information provided in the summary reports, more detailed information is available on request, including at least two case studies with photographs for each contracted service, and some performance data on a ward basis.

A section has also been included for reporting on the performance of the 7 Central Well-being Projects. This is the first time that RAG ratings have been provided for these projects as part of the 2019/20 Quarter 2 report.

An overview of performance of all Central Area Council contracted services and projects for the 3 year period from 1st April 2014 to 31st March 2017, is provided in **Part C** of the report for your information.

Performance Report –Issues

The following services have received a number of amber ratings:

- RVS Contract
- Family Lives
- SLA Private Rented Housing Support Service
- Creative Recovery

Rationale for the amber ratings is provided in the relevant sections of the report attached at Appendix 1, along with actions to address the issues identified.

Although TADS did submit a monitoring report, it did not cover the correct period. An updated report has been requested and the information will be included in the Q3 (Oct-Dec 2019) report.

Appendices

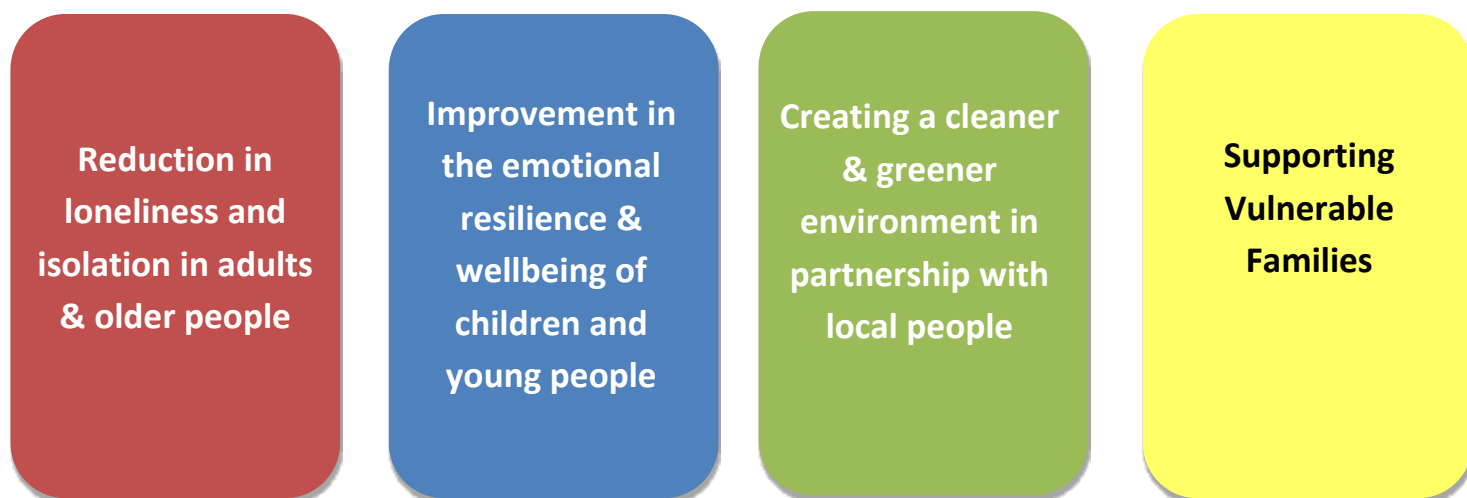
Appendix 1: Central Council Performance Management Report- Quarter 1 2019/20 (April-June 2019).

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CENTRAL AREA COUNCIL
Performance Management Report
2019/2020

Quarter 2
July-September 2019

Central Area Council - Priorities, Principles and links to Corporate Outcomes 2017-2020



Ensuring the following principles are promoted and embedded in all that we do:



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 are/have been delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, from 1st April 2017.

Table 1:

	Service	Provider	Contract Value/length	Contract dates
Social Isolation	Service to reduce loneliness and isolation in adults (50+) and older people	Royal Voluntary Service	1 year with option to extend for a further 1 year and again for a further 9 months, subject to annual review. £100,000 per annum Total cost: £275,000	All extensions agreed to 31 st March 2020
Social Isolation	Central Well-being Fund 'Uplift' for the Central Area	Creative Recovery	£15,000, initially to pilot the approach. 1 year from 1/07/19 to 30/06/20.	Contract commenced on 1/07/19.
Social Isolation	Central Well-being Fund Advice Drop-In	DIAL Barnsley	£24, 404, 1 year from 1/06/19 to 31/05/20. Contract commenced on 1 st July 2019.	Contract commenced on 1/06/19.
Social Isolation	Central Well-being Fund Improving Education & Learning Opportunities	Educational Learning Support Hub (ELSH)	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year and again for a further 1 year, subject to annual review £130,000 per annum Total Cost: £390,000	All extensions agreed to: 31 st March 2020.
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years – Youth Resilience Fund	Exodus The Youth Association YMCA BMBC TYS	15 months. Cost: £25,000 15 months. Cost: £11,000 15 months. Cost: £14,000 15 months. Cost: £20,000 +2 months. Cost: £10,676	1 st April 2017-30 th June 2018 All projects ended: 30 th Aug. 2018

Children & Young People	Central Well-being Fund The Exodus Project	Exodus	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
Children & Young People	Central Well-being Fund Central Wellbeing	Therapies for Anxiety, Depression & Stress (TADS)	£20,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
Children & Young People	Central Well-being Fund Street Smart	The Youth Association (TYA)	£10,062, 1 year from 1/07/19 to 30/06/20.	Contract commenced on 1/07/19.
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 further year, subject to annual review. £85,000 per annum Total Cost: £170,000	Contract ended: 31 st March 2019
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 year + 1 year, subject to Annual Review. £85,000/annum Total cost:	1 st April 2019- 31 st March 2021
Clean & Green	CONTRACT 2 – Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	Kingdom Security Ltd	1 year with an option to extend for 1 further year, and again for a further 1 year. £42,000 per annum Total Cost: £126,000 As above. £10,00 per annum Total cost £30,000	Contract ended: 31 st March 2019
Clean & Green	Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	District Enforcement	1 year with an option to extend for 1 year + 1 year	Contract start: 1 st April 2019

Clean & Green	Private Rented Housing Management and Enforcement SLA with Safer Communities Service	BMBC Service Level Agreement	1 year extension from 1 st April 2017 – 31 st March 2018 £76,175 per annum	SLA ended- 31 st March 2018
Clean & Green	Targetted Household Flytipping Service	BMBC Service Level Agreement	1 year with an option to extend for 1 further year subject to annual renew. Cost: £32,000/annum.	Contract commenced: November 2019
Clean & Green	Private Rented Housing Support Service	BMBC Service Level Agreement	1 year with an option to extend for 1 further year subject to annual renew. Cost: £32,500/annum	Contract commenced:
Supporting Families	Home Visiting Service	Homestart South Yorkshire	1 year extended contract from 1 st April 2017 – 31 st March 2018 + 6 months to 30/09/18 Cost: £21,600 + £12,000	Service ended 31 st May 2018
Supporting Families	New Mothers Support Service	Family Lives	Initially 1 year with an option to extend for 1 further year, and again for a further 1 year. Total cost: £150,000	Contract commenced: 1 st April 2019
Supporting Families	Central Well-being Fund Hope House Connects	Hope House Church	£13,913, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.

PART A - OVERVIEW OF PERFORMANCE – FROM 1ST APRIL 2017 – 30TH JUNE 2019

The following tables reflect the overview of performance of all Central Area Council contracted services and projects outlined in Table 1 above from 1st April 2017 to 30th September 2019 (excluding Central Well-being Projects). The Q2 figures (June – September 2019) are not included as the cumulative figures have not yet been verified. All cumulative figures will be included in the Q3 Performance Report.

Reduction in social isolation in older people

Outcome Indicators	Target	Achieved to date
No. of adults and older people receiving initial assessment	1018	581
Number of different adults engaged with services	-	-
Total number of home visits made	4582	4985
Percentage of people report improvement in their health & wellbeing	95%	97%

Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total number of group sessions delivered to young people	1092	1284
Total of number of different children & young people attending 3+ group sessions	371	496
Total number of different children & young people receiving 1 to 1 support	-	-
Overall % increase in well-being	-	39%

Creating a cleaner & greener environment in partnership with local people

Outcome Indicators	Target	Achieved to date
No. of environmental projects delivered with local people	90	179
No. of FPN for littering and dog fouling	-	1397
No. of household fly tipping incidents investigated		116
No. of letters issued re fly tipping/waste		254
No. of private rented sector tenants visited		9
No. of private rented sector tenants signposted to other services	-	4
No. of properties improved	-	179

Supporting vulnerable families

Outcome Indicators	Target	Achieved to date
Number of individual mothers/families supported 3+ times	-	-
Percentage number of mothers accessing community support	-	-
No. of different families attending community groups	-	-

Growing the economy







Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	9.5	9.5
No. of PT/sessional jobs created and recruited to	28	28
No. of apprentice placements created and recruited to	1	4
No. of work experience placements created and delivered	17	37
Local spend	84%	90%

Building strong & resilient communities

Outcome Indicators	Target	Achieved to date
No of new adults engaged in volunteering	135	249
No. of new young people engaged in volunteering	139	170
No. of new community groups established	1	2
No. of existing community groups supported	16	25
No. of adult volunteer hours undertaken	-	417
No. of young people volunteer hours undertaken	-	71

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

<div>Older People</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</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	

Further to the revised RVS delivery document for the final 9 month period of the contract (1st July 2019-31st March 2020) being agreed at Central Area Council on Monday 3rd June, the 2019/20 Quarter 2 Contract Management report was submitted in early October 2019. The subsequent contract management meeting was held on 16th October 2019 with Ali Kaye, Regional Operations Manager.

The RAG ratings shown in the table above reflect performance during the Q2 period. The amber ratings have been given because at the revised target for new referrals has not been met. Clarification about the % increase in well-being for those engaging with the service was also outstanding at this time.

During the 6 month period from 1st April – 30th September 59 new referrals have been reported against a target of 75. However these figures have not yet been verified. There have been 20 referrals from My Best Life during the Q2 period.

A brief summary of the RVS contract progress during the period July-September 2019 is provided below:

Since April 2019 the service had been operating with direct oversight from the regional Operations Manager Oliver Clark. In September, this responsibility was handed over to Ali Kaye, an experienced Operations Manager, as Oliver moved onto another role in RVS. Both met with the Barnsley Central Area Manager in September.

In the staff team a new role was created and in August Natalie Stokes, Inclusion Officer took on additional responsibilities to include day to day management of the service. This has gone down well with the team and Natalie has settled into the role well, with ongoing support and training provided by the Operations Manager.

Staffing levels are currently one Inclusion Officer down, due to a member of the team leaving in September. RVS are currently recruiting with adverts being placed in the Barnsley Chronicle and on charity web boards. Interviews are being held on 21st October. Despite being one staff member short, this has not adversely affected the team.

During Quarter 2, RVS have assisted with the delivery of 17 community sessions. This continues to include the weekly Tuesday group at Churchfield's Sheltered Housing, facilitated by a dedicated volunteer.

A weekly coffee morning has been established at Lavendar Court in Kendray. This was originally set-up to provide ongoing but more generalised support to service users within a sociable rather than a home setting. There are 15 regularly attending, and we have welcomed 11 new service users through this initiative. New friendships have been made during these relaxed, client-led sessions which are focused on reminiscence work.

There have been 201 interventions using a Cognitive Stimulation Therapy (CST) reminiscence approach. This is used on a one to one basis and in the Lavendar Court group referred to above. The Inclusion Officers use this approach as a means of a relaxed and informal way to open up conversation; using old photographs of areas of Barnsley to recall memories, places, people and events. Service users enjoy talking about positive aspects and experiences and this provides a positive focus to conversations. Within the group setting it encourages sociability and linkages through sharing joint memories and knowledge.

Case Study 1 – Worsbrough Area

JK referred herself after she was given a leaflet on discharge after a hospital stay.

JK suffers with chronic pain due to complications with arthritis, her hip bone has disintegrated making it too painful to sit down. Her mobility is poor and she requires walking aids, being able to walk only short distances.

Unable to get to the shops and without internet access, JK needed a new pay as you go mobile with internet access. Unconfident with technology she was feeling out of touch with little knowledge of how to use technology to make her life easier.

It was agreed and arranged for an Inclusion Officer to advocate on JK's behalf at a mobile phone shop to contact JK over the phone so she could speak to an advisor. This was successful and the Inclusion Officer then delivered the phone to JK.

JK was overjoyed and is now able to choose and order food, shopping and any goods to be delivered to her home. She can walk a short distance to the shop to top up her phone.

The Inclusion Officer arranged another visit to see if she needed any extra support and found that JK had ordered a new microwave to be delivered. She said she found the process very easy and feels it is keeping her more independent. It has become another life line.

She will contact RVS again if she need any further advice or support.

Case Study 2

AS was referred to as she had become more isolated due to ill health and living alone.

An active lady in the past, her confidence had deteriorated since her mobility declined and had become prone to falls. Since her husband died two years ago she had stopped going to social groups but started showing some interest in groups but was too anxious to go alone.

An Inclusion Officer called and spoke with AS about her hobbies and interests and took her through a list of local social groups and a membership form for Dial-a-Ride.

AS chose with a group and arranged to go with the Inclusion Officer the following week.

The group warmly welcomed AS and she enjoyed the day. She ended up staying longer and with the Inclusion Officer attended a chair based exercise group and reminiscence session which followed afterwards. She agreed to go back the following week but to use Dial -a -Ride and meet the Inclusion Officer at the group, taking a confident step towards more independence

AS was pleased with herself and couldn't wait to tell her son that she had attended a social group. She now felt because she had goals to work towards the process didn't seem so scary.

Barnsley YMCA



	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	●

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The YMCA contract to deliver a service that builds emotional resilience and wellbeing in children and young people aged 8-14 years, completed its second year of delivery on 31st March 2019. This service will come to an end on 31st March 2020. A comprehensive monitoring report for the quarter (July – September 2019) was submitted by YMCA on 11th October 2019. The subsequent contract management meeting took place on 29th October 2019.

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this period with the after school and twilight sessions maintaining an average of 14-16 participants, and the youth clubs averaging 20 participants per session.

91 sessions in total have been delivered during this quarter across Central Council area with 70 new children participating. There have been a total of 1108 attendances during this period including a range of activities and sessions that took place during the Summer.

2 sessions have been delivered each week in every ward throughout this period, in addition to holiday provision.

The following is a breakdown of the children/ young people who have engaged with the service during this period:

Participant Demographics	Q2
Disability Reported	30
Significant Health Needs	7%
Gender:	
Female	57%
Male	43%

Age:	
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8 & 9	37%
10 & 11	33%
12,13 & 14	30%
Ethnic group:	
White British	81%
Other White background	5.42%
White and Black African	1.31%
White and Asian	1.31%
Other mixed Background	1.31%
Pakistani	1.31%
Chinese	3.61%
Other Asian background	2.21%
Gypsy/Romany/Irish Traveller	0%
Other ethnic group	2.52%

A brief summary of the YMCA contract progress during the period July-September 2019 is provided below:

The summer holiday activities were well attended by consistent participants, with good levels of participation across the wards. The summer programme sessions have resulted in new attendances at Oakhill House and Dodworth St John's Youth Clubs which has seen an increase in numbers of young people attending. The team felt this could be due to the sessions held at Birk Park on the Kendray estate and also the Dodworth library sessions plus the borough wide activities that were open to all the young people who attends clubs across the 5 areas of Central.

The activities came from consultation with the children and young people, with the cook and eat type sessions and the allotment sessions remaining firm favourites along with the Pond Dipping and Den Building. New activities were trialled and received positive feedback from the young people and their families including Sports & Fitness sessions at Functional Strength Barnsley where sessions gave the children and young people the opportunity to attend a regular sports/fitness session each week and learn new fitness techniques, build their confidence and fitness levels and develop their teamwork skills. The 2-day This is Me workshop was a brilliant opportunity for young people from across all our provisions to come together to build friendships and confidence, try new things and create a performance piece to show to their family and friends. As part of the summer delivery in Stairfoot, picnic bags were provided form participants and this was well received and any surplus was shared in the locality or with other sessions. As a staff team we had discussed the importance of consistent positive relationships with the children and young people who attend our provisions and the importance of the team being accessible to our participants throughout the summer holidays on account of this this summer we trialled having regular venues each week to run different activities as

we would during term time so that the children and young people we work with would still have regular contact with our staff team in their area.

The project staff are continuing to deliver outreach sessions in the Stairfoot area and this will continue into October when dark nights and colder weather will make this less effective. Youth Club sessions will resume at Oakhill Haven from late September alongside the detached and outreach activity.

The project continues to support those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise, some who have been bullied, have behavioural issues, family difficulties, are in the care system and who are experiencing changes in circumstances and deprivation. The project is also, in the majority of sessions, supporting participants who have mild to moderate disabilities and or additional needs. There continues to be a small number of children and young people mainly within the Central, Dodworth and Kingstone wards whose first language is not English. (Chinese, Turkish, Lithuanian, Polish, and Indian)

The overall increase in well-being is 39% with the majority of participants evaluated reporting an increase in their emotional well-being and resilience since starting with the project. Youth club sessions are still showing a greater increase in overall well-being than school based sessions.

Case Studies:

Case Study 1 – Summer Programme 2019 This is Me – 2-day Workshop

As part of the summer programme this year we tried something a little different. We had been approached by an A-level student who was looking for an opportunity to complete her Gold Arts Award and needed to work with a group of young people to put on some arts related workshops that cumulated into a performance. During our consultation about activities and events for summer with the children and young people who attend our provision drama, singing and dancing had been mentioned by many of the groups. There also seemed to be a real interest in the film The Greatest Showman and the young people seemed to be really familiar with the songs from this. We discussed with Charis the student who had approached us about the ideas the young people had shared and together with her and our staff team the This is Me summer workshop began to be created.

Charis led on the project to ensure she was following the criteria of the award but was advised and supported throughout the process by the 8-14 Project Coordinator and staff team. It was decided that the workshops would be held over 2 days at the YMCA and would give the children and young people the opportunity to have a go at a number of different activities, learn new skills and use these skills and what they had learnt to put together a finished performance piece.

The workshops were promoted to all the children and young people who attend all our 8-14 project clubs across the 5 areas of the Central ward and places quickly filled up with participants from all areas booking on to the workshop days. The workshops delivered across the 2 days were singing, drama, dance, circus skills, recording and the children and young people also had the opportunity to have a go at drumming which was then incorporated into the piece.

The workshops were a brilliant opportunity for the children and young people attending to form new friendships and work with people they hadn't met before. Young people travelled from Kendray, Worsbrough, Bank End, Central, Dodworth and Kingstone to attend the workshop and this worked really well with lots of new friendships formed which then developed further throughout the rest of the summer programme of activities.

The workshop staff commented on the journey of different individuals throughout the 2 days and were amazed at the progress of some participants who they thought may struggle with the different activities.

Oliver a member who attends our Queen's Road after school club and a previous case study participant had always struggled to attend activities without his older brother. Staff commented that he had progressed so much and this summer saw him attending 90% of the summer programme activities on his own and standing on the very front line in all the pieces of the performance a massive achievement for him.

Teegan who attends our Horizon Ace Club struggles with sensory issues and is awaiting diagnosis came to the workshop and participated in all the activities and followed instructions which are things she generally struggles with. She attended the full day of day 1 and half of the day of day 2 which shows how far Teegan has progressed as she would not participate at all at previous discos and workshops.

Bailey who attends our Keresforth after school club often struggles to take part and make new friends but he joined in and had a go at every activity that was delivered over the 2 days, not sitting out once and making a group of new friends as well.



Case Study 2 – Keresforth After School Club

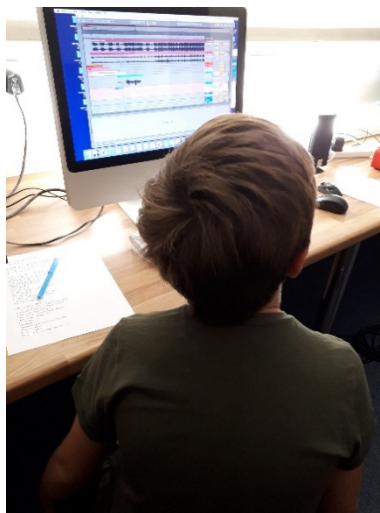
The following is a letter we received from Aston's mum about his progress and his journey with us so far:

Aston Joined through the after school club run at his school Keresforth Primary. I didn't really know much about what YMCA did or what they would be doing in these clubs. I signed Aston up along with his older brother (who had previously been to a youth club

run by YMCA) to get him out of the house. He would literally stare at his Amazon Kindle or TV screen from the moment he walked in from school until bedtime if I let him, I wanted him to try something different, get out of the house for a bit. Aston is quite shy and needs some coaxing to join in with groups, he's quite happy in his own little world with a select few friends. He started this group Sept/Oct 18 and quickly came to enjoy it, couldn't wait until the next Wednesday came. October half term YMCA ran a few activities so I signed Aston up for what I could, he had so much fun. He loves crafting, drawing and baking and all these were included in the club, he helped make things for the school Christmas fair and was really proud of his crafts. We only thought YMCA was on at school until Easter due to funding so Aston was overjoyed when they told us it was carrying on. Through all the school holidays Aston has attended all activities he could, he really enjoyed the going shopping for ingredients then going back to the centre to prepare afternoon tea. He's always got great stories to tell me when I pick him up. During the summer holidays there was a 2-day activity based around 'The Greatest Showman', after the 2 days the parents went to watch to see what the children had learnt in the 2 days. That show had me in tears, to see my shy boy stand up in front of everyone and talk about himself was amazing. All the staff who work with Aston and all the other children are wonderful. The difference in him is fantastic, he's joined the school choir because he enjoyed singing in The Greatest Showman activity. I really don't think Aston would be as confident as he is today if it wasn't for the after school club and holiday activities run by YMCA. He looks forward to his Wednesdays and is always wondering what they'll be doing next and what he'll be doing in the school holidays. Thanks to YMCA Aston has become less shy and more confident, more willing to try new things (even food). I really cannot thank the group enough for all they have done for him.

Thanks

Astons Mum



District Enforcement

<div>Clean & Green</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</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	●

District Enforcement commenced delivery of the new Central Area Council contract on 1st April 2019. The second quarterly report (July to September 2019) was submitted by District Enforcement on 2nd October 2019 and the subsequent contract monitoring/management meeting took place on Wednesday 9th October 2019.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period July – September 2019, there were 180 FPN's issued. Out of this number, 16 were for dog fouling. Although this figure is lower than in Q1, it remains significantly higher than on previous enforcement contracts.

To date Cigarette littering accounts for 76% of offences which is still a very good % and is much better than the national average of 90%.

Staff continue to work on a 4 days on, 4 days off basis, working 10 hours each day. This allows early mornings or evenings to be covered by District officers.

Targetted littering and dog fouling operations have continued to take place across the Central Council area in response to information received from elected members via the Area Team and Neighbourhood Services.

A growing concern however is the number of offenders that refuse to give details to the officers when approached after committing an offence. This Quarter there have been 34 cases where the offender has refused to provide their details and walked away from the officer. 2 of these were for Dog Fouling offences.

As part of the service provided by District a further option of payment has been offered in which the offender is able to pay at the Post Office or any Payzone outlet, and the printed ticket has a unique bar code at the top of it to facilitate this.

A specific area identified during this quarter was around Highstone Lane/Mount Vernon Road/Genn Lane, where dog fouling was reported as a significant issue. As the case study below indicates a targeted approach in hot spot areas can result in FPN's being issued.

Case Study:

Pitt Street West/Mark Street/Castlereagh Street/George Street, Barnsley

Pitt Street West being quite long and its adjoining streets, are one of the main walk ways for the public in and out of town, especially as the Main Barnsley Post Office is situated at the Town end of Pitt Street West. This was therefore brought to our attention by complaints received through residents around the area and also from our officers, who noticed the amount of litter on the street during their routine patrols. Emails received from Neighbourhood Services also alerted us to issues with Dog Fouling in the Car Park at the bottom end of Pitt Street West.



Over the quarter all District officers have patrolled the area and were able to identify and issue 20 x FPN's to those who dropped their litter on the streets as well as 1 FPN for Dog Fouling on the pathways and failing to pick it up.

Our officers have renewed/placed stickers and signage in the area, the feedback has been good and, our officers will continue their patrols in this area.

Twiggs Ground Maintenance

Clean & Green		RAG
Growing the Economy	Satisfactory quarterly monitoring report and contract management meeting.	●
Stronger and Resilient Communities	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

The new Clean & Green contract commenced on 1st April 2019, with a renewed focus on the establishment of new groups and encouraging more volunteering.

A comprehensive monitoring report for July to September 2019 was submitted by Twiggs on 11th October 2019, and the subsequent contract management meeting took place on 15th October 2019.

The table above demonstrates that Twiggs have either met or exceeded all of their targets during this period.

In addition to supporting 7 Central Area Team/Ward Alliance events, Twiggs have led and delivered 25 social action interventions across the Central Council Area. 2 different emerging groups have been identified and supported by Twiggs during this period with both of these groups now undertaking environmental work on a regular basis.

92 adult volunteers have engaged with Twiggs this quarter with 23 of these being new volunteers. 31 young people have also volunteered. In addition to the above Twiggs have undertaken significant pieces of added value work which they have identified across the area. 79 of these added value pieces of work were evidenced in Twiggs Q2 Report. They have also continued to attend to specific areas highlighted in each ward agreement.

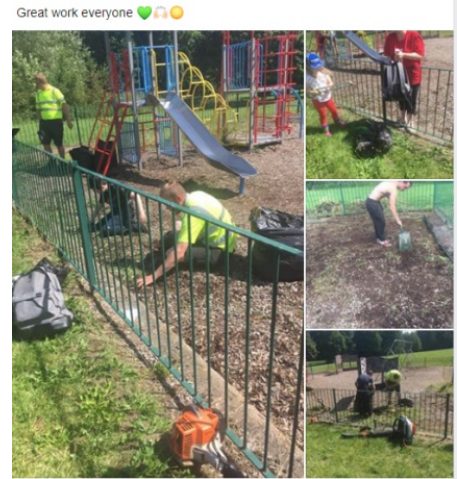
Twiggs continue to develop new partnerships with local groups and businesses, many of whom are now offering their support and resources to local activities and clean up days etc.

Examples of Twiggs Supported Projects:

Dearne Valley Skate Park, Central Ward, Monday 22nd July 2019

Supporting the Central Area Team, and Ward Alliance

5 sacks of litter collected, strimmed around the play area, weeded around play equipment, waste gathered for collection by neighbourhood services. We also engaged with a number of volunteers who would like to get involved in our future events.



St Johns Road, Kingstone Ward.

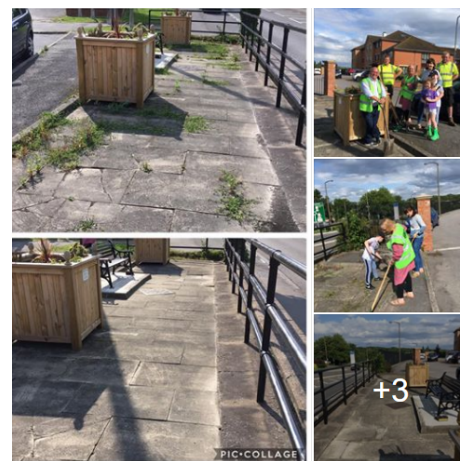
Supporting Kingstone Ward Alliance – Tuesday 3rd September 2019

Clearing litter from the area. Working with local councillors to scrape the weeds from around the streets. We collected 5 large sacks of green waste and 10 sacks of litter waste.

Supporting Existing Groups:

Friends of Stairfoot, Stairfoot Ward – Friday 30th August 2019

Stanley Road Planters - Scraping weeds from path edges and cleared litter from the area. 10 large sacks of green waste and 15 large sacks of litter gathered for collection by Neighbourhood Services. Linking together Stairfoot Ward Alliance, Friends of Stairfoot, Tesco community Champion, and our team to deliver the improvements.



Friends Of Stairfoot
July 11 at 6:10 PM · 🌐

Just had a very constructive hour at our Stanley road planters area, we removed the litter and weeds and it's looking fab again. All ready for the lovely Reside...

Worsbrough Volunteer Group – Worsbrough Ward – Thursday 12th September 2019, Sheffield Road, Worsbrough

Clearing the litter from around the wall working with 8 volunteers. We also trimmed the hedges. We then cleared the footpath of weeds and leaves starting from the bottom of Worsbrough Road. To finish off we arranged a time next week to continue this work with the group as it seems to be making a very positive difference. 33 large sacks of waste.



Dearne Valley Country Park Group Central Ward

Thursday 4th July 2019 – Dearne Valley Park, Canal Area, Central Ward

Supporting Dearne Valley Park Group working in the lock and key clearing the brambles, selfsets trees. Collecting litter. 4 no. large sacks of litter collected.

What a fantastic result... Remember this group are always calling out for new local people to join in and lend a hand. Looks to be a fantastic project to be involved with 🌱🍷



Dearne Valley Country Park Group



Barnsley Main Heritage Group is at Dearne Valley County Park.
July 11 at 1:51 PM · Barnsley · 📍

Some of our volunteers helping Twiggs and other volunteers dig out the old canal in Dearne Valley park. The old canal runs through the bottom of our site as well. Wonderful weather for building up a sweat. 🥵



Dearne Valley Country Park Group
July 11 at 7:41 PM · 📍

Another great day for our lovely group, made up entirely of people giving up there own time to improve the Park and surrounding areas.

Examples of Twiggs Led Projects:

Tuesday 13th August 2019 – Water Royd Drive, Dodworth Ward

Working with two new resident volunteers, we cut back the hedge, which was overhanging the footpath and becoming an obstacle to local residents. We loaded the green waste onto the van with the help of the volunteers. We also cut back a path nearby, which was overgrown after a local resident brought it to our attention. 1 large sack of litter.



Friday 30th August 2019 – Broom Close – Kendray

We worked with local residents cutting hedges back that were over hanging onto the road. We started reinstating a footpath that was covered in moss. We reintroduced all of the green waste we had collected from the event. 3 large sacks of litter were collected



Thursday 19th September 2019 – Worsbrough Road, Worsbrough

We worked with 5 volunteers including one local councillor to strim the grass and scrape back the pavement. To finish off we worked with the volunteers to litter pick and clear 3 large sacks of waste from the area

TARGETED HOUSEHOLD FLYTIPPING – SLA

Clean & Green		RAG
Growing the Economy	Satisfactory quarterly monitoring report and contract management meeting.	●
Stronger and Resilient Communities	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Although this SLA commenced in late November 2018, with the appointment of John Partridge, due to some sickness and annual leave and the time taken to develop and agree the KPI's the first formal monitoring report was submitted on 11th October 2019. The subsequent Contract Management Meeting took place on 17th October 2019.

The table above demonstrates that the service is being effectively delivered with all milestones and outcome indicators being met.

Since the contract commenced a significant amount of proactive patrolling and work has been undertaken across the following 6 agreed targeted hot spot zones with very encouraging results.

- Zone 1: Day Street, Pond Street, Princess Street, Park Grove, Tower Street.
- Zone 2: Racecommon Road, St Georges Road, Stocks Lane, Station Road, Farrar Street, Derby Street, Richard Street.
- Zone 3: Osborne Street, Doncaster Road, Union Street, Willby Lane, Milnes Street, Commercial Street, Junction Street.
- Zone 4: Victoria Street, Foster Street, Conway Street, Hoyle Mill Road area, Stairfoot.
- Zone 5: Peel Street, Dillington Square, Bank Street, Dobie Street, Cope Street, Crown Avenue.
- Zone 6: Tune Street, Oxford Street, Commercial Street, Corporation Street.

In addition to the above, the James Street area of Worsbrough has also been identified as a zone, and this area has had significant attention during the Quarter 2 period.

In Quarter 2, and as part of John's local walkabouts, 181 incidents of fly-tipping have been reported on "pin on the map", with 45 appropriate cases subsequently opened on Civica for further investigation.

46 additional incidents of waste in gardens/within curtilage of properties have also been informally recorded during Q2.

Since the SLA commenced, 179 warning letters, 199 duty of care letters and 17 written warning letters have been issued to households.

Significant work has also been undertaken with landlords to address the issues of fly-tipping, waste and overflowing bins. (See Case Studies below)

As previously highlighted the following recurring “household fly-tipping related” issues have been identified which will need to be addressed if the levels of household fly-tipping are to be reduced on a sustained basis:

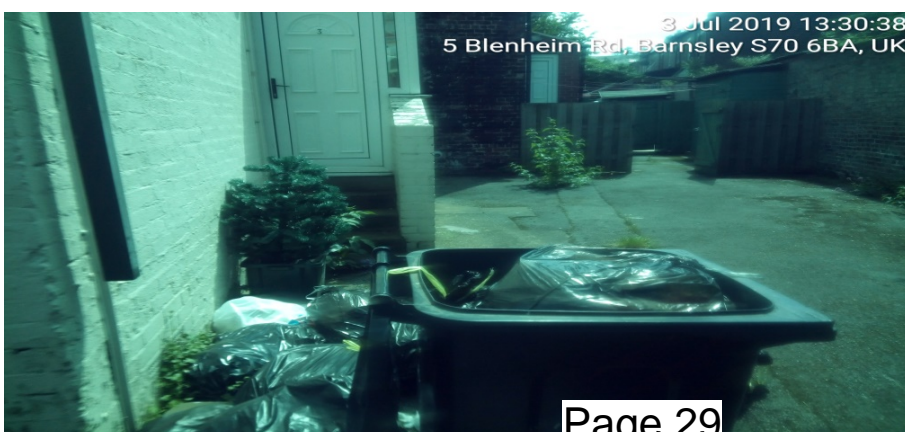
- Contaminated bins
- Replacement bins
- Undesignated/private land
- Overflowing bins/side waste
- Landlord responsibilities and education

The Central Area Council Fly-tipping Group will take place shortly to consider these issues with colleagues from the Place Directorate.

Case Study 1

A number of waste issues were identified at a property on Blenheim Road. This property is managed by Target Housing and accommodates asylum seekers.

Contact was made with Target Housing and a home visit was made where John was able to engage with and offer information and advice on managing household waste and bin days. John then had the contaminated bins uplifted and the waste bag removed. There have been no further issues at the address. The property continues to be monitored as this area is a known hot spot for fly-tipping.



Case Study 2

This job was originally dealt with as fly tipping on private land, but after speaking to the letting agent and the owners it was agreed that the best way to prevent future issues is to gate the area off, which was completed in September. The waste was cleared by BMBC NS team as recommended to the letting agent. There are two further properties that have the same circumstances and the owners and letting agents have been encouraged to protect their properties. These are on two other Hot Spot areas, Wilby Lane, Measbrough Dyke and Bridge Street, Central Ward.



Case Study 3

Green Street fly tipping on private land. Contact was made with the tenant and the landlord and the waste was cleared by NS as they were recommended to the landlord. Informal advice was given to tenants. Concerns have also been raised about the waste in the gardens, which is being dealt with. DVLA have also been informed about untaxed vehicles linked to the property.



SUPPORT FOR NEW TENANTS IN PRIVATE RENTED HOUSING – SLA

<div>Clean & Green</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</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	●

Although this SLA commenced in November 2018, with the appointment of Adam Bailey as the Private Rented Housing Support Officer, due to significant sick leave as the result of an injury, and the time taken to develop/agree the Key Performance Indicators (KPI's), the first formal monitoring report was submitted on 11th October 2019. The subsequent contract management meeting took place on 17th October 2019.

The amber ratings in the table above reflect the fact that progress has been slower than expected, and as a result, a number of milestones and outcome indicators have not yet been met. This slow progress has come about primarily as a result of significant sick leave (22nd Jan – 15th April 2019), from a non-work related injury.

However, during the Q2 period, 476 low cost private rented properties have been identified in the area and calling cards/informal letters have been posted to each of these properties.

At the time the Q2 report was submitted, contact had been made with 15% of these properties. To date 38 households have received visits and 24 of these have required follow-up contact with the letting agency/landlord, to address issues identified by the tenant.

The main issues identified by tenants when contact is made are:

- Bins and waste collection
- General “moans” – appearance of street and environment
- Landlord specific issues – bond, rent and general friction.
- Money management

The following case study reflects some of the complexities around landlords, letting agencies and management agents:

Case Study – Central Ward

Contact was made with tenant concerning ASB on the street including use of Cannabis, loud music and noise from the neighbours. Some accusations of targeting were made by the tenant due to their cultural differences as he and his family are Romanian and the neighbours are Russian. Upon attending the property the tenant explained that he was confused about his current tenancy specifically who his landlord was as he had some issues regarding the property, namely the gate in the rear garden had been damaged beyond repair and needed replacing. The tenant was willing to pay for and complete the works required himself as he was unaware it was actually his landlord who needed to pay for repairs. However, there remained confusion about who the landlord actually was.

Following investigation it was confirmed that the property itself was being sublet by the landlord and was being managed by Letting Agent. They were also uncooperative in informing me of who the landlord was as I wanted them to pay for a new fence for the tenants and replace his bins as there was insufficient bins at the property. Both the suspected landlord and Letting Agent were served with a Section 235 – a notice to procure documentation and request right to rent checks from both parties, as it would appear that the Letting Agent had sublet a sublet property but not informed the tenant.

The Letting Agent then informed the officer that the landlord actually lives in Hong Kong. After a discussion over the phone, it was established that it would be better to meet to discuss some issues at the property to identify what works needed to be completed going forward as there were more issues internally with the property.

An action plan was established including the fence to be replaced along with bins, the front door locking mechanism repaired (was still secure just slightly faulty), a leak in the basement was to be investigated along with the minor leak under the bathroom sink upstairs.

Broken fence on 16/08/19



Fence upon completion – 30/08/19









The bins have now been all replaced, and the fence has been repaired. An engineer has been in to investigate the leak in the basement and it has been ascertained that it is a fault with next doors property and this matter is with their landlord currently.

This case is still open as the 'managing agent' breached the Section 235 and therefore further action will be taken. Plus what was most suspicious about this incident was the reluctance to involve the landlord from the beginning, even offering to pay for all the repairs himself to the tenant before the Section 235 was served.

The tenant is extremely happy with the support received to date.

FAMILY LIVES - NEW MOTHERS SUPPORT SERVICE

<div>Supporting Vulnerable Families</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</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	

Following delays with recruitment, this contract formally commenced on 1st April 2019. The second formal monitoring report for the service for the period 1st July – 30th September 2019 (Quarter 2 2019/20) was submitted in October 2019, and the subsequent Contract Management meeting took place on 15th October 2019.

The RAG ratings in the table above reflect the sound progress that has been made to date, however the referrals received in Q2 have been well below the target set, (3 achieved against a target of 15), resulting in amber ratings for milestones achieved and outcome indicator targets met. At the Contract Management meeting in October discussions took place about the lack of referrals, in an attempt to increase these the following action has been/will be taken:

- Extended the eligibility age range.
- Extended the number of partner organisations with whom we share information, for example, a social prescribing adviser to connect with GPs.
- Attending Health Visitor team allocation meetings weekly whenever possible
- Going directly to families in community playgroups, e.g. Oakhill School Parent and Toddler Group.
- Redistributing information materials to all partner agencies about the service ('Request for Service' forms, 'Information about how to access the Service' and the new 'Information for Families' leaflet).

It was agreed that the Central Area Council Manager would discuss the lack of referrals with the Public Health specialist Midwife and the Health Visitors Manager, with a view to better understanding why referrals are not being made to the service. This meeting is scheduled to take place on 31st October 2019.

A summary of progress and achievements to date can be found below:

The Support Service for New Mothers is being delivered by a Senior Family Support Coordinator, Family and Volunteer Support Worker and Senior Area Manager on behalf of Family Lives.

The aim of the service is to provide support to mothers experiencing isolation and low level emotional well-being issues during the perinatal period, through the provision of volunteer home befriending visits, phone and peer-to-peer support.

The following Achievements and Progress have been made during Quarter 2:

- Face to face contact with 17 more partner agencies; introductory information provided to a further 11 organisations. All have been welcoming and supportive in terms of promoting and requesting the service as well as engaging potential volunteers.
- Maintained contact with 14 partner agencies previously contacted via regular updates.
- Regularly attending Health Visitor team and allocation meetings.
- Made direct contact with families and children via community groups for potential referrals.
- Widely displayed publicity in buildings and via a range of social media platforms.
- Streamlined information systems to support the management and coordination of the project.
- Trained six volunteers; interviewed 10 additional volunteers.
- Delivering Peer Support Volunteer Training to the second cohort of volunteers in October.
- Planned and booked Practice Development Groups (PDG's) for volunteers until March 2020.

The following is the evaluation report from the Family Lives Peer Support Volunteer Training that was held for the support service for new Mums.

[Barnsley Central Area](#)

[Support Service for New Mums](#)

[Peer Support Volunteer Training](#)

[Evaluation Results – Cohort A: July 19](#)



Five participants out of six completed the evaluation form to date.

5/6 participants reported the following

- ✓ The training definitely met their expectations
- ✓ They gained greatly from the training
- ✓ They experienced an increase in their confidence

- ✓ They gained new skills and/or information that will impact on their practice in the ways listed below

What will have an impact?

"Listening exercises and emotions"

"I have built upon my skills to help me within the role and feel a little more confident with what my expectations and boundaries are".

"A better understanding of perinatal conditions, listening skills, empathy / sympathy / identification. Everything!"

"Safeguarding"

"Learnt a lot about different conditions/situations, how to support. How to listen fully".

How will it have an impact?

"It will enable me to support mums/families better".

"Have a better understanding".

"I'll take all of my learning both towards the role of Peer Support Volunteer and as an Outreach Worker. I'll also be able to use what I've learnt in my family life."

"This learning has equipped me with the necessary skills to start my role and where to go for support."

To have a better understanding of the role."

2/6 identified some parts of the training as personally difficult or challenging.

"I think safeguarding is always a difficult subject but a necessary part of the job."

"Some parts difficult to take in at first in some areas".

5/6 also agreed with the following;

- ✓ Equality considerations were very well addressed
- ✓ There was nothing missing, that could have been included in the training
- ✓ The pace of the training was fine
- ✓ The trainers were very good in their presentation and method with a

- “Welcoming, approachable, lovely manner, engaging, genuine”.*
- ✓ Group discussions were very helpful. One participant commented that they were *‘Great, as a lot of focus was given to people’s own experiences.’*
 - ✓ No one responded when asked if any aspects of the training were unhelpful.

Overall, what was most helpful?

“Most of the training.”

“Boundaries, safeguarding. The activities were useful. Lovely group of ladies.”

“I can’t pinpoint a specific item as I’ve found the whole training valuable. I’ve found the balance between theory/information giving and activities great”.

“All of the information given. Activities – hands on learning.”

Overall comments

“Training was really informative and the trainers were really helpful and supportive. Thank you”.

“Thank you! I’ve really enjoyed the full 3 days. It’s been great to be a part of the group and I’ll look forward to further group sessions.”

“I have fully enjoyed the training and have learnt lot more than I thought. The activities/methods used were brill and enabled us to all communicate and bond better as a group.”

“I have enjoyed the 3 day course. It’s grown my confidence a little when workin in a group. Felt it was very relaxed with no pressure.”

“Fantastic 3 days. Lesley and Katie are brilliant and funny. A calm, relaxed 3 days with a lot of things learnt. Met some nice people and looking forward to starting volunteering and meeting up again. Thanks.”

CENTRAL WELL-BEING FUND PROJECTS

CREATIVE RECOVERY – UPLIFT for the Central Area

<div>Social Isolation</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</div>		RAG
	Satisfactory quarterly monitoring report submitted	●
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

The first formal monitoring report for this Project, which commenced on 1st July 2019, was submitted in early October 2019 for the period 1st July – 30th September 2019.

As part of the pilot phase of this Project, Creative Recovery have begun the development work process in the identified areas of the Kingstone and Stairfoot wards. However, progress has been slower than expected and as a result, the targets set have not been achieved. This is reflected in the amber ratings in the table above.

The Street Piano and UPLIFT parcels engagement at the Stairfoot Community Event on the 19th of August was successful in starting conversations with local residents and community groups in the areas during the Summer months to help to build the ideas for projects and gauge local interest. An update report was sent to Stairfoot Ward Alliance in August with a breakdown of ideas for the key focus areas.

Some challenges were encountered in securing a venue in the community to run workshops from, so it was decided that the Window Wanderland workshops and events would run from Temperance House.

Window Wanderland – People will be encouraged to create something for their window using silhouette and coloured tissue that can be back lit. The light is left on in the room and the piece is clearly seen from the street.

On the evening of the final event people will be given a map and highlights will be identified. There will also be a central event area with music, lighting and warm food and drink on offer where the community can gather.



WINDOW WANDERLAND

We invite you to help us to create a Window Wanderland in part of the Kingstone Ward this November. (Please see the area highlighted on the back on this letter).

Make your windows come alive with creative designs for the community to enjoy.

On **Saturday the 23rd of November, between 6-8pm**, we will head to the streets for a magical walk around, viewing everyone's creations.

Come along to one, or all the workshops, below to be inspired, collect materials or work with artists to create your own window designs.

* Remember, if you don't want to take part yourself you can make something for someone's else's window too.

DATES FOR THE DIARY

Launch event: Friday 4th October, 6-9pm @ Creative Recovery, Temperance House, Pitt Street, Barnsley, S70 1AL

Come along for a pie and pea supper, listen to live music and find out more about the Winter Wanderland event and activities. You may even want to start making your designs, too.

Workshops @ Creative Recovery, Temperance House

Saturday 5th October, 10-12noon & 1-3pm

Tuesday 8th October, 10-12noon & 1-3pm

Wednesday 9th October, 2-4pm & 5.30-7.30pm

Monday 28th October, 10-12noon & 1-3pm (Half-term)

Friday 1st November, 10-12noon & 1-3pm (Half-term)

The BIG Finale: The Winter Wanderland Walk, Saturday 23rd November, 6-8pm.

DIAL – Central Area Advice Drop-in

Social Isolation		RAG
	Satisfactory quarterly monitoring report submitted	●
Growing the Economy	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
Stronger and Resilient Communities	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

The first formal monitoring report for this Project, which commenced on 1st June 2019, was submitted in early October 2019. As reflected in the table above, progress has been excellent with 251 unique individuals accessing the 55 Advice sessions that have been delivered since the Project started in June 2019. In addition, the following has been achieved:

Service Highlights and Narrative Report (June September inclusive)

- **2** New outreach sessions have commenced at Kingstone and Gilroyd
- **3** new volunteers have completed their induction training and supported every outreach session
- **£3,362** volunteer value has been generated
- **£53,028** has been generated in unclaimed benefits
- For every **£1** invested by the Central Area Council Wellbeing Fund **£5.30** has been generated for the local economy
- **70%** of residents reported a reduction in anxiety and improved wellbeing
- **61%** of residents reported feeling more confident and having an improved outlook

The two new outreach sessions started on Wednesday 19th June at Worsbrough Common Community Centre and at The Wharncliffe Community Centre at Gilroyd on Monday 1st July. Both have proved popular and have been well attended.

A volunteer is deployed at every outreach session, three of whom are new and have recently completed their induction training with DIAL. They play a key role in the delivery of the sessions, supporting the advisors and triaging residents who may have attended inappropriately as well as supporting residents who can often feel distressed when they attend.

The following Case Studies demonstrate the positive impact the DIAL service has had on clients and volunteers.

Case Study One

Before DIAL

Mr H is a 50 year old single gentleman with mild learning difficulties, mental health issues and diabetes. He was receiving the lower rate care component of Disability Living Allowance (DLA) for some years and has been forced to transfer to Personal Independence Payment (PIP). He had applied for PIP but did not score enough points and his claim was unsuccessful. He came to see DIAL at Maltas Court outreach with his sister who is his carer. He was extremely worried as he could not understand why he had to change benefit and how he had been awarded no points at all on his PIP assessment therefore reducing his income by £23.20 a week.

Advice provided by DIAL

We first explained to him that the benefit he had been previously receiving (DLA) was being replaced by PIP and that everyone had to apply for this new benefit. We explained that the health care professional had assessed him as not meeting the criteria for PIP and therefore he did not qualify for PIP. We discussed his medical history, how he feels he is limited by his illnesses and how much help he needs from his sister. We completed a CRMR1 form to explain why we thought the decision was wrong, what points we felt he should have been awarded and asked the DWP to reconsider the decision. His sister also agreed to write to DWP explaining how she helps Mr H, how often and how he would not be able to cope without her help.

After DIAL

The DWP reconsidered the decision in Mr H's favour, awarding him 8 points for the daily living component. He has been awarded £58.70 a week for Personal Independence Payment. As a result of him qualifying for this rate his sister can now claim Carers Allowance for looking after him. He feels this is fairer to her as he could not afford to give her anything previously and felt he was imposing on her time.

The difference DIAL made

Mr H can now afford to take part in extra social activities together with his sister, thus reducing his social isolation. The extra money and support from his sister will enable him to go out more helping his physical health and mental wellbeing. Being more socially active and engaging in his community Mr H can connect with others and the opportunities to get involved more.

Case Study Two

Before DIAL

V is a young man who had successfully completed an apprenticeship and had gone on to have a good, secure, well paid job. A couple of accidents led to physical injuries that meant he was no longer able to work. This had a major impact on his mental health and he entered a period of his life that saw him lose all of the things that were important to him. He had accessed support for his mental health and, as part of his recovery; he was advised to try volunteering as a way to improve his confidence. He decided to volunteer at DIAL as it was an organisation he had used himself to get help and support claiming welfare benefits.

Becoming a DIAL volunteer

V started his training at DIAL at the same time as 3 other volunteers and from the beginning he wanted to help others with their welfare benefits. After successfully completing his Induction Training he began to volunteer on a number of projects, always patiently waiting and learning as much as he could about the benefits advice aspect of DIAL.

He worked out in the community helping people to save money on fuel and really enjoyed working in the office, answering the phones and learning from the advisors. He has accessed and attended as much training as he could including Level 2 Fuel Debt Advice in the Community and Advice UK Welfare Benefits Overview.

He now supports 3 Outreach sessions along with the advisor and is skilled in triaging the people who attend these.

The difference DIAL made

When asked what volunteering at DIAL has meant for him, V said “It has brought me from a period of darkness. I have been trained up (but I’m still a novice) to help me on the way to becoming a professional advisor. I am able to help people who were in the same position I was but would like to help them even more”.

EDUCATION, LEARNING & SUPPORT HUB (ELSH)

Social Isolation		RAG
	Satisfactory quarterly monitoring report	●
Growing the Economy	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
Stronger and Resilient Communities	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

The first formal monitoring report for this Project, which commenced on 1st July 2019, was submitted in early October 2019.

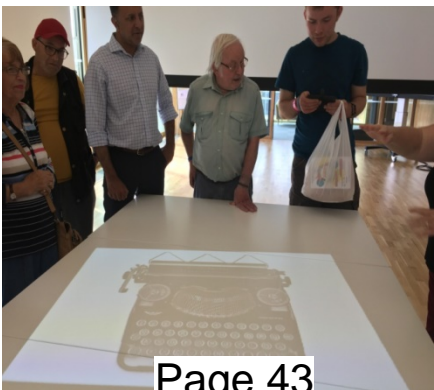
Since the Project commenced, 5 sessions have been delivered on a weekly basis at the ELSH base on Sheffield Road. These include ICT, Maths and ESOL, all of which are taught by volunteer teachers/tutors. To date, 38 different adults aged 19-50 years have attended the sessions.

Most of these students are from black & minority ethnic backgrounds including a number from Africa and Eastern Europe.

Several students have mental health problems due to their journey story and are receiving ongoing health support from NHS professionals.

During this period, 3 new adult volunteers have been recruited and are regularly supporting the sessions.

During this period ELSH has conducted another outing as part of its teaching and learning to visit the “Library @ the Lightbox” in Barnsley. This is part of the learning skills and is at the heart of the community.



ELSH students had a day of training from Be Cancer Safe the Health Care Team from Barnsley and Rotherham. Students were taught about how they can reduce the risk of Breast, Cervical and prostate Cancer. Demonstrations were given and leaflets in different languages were also available to students to take away for reference and further knowledge.



On 15th August 2019, ELSH students, Trustees and all volunteers' teachers attended a ceremony at the Town Hall. This was a celebration day for all our students achievement after 10 weeks of learning. All certificates were handed out by Cllr Pauline Markham, Mayor of Barnsley. The students were all very happy and the evening went well.



EXODUS

Children &
Young
People

Growing
the
Economy

Stronger and
Resilient
Communities

	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	●

The first formal monitoring report for this Project, which commenced on 1st July 2019, was submitted in early October 2019. As reflected in the table above, the Project is meeting all the targets set.

50 sessions have been delivered since the Project commenced with 146 different children/young people attending 3+ sessions. 21 young volunteers have been regularly supporting sessions with 6 of these identified as new young volunteers.

All 5 Central Area Clubs remain active and there have been no breaks in service, part from the usual school holidays when our other activities take over. A promotional assembly has been undertaken at Joseph Locke School to boost numbers in the Town Centre Kidz Klub Group. 8 new members started in the first week. Numbers in the other 4 groups are strong, especially in Bank End, (Worsbrough Ward). A key focus of the work is to attract more junior volunteers into regular activities that promote emotional resilience, either with Exodus or with partner agencies. A number of new young people have started to volunteer in our clubs and wider activities in the reporting period.

Once again a number of new adult volunteers, have been attract especially given the greater variety of experiences on offer. New people have started volunteering in our retail operations, as well as in the activity clubs and on camps. 2 new students have undertaken work experience as part of their courses. Young people from all over the Central Area Council have benefitted from the camps that have taken place in this reporting period. Some great feedback has been received on Social Media concerning our Summer day trips.

- *Lucia has loved it. Her first ever trip without her family, she was buzzing with excitement when she got home: July 2019 York Maze*
- *Emily & Leo have really enjoyed today, thank you to all involved in a fun packed day x York Maze – July 2019*
- *Thank you so much Libby and Mazie's had a lovely day x*

- *I can't thank the people from the Bank End Kidz Klub for taking our K to Cannon Hall Farm today. He has loved every minute! Thank you all again x*

HOPE HOUSE CONNECTS

**Supporting
Vulnerable
Families**

**Growing the
Economy**

**Stronger and
Resilient
Communities**

	RAG
Satisfactory quarterly monitoring report	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

The Hope House Connects Project commenced on 1st June 2019 with the appointment of 2 part-time workers to carry out the development work required to enable this project to be effectively delivered. The first formal monitoring report for the period, 1st June – 30th September 2019, was submitted in early October 2019.

As the table above reflects, all targets have been met. 28 sessions have been delivered during this period, with 26 different families having attended Hope House Connects sessions 3+ times. 2 new volunteers have been recruited and are supporting the group on a regular basis.

Attendance at the Friday Group (Cheeky Monkey's) has increased significantly with those attending taking a more active role, such as tidying the toys away, cleaning and preparing an area for snack time.

The “drop-in” Family Support Group on Thursday's has been named Little Chimps Family Support, and as a result of the advertising on social media and word of mouth the group has had seven families with babies aged 0-12 months attend within the first four sessions. One of these families has attended every week since the launch. Towards the end of the last session of the quarter we were thrilled to greet a mum, her baby and her Family Lives support worker. The families that were linked to the original Home Start group have welcomed the relaunch of the group and have engaged with the new families.



The impact of the group for individuals/families is demonstrated in the following case study:

Case Study: Carmen

Carmen moved to Barnsley a few months ago with her partner and two young children. When she moved she knew no one and felt a real sense of isolation. She was aware that she was beginning to feel depressed and knew that she needed to make connections with other families, and find a group where her children could interact with similarly aged children. Through social media she found out about the Cheeky Monkeys toddler group that Hope Connects runs.

When Carmen attended the group for the first time, she felt anxious because she didn't know anyone, but was quickly made to feel welcome by the staff who introduced her to another mum with similarly aged children. She has formed a good friendship with this mum, and they have made arrangements to meet outside the group. Carmen no longer feels isolated and now has the confidence to chat to new families who come to the group.

Carmen says that, 'everyone at Cheeky Monkeys is so friendly and there's lots for the children to do where they can make friends easily. I like the cost of the group and think it's really cheap.'

THERAPIES for ANXIETY, DEPRESSION & STRESS (TADS)

Children &
Young
People

Growing
the
Economy

Stronger and
Resilient
Communities

	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	

Awaiting the first formal monitoring report for the period 1st June 2019 – 30th September 2019.

THE YOUTH ASSOCIATION (TYA) – StreetSmart Kendray

Children &
Young
People

Growing
the
Economy

Stronger and
Resilient
Communities

	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	●

The first formal monitoring report for this Project, which commenced on 1st July 2019 was submitted in early October 2019 and covers the period, 1st July – 30th September 2019.

StreetSmart is an innovative scheme being delivered by The Youth Association in the Kendray area, that improves skills, health and prospects by taking training and certification to street level. After a delayed start (deferred from June to July), TYA ‘front-loaded’ the StreetSmart project with an intensive summer programme of sessions and a team of 7 youth workers.

The team began with reconnaissance and engagement of groups, including new groups and those already engaged through the Street Voice work over Spring. Engagement activities largely focused on teambuilding, ice-breaking and multi-sports. So far, the team has delivered 23 youth work sessions, which have recorded 289 attendances from 142 individuals. 14 different young people have attended 3+ sessions to date.



(Teambuilding and engagement activities)

Over summer, a regular flow of sports activities helped to engage groups congregating in outdoor spaces and has provided an outlet for physical activity. TYA hired 5-Sport – a female-run sports coaching company – to help deliver the sporting activities and attract young women in activities that are traditionally dominated by males. The sessions have created useful spaces from which to promote the core programme to young people. Sporting activities have included archery, cricket, football, rounders and handball.



In September, a group of young women have worked with our youth workers on the streets and have taken initial steps to develop a dance club. This work was instigated by the exposure of the group to a professional dance teacher, who runs a dance school alongside other jobs. The planning is in its early phase but sessions are focused on getting this up-and-running. As the idea has grown and developed, the team met with the Vice Principal of Barnsley Academy to look at developing that partnership and offering the dance activity to pupils at the school. The school is interested in promoting the dance work and the Street Smart workshops to its students as part of enrichment, as part of extra-curricular/enrichment activity. As part of the sports output, the team is also in the early stages of developing something around the traditional game of Kerby.



(Sporting activity on Birk Avenue in August/September)

Street-based curriculum

The delivery of our StreetSmart curriculum began in August and continued in September. One group of young people have taken part in the 'Understanding myself' session. This forms part of the StreetSmart training programme aimed at boosting skills, promoting positive attitudes and generating certification. Workshops are based around TYA's digital badge scheme, which has a curriculum based on 'essential life skills'.



(Teambuilding and alcohol awareness workshops on the streets of Kendray)

PART C: OVERVIEW OF PERFORMANCE – 1ST APRIL 2014 TO 31ST MARCH 2017

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	900	938
Total number of home visits made to older people	5340	5344
% no. of older people reporting improvement in their health & wellbeing	95%	98%

Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	1984	2123
Total no. of different children and young people attending 3 or more sessions	-	746
Total no. of children and young people achieving accreditation	158	333

Creating a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	93	106
Number of FPN's for littering and dog fouling	n/a	2270
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1841
No. of vulnerable households identified and engaged-3 or more contacts	-	743
No. of property inspections carried out	-	153

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	35
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	42	58
No. of local organisations/SME's supported	5	10
Local spend	83%	90%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	157	336
Number of young people engaged in volunteering	157	346
Number of new community groups established	4	9
Number of community groups supported	8	35