

Public Document Pack



MEETING:	Dearne Area Council
DATE:	Monday, 20 January 2020
TIME:	10.00 am
VENUE:	Meeting Room, Goldthorpe Library

SUPPLEMENTARY AGENDA

3 Performance Report Q3 (Dac.20.01.2020/3) *(Pages 3 - 28)*

To: Chair and Members of Dearne Area Council:-

Councillors Noble (Chair), Danforth, Gardiner, Gollick, C. Johnson and Phillips

Area Council Support Officers:

Paul Castle, Dearne Area Council Senior Management Link Officer
Claire Dawson, Dearne Area Council Manager
Rachel Payling, Head of Service, Stronger Communities
Peter Mirfin, Council Governance Officer

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

Date Supplement Published – 14th January, 2020

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BARNSELY METROPOLITAN BOROUGH COUNCIL

DEARNE AREA COUNCIL 20th January 2020

**Report of the
Dearne Area Council Manager**

Dearne Area Council Performance of Commissioned Services

1.0 Purpose of Report

- 1.1 This report provides members with an update on the delivery of the Dearne Area Councils commissions and services paid for through the Dearne Development Fund.

2.0 Recommendations

- 2.1 That Dearne members note the progress of the three of the Dearne Area Council commissions and service level agreement with BMBC as set out in appendix one.
- 2.2 That Dearne members note the progress of the Dearne Development Fund applicants as set out in part C of Appendix One

3.0 Performance Management Report (attached at Appendix 1)

- 3.1 **Part A** of the Dearne Council Performance report provides Dearne Area Council members with an overview of how all the Dearne Area Council commissions, Service Level Agreement (SLA) and services funded through the Dearne development fund are assisting in meeting Future Council priorities. Part A also details how the Dearne Area Council commissions are performing against the set indicators.

Contracted service providers:

- Dearne Electronic Community Village- employability
- Twiggs- Education, environment and volunteer service
- B-Friend- Social isolation project

Service Level agreement:

- BMBC-Safer Communities Service –Providing a Housing and migration Officer

Dearne Development Fund applicants from 2018/19 2019/20 Finances

- TADS
- Dial
- CAB
- Premier League Kicks
- Dearne and District
- Goldthorpe Development Group
- Dearne Playhouse
- B:Friend
- Dearne Family Centre
- Mission Muay Thai

3.2 **Part B** provides Dearne Area Council members with a summary performance management report for each of the contracted services and SLA. The report provides RAG ratings plus updated information from commissioned services 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 case studies with photographs for each contracted service, and some performance data on a ward basis.

3.3 **Part C** provides the Dearne Area Council with a progress update of the services/groups awarded finances through the Dearne Development Fund. Ten projects were funded during 2018/19 with many of them providing match funding. Not all will submit reports every quarter.

4.0 Performance Report –Issues

4.1 Dearne electronic community village are in their Third quarter of reporting with regards to this current commission, there are no concerns to report

4.2 Twiggs have performed well during their third quarter of the new contract there are no concerns to report.

4.3 The B-Friend project social groups are working really well and the pairing referrals have now increased no concerns to report.

4.4 The Dearne Area Council has not had a housing and migration officer in post since the end of March 2019. A recruitment exercise has been undertaken and the post holder started employment on the 6th of January 2020

4.5 All projects that have been supported through the Dearne Development fund continue to do well.

Appendices

Appendix One: Performance Report

Officer:
Claire Dawson
Dearne Area Council Manager

Tel:
01226 775106

Date:
20th January 2020

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DEARNE AREA COUNCIL Performance Report

Q3 Oct 2019- Dec 2019



Introduction

Priorities, Principles and Corporate Outcomes 2017-2020



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

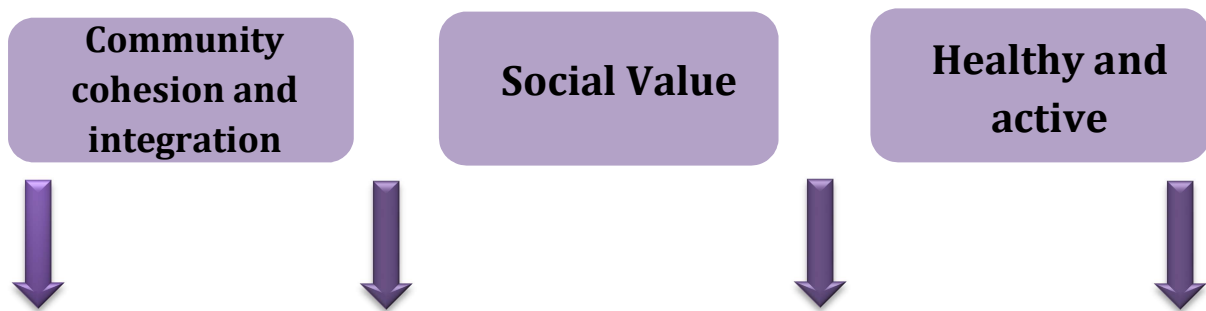


Table 1 below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Service	Provider	Contract Value/length	Contract end date
Employability	Dearne electronic community village	£33,000 per annum	Funded until end of March 2022
Private Sector Housing and migration	BMBC	£31,557 per annum	Funded until end of January 2022
Environmental, volunteering and education service	Twiggs	£85,000 per annum	Funded until end of March 2021 option to extend further 2 years
Social isolation	B-friend	£27,000 per annum	Funded until September 2020

PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Council's overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

*the targets below also include the statistics from the Dearne Development Fund

Thriving and Vibrant Economy

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of jobs created through area council commissions	8	1	10
No. of people into jobs through DECV	20	4	15
No. of work experience placements	6	0	4
No. of apprentice through area council commissions	1	0	1
No. of group/service match funded	7	2	13
Local spend (average across all contracts)	90%		90%

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	700	87	581
No. of new volunteers	100	19	124
No of community groups supported (Twiggs)	60	10	52
No. of local business involvement	25	6	25

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	90	25	56
No. environmental education in schools and groups	12	2	28
No. of residents receiving benefit/debt advice services	400	163	163
No. of children receiving support	35	13	54
No. of older people attending social events	900	279	1004
No. of families attending drop in sessions	25	6	9

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

The below commissioned services, projects and groups paid for from Dearne Area Council's finances are based on the Dearne area priorities but also contribute towards meeting Communities Public Health Outcomes and to Barnsley Council's 2020 vision of :

- Create more and better jobs and good business growth
- Increase skills to get more people working
- Create more and better housing
- Every child attends school and is successful in learning and work
- Reducing demand through improving access to early help
- Children are safe from harm
- People are healthier, happier, independent and active

At present, three contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring reporting.

Employability- DECV

(1)DECV

DECV report for Q3 submitted on the 6 th of January 2020		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
	Milestones achieved	
Improving Health	Satisfactory spend and financial information	
Skills for work	Overall satisfaction with delivery against contract	

Performance Indicator	Yr Target	Q3	Cumulative
Learners Recruited	100	28	78
Learners into local employment	20	4	15
Learners achieving qualification	90	25	56
Learners into further training	50	20	61

*DECV contribution to Public Health Outcomes

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.08a	Gap in the employment rate between long term health conditions and the overall employment rate
1.08v	Percentage of people age 16-64 in employment

Rory has now worked with 76 individuals on the ICT and Employability Support sessions, 3 days per week (24 hours). All learners are attending a minimum of 3 hours per week for 25+ weeks. All learners are enrolled onto the OCR ICT (Entry 3) Award qualification and also the Learn My Way online course (UK Online/Tinder Foundation) and the Life & Living Skills Qualification, again, accredited by OCR. The last batch of OCR qualifications came in early December for 25 learners. The figure is lower than the 35 expected as 20 learners passed the qualification in the first quarter 56 learners have so far completed the qualification.

Rory has also started running Maths and English Assessments to help gauge the level of

learners wishing to start Maths and/or English.

The service is still seeing a surge in people needing help with housing and paying Council Tax Online. Although these subjects are covered in the course individuals receive help when needed. Rory is also helping learners on Zero hours contracts who have to sign up to Universal Credit.

All learners are unemployed (Universal Credit, some still on JSA) and Rory is helping transfer many from Jobseekers Allowance to Universal Credit. Most learners are now on Universal Credit. The rise in the number of learners attending with learning difficulties and many who have failed recent health assessments and are now jobseeking (many 35 hours per week) has risen. Many of these learners (in Rory's opinion) are not fit, either physically or mentally, for employment.

The DWP are also still referring many learners who are on what is called 'work prep'. This means they need to do some form of training towards employment (such as the ICT course), but don't need to do any form of job search or applications. This has the potential to affect the into work outputs as these learners are so far from being work-ready (many are near retirement age also). As of December 2019 this situation hasn't changed. Rory has agreed to put the clients through the ICT qualification but won't be spending hours on jobsearch activities and applications with anyone that is not fit or ready for work. This will free up some time for Rory to work with the individuals who actually want to work / find employment.

As of December 2019 Rory is working in partnership with both GMB union and Wiseability (meeting held and learners now signed up) to offer Maths & English at DECV to level 2 after the New Year. Wiseability will offer the sessions / tutor and DECV will offer our facilities, this will fill a much needed gap. Rory believes this would be a success and will benefit the learners greatly. A referral system has also been put in place with the DWP for these sessions.



Case Study

"K was referred to me by the DWP in July 2019. Originally I spoke with K advisor about taking the course to boost his confidence, help with anxiety and give him a place to go once per week where he could feel relaxed, gain knowledge, a qualification and meet new people. Job search and finding work was mentioned but the emphasis was on other aspects of attending. K had recently had health problems and he had been told he wouldn't be able to go back to work for the foreseeable future. This left him frustrated and upset and the road to recovery was going to be a long one. His previous job had lasted 15 years. K still wanted to look for suitable jobs (unphysical ones) alongside his computer qualification. K already had an up to date CV so we signed up with job sites and built online profiles.

K was nervous the first session and had a lot of anxiety surrounding what he needed to do. My first stage with him was to show him how to update the Journal and check Universal credit for tasks in the 'to do' list. These tasks need to be completed within a timescale or a sanction may be issued. The more he worked on it, week after week, the more confident he became and eventually he could log in and do the journal. The other process was entering sick notes from the doctor.

K started working on his ICT qualification and steadily made his way through the Units. We also looked through various jobsites in the hope something may turn up which K could physically do. We updated his CV and Cover letter and created profiles on 8 jobsites.

Voluntary work was mentioned and K began working a few hours for British Heart Foundation in Doncaster as a Driver, delivering and collecting items for the BHF shop. This boosted K confidence and he enjoyed/es the work. After a while K hours were increased and he has now become an invaluable part of the team with the hope of a fully paid position after the New year. His manager certainly wouldn't be without him.

By Mid-December K had completed the OCR qualification and began the Online course with a view to completion End of Dec 2019. It's also possible, if time allows, that K will complete Maths and English courses. We will be doing assessments in the coming weeks and hopefully starting employment."



Environment, education and volunteering - Twiggs

(3) TWIGGS

Twiggs environmental, education and volunteer service Quarter 3 report submitted on the 7 th January 2020		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
Skills and learning for work		
Environment	Targets achieved	
	Outcome indicator targets met	
Improving Health	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young People		

Performance Indicator	Yr Target	Q3	Cumulative
Twiggs social action events	80	25	85
Community groups supported	60	10	52
Areas adopted by residents	12	2	12
Volunteers recruited to Twiggs events	240	56	359
Local business engagement	25	6	25
Impact sessions delivered to groups and schools	12	2	28
Local spend	90%	90%	90%

***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

This quarter the team have worked with 10 established groups, 6 local businesses and delivered 25 social action events. Also this quarter they have worked with 56 volunteers 15 of those new to the service. They have also removed 216 large sacks of rubbish from the area.



They have delivered social action events on Highgate footpath, High-street Church, St Andrews Square, Dearne South cross over, Hickleton Bowling Green, Highgate Lane, Barnsley Road and Lidgett Lane to name a few. The team have also undertaken a further 24 litter picks across all of the Dearne area during this quarter.



Twiggs have also worked alongside Thurnscoe Park, Houghton Road community centre, Hickleton bowling club, Big Local, Railway embankment group and BODVAG. Businesses in the area have also contributed either by way of time or by providing refreshments for the volunteers. The Businesses this quarter include Staniforths, ASDA pharmacy, Graham Asquith fabrications, Bite me Coop and Beaucrafts.



The team have also undertaken 15 independent projects without volunteer support. These include St Andrews Square, Lingamorr Leys footpath, Tutor Street car Park, Goldthorpe car park, Ingsfield Lane backings, Thurnscoe library, Beaver street, Holly Bush drive and Probert Avenue. The team were one of the partners working alongside the Area Team delivering the Halloween event to local families. They are also looking forward to working with the Area team and other volunteer on the “dont destroy the Dearne” project

Social isolation-B: Friend

(4) B-friend

B-friend social isolation project Quarter 3 report submitted on the 14 th of January 2020		
Dearne Area Council Priority		RAG rating
Improving Health	Satisfactory quarterly monitoring report and contract management meeting	
	Targets achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Performance Indicator	Yr Target	Q3	Cumulative
Number of request for service	160	7	58
Number of pairings	30	8	34
Number of volunteer hours supporting the project	1116	360	1512
Number of new volunteers	44	4	45
Number of enquiries about volunteering	80	20	126
Number of referrals to existing groups	8	10	27
Number of groups delivered	96	27	134
Number of people attending group sessions	15	38	54
Number of volunteers 50+	20	4	20

*B:Friend contribution to Public Health Outcomes.

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.18a	Adults who have as much social contact as they would like
1.18b	Adult carers who have as much social contact as they would like
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13a	Physically active adults
2.23	Self reported well-being

There have been 7 referrals made this quarter, 1 which was inappropriate, 2 declined when contacted for pre visit, 1 paired for 2 months then ended and 1 already has a b:friend volunteer. The referrals were from social prescribing, Cherry Tree Court, Self/Family, South Yorkshire Fire and Berneslai Homes. 8 older people have been paired and one of those are also interested in attending the social groups.

Unfortunately during this quarter 8 pairings have also ended due to passing away, dementia diagnosis and the others ending at the volunteers request. There have been a total of 20 volunteers apply to work with the service. 4 of those are fully DBS checked and paired. 11 of those have not responded to follow up calls and 4 have been paused, the others are awaiting ID checks.

19 people now attend the Thurnscoe social clubs and 4 of those are now men. There are between 16-17 attend the Bolton club all of which are ladies. The Goldthorpe group have only been running for a couple of weeks and 3 people attend, again all of which are women.

Within the sessions they do all different kinds of activities such as creative writing, disco dancing, printing, quizzes, badge, making, bird feeder making and attendance from a whole host of providers.

Worthy snap shots

“Rita from Bolton being encouraged to attend the Saturday dance “You know us now, there’s space on our table so come and sit with us”. Rita’s son has credited the group with getting his mum out and now she’s making new friends because of it. She also changed her mind about the Christmas lunch and came with us! “

“Madge and Von have both spoken at b:heard national conference”

“Madge has delivered her 40’s session to the Mexborough group as well as Dearne groups again this quarter - she was asked back by popular demand”.

“Ivy from Thurnscoe wrote a poem about the group and how much she loves coming. This was put on facebook and received 100 likes”

“Betty who lives right at the bottom of Thurnscoe (88 yrs old) now walks home with new friends Ivy and Margaret, she has only known them since coming to the group. Personally I think she was a potential drop off due to the distance she walks but having 2 people walking her home helps.”



Dearne Development Fund

Organisation	Duration of funds	Amount	Total allocation
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			remaining
Public Health Grant and Dearne Development Fund Allocation			£88,590.88
TADS	May 2019-April 2020	£14,944.73	£73,646.15
Dearne Playhouse	June 2019	£7,126	£66,520.15
Mission Muay Thai	June 2019-September 2019	£2,500	£64,020.15
B, Friend	June 2019-May 2020	£7,384	£56,636.15
Dearne Family Centres	June 2019-Sept 2020	£2,980.69	£53,655.46
CAB	Oct 2019-Oct 2020	£8,069	£45,586.46
DIAL	Dec 2019-Dec 2020	£10,151	£35,435.46
GDG	Dec 2019- Dec 2020	£5,000	£30,435.46
Fit Reds	Jan 2020-Sept 2020	£5,489.33	£24,946.13

*includes £9,572.10 from previous year

Goldthorpe Development Group

The group are doing a fantastic job in bringing together the older residents within the Dearne Area. They hold events every month at the local club. Over the last quarter 241 people have attended the events, that is 630 people that they catered for over the course of the project. At least 11 volunteers assist in the delivery, each giving their time to support the event.

	Goldthorpe Development Group												
	January	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	
People attending event		80	77	79	76	88	74	87	74	78	54	85	102
Volunteers		12	15	12	11	11	11	13	13	12	11	13	11

“Today was our Christmas Special event at the Unity Club and as planned many volunteers turned up at 10.30am in order to get the place set up for a very special afternoon of enjoyment. We were delighted to find that the owner of the club, Louise, had already started and together we quickly put up all the Christmas trimmings, laid out extra tables and chairs and generally transformed the club into a welcoming environment. We did have a tremendous response from our local care homes with the Dearne Hall bringing 11 people, Dearne Valley 5 people, Park Court at Thurnscoe sent 7 people, along with Aaron with a party of 3 and a special family of 4 regulars with two dementia sufferers. Our planning paid off and once we had managed to move various wheel chairs and walkers from the main hall everything was set for the afternoon’s entertainment. By now we had 102 guests in the main hall, it was surprising to see some new people who had not been before and one younger lady, informed me that she was coming ‘for her dinner’! We recognised that this was NOT what the event was set up for but rather that cause a scene for a handful of people John announced that he was surprised to see new people who had never attended before and that due to the seating issues next year the Christmas event would be by ticket only. This was received with a hearty cheer from our guests. John went on to thank the Barnsley Council and in particular the Dearne Area Council for supporting us over the past years and announced the good news that funding had been secured for next year also, this was received by applause. He went on to thank our guests for staying with us over the past year

and invited everybody to come along next year. Members of the GDG were also thanked for their work along with a special thank you for our dear Grace, without whose baking it would not be the same. The entertainment was provided by an excellent duo named 'Melody Lane', a man and wife couple who had performed with us before. They were first class, wowing everybody with not only their singing ability but being able to play a multitude of musical instruments from string to wind. This was quite delightful and the dance floor quickly filled up. People were dancing in the aisles as the carers got people up from their seats to jig along close to their tables. It was a true delight to see so many people enjoying themselves. One highlight of their show was 'George'. Now George is resident at the Dearne Hall care home and has been coming from about three months, I have spoken to him on previous occasions as he is always keen to chat. He is a delightful Aberdonian and one who can play the spoons! The very first time we met he asked me for a pair of spoons so he could 'play along' with the music, this was delightful but to my amazement, this time he was invited on stage by our act to play alongside them. If you could only have seen his face, it was a true delight to see so much happiness in it, he played his spoons so well everybody applauded and cheered, it was something that was magical. To my further amazement George told us that he was aged 101!!! Now that is something to be proud of. The GDG had managed to obtain some special raffle prizes this year. In speaking to Julie at the Dearne Playhouse she kindly donated three sets of family tickets for the local panto. The group had also acquired three large bottles of 'Baileys' so we sold many extra tickets. This had been one of our, if not the very best Christmas party we had ever put on and everybody in the group can be proud of what they had done to assist in the success of the day."

TADS

The team have seen Dearne ALC pupils 5 - this number is lower than normal due to pupils with entrenched issues which required more than 5 sessions, they had between 6 and 9 sessions each. The Issues dealt with were suicidal thoughts, self-harm and disabilities. These Issues were reported to school and home. The team have also worked with 8 young people in Dearne Primaries. There were also 11 kids that attended the drop in and yoga sessions

Case Studies 2019 1-1 Support starting 20/11/2019

ADHD client, Suffers with Anxiety and low mood struggling at school. Has had previous issues at home and a complicated relationship with her Dad. Has feelings of suicide but currently has no plan of action, Is also struggling with friendships. The 1-1 support provided has enabled Client A to think positive about using Horse riding skills to develop hopes for the future. Through planning the ideal miracle day we came across a major issue in school which was causing a lot of stress and anxiety, the school timetable. The individual was unable to understand it and was getting lost finding classes. The client decided a solution was needed as improving this would impact positively on self and others. So we focused on this. Once we had the new plan created the client was happy for the worker to suggest changes to the timetable to the SEN team. They agreed it was a good idea and now put into place simplified timetables for pupils with specific needs. Obviously anxious about the changes at first but realised how much easier it was the individual came back to session very pleased about the outcome.

Client Yoga Kids

All the young people who have attended the yoga and mindfulness sessions have really enjoyed the sessions and have come out with positive results. Every single young person has found confidence to lead within the sessions. Many want to continue after the session has finished and request the games they have enjoyed. (please see attached video of a clip of one of the sessions).

<https://www.facebook.com/TADSBarnsley/videos/1003525286689244/>

Little Talkers

The project has now been completed for the first cohort and it has been very successful. 6 families engaged in the intervention and the feedback has been outstanding. The difference this project has made to families in the area is great. Families have reported they have learnt new ideas, changed Christmas gifts choosing traditional wooden toys and items used during the activity sessions to support their child's learning and development. Visits have supported access to both centres and highlighted where families have needed some additional support.

Partners are now more skilled and knowledgeable in reading stories and singing rhymes to their child. The families are looking forward to their next round of home visits. The team have received some fabulous feedback with parents stating that benefitted from the additional support and they now have further ideas to support their child through play. The support that the team have given has upskilled parenting skills around communication and interaction. The two staff who are working on this project have now contacted and arranged a further 7 families to work with and will be completing the initial home visits W/C 6th January 2020.

CAB

During the first quarter of this period of funding (Oct 2019 – Dec 2019), CAB have delivered 11 x 3.5 hour outreaches and 20 individual advice sessions and supported a total of 67 client contacts. The generalist adviser made 46 contacts – 28 of which required full advice, and 18 who could be assisted with signposting/information/self-help. The debt worker made 21 client contacts.

This advice service has supported clients with a variety of different issues, but as in previous years, the most common are Benefits and Tax Credits, Debt, and Universal Credit. Analysis of our Casebook recording system shows we supported clients with a total of 192 issues. Of these issues 38% related to Benefits and Tax Credits, 25% related to Debt, and 23% related to Universal Credit.

Across this project period the generalist adviser has assisted clients to claim £35,542 of benefits - these benefit gains were distributed amongst 7 different clients with an average gain of £5,077 per client.

This quarter, the debt specialist has supported 3 clients to move forward with a Debt Relief Order and their settlements are currently in progress. In total the debt specialist has helped manage £93,665 of problem debt.

As can be seen by the case studies, providing clients with the information, advice and support they need with the problems they face, ensures they; are better informed, aware of their rights, more knowledgeable about specialist organisations that can help them, aware of what benefits they are entitled to and how to claim them, and offered the opportunity to manage their debt.

As well as improved financial outcomes the support provided by the advice service also helps to improve health and wellbeing, reduces client stress, and improves resilience by increasing the client’s ability to cope through self-help.

Issues	Quarter 3 Oct – Dec 2019 (Project Qtr 1)
Benefits & Tax Credits	73
Benefits Universal Credit	44
Consumer Goods & Services	4
Debt	48
Employment	4
Financial Services & Capability	0
Health & Community Care	0
Housing	7
Immigration & Asylum	1
Legal	3
Relationship & Family	5
Tax	0
Travel & Transport	2
Utilities & Communications	1
Other	0

CASE STUDY 1

Client is single and lives in a 2 bedroomed council property. Client has no debts. Client is employed - 28 hours per week with a weekly wage of £220. Client’s benefits include Council Tax Support.

Client applied for Universal Credit in early 2019 but was turned down for this benefit due to earning too much. Client took no further action on this. Client is now having employment issues. Due to age and back problems, client can no longer do the job that they were assigned due to the heavy lifting involved and was not sure if they would be made redundant or dismissed if they informed their employer of this. Client came to outreach to ask what benefits they would be entitled to if they stopped working or stopped working temporarily to look for a new job.

We referred the client to ACAS for further assistance with their possible employment concern as client was not sure what action they could take to deal with this issue.

Completed a benefit check so the client knows what Universal Credit they would be entitled to if they were no longer able to work for their current employer (due to dismissal or redundancy) Discussed applying for health related benefits, but client felt they were not currently eligible. Client is now aware of what benefit options are available should their health deteriorate further.

Based on client's current circumstances they would be entitled to UC at the following amount:

+ Standard Allowance: £317.82 per month

+ Housing Element: £279.50 per month

+ Total UC Payable: £597.32 per month/£7167.84 per year

Client is aware of how to claim Universal Credit. Client needs no digital support and is computer literate. Client is confident to make a UC claim themselves if their employment situation changes after acting upon advice received by ACAS.

CASE STUDY 2

Client is single and lives with 3 dependent children in a Berneslai Homes property. Client is unemployed, and in receipt of benefit income.

Client attended Goldthorpe drop-in with their support worker, as they struggles to deal with some situations. Client had one debt for former tenancy arrears. The letting agency had passed the debt to a collection agency who were threatening to take court action to recover the debt.

Our client was very distressed by this, as they thought that they may go to prison. Also they did not believe the amount they were told was owing to be correct, and in fact they did not believe they owed any rent at all.

The letting agency had provided some kind of rent statement, but it did not show full details of rent paid etc. Therefore we needed further information to dispute the debt on behalf of the client.

We reassured the client that they would not go to prison and explained the court process and how they could dispute the debt, if the situation got this far.

We wrote to the letting agency and to the collection company requesting a detailed rent statement, and also informing them our client disputed the debt, and that the situation was causing them some distress.

We received a letter back from the letting agency who informed us that they had written the debt off.

B:Friend

To date the project has reached 23 older neighbours. 23 lonely and/or socially isolated older people who are now engaging in a weekly social interaction through either 1:1 befriending or attendance at a community group throughout Thurnscoe, Bolton-upon-Deane and Goldthorpe.

This quarter the service launched the Goldthorpe social club at a new venue. To date they have had 3 new people attend the group. With the launch of this group they have continued to focus a large part of our flyering in the Goldthorpe area. The team have delivered flyers to the surrounding bungalows and houses plus local businesses on the High Street, including cafes, charity shops and the mobility shop. Whilst out flyering the team were able to engage with local people and stop to chat to them about the project. There was lots of positive interest with some neighbours saying they would give the club a try. The ladies in one of the High Street charity shops were particularly positive with one lady asking for extra flyers to take to another group that she goes to. They commented that it was a great project for the area and would keep the flyers visible and talk to their older customers about it.

The team have engaged with a Community Matron. The Community Matron is a new initiative and their role is to keep older people engaged in social activity and interactions post hospital visits or when they are at a higher risk of needing to go into full time care. She found the project useful as a potential place to refer the people she meets.

B:Friend have attended the Barnsley 'Superjam' Christmas event. This event was attended by over 150 older people. Thanks to the Him and Hers indoors project, Jenny was able to spend time meeting older neighbours for an informal chat about the project and was invited to speak at the event. Flyers were handed out to every table with a lot of people expressing an interest.

Jenny has also attended a monthly MDT meeting at the Goldthorpe medical practice this quarter. Here she was able to speak to a variety of potential professional referrals including the district nursing team, physiotherapists and social prescribing. A request was made for leaflets to be left for the district nurses to take on visits with them. The flyers were also added to the Deane's 'Winter Warmth' packs which were distributed throughout the area. The team also included flyers for social clubs and 1:1 befriending.

Also this quarter they held an information stand at the Thurnscoe Older Persons Event, engaged with Barnsley Samaritans and have had regular engagement with Willowcroft, Heather Court and Cherry Tree court. Flyers for the Goldthorpe club have been delivered to each flat at Cherry Tree and the manager at Willowcroft has promoted the befriending to old and new residents which has resulted in a referral for a housebound lady who is now paired with a volunteer. Jenny has also attended the Friday coffee morning at The Rainbow

Centre where she was able to speak to more people about befriending and the Thurnscoe Social Club.

Gwen, a neighbour who referred herself after hearing Jenny speak at the 'Snap Tin' has been successfully paired with a volunteer called Lynn. Her volunteer was encouraged to start befriending after meeting an older neighbour, who is visited by a befriender volunteer, and told her how beneficial it had been for her and the positive impact it had had on her life.

This Quarter the group have enjoyed 2 Christmas outings, a tour of the Embankment followed by Lunch at Cherry Tree Court and a visit to the Experience Barnsley Museum. The Thurnscoe group had a trip to Brigg Garden Centre where 20 older people enjoyed some Christmas shopping and lunch at the restaurant. A gentleman, who came on the trip with his next door neighbour, had been visited regarding a befriender. He was recently widowed and spent most of the week riding the bus to Doncaster, alone, to have dinner in a cafe. He decided not to have a befriender but would prefer to go to groups as he likes to go out and asked if they could give him a list of local groups. Because of the extra time this project allows, Jenny was able to visit again with a list of local groups and invite him on the trip. He was initially a little reluctant but after a couple of phone calls he decided he would like to come with his neighbour. Afterwards, he said he had enjoyed the trip and was glad he had come. His neighbour said she will attend the group with him in the New Year. This trip was also attended by a couple of ladies who had recently begun to attend the Goldthorpe group.

The Bolton group opted to go to the Pastures Lodge for Christmas Dinner and afternoon of dancing and entertainment, 25 people attend in total. The outing was open to all and was attended by people from the local knit and natter and local dance plus a couple of friends who don't go to any of the groups.



DIAL

Actual Benefit gain to date: £233,544, for every £1 invested by the DDF the project has brought £24.95 into the area. During the last quarter the project delivered **22** sessions at Goldthorpe Library to **96** residents.

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Mandatory Reconsideration Universal credit	2
	Mandatory Reconsideration PIP	16
	SSCS1 ESA	1
	SSCS1 PIP	8
	Appeal prep PIP	1
	Case review	3
Total		31
Benefits	Attendance Allowance	4
	Benefits check	11
	Benefits (Miscellaneous)	3
	Carers allowance	1
	Disability Living Allowance - Child	1
	Disability Living Allowance - Adult	1
	Employment and Support Allowance	9
	Pension Credit	3
	Personal Independence Payment	20
	Universal Credit	7
Total		60
Disability Information	Blue Badge	2
Total		2
Finance	Consumer credit debts	1
Total		1
Health & social care	Paying for care	1
Total		1
Legal	Divorce	1
Total		1

Case Study

Before DIAL

Miss T is a 21 year old university student with cerebral palsy which affects her mobility and care needs. She was in receipt of middle rate of care on Disability Living Allowance (DLA) as well as higher rate mobility which she used to get a car under the Motability scheme. She had been transferred from DLA to Personal Independence Payment (PIP) She came to see DIAL at our Goldthorpe outreach with her mum for help to fill in the PIP form.

Miss T returned to Goldthorpe outreach some weeks later as her PIP award was not the same as her DLA award. The daily living had been increased but her mobility had been refused and she was losing her motability car. She was very upset by this as she relies on her car to get her around.

Advice provided by DIAL

The officer explained that the qualifying criteria for PIP is different from DLA and the health care professional had decided the points that she thought were relevant to her.

They discussed her medical history, how she feels she is limited by her illnesses and how much help he needs from her family.

DIAL filled in a CRMR1 form to explain why they thought the decision was wrong, what points they feel she should have been awarded and asked the DWP to reconsider the mobility part of the decision.

After DIAL

The DWP reconsidered the decision in Miss T's favour, awarding her 12 points for the daily living component and 12 points for mobility. She has been awarded daily living and £61.20 a week for mobility a total of £148.85 for Personal Independence Payment. As the decision was done within a few weeks Miss T got to keep her Motability car.

Acknowledged Outcome

- Increase in weekly income.
- More money to pay basic needs.
- Less stress and worry