



Public Document Pack

MEETING:	Dearne Area Council
DATE:	Monday, 27 July 2020
TIME:	2.00 pm
VENUE:	THIS MEETING WILL BE HELD VIRTUALLY

SUPPLEMENTARY AGENDA

3 Performance Report (Dac.27.07.2020/3) *(Pages 3 - 20)*

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

Cath Bedford, Public Health Principal - Communities

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DEARNE AREA COUNCIL

Performance Report

Q1 April 2020- June 2020



Introduction

Area Council Priorities

Improving
Health

Young
People

Local
economy

Skills for
work

Environment

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	Priority	Provider	Contract Value/length	Contract end date
Employability	Health Skills and training	Dearne electronic community village	£33,000 per annum	Funded until end of March 2022
Private Sector Housing Enforcement	Health Environment	BMBC	£38,061 per annum	Funded until end of January 2022
Environmental, volunteering and education service	Health Environment Skills and training Young people	Twiggs	£75,000 per annum	Funded until end of March 2021 option to extend further 2 years
Social isolation	Health Skills and training	B-friend	£27,000 per annum	Current contract funded until July 2020, waiver for a further year and the option to extend a further year until July 2022

OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The overviews of each service that are paid for through commissions and grants process are listed below. No targets have been included in this report based on the fact that all services have had to flex due to COVID 19. Also to note some other projects have had to be put on hold until restrictions have been lifted.

Employability- DECV

(1)DECV

The employability service tutor has been working with 23 individuals in ICT and Employability Support sessions, over 3 days each week during lockdown. Each learner has been given a time slot (usually for an hour +) which takes place either on the phone or over facetime/zoom if possible. The tutor has signed all learners onto online learning. Although he has not been able to undertake OCR assessments although he has moderated internally and been allowed to predict 10 learner grades, sent using OCR's system online. Although in lockdown the tutor still managed to assist 3 people with gaining local employment. The roles included a part time pharmacist, furniture making and landscape gardener.

Performance Indicator	Q1	Cumulative
Learners Recruited	23	
Learners into local employment	3	
Learners achieving qualification	10	
Learners into further training	23	

*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

Case Study

“Adrian phoned me during lockdown and was the first learner I’d worked with whom I’ve never actually so far had in the classroom. Adrian was put in touch with me via the DWP to help gain some ICT skills in the hope of getting his business as a landscape Gardener off the ground, the main aim being to create advertising materials and possibly set up a website. Adrian had very little in the way of IT skills, didn’t have an email address and had little experience using the Internet, a CV or Cover letter and was worried about signing up to HMRC. Luckily, Adrian did have an Internet connection, smart phone and a willingness to learn!

We started by having a couple of hours over the phone each week, starting at the end of March. This enabled us to get everything in place such as an email address, DWP commitments like job search (all job sites etc...) and signed onto 2 different online courses, one of which had sections on becoming self-employed. It also helped that I’m self-employed and understand setting up the account with HMRC and what’s required regarding tax returns.

We looked at setting up Zoom, so we could communicate easier than on the phone (although problems occurred here) and started the online courses. We started looking at website builders and settled on Word Press as I already have experience with this and most importantly, it’s Free! Adrian cracked on with his courses and I began putting (with his help) a website together. We also created a business email, promotional cards, business cards and posters.

I also helped Adrian set up his HMRC over the phone. By this stage we were going well over the time slot period, but this required much more work than job search or completing the qualification. I also had to refresh some of my own skills, as web design isn’t something I do often these days.

Despite lockdown, Adrian has now got a regular stream of customers and is busy, even contemplating taking on a P/T helper. We are still in touch every week and I am still helping with anything that needs doing.”

Environment: Housing and Migration-BMBC

(2)Housing and Migration officer

Quarter 1 for the Housing officer has been a difficult time for all the staff within in the service. The officer received a letter from the NHS and another from the doctors informing him that he could be at high risk of serious illness if he contracted COVID 19 and he would have to isolate for 12 weeks which has now been extended until the 1st August 2020. Although he was not able to carry out all his duties such as house inspections or knocking on doors to give face to face advice, he could still carry out street inspections to identify fly-tipping and outside disrepair issues, and to insure that the referred jobs that needed further investigation or actions to the appropriate departments.

Performance Indicator	Q1	Cumulative
Initial contacts	88	
Vulnerable households identified	2	
People sign posted to other services	2	
Local spend	100%	

The officer dealt with 22 Waste on Premises within Quarter 1. He is still working with some landlord/letting agents to address a number of the waste on premise issues and concerns that we have. 6 informal letters have been sent to tenants and landlords and 2 CPN warning letters.





In total 44 cases of fly-tipping was detected during routine proactive visits within the quarter 1 period. All the fly-tipping cases have been referred to neighbourhood services using the pin mapping system for removal. The officer has referred eighteen contaminated wheelie bins to waste management over the quarter 1 period for removal nine have been removed.

The officer also dealt with two housing disrepair issues within Quarter 1, he is working with landlords and letting agents to make repairs and improve the properties on an informal basis. Also one noise nuisance complaint referred to Regulatory service for investigation. A motor bike spotted on the back service road of Kelly Street. Registration details logged and passed to the police to check. The bike was reported stolen from Sheffield and was recovered.

***Housing officer’s contribution to Public Health Outcomes.**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.01	Children in low income families
1.15	Statutory homelessness
1.17	Fuel poverty
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.08	Emotional wellbeing of looked after children

Environment, education and volunteering - Twiggs

(3) TWIGGS

As part of the Twiggs contract they would normally engage with groups, individual volunteers and schools. However due to COVID they have flexed their services in order to assist neighbourhood services in creating a cleaner and greener environment.

During April the team also assisted in delivering the COVID-19 emergency contact centre leaflets in the following places, Market Street, Kings Street, Kelly Street, Gosling Gate, Elizabeth Street, Beaver Street, and Victoria Street.



See additional works carried out by the team in order to assist neighbourhood services below:

Dearne	Date	Bags of Litter	Additional Works
Chapel Lane	16/04/2020	0.5	Removed Fly tipping
	22/04/2020	1 bag	Fly tipping reported
	20/05/2020	0.5	Little litter, no fly tipping
Highgate Lane	16/04/2020	0.5	Litter, no fly tipping
	20/05/2020	2	Litter, no fly tipping
Clayton Lane	16/04/2020	0.5 bag	Fly tipping reported
	22/04/2020	1 bag	Collected small fly tipping
	27/04/2020	3 bags	Green waste and mixed litter
	12/05/2020	2 bags	Small fly tipped items removed (5 bags), larger pile reported for collection
Victoria Street	16/04/2020	3 bags	Litter Picked, small amount of fly tipping
	21/04/2020	1 bag	Reported fly tipping on the backings
	13/05/2020	1 bag	Reported fly tipping
	18/05/2020	1 bag	Reported fly tipping on the backings
Dearne Road	16/04/2020	1 bag	
	23/04/2020	2 bags	Litter picked, no fly tipping
	20/05/2020	1 bag	Litter picked, no fly tipping
Ingsfield Lane	16/04/2020	0.5	Little Litter, no fly tipping
	21/05/2020	2 bags	Litter only
	27/04/2020	1	Litter picked stretch from the shop to station road
Marlborough Close	16/04/2020	0.5	Little Litter, no fly tipping
	20/05/2020	1 bag	Litter only
Cooperative Street	16/04/2020	1	Little Litter, no fly tipping
	21/04/2020	1 bag	Reported fly tipping on the backings
	13/05/2020	1 bag	Reported fly tipping
	18/05/2020	1 bag	Reported fly tipping on the backings
Frederick Street	16/04/2020	0.5	Litter Picked no fly tipping
	21/04/2020	1 bag	Litter Picked no fly tipping
	13/05/2020	1 bag	Litter Picked no fly tipping
	18/05/2020	1 bag	Litter Picked no fly tipping
Beever Street	16/04/2020	0.5	Litter Picked, no fly tipping
	21/04/2020	1 bag	Reported fly tipping on the backings
	13/05/2020	1 bag	Litter pick only
	18/05/2020	1 bag	Reported fly tipping on the backings
Lidget Lane	15/04/2020	0.5	Barrowfield field entrance - Scraped weeds from cobbles and green waste reintroduced.
	16/04/2020	0.5	Litter Pick only, no fly tipping
	20/04/2020	1 bag	Stimmed and scraped cobbles around the Aframe entrance
	22/04/2020	3 bags	Stimmed around cobbles and entrance to define the edge.
	23/04/2020	2 bags	Trimmed back the hedge protruding through the fence
	28/04/2020	0.5	Litter Picked
	12/05/2020	1 bag	Litter Picked
	21/05/2020	3	Litter Picked
George Street	16/04/2020	1 bag	
	27/04/2020	1 bag	Little Litter, no fly tipping

Houghton Road, Thurnscoe	7/04/2020	0.5	Scraped around bench area, green waste utilized to fill front and beneath the bench Litter pick only
	27/04/2020	0.5	
	12/05/2020	2 bags	
Barnsley Road, Goldthorpe	19/05/2020	1 bag	Litter Pick only
Kingsmark Street, Goldthorpe	22/04/2020	1 bag	Litter Pick only
	7/05/2020	1 bag	Litter Pick only
	19/05/2020	1 bag	Litter Pick only
Station Road, Thurnscoe	22/04/2020 12/05/2020	1 bag 2 bags	Fly tipping reported on Clayton Lane and Chapel Lane Litter Pick only
High Street, Goldthorpe	17/04/2020	4 bags	Stretch from Goldthorpe Library to the NHS site. Litter Pick only Litter Pick only
	20/04/2020	4 bags	
	7/05/2020	2 bags	
	18/05/2020	2 bags	

Eighteen other areas were also targeted across the Dearne with the team targeting those areas to litter pick, scrape, weed and strim.



***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

Residents/ Groups taking ownership and maintaining areas

In April Thurnscoe Residents contacted the team they wanted to clean up the area but needed advice and guidance. The team discussed the service, advised regarding current covid-19 guidelines, and discussed the support they could offer. They delivered bags for the waste, and liaised with the volunteers regarding points of collection. The volunteers emailed Twiggs when bags were ready to collect, and the team removed and disposed of the waste. Post lockdown the team plan to work more with the residents in this area to build upon their potential and enthusiasm, aiming towards forming a new community group.

Supporting groups and businesses

The team have been supporting Thurnscoe Park and the railway embankment volunteers during the last quarter, obviously adhering to social distancing. They have also supported Big Local Thurnscoe to transform the boxes on Houghton Road; the Aldi store also donated plants to be used in the boxes.



B:Friend-Social Isolation

(4) B-friend

The B:Friend social isolation service have flexed and offered a suite of initiatives online which have been really popular with the attendees, as well as delivering wellbeing and food parcels to the people they have engaged with. Rather than individual face to face contact the volunteers have been making regular telephone calls with the people they have been paired with.

Support

The continuation of the Dearne Area Team and Nesta contract without interruption allowed Jenny to meet the immediate need of our older neighbours in the area, many in the extremely vulnerable category.

An additional £600 grant from BMBC enabled the team to deliver social packs, and essential items, to those considered more isolated and disconnected during this time.



Activity

Telephone befriending: when B:Friend suspended face-to-face activity they quickly wanted to pair vulnerable older neighbours with telephone befrienders who can keep them connected and alert the charity should there be concerns around their wellbeing.

In the time between March-June 2020, they created an additional **28 telephone befriending pairings** in the Dearne plus facilitated the transition of the existing **43 befrienders** onto the phone.

It was vital that they connected with older neighbours immediately during lockdown as many, with few family or friend connections; some were struggling to access food and medication. Prior to the food parcels being setup locally, they delivered **10 emergency food packs** to neighbours in the Dearne.

Within one week the team piloted the first telephone social club and, from 30th March, have hosted a weekly 30-minute conference call where all usual Social Club attendees dial in for a quiz, and sing-along and generally catch up with their peers. They have had an average of **6 callers** for the Thurnscoe Club and **16 callers** for the Bolton upon Dearne Club. Sarah Norman (BMBC CEO) and John Healey (MP) have both separately dialled into these calls to connect with local residents.

The team have hosted over **40 Facebook Live** sessions during lockdown; all focused on the Five Ways to Wellbeing, to ensure people feel connected and stay active. The sessions have included: dance, Pilates, yoga, poetry workshops, creative writing, art, dental hygiene, chair-based aerobics, quizzes, and much more.

When essential items were sourced they realised the importance of keeping our older neighbours connected for their positive mental health. A key part of work during the lockdown has been delivering Bundles of Joy to our most vulnerable older neighbours. The primary focus of this has been to ensure people know they are supported and that someone is thinking of them. The team have delivered **62 Bundles of Joy** to older neighbours in the Dearne. These have been varied in terms of content but have included: musical instruments to learn, letters and cards from school children, games and trivia, fidget spinners, plant pots, craft materials, murder mysteries, seeds (for herbs and birds), and much much more.

Additionally they have created *b:friend Radio*, in the form of a CD Mixtape. The team have distributed mixtapes to **20 older neighbours** which feature games, songs, quizzes, voice messages from children, uplifting stories and more.

B: Friends partnership with Barnsley Museum has been fantastic during the lockdown period and the team have supported them to distribute **70 packs** to our older neighbours.



Quotes

Sue, telephone volunteer: "I told Steven I made rubbish Yorkshire puddings and asked if he had any tips. He gave me his recipe and I made the best ones the following Sunday! My family were so impressed!"

John, neighbour: "It was brilliant, really brilliant. We were talking for about an hour and 10 mins! He's calling again next week. We've discussed meeting up when all this is over and having a coffee."

Jade, volunteer: "I love being a volunteer for B: Friend because it is so much more than that, it is about developing and maintaining a relationship with somebody who really needs it. The biggest surprise for me was just how life changing it was personally, because the reward is greater than I ever imagine going into it."

Stacey Leigh, volunteer: "It's like talking to one of my mates who's my age (Margaret, her older neighbour, is 82). She's amazing, I love her".

*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

Dearne Development Fund

Dearne Development Fund

Some of the projects mentioned below have now finished and some have had to stop for the time being due to COVID.

Organisation	Duration of funds	Amount	Total allocation 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
Station House	Jan 2020-Jan 2021	£13,340	£11,606.13
TADS	July 2020-March 2021	£7,955.45	£3,650.68

TADS

During this period supported nine 11-16 year olds and of those eight reported a wellbeing improvement, and only one needed additional support through CAMHS. They also worked with four primary school children in the area and all saw an improvement. In addition to that they worked with four families and four people attended the drop in support.

Mission Muay Thai

Of the 20 young people recruited, 15 completed the entire 10 weeks of the project. 5 are still training with us now and we have had enquiries from other young people, parents and local schools regarding the next project. Staff from Dearne ALC played an active role in referring students to us who they expected would benefit from the project. Local people and businesses supported our recruitment process by sharing the adverts we put on social media and young people and their parents/carers responded directly to physical posters that were placed in local shops.

The project was intended to improve the general well-being of participants according to the Warwick-Edinburgh Well-Being Scale and data collected with a bespoke battery of health and fitness tests. All participants that completed the course showed significant differences in both assessments. These results demonstrate the efficacy of the project in these areas.

DIAL

Since 16th March 2020, due to the global pandemic DIAL implemented alternative provision which includes pre-arranged telephone appointments with advisors for form completion, telephone and email advice for all other enquiries.

As a result of this, 5 residents* received a telephone appointment for form completion and 31 residents received comprehensive telephone advice. A further 5 residents were signposted to the BMBC Covid-19 emergency support

From April DIAL introduced safe and well checks to support vulnerable residents who were either shielding or self-isolating and as a result of this, 86 residents who had previously used the service were contacted

75% of residents reported that they felt less isolated as a result of our safe and well checks

To support the DIAL volunteers who had completed their induction training a dedicated worker undertook weekly wellbeing checks, arranged online training and provided links to mental wellbeing tools. A WhatsApp volunteer group was also established for them to stay in touch with each other.

*DWP suspended benefit assessment forms for 3 months until the end of June 2020

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Case Review	1
	SSCS1 Universal Credit	2
	Appeal Pre PIP	2
Total		5
Benefits	Attendance Allowance	4
	Benefits check	6
	Benefits (Miscellaneous)	1
	Carers Allowance	5
	Disability Living Allowance Child	1
	Employment and Support Allowance	5
	Medical Assessment Prep	1
	Personal Independence Payment	3
	Universal Credit	4
Total		29
Disability Information	Bus/Rail Passes	1
	Radar Keys	1
Total		2
Health & Social Care	COVID-19 Support	5
Total		5
Social Isolation	Safe and Well Check	86
Total		86
Grand Total		127

Actual Benefit gain to date: £117,888. For every £1 invested by the DDF the project has brought £23.22 into the area.

Case Study

Before DIAL

Mrs X is a 49 year old married lady with multiple illnesses. She has arthritis affecting all her joints and as a result struggles with mobility and daily care needs. She has Fibromyalgia which worsens her joint pain and causes fatigue as well as pain in her muscles. She has Sjogrens Syndrome which causes sensitivity to light, dryness of the skin and worsens her muscle pain and fatigue. She also has mental health issues, depression and anxiety, which causes her to have poor coping mechanisms and low motivation. She gets stressed very easily and finds everyday things difficult to cope with. She relies on her husband to help with mobility and care needs.

She had made a claim for Personal Independence Payment and was awarded 4 points for daily living and 4 points for mobilising which meant she did not qualify for PIP. She did not believe that the assessor fully understood her conditions and she asked DIAL for help with a Mandatory Reconsideration of the decision.

Advice provided by DIAL

Due to the pandemic DIAL introduced alternative provision to face-to-face advice and arranged a telephone appointment with Mrs X. We undertook a case review and went through all the information that she had supplied and the response from the Personal Independence Payment department. It was clear that information Mrs X had supplied was not referenced in the decision and the information contained relevant evidence to contradict the Department's decision. We went through the process with Mrs X and completed a Mandatory Reconsideration form.

In addition, we later undertook a safe and well check with Mrs X to support her wellbeing during the crisis and inform her of any support available. She informed us Mr X was still available for her and he was doing her shopping and getting the things she needed. They also have a grown up daughter, who lives nearby, who was also helping them. She was finding it difficult not being able to spend any time with her family but she understood the reasons why and felt it safer to isolate herself, although she wasn't on the shielding list, she did not feel safe outside the house due the risk of Covid-19 and the effect it may have on her illnesses.

After DIAL

Mrs X PIP decision was overturned and she now receives standard rate daily living of £59.70 per week and standard rate mobility of £23.60 per week. She continues to self-isolate and receive our safe and well checks.

Mrs X said

"I didn't think the decision was fair and I was not prepared to just accept it, but I didn't know what to do about it. DIAL was brilliant. They talked me through everything and helped me sort things out. I also enjoy our chats, if I've had a sad day missing my family; Stef cheers me up no end"

CAB

Due to the COVID19 crisis and following Government guidelines the face to face outreaches were suspended from 24th March 2020 and advice was transferred to our Advice line and Email services.

During the third quarter of this period of funding (Apr - Jun 2020), CAB have supported a total of 42 client contacts through our Advice line and digital services. Full advice has been given to all the client contacts during this quarter.

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 101 issues. Of these issues 27% related to Benefits and Tax Credits, 1% related to Debt, 22% related to employment and 25% related to Universal Credit.

This quarter, the advisers have assisted clients to claim £67,045 of benefits amongst 10 clients with an average gain of £6,705 per client. The debt specialist has supported 1 client to move forward with a Debt Relief Order and their settlement is currently in progress.

As can be seen by the case studies at the end of this report, 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 our 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.

During the current quarter, clients have still been seeking advice and support however; the subject matter has changed considerably. The demand for benefit advice has increased by 173% and employment by 550%. Debt has reduced from 197 issues to 1. This reflects that the number of clients have been seeking advice and assistance in relations to benefit and employment because they have either been Furloughed or been asked to carry on working, while at the same time have household members who are vulnerable plus being unable to access childcare. It should also be noted that creditors and enforcement agents have suspended all recovery action for 3 months, which means that clients have not been seeking debt advice.

Case Study

“Client and partner reside with their two dependent children in a privately rented property. Client started work for their current employer in March 2020. Initially the client was informed that they would be Furloughed and in fact received wages as such. Client was contacted in May by the employer who advised that they were not entitled to the Furlough because a RTI (Real Time Information Submission) was not made to HMRC by the 19th March by the employer recording their wages and deductions etc.

This information was not made available by the Government to employers initially that Furlough was announced; it only became clearer towards the latter end of April and hence the confusion relating to the clients status.

We went through and checked that the information that the client was provided was correct. Client confirmed start date etc. Client's partner has a health condition which means that they fall into the vulnerable category and were unable to work as a result of this and childcare issues.

We also completed a full benefit check for clients based on their current situation and a return to work situation, once the pandemic is under control. Currently the client was entitled to claim benefits amounting to £20,020 per annum.

As a result of our intervention, clients were assisted to identify which benefits to apply for and apply for them along with providing details of what evidence is required and how to make that submission.

Client is extremely grateful that we were able to clarify their employment situation for them and advise and support them making benefit applications so they had an income to live on.

This case highlights the difficulties that both employers and employees face with a fast changing circumstances relating to the pandemic and the introduction of Furloughing and how it operates.