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| MEETING: | Penistone Area Council |
| DATE: | Thursday, 23 July 2020 |
| TIME: | 10.30 am |
| VENUE: | Held Virtually |

PRESENTATION

5 Performance Report (Pac.23.07.2020/5) *(Pages 3 - 20)*

To: Chair and Members of Penistone Area Council:-

Councillors Barnard (Chair), Greenhough, David Griffin, Hand-Davis, Kitching and Wilson

Area Council Support Officers:

Matt Bell, Penistone Area Council Senior Management Link Officer
Elaine Equeall, Penistone Area Council Manager
Rachel Payling, Head of Service, Stronger Communities
Peter Mirfin, Council Governance Officer
Cath Bedford, Public Health Principal - Communities

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

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Penistone Area Council
Penistone East, Penistone West



COVID-19 Recovery Planning

Penistone Area response outcomes

PAC July 23rd 2020

Elaine Equeall Penistone Area Council Manager

#KeepingBarnsleyMoving



BARNSLEY
Metropolitan Borough Council

Community Response

- Community mobilisation – 9 networks established within first 3 weeks via group and parish responses e.g. Huskar Helping Hands, <https://lovethypenistone.co.uk/>, High Hoyland Parish , Cawthorne Parish , Thurgoland Parish, Oxspring Parish , Wortley Post Office and Church, Ingbirchworth volunteers, Hoylandswaine volunteers. Other neighbourhood led less detailed information .
- Area team offered support , checked on resource , weekly contact, arranged WA funds where needed.
- No exact figures, current known reporting estimates LTP 270 volunteers dealing with 177 requests , Huskar Helping Hands 80 volunteers supporting approximately 200 requests. Parishes smaller numbers e.g Ingirchworth 16 volunteers , High Hoyland 10/12 volunteers
- Types of support offered: Be-friending , shopping , prescriptions, community activities such as weekly on-lone quiz , food pack and treats for VE day
- Larger networks LTP and Huskar Helping hands developed data bases, volunteer tracker apps, developed volunteer protocols

Community Response outcomes

- Clear evidence of social isolation, concern about those living with dementia, putting people in touch with professional help. Picked up on individual cases of financial hardship , people living with mental health issues, not all older people.
- Volunteers still continuing to support people 'on their own' but keeping in touch with Parish/support mechanisms
- Feel that it has engaged volunteers with their communities and enabled contact with people who were probably 'too proud to ask for help'
- Volunteers were appreciative of protocols although very low incidence of inability to cope with the requests.
- Funding support has been appreciated – Huskar set up a Just Giving site.
- Food donations have been well received from major supermarkets to local suppliers
- Support still ongoing although less intense , fewer volunteers and requests
- Potential for a legacy of volunteers ; LTP investigating the possibility of a bank of volunteers to help with future local projects e.g painting the Leisure centre , all volunteers to be contacted to ask for their future preferences
- Helped to build relationships between groups/area team/parishes

Penistone Area Team support

- Localised support to BMBC emergency contact centre – approx 4000 postcards and posters delivered in partnership with Berneslai Homes, Age UK, Parishes.
- Supported setting up Community Responders Volunteers who are working with people who are either shielding, or have been assessed to be vulnerable
- Established training packages in partnership with Barnsley CVS.
- The Area Team has ensured the Community Responders have been trained, and given PPE, and we have supported 19 community responders
- 20 Befriending cases have been dealt with and 9 shopping requests (not all were able to be supported by our volunteers)
- Some Community Responders have been assigned to more than one case, some cases require ongoing support, and some cases were too complex for the Community Responders to deal with, and have either been referred to Adult Social care or other suitable agencies.
- Currently still supporting 9 volunteers with 11 requests (all befriending)
- Made links with our existing community networks to advise on this additional resource to ensure partnership working, and now looking at potential to move volunteers and requester over as appropriate to alternative provision such as Age UK

Emergency COVID-19 contact centre

We've launched a new emergency contact centre to respond to COVID-19 (coronavirus) related emergencies for vulnerable people, and to respond to services who need support.

If you, or someone you know, needs emergency support visit barnsley.gov.uk/covid-19-emergency-support.

If you're unable to fill the online form in, you can call us on (01226) 774444 or freephone 0808 196 3531.

For general information about coronavirus disruption and support, please visit barnsley.gov.uk/coronavirus.

The centre can only help those vulnerable people and families who need emergency support such as;

- essential supplies
- help with medication
- over-the-phone befriending.



Community Response some feedback

'We are so lucky to have such a wonderful community, I am currently supporting a Penistone resident, who is shielding. It would be lovely to meet other volunteers and requesters when things improve, when gatherings can happen again'

'You should all be proud of what you set up to help the people of Penistone.'

'I'm so pleased to hear you are still intending on supporting the shielded. Things are by no means over and may yet become more difficult in the winter months. I think what you have done is tremendous and all the volunteers should be commended on what you have contributed to our wonderful community. You embody the meaning of love'

I suffer from asthma - but not severe- and we have a son with learning difficulties.

We were very anxious when Covid-19 arrived because I did not want to have any asthma attacks as it is under control. We also wanted to keep our son as safe as possible. I read about Love Thy Penistone + also received a leaflet. This was a really thoughtful idea. I decided to contact them + I was put in touch with a volunteer who lives in our village This made our lives so much easier. She was also able to communicate with our son and her visits became the highlight of his week!

I was happy to volunteer and felt that I could do something to help local people during these difficult and unprecedented times. I live in Hoylandswaine and I was contacted to collect prescriptions for a local couple and an elderly lady all of whom were shielding due to being vulnerable I am continuing to support both these contacts and I will remain friends with them after this is over

Penistone Area Council Contract responses and outcomes

Age UK Supporting Vulnerable and Isolated Older People

It's just so lovely having someone to talk to, since lockdown I don't see anybody and the days can be long. I've now got something to look forward to because I know someone is going to call me, thank you, it's made such a difference."

- Continued to maintain links with community organisations and individuals to promote the support on offer throughout the period of the Covid 19 virus , provided **417** interventions engaging **94** older people in the area, utilising **39** volunteers during this period (10 new – of which 6 utilised)
- Provided targetted support to those most vulnerable with no family and friends taking on 32 new referrals – 60 in total some complex
- Support included 81 Befriending calls, 93 shopping , 8 prescriptions, 3 pension pick ups, 24 welfare calls (standard delivery)
- Additional support via Wellbeing boxes for those on the vulnerable list , delivered via Probation service in conjunction with Age UK included some essentials, some treats and some things to exercise the mind.
- 7 hours per week Information and advice provided ; 14 new service users, enquiries included benefits 8, social care 3, housing 3, other 3. Total estimated gains through benefits for the period is £41,422.16
- Started an at home 'Activity Club' offering a varied menu of interactive activities to choose from, with everything delivered to people's doors. This is an 8 week programme choose 3 from menu ranging from Arts and crafts, gardening , exercise , pudding tasting and cooking , reading. So far delivered 6 Arty Party pack, 8 Write for fun pack, 6 Foodie recipes and ingredient, 2 Exercise sheet, 3 lots of books for readers club, 36 puddings for the pudding club, 10 gardening kits, 11 puzzlers and quizzes packs, 7 wildlife in your garden kits. Using these as transition to bringing people back together.
- The SOPPA group has been unable to meet during this quarter due to the Covid 19 restrictions. However, the SIW has continued to communicate with individual members and has shared information with the group as appropriate

Penistone Area Council Contract responses and outcomes

Age UK Supporting Vulnerable and Isolated Older People

Well I can't believe it, what a fantastic thing you are doing, these activities will keep me going for ages, thank you"

Moving out of lock down – AGE UK plans for the coming months are looking at the following:

- Run the service differently whilst adhering to Government guidelines. There may be a possibility of **utilising digital technology such as Zoom and Skype** to run some activities 'virtually' for those service users who are willing and able to use it.
- Running activities such as the chair-based exercise and Tai Chi with **reduced numbers in the groups to enable social distancing** and we would run the group over 2 sessions instead of 1 to enable all the group members to take part.
- The provision of the activities club has demonstrated that it is possible to engage service users who need to be home-based and we will consider the possibility of **providing activities at home** on a longer term basis to any service users who are unable to leave their homes.
- We will address the **increased risk of falls due to reduced mobility** of service users during the lockdown period.
- We will provide additional **mental health support** to any services users in need.
- How to run Men in Sheds sessions as soon as St Andrews Church re-opens, potential to meet in the main hall to allow social distancing

Penistone Area Council Contracts

TWIGGS Clean, Green and Tidy service

Twiggs clean, green and tidy contract provided support to Neighbourhood Services with targeted clean ups and litter picks, whilst also continuing to support community group maintained areas, contacting volunteers by phone to arrange work days on an individual basis and making use of alternative ways of supporting such as facetime. Many groups used the activities recommended by the Twiggs team for daily exercise, operating individually or with household members.

- 189 bags of litter removed from targeted areas assigned by Neighbourhood services , with fly tipping reported in from various areas including Jebb Lane , Westwood new road
- Twiggs led activities included bench restorations: Thurgoland, Hoylandswaine, High Hoyland, cutting back overgrown areas to improve access to public areas such as Watermeadows park , Ingbirchworth nature reserve footpath areas, planting up and maintaining incredible edible areas.
- Support to businesses working either social distancing or alternating with volunteers : Oxspring Sports Club, Wentworth business park, Spar Penistone , Bank View Café Langsett
- Volunteer groups supported using social distancing, or virtual support and guidance on techniques etc : Oxspring parish , team green moor, HBee+ and Hoylandswaine village hall, Millhouse Green community association and Royd community garden, The Marketeers, Springvale community gardens
- Twiggs have also provided a bridge between groups supporting with plant sharing ideas, linking up Men in Sheds hand made 're-wilding signs' to Team Green Moor
- Community feedback has shown appreciation of support during the lock down to be able to keep things maintained



Helen Ibbotson It looks fantastic, massive thanks to everyone involved helping to improve our lovely community 🙌😊
Like · Reply · Message · 1d

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Penistone Area Council Contracts TWIGGS Clean, Green and Tidy service



Moving forward post lock down

- The Twiggs contract continues to support Neighbourhood Services until resource levels can be returned to near normal levels within the next month
- Having the arrangement for waste removal has supported volunteer litter pickers as the team have been able to remove their waste with the NS collections they have been doing
- The new ways of supporting volunteers virtually has given them more confidence to operate independently
- New volunteers have started to come forward as a result of social media and as people have recognised this as a form of good exercise seeing others out
- Would like to develop this through equipment banks
- There is potential to further develop the incredible edible sites as local food sources



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BARNSELY
Metropolitan Borough Council

Penistone Area Council Contracts DIAL Information and advice service

DIAL introduced alternative measures from mid March onwards , including both telephone and online enquiries. Advice demands have fluctuated during this period, starting off high , then dwindling and starting to pick up again in recent weeks.

126 clients accessed support during this period compared to **63 last quarter**

14 forms completed by telephone

36 residents given telephone advice

16 residents signposted for Covid-19 support

53 safe and well checks undertaken*

- Support included 10 Benefit appeals, 37 benefit claims, 9 disability info, 1 adult social care assesement, 16 COVID -19 support, 53 safe and well checks
- The total actual amount of unclaimed benefit income generated through the service to date is £155,808
- For every £1 invested from the Penistone Working Together Fund the project has brought £70.82 into the area (actual amount of unclaimed benefit income generated divided by one quarter's grant payment)

*Volunteers trained in be-friending and able to make calls to known clients during this period

60% of residents reported feeling less isolated after their safe and well check

Penistone Area Council Contracts DIAL Information and advice service

"The difference this has made to my life at this difficult time is both great and timely"

Issues emerging during this period

- The offer has been ongoing and not confined to one day per week of resource to the Penistone area, ie responding to demand. This has been supported by more than average volunteer support (many of whom were shielding themselves) providing the additional offer of the safe and well checks to known clients
- The quieter periods reflect the downtime of DWP support , many clients are still waiting for outcomes as DWP deal with the backlog of claims coming through
- Safe and Well checks have revealed the increase level of loneliness and isolation experienced by many of the regular clients , however feedback provided showed that the calls helped to alleviate this to some degree
- Types of enquiries have seen an increase in both mental and physical health deteriorate during this period.

Penistone Area Council Contracts CAB debt advice service

Face to face delivery to Penistone clients was suspended on 24/03/2020 due to the COVID 19 virus and Government instructions, with clients offered support through the Adviceline and digital services.

- During this quarter (1st April - 30th June 2020) **51 client contacts** were undertaken via telephone and digital means, this compares to an average of **17 client contacts in previous quarters** (project target for 12 months is 60).
- However the offer has been providing advice over 5 days a week compared to twice per month previously.
- Dealt with a total of **111 unique issues**. Of these 23% related to benefits and tax credits, 14% Universal Credit, 13% debt, 12% legal, 12% relationships and family, 8% employment, 5% consumer, 5% housing, 3% health and community care, 2% financial services and 3% other issues. Many due to impact of COVID -19
- The adviser has assisted clients to claim an **additional £54,204 of benefits** and to **manage debts to the value of £40,321**. These debts were distributed between 4 clients with an average of £10,080 per client, using fast track referral
- Project totals to date since 1st April 2019; the adviser has assisted clients to manage debts of £70,015 and claim benefits of £128,395, giving a return on investment of £59 of benefit gain for every pound spent on this project.
- 25% of clients presented with a disability or long-term health condition.

Penistone Area Council Contracts CAB debt advice service

Moving forward post lock down (NB current contract with Penistone finishes end of Sept 2020)

- The current offer of 5 days advice per week for Penistone clients has been covered by CAB resources – additional funds would be needed going forward to maintain this level
- Evidence of growing need as a result of the increased offer to Penistone, but more people seem to prefer telephone rather than face to face – although there will always be a need for some face to face contact in the future
- Suspect that debt recovery figure is lower than it should be – growing evidence that a lot of people not dealing with it. Set to increase as debt recovery processes ‘unlock’ from organisations and court bailiffs start to become active again
- CAB noted a general trend to picking up employment advice issues such as no income, furlough not being paid, benefit advice for first timers. Predicted increase in this when furlough comes to an end
- Currently investigating how and when may be able to move back to face to face delivery safely – likely increased costs from putting protection measures in place for staff.

Penistone Area Council Contracts

South Pennine Community Transport Bus service 25

South Pennine Community Transport Interim extension to 25 bus service contract to allow continuity and enable vulnerable to shop.

- Capacity dropped to only 8% of its usual figure rising towards 25% as lock down measures started to ease.
- enabled some of the more vulnerable members of the community to continue to travel with increased safety to make essential journeys, having the usual added benefits of the service picking up at convenient points and providing support on and off the bus.
- South Pennine diverted their service to assist local food banks with deliveries ,surplus supplies of food offered up to passengers travelling on the service. Drivers also taken some supplies directly to leave outside houses of known regular passengers to help those shielding.
- unfortunately impacted on the number of volunteers able to support the service, concern for some that they may not be able to return to volunteering in the longer term as the inactivity during lock down has affected health and wellbeing.
- As the longer term outcomes for public transport are still to be known South Pennine along with other bus companies is awaiting further Government guidance on how it may be able to operate in the coming months and whether any measures of support will still be available.
- The 25 service will still continue as long as it is able, and South Pennine would like to be able to provide a role in the recovery process for the Penistone area, particularly in supporting older and more vulnerable residents to have the confidence to leave their homes safely and start to participate again in life outside.
- Funds ended from Area Council on June 30th. No request for further monies have been received so far.

Impacts on other Area Council priorities

SUPPORT
FOR YOUNG PEOPLE

- Changes to youth provision in the area - trialling of online session with junior club once per week , also looking at some targeted outreach work
- Healthy Holidays support (Area Team trialling) – those not in receipt of free school meals but may be needing support 15 families identified so far , includes activity packs , healthy snacks and packed lunches Families identified through schools and our details given for them to contact us (individual choice)
- Summer activities for young people and children, limited information –Penistone Family Centre , Camp Active at St John's aimed at children aged 4 to 12. £22.50 per day
<https://childsplaynurserypenistone.co.uk/camp-active-holiday-club/> Taekwondo – zoom sessions offered , cycling initiative looking to link with cycle Penistone.
- May need incentive to organise young people's activities linking with organisations such as leisure centre, boxing club , taekwondo , cycle penistone etc grant funds ?
- Growing evidence of need to support mental health – Penistone grammar identified this pre- lock down , could offer grant support for organisations to help with this ?

Impacts on other Area Council priorities

THE LOCAL ECONOMY
Including Tourism

- Comprehensive support available through Enterprising Barnsley
<https://www.enterprisingbarnsley.co.uk/covid-19-coronavirus/>

Grants of £10,000

3,499 Businesses

Grants of £25,000

264 Businesses

Total amount awarded so far

£41,605,000 (as at 5/7/20)

- Aiming to pull together business and employment support under one resource offer of full workshop for members to provide more detail
- At local level we may want to consider how we can link up with this to best effect
- CAB data advises that more cases coming through for employment support – concern about furlough schemes coming to an end and likely outcome on redundancy . Inevitably this could lead to spike in need for debt advice
- Other support available to the area through principal towns – currently procuring for support with progressing original plans around town hall and Penistone branding for tourism – wayfinding etc

Potential next steps for consideration

| Summary of outcomes emerging so far | Potential next step | Role of Area Council |
|---|---|--|
| Good uptake of volunteering and community support | Supporting communities to maintain this – creating reserve army of support for the future Support to community groups to reconfigure and grow | Future funding priority? Ward Alliance role? |
| Improved connectivity and communication within the networks | Continue to support this , review current communication channels e.g neighbourhood network, Penistone Living , Penistone FM Review transport needs | Act as conduit for communications Possible funding support? |
| Social isolation /loneliness | Need for further support in the future , refocus to mitigate impacts of loss of confidence and strides made previously by service provision in our area. Age UK presentation | Future priority for spend? |
| Health impacts – reduced mobility in older people, mental health for all ages. | Further information needed – support from Public Health and integrated wellbeing team to review existing service support identify any gaps | Review of existing and any new contracts to ensure contribution to health outcomes |
| Employment loss and debt impact | Further information from CAB /DIAL to be presented | Further funding to continue /expand contracts if needed |
| Supporting young people | Review further information – activities to support young people coming out of lock down, | Future funding priority? |
| Economic impacts – getting people back into Penistone | Review information and support from Enterprising Barnsley | Oversee Principal towns Consider support to a localised offer of employability support and how this might link to information and advice offers |

Area Council Discussion

- What are members views of the outcomes emerging so far
- Do members have further intelligence of other issues emerging not listed here from their role as community leaders
- What other information do members feel they need to be able to take decisions on priority spending to support recovery from within Area Council funds

Proposed recommendations for :

- ☐ Workshop with Age UK to evaluate outcomes from their service over the last 3 years and review future need for funding a service to address social isolation
- ☐ Workshop with CAB and DIAL to discuss outcomes of provision
- ☐ Workshop to provide greater detail on business and economy support
- ☐ Further discussion of priorities for spending to assist recovery process in the area.