

Public Document Pack

MEETING:	Central Area Council
DATE:	Monday, 7 September 2020
TIME:	2.00 pm
VENUE:	THIS MEETING WILL BE HELD VIRTUALLY

SUPPLEMENTARY AGENDA

4. Performance Management Report (Cen.07.09.2020/4) *(Pages 3 - 50)*

To: Chair and Members of Central Area Council:-

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

Area Council Support Officers:

Jonathan Banwell, Central Area Council Senior Management Link Officer
Rachel Payling, Head of Service, Stronger Communities
Sarah Blunkett, Central Area Council Manager
Lisa Phelan, Central Area Council Manager
Peter Mirfin, Council Governance Officer
Cath Bedford, Public Health Principal - Communities

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

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CENTRAL AREA COUNCIL
Performance Management Report
2020

Quarter 1
April – June 2020

Central Area Council - Priorities, Principles and links to Corporate Outcomes 2020 - 2021

Reduction in loneliness and isolation in adults & older people

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

Creating a cleaner & greener environment in partnership with local people

Supporting Vulnerable People

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

Community cohesion and integration

Social Value

Healthy and active lifestyles



Contributing to the following Corporate Priorities and Outcomes:

THRIVING & VIBRANT ECONOMY

Outcomes:

- 1: Create more and better jobs
- 2: Increase skills to get more people working
- 5: Create more and better housing

PEOPLE ACHIEVING THEIR POTENTIAL

Outcomes:

- 7: Reducing demand through improving access to early help
- 8: Children and adults are safe from harm
- 9: People are healthier, happier independent and active

STRONG & RESILIENT COMMUNITIES

Outcomes:

- 10: People volunteering and contributing towards stronger communities
- 11: Protecting the borough for future generations

Table 1 below shows the Providers that are/have been delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council.

Table 1:

	Service	Provider	Contract Value/length	Contract dates
Social Isolation	Central Well-being Fund 'Uplift' for the Central Area	Creative Recovery	£15,000, initially to pilot the approach. 1 year from 1/07/19 to 30/06/20. Dates for delivery extended to Covid-19.	Contract commenced on 1/07/19.
Social Isolation	Central Well-being Fund Advice Drop-In	DIAL Barnsley	£24, 404, 1 year from 1/06/19 to 31/05/20. Contract commenced on 1 st July 2019. Year 2 commenced 1/06/20 to 31/05/21	Contract commenced on 1/06/19.
Social Isolation	Central Well-being Fund Improving Education & Learning Opportunities	Educational Learning Support Hub (ELSH)	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year, subject to annual review £130,000 per annum Total Cost: £390,000	All extensions agreed to: 31 st March 2021
Children & Young People	Central Well-being Fund The Exodus Project	Exodus	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
Children & Young People	Central Well-being Fund Central Wellbeing	Therapies for Anxiety, Depression & Stress (TADS)	£20,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.

Children & Young People	Central Well-being Fund Street Smart	The Youth Association (TYA)	£10,062, 1 year from 1/07/19 to 30/06/20. Year 2 from 30/06/20 to 30/06/21	Contract commenced on 1/07/19.
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 year + 1 year, subject to Annual Review. £85,000/annum	1 st April 2019- 31 st March 2021
Clean & Green	Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	District Enforcement	1 year with an option to extend for 1 year + 1 year £45,000 / yr plys £13,000 to BMBC to support	Contract start: 1 st April 2019
Clean & Green	Targetted Household Flytipping Service	BMBC Service Level Agreement	1 year complete and agreement to fund for a further year subject to annual renew. Cost: £32,000/annum.	Contract commenced: November 2019
Clean & Green	Private Rented Housing Support Service	BMBC Service Level Agreement	1 year complete and agreement to fund for a further year subject to annual renew. Cost: £32,500/annum	Contract commenced: November 2019
Supporting Families	New Mothers Support Service	Family Lives	1 year complete with agreement to fund until 31/03/20 with an option to extend for 1 further year Total cost: £150,000	Contract commenced: 1 st April 2019
Supporting Families	Central Well-being Fund Hope House Connects	Hope House Church	£13,913, 1 year from 1/06/19 to 31/05/20 and year 2 1/07/20 to 31/05/21	Contract commenced on 1/06/19.

PART A - OVERVIEW OF PERFORMANCE – FROM 1ST APRIL 2017 – 30TH JUNE 2020

The following tables reflect the overview of performance of all Central Area Council contracted services and projects outlined in Table 1.

Reduction in social isolation in older people

Outcome Indicators	Target	Achieved to date
No. of adults and older people receiving an initial assessment	1093	679
Total number of home visits made	4882	5672
Percentage of people report improvement in their health & wellbeing	95%	95%
Number of different adults engaged with services	75	227
Number of people receiving 121 advice		429

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

Outcome Indicators	Target	Achieved to date
Total number of group sessions delivered to children and young people	1180	1637
Total of number of different children & young people attending 3+ group sessions	411	868
Total number of different children & young people receiving 1 to 1 support	27	47
Overall % increase in well-being	-	39%

Creating a cleaner & greener environment in partnership with local people

		to date
No. of environmental projects delivered with local people		219
No. of FPN for littering and dog fouling	-	1725
No. of household fly tipping incidents investigated		501
No. of letters issued re fly tipping/waste		1149
No. of private rented sector tenants visited		38
No. of properties improved	-	192

Supporting vulnerable families

Outcome Indicators	Target	Achieved to date
Number of individual pre-school families attending sessions	15	41
No. of referrals for 1:1 support	45	22
Number of mothers accessing community support	0	4

Growing the economy







Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	9.5	9.5
No. of PT/sessional jobs created and recruited to	30	32
No. of apprentice placements created and recruited to	1	4
No. of work experience placements created and delivered	18	43
Local spend	84%	92%

Building strong & resilient communities

Outcome Indicators	Target	Achieved to date
No of new adults engaged in volunteering	135	325
No. of new young people engaged in volunteering	139	211
No. of new community groups established	3	4
No. of existing community groups supported	18	36
No. of adult volunteer hours undertaken	-	2618
No. of young people volunteer hours undertaken	-	1432

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Barnsley YMCA

<div>Children & Young People</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

The YMCA contract to deliver a service that builds emotional resilience and wellbeing in children and young people aged 8-14 years will come to an end on 31st March 2020. The new service to Service for Building Emotional Resilience and Wellbeing in Children and Young People Aged 8-14 Years started in April 2020 and this report covers Year 1 Quarter 1 (April to June 2020). A comprehensive monitoring report was submitted by YMCA in early July 2020. **The subsequent contract management meeting took place on 10th August 2020.**

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this period and the outcome indicators that weren't met have been superseded by Covid-19 alternative provision.

The project has adapted its delivery in response to the COVID-19 and is operating a flexible model of delivery.

Although we are unable to deliver regular weekly sessions in each of the localities, we are working remotely with all our staff to maintain engagement and provide ongoing support to our participants at this challenging time.

Current Delivery includes:

- Text line support number, social media messaging & email support available for participants.
- A programme of social media activity with regular updates and messages from staff, sharing relevant and useful resources to support children and young people at this time, particularly around emotional health and wellbeing

- Creation of a specific resource page on our website YMCA@home as a one stop shop for children, young people and their parents to access information, support and ideas for things to do and to support their health and wellbeing.
- An increasing programme of virtual activities and workshops using Microsoft Teams.
- Regular contact with participants:
 - Emails with specific contact and activities from the participant's regular youth workers, maintaining that individual relationship with their own youth workers rather than a generic approach.
 - Consultation about the impact of COVID-19 on our participants.
 - Individual 'hello' postcards and seed bomb delivery to all of our participants from their youth worker – to remind them how to contact us and that we are here for them if they need us and to start an ongoing wildflower gorilla gardening challenge.
 - Regular check ins by phone, email and socially distanced visits with children, young people and their parents who require additional support and sign posting to other services.
 - Green activities and growing challenges for our allotment.
 - Distributing donations such as Easter eggs and children's activity packs.
 - Planned activity and self-care packs for summer holidays.

Outcomes/Outcome Indicators

The project has implemented a flexible model of delivery that is constantly adapting in response to government restrictions and guidelines. Although we have not been able to achieve the planned targets for the quarter we are pleased with the level of engagement and participation from the children, young people and families we support.

There has been a notable increase in traffic to our website and feedback from participant and parents about YMCA@home has been positive and participants have been sharing activities they are doing with their youth workers via email and social media.

Social media engagement has increased significantly as this is a platform that many parents and some of older young people are comfortable with. We have implemented policies and procedures to safely manage their engagement in our social media and developed our relationships with parents so our younger participants can also engage through their parents.

However as many of our participants are under the age to access social media independently our staff team have been working hard to maintain engagement and participation via phone, email, post and socially distanced visits.

Virtual activities and meetings are being targeted on both a project wide and locality basis. However, recording and monitoring of participant engagement data via these

methods is time consuming and currently it is hard to draw conclusions about the demographics of those who are participating.

Future planning with schools is currently taking place with schools making it clear that outside agency partnership work will not go ahead until September. They are aware of the importance of having the support the project offers back in place in school and how vital moving forward it is for the children and young people who regular access our service to be able to do this again not just digitally as many are currently doing.

Initially when we offered schools an option of having support from the project as children began to return to school in June to work in their bubbles, two of the schools we work with Joseph Locke and Queens Road Academy looked at the options we could offer of digital support or face to face delivery. We had expressed that this would be delivered by the same team members each week working in their school only and under strict risk assessed procedures but the schools decided for the time being this support would not be able to go ahead.

All schools the project works with are keen for the clubs to reopen as soon as possible and understand the importance of the consistent emotional support our team provide for their students when they begin to return to school. Many of our contacts in school have commented that the aim of our project – building emotional resilience and positive wellbeing could not be more needed at this crucial time for children and young people adapting and coping with new routines, changes, worries and emotions.

We continue to ensure the same youth workers where possible are delivering the locality digital youth club sessions which have been open to all our young people in each locality from both after school clubs and twilight / evening youth clubs. This is to reinforce the consistent positive relationships with the children and young people who attend our provisions and the importance of the team being accessible to our participants throughout the Covid -19 pandemic. Moving forward as we emerge from restrictions and some clubs are able to reopen again and half term and holiday provision can resume the staffing models where possible will continue to remain the same to ensure the children and young people have access and support to and from the staff team they already know. This continues to be a very positive element of the project. We hope as holiday provision resumes the cross over delivery for each locality continues as lovely friendships have been formed between children and young people from across all 5 of the central areas with holiday provision delivery. As part of the holiday provision programme we have previously offered some sessions that were open to all children and young people as well as the locality based holiday provision we continue to offer.

The project continues to support those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise, some who have been bullied, have behavioural issues, family difficulties, are in the care system and who are experiencing changes in circumstances and deprivation. The project is also, in the majority of sessions, supporting participants who have mild to moderate disabilities and or additional needs.

In these challenging times the programme of activities remains varied and is being developed in response to ongoing consultation with participants and government guidance. However, the programmes are developed to support the achievement of

positive outcomes for children and young people and contribute to building emotional resilience and wellbeing. Some project examples from the project so far include:

- Regular social media updates/ messages/ challenges / signposting
- The creation of YMCA@home - regular website updates / information / things to do / help and advice/ signposting
- Virtual delivery – Digital Youth Club delivery for each area of the locality.
- Peer Supporters regular digital meetings and consultation – Consultation about Covid -19 delivery and The Virtual Mayor's Parade – Best of Barnsley
- Horticultural activities: green activities & growing challenges/allotment sessions to support and engage. The allotment is a place where some young people have regularly visited during lockdown at allocated times to ensure safety and social distancing can remain in place. It has been visited by children, young people and their families who we support and also by the YMCA staff team to ensure it has remained well maintained and as a safe space for staff to offer support and discuss ideas. Some participants have visited the allotment regularly to check on the tadpoles, plant and maintain the area and discuss peer support plans.
- YMCA Song Video Challenge in collaboration with YMCA Swansea and YMCA's across the country.
- Planned activity and self-care packs for summer holidays.

As restrictions are lifted and provision can resume although in a different way we will continue to offer a wide range of activities, experiences and opportunities.

Consultation with all participants about the activities we offer at our weekly clubs, during half terms and summer programmes is consistently undertaken, ensuring young people feel involved and have a sense of ownership and that the project is relevant to them. We anticipate that all these programmes will need to be adapted to meet the ever changing situation with Covid-19 for example virtual and socially distanced activities, delivering activity packs, social media engagement and challenges, smaller focussed group work, individual and family support.

Our evaluation method had been reviewed and updated before the Covid -19 situation and was working well with participants as it was more interactive which many of the children and young people preferred. This evaluation model will continue to be used when sessions / clubs resume. The project continues to use a range of evaluation methods to measure impact and personal progress. These include, case studies, worker observation, feedback from parents, carers and our school contacts and impact evaluations and reviews. We continue to use the evaluation model based on the Paul Hamlyn Foundation mental health checklist as well as a project specific review for short projects and holiday provision. Due to Covid-19 our usual evaluation method has not been usable due to this regular evaluation has been done through consultation with the children, young people and parents, carers. Our Peer Supporters have been actively involved in this through regular consultation and giving views and opinions for their peers. Participants of the virtual youth clubs and their parents and carers have also been involved in evaluating these sessions.

Moving forward the method of evaluation and review will be regularly reviewed and adapted to meet the needs of the participants and to elicit more honest responses with less of a need to please others with their answers or be influenced by their peers. This will continue to be developed to find the best way to ensure truthful answers from the young people that records their journey with the project.

The evaluation data currently has been done through verbal consultation and feedback from the children, young people and families that we support and from sharing knowledge with colleagues and other professionals. Through consultation with participants including Peer Supporters and the children and young people accessing our virtual youth clubs the issues that have been highlighted have been higher levels of increased anxiety, feeling socially isolated and lonely and lacking motivation. Also feeling overwhelmed by social media and online activity and expectation and also for some children and young people access to ICT. We have received positive feedback about personal contact/ postcards and the website as participants liked having communication this way and also having access to the allotment came up as a positive element as the young people shared that that being inside a lot due to lockdown and bad weather was impacting greatly on how they are feeling.

Our staff have engaged in a wide range of training and CPD particularly around safeguarding young people online, working digitally with young people and the implications for effective youth work at this time. They have all completed the Red Cross Corona Virus training for volunteers.

We have implemented new policies and procedures to ensure we are always promoting safe practices and ensuring safeguarding is paramount in every engagement we have with children and young people.

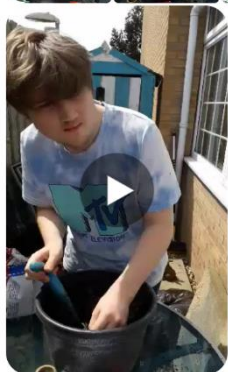
We have been working closely with BMBC IT services and our website company to explore and review the most appropriate ways to engage with young people online and are working closely with our youth work colleagues at other YMCA's and in the youth work sector.

Case study 1 highlights the new ways we have continued to offer support to children, young people and their families and the different ways of delivery that have been developed. It explores the variety of work being delivered and the support being offered and includes feedback from the children and young people who have been a part of this new temporary way of delivering our work. The work being delivered comes from consultation with the children, young people and their parents and carers and we are constantly asking participants for their feedback to ensure the delivery we can offer at this time is meeting their needs.

Case Study 2 follows the journey of a young person who has featured in one of our previous case studies in the early stages of the first funded 8-14 project and his fundraising journey during Covid-19. This case study highlights what the project means to the young person and how it has helped him develop his confidence and self-esteem over the time he has attended sessions and holiday provision. It also highlights the importance of ensuring the children and young people we work with have the time and

space to build positive relationships which in turn supports them to develop their self-awareness, self-confidence and self-belief, start to foster their interests and talents and ultimately build positive wellbeing and emotional resilience.

Case Study 1 – A new way of delivering our service during Covid 19



Connor planting his seed bombs



Hi Thank you for my postcard.
i have planed my seeds in my
fairy garden. i can't wait to
come back to YMCA. here are
some pictures of what i have
been up to, see you soon. Ava



Thabk you so much for libbys
postcard she loved it and
loved planting the seeds



The initial steps of temporarily closing our provision in line with government guidance was done by working closely with our schools and community venues. Our team ensured clear communication via letter was sent out to all parents and carers of the children and young people who attend our sessions, this was followed up with regular updates via email and phone calls. The YMCA team ensured that the staff team who work at each venue where possible were still present at the clubs the week of their closure to ensure any children and young people whose parents/carers may not have received updates could be supported to safely return home.

The team then began to look at which team members were available to carry on delivery from home and started to formulate ideas of how delivery would work to still ensure the aims of the project were being met. Initially a text line support number was circulated to the parents/ carers and young people that we work with alongside regular social media updates and email support. As staff quickly began to familiarise themselves with working digitally further ideas were formed of ways to best support the children and young people we work with.

Staff worked together via Microsoft Teams to create regular updates, photo messages, things to do and resources to support children and young people with a focus on health and wellbeing which featured and continue to feature on our social media page. This was also enhanced by the creation of YMCA@home a resource page on our website for children, young people and their parents and carers to access for information,

support and with creative things to do to support their health and wellbeing. The staff regularly add new material under the headings Be Active, Be Creative, Be Imaginative, Be Entertaining, Health & Wellbeing - Motivational Tools, Positive Thoughts, Coping Strategies, Info for Parents & Carers and Links to Other Agencies.

We were aware that not all of the children and young people we work with have access to digital devices or are not comfortable with engaging in this way. Due to this we decided that individual 'hello' postcards and seed bomb delivery to all of our participants from their youth workers was another way of ensuring the consistent positive relationships staff have built with the children and young people was maintained. The postcards included information of how to contact us to keep in touch or to access support from the team if they need us and seed bombs to start an ongoing wildflower gorilla gardening challenge. The feedback we received from the children, young people and their parents, carers about the postcards was really positive and included;

'Thank you so much I really wish I had filmed he had the biggest smile ever bless him xx '

'I got my postcard I love it so much the most good thing about it is elephants are my favourite animal'

'Lovely surprise this morning such a thoughtful thing to do'

I received my postcard thank you for it. I can't wait for clubs to reopen so I can see you all I miss you so much. I love the postcard xx'

'I got your postcard thank you. I hope you're all ok. I miss you all I can't wait til YMCA opens again.'

YMCA Barnsley also had the opportunity to collaborate with YMCA Swansea during lockdown to be part of the YMCA Song Video Challenge. This was open to all young people who attend our clubs and also all other YMCA's across the country. Lots of our young people predominantly those who had been part of our previous half term recording project took part and got parents and carers to record them singing. Parents and carers signed consent for their child to take part in the project and all the recordings were then sent to YMCA Swansea to create the finished video wall.

After setting up the initial digital support for the children and young people we work with and delivering the postcards alongside distributing donations such as Easter eggs and children's activity pack the teams began to plan and deliver digital meetings and youth club sessions. This has been done through Microsoft Teams which is a secure application approved by YMCA Barnsley and the local authority and following clear safeguarding guidelines and YMCA Barnsley risk assessments. This began with the Peer Supporters group which is made up of young people from across the 5 areas of central who regularly support at our clubs. During the first session the young people were consulted with about the impact of Covid -19 on themselves and other young people and they gave their feedback on how best to support them during this time.

Following on from the Peer Supporters meetings the feedback was used to plan the next stage of our delivery this has included regular digital youth club sessions. The digital youth club sessions have begun to be run by the staff (where possible) that

normally staff the club and supported by the Peer Supporters. The clubs are advertised across social media and through email so parents and carers can sign their child up for a place and then they complete a digital consent form before an invite to the digital youth club is sent to their parent/carer. Parent/carers have clear guidelines to follow which they receive with the invite to ensure the safeguarding of their child and also our staff. The virtual youth clubs have been popular with most of the children and young people signing up for every week and lots of fun activities being delivered by the staff team such as scavenger hunts and quizzes. The clubs are set up to cover all 5 areas of our central delivery.

Throughout our digital delivery the staff team has ensured that regular contact with participants has remained in place. As well as the work highlighted above the team have sent out emails with specific contact and activities from the participant's regular youth workers, maintaining that individual relationship with their own youth workers rather than a generic approach. The team have also ensured that regular check ins by phone, email and socially distanced visits with children, young people and their parents who require additional support and sign posting to other services has taken place.

As mentioned a few times when consulting with the Peer Supporters the allotment is a safe haven for many of our young people. The allotment has been a welcome space for some of our young people and their families to access as well as members of the staff team for green activities and growing challenges and to also check in on the tadpoles and maintain the space.

Moving forward the Project Coordinator is in regular contact with all the schools we support about plans for September and planned activities and self-care packs for the summer holidays are in the process of being developed and created.

The project continues to ensure the support for the children, young people and the families we work with is still in place and that consistent relationships continue to be nurtured to ensure staff are able to hit the ground running when clubs can start to resume. It is essential that the trusted relationships the participants have formed with staff are maintained to ensure staff are available during lockdown and moving forward. It is now a crucial time to make sure the children and young people have adults that they already know and trust to support them through this ever changing and challenging time in their lives.

Case Study 2 – Oliver's Covid Cut



Oliver has attended our Queen's Road Academy after school club since the project first begun in 2017. He originally featured in a previous case study at the start of the previous project as he was really struggling with his confidence and going to new places or trying new things. He expressed an interest in the after school club and other things such as the football team he watched his brother play for. He expressed an interest in joining the team but said he wasn't good enough and the same applied to Beavers and Cubs. Oliver really struggled participating in anything without the support of his brother or a parent. His parents initially worried how Oliver would cope when his brother left primary school to move to secondary and the impact this would have on him.

Oliver joined the after school club after mentioning an interest in it. It took a lot of help and encouragement from family and friends to try it. As the club was at his school in a familiar place and friends from school would be there too he agreed to try it. He was assured he only had to try it once and if he didn't like it he didn't have to go again. Staff were made aware of Oliver's struggle with trying new things due to his lack of confidence and reassured him everything would be ok and nobody would mind if it wasn't for him.

The change in Oliver through his journey with the project so far has been wonderful to see and he continues to grow through the consistent positive relationships he has formed with the YMCA staff team and the other young people he has met not only from the after school club he attends but also from the holiday provision he attends where he has formed friendships with children and young people from other schools in the other areas or central.

Staff and the project coordinator keep in regular contact with Oliver's mum and below is a quote from his mum from when Oliver first joined the project;

'The change in Oliver since attending, staying at session and enjoying it made all the difference. He really enjoyed it, the change in him is really brilliant to see. With the support and being around friend he was so chatty, funny and happy. Now as an individual he is so positive his confidence has grown. Oliver's brother left school to go to secondary and school worried how he would cope. But now thanks to the YMCA Oliver is really positive and full of confidence. He's now joined Beavers & Cubs and plays football as part of a team and attends all YMCA holiday provision by himself. Thank you YMCA!' (2017)

The staff team have continued to see Oliver's confidence grow and support him to participate in activities that initially he really would have struggled with. He now attends the majority of holiday provision even when friends from his school are not attending as he is confident enough to find someone he knows already from previous activities or to make new friends. He has taken centre stage in our summer performance workshop 2019 and continues to try new things.

During lockdown Oliver was eager to take part in the YMCA Song Video Challenge especially as he has found a real interest and enjoyment in the music and recording sessions the project has run. Also during lockdown staff were so proud of Oliver when we were contacted by his mum to tell us he had decided to raise money for the YMCA

during the Covid -19 pandemic by shaving his hair (see article above). This is a huge step for Oliver as he initially was not fond of the limelight and his mum had shared that even though he was worried what people might say about his new shaved haircut he was still going ahead because he wanted to make a difference. Oliver's fundraiser got more media attention than I think he thought it would and he and the team were blown away by the amount raised. Oliver's fundraising story has appeared in the CVS newsletter, We are Barnsley, The Barnsley Chronicle and Facebook. Staff took to Facebook to thank Oliver and let him know how proud the team are of him.

Oliver says "I love attending the YMCA because it's fun, I've met new friends through the holiday activities rather than just the ones I have at school. They do cool trips for us to go on, the activities are varied, interesting, I learn lots and there always good fun. I get to experience different projects like music recording, dance & drama, gardening, cooking, loads of arts & craft things which are my new interests now and do at home too. The staff are lovely, kind and caring, I have a laugh and I feel comfortable with them. I really would like to join out of the school club and attend on an evening I enjoy it that much and I know how much it's helped me in many ways, I'd like that to continue now I'm getting older and the new challenges I'll be facing that comes with that. Thanks YMCA Barnsley for all your help & fun times."

Feedback from Oliver's mum Geri: *"Oliver has improved in all ways since his time at the YMCA after school club, he showed interest into it which was a big step but yet he didn't have the confidence to ask school about it so I'm so glad he told me, we went along together so he could observe then within 5 minutes he began to join in with a staff member which progressed from then. He was happy to continue attending by himself. He's confidence just kept on growing, his belief in himself & his abilities to try new things, speak to others & allow himself to find his own hobbies, interest & himself, who he was. At home he was loud, bubbly funny and always smiling you wouldn't believe the change in him socially, so it's now great to see the real Oliver all the time now and that's definitely come from him attending the YMCA club all these years, he attends their out of school holiday club which excelled his progression even more. I / we are very grateful to the YMCA for all they have done for Oliver, & hopefully his fund raising idea expressed his thanks in a little way too".*

Oliver's journey with us so far is an example of the importance of the children and young people we work with knowing they have the access to and support from youth workers who they have built positive relationships with which in turn supports them to develop their self-awareness, self-confidence and self-belief, leading to improved emotional resilience, positive wellbeing and greater aspirations.

District Enforcement

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

District Enforcement commenced delivery of the new Central Area Council contract on 1st April 2019. This service has been flexed in light of Covid to support the SNT and reports covering activity over April – June 2020 have been submitted periodically. Regular meetings have taken place with District as restricted have lifted and more normal services have been able to resume and there was no expectation to meet the outcomes and targets as rated amber in the table above.

Support tasks for Q1 have included:

- Continue to report Fly tipping
- Continue to report social distance and high footfall areas
- Educate and Engage with the public
- Speak with businesses about Enforcement officers launch date
- Hand out posters in all areas
- Warnings issued for any parking issues and educated
- FPN's issued for Dog fouling issues

Flytipping

One of the tasks the team was able to undertake during Covid was was to help BMBC identify and report areas where fly-tipping was taking place.

Once a sight was identified, photographs were taken and the officers would go through the rubbish in an attempt to try and find any information which could help identify the offenders. The photo's were then attached to a detailed report, which was then submitted to BMBC and the Area Council's at the end of the day. The location of the fly-tipping was also added to the BMBC fly-tipping reporting site, which is found on the Council's website. In total 9 detailed reports were

submitted to the council identifying all the incidents which were identified by our officer.

It was pleasing to see, that in most cases, the information provided by our officers was well received and usually action was taken to remove the items within a couple of days of it being reported. Even more pleasing was the good feedback we received from various members of the council team for the work and reports we were submitting, Paul Brannan, Mark Giles and Jill Griffiths being just some of the members who praised the team for its efforts during these testing times.

Below are just some of the worst areas that we had found incidents of fly tipping taking place:

Stairfoot Industrial Estate. (Old B & Q)





Doncaster Road, Barnsley.



Beevor Street, Barnsley.



Yews Lane, Kendray.





Case Study

The tasks we receive from the Neighbourhood Services team have always been part of our normal routine. Even during the lockdown, residents of the area have still been sending in their complaints/concerns about dog fouling, littering and parking issues. In total, we received 39 reports from concerned residents throughout the areas we are contracted to cover. Our officers attended each task, patrolled and stickered up the area if required and also contacted the person submitting the complaint by telephone (if contact details were left) to reassure them that despite the lockdown BMBC was still taking their complaints seriously and that they weren't being ignored. In all, we dealt with 13 tasks for the Central area, all 13 of the tasks were for dog fouling.

In order to achieve part of the lockdown, all parks and playgrounds were closed to the public, with signs put up and equipment tied off, or removed by the council's parks team. As part of our patrols of the area, we were tasked to visit all the parks in the area to check that they weren't being used and that all signage was still in place at each location. Anyone we saw using the equipment was asked politely to leave and reminded that the area was not to be used under any

circumstances. We also checked that all signage was still in place and hadn't been removed. In cases where the signs had been removed, we replaced them, as well as submitting a report to BMBC and local authorities about any equipment which had been used and needed to be removed or re-tied.

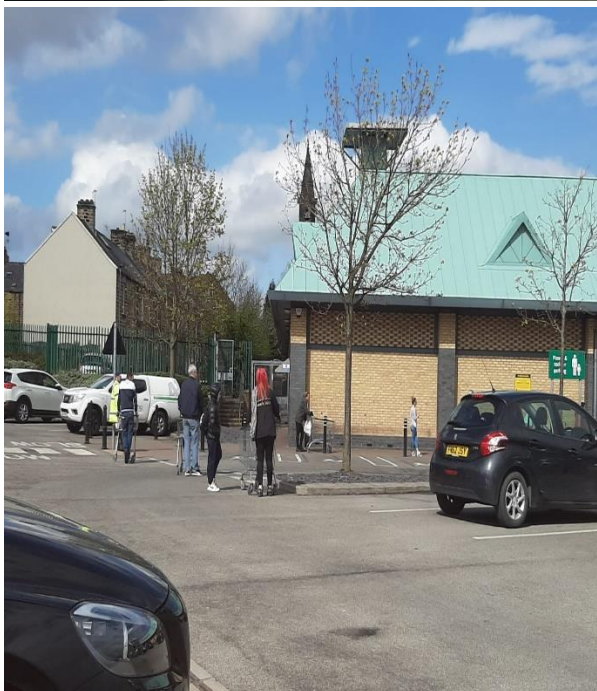
Examples of parks in Central;-(Stairfoot, Locke Park, Kendray and Worsbrough)



Initially whilst conducting our daily patrols we were also asked to monitor Social distancing in all parts of the borough and report incidents of poor social distancing we encountered during our patrols. In general, social distancing was good, but on a couple of occasions our officers saw groups of people gathered and advised them of the regulations and requirements during the lockdown period and dispersed them. On each occasion the group, which tended to be youths were compliant and listened to the officers. Later, in the lockdown, when the non-essential shops on the High Streets re-opened, we were again tasked

with monitoring this, due to the increase predicted in footfall on the High Streets. Again however, despite a higher footfall in the areas, no major concerns were witnessed with the social distancing.

High Street Social Distancing; (Tesco's, B and M, Morrisons and Pitt Street)



Twiggs Ground Maintenance



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

The new Clean & Green contract commenced on 1st April 2019, with a renewed focus on the establishment of new groups and encouraging more volunteering. This expectation was obviously lifted in light of Covid-19 restrictions.

A comprehensive monitoring report for Q1 April – June 2020 was submitted by Twiggs in early July 2020, and the subsequent contract management meeting took place on 28th July.

New and sustained volunteers have contacted Twigs during the COVID-19 restrictions, giving updates of areas litter picked as part of their daily exercise.

Twiggs supported Neighbourhood Services during this period and had excellent feedback. Targeted planned works were carried out in line with expectations and a full detailed report has been submitted with many examples and photographs, many of which can be seen via social media.

Flexing our service to support BMBC Core services in areas across all 5 wards, helping to clear litter, tackle fly tipping, and keep areas safe and tidy. We have supported many departments within BMBC, including Highways, PROW/ TPT, Parks and Greenspaces, and Neighbourhood Services. With us having a good understanding of each departments usual capabilities we could easily identify the areas best to flex and make the biggest impact to keep Barnsley Clean, Green and Safe by working together.

They continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the original SLA's. They have acted upon and completed all jobs requested, promptly and to a high standard. Feedback received on the ground has been positive this quarter. The team are widely recognized for the works they carry out, and find public perception to be very positive.

We have recorded a noticeable increase in groups/ residents residing together who have contacted us for advice and guidance during COVID-19 restrictions. Families have been keen to share their positive environmental improvements with us, and find out how they can access support when needed. We expect to see an increase in newly engaged volunteers and community champions when the restrictions are lifted.

Flag for follow up.

We removed extra line breaks from this message.

Hi. I just wanted you to know that since lockdown, my son bought 2 x litter pickers (out of his own pocket money) and we have been going litter picking around our area on our daily walks. He's made me really proud Kind Regards Wendy Hood

There has been a further increase in positive support for our services, with many residents sharing their enthusiasm to volunteer with us when restrictions are lifted.

We were contacted by Barnsley Chronicle last month, following on from our positive social media attention over recent weeks. The before and after photos shared through our facebook page has received some great feedback, so much so Barnsley Chronicle shared one of the projects we delivered within the Central Ward. It's great to see positivity being shared through local press during otherwise very difficult times for everyone.



We have worked hard to target the more well-used areas in the Central Area Wards during the COVID-19 restrictions. Targeting green spaces and parks to help core services keep them clean, green and safe when residents are enjoying their daily exercise.

Example: Monday 18/05/2020, Hoyle Mill Area, Dearne Valley Park, Central Ward

Our sustained volunteers had mentioned the stone circle and planters near Hoyle Mill are being used regularly by families as a resting point on their walks. We gave the area a tidy up by cutting the grass, strimming the edges and removing the odd bits of litter in the long grass. Overall users of the park are being more responsible with their litter by either taking it home or using the volunteer provided litter bags available there

Litter Removed – 2 bags



- w/c 6/04/2020 Queens Road Academy – Central Ward

Example of Partnership Working – Cllr Bruff, Central Area Team, Queens Road Academy, and The Range Store

Arrangements were made directly with the school and caretaker regarding safe access. We donated two loads of our own topsoil from stock and used this to infill the raised sleeper beds ready for the students to use.

Along with this we also donated and delivered over £100 worth of shrubs and fruit trees that we had reclaimed from surplus/ damaged stock from our local The Range store in the Central Ward. We hope the children will enjoy the activities during this lovely weather.



- Friday 15/05/2020, Stairfoot Station Heritage Monument, Stairfoot Ward
Example of Partnership Working – Stairfoot Station Heritage Group, Friends of Stairfoot, Cllr Johnson

General tidy up around the Stairfoot Station Heritage Monument, Grass cut and litter cleared from the surrounding area 2 bags of litter cleared



TARGETED HOUSEHOLD FLYTIPPING – SLA

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

Further to the 1 year extension to this SLA from November 2019 to November 2020, it was agreed at the last August 2020 Area Council meeting to extend the SLA to November 2021. A Contract Management Meeting took place on 15th July and the service have been in regular contact since.

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

Despite the unprecedented circumstances brought about by COVID-19, officers have continued to do some remarkable work to address the challenges

Case Studies

Princess Street (6th April 2020):

Case file completed for solicitors in relation to a property on Princess Street, this breach of a CPN (Community Protection Notice). I have worked on this case since April 2020 and have given the LL every opportunity to clear the waste. There are several linked incidents to this property including ASB and drug dealing going back years.

The cumulation of waste lead to Paul Brannan to step in as the Landlord was refusing to cooperate, I started dealing with this incident back in April 2020, the Landlord was not engaging with me so we cleared it around 6th June. The owner has been issued with a breach of CPN and prosecution is pending. This was dealt with as a group effort Walter Boydell got the funding for the clearance and the environment Task Force provided additional support and located the LL,s son.





SUPPORT FOR NEW TENANTS IN PRIVATE RENTED HOUSING – SLA







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

Further to the 1 year extension to this SLA from November 2019 to November 2020, it was agreed at the last Area Council meeting in August 2020 to extend the SLA to November 2021. A Contract Management Meeting took place on 15th July and the service have been in regular contact since.

The team were not able to undertake internal housing inspections as planned. Despite the difficulties presented, officers from the Central Team volunteered to take on additional work in order to assist other teams, services and partners, such as volunteering for early morning patrols with the Housing Options Team in relation to the homeless, and assisting Neighbourhood Services with checking waste licenses. We did manage to serve a variety of Notices on landlords to ensure properties are brought up to standard where possible. The opportunity has enabled each of these officers to learn a new area of work and widen their skill set.

I am proud to say that every one of the officers within the Central area have continued to perform their duties to full capacity during lockdown. We have followed government advice in order to keep both officers and customers safe and well with officers working according to the strict COVID-19 government guidelines, ensuring they have a full supply of PPE equipment at all times, and they have adhered to social distancing rules

FAMILY LIVES - NEW MOTHERS SUPPORT SERVICE

<div>Supporting Vulnerable Families</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

This contract formally commenced on 1st April 2019. The Quarter 1 (April to June 2020) monitoring report was submitted in early July 2020, and the subsequent Contract Management meeting took place on 17th August 2020.

The RAG ratings in the table above reflects the progress that has been made to date, however notwithstanding Covid-19 restrictions, the referrals received in Q1 are still significantly below the target set, (3 achieved against a target of 10), resulting in amber ratings for milestones achieved and outcome indicator targets met. At the Contract Management meeting in August (and previously with Carol in January); discussions took place about the number of referrals, in an attempt to increase these the following action has been/will be taken:

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

Summary of Achievements and Progress

- The team has successfully adjusted to new ways of working and provided a responsive service within the Covid-19 restrictions.

- Volunteers are demonstrating commitment, providing families with telephone support and virtual visits.
- The team is working flexibly to provide support to families where tensions have increased.
- Engaged families are reporting positive outcomes.
- Increased signposting activity.
- A small number of referrals have been received amid a challenging time.
- Launch and management of a Family Lives New Mums Barnsley Facebook profile; acceptance into several community groups for new mums.
- Maintained contact with 82 professionals across 60 organisations, and introductory information shared with seven new partners across this quarter.
- Delivery of virtual volunteer training to two separate cohorts of volunteers. Recruited of an additional nine volunteers taking the total trained and recruited to date to 21 with 16 in place.
- One practice development group (PDG) delivered and well-attended and individual support sessions provided to volunteers to develop virtual technology skills.
- Good level of interest from volunteers following renewed advertisement of the role

Overview of the Project

The aim of the service is to provide support to mothers experiencing isolation and low level emotional wellbeing issues during the perinatal period, through the provision of volunteer home befriending visits, phone and peer-to-peer support. The overall target is to recruit 25 volunteers to work with up to 60 mothers at the end of Year 2. The eligibility criteria is for mums from conception to those with children aged up to 2 years living in Central Barnsley.

Progress and Outcomes Achieved

During the Covid-19 period, there has been an increase in crisis support, family illnesses and anxieties around isolation and mental health, particularly for those who are pregnant or who have recently given birth. Although we have found new ways to work within the Covid-19 restrictions and continue to engage and support our families, their capacity to participate in review and evaluative activities has been limited and has not been a priority. Therefore, impact as demonstrated by Outcome Star reviews, will be available in September 2020, (we hope) when new families will have travelled some distance on their support journey and more families will have had a review and/or reached their end of service. The previous report for Q4 19/20 provided an insight into our families' progress and rates of satisfaction with our service at the end of the first year. In the meantime, please find below a case study written by a mum that we have been supporting.

Case Study

Mum moved to Barnsley one year ago with her husband and young son. A Family Lives home visitor, working for another project in the area, referred mum to our service due to mum feeling lonely, isolated and anxious. At the point of referral mum was seven months pregnant. She was concerned about her 2 ½ year old son's behaviour, as his language and communication skills were not developing as expected and she was struggling to communicate with him.

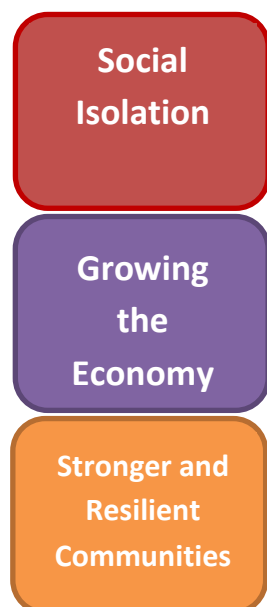
The Covid-19 restrictions prevented our volunteer and Mum taking her son to the local playgroups, to interact with peers. Mum also had to attend hospital appointments alone. Worries about being in hospital and giving birth in the UK for the first time, alongside concerns that her son may have additional needs and a lack of clarity as to whether he would be able to go to nursery in September 20, became a focus of mum's anxiety. Amidst this mum also had a stressful experience moving house to be closer to a family member also living in Barnsley. During the Covid-19 restrictions, a paid worker and volunteer have supported mum. We supported her with installing and using Microsoft Teams and she participated in weekly virtual visits. We have explored how mum feels about her pregnancy, discussed preparing for admission to hospital and reassured her about anxieties around the birth associated with having a C-section. We supported mum with reapplying for a nursery placement, which we confirmed is secured; worked with mum around claiming eligible benefits; explored how well her son's virtual speech and language sessions are progressing; provided top tips about activities to stimulate communication and bonding; provided a good listening ear and strategies for keeping mum calm.

In addition, we connected mum to a number of social media groups accessed by mums who have recently had babies or who are expecting to give birth at a similar time to mum. These forums are useful for asking questions about being in hospital and all baby related topics. By liaising with a health visitor out of area, we have also connected mum to another mum who also moved to Barnsley from the same country of birth 3 years ago. Mum is presenting more positively and beginning to forge some support networks of her own, even during the lockdown.

"I came to England last year with my family. I have a 3-year-old child and I'm currently 9 months pregnant. I was suggested to talk to Lesley because I needed a person to talk to. Lesley and Danielle, volunteer have helped me a lot, both practically, psychologically and morally. I hope very soon that Covid's situation will end and we will meet in person" (Mum).

CENTRAL WELL-BEING FUND PROJECTS

CREATIVE RECOVERY – UPLIFT for the Central Area



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

The monitoring report for this Project, which commenced on 1st July 2019, was submitted in July 2020 for Q1 April – June 2020.

During April- July, there was no activity completed on this project due to the impact of Covid-19. The Blow Out The Blues project due to take place in April has been postponed until next Spring. The team have kept in contact with Doreen about progress and support for participants in the Kingstone Ward.

The team met with Lisa and Doreen recently and the plan is to develop some creative outreach activities during October half-term in Kendray, as a way to start development for a programme next year.

DIAL – Central Area Advice Drop-in

**Social
Isolation**

**Growing
the
Economy**

**Stronger and
Resilient
Communities**

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

The final formal monitoring report for this project, which commenced on 1st June 2019, was submitted in early June 2020 for the final two months of Year 1 grant (April – May 2020)

As reflected in the table above, progress has been excellent with 215 unique individuals accessing the alternative provision that was delivered during what was lockdown period i.e. April and May 2020. (October – A breakdown of the 215 individuals can be found below:

By Ward April – May 2020	
Central	38
Dodworth	38
Kingstone	28
Stairfoot	59
Worsbrough	52

Equality Profile for the period of the grant June 2019 to May 2020

Gender		Age		Ethnicity	
Male	419	Under 16	9	Asian or Asian British	3
Female	427	17-18	7	Chinese	2
		19-25	17	Mixed background	3
		26-40	88	White- other white background	12
		41-55	156	White British	595
		56-65	187	None specified	231
		66-79	81		

		80+	15		
		None specified	291		

Impairment/Condition for the period of the grant June 2019 to May 2020

Accident	4	Heart condition	21
ADHD	4	IBS	2
Alzheimer's/Dementia	5	Kidney condition	2
Arthritis	23	Learning disability	2
Asthma/ Bronchitis	14	Mental health	109
Autism	10	Multiple Sclerosis	6
Cancer	5	Other long-term condition	404
Colitis	3	Spinal condition	16
Diabetes	1	Stroke	6
Epilepsy	2	Substance misuse	2
Fibromyalgia	3	Visual impairment	3
Hearing Impairment	3	None specified	201

Service Highlights and Narrative Report

- 944 residents have been supported since June 2019
- 250 residents have accessed our alternative provision* since 17 March 2020
- 134 residents received safe and well checks from our team since 17 March 2020
- 6 new volunteers have completed their induction training and supported outreach sessions
- 596 volunteer hours have supported the service equating to £8,093 volunteer value being generated
- £938,508 has been generated in unclaimed benefits since June 2019
- For every £1 invested by the Central Area Council Wellbeing Fund £31.28 has been generated for the local economy
- 86% of residents reported a reduction in anxiety and improved wellbeing
- 64% of residents reported feeling more confident and having an improved outlook

Case Study One

Before coming to DIAL

Ms L is a middle aged lady with profound mental ill health, who lives with her partner and 3 children. Ms L's partner is her primary carer and her youngest child has severe behavioral difficulties, Attention Deficit Hyperactive Disorder, Autism and Development Delay. A few weeks prior to the Covid-19 government guidance to stay at home and social distance, Ms L contacted DIAL for support to claim Personal Independence Payment (PIP) for herself and for advice regarding an application for an Education Health and Care Plan (EHCP) for her son.

Advice provided by DIAL

Ms L was advised to attend the nearest DIAL community advice session for support with completing her claim for Personal Independence Payment (PIP).

By the time Ms L received the PIP claim pack Covid-19 guidance to stay at home and social distance measures had been issued which meant face to face advice provision had been suspended. To overcome this a telephone appointment was arranged to support Ms L with the completion of the application. We also advised her that she should make a claim for Disability Living Allowance (DLA) for her son.

Once Ms L received the paperwork regarding her son's EHCP we supported her and her partner over the telephone by explaining the questions in each section. We also advised them other sections had to be completed by the relevant team around the child such as the school, CAHMS, Social Services and other health care professionals.

When Ms L contacted us again she was clearly struggling with all the benefit claims, the added pressure of Covid-19, caring for a son with complex needs who was not attending school and preventing a respite break from her own caring responsibilities. We provided much needed support with a listening ear and undertook a health and wellbeing check before helping her complete the DLA claim form for her son.

After using DIAL services

Ms L rang to say she had been awarded PIP Enhanced Rate for support with her care and Standard Rate for support with getting around. We advised her that this meant her partner now qualified for Carers Allowance which he could do on line.

Ms L's son was awarded the high rate personal care and low rate mobility components of DLA and we advised her that this meant her child tax credit would now also be increased

The EHCP application has been finalised and is awaiting the Department of Education decision.

Ms L told us she is feeling less anxious as she had previously been told how difficult it is to get PIP and she has more income to help her cope. She is also very happy for her son who now has financial support to help with his care and extra needs.

Case Study Two

Before coming to DIAL

Mr S is a carer for his wife who is shielding due to chronic obstructive pulmonary disease, mental ill health, rheumatoid arthritis and angina/heart condition. They have a daughter who does not live in their local community and 2 grandchildren aged 5 and 1. Mr S contacted DIAL as his wife's Personal Independence Payment was due for a review and due to the covid-19 lockdown he was worried he would not be able to

access support for assistance with her claim and how she could safely attend a face to face assessment.

Advice provided by DIAL

Mr S was informed that at this early stage of lockdown, government departments were still reviewing how to adjust their processes during the pandemic.

Face to face support from DIAL was not currently available due to staff working remotely from home following the guidance to stay at home however he was informed we would monitor how the government was proceeding and contact him once we were aware of how best to support his wife's claim.

There were abundant and rapid changes to welfare law and processes as a result of Covid-19 which required timely and informed action. Mr S was kept updated as guidance from the Department of Work and Pensions emerged and changes were implemented.

His wife received a PIP claim form and Mr S was supported over the telephone by a DIAL advisor to complete it on his wife's behalf.

After using DIAL services

The claim was reviewed without an assessment with payments to continue at the current rate of enhanced support for personal care and enhanced support for getting around. As a result Mr S's Carers Allowance will also continue and there will be no change to their Income Support and Council Tax Support.

Mr S now feels less anxious as the couple continues to receive the support they need.

EDUCATION, LEARNING & SUPPORT HUB (ELSH)

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

The final formal monitoring report for this Project, which commenced on 1st July 2019, was submitted in August 2020. The report covers the period (April – end of project July 2020).

ELSH supported the minorities since March 2020 with a framework of the respondent providing an education response to the COVID-19 between March 20th and 31st of May 2020. There were different support: some towards health and well-being, financial hardship, stresses on isolation, lack of understanding information and educational needs, priorities, implementation challenges and emerging responses was the first of ELSH's services of surveys to monitor the evolution of responses to emerging needs of the minority in the community.

Since March 2020, ELSH delivered 683 hours of teaching, supported by 2147 hours of volunteering. The sessions delivered by text msgs, emails, WhatsApp's telephone calls and zoom teaching each week. During the COVID-19, there has been a high demand for our services delivered by a team of committed volunteers. ELSH has been responsive to the needs of the minorities and works with partners such as Helen Murphy from CRT, Barnsley Food Bank, Migrant Action Leeds, the local churches and the South Yorkshire Foundation Community who supported ELSH with the emergency grant. This project will allow ELSH to expand its teaching provision to meet the demand and support more volunteers on a pathway into employment.



EXODUS

Children &
Young
People

Growing
the
Economy

Stronger and
Resilient
Communities

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

The final formal monitoring report for this Project, which ran from June 2019 to March 2022 was submitted during the lockdown period. As reflected in the table above, the Project met all targets set.

150 sessions have been delivered during the period with 119 different children/young people attending 3+ sessions. 27 young volunteers have been regularly supporting session.

All 5 clubs remained active until Monday 23rd March, when the Government guidance required us to close. After this period Exodus sought to support children and young people with activity packs and on-line challenges. Young volunteers received mentoring and support through Social Media and video chat platforms. All club members received an Easter Egg and distanced home visit, in addition to the food parcel deliveries described below.

Activities undertaken since closure our activity clubs: Exodus immediately volunteered for the Emergency Responders scheme set up by the council. They have been consistently delivering food parcels to vulnerable people throughout the period and have also assisted with the delivery of information leaflets, guiding Barnsley residents on how they might receive support if they are vulnerable, or how they might help in the volunteering efforts.

In addition to supporting these Council run initiatives, Exodus also routinely distributed food parcels to some of the families they support. Because weekly doorstep visits are a part of our unique model, we know the families who are most in need, and we support them by taking food donated to us by the Aldi, Morrisons and M&S supermarkets. This aspect of our work has been increased during the Corona Virus pandemic, especially since they are not using the food themselves for regular camps and other activities.

HOPE HOUSE CONNECTS

**Supporting
Vulnerable
Families**

**Growing the
Economy**

**Stronger and
Resilient
Communities**

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

The Hope House Connects Project commenced Year 2 of funding on 1st June 2020 A report was submitted detailing the work that has been happening over the lockdown period covering the following areas:

- 1. Mental health of children**
- 2. Contact with families and families supporting one another**
- 3. Parcels sent to families**
- 4. Thoughts for the new funded year.**

Since our last report it became clear that Lockdown and restrictions were going to last for much longer period than initially thought. Given that the focus of the project through the two groups we run is to reduce isolation in adults and supporting families we have had to find new ways to meet these Central Area Council priorities.

A large amount of this has been through social media and messenger but as restrictions have slowly been reduced, we were able to extend our contact with families.

We have considered a variety of ways to remain in contact with families alongside the regular updates on our social media sites. These include:

- Using the app rooms on Facebook we are looking into creating specific times when we can facilitate groups of mums being able to meet and chat virtually.
- Creating another package to send with a specific theme such as reading and singing.
- Small group get togethers in local parks for a picnic – ensuring the appropriate social distancing guidelines are followed.
- Visiting families at home who are unable to use public transport or feel anxious about leaving their homes (this will be possible when the new Covid- secure guidelines are put into place from July 4th).

We will also be thoroughly cleaning our resources and storage room, creating an inventory of the toys we have, reviewing their usage and creating a list of resources we feel the groups would benefit from.

Alongside this we will also be planning for a staged return of the groups, hopefully in September. This will involve

- Setting a limit to the amount of people able to use the room (following any guidance set by the government)
- Ensuring we have the appropriate amount of hand gel stations and cleaning materials for hygiene in the toilets.
- Identifying which resources are suitable and easily cleaned once used by children.
- Adequate risk assessments in place and forms for adults to sign stating that they will follow given procedures and inform us if they display any symptoms of Covid -19. (Again, we will be following any guidance set by the government.)

We are also aware that this is likely to be an anxious time for many families when they begin to leave their homes and attend groups, and there will be mental health issues due to the constant pressures they have experienced in caring for their children. There may also be mental health issues displayed in the young children relating to relearning social skills and separation anxiety from their homes and parents. We will be considering how we can address these issues in a safe and relaxed environment.

We asked one mum, Claire, to share her thoughts and experiences with us for this report:

Over lock down we have been having behavioural issues with our 6 year old. He has been getting irrationally angry and talking about how he wishes he was dead. Blaming himself for things out of our control, that sort of thing.

Even though little chimps is aimed at my youngest (8 months) we have felt supported as a whole family. There have been regular posts checking in on us all throughout lockdown with helpful suggestions of things to help with children's anxiety. Rachel has been so honest with her own experiences too and so we don't feel like we are alone in struggling through this! It is such a lovely group and has enabled me to make some lovely mum friends since moving up from London a few years ago. Can't wait to be back together when this is all over!



Claire's children enjoying the activity pack we sent.



THERAPIES for ANXIETY, DEPRESSION & STRESS (TADS)

<div>Children & Young People</div> <div>Growing the Economy</div> <div>Stronger and Resilient Communities</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

At the time of submitting this report, an update had not been received by TADS. A reminder has been sent and the request noted. This will be send to members upon receipt.

THE YOUTH ASSOCIATION (TYA) – StreetSmart Kendray

Children &
Young
People

Growing
the
Economy

Stronger and
Resilient
Communities

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

Work amid covid-19

Context - Schools have closed and young people around our communities are left with no formal educational setting to bring them up to speed with the risks and implications of Covid-19. Further to this, our teams fear that many young people – particularly those with challenging home circumstances – will face a deficit in support mechanisms and protective factors. In the coming weeks, many young people will be struggling to cope and protect their mental wellbeing, while anxiety, frustration and other issues creep in.

While ordinarily our organisation harnesses social-group gatherings to deliver its work and effect change, we are putting all our efforts into improving young people's mental wellbeing and reducing the likelihood of them contracting and/or spreading Covid-19 in our communities.

StreetSmart response

Since the project came to a halt, youth workers have adapted their methods of working with young people. The Full Circle group has used Instagram to 'touch base' with youth workers several times a week. Youth workers have engaged young people throughout everchanging news and updates, offering support and advice regarding staying safe, knowing the facts and the risks associated with the spread of the virus.

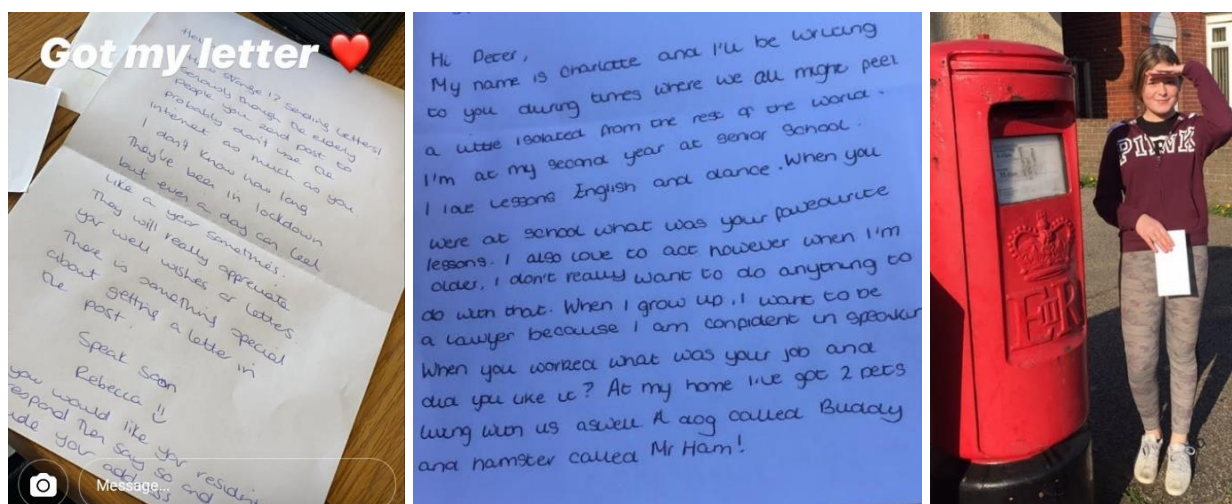
Some young people felt anxious when the schools closed. They reported that having the group (including youth workers and peers) there to support them eased their feelings significantly. Additionally, meaningful conversations have taken place, including keeping a routine, accessing



schoolwork online and their aspirations when they leave school. Using online platform 'Zoom' has been efficient in sharing information in real time, as the youth workers search for answers to young people's questions such as IT support via school and college course requirements.

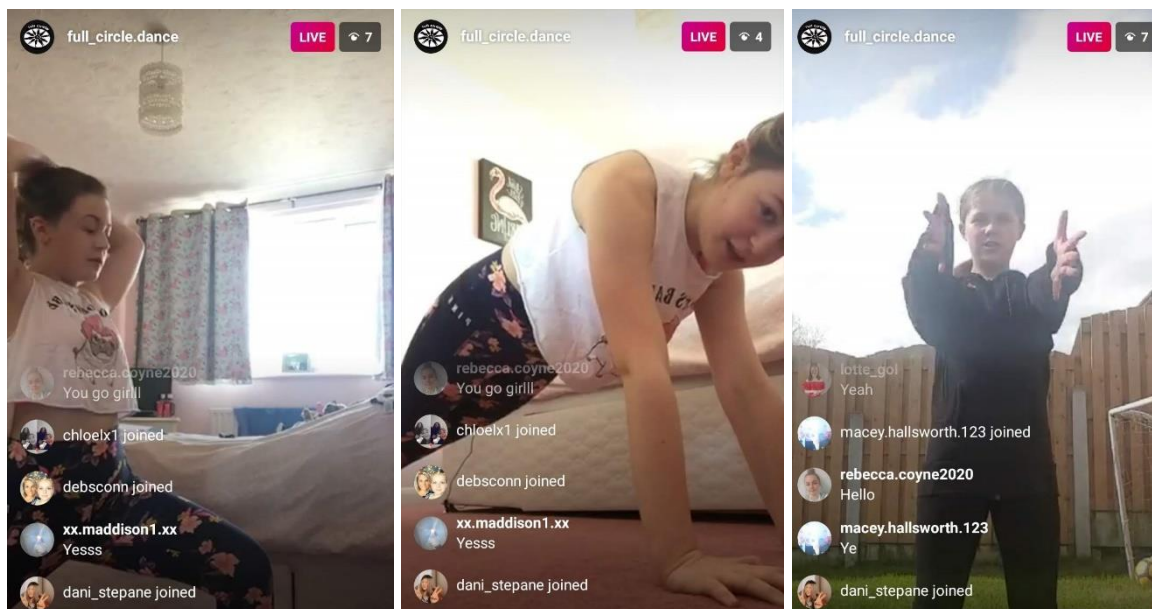
Youth workers have found that once things have settled down slightly and they become accustomed to their new routines, young people are beginning to engage in social action projects and take a lead on how these are planned and delivered.

Young people from Kendray have spent time writing letters to elderly people at a care home in Barnsley, with the aim of reaching out to those who are isolated and raising spirits. Initially young people wondered what they might have in common with residents "how can I relate to an 80 year old named peter?" Charlotte- aged 14. After conversations with youth workers young people began to get excited and liked the idea of having a pen pal. Currently awaiting a reply young people are interested in finding out about other people's life experiences, one in particular asking their pen pal to tell them a story of something interesting that happened to them when they were a teenager.



(Social action from home: young people exchanging letters with the elderly at the local care home)

Additionally, the street dance group have taken their sessions online, with young people taking a lead in planning and delivering weekly dance/workout sessions. With the support of youth workers, the group aims to invite other young people to join, and encourage others to connect, be active and maintain positive mental wellbeing.



(With the support of youth workers, one member of the group has taken a lead on choreography from home, running weekly dance sessions)

Follow the link to view the latest new story about FullCircle street dance group.

<http://youth-association.org/full-circle-street-dance/>

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

Reduction in loneliness and isolation in older people

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

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

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

Creating a cleaner & greener environment

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

Growing the economy

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

Changing the relationship between the Council & the community

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