

MEETING:	Penistone Area Council
DATE:	Thursday, 3 June 2021
TIME:	10.00 am
VENUE:	Council Chamber, Barnsley Town Hall

SUPPLEMENTARY AGENDA

6 Performance Report Q4 (Pac.03.06.2021/6) (*Pages 3 - 16*)

To: Chair and Members of Penistone Area Council:-

Councillors Barnard (Chair), Greenhough, Hand-Davis, Kitching, Lowe-Flello 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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Quarter 4 Performance updates

January – March 2021

PAC June 3rd 2021

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Current Penistone Area Council Priorities & Commissioning Intentions

Contracts and commissions supporting priorities	Contract end date
Supporting Vulnerable and Isolated Older people grant funded projects	June 2021
Clean Green and Tidy commissioned service	April 2022 (yr2) (+1 option)
DIAL information and Advice service Supporting Vulnerable and isolated older people grant funded projects	January 2023 June 2021
Working Together Grant – Supporting Young People Fund in development	July 2022
CAB debt advice service Area Council support to the Principal Towns programme	September 2021 (+6 month extension) Ongoing

HELPING PEOPLE

To connect better

ENVIRONMENT

HEALTH & WELL BEING

SUPPORT

FOR YOUNG PEOPLE

THE LOCAL ECONOMY

Including Tourism

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Penistone East, Penistone West



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Performance contract outcomes Quarter 4 (Jan-March 2021) and final year total 2020/21

ENVIRONMENT

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of clean & tidy activities which involve businesses	4	14	148
No. of young people making a positive contribution to the design/ maintenance of their local environment	2	2	607
No of people who feel they have the opportunity to influence the design and maintenance of their local environment	19	22	319

SUPPORT FOR YOUNG PEOPLE

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of apprentice and placements created and recruited to	0	1	3
Number of people taking up work experience placements	0	0	31
No of Young people engaged in volunteering	13	13	674
No of activities which involve young people under the age of 18	2	2	230

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Quarterly performance contract outcomes summary

HELPING PEOPLE

To connect better

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of community groups supported	41	86	597
No. of new community groups supported	1	3	57
Community car scheme journeys	0	4	854

HEALTH & WELL BEING

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of adult volunteers engaged	33	138	2543
No. of new volunteers	22	40	815
No. of residents and young people receiving advice and support	191	761	1788
No of residents referred to health and advice	23	76	93

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Quarterly performance contract outcomes summary

THE LOCAL ECONOMY

Including Tourism

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of FTE jobs created and recruited to	0	3	22.5
Local spend (average across all contracts)	95%	95%	95.4%
Volunteer hours contributed (£ value)	£1918.42	£13,668.52	£298,724.49
No. of volunteer opportunities created	55	150	1467
No. people achieving a qualification / accreditation	0	0	152
No. of people receiving training	37	52	1013

- All PAC funded contracts were impacted by the effects of the pandemic and have been flexed in terms of recording and measuring of outcomes in 2020/21 financial year
- Innovative approaches to delivery have continued such as on-line , social media , and telephone contacts with service users and volunteers
- Contract monitoring process has been used to identify future potential need and work out priorities for future funding

Penistone Area Council Contract

Age UK Supporting Vulnerable and Isolated Older People

Due to the Pandemic many core activities continue to be suspended but Age UK, supported by many volunteers continues to find creative and alternative ways to support socially isolated older people whilst keeping within the strict government guidelines. This contract was approved for a further 6 month extension to June 2021 to ensure continuity of service during this difficult period.

Highlights this quarter

- ✓ 148 service user contacts (same as last quarter) working individually with 25 existing service users and 3 new regular ones, and supporting 14 new group participants
- ✓ 15 new referrals this quarter from the social prescriber, family, self-referrals and social services some of these will continue some level of contact but others signposted to other services such as social services or shopping delivery with Morrisons
- ✓ Reached additional service users in Thurgoland, Wortley and Howbrook as a result of a successful collaboration with Wortley Golf Club who have provided 244 meals to date. The publicity for the golf club and Age UK Barnsley has been fantastic with the Look North article.
- ✓ 21 active volunteers and 2 volunteers currently being processed; supported service users by telephone and going on socially-distanced walks with the people who are mobile and continued to support the SIW with the delivery of meals and Activities at Home resources and 2 men in sheds.
- ✓ 20 new service users have received information and advice with a total estimated gains through benefits for the period at £28,565.77 up from £14,397.68 last quarter. At each telephone advice session, discuss the client's financial situation, including looking at fuel poverty, eligibility to Warm Homes discount etc and carry out benefit checks where appropriate
- ✓ No community car scheme journeys made this quarter, Dial-a-Ride resumed but with many restrictions taking people to medical appointments or shops
- ✓ 76 home-based activities delivered to the doorstep of service users' homes reduced from last quarter (102) but more emphasis on supporting wellbeing with home exercise activities to build strength and posture and help to reduce the increase incidence of falls.
- ✓ Regular Walks for Health have been gradually restarting in Penistone and Silkstone and a new one has been established at Wentworth Castle Gardens following a successful initial trial walk, and plans to develop one at Cannon Hall.
- ✓ Men In Sheds volunteers keeping connected via phone and e-mail working on projects at home and individual visits to the shed. Keeping connected to 14 members but plans for a re-launch June
- ✓ U3A groups re-starting gradually plans to promote national U3A day 2nd June and Barnsley U3a 25th anniversary in July
- ✓ A SOPPA zoom meeting was held in March. This network has continued to provide a good means of communication and referrals throughout the Pandemic

Penistone Area Council Contract

Age UK Supporting Vulnerable and Isolated Older People

"I just wanted to say thank you very much for the puzzle books, they have just come at the right time and keep my brain going"

Some of Age UK's future plans as restrictions ease

Regular group activities

We will assess if and when we can resume regular group activities with Covid risk assessments in place. We see this as a priority for those who have been shielding and/or socially isolating for the best part of a year and who have experienced a deterioration in mental and physical health.

Wentworth Castle Gardens Community Partners – Pilot Project

We plan to involve service users in this project by selecting small groups who share the same level of mobility so that walks can be planned to match their ability. We will also accompany service users on a one-to-one basis for those needing a higher level of support. At present we are working with individuals who have access to transport but we plan to work with the community car scheme and Dial-a-Ride as soon as restrictions are eased to enable us to involve a wider range of service users.

Activities at Home

We will continue with these until service users are able to start attending meetings and events and accessing activities in the community. We may decide to continue provision for those service users who are housebound.

Focus on smaller communities

We will continue to support the new service users in Wortley, Thurgoland and Howbrook beyond the period of the Wortley Golf Club meals delivery and will involve them in future activities. We are also planning to run regular walks in the harder to reach areas until we can start running indoor events and activities again.

SOPPA

We will work on a forward plan and agree post Covid priorities.

Age Friendly

We will develop a forward plan and identify future actions.

"Thank you so much for the meals, I have hurt my back and can't stand in the kitchen to cook so they have been a godsend, I don't know what I would have done without them, your kindness is much appreciated"

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Penistone Area Council Contracts

TWIGGS Clean, Green and Tidy service

Twiggs maintained the service during (and abiding to) the fluctuating restrictions and lockdown rules, flexing where needed to support and add value to core services. The contract has continued to provide a supportive service for community groups and parish maintained areas, finding different ways to work with volunteers within COVID guidelines as well as identifying specific projects across the patch to maintain the appearance of the Penistone area.

Highlights this quarter (full update within the meeting from Twiggs)

- ✓ 41 (11 last quarter) Groups and parishes supported, much more activity now starting to happen within groups
- ✓ 5 business worked with – re-connecting with some since lock down including Co-op funeral care, Café Crème, Spar, Co-op , Penistone FM (community broadcast update April 14th)
- ✓ 21 individual projects – Twiggs taking initiative in the area such as clearance of moss and leaves for safety from footpaths, in areas around Penistone town, Oxspring, Silkstone, Wortley, Ingbirchworth and Hoylandswaine
- ✓ 15 individual litter picks and 59 bags of litter removed
- ✓ Starting to work again with schools with tree planting in Thurgoland and support to St Johns primary with Christmas tree project
- ✓ Major up take of the Tool Bank with 35 people trained in using equipment , 22 Adults and 13 young people engaged through this which is ongoing. Many positive updates received in from volunteers showing how sustainability can be achieved by equipping the Penistone community with the tools, knowledge and ongoing support links needed to incorporate environmental activities into their daily lives.
- ✓ Two Facebook pages have been independently set up by residents to promote and encourage others to litter pick. This will act as a great fresh platform for the promotion of future planned sessions: "Keep Barnsley Tidy" and "The Helpful Heathens".
- ✓ Some great connections between groups such as men in sheds and Hoylandswaine and of course our local businesses providing support to volunteers

Penistone Area Council Contracts DIAL information & advice service

DIAL continues to provide telephone and on-line advice as well as safe and well checks to clients on their register. Their offer to our area was extended using additional external funds via the Lottery during 2020. PAC Working together grant funds were approved in December 2020 to provide a further two year contract which has now been supplemented by financial hardship monies to enhance their offer in our area. This is the report for the first quarter of their new contract from Jan 2021.

Project Outcomes for Quarter 4 (Jan-march 2021)

- 120 residents accessing advice this quarter (110 previous quarter in last contract) target =46
- 55 residents given telephone advice
- 17 forms completed by telephone
- 25 safe and well checks undertaken 96% of residents reported feeling less isolated after their safe and well check
- 23 residents asked for public health advice 70% of residents reported feeling their health and wellbeing had improved 3 months after receiving support from our advisor
- The total **actual** amount of unclaimed benefit income generated this quarter **£21,096** (to date is **£50,979**)
- The total **projected outstanding** amount of unclaimed benefits generated through the sessions to date is **£24,960** (this includes claims waiting for a decision)
- For every **£1** invested from the Penistone Working Together Fund the project has brought **£40** into the area * actual amount of unclaimed benefit income generated divided by one quarter's grant payment
- 2 volunteers provided 50 hours of support to the project this quarter

Penistone Area Council Contracts DIAL information & advice service

Cast Study to illustrate service this quarter

Before DIAL

Miss A is a 22 year old lady who has recently become a mum for the first time. She had multiple problems in her early life which have had an effect on her during adulthood. She is supported by her long term partner both emotionally and physically.

Advice given by DIAL

Miss A contacted DIAL as she herself had made a claim for Personal Independence Payment which was unsuccessful. A telephone appointment was made and DIAL supported Miss A with a Mandatory Reconsideration application and advised her how to obtain the correct supporting medical evidence that would be needed to help her appeal. Over the past few months DIAL has also provided Miss A with guidance during lockdown on current protocol for social distancing and staying safe as well as regular safe and well to support her wellbeing.

After DIAL

The Mandatory Reconsideration was successful. Miss A was awarded the standard rate daily living component and the enhanced rate mobility component. As the process had taken so long to complete she was also awarded a backdated payment to when she first made her claim. Miss A has now more money to live on, is able to give her young son a better standard of living and when lockdown is eased will be able to take him to more places.

Miss A. said

“DIAL couldn’t have helped me any more if they tried. This will make a big difference to our family and I am looking forward now”

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Penistone Area Council Contracts

CAB debt advice service

CAB continues to provide on-line and telephone contact to clients in the Penistone area. This current contract is funded to end of Sept 2021 with extension from financial hardship funds for a further 6 months to April 2022. Targets have been extended to this contract to reflect the increased uptake in the last year.

Outcomes from quarter 4 (Jan- March 2021)

- ✓ **51** Clients seen this quarter (target 25) , up by 21 from the last quarter.
- ✓ Total of 80 issues dealt with of which 30% were benefits 16% Universal Credit, 14% employment, 11% housing, 9% consumer issues 8% legal, 3% debt, 3% financial capabilities, 3% education, and 3% other issues.
- ✓ Assisted clients to claim **£8,819** of benefits (£50k target) (£162,467 since 01/04/2020) which shows an investment return of £4 on benefit gain for every £1 spent on the project.
- ✓ 45% of clients presented with disability or long term health condition, a further slight increase from 40% last quarter.
- ✓ 10 Volunteers supported this project by signposting clients from the Email service and providing admin services giving a total of 50 hours worth of support during the quarter.
- ✓ During this quarter assisted clients with **£6,900** of debt (25K target set) now total of £89,342 of debt overall since contracts for this service began. *The number of clients seeking debt advice is low due to the pandemic and lockdowns, along with guidance and instructions from the Government affecting actions being taken against clients.*
- ✓ Currently all clients are being assisted via Adviceline and Email service, started a video service via the clients own equipment and internet connection in January , with one client accessing this so far and once the new lockdown is opened up and public buildings are accessible this can be via the Council equipment and services. (BMBC de-commissioned laptops being made available to support this initiative)

Penistone Area Council Contracts CAB debt advice service

Case study to illustrate employment support provided in the last quarter

- Client is single, still residing with parents and works full time for a company in Sheffield.
- Client applied for a job, attended the first interview but decided that the job was not for them and did not attend a second interview or respond to any of the 20 plus emails that they sent to the client.
- Client received a letter from HMRC saying that their tax code was changing from 1250L to 238T as from the 1st April 2021.
- Contacted HMRC -the client was informed that according to records submitted by employer to HMRC, they have been paid a total of £12,000 in January 2019 and January 2020. Client explained that it was only an interview attended with employer but has never started work for them and never received any money whatsoever. HMRC said they could not make any adjustments to the submission made by the employer.
- Client contacted Employer who requested clients employee number. Client explained that he was not an employee but had only attended an interview with them, however; clients issue was that the employer had informed HMRC that he had received payment from them. Employer requested further identification information in order to investigate the matter further and then come back to the client. Client provided this information and gave them a fixed date by which they must resolve the issue.

CAB provided client with contact details with a number of specialist agencies and organisations who would be able to assist with this matter, as well as all the information from our own resources. Client extremely happy with what we had provided and felt able to deal with the matter themselves going forward. Client to contact us if they need any further assistance.

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Penistone Area Team Updates



- ❖ Community Development Officers (Stephen and Tanya) continue with their re-mapping of community groups and venues for each of the Penistone wards. This is helping to re-establish contact with groups and support with pandemic recovery steps, with intensive support provided by the CDOs to many existing groups such as Penistone Leisure Centre, HBee+, TPEG, Penistone Archive group, Millhouse Green Institute resulting in a number of ward alliance applications. Our Neighbourhood Engagement Officer (Rana) has been providing specific Covid support and can offer dedicated resources to help with venue re-opening.
- ❖ The Area Team has administered the Supporting Young people's grant fund providing support and advice to potential applicants for funding, supporting the panel and setting up 6 new project contracts for delivery from July 2021. The Area Manager is arranging for successful providers of projects for young people to receive free accredited training to provide mental health support for the young people they will be engaging with.
- ❖ The area team has continued to provide support to volunteer litter pickers, following a swift recent rise in demand, working with both Twiggs and Neighbourhood services to ensure smoother processes for volunteer enquiries, and has recently worked to promote the **Great British Spring Clean (28/5-13/6)** <https://www.keepbritaintidy.org/home> with Twiggs in support of many of our local environmental groups.
- ❖ The team recently held a forward planning session and as a result has planned an intensive period of community engagement over the summer period as well as development work with the Ward Alliance, and promotion of volunteering in our area as part of **Volunteers week (1-7th June)** <https://volunteersweek.org/>
- ❖ Our neighbourhood engagement officer (Rana) continues to work closely with Public health to ensure that support continues to the Penistone communities as restrictions start to lift , all licence premises and other hospitality venues have been visited to meet timelines.
- ❖ The area team continues to work closely with the Principal Towns programme for Penistone as we work towards the next stages of development, meeting with representatives of the Penistone Town Council with wider engagement to follow.
- ❖ The team welcomed our new Elected member for the Penistone West Ward, Cllr Lowe-Flello to the Penistone Area Team as part of her induction to office.



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