

Public Document Pack



MEETING:	Central Area Council
DATE:	Wednesday, 7 July 2021
TIME:	2.00 pm
VENUE:	Council Chamber, Barnsley Town Hall

REVISED PERFORMANCE REPORT

4 Performance Management Report Q4 (Cen.07.07.2021/4) (Pages 3 - 50)

To: Chair and Members of Central Area Council:-

Councillors Williams (Chair), Bowler, Bowser, Bruff, Clarke, K. Dyson, M. Dyson, Fielding, Gillis, Lodge, Mitchell, Ramchandani, Risebury, Wray 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
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Date Supplement Published – 6th July, 2021

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JULY 7, 2021

Central Area Council

Central, Dodworth, Kingstone, Stairfoot, Worsbrough

PERFORMANCE MANAGEMENT REPORT

QUARTER FOUR: JANUARY – MARCH 2021

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



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



Contributing to the following Corporate Priorities and Outcomes:

<p>THRIVING & VIBRANT ECONOMY</p>	<p>PEOPLE ACHIEVING THEIR POTENTIAL</p>	<p>STRONG & RESILIENT COMMUNITIES</p>
<p>Outcomes:</p> <ul style="list-style-type: none"> 1: Create more and better jobs 2: Increase skills to get more people working 5: Create more and better housing 	<p>Outcomes:</p> <ul style="list-style-type: none"> 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 	<p>Outcomes:</p> <ul style="list-style-type: none"> 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 which address the priorities and deliver the outcomes and social value objectives of Central Area Council.

Priority	Service/Fund	Provider	Contract Value	Contract Dates
Social Isolation	Central Well-being Fund 'Uplift' for the Central Area	Creative Recovery	£15,000 <i>*Dates for delivery extended to Covid-19.</i>	01/07/19 - *30/6/20
Social Isolation	Central Well-being Fund Advice Drop-In	DIAL Barnsley	Year 1 £30,000 Year 2 £30,000 Year 3 £30,900	01/07/19 - 30/06/20 01/07/20 – 30/06/21 01/07/21 – 01/07/22
Social Isolation	Financial Resilience Funding Covid response support service	Age UK Barnsley	One-year one-off funding £10,000 <i>Nb. Additional external funding was secured to maintain the service to 31/03/21</i>	01/07/20 – 31/03/21
Social Isolation	Social Isolation Challenge Fund My Community, My Life Project	Age UK Barnsley	Two years funding: £79,187	01/04/21 – 31/03/23
Social Isolation	Social Isolation Challenge Fund Thriving Communities Project	Rotherham and Barnsley Mind	Two years funding: £78,866	01/04/21 – 31/03/23
Social Isolation	Social Isolation Challenge Fund Reds Connect Project	Reds in the Community	Two years funding: £30,252.96	01/04/21 – 31/03/23
Children & Young People	CAC Commission Building emotional resilience and wellbeing in children and young people aged 8-14 years	Barnsley YMCA	Year 1 £135,000 Year 2 £136,468 <i>Commenced 2020 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/04/20 – 31/03/21 01/04/21 – 31/03/22
Children & Young People	Youth Fund Street Smart	The Youth Association (TYA)	Year 1 £48,000 Year 2 £48,000 FOC Year 3 £49,440	01/06/19 – 31/05/20 01/06/20 – 31/05/21 01/06/21 – 30/06/22 01/07/21 – 30/06/22
Children & Young People	Youth Fund Detached Youth work	YMCA	Year 1 £12,000 <i>(amended dates)</i> Year 2 £13,303 <i>(amended dates)</i>	01/09/20- 31/06/21 01/07/21 – 30/06/22

Clean & Green	CAC Commission Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	Year 1 Year 2 Year 3 £95,000 per annum <i>Commenced 2019 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/04/19 – 31/03/20 01/04/20 – 31/03/21 01/04/21 – 31/03/22
Clean & Green	CAC Commission Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	District Enforcement & BMBC Service Level Agreement	Year 1 Year 2 Year 3 £45,000 p/y plus £13,000 to BMBC SLA p/y <i>Commenced 2019 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/04/19 – 31/03/20 01/04/20 – 31/03/21 01/04/21 – 31/03/22
Clean & Green	CAC Commission Targeted Household Fly Tipping Service	BMBC Service Level Agreement	Year 1 Year 2 Cost: £32,000/annum. <i>Commenced 2019 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/11/19 – 31/10/20 01/11/20 – 31/10/21
Clean & Green	CAC Commission Private Rented Housing Support Service	BMBC Service Level Agreement	Year 1 Year 2 Cost: £32,500/annum <i>Commenced 2019 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/11/19 – 31/10/20 01/11/20 – 31/10/21
Vulnerable People	CAC Commission New Mothers Support Service	Family Lives	Year 1 Year 2 Year 3 £50k per annum <i>Commenced 2019 with option to extend for a further 1 year plus 1 year, subject to annual review</i>	01/04/19 – 31/03/20 01/04/20 – 31/03/21 01/04/21 – 31/03/22
Vulnerable People	Central Well-being Fund Hope House Connects	Hope House Church	Year 1 £13,913 Year 2 £14,000 Year 3 £14,420	1/06/19 – 31/05/20 01/06/20 – 31/05/21 01/06/21 – 31/05/22
Vulnerable People	Financial Resilience Funding Welfare Rights and Legal Advice Service	Citizens Advice Bureau Barnsley	One off funding 6m £20,000 (£10k funded via Ward Alliances) <i>Delivery of this service was expected in November 2020 but was delayed due to operational challenges</i>	01/01/21 – 30/06/21

Part A: Snapshot of Performance for 2020-2021

Clean and Green

1 343

Warning letters issued to neighbourhoods regarding household fly tipping

55

Private rented housing properties improved because of service intervention

2 678.5

Patrolling hours completed in the Central Area by District Enforcement

178

Twiggs led social action interventions/added value

Vulnerable People

233

Clients assisted by CAB advisers

28

Eligible referrals to Family Lives' Support Service

£55,491

Worth of benefits claimed by the support of CAB

£30,370

Worth of debt managed by the support of CAB

Children & Young People

424

Sessions delivered by YMCA & The Youth Association

2 826

Children & Young People Attendees at YMCA & Youth Association Sessions

Reduction in Loneliness & Social Isolation

£360, 980

Generated in unclaimed benefit income since July 2020

199

People aged 50+ supported by Age UK Covid Response service

130

People aged 50+ received telephone befriending calls

285

New Volunteers

10

New community groups established

Please note every contract runs across a different timeframe therefore not all contracts have reported on their full year to date. The data above presents a combination of the data reported by our providers across their year so far.

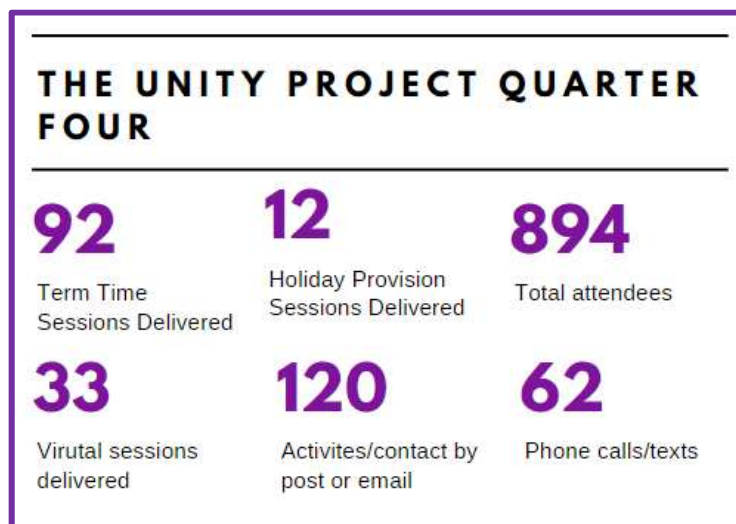
Part B: Performance Management Reports

key points

Barnsley YMCA – The Unity Project



YMCA UNITY PROJECT
Building emotional resilience and wellbeing in
children and young people aged 8-14 years



Quarter four marks the end of Year One of the Unity Project, a programme of youth work for children and young people aged 8-14 years delivered by YMCA. The delivery of the programme has been significantly impacted by the challenges and restrictions of the Covid-19 pandemic and consequently YMCA adapted their delivery models to the needs of participants using Covid safe youth work interventions.

For most of quarter four we were in a national lockdown and NYA Readiness Level Red due to Covid-19. Therefore, delivery was focused around the Covid specific model with a move to covid specific interventions alongside some delivery in schools, outdoor provision and detached youth work across the Central Area. Although darker nights and colder weather impacted the participation numbers.

Holiday provision was delivered in both the February half term and the Easter Holidays which consisted of different challenges for the children and young people to take part in while out on their daily exercise. The holiday provision also included virtual youth clubs and specific virtual events such as the Juniors Valentine bingo. Easter eggs were also delivered to the youth club participants alongside activity packs created from the HAF funding.

Peer Supporters took place in Health Consultations with both the National Institute for Health & Research exploring health equalities and Barnsley's Public Health Team shaping the new children and young people's health and wellbeing survey in Barnsley.

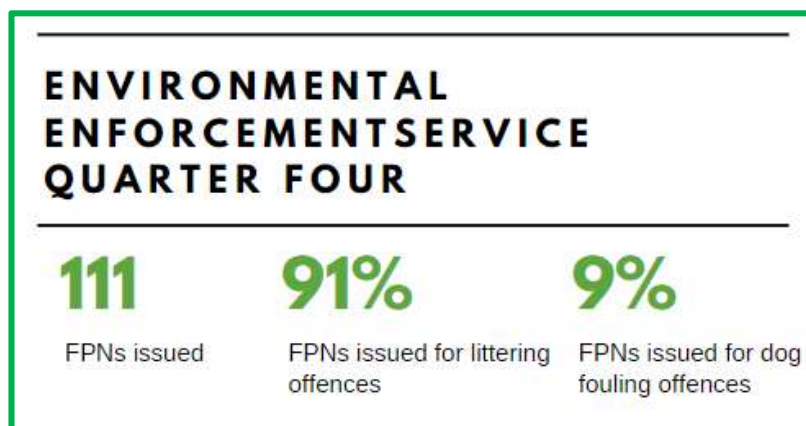
There continues to be an increase in traffic to YMCA's website and social media pages.

Children and young people continue to voice the need for face to face work to resume and progress continues to be made towards this with outdoor work with groups of 6 starting on March 29th and of 15 from April 12th. Some building-based sessions have also restarted.

Planning again with schools took place throughout this quarter and all school delivery resumed in April as part of our Covid specific model which runs as lunchtime clubs in primary schools for the moment and as specific projects in secondary requested by the school, so a 6-week programme of confidence, self-esteem and aspirations work in Horizon CC focusing on self-awareness activities. The secondary schools they deliver in are yet to give a date when after school provision may resume.

Please refer to Appendix 1 Page 1 for case studies.

District Enforcement - Environmental Enforcement Service



Operations are on-going and all areas continue to be patrolled. However due to this quarter being in national lockdown there has been a reduction in the number of people on the streets, and hence a reduction in the number of tickets the officers have been able to issue, compared to other quarterly results. Due to Covid-19 regulations and restrictions they have also been unable to offer the option of a litter pick to juveniles in order to discount their FPN.

There has been a noticeable increase in the number of tasks received from the Area Council/Neighbourhood Services up to date this quarter compared to previous quarters, with 16 tasks being received by the officers. Many of the tasks received continue to relate to dog fouling offenses and officers continue to visit parks and open grass spaces to catch these offences.

Hot spot areas

Littering and Dog Fouling Operations have continued in the Central area through information received from Councillors and Neighbourhood Services. Two areas identified were around the Shaw Street area of the Kingstone Ward and Heelis Street/Wood Street areas in the Central Ward. The following FPNs were issued in these areas this quarter:

	FPN for littering	FPN for dog fouling
Shaw Street Area, Kingstone	8	2
Heelis Street/Wood Street Area, Central	11	3

Please refer to Appendix 1 Page 5 for case studies.

Twiggs Ground Maintenance – Clean & Green Service



Throughout Quarter Four Twiggs have continued to identify areas for improvement in each of the five central wards alongside focusing on the specific areas highlighted within the original SLA. Their findings across the five wards are shown in the table below.

Ward	Bags of waste removed	Fly tipping reported	Sharps removed
Central	184	3	0
Dodworth	256	1	0
Stairfoot	444	3	0
Worsbrough	139	4	0
Kingstone	66	0	0

Please refer to Appendix 1 Page 7 for case studies.

Targeted household fly tipping – SLA



There were also 437 fly tipping incidents across the Central Wards from January - February 2021. Unfortunately, statistics from March were not available at the time of this report.

Please refer to Appendix 1 Page 14 for case studies.

Support for new tenants in private rented housing - SLA



Please note, the number of new tenant household initial visits/contacts which have been made this quarter (18) are less than the previous quarter. This is because the Housing and Cohesion Officer (Adam Bailey) has completed numerous training courses this quarter which have reduced his available time. Similarly, Adam's property inspections have increased this quarter and 90% have all been supporting high risk and vulnerable cases which have required both internal and external referrals for further assessed support.

All the 18 new tenants whom Adam made initial contact with have required informal and formal intervention consisting of a telephone conversation, email, warning letter/advisory letter for required works following an inspection.

Please refer to Appendix 1 Page 22 for case studies.

Family Lives – Support Service for New Parents



Following on from Quarter Three's performance management meeting the scope of this service has been expanded to incorporate all new parents and kinship carers who have become the primary carer for a child/children who they are related to. One child still must be three years old or under, but this means the service is no longer limited to mothers.

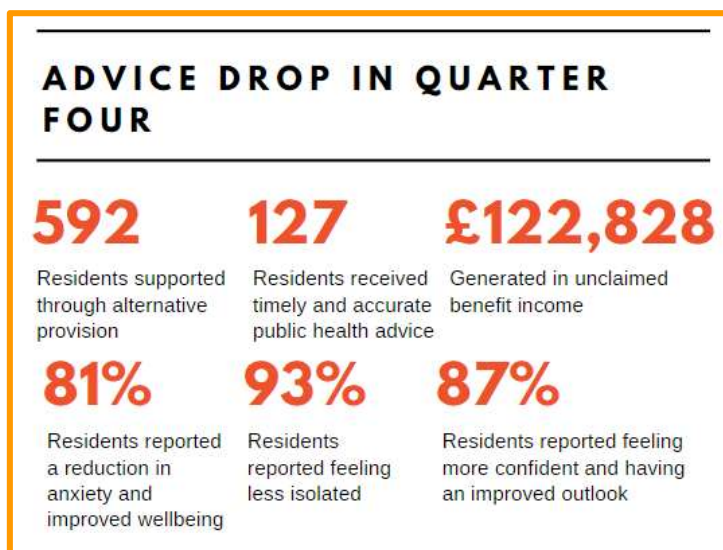
Quarter four represented the best month for Year Two with thirteen referrals. . This is in part a result of several information awareness sessions held with Family Lives' partner agencies wider teams. Going forward they are also exploring different methods to increase referrals from Midwives such as potentially collocating into health centres.

Family Lives' connections with other organisations and social media networks continue to grow. For example, they have joined the Barnsley task and finish group, for sudden unexpected deaths (SUDI) in Barnsley. This has provided extensive networking and profile-raising opportunities whilst also being mutually beneficial. For instance, at a recent meeting they improved their knowledge of the safe sleeping practice message and were also able to provide examples of risking and safe sleeping practices to others.

Please refer to Appendix 1 Page 25 for case study.

Central Wellbeing Fund Projects

Dial Advice Drop-In Service



Usually Dial’s Advice Drop-In Service provides social welfare rights advice at 5 x weekly community drop in sessions. However, due to Covid-19 restrictions Dial have provided an alternative provision which is telephone or digital support with pre-bookable appointments.

Please refer to Appendix 1 Page 26 for case study.

Creative Recovery – Uplift Project

No quarterly report was submitted as Creative Recovery paused their work until restrictions lifted further.



They are now starting to pick the Uplift Project back up for example their ‘Blow out the Blues’ project in Kingstone is going to be held on 12th July at Kaiser Drive

Hope House – Hope Connects



New community group launched

A success for Hope Connects, during the national lockdown, was the launch of a new drop-in group called 'I'm in lockdown get me out of here'. This was a weekly drop in which ran for ten weeks with an average of two families attending per session. They were able to run this as the Hope House Building on Blucher Street is a registered safe place. One example of the feedback they received is:

"I booked into the group because I was feeling isolated and needed some support and adult company. ... Talking to someone who could relate and offer support gave me the confidence to look into things and helped me feel better in myself."

Care Packages for mums

As they were very aware that many mums were feeling exhausted and frustrated about the added pressures of caring for children during the lockdown Hope House decided to distribute care packages containing gifts such as a mini pamper kit and inspirational quotes as shown in the photos below. These were very appreciated, and some lovely feedback was received on Facebook.



'Thank you for my care package you guys, it really meant a lot, small gestures like this is so nice to get when things haven't been great recently.'

'Thank you so much for my lovely surprise this morning, you really know how to cheer us up when we are feeling down.'



Coming soon!

Cheeky Monkeys toddler Group and Little Chimps pre walkers groups due to relaunched soon. An online booking system is going to be used for these to manage numbers in line with restrictions and Covid-19 safety regulations.

Youth Work Fund Projects

The Youth Association - StreetSmart



Throughout quarter four the Youth Association focused on carrying out in-depth high impact work with small groups of young people. This was largely because the national lockdown meant youth workers were not able to engage with young people on the streets unless meeting with extremely vulnerable young people. Therefore, a lot of their work moved to supporting young people remotely through online work such as online skills sessions, weekly ‘check in and chat’ sessions and virtual quizzes.

They also carried out some socially distant ‘wellness walks’.



Social Action

Post lockdown the Youth Association were able to engage young people in social action with the graffiti project at Ward Green Skate Park, Worsbrough. Young people were involved in the whole process for this including the consultation and design of the graffiti. It allowed them to take ownership of their park, which they have previously litter picked, and generated a lot of excitement as the young people were delighted to see the designs once they were up. Members of the local community also came out during the session with some feedback including:

“I think this is great what you are doing with the kids, they need stuff like this, it keeps them out of bother”

Youth workers have visited the skate park since and it remains unvandalized.



Young people also took part in a Christmas social action project in Stairfoot. Families, children and young people were identified in the Aldham park area of needing support over Christmas. The young people then met with youth workers and organized the gifts donated by ‘Friendly neighbours of Dodworth’ community group, before distributing these on foot.

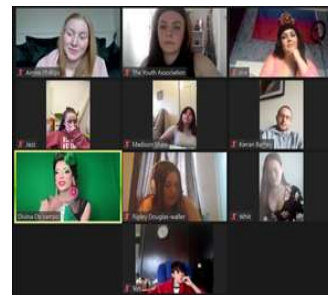
Feedback from local residents included:

‘How lovely, what a lovely thing for young people to do this Christmas, I could hear them singing and it made me smile’



Highlights of ward specific activity

Kingstone	<ul style="list-style-type: none"> - Remains one of quietest patches - Teams are back out in the area and are confident young people will engage in Locke Park. - Youth Workers have been in close contact with CDO and other relevant partners
Stairfoot	<ul style="list-style-type: none"> - LGBTQ+ online youth group also known as the ‘United Unicorns’ continues to grow in membership and is making positive progress. They have had discussions with several positive role models around a number of topics which they felt were relevant to their lives, interests and concerns. For example, they have met Andrew Bogg the co-chair of the Barnsley LGBTQ+ forum.
Worsbrough	<ul style="list-style-type: none"> - Young people are scheduled to complete the final graffiti piece at Ward Green Skate Park once restrictions are lifted. Young people would like to see the skateboard/scooter coaching go ahead here once lockdown restrictions are eased.
Central	<ul style="list-style-type: none"> - Prior to lockdown a group of young men asked youth workers to start a football project, during lockdown youth workers have maintained contact via Instagram group chats, they have also taken part in a fantasy football league. - Young people are looking forward to taking part in regular football coaching on the MUGA on restrictions are lifted.





Alongside the Unity Project, the Central Area Council also fund YMCA to provide a programme of detached youth work for young people aged 13+ in Dodworth and Gilroyd.

Quarter Four Delivery

Throughout Quarter Four YMCA were able to maintain their delivery of regular, detached youth work despite the challenges and restrictions of the Covid-19 pandemic. For example, there was an increase in garden gate youth work, touching base with young people (and their parents) at their garden gates. Through this they were able to consult about current experiences and challenges, offer support or signpost, and reinforce Covid safe messages. YMCA also continued to engage with young people in their localities such as on the streets and green spaces offering support and reinforcing Covid safe messages and social distancing guidelines. Interestingly, engaging with young people in pairs, smaller groups and at their garden gates has allowed youth workers to engage with a wider range of young people. This is because they have been able to build relationships with young people who would not usually engage with them in the locality where they meet with specific groups.

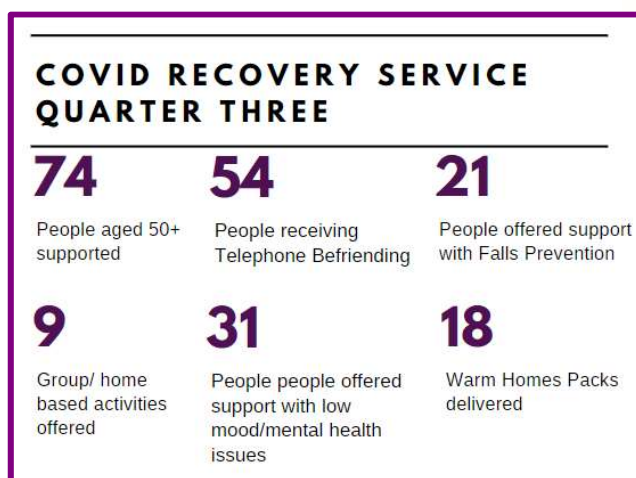
Other covid specific interventions also include: a text support number, a programme of social media activity, 1:1 support and the creation of a resource page on YMCA's website providing ideas to support health and wellbeing.

Responding to residents' concerns over potential 'drug den' behind Dodworth Library

Following on from Councillor Fielding raising residents' concerns over a potential 'drug den' behind Dodworth Library. Youth Workers visited and looked for evidence/paraphernalia of drug use or otherwise. Whilst it was clear young people are using (or have used previously) the bushes for den building and perhaps having a can of beer and cigarette. They are happy to report, to date, there is nothing to suggest illicit drug use takes place there.

Other grants

Age UK – Central Area Covid Recovery



This quarter marks Quarter Three of Age UK’s Central Area Covid Recovery Project. Age UK have continued to provide a range of activities and support this quarter including:

- Telephone befriending
- Home based activities such as puzzles, cooking and exercise. They have also supplied activity packs to service users based around their likes and hobbies such as painting by numbers or colouring books.
- Wellbeing hampers delivered to 62 vulnerable older people in the central area containing food, toiletries and other items.
- Supporting service users, they delivered shopping to previously to find an alternative way to get their shopping independently. For example, helping them with using online delivery or prepared meal delivery services.
- A Jigsaw Library and Book Library established in response to service user feedback which found jigsaws and reading activities to be very popular. Age UK deliver and collect these for service users.
- Assisting some service users who are isolated with arranging for the Council to collect their refuse bins from their gardens on collection days.
- Signposting to other organisations when appropriate.

It has been difficult to organise group activities under Covid-19 restrictions and lockdown measures. But a local walking football group has been set up and is due to start in April 2021. Sport England funding has been secured for this. They also plan on utilising their partnership with the National Trust, specifically for their site at Wentworth Castle Gardens, when possible to organise guided group walks.

Please refer to Appendix 1 Page 27 for case studies.

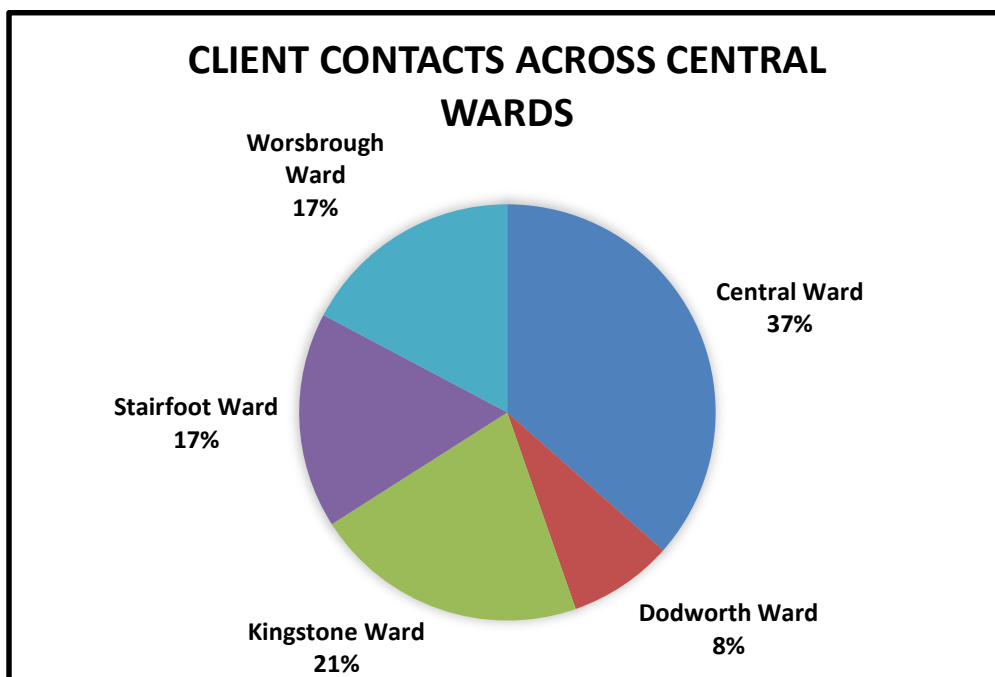
Citizens Advice Barnsley (CAB)- Welfare Rights and Legal Advice Service



Throughout this quarter all CAB face to face contact remained suspended meaning clients can currently only access the service through the telephone Adviceline or by digital means such as email, webchat or video appointments.

The top three enquires were regarding benefits, housing and employment issues. However, there were still high levels of enquiries relating to debt, immigration, consumer and relationship and family issues.

Of the 197 client contacts this quarter 72 were from Central, 16 were from Dodworth, 42 were from Kingstone, 33 were from Stairfoot and 34 were from Worsbrough. These are presented in the chart below.



Please refer to Appendix 1 Page 30 for case studies.

Appendix 1: Case Studies January -March 2021

YMCA – The Unity Project

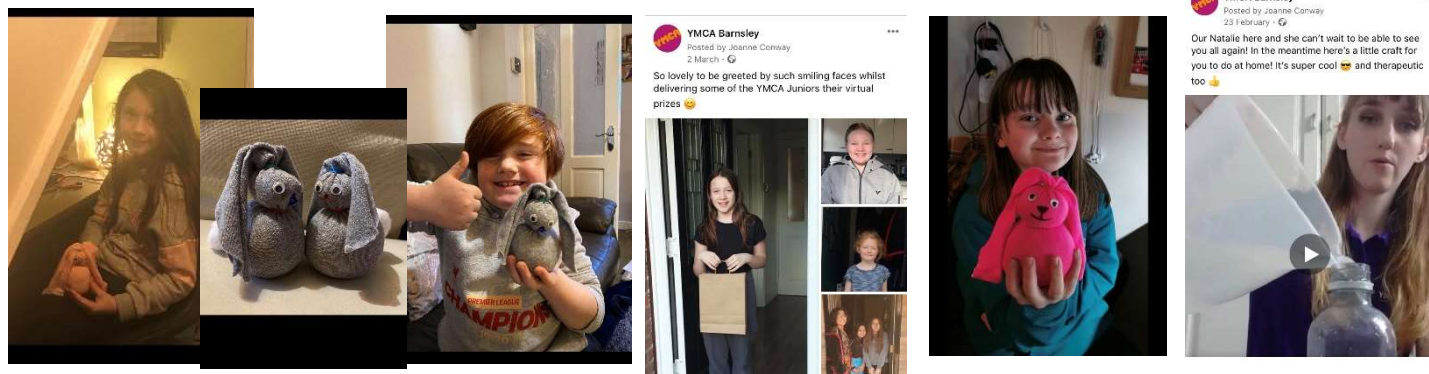
The project continues to work towards and meet its aims of contributing to building emotional resilience and wellbeing in children and young people aged 8-14. This has continuously been achieved through; consistent positive relationships with trusted adults, offering a safe environment for children and young people, providing positive opportunities and experiences to raise aspirations and in turn build confidence and self-esteem. Also through offering a range of support models and referral to additional services, both within the YMCA and with external agencies, when required.

The project continued through quarter 4 to adapt its delivery in response to the COVID-19 pandemic. We have continued to ensure we offer the consistent positive relationships and support to the children, young people and their families that we work with. The project continues to work on supporting children and young people to build their emotional resilience and wellbeing using the specific approaches from the Resilience Framework.

Case Study 1 gives an overview of the work delivered during the third lockdown January to February 2021 and how the YMCA Barnsley team have continued to adapt our delivery to ensure the relationships with children and young people we work have remained consistent and support has remained in place during these challenging times.

Case Study 2 explores the themed activities and challenges the staff team have created to ensure the children and young people still experience holiday activities through the project during the February half term and Easter break and the different way these have been delivered this year.

Case Study 1 – Lockdown 3!!!



January 2021 saw the start of lockdown 3 and meant the YMCA Barnsley team needed to get even more creative about delivery and how the team could still remain in consistent contact with the children, young people and the families we support. Virtual youth clubs, virtual Peer Support meetings and street based detached sessions in both the Stairfoot and Worsbrough wards continued. The detached sessions gave the team the opportunity to remind the children and young people of Covid guidelines, staying safe and to remain as a presence in the areas for children/ young people or families requiring our support. This also meant we were able to feedback in the Central Area Covid Response meetings the work we were delivering and could be made aware of any particularly places that we may be working where issues of children and young people gathering had become a problem. The Queens Road Academy and The Forest Academy Lunchtime Clubs had to stop so virtual youth clubs to remain in contact with the children who had been attending these lunchtime clubs then began to run. Alongside the virtual youth clubs, the team were recording videos and delivering activity packs with materials / resources and ingredients so the children and young people could make things with staff during the virtual youth club sessions (the towelling rabbits where a particular favourite- see our pictures). Virtual sessions took place to replace our evening youth clubs that would normally run with children and young people attending from across the 5 wards. Every virtual youth club has also been well supported by our Peer Supporters with at least 2 Peer Supporters supporting on screen through Microsoft Teams in each session.

The Peer Supporters have also played a key role in the consultation processes with both the National Institute for Health & Research and Barnsley's Public Health Team. The Peer Supporters attended three virtual focus groups for the Sheffield University NIHR to give their views and opinions about What Makes It Easier or Harder to be Healthy Where You Live? Exploring health equalities with the NIHR team, what they are?, why these may impact on health in the area where the young people live, most important changes and improvements the young people would like to see made and discussing how health is actually talked about.

And also through the Public Health Teams consultation where the Peer Supporters were consulted about shaping the new children and young people's health and wellbeing survey in Barnsley. The PHT wanted to get the views of the young people about what sort of topics they should be asking them about and what is important to them. As well as the young people giving their ideas about the design aspect of the survey.

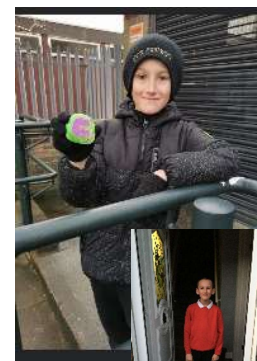
Throughout the third lockdown our lunchtime clubs that had been running stopped but the team still continued to deliver Health and Wellbeing sessions with keyworker children at Queens Road Academy running sessions around self-awareness and emotions activities and giving the children the opportunity to discuss any worries they had particularly around Covid 19.

Once lunchtime clubs could resume from after the February half term the team returned to delivering a club in Queen’s Road Academy and started delivery in Ward Green Primary school doing lots of different lunchtime outdoor activities decided on through consultation with the children and following all school, government and National Youth Agency guidelines. Lunchtime club delivery is due to resume in all the primary schools we work in from after the Easter break. As the secondary schools we deliver sessions in are unable to run after school clubs currently the team have been asked by the Horizon CC safeguarding leads and Careers and Enterprise lead if a weekly year 8 self-esteem, confidence and aspirations building session can run as a six-week programme for young people who would most benefit from attending the project. This is also due to begin after the Easter holiday. Although delivery currently looks very different from our usual model the team continue to work with our schools to best see how we can support the children and young people we work with at this time.

Case Study 2 – Holiday Provision February Half Term / March Easter Holiday – Pancakes, The Great Pebble Challenge! And the Easter Chick Hunt!!!



Thanks to the lovely people at YMCA for giving us extra eggs, flour and milk. Now we're all full of pancakes. Loved it!



Holiday provision would, under our normal model of delivery consist of a consultation period with the children and young people to gather their ideas of the activities they want the opportunity to experience and skills they want to learn. Previous holiday provision has included; trips & visits, workshops by Yorkshire Wildlife Trust, den building, mini beasts, cookery workshops, sports & games sessions, dance, drama, circus skills, music recording sessions by

Rhythm Inc., arts & crafts themed activities, science workshops, themed activities, allotment and outdoor sessions and a variety of other things requested by the children and young people.

The team knew this year would be very different with what could be delivered as holiday provision but were keen to get the children and young people involved in some sort of activities or challenge to keep them engaged and in touch with the team throughout the holiday weeks. For the February half term, the team created the YMCA Barnsley Pebble Challenge! Pebbles with the letters YMCA painted on were left in different areas of the central wards, areas familiar to the children and young people in locations near where they lived. The Pebble Challenge was set up by the staff team and then promoted to the young people through catch up cards they continue to receive through the post from the team, on our Facebook page and through communication to parents and carers through email and telephone conversations.

The aim of the Pebble Challenge was for the children and young people to find a full set of pebbles in their area while out on their daily exercise with family to spell out YMCA once they found a full set their parent or carer contacted our Facebook page and a prize was delivered to them by the team following all Covid safety guidelines. There was a real buzz and excitement not only from the children, young people and their families but also from the YMCA Barnsley staff team. The challenge gave the participants the opportunity to have a purpose to get outside and ensured the team remained in contact with the children and young people even though holiday provision had to run differently.

The February half term delivery also consisted of pancake making as requested by the children as young people. The team delivered pancake ingredients to all the children and young people who have been accessing the virtual youth clubs and they then had the opportunity to make their own pancakes with their parents & carers. Participants who may have struggled with this had the opportunity to make rice crispy buns instead. The feedback from this was really positive with one family sending a short video with a music soundtrack to our Facebook page.

The Easter break followed on from the success and interest from The Pebble Challenge with the Easter Chick Hunt. The team hid little chicks in locations in each ward again. In each location along with the yellow chicks that were hidden so too was one larger white chick, the challenge was on! Again this was advertised to the children and young people through information in their Easter Cards that they received from the team through the post and through contact with parents and carers via email and telephone conversations and also through a special message on our YMCA Barnsley Facebook page from the Easter bunny in person! Again prizes were delivered by the team to the children and young people who found the chicks.

The team have continued to deliver activity packs weekly to the children and young people we work with containing different arts and crafts activities in to engage them and the team also delivered Easter eggs to the participants of the virtual youth clubs. We received a grant from the Holiday Activity Fund to enable us to deliver additional resources and activity packs to participants across all of our projects during the Easter holiday period.

The team have continued to keep in touch via Facebook, the YMCA website, Facebook Live, You Tube, emails, texts and doorsteps visits, personal cards through the post detached youth work

and virtual youth clubs and continue to follow all government and The National Youth Agency guidance. The team continues to constantly adapt our delivery at this current time and continue to use the different expertise and experience of our staff team to ensure support is in place and meets the needs of all our participants and their families.



District Enforcement - Environmental Enforcement Service

Case Study Central: Jan - Mar 2021.

Heelis Street/Wood Street, Barnsley

These streets being close together, are popular with people walking to and from the town, as well as being in close proximity to the McDonlads on New Street. Tasks received from Neighbourhood Services as well as District officers as part of their routine patrols highlighted these streets as a problem hot spot. The Skyline flats on Heelis Street a specific concern, due to the high volume of cigarette butts being thrown from its windows and by people standing in the doorways, unable to smoke in the building. The area being a residential area and having quite a bit of grass verges present, is also popular with residents just taking their dogs out for a quick walk, around the block. There can quite often be seen a number of people out walking their dog at certain times of the day.

Over the quarter all District officers have patrolled the area and were able to identify and issue 11 x FPN's to those who dropped their litter on these streets as well as 3 FPN's for Dog Fouling on the pathways and failing to pick it up.

Our officers have renewed/placed stickers and signage in the area, the feedback has been good and, our officers will continue their patrols in this area.



Twiggs Ground Maintenance – Clean & Green Service

Section 1. TWIGGS Central Ward 1st January 2021 – 31st March 2021

A. Additional Areas identified and targeted

1. 21/01/2021 – Queens Road, Central

Targeting an unkempt area of the road clearing a large amount of litter and pruning down an overgrown shrub. 1 local resident approached our team to discuss the service, and enquired how to be involved. The resident spared 10 minutes helping our team to clear the litter freed from beneath the shrub

Litter Picked – 18 bags



2. 01/02/2021 – Queens Road, Central

We identified an elderly gentleman clearing a large and heavy sack of litter from the grassed area at the bottom of Queens Road. We engaged with the resident, provided a number of purple sacks and agreed to help with the removal of the waste following his activities. Until our introduction, the resident has been struggling to carry the full bags a considerable distance down the road to a BMBC bin for collection. Our details have been provided for future support if needed, the volunteer has own litter pickers, and was very happy to have the support for the future.

Litter Picked – 2 bag



- 3.

4. 01/02/2021 – Twibell Street, Central

Due to the newly constructed builders merchant building, the road has become rather neglected as far as tidiness goes. We supported local volunteer who lives along Twibel street by helping him to clear 2 sacks of waste from the stretch of the road. Efforts have also been made to discuss the front of Hayes Fencing, as the litter visible there is believed to be dropped by staff/ visitors, and we have requested they take a little time each week to have a sweep around/ remove the rubbish gathering there. We will monitor the situation to see if things improve once building works have completed.

Litter Picked – 1 bag

5. 17/03/2021 – Helston Crescent, Monk Bretton, Central

Clearing brambles which were obstructing the footpath, also strimming the grass to leave a tidy finish



A. Additional Areas identified and targeted

1. 19/01/2021 – Dodworth Library, Dodworth
Litter Picked – 1 bag



2. 19/01/2021 – Barnsley Road, Dodworth
Litter Picked – 2 bags



3. 25/01/2021 – Footpath between Fairway/ Silver Street, Dodworth
Litter Picked – 1 bag, and cleared a large roll of old carpet



4. 26/01/2021 – Keresforth Road, Dodworth
Litter Picked – 1 bag



5. 16/02/2021 – Higham Road, Dodworth

Cleared the grate area from mud and edged the footpath from debris encroaching onto the footpath.



6. 03/03/2021 – Higham Common Road, Dodworth

Reinstating the footpath to support the individual volunteers who are regularly clearing litter in the area. Leaving a safer space to socially distance.



7. 17/03/2021 – Longside Way, Pogmoor

Supporting 2 independent volunteers

Cutting back overgrowth to support 2 independent volunteers in the area they keep clean and litter free.



8. 29/03/2021 – Grass patch beside Dodworth Train Station, Dodworth

Cutting the grass



TWIGGS Kingstone Ward 1st January 2021 – 31st March 2021

A. Additional Areas identified and targeted

1. 06/01/2021 – Warren Quarry Lane/ Highstone Road/ Princess Street and Park Grove, Kingstone
Litter Picked – 12 bags



2. 05/03/2021 – Princess Street/ Park Grove, Kingstone
Litter Picked – 1 bag



3. 24/03/2021 – Warren Quarry Lane, Kingstone
Cleared an area of smashed glass.



4. 24/03/2021 – Raley Street, Kingstone
Supporting the work of independent volunteers
Tidied up the debris along the footpath.



5. 31/03/2021 – Worsbrough Common Community Centre
Cut down the grass surrounding the Central Area Building.



TWIGGS Stairfoot Ward 1st January 2021 – 31st March 2021

A. Additional Areas identified and targeted

1. 08/01/2021 – Roy Kilner Road, Stairfoot
Trimmed the grass and cut back the dog wood.
Litter Picked – 1 bag



2. 05/02/2021 – Stairfoot TPT, Wombwell Lane
Trimmed back the shrubs.



3. 11/02/2021 – Yews Lane, Stairfoot
Litter Picked – 3 bags



4. 12/02/2021 – Footpaths leading to Kendray Park, Stairfoot
Litter Picked – 2 bags



5. 03/03/2021 – Tank Row, Stairfoot
After receiving reports of a large amount of insulation blowing around the area, we attended and removed it to support the great work independent volunteers and groups are doing in the area.



6. 26/03/2021 – Sandygate, Stairfoot
Cutting back the overgrowth so that we could clear hidden litter.
Litter Picked – 6 bags, cleared fly tipped wooden pieces



7. 26/03/2021 – Farm Road Park, Kendray, Stairfoot
Supporting the work of 2 independent volunteers
Clearing litter from under the large shrubs.
Litter Picked – 3 bags



TWIGGS Worsbrough Ward 1st January 2021 – 31st March 2021

A. Additional Areas identified and targeted

1. 07/01/2021 – Worsbrough Dale Park

Cleared suckers and seedling from around the tree trunks, pruned low hanging branches and removed dead wood from the ground. We utilized the waste to create a habitat pile.

Litter Picked – 1 bag



2. 13/01/2021 – Highstone Road, Worsbrough

Litter Picked – 5 bags



3. 28/01/2021 – Monkspring, Worsbrough

Litter Picked – 2 bags



4. 04/02/2021 – TPT entrance on Sheffield Road, Worsbrough

Trimmed back overgrowth and cleared slippery mud along the entrance footpath.

Litter Picked – 2 bags



5. 25/02/2021 – Grove Street, Worsbrough

In support of a Father and Son (Independent Lockdown Litter Pickers)

Reinstating the footpath edges. Cutting back brambles and removed some ivy. All waste was reintroduced into the dip area.



Targeted household fly tipping – SLA

Walkabout with Cllr Gillies identifying issues on Aldham House Road estate, managed by Berneslei Homes finding's, photos and feedback given to Jill, I am not uploading photos here but they are available on request from Jill.

After meeting with Matt Holdroyd NS, Fraser Cook BH, walk about Crown Close/Avenue discussing strategy for clearing and securing BMBC land.



Site visit at Stairfoot BMBC land on behalf of Cllr Johnson in view of getting site cleared and secured.



ASB patrol around Burleigh Court and medical Centre, on behalf of TC Warden's reported finding's and photographed the issues I came across, in the main one discarded syringe and several methadone bottles, discarded tin's and bottles show's a significant increase of street drinking around this area.



After clearing up the bulk item's and a litter pick.



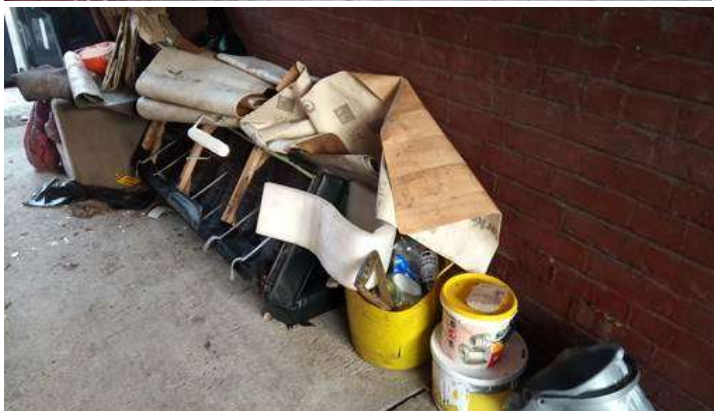
Follow up on WIG Park Road now cleared NFA before and after.



Brinckman Street before during and after.



First response engaged with LL and tenant issued warning notice.

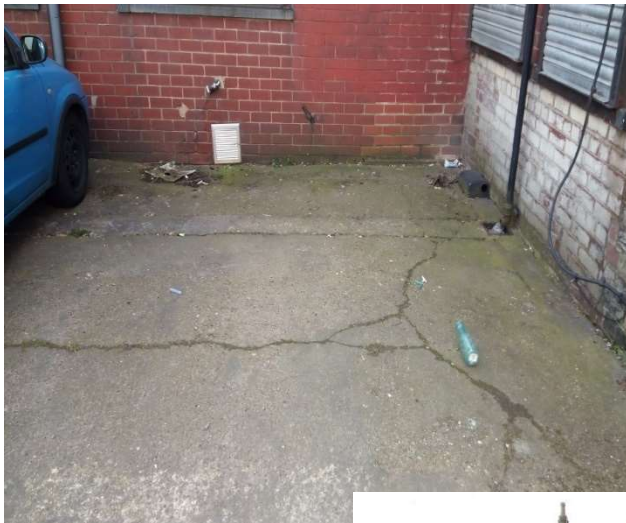


LL and tenant cleared all household waste, agreed to remove bulky item's with Kev Frisby



Job done advised owner's secure ginnel as it is on private land.

Follow up work done on Perseverance Street back of e-Cloud finalised the removal of all abandoned bins. I worked in partnership with NS and ETF valuable support in getting this area cleared, and litter picked, it is now being used as a parking space which will prevent further issues finger's crossed. This was a constant drain on resources for long periods of time, the abandoned and contaminated bins were attracting more and more fly tipping, until it was spilling over on to the path. Please Pass my gratitude on to the fly tipping collection team as well as the guy's tasked with collecting the bin's. And thank you Kevin for litter picking this location and keeping me up to date of progress on your visit's in the area.



Support for new tenants in private rented housing - SLA



Central –

Visit property last quarter and a full property inspection was carried out number of hazards were identified and dealt with according with an improvement notice and a notice to procure documents.



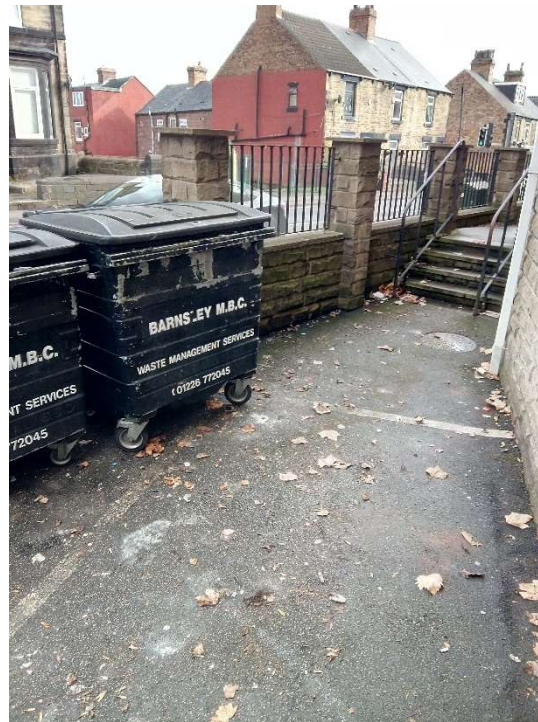
Before photo (left) evidencing no door handle on rear door for egress in event of a fire, household waste present in rear garden and insufficient bin allocation.

After photo (right) - Landlord was advised in notices served regarding door and draining/guttering issue, landlord was reminded to order some new bins.

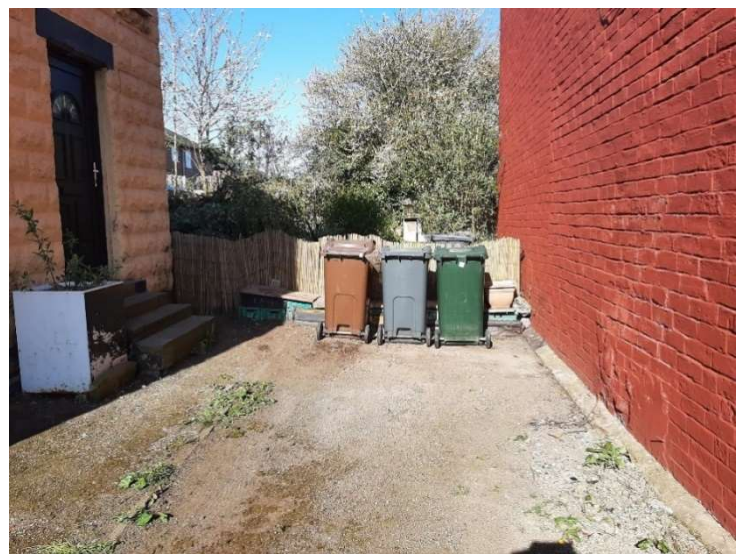


Central –

Before photos of waste found at a block of flats in central – called the management company who were very quick to get it cleared within a couple of days – I stressed urgency as potential to attract pests.



After photos

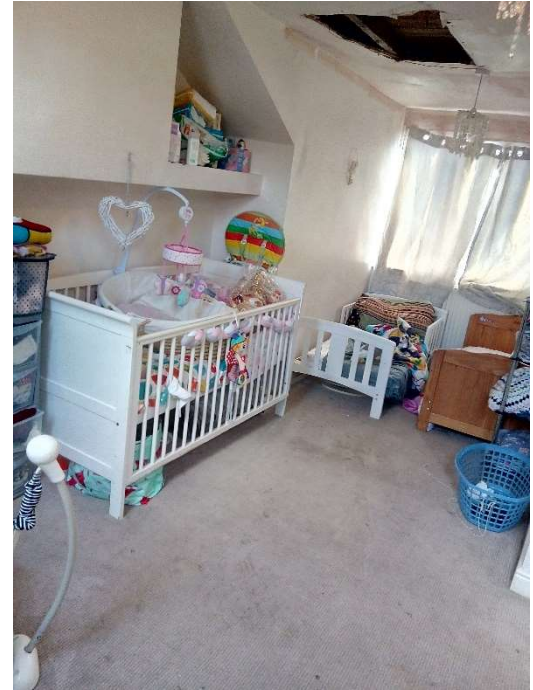


Before photo (left), after photo (right)

Another waste in gardens job where I had some difficulty contacting the owner, after investigation the owner was not residing the property and they contacted me via email – I issued the CPN warning letter stressing urgency as we'd had a complaint from local residents. This was cleared in a number of weeks which is longer than I wanted, however proportional discretion was adequate as there was no household waste. The owner not residing there was also another communication issue I needed to navigate, it is unreasonable to enforce when the perpetrator has already taken action/measures to remedy the issue.

I inspected a property last year and this issue has been long-term at this property due to the significant vulnerabilities of the client/tenant previous victim of domestic violence, survivor of suspected financial abuse. Legal issues surrounding the eviction of said tenant due to financial arrears accrued during the tenancy. Hazards were identified last year on the initial inspection and these issues were rectified by the tenant, however in the recent bad weather we've had during the winter the roof leaked and has since collapsed. This accompanied with the lack of a sufficient guardrail which has not yet still been complied with after a Building Act Notice I served, I am in the process of taking the landlord to court due to non-compliance with my legal notice. See photos for outstanding works – lack of a suitable guardrail however this was amended last month. The ceiling is still exposed in the top floor bedroom leaving the children exposed to the damp and excess cold in the night – I'm currently awaiting a full costings for roof repair and will update accordingly in the next quarter.

External referrals have already been made for social housing assessment, along with a referral to children's services which is still ongoing and it is currently sitting at a Public Law Outline from my initial referral to social services on concerning neglect grounds.



(photo after guardrail compliance after Building Act Notice was served)

Family Lives – Support Service for New Parents

Case Study – EB

The health integration team referred mum, an asylum seeker, to our service, as she was pregnant, anxious and isolated. Mum lives in temporary accommodation with five women who speak different languages, therefore communicating with them can be challenging. Mum presented as sad, lonely, scared and tearful. She was anxious about being pregnant, physical changes, the baby's health, the labour and being unprepared for hospital. She worried about whether she would be a good mum and focussed on what she did not have such as a family, a permanent home and a job. Across four months, we reassured mum, built up trust and talked through what to expect in pregnancy at the hospital and in labour. After two months mum met volunteer, Lisa who helped her to manage her new mum anxieties around her baby's changing routines, breastfeeding and concerns about her baby's well-being. Lisa facilitated a visit from Barnsley Infant Feeding team. She explained what would happen at the baby's first vaccination; the benefits of baby having it and how to soothe baby if he

becomes unsettled and how Calpol can relieve a temperature. They recently visited a local supermarket to show mum where she can take her baby for feeding/changing on future visits. We supported mum with obtaining baby clothing and a baby bath seat. During mum's review, she presented as happy, she sang to her baby and appeared to be more confident and trusting in her capabilities. Next steps are to continue to provide support around caring for baby and signposting mum to local baby groups/family centre so she can meet other mums.

In mum's words:-

'Every day I am growing more confident and learning new things. Me and baby are learning together with help from you and Lisa. When I was pregnant I was scared; didn't really talk about how I was feeling and didn't have any motivation. I was thinking things in my head and anxious. The support has helped me get outside of myself and share my soul. Talking, taking walks, having advice about pregnancy and looking after my baby, help with appointments and getting the things I need has made me feel better, positive, confident, happy and good. I have good feelings. I feel respected; you are all friendly and like part of my family.'

Lisa describes her as being attentive and affectionate towards her baby, who is thriving; he is responsive and enjoys looking around the room and listening to his mum's voice.

Dial Advice Drop-In Service

Central Case Study

Before DIAL

Mr D is a middle-aged gentleman and lives with his partner. Mr D had an accident some time ago which now prevents him from working. He has diabetes and experiences anxiety and depression. He has felt vulnerable during the pandemic which has caused his mental health to deteriorate

Advice provided by DIAL

Mr D contacted DIAL for help to complete a Personal Independence Payment form which was done during a telephone appointment. His claim was unsuccessful and DIAL continues to support him with an appeal. During the course of conversations Mr D shared his worries and concerns and that he experiences continual low mood and was finding it difficult to cope. We referred him to our online men's mental health peer support group – Men Utd and subsequently our borough-wide online peer support group – Better Together. We supported him with guidance on how to use Zoom for the first time.

After DIAL

Mr D regularly attends both online groups and engages with others who have similar issues and he contributes and shares his own experiences whilst learning new skills. He feels more positive about the future, has re-connected with the community and made new friendships.

Mr D said

“It has given me so much confidence being part of these groups. Although I am going through an appeal for my PIP it doesn't seem so daunting as I know DIAL and the groups are there for me”

Acknowledged Outcome

Less stress
More confidence
Improved Health and Well Being

Age UK – Central Area Covid Recovery

Case Study 1

Title Service User Case Study
Date 17/03/2021
Ward Area Central
Summary This case study describes how Mr N was originally first referred to Age UK Barnsley by Social Prescribing. Mr N was isolated due to Covid-19 and also a disease that has left him disabled. Due to Covid-19 restrictions, a telephone assessment was carried out. This case study aims to demonstrate how Covid-19 has affected the mental wellbeing and mobility of Mr N. Prior to Covid-19 and lockdown restrictions, Mr N enjoyed visiting the town, together with one of his favourite things, attending football matches. He had been quite independent. Since lockdown, his independence has been taken and his anxiety levels have increased. Being isolated effected his mental health due to loneliness, Mr N no longer feels he is living any sort of life.
Key Learning Points Understanding how a lack of normal, everyday home conveniences can have a huge adverse effect on a person's mental wellbeing. Covid-19 has been very restrictive for everyone, however having these restrictions together with not being comfortable in the one place you should feel safe can really do damage to a person's mental state. However with the correct tools and distractions, this can be eased, together with knowing what resources are available in the local community and adapting to the circumstances.
Background Mr N is in his late 60's and lives alone. He gets around the house via a wheelchair and does have a mobility scooter for outside. Mr N considers himself trapped in his own home due to the recent pandemic. In addition his home no longer meets his needs due to his disability. Mr N feels lonely and embarrassed that he is restricted from living an independent life.
Who was Involved Staff: The Social Inclusion Worker for Central conducted an initial telephone assessment to discuss the needs of Mr N and establish what type of support could be offered. They remained in regular contact initially over the telephone but also face to face visits to his front door. Information and Advice : Did a housing check to ensure he was on the top, most urgent banding to assist in a possible move
Any unplanned outcomes (Good or Bad)

Outcomes of Project

- Through the close relationship between Mr N and his Social Inclusion Worker, he now doesn't feel as "mentally trapped" as he initially was as he now has an outlet to talk about his issues.
- Mr N was enrolled into the Project Digital Service, providing him training, equipment and internet to help him connect with the outside world.
- Mr N has been shown how to watch his local football team play via the internet and now enjoys using this service as it is something that he misses.
- Mr N has been given training on how to look for housing himself on the Bernslai Homes site to give him more options, which he now uses every week.

What could have been done better

N/A.

Case Study 2

Title

Service User Case Study

Date

22/03/2020

Ward Area

Central

Summary

This case study describes how Ms B started at Age UK Barnsley and how it has progressed since due to the changes and developments in the pandemic.

Due to Covid-19 restrictions, Ms B called into Age UK Barnsley herself after seeing a recent advertisement as her mental wellbeing was at a point where she felt she needed to reach out following a recent family bereavement and family illness.

Prior to Covid-19 and lockdown restrictions, Ms B was very active and would not worry about leaving the house to do her own shopping, go for walks or visit family and friends.

Since lockdown, her independence has been taken and her anxiety levels have increased, made worse by the loss of her partner. Ms B feels there is no point to life anymore.

Key Learning Points

Understanding how a lack of **physical & mental** activity can have an adverse effect on a person's general wellbeing. Covid-19 and social distancing has tested us all but there is always something to be done, it's just a case of knowing the people you support by keeping open communications and knowing the resources that are available, and adapting to the circumstances.

Background

Ms B is in her mid 70's and lives with her son who has a terminal illness. Her mobility is generally ok but has had issues lately following recent surgery where it affected it for a while. Ms B feels very isolated, very lonely and very depressed.

Who was Involved

Staff: The Social Inclusion Worker for Central conducted an initial telephone assessment to discuss the needs of Ms B and establish what type of support could be offered. Regular contact remained over the telephone but also regular face to face visits when delivering of activities.

Any unplanned outcomes (Good or Bad)

- During the initial telephone assessment, Ms B started very distraught and guarded. The conversation lasted for over an hour to try to instil trust between Ms B and her Social Inclusion Worker. Towards the end of the phone call, Ms B was more open and even mentioned how she couldn't ever imagine that a simple phone call to Age UK Barnsley would be the thing to make her laugh and smile for over 6 months.

Outcomes of Project

- Ms B has been given a 'Staying Steady' brochure with hints and tips of how to keep active (within his limits), in order to reduce her risks of falling in the home. This will help improve her muscle strength so that it makes it easier for her to move around the house. Furthermore, it will strengthen her balance and overcome any stiffness in her joints following her operation
- Ms B has taken part in our Colouring and Painting activity, as well as some of the puzzles.
- Expressed interest in the book library and would like to take part once all her doctors appointments have finished.
- Discussed the Wentworth Castle walking group and Ms B said that she would absolutely love to join in once it is up and running so she has been added to the list and will be contacted once things are up and running.
- Ms B has given information regarding services that can help her with her mental wellbeing , including contact details for when she feels ready to make contact.

What could have been done better

N/A

Citizens Advice Barnsley (CAB)- Welfare Rights and Legal Advice Service

CASE STUDY 1

Client is single and resides in a HMO (Housing Multiple Occupation). Client originally moved into the property on a 6 month tenancy which has now converted into a rolling tenancy. While residing in the property, the house has had a flooding issue and also ongoing issues with mould, hot water and central heating systems. Client has made multiple requests to the landlord to report these issues and seek action to resolve them. However, to date, the temporary actions that the landlord has put in place have all failed and the situation appears to be deteriorating. As a consequence of the above, the client states that their mental health has deteriorated considerably and that they have been recently diagnosed with asthma which with the condition of the building appears to be making it worse. Client is concerned that if any more complaints or requests to the landlord are made that the landlord may attempt to evict them.

Advised the client in great detail of the various issues and options. These included, the tenants responsibility while residing in the property, heating your home, disrepairs and repairs and what your landlord should do, making sure your home is fit to live in, how to take records and keep evidence to support your claims against your landlord, chasing and following up with your landlord to establish the current situation, undertaking or arranging for another party to do the repairs on behalf of your landlord and recovering those sums from your rent, contacting BMBC's Private Renting Team for help in dealing with your landlord, housing legislation and protection from Section 21 and revenge evictions.

Following discussing the above with the client, they felt more informed and better equipped to deal with the disrepairs and their landlord and felt able now to do this by themselves. It was agreed that if the client required any further assistance they would recontact ourselves.

This case highlights that a lot of clients are quite able to assist themselves, providing they have access to the correct advice which enables/supports them to act and confirms their rights and responsibilities.

CASE STUDY 2

Client has been employed by the employer for over 18 months. Going into lockdown last year the client was put onto Furlough by their employer. However, to date the client has received no payments at all from the employer. Client suspects that the employer has retained the payments that they have received for the staff's Furlough.

Advised the client that initially they should try talking to the employer about this situation. However if the employer will not engage in a meaningful way, the client can raise a grievance via the employers grievance policy if they have one. However, if the grievance letter is unsuccessful an alternative option is the early conciliation process through ACAS. Explained to the client how to do the above two options and the time limits associated with them.

Further advised the client if they are certain that the employer has received the Furlough payments but just not passed them on, then the employer may be breaking the law by committing fraud and as such, they could be reported to HMRC anonymously, to protect clients employment status. Further advised the client that there is an organisation called Protect who could advise and support them if they are worried about what could happen if they report their employers. Provided contact details.

Because the client said they were not receiving any income at all, provided details of what benefits they should be entitled to. Also advised client of other assistance that is available, for example food banks etc.

Client is extremely happy with the information provided and will talk with their work colleagues so they take a uniformed action. Advised the client that if they needed any further assistance, to come back to us.