

# Public Document Pack

<b>MEETING:</b>	South Area Council
<b>DATE:</b>	Friday, 31 July 2020
<b>TIME:</b>	10.00 am
<b>VENUE:</b>	THIS MEETING WILL BE HELD VIRTUALLY

## AGENDA

- 1 Declarations of Pecuniary and Non-Pecuniary Interests

### Minutes and Notes

- 2 Minutes of the Meeting of South Area Council held on 5th June, 2020  
(Sac.31.07.2020/2) *(Pages 3 - 8)*
- 3 Notes of the Ward Alliances (Sac.31.07.2020/3) *(Pages 9 - 12)*  
Hoyland Milton and Rockingham – held on 4<sup>th</sup> March, and 1<sup>st</sup> July, 2020

### Performance

- 4 Report on the Use of Ward Alliance Funds (Sac.31.07.2020/4) *(Pages 13 - 14)*

### Items for Discussion

- 5 Lucy Rayner - Private Sector Housing Officer (Sac.31.07.2020/5) *(Pages 15 - 22)*
- 6 Jayne Hellowell - Age UK Barnsley (Sac.31.07.2020/6) *(Pages 23 - 38)*

### Items for Decision

- 7 South Area Council priorities and forward plan (Sac.31.07.2020/7) *(Pages 39 - 44)*
- 8 Procurement and Financial Update (Sac.31.07.2020/8) *(Pages 45 - 50)*

To: Chair and Members of South Area Council:-

Councillors Daniel Griffin (Chair), Andrews BEM, Eastwood, Franklin, Frost, Lamb, Markham, Saunders, Shepherd, Smith, Stowe and Sumner

Area Council Support Officers:

Diane Lee, South Area Council Senior Management Link Officer  
Lisa Lyon, South Area Council Manager  
Rachel Payling, Head of Service, Stronger Communities  
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk)

Thursday, 23 July 2020

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<b>MEETING:</b>	South Area Council
<b>DATE:</b>	Friday, 5 June 2020
<b>TIME:</b>	10.00 am
<b>VENUE:</b>	Held Virtually

## MINUTES

**Present** Councillors Andrews BEM, Eastwood, Franklin, Frost, Lamb, Saunders, Shepherd, Smith, Stowe and Sumner

### 40 Election of Chair

As the Chair was unavailable, a Chair was elected for the meeting.

**RESOLVED:-** That Councillor Stowe be elected as chair for the meeting.

### 41 Declarations of Pecuniary and Non-Pecuniary Interests

Councillor Frost declared a non-pecuniary interest in minute numbers 44 and 45 due to his position as director of Age UK Barnsley.

### 42 Welcome and Introductions

The Chair welcomed everyone to the meeting and made necessary introductions.

### 43 Minutes of the Meeting of South Area Council held on 14th February, 2020

The meeting considered the minutes of South Area Council held on 14<sup>th</sup> February, 2020.

**RESOLVED** that the minutes of the South Area Council held on 14<sup>th</sup> February, 2020 be approved as a true and correct record.

### 44 Covid-19 Presentation

David Robinson, Service Director Customer Information and Digital Services, Phil Hollingsworth, Service Director Stronger, Safer and Healthier Communities and Lisa Lyon South Area Council Manager were welcomed to the meeting to present the item.

An overview of the strategic approach was provided, acknowledging that Covid-19 was different to previous incidents due to its length and ongoing impact. The recovery provided an opportunity for renewal and restart in some areas, and it was acknowledged that responses needed to be agile and adaptive due to the complicated nature of the situation.

However, the pandemic also offered opportunities to realign values, strengthen relationships with partners, and create a new normal as restrictions begin to lift. Members heard how the Government had drafted a recovery and renewal strategy, and one was in development at a South Yorkshire level. Barnsley plans would align and be complementary. It was noted future plans needed to be agile and interactive,

in order to respond to the need for services to be turned on and off in relation to further peaks. It was also noted that responses would be different depending on the needs of particular groups of people, including those shielding.

Three horizons were considered – h1 immediate recovery steps; h2 post-peak recovery steps; and h3 realising the recovery objectives. It was suggested that Barnsley was moving into h2, with lockdown being lifted, and that this was a period of innovation and that positives from the pandemic needed to be retained. As Barnsley moves forward, the h3 horizon will be the future that we want with the outcomes Barnsley desires.

Members heard how the Council's draft recovery strategy encompassed 5 points; Humanitarian – Health and Wellbeing; Business Economy; Building Resilience; Education and Attainment; and Infrastructure and the Environment. It was recognised that all of which needed to be underpinned by the financial stability of the Council.

Members noted the steps being undertaken to develop and implement the recovery strategy, including conducting impact analysis, considering what services need to be restarted, maintained, or discontinued, and the need to monitor, learn and be adaptive going forward. It was noted that plans required the contribution of a wide range of partners across Barnsley.

In considering the role of Area Councils, the valuable contribution they played in responding to the crisis through the flexing of commissioned services, and the focus of community organisations was acknowledged, as was the role they would play in assisting recovery.

Members noted that, in light of the current financial position, the Council was reviewing all budgets and service areas to ensure they remained relevant in relation to Covid-19 and recovery efforts. Members were reminded of the cessation of all non-essential expenditure earlier in the year.

For the Area Council, the overall budget remained unaltered for 2020/21, but it was suggested that there was a need to review priorities and commissioning intentions to ensure that they were still relevant.

Those present heard of the anticipated challenges ahead, which included poverty and worklessness; schooling and education; mental health and emotional wellbeing; re-establishing the fabric of society; and impacts on health and wellbeing from a reduced accessing of services.

However, it was noted that the Council's strategic direction such as in relation to digital, an inclusive economy and Zero40 remained relevant. It was also suggested that the pandemic had offered opportunities, with agile working potentially supporting more district centres, the establishment of support networks in the communities, and a greater insight into those who are most vulnerable in communities.

Members were reminded of the guidance issued in relation to Ward Alliance Funds, and that the base budget of £10,000 per ward would remain, but plans for an additional £10,000 had been paused due to the current financial situation. It was emphasised that Ward Alliance expenditure should support recovery efforts, with the

only exception being where finance had already been approved and local businesses have committed resources.

Although there was an interest in re-establishing community events, it was acknowledged that this was not appropriate in the current climate, but that this position would be reviewed for 2021/22.

Members noted the previous requirement for Ward Alliance Funds to match 50% of their budgets with external finance or volunteer time, and that this would be difficult to achieve and would therefore be relaxed for the current financial year.

An update was provided in relation to the provision of grass cutting, which had been impacted on from prioritising domestic waste collection. It was noted that that this would now recommence, with the backlog being addressed in due course. In addition, it was noted that the collection of domestic green waste was due to recommence on 9<sup>th</sup> June.

In relation to the work of the Area Team, Members heard that as soon as lockdown was announced the team had gathered information regarding the response by the community and the local support networks being established. Support was available throughout the area with volunteers offering befriending, collection of prescriptions and help with shopping. The team produced ward plans in order to direct residents and partners to assistance. In addition, social media and neighbourhood networks were used to disseminate information both about local support and that available more generally.

Members heard how the services commissioned by the Area Council had been flexed in order to take account of the situation. All services engaged in dialogue with the Area Council Manager early and responded quickly to adapt the service.

Age UK Barnsley had considered ways to work more safely and had concentrated their resources on the most vulnerable. 69 users were receiving support. A number of the existing volunteers were unable provide support as they were shielding, however, overall volunteer numbers had increased and discussions were taking place about how the additional volunteers could be retained. In addition to normal delivery, wellbeing boxes had been delivered, and afternoon teas had also been delivered to celebrate VE day.

The Tidy Team had changed focus, recognising that they were unable to work closely with volunteers, and due to some staff self-isolating. Their main programme was now being delivered without volunteers, and the team was also supporting Neighbourhood Services in a number of 'hotspot' areas, with over 1,000 bags of waste collected. Members noted that there were plans for wider public engagement in a forthcoming dog fouling campaign.

CAB had altered their delivery, with services being provided through telephone, email and through their website. 126 clients were being supported, which was lower than seen previously but clients had increasingly complex cases. Previously benefit and debt advice had predominantly been requested, however increasingly support was required with employment and housing issues.

Although District Enforcement had ceased to issue fixed penalty notices, they had continued patrolling, and had dispersed groups, put signs up in play areas, and had provided intelligence around the area. The Private Sector Housing Officer had also been patrolling and continued to provide assistance to vulnerable residents requiring support.

The South Area Team had worked with parent support advisors, helping to support those who were unable to access learning online. The team had provided signposting to Council services and had supported the establishment of the Emergency Contact Centre by delivering 6,000 leaflets alongside Councillors, Council staff and those employed through South Area Council contracts.

The team had supported the establishment of Community Responders, working closely with Barnsley CVS in order to ensure appropriate training and support was in place for volunteers, and matching them to requests for support.

74 requests for support had been received, and 44 Community Responders engaged, with a number of those requesting support having complex underlying issues. The majority of requests were for befriending as opposed to for assistance with shopping, and the prevalence of loneliness in all age groups had been noted. The efforts being made by the Community Responders was recognised by the team, even though a celebratory event could not be held in the current situation.

Members were reminded of the current priorities of the Area Council, and it was noted that £54,318 remained unallocated in the current financial year. In addition, £1,180 of income from the Kingdom Contract remained, and £9,062 allocated to the South Area Council Health and Wellbeing fund.

Noted were the contracts already in place and their end dates, together with the grants provided through the Health and Wellbeing Fund. Members were also reminded of previous discussions in relation to work to address social isolation and the need to make a decision with regards to this at the next meeting. Also noted was the work to progress strength and balance training, which had been put on hold.

Noted was the progress being made on Smoke Free Hoyland, with efforts being made to arrange a launch. The links to the Principal Towns programme and the economic impact of Covid-19 on businesses were acknowledged. Those present were reminded of discussions in relation to road safety and air quality around schools; food access; and the possibility of holding health and wellbeing roadshows in summer as well as winter.

#### **45 Discussion: reflections on the presentation and how the Area Council can assist our communities in recovery**

Members were reminded of the five strategic priorities and were asked to consider whether the priorities of the Area Council aligned and whether services could continue, perhaps amended. In addition, Members were asked to highlight what might not align and may need to cease, or where there may be gaps that would require addressing.

Questions were raised around the financial impact of the pandemic, and whether area budgets may reduce to assist with the delivery of statutory services. Members

heard how the Council was in an unprecedented situation, and all non-essential expenditure had been halted. All services were being reconsidered in relation to their contribution to the recovery effort, but the important role of the Area Council was recognised, with the current budgets being maintained.

The work of the Area Council and all Council staff was acknowledged in this difficult time.

Members noted the pressure on the local economy and positive impact of the Council in the effective distribution of support grants. It was suggested that levels of unemployment may rise in the community, and the economy was an area which the Area Council and Ward Alliance may wish to provide support. However, it was important to avoid duplication with other services being provided, or those being planned.

The meeting discussed the benefits of meetings such as the Ward Alliance being held in person, such as the Town Hall, and it was noted that meetings were taking place to discuss the possible reopening of certain venues.

Discussion then centred around the impact on children and young people from the closure of schools, especially for those families who did not have internet access. Also acknowledged was the impact on the mental health on young people.

It was noted that work had taken place to provide technology to families who did not have access to online learning, and Members were encouraged to provide feedback on any families with outstanding issues. The ongoing costs of this were noted, and Members heard how discussions were taking place with schools with regards to this.

In relation to the mental health impact of the pandemic, Members were made aware that work on hidden harm was underway in the Mental Health and Resilience subgroup. An assessment which considered impact across the life course was nearing completion and would be shared with Members in due course.

The need for further discussion was acknowledged and it was suggested that briefing with Members be established, with the outcome of this to feed into the next meeting of the Area Council.

**RESOLVED** that a Member briefing be arranged to discuss this subject in more detail, with any emerging recommendations to be considered by a future meeting of the Area Council.

#### **46 Close of the meeting**

The Chair declared the meeting closed.

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Chair

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## Notes for Hoyland Milton and Rockingham Joint Ward Alliance

Wednesday 4 March 2020

Hoyland Lift Building

### Present

Cllr Nicola Sumner  
Cllr Jim Andrews  
Cllr Tim Shepherd  
Cllr Robin Franklin  
Cllr Mick Stowe  
Ian Warhurst  
Peter Latham  
Joy Hart  
Anne Sanderson  
Janet Cartwright  
Leanne Cook  
Dawn Grayton

Rockingham Ward (Chair)  
Rockingham Ward  
Hoyland Milton Ward  
Hoyland Milton Ward  
Hoyland Milton Ward  
HAG

Neighbourhood Watch  
Friends of Elsecar Park  
Berneslai Homes  
Barnsley Council South Area Team

### Apologies

Cllr Chris Lamb  
Joan Whittaker  
Pat Gregory  
Allan Wood

Rockingham Ward

Walderslade Surgery  
Owd Martha's Yard Community Garden

### 1 Welcomes and Introductions

The Chair welcomed everyone to the meeting.

### 2 Minutes from the meeting held on 18 February 2020

The minutes were accepted as a true record. The Chair confirmed that the land at the side of the vets will be considered for tidying up through the Principal Towns scheme

### 3 New projects

- Owd Marthas Yard Community Garden – Water supply - agreed
- Hemingfield Action Group - withdrawn
- Hanging Baskets - agreed

### 4 Potential Projects

- Jump Valley anti-social biking – After discussion it was considered to draw up a funding application for phase 1 – Vizard Road, those present agreed it in principle.
- Playground equipment for the Forge – to consider at a future meeting

### 5 Any other business

- Nicola confirmed that there would be an Afternoon Tea held on Sunday 8 March to celebrate International Women's Day. The event is 2 pm to 4pm and the World Jive Champions were going to put on a display.
- Friends of Elsecar Park are having a litter pick as part of Great British Spring Clean on Sunday 5 April

**6 Date of the next meeting is Wednesday 13 May 2020**

## Notes from the Ward Alliance Meeting

Held on Wednesday 1 July 2020

### Microsoft Teams

#### Present

Cllr Nicola Sumner	Rockingham Ward (Chair)
Cllr Mick Stowe	Hoyland Milton Ward
Cllr Robin Franklin	Hoyland Milton Ward
Cllr Tim Shepherd	Hoyland Milton Ward
Leanne Cook	Berneslai Homes
Joy Hart	
Peter Latham	
Dawn Grayton	Barnsley Council South Area Team

#### Apologies

Ian Warhirst	HAG
Anne Sanderson	Neighbourhood Watch

The meeting was chaired by Cllr Nicola Sumner

- 1. The Chair welcomed everyone to the meeting**
- 2. Smoke free Towns** – Kim and Jules from Magpie were welcomed to the meeting and continued to give a presentation about smoke free towns project in Hoyland. Please see presentation attached. They said the project is about re-launching the town, recovery and coming together. Consideration is being given to a market style event with food, music and craft. Magpie have done various consultation exercise and there are very positive messages to promote for example 96% of residents do not smoke. Some of the core messages are about connecting and building a network for support. Ben Mosely has been commissioned to create a piece of artwork which will be gifted to the town. A question was asked about royalties to reproduce parts of the artwork but once it is gifted to the town, it is the towns to use as they wish. There were also suggestions been made to consider public perception and the Council using public funds in this way – it was agreed that required consideration.
- 3. Notes from the Ward alliance meeting held on 4 May 2020.**  
It was agreed they were a true record of events.
- 4. Ward Alliance budget**  
The alliance discussed the amount of money in the budget and that the ringfenced money £2600 must be sent on healthy activities and food poverty. Dawn was asked to liaise with schools to identify how this money can be used. There was a discussion about a walk that was been developed around Hoyland and Elsecar as costs are low on this we can put it under the Healthy Holidays budget, two of the alliance members confirmed they do a lot of walking around the local area and suggested the alliance compile a book of short walks. This was accepted as a good idea requiring further consideration for next year.
- 5 Any Other Business**

Planting up the Ward Memorial in both wards. It was agreed that a Ward Alliance application should be drawn up to provide planting for all the War Memorials for discussion at the next meeting.

PA System the Ward Alliance needs to purchase a robust and powerful PA system that can be loaned out to groups, information needs to be submitted to the alliance about costings etc. The Friends of Elsecar Park have returned theirs to the Area Team for use by community groups, providing they have first opportunity to use it for their concerts

Armistice Day – Robin has received a letter from British Legion HQ in London, stating the local council should take responsibility for parades. Robin is going to arrange to meet a representative from the Hoyland branch of the British Legion to establish expectations on both sides.

To try to find out what help groups may need when they are able to meet again, a short questionnaire will be circulated. Information gathered will be used as part of formulating plans for the Ward Alliance to assist in helping the area to recover. The Ward Alliance has a potential to be a strong player in the recovery process. A covering letter will be attached explaining that there are no promises of help, financially or otherwise.

**The date of the next meeting is Wednesday 2 September at 5 pm, the meeting will be held via Microsoft Teams**

## 2020/21 WARD FUNDING ALLOCATIONS

For 2020/21 each Ward will have an allocation of £10,000 Ward Alliance Fund.

50% of the funding requires a match-funding element of volunteer time that directly relates to the project in question, or other match funding resources (such as free room hire or donations of goods and equipment). This reflects the fact that the fund is intended to support volunteering and social action in our communities.

50% can be used for initiatives that have no volunteer element – such as the purchase and installation of benches, hanging baskets or other street furniture.

Area Councils have the option to allocate up to £20,000 from the Area Council budget to each of their Ward Alliances. This is discretionary to each Area Council, and Area Council's may also choose not to allocate any funding to ward level.

The carry-forward of any remaining balances of the 2019/20 Ward Alliance Fund will be combined and added to the 2020/21 Allocation, to be managed as a single budget with the above conditions.

All decisions on the use of this funding need to be approved through the Ward Alliance.

## DARFIELD WARD ALLIANCE

For the 2020/21 financial year the Ward Alliance have the following available budget.

£10,000	base allocation
£9,597.84	carried forward from 2019/20
<b>£19,597.84</b>	<b>total available funding</b>

Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining	Allocation Remaining £19,597.84
Billingley Village History group	£240	£756	£9,799	£19,357.84
Darfield Summer Gala	£1315	£1334	£9,799	£18,042.84
Healthy holidays Covid 19	£1625	£324	£9,799	£16,417.84

## HOYLAND MILTON/ROCKINGHAM WARD ALLIANCE

For the 2020/21 financial year the Ward Alliance have the following available budget.

£10,000 base allocation  
£10,692.30 carried forward from 2019/20  
**£20,692.30 total available funding**

Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining	Allocation Remaining
			<b>£10,346.15</b>	<b>£20,692.30</b>

## WOMBWELL WARD ALLIANCE

For the 2020/21 financial year the Ward Alliance have the following available budget.

£10,000 base allocation  
£12,058.29 carried forward from 2019/20  
**£22,058.29 total available funding**

Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining	Allocation Remaining
			<b>£11,029.14</b>	<b>£22,058.29</b>
Childrens Activity Packs – Covid 19	£750	£0	£10,279.14	£21,308.29
Healthy Holidays Covid 19 Recovery	£2,000	£743	£10,279.14	£19,308.29
Healthy Holidays 20/21	£2500	£2296	£10,279.14	£16,808.29

## COMMUNITY SAFETY & ENFORCEMENT SERVICE

### South Area Council Funded post – Housing & Environment Officer

#### Written report:

The first quarter of the new financial year has understandably brought about a new way of working and different challenges. My role as a housing and environment officer has developed and I have found myself dealing with a lot of welfare issues due to the COVID-19 situation. Tenants are regularly struggling for food and to cover household bills, there is massive amounts of poverty that I have seen first-hand. It is fulfilling being able to offer support to the most vulnerable parts of our communities during such unprecedented and challenging times. I have met lots of residents and tenants who are struggling massively with poverty which is seemingly then having an impact on their mental health and well-being. I have spent lots of time with these residents in the hope of providing even just a little bit of company and reassurance, as well as essential items.

Whilst carrying out welfare visits I have, as much as possible, continued to target hotspot areas in the South providing information and encouraging tenants to use their waste and recycle bins to prevent a build-up of waste. Particularly in Darfield where I have spent a lot of time over the past 6 months or so visiting regularly, engaging with tenants and ensuring they know their waste collection days, have sufficient bins and also ensuring they know I will be checking that waste does not accumulate in gardens. I feel the regular engagement has allowed me to continue the work and try to prevent any deterioration in the results already gained.

Managing tenants' waste has been difficult during times when bin collections were suspended and the whole country was in lock down, creating more waste at home, without the usual facility of collections. It has meant I have tried to be a visible presence and encourage tenants and residents to think about what waste they are creating and how they are dealing with it. Over the past few weeks I have been going out and about doing more and more proactive work and with collections now resumed and the recycling centres open I can engage with tenants once again and continue to improve the lives and environments within our communities.

In terms of my case load I have kept in regular contact with tenants, visiting the most vulnerable with weekly food parcels provided by the Salvation Army, Goldthorpe. This has proved successful in not only providing essential items to them but continued to build on the strong relationship between the South Area Council and tenants. I am now delivering 7 food parcels each week to these tenants. I am still waiting to re-home the tenant with no hot water supply and there have been recent developments in the relationship between mother and daughter so now I am working with them independently and they will move into separate accommodation. This continues to be a very time intensive case study and has been delayed by COVID-19, although I am hopeful both tenants will be moved by the end of the summer.

I have been doing weekly proactive walk-about particularly in Wombwell, Darfield and Elsecar and last week I spent time with Councillor Frost looking at waste issues in and around the Blythe Street area of Wombwell.

During this quarter I have assisted with delivery of leaflets, around 500 delivered in and around Hoyland with information for residents about the contact centre and volunteering services. I also delivered around 200 private sector leaflets in the South Area providing specific COVID-19 advice for tenants who may be having disrepair or landlord issues.

I have conducted 7 welfare checks across the south Area providing advice and reassurance to residents who have accessed the befriending services, during this I have identified further needs and been able to signpost to other services.

## **CASE STUDY:**

Just prior to lockdown an elderly couple living in Elsecar were victims of a burglary. Late one evening masked men forced their way into the couple's property, unbeknown at the time it was the wrong address, this caused a lot of distress to the couple and family who are unable to come and offer support due to restrictions.

My colleague initially provided victim support however due to lockdown she was unable to visit them in person to offer advice and reassurance. They had no family or friends visiting and so I was asked to make contact with them to see if there was any support that could be offered. This has become a regular reassurance visit and I have visited the couple every week during lockdown. I was present when the insurance company attended to ensure their vulnerability was recognised and they are now waiting for a new door to be fitted. As a service we have provided alarms for the windows and doors and I have done joint visits with the local PCSO's. Whilst spending time chatting with the couple I found out they still use solid fuel and it is kept in the cellar. Both of them have mobility issues and it is a struggle to get the coal up, light the fire and keep it clean. As a result of discussions with them and other family members a referral to the warm homes team was completed and they are in the process of applying for a heating system to be installed. I have also made a referral to the equipment and adaptations team as there are steep stairs in the property and they would benefit from a stair lift.

The couple and the family have been really appreciative of the advice and support offered and I feel that even though this is a privately owned property it is an excellent example of the signposting and support that is available to all residents via the South Area.

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## **CASE STUDY:**

During COVID-19 my role has involved supporting vulnerable residents across the South Area who are in need of essential items, support and friendship. I was asked to visit a gentleman a, Elsecar who was not answering calls from the befriending service and there were concerns for him as he had previous mental health issues. He is a Berneslai Homes tenant.

On visiting him he described how he has struggled with his mental health for number of years and as such he rarely leaves his home unless to collect medication or to take his dog for a short walk. He said he has no family or friends nearby and appeared to be very isolated and lonely.

As I have done with all visits I asked if he was okay for food, money and the basic essentials. He said he would normally get an online delivery shop but due to a hospital stay and COVID-19 he had not been able to get one and had gone for weeks without a delivery. After some persuasion he agreed for me to bring him a food parcel and also asked if there was any contact numbers for 24/7 support as he said it is during the night he struggles a lot.

I was initially under the impression he was already being supported by Mental Health but after a couple more visits to check on his welfare it appears he has had previous input from them but he isn't currently receiving any support or has anyone as a point of contact.



I then attended after a discussion with Dawn Grayton as she was struggling to get hold of him again and had concerns about his well-being. The tenant had had no electricity for around 3-4 days and as a result had to throw away a lot of the fresh food I had brought him. His phone was partially charged. He had no money to put electricity on until his PIP payment.

After contacting Dawn we arranged for the Salvation Army to provide him with an emergency £10 Payment which I put onto his electricity at the post office, along with a food parcel.

I had quite a lengthy chat with him after about debt, support and how to start moving forward and as a result he has been referred to CAB, social services and Humankind. I continue to visit him regularly and drop food parcels off and spend time chatting with him. He is very appreciative of the time spent supporting him.

### **South Area Council - Private Sector Rented Housing Management and Enforcement Project**

#### **2019/2020 Milestones, Outcomes & Interventions: Performance Targets**

##### **Milestones**

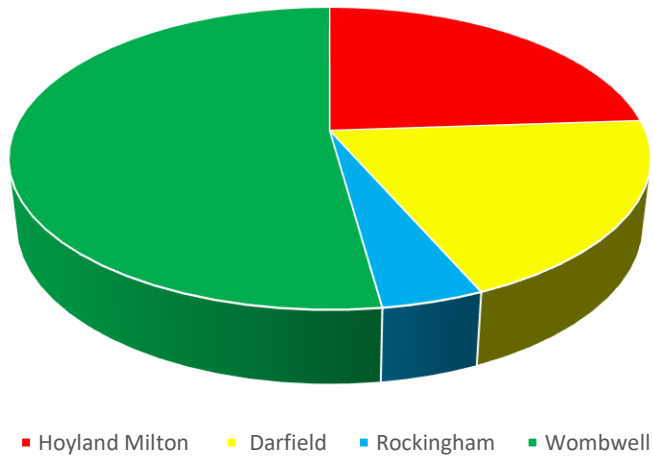
<b>2019/2020 Milestones</b>	<b>Targets</b>
6 month review undertaken	30 <sup>th</sup> September 2019
Case studies and reports submitted	Quarterly
Attendance at tidy team steering group	2 per year
Attendance at Ward Members briefings and or Ward Alliance as appropriate	One per quarter

## 2020 /2021 Activity Intervention Targets

	Q1 April-June 20 Target	Q1 April-June 20 Actual	Q2 Jul –Sept 20 Target	Q2 Jul – Sept 20 Actual	Q3 Oct – Dec 20 Target	Q3 Oct – Dec 20 Actual	Q4 Jan – March 21 Target	Q4 Jan – March 21 Actual	Year Total Target	Year Total Actual
No. of initial contact made	100	51	100		100		100		400	
No. of vulnerable households identified	10	18	10		10		10		40	
No. of internal physical property inspections carried out	10	0	10		10		10		40	
No. of properties improved because of service intervention	8	0	8		8		8		32	
No. of informal requests for action to landlords	8	1	8		8		8		32	
No. of formal notices-private landlords	-	-	-		-		-		-	
No. of people sign posted to other services	8	11	8		8		8		32	
No. legal prosecutions / action	-	-	-		-		-		-	
No. of CPN Written Warnings Issued	-	-	-		-		-		-	
No. of CPN issued	-	-	-		-		-		-	
No. of Fly tipping cases	-	2	-		-		-		-	

No. of interventions in Hoyland Milton	25	11	25		25		25		100	
No. of interventions in Darfield	25	9	25		25		25		100	
No. of interventions in Rockingham	25	2	25		25		25		100	
No. of interventions in Wombwell	25	24	25		25		25		100	

Interventions by Ward



**Outcome Indicators**

**Outcomes: Improve the physical/living conditions of private rented stock in wards within the South Area Council boundary**

**Reduce the levels of crime and anti-social behaviour related to private rented sector housing in wards within the South Area Council boundary**

**Reduce the levels of littering and fly-tipping in and around the private rented housing stock**

	Q1 April-June 20 Target	Q1 April-June 20 Actual	Q2 Jul –Sept 20 Target	Q2 Jul – Sept 20 Actual	Q3 Oct – Dec 20 Target	Q3 Oct – Dec 20 Actual	Q4 Jan – March 21 Target	Q4 Jan – March 21 Actual	Year Total Target	Year Total Actual
No. of geographically targeted publicity campaigns undertaken	1	2	1		1		1		4	
No. of contacts with household waste on premises	20	14	20		20		20		80	
No. of households directly supported with responsible waste disposal/recycling	20	14	20		20		20		80	
No. of households making improvements to their property	15	1	15		15		15		60	
No. of ASB contacts	-	-	-	-	-	-	-	-	-	
No. of ASB general letters	-	-	-	-	-	-	-	-	-	
No. of ASB Written Warning	-	-	-	-	-	-	-	-	-	
<b>No. of Section 21 Notices *****</b>	-	-	-	-	-	-	-	-	-	
<b>No. of Fly tipping Prosecutions.</b>	-	-	-	-	-	-	-	-	-	

**Social value objectives**

	Q1 April-June 19 Target	Q1 April-June 19 Actual	Q2 Jul –Sept 19 Target	Q2 Jul – Sept 19 Actual	Q3 Oct – Dec 19 Target	Q3 Oct – Dec 19 Actual	Q4 Jan – March 20 Target	Q4 Jan – March 20 Actual	Year Total Target	Year Total Actual
No. of FT jobs created and recruited to	0	0	0	0	0	0	0	0	0	
No. of work experience placements	-	-	-	-	-	-	-	-	-	
No. of volunteers/ participants taking part in community clean ups	-	-	-	-	-	-	-	-	-	
% of local spend	90%	100%	90%	100%	90%	100%	90%	100%	90%	

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Sac.31.07.2020/6

# South Area Council Monitoring and Performance

## Year 1 Milestones, Outcomes and Interventions: Performance Targets

### **Milestones**

<b>Milestones and targets</b>	<b>Date and comments</b>
Programme initiation meeting with South Area Team, BMBC. Agree KPIs, outcomes and priority areas for development.	4/9/19
First Meeting with Area Council	6/9/19
Meetings with Ward Alliances	TBC
Office base identified.	1/9/19
Referral Criteria, and recording systems updated	15/8/19
SIWs formally in post.	1/9/19
Social Media launch	15/8/19
Service Leaflet in place	1/9/19
Quarterly, 6 month and End of Year Performance Report	

### **Activity Intervention Target**

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
Total number of 1:1 service users referred to service	25	24	35	30	35	78	35		130	
Number of new Good Neighbour relationships	5	8	8	6	9	30	8		30	
Increase in number of people accessing local services- <i>People supported by service to access services</i>		113		200		131			150	
Increase number of people accessing local group activities- <i>People supported to access activities and those joining new groups</i>		163		149		116			150	
Number of solutions developed involving isolated and vulnerable older people i.e. transport schemes, improved communications		1		2		2				
Increase number of people engaged in physical activity/ <i>utilising outdoor space for exercise and health reasons as a result of</i>	10	2	10	51	10	14	10		40	

this service (Public Health outcome)										
Increase number of people reporting improved levels of loneliness and isolation- <i>Perception Surveys</i>		1		7		0			120	
Number of Community Car Journeys	10	6	20	18	30	0	30		90	
No. of people who can travel independently as a result of this service (including people with disabilities)		0		2		0				
Number of Community Groups/services visited ref Dementia Friendly	5	1	5	0	5	0	5		20	
Number of shops/businesses worked with to become Dementia Friendly		0	10	0	20	0	20		50	
Number of people referred to Area Council commissioned services and projects (Private sector housing/ CAB/ Tidy Team, Ward Alliance projects)		0		9		1				
No. of people supported to tackle fuel poverty (Public Health outcome) (Linked to IA worker)		1		11		17				
Number of intergenerational projects delivered or opportunities created (This can be the same events as below)		2		1		2				
Number of celebration events/ activities (These can be the same as support to groups / events etc.)		3		5		2				
No of people supported into work / employability skills (No target set)		1		0		0				
Number of Community Events- Hoyland Milton *	1	4	1	3	1	1	1		4	
As Above-Rockingham *	1	2	1	2	1	1	1		4	
As Above-Wombwell *	1	3	1	2	1	1	1		4	



As Above-Darfield *	1	1	1	1	1	1	1		4	
Social Media releases (Content to be sent to South Area Council team for use on south team page)	2	16	2	2	2	2	2		8	
Number of Case Studies	2	2	2	2	2	2	2		8	

- Service Celebrations, Live Music, Love Later Life- promoting positive images, Information and Advice, Winter Warmth etc.

### Outcome Indicators

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
Mean average improvement in wellbeing (SWEMWBS)		5.8		7.8		0			+4	
Mean average reduction in loneliness (UCLA)		.4		2.9		0			-2	
Feedback (compliments and complaints) from family members, professionals and other individuals who refer to the Project.	2		2	2	2	55	2		8	

### Social Value Objectives

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
No of jobs created and recruited to		3		0		0			3	
No of work exp/ placement opps		0				0				
Benefit Gains I&A	£35k	£42,498	£35k	£31,378	£40k	£29,736	£40k		£150k	
No of new groups created inc. Digital and Men's		2	2	7	3	2	3		8	
No of existing groups supported		2		6		1			20	
No of groups supported to become more inclusive		2		3		0				
No of clients signposted for IT skills / functional skills (No target set)		0		1		0				

No of new volunteers *	2	12	5	14	8	24	7		22	
Total no of volunteers in service	20	12	5	26	8	54	7		40	
Number of times people take up volunteer opportunities										
Total no of volunteer hours (new and existing volunteers)	100	154	125	208	125	214	150		500	
Number of local people involved in Age Friendly		0	10	0	5	0	5		20	
Number of Age Friendly Events		0	1	0	1	0	1		3	
% of contract price spent locally		95%		98%		98%			95%	

- **New Volunteers only counted once in the first quarter they volunteer**

### Project report

We need to evaluate the impact of this commission. Please provide an update on your project and tell us:

- about the progress you have made in achieving the project milestones and outcomes including the impact and difference the project has made.
- any issues and barriers your project and people worked with have faced and addressed
- the activities and interventions delivered
- any areas of performance we need to be aware of

Please note that this information will form part of the public area council report.

### Better Together Service

This Service started in September 2019 with two Social Inclusion Workers each providing 32.5 hours of time over 5 days each week and one Information and Advice Worker providing 7.25 hours each week. The Social Inclusion Workers are Kerry Thompson (focusing on Hoyland Milton and Rockingham) and Nigel Roberts (focusing on Wombwell and Darfield) The Information and Advice Worker is Claire Wright. Toward the end of this quarter, Nigel left the service and this work has been covered by existing staff during recruitment. A new staff member has been recruited and will start work at the beginning of the next quarter.

#### 1:1 Working

The service has supported 131 older, vulnerable people, without support networks, who needed to self-isolate during lockdown in the South Area. 30 of these people have had their shopping done for them regularly by Age UK Barnsley staff and volunteers. All service users have received regular befriending or contact calls and we have also collected medication and provided activities to help people keep active and connected. Staff have also been signposting and providing information regarding a diverse range of issues including local shop deliveries, support to

manage dementia, sorting out heating problems, health related issues and will writing. Our Information and Advice Service has been available throughout and has supported people to access repairs, aids and adaptations and incontinence products as well as providing support with benefits, health and social care issues.

Our service has been a lifeline for some older vulnerable people. Our Covid Service was available from the 1<sup>st</sup> day of lockdown, when many people were panicking and did not know how they would be able to get necessities. We have liaised closely with Social Prescribing, Social Services, Memory Team Carers Services and GP surgeries. In addition, staff and volunteers have taken every opportunity to do little things to make life better where possible, like sending birthday cards.

Feedback includes:

*"Thank you once again for your help. It is important to me to know that there is someone reliable that can help him with his groceries."* IR son of older person living in Rockingham Ward

*"Thank you so much for what you have been doing."* MT, Wombwell

*"I don't have anyone around and it's lovely of you to ring me every week for a chat and to see how I am. I really look forward to it"* AF, Hoyland Milton

*"I can't thank you enough for what you are doing for me. All your staff are very good and doing a great job. DO, Darfield"*



**Enjoying the Gardening Activity**

## **Volunteers**

Many of our regular volunteers are older people themselves and have had to shield during lockdown so we are very grateful to the new volunteers who have come forward. 24 new volunteers have stepped up to offer their help in this service during the pandemic. Volunteers that offered their help at this difficult time were issued with our safety pack such as wipes, hand sanitiser, mask and gloves and information on how to use PPE and keep safe.

Volunteers are supported by the Inclusion Workers by their chosen method of communication. Some have now returned to work and are still supporting older people in the South Area. In this quarter, volunteers have provided 214 hours in this service. Over the 10 months this service has been live, this gives a total of 576 volunteer hours. If we apply a common estimated hourly value of volunteering at £13.53, this means that volunteers in this service have provided a value of £7,793 to the South Area. In addition, the fact that these volunteers have been out in the community, throughout this period, potentially risking their own wellbeing, to enable extremely vulnerable older people to stay safe and well is invaluable.

Around 88% of deaths from this virus have been among people over the age of 65. The risk of the virus being fatal increases as people age beyond 65. Therefore, as a high proportion of the people we are supporting are aged over 80, this service has probably been life-saving at this time.

During this quarter it was national Volunteers Week. We sent each of our volunteers, currently active or not, a gift of chocolate, an Age Friendly Hero Pen and a letter to express our thanks and the difference they make in the lives of older people in our communities.

One of the Case Studies shows how one of our amazing volunteers uses this experience to help her improve her language skills and her own wellbeing.

## **Groups and Activities**

Activities this quarter have included working with Jump Primary School to develop a Pen Pal Project that is linking together local children and older people. 6 of the pupils are now involved in this along with older people from the community.

A 10-year-old boy from Wombwell also approached us wanting to write to an older person in his area. We have facilitated this and they have been writing to each other throughout lock down.

Our partners at Barnsley U3A have also been very busy. They have been putting lots of online activities in place and their Birdwell Buddy activity has kept 30 older people connected.

Lockdown has meant that community groups have been unable to meet. In light of this, we have encouraged isolated, older people from the South Area to participate in Age UK Barnsley's Home Based Activities to help with their wellbeing. 42 older people in the South Area are currently joining in these activities. We found that only 35% of the people we have been supporting are online and there are lots of activities on Social Media so we needed to do something different. We have a menu of 10 activity clubs which include Exercise, Wildlife, Art, Crafts, Creative Writing, Gardening, Foodie, The Pudding Club, Reading and Puzzlers. Each older person can join up to 3 clubs- See attached Activities Menu. Each Club has a set up pack that comes with it and an interactive element. For example, with the Foodie Club, the "weighed out" ingredients and a recipe are sent out to the person each fortnight. The person makes their own dish and then sends us a photo so we can display the dishes. Older people are also asked to send us their own favourite recipes which we can share around. The Gardening and Exercise Activities have been instrumental in getting older people outside and active.

Feedback included:

*"The activities have been a godsend to my wife."* MT Wombwell

*"J. along with her neighbours are singing your praises, they are really impressed with all the activities and loving engaging with them."* DG about a group of neighbours in Hoyland Milton



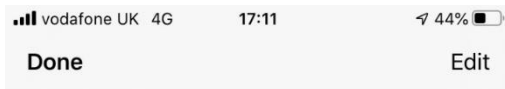
**One of our Foodies with her successful dish**

Kerry, the Social Inclusion Worker has also been in touch with the “Stitches Group” in Darfield who are now busy knitting little hats as part of our Big Knit project.



### The Stitches Group helping with the Big Knit

In addition, as one of the groups had planned a VE Day Tea Party, we wanted to ensure this was still celebrated even though they couldn't get together. On VE Day, Afternoon tea boxes and a programme for the day were delivered across the South Area. *Please see the Groups Case Study below.*



More

### VE Day Afternoon Tea Delivery

## **Events- Wellbeing Boxes**

All planned events have had to be cancelled but we have added the delivery of Wellbeing Boxes as an event outcome. All the service users we have been supporting in the South Area received a Wellbeing Box that contains groceries and activities and a letter to let them know they are not alone. This really lifted people's moods, ensured they had access to the essentials as well as some treats and an activity pack to cheer them up. We have received funding from BMBC and Charitable Trusts and worked in partnership with many agencies and individuals like Morrisons and In-Kind Direct. This enabled us to pick up discounted and donated goods to make our funding go much further. Over 100 older people in the South Area have received Wellbeing Boxes each with a value of around £45 and we have retained a small number of boxes for those people that are in desperate need of help as these requests are still coming in.

Feedback about the Wellbeing Boxes includes:

*"I have just had a box delivered and would like to say thank you it was a very, very nice surprise - it was very heavy and nearly made me cry."* Mr M. Rockingham

*"It was a lovely thought; I have been in pain quite a lot recently and it was a lovely surprise."* MM, Hoyland Milton

*"Thank you for the box - it really is fantastic and really appreciated"* CB, Darfield

## **Information and Advice**

Claire has continued to provide Information and Advice via the telephone and email throughout this quarter. She has worked with 17 older people in the area on a range of issues. The service has not been as busy in this period, nevertheless, Claire was able to successfully support older people in the South Area to apply for benefits worth nearly £30,000.

## **Other Activity**

Unfortunately, many of the activities that we have been working on came to a halt in March including Men in Sheds, Community Car Service, Dementia Friendly and Age Friendly work. We look forward to picking these work streams up again in the next quarter.

## **Next Steps**

Although many people are starting to get out and about again, there is still a real risk for older people who may face much more serious consequences if they catch the virus. Some of our service users are already back shopping for themselves, some are tentatively going out e.g. for early morning walks while it's quiet, others are still shielding. Community Groups are not open again yet and there is the threat of a second spike at the end of this year. Referrals are still coming in to Age UK Barnsley as other pandemic services start to close, and volunteers go back to work. The challenge for the Better Together Service is to enable those vulnerable, older people who need/wish to continue to shield to do so while supporting those people who want to get back out as well. The home-based group activities are



about half way through their 8-week cycle and we are continuing to provide telephone befriending and shopping deliveries.

Going forward:

- Our Social Inclusion Workers will continue to work with older people who are experiencing problems at this difficult time including financial problems and the need for access to social care
- We will provide Wellbeing Boxes to those older people that are experiencing difficulties accessing food.
- We will be working with older people to look for other options wherever possible to get their shopping although this may be limited by not being online.
- We will support those people who want to do their own shopping but have lost their confidence to get back out again
- We will provide information and support for those older people who have reduced mobility following self-isolation especially those people that are vulnerable to falls
- We are already giving extra support to those people who have mental health problems or low mood as a result of this period of isolation and will continue to do so.
- We will be starting to do more face to face befriending alongside telephone befriending, in agreement with the older person and within the Government Guidelines
- We will share information about what is available for older people as services reopen
- We will work in partnership with any organisation that can bring extra value to our offer for older people
- We will try to encourage volunteers to continue working with us as they start returning to their normal lives/ work.
- We will continue to offer a range of activities that older people can be involved with from home. We are particularly looking at activities by phone like Group Bingo.
- We will start to open up our groups when they can be delivered within Government Guidelines.
- We are currently working within the Age UK Network to develop ways of running group activities again when this can be done safely and we will share this expertise.

Should we hit a second spike of the virus and further lockdown, we will once again focus all our efforts to keep older people safe at home. We are very grateful that the South Area has a contract with Age UK Barnsley that has enabled us to keep this extremely vulnerable group of people safe at this very difficult time.



**CASE STUDIES:**

**Age UK Barnsley      Social Inclusion Case Study**

<b>Title</b> Groups Case Study
<b>Date</b> 02/07/2020
<b>Ward Area</b> Hoyland Milton / Rockingham
<b>Summary</b> <p>This year marked the 75<sup>th</sup> anniversary of VE Day and the Social Inclusion Worker (SIW) had planned for this to be celebrated by members of the community who the SIW working in South Area supports. The event was to be held in a Community Centre and a 1940s vocalist, Lindy Hop Dance Group and food was to be provided.</p> <p>However due to Covid19 this had to be cancelled. Because of this and knowing how much the community were looking forward to this day the SIW following GOV guidelines arranged for them to be able to continue to celebrate this day in their own homes.</p> <p>A personalised letter, order of the day sheet, and some themed activities were sent out to each person who would have been attending the event prior to the day to inform them to expect a delivery on Friday 8<sup>th</sup> May.</p> <p>A local tea room in Hemingfield supplied and delivered to each home the themed afternoon tea.</p>
<b>Key Learning Points</b> <ul style="list-style-type: none"><li>• To highlight to the community that during difficult times support is available</li><li>• To try and regain a little bit of normality in difficult times</li><li>• The importance of providing something to lift people's spirits</li></ul>
<b>Outcomes of Project</b>

- 23 people were involved in the activity in Hoyland Milton/Rockingham. We thought that this was such a good idea that we sent a further 20 Afternoon Teas out in the Darfield/Wombwell Areas
- Feedback was very good, one lady wrote “Our VE Day tea was a lovely surprise, we really didn’t expect that. Thank you so much it really showed us that you had thought about us “
- Another wrote “Call me a softy but I cried when I received the tea, it meant so much especially at the moment as I’m going through my treatment for cancer”
- Thank you for the VE Day Parcel. It was lovely. I sat in my chair in the afternoon, watching the celebrations, opened the box, I felt I was part of the day

**Title Individual Case Study - Mrs. X**

**Date**

**02/07/2020**

**Ward Area**

**Wombwell**

**Summary**

This case study describes how a volunteer working in the Social Inclusion Service in the Wombwell Area has improved her own life and the lives of the people she provides essential shopping and prescription delivery for during the Covid 19 pandemic as a Good Neighbour Befriender.

It demonstrates how members of the community can enhance their own social and life skills, whilst making a huge difference to others in need.

**Key Learning Points**

Mrs. X acknowledges that although she is busy herself, she is very keen to help others and wanted to offer some of her time to help older members of the community who were isolating or shielding during the pandemic. She has a very good understanding of how volunteering can improve a person’s health and mental well-being.

**Background**

Mrs. X is a busy single parent with 3 children, one of whom has complex learning difficulties. She is originally from Eastern Europe and has been in Britain for 9 years. In the past she has suffered with bouts of depression and finds communication difficult at times as she is trying to learn the language, this in turn has caused a lack of confidence. She initially sought volunteering opportunities as a way of helping her improve her command of the English language and boost her overall confidence, whilst helping those in need during the current situation.

Mrs. X found volunteer vacancies with Age UK Barnsley whilst looking on the Age UK National website. She is not a car driver but wanted to volunteer her time to help with essential shopping and medication collection and was happy to do this within walking distance of her home. We have arranged a set day each week that the SIW contacts the service user to obtain the shopping list as Mrs. X did not feel confident to communicate via telephone for if she didn't understand the service users request. It was agreed that the SIW then emails the list onto Mrs. X. This is proving beneficial to the people she visits as they prefer routine. They appreciate her taking the time to shop and deliver essential items, especially as all this is done on foot.

The service users look forward to Wednesdays when they get to have a social distance chat with Mrs. X. As they don't have family nearby this has proven beneficial to their mental wellbeing during shielding and in return has helped Mrs. X with her communication needs.

**Who was Involved:**

Social Inclusion Worker  
Mrs. X who has now been volunteering for 4 months

Both Mrs. x and the people she visits, benefit from her volunteering.

**Outcomes of Project**

- Mrs. X has gained confidence communicating with others through her volunteering.
- She feels valued and happy that she is making a difference to people during the current situation.
- Mrs. X says she has experienced depression and understands how people must feel when they are unable to go out of their homes, and gains satisfaction from seeing how happy the service users are to talk to her, and knowing that she is helping others in need

**Next Steps**

Mrs. X is happy to continue to support the 2 people she visits each week. She would like to continue volunteering for Age UK Barnsley when the pandemic is over.

SIW to continue to support Mrs. X throughout her volunteer journey.

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## **Report to the South Area Council from the Better Together Service- Year 1**

### **Introduction**

The Better Together Service, commissioned by the South Area Council to support older people who are socially isolated, began in September 2019. Age UK Barnsley are the provider organisation and the team consists of two Social Inclusion Workers, a part-time Information and Advice Worker and management. This report is to highlight what has been achieved in the first 10 months of service. The service aims to support older people by addressing the source of isolation and putting interventions and solutions into place at an individual and community level. Unfortunately, in March, following the Covid lock down, the service had to change its focus as older people without support networks needed help to safely self-isolate and group activities had to close. There is a great deal of overlap between vulnerable, older people that are socially isolated and those that need to self-isolate and do not have support networks in place so when lockdown happened, we began Covid support at once using our community networks to reach older people.

### **One to One Work**

Between September and March, staff have worked extremely hard to promote the service to isolated, older people. They have been out into the community talking to GP Practices, Social Prescribing, Chemists, Supermarkets, and local services. Up to lockdown, the service had worked with 54 individual older people to develop and implement a plan to become less isolated. 14 of these people had been given a Good Neighbour Volunteer to befriend them and either visit them at home or support them to access community activities. Other service users were working with staff on getting out to community activities, local facilities or accessing services. We referred people on to a range of services including medical services, dementia services and volunteering opportunities. The service is successful in reducing social isolation shown by the significant improvements in service user scores through our accredited Wellbeing and Loneliness Questionnaires, excellent feedback from service users and successful case studies which are part of the quarterly reports.

Since lockdown, we have supported, 115 vulnerable, older people, without support networks, to stay safely at home in the South Area. Feedback refers to the service as a “life saver” and “Godsend.” We have carried out shopping, medication deliveries and provided regular befriending/contact calls. In addition, we have provided Wellbeing Parcels to each person with £45 value of groceries and an activity pack of puzzles. This ensured that everyone had the essentials they needed plus a few treats. We also supplied V E Day Tea packages to make up for the group afternoon tea that could not be held that day.

### **Volunteers**

50 volunteers have helped to provide this service so far. Some have volunteered each week and some occasionally. Several of the volunteers run Age UK Barnsley or U3A groups in the area and 24 have joined because of the Covid situation. In total, they have provided 576 hours of support over the 10 months.

### **Information and Advice**

The Information and Advice element of the Service has carried on right through the lockdown period although from March it has been a telephone/email service. It has been essential in helping older people to access services like repairs, disability aids, care services and incontinence aids. Since the start of this service, this part of the service has supported 56 older people in the South Area to claim £119,625 in benefits. This service can work with some of the most vulnerable, older people, including those with dementia, who would not be able to access community- based benefits clinics.

### **Groups and Events**

By March, our partnership with Barnsley U3A had enabled us to set up a total of 9 new regular community activity groups in this area including Men in Sheds and the Parkside Group. A number of these groups are focused on physical activity including Barnsley U3A's Stepping Up to Fitness, Netball and Walking Cricket. We also held 18 Community Events including Afternoon Teas, Winter Warmth and Intergenerational Family History. We had also started to develop our Community Car Service and 24 supported car journeys had taken place.

Lockdown meant that all group activities had to close in March but we have found a range of ways to continue keeping people stimulated and involved. Only 35% of our service users are online at all so we needed to be imaginative. At present, we are part way through an 8-week home based activities cycle. Older people have been able to choose up to 3 activities from a choice of 10 which are: Gardening, Art, Pudding Club, Foodies, Craft, Exercise, Wildlife, Creative Writing, Reading and Puzzlers. Each activity has a start-up kit and an element of interaction and fun. For example, the Creative Writers receive a starter pack writing book and pens, they can share their work with others and win a prize for the best entry on a specific subject. Feedback has been excellent and shows how older people have felt their mood lifted by getting involved. We have also been carrying out other initiatives including a Pen Pals Project with Jump School and a Big Knit project with the Darfield based Stitches Group.

### **Future Plans**

We are now entering a recovery phase after Covid. Our volunteers and staff are now able to visit older people face to face in an outside environment. We are supporting those older people who want to get out into the community again and helping with confidence building and mobility issues. We will be supporting those people whose mental health has been affected and those that are more vulnerable to falls due to self-isolating. We are currently working on risk assessments to re-open community activities and Community Car journeys and look forward to picking up the Age Friendly and Dementia Friendly work. However, should there be a second lockdown because of the virus, we are ready to revert to supporting vulnerable, older people at home.

**BARNSELY METROPOLITAN BOROUGH COUNCIL**

**South Area Council Briefings:  
31<sup>st</sup> July 2020**

**Report of South Area Council Manager**

**South Area Council – South Area Council Priorities and Forward plan**

**1. Purpose of Report**

1.1 To provide information on two South Area Council workshops agreed at its first ever virtual South Area Council meeting on the 5<sup>th</sup> June 2020.

1.2 To provide details of the discussion and way forward.

**2. Recommendations**

2.1 That Members note the information on the South Area Council Workshops.

2.2 That Members agree a sixth South Area Council priority: 'Health and Wellbeing for all'.

2.3 That the South Area Council will work with Public Health to deliver a pilot in the South to provide a better insight into the impact of social distancing for our communities.

2.4 That Members agree to any decisions on the remaining South Area Council budget are put on hold until the Public Health work is completed and can inform future spend which better meets the emerging needs of our communities.

2.5 That ward briefings take place to discuss further how the opportunities for the work of the South Area Council and Ward Alliances can support the inclusive economy agenda, making the most of opportunities to better align to the economic, skills and people support and programmes and Principal Towns . This will be ongoing work with outcomes presented at briefings and Area Council meeting when appropriate.

2.6 That Members revisit at a future date commissioning intentions and areas of work being developing by the South Area Council prior to Covid 19 and as part of the Public Health work described at 4.5.

**3. South Area Council Recovery presentation**

3.1 The South Area Council met for its first virtual Area Council meeting on the 5<sup>th</sup> June 20 as part of a round of Area Council meetings across the Borough. All Area Council meetings followed a similar format of a presentation setting out:

- Strategic approach to the recovery phase, 5-point recovery plan – David Robinson
- Role of Area Councils and Ward Alliances in recovery – Phil Hollingsworth
- Implications of the Area Council current approach – Lisa Lyon, South Area council Manager

3.2 The government lockdown and social distancing had implications for each of the Area Councils in terms of the annual programmed Area Council meetings. It was not possible to meet and hold meetings in the usual manner, as such the Governance

team set up virtual meetings for each of the 6 Area councils meeting which took place over a period of a week.

3.3 The virtual meetings covered an agreed format and key messages and were aimed as a starting point for further discussion with Area Council members. (see appendix 1 South Area Council recovery presentation).

3.4 There were a number of common themes for actioning from the meeting with briefings suggested on the following topics:

- Business and financial hardship support across the Borough and South area.
- Public health: Mental Health and wellbeing support available including exploring Hidden harm, food access, mental health, early help and prevention.
- Inequalities across the South area - Connectivity, IT infrastructure

3.5 It was agreed at the South Area Council meeting that Members Briefing workshops would be set up to look at the information presented at the meeting in more details and consider further information provided as a result of the common themes. The agendas:

**South Area Council workshop briefing, 10<sup>th</sup> July 20:**

- Overview of economic and skills support and position statement
- Principal Towns update

**South Area Council Workshop briefing 17<sup>th</sup> July 20:**

- Public health presentation
- Smokefree Hoyland presentation
- Stocktake on South Area Council priorities and commissioned services

**4. Workshop discussions**

4.1 As part of the workshop briefings Members were presented with information to consider:

- how the South Area Council can better support the Councils 5-point recovery plan priorities below through Ward Alliances and Area Council commissioned services:

**1. Humanitarian - Health & Wellbeing**

*To help heal and restore the health of wellbeing to reduce and suppress infection across the borough.*

**2. Business Economy**

*To ensure that the boroughs' communities and businesses positively move on from COVID-19. To bring back public and investor confidence in our local economy.*

**3. Building Resilience**

*To improve resilience across the borough in preparation for potential future waves of the COVID 19; to continue to shield and protect the vulnerable.*

**4. Education & Attainment**

*To safely open and reinstate educational activity to catch up and minimise impact on children, young people's development and outcomes pre-birth to 25 years old through both traditional educational establishments and digital means.*

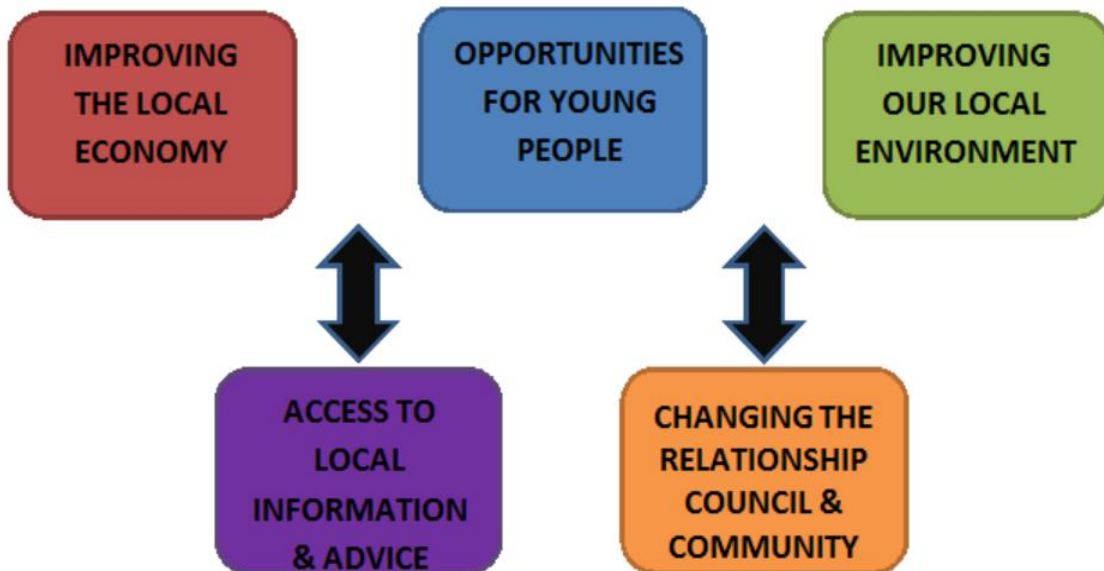
**5. Infrastructure & the Environment**

*To safely reinstate infrastructure and transport networks as soon as practicable.*

Proposing a  
5-point  
Recovery /  
Renewal  
Strategy



- how to address new challenges brought about by Covid 19
- the South Area Council unallocated budget of £54,318 plus £9062 grants unallocated and £1180 remaining enforcement income
- whether the following South Area Council current priorities are still the right ones:



4.2 In the South Area all the commissioned providers flexed their contracts to ensure that those in need were supported. The South Area Council benefitted from having established resources in place that could react quickly. Much of the provision was adapted to online and telephone support. The following was presented to Members at the workshop briefings to map how current contracts help meet the South Area Council priorities and the 5-point recovery plan priorities:

## South Area Council priorities:



- All the contracts help to change the relationship between the Council and the community. For ‘improving the environment and local economy’ and ‘access to local information and advice’ between 3 and 4 contracts support this agenda. One contract supports the priority for ‘Opportunities for young people’.

5-point recovery plan priorities:

- When the same exercise is completed for the 5-point recovery plan priorities at 4.1 it was evident at the workshop that 4 out of the 5 existing contracts support ‘Humanitarian – Health and Wellbeing’. Health and Wellbeing isn’t currently recognised as a specific priority for the South Area Council even though several contracts are supporting this work. Also noted at the workshop was the education and attainment priority currently has just one contract supporting this, which is the same contract, Tidy Team services, delivering on the one ‘Opportunities for young people’ priority.

## 5 point recovery plan:

<b>1. Humanitarian - Health &amp; Wellbeing</b>	
<b>2. Business Economy</b>	
<b>3. Building Resilience</b>	
<b>4. Education &amp; Attainment</b>	
<b>5. Infrastructure &amp; the Environment</b>	

4.3 In recognition of the contribution of contracts towards improving people’s health and wellbeing and the opportunities to build on this during Covid 19 recovery stages, it is recommended that the South Area Council agree a further priority ‘Health and Wellbeing for all’.

4.4 At the workshop briefing it was recognised that as lockdown eases many people in the South area will still require ongoing support to reengage into society, and deal with the ongoing impact of the pandemic and exacerbating existing health inequalities. Members agreed that before they could make any recommendations for allocating the remaining South Area Council budget outlined at 4.1, they would like to better understand what the impact of Covid 19 has had on our communities in order to better commission work to support the recovery.

4.5 Diane Lee, Head of Public Health, presented to Members a detailed picture of the effects of social distancing measures with significant cross over with the work of the South Area Council and Ward Alliances and opportunities to align the work towards recovery. Diane presented a proposal to pilot in the South, building on a successful

piece of work by Public health called 'A day in the life of'. The work would aim to provide a better insight into the impact of social distancing for our communities at a very individual level. The ambition would be that this work can better steer commissioning to support the Borough and more targeting of resources.

4.6 At the workshop briefing Members agreed that the South Area would work with Public health to deliver this work. Decisions on spend will be put on hold until this work is completed.

4.7 At the workshop briefing on the 10<sup>th</sup> July 2020 Members received detailed presentations regarding the support put in place for businesses, people, employment and skills. The briefing outlined the reactive work put in place across Barnsley building on a strong foundation of existing provision and programmes. Information included how since the start of the pandemic the offer has been evolving and strengthening to meet the needs of the Borough and the potential role for the Area Council and Ward Alliances to support the inclusive economy agenda in particular through Principal Towns. Members felt that ward briefings would be needed to discuss the information in more detail.

4.8 Prior to lockdown the South Area Council were working on a number of commissioning intentions and developing the following areas of work:

- Smokefree Hoyland
- Strength and Balance training, roadshows and tackling excess winter deaths
- Road Safety and air quality around schools
- Food access

4.9 This report is recommending that these areas of work are revisited at a later date as part of the work with Public Health to define the challenges for local people whilst social distancing.

## **5. Agreed way forward and action**

5.1 Recommendations on a way forward and actions:

- The South Area Council agree a sixth priority: 'Health and Wellbeing for all'
- The South Area Council will work with Public Health to deliver a pilot in the South to provide a better insight into the impact of social distancing for our communities.
- Decisions on the remaining South Area Council spend will be put on hold until the Public Health work is completed and can inform future spend.
- Ward Briefings to take place to discuss further how the opportunities for the work of the South Area Council and Ward Alliances can support the inclusive economy agenda, making the most of opportunities to better align to the economic, skills and people support, programmes and Principal Towns . This is ongoing work with outcomes presented at briefings and Area Council meeting when appropriate.
- Revisit at a future date commissioning intentions and areas of work being developing by the South Area Council prior to Covid 19 and as part of the Public Health work described at 4.5.

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## BARNSELY METROPOLITAN BOROUGH COUNCIL

South Area Council Briefings:  
31<sup>st</sup> July 2020

Report of South Area Council Manager

**South Area Council – Procurement and Financial Update**

**1. Purpose of Report**

- 1.1 To provide an update on two South Area Council contracts which are completing their first year of a one year plus one year contract in the following quarter of the year.
- 1.2 To consider the information from the two contracts who are presenting at the South Area Council meeting on the 31<sup>st</sup> July 2020.
- 1.3 To consider recommendations presented in this report.
- 1.4 To note information on current commissioned services and contracts.

**2. Recommendations**

- 2.1 That Members note the presentations at this meeting by Age UK Barnsley and Private Sector Housing Officer with regards to recommending a further year.
- 2.2 That Members note the performance information in Appendices 2 and 3 and contract review information for contracts completing their first year.
- 2.3 That Members recommend the continuation of the Age UK Barnsley Better Together Service (£59,560) for a further year based on the continued performance of the service, continued and increased need due to Covid 19 evidenced through target numbers achieved and the availability of South Area Council Funding.
- 2.4 That Members recommend the increase in the Private Sector Housing Officer hours from 30 hours to 37 hours for the continuation of the contract for a further year. The 37 hours post would be an increase from £ 26,480 to £32,580. The cost would be £6100, the £32,580 full time equivalent costs has been previously agreed when the post initially went out for recruitment. The recommendation is based on the continued performance of the Private Sector Housing Officer service, continued and increased need due to Covid 19 and the availability of South Area Council Funding.

**3. Contract review**

- 3.1 The South Area Council commission the Age UK Barnsley ‘Better Together’ service and the Private Sector Housing Officer post which are subject to a one-year review of performance, continued need and funding. The contracts are all commissioned on a one year plus a further one-year basis with the second year being approved if the contract is meeting its targets, outcomes and milestones, if there is evidence of continued need and if the funding is still available.

**3.2 Age UK Barnsley ‘Better together’, service overview:**

- New Service from October 19, £59,560 per year, 2yr contract, 2 Social Inclusion Workers
- Service commissioned to tackle loneliness and isolation, increase independence & health and well-being
- Target population considered vulnerable owing to loss of income, mobility, employment or partner bereavement



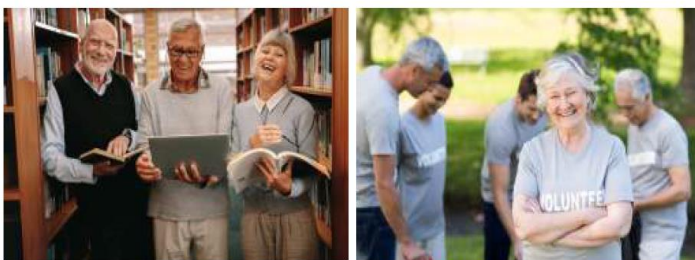


Since October 19 (further information in quarterly contract report, Appendix 2):

- 131 1:1 referrals in 9 months against an annual contract target of 130. 78 have been during Covid 19
- Good neighbour relationships developed = 44. Annual target = 30. 30 of these relationships have been during Covid 19
- Increase in people accessing services as a result of this contract = 444 against a target of 150
- 29 people helped to tackle fuel poverty
- £103,612 in benefits gain reported through the Information and advice support worker providing guidance to people unable to attend CAB drop ins or access IT solutions
- Support provided to over 50s during Covid 19. It is known that older people have been asked to shield for longer than other parts of the community and this has had an enormous impact on people's lives particularly in terms of isolation. This contract is addressing both emotional and physical support needed.

## Better Together Service

**Darfield, Hoyland Milton  
Rockingham & Wombwell**



**Supporting people aged 50+  
to meet others and enjoy later life**



**t: 01226 776820  
e: [enquiries@ageukbarnsley.org.uk](mailto:enquiries@ageukbarnsley.org.uk)  
[www.ageukbarnsley.org.uk](http://www.ageukbarnsley.org.uk)**

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**South Area Council**  
Darfield, Hoyland Milton, Rockingham, Wombwell

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Metropolitan Borough Council

3.3 Prior to Covid 19 the contractor was meeting the targets set for the contract and fully meeting the requirements set out for the project and the established needs in the community, providing a high-quality service. During Covid 19 this provider have flexed its contract in order to meet emerging needs. The service was available from the 1<sup>st</sup> day of lockdown, when many people did not know how they

would be able to get necessities. As you can see from the quarterly performance report (Appendix 2) the service liaised closely with Social Prescribing, Social Services, Memory Team Carers Services and GP surgeries to quickly adapt its provision and still maintain its relevancy as a service during Covid 19.

3.4 Examples of feedback submitted in the quarterly report from:

*“Thank you once again for your help. It is important to me to know that there is someone reliable that can help him with his groceries.”* IR son of older person living in Rockingham Ward

*“Thank you so much for what you have been doing.”* MT, Wombwell

*“I don’t have anyone around and it’s lovely of you to ring me every week for a chat and to see how I am. I really look forward to it”* AF, Hoyland Milton

*“I can’t thank you enough for what you are doing for me. All your staff are very good and doing a great job.”* DO, Darfield



**Enjoying the Gardening Activity**

3.5 Based on the continued performance of the Age UK Barnsley ‘Better Together Service’ continued and increased need due to Covid 19 evidenced through target numbers achieved and the availability of South Area Council Funding the South Area Council are being asked to agree the continuation of the contract for a further year. The contract continues to meet the South Area Council priorities of access to local information and advice, improving the local economy and changing the relationship between the Council and the community.

3.6 **Private Sector Housing Officer Post, service overview:**

- Tackling poor quality private rented housing stock
- Internal Service Level agreement with BMBC Community Safety
- £32,580 FTE per year up to Sept 2021

- Property inspections and support for landlords and tenants
  - Powers to issue formal notices
  - No need for a referral
  - Lucy Raynor on 07769246239
  - The Private Sector Housing officer has continued to offer support to landlords and tenants throughout Covid 19, initially moving all support to telephone assistance.
  - The officer has been instrumental in helping the South Area team supporting people needing additional help/ interventions in the area during Covid 19. The post holder has been the main point of contact when communication has stopped with a person being supported. The post holder has carried out welfare checks, carried out informal needs assessments and put support in place including making referrals for people needing assistance. Knowing the area, the housing stock and local networks has enabled a quick and valuable response.
  - The officer has distributed call centre leaflets, promoted support services and carried out patrols across the South advising on Council and partner services where appropriate.
  - This post continues to meet the South Area Council priorities of Improving the environment, access to local information and advice and changing the relationship between the Council and the Community.
  - Further information (Appendix 3- quarterly contract report)
- 3.7 The current post holder has a contract for 30 hours per week and was recruited on these hours. The post however, has always remained on BMBC structures as a full time equivalent (FTE) 37 hours position so that, if needed, the post could be re advertised and recruited to as a full-time post at any time in the future.
- 3.8 At the South Area Council meeting on the 25<sup>th</sup> October 2019 the South Area Council Members recommended to ringfence funding to enable a second year of the current post at 30 hours until the end of September 2021, subject to performance, funding and needs still being current.
- 3.9 The post holder is now in a position to fulfil the 37 hours per week, as such this report recommends increasing the hours to the original 37 hours. The 37 hours post will be an increase from £ 26,480 to £32,580. The cost would be £6100.
4. Based on the continued performance of the Private Sector Housing Officer service, continued and increased need due to Covid 19 and the availability of South Area Council Funding the South Area Council is being asked to agree the increase in officer hours from 30 hours to 37 hours for the continuation of the contract for a further year.



## 5. Current contracts and commissioned services:

Contract	Start date	End date	Total Contract Value
South Tidy Team	01/04/19	31/03/2021	£189,955 + £181,721
Advice service	01/07/2019	30/06/2021	£79,572 + £79,572
Environmental enforcement	01/04/2019	31/03/2021	£14,956 + £18,220
BMBC Environmental enforcement	01/04/2019	31/03/2021	£2735 + £5000
Private Sector Housing officer	02/09/2019	30/09/2021	£26,480 + £26,480
Tackling Social Isolation	01/09/19 Contract review TBC	31/08/21	£59,960 + £59.960
Healthy Holidays – WA top up	01/02/19	Ongoing	£10,000 (£2500 per ward)
Functional fitness MOT Training	TBC	TBC	£1200
South Health and Wellbeing Fund:			£24,870 public health, £938 SAC
- TADS for Wellbeing	01/07/19	30/06/2020	£4,110
- Young Wellbeing Ambassadors	01/07/19	30/06/2020	£4,450
- DIAL Community workshops	01/07/19	30/06/200	£2,400
- Fairshare Yorkshire, Step forward programme	01/12/19	30/06/2020	£4,850
- Reds in the community	01/11/19	30/06/2020	£4998
- Wombwell men in sheds	01/11/19	30/06/2020	£5000

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