

July to September 2022

Dearne Area Council Performance Report



Barnsley – the place
of possibilities.



Dearne Area Council
Dearne North, Dearne South

Area Council Priorities

Health and Wellbeing
Young People
Local Economy
Skills for Work
Our Environment

Barnsley **2030** priorities

Barnsley **2030** Sustainable
Barnsley **2030** Growing
Barnsley **2030** Healthy
Barnsley **2030** Learning

The providers listed have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Provider	Service	Contract Value/length	Contract end date	Priority	2030
Twiggs	Environmental, volunteering and education service	£85,000 per annum	Funded until end of March 2023		
B:friend	Social connectivity	£28,000 per annum	Funded until end of July 2025		
Dearne electronic community village	Employability	£34,000 per annum	Funded until end of March 2025		
BMBC	Private Sector Housing Enforcement	£33,227 per annum	Funded until end of March 2025		

Commissions

TWIGGS

Grounds Maintenance LTD



The good weather over the summer made for a busy period with a number of community events and good volunteer numbers and participation. As always, the work not only had a positive impact on the local environment, but the volunteering opportunities had further effects on social and community interaction meaning a constructive impact on physical and mental health, helping to address public health priorities.

Twiggs



257 volunteers worked with on events

28 new volunteers

786 volunteer hours at Twiggs events

305 rubbish bags filled

17 areas targeted in proactive and reactive work

2 fly tipping cases reported




Community Work with GXO

There have been several sessions with local employer GXO Logistics (ASOS) – Thurnscoe volunteers from the organisation supported by their employer with time off in works time have targeted Houghton Road and Rainbow community centres as well as general street activity. They focused on horticultural and general tidy ups, cutting down overgrowth as well as removing moss and weeds. Forty two people attended these sessions contributing 167 hours and removing 77 sacks of waste. The great attendance led to the volunteers supporting other community volunteer sessions organised by the Area Team and Ward Alliances.



The social clubs have welcome new members of various ages as well as the 1to1 work to support people. A new partnership with Barnsley Older Person's Physical Activity Alliance (BOPPAA) led by Age UK Barnsley has started. This work has included new falls prevention, exercise classes and a functional fitness 'MOT'. Work has started to encourage new volunteers to come forward including an advertising feature in the Weekender with some success. The newly established link with Robert Ogden now see students helping in Thurnscoe as well as Bolton as part of their Duke of Edinburgh Bronze award.

b:friend



- 105 isolating older neighbours supported
- 418 hours of 1:1 befriender interactions
- 65 hours of staff visits/calls
- 65 volunteers
- 7 new volunteers
- 64 hours of group social activities



Joe



Joe had been paired with a telephone befriender during the lockdown but the pairing had ended due to the volunteers work commitments increasing. Joe was then matched with Jim who is actually a little older than Joe. At their first visit Jim encouraged to join the Thurnscoe social club, telling him it would do him good to get out and socialise more as he has use of a mobility scooter. The following week Joe attended his first session and has not missed one yet. Joe even joined us on a trip to Cannon Hall a week after his first session! Joe continues to enjoy weekly visits from Jim and a weekly morning out at the Social Club. Joe says "I'm right glad I came, I actually know a few people here!"



The three days a week of class learning is fully booked, those unable to attend in person due to health issues have dedicated phone/internet support. onto online learning + OCR ICT Award. All learners are also undertaking Employability Skills sessions, extra learning is in partnership with Good Things Foundation using the Learn My Way and Make it Click resources. Due to the close nature of learning additional help with PIP/Council tax/Housing advice is provided and referral made to other services for example DIAL Barnsley. During recent months there has been an increase in people aged 70+ looking to return to work wanting help with CVs and application. A common theme is they are struggling with the cost of living.

DECV



18 people learning

12 learner achieving qualifications

5 learners into employment

24 learners into further training



Karen

Karen had been out of work for 2 months and hadn't needed a new CV before. She had little experience of the Internet and had never used emails / attachments but had some skills using a smart phone

She began an ITC course and put together a CV, email account and started job searches which were all big steps for someone who hadn't used a computer or have access to one at home. Support was also given to set up Universal Credit and associated DWP access.

With this support Karen managed to apply for several jobs and within 2 months was able to secure a job with Home Bargains a position she was really happy with. She continued to attend the centre on her days off to complete her qualifications.

She says: "I knew that job applications were all done on a computer nowadays but kept putting it off learning. This was a wakeup call. Should have done this years ago. Thanks for the patience and helping me Rory!"



BARNSLEY
Metropolitan Borough Council

Private Sector Housing Enforcement

This is the first full quarter for the new officer with whole range of issues such as Anti-Social Behaviour, Environmental, Private Sector Housing, Fly tipping and Littering have been dealt with. There has been a particular issues with waste on permises, fly tipping. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice. More monthly drop in session at the Libraries have been added to the calendar along with attending events at Salvation Army, Snap Tin in

Goldthorpe and Family Centre in Thurnscoe for the general public. Work has begun to build relationships with partners such as Berneslai Homes.

Housing Enforcement



112 reports made

4 properties improved

32 contacts with household waste on premises

128 fly tipping reported

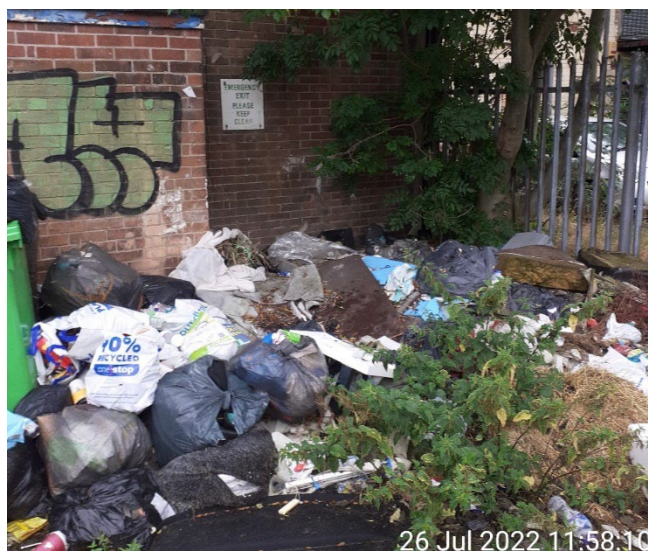
17 houses supported to responsibly recycle or dispose waste

26 houses improving after first contact

Waste on Premises



Fly Tipping



Dearne Development Fund



The advice service has supported clients with a variety of different issues, but as in previous years, the most common are Benefits and Tax Credits, Debt, and Universal Credit. As well as improved financial outcomes the support provided by the advice service also helps to improve health and wellbeing, reduces client stress, and improve resilience by increasing the client's ability to cope through self-help. Most advice has is still being delivered by Adviceline and email services.

Barnsley Citizens Advice

106 people supported

131 issues raised

£6,570 of benefits claimed

£8,751 of debt managed in last 12 months



Supporting

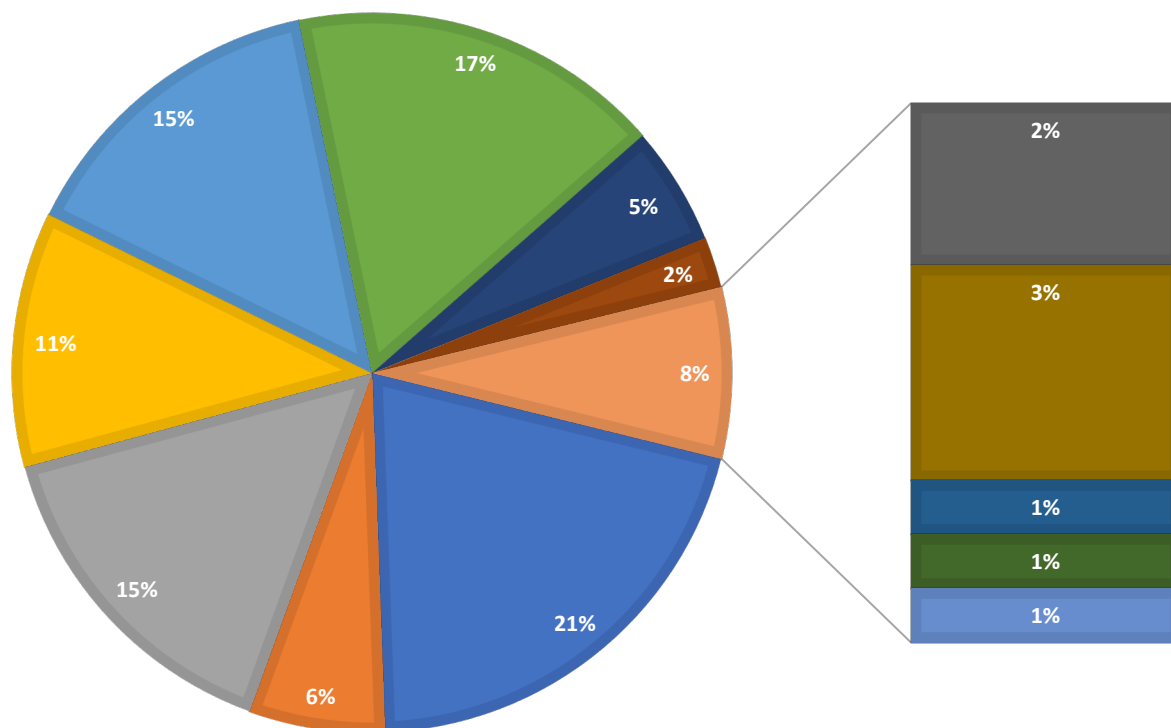


Case study

Martin (not real name) shares custody of his son with his ex-partner but recently his son was spending more time with Martin. He was surprised to receive a number of letters about Child Maintenance payments even though he was paying for clothes and outings. He decided to contact Citizens Advice Barnsley to see if they could suggest ways to remedy the situation. The adviser explained that he could use the online Child Maintenance calculator to work out if what he was being asked to pay was fair and the process Martin could take if he wanted to challenge the situation. The adviser was also sensitive to the fact that issues like this go beyond a financial issue so supplied details of mediation services, organisations that could offer him support such as the Family Rights Group and of counselling services available to his son. This way Martin could consider the best way forward and count on Citizens Advice Barnsley for support.

CITIZENS ADVICE BARNSLEY ISSUES DEALT WITH

- Benefits & Tax Credits 27
- Relationship & Family 15
- Utilities & Communications 7
- Discrimination & Hate 4
- Other 1
- Benefits Universal Credit 8
- Employment 19
- Charitable Support & Foodbanks 3
- Legal 1
- Debt 20
- Housing 22
- Health & Community Care 3
- Travel & Transport 1





DIAL reduced the financial exclusion of residents and work towards lowering anxiety. During the last quarter, they concentrated on telephone appointments for form completion and advice along with reintroducing face to face outreach sessions in the summer. 124 people received comprehensive telephone advice 61 received face to face advice. Since start of project each £1 spent has returned £31.82 into the Dearne.

DIAL

Barnsley



61 enquires made this quarter

257 people reported reduced anxiety as a result of using the service to date

£244,255 benefits claims supported to date

Supporting

Barnsley
20
30 Growing

Barnsley
20
30 Healthy

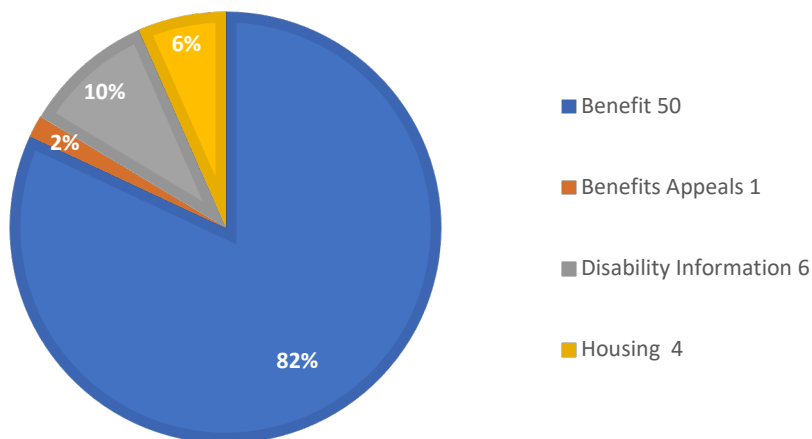
Barnsley
20
30 Learning

Case study

Mr H is 76 years old has Arthritis in all his joints. He has very poor mobility He has had a few falls in the last year and no longer feels safe to be on his own. His wife has to be with him as much as possible to keep an eye on him, in case he falls, as he cannot get himself back up. She also has to help him with his care needs, getting around the house, getting in and out of the shower, washing, dressing, making his meals. A family member advised him that he may qualify for Attendance Allowance as he needs daily help with his care needs. He rang for the form but found it very daunting and a little confusing. He attended an appointment at the Goldthorpe outreach. The result was £92.40 per week for personal care during the day and night.

Mr H said: “When the form came I would have just thrown it away, as it was so big and looked so complicated. I spoke to DIAL and they helped me to complete the form. I am very pleased that there was someone like DIAL to help me.”

DIAL BARNESLEY ISSUES DELT WITH



Goldthorpe Development Group

The Older Generation Get Together events provide a monthly afternoon event with food and entertainment. This is a volunteer led event but often partners such as Age UK Barnsley, South Yorkshire Police will attend to pass on useful information. September's event was interrupted when one of the guests felt unwell and needed to be taken away by ambulance.

Older Generation Get Together

188 people attending (Estimated)

38 volunteers assisting



Supporting



Case study

Despite losing some volunteers who have given years of service to the group there has been new people coming forward to help out. With the new faces helping with organising the committee it was decided to conduct a survey about the direction for the future. As well as new suggestion about the entertainment and food there were comments about introducing elements which happened regularly before the pandemic such as including the care homes and dementia group back and inviting Astra Academy students to help. These are all suggestions that the committee will look into as well working with existing groups and organisations such as the recent link up with Anita at the Snap Tin Community Hub.