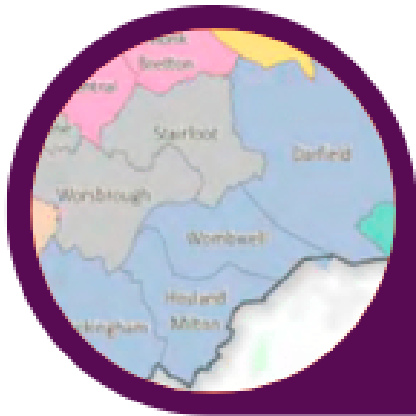


Oct 2022 – Dec 2022



South Area Council Q3 Performance Report



South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell

Priorities



Providers below have been appointed to deliver services that address South Area Council priorities and deliver outcomes and social value objectives.

| Provider | Service | Contract Value/length | Contract end date | Priority |
|-----------------------------------------------|---------------------------------------------------|-----------------------|-----------------------|----------|
| Twiggs Maintenance Ltd – South Area Tidy Team | Environmental, volunteering and education service | £181,721 per annum | 31/03/2023 | |
| Age UK Barnsley | Social Isolation | £59,944 per annum | September 2024 | |
| District Enforcement Ltd | Environment Enforcement | £17,550 | Funded until March 23 | |
| BMBC | Environmental Enforcement | £5,000 | Ongoing | |
| BMBC | Private Sector Housing Officer | £33,528 per annum | Ongoing | |
| CAB | Advice Services Contract | £83,000 per annum | June 2024 | |
| Stop Smoking Advisor | SWYFT | Public Health funding | | |

Contributing to the following corporate priorities and outcomes








Barnsley - the place of possibilities

| Healthy Barnsley | Learning Barnsley | Growing Barnsley | Sustainable Barnsley |
|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| People are safe and feel safe. | People have the opportunities for lifelong learning and developing new skills including access to apprenticeships. | Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities for all. | People live in great places, are recycling more and wasting less, feel connected and valued in their community. |
| People live independently with good physical and mental health for as long as possible. | Children and young people achieve the best outcomes through improved educational achievement and attainment. | People have a welcoming, safe and enjoyable town centre and principal towns as destinations for work, shopping, leisure and culture. | Our heritage and green spaces are promoted for all people to enjoy. |
| We have reduced inequalities in health and income across the borough. | People have access to early help and support. | People are supported to have safe, warm, sustainable homes. | Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking. |

Enabling Barnsley

We are a modern, inclusive, efficient, productive and high-performing council

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project.

| Corporate Priority | Targets | Figures |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------|
|   | Community litter picks completed | 58 |
| | Reactive clean ups completed | 96 |
| | Community clean ups completed | 26 |
| | Number of volunteers | 126 |
| | New volunteers | 17 |
| | Number of Volunteer hours supporting projects | 1901 |
| | Community groups supported | 16 |
| | New Community Groups | 2 |
| | Bags of rubbish collected | 289 |
| | Fly tipping cases reported | |
| | Groups helped to secure funding / resources | 4 |
| | Number of household contacts made | 145 |
| | Number of properties improved | 19 |
| | Informal requests for action to landlords | 10 |
| | Formal notices to landlords | 2 |
| | Patrolling hours (parking and enforcement) | 206.83 |
| | Number of parking fines issued (PCNs) | 121 |
| | Number of Fixed Penalty notices issued (FPNs) | 3 |
| | | Households directly supported with responsible waste disposal/recycling |
|  | Number of people accessing local information and advice | 378 168 new |
| | Number of socially isolated people supported | 57 |
|  | Number of adults supported who are experiencing mental health difficulties | 34 |
| | Number of vulnerable households supported | 12 |
|  | Local Spend | 95% |
| | Additional / external funding secured | |
|  | Overall Benefit gain | £168,801 |
| | Amount of debt managed | £35,304 |
| | No. of people supported to tackle fuel poverty | 12 |
|  | Number of Apprenticeships | 1 |



Improving our Local Environment

South Area Tidy Team - Twiggs



| Target | Target | Q3 Actual | Target met |
|-----------------------------------------------------------------------------|-----------|-----------|------------|
| Litter picks | 30 | 58 | Green |
| Community Clean ups | 12 | 26 | Green |
| Reactive litter picks | | 96 | Green |
| Number of volunteers | | 105 | Green |
| Number of new community groups | 4 | 0 | Red |
| Intergenerational projects | 3 | 1 | Yellow |
| Rubbish bags collected | | 289 | Green |
| Volunteering hours | | 248.75 | Green |
| Cashable volunteering | £3,039.75 | £3,407.88 | Green |
| Targeted opportunities for young people | 3 | 26 | Green |
| Bags of rubbish collected | | 273 | Green |
| Perception surveys completed | 8 | 6 | Yellow |
| Projects developed by steering group | 1 | 0 | Red |
| Groups helped to secure funding / resources | 3 | 4 | Green |
| Young people participating from a national scheme e.g. NCS or Princes Trust | | 0 | Red |
| Social media posts | 15 | 33 | Yellow |

The contract with Twiggs maintenance Ltd will come to an end on the 31st March 2023 as the option for an additional year has not been taken up by the South Area Council. This decision was made at the South Area Council meeting on the 16th December 2022.

An internal Service Level Agreement is currently being developed with Neighbourhood Services to provide a South environmental caretaker service. The service will work alongside a new Community development Officer post that will sit in the South Area Team to help deliver a planned schedule of works and provide a link and support to community groups and volunteers.

Case Studies

1st October 2022 – 31st December 2022

Tinker Lane

During this quarter our team carried out numerous sessions on Tinker Lane as this was an area that required maintenance, as identified by the councillors. On 06/10/2022 we carried out a session with 3 new volunteers from Masonite (CVS) during which we cleared litter and leaves therefore reducing the slips, trips and fall hazard making the area safer to use for the local community, we then proceeded by reinstating the footpath edges by strimming back the overgrown grass and scraping up moss and debris which further improved the safety and aesthetics of the area. The next session occurred on the 11/11/2022 during which our team carried out a tidy up of the play area. During the session we cleared the area of broken glass and foreign objects, we also removed weeds by scrapping them up and reinstated the footpath edges in and around the play area, leaving it eye pleasing, inviting and more user friendly. In addition, all the green waste was mulched and reintroduced back into the environment from both sessions to enrich the soil with nutrients in the future.

Furthermore, in the future this area will be regularly maintained as requested by the councillors to ensure that the park continues to be safe and accessible for all. We will be carrying out two sessions a month which will include the general horticultural activities.



No Dig Garden

During this quarter we carried out numerous sessions on the no dig garden at the Darfield Rectory, Church Street to improve and develop a plot of land that was neglected for a long period of time. On 07/10/2022 we cleared the no dig site by removing litter that was contaminating the area, and leaves that were causing a slip hazard. To proceed we cut the grass that was overgrown to improve the aesthetics of the site. We returned to the site on the 12/10/2022 to prepare the ground for the manure spreading by placing cardboard on the ground and aerating the soil, this was done to ensure that the manure leaves the best results. Next session was on the 18/10/2022 during which we spread the manure to increase the nutrients in the soil, to ensure that in the future the project is successful. To further develop the site we returned on the 26/10/2022 and carried out a tidy up session with a volunteer. We trimmed the hedges to give them a face lift, redefined footpath edges by scraping up moss and debris, leaving it hazard free and more eye pleasing. During the session we exposed a Victorian well that was found on site. In the future that area will be fenced off as archaeologists will be investigating the area further and therefore enhancing our knowledge of the past. We returned to the site on 07/11/2022 and supported 2 new volunteers from Friends of Darfield Church group. To improve the aesthetics of the area we strimmed back the overgrowth, cleared leaves that were causing slip hazards, and reinstated the footpath edges, leaving the site tidy, presentable and user friendly. Furthermore, all green waste will be composted and therefore reintroduced back into the environment to improve the nutrients in the soil.

This is an ongoing and sustainable project that has a lot of potential in the future because the garden will be used for the benefit of the Salvation Army as there will be poppies growing there that will be used for wreaths for the Remembrance Day. Other flowers will also be planted there for distribution in the local community. We also hope that local schools will use the site upon completion to grow vegetables and flowers as well as a site for education about sustainability, biodiversity etc.

In the future Coop will be donating £150 towards the soil improver and Berneslai Homes will match the same amount towards the project.



Tackling loneliness and isolation

Access to Local Information and Advice

Better Together Service

This report covers the period Oct 2022 – Dec 2022.



This service is funded by the South Area Council. There are three Social Inclusion Officers in post supporting Hoyland, Milton, Rockingham, Wombwell and Darfield Wards. In addition, an Information and Advice Worker is funded to provide 7.25 hours per week as part of this contract.

| Target | Target | Actual | Target met |
|---------------------------------------------------------|--------|--------|------------|
| Number of 1 to 1 support provided | 35 | 57 | Green |
| No. of people supported to tackle fuel poverty | | 12 | Yellow |
| No of social isolated people supported | 35 | 57 | Green |
| Number of Community Events- Hoyland, Milton, Rockingham | 2 | 3 | Green |
| Number of Community Events- Darfield | 1 | 3 | Green |
| Number of Community Events- Wombwell | 1 | 3 | Green |
| Social Media releases | 2 | 10 | Green |

Social Value Objectives

| Target | Target | Actual | Target met |
|-----------------------------------------------------------|--------|-----------|------------|
| Benefit Gains I&A | | £10,317 | Green |
| No of new groups created inc. Digital and Men's | 1 | 2 | Green |
| No of existing groups supported | 5 | 7 (2 new) | Green |
| No of groups supported to become more inclusive | | 7 | Green |
| No of new volunteers | 7 | 4 | Yellow |
| Total no of volunteer hours (new and existing volunteers) | 150 | 380 | Green |

This quarter the service support 57 residents (44 female and 13 male) with 22 new referrals. The quarter has seen an increase in referrals from external sources such as social prescribing, GP's, South Area council Private sector housing officer.

The service is seeing an increase in families referring relatives and some self referrals coming through. The increase in referrals has been evident in the numbers.

South I & A officer report on referrals:

During this period, I have worked with 16 new clients and have completed follow up or ongoing work with 8 known clients. This follow up work includes following up outcome of benefit applications and further applications as appropriate. The vast majority of the work in this area continues to be benefit related enquiries, including both benefit checks and benefit form applications if appropriate, other money related enquiries concerning the Cost of Living Payments.

Many requests have been for benefit checks and I would anticipate this to continue given the cost of living crisis. This has been a very busy quarter to date and at least five clients have been coded to other project areas, so this shows a high level of demand for this work in the South area. I have also seen a slightly younger age of clients, with more people in their 60s requesting help and an increase in enquiries regarding social care. This also does not include clients from the South area with simple information type enquiries, which tend to be recorded anonymously under a different project.

In terms of signposting on to other area commissioned services, there has been two instances of signposting clients to CAB.

Fuel poverty discussions take place with all our benefit work and as a minimum; this took place in twelve benefit work related enquiries completed. I have been ensuring clients are aware of the Cost of Living payments they are due to receive, in terms of extra government help. The Warm Homes Advisor scheme is up and running and clients will be identified and signposted to this as well.

Volunteers

15 regular volunteers in service and **4** new volunteers are working with us. These are made up of **6** Male and **13** female. Our active volunteer numbers are starting to increase. We work with the South Area Council Community Development Officers to increase our reach and our success. Some clients, who have been referred into the service, have expressed an interest in becoming volunteers themselves.

There has also been an encouraging rise in engagement from some existing group members; Group members are still showing an interest by helping out with tea, coffee and calling bingo or doing quizzes.

Activities and Groups

Group targets in the South area were met during the first three quarters. However, a further two groups have been established in the Hoyland, Rockingham/Milton area this quarter.

Hillcrest Community Centre is hosting a monthly pie & pea, hot lunch, bringing together the opportunity to chat and play Bingo. This group is open to local residents and those further afield if they wish to attend. Age UK Barnsley funded the first meal and attendees agreed to pay a contribution of £2.50 for future lunches. Initial uptake is between **20 and 22**.

Tinkers Café in Hoyland Common is a new lunch club, which offers a two-course meal, with a hot drink and a game of Bingo. The café is local to the community and regularly used by the public. However, this luncheon club offers continuity for regulars that has aided a support network and familiarity for those attending. Numbers have fluctuated between **15 and 8**, which is due to factors such as the weather, and the Christmas season.

Existing groups in the South area have continued over the last quarter and we have recorded **456** older people have regularly attended the established groups.

Highlights from this quarter

Age UK Barnsley hosted five Winter Warm Events during the last quarter, engaging with **282** older people in the South Area. We distributed winter warm packs and delivered slow cookers (which included a £10 food voucher and a healthy eating recipe book) to residents in need. The Social Inclusion Officers attended the events and were available to offer support and information to the elderly community.

Listed below are the venues that accommodated these events.

Hoyland Community Fridge

Morrisons Supermarket – Cortonwood

Darfield Library

Kings Oak Primary School – Wombwell
Tara event at Wombwell Main WMC

In addition to the Age UK Barnsley winter warm events, the South Area Council Community Development Officer organised two winter wellbeing events, which AUKB attended. These took place in December 2022 at the Hoyland lift Building, and the Birdwell Community Centre. **38** pairs of slippers were given out to older people on behalf of the South Area Council. Clayton's, a local business in Hoyland, supplied slippers.

To celebrate Christmas Social Inclusion Officers organised a Christmas 3 course meal at Audrey's Coffee House & Deli in Darfield. **50** older people were invited and **38** enjoyed a three course festive lunch. A sing along was provided by a local entertainer and a free raffle was welcomed, with many prizes.

The Social Inclusion Officers at their groups provided smaller Christmas festivities.

The Chatty Crafters met up in Wombwell for a 'Christmas breakfast'

Regulars at Tinkers lunch club enjoyed a 'Christmas dinner'

The Tavern, at Lundhill, provided the Forever Young group members with a very festive lunch, and a visit from Santa.

Quotes from some people who attended various groups.

"Thank you. Age UK Barnsley Social Inclusion Officers are fantastic, a credit to the charity"

"I am so grateful I have a friend and someone who cares. Age UK Barnsley"

"Age UK Barnsley has changed my life, if it wasn't for the groups I would still be stuck in the house"

Added Value - Cost of living assistance

We have identified 88 people in need of a winter warm pack and 67 also benefitted from a slow cooker, healthy recipes, and a food parcel.

We have also made 4 referrals to our Information and advice team for benefits advice to ensure they are accessing all that they are entitled to.

We recruited to our Home Efficiency Service and it was launched on 1st December, allowing us to make 2 referrals for a home efficiency check.

We have also taken on 1 referral in the South area for a person who social care had received a referral for but were unable to state when they would visit, other than within 28 days.

We ensured that they received a food parcel and topped up amenities for them on the day we received the call. To ensure that they were kept warm, fed and hydrated.

We have also made 2 food bank referrals this quarter.

Case Studies

Title: The biggest impact on our elderly community

Date: 05/01/2022

Ward Area: South Area

Summary:

October – December 2022

Age UK Barnsley have delivered 88 winter warmer packs and 67 slow cookers in the South Area. There have also been hampers delivered in the area.

This has been a massive success with so many people facing difficult economic times and reaching out for help, this is on top of the many winter warmer packs given out by the South Area Team.

We have attended several winter warmer and advice events across the area, it is a fantastic opportunity to speak to people and tell them about the isolation project, but also the other things that Age UK Barnsley can offer.

The winter warmer packs have been very well received as a way for our older residents to keep warm, the “Slow and tasty” slow cooker project included a recipe booklet and a voucher for £10 to purchase the ingredients.

Most residents wanted the slow cooker as a cheaper way to heat food, however one disabled resident told us that she was very grateful as it meant she could

“put the slow cooker on and not have to stand up as long in the kitchen, as leaning on my crutches for long is painful.”

Residents were very happy to receive hampers; it really brought some Christmas cheer to many.

One of the extra things about delivering out to people in their own homes is the chance to check on people at the same time, they were able to confide in us in confidence, if necessary, as we were not in a public place.

Civil & Environmental Enforcement

Our Environment



Activity Interventions

This quarter we have issued 131 PCN's for parking in the area (121 in Wombwell, 7 in Hoyland and 3 in Darfield).

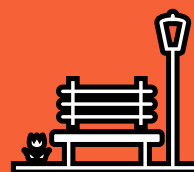
The Officer's concentrate their patrols in the main around the Wombwell, Hoyland and Darfield areas. We have also been utilising intelligence led information from the parking tasking received via BMBC Parking Services process and, also from complaints on the street, from the community at large. The officers are acting as a visible deterrent within the area during their foot patrols.

This quarter we have had 264 occasions where the officer has commenced logging the vehicle, but the driver has quickly turned up and drove away before the process could be completed, (163 in Wombwell, 96 in Hoyland and 5 in Darfield).

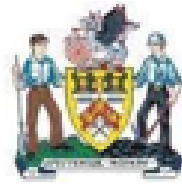
This quarter Hoyland Common School was visited again by our officer after the school/lollipop person requested our presence over a short period of time, after the parents had gone back to their old ways and dropping off on the pedestrian crossing. Both the morning and afternoon periods were re-visited by the officer.

This quarter there have been 27 tasks received from either BMBC Parking Services or the Neighbourhood Services reference public complaints with PCN's issued as part of 4 of the tasks.

Environmental Enforcement



| Target | | No targets set |
|----------------------------------------------------|--------|----------------|
| FPN's issued | 131 | |
| Hours Patrolling | 206.86 | |
| No of tasking targeting Parking/Dog fouling/Litter | 27 | |
| % of contract spent patrolling | 86% | |



Report by the Private Sector Housing Enforcement Officer

Changing the Relationship between BMBC and the Community

The beginning of the winter quarter led up to Christmas and I started becoming involved in keeping tenants and residents warm and well during the cold weather. Combined with the cost of living crisis across the country I am being made aware of more properties in poor conditions, without heating and hot water and families struggling with fuel costs and accessing basic food supplies. I am spending time updating my knowledge regarding fuel costs, damp and mould issues and working closely with partners so that when out in the community I can give current up to date information to the community and am able to refer to essential services. Safer Neighbourhood funded a number of winter warmer packs targeted at EPC rated F & G properties. I distributed 33 of these throughout the south area, this provided me an opportunity to engage with tenants and subsequently, referrals and support were offered where required.

The end of November was Safeguarding Week which I assisted in planning events all around the south area including; training with South Yorkshire Fire & Rescue, 2 pop up events, a walk for mindfulness with D 'Clutter members, posters and leaflets distributed to post offices, GP surgeries, schools, libraries and supermarkets and intensive work with hoarded properties. Looking forward to 2023 I will continue to work on self-neglect and hoarding policies and I am involved in a trial for family group conferencing which is specifically targeting self-neglect and hoarding cases.

I have completed training on the following subjects, migrants, warm homes and family group conferencing.

During the quarter I have attended:

- 3 community events and fayres (winter warmer and cost of living)
- 1 walkabout with Berneslai Homes and 1 independent
- 1 MAAG and 2 PACT meetings
- 1 multi-agency pop up stall
- 1 Hoarder support group
- Op Duxford with SYP
- 3 clean up days – 10 bulky waste collections booked (2 days as part of clear, hold, build)
- 3 drop in's alongside CAB

This next quarter I will continue to support households with the cold weather and cost of living, I am awaiting funding to purchase items such as slow cookers and blankets and I am also looking at what other way tenants and families can be supported during this difficult time. Library drop in's will continue alongside CAB and work with colleagues on the clear, hold, build government initiative.

Housing Enforcement



| Target | Target | Actual | Target met |
|------------------------------------------------|--------|--------|------------|
| No of contacts made | 100 | 145 | |
| No of vulnerable households identified | 10 | 12 | |
| No of physical inspections | 10 | 19 | |
| No of properties improved | 8 | 19 | |
| No of informal requests for action to landlord | 8 | 10 | |
| No of formal notices – private landlords | | 2 | |
| No of people signposted to other services | 8 | 48 | |
| No of interventions in Hoyland Milton | 25 | 17 | |
| No of interventions in Rockingham | 25 | 4 | |
| No of interventions in Wombwell | 25 | 32 | |
| No of interventions in Darfield | 25 | 9 | |

| Outcome Indicators | Target | Actual | Target met |
|-----------------------------------------------------------|--------|--------|------------|
| Geographical targeted campaigns undertaken | 1 | 9 | |
| Contacts with household waste on premises | 20 | 24 | |
| Households directly supported with waste recycling | 20 | 24 | |
| Household making improvements during service intervention | 15 | 20 | |

CASE STUDY 1:

During a walkabout a property with a large amount of waste was identified. There was an accumulation at the front of the property, the side entry and the rear garden. The tenant is a single mum of 6 children living in a 3 bedroom property. Once entering the property and speaking with her it was clear she was struggling with waste management, lack of space and over crowding. I did referrals to SYFR and social care as well as organising a joint visit with the tenants social housing landlord. They had been unaware of the amount of people living in the property and the conditions. As a result they provided a skip to remove the main bulk of the waste, supplied new waste and recycling bins and offered support to find alternative suitable accommodation. The tenant is now actively seeking a larger property and is managing the waste from the property.

Before



After



Citizens Advice Barnsley

Access to Local Information and Advice



Barnsley Citizens Advice



General Advisor

During this quarter of this project (1st October to 23rd December 2022) the generalist advisor assisted a total of **273** client contacts. Out of this figure there were 93 unique clients and 180 repeat clients.

The top enquiries were, benefits, debt, housing, utilities and communication, employment, relationships, and charitable support and food banks. However, there were also enquiries relating to legal, consumer, immigration and asylum, financial, travel and other issues.

Of the 273 client contacts, 38 were from Darfield, 59 were from Hoyland Milton, 55 were from Rockingham and 114 were from Wombwell with 7 Out of Area.

Welfare Advisor

During this quarter of this project (1st October to 23rd December 2022) advisors assisted a total of 151 client contacts. Out of this figure there were 53 unique clients and 98 repeat clients.

The top enquiries were, benefits, benefits Universal Credit, debt, housing, charitable support and food banks and travel and transport.

Of the 151 client contacts, 26 were from Darfield, 42 were from Hoyland Milton, 33 were from Rockingham and 48 were from Wombwell. There were 2 Out of Area client contacts (2 clients) who attended an outreach and were given basic contact information.

| Target | Actual | Target met |
|-------------------------------------------------------|----------|------------|
| Total number of people supported | 273 | |
| Number of people receiving support for the first time | 146 | |
| Number of people supported to self-serve | 145 | |
| Number of people supported to partially self service | 179 | |
| Amount of Debt managed | £67,064 | |
| Benefit gains | £137,097 | |

Welfare Rights

CASE STUDY 2

Some problems are resolved in a matter of hours. Some take much longer... When Barry* first contacted Citizens Advice Barnsley, he and his wife Marjorie* needed assistance in applying for PIP; her complex medical conditions meant that she needed increasing levels of care and assistance with everyday tasks.

When Barry next made contact, he was in the process of submitting a request for a Mandatory Reconsideration: they had rejected Marjorie's application - despite the fact that she now needed more medication and assistance than when they first applied.

The adviser explained to Barry that there was no fixed time scale within which the DWP had to respond, and added that, if they had any further evidence such as changes to medication or doctors' letters, they ought to send copies to the DWP to ensure that their information was up to date. The adviser explained that if Barry and Marjorie were unhappy with the outcome of the Mandatory Reconsideration, the next step would be to request an appeal hearing; they would have a month from the time of the reconsideration in which to do this.

In due course, Barry again contacted Citizens Advice Barnsley: the Mandatory Reconsideration had not altered the original decision...

An appointment was therefore made, during which the adviser helped in the completion of the online appeal form and reviewed their application. He ensured that Barry understood each step of the appeal procedure, had sent all of the relevant evidence, and knew what he would need to prepare ready for the appeal hearing.

When the DWP telephoned Barry and Marjorie, before the date of the appeal, it was to say that the Mandatory Reconsideration decision had now been revised, and their application for PIP had been accepted. Understandably, they were delighted; they accepted, and cancelled the appeal hearing.

Unfortunately, when the award letter arrived, the amounts stipulated were not what they believed that they had been told during the telephone call so this is still ongoing.