

## Age UK Barnsley Monitoring report April – June 2023

**1:1 Working:** Social Inclusion Officers (SIO's) have been working pro-actively within the South Area Council this quarter. There are three officers in this area. One officer left the organisation in May and has been replaced by another who is concentrating on 1-1s.

We are currently working with 48 clients in total and 17 have referred into us since April. Thirteen of these new clients are Female and four are Male. This quarter has shown a slight decrease in new referrals coming through from other professional organisations i.e. NHS Social Prescribing. SIO's actively seek out clients who may need extra support when we attend groups and community events.

### Information and advice case study

**Overview:** This quarter we have worked with 22 Clients; 9 of these being existing clients that we have worked with previously and we have seen 13 new clients access the service. Our highest benefit gain per client is detailed in the case study below with a total benefit gain of £7326.28. Benefits is the most popular type of enquiry we have dealt with this quarter with Wombwell seeing the highest client demand. We continue to support clients on advice around fuel poverty when offering benefit advice and ensure that clients are aware of the Cost-of-Living Payments they are due to receive in terms of extra government help or help available via the BMBC Household Support Fund Grants. Where applicable clients are also offered a free Warm Home Energy Check.

Additional advice and benefit work has been done in the South area and has been coded to other funded projects.

Case Study: I visited the client at home with her son present. I did the online Benefit Check. The client husband passed away in February and her Housing Benefit and Council Tax Support has been stopped.

The Benefit Check showed the client would be entitled to £148.89 pw.

Pension Credit £36.19pw

Council Tax Support £18.64pw

Housing Benefit £86.06pw

I completed the HB/PC/CTS for the client online with the information she provided.

The client had a total financial gain of **£7326.28** for the year.

**Volunteers:** Age UK Barnsley (AUKB) recognise the importance of volunteers and their role in supporting elderly clients in the Barnsley Area. Our volunteers have worked a massive **416** hours this quarter that has resulted in a Social Value of **£7,042.88**.

This quarter we have been proactive in recruiting volunteers and have seen five new members sign up with AUKB. We, as a Charity, held a "THANK YOU" event in our new Elizabeth Centre at Queens Road to celebrate the good that our volunteers do each day. AUKB honoured the long service volunteers with a certificate, and everyone received a gift

and lunch to show our appreciation for their hard work. This event also created an opportunity to discuss other volunteering opportunities and we hope to see our volunteer numbers increase next quarter.

**Activities and groups:** AUKB have ten community groups within the South Area Council. Seven of these groups are established and have very good attendance; two groups are new, and one group (The Men's Group) is growing slowly, due to initial setbacks. The SIO is consulting with the members to build the activities in a direction they would like to go.

Age UK SIO's are continually supporting and referring into these groups. Feedback from clients has identified a need for the SIO to continue being involved, and having a presence at the groups allows us to maintain a sense of group belonging. They have stated that without the input of the SIO, they will no longer attend. The South SIO's work tirelessly in the community to identify where there is a gap in service and set up new groups to meet this need. As an example, the SIO's have created 2 new groups this quarter.

**Group One: Darfield "Let's do Lunch".** The SIO initially created this group to run from Audrey's Coffee House in Darfield. It became clear within the first few weeks that this was not an appropriate venue as the costs were to be increased, and this could have an impact on clients' finances. The SIO immediately searched for alternative premises and agreed a competitive price at Darfield Cricket Club. Due to this search and negotiation the SIO created, "**Let's do Lunch**" (see detailed case study). The group runs every Monday and provides a two-course meal with unlimited hot drinks for £7.00. This group is growing in strength and is consistently well attended.

***"I love this group and the food is amazing, thank you so much. I hope you do not stop coming as I am worried the group will end if Age UK Barnsley aren't there".***

**Group 2: The Elsecar Natterers** – The SIO made a home visit to a client in Elsecar. During the discussion, it became apparent the client was lonely and wanted to get more active and join a group. The SIO made enquiries to find a suitable venue and contact was made with the Elsecar Cricket Club. An invitation was sent out via social media and posters, to invite people to an initial drop in, to gauge interest. The attendance was positive, and they all agreed that they would like a coffee, conversation, crafts, and trips group. A trip to Wentworth Garden centre was organised where the members did some shopping and later met up in the café for drinks and cake. They are currently arranging their next outing.

Examples of the benefits that two members have gained from attending the group: One female who is not originally from Barnsley but moved here recently, said that she did not know anyone. However, since joining the group, she has gained 10 friends!

One client, who is male, came to the first meeting but said he doubted that he would come again as everyone was female. He is still coming! Moreover, everyone has made him welcome

***"Thank you so much for organising this group, we have all made friends and we look forward to each meeting. I am excited about the things we will be doing in the future"***



**Group 3 Men in Sheds – Wombwell** – This Quarter a lot of work has been done with the Men’s group in Wombwell. It has proved difficult to get things on track with this group as some of the members were pushing for a model similar to the Men in sheds Barnsley. The SIO arranged meetings with the Project Officer from the main Shed Group, the local Councillor and the Community Development Officer from South Area Council to discuss a realistic way forward and manage expectations with the group members.

This proved a big turning point, and everyone seems happy with the options of games, crafts and flat pack woodwork which the main shed will supply. Last week the members left the group stating, *“the time has flown by, I could have stayed longer.”*

Over the coming weeks the SIO is to purchase relevant tools and equipment from the funding the group successfully obtained. With the help of social media and positive promotion we hope to see new members coming along.

During this Quarter the men had a trip to the local bowling club where they all enjoyed lessons in Crown Green Bowling, they all enjoyed it one member said he was considering taking it up as a Hobby.



**King Charles’s Coronation – Darfield:** We organised two Coronation tea parties – one in Elsecar, and one in Darfield. The attendance was pleasing, and everyone thoroughly enjoyed themselves. The SIO’s provided bucks Fizz for a toast, sandwiches, tea and scones, and everyone was entertained with a Royal Family Quiz. The lucky winners won prizes. During the Darfield party, we met a lovely person, who came with her daughters. Her daughters expressed a worry about their mum, and that she rarely spoke anymore. The SIO suggested other groups and support we could offer, which they agreed to try. (For further details, see Wombwell/Darfield case study)



**King Charles's Coronation – Elsecar:** This event was delayed slightly due to the group being on a Monday and interrupted by bank holidays. However, the group was not going to let the day pass without a celebration. All the members came together and prepared sandwiches; baked a copious number of cakes, and donned party hats. It was a glorious day, so everyone sat outside in the sunshine to toast the King.



**National Dementia Week – AUKB held 7 Events: Fitzwilliam Court**

To mark the National Dementia Week, the SIO visited Fitzwilliam Court, Hoyland and spoke to residents about the services that AUKB can offer to support with Dementia. The people that came to the talk were quiet at the start but as I explained more to them, the questions started coming. They were interested in the Age Friendly initiative in the South Area Council and were happy about the 'Take a Seat' opportunities in local businesses

***"I am really scared about getting Alzheimer's, but feel much better having listened to what support is available"***



**Barnsley Hospital:** The SIO held a Dementia information stall at Barnsley Hospital. It was well attended and many of the hospital staff stopped for a chat about what AUKB can offer and how they can help. There were many other partners in attendance and proved a great opportunity for networking.



**Darfield lunch club:** This week's lunch club was themed to raise awareness of Dementia. Blue and purple flowers decorated the tables, and the SIO was on hand to discuss any concerns the members had. ....



**Chatty Crafts:** Dementia Awareness was the theme for another of our groups. The craft group in Wombwell Library really engaged in discussing Dementia and many shared personal stories about how it had impacted on their lives.

**The Tavern Lundhill :** SIO visited the Tavern and discussed dementia Awareness and took leaflets and information. This group welcomes talks and information and found the leaflets helpful. They now know more about dementia, and the many support services that are available in the community.

**Darfield Bowling Club – Intergenerational day:** Age UK Barnsley were invited to take part in the open day at Darfield Bowling Club. Older people to join in matches with the younger generation. This was a successful afternoon and was enjoyed by everyone who attended



**CURRENT ESTABLISHED GROUPS:** One of AUKB's existing and extremely successful groups held at The Tavern, Lundhill enjoyed a day out in Bakewell, Derbyshire. The members wanted to have a trip and decided, as a collective, to book a coach and go to Bakewell. The SIO supported them on the trip and we were lucky enough to have a member who knew a lot of information about the town we were visiting. He wrote us some facts down and asked the SIO to use the coach microphone to give these facts. Everyone applauded him for sharing his knowledge; he was very happy and had a very big smile. The sun was shining, and the rain came and went, but everyone had a fantastic time.

***"We are so thankful that this group was set up as we are all friends now, and feel part of a Community"***



The Tavern at Lundhill also had a visit from the South Yorkshire Fire and Rescue Service, offering excellent advice and guidance for home fire safety

**Added Value – South Cost of living assistance -Clean and tidy project**

This project has been completed this quarter. It has seen us identify 95 people in the area who would benefit from the packs. They included 22 items for personal hygiene and household cleaning and the aim is to offer support with hygiene poverty. These have been delivered by local volunteers.

**Help Home From Hospital** This saw AUKB commissioned to support older people home from hospital after an overnight stay and offer ongoing support to anyone that didn't meet the Adult social care threshold for ongoing support. Such as social inclusion, to put in place a meal delivery, aids and adaptations referral, I&A advice and day services where appropriate.

61 people from this area received the service.

### **Men-In-Sheds**

The shedders continue to work with men experiencing loneliness and isolation. Putting in over 600 volunteer hours to support our clients from across the borough. We continue to refer men to this excellent opportunity for peer support, to volunteer, have a chat, try their hand at woodwork or build on their digital skills

**BOPPAA** Age UK Barnsley continues to support older people to be active and lead healthy lifestyles. Barnsley Older People Physical Activity Alliance (BOPPAA) is continuing to grow and the SIOs regularly refer service users into current groups.

The project looks at gaps in the provision of exercise classes for older people and provides taster sessions to gauge interest in new classes. When there is an interest in the classes, the alliance works in partnership with Age UK Barnsley to set up and promote the classes for a longer term.

**Digital Project** The digital project is still taking referrals and has had 2 new clients in the area this quarter. They received a digital device, support to set up and use the device and a referral to Digital Champions.

**Heart Health** Our Senior Social Inclusion Officer will be supporting AUKB groups, other community groups and members of the public to access a mixture information on of exercise, healthy eating and healthy choices regarding smoking and drinking. All aimed at maintaining or improving heart health. With particular emphasis on men.

**Affordable shopping service** This service was set up after receiving feedback from many of our clients regarding how difficult they found it to do a weekly shop. Transport was an issue as was carrying their groceries. Online shopping wasn't an option as they didn't feel competent to do so.

The Project Officers offer 3 parts to this service.

Assisted shopping. Where they will transport the client and support them around the shop.

Shop and drop. The client is contacted and a list provided. The Project Officer then does the shop and drops it off at their home.

Online shopping assistance is also offered. 8 people accessed the service this quarter.

**Handyman and gardening services**Our gardening service can be accessed for garden maintenance such as lawn mowing and hedge trimming.

15 People from this area accessed the service. The handyman service can put up curtain rails, help move/build furniture and other basic DIY tasks. 5 People from the area accessed this service.

These services were also facilitated after consulting with older people to see where support was needed.

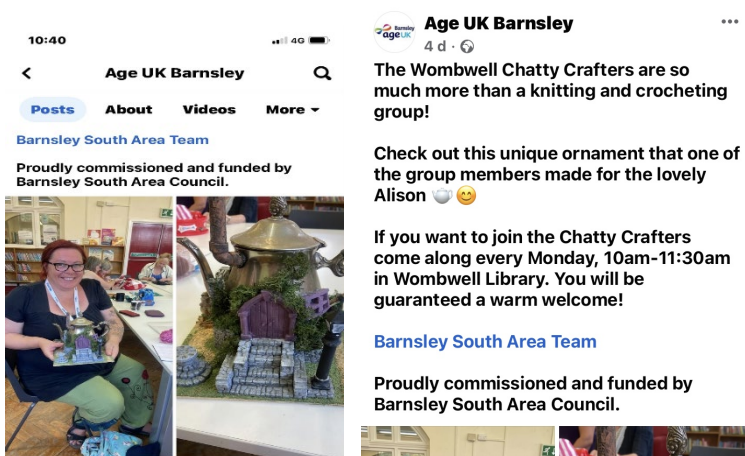
**Elizabeth activity & care centre and Ken Littlewood wellbeing suite** The wellbeing suite offers the services of a hairdresser, nail technician, massage therapist and foot care specialist.

This is done in a clean, safe environment where even the most anxious of client can be put at ease.

The Elizabeth Centre offers more intensive support to our clients as they move to that stage of their lives. A free day is offered in the centre to all prospective new clients.

**Social Media** In this quarter, we released **29** Facebook posts that directly related to the South Social Inclusion Project.

These reached **47,208** people; generated **569** reactions, **44** comments and **120** shares. Social Media has enabled us to promote current and new groups and encouraged participants to attend. Social Media advertising, along with the Social Inclusion promotion and 1 – 1’s visits has seen a healthy uptake in people attending the South Area Council Community groups.



**Training** Social Inclusion Officers have completed, and renewed training over the past quarter; this training is essential to support AUKB’s high standards when SIO’s are working in the community with elderly clients.

Safeguarding

GDPR

Data Protection

Dementia Awareness

Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DOLS)

Lone Worker Training

Barnsley Sexual Abuse & Rape Crisis Service Awareness Training

Health & Safety



## **Case Studies**

### **AGE UK BARNESLEY Social Inclusion Case Study**

**Date 04/07/2023**

**Ward Area: Darfield**

Summary:

The Objective of the Lunch club was to provide a healthy and homemade meal and reduce isolation and loneliness for older people in Darfield.

It provides a regular meeting place and a great opportunity to meet new people.

Originally Audreys coffee house was identified but after running a few weeks it became apparent it wasn't fit for purpose and the price increase enforced by the venue made it impossible to continue as the numbers dramatically declined.

The attendance figures showed a real need for this group, the SIO was determined to find a new venue quickly.

After meeting with the groundkeeper and chef at Darfield cricket club it was agreed that Age UK Barnsley would relaunch the group at an affordable price of £7 for a 2-course meal with unlimited tea/coffee. Telephone calls to the previous clients were made to those who attended Audrey's and invited to the new venue.

The lunch club has been well attended from the start, and the group has welcomed many new people over the past few months.

The Daughter of Mr and Mrs X contacted me to book her parents in, she explained that they had not left the house in months and her mum very rarely spoke. She brought them along and I chatted about other services we offer.

After just a few weeks, Mrs X has opened up and become very chatty. She said she looks forward to Mondays now and interacts with me and the group.

Mr and Mrs X now attend via dial a ride and have found independence again for the first time in years. They also attend Age Uk Elizabeth Activity and Care centre once a week which they were not aware of before.

Mr and Mrs X's daughter said she cannot thank Age Uk Barnsley enough for the difference it has made to their lives but also to hers. She worries far less about them now and doesn't have the guilt she previously felt about not having enough time for them.

### **Key Learning Points:**

Continue to promote the Group therefore reaching more older people and enabling them to engage in other services.

Who was involved:

- The venue
- Social Inclusion Officer
- Dial a ride
- Volunteers

### **Age UK Barnsley Social Inclusion Case Study (Hoyland)**

The client is known to the SIO as they previously as they volunteered for AUKB. I first came to know X when they moved back to England from Australia. X contacted AUKB because they wanted to give some time back to the community and it would help their social connections. After all the relevant checks X started to make telephone calls to a client who had just come out of hospital. This arrangement was I well until the volunteer themselves became ill.

Due to the SIO already being in contact with X through volunteering, I knew straight away of the illness and stepped in to offer support. The SIO immediately made a home visit to X and spent the time listening to her feelings and worries. I rang each week leading up to the operation and checked again as soon as X was home.

X is a very strong person and determined to get well but is willing to accept support and help where they need it. In view of this the SIO suggested AUKB's shopping service which they have gratefully accepted and has the opportunity to have the shopping delivered or to go with the AUKB shopper to the supermarket. This offers the opportunity to get out of the house with the support of the shopper.

The SIO also allocated a volunteer to support X. A joint visit was made by the SIO, Volunteer and X, this was a successful meet up and the volunteer will make contact and arrange suitable times to visit.

This case study highlights the importance of making connections with people in the community, to developing relationships, and have a presence so people would know whom they could come to for help.

X is now doing really well. With support from AUKB's Social Inclusion Officer, Shopper service, and the volunteer they will continue in this direction, all is possible due to funding from the South Area Council

Who was involved:

- Social Inclusion Officer
- Dial a ride
- Volunteers
- AUKB Shopper

### **Next Steps**

Continue working in the community and supporting the elderly in the south Area Council

New Tai Chi group, Hoyland

Continue to develop Men in Sheds, Wombwell

Continue supporting South Area Council to events and attending meetings

Supporting Social Action Cloughfields clean up

Intergenerational Tea and Entertainment afternoon at Netherwood School

Elsecar by the Sea summer fayre

Darfield Summer fayre

### **Visits to external groups**

**Jump WMC – Visit:** AUKB visited the group at Jump WMC. This is a well-established group and they asked if we could go and give an information talk, about our services. We welcomed this invite as it gave the SIO the opportunity to reach a large number of people. The SIO discussed how the funding from the South Area Council enabled us to feed back into the local community and offer support. AUKB are now able to offer an affordable shopping service, gardening service, and a handyperson service. All these services enable the older people in the South Council Area to access safe services. ***“I didn’t realise you did so much”.***