

Penistone Area Council

Penistone East, Penistone West

Working Together for the Penistone
Community



Performance Report

Quarter Two

July – September 2018

Introduction

Penistone Area Council priorities
and Barnsley Council's priorities:

Environment

THE LOCAL ECONOMY
including Tourism

Helping people
to connect better

Health & Well Being

SUPPORT
for young people

THRIVING &
VIBRANT ECONOMY

PEOPLE ACHIEVING
THEIR
POTENTIAL

STRONG &
RESILIENT COMMUNITIES

COMMISSIONING WORK AND PROJECTS:

Table 1 below provides an overview of all the providers that have been appointed to date to deliver services that address the priorities and deliver the outcomes and social value objectives for the Penistone Area Council.

Penistone Area Council priority	Service	Provider	Contract Value	Contract period
	Clean and Tidy Team	Environmental Services, BMBC	£160,000 18months	1 st November 2015 - 31 st May 2017
	Clean and Tidy extension – 3 days per week/ staff	Environmental Services, BMBC	£10,264	
	DIAL Drop in Service	DIAL	£4275	Working Together Funding – Jan17 to Dec17
			£4395	WTF funding Jan-Dec 2018
    	Additional allocation to ward Alliance	Penistone East and West Ward Alliance	£10,000	June 17 – March 18
		Penistone East and West Ward Alliance	£20,000	July 2018 – March 2019
  	Penistone Working Together Fund	Round 1: Penistone Scouts Penistone Round Table TPT Volunteers Penistone FM	£8050 £11,660 £6630 £15,627	Completed Dec 17 Dec 17 Completed
		Round 2: Bumping spaces Sporting Penistone Penistone youth project	£19,836 £16.230 £8730	01/04/2017-18 01/04/2017-18 January 17-18

<p>SUPPORT for young people</p> <p>THE LOCAL ECONOMY including Tourism</p>		<p>Round 3: Penistone Community Radio Project</p> <p>Cycle Penistone CIC</p> <p>South Pennine Community Transport CIC</p> <p>Round 4: South Pennine Community Transport CIC</p> <p>Penistone FM Young Voices for Penistone</p> <p>TPT volunteers Station project extension</p> <p>DIAL contract (see above)</p>	<p>£19,840</p> <p>£5990</p> <p>£5000</p> <p>£6538</p> <p>£20,000</p> <p>£7644</p> <p>£2890</p>	<p>September 17-18</p> <p>Completed March 2018</p> <p>Pilot project Dec 2017</p> <p>Pilot extension to March 2018</p> <p>Operational costs April 2018–end March 2019</p> <p>September 2018 –August 2019</p> <p>September – December 2018</p>
<p>Health & Well Being</p> <p>Helping people to connect better</p>	<p>Tackling isolation and loneliness</p> <p>Contract extension</p>	<p>Age UK</p>	<p>£70,000</p> <p>£70,000 (£17,500 17/18 budget, £52,000 18/19 budget)</p>	<p>1st January – 31st December 17</p> <p>12 month extension to Jan 2019</p>
<p>Helping people to connect better</p>	<p>Penistone Matters Magazine</p>	<p>Penistone Area Council</p>	<p>£3364 Delivery costs £3873 Delivery costs</p>	<p>2017 summer edition Autumn edition 2018</p>
<p>Environment</p>	<p>Clean, Green and Tidy</p> <p>Contract extension</p>	<p>Twiggs Grounds Maintenance Limited</p>	<p>£98,006.96</p> <p>£98,007</p>	<p>1st November 2017– 31st October 2018</p> <p>12 months to 31st Oct 2019</p>

PART A - OVERVIEW OF PERFORMANCE

The Penistone Area Council commissions and funds contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential.

The achievements of the combined outcomes are listed in table's below:



Outcome Indicators / target	Total Achieved to date	Achieved this quarter
No. of FTE jobs created and recruited to	15	0
No. of apprentice and placement created and recruited to	2	0
Number of people taking up work experience placements	12	0
No of clean & tidy activities which involve businesses	68	13
Local spend (average across all contracts)	95%	97%



Outcome Indicators Target	Total Achieved to date	Achieved this quarter
No. of adult volunteers engaged	1416	286
No. of young people engaged in volunteering	522	208
No. of activities which involve young people under the age of 18	131	8
No. of new volunteers	573	171

No. of community groups supported	267	38
No. of new community groups supported	41	5
Volunteer hours contributed (£ value) **	£161,403	23,588
No. of volunteer opportunities created	759	50
Community car scheme journeys	329	78

Includes Dial = Q3 return ,Penistone FM =Q4, Age UK =Q3 Sporting Penistone Q6, Twiggs Q4

***calculated at new rate of £13.51 from april 2018*



Outcome Indicators Target	Total Achieved to date	Achieved this quarter
No. people achieving a qualification / accreditation	145	7
No. of people receiving training	642	254
No. of residents and young people receiving advice and support	419	57
No. of residents referred to health advice	9	0
No. of young people making a positive contribution to the design/ maintenance of their local environment *	340	79
No of people who feel they have the opportunity to influence the design and maintenance of their local environment	170	3

TWIGGS WORK WITH SCHOOLS

****** COUNTED AS REPORT GROUPS TAKING RESPONSIBILITY FOR GREEN SPACES

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE/ PROJECT

In addition to BMBC Council priorities the commissioned work also contributes towards meeting Communities Public Health Outcomes which are mapped to Barnsley Council's 2020 vision of:

- Create more and better jobs and good business growth
- Increase skills to get more people working
- Create more and better housing
- Every child attends school and is successful in learning and work
- Reducing demand through improving access to early help
- Children are safe from harm
- People are healthier, happier, independent and active

Public health outcomes for individual commissioned work has been highlighted within the report below.

Penistone Advice Drop In



	RAG
Satisfactory quarterly monitoring report	●
Milestones achieved	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●



**Passionate
about
possibilities.**

The DIAL drop in provides Penistone with a dedicated advice worker supported by a volunteer, half a day per week. Funding for this service comes from the Penistone Working Together Fund, and was approved for a further 12 month contract from January 2018. The information below relates to the third quarter of delivery for the new 12 month contract.

Advice sessions continue to be well used in the area, with a high demand each week.

Project Highlights

- **13** sessions held
- **57** residents have received face-to-face advice
- **7** residents were returning customers
- **2** returning customers required follow-up casework
- Of the **2** returning customers 2 slots were utilised to undertake follow-up casework
- The average number of residents attending a session is **4**
- The highest number of residents attending a session is **6**
- The total **actual** amount of unclaimed benefit income generated through the sessions to date is **£70,916**
- For every £1 invested from the Penistone Working Together Fund the project has brought **£19*** (to date) into the area * actual amount of unclaimed benefit income generated divided by three quarter's grant payment
- Volunteers gave **156** hours to date of their time to support this project which equates to a volunteer investment of **£1,840**

Project Outcomes

- 90% of residents attending the sessions reported feeling less anxious as a result of speaking to our advisor
- 61% of residents attending the sessions reported feeling more able to deal with their own affairs
- 75% of residents reported feeling their health and wellbeing had improved 3 months* after receiving support from our advisor

Breakdown of Enquiries

No. of Residents Attending Sessions

Month	Qty
July	17
August	24
September	16
Total	57

Analysis of Presenting Issues

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Mandatory Reconsideration PIP	2
	Mandatory Reconsideration ESA	2
	Ongoing casework	1
	SSCS1 PIP	1
Total		6

Issue	Specific Issue	No of Enquiries
Benefits	Attendance Allowance	7
	Benefit check	11
	Carers Allowance	1
	Employment and Support Allowance	7
	Health Costs	1
	Overpayments	3
	Pension Credit	1
	Personal Independence Payment	11
	Tax Credits	1
	Universal Credit	2
	Total	

Issue	Specific Issue	No of Enquiries
Disability Information	Blue Badge	1
	Motability	1
Total		2

Issue	Specific Issue	No of Enquiries
Consumer	Purchased Goods	1
Total		1

Issue	Specific Issue	No of Enquiries
Housing	Housing Repairs	1
Total		1

Issue	Specific Issue	No of Enquiries
Legal	Criminal Records	1
Total		1

Issue	Specific Issue	No of Enquiries
Debt	Debt Solutions	1
Total		1

Analysis of Benefit Income Gain

Period	Actual	No awaiting decisions/not known
Quarter 1	£14,765	14
Quarter 2	£28,043	24
Quarter 3	£28,108	32
Total	£70,916	70

Case Study

Before DIAL

Mr F is a 75 year old married man who is in receipt of state pension and a private pension. He has severe arthritis in all his joints and back which causes very restricted movements and causes mobility and stability problems. He has recently had a few falls and now needs support to move around safely. He also needs help with his daily care needs. He had been advised by a family friend that he may qualify for Attendance Allowance.

Advice provided by DIAL

He visited DIAL's Penistone outreach for assistance to fill in an Attendance Allowance claim form.

After DIAL

Mr F has received higher rate of Attendance Allowance at £85.60 for needing help during the day and during the night. He is very pleased with this as it allows him to pay for extra expense that his illness causes eg: taxi fares. His daughter is his main carer and can now make a claim for Carers Allowance.

Mr F stated:

"I would like to thank you for your help. Someone advised me to claim Attendance Allowance but when the form arrived we didn't know what to do with it, it seemed very complicated. The adviser helped us fill in the form and this took off a lot a stress for us. I don't think we would have bothered if we could not have gotten help with the form."

Acknowledged Outcome

Increase in weekly income
Reduced stress and anxiety

The public health outcomes this project has helped to achieve:

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.15	Statutory homelessness
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.23	Self-reported well being

TWIGGS

Grounds Maintenance LTD



Clean Green & Tidy team



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Activity intervention targets	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

At its Penistone Area Council meeting on the 5th October 17 a decision was taken to award Twiggs Grounds Maintenance limited a 12 month commission (with provision to extend for a further 12 months subject to satisfactory outcomes from contract monitoring) to provide a Clean Green and Tidy service to support the area's environmental priority, in addition to having an impact on two other priorities as listed. Following a full presentation of progress to date to Penistone Area Council on June 7th 2018, a contract extension of 12 months was awarded to start from November 1st 2018. Below is a summary of progress during quarter 4 of year one of the current contract.

Summary of progress to date

2017/2018 Milestones	Targets
Staff Recruited	December 2017
Set up Multi Agency Steering Group	April 2018 (Still to be arranged)
Attend parish council meetings	March 2018
Attend Area Council briefing meeting	7/12/2017 10am - 12
6 month review report Presentation to Area Council	June 7 th 2018
12 month review report	November 2018

2017 /2018 Activity Intervention Targets

	Q1 Nov-Dec Target	Q1 Nov-Dec Actual	Q2 Jan-Mar Target	Q2 Jan- Mar Actual	Q3 Apr-June Target	Q3 Apr- June Actual	Q4 Jul- Sept Target	Q4 Jul- Sept Actual	2017/1 8 Year Target	2017/18 Year Actual
No. of Twiggs led social action projects delivered	5	9	10	61	15	78	10	35	40 (48)	183
Existing Groups/ Parish/ Town Councils supported	10	10	10	22	10	49	10	28	40	109
Number of supported enforcement/ NCS/Probation Service/ Princes Trust Projects	0	0	0	0 In discussio n with Sarah Kendrick	2	0	3	0 No appetite for reparati on work in penisto ne	5	0
New Community Groups supported	2	4	2	1	3	2	3	2	10	9
Activities working with local schools	1	1	6	6	5	10	4	7	16	24
Activities working with businesses	4	4	8	19	4	17	4	13	20	53
Residents / groups taking responsibility for green areas/ shrub beds/ planters	1	1	5	5	3	10	3	3	(12)	19
Number of individual Litter Picks completed	10	28	10	44	10	19	10	17	40 (144)	108
Added value projects delivered (no targets set)		6		27		9		3		45

New Community Groups supported:

1. Lens Friends
2. The Marketeers

Residents / groups taking responsibility for green areas/ shrub beds/ planters

1. The Marketeers – Penistone Market Barn and surrounding spaces, continue to carry out their own clean ups independently and with the support of local business Tesco
2. Royd Community Garden Volunteers – Maintain their own environmental improvements independently, we touch base as a more irregular visit now to keep the momentum going.
3. Spar Store – The staff volunteers regularly maintain the surrounding area themselves, every now and again we visit to trim the grass and polish off their work.

Achieved Outcome/ Outcome Indicator Targets

Outcome Indicators

Outcomes:

- *Creating a well maintained, clean, safe, well presented and welcoming physical environment*
- *Local communities involved in ensuring areas are kept clean and litter free*
- *Reduction in levels of littering and dog fouling*
- *Residents/community groups taking responsibility for green areas/shrub beds/planters etc.*
- *Increase skills and work experience at local level*
- *Increase the number of people engaged in volunteering activities in the community*

	Q1 Nov- Dec Target	Q1 Nov- Dec Actual	Q2 Jan- Mar Target	Q2 Jan- Mar Actual	Q3 Apr-June Target	Q3 Apr-June Actual	Q4 Jul- Sept Target	Q4 Jul- Sept Actual	2017/18 Year Target	2017/18 Year Actual
No. of new adult volunteers involved in Twiggs led social action projects	10	16	20	70	30	88	20	52	80 (based on 2 new vol at each project)	226
No. of new young people volunteering		0	5	14	10	46	5	100	20	160
Total Number of Adult Volunteers involved in Twiggs Led volunteering opps		16		154		209		171	150 to be reviewed	550

Total Number of Young Volunteers involved in Twiggs Led volunteering opportunities		0		14		46		203	40	263
*No. of NEETS Worked with		0		0		21		0		21
No. of events assisted which supports the visitor economy		0		0	3	3	3	4 Penistone Arts Cannon Hall Pear Day Barnsley In Bloom Mayors Parade		7
Volunteers Recruited and Trained	5	16	5	170	15	255	15	247	40	688
Volunteer Hours supported		48		494		596		537	(1920)	1675
Number of Secondary Schools worked with	0	0	0	0	0	0	1	1 Springwell	1	1
Number of Primary Schools worked with	1	1	2	4	2	3	1	4	6	12
Number of School pupils involved in environmental projects		0		14		44		79		137
Number of local businesses worked with		7		5		18		13	(60)	43
*No. of black large sacks of rubbish collected(no targets set)		18		165		51		74		308

Achieved Social Value Objectives

	Q1 Nov- Dec Target	Q1 Nov- Dec Actual	Q2 Jan-Mar Target	Q2 Jan- Mar Actual	Q3 Apr- June Target	Q3 Apr- June Actual	Q4 Jul- Sept Target	Q4 Jul- Sept Actual	2017/18 Year Target	2017/18 Year Actual
No. of FT jobs created and recruited to	3	3	3	0	0	0		0	3	3
No. of new apprentices employed	1	1	0	0	0	0			1	1
No. of work experience placements		2		2		4		0		8
% spend in Barnsley	95%	95% +	95%	95%	95%	95%	95%	95% +	95%	95%+

Hot Spot Areas targeted this Quarter include:

We have acted upon and completed all jobs requested, promptly and to a high standard. Excellent feedback continues to be received on the ground.

Hot Spot Areas targeted this Quarter include:

Monday - AM - Market barn litter pick

PM - McDonalds Tankersley (monthly)

Tuesday - Water Meadows habitats and pathways clearance

Wednesday - Springvale Community Garden

Thursday - Cannon Hall

Friday - Green Moor

Regular checks on South Lane lay-by's as and when required

Schools Worked with/ Developments

Thurgoland Primary School

9th July 2018 –Meeting to make plans with Thurgoland Primary School to maintain the water pump area on the memorial footpath

13th July 2018 - Tidying up the path between the water pump and war memorial, as well as cutting back hedges as preparation work. 5 children cleared the debris back into the hedges, swept the path and litter picked. We trained the children how to use tools safely alone and/ or with a team, as well as how to store them.

We discussed plants which may cause injury such as brambles, nettles and Hawthorne.

Springwell

Thursday 12th July 2018 – Working at Cannon Hall, working together clearing the base of trees. Supported by 12 students from Springwell School

Penistone St Johns Infant / Primary School

3rd July 2018 - Met with children and teachers from St Johns Primary School in Penistone to discuss and plan future clean up sessions (children to take leadership)

9th July 2018 - Setting up future activities with St Johns Primary School – Meeting with the headteacher to arrange for school children to create posters to be placed in the Market Barn (the posters will be encouraging older children to not drop litter).

21st August 2018 – Footpath to the side of Penistone St Johns Primary School
Litter picking with 10 volunteers, whilst the team also trimmed the over grown hedges away from the footpath. This session was arranged following comments raised on social media that same week. We communicated with those commenting, and worked together to ensure the area was attended alongside the schools own grounds maintenance team, to leave an overall polished off finish. follow up session was planned in the further add to the improvements



A

28th September 2018 – Penistone St Johns Infant School footpath
Delivering activities for 12 children – Teaching the group how and why the earth grows onto pathways, cutting it back and re using to level uneven surfaces on the field.

Tankersley St Peters Primary School

12th July 2018

Following receipt of a letter from two students at Tankersley St Peters Primary School asking us to judge their garden competition. We attended school and were shown around the different garden design spaces to judge our winner. We designed a certificate for the winning team and sent over to the school giving them reasons for our decision.

To Twiggy,
our names are Lucy and Sophie and we are both 9 years old. We are both students at St Johns Primary, and we are concerned about the amount of litter in Penistone, which enters the sea and hurts marine wildlife and animals. We're hoping that you could help us on a litter pick around our school. We have tried to do a small litter pick around the school but nothing has changed. That's why we are asking you to help us. We are wondering when you are free, and which days? Answer
Thank you & Golly
from Sophie and Lucy

Silkstone Common Primary School

Tuesday 18th September 2018

Working with the children on a woodland wildlife habitat event. We split the 32 children into four teams to start building a habitat, taught them how to safely handle the loppers, work together as a team and most importantly prepare a safe working area. We taught them some facts about bugs, wildlife and fungus and negative affects of litter in our environment.



Tuesday 25th September

Educational session delivered to 30 children and two teachers regarding litter issues, decomposition rates, and ways of reducing litter in our environment. Collecting natural products from their woodland and creating art with them. This session provided a great opportunity to show the children how to make cleaning up an outdoor space fun, whilst teaching them facts around the plight of litter.

30 children educated and actively participating

2 supervising teachers.

Business Supported/ Developments

TESCO

Litter clearance and weed removal activities carried out every Monday morning at 10am



02/07/2018 – Litter picking the market barn, whilst there we were approached by two young students who spoke to us about how they try to improve their community and change public perceptions that all groups of youngsters drop litter.

09/07/2018 – Litter picking the market barn with help from Cllr Griffin and Tesco staff, 6 large sacks of litter.

16/07/2018 – Litter picking and sweeping up the paths with local residents. 9 large sacks of waste

23/07/2018 – There was no litter in the barn! It is good to see our continued work showing an improvement in the area. We litter picked surrounding areas to the market barn with Tesco volunteers. 3 sacks of waste



06/08/2018 – Litter pick and tidy up of the Market Barn and surrounding area with Tesco. BBC Radio Sheffield also attended, interested in our in our work in the community. We explained the issue at the Market Barn and what we are doing to improve it etc. 4 sacks of waste

13/08/2018 – Clearance of cigarette butts and midget gems. Trimming the long grass and pruned low branches at the community park behind Tesco. This enabled us to remove more litter and make a bigger visual improvement. 3 sacks of waste

20/08/2018 – Litter picking with one volunteer. Cutting the grass at the entrance to the park next to Tesco to leave a tidy appearance and access more litter. 3 sacks of litter collected and removed.

17/09/2018 – Whilst the Tidy Team were on annual leave, Tesco volunteers have been keeping on top of the litter at the Market Barn.

This gave us time to focus on surrounding areas of the Market Barn, 7 large sacks of litter

24/09/2018 – Working with 4 volunteers to clear the litter from the market barn and surrounding areas including the skate park. Cutting the grass to reveal the hidden litter. (One new volunteer who had seen our work through social media), 12 sacks of litter.



McDonalds

Litter picking the grounds and surround areas planned for once a month. However due to their staffing issues this quarter only one session with them was successfully delivered

02/07/2018 – Litter picked the Business Park which McDonalds is located on with 5 volunteers (6 large sacks of waste removed)



SPAR

27/07/2018 – Cut back the grass and weeds to support the SPAR with the regular litter pick and kept uneven surface visible

River Stewardship Company

19/07/2018

Working at Cannon Hall

Co-op

6/07/2018 – Donating refreshments for Green Moor Volunteers. Could not spare the staff to support activities, so donate refreshments for our volunteers to keep energized and hydrated.



Selection of some of the Groups Supported this quarter



Len's friends at St Leonards Church ,

Activities included: Clearing the Grave Yard and training volunteers to reuse and reintroduce the green waste back into the land for environmental benefits. Working with Lens Friends Group and Stainborough Rotary Club with tidying and clearing up activities in order to reveal graves for the Penistone Art Week Project. Training volunteers to mulch and reintroduce green waste back into the grave yard for the environmental benefits

Royd Community Garden (Millhouse Green)

Activities included: Setting fence posts, removing all the litter, planting and grass cutting. Painting pots as we strimmed grass edges ready for mowing later on in the week.



Team Green Moor

Activities included: Working with volunteers breaking up an old bench and digging out footings so that we can prepare the ground for new footings. Also levelling out mole holes and weeding the playground banking. Assisting volunteers with a delivery of 2nd hand landscaping materials (wood and slabs). We weeded and prepped the ground for a donation of tree saplings from the woodland trust.



Springvale Community Garden

Activities included: Weeding to support the work of the volunteers Cutting the grass whilst volunteers kept busy with their individual projects, Cutting back the overgrowth to improve vision for the digger. We helped to build a barrier out of recycled telegraph pole and bolson bashing



Water Meadows Volunteers

Activities included: Habitat building with volunteers, clearing litter from the area and filling two large sacks of waste



Other Reportable Progress this Quarter

- 11/07/2018 – Attended Safe Guarding training - St Johns Community Centre
- 20/07/2018 – Meeting with Thurgoland Parish Council to look at ideas regarding landscape of the War Memorial.
- 03/08/2018 – Discussions with the manager from Myers to see if we can support bench restorations
- 03/08/2018 – A digger drove through the electric mains at Springvale Community Garden, causing an explosion and power cut throughout Penistone. (Team checked on the volunteers to ensure no one was injured)
- 06/08/2018 – Meeting with Church Warden at Saint Johns Penistone about the difficulties of them maintaining the grave yard and how to improve the community.
- 08/08/2018 – Office team attended Voluntary Action Barnsley meeting hosted by Rachel Neale, networking event meeting people from other organisations to recruit volunteers, discuss best practices etc.
- 13/08/2018 – Weekly Interview with Penistone FM covering our regular schedule, how to utilise green waste and promoting an upcoming event at St Johns on 16th August 2018. Our team created two jingles which Penistone FM will play after our name is mentioned on the radio.
- 16/08/2018 – Assessed Ingbirchworth picnic Bridge
- 16/08/2018 – Spoke with Lens Friends Group. Decision made to do the Grove Yard Project on Wednesdays working with Stainborough Rotary Club.
- 17/08/2018 – Planned some areas of blight to tackle with volunteers on Monday at the Market Barn/ Tesco.
- 23/08/2018 – Collected refreshments donated from Co op for volunteers
- 23/08/2018 – Meeting attended with BMBC Parks Department regarding wood for park benches
- 17/09/2018 – Meeting with the SPAR
- 17/09/2018 – Congratulating Team Green Moor for Yorkshire Rose Gold awards and promoting our regular schedule on Penistone FM.
- 19/09/2018 – Visit to St Johns Primary School to talk about the structure of our future events and what clothing the children need to wear suitable for outdoor activities
- 21/09/2018 – Had activities planned in with Green Moor – due to weather conditions we changed it to a meeting to discuss who we can approach for donations.
- 26/09/2018 – Introducing Twiggs to the new Rose and Crown pub owner – exchanging contact details to set up future events.



The public health outcomes this contract has helped to achieve:

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.16	Utilising outdoor space for exercise and health reasons
1.18	Social isolation
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults

Isolated and Vulnerable Older People Service



	RAG
Satisfactory quarterly monitoring report	●
Milestones achieved	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

The Penistone Area Council allocated £70,000 to commission Barnsley Age UK to deliver this project for 12 months from January 2017-January 2018 with the option to extend the project for a further 12 months subject to satisfactory achievement of outcomes. At its Penistone Area Council meeting on the 5th October 17 the Area Council confirmed the recommendation to extend this project for a further year as all performance was satisfactory after year one.

The project aims to address the needs of isolated and vulnerable older people in the Penistone East and West area, and is being delivered under the working name of 'Social Inclusion Project' rather than isolated and vulnerable older people service as it was felt that this was a much more positive approach in terms of marketing the project and engaging people. The report below provides the outputs and outcomes for the third quarter of the second year of delivery. Penistone Area Council were provided with a full presentation of the outcomes achieved to date at a workshop on May 17th 2018.

Age UK Barnsley- Penistone Social Inclusion Project

July 1st to September 30th 2018

Introduction

This report is for the period from 1st July 2018 to 30th September 2018 of the service that is commissioned by Penistone Area Council to address social isolation among older people. The team from Age UK Barnsley is Karen Dennis who works to develop group activities and Ellen

Hall who works with individuals at risk of social isolation. They are supported by Jane Holliday, CEO of Age UK Barnsley who is responsible for managing the contract.

Service Promotion and Events

In this quarter, promotion has been focused on the smaller communities outside Penistone particularly Tankersley which has been identified as an area of high risk using research and heat maps.

The Age Friendly work being done in Barnsley has highlighted that older people often do not have access to the internet and need information print. We have been working closely with the Area Team to share information about local activities and groups through the Area Magazine. We are also looking at this as a means of sharing information about other Age Friendly issues such as public transport.

Springvale Garden Party was originally planned to be held at the Springvale Community Garden in September as a partnership event between Age UK Barnsley, Bumping Spaces, Penistone Round Table and Springvale Community Garden. Unfortunately, severe weather was forecast with heavy rain so rather than cancelling it, a decision was made to move the event to the residents lounge at Pendon House, Penistone. Attendance numbers were reduced due to the adverse weather but those that attended enjoyed a traditional afternoon tea with entertainment.

The joint trip with Thurgoland Luncheon Club in July went very well with those involved enjoying a lovely day at the seaside.

Despite the rain, Age UK Barnsley held both Information and Fundraising Stalls at the Penistone Show this year.

Karen and Ellen have carried on attending groups and delivering slippers. 250 pairs of slippers have now been distributed to help prevent falls in the area. We are now promoting the Winter Warmth Event at St Johns Community Centre on the 24th October from 10am to Midday.

Karen and Ellen both attended training on Cold Homes this quarter and are now able to identify when people are at risk and how to support and refer for further help.

Information and Advice

We have also provided extra support directly into Penistone from the Age UK Barnsley Information and Advice Service this quarter. We are piloting this because:

- Financial situation has a direct impact on older people's ability to socialise. When there is limited money the person will often stop going out in order to retain money for food and bills.
- Where older people have to fund their own care, they are given little information by social services on how to achieve this. Also there are several Barnsley based care providers who will not provide services in the Penistone Area because of travel costs.

- Older people often need advice with accessing Care and Housing Services.

Age UK Barnsley want to ensure that people in the Penistone Area have access to support with benefits and Information and Advice in addition to accessing our One Stop Shop. We have been offering extra appointments for older people to meet with an adviser in their own homes or within the community in the Penistone Area. We know that applying for benefits and arranging care can be very time consuming and stressful for the older person who may need a lot of support through the process. Claire Wright our Advice Worker is promoting this service in the area.

The figures below show what has been achieved over the last few months:

	August	September
Number of service users	7	4
Male	1	1
Female	6	3
Ethnicity		
British	6	4
Irish	1	0
Age Group		
50-59	0	1
60-69	0	0
70-79	4	2
80-89	2	1
90-99	1	0
Nature of Advice		
Benefits	7	4
Social Care	0	0
Health	1	0
Housing	1	0
Energy	0	0

Groups and Activities Update

- Crown green bowling is doing well with 14 regular members playing each week, including one person in a wheelchair. It has now finished for the winter and will start again in April but the members will meet once per month for coffee.
- Patchwork projects is now running twice a month on Tuesday afternoons with an average of 12 attending.
- Paramount Cinema group usually see one production a month – an average of 8 people but 20 have signed up to see Funny Girl.
- Walking group meets twice a month, has 15 regular attendees.
- Crafty Chat , 1st and 3rd Tuesday each month, still has 6 regular members and covers any type of craft. It could do with more members and will continue to be promoted including at the Barnsley U3a stall at the forthcoming Winter Warmth event in Penistone.
- How our Ancestors Lived has re-started in September to meet monthly – 11 attendees. There is also a new group whose topic is West Africa – 7 attendees. Both groups are run by Barbara Lukey.

- Bread making, started again in October with 8 attending.
- Board Games group has improved significantly with 12 regular attendees.
- Vintage Social still has 15 attendees. There were no meetings in July and August
- Drop In session is held on first Thursday of the month at St. John’s Community Centre and usually gets 2-3 people joining and members coming to pick up the Buzz magazine and find out what’s going on.
- A new groups has started called Healthy Mind, Healthy Life in Tankersley. Please see the attached case study for more details.
- Tea & Chat Group at Weavers Court. Activities vary from one meeting to the next. July was Strawberries & Cream Tea, August was a reminiscence session on the 60’s and 70’s era and a joint Macmillan Coffee morning with Weavers Court residents.
- Afternoon Outings Club. It is designed for people who want to make new friends but lack confidence or have other barriers stopping them from joining larger group and currently includes members who have depression, dementia and anxiety. It gives people who would not normally feel able to socialise the opportunity to make friends and enjoy an afternoon out We have had two outings so far, one to Cannon Hall Garden Centre, one to Cubley Hall. Each trip is for up to 4 people at a time to attend an afternoon out. The group is purposefully small and utilises the Community Car Service.

Compliments and Complaints

In this period, we have received no complaints about the service.

Feedback comments were passed on by service users:

“You are the only person that is helping me so thank you”

“My mum had a brilliant time at the coffee morning. She can’t wait to go again”

“I just wanted to thank you for sorting out **** as a volunteer walker for my husband. It is working out very well and I am grateful to you”

Work with Individuals (Year So Far Totals)

We have now had 96 people referred to the individual service of which 74 were for longer term support. 7 referrals have been received in this quarter.

We have 32 active formal volunteers working in the service this quarter and 10 of these volunteers are working with someone as a Good Neighbour on a long term basis.

Service User Statistics						
Male	Female					
18	56					
British						
74						
Age 50-59	60-69	70-79	80-89	90-99	100+	NK
7	3	21	27	14	0	2

Address						
Penistone	Silkstone	Silkstone Common	Millhouse Green	Oxspring	Ingbirchworth	Crane Moor
30	8	2	4	2	3	1
Hood Green	Wortley	Crow Edge	Thurgoland	Thurlstone	Hoylandswaine	Dunford Bridge
3	1	1	4	4	5	1
Cubley	Cawthorne	Tankersley				
3	1	1				

There is a Case Study accompanying this report to give further detail about the work we are doing with groups in this area and an individual Case Study accompanied the Interim Report.

The Community Car Service is operational and we have six drivers. There have been 78 journeys in this period. This is an increase on last quarter. We are on course to exceed our target for Year 2 of the contract but we need to continue to promote this service and also attract more drivers.

A total of 254 hours have been donated by Age UK Barnsley volunteers in this quarter on this Penistone Social Inclusion Service.

Individual Outcomes

We have the opportunity to measure how the service improves the wellbeing of isolated older people and alleviates loneliness each quarter. We used the UCLA Loneliness Scale to measure loneliness responses and the Shortened Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) to measure wellbeing. These are widely used and accredited tools and both require service users to look at a set of statements and see which describes their current position. Service Users are asked to set a base measurement before the service is delivered and then again after 3 months or on ending the service if this happens sooner.

Outcomes Monitoring						
Statement	Points	1	2	3	4	5
SWEMWBS						
Which best describes your experience of the last two weeks?		None of the Time	Rarely	Some of the Time	Often	All of the Time
1: I've been feeling optimistic about the future						
2: I've been feeling useful.						
3: I've been feeling relaxed						
4: I've been dealing with problems well.						
5: I've been thinking clearly						
6: I've been feeling close to other people						
7: I've been able to make up my own mind about things						

Statement	Points	1	2	3		
UCLA 3 point scale						
		Hardly Ever	Some of the time	Often		
1. How often do you feel like you lack companionship?						
2. How often do you feel left out?						
3. How often do you feel isolated from others?						

The SWEMWBS Scale has a highest potential score of 35. This would mean that the person is always optimistic, feels useful etc. We found that the baseline mean average score across service users measured over the quarter was 23.2 while the 3 month reviews showed an average score of 29.4. This indicates that the service is working well across the group to increase wellbeing.

The UCLA Loneliness Scale has a highest potential score of 9 and a lowest potential score of 3. 9 would indicate that the person often lacks companionship, feels isolated and left out. 3 would indicate that they rarely feel any of these. The mean average score for service users at baseline over this quarter was 6.8. This indicates that there are fairly high levels of loneliness among the group. The review average scores for the same people after 3 months of service was 4.8 showing that the service is working to alleviate loneliness.

These scores are used with individuals to help them plot their personal journey and to identify the areas that they still need to work on. Looking at these as averages across all service users gives strong indicators that the service is alleviating loneliness and improving wellbeing of the older people we are supporting. In this quarter 100% of those reviewed had increased their wellbeing and 80% reduced their loneliness measures.

Future Events

- The Winter Warmth Event is at St Johns Community Centre on the 24th October from 10am to Midday. Lots of stalls and information about staying well and warm. We are working closely with health colleagues to promote the uptake of flu vaccinations. We will also be promoting and taking names for the Winter Register.
- We are looking forward to the publication of the Area Magazine with details of activities and groups in the community and an Age Friendly update.
- A new group is starting around Healthy Cooking Sessions. The first will be held at The Beacon group (Thurgoland Church) and more venues to be identified and confirmed.
- We will be arranging a number of events around Christmas including delivery of the annual Christmas Hampers donated by Horizons School for older people.

Milestones up to September 30th 2018

Milestones and targets	Date and comments
Quarterly Meetings with Area Manager	April, July, October and November Due Date for Report 13 th April Meeting 27 th April Due Date for report 4 th July Meeting 27 th July Interim report 12 th September Due Date for Report 12 th October Meeting 19 th October
Scheduled Meeting with Elected Members	TBC
8 x Sloppy Slipper Events To be delivered	Quarter 1 – 2 Events delivered. Quarter 2 – 6 Events delivered
3x Further Events to be delivered inc. Winter Warmth, Summer Barbecue	Summer Barbecue Winter Warmth due 24 th October Christmas Party TBC
Minimum of 3 new groups/activities set up by June 30 th and 3 further new groups/activities by December. Total 6	Weavers Court- Tea and Chat Group U3A Drop-in . Healthy Mind, Healthy Life Afternoon Outings West Africa Healthy Cooking Sessions starts October.
2 case studies per quarter produced.	Attached to reports

Activity Intervention Target (New 2018 targets in italics)

	Q4 Target	Q4 Actual	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Year Target	Year Actual
No of Eyes on the Ground Activities		2		6	0	0			8	
Interventions Delivered	125	185	125	300	125	431	125		500	
No. of older people attending new groups/activities as result of programme		51		25		55			100	
No. of older people accessing services/local facilities as a result of the programme.		115		228**		227			200	
No. of Love Where you live events		4		8*		2				
No. of Love where you live volunteers		22		12		10				

**Sloppy Slipper Events, consultation and fashion show, Macmillans*

*** inc. Sloppy Slipper*

Outcome Indicators

**Outcomes: Being Healthy and Safe
 Staying Connected and Reducing Isolation
 Enjoy and Achieve
 Making a positive contribution/promoting independence
 Having Choice and Control over your life and activities**

	Q4 Target	Q4 Actual	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Year Target	Year Actual
% showing improvement in wellbeing/ reduction in loneliness		100%		100%		80%			80% To show improvement	
% showing substantial improvement. Increased feelings of health and wellbeing among older, vulnerable people. Use of shortened wellbeing scale focused on feelings of mental and emotional wellbeing. SWEMWBS		100%		83%		100%			80% To show improvement	
Feedback (compliments and complaints) from family members, professionals and other individuals who refer to the Project.		2		3		3				
Increased number of journeys made as a result of the Good Neighbour Service, Community Car, Transport Companion	50	59	50	67	50	78	50		200	

Social Value Objectives

	Q4 Target	Q4 Actual	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Year Target	Year Actual
No of jobs created and recruited to									2	2
No of local volunteers deployed as a result of this project		38		35		32				
% of contract price spent locally		98%		98%		98%			95%	
No of new groups created		1		1		3			6	
No of existing groups supported		3		3		3				
No of new volunteers		3		3		5				
No of new volunteer hours		8		73		60				
Total no of volunteer hours (new and existing volunteers?)		215		303		254				
No of new volunteers attending 3 or more events.		2		3		4				
No of volunteer opportunities created		7		8*		2				

*As Love where you live

Case Study

Title: Healthy Mind, Healthy Life Group
Date: 04.10.18
Ward Area: Penistone East and West
Summary: A new group has been set up at Tankersley Welfare Hall and has been named Healthy Mind, Healthy Life.
Key Learning Points <ul style="list-style-type: none"> To provide additional opportunities in Tankersley for older people to meet and socialise and to participate in chair exercise on a weekly basis. To provide a place for older people to access information on older people's issues and topics of interest. To see if the group will run effectively with volunteers and with input from members to ensure sustainability beyond the lifetime of the Social Inclusion Project.

Background

- The first year of the Penistone Social Inclusion Project focussed on the town centre area and those villages situated closest to it. In the second year we moved the focus to make new contacts and to set up new opportunities for people living in the furthest areas of the Penistone East and Penistone West wards.
- Tankersley was identified as an area where we had not delivered any new services and where there are limited opportunities for residents to meet and socialise and to access information.
- A new group has been set up – Healthy Mind, Healthy Life. Six dates have been arranged and the cost of the hall has been covered by Age UK Barnsley so that we can run this as a pilot scheme to test out the need for such a group.
- 1st meeting on 26th September, number of attendees – 15. 2nd meeting on 3rd October, number of attendees – 12 (the other 3 people had medical appointments)
- The aim of the group is to provide a varied programme of activities that all contribute to having a well-balanced healthy mind and life, hence the name of the group. Each meeting starts with a 30 minute session of chair exercises which will gradually build up week by week to become a little more challenging, depending upon the abilities of the individuals participating. This is followed by a refreshment break to allow for general socialising and then it moves onto a discussion session that will cover a wide range of relevant topics or may include a speaker on a topic such as falls awareness, frauds & scams etc.
- The group is currently run by Karen Dennis, Social Inclusion Worker, but if after the initial 6 weeks, there is a desire to continue then participants will pay a weekly fee to cover the room hire and efforts will be made to recruit one or two volunteers to continue running the group in the longer term.

Who was Involved:

Staff – Yes (2 – Ellen Hall supported the first two meetings).

Existing Volunteers - No

Any unplanned outcomes (Good or Bad)

- The first meetings was well attended by 15 people. There were only 12 at the 2nd meeting but this was due to 3 people having medical appointments.
- One lady said how much she had enjoyed the chair exercise session and felt that it had already helped with her back pain. There's no medical evidence to support this but if she feels that it's improved then that's a good outcome already.
- The participants are keen to socialise and a pub lunch has been organised to take place after the 6th meeting.

Outcomes of Project

- 1 new group has been established in an area where the project has not previously targeted.
- 15 new people have engaged with the project who have not previously engaged.
- 1 person has said that she is feeling a positive benefit of attending the group and participating in chair exercise.
- 1 person has said that attending the group will help her to cope with depression.

What could have been done better

Nothing identified.

Next Steps

- Karen Dennis to continue with running the group for the first 6 sessions.
- To decide whether the group should continue based on participant feedback.
- To recruit volunteers to run the group if it is likely to run long term.

Public Health Outcomes this project helps to achieve

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.18	Social isolation
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
4.13	Health related quality of life for older people

Sporting Penistone



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	
Milestones achieved	
Outcome indicator targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

The project has continued to satisfactorily meet targets and is contributing to both health and wellbeing as well as supporting young people in the area through it's volunteering offer. A development plan is progressing for Sporting Penistone which this project contributes to by building the volunteering capacity for the longer term. A summary of activity for this quarter is included in the report below.

Milestones, Outcomes & Interventions: Performance Targets

Q2 2018

Project update

Project	Progress, achievements, issues
Volunteer Administrator role	<p>Work is continuing on the gym policy, ensuring volunteers are aware of the new system of membership to enable the procedure to adhere to the required standards.</p> <p>There has been a focus on updating and improving policies and procedures.</p> <p>Over the summer months, we have been actively encouraging and engaging volunteers to support the holiday activities.</p> <p>We have not been able to plan training during this period due to the summer holidays but we have first aid training and safeguarding training planned for this quarter.</p>

Milestones

Milestones and targets	Progress, achievements, issues
Equipment purchased	N/A
Volunteer Administrator recruited	See previous page
Systems in place to improve volunteering	There has been a particular focus on the gym instructor volunteers to ensure they are supported to follow the procedures in line with our policy. This has included supporting newly qualified instructors.

Activity Intervention Targets

Activity/Intervention	Quarter 4		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Quarter 1		Quarter 2		Quarter 3		Total Project target
	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	
Number of people attending training sessions					5	8	5	0	5	9	5	6	5	0	5		30
Number of volunteers, accounting for losses. Initial 40			45	42		48	50	54		62	55	57		64	60		60
Number of LWYL events			1	0				1		0	1	0		0			2
Number of new volunteers			5	7	5	10	5	5	5	11	5	7	5	9	5		35
Number of new community groups, activities or classes supported					2	2		0	2	2		0	2	0			6
Number of volunteer hours Initial: ave 57/wk, 723/qtr (13 weeks)	723		749	758	775	803	814	676	840	909	879	645*	905	916.5	944		6629
Number of volunteer opportunities created			1	0	1	1	1	1	1	2	1	0	1	0	1		7
Number of fte jobs created	0.5	0		0.5			0.2	0		0.4		0		0	0.3		1
No. of adult volunteers engaged (new)			4	4	5	7	4	3	5	7	4	7	5	4	4		
No. of young people engaged in volunteering			1	3		3	1	2		1	1	0		5	1		
No. of new activities which involve young people under the age of					1	1		0		1		0	1	1			

18*																		
No. people achieving a qualification						5	0**		0**	5	2** *		1	5				

*numbers lower than expected – recording system to be re-communicated.

**volunteers identified and courses being sourced for gym instructor qualifications to commence early in 2018

***further training being identified for more gym instructor qualifications

Case Study 1/ good news story

Summary

A volunteer who has been supporting the centre with general duties has recently undertaken a course and is now trained as a gym instructor. She is very interested in promoting and supporting fitness in older people. We will be assisting her to develop opportunities for our older users.

This training has enabled the volunteer to develop a totally new set of skills and has given her more confidence. This could lead to future employment via the centre particularly in the area of personal training work.

Key Learning Points

To encourage opportunities for volunteers to develop their skills and experience in areas they hadn't considered previously

Any relevant background

Who was Involved:

Staff: 1
Existing Volunteers: 1
New Volunteers: 0
Hours Given: 3

Any unplanned outcomes (Good or Bad)

Following her training the volunteer has developed an interest in supporting older people which is not something we had planned for or anticipated.

Case Study 2/ good news story

Summary

We have had some young volunteers support the centre after coming along with their parents who volunteer. The young people are keen to get involved, particularly in our 'tuck shop' ensuring that our customers are being served during the skating sessions.

Key Learning Points

To promote and grow volunteers from the existing network.

To be open to opportunities for all ages.

To ensure the relevant procedures for supervision are in place.

Who was Involved:

Staff: 2

Existing Volunteers: 3

New Volunteers: 5

Hours Given: 40

Young Volunteers leading the way. (From FaceBook page)

A young Leisure Centre volunteer has led the way on cutting the use of disposable cutlery and crockery here.

Scarlett Barrett, age nine, from Thurlstone, was upset to see plastic cutlery being used for parties at the centre after learning at school how single-use plastics are damaging the world we live in.

She highlighted the problem and the centre quickly responded with a new set of re-useable knives, forks and spoons.

Scarlett, who volunteers at skate sessions here at Penistone Leisure Centre said: "I think it is a very important issue and we should try to save as much ocean as possible. Even tiny pieces of plastic are getting into the ocean and fish are dying.

"I think it is fantastic the way the Leisure Centre have taken it on board and tried to help. We want our children and our grandchildren to be able to see a dolphin."

Now the centre is encouraging all party bookers to use the cutlery and its ceramic plates and bowls instead of disposable ones.

Meanwhile, Scarlett is looking for her next target which she says might be the plastic straws they use at school for milk. But she did add that her school, Thurlstone Primary, where she learned about the dangers of single-use plastics, had already gone some way to helping the environment by ensuring the cartons children get their milk in were made from recyclable plastic.

Gran Jackie, 58, spends lots of time in Thurlstone with her granddaughter and also helps out at the Leisure Centre.

She said: "I think its absolutely great that she's picked up on this after being made aware of the issue at school."

<http://www.penistoneleisurecentre.org.uk/young-volunteer-leads-the-way-on-leisure-centre-eco-drive/>



Penistone Leisure Centre is led by the community for the community. It is run by volunteers who open the gym, apply for funding, manage the building and money, do repairs, run skating sessions and many other things. If you can help us out in any way, we'd love to hear from you so we can make Penistone Leisure Centre even better.

Penistone FM My Town My Community



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

This is the final report for this project which has successfully engaged people over 55 years through the delivery of training in radio; providing an opportunity for individuals to learn new skills as well as connect to community networks. The project overall has achieved well against targets and provides a lasting legacy of people trained and able to participate in community radio to support the area.

Project outcomes summary

Project Outcome	Intervention/ activities that will contribute to achieving project outcome	Target	Progress
Outcome 1 <u>Training</u> Deliver training to 10 people	<ul style="list-style-type: none"> • Training programme 	<ul style="list-style-type: none"> • September 2018 	15 trained / training for NCFE.
Outcome 2 <u>Volunteering</u> Provide volunteering experience opportunities for people	<ul style="list-style-type: none"> • Number of volunteering experience taster sessions working with local volunteer groups in the area 	<ul style="list-style-type: none"> • September 2018 	Volunteering experiences taken place with ongoing talking to the groups.
Outcome 3 <u>Work Experience</u> Recognised work experience opportunities in Penistone FM Community Radio	<ul style="list-style-type: none"> • Completion of the initial volunteer programme and delivery of approved work experience through volunteer presenting or other 	<ul style="list-style-type: none"> • September 2018 	This is progressing well with 6 people who are now trained and on-air doing programmes.

Over the course of this year we have delivered training to 27 individuals in our NCFE programme.

We have had 16 people join the station as a result of the project.

We have managed to get our all of trainees working on their NCFE qualification finished towards the end of the year however our external assessor from NCFE has left the company, so we are waiting reassignment to pass the final students. However, this will be completed as we go along.

Towards the end of the programme we have had a couple more expressions of interest to get involved with the project, which have been followed up and invited in for further discussion as to what they would like to get involved with and how we can help them. However, we will have to postpone the training until we are able to fund more sessions.

We have also been continuing with the project to have a big drive on air, online and in local newspapers.

However, our target for new volunteers to Penistone FM for the whole year may have been a bit ambitious, as we can only provide training to so many people at the same time without it losing its quality as a few of our trainees crossed over quarters finishing their NCFE. I feel we didn't estimate just how much longer it might take to train older members of the community who aren't as familiar with modern technology.

We have had a few local community groups in to promote their group to help them gain more volunteers and awareness, with more to be continued after the project in the next few months with our new members of the station.

Find Here to your Local Love Where You Live newsletter



This is an advert in the Love Where You Live newsletter advertising the project.

MILESTONES

MILESTONE	TARGET DATE	PROGRESS/ ACHIEVED
Project launched during September 2017	October 2017	Achieved
To achieve 10 NCFE Level 1 Radio unit passes for the participants and develop their communication skills	September 2018	Achieved
Introduce a new system to provide community information to Penistone Railway station and increase participation in volunteering there by 25%	September 2018	Meeting held. Plans discussed with promotion for new volunteers in progress with the volunteer group and information.
To train up to 8 new presenters or interviewers within the scope of the project to add value to the local area	September 2018	Progress – achieved 6/8
Equipment purchased	October 2017	Achieved

QUARTERLY PROJECT TARGETS

Activity/Intervention	Quarter 2 July-Sept		Quarter 3 Oct-Dec		Quarter 4 Jan-March 2018		Quarter 1 Apr-June		Quarter 2 July-Sept		Total Project target
	T	A	T	A	T	A	T	A	T	A	
New jobs created – P/T (from 1 st September)	2 (0.8 FTE)	2									2
% of spend local to area	N/A	N/A	90 %	90 %	90 %	90 %	90 %	90 %	90 %	90 %	90%
No of new volunteers (as a direct result of this project with Pen FM)	N/A	N/A	5	5	5	1	5	7	3	3	18
No of volunteer opportunities created as a direct result of this project	N/A	N/A	10	20	10	15	5	10	5	13	25
No of people attending training sessions achieving a qualification with NCFE	N/A	N/A	3	4	3	4	4	13	3	6	10
No of community groups supported to increase volunteering (promotion of work/activities/interviews/radio air time)	N/A	N/A	4	4	6	5	8	10	6	4	24
Case studies highlighting the project	N/A	N/A	2	2	2	1	2	3	2	2	8
Content for Facebook posts for Penistone Area Team pages	N/A	N/A									As available
Provide info for Penistone Line Partnership notice board as required and increase by 3 volunteers	N/A	N/A	0	0	1	0	2	3	-	-	3

Case study one

Kevin

Kevin joined Penistone FM after volunteering for many years at Barnsley Hospital Radio however after the closure of the radio Kevin found Penistone FM. Kevin started by trying a few shows with Mary who started back in September with us after a few training sessions, soon enough he was ready to go on air after some bad habits had been corrected.

Case study Two

Mary Harling began volunteering with her daughter Jo in September at Penistone FM, she had previously been a part of hospital radio, her passion is music.

Mary is now confidently hosting her own show and has even recently helped train one of our newer volunteers Kevin.

Our station director said that Mary is a great example of what Penistone FM is and she has great presenting skills as she is 'Knowledgeable, chatty and down to earth' which really connects with the listeners who want to listen to real people on the radio who are local

Station Manager final comments

"We were really pleased with the way the project went and the impact on the station output.

We have trained some great people which has added sustainability for us with new volunteers.

Thank you for all the support from the team in Penistone."



This was taken at Springvale Community Gardens when Wendy went down to talk to the volunteers about what people can get involved with and to promote the open day.

South Pennine Community Bus Service

Penistone Local Link



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

This is the first report of the service which has received funding from the Working Together Fund to provide its operational running costs for a 12 month period from April 2018, following a six month pilot also funded from the Working Together Fund. The project provides a bespoke bus service which is staffed by volunteers who offer additional support to enable older and more vulnerable residents in the area to get out and about to shop or meet up with others in their local area. Progress is satisfactory, however a contract monitoring meeting is still outstanding.

Update & Progress Report

Background

The Penistone Local Link, Service 25, was launched in September 2017 with pilot funding from the Penistone Area Council Working Together Fund. The pilot funding was subsequently extended to support the service until March 2018. The service continued and on 13th June 2018 funding was granted for the period 1st April 2018 until 31st March 2019. We are looking for ways to help sustain the service from April 2019 and beyond.

Volunteers

We have a small team of volunteers that help support the service. Led by our volunteer Community Ambassador Tony Gibson the team undertake a variety of jobs to help develop the service:

- Door-to-door distribution of the service timetable leaflet to homes across the Penistone area
- Distribution of the timetable information leaflet to main points in the area such as shops, libraries, health centres, Tesco, St' John's Church and so on
- Visiting people at home who have asked for more information and explanation about the service

- Talking to local community groups about the benefits of the service
- Volunteers also travel on board the service frequently to offer more information and talk to passengers for feedback

The work of the volunteer team is having success. Please refer to the monitoring report to see how passenger numbers are increasing. A reliable and punctual service together with the efforts in the community by volunteers is showing how more and more people are benefiting from the service and trusting it to help them get out and about.

We are currently looking to recruit 2 new volunteers to help us further develop the service for a sustainable future.

The Future

Having recently secured funding for the service until 31st March 2019, we now look forward to the future to see how we are going to sustain the service from April 2019 onwards. Having developed our strategy, we are aiming to secure the long-term future of the service by:

- We will first prepare a publication to explain to potential stakeholders about the service and its massive benefits. This will contain information about how the service adds value to the local economy, the social and environmental benefits and an impact summary
- We will approach directly Tesco for support for the service. The service benefits Tesco significantly, it is at the heart of the route and served frequently. We are able to offer Tesco advertising space on the exterior of the bus and on the timetable information leaflet
- We will offer small and medium size enterprises around the area the opportunity to sponsor the service. Again, we are able to offer advertising space in a new timetable information leaflet. If the uptake of advertising and sponsorship is significant enough then we will produce a bigger and more comprehensive leaflet containing information about the wider bus network and train services around Penistone
- We will look for more funding streams. We would like to explore capital funding opportunities by way of a grant to purchase a bus outright for this service. This would reduce the cost of running the service.
- We may be able to attain some contracted work for the bus outside its normal running time. For example, some form of home to school transport in the morning and afternoon. This would help support the overall cost of running the service
- As we look to develop the service for the future it may be possible to extend the service for greater benefit. Fox Valley is just 10 minutes away from Penistone and isn't well served by buses. It could be possible to incorporate this into the route. This would present another potential opportunity for funding by inviting Dransfield Properties (owners of Fox Valley) to fund the service and not least some of the tenants that trade at Fox Valley.

Consultation

Consultation with passengers and the wider community is a daily event. The service is operated by a regular driver, Paul, who has become established in the community. Paul talks and listens to his passengers every day and hears ideas and suggestions. This is where the idea of serving Fox Valley has come from. This also means that he is more able to accommodate the needs of his passengers, to serve them better.

Our team of volunteers are frequently out in the community listening to wider ideas and concerns. Many people are asking for shorter length door-to-door day trips. Others are asking about a direct bus service to Barnsley Hospital. We will continue to receive and hear this feedback.

Before the end of this year we will carry out a full survey of as many passengers as we can and members of the community that don't currently use the service. This will give an insight into how we can broaden and develop the service. The more people that use the service, the more sustainable it will become.

Project Outcome	Intervention/ activities that will contribute to achieving project outcome	Target	Progress
Outcome 1 Allowing people to access local services	<ul style="list-style-type: none"> Provision of bus service and monitoring of use 	<ul style="list-style-type: none"> 120 pax per week 	276 Pax per week average
Outcome 2 Removing loneliness and isolation	<ul style="list-style-type: none"> Reaching out to those who are unable to access mainstream transport 	<ul style="list-style-type: none"> 120 pax per week 	276 Pax per week average
Outcome 3 Integration of the community	<ul style="list-style-type: none"> Promoting a community bus service that is open to all using community groups and networks in the area 	<ul style="list-style-type: none"> Number of new groups reached per quarter 	Regularly attending events and coffee mornings.
Outcome 4 Activating volunteers	<ul style="list-style-type: none"> Mobilising volunteers locally to help promote the service and ascertain important feedback 	<ul style="list-style-type: none"> 5 volunteers 	5 Volunteers

MILESTONES

MILESTONE	TARGET DATE	PROGRESS/ ACHIEVED
Timetables distributed and targeted drops completed	Ongoing	Timetables distributed to local outlets and at community events
Volunteers promoting service to community networks	Quarterly	Regularly attending events and coffee mornings
Evaluate the service including passenger information	Monthly	Monitoring the data from our electronic ticket machine
Sustainability options explored and progressed	Quarterly	Exploring new ways of funding the service for its long term sustainable future

QUARTERLY PROJECT TARGETS

Activity/Intervention	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Total Project target
	T	A	T	A	T	A			
Number of people using the service	480	3313	480		500		500		
No of new passengers quarterly		531							
No of volunteers involved locally in promoting the service	5	5	5		5		5		
No new groups worked with by volunteers	1	2	3		3		3		
No of passengers consulted	25	25	30		40		50		
% Income generated to sustain service	10	10	20		30		40		
No passengers accessing health related services									
No passengers accessing social activities									
No passengers accessing retail/business									



“It’s not a bus, it’s a community centre on wheels.” - Raymond