

BARNSELY METROPOLITAN BOROUGH COUNCIL

North Area Council Meeting:
19th January 2019

Agenda Item: 7

Report of North Area Council
Manager

Continuation of hOurbank

1. Purpose of Report

- 1.1 This report seeks to confirm the verbal commitment of the North Area Council to fund DIAL to deliver hOurbank as a complimentary service to the Social Isolation and Cold Homes contract.

2. Recommendation

- 2.1. **That the North Area Council agree to fund DIAL to deliver the hOurbank project as a complimentary provision running alongside the Social Isolation and Cold Homes service.**

3. Background

- 3.0 At the November 2017 meeting The North Area Council agreed to consider a Social Inclusion Project with a Prevention of Winter Deaths focus. After further development the tender opportunity was advertised and procurement took pace in June and July 2018. DIAL Barnsley was the preferred provider when the process concluded. This contract is valued at £75,000p.a. (with a ceiling of £85,000) for two years, with the option to extend a third year. The contract commenced on the 3rd September 2018.
- 3.1 Whilst the large commission was being developed DIAL applied for Stronger Communities Grant Funding and were awarded £14,662 for the financial year 2018/19 to deliver hOurbank. This provision which is currently concentrated in the St Helen's Ward has been very well received by both local stakeholders and the community. It is clear to see that the project is having an impact and delivering good results.
- 3.2 DIAL have called their social isolation and cold homes project 'Warm Connections'. It was clear from the procurement process that Warm Connections and hOurbank are undeniably complimentary in their purpose and function. It is believed that having the two projects running in tandem will deliver even more positive outcomes.
- 3.3 The full project allocation for the social isolation and cold homes service was £85,000. DIAL service is currently being delivered at a value of £74,737 (based on a three year contract). At the November meeting the suggestion to utilise the remaining £10,000p.a., that forms part of this contracts budget envelope, was agreed unanimously, subject to a decision at this is meeting.

3.4 Attached in appendix 1 of this report is the proposed outcomes and outputs that DIAL will deliver if they are granted the additional £10,000 p.a. for the remainder of duration of the current social isolation and cold homes contract (from 1st April 2019).

3.5 It is proposed that hOurbank would be subject to contract monitoring and reporting on the same schedule as Warm Connections.

4. For Decision

4.1. Members are asked to confirm their decision to increase the contract value of the DIAL's Warm Connections contract to enable DIAL to deliver hOurbank as a complimentary provision to their core Social Isolation and Warm Homes contract.

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Date:
09/01/2019

Appendix 1

Project Outline

This is a project to further develop the mutual exchange timebank in the North Area Council and will be open to all local residents

A timebank is a community development tool whereby individuals are able to exchange and trade their skills and expertise through time and is run on the principle of an hour for an hour. So for every hour of a participant's practical help or support to others **deposited** in a timebank they are able to **withdraw** equivalent support time when they need something doing.

Each participant decides what they can offer. Everyone's time is equal irrespective of what skills are being traded. For example, a timebank member might earn a time credit by doing some gardening for a member and then spend the time earned on getting another member to alter some clothes for them.

The project will be run by a steering group of approximately four local people to co-produce, shape and develop the timebank with steering group members being encouraged to become local ward champions of the scheme.

The project will employ a co-ordinator to:

- Support, guide and train the project steering group
- act as a 'broker' and be responsible for promoting the scheme to other stakeholders and local residents
- provide security checks on participating members and ensure each individual fully understands how the system works
- facilitate exchanges between individuals and maintain records of activities

The project will build social networks of people who give and receive support from each other, enabling people from different backgrounds to come together to form connections and friendships. Our mutual exchange timebank will build on the principles of co-production which considers timebankers as valuable assets and enshrines their value through an hour for an hour principle. This will promote a positive image of volunteering and encourage people to consider their contribution as of equal value, inspiring confidence and increasing self-worth.

How does the project address North Area Council Priorities and Barnsley Council Priorities?

A steering group of local community minded people will be supported to direct, shape and run the pilot.

The steering group will actively contribute *to the Golden Thread and building stronger communities* through their *participation in shaping and designing* of the timebank at local level ensuring that it meets the needs of local people. Each steering group member will act as a local ambassador, spreading the word and promoting the benefits of the timebank throughout the community and its benefits *to improve the lives* of others in their neighbourhoods whilst advising and giving direction to the pilot.

Engaging local people to *support each other* will facilitate the learning of *new skills* through exchange and reciprocity thus promoting the *benefits of volunteering* and the sharing of experience. hOurbank will provide opportunities for people to contribute to their local community and build a sense of belonging.

By connecting people together hOurbank will support the development of friendships between members which in turn will increase participation and feelings of self-worth and contribute to *improving the health and wellbeing* of local people.

As no money exchanges hands the exchange of time and skills also contributes to addressing *financial exclusion and poverty*.

Business case for continuing Hourbank in the North Area.

In June 2015 DIAL consulted with 1000 people aged 60+ across Barnsley MBC and identified:

- 35% had no-one in their family they could depend upon for support
- 23% never see their neighbours for a chat or to do something with
- 21% hadn't spoken to a friend for longer than a month

Following this we spoke directly with 123 local people of all ages about the concept of timebanking:

- 116 thought it was a good idea
- 100 thought it was something they or a family member might want to get involved in

Since 2016 we have operated a timebank project in the Dearne Area and the success of the project is evidenced in the following outcomes:

90% of people participating reported improved feelings of self-worth and confidence.
100% of members said they had formed new friendships as a direct result of hOurbank membership.

Since April 2018 we have operated a timebank in the North Area Council. To date there are 31 members who collectively have exchanged over 120 hours of time and 23 members have participated in mutual exchanges. Activities include a regular craft session, coffee afternoon and there have been two high profile, seasonal events. The Project Launch in July attracted 50 attendees who participated in craft skills swaps, cookery and recipe swaps and promoting dancing and games skills. The Christmas swap event attracted 40 attendees who participated in 23 mutual swaps. Feedback was excellent, with members saying they have saved money, made friends and enjoyed a great afternoon. Both events attracted publicity from the local press, raising the profile of hOurbank and DIAL.

We have established strong relationships with Romero, Community Shop, Ad Astra, Athersley Cares and the My Best Life initiative all of whom act as referral points into the project. We would hope to continue to work with local councillors, other community organisations and health service providers to help raise awareness of the project and its benefits particularly to residents who are socially isolated.

Who will help run the project?

As a user led organisation beneficiary involvement is fundamental to our governance, service delivery and our ability to inform external stakeholders and decision makers of the needs of disabled people and carers. So for this project:

A steering group of approximately four volunteers and made up of local community minded people will be recruited to direct, shape and run the pilot.

Supported by an employed part time Co-ordinator the group will establish their Terms of Reference and agree a shared vision with aims and objectives. A member of the steering group will be invited to be co-opted on to DIAL Barnsley's board of trustees as a way of supporting the group.

Training needs of the steering group will be identified and addressed in order for them to undertake their individual roles.

It will be the responsibility of the Co-ordinator to network with other organisations in the area in order to promote the project and to identify potential partners to provide the activities or events that meet the identified needs of the hOurbank membership.

How sustainable is the project and will it leave a legacy?

The project will build social networks enabling people to come together to form connections and friendships. It will promote a positive image of volunteering by encouraging people to consider their contribution as of equal value. People will feel rewarded for sharing their skills and knowledge with others thus inspiring confidence and increasing self-worth.

The project itself will form a legacy of engaging local people in volunteering activities that are based on reciprocity and mutual support and which have positive outcomes and promote social action to harness community spirit and resilience. People with long term conditions or disabilities will feel more included in the community by contributing to helping others rather than being only recipients of support.

We have already invested in software which captures members details, skills match and the number of hours exchanged, activity participation etc.

Proposed milestones

Milestone	To be achieved by
Local people begin to plan activities	May 2019
Establish a calendar of community activities	June 2019
Commence activities/exchanges	June 2019
Leadership training undertaken by steering group	December 2019
Local people begin to take the lead in community activities	April 2020

Outcomes and Indicators

What difference will your project make and by when?

Project Outcome	Intervention/ activities that will contribute to achieving project outcome	Target
Outcome 1 Increased opportunities for local people to build	<ul style="list-style-type: none"> Local people shape and design the timebank Local people promote and recruit members of the community to the 	4 steering group members
Outcome 2 Increased opportunities for local people to participate and/or	<ul style="list-style-type: none"> Local people participate in leadership training Local people taking part in community activities 	<ul style="list-style-type: none"> 4 steering group members minimum 30 members regularly
Outcome 3 Improved health and wellbeing of local people	<ul style="list-style-type: none"> Local people report increased confidence Local people report new friendships formed as a result of membership 	<ul style="list-style-type: none"> minimum 50% of hourbank members minimum 50% of

Monitoring Quarterly Outputs

OUTPUTS Activity/Intervention	Quarter 1/19		Quarter 2/19		Quarter 3/19		Quarter 4/19		Quarter 1/20		Quarter 2/20		Total Project target
	T	A	T	A	T	A	T	A	T	A	T	A	
Identify and recruit volunteer steering group members	2		2		3		3		4		4		4
Local people encouraged to take the lead in community	4		4		5		5		6		6		6
Local people undertake leadership training					3				4				4
Local people taking part in hourbank activities	20		25		30		35		40		40		40

Does the project represent good value for money?

The project will offer North Area Council value for money through the utilisation of existing organisational resources such as timebanking software record management system, quality assurance policies and processes, monitoring and evaluation tracking and reporting. We have a skilled workforce and management team to support the project and our existing local footprint offers confidence to reach the target audience and successfully deliver on outcomes.

We have an experienced Timebank Co-ordinator who will bring her existing experience, learning and skills to the project. The project will be promoted and supported through our core service and our established links within the community will ensure the project's success.