

DEARNE AREA COUNCIL Performance Report

Q1 April 2019- June 2019



INTRODUCTION

Priorities, Principles and Corporate Outcomes 2017-2020



Ensuring the following principles are promoted and embedded in all that we do:



THRIVING & VIBRANT ECONOMY	PEOPLE ACHIEVING THEIR POTENTIAL	STRONG & RESILIENT COMMUNITIES
<p>Outcomes:</p> <p>1: Create more and better jobs</p> <p>2: Increase skills to get more People working</p> <p>5: Create more and better housing</p>	<p>Outcomes:</p> <p>7: Reducing demand through improving access to early help</p> <p>8: Children and adults are safe from harm</p> <p>9: People are healthier, happier independent and active</p>	<p>Outcomes:</p> <p>10: People volunteering and contributing towards stronger communities</p> <p>11: Protecting the borough for future generations</p>

Table 1 below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Service	Provider	Contract Value/length	Contract end date
Employability	Dearne electronic community village	£33,000 per annum	Funded until end of March 2021
Private Sector Housing Enforcement	BMBC	£38,061 per annum	Funded until end of March 2020
Environmental, volunteering and education service	Twiggs	£75,000 per annum	Funded until end of March 2021
Social isolation	B-friend	£27,000 per annum	Funded until September 2020

PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

*the targets below also include the statistics from the Dearne Development Fund

Thriving and Vibrant Economy

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of jobs created through area council commissions	8	8	8
No. of people into jobs through DECV	20	7	7
No. of work experience placements	6	2	2
No. of apprentice through area council commissions	1	1	1
No. of group/service match funded	7	6	6
Local spend (average across all contracts)	90%		90%

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	700	210	260
No. of new volunteers	100	42	60
No of community groups supported (Twiggs)	60	22	22
No. of local business involvement	25	9	9

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	90	20	20
No. environmental education in schools and groups	12	15	15
No. of residents receiving benefit/debt advice services	400	158	444
No. of children receiving support	35		
No. of families attending drop in sessions	50		

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

The below commissioned services, projects and groups paid for from Dearne Area Councils finances are based on the Dearne area priorities but also contribute towards meeting Communities Public Health Outcomes and 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

At present, three contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring reporting.

Employability- DECV

(1) DEARNE ELECTRONIC COMMUNITY VILLAGE

Kingdom environmental enforcement service Quarter 4 report submitted on the 3 rd of July 2019		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
	Milestones achieved	
Improving Health	Satisfactory spend and financial information	
Skills for work	Overall satisfaction with delivery against contract	

Performance Indicator	Yr Target	Q1	Cumulative
Learners Recruited	100	28	28
Learners into local employment	20	7	7
Learners achieving qualification	90	20	20
Learners into further training	50	20	20

*DECV contribution to Public Health Outcomes

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.08a	Gap in the employment rate between long term health conditions and the overall employment rate
1.08v	Percentage of people age 16-64 in employment

The project started on the 01st April 2019. The worker is currently working with 28 individuals on the ICT and Employability Support sessions, 3 days per week (24 hours). This consisted of 15 male and 13 female with the majority in the 45-65 age bracket. All learners are attending a minimum of 3 hours per week for 25+ weeks. All learners are enrolled onto the OCR ICT (Entry 3) Award qualification and also the Learn My Way online course (UK Online/Tinder Foundation) and the Life & Living Skills Qualification, again, accredited by OCR.

7 Learners have gained employment on this project so far: W D (Yardsman) – C

Soar Ltd – Fulltime, AC (Care Assistant) – Ivy Lodge, Thurnscoe – Fulltime, MH – Warehouse Order Picker – ASOS – Fulltime, DH – Scrivens Opticians - Service Assistant Rotherham – Part time, JS – Self Employment — Painter & Decorator – Fulltime, JG – Carer – Sun Health Care – Fulltime, BS – G4S Security – Security guard – Fulltime

All learners are unemployed (Universal Credit, some still on JSA) and Rory is helping transfer many from Jobseekers Allowance to Universal Credit. Most learners are now on Universal Credit. The rise in the number of learners attending with learning difficulties and many who have failed recent health assessments and are now jobseeking (many 35 hours per week) has risen. Rory states that many of these learners are not fit, either physically or mentally, for employment.

The DWP also refer many learners who are on what is called 'work prep'. This means they need to do some form of training towards employment (such as my ICT course), but don't need to do any form of job search or applications. In the long term this could affect the services into work outputs as these learners are so far from being work-ready (many are near retirement age also).

Many of these are long term unemployed with health problems and suffer financial hardship, particularly if awaiting an appeal decision. Many learners are also around late 50's and 60+ and feel they have nothing to offer the job market. Rory has also noticed a rise in learners with mental health issues, usually linked to being out of work and financial worries. A rise in individuals receiving sanctions has also been noted (**see 2nd case study*).

Those individuals are often then seeking loans to buy essentials. DECV, along with Thurnscoe library makes donations to the local foodbank. These are the most challenging to work with. Rory is also helping individuals with Pip forms / Redundancy Forms / Council tax / Housing although this now depends on the time I have available. If time is a problem then he refers, for example to Dial.

The partnership with the jobcentre is still working very well for referral's (Over 90% of the referrals are from the job Centre in Mexborough or Emma Jones, the outreach DWP worker at Thurnscoe Library). Other referrals were from Louise at Coalfields Regeneration Trust, who has since changed posts to work in a different area, the Salvation Army and Thurnscoe Library. Rory is also now working with Lynette Clark from Prospects who will refer to me for ICT, he also refer to her for people needing a one off CV.

Another aspect of the programme is about covering Social Media / Facebook / Twitter / Skype as well as some sessions being conducted on iPads and Android devices, depending on learner preference, as social media sites are now used to advertise jobs. Many learners don't own a computer, but jobsearch and apply instead on mobile devices (tablets / phones).

Rory has enrolled 28 learners so far on this project. Only 1 learner so far has failed

to attend after initial enrolment. Despite failing to attend after 3 phone calls (where he said he would come the following week) Rory left the door open for him in the future, but did have to report this to his Advisor at the DWP as they initially referred him to me.



Case study

“D was referred to me by Prospects and was looking to brush up on her computing skills. She had worked in Admin for quite some time but was used to the companies own systems and wanted a more general qualification for MS Office. I conducted an initial assessment with D and as I guessed, she was above the level I currently offer. That said, D didn’t have anything on paper and really needed a qualification for the posts she was applying. We decided to do the OCR course and then I would give D Extra tuition in MS Excel, as this is where she needed most help. D had a CV, Cover letter and most Job sites set up so this meant we could get straight into the qualification. As I expected, D breezed through all the 4 Units in a short amount of time and also completing the Learn my Way Online Course. We also started online job searches and tried to complete at least 3 applications per session.

D main reason for seeing me was Excel. Despite DECV not having the funding to offer higher level qualifications in ICT we decided to work through my course materials for level 2 Excel and if possible I could look at referring D to College. I worked 1 to 1 with D for around 10 weeks on the excel and I gave her a mock exam (same as I used for ITQ level 2) which she passed. Around April 2019 D started getting feedback from our applications and had various Interviews in Admin work in the South Yorkshire Area.

D mentioned after the first interview she wasn’t feeling too confident about her answers. We decided to set up a little mock interview with some questions and then I would gauge her answers to build confidence. D did 6 Interviews in 4 weeks and we carried on with mock interviews. She was so pleased to finally get a position as a receptionist + Admin at a local Optician. D started the position soon after but I have

decided to keep her file open in case she needs extra support in the early stages. “

Environment, education and volunteering - Twiggs

(2) Twiggs

Twiggs environmental, education and volunteer service Quarter 3 report submitted on the 5 th of July		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
Skills and learning for work		
Environment	Targets achieved	
	Outcome indicator targets met	
Improving Health	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young People		

Performance Indicator	Yr Target	Q1	Cumulative
Twiggs social action events	80	30	30
Community groups supported	60	22	22
Areas adopted by residents	12	4	4
Volunteers recruited to Twiggs events	240	100	100
Local business engagement	25	9	9
Impact sessions delivered to groups and schools	12	15	15
Local spend	90%		90%

***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
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
2.23	Self-reported well being

The team have had a busy quarter working with 22 established groups, 9 local businesses, 30 social action events and recruiting 69 new volunteers of which there were 35 children. They have also worked with 66 volunteers that have previously been involved in Twiggs activity and accumulated 309 volunteer hours. During the last quarter the team have work with both groups and schools and delivered 15 impact sessions.

The team have worked along side Tesco staff and undertaken litter picks along Furlong Road. Also Tesco donated equipment to the team to use whilst working within the community. They also worked with Kier group and Goldthorpe library in order to have a clear up around Beevor Street. Other businesses although they cannot give time have offered refreshments for anyone involved in environmental work around their area.

The team have also removed 307 sacks of rubbish from the social action events that they have led on. They have worked on Dearne Road, Market Street, Thurnscoe Sports ground, Proverb Avenue, Highgate Lane, Tudor Street carpark, Elizabeth Street, amongst other. They have also undertaken 14 litter picks in the area.

During this quarter the team have worked along side The Hill Primary School, Astraea Academy, Carrfield, Goldthorpe, Gooseacher, Lacewood, Highgate, and Heathergarth Schools.

In June the team worked with 13 children and 2 teachers from The Hill Primary, clearing the pathway near School.



Social isolation –B-Friend

(3) B-friend

B-friend social isolation project Quarter 4 report submitted on the 4 th of July 2019		
Dearne Area Council Priority		RAG rating
Improving Health	Satisfactory quarterly monitoring report and contract management meeting	
	Targets achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Performance Indicator	Yr Target	Q1	Cumulative
Number of request for service	160	12	38
Number of pairings	30	16	29
Number of volunteer hours supporting the project	1116	312	796
Number of volunteers	112	24	50
Number of enquiries about volunteering	80	18	84
Number of referrals to existing groups	8	7	17
Number of groups delivered	96	24	72
Number of people attending each group cumulative	1320	360	912
Number of volunteers 50+	20	4	12

*the cumulative figures are based on the past 6 months

*B:Friend contribution to Public Health Outcomes.

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.18a	Adults who have as much social contact as they would like
1.18b	Adult carers who have as much social contact as they would like
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13a	Physically active adults
2.23	Self reported well-being

The team are still getting very few referrals from professionals. However they are out and about attending local events. The team worked with a community development officer in order to have a stall at a sloppy slipper event, which resulted in more referrals for service.

Some of the referrals that they have received have been inappropriate for a variety of reasons. For example the beneficiary having dementia, house unfit for the volunteer and some declined after the initial referral. The majority of referrals this quarter have been self-referrals.



This quarter the team have worked with a variety of partners in order to promote the project. The services include Goldthorpe Development Group, Berneslai Homes, Barnsley CVS, Social services, Digital champions, Keepmoat Homes and Lifeline.

The team conduct survey evaluations with the beneficiaries of the social isolation service. After 3 months of receiving the service all beneficiary's reported an increase in their baseline scores. The team have also been using the social value tool in order to establish the social return on investment with regards to the service that they offer. The tool showed that from the input of outcomes for an investment of £26,996 per year, delivered £181,464.31 worth of impact per year.



The social groups are going from strength to strength, not only for the social aspect but also because of the activities which take place during the session. Some of the activities include reflexology, country and western singing, generation game, quiz, safe and well talks and the attendance of Yorkshire Air ambulance.



Case Studies

S an older neighbour suffers with major anxiety around crowds and was only able to go to the shops at 7am because it was quieter when we met him in February. S has now started playing with his brass band again and has performed twice. S said, "its all down to Wendy and having someone to talk to. She's been a great friend and I would hate for it to end. When I know she is coming im at the window watching for her. I really look forward to her visits and I am so happy when I see her arrive"

PART C- Dearne Development Fund

Dearne Development Fund

CAB, Dial, Goldthorpe Development Group, Premier league Kicks and Dearne and District were all allocated finances in the last financial year. The majority of these projects come to an end in December 2019

During the 2019/20 financial year grants have been allocated to Dearne Family Centres, TADS, B:Friend, Dearne playhouse and Mission Muay Thai. All of these projects have just been approved and therefore not started on delivery as yet.

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	Reports
CAB	Improving Health	Dearne area financial inclusion outreach project	£8,069	Oct 2018	Sept 2019	Report not included
Dial Drop in	Improving Health improving the economy	Dearne drop in advice	£9,395	Jan 2019	Dec 2019	Report included
Goldthorpe Development Group	Improving health	In your prime get together	£5,000	Jan 2019	Dec 2019	Report included
Premier league kicks	Young people	Premier league Kicks programme	£7,750	January 2019	July 2019	Report not included
Dearne and District	Health and Young people	Improvements to football ground	£7,500	May 2019	Nov 2019	Project not started
2019/20 Dearne Development Fund Allocation						
TADS	Improving Health and Young People	Therapies and outreach provision for families	£14,944.73	April 2019	March 2020	Project just started
Dearne Playhouse	Improving the economy	Playhouse improvements	£7,126.00	May 2019	June 2019	Not started
B:Friend	Improving Health	Extra activities for older people	£7,384	June 2019	May 2020	Not started
Mission Muay Thai	Improving Health and Young people	Kit for kids	£2,500	June 2019	September 2019	Not started
Dearne Family Centres	Improving Health and Young people	Little talkers project	£2,980.69	June 2019	March 2020	Not started

CAB

In the first three quarters of this project, the advisers have seen a total of 169 client contacts. (115 for generalist advice and 54 for the debt advice) This means CAB have already exceeded the targeted amount of client contacts for the whole year. In this same period they have delivered 61 individual advice sessions across 36 x 3.5 hour outreaches.

In April 2019 the proposed changes to library services came into affect and service delivery switched from 1.00pm and 4.30pm on Wednesdays to the same time on Tuesdays. Initially this reduced the number of clients that were attending the sessions, which has had a slight impact on the overall numbers for this quarter - but client numbers have now returned to expected levels.

Year to date, the generalist adviser has assisted clients to claim £241,975 of benefits - these benefit gains were distributed amongst 26 different clients with an average gain of £9,306 per client.

Clients access this advice service for support with a variety of different issues, including benefits, debt employment, family and relationship and housing. Further analysis of our Casebook recording system shows that so far this year we have dealt with a total of 418 unique issues. Of these issues 33% related to Benefits and Tax credits, 26% for Universal Credit and 21% related to debt.

Year to date, the debt specialist has negotiated 9 financial settlements and this quarter another 5 clients have been referred to the Debt Relief Order Unit and their settlements are currently in progress. So far this project period the debt specialist has helped manage £250,003 of problem debt and has written off debts totalling £46,198. Most of these debts have been written off as a result of the client making a settlement through a debt relief order where it was considered that this was the best result for the client and the creditor.

Supporting clients with claiming the benefits they are entitled to and managing their debt will help to maximise income and will give clients more money to spend in the local economy.

Case study

Client is married and lives in a Council property with their spouse. The rent is £61.11 per week. The property has one bedroom. Client is employed but is off work ill and is unlikely to be able to return to work due to their health problems. Client receives Statutory Sick Pay (SSP) which is due to end on 25th June 2019. Client's spouse is also employed and works 20 hours per week with a yearly wage of £9,472. Client's only other income is an occupational pension totalling £3,424 per year which is subject to £685 per year tax. Client wanted a benefit check to see which benefits client and spouse would be entitled to if the client did not return to work once the SSP ended.

Client was offered two 'what-if' benefit checks as follows:

Benefit check carried out on the basis that spouse continues to work.
 Client will be entitled to claim Universal Credit and Personal Independence Payment which total £12,891 per year.

Benefit check carried out on the basis that spouse leaves work and becomes a carer looking after client.
 Client will be entitled to claim Universal Credit, Council Tax Support and Personal Independence Payment which total £17,707 per year.

Client was given information about all these benefits and how to claim. Client wanted time to consider their decision but felt empowered to start the process themselves now they had the required information.

Dial Drop in

The Actual Benefit gain to date is £84,144 and for every £1 invested by the DDF the project has brought £17.98 into the area. During the first quarter the project delivered **27** sessions at Goldthorpe Library to **97** residents.

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Appeal Prep ESA	1
	Mandatory Reconsideration Other	2
	Mandatory Reconsideration PIP	7
	SSCS1 ESA	1
	SSCS1 PIP	1
Total		12

Issue	Specific Issue	No of Enquiries
Benefits	Attendance Allowance	2
	Benefit Check	9
	Benefits (Miscellaneous)	1
	Carers Allowance	1
	Disability Living Allowance - Child	2
	Employment and Support Allowance	23
	Industrial Injuries Disablement Benefit	2
	Pension Credit	1
	Personal Independence Payment	32
	Universal Credit	10
Total		83

Issue	Specific Issue	No of Enquiries
Housing	Discretionary Housing Payment	1
Total		1

Issue	Specific Issue	No of Enquiries
Health & Social Care	Health Services	1
Total		1

Case Study

Before DIAL

Mrs H is a 73 year old single woman who has osteoarthritis. She has been getting the highest rate of mobility component of Disability Living Allowance for many years. She now needs much more help with her care needs. Her family are having to visit every day to help her get out of bed, dress, wash, bathe and cook meals for her. She asked if she can claim Attendance Allowance as well as her Disability Living Allowance.

Advice provided by DIAL

DIAL advised her that she already has a claim for Disability Living Allowance so she cannot claim Attendance Allowance as well. We rang the DWP to ask for a review of her existing Disability Living Allowance award. A few weeks later she returned and we helped her to complete the review of her care needs on the Disability Living Allowance application form. We also explained that her current award of mobility could be affected as all the claim will be looked at again. We reassured her that this was unlikely, based on previous experience.

After DIAL

Mrs H has received higher rate care component of Disability Living Allowance at £87.65 for needing help with her care needs during the day and during the night as well as the higher rate mobility of £61.20 being re-awarded. She is very pleased with this as it allows her to pay for the little extras that make her life more comfortable and also now that she feels she can give family members a little money for helping her. All her family work so there is no-one that can claim Carers Allowance to look after her. She does not qualify for Pension Credit due to the private pension income she inherited from her husband.

Miss W said

“The adviser was very knowledgeable, understanding and compassionate. He made me feel at ease. I was quite anxious about reviewing my DLA claim as I was scared I might lose the mobility part. I kept the mobility and got more money for my care needs, which will help massively. Thank you so much for your help.”

Acknowledged Outcome

- *Increase in weekly income*
- *Reduced stress and anxiety*

Goldthorpe Development Group.

At one of the events the group had the NHS Community Health Team join in order to provide medical checks for anybody who wished. The take up was very swift with many of the pensioners deciding to take up the offer of a health check on that very day. The checks comprised of weight, height, BMI, bold pressure, blood cholesterol, pulse rate and a chat with one of the three professional assistants who joined us for the day. A detailed report was provided at the end of the consultation with the option to seek further advice for the local GP if necessary.

To make this event even more special councillor May Noble invited the Lord Mayor of Barnsley to join the group for the afternoon. The Mayor thoroughly enjoy the afternoon with him spending time with many of the OAP's, dancing and even playing bingo. He gave a rousing speech to the schoolchildren after listening to their singing and said how impressed he was with their ability to join in with the elderly.



The May event was classed as the VE day celebration, with the hall being decked out with Union Flags, bunting, and flags on every table so our OAP's could join in the celebrations with spontaneous flag waving. It was attended by some 88 people this month which is yet another record for 2019. The group were pleased to welcome back 'Louise' from a local nursing home with her two taxi's full of pensioners



At the June event there was a slight decline in numbers of the regular attendees due to the start of the summer holiday period, but this was offset by a slight increase in the attendees from the local nursing homes. The nursing home helpers told stated that this event had become the highlight of the month for the vast majority of their patients and it was something that they all talked and laughed about when they returned to their residences. The taxi service is absolutely invaluable for them and the increase in demand can be seen by the invoices. Everybody from the homes has such a lovely time right from when they arrive.

	January	Feb	March	April	May	June	July
People attending event	80	77	79	76	88	74	87
Volunteers	12	15	12	11	11	11	13

