

South Area Council Monitoring and Performance

Year 1 Milestones, Outcomes and Interventions: Performance Targets

Milestones

Milestones and targets	Date and comments
Programme initiation meeting with South Area Team, BMBC. Agree KPIs, outcomes and priority areas for development.	4/9/19
First Meeting with Area Council	6/9/19
Meetings with Ward Alliances	TBC
Office base identified.	1/9/19
Referral Criteria, and recording systems updated	15/8/19
SIWs formally in post.	1/9/19
Social Media launch	15/8/19
Service Leaflet in place	1/9/19
Quarterly, 6 month and End of Year Performance Report	

Activity Intervention Target

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
Total number of 1:1 service users referred to service	25	24	35	30	35	78	35		130	
Number of new Good Neighbour relationships	5	8	8	6	9	30	8		30	
Increase in number of people accessing local services- <i>People supported by service to access services</i>		113		200		131			150	
Increase number of people accessing local group activities- <i>People supported to access activities and those joining new groups</i>		163		149		116			150	
Number of solutions developed involving isolated and vulnerable older people i.e. transport schemes, improved communications		1		2		2				
Increase number of people engaged in physical activity/ <i>utilising outdoor space for exercise and health reasons as a result of</i>	10	2	10	51	10	14	10		40	

this service (Public Health outcome)										
Increase number of people reporting improved levels of loneliness and isolation- <i>Perception Surveys</i>		1		7		0			120	
Number of Community Car Journeys	10	6	20	18	30	0	30		90	
No. of people who can travel independently as a result of this service (including people with disabilities)		0		2		0				
Number of Community Groups/services visited ref Dementia Friendly	5	1	5	0	5	0	5		20	
Number of shops/businesses worked with to become Dementia Friendly		0	10	0	20	0	20		50	
Number of people referred to Area Council commissioned services and projects (Private sector housing/ CAB/ Tidy Team, Ward Alliance projects)		0		9		1				
No. of people supported to tackle fuel poverty (Public Health outcome) (Linked to IA worker)		1		11		17				
Number of intergenerational projects delivered or opportunities created (This can be the same events as below)		2		1		2				
Number of celebration events/ activities (These can be the same as support to groups / events etc.)		3		5		2				
No of people supported into work / employability skills (No target set)		1		0		0				
Number of Community Events- Hoyland Milton *	1	4	1	3	1	1	1		4	
As Above-Rockingham *	1	2	1	2	1	1	1		4	
As Above-Wombwell *	1	3	1	2	1	1	1		4	

As Above-Darfield *	1	1	1	1	1	1	1		4	
Social Media releases (Content to be sent to South Area Council team for use on south team page)	2	16	2	2	2	2	2		8	
Number of Case Studies	2	2	2	2	2	2	2		8	

- Service Celebrations, Live Music, Love Later Life- promoting positive images, Information and Advice, Winter Warmth etc.

Outcome Indicators

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
Mean average improvement in wellbeing (SWEMWBS)		5.8		7.8		0			+4	
Mean average reduction in loneliness (UCLA)		.4		2.9		0			-2	
Feedback (compliments and complaints) from family members, professionals and other individuals who refer to the Project.	2		2	2	2	55	2		8	

Social Value Objectives

	Q1 Target	Q1 Actual	Q2 Target	Q2 Actual	Q3 Target	Q3 Actual	Q4 Target	Q4 Actual	Year Target	Year Actual
No of jobs created and recruited to		3		0		0			3	
No of work exp/ placement opps		0				0				
Benefit Gains I&A	£35k	£42,498	£35k	£31,378	£40k	£29,736	£40k		£150k	
No of new groups created inc. Digital and Men's		2	2	7	3	2	3		8	
No of existing groups supported		2		6		1			20	
No of groups supported to become more inclusive		2		3		0				
No of clients signposted for IT skills / functional skills (No target set)		0		1		0				

No of new volunteers *	2	12	5	14	8	24	7		22	
Total no of volunteers in service	20	12	5	26	8	54	7		40	
Number of times people take up volunteer opportunities										
Total no of volunteer hours (new and existing volunteers)	100	154	125	208	125	214	150		500	
Number of local people involved in Age Friendly		0	10	0	5	0	5		20	
Number of Age Friendly Events		0	1	0	1	0	1		3	
% of contract price spent locally		95%		98%		98%			95%	

- **New Volunteers only counted once in the first quarter they volunteer**

Project report

We need to evaluate the impact of this commission. Please provide an update on your project and tell us:

- about the progress you have made in achieving the project milestones and outcomes including the impact and difference the project has made.
- any issues and barriers your project and people worked with have faced and addressed
- the activities and interventions delivered
- any areas of performance we need to be aware of

Please note that this information will form part of the public area council report.

Better Together Service

This Service started in September 2019 with two Social Inclusion Workers each providing 32.5 hours of time over 5 days each week and one Information and Advice Worker providing 7.25 hours each week. The Social Inclusion Workers are Kerry Thompson (focusing on Hoyland Milton and Rockingham) and Nigel Roberts (focusing on Wombwell and Darfield) The Information and Advice Worker is Claire Wright. Toward the end of this quarter, Nigel left the service and this work has been covered by existing staff during recruitment. A new staff member has been recruited and will start work at the beginning of the next quarter.

1:1 Working

The service has supported 131 older, vulnerable people, without support networks, who needed to self-isolate during lockdown in the South Area. 30 of these people have had their shopping done for them regularly by Age UK Barnsley staff and volunteers. All service users have received regular befriending or contact calls and we have also collected medication and provided activities to help people keep active and connected. Staff have also been signposting and providing information regarding a diverse range of issues including local shop deliveries, support to

manage dementia, sorting out heating problems, health related issues and will writing. Our Information and Advice Service has been available throughout and has supported people to access repairs, aids and adaptations and incontinence products as well as providing support with benefits, health and social care issues.

Our service has been a lifeline for some older vulnerable people. Our Covid Service was available from the 1st day of lockdown, when many people were panicking and did not know how they would be able to get necessities. We have liaised closely with Social Prescribing, Social Services, Memory Team Carers Services and GP surgeries. In addition, staff and volunteers have taken every opportunity to do little things to make life better where possible, like sending birthday cards.

Feedback includes:

"Thank you once again for your help. It is important to me to know that there is someone reliable that can help him with his groceries." IR son of older person living in Rockingham Ward

"Thank you so much for what you have been doing." MT, Wombwell

"I don't have anyone around and it's lovely of you to ring me every week for a chat and to see how I am. I really look forward to it" AF, Hoyland Milton

"I can't thank you enough for what you are doing for me. All your staff are very good and doing a great job. DO, Darfield"



Enjoying the Gardening Activity

Volunteers

Many of our regular volunteers are older people themselves and have had to shield during lockdown so we are very grateful to the new volunteers who have come forward. 24 new volunteers have stepped up to offer their help in this service during the pandemic. Volunteers that offered their help at this difficult time were issued with our safety pack such as wipes, hand sanitiser, mask and gloves and information on how to use PPE and keep safe.

Volunteers are supported by the Inclusion Workers by their chosen method of communication. Some have now returned to work and are still supporting older people in the South Area. In this quarter, volunteers have provided 214 hours in this service. Over the 10 months this service has been live, this gives a total of 576 volunteer hours. If we apply a common estimated hourly value of volunteering at £13.53, this means that volunteers in this service have provided a value of £7,793 to the South Area. In addition, the fact that these volunteers have been out in the community, throughout this period, potentially risking their own wellbeing, to enable extremely vulnerable older people to stay safe and well is invaluable.

Around 88% of deaths from this virus have been among people over the age of 65. The risk of the virus being fatal increases as people age beyond 65. Therefore, as a high proportion of the people we are supporting are aged over 80, this service has probably been life-saving at this time.

During this quarter it was national Volunteers Week. We sent each of our volunteers, currently active or not, a gift of chocolate, an Age Friendly Hero Pen and a letter to express our thanks and the difference they make in the lives of older people in our communities.

One of the Case Studies shows how one of our amazing volunteers uses this experience to help her improve her language skills and her own wellbeing.

Groups and Activities

Activities this quarter have included working with Jump Primary School to develop a Pen Pal Project that is linking together local children and older people. 6 of the pupils are now involved in this along with older people from the community.

A 10-year-old boy from Wombwell also approached us wanting to write to an older person in his area. We have facilitated this and they have been writing to each other throughout lock down.

Our partners at Barnsley U3A have also been very busy. They have been putting lots of online activities in place and their Birdwell Buddy activity has kept 30 older people connected.

Lockdown has meant that community groups have been unable to meet. In light of this, we have encouraged isolated, older people from the South Area to participate in Age UK Barnsley's Home Based Activities to help with their wellbeing. 42 older people in the South Area are currently joining in these activities. We found that only 35% of the people we have been supporting are online and there are lots of activities on Social Media so we needed to do something different. We have a menu of 10 activity clubs which include Exercise, Wildlife, Art, Crafts, Creative Writing, Gardening, Foodie, The Pudding Club, Reading and Puzzlers. Each older person can join up to 3 clubs- See attached Activities Menu. Each Club has a set up pack that comes with it and an interactive element. For example, with the Foodie Club, the "weighed out" ingredients and a recipe are sent out to the person each fortnight. The person makes their own dish and then sends us a photo so we can display the dishes. Older people are also asked to send us their own favourite recipes which we can share around. The Gardening and Exercise Activities have been instrumental in getting older people outside and active.

Feedback included:

"The activities have been a godsend to my wife." MT Wombwell

"J. along with her neighbours are singing your praises, they are really impressed with all the activities and loving engaging with them." DG about a group of neighbours in Hoyland Milton



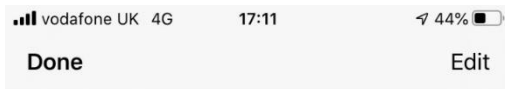
One of our Foodies with her successful dish

Kerry, the Social Inclusion Worker has also been in touch with the “Stitches Group” in Darfield who are now busy knitting little hats as part of our Big Knit project.



The Stitches Group helping with the Big Knit

In addition, as one of the groups had planned a VE Day Tea Party, we wanted to ensure this was still celebrated even though they couldn't get together. On VE Day, Afternoon tea boxes and a programme for the day were delivered across the South Area. *Please see the Groups Case Study below.*



More

VE Day Afternoon Tea Delivery

Events- Wellbeing Boxes

All planned events have had to be cancelled but we have added the delivery of Wellbeing Boxes as an event outcome. All the service users we have been supporting in the South Area received a Wellbeing Box that contains groceries and activities and a letter to let them know they are not alone. This really lifted people's moods, ensured they had access to the essentials as well as some treats and an activity pack to cheer them up. We have received funding from BMBC and Charitable Trusts and worked in partnership with many agencies and individuals like Morrisons and In-Kind Direct. This enabled us to pick up discounted and donated goods to make our funding go much further. Over 100 older people in the South Area have received Wellbeing Boxes each with a value of around £45 and we have retained a small number of boxes for those people that are in desperate need of help as these requests are still coming in.

Feedback about the Wellbeing Boxes includes:

"I have just had a box delivered and would like to say thank you it was a very, very nice surprise - it was very heavy and nearly made me cry." Mr M. Rockingham

"It was a lovely thought; I have been in pain quite a lot recently and it was a lovely surprise." MM, Hoyland Milton

"Thank you for the box - it really is fantastic and really appreciated" CB, Darfield

Information and Advice

Claire has continued to provide Information and Advice via the telephone and email throughout this quarter. She has worked with 17 older people in the area on a range of issues. The service has not been as busy in this period, nevertheless, Claire was able to successfully support older people in the South Area to apply for benefits worth nearly £30,000.

Other Activity

Unfortunately, many of the activities that we have been working on came to a halt in March including Men in Sheds, Community Car Service, Dementia Friendly and Age Friendly work. We look forward to picking these work streams up again in the next quarter.

Next Steps

Although many people are starting to get out and about again, there is still a real risk for older people who may face much more serious consequences if they catch the virus. Some of our service users are already back shopping for themselves, some are tentatively going out e.g. for early morning walks while it's quiet, others are still shielding. Community Groups are not open again yet and there is the threat of a second spike at the end of this year. Referrals are still coming in to Age UK Barnsley as other pandemic services start to close, and volunteers go back to work. The challenge for the Better Together Service is to enable those vulnerable, older people who need/wish to continue to shield to do so while supporting those people who want to get back out as well. The home-based group activities are

about half way through their 8-week cycle and we are continuing to provide telephone befriending and shopping deliveries.

Going forward:

- Our Social Inclusion Workers will continue to work with older people who are experiencing problems at this difficult time including financial problems and the need for access to social care
- We will provide Wellbeing Boxes to those older people that are experiencing difficulties accessing food.
- We will be working with older people to look for other options wherever possible to get their shopping although this may be limited by not being online.
- We will support those people who want to do their own shopping but have lost their confidence to get back out again
- We will provide information and support for those older people who have reduced mobility following self-isolation especially those people that are vulnerable to falls
- We are already giving extra support to those people who have mental health problems or low mood as a result of this period of isolation and will continue to do so.
- We will be starting to do more face to face befriending alongside telephone befriending, in agreement with the older person and within the Government Guidelines
- We will share information about what is available for older people as services reopen
- We will work in partnership with any organisation that can bring extra value to our offer for older people
- We will try to encourage volunteers to continue working with us as they start returning to their normal lives/ work.
- We will continue to offer a range of activities that older people can be involved with from home. We are particularly looking at activities by phone like Group Bingo.
- We will start to open up our groups when they can be delivered within Government Guidelines.
- We are currently working within the Age UK Network to develop ways of running group activities again when this can be done safely and we will share this expertise.

Should we hit a second spike of the virus and further lockdown, we will once again focus all our efforts to keep older people safe at home. We are very grateful that the South Area has a contract with Age UK Barnsley that has enabled us to keep this extremely vulnerable group of people safe at this very difficult time.

CASE STUDIES:

Age UK Barnsley Social Inclusion Case Study

Title Groups Case Study
Date 02/07/2020
Ward Area Hoyland Milton / Rockingham
Summary <p>This year marked the 75th anniversary of VE Day and the Social Inclusion Worker (SIW) had planned for this to be celebrated by members of the community who the SIW working in South Area supports. The event was to be held in a Community Centre and a 1940s vocalist, Lindy Hop Dance Group and food was to be provided.</p> <p>However due to Covid19 this had to be cancelled. Because of this and knowing how much the community were looking forward to this day the SIW following GOV guidelines arranged for them to be able to continue to celebrate this day in their own homes.</p> <p>A personalised letter, order of the day sheet, and some themed activities were sent out to each person who would have been attending the event prior to the day to inform them to expect a delivery on Friday 8th May.</p> <p>A local tea room in Hemingfield supplied and delivered to each home the themed afternoon tea.</p>
Key Learning Points <ul style="list-style-type: none">• To highlight to the community that during difficult times support is available• To try and regain a little bit of normality in difficult times• The importance of providing something to lift people's spirits
Outcomes of Project

- 23 people were involved in the activity in Hoyland Milton/Rockingham. We thought that this was such a good idea that we sent a further 20 Afternoon Teas out in the Darfield/Wombwell Areas
- Feedback was very good, one lady wrote “Our VE Day tea was a lovely surprise, we really didn’t expect that. Thank you so much it really showed us that you had thought about us “
- Another wrote “Call me a softy but I cried when I received the tea, it meant so much especially at the moment as I’m going through my treatment for cancer”
- Thank you for the VE Day Parcel. It was lovely. I sat in my chair in the afternoon, watching the celebrations, opened the box, I felt I was part of the day

Title Individual Case Study - Mrs. X

Date

02/07/2020

Ward Area

Wombwell

Summary

This case study describes how a volunteer working in the Social Inclusion Service in the Wombwell Area has improved her own life and the lives of the people she provides essential shopping and prescription delivery for during the Covid 19 pandemic as a Good Neighbour Befriender.

It demonstrates how members of the community can enhance their own social and life skills, whilst making a huge difference to others in need.

Key Learning Points

Mrs. X acknowledges that although she is busy herself, she is very keen to help others and wanted to offer some of her time to help older members of the community who were isolating or shielding during the pandemic. She has a very good understanding of how volunteering can improve a person’s health and mental well-being.

Background

Mrs. X is a busy single parent with 3 children, one of whom has complex learning difficulties. She is originally from Eastern Europe and has been in Britain for 9 years. In the past she has suffered with bouts of depression and finds communication difficult at times as she is trying to learn the language, this in turn has caused a lack of confidence. She initially sought volunteering opportunities as a way of helping her improve her command of the English language and boost her overall confidence, whilst helping those in need during the current situation.

Mrs. X found volunteer vacancies with Age UK Barnsley whilst looking on the Age UK National website. She is not a car driver but wanted to volunteer her time to help with essential shopping and medication collection and was happy to do this within walking distance of her home. We have arranged a set day each week that the SIW contacts the service user to obtain the shopping list as Mrs. X did not feel confident to communicate via telephone for if she didn't understand the service users request. It was agreed that the SIW then emails the list onto Mrs. X. This is proving beneficial to the people she visits as they prefer routine. They appreciate her taking the time to shop and deliver essential items, especially as all this is done on foot.

The service users look forward to Wednesdays when they get to have a social distance chat with Mrs. X. As they don't have family nearby this has proven beneficial to their mental wellbeing during shielding and in return has helped Mrs. X with her communication needs.

Who was Involved:

Social Inclusion Worker

Mrs. X who has now been volunteering for 4 months

Both Mrs. x and the people she visits, benefit from her volunteering.

Outcomes of Project

- Mrs. X has gained confidence communicating with others through her volunteering.
- She feels valued and happy that she is making a difference to people during the current situation.
- Mrs. X says she has experienced depression and understands how people must feel when they are unable to go out of their homes, and gains satisfaction from seeing how happy the service users are to talk to her, and knowing that she is helping others in need

Next Steps

Mrs. X is happy to continue to support the 2 people she visits each week. She would like to continue volunteering for Age UK Barnsley when the pandemic is over.

SIW to continue to support Mrs. X throughout her volunteer journey.