

**CENTRAL AREA COUNCIL**  
**Performance Management Report**  
**2020**

**Quarter 2**  
**July - September 2020**

# Central Area Council - Priorities, Principles and links to Corporate Outcomes 2020 - 2021



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



Contributing to the following Corporate Priorities and Outcomes:

<p><b>THRIVING &amp; VIBRANT ECONOMY</b></p>	<p><b>PEOPLE ACHIEVING THEIR POTENTIAL</b></p>	<p><b>STRONG &amp; RESILIENT COMMUNITIES</b></p>
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>1: Create more and better jobs</li> <li>2: Increase skills to get more people working</li> <li>5: Create more and better housing</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>7: Reducing demand through improving access to early help</li> <li>8: Children and adults are safe from harm</li> <li>9: People are healthier, happier independent and active</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>10: People volunteering and contributing towards stronger communities</li> <li>11: Protecting the borough for future generations</li> </ul>

Table 1 below shows the Providers that are/have been delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council.

**Table 1:**

	Service	Provider	Contract Value/length	Contract dates
<b>Social Isolation</b>	<b>Central Well-being Fund</b> 'Uplift' for the Central Area	Creative Recovery	£15,000, initially to pilot the approach. 1 year from 1/07/19 to 30/06/20.  Dates for delivery extended to Covid-19.	Contract commenced on 1/07/19.
<b>Social Isolation</b>	<b>Central Well-being Fund</b> Advice Drop-In	DIAL Barnsley	£24, 404, 1 year from 1/06/19 to 31/05/20. Contract commenced on 1 <sup>st</sup> July 2019. Year 2 commenced 1/06/20 to 31/05/21	Contract commenced on 1/06/19.
<b>Social Isolation</b>	<b>Central Well-being Fund</b> Improving Education & Learning Opportunities	Educational Learning Support Hub (ELSH)	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
<b>Children &amp; Young People</b>	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year, subject to annual review ~£135k per annum	All extensions agreed to: 31 <sup>st</sup> March 2021
<b>Children &amp; Young People</b>	<b>Central Well-being Fund</b> The Exodus Project	Exodus	£10,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.
<b>Children &amp; Young People</b>	<b>Central Well-being Fund</b> Central Wellbeing	Therapies for Anxiety, Depression & Stress (TADS)	£20,000, 1 year from 1/06/19 to 31/05/20.	Contract commenced on 1/06/19.

<b>Children &amp; Young People</b>	<b>Youth Work Fund</b> Street Smart	The Youth Association (TYA)	£48,000 1 year from 1/07/19 to 30/06/20. £48,000 Year 2 from 30/06/20 to 30/06/21	Contract commenced on 1/07/19.
<b>Children &amp; Young People</b>	<b>Youth Work Fund</b> Youth Work Project	YMCA	£26,493 Year 1 £12,000 Year 2	Contract commenced on 1/07/19.
<b>Clean &amp; Green</b>	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 year + 1 year, subject to Annual Review. £95,000 per annum	1 <sup>st</sup> April 2019- 31 <sup>st</sup> March 2021
<b>Clean &amp; Green</b>	Providing an environmental enforcement service  SLA with BMBC's Safer Communities Service to support/complement the contract above	District Enforcement	1 year with an option to extend for 1 year + 1 year  £45,000 / yr plus £13,000 to BMBC to support	Contract start: 1 <sup>st</sup> April 2019
<b>Clean &amp; Green</b>	Targetted Household Flytipping Service	BMBC Service Level Agreement	1 year complete and agreement to fund for a further year subject to annual renew. Cost: £32,000/annum.	Contract commenced: November 2019
<b>Clean &amp; Green</b>	Private Rented Housing Support Service	BMBC Service Level Agreement	1 year complete and agreement to fund for a further year subject to annual renew. Cost: £32,500/annum	Contract commenced: November 2019
<b>Supporting Families</b>	New Mothers Support Service	Family Lives	1 year complete with agreement to fund until 31/03/21 with an option to extend for 1 further year Cost £50, 000 per annum Total cost: £150,000	Contract commenced: 1 <sup>st</sup> April 2019
<b>Supporting Families</b>	<b>Central Well-being Fund</b> Hope House Connects	Hope House Church	£13,913, 1 year from 1/06/19 to 31/05/20 and year 2 1/07/20 to 31/05/21	Contract commenced on 1/06/19.

*A detailed overview of performance table will be featured in the next performance report for the period and to date.*

# PART A - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

## Barnsley YMCA

<div style="background-color: #4a7ebb; color: white; padding: 5px; border-radius: 10px; text-align: center;">Children &amp; Young People</div> <div style="background-color: #6a5acd; color: white; padding: 5px; border-radius: 10px; text-align: center;">Growing the Economy</div> <div style="background-color: #ff8c00; color: white; padding: 5px; border-radius: 10px; text-align: center;">Stronger and Resilient Communities</div>		<b>RAG</b>
	Satisfactory quarterly monitoring report and contract management meeting.	<span style="color: green;">●</span>
	Milestones achieved	<span style="color: green;">●</span>
	Outcome indicator targets met	<span style="color: orange;">●</span>
	Social value targets met	<span style="color: green;">●</span>
	Satisfactory spend and financial information	<span style="color: green;">●</span>
	Overall satisfaction with delivery against contract	<span style="color: green;">●</span>

The YMCA contract to deliver a service that builds emotional resilience and wellbeing in children and young people aged 8-14 years came to an end on 31st March 2020. The new service to Service for Building Emotional Resilience and Wellbeing in Children and Young People Aged 8-14 Years started in April 2020 and this report covers Year 1 Quarter 2 (July – September 2020). A comprehensive monitoring report was submitted by YMCA in early October 2020. The subsequent contract management meeting took place on 14<sup>th</sup> October 2020.

### Activity Intervention Targets

The project has adapted its delivery in response to the COVID-19 pandemic and continues to operate a flexible model of delivery.

We are now delivering regular weekly sessions in each of the localities. These include detached street based face to face work with organised groups who would regularly attend our clubs. Currently these detached outdoor sessions are being delivered in Stairfoot, Worsbrough and the Dodworth areas together with an after school allotment session in the Kingstone area for the children who would regularly attend our Joseph Locke after school club. Also a lunchtime club in Queens Road Academy for the year 6 children who would regularly attend our after school club. Along with our virtual delivery and regular Peer Supporters meetings and recommencement of their training programme. Current delivery continues to include:

- Text line support number, social media messaging & email support available for participants.

- A programme of social media activity with regular updates and messages from staff, sharing relevant and useful resources to support children and young people at this time, particularly around emotional health and wellbeing
- Creation of a specific resource page on our website YMCA@home as a one stop shop for children, young people and their parents to access information, support and ideas for things to do and to support their health and wellbeing.
- A programme of virtual activities and workshops using Microsoft Teams.
- Regular contact with participants:
  - Emails with specific contact and activities from the participant's regular youth workers, maintaining that individual relationship with their own youth workers rather than a generic approach.
  - Consultation about the impact of COVID-19 on our participants.
  - Following on from the individual 'hello' postcards and seed bomb delivery the team sent out summer holiday "check in" cards to all of our participants from their youth workers – to remind them how to contact us and that we are here for them if they need us and to keep them updated about the face to face delivery commencing; street based detached sessions, allotment sessions, and outdoor activity sessions and Peer Supporters meetings.
  - Regular check ins by phone, email and socially distanced visits with children, young people and their parents who require additional support and sign posting to other services.
  - Green activities and growing challenges for our allotment.
  - Distributing donations and activity packs.

### **Outcomes/Outcome Indicators**

The project has continued to offer a flexible model of delivery that is constantly adapting in response to government and National Youth Agency restrictions and guidelines. We are pleased with the level of engagement and participation from the children, young people and families we support but the restrictions in numbers we can work with in each session has reduced the overall number of attendances. We increased delivery throughout the summer when restrictions had started to lift and the weather was good to ensure were offering detached work in each locality and catching up with as many of the children and young people we support as possible.

There has continued to be a notable increase in traffic to our website which has been totally revised in response to the pandemic and feedback from participants and parents about its YMCA@home section has been positive. Children and young people we support have said on numerous occasions that they are keen to know when face to face delivery can resume and when they can attend their clubs again. Staff have noted an increased interest in parents and carers contacting the YMCA info@ email and the YMCA Facebook page for updates on when clubs will reopen and have also seen an interest from parents and carers whose children would be new to the programme. Social media engagement continues to be popular and has become a crucial aspect of

how many of our parents and carers choose to contact us at this time. We continue to ensure all relevant policies and procedures are in place to safely manage young people's engagement in our social media and developed our relationships with parents so our younger participants can also engage through their parents.

We continue to ensure our participants who are under the age to access social media independently are able to access our team and maintain engagement and participation via phone, email, post and socially distanced visits.

Virtual activities and meetings have been successful and served a purpose during lockdown, however children and young people are showing much more interest in stepping away from virtual participation now that some of our face to face delivery is resuming. Some of our virtual activities have continued as requested by the group accessing them but the rest of our virtual delivery has now begun to move back to face to face delivery.

Virtual activities have been targeted on both a project wide and locality basis. However, recording and monitoring of participant engagement data via these methods is time consuming and currently it is hard to draw conclusions about the demographics of those who are participating.

Future planning with schools is currently taking place, though schools are making it clear that outside agency partnership work will not go ahead until after October half term and after school provision may not now resume until January 2021. The team has commenced delivery in Queen's Road Academy and will be starting in Forest Academy after half term. These are lunchtime sessions as these schools have not started their after school provision yet. Schools are aware of the importance of having the support the project offers back in place in school and the importance to the children and young people who regular access our service to be able to do this again not just digitally but face to face. All schools the project works with are keen for the clubs to reopen as soon as possible and understand the important of the consistent emotional support our team provide for their students when they begin to return to school. Many of our contacts in school have commented that the aim of our project (building emotional resilience and positive wellbeing) could not be more needed at this crucial time, as children and young people adapt and cope with new routines, changes, worries and emotions. Staff have used the time during lockdown to focus on CPD to ensure they are upskilled for the new challenges that may face the children and young people we support with training around safeguarding, mental health, trauma and domestic violence, personal, Health & Social Education (PHSE) and as Sleep Practitioners.

We have continued to ensure the same youth workers, where possible, are delivering the locality face to face and digital youth club sessions which have been open to all our young people in each locality from both after school clubs and twilight / evening youth clubs. We have ensured that as we move away from some of the virtual delivery and back to face to face delivery the same staff team who have supported them through virtual delivery during lockdown transition back with the group. This is to reinforce consistent positive relationships with the children and young people who attend our provisions and the importance of the team being accessible to our participants throughout the Covid -19 pandemic. Moving forward as we emerge from restrictions and some clubs are able to reopen again and half term and holiday provision can resume, the staffing models, where

possible, will continue to remain the same to ensure the children and young people have access and support to and from the staff team they already know. This continues to be a very positive element of the project. We hope as holiday provision resumes the cross over delivery for each locality continues as lovely friendships have been formed between children and young people from across all 5 of the central areas via holiday provision delivery. As part of the summer holiday provision programme we delivered a range of themed allotment sessions to explore outdoor learning, horticulture, arts, crafts and bush craft that were open to all children and young people although with restricted numbers in place and social distanced activities to ensure we adhered to the guidelines set out by the National Youth Agency and government.

The project continues to support those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise, some who have been bullied, have behavioural issues, family difficulties, are in the care system and those who are experiencing changes in circumstances and deprivation. The project is also, in the majority of sessions, supporting participants who have mild to moderate disabilities and or additional needs. We are also ensuring the children and young people are supported through the new issues and barriers many are now facing due to Covid-19 and some of the staff team have undertaken specific training to support with issues that have already been identified as a result of the pandemic.

In these challenging times the programme of activities remains varied and is being developed in response to ongoing consultation with participants and government guidance. The programmes are developed to support the achievement of positive outcomes for children and young people and contribute to building emotional resilience and wellbeing. Some project examples from the project so far include:

- Detached youth work, meeting children and young people in their communities to maintain relationships and contact. Engaging in social distanced activities, games, discussions, and litter picking.
- Virtual delivery – Digital Youth Club delivery for each area of the locality now moving to face to face work but able to be resumed as virtual delivery to respond any further government restrictions
- Regular social media updates/ messages/ challenges / signposting
- The creation of YMCA@home - regular website updates / information / things to do / help and advice/ signposting
- Peer Supporters regular digital meetings, consultation and face to face meetings – Consultation about Covid -19 delivery, recommencement of the Peer Supporters training programme and participation in the Routed Project. and The Virtual Mayor's Parade – Best of Barnsley
- Horticultural activities: green activities & growing challenges/ themed/allotment sessions to support and engage. The allotment is a place young people have, at allocated times to ensure safety and social distancing, regularly visited during lockdown. It continues to be visited by children, young people and their families who we support and also by the YMCA staff team to ensure it has remained well

maintained and a safe space for staff to offer support and discuss ideas. As well as weekly summer holiday sessions at the allotment it is now used weekly for children who previously attended our Joseph Locke after school club at the YMCA to meet with staff and participate in different activities.

- Resource & activity packs delivered to participants

As restrictions continue to further lift and provision can resume we will continue to offer a wide range of activities, experiences and opportunities.

Consultation with all participants about the activities we offer at this time during digital, detached, allotments and school based sessions continues and will continue as we return to our weekly clubs, half terms and summer programmes. Consultation with the participants is consistently undertaken, ensuring young people feel involved and have a sense of ownership and that the project is relevant to them. We anticipate that all these programmes will need to be adapted to meet the changing situation with Covid-19, for example smaller pre-booked group activities to ensure we are working in Covid secure bubbles, detached street based sessions, allotment sessions, virtual and socially distanced activities, delivering activity packs, social media engagement and challenges, smaller focussed group work, individual and family support, schools based lunchtime support until able to return to after school provision

Previous activities have included:

- Generic youth work programmes including seasonal activities, recycled arts, crafts, big art projects, cooking, woodwork, coding, creative writing, ICT, sports, music project and team games. These activities create opportunities to build and maintain positive relationships with trusted youth workers, increase personal development and enhance self-esteem.
- Workshops to enhance understanding of emotions, exploring self-esteem, self-image and confidence and developing the specific approaches from the Resilience Framework of belonging, learning, coping, and core self. We anticipate a greater focus in this area of our work post Covid -19 as children and young people return to school and social activities.
- Projects to enhance aspirations, achievement and a sense of belonging, enabling participants to set and work towards goals, be creative and use their initiative and provide opportunities to learn new skills in team work and problem solving. Learning new skills and knowledge – team development activities, creating and producing their own music and learning about this process and careers / job roles in this industry. Dance, drama, singing workshops and experiencing the process of creating a finished performance piece.
- Outdoor education and personal challenge activities, providing new experiences, developing wider key skills, building confidence and enhancing self-esteem. Learning about the environment, habitats and conservation through Pond Dipping, Den Building and Mini Beasts workshops.
- Activities to create positive memories and experience opportunities that are new or sometimes out of the ordinary for many families. Visiting local museums and new activities such as skating, trampolining and parkour.

- Activities to support the development of life skills such as budgeting, shopping and cookery along with activities in new and challenging environments in which participants learn to provide support and encouragement to each other and about social skills and expected behaviour in particular environments.
- A Peer Supporter Training Programme to give young people the opportunity to learn skills to help and support their peers and build on specific approaches from the Resilience Framework.
- Sports and games activities to increase motivation and encourage participants to engage in sessions that promote outdoor activities, increasing fitness levels and promoting healthy lifestyles, teamwork and positive wellbeing.
- Using evaluation models that are designed by young people and record and reflect the distance travelled of project participants.

Our evaluation method was reviewed and updated before the Covid -19 situation and was working well with participants because it was more interactive, which many of the children and young people preferred. This evaluation model will continue to be used as sessions / clubs resume. The project continues to use a range of evaluation methods to measure impact and personal progress. These include, case studies, worker observation, feedback from parents, carers and our school contacts and impact evaluations and reviews. We continue to use the evaluation model based on the Paul Hamlyn Foundation mental health checklist as well as a project specific review for short projects and holiday provision.

Because of Covid-19 our usual evaluation method has not been usable, therefore regular evaluation has been done through consultation with the children, young people and parents, carers. Our Peer Supporters have been actively involved in this through regular consultation and giving views and opinions for their peers. Participants of the virtual youth clubs and their parents and carers have also been involved in evaluating these sessions.

The method of evaluation and review will be regularly reviewed and adapted to meet the needs of the participants and to elicit more “honest” responses with less of a need to please others with their answers or be influenced by their peers. This will continue to be developed to find the best way to ensure accurate responses from the young people that records their journey with the project.

Evaluation is currently done by verbal consultation and feedback from the children, young people and families that we support and from sharing knowledge with colleague and other professionals. Through consultation with participants including Peer Supporters and the children and young people accessing our virtual youth clubs, the issues that have been highlighted have been higher levels of increased anxiety, feeling socially isolated and lonely and lacking motivation. We have also noted increased discussion about sleep problems during Covid -19. Also feeling overwhelmed by social media and online activity and expectation and also for some children and young people access to ICT. We have continued to receive positive feedback about personal contact, postcards, the check in cards sent over the summer holidays and the website. Participants liked having communication this way and also having access to the allotment continues to be a positive element. Young people shared that being inside

due to lockdown, not being able to socialise after school through clubs, hobbies and bad weather was impacting greatly on how they are feeling.

Our staff have engaged in a wide range of training and CPD particularly around safeguarding young people online, working digitally with young people and the implications for effective youth work at this time. Team members have undertaken PHSE, Trauma, Mental Health and Sleep Training Programmes to further support the children and young people. All members of the team have completed the Red Cross Corona Virus training for volunteers.

We have implemented new policies and procedures to ensure we promote safe practices and ensure safeguarding is paramount in every engagement we have with children and young people. We are strictly following the NYA and government guidelines for all our work and are working in collaboration with schools to ensure our risk assessments cover all elements required alongside the schools own risk assessments that are in place.

We continue to work closely with BMBC IT services and our website company to explore and review the most appropriate ways to engage with young people online and are working closely with our youth work colleagues at other YMCA's and in the youth work sector.

## **Social Value Objectives**

All the project staff are from Barnsley with 1 full time Project Co-ordinator and 14-part time Project Staff.

The Assistant Project Coordinator started with the project at the start of April 2020.

All of our children's and youth workers are still employed and regularly engaging with their project's participants.

This quarter the project continued to support a first year student from Huddersfield University who has joined the team on her placement and completed her placement with us in July 2020.

The number of volunteers and peer supporters has been maintained, although our session volunteers are not currently engage with our COVID-19 delivery.

The Peer Supporters were initial being supported by the YMCA staff team through virtual sessions but this begun to move to outdoor sessions during the summer holidays and has continued this way while the weather has allowed. This has given the Peer Supporters the opportunity to complete their training, take part in the Virtual Mayors Parade and also now begin to be involved in Barnsley's Routed Project. The Peer Supporters have continued to support virtual delivery and social media activities and have also been supporting at allotment sessions too.

The project continues its commitment to supporting local providers and venues and in this quarter we have been working closely with our project partners and community organisations and our local youth work and community support networks and we are part of many networks that enable us to link with and support the local Covid-19 response. This includes the Safer Neighbourhood Teams, CVS, homelessness and

housing, BMBC Area Council response teams as well as our youth work specific networks.

Some of our staff and volunteers are part of the Locality Community Responders and been involved in distribution of BMBC's Covid-19 leaflets, and we are distributing local donations such as resource and activity packs.

We are also engaged with our YMCA colleagues as part of a coordinated YMCA response and joint projects such as young people's activities and consultation.

The project continues to work towards and meet its aims of contributing to building emotional resilience and wellbeing in children and young people aged 8-14. This has continuously been achieved through; consistent positive relationships with trusted adults, offering a safe environment for children and young people, providing positive opportunities and experiences to raise aspirations and in turn build confidence and self-esteem. Also through offering a range of support models and referral to additional services, both within the YMCA and with external agencies, when required.

The project has adapted its delivery in response to the COVID-19 pandemic. Because we have been unable to deliver our regular weekly sessions in schools and community settings we have found new ways of delivering our service. We have continued to ensure we offer the consistent positive relationships and support to the children, young people and their families that we work with. The project continues to work on supporting children and young people to build their emotional resilience and wellbeing using the specific approaches from the Resilience Framework.

**Case study 1** highlights the new ways we have continued to offer support to children and young people during this difficult time and focuses on the work we are now delivering through street based detached sessions, allotment sessions and reengagement of our schools work through the Queens Road Academy lunchtime club. It explores the variety of work that continues to be delivered and the plans we have for further reengagement of schools and the opening of some of our youth clubs

**Case Study 2** explores the Peer Supporters Programme, the completion of their Peer Supporters Training, the sessions they have been supporting, and their involvement in The Virtual Mayors Parade and the Routed Project. The case study looks at how the Peer Supporters are supporting their peers during this time and the next steps for the Peer Supporters moving forward with the project.

### **Case Study 1 – Back to face to face delivery! Street Based Detached / Allotment / Queens Road Academy Lunchtime Club**





The delivery of virtual youth clubs proved successful with children and young people engaging each week and looking forward to regularly engaging with their friends and the YMCA staff team albeit through a computer screen. Children and young people participated in weekly quizzes, scavenger hunts, bingo and many more exciting challenges that the staff team brought to life for them each week in the virtual sessions. As hard as the staff tried we were fully aware and regularly told by the children and young people that “it’s not the same as face to face” “when can we see you properly again!” this was also reaffirmed by regular Facebook messages and emails from parents and carers asking when clubs would reopen. Keen to meet the needs of the children, young people and their families the staff team began to think how we could safely, following government and National Youth Agency guidelines begin to offer face to face sessions for the children and young people we support.

The team through consultation with the children, young people and their families looked at what and where we could realistically deliver sessions and set about preparing to resume some face to face work as requested. As we would normally, pre Covid -19, have a very full, exciting and engaging summer programme we looked at what elements we could offer for summer. This was limited due to Covid restrictions but the team were able to offer regular pre-booked summer themed allotment sessions which were run within the number restrictions for group work. These booked up quickly with lots of positive feedback from all participants and their families.

The team also ensured regular summer holiday detached sessions were delivered in the areas where virtual youth clubs had not been as successful to ensure we were still seeing the children and young people regularly who had chosen not to or could not access the virtual youth clubs. The areas which staff highlighted for this were the Stairfoot and Worsbrough areas. Staff were able to re-engage some of the children and young people from these areas and have been able to regularly meet them in a designated outdoor space to offer them different games and sports activities requested by the participants. Staff have ensured that as with all our work the correct policies, procedures and risk assessments are in place. These detached sessions have continued through the summer holidays and now into term time but have moved from daytime detached sessions to after school times.

Following on from the summer detached sessions and as requested by children, young people, their parents and carers, two of the virtual youth clubs moved from virtual sessions to street based detached sessions at the start of September. These sessions, in the Dodworth and Central areas, are where children and young people meet the staff at a designated outdoor space for games and sports activities and to catch up and socialise.

Alongside this work, as requested in feedback from the summer allotment sessions, we are now delivering a regular weekly session at our allotment. We are working with children from Joseph Locke Primary School children whose session would normally be delivered in the YMCA building but staff currently meet them at the allotment instead. As with the summer sessions parents and cares have been required to book places to ensure we do not exceed our limit of 15 young people per group at this present time.

The Project Coordinator continues to be in regular contact with all the schools we support and although keen for us to be able to resume clubs all schools are unable to allow after school provision to resume yet. We have emphasised to schools that we can adapt to meet their needs for support at this time to ensure we are still able to over consistent positive relationships to the children and young people we were working with before lockdown. All schools are aware of this and the Project Coordinator is working individually with each school to see how we can accommodate this until clubs can resume.

Queens Road Academy were keen to have us back in at this crucial time for the children as they had just transitioned to their new year group and new teachers. The Project Coordinator worked closely with the Assistant Head Teacher to ensure risk assessments were in place and that the team were working with the same year group bubble. This has worked wonderfully as the YMCA Youth Workers are supporting children from the year 6 bubble which consists of a majority of children who were already attending our after school club at the school. This means staff are able to continue supporting the children who they already know well and work with and begin to build consistent positive relationships with the new children who are now accessing the lunchtime club too. The lunchtime club is currently running outside and the team has been running ice breaker games, playground games, quizzes in teams and team challenges. This has given the YMCA staff a chance to get to know the new children and re-engage with the children who they already know well. As the weather begins to change and more indoor lunchtime support will be required the team have access to a room to work with the children in and have discussed starting a rainbow journal with the children to develop self-awareness and build confidence. The group are keen to begin this as it includes lots of opportunities for art work and discussions which the group love to participate in.

As well as all risk assessments and guidelines that are in place the YMCA staff team have ensured that the same members of the team where possible deliver the sessions each week and that the group have access to their own equipment during sessions.

We plan to open the Central Ward Youth Club in mid-October as a pilot session and as the next step of resuming our face to face work. The youth club is being offered as two separate age specific sessions, specific to the age criteria for wearing masks and places will need to be pre-booked. Although this is a very challenging time for the

children, young people and their families we continue to offer support in any way possible and are constantly adapting our work to ensure that support is consistently in place at this time and in the future.

## Case Study 2 – Peer Supporters Programme



The Peer Supporters group is made up of young people from across the 5 areas of central and has continued to engage regularly during lockdown with the YMCA staff team. Initially young people were consulted through regular virtual meetings about the impact of Covid -19 on themselves and other young people and they gave their feedback on how best to support them during this time. This consultation with the young people and the feedback they gave helped us to shape the next stage of our delivery and was imperative in our understanding of how and what support we could offer children and young people. The Peer Supporters said that they would like to move to face to face meetings when it was safe to do so and the staff consulted with the group on where and when they would like to meet. The group decided that they would meet regularly every two weeks straight after school with the YMCA staff. The meetings were initially a brilliant opportunity for the young people to engage with one another again and to see the staff team again face to face rather than on a computer screen.

The first session consisted of young people catching up and discussing how school works now they are all in year group bubbles. They were able to update staff on how it was all working and their thoughts and worries about this. The following sessions focussed on working through the Peer Supporters Training Programme that the young people had started pre lockdown. The group recapped what they had learnt so far and then as a group with the support of the YMCA team worked through the rest of the programme. The training programme takes the young people through different activities to learn about the role of a Peer Supporter including; What is Peer Support? The different roles of a Peer Supporter, how can I help others? Then looks at skills development and gives the young people the opportunity to share skills they would like to develop to help them in their role. The programme also explores attitudes and values, equal opportunities and confidentiality and concludes with asking the young people to think about what kind of problems they think other young people might be facing and what the next steps would be if someone shares they have a problem and the adults they would need to speak to. The group also explored what bullying is and

how you would help someone if they were being bullied? The young people also participated in role play and scenario work around situations a Peer Supporter may have to support with.

Whilst meeting regularly the Peer Supporters also created pieces for the Virtual Mayors Parade that consisted of them writing about their favourite places in Barnsley and choosing pictures to go alongside these. These were put together as a short film including their pictures, art work and what they had written. Some of the written work created by the young people included; *'Barnsley-the place of diversity, the place of community, the place of coming together'*

*'The best of Barnsley is the beautiful countryside which surrounds us. This stunning countryside provides fresh air and nature but is also filled with history; telling you all about Barnsley's industrial and mining past.'*

As well as taking part in the Virtual Mayors Parade the Peer Supporters had been asked to be part of the Routed Project. Routed is a new project that is collecting stories and memories about Barnsley Town Centre. The stories will be celebrated through an exhibition at Experience Barnsley Museum and a trail around the town. Both will be installed towards the end of next year. YMCA Barnsley were approached as the building is based in the town centre and the Routed team wanted to engage with and give as many young people we work with as possible the opportunity to be part of the project and share their stories and memories of Barnsley. The Peer Supporters were keen to be involved and felt they would then be able to inform other young people about the project and encourage them to get involved too. Some of the Peer Supporters have already met with the Routed team to participate in a photo shoot and a selection of the photographs taken may be used in promotional material for the project and may possibly be used in the exhibition as part of a feature on 'Faces of Barnsley'. The Peer Supporters who did take part really enjoyed the photo shoot which was done in different locations outside the YMCA building. The YMCA staff team got a preview of some of the shots taken and were very impressed at what had been produced. The Routed Team really enjoyed working with the young people and expressed this in an email to the Project Coordinator; *'Think there is going to be some stunning photos, please pass on my thanks. They were really lovely and fabulous models.'*

The work with the Routed Team will be developed further with the Peer Supporters as they are keen to add their own stories and memories to go with their photographs about things they have been involved in with YMCA Barnsley and through other hobbies/things they take part in. Lots of funny memories of their time working with us have already begun to be shared so far. The young people are also keen to get other young people involved to share their hobbies, interests, memories and the things they like to do and places they like to go in Barnsley.

The Peer Supporters have really embraced the training and being part of the Virtual Mayors Parade and the Routed Project. They are eager to be able to support within youth club settings and at holiday provision as well as for some of them within their school setting where possible. They have all played a huge part in supporting virtual youth clubs and allotment sessions and continue to approach all they do with lots of energy and enthusiasm which will be a huge benefit to the children and young people they support in the future. The YMCA team are extremely proud of their achievements

with the project so far and can't wait to see them further develop in their role as a Peer Supporters with the project and beyond.

The project is continuing to ensure the support for the children, young people and the families we work with is still in place through these particularly hard and uncertain times and that consistent relationships continue to be nurtured. As we start to resume some of our face to face delivery the team are working hard to maintain the trusted relationships the participants have formed with staff and build positive relationships with new participants and their families. We are constantly adapting our delivery at this current time to ensure support is in place and meets the needs of all our participants and their families.

## District Enforcement



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

District Enforcement commenced delivery of the new Central Area Council contract on 1<sup>st</sup> April 2019. This service has been flexed in light of Covid to support the SNT and reports covering activity over July – September 2020 have been submitted periodically. Regular meetings have taken place with District as restricted have lifted and more normal services have been able to resume and there was no expectation to meet the outcomes and targets as rated amber in the table above. A contract management meeting took place on 8<sup>th</sup> October.

### Overview.

The Central Area is contracted to 1.5 x officers, this equates to 721.5 hours over these three months of the Contract, the hours our officers achieved was 661.5 Patrol hours, which is 91.68% of our contracted hours.

This quarter 163 FPN's have been issued in the area. 153 of these have been for littering offences and 10 for dog fouling offences. (Cigarette litter accounting for 70.37% of the Offences, which is well below the national average and continues to fall for the same period last year which was 83%). The Officers concentrate their patrols around intelligence led information from the Central Area Council, the neighbourhood tasking process and also from complaints on the street and the community at large. However there have only been 2 tasks received from the Area Council/Neighbourhood Services up to date this quarter, reference public complaints. This may, in large, be due to the retirement of the Lead Councillor, who provided us with most of the tasks/intel from the Central area's councillors and constituents. Operations are on-going and all areas continue to be patrolled. Still on the increase, throughout the Borough, is the number of persons complaining of individuals allowing their dogs to foul and leave it and many of the tasks that we do receive throughout all the boroughs are for individuals allowing their dogs to foul and leave it. As part of their patrols the officers have continued to visit parks and open grass spaces within the borough in an attempt to catch these offenders. This

was slightly hampered during the first half of the Quarter, as due to Covid 19 a lot of the open spaces were not cut and the grass had grown very long making it difficult to witness the dogs fouling. This situation improved however as the Council were able to be proactive in cutting the grass areas and resulted in 10 Dog Fouling FPN's being issued this Quarter.

Again a concern highlighted by the officers is the number of offenders that refuse to give details to the officers when approached after committing the offence. This Quarter there has been 16 cases in which the offender has refused their details and walked away from the officer. 4 of these were for Dog Fouling offences.

Prosecutions have continued for Littering and Dog Fouling offences for those who do not pay the FPN issued to them. To date, this current contractual year across the boroughs, 20 offenders have had court files prepared for prosecution, which have been passed to BMBC to be submitted for court. However the number of offenders we are able to pursue for failing to pay is dependent upon the court space allocated to District for Barnsley offenders. Currently this is 10 per schedule.

The revenue raised thus far from FPN's (Fouling and Littering) for this quarter is £6,910.

Again as with last year, District offers the option to pay at the Post Office or any Pay zone outlet using the unique bar code at the top of the FPN. So far 38 payments have been made and £3,575 has been received through this method of payment.

## **Operations / Case Studies**

### **Operations.**

Littering and Dog Fouling Operations have continued in the Central area through information received from Councillors and Neighbourhood Services. Two particular areas identified were around the Day Street, Agnes Road and Pond Street area of Barnsley and also Station Road in Dodworth.

In total 19 FPN's for littering and Dog Fouling have been issued across both locations. 10 FPN's for Littering have been issued in this quarter around the area of Day Street, Agnes Road and Pond Street, with a further 9 FPN's issued on Station Road in Dodworth. 6 FPN's for Littering and 3 for Dog Fouling. (See separate attachments for individual case studies).

### **Added Value**

#### **'Litter Picking' days**

For those juveniles that are caught committing an offence, District would normally offer an option of a Litter Pick as a means of discharging their liability for the FPN. However due to the current Co-vid 19 pandemic regulations and the relevant Social Distancing regulations, we are unable to offer this option. Therefore due to the current circumstances a letter has been sent to the parents/guardians of each of the juveniles discharging their child from all liability for the FPN, but

asking them to explain to their child that any further offences could result in a Litter pick having to be attended in the future.



### **Case Study Central: Jul - Sep 2020.**

#### **Day Street, Agnes Road and Pond Street, Barnsley**

This particular area of the Kingstone ward around Day Street, Agnes Road and Pond Street is particularly busy, having a post office at heart of it and also being one of the main walk ways for the public, especially for people cutting through from Park Road and into Barnsley town centre. This area was therefore brought to our attention by a complaint from the local council as well as being noted by our officers for the amount of litter on the street during their routine patrols. Emails received as well from the council alerted us to fact that fly tipping was taking place frequently down the back alleys of these streets. Although not allowed to issue FPN's for fly tipping, our officers were able to identify particular sites and report them on the BMBC fly tipping site.



Over the quarter our officers have patrolled the area and were able to identify some of the offenders and issue 10 x FPN's to those who dropped their litter in on these streets and surrounding areas.

Our officers have renewed/placed stickers and signage in the area, the feedback has been good and, our officers will continue their patrols in this area.



# Twiggs Ground Maintenance

<div style="background-color: #8bc34a; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Clean &amp; Green</div> <div style="background-color: #7b1fa2; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #ff9800; border-radius: 15px; padding: 10px; text-align: center; color: white;">Stronger and Resilient Communities</div>		<b>RAG</b>
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

**The new Clean & Green contract commenced on 1<sup>st</sup> April 2019, with a renewed focus on the establishment of new groups and encouraging more volunteering.**

**A comprehensive monitoring report for Q2 July- September 2020 was submitted by Twiggs in early September, and the subsequent contract management meeting took place on 15<sup>th</sup> October 2020.**

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the original contract. Twiggs have acted upon and completed all jobs requested, promptly and to a high standard. Excellent feedback continues to be received on the ground. Their work includes 95 provider led social action interventions, 10 supported events/ actions with Ward Alliances and the supporting of 2 new groups and 1 existing group.

## Hot Spot Areas for Each Ward

### Central Ward

1. Commercial Street
2. Corporation Street
3. Oxford Street
4. Tune Street
5. Junction Street
6. Bridge street
7. Sunderland Terrace
8. Burton Terrace
9. Jubilee Terrace

10. Victor Terrace
11. Ivy Terrace
12. Seth Terrace
13. Chilton Street
14. Public footpath (PF) from Harborough Hills along the Canal to Lock
15. Evelyn Terrace
16. Helston Crescent
17. Newlyn Drive
18. PF leading to the back of Tyke Racing
19. Thorsby Avenue
20. Osborne Street
21. Oakwell Lane
22. Shelley Drive footpath
23. Wharf Street
24. Twibell Street
25. Eaming View canal and carpark
26. Maltas Court playing area
27. Lord Street
28. Nelson Avenue
29. Barnsbridge Grove playing field and bankings
30. Wood Street footpath
31. Tennyson Road

## **Dodworth Ward**

1. Jermyn Croft and banking's
2. Water Royd Drive
3. Keresforth Hill, including perimeter of playing field
4. Capital Park Footpath
5. Strafford Industrial estate
6. Footpath up to Gilroyd
7. Old Higham Lane
8. Footpath to the side of KDA
9. Rose Hill Drive foot path
10. Pogwell Lane and cricket club ginnel
11. Pogmoor Lane
12. Champany Fields footpath
13. Stainbrough Road
14. Dodworth Library including memorial statue
15. South Street (turning circle and footpath)
16. High Street (front of Co – Op)

## **Kingstone Ward**

1. Lancaster Street including planter
2. Princess Street
3. Silver Street

4. Foundry Street
5. Park Grove
6. Agnes Road
7. Farrar Street
8. Pond Street
9. Beech Street
10. Parker Street
11. Warren Quarry Lane including banking
12. Highstone Road
13. Cope Street
14. Day Street
15. Wall Street
16. Tower Street
17. Pitt Street West
18. Spring Street park
19. Peasehill Park
20. PF on Broadway leading to Horizon Community College
21. Racecommon Lane
22. Crown Street
23. burn Lane

## Worsbrough Ward

1. High Street and up church steps
2. Queens Way
3. John Street
4. George Street
5. Lobwood
6. Monk Spring and ginnel
7. Bank End Corner and ginnel
8. White Cross Lane
9. West Street
10. Henry Street
11. Park Road Bus stop, playing field perimeter and banking
12. Meadow View
13. Arthur Street
14. Genn Lane
15. Kingwell Road
16. Haldene
17. Broomroyd
18. Berry Dale
19. Darley Avenue Foot path
20. Osmond Road garage plot and footpath
21. Oakdale footpath
22. Shield Avenue footpath
23. Haverlands Lane car park
24. burn Lane and ginnel

25. Vernon Road ginnel
26. The Ship ginnel
27. Ward Green shop ginnel
28. Boatman's rest TPT entrances and picnic area
29. Whitecross Lane

## Stairfoot Ward

1. Oaks Lane from Doncaster Road to concrete plant
2. Lesley Road park
3. Oxford Street
4. New Street
5. Hill Street
6. Cypress Road
7. Wombwell Lane and TPT
8. Top of Ardsley Hill
9. Aldham House Lane
10. Grass patches to the front of Kendray Forest Academy
11. Worsley Close banking
12. Roy Kilner Road park fence line
13. Stairfoot Park back of School Street
14. School Street
15. Tank Row
16. The Hub (Old Doncaster Road off Grange Lane)

## TARGETED HOUSEHOLD FLYTIPPING – SLA

<div style="background-color: #8db600; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Clean &amp; Green</div> <div style="background-color: #6a3d9a; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #e68a00; border-radius: 15px; padding: 10px; text-align: center; color: white;">Stronger and Resilient Communities</div>		<b>RAG</b>
	Satisfactory quarterly monitoring report and contract management meeting.	<span style="color: green;">●</span>
	Milestones achieved	<span style="color: green;">●</span>
	Outcome indicator targets met	<span style="color: green;">●</span>
	Social value targets met	<span style="color: green;">●</span>
	Satisfactory spend and financial information	<span style="color: green;">●</span>
	Overall satisfaction with delivery against contract	<span style="color: green;">●</span>

Further to the 1 year extension to this SLA from November 2019 to November 2020, it was agreed at the August 2020 Area Council meeting to extend the SLA to November 2021. Two meetings have taken place to progress this including one with the Area Council Chair as part of the SLA review. Contract Management Meeting which took place on 15<sup>th</sup> October. A full quarter 2 report has been provided. A walkabout will take place on the 20<sup>th</sup> October as part of the review of priority areas after this a workshop will take place with all members.

The table above demonstrates that the service is being effectively delivered with all milestones and outcome indicators being met.

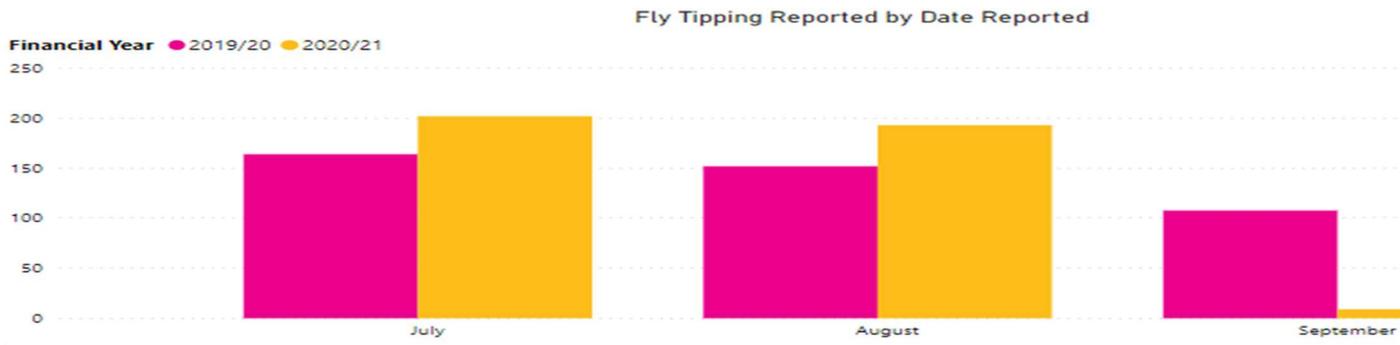
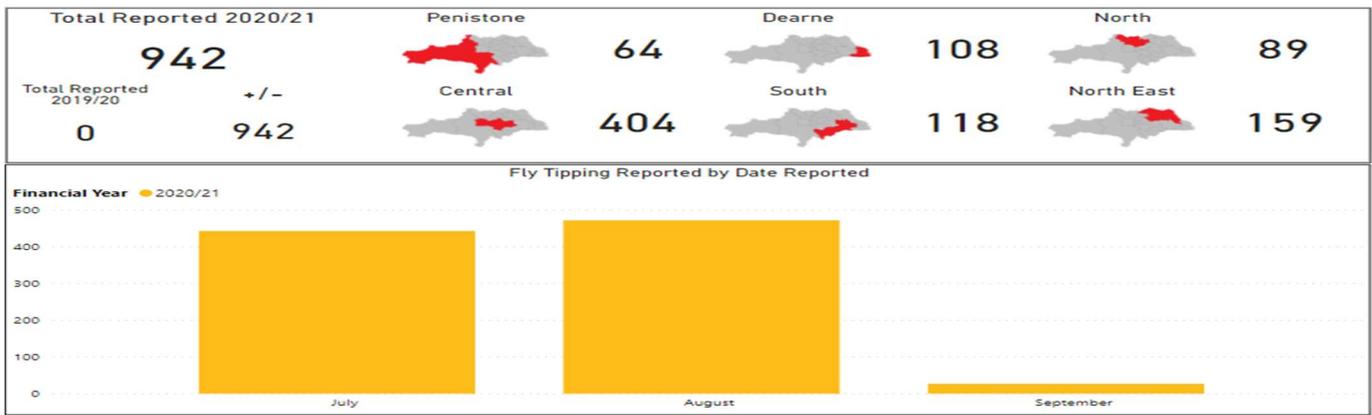
### 2020 2021 Key Performance Indicators

	20/21 Q1 April – June 2020	20/21 Q2 July – Sep 2020
<b>No. of incidents recorded on pin on the map</b>	264	363
<b>No. of incidents opened on Civica</b>	3	27
<b>No. of Civica incidents still under investigation</b>	6	12

<b>No. of reported incidents of waste in gardens/outside property (with curtilage).</b>	10	77
<b>No. of other incidents (not formally recorded elsewhere) recorded.</b>	29	43
<b>No. of properties – verbal advice given (not covered elsewhere).</b>	3	3
<b>No. of community initiatives engaged with.</b>	2	1
<b>No. of warning letters issued (targeted at a neighbourhood)</b>	125	240
<b>No. of informal warning/no further action letters issued (tenant specific).</b>	8	5
<b>No. of duty of care letters issued (to individuals).</b>	8	5
<b>No. of written warning letters issued (to individual).</b>	3	22
<b>No. of FT jobs created.</b>	264	277
<b>% local spend</b>		

### **Fly tipping Stats for Q 2**

Fly tipping stats from all wards and showing 404 incidents for central in July to August, September not yet updated but I have recorded the ones I have created on a spreadsheet and total is 277 FT that I have dealt with in Q2. Year on year in central you can see we are up on incidents from last year with Covid 19 having a massive impact.



This is the type of waste recorded over the Q2 period

Waste Type	Total Count
Other - Household Waste	115
Black Bags - Household	82
Other (Unidentified)	43
White Goods	30
Unknown	29
Construction / Demolition / Excavation	16
Green	14
Other - Electrical	14
Chemical Drums / Oil / Fuel	3
Vehicle Parts	3
Tyres	2
Asbestos	1

**Prevention and early prevention**

I conduct targeted leaflet drops' in my known hotspots contacting owners tenants and Landlords giving information advice and guidance, in our multicultural town I have information in several languages English, Romanian, Farsi, Bulgarian, Polish, Russian and Czechoslovakian. Door knocking when I have observed bulk items on the street promoting our service to the tenant's Advice them we will collect bin bag's as well as fridges freezers and sofa's.

## Case Studies

I had a certain focus on preventing build up of household waste, mostly this would be bin bags as you can see from the pictures early engagement with tenants and landlords have been successful to date and it's the proactive approach that has made this possible.



Shaw Lane spoke to owner occupier advised them on bulk collection service that BMBC provides which they acted upon.



Cypress Road spoke to landlord and tenant arranged for removal to recycling centre after advising on what would be accepted.



Spring Street advised owner occupier to contract a skip for removal this was arranged after two weeks.



Junction Street after several months of negotiation and it came down to a CPN warning the Landlord took ownership and had the waste removed.

These are the before shots of that location.



And this is a project completed in Ward Green involving the partnership working with the owners of the ship in, and concerned residents, this location attracted a lot of fly tipping and it was also an unsafe building, after some brief exchange of emails and phone calls we got it secured.





### **Risks and Challenges**

There is always a concern when you are dealing with the unknown these are some of the issues I have come across and dealt with in this quarter.



Hoyle Mill Road!



Stairfoot backing at the rear of Shaftesbury Street and Gordon Street



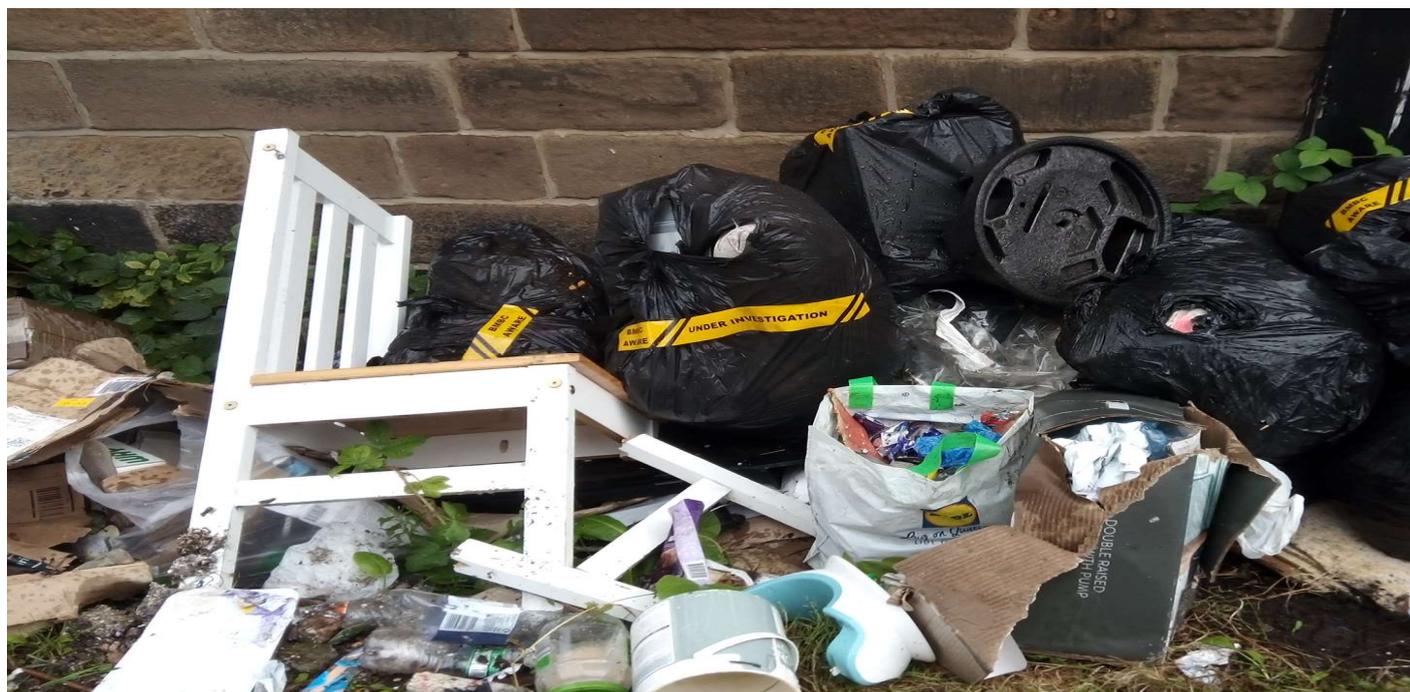
Backings on Day Street and Castle Street August 2020



Crown Close Worsborough Common August 2020.



Discarded syringes on Well Street.



Station Road off Summer Lane September 2020





# SUPPORT FOR NEW TENANTS IN PRIVATE RENTED HOUSING – SLA



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

Further to the 1 year extension to this SLA from November 2019 to November 2020, it was agreed at the August 2020 Area Council meeting to extend the SLA to November 2021. A Contract Management Meeting took place on 15<sup>th</sup> October and a contract monitoring report submitted.

## 2020/2021 Activity Intervention Targets

	20/21 Q1 April – June 2020 Target	20/21 Q1 April – June 2020 Actual	20/21 Q2 July – Sept 2020 Target	20/21 Q2 July – Sept 2020 Actual
<b>No. of new talent households indentified</b>		158	200	<b>260</b>
<b>No. of new tenant household initial contact/ visits successfully made. (Excluding letters)</b>		9	18	<b>24</b>
<b>No. of different households requiring contact with letting agency/landlord.</b>		3	6	<b>16</b>

<b>No. of households directly supported with responsible waste disposal/recycling.</b>		0	0	<b>3</b>
<b>No. of households with “bin” issues.</b>		1	2	<b>6</b>
<b>No. of households requiring intervention.</b>		2	4	<b>16</b>
<b>No. of physical property inspections carried out.</b>		0	0	<b>7</b>
<b>No. of properties improved because of service intervention.</b>		2	4	<b>14</b>
<b>No. of informal requests for action to landlords.</b>		3	6	<b>16</b>
<b>No. of formal notices to private landlords.</b>		0	0	<b>1</b>
<b>No. of legal prosecutions/action.</b>		0	0	<b>0</b>

### **Breakdown of figures –**

**24** new tenant household initial visits/contacts have been made, this was an increase from the previous quarter, however my figures understandably have been lower when compared to Q2 of last year 2019/2020. As expected the Coronavirus pandemic has had an impact on my own health and safety. I've had much more contact via mobile and e-mail this quarter as I've had to

encourage this form of communication due to the pandemic. I recently attended Operation Fitzwilliam which was a multi-organisational effort to target some areas in central, Litton Walk, Malham Court, Gayle Court. I knocked and surveyed 20 properties in this area and leafleted the rest that did not answer.

Breaking down the **24** initial new tenants figures, all **24** of these have required intervention from myself both informal and formal, this consists of a telephone conversation, email, warning letter/advisory letter for required works following an inspection. I inspected **7** properties this quarter. However **14** properties have been improved as per my involvement and I have 10 cases still open and ongoing.

**16** informal requests have been issued to landlords which includes both advisory letters, warning letters following visits and/or telephone conversations with landlords. Some of these cases have been explained in more detail in the case studies below.

Project Agnes Road has just started as per week commencing 14/09/2020 – I will have more information regarding these figures in the next quarterly report.

### **Case Studies**

#### **Doncaster Road –**

This property had a number of issues present after speaking with the tenant there had been a significant breakdown in the relationship between the tenant, landlord and managing agent and some damages had occurred at the property. After much mediation it became apparent that the tenant's mental health had begun to deteriorate, I've liaised with mental health and the tenants GP and encouraging a multi-agency working this individual is still receiving support from myself and other officers. The mains gas had been damaged and the rear door to the property had been damaged and the property was insecure. These have now been rectified however there is still further work required at the property, the tenant has been most grateful of my support thus far however there is an escalating risk in relation to her poor mental health (bi-polar disorder) which has made co-operation and relationship management concerning all parties most challenging thus far. I will update this case in the next quarter as there is much more work to be doing in relation to supporting this tenant.



Completed door repair.

## Cemetery Road –

This complaint was proactively sourced as there was a vacated property with a significant amount of waste in the garden, after mediation with the landlord this garden is now clear. The landlord disclosed to me that unusually the property is still currently tenanted (paid up until November) however upon inspection there was significant damp at the property which I have served a notice on to ensure that the works must be completed in order to bring the property up to standard. More photos of interior to follow in the next quarter as notice will have expired.



Before



After

Locke Street –

A significant amount of waste was found at the rear of this property – after a conversation with the managing agent this was all cleared within 7 days.



Before



After

# FAMILY LIVES - NEW MOTHERS SUPPORT SERVICE



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

**This contract formally commenced on 1<sup>st</sup> April 2019. The Quarter 1 (April to June 2020) monitoring report was submitted in early October 2020, and the subsequent Contract Management meeting took place on 14th October 2020.**

The RAG ratings in the table above reflects the progress that has been made to date, however notwithstanding Covid-19 restrictions, the referrals received in Q2 are still significantly below the target set, (3 achieved against a target of 10), resulting in amber ratings for milestones achieved and outcome indicator targets met. At the Contract Management meeting in October (and previously with Lisa Phelan in August Carol Brady in January); discussions took place about the low number of referrals, in an attempt to increase these the following action has been/will be taken and during the quarter; the area manager has spent time exploring barriers to low number of referrals from midwives and health visitors. Previous and continued mitigations identified on their risk register ar follows:

<p>Insufficient referrals to the service</p> <ul style="list-style-type: none"> <li>• Partners unclear about how to refer</li> <li>• Eligibility not understood</li> <li>• Referral form too unwieldy</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continually explore new referral sources.</li> <li>✓ Good communications maintained via regular updates with referrers.</li> <li>✓ All partners have received the referral form and guidance, which clarifies eligibility and process issues, including updates of any changes.</li> <li>✓ Opportunities for partner agency feedback built into the Support Service.</li> <li>✓ Attendance at weekly/monthly team meetings with primary partners is embedded practice.</li> <li>✓ Make weekly telephone calls to midwives to push for referrals.</li> <li>✓ Engage with relevant social media groups via the New Mums Barnsley Facebook profile to promote the service and encourage self-referrals.</li> <li>➤ Negotiate attendance at midwifery and health visitor clinics.</li> <li>➤ Consider the use of local radio to raise the profile.</li> </ul>
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Caseload carried on from Y1 19/20 - 36 Referrals, including 10 out of area and 4 declined.

Since April 20/21 – 22 referrals, including 13 out of area

Of 58 referrals to date:

Thirty-five mums are eligible for our service; five mums are in the initial assessment stage and 13 mums are matched with volunteers or paid staff and receiving ongoing support. These mums are telling us that the support is having a positive impact on their lives. Three mums are not ready to access the service due to personal circumstances and are on hold.

Support has ended for nine mums; of these, we supported two mums until they were ready to end the service, four other mums moved out of area, three after receiving brief intervention and one after being successfully supported for 8 months. Three mums disengaged after receiving initial support. Five mums have declined the service to date; of these, one mum began accessing clinical therapy elsewhere, two mums cited a lack of time as their reason for declining and two mums gave no reason for their decline.

Mental health is an issue for 23 referred mums, ranging from mild to moderate anxiety and depression, including post-natal depression. Four of these mums are teenage parents and eight are single parents. The majority of mums tell us that they are feeling lonely or isolated, particularly those who have been pregnant or given birth during the Covid-19 period. Three mums have learning difficulties and six mums are or have recently experienced domestic abuse and two-substance misuse. We are supporting seven mums with English as a second language, which affects their integration into the community at varying levels. Nine mums have three or more of the personal indicators described.

Of the 35 referrals, 11 families have had social care involvement, 4 at child in need (CIN), 4 at child protection (CP) and 2 at Early Help (EH) status when referred. Whilst being supported one family has entered CP status and one CIN status. With our support, two families experienced a de-escalation when they were discharged from CIN and EH statuses.

Of the remaining referrals:

Twenty three were out of area (OOA), and came from the following referrers; Independent Domestic Abuse Service, Midwifery, self-referring Mums and family members, Looked after Children's team, Barnsley Sexual Abuse and Rape Crisis Service; Occupational Therapy Service; Perinatal Mental Health Team; Psychiatry, Nursery, Social Workers, Colleges Tutors and Health Visitors. Thirteen of the 23 OOA referrals have been received since April 20.

We had hoped to receive more referrals given the level of activity in engaging our partners and promoting the service, but we are pleased to observe an upward trend, receiving eight from our health partners this quarter compared with two in the previous quarter. Five are eligible for support alongside one from housing. There has been an increase in the number of self-referrals and referrals from housing. We appreciate that the Covid-19 climate has disrupted face-to-face contact across other agencies and within community groups and this has a direct impact on the promotion and/or referral of the service with individuals.

During Covid-19, the level of support for some of our families has intensified with increased listening activities and support to reduce anxieties and isolation and maintain good mental health, particularly with mums who have had their babies during the Covid-19 period.

We are committed to supporting families and increasing referrals, by continuing to do the following:

- Engage with our health partners via weekly telephone calls and meetings via Microsoft Teams and being persistent in requesting referrals, including attending face-to-face meetings as our health partners resume contact.
- Ensure partners know of our capacity to manage new referrals through regular bulletins.
- Regularly revisit and distribute publicity to existing and potential partner agencies.
- Adapting social media adverts to connect with relevant groups and people.
- Remain part of BMBC's Emergency Contact Centre.
- Deliver face-to-face services following government guidance and risk assessments.
- Support staff and volunteers to continue to connect with their team, volunteers and partners for meetings, training and support via Microsoft Teams where face-to-face contact remains restricted or where appropriate when it is more efficient to do so.
- Provide opportunities for parents to connect with staff and volunteers via video link (Teams and Google Duo) or telephone support where they currently prefer.
- Seek and facilitate opportunities for mums to connect with other mums.

## **Evaluation and Feedback**

We provided an insight into our families' progress and rates of satisfaction with our service within the report for Y1 end Q4. During the Covid-19 period, there has continued to be an increase in crisis support, family illnesses and anxieties around isolation and mental health, particularly for those who are pregnant or who have recently given birth. Although we have found new ways to work within the Covid-19 restrictions and continue to engage and support our families, their capacity to participate in Parent and Baby Outcomes Star progress reviews has been limited and has not been a priority. Below is a case study to evidence impact.

### **Case Study – AD**

AD is a mum of two young children who fled domestic abuse and was signposted to Family Lives by social care, who requested emotional support to increase mum's confidence as a single parent and with reducing isolation. Due to Covid-19 mum wished to access telephone support. She had experienced a decline in her mental health. She was angry, frustrated, stressed, and preoccupied with the dispute she was in with her ex-partner about child contact, social care and court. The anonymity of telephone support appeared to benefit mum, who was able to express her emotions in a very open manner from the start. Over six months we engaged in long telephone conversations as and when mum needed, though check in calls were made regularly. Mum was able to acknowledge her anger and pain and was able to develop strategies for managing this and thinking through her worries rationally, planning appropriate responses. A positive change in mum's perspective, mood and ways of managing difficult situations became evident as she adjusted to becoming a single parent.

In mums words:-

*I had recently fled an abusive relationship and was in dispute over child contact due to safeguarding concerns. I was also struggling with day-to-day life as a new single parent to two very young children. I received telephone support due to the COVID-19 restrictions; I spoke with Lesley on a regular basis at a time that was best for me. Lesley signposted other places that could help with my situation, she explained procedures that social workers follow to put my mind at ease and she provided me with a safe space to vent my issues and concerns without judgement. She was also very understanding of my situation and recognised the struggles that single parents go through; it has been refreshing to speak to someone who really gets it. The support received has been second to none, it has helped calm my anxieties about certain situations and helped me feel less isolated, Lesley has always been available via phone or text when I have needed her and has regularly checked in with myself and my children. I have now finished my time with the service but have peace of mind that it is there to utilise if I ever need to. I feel more confident in myself and am extremely thankful for the help and support I have received.*

## Evaluation of the Support Service via Feedback

Our mums are telling us how they appreciate the volunteer support service in the way it offers flexibility, and plenty of time for talking, which is important to mums when feeling isolated. They also like the more informal approach than other services are often able or have resource to provide.

Family Lives give me continual support. It's wonderful in all aspects, friendly, supportive and ready to help in all times. (New mum)

The support is helping me think about going out and leaving the house more to benefit my child (mum)

An end of service evaluation form completed by a mum during Y2Q2 highlighted the following;

- ✓ Mum was very satisfied with the support received and found it to be provided in a manner that was sensitive to her circumstances
- ✓ The service was responsive, reliable and useful
- ✓ Mum felt more supported as a parent, less worried or anxious and more hopeful about her future.

“Having someone to speak to about issues and receiving support” was the most important aspect of the service.

## Volunteers

- Since April 20, we have received and responded to 55 new expressions of interest, resulting in 29 requests for application forms, from a wide and diverse range of people and interviewed 15 volunteers.
- To date 27 volunteers have been trained and recruited with six of those trained across this quarter with a further four accessing training in October 20.
- Twenty volunteers remain in place, as four moved on after securing employment; one withdrew due to personal issues and two have disengaged. Of these 19 are active and one is on hold for three weeks.
- Of the 20 active volunteers, eight are matched with 11 mums.

- There has been good attendance and engagement at three Practice Development Groups (PDG) held in this quarter, focussing on resuming face-to-face contact, Makaton, and Understanding Universal Credit, each delivered by external speakers.
- PDG's are now planned until March 2021.
- We continue to maintain a good level of contact with volunteers to retain their interest and commitment via telephone, e-mail, doodle polls, postcards, via Practice Development Groups' and supervisions.
- Volunteering recruitment opportunities continue to be widely publicised across community facilities, via partner social media platforms, newsletters, CVS and jobsites.
- Participants have provided the following feedback about training:

"I thought today was brilliant, I thoroughly enjoyed the training. I've found it extremely informative and have learned a lot about perinatal mental health. I also enjoyed meeting the other volunteers and getting to know them" (Volunteer)

"I also had a lot of flashbacks and memories of some of my experiences during the sessions. But I got a clearer picture and better understanding of somethings which I'm very grateful for" (Volunteer)

### **Partnership working: Meetings and Events Attended with Other Agencies**

We are delighted that we are continuing to grow our connections with other organisations and social media networks and are seeing an increase in the range of sources of referrals. We have received positive feedback for the signposting we have provided to OOA referrals. Details were provided via report.

# CENTRAL WELL-BEING FUND PROJECTS

## CREATIVE RECOVERY – UPLIFT for the Central Area



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

**The monitoring report for this Project, which commenced on 1<sup>st</sup> July 2019, was submitted in July 2020 for Q2 July - September 2020.**

During July – September; the team have been working with Doreen and partners to develop a creative outreach activity project during October half-term in Kendray. Here is more information about the plan and the team will present more to members at a future meeting:

**Dates and times: Monday 26 and Friday 30 October, 11-3pm**

**Target and aims :**

We are looking to reach people who are socially isolated and suffering from loneliness/mental health issues. The aim of our visit is to start conversations with people, create a moment and memory of positive connection that can serve to lift the mood, create some diversion and give a sense of belonging. This is a form of engagement for a bigger project next year (all being well).

**Location**

We are focussing on streets off and around Birk Avenue area. However, we are keen to work with those with most need, so happy to flex. Working with Berneslai Homes on a map/schedule once we have gathered feedback of who would benefit/like to be involved.

### **What we will provide:**

Aim for 10-15 minute at each doorstep (so we can offer 8 sessions per day, 4 in the morning and 4 in the afternoon). 16 slots in total over the two days. We might be able to do more if properties are close together. If people lived in flats, then we could sing in an outdoor communal space.

We are also going to try and arrange a visit to Lavender Court on Friday afternoon to sing in the gardens for residents.

As a surprise for residents...

More information to follow so as not to spoil the surprise.

### **Musician**

The musician heading out with us is local singer/song-writer Kieran La Fox- he has bags of soul and warmth, so hopefully people will find it uplifting. Hayley might even sing along too.

<https://www.youtube.com/watch?v=UoEYTAiIHgc>

### **Families**

We are creating some material packs for people who want to engage in UPLIFTing the windows for the Halloween weekend. Please see flyer attached. We can arrange to drop these off to households. We are making 100 packs, and need to keep some for our pop up on the 26th, but if you would like us to reserve 10-20 for targeted people, we can.

### **Invite for Tenants:**

The UPLIFT Project is coming to Kendray and looking to reach people who may need a boost!

We understand that things are tough at the moment, perhaps even tougher than they have been. With all this uncertainty and winter coming, we can all feel tired, hopeless and alone.

During half-term, we are heading to Kendray and can pop by your house for a doorstep natter and a song or two. You don't need to do anything but open the door, sit back and let the music take you for a moment or two.

TO THE RESIDENTS OF KENDRAY, WE INVITE YOU TO...



## UPLIFT YOUR WINDOWS THIS HALLOWEEN!

Let's brighten the dark nights to UPLIFT the spirits!  
Transform your windows for the nights of 30-31 October  
#UPLIFTKendray



LET YOUR IMAGINATION RUN WILD AND CREATE A POSITIVE, FAMILY-FRIENDLY DISPLAY FOR YOUR WINDOW!

### TO FIND OUT MORE...

Join the UPLIFT Kendray group on Facebook, or head to [www.creativerecovery.co.uk](http://www.creativerecovery.co.uk) to watch the video from the UPLIFT team and download our guide.

### COLLECT YOUR 'UPLIFT YOUR SPIRITS' PACK.

Come and pick up a pack of everything you'll need to create your artwork from us near the shops on Birk Avenue from 11-3pm on Monday 26 October. We only have limited numbers of packs, so if you are keen get in touch with us to reserve one! Make your creation at home then pop it in your window.

### SHARE YOUR WINDOWS WITH THE WORLD.

After dark on the 30 and 31 October, turn on your lights and take a photo of your artwork lit up like a stained glass window!

Upload your images to social media using the hashtag #UpliftKendray or send your images to Creative Recovery to enter the competition. We will share them on our Facebook page.

We will be awarding prizes of Tesco vouchers for most uplifting window, best Halloween theme and most imaginative window categories.

Email: [wearecreativecovery@gmail.com](mailto:wearecreativecovery@gmail.com)  
Facebook: @WeAreCreativeRecovery  
Twitter: @UPLIFTBarnsley  
Instagram: creativerecovery20

[www.creativerecovery.co.uk](http://www.creativerecovery.co.uk)



### Instructions and video

- Here is a link to the instruction leaflet- [https://www.creativerecovery.co.uk/wp-content/uploads/2020/10/UpliftYourSpiritsKendray\\_Letter\\_AW.pdf](https://www.creativerecovery.co.uk/wp-content/uploads/2020/10/UpliftYourSpiritsKendray_Letter_AW.pdf)
- Here is a link to the video created by the artist Jo, with some tips- [https://www.youtube.com/watch?v=tWyoN-xrEzM&feature=emb\\_title](https://www.youtube.com/watch?v=tWyoN-xrEzM&feature=emb_title)



### [#UPLIFTKendray: UPLIFT your Windows Tips](#)

Here is a short video from Jo from the UPLIFT Team with tips on how to make creations for your windows for the #UPLIFTKendray project. This project is funded...

[www.youtube.com](http://www.youtube.com)

# DIAL – Central Area Advice Drop-in

**Social Isolation**

**Growing the Economy**

**Stronger and Resilient Communities**

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

**The final formal monitoring report for this project, which commenced for one year on 1<sup>st</sup> June 2019.**

As reflected in the table above, progress has been excellent with 250 unique individuals accessing the alternative provision that was delivered due to covid restrictions.

## Service Highlights and Narrative Report

- 944 residents have been supported since June 2019
- 250 residents have accessed our alternative provision\* since 17 March 2020
- 134 residents received safe and well checks from our team since 17 March 2020
- 6 new volunteers have completed their induction training and supported outreach sessions
- 596 volunteer hours have supported the service equating to £8,093 volunteer value being generated
- £938,508 has been generated in unclaimed benefits since June 2019
- For every £1 invested by the Central Area Council Wellbeing Fund £31.28 has been generated for the local economy
- 86% of residents reported a reduction in anxiety and improved wellbeing
- 64% of residents reported feeling more confident and having an improved outlook

## Case Study One

### Before coming to DIAL

Ms L is a middle aged lady with profound mental ill health, who lives with her partner and 3 children. Ms L’s partner is her primary carer and her youngest child has severe

behavioral difficulties, Attention Deficit Hyperactive Disorder, Autism and Development Delay. A few weeks prior to the Covid-19 government guidance to stay at home and social distance, Ms L contacted DIAL for support to claim Personal Independence Payment (PIP) for herself and for advice regarding an application for an Education Health and Care Plan (EHCP) for her son.

### **Advice provided by DIAL**

Ms L was advised to attend the nearest DIAL community advice session for support with completing her claim for Personal Independence Payment (PIP).

By the time Ms L received the PIP claim pack Covid-19 guidance to stay at home and social distance measures had been issued which meant face to face advice provision had been suspended. To overcome this a telephone appointment was arranged to support Ms L with the completion of the application. We also advised her that she should make a claim for Disability Living Allowance (DLA) for her son.

Once Ms L received the paperwork regarding her son's EHCP we supported her and her partner over the telephone by explaining the questions in each section. We also advised them other sections had to be completed by the relevant team around the child such as the school, CAHMS, Social Services and other health care professionals.

When Ms L contacted us again she was clearly struggling with all the benefit claims, the added pressure of Covid-19, caring for a son with complex needs who was not attending school and preventing a respite break from her own caring responsibilities. We provided much needed support with a listening ear and undertook a health and wellbeing check before helping her complete the DLA claim form for her son.

### **After using DIAL services**

Ms L rang to say she had been awarded PIP Enhanced Rate for support with her care and Standard Rate for support with getting around. We advised her that this meant her partner now qualified for Carers Allowance which he could do on line.

Ms L's son was awarded the high rate personal care and low rate mobility components of DLA and we advised her that this meant her child tax credit would now also be increased

The EHCP application has been finalised and is awaiting the Department of Education decision.

Ms L told us she is feeling less anxious as she had previously been told how difficult it is to get PIP and she has more income to help her cope. She is also very happy for her son who now has financial support to help with his care and extra needs.

# Case Study Two

## **Before coming to DIAL**

Mr S is a carer for his wife who is shielding due to chronic obstructive pulmonary disease, mental ill health, rheumatoid arthritis and angina/heart condition. They have a daughter who does not live in their local community and 2 grandchildren aged 5 and 1. Mr S contacted DIAL as his wife's Personal Independence Payment was due for a review and due to the covid-19 lockdown he was worried he would not be able to access support for assistance with her claim and how she could safely attend a face to face assessment.

## **Advice provided by DIAL**

Mr S was informed that at this early stage of lockdown, government departments were still reviewing how to adjust their processes during the pandemic.

Face to face support from DIAL was not currently available due to staff working remotely from home following the guidance to stay at home however he was informed we would monitor how the government was proceeding and contact him once we were aware of how best to support his wife's claim.

There were abundant and rapid changes to welfare law and processes as a result of Covid-19 which required timely and informed action. Mr S was kept updated as guidance from the Department of Work and Pensions emerged and changes were implemented.

His wife received a PIP claim form and Mr S was supported over the telephone by a DIAL advisor to complete it on his wife's behalf.

## **After using DIAL services**

The claim was reviewed without an assessment with payments to continue at the current rate of enhanced support for personal care and enhanced support for getting around. As a result Mr S's Carers Allowance will also continue and there will be no change to their Income Support and Council Tax Support.

Mr S now feels less anxious as the couple continues to receive the support they need.

## **YEAR 2**

**This is the first formal monitoring report of Year 2 of this project, which commenced on 1<sup>st</sup> July 2020 and runs to June 2021. The following report covers the first quarter July – September 2020.**

As reflected in the table above, progress has been excellent with 389 unique individuals accessing the alternative provision that was delivered due to covid restrictions.

### **Service Highlights and Narrative Report**

#### **During the first quarter (July – Sept):**

389 residents have been supported through our alternative provision\* detailed below:

- 202 residents have received telephone advice
- 61 residents have been supported through pre booked telephone appointments to complete benefit claim forms
- 55 residents have received safe and well checks from our team
- 71 residents have received timely and accurate public health advice

£97,548 has been generated in unclaimed benefit income

For every £1 invested by the Central Area Council Wellbeing Fund £13 has been generated for the local economy

Through our nature of upskilling past service users, a number of volunteers have been shielding and continue to do so, however they have provided support to the gateway administration on average 3 hours per week. For Central Area Council 1 volunteer has provided this support which would equate to 3 hours x 12 weeks = 36 hours. In addition to this the same volunteer has undergone 2 hours of GDPR training and 5 hours of befriending training as we see this might become the 'new normal'.

### **Outcomes**

- 91% of residents reported a reduction in anxiety and improved wellbeing
- 75% of residents reported feeling more confident and having an improved outlook
- 98% of residents reported feeling less isolated

### **Case Study**

#### **Before DIAL**

Ms L is a 64 year old lady who lives on her own. She has rheumatoid arthritis which affects her mobility and care needs. She had previously seen an advisor at an outreach venue. When the pandemic restrictions were implemented we rang her to see how she was coping and if she needed any help.

#### **Advice/Support Provided by DIAL**

Ms L told us that her nephew was helping her to get shopping and picking up prescriptions for her but she felt lonely and isolated. We arranged to contact her

regularly throughout this period, for a chat and to support her if her circumstances changed.

After restrictions were relaxed we advised her about the new public health guidance. She knew that she had to wear a face covering when going to the shop but she preferred to carry on letting her nephew shop for her as she did not feel that other people were sticking to the guidance and felt this put her at risk.

She was pleased that her two co-habiting friends could come to visit her and form part of her support bubble.

She was already aware of the symptoms of Covid-19 so we gave her details for testing centres in case she showed any symptoms in the future. We also explained the track and trace system.

### **After DIAL**

We still continue to support Ms L to keep her up-to-date as guidance changes and ensure that she is safe and well. She reports that she feels less isolated and more informed about what is happening.

### **Ms L said**

“You’re the only place that has bothered to contact me personally and I am grateful for your support. Your calls have kept me going when I have felt at the end of my tether. Thanks for the laughter Stef “

# HOPE HOUSE CONNECTS

Supporting  
Vulnerable  
Families

Growing the  
Economy

Stronger and  
Resilient  
Communities

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

The Hope House Connects Project commenced Year 2 of funding on 1<sup>st</sup> June 2020 A report was submitted detailing the work that has been happening over the lockdown period covering the following areas:

1. Mental health of children
2. Contact with families and families supporting one another
3. Parcels sent to families
4. Thoughts for the new funded year.

This report demonstrates how we have continued to operate as a project during the Covid -19 season, and how we have maintained every effort to continue meeting the Central Area Council Priorities of reducing isolation in adults and family support.

## Facebook Rooms and meet up at Locke Park

5.



We organised a virtual meet up using Facebook rooms, and four families attended this session. Sarah read a story and Rachel did some singing. It was lovely to see the children and their reactions when joining in with the activities.

The meet up at Locke Park was organised for early evening on a Saturday and we had adults from two families attend. More had indicated that they would like to join us, but it became clear closer to the time that they felt anxious about meeting in a group or found they had other commitments. However we feel that the meet up was a success as we were able to have conversations with a family who had been struggling, and support a mum who had used the opportunity as a chance to leave her baby for the first time at home with dad and older brother.

### Parcels and home visits.



Given the success of the first parcels that we sent, we decided to do a similar thing for our families. We chose singing as a theme for the parcels due to the amount of feedback we received about how the children are missing singing as a group and are enjoying the singing sessions we have uploaded on to Facebook. Our hope was that it would provide each family with a way to interact with each other and aid the development of early language and communication skills of the children.



Each parcel contained a story book, a book of poems for older siblings, a nursery rhyme cd, a musical instrument and a bag with chocolates and a 'wish-string' bracelet for the mums.

Owing to restrictions being lifted to allow two households to mix outdoors whilst maintaining social distancing, we decided to deliver the parcels to those who were happy for us to do so. It was lovely to see the children again and to be able to chat to mums. We were able to provide a friendly face and a release from the sense of isolation that they have been feeling whilst listening to and reassuring those who had been struggling. Engaging face to face with the children helped to remind them of the group

with the hope that when we reopen it would not be so daunting for them to return after such a long period of time.



“Thank you Rachel Taylor and Sarah Dodd for today’s parcel! Albie is enjoying it, especially the shaker. ❤️ we can’t wait to get back to play group”



“Cian loves the book and the egg is already in the paddling pool. We will try to listen to the music later. Thanks for my favourite Lindor & bracelet is beautiful .... my wish is for church (building) to open soon x God bless you more x all the best x ”

### **Preparing for reopening**

We were thrilled to see in the latest government guidelines that toddler groups can run and are exempt from the recent rule of six. While awaiting this clear guideline we took the opportunity to completely empty our storeroom, sort through our resources and identify those that we feel would carry a risk of infection.



Identifying resources that can easily be cleaned after use to minimise risk of infection.



Following the risk assessment, clearly identifying resources that must not be used.

We also took time to review the room that we run the group in, establishing a suitable layout, ensuring adults can keep an eye on their children whilst maintaining social distancing, and keeping within government guidelines on the number of attendees. A comprehensive risk assessment was completed and an action plan for what staff must do if someone attending the group displays any symptoms of COVID-19 or contacts us to say they have developed symptoms after attending.

## The trial run

Before we officially reopened the Cheeky Monkeys group, we felt it was important to invite a select few parents and children to attend a trial session. We wanted to be sure that the procedures we had put in place were clear, easy to follow and effective.

The following photos give a feel of how the session ran.



Reduced seating set out to ensure social distancing. Parents were asked to take any bags etc they may need with them and remain seated unless using the toilet facilities, supervising craft, or assisting their child where appropriate. Refreshments were provided for adults which meant they could remove their face coverings when seated. At snack time children were asked to sit at the table with their adult, and snacks were provided on individual plates. Staff cleared and sanitised the seating areas when the group had finished.



Children were not expected to socially distance. Activities were set out so adults could clearly see children, and limits were set for those using the craft/activity table at any one time.

We received the following feedback about the trial session:

"Me & Lucas had a lovely time! Was so nice to see everyone and you both did amazing sorting everything 👍 looking forward to next week now"



"Me & Reeva would like to thank you both for this morning's play session trial. You did brilliant with setting up and making sure all the group felt safe, well done"



Babies born during lockdown meeting each other for the first time.

"We loved this mornings session. Was so nice to see all the mums and babies again. Theo thoroughly enjoyed himself playing with the toys and his friends. We can't wait to come back and also get back into our routine. Thank you so much for having us"

"I loved it being able to see people again. Zack loved your singing Rachel 😊 I can't wait to get back into the routine of coming again so Zack can get used to everyone"

"We really enjoyed being back. Lexi surprised me too, I expected her being clung to my leg not venturing away from me but she loved exploring and playing. I felt completely safe and that you had done everything possible to keep everyone safe. Well done to you both for making our return possible."



## What Next

### Cheeky Monkeys Toddler Group

As a result of the success of the trial run of Cheeky Monkeys we have launched a booking service via Eventbrite for each Friday leading up to half term. Owing to the limit set by the Government on the number able to attend we have found that the session on Friday 9<sup>th</sup> October was booked up quickly. We will therefore be asking those who have attended two sessions in a row to allow others the opportunity to attend the following week.

### Re opening Little Chimps Family Support

Working closely with Family Lives and being members of social media groups aimed at families, we are aware that there are several mums with babies who were born just before or during lockdown. These mums are very keen to meet with other mums for support and to develop their baby's early social development. It has been really lovely to read recommendations for our groups from our current session users, for example: 'Rachel and Sarah are two of the loveliest ladies I've had the pleasure to meet.....both ladies are super supportive and helpful.' We have been able to introduce ourselves to these mums via the social media platforms and on one occasion in person with their Family Lives support worker.

To support these mums, we are now looking to restart Little Chimps. Before lockdown we were able to invite older siblings and other family members to the group; however due to the current climate we feel it important to review how the sessions will run. To

meet government guidelines and ensure we are Covid secure we intend to aim the group specifically at mums with babies under 15 months old. We feel this will allow us to focus on reducing the high levels of isolation they have been feeling and offer the level of support they have been looking for. It will also ensure minimum levels of movement around the building, which is in line with our current risk assessment.

Those families with a baby and older siblings not at school will be welcome to attend our Cheeky Monkeys toddler group.

**An example of interactions with mums on our Facebook page wanting to attend our groups:**

Mum - Is this town centre and can anyone join. My little boy 7 weeks and I want to get him mixing with other babies.

Staff member - hi yes it is town centre. We'll be launching our booking system next week. It is predominantly a toddler group but you're welcome to book a place. In the next couple of weeks I'm hoping to restart our group little Chimps (there's a link to it on this page) and that will be aimed specifically for mums and babies. Keep an eye on our pages for updates. Xxx ps congratulations x

Mum - Thank you Ah the mums and baby will be better suited thank you I will keep my eye open. Will be nice to finally meet other mums/dad's or carers and for my boy to make friends xx

Staff member -I look forward to meeting you at some point. Feel free to send us a message any time xx

# YOUTH WORK FUNDED PROJECTS

## THERAPIES for ANXIETY, DEPRESSION & STRESS (TADS)

Children &  
Young  
People

Growing  
the  
Economy

Stronger and  
Resilient  
Communities

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

**At the time of submitting the last report, an update had not been received by TADS due to their staff team being on furlough. This report has since been submitted covers the period from April – May 2020 (the end of the 12m funded period)**

Due to Covid 19 we have been unable to carry out any school sessions this quarter.

We have remained open throughout the pandemic and have offered zoom sessions and 1:1 sessions via telephone or zoom.

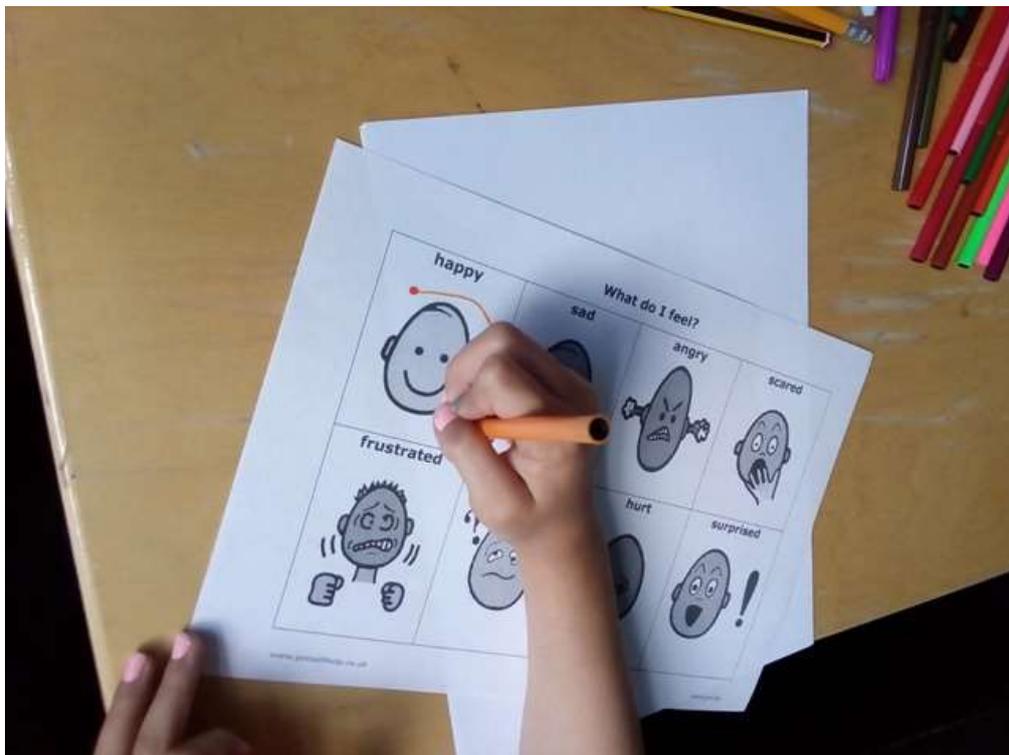
Due to staff on furlough at present I cannot ascertain if any of those young people were in the central area but the work carried out was not in relation to the grant we received.

We have had a restructure during August as we had time to look at our organisation and how better we can meet the needs of young people in Barnsley.

Our Big Lottery grant has been paused and we are currently running Covid lottery grant which takes us to January 2021.

We have two new members of staff in place from 1 October 2020 who will be the only permanent staff with us.

- In our 'buy back' schools we do not limit the number of sessions children can have, we work with them until issues are resolved.
- Below is a selection of images taken during the sessions undertaken with children.



# THE YOUTH ASSOCIATION (TYA) – StreetSmart Kendray

Children &  
Young  
People

Growing  
the  
Economy

Stronger and  
Resilient  
Communities

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

The Youth Association ‘Street Smart’ project commenced Year 2 of funding on 1<sup>st</sup> July 2020. A report was submitted detailing the work that has been happening and all targets and Milestones are being met:

## Summary

StreetSmart is a scheme that improves skills, attitudes and prospects by taking training and certification to street level. The project involves delivering street-based workshops, supplemented by sports, social action and other initiatives.

After a delayed start (deferred from June to July), TYA ‘front-loaded’ the StreetSmart project with an intensive summer programme of reconnaissance and consultation. The team began by engaging groups of young people across the 4 Ward areas and introducing themselves, as well as the opportunities on offer. Engagement activities largely focused on teambuilding, arts & crafts and multi-sports. So far, the team has delivered 32 youth work sessions, which have recorded 156 attendances from 84 individuals.



(Teambuilding and engagement activities)

Detached teams have been getting to know each area and where young people spend their free time. Youth workers also began to build links with local partners across the 4 wards, including local policing teams and the council's Community Development Officers. Consistent sessions mean that youth workers are now know in each area and some online groups have been established in case of a national lockdown. All detached sessions engage young people in fun activities as a means of building positive relationships.

## Sports

Our approach to the sports work has been to deliver regular informal outdoor sporting activities throughout the summer, with a view to delivering something more focused in Autumn/Winter. The rationale over summer was to engage large numbers and use sports as a tool to establish relationships, particularly while the weather was good, and nights were light. Moving into September, the team is hoping to focus in on one or two more specific sports engaging specific groups to develop a 'Satellite Club' with more structure.



(Kerby competition over summer)

Over summer, a regular flow of sports activities helped to engage groups congregating in outdoor spaces and has provided an outlet for physical activity. The sessions have created useful spaces from which to promote the core programme to young people. Sporting activities have included archery, cricket, football, kerby and skateboarding.



(Tennis and archery, as part of our sports satellite clubs offer)

## Social action

In August, a group of young people worked with our youth workers on the streets and have taken initial steps to develop a youth social action initiative. This work was instigated by discussions youth workers had with the group about improving their area. The initiative is in its early phase but clean-up sessions have begun, where young people have been litter picking. Young people from Hoyle Mill skate park and Ward Green skate park contributed towards this and will inform the application to WAF for litter pickers and other relevant equipment.



(Litter picking, as part of street-level youth social action)

## Street-based curriculum

The delivery of our StreetSmart curriculum began at the end of August and will develop further from September. So far, one group of young people have taken part in a 'communication skills' workshop, while another group has completed a 'Drugs awareness' workshop. This forms part of the StreetSmart training programme aimed at boosting skills, promoting positive attitudes and generating certification. Workshops are based around TYA's digital badge scheme, which has a curriculum based on 'essential life skills'.



(Drugs awareness and communication skills workshops at street level)

## **Area update**

### **Kingstone**

Detached teams have been engaging young people in Locke park, a basketball project has been designed. It offers young people aged 12-19 the opportunity to work alongside a professional youth work and professional basketball coach to become part of a team, learn new skills through the Streetsmart curriculum and also access unique opportunities such as meeting role models and inspiring people from the basketball world and the chance to enter into train and enter into nationals. Sessions are planned to take place weekly and have been advertised via Horizon academy and various other services across Barnsley.

### **Stairfoot**

Youth workers are currently engaging a consistent group of young people at the park on Aldham House Lane. Young people have taken part in two StreetSmart sessions and have worked with youth workers to organise a football project on the MUGA. They will work with a coach to develop skills as a team, meet role models and organise 'friendlies' with other local teams. The group had also asked to tidy up and repaint the mushroom, a small shelter in which young people spend time. Youth workers will work alongside young people and relevant professionals to make this happen.

### **Worsbrough**

Young people have taken part in one StreetSmart session. Young people are currently consulting with youth workers regards a clean-up and graffiti project. This has involved young people consistently litter picking the skate park area. Working with youth workers to think about the overall benefits of having the ramps cleaned and skills they will gain. Young people are still in the consultation stages of the project. This project has been visited by 1 positive role model (Cllr Jake Lodge), young people were made aware of who Cllr Lodge is and were keen to ask him questions.

### **Central**

Detached teams are out at Hoyle Mill skate park and have built some very strong relationships with a large group of young people. This area sees mixed groups of young people. Young people have consulted on a similar project to the one at Ward Green with a main focus on clean up.

# YMCA – Youth Work Project

Children &  
Young  
People

Growing  
the  
Economy

Stronger and  
Resilient  
Communities

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

**The YMCA youth Work Project commenced Year 2 of funding on 1<sup>st</sup> September 2020. A report was submitted detailing the work that has been happening during the first month of delivery and all targets and Milestones are being met:**

Interim Narrative Report -September 2020

The detached project is delivered in Dodworth and Gilroyd on Tuesday evenings and is an established programme engaging with a regular group of participants. We also meet and maintain contact with and support for other groups of young people more sporadically in other areas in Dodworth.

September has seen a continuation of our work in these neighbourhoods. Our focus has been chiefly on Gilroyd field (adjacent to WMC) and surrounding estate, and Dodworth around town centre, library and park.

We meet regularly with a group of young people who are predominantly male, in Gilroyd and who enjoy sports and field activities. Our role has been one very much of reminding them of their social responsibilities with regard to the pandemic, and going through guidance with them. Conversations around how we can still enjoy people's company but at a distance and exploring ways they can enjoy sports without coming into physical contact with each other.

We are proactive in keeping the areas we work safe for children and young people to use and as part of this we regularly engage our participants in small litter picks. During September our staff and young people did a litter pick at the small park in Dodworth

Since schools have returned, we are meeting with and engaging more young people than usual in Dodworth. Again many Dodworth young people are familiar to us as we have had a presence in one form or another in Dodworth for a number of years. We are

having very similar conversations as in Gilroyd around the pandemic and what we can do to keep ourselves and others safe.

We have been engaging with some younger participants and whilst they have been welcomed and able to participate in our activities they have also been signposted to our Unity project.

Our staff carry masks, gloves and sanitiser for those without, and observe meticulous cleaning regimes when using equipment.

Health and wellbeing is a key focus of our detached work and YMCA Barnsley Youth workers are trained in Barnsley's C-Card scheme. As some services are currently not open or limited in their provision, our staff carry condoms and sexual health information. Whilst we currently are not delivering a specific programme of sexual health in these neighbourhoods, we do provide a very discreet C-Card service for those young people in need of it.

# OTHER GRANTS

## Age UK Barnsley

Reduction in  
loneliness and  
isolation in adults  
& older people

Stronger and  
Resilient  
Communities

Growing  
the  
Economy

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

**The Age UK Covid support project commenced deliver on 1<sup>st</sup> July 2020. A report was submitted detailing the work that has been happening during the quarter of delivery and all targets and Milestones are being met or exceeded:**

### Narrative Report

Age UK Barnsley have been supporting vulnerable, older people who don't have support networks in place right through lockdown. We have delivered shopping, medication, home based activities and befriending. We are extremely grateful for the funding that we have been given by the Central Area Council to carry on this work through this 6 month Recovery Period to the end of this calendar year. This will give us the opportunity to get older people back into managing their own shopping again and to get over the effects of lockdown. In addition, we will work on developing safe activities that older people can get involved in. Many community groups/activities have not reopened yet, after lockdown and we need to offer alternatives

This is the first quarter report of 6 month Area Council funded project in the Central Area. There are two Age UK Barnsley Social Inclusion Workers in place supported by a Manager. We are supporting vulnerable, older people to get back to normal after lockdown while enabling them to keep safe and well. We are particularly trying to tackle the confidence, mental health, balance and mobility issues that older people are experiencing as well as the increased social isolation and general deterioration of wellbeing. We have been supporting the older people that we delivered shopping to during lockdown to access a range of ways to get their shopping independently. Most have now gone back to doing it themselves or have arrangements for access through relatives and shopping delivery services. We are offering 1 to 1 support for those older people who have lost confidence to go out again.

In this quarter, we have worked with 56 vulnerable, older people in the Central Area and provided a range of activities and support. We delivered a series of 10 interactive, home

based activities which included Gardening, Crafts, Creative Writing, Cooking, Exercises, Wildlife, Pudding Club, Reading, Puzzles, Quizzes and Art. These activities went on for 8 weeks and ended in August 2020. We are now ready to roll out further activities around Bonfire Night, Staying Safe in winter and Christmas themes. In addition, we have been getting out there taking activities into the community to keep older people busy and valued this includes:

1. Holiday at Home Packs that have given older people taste experiences like candy floss and ice lollies as well as holiday based activities.
2. Carer Wellbeing Packs with lots of nice, personal toiletries and treats for carers who care for a friend/relative.
3. If someone is feeling down, we ask them about the sorts of things they enjoy and provide them with resources like puzzle books, history packs etc. We have provided one lady with wool, patterns and buttons. She said "knitting has kept me going all through lockdown. I don't know how I would have got through it otherwise."

We have developed pathways for older people struggling with mental wellbeing and mobility /falls We are using resources for falls/mobility including Age UK's Staying Steady Booklet, a series of online exercises promoting postural stability, support to individuals to go out for a walk and signposting to medical services where required. We are also working with Public Health to deliver the Fall-Proof initiative that will provide further resources and support. For people who are low in mood, we are able to offer face to face "garden befriending" or increased telephone calls. We also have a range of Mind booklets and signposting pathway for mental wellbeing if needed.

It is hard to find group activities that can be run safely. We are currently running yoga, tai chi, Walking Football and healthy Living Groups in other areas. In the next quarter, we will be looking at opportunities to get some small groups going in the Central Area that are focused around physical health.

While we are looking forward to getting back to normal, we are still very aware at Age UK Barnsley that we may find ourselves back in lockdown or with increased restrictions at any time. We have learnt a great deal from the previous lockdown and we are ready to step back in to support older people to stay safe at home if this is needed. Our Information and Advice Service continues to support older people with financial and care issues and we are maintaining our warehouse of groceries, cleaning items and toiletries in case we are called on once again.

Some of the projects that older people in the Central Area have been working on over the last 3 months.



Wildlife in your Garden Activity



Gardening Activity-Growing Tomato



Foodies Activity Group



Crafters Group

Central Feedback:

"As an organisation, you're fantastic, we would have been lost without you." MJ

"Thank you for the support you have given my mum through the phone calls and packages she has received." MS Daughter.

Case Studies give more insight into the work that we have been doing:

### Case Study 1

Mrs Y. is over 80, lives alone and has no family living locally. Age UK Barnsley (AUKB) have been supporting her since March with telephone befriending. Mrs Y. was able to get shopping delivered throughout lockdown from a local shop. Unfortunately, she needed to pay by cash on delivery and she had no means of getting to the cash till. Fortunately, we have policies and procedures in place to help with this and a staff member was able to go out to get cash for her.

Lockdown affected Mrs Y's wellbeing. On a befriending call, she said that she was feeling fed up and lacking motivation. Fortunately, she was able to share in our 8-week cycle of Home Based Activities that ended in August. She joined in with the Crafty Crafts, Wildlife in Your Garden and Puzzlers and Quizzers Groups. These were all interactive home based activities that meant that Mrs Y was keeping her mind alert doing different craft projects that were delivered directly to her, watching out for wildlife, enjoying the bird feeder that was placed in her garden and taking part in regular quizzes and puzzles. Mrs Y was delighted when she won one of the activity prizes for her work.

Mrs Y also received one of the Wellbeing Boxes that, with support from the Area Councils, we sent out to lift the spirits of nearly 500 vulnerable, older people in Barnsley. These boxes were full of essentials as well as a few treats and activities. Mrs Y said "Thank you, I am very touched, it was totally unexpected and I have never seen so much packed into a box."

Before lockdown, Mrs Y would go shopping occasionally to town by bus. After lockdown, Mrs Y did not feel confident going out shopping. The Social Inclusion Worker (SIW) arranged to go into town with her and went around the shops she wanted to visit. Mrs Y found that a great help as there had been many changes in how shops were operating while she was isolating, and she had been afraid she would not know what to do. Although she is not using public transport yet, she is going out again and shopping locally, unaccompanied.

We are still in regular contact with Mrs Y. She is feeling a lot better about things and has even booked a holiday for next year.

## **Case Study 2**

In March, Mr X's son who lives in Cumbria telephoned Age UK Barnsley (AUKB). He was worried about his parents and how they would manage to self-isolate safely and asked if we could support them. Mrs X has very limited mobility as well as dementia. Mr X also has health and mobility problems and gets anxious about how they are going to manage. A volunteer was allocated from AUKB who rang the couple regularly and delivered shopping a few times a week during lockdown and built up an excellent relationship. The volunteer suggested that the couple speak to the Information and Advice Service about Attendance Allowance due to Mrs X's health conditions and subsequently an application was submitted.

During a shopping drop-off, the Social Inclusion Worker (SIW) spotted that Mr J had cut holes in his plimsolls because of his toenails and said he was struggling with his balance. He needed help with footcare and couldn't arrange it, so the SIW contacted the NHS who explained it would be 6 months before he could get an appointment. The SIW supported Mr X to find a private podiatrist who came out to see him quickly. The SIW also shared information with Mr X about balance and falls prevention and gave him a copy of the Age UK Staying Steady publication. This worked well.

Throughout lockdown, Mrs X's memory seemed to be deteriorating and an appointment was made for the Memory Clinic. This created further difficulties because Mrs X refused to get in a taxi and the family were concerned that she would just get angry and upset with them if they tried to take her. However, as she sees the SIW as a Care Worker, Mrs X went with her to the Memory Clinic in the SIW's car. AUKB have a risk assessed procedure for the use of Community Cars during Covid and we assessed this as an essential visit because of the level of deterioration. The SIW noticed that Mrs X shared very little information with the doctor during the appointment and with permission, the

SIW explained that this was the case. The Memory Clinic then agreed to carry out a home visit to get a full picture.

The couple are not online, and Mr Jones needed support with his role as a carer. The SIW has now referred him to Barnsley Carers Service for further support and to join in their digital project in which they loan out internet ready equipment and provide support.

Feedback from M, son of Mr and Mrs X.

*"It's now over six months since the UK moved into lockdown in March and I don't know how we would have managed without Age UK. With me in Cumbria, my brother in Hong Kong and my mum and dad failing in health with no access to the internet things were very difficult .*

*With my Mums Alzheimer's progressing rapidly your regular calls to my Dad and regular shopping has kept him sane as well as fed. Taking my Mum to the memory clinic was a big ask last week and we are so grateful for your support. I don't think we would have got her there without you and she/we really needed her to attend. I can't thank you enough for your support over the past 6 months. I know things won't get any easier in the coming months but know we have someone who genuinely cares and will help wherever possible."*

# PART C: OVERVIEW OF PERFORMANCE – 1<sup>ST</sup> APRIL 2014 TO 31<sup>ST</sup> MARCH 2017

## Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	900	938
Total number of home visits made to older people	5340	5344
% no. of older people reporting improvement in their health & wellbeing	95%	98%

## Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	1984	2123
Total no. of different children and young people attending 3 or more sessions	-	746
Total no. of children and young people achieving accreditation	158	333

## Creating a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	93	106
Number of FPN's for littering and dog fouling	n/a	2270
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1841
No. of vulnerable households identified and engaged-3 or more contacts	-	743
No. of property inspections carried out	-	153

## Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	35
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	42	58
No. of local organisations/SME's supported	5	10
Local spend	83%	90%

## Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	157	336
Number of young people engaged in volunteering	157	346
Number of new community groups established	4	9
Number of community groups supported	8	35