

**Penistone** Area Council  
Penistone East, Penistone West



# Interim Performance updates

February/March 2021

**PAC April 8<sup>th</sup> 2021**

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# Current Penistone Area Council Priorities & Commissioning Intentions

**HELPING PEOPLE**  
To connect better

*ENVIRONMENT*

**HEALTH & WELL BEING**

**SUPPORT**  
FOR YOUNG PEOPLE

**THE LOCAL ECONOMY**  
Including Tourism

Contracts and commissions supporting priorities	Contract end date
Supporting Vulnerable and Isolated Older people grant funded projects	June 2021
Clean Green and Tidy commissioned service	April 2021 (+1+1 option)
DIAL information and Advice service Supporting Vulnerable and isolated older people grant funded projects	January 2023 June 2021
Working Together Grant – Supporting Young People Fund in development	
CAB debt advice service Area Council support to the Principal Towns programme	September 2021 (+6 month extension)

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## Performance contract outcomes up to end of Quarter 3 (Oct-Dec 2020)

### ENVIRONMENT

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of clean & tidy activities which involve businesses	2	10	<b>144</b>
No. of young people making a positive contribution to the design/ maintenance of their local environment	0	0	<b>605</b>
No of people who feel they have the opportunity to influence the design and maintenance of their local environment	0	3	<b>300</b>

### SUPPORT

FOR YOUNG PEOPLE

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of apprentice and placements created and recruited to	0	1	<b>3</b>
Number of people taking up work experience placements	0	0	<b>31</b>
No of Young people engaged in volunteering	0	0	<b>661</b>
No of activities which involve young people under the age of 18	0	0	<b>228</b>

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## Quarterly performance contract outcomes summary

### HELPING PEOPLE

To connect better

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of community groups supported	15	45	511
No. of new community groups supported	0	2	56
Community car scheme journeys	4	4	854

### HEALTH & WELL BEING

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of adult volunteers engaged	23	105	2510
No. of new volunteers	3	18	793
No. of residents and young people receiving advice and support	155	570	1597
No of residents referred to health and advice	24	53	70

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## Quarterly performance contract outcomes summary

### THE LOCAL ECONOMY

Including Tourism

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of FTE jobs created and recruited to	0	3	22.5
Local spend (average across all contracts)	95%	95%	95.4%
Volunteer hours contributed (£ value)	£4,860	£11,750.10	£285,055.92
No. of volunteer opportunities created	30	95	1412
No. people achieving a qualification / accreditation	0	0	152
No. of people receiving training	0	15	976

- All PAC funded contracts continued to be impacted by the effects of the pandemic,
- Innovative approaches to delivery have continued such as on-line , social media , and telephone contacts with service users and volunteers
- All contracts have been flexed in terms of recording and measuring of outcomes
- Contract monitoring process has been used to identify future potential need and work out priorities for future funding

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# Penistone Area Council Contract

## Age UK Supporting Vulnerable and Isolated Older People

*Due to the Pandemic many core activities continue to be suspended but Age UK, supported by many volunteers continues to find creative and alternative ways to support socially isolated older people whilst keeping within the strict government guidelines. This contract was approved for a further 6 month extension to June 2021 to ensure continuity of service during this difficult period.*

### *Highlights of work undertaken since January*

#### **AgeUK Barnsley Collaboration with Wortley Golf Club**

A successful collaboration has been made with the golf club, resulting in **244** meals being delivered (up to and including 31st March) to older people in the following areas: Penistone, Wortley Howbrook Bromley Oxspring Hoylandswaine Silkstone & Silkstone Common Thurlstone Thurgoland BBC Look North picked up the story and did a great piece which was shown on all 3 programmes. The recording has also been distributed on the AgeUK Barnsley Facebook page, Community Action Penistone and the Age Friendly Barnsley website. It has also been covered by the Barnsley Chronicle.

#### **Bug hotels and bird houses**

One service user became an overnight social media success after we posted photos of him with the bug hotels he is making for our Wildlife activity. He received over 300 likes on Facebook, plus many orders from members of the community!!

#### **Walk for Health Silkstone**

All group walks are suspended until at least 12<sup>th</sup> April, however 1:1 walks have been taking part with individuals, following current social distancing guidelines.

#### **Barnsley Walking Development Group**

The SIW took part in a Microsoft Teams meeting arranged by the Health Improvement Officer for Barnsley MBC. The idea is to work collaboratively with others within the group to create further opportunities for walking across Barnsley. The first meeting took place on Monday 22<sup>nd</sup> March, with further meetings to follow. More detail will be provided in the full monitoring report.

#### **Wentworth Castle Gardens**

Group activities are suspended until at least April, however, the SIW has met with a colleague and planned some short and longer routes around the gardens, ready for when normal activity can be resumed. In the Penistone area, a majority of service users will require transport to attend the gardens and we will have to wait for the appropriate guidelines as to when this can commence. We will then use the Penistone Community Car Scheme and/or Dial-a-Ride minibuses depending on numbers.

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# Penistone Area Council Contract

## Age UK Supporting Vulnerable and Isolated Older People

### **Volunteers**

Our volunteers continue to communicate with service users over the phone and where possible, conduct outside visits/walks depending on the weather. They have also helped deliver the Wortley Golf Club meals and Activities at Home packs.

### **Activities at Home Programme**

As part of our ongoing activities at home programme, we have delivered the following activities: 4 Easter chick knitting kits 2 wildlife planters 4 Painting by Numbers kits 10 Scratch Art Kits 1 Mindful colouring book 16 Puzzles/quiz/Sudoku books 4 jigsaws 16 Foodie Challenges 6 Indoor gardening planters 5 Outdoor gardening kits 6 bug hotels and bird nesting boxes 2 Paint your Own ceramic planters

### **Barnsley Age Friendly Award**

Age UK Barnsley nominated Karen Tyas at Café Crème, Penistone for the way she has supported her local community throughout the pandemic, especially the elderly. The SIW presented Karen with her award and a lovely photo and article appeared in the Barnsley Chronicle on 12<sup>th</sup> March 2021.

### **Winter Warmth Packs**

We worked with the Penistone Area Team to pack and deliver 90 Winter Wellbeing Packs to older people in the Penistone East and Penistone West wards.

### **Volunteero**

Age UK Barnsley are trialling an App-based Volunteer Management tool over 3 months – it is called Volunteero and will allow a more efficient way of managing volunteer activity and interactions with service users. Data can be collated to assist with reporting. A number of Age UK organisations are already using this. <https://www.volunteero.org/>

### **Falls**

There have been an increased number of falls amongst service users. In many cases this is due to reduced mobility/activity as a result of shielding and not being able to participate in usual everyday activities due to the Covid 19 restrictions. We see this as a priority to help rehabilitate service users as soon as we can resume a normal service.

### **SOPPA**

A virtual meeting was held on Wed 3<sup>rd</sup> March and was attended by 7 partners.

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# Penistone Area Council Contracts

## TWIGGS Clean, Green and Tidy service

### Twiggs

*Twiggs has continued to provide an effective service to the Penistone area, in the first year of their new contract in spite of COVID restrictions for the past 12 months. Parishes and groups have found new ways to work together with Twiggs within COVID guidelines to enable green spaces to be maintained as well as providing regular outdoor exercise for individuals.*

*Although volunteer numbers have not been collected during this past year ( as a result of flexing the contract during the pandemic) Twiggs has reported an upsurge in volunteers contacting to ask about litter picking. The support from the Ward alliance for the equipment tool bank has been invaluable and this has recently been added to using the Area team budget in order to meet the high demand.*

*During the lock down period the new Twiggs team has taken initiative in a number of areas to cut back grass and vegetation, remove litter and rubbish to help keep public areas clear especially in areas of high footfall such as Ingirchworth, Langsett and other area of natural beauty as well as footpaths leading to schools.*

#### **Some examples since the last quarter include:**

- *Tree planting with Thurgoland School*
- *Maintenance of Incredible Edible beds at Springvale, Watermeadows park, the Town hall*
- *Support to Cawthorne village to plan a future spring clean*
- *Continued support to individual volunteers with equipment loan and litter collection including new initiatives in Stainborough village.*
- *Ongoing support to existing groups such as TPEG, Springvale, HBee+*
- *Enabling business support co-ordinating donations from TESCO and Spar Penistone*
- *With restrictions now relaxing, there will be the emphasis on bringing the tool bank volunteers together in specific areas. Once the larger numbers are allowed again, activities for wider participation will be promoted again.*
- *2 parish council litter picking sessions booked for May onwards, which is great to see people forward thinking again*

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# Penistone Area Council Contracts DIAL information & advice service

*DIAL continues to provide telephone and on-line advice as well as safe and well checks to clients on their register. Their offer to our area has been extended using additional external funds via the Lottery. Outcomes here are from the last quarter of the current contract which finished at the end of January. Working together grant funds were approved in December 2020 to provide a further two year contract which will also be supplemented by financial hardship monies. Reporting on this will be in the quarter 4 performance report.*

## **Project Outcomes for Quarter 3 (oct – dec 2020)**

- **110 residents accessing advice this quarter** ( 162 previous Q2, 126 Q1)
- **56** residents given telephone advice
- **6** forms completed by telephone
- **24** safe and well checks undertaken
- **24** residents asked for public health advice
- The total **actual** amount of unclaimed benefit income generated through the service to date is **£369,021.00**
- The total **projected outstanding** amount of unclaimed benefits generated through the sessions to date is **£48,794.20** (this includes claims waiting for a decision)
- The highest % of benefit enquiries were for attendance allowance ( this was personal independence payments last quarter)
- For every **£1** invested from the Penistone Working Together Fund the project has brought **£76** into the area \* actual amount of unclaimed benefit income generated divided by one quarter's grant payment

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# Penistone Area Council Contracts CAB debt advice service

CAB continues to provide on-line and telephone contact to clients in the Penistone area. This current contract is funded to end of Sept 2021 with extension from financial hardship funds for a further 6 months to April 2022. Targets have been extended to this contract to reflect the increase uptake in the last year.

**Outcomes from quarter 3 (Oct- Dec 2020) Q4 to be reported at Area Council in June as part of quarter 4 report.**

- ✓ 30 Clients seen this quarter ( target 25) , down from 42 last quarter.
- ✓ Types of issues dealt with show a high percentage of relationship and family issues (20%) ( growing trend from last quarter) compared to 14% benefits 12% Universal Credit, 16% employment, 6% legal, 16% debt, 6% consumer issues and 10% other issues.
- ✓ Assisted clients to claim an additional £8,025 of benefits ( £50k target set) which shows an investment return of £4 of benefit gain for every pound spent on this project.
- ✓ 40% of clients presented with disability or long term health condition, slight increase from 36% last quarter.
- ✓ Volunteers support this project by signposting clients from the Email service. Volunteer admin services are also provided as and when required.
- ✓ During this quarter assisted clients with £12,427 of debt (25K target set) now total of £82,442 of debt overall since contracts for this service began.
- ✓ Currently all clients are being assisted via Adviceline and Email service, starting a video service via the clients own equipment and internet connection in January , and once the new lockdown is opened up and public buildings are accessible then via the Council equipment and services. ( BMBC de-commissioned laptops being made available to support this initiative)

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# Penistone Area Team Updates

- ❖ Community Development Officers ( Stephen and Tanya) have started a full re-mapping of community groups and venues for each of the Penistone wards. The purpose is to re-establish contact with groups to discuss pandemic recovery steps and advise on forward planning and any potential funding support . Our Neighbourhood Engagement Officer (Rana) will be providing specific Covid support and can offer dedicated resources to help with venue re-opening.
- ❖ The Area Team has launched and promoted the Supporting Young people's grant fund within the Penistone networks and provided support and advice to potential applicants for funding. The Area Manager is in discussions to arrange for successful providers of projects for young people to receive free accredited training to provide mental health support for the young people they will be engaging with.
- ❖ Members of the area team have volunteered during the Easter holidays to support with food distribution to families across the Borough as part of the healthy holidays initiative. Springvale Gardens has been successful in its' bid to become one of the main providers of holiday activities as part of this initiative.
- ❖ Further support has been provided to Age UK to continue the distribution of Winter warmth packs to groups and residents in our area.
- ❖ The area team has been able to provide a quick response to Twiggs for a request for additional support with the volunteer equipment bank following a swift recent rise in demand, and is also working with Neighbourhood services to ensure smoother processes for volunteer litter pickers.
- ❖ Through the work of our neighbourhood engagement officer the team continues to work closely with Public health to ensure that support continues to the Penistone communities during the pandemic.
- ❖ The area team continues to work closely with the Principal Towns programme for Penistone as we work towards the next stages of consultation and engagement
- ❖ Our new Project Officer ( Craig) has worked with the team to provide a re-fresh and re-design of our social media platforms to ensure that we can make best use of this to promote the work of the Area Council, Ward Alliance and of course the fantastic work of all the Penistone community groups , individuals and organisations within our networks.

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