

APPENDIX 1: CASE STUDIES & SUPPLEMENTARY REPORTS

CENTRAL AREA TEAM QUARTER THREE

Table of Contents

Central Area Council Commissioned Funding.....	4
YMCA Unity Project.....	4
Case Study 1.....	4
Case Study 2.....	5
TWIGGS.....	7
Environmental Enforcement Service.....	38
Wombwell Lane, Stairfoot.....	38
Dodworth.....	39
Targeted Household Fly-tipping.....	41
Support for new tenants in private rented housing.....	44
Case Studies.....	44
Family Lives.....	47
Evaluation and Feedback.....	47
Case Studies.....	48
Central Wellbeing Fund.....	50
Dial Advice Drop-in service.....	50
Central Case Study.....	50
Hope Connects.....	51
Case Study – Hannah.....	52
Financial Resilience Fund.....	53
Citizens Advice Barnsley.....	53
CASE STUDY 1.....	53
CASE STUDY 2.....	54
Social Isolation Challenge Fund.....	55
Rotherham and Barnsley Mind – Thriving Communities.....	55
AGE UK Barnsley – My Community, My Life.....	58
Case Study 1.....	58
Case Study 2.....	59
Reds in the Community – Reds Connect.....	61
Participant Feedback.....	61
Youth Fund.....	62
The Youth Association – StreetSmart.....	62
Area update.....	62
YMCA – Detached Youth Work.....	64
Central Area Detached (Dodworth & Gilroyd) Case Study.....	64

Central Area Council Commissioned Funding

YMCA Unity Project

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 continued to adapt its delivery in response to changing needs within each of the localities with the majority of sessions being delivered out of hours. 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 importance of the whole package of effective youth work in building positive wellbeing and emotional resilience. Creating safe spaces for children and young people, the opportunity to experience a range of activities to foster their interests and talents, the time and space to build positive relationships and of providing consistent support from trusted, skilled and experienced youth workers. Recognising that all of our participants have different experiences and different needs which need to be met before they can thrive.

Case Study 2 shares the journey of one of our participants throughout her time with us on the project so far. It is an example of how the project has supported a young person to develop her personal and social skills and increase her confidence which contributes to improving her emotional resilience and overall health and wellbeing.

Case Study 1

Background/Context

M is a 14-year-old young male from the Central ward who has been a participant at the YMCA for many years, along with his 2 younger siblings. M has attended the Unity project since he was 10 and in the last year has engaged with some of our wider YMCA consultation and representation activities.

M is a confident, polite and outspoken member of the group. On various occasions M speaks before thinking about what he is saying or considering the effect this may have on other people. He can be critical of others and this has affected his ability to form friendships and participate in some activities. He has at times been perceived as being challenging and having an inappropriate attitude to others that can sometimes be seen as bullying.

M and his siblings are in the same foster care placement and have been there for around 3 years. M has recently spoken about the fact that his birth parents are now back in their lives and this has had a negative effect on them. For M this has caused him worry and confusion as there is the possibility that they may be able to return to their family home. M has mixed feelings regarding this decision and has said that he does not want to have to make that decision.

Intervention/Process

M has been part of the consultation project with the University of Sheffield and really thrived through that project. He enjoyed the opportunity to work alongside some of our older young volunteers, sharing his views and the potential to influence change. Following this project, he expressed an interest in being involved in similar projects and was invited to participate in 2 projects:

A focused project around managing feelings and emotions and raising awareness around other topics, including how we all have our own differences and ways and that we should be less judgemental and more accepting. M engaged in the group discussion and contributed to the topics discussed and in particular developed his understanding about the impact of actions on others and realised that not all people understand the concept 'of a joke'.

A joint project with other youth work providers to map service delivery and raise awareness of the support services available for young people. As part of this M has been working with young people from other organisations to plan and deliver an event for other young people and representing young people from YMCA Barnsley.

Impact of work with the individual:

The impact of the interventions has been evidenced by his enthusiasm after he attended the meeting and explaining to his peers what the meeting had involved and the future plans. I spoke to M about the possibility of him becoming a member of the YMCA Youth Board which he is very keen to become a member of. M behaviour as also improved, and you can see that he knows pauses before he jumps in with a comment or remark. He is able to recognise that he is skilled, intelligent young man who has a lot of potential to succeed in life.

Feedback:

Foster Carer

XXXX took the opportunity to join the YMCA a few years ago. I've been pleased to see him often return with a smile and enthusing about activities he's been part of. More recently he has had his confidence boosted by being invited to speak up about youth concerns and issues during online debates and now with Jo at The Hub.

M – Young Person

I've enjoyed working with others to discuss issues that concern me and people around my age. I think it's brought me a mature attitude.

Next Steps

The YMCA youth work team will continue to support M 1:2:1 with his personal issues and to empower him through facilitating positive experiences and opportunities that enable him to work in smaller groups and as part of focussed projects. This will hopefully help him to further develop his key skills and self-confidence and to concentrate on the positive aspects of his life and the things he can influence rather than solely on his uncertain future with whichever family.

Case Study 2

Background/Context

Summer is 10 years old and a Year 6 pupil at Queens Road Academy, who attends the YMCA's 8-14's Unity project. Summer really enjoys the crafts and games at the after-school club. She has told us that she especially likes the craft part of the session as she doesn't have access to these at home to develop her creative skills. Summer can be quite a bossy member of the group towards the other members of the after-school club. As the group is a small, intimate group it highlights summers leadership skills but also how she finds it hard to work as a team and allow the other participants to express their views and ideas.

Intervention/Process

The group were formed in September 2021 therefore we felt that now the young people and staff were well acquainted it would give us the opportunity to build on their skills and support them on their journeys to get their voices heard and work as a team during sessions and the importance of communication, listening, fairness and teamwork. These skills will also help the Year 6's in their transition to Secondary School. We also ensured that crafts were available to Summer and the other members each weekly session as this would allow Summer to be creative which will encourage her emotional resilience and wellbeing.

Impact of work with the individual:

Summer has really enjoyed the group work and problem-solving activities and the staff have been managing the group to enable each young person to experience different roles within the group and using reflection processes to help the review the activities and skills identify the skills used. Summer has found this challenging at times, but she has been able to recognise her strengths and weaknesses and is becoming more patient and understanding the fact that she must let others speak and give them a turn to decide which activity we do next. Summer is a very friendly, helpful and kind young girl who is becoming more confident and thoughtful each week. Summer attends the afterschool session every week and has started to participate in some of the project wide holiday provisions which has given her the opportunity to meet other young people and try new experiences. Summer says she absolutely loves Wednesdays (when the after-school club is on).

Feedback:

“I really like doing the YMCA because I like the crafts and I don’t have these things at home, so I like Wednesdays because I get to do crafts.” – Summer

What’s next?

We will continue to work with Summer during her time in Queens Road Academy and encourage her to participate in wider projects and holiday provision. Enabling her to further develop her personal and social skills and access a range of opportunities to build confidence and broaden her horizons.

When Summer goes up to Secondary School, depending on which school she goes to, we will continue to work with her and support her through her transition. This will ensure she has access to familiar, trusted youth workers, feels supported, and will hopefully mean she feels more comfortable in her new environment.

TWIGGS

TWIGGS
Grounds Maintenance LTD



01226 286 111

LANDSCAPING, MAINTENANCE & ENVIRONMENTAL SPECIALISTS

Proactive Works Completed

1. 30/09/2021- Walk in Centre, Worsbrough Ward
Weeded along the public footpath. Cut down the self-sets and strimmed the grass on the grass verge.



2. 30/09/2021 - Monk Spring, Bank End Road, Worsbrough Ward
Litter pick targeting the park and field.

Waste Collected: 3 sacks



3. 05/10/2021 - Silverwood Woods, Dodworth Ward
Litter pick.

Waste Collected: 2 sacks



4. 05/08/2021 - Barnsley Road, Dodworth Ward



Strimmed and cut the grass opposite the train station.

5. 05/10/2021 - Dodworth Library, Dodworth Ward
Strimmed nettles, shrubs and weeds to reveal the paving.



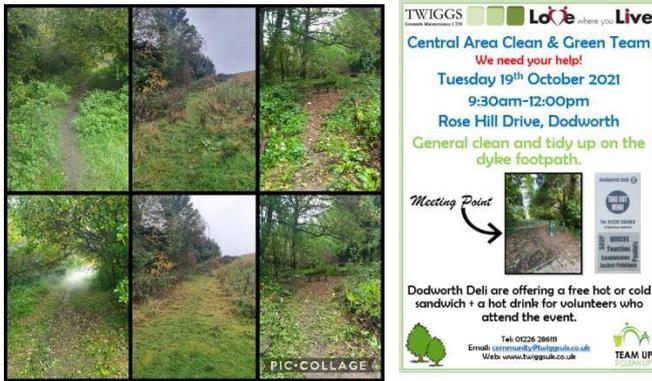
6. 05/10/2021 - Rose Hill Drive, Dodworth Ward
Cut back brambles that were encroaching onto the footpath.



7. 19/10/2021 - Rose Hill Drive, Dodworth Ward
This event was planned and advertised as a Twiggs Led event however due to the extreme weather conditions unfortunately no volunteers attended. We spoke with staff at Dodworth Deli & Café who were providing a free meal for volunteers at the event. They will now be supplying a free hot or cold sandwich and a drink for a future session instead. While there we strimmed grass and shrubs to

APPENDIX 1: CASE STUDIES & SUPPLEMENTARY REPORTS

widen the footpath and reinstate the edges and cut off any overhanging branches that were obstructing the footpath. Creating a habitat pile using the branches and green waste. Litter picked. **Waste Collected: 2 sacks**



- 8. 19/10/2021 - Keresforth Hill, Dodworth
WardStrimmed grass.



- 9. 29/10/2021 - Blackburn Lane, Worsbrough
WardTrimmed the hedges and strimmed



the grass.

- 10. 29/10/2021 - Yews Lanes, Stairfoot
WardLitter pick.

Waste Collected: 4 sacks



11. 29/10/2021 - Kendray Park, Stairfoot Ward

Responded to a request by a concerned resident in regards to broken glass around the children's playpark. Swept and cleared the broken glass.

Waste Collected: 1 sacks



12. 10/11/2021 - Keresforth Hill, Dodworth Ward

Strimmed the grass. Training our Twiggs member of staff on effectively using the strimmer.



13. 10/11/2021 - Princess Street and Park Grove, Kingstone Ward
Litter pick.

Waste Collected: 6 sacks



14. 11/11/2021 - Day Street, Kingstone
Ward Litter pick.

Waste Collected: 6 sacks



15. 12/11/2021 - Yews Lane, Worsbrough Ward

Litter pick.

Waste Collected: 1 sack



16. 15/11/2021 - Dearne Valley Skate Park, Central Ward Litter pick.

Waste Collected: 2 sacks



17. 17/11/2021 - Day Street, Kingstone Ward Litter pick.

Waste Collected: 4 sacks



18. 18/11/2021 - Yews Lane, Kendray, Stairfoot Ward

Advertised as a Twiggs Led event but unfortunately no volunteers attended. Strimmed along the bottom of the metal fence. Litter pick.

Waste Collected: 2 sacks



19. 18/11/2021 - Park Road Field, Worsbrough Ward Litter pick.

Waste Collected: 2 sacks



20. 19/11/2021 - Thornton Road, Kendray, Stairfoot

WardLitter pick.

Waste Collected: 4 sacks



21. 23/11/2021 - Higham Common Lane, Dodworth Ward

Reinstated a section of the footpath. Follow up sessions will take place to continue the work.



22. 23/11/2021 - Dodworth Ward

Carried out a litter pick targeting multiple areas in the Dodworth Ward.

Waste Collected: 4 sacks



23. 24/11/2021 - Day Street, Kingstone

WardLitter pick.

Waste Collected: 4 sacks



24. 24/11/2021 - Princess Street, Kingstone

WardLitter pick.

Waste Collected: 6 sacks



25. 26/11/2021 - TPT, Stairfoot

WardLitter pick.

Waste Collected: 2 sacks



26. 30/11/2021 - Dodworth

WardLitter pick around
Dodworth. Waste

Collected: 8 sacks



27. 30/11/2021 - Kendray Park, Stairfoot

WardLitter pick of Kendray Park.

Waste Collected: 4 sacks



28. 01/12/2021 - Day Street, Kingstone

WardLitter pick.

Waste Collected: 3 sacks



29. 08/12/2021 - Day Street and Princess Street
WardLitter pick.

Waste Collected: 8 sacks

30. 13/12/2021 - Dearne Valley Skate Park, Central Ward
Litter pick.

Waste Collected: 2 sacks



C. Twiggs Led Projects promoted and delivered

1. 11/10/2021 - Churchfield Road, Central Ward

Working with 15 new young volunteers (Barnsley College, Wigfield Farm Students) 30 volunteer hours

This event was organised to allow college students to gain valuable hands on work experience and understand the outdoor working environment. This took place in the small park located behind Churchfield Peace Gardens. Weeded and scraped moss around the perimeter of the park. Raked up leaves and collected them along with twigs that were put into separate sacks. The sacks of leaves have been stored by Twiggs and left to breakdown into leaf mold. The leaf mold will be used in 12months' time for seed sowing. We explained to the students why these activities have been done and the benefits of them. Had a Q&A and quick litter pick to finish off the session.

Green Waste Collected: 15 sacks
Waste Collected: 2 sacks

2. 18/10/2021 - Old Tannery Road, Central Ward

Working with 1 sustained adult volunteer
2 volunteer hours

Trimmed back the shrubs and nettles that were encroaching onto the footpath. Proceeded to the car park and cut down self-sets. Reintroduced the green waste into the surrounding woodland. Arranged a follow up session to continue the work in the car park. Litter pick.

Waste Collected: 2 sacks



3. 22/10/2021 - TPT Heritage Entrance, Stairfoot Ward

Working with 2 sustained adult volunteers and 1 new adult

volunteer6 volunteer hours

Litter pick.

Waste Collected: 7 sacks



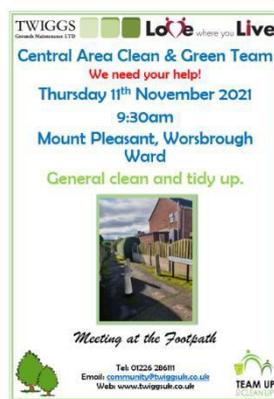
4. 30/10/2021 - Princess Street, Kingstone Ward Working with 1 sustained adult volunteer 2 volunteer hours Litter pick.

Waste Collected: 7 sacks



5. 05/11/2021 - Kendray, Stairfoot Ward Working with 1 new adult volunteer 2 volunteer hours Litter pick.

Waste Collected: 6 sacks



6. ...an

...SU

4 volunteer hours

Scraped weeds and moss from along the footpaths.

- 7. 2/11/2021 - Dodworth War Memorial, Dodworth Ward - Armistice Day Preparations. Working with 4 sustained adult volunteers and 1 new adult volunteer

5 volunteer hours

Held this session to prepare the War Memorial for Sunday Armistice service. Weeded the paving around the memorial and trimmed the hedges. Litter pick. Dodworth Deli supported the event by donating drinks and sandwiches.



- 8. 18/11/2021 - Bank End Road, Worsbrough Ward Working with 2 sustained adult volunteers and 1 new adult volunteer (Inc. Cllr Lodge) 6 volunteer hours

Worked on the footpath located next to the St Thomas Church. Cleared leaves that were causing a slip hazard and cut back brambles that were an obstruction.



- 9. 24/11/2021 - Tower Street, Kingstone Ward Working with 3 new adult volunteer (Inc. Liam, Sharon and Kath) 6 volunteer hours





Scraped weeds that were growing along footpaths. Maintained the planters on the street. Litter pick. **Waste Collected: 36 sacks**

10. 01/12/2021 - Blenheim Avenue, Kingstone
Ward Working with 2 sustained adult
volunteers
4 volunteer hours

Cleared leaves from the footpath to remove the slip hazard. Litter picked and removed fly
tip. **Waste Collected: 15 sacks**



Section 2 - A. Groups Supported

1. Barnsley Main **Heritage Group (Established Group)**

1. 04/10/2021- Barnsley Main, Stairfoot Ward - Remembrance Sunday
Preparations Working with 8 sustained adult volunteers
16 volunteer hours

Strimmed nettles that were growing in the flower beds. Strimmed weeds along the footpath
and around the semi-circle to prepare it for remembrance Sunday.





2. 11/10/2021 - Strimmed and cut the grass.
3. 18/10/2021 - Strimmed the remaining long grass and cleared the wildflower area in preparation for next year.
4. 25/10/2021 - Removed tree stumps to open up the new wildlife area.



5. 09/11/2021 - Removed further tree stumps to prepare the area for the planting of whips. Continued to open up the new wildlife area to create room for a pond.
6. 15/11/2021

Working with 10 sustained adult volunteers (Inc. BMBC and Bettalives) 20 volunteer hours

Weeded and reintroduced the green waste into the woodland. The area is now a suitable location for the pond to be built. Planted some bulbs.



Attended Barnsley Main to represent our service. The volunteers received certificates for



the fantastic work done during lockdown, keeping the streets around the area free of litter and for keeping the TPT free of litter. The certificates were handed out by Sustrans representatives.

8. 07/12/2021

Removed tree stumps to continue opening up the new wildlife area.

9. 08/12/2021

Dug out an area for the ponds to go in the recently created wildlife area.



10. 09/12/2021

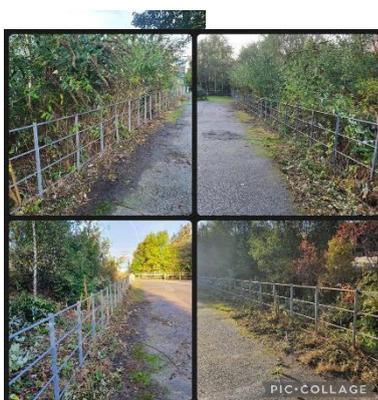
Dropped off a donation of plants to the group. These were donated by Tesco, Stairfoot.



Dearne Valley County Park Group (Established Group)

6. 04/10/2021 - Dearne Valley Country Park, Central Ward Independent litter pick supporting volunteers.

Waste Collected: 3 sacks



7. 11/10/2021 - Met with volunteer Sarah and organised some dates and areas to target with the group. Old Tannery Road and Rotherham Road will be the first priorities for a litter pick.

8. 25/10/2021 - Old Tannery Road car park, Central Ward
Working with 1 sustained adult volunteer (Sarah)
2 volunteer hours
 Cut the buddleia and self-sets down to the base to prevent them from growing through the fence. This has opened up the area to allow better access for volunteers litter picking. Litter picked.
Waste Collected: 6 sacks

9. 17/11/2021 - Delivered 500 purple sacks for independent group volunteer work.
10. 22/11/2021 - Dearne Valley Country Park, Central Ward
 Independent litter pick.
Waste Collected: 2 sacks

11. 25/11/2021 - (Barnsley Employability Group event)

12. 30/11/2021 - Dearne Valley Country Park, Central Ward
 Trimmed the hedges and strimmed down the nettles on the footpath leading to Lock Keepers College.

13. 07/12/2021 - Dearne Valley Country Park, Central Ward
 Litter pick.



2. Worsbrough Environmental Group **(Established Group)**

1. 21/10/2021 - West Street, Worsbrough Ward
Working with 6 sustained adult volunteers and 1 new adult volunteer
14 volunteer hours





Pruned self-sets and scraped footpaths free of weeds and moss. Trimmed back trees that were overhanging the footpath and strimmed nettles located on the verge.

2. 02/12/2021 - Dale Park, Worsbrough Ward

Targeting two entrances to Dale Park we trimmed back shrubs that were overhanging the wall. Removed self-sets and cleared fallen leaves that were blocking the drainage system. Reintroduced the green waste back into the environment.

3. 06/12/2021 - Worsbrough Mill, Worsbrough Ward

Collected a gazebo from the Central Area Team office and transported it to Worsbrough Mill. This was in preparation for an upcoming event. Met with Amber who gave us a tour and some children's shovels in preparation for an upcoming event.



Kendray Community Group - in partnership with volunteering and employability services BMBC (Established Group)

1. 08/10/2021 – Swanee Steps, Kendray, Stairfoot

Ward Working with 2 sustained adult volunteers
4 volunteer hours

Started our new project with the aim of allowing wildlife to thrive. Cut down self-sets and removed dead branches. Piled all the branches and green waste together in preparation for our habitat building event.



2. 15/10/2021

Working with 2 sustained adult volunteers 4 volunteer hours

Weeded and strimmed back grass that was encroaching onto the footpath. Proceeded into the woodland and opened up a patch of land by strimming down shrubs. Created a wildlife habitat by utilising large branches to create a square shape keeping the structure sturdy. Weaved smaller branches through the large branches to create a secure box shape. Used the green waste from our previous event including twigs, leaves and dirt to complete the habitat



pile.

3. 22/10/2021

Working with 2 sustained adult volunteers and 1 new adult volunteer 6 volunteer hours

Built up another habitat pile using green waste and dead branches.



4. 29/10/2021

Working with 1 sustained adult volunteer and 1 new adult volunteer 4 volunteer hours



Collected green waste and dead branches. Constructed a new habitat pile around the bottom of trees in the shape of a horse shoe for a solid structure and foundation.

5. 05/11/2021

Working with 2 sustained adult volunteers 4 volunteer hours

Pruned trees to open up the area. Continued to build up the habitat pile using green waste and branches collected from pruning the trees. Litter pick.

Waste Collected: 4 sacks



6. 12/11/2021

Working with 2 sustained adult volunteers 4 volunteer hours

Created a footpath leading through the woodland area passing by the constructed habitat piles. Pruned the trees to allow more light through.



7. 19/11/2021

Working with 2 sustained adult volunteers 4 volunteer hours



Continued creating the footpath leading through the woodland area.

8. 26/11/2021

Working with 3 sustained adult volunteers and 2 new adult volunteers 10 volunteer hours

Continued creating the footpath and started creating a new habitat pile.



9. 03/12/2021

Working with 3 sustained adult volunteers and 1 new adult volunteer 6 volunteer hours

Created a new entrance to the woodland walk. Continued to expand the footpath using materials sourced from a fallen tree.



10. 10/12/2021

Working with 5 sustained adult volunteers 10 volunteer hours

Continued working on the woodland walk trail by building up the sides of the footpath using different techniques. Created a new habitat pile.



Mencap (Established Group)

2. 06/10/2021 – Compass House, Central Ward
Working with 4 sustained adult volunteers

8 volunteer hours

Litter pick targeting surrounding streets. Waste Collected: 14 sacks



2. 27/10/2021

Working with 2 new adult volunteers
4 volunteer hours

Piled up and collected together fallen leaves that were causing a slip hazard. Weeded the flower bed to prepare them for planting. The group thanked us and gave us a donation of PPE for use by the community.

Green Waste Collected: 15 sacks



3. 17/11/2021

Working with 3 sustained adult volunteers
6 volunteer hours

Collected leaves and scraped moss from the car park removing a slip hazard.

4. 01/12/2021

Working with 1 sustained adult
volunteer 2 volunteer hours

Litter pick in the area surrounding the Mencap Centre.

Waste Collected: 10 sacks



4. Barnsley Canal Group (New Emerging Group)

1. 04/10/2021 - Barnsley Canal, Dearne Valley Park, Central

Ward Working with 2 sustained adult volunteers
4 volunteer hours

Worked next to the Old Boat House removing self-sets. Proceeded to the canal and continued building up the bunds. Cut down the small trees in the waterway and bramble



bashed shrubs.

2. 18/10/2021

Working with 1 sustained adult
volunteer 2 volunteer hours

Removed tree stumps.



3. 25/10/2021

Working with 2 sustained adult
volunteers 4 volunteer hours

Continued to remove tree stumps. This has been carried out in preparation for the dam re-wetting to allow the water to hold more effectively.



4. 08/11/2021

Working with 2 sustained adult
volunteers 4 volunteer hours

Continued to remove tree stumps.



5. 16/11/2021

Working with 3 sustained adult
volunteers 6 volunteer hours

Continued to remove tree stumps.



6. 22/11/2021



Working with 4 sustained adult
volunteers 8 volunteer hours
Continued to remove tree stumps.

7. 25/11/2021 – (Barnsley Employability Group event)

8. 07/12/2021

Working with 2 sustained adult
volunteers 4 volunteer hours

Cut down self-sets and stacked them to create a barrier. Left a gap in the barrier to allow wildlife to pass through. Created a staircase in the side of the banking for better access.



9. 07/12/2021

Started clearing brambles located on the banking to allow room to continue building the natural barrier.



10. 13/12/2021

Working with 2 sustained adult
volunteers 4 volunteer hours

Continued building the natural barrier using the large branches from fallen trees.



5. Worsbrough Dale Bowling green volunteers (**Established Group**)

1. 14/10/2021 – Trimmed the shrubs and hedges back to the fence line on the footpath located behind the bowling green. Thinned the trees overhanging the footpath. As the footpath is now safe for the elderly volunteers to work on, a future event will be set up to continue maintenance work.



- 29/10/2021 – Continued from last session, removed overhanging branches and trimmed back the hedges from the fence line.



- Barnsley Employability Group- in partnership with volunteering and employability services BMBC

New Group

- 25/11/2021 - Dearne Valley Country Park & Barnsley Canal, Central Ward
Working with 2 sustained adult volunteers and 4 new adult volunteers (Inc. Laura and Sarah) 18 volunteer hours

Cleared footpaths of leaves and mud to remove any slip hazards. Proceeded to the canal where we continued the re-wetting project by creating bunds.



- Friends of Kendray (**Established Group**)

- Collected a donation from volunteer Kat who kindly gave us a £40 donation for volunteers to and a

pack of water. The money was used in the Poundland Store where we bought a variety of supplies for volunteers at upcoming events.



Businesses Supported

1. Tesco

- 09/12/2021 - See full narrative in Barnsley Main Heritage Group

2. CVS Barnsley / Bettalives

- 11/10/2021 – Accepted the invitation to join ‘Bettalives’ for lunch. We discussed setting up a regular monthly activity. To begin we will be working at the Dearne Valley Park to maintain the incredible edible beds.



- 25/10/2021 – Met with Bettalives to arrange a time and date to work in Dearne Valley Park with the group. This will take place on 08/11/2021.
- 10/11/2021 – Met with Bettalives to rearrange the Dearne Valley Park session that they cancelled due to COVID cases. While having the discussion about the upcoming project Bettalives supplied us with hot drinks.
- 15/11/2021 – (Barnsley Main event)
- 22/11/2021 – Dearne Valley Park, Central Ward **Working with 5 new adult volunteers**
10 volunteer hours



Cleared the incredible edible beds of weeds and shrubs to prepare them for planting. The group decided that onions along with other vegetables would be a good idea for planting



next session.

6. 13/12/2021

Carried out an educational event where we taught the volunteers how to create bird balls to provide food for birds to the Dearne Valley Park. Everyone had a great time and learnt something new.

Bettalives provided us with a Christmas dinner as a thank you.

3. McDonalds

1. 09/11/2021

Working with 1 sustained adult volunteer and 10 new adult volunteers 22 volunteer hours

Litter pick in the area surrounding the McDonalds store. Waste Collected: 38 sacks



2. 07/12/2021 - Details found under BMBC.

4. Co-Op (New Business)

1. 12/10/2021 – Met with the manager and discussed donations for upcoming events. Left our contact details to allow the manager to get back in touch with us following our discussion.

5. Dodworth Deli & Café (New Business)



1. 12/10/2021 – Met with Emily the daughter of the owner and discussed our upcoming event. TheCafé is going to support our event by supplying a free hot drink and lunch for volunteers.



6. Dodworth Discounts ([New Business](#))

1. 13/10/2021 – Approached the store and informed them about an upcoming Twiggs Led event in the area. They kindly took one of our posters and put it on display for promotion.



7. Tulip (Dodworth) ([New Business](#))

1. 13/10/2021 – Approached the store and informed them about an upcoming Twiggs Led event in the area. They kindly took one of our posters and put it on display for promotion.

8. Cohens Chemist (Dodworth) ([New Business](#))

1. 13/10/2021 – Approached the store and informed them about an upcoming Twiggs Led event in the area. They kindly took one of our posters and put it on display for promotion.



9. Premier Shop (Kingstone)

1. 20/10/2021 – Discussed the possibility of donations with the store owner and informed him of



the volunteer events that take place in the area. He kindly donated a large pack of waters for volunteers. General clean up outside the shop where the deliveries arrive in support of the business. Removed overgrowth and weeded. The owner thanked us for the help and assured us he will do what he can to keep the shop front clean and tidy.

10. Poundland Express (Kendray, Stairfoot) (New Business)

1. 18/11/2021 – Discussed the possibility of donations for volunteer events. The store agreed to donate some supplies for volunteers and we are also looking at setting up an event in the future.

11. Recovery Steps (New Business)

1. 09/12/2021 - Burleigh Court, Central Ward Working with 5 new adult volunteers
10 volunteer hours
Trimmed hedges and cleared leaves.



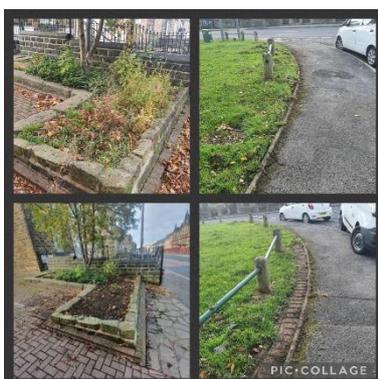
12. Bridge-It Housing (New Business)

1. 09/12/2021 – Details found under Recovery Steps.

13. Social Prescribing (Kendray NHS)

1. 07/12/2021 – Oaks Park Primary Care Centre, Kendray, Stairfoot Ward
Working with 3 new adult volunteers and 28 new young volunteers (Forest Academy pupils & staff)

62 volunteer hours



Today's event was a result of the meetings with Pete (Social Prescribing Link Worker) that took place to prepare for the Sustainable Healthcare - NHS Forest Project. Planted 15 fruit trees and 9 shrubs. Two commemorative trees were planted in memory of two people from the NHS who sadly passed away from COVID-19 related illnesses. The children and teachers were all assessed for an AQA in Notch planting during the session. Fantastic work with great results!



A massive thank you to yourself and Twigg's for assisting Barnsley Healthcare Federation and Oaks Park Primary Care Centre with the tree planting project this morning. The tree planting was part of the Centre for Sustainable Healthcare - NHS Forest Project. The aims of which are –

- 1) improve the health and wellbeing of patients, staff
 - 2) and communities by increasing access to green space on or near to NHS land
 - 3) encourage greater social cohesion between NHS sites and the local communities around them
 - 4) spark projects that bring together professionals and volunteers to use new and existing woodland for art, food crops, reflection and exercise, and to encourage biodiversity
- highlight innovative ideas to encourage the use of gardens and other green space for therapeutic purposes.

Yourself and Twigg's assistance was much appreciated today with supplying tools, instructing, supervising and assessing 3 teachers and 28 pupils plant, 15 dwarf fruit trees, 9 shrubs and 2 ornamental trees in order to encourage wildlife and bio-diversity and gain an AQA award. This was delayed due to bad weather but planned to link in with National Tree Week. The feedback from the children was great and was the first school trip for a long time due to covid.

On the way out the teachers asked if they would also be eligible for an AQA? If they are would it be possible to invoice us for the extra two AQA awards. I will get a list of names from the school of all involved and forward this to you asap for the award process. I will forward some photos on asap my mobile phone is not e mailing them at present.

Thanks again

Pete [REDACTED]

Schools Supported

2. Barnsley College
 1. 11/10/2021 - Wigfield Farm students attended a Twigg's Led event set up to gain the students workexperience.
2. Forest Academy
 1. 07/12/2021 – Details found under Social Prescribing (Kendray NHS).

Partnership Working

3. BMBC Services
 1. 23/10/2021 - Brinckman Street and surrounding areas, Kingstone Ward Supported the BMBC Central Area Team event. South Yorkshire Police supported the event and discussed the anti-social behavior that occurs in the area. Scraped weeds along footpaths located on Wilby Lane. Weeded and maintained the flower bed. Litter pick. (Our team disposed of the litter at this Supported Event)



Waste Collected: 14 sacks

2. 15/11/2021 - (Barnsley Main Event)
3. 18/11/2021 - Bank End Road, Worsbrough Ward (Twiggs Led Event)
4. 07/12/2021 - Beachcroft Way, Stairfoot Ward

Working with 3 sustained adult volunteers and 2 new adult volunteers (BMBC and McDonalds) 15 volunteer hours

Supporting BMBC and McDonalds we collected together fly tipping to be removed by BMBC services. Cut back brambles that were growing into the footpath. Litter picked.

Waste Collected: 40 sacks

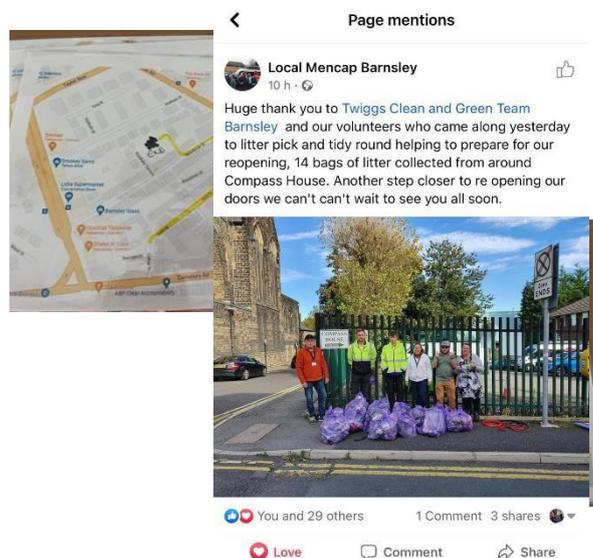


4. South Yorkshire Police

1. 23/10/2021 - (Supported BMBC Central Area Team Event)

5. Central Area Team

1. 24/11/2021 – Visted the area team office to share some of the upcoming Twiggs Led events. When leaving we were given community advent calendars to hand out to volunteers.



Part C - Section 1 - A. Feedback Received



 I volunteer with some of the Twiggs lads working on the Canal Lock. They are fabulous people to work with. It is really nice to hear all the praise and positive comments from passers by when we are working. Well done Twiggs!

Like · Reply · Hide · Message · 13h  1

Local Mencap Barnsley
2 m · 

It's been an amazing day at the club today, we started out with the fantastic team from Twiggs Clean and Green Team Barnsley helping us again to keep our car park and area clean and tidy, then a wonderful lunch followed by the amazing ladies from Angel Voices Performing Arts Academy pulling together the songs to do the final rehearsal ready to put the Christmas celebration show on next week. We've had an hectic but enjoyable day with you all thank you.
We can't wait to see you tomorrow for our luncheon club.

Morning Adam,

Just to say a huge Thank You to Allan and Aaron for coming to tidy up at Blenheim Ave, they were excellent, obliging and just generally lovely guys.....much much appreciated.....



B. Summary of the Quarter Findings – Waste Quantities

- Households / Families Supported (tool bank) – 8
- Total Adult Volunteers – 150
- Total Young Volunteers Supported – 43
- Cumulative Number of bags of litter removed from the local environment – 304
- Purple Bags Distributed for Independent volunteer use – 585
- Fly tipping Reported – 2
- Sharps Removed – 2



– 0 Businesses

Supported – 13

Partnership Working / Partners supported – 4

C. Fly tipping removed/reported in

1. 05/11/2021 - Swanne Steps, Kendray, Stairfoot Ward
Black bin bags, cardboard boxes, bits of plastic etc. Reported in for collection.



2. 01/12/2021 - Blenheim Avenue, Kingstone
Ward Rubble and barbed wire removed.
Part D - Section 1 - A. Supporting BMBC “Take a seat campaign”

1. 05/10/2021 – Rose Hill Drive, Dodworth Ward
Cut back brambles that were surrounding the bench.



Environmental Enforcement Service

Case Study Central: Oct - Dec 2021.

Wombwell Lane, Stairfoot

This particular area is part of the Stairfoot Ward and can be very busy at various times of the day with pedestrians walking to and fro along this part of the ward to visit the Retail park containing many of the large shopping outlets.

Wombwell lane also contains two small sized industrial estates as well as a very popular Mcdonalds at one end of it. This area was therefore brought to our attention by complaint's received from the local council neighbourhood services, the local councillor, as well as being noted by our officers for the amount of litter on the street during their routine patrols, particularly litter from the food outlet previously mentioned.

Over the quarter our officers have patrolled the area on numerous occasions and at various times of the day and were able to identify some of the offenders and issue 19 x FPN's to those who dropped their litter on this road and surrounding areas.



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



Case Study Central: Oct - Dec 2021.

Dodworth

Dodworth and its surrounding areas host a number of industrial units which are condensed around the Manchester Road/Whinby Road areas. It also has a train station on Manchester Road, which sometimes, can create a footfall from commuters at various times of the day. Around this particular part of Dodworth, there are also lots of grass verges and public footpaths which are popular with many dog walkers in the area. The area around Dodworth was highlighted on a couple of hotspot tasks, which were received through the safer neighbourhood services during this quarter, as well as the local council members from the area, who have long campaigned for more patrols of the area.



Over the quarter our District officers have patrolled the area on a regular basis and at different times of the day. The officers were able to identify some of the offenders and issue 12 x FPN's to those who committed the offence of littering in a public place.

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



Targeted Household Fly-tipping

Good news stories

82 contaminated bin's reported and removed this quarter this is some of the result's post removal.



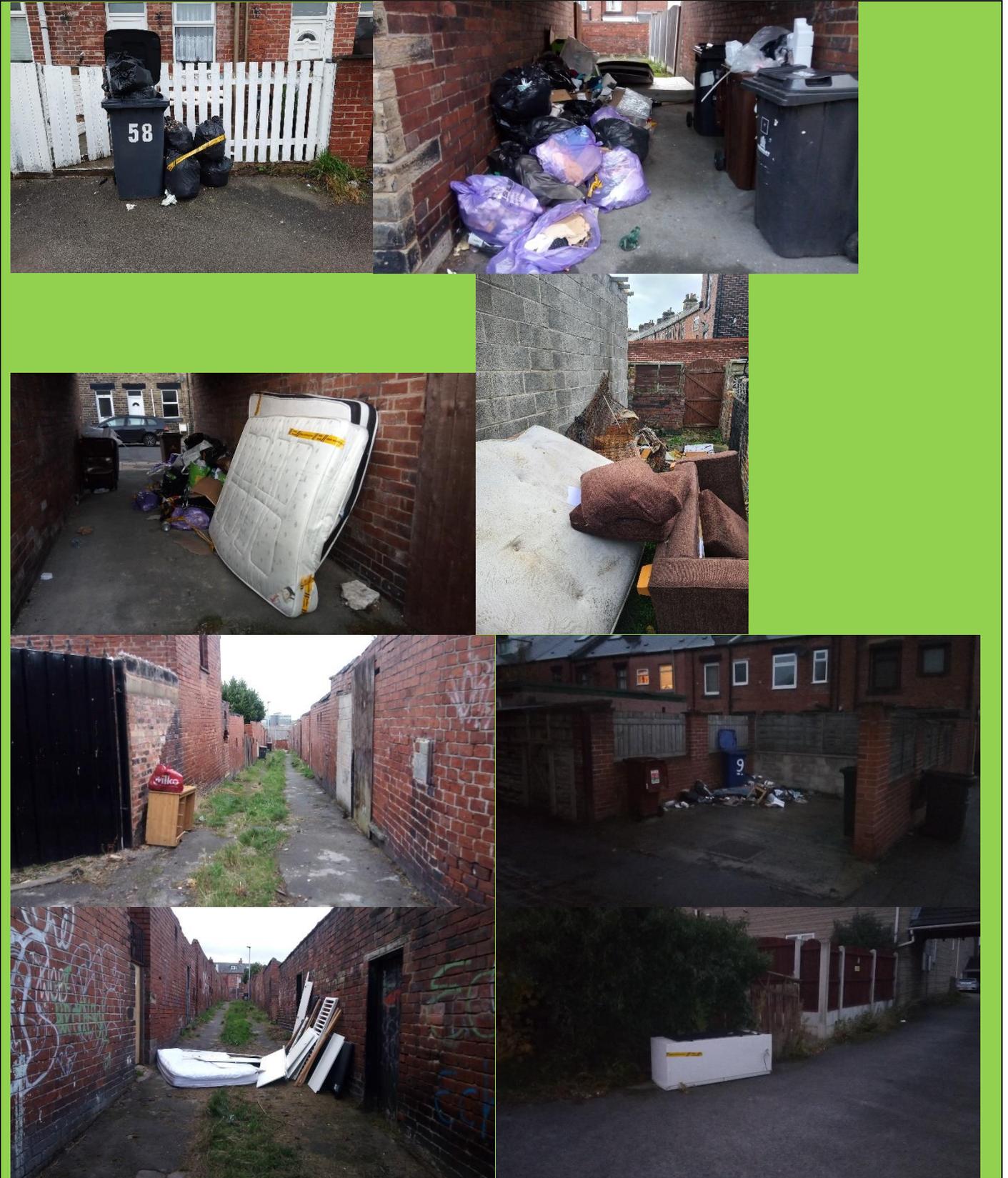
These were some of the before and after photos I have not been able to take photos of all the clear up locations but will provide if needed.





Private and council land clear up's before and after fly tipping, side waste and waste in garden's, all these before photo locations have now been cleared and appropriate action have been taken against properties and individual.





Support for new tenants in private rented housing

Case Studies

Stairfoot

Waste management issues before and after – Warning letter was sent to residents and had a brief discussion about waste management, contacted both letting agents and landlords to stress the importance of their responsibility to clear. All bins need to be shut etc with no waste exposed to prevent encouragement of pests.



Central

Waste in garden / skip – Before & After



After receiving complaints regarding a skip and a lot of building waste, I contacted the management company and issued them with a warning letter. They stated that there had been a substantial leak in one of their properties and as a result all this was building waste from the property. It would be cleared asap, and it was gone in a matter of weeks as soon as the work was finished.



Central – Flytipping before and after (PHOTOS CROPPED FOR GDPR)



This was some commercial fly tipping and there was ongoing issues between businesses, there was previous ASB allegations which I advised to be forwarded onto the police.

After speaking with the owner of the unit I issued a warning letter and stressed it was their responsibility to get it cleared, a skip was ordered the same day and all waste was cleared in two weeks.

The complainant was extremely grateful for our involvement on this case by both AB and JP as we joint worked this case.

Central – Waste in gardens & overgrown



These two jobs were discovered during a proactive patrol in the area, warning letters were immediately issued and the waste was cleared within a matter of weeks. Both properties were vacant at the time, after my discussions with the landlord. Before and after below.





Family Lives

Evaluation and Feedback

Below are photographs and quotes from some of the parents who attended the Christmas gathering, which reflect the aims of the work we have been undertaking across this quarter and the purpose of the event.

I enjoyed very much. I'm waiting for another one soon.

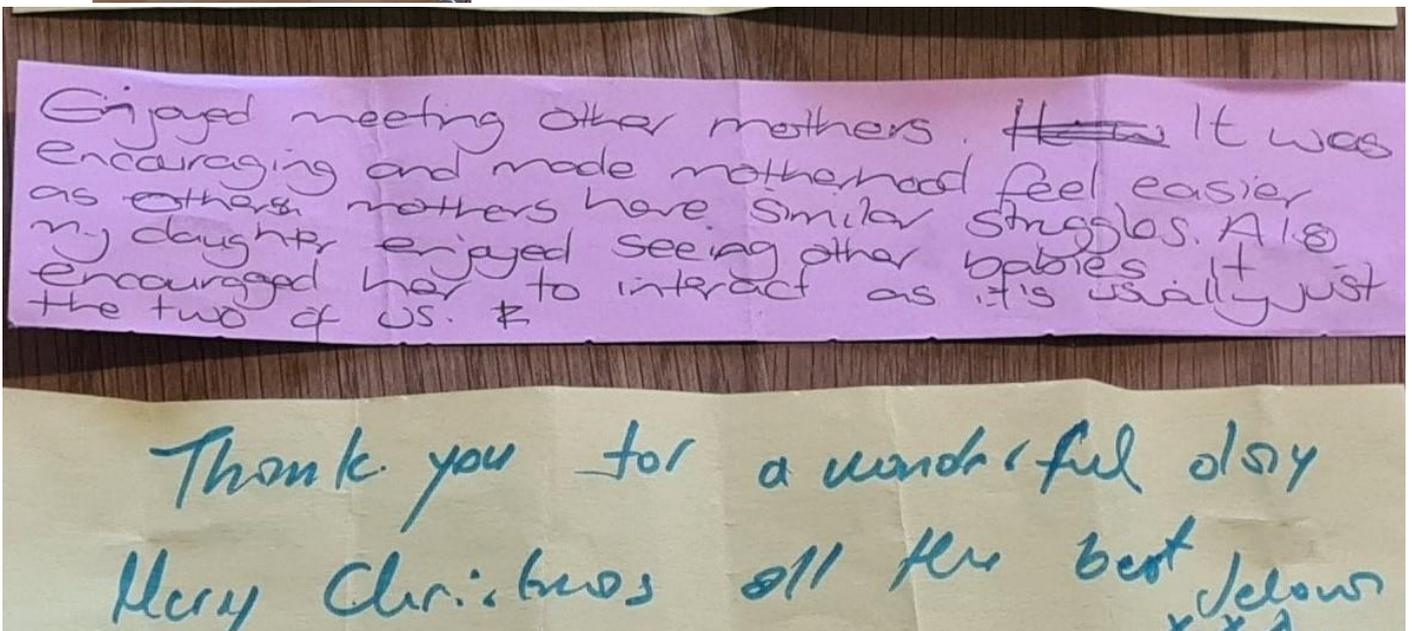
Thank you for everything. Was a wonderful day. You are so friendly.

Loved it! Met some lovely mums and little ones.

Thank you so much for today, it's been amazing. I don't normally mix with other mums but it's been lovely.

Fantastic time, kids kept busy and new friends met.





Below are three case studies, which we hope provides an insight into the impact of the support provided. One of the case studies was shared previously in Y1Q3. It has been included here demonstrate ongoing progress.

Case Studies

1: Mum was pregnant and living with the baby's father when referred. There were concerns about domestic abuse, mum's history, and mental health, which resulted in social care involvement for a period of eighteen months. Mum has other children who live with their father and one child was previously removed. Mum was experiencing stress due to difficulties in her relationship, physical health and financial issues and uncertainty around the future of her unborn baby, who was removed at birth and is now 9 months old Mum made some positive changes including leaving her

partner, accessing therapy, and accepting support from a friend. She has received support from our service with accessing listening opportunities, accessing therapy, managing her experience of contact with her baby, managing debt, and meeting other parents. Mum reports that this support has helped maintain her mental health and emotional well-being.

In mum's words - *"I have been supported by Family Lives since I was pregnant, and the support has been great. Family Lives have helped me with my mental health when I have been in a dark place and felt very upset. They have listened to my worries and give me understanding as well as helping me get some therapy. They have given me hope."*

2: Mum is a first-time mum, experiencing new mum and social anxieties. She has had several struggles since becoming pregnant and being a parent during the pandemic, which started a month after mum gave birth. These struggles include making the adjustment to being a full-time mum, feeling unfairly treated at work during her pregnancy, having a difficult labour and experiencing unexpected conflict with the baby's father. Mum has found this overwhelming and requested support with accessing community facilities and playgroups and meeting other mums to develop her support network. Since October 21 mum has accessed home visiting support, attended the Christmas event, met with another mum with whom she has planned activities with outside of the project such as a trip to a learning activity centre. Mum has also met with a volunteer. Mum appears to be happier in herself and is beginning to feel less isolated. Mum reports that talking with other mums has reassured her about some of the new mum anxieties she has been experiencing.

3: Mum's case study was previously shared in Y1Q3. Mum had two young children, lived in the UK for three years and wanted support with meeting other mums, accessing playgroups and other community facilities. She was lonely and was feeling increasingly depressed. Over time she disclosed that she had experienced significant abuse and was internalising the pain and shutting out her partner, causing disharmony in their relationship. We supported mum accessing counselling, taking exercise, and meeting other parents. Last year support ended for mum, mum's relationship with her partner has improved, she has moved house, engages in arts and craft activities, and has supported our project by befriending a non-English speaking mum, whose language she could speak, facilitating her attendance at groups, a trip to the coast and with meeting other parents. Mum has also engaged with the project as a parent volunteer and engaged in planning and preparation activities for our project and events.

Across Q3 we have experienced disruption with completing review Outcome Stars due to many families dealing with ongoing isolation issues or being busy with the run up to Christmas alongside our focus on completing initial stars, for the influx of families referred across this quarter. A more comprehensive account of impact measured via the Outcomes Star will be provided in March 22.

Central Wellbeing Fund

Dial Advice Drop-in service

Central Case Study

Before DIAL

Mr S is a 19-year-old man who has had two previous liver transplants in childhood, having been born with a liver defect. He had made a very good recovery and his liver was functioning very well. As a result of his illness, he had a very challenging time as a child. By the time he was a teenager he had started having some serious issues with his mental health. Throughout his teenage years he received a lot of help from mental health services, but his condition didn't improve very much. He still had severe depression and ongoing issues with panic attacks. He required a lot of emotional support and reassurance from his mum. He was getting a child DLA, but he had just reached 16 years of age and had to make a new claim for Personal Independence Payment. His mum had made the application for PIP, but the claim was refused, and he was awarded only 2 points for needing prompting to interact with people face to face. His mum did not think this was fair and asked the DWP for a mandatory reconsideration of this decision. This was also refused. Mrs W contacted DIAL to see if she could take the case further.

Advice provided

DIAL advised that Mr S could take the case to tribunal where the panel will look at the facts of the case and may overturn the decision. DIAL undertook a case review and went through all the information she had supplied and the response from the DWP. It was clear that information supplied by mum was not referenced in the decision and this information contained relevant evidence to contradict the Departments decision. DIAL advised her to get further evidence from Mr S's mental health worker to support their claim and helped them to apply for an appeal at the first-tier tribunal. DIAL also provided guidance in preparation for the appeal.

After DIAL

The decision was overturned at appeal and Mr S now receives standard rate daily living of £60.00 a week and standard rate mobility of £23.70 a week.

Outcome

Mr S's anxiety reduced and has now started to take an interest in outside activities including volunteering opportunities.

Mrs S said: "I would like to thank you for your help. I didn't think the decision was fair and didn't think that the DWP were listening to us, which was very disappointing for us, and my son was very upset. With DIAL's help the tribunal judge agreed with us and we are delighted with the outcome."

Acknowledged outcome

Reduced anxiety [Text Wrapping Break] More Confidence[Text Wrapping Break]Improved Health and Well Being

Hope Connects

Time for me!

At the beginning of December, we ran our second group aimed for just mums. We had a Christmas theme, and the same pottery painting business joined the evening- with every mum being able to paint, a Christmas themed candle holder of their choice. There were 15 mums who attended, some who were relatively new to Hope Connects. Again, there was a lovely atmosphere where everyone was included and those who felt nervous being around people they didn't know were quickly made to feel welcome.

Loved tonight. It's been lovely to have some time out decorating those lovely little tea light holders. I hope everyone enjoyed themselves. Rachel and Sarah these evenings are a god send ❤️



Food and Fuel Fund

We were thrilled to be awarded the fund, this quarter we spent the first part of the allocated money on creating Christmas hampers for the families who attended our Christmas party at Cheeky Monkeys. Everyone was overwhelmed by the gift and very appreciative of it.



Just unpacked my shopping and would like to say a massive thank you for our hamper bags, it was so generous. The girls say everything is their favourite 😊

Thankyou so much for today. The treats were very unexpected but very appreciated.



Case Study – Hannah

I first started coming to little chimps/ cheeky monkeys two years ago when my children were 6 months old and just turned 2 years old. I felt at home immediately as Rachel and Sarah were so warm and welcoming and were always there with a brew and were very easy to chat too about parenting struggles/ life struggles in general as they have both been there. They didn't mind opening up and sharing their own stories to make me feel less alone. They are absolutely brilliant with the kids and my kids love them and can't wait to go to group each week!

Last year we were having some struggles with my little girl and Rachel and Sarah pointed me in the direction of other parents experiencing similar issues with their children, this is why cheeky monkeys is such an invaluable support network to me. Having moved over to Barnsley from out of the area, this was the first play group we attended, and I've made all my new circle of mummy friends through this wonderful group.

If I've been having a bad week or just seem not myself, Rachel and Sarah can tell without me saying a word and one of them will come and sit down and ask if I'm okay, do I want to talk etc and just hold space for whatever I want to say, or even just a hug.

Rachel has been aware and kept up-to date for a while now that we've been trying and failing at every turn to get some help for my little boy who we suspect is autistic. She has supported me endlessly and selflessly throughout, coming to events with me about getting SEND support, and has seen what a struggle it has been. In November 2021 Rachel could see we were struggling to get any help or anyone to listen and she did some research and spoke to someone about how she could put things in place for me. Together they laid out a plan of action and Rachel filled in the application for Early Help. Within the week we were assigned a family support worker who will now help us the rest of the way to hopefully getting my little boy an autism assessment, the help he needs in preschool when he starts in April and most of all support for us as parents trying to navigate ours and our children's needs.

Recently I have attended 'time for me' events which were lovely. Chance to chat without having to run off after a toddler every 10 seconds, party food, pot painting, lovely little self-care bags. The detail and thought gone into these events just show the love Rachel and Sarah truly have for the parents that they support. I really truly don't know where I'd be without this group and the sense of belonging, I feel. It's like family to me now.



Financial Resilience Fund

Citizens Advice Barnsley

CASE STUDY 1

When Anne and Aiden first moved into their rented house, all was well. They liked the house and the area and kept renewing their lease. However, some years down the line, issues were seriously disturbing their peace of mind - especially Anne, who was receiving medication and support from her GP for her health issues. And with two children to consider, one still a baby, her worries were becoming overwhelming.

Their landlord didn't seem to take the state of repair and maintenance of the house seriously: electrical wires were visible in the bathroom, and some kitchen appliances couldn't be used as they caused the electricity to cut out each time. When the kitchen hob was cut off for reasons of safety, the landlord replaced it - but only with a camping stove!

Anne decided to raise these concerns with her landlord and made a complaint but didn't receive any constructive response. Losing faith in the landlord, she contacted the council to see if they could offer alternative accommodation but was dismayed by the fact that it would take weeks to process their application.

Then, the boiler broke down. With no heating or hot water, Anne was at the end of her tether. She called Citizens Advice Barnsley to find out exactly what she could do about the problems facing them.

The adviser talked to Anne; understanding the complexity of the situation and the importance of finding the best solutions, they supplied some immediate advice and information regarding complaining about the situation and about other agencies that could help. The adviser then prepared a detailed, step-by-step response to email to Anne, in order to guide her through the processes, with links to further information, so that Anne could tackle the problems fully informed of her rights - and the landlord's obligations!

The adviser made sure that Anne and Aiden understood the landlord's obligations regarding the upkeep of the property: health hazards like faulty electrical items need to be reported to the landlord in the first instance, but can then be reported to Environmental Health if there is no prompt response, thus involving the council. If the problems were deemed to be so severe that they rendered the house unfit for human habitation, then they could render Anne, Aiden and the children effectively homeless.

The adviser also informed Anne about her eligibility for social housing through the council, how to check where they were placed in terms of the five priority bands and how to appeal that, if necessary. All in all, Anne was sent detailed information about how to tackle their housing issues both via their landlord and via the council. All relevant information, links to websites, phone numbers and even template letters were provided to give Anne and Aiden a clear road map to follow, to confront and resolve their housing problems. They were also informed about organisations like Shelter, that could give further information and support them through the processes.

There was a great deal to be done: this was only the start. But with the clear guidance from Citizens Advice Barnsley and the assurance that they could ask for further help at any time, Anne and Aiden were able to take control of the situation and start to resolve their problems.

CASE STUDY 2

After a few weeks out of work, Sonia got a new job. Things were looking up - until she received a letter from her old employer...

The letter was polite, but alarming. They said that they had overpaid her during the time in which she had been working for them - hundreds of pounds - and that she would need to pay it all back!

Sonia didn't know where to turn she was managing her monthly bills but didn't have enough savings to simply pay it all back. Borrowing from friends wasn't a realistic choice - and nor was a pay-day loan!

A friend suggested to Sonia that she should ask Citizens Advice Barnsley for guidance, so she contacted them. Soon after, she was pleased to receive clear and detailed information by email.

The adviser informed Sonia that yes, in most cases, if she had been overpaid, she would have to pay that money back. Her first course of action should be to contact her ex-employer for all of the relevant information to check that she did, in fact, owe this sum of money and that their figures were correct.

The adviser explained that there were rare exceptions to this - where it would have been impossible to know that there had been an overpayment and where the money had been committed elsewhere - but that these cases were judged on an individual basis and would need specific legal consideration.

In all likelihood, if there were money owing, it would need to be repaid. The adviser suggested to Sonia that negotiating a sustainable, fair rate to pay back the money would then be the best plan. This was something that Citizens Advice Barnsley could support her with, by handling it as a debt.

The adviser followed up with information about the services provided by ACAS, if Sonia felt that she needed further employment advice.

Citizens Advice Barnsley offered Sonia help to manage this, any other debt issues that might threaten, and a benefits check to ensure that she was receiving any income to which she was entitled, so that repayment would be easier. It didn't magically make the debt disappear - but at least she now had a clear action plan and support to structure her repayments if she needed it.

Please note - To ensure the anonymity of the clients in our case studies, details may have been changed so individual people or circumstances cannot be identified directly.

Social Isolation Challenge Fund

Rotherham and Barnsley Mind – Thriving Communities



Thriving Communities Case Study

Summary (note: no real names or identities are used)

Mavis has been with our service over 5 months now, she first referred in as she lost her husband nearly 2 years ago just before the pandemic, she said they had been together 27 years and did not do anything without each other, it was both their second marriage but Mavis does not have her own children but her husband did to his first wife. Client said his daughters live far away and she does see them occasionally. Client said she is looking for friends now that she can go to have a coffee with or go out to lunch. Mavis does see her sister once a week who helps her with her bills and sorting things out, but she works full time, so Mavis finds herself lonely at home, she does have a little dog that she loves and is her companion. Mavis likes walking and really enjoys gardening but as she lives in a flat unfortunately when her husband died her neighbour slated all their shared garden now Mavis can not do this at home, she would like to get involved with some gardening volunteering.

Mavis is very anxious about mixing due to the Pandemic but said she would try to come out to our coffee mornings. Mavis also said she lacks confidence in herself, and her abilities, she said she would like some help with this.

Aims/Objectives

Group sessions, gardening groups, walking groups, confidence courses and friendships.

What did you do?

Mavis had some 1-1 sessions over the telephone, then she started coming to our coffee group, her confidence grew in that group and she is also attending our taught sessions so she can build her resilience, along with a referral to Walking for health and is attending a walking group some Fridays, mavis is also attending coffee, cake and confidence run in the community.

Mavis said she is feeling better from all the interventions and that she is getting out and meeting more people. Mavis found that one of the ladies in our coffee group lives near her and they have walked to

the session together for the past few weeks. This was lovely to see how much she had grown in confidence over the past few months.

What was the context / background?

Learning difficulty.... reduced life chances... wants to get out... at risk of increased isolation... mental health

How was it organised and who was involved?

Internal / external partnerships

What resources did you need?

Financial and human

Has it been evaluated? How successful has it been?

I believe that we can see the success of Mavis as she now attends our coffee morning and taught session, along with using other agencies as well as ourselves, I think the biggest measure for Mavis is she walks to group with a friend who also attends.

Future Plans

When the spring weather gets better Mavis would like to start some sort of gardening club.

Key Learning Points

That for some clients the journey will be quicker than others, its taken Mavis longer to get to group than some others but when she did she flourished and is enjoying company and friendship that she did not have before.

Categories (tick any that apply to your case study)

Method		Topic		Demographic	
Befriending	Yes	Mental health	yes	Key ward	yes
Researching	yes	Chronic condition	<input type="checkbox"/>	Target group	Yes
Partnering	yes	Food / Healthy Eating	<input type="checkbox"/>	Not known	<input type="checkbox"/>
Policy / Procedure	<input type="checkbox"/>	Financial	<input type="checkbox"/>	Comorbidities	<input type="checkbox"/>
Whole System Approach	<input type="checkbox"/>	Physical Activity / Active Transport	yes		
Other	<input type="checkbox"/>	Bereavement	<input type="checkbox"/>		
		Diagnosed conditions	yes		
		Accessing services	Yes		
		Other	<input type="checkbox"/>		

AGE UK Barnsley – My Community, My Life

Case Study 1

Title: Service User Case Study
Date: 11.10.21
Ward Area: Dodworth
<p>Summary</p> <p>A service user known to Age UK Barnsley but becoming increasingly isolated and refusing to engage with anyone outside. Recently lost his sister after a short illness. SIW worked closely with him to build up trust.</p>
<p>Key Learning Points</p> <p>Engagement through short visits mean so much and are imperative to the ongoing well-being of older people. The pandemic has had a huge mental health impact on so many who are inactive within the community, turning this around is an ongoing effort by the SIW.</p>
<p>Background</p> <p>The SIW called to see Mr H and take him outside for the first time in 4 years. Mr H has become fearful of going outside and as a result of this has lost a lot of confidence and strength to walk unaided. The reason behind Mr H agreeing to go out was because he had recently lost his sister but had not been given the chance to attend her funeral due to lack of family communication, he was really saddened and distressed so agreed to be taken to the crematorium to pay his last respects. The SIW took a wheelchair, so Mr H didn't have to walk himself. Mr H only had coat but no hat or blanket to keep warm in the chilly autumn day, so the SIW arranged them for him. As soon as Mr H sat in the car, the SIW asked him who his favourite singer was, his answer was Johnny Ray, so they listened to that music for the entire morning. When in the car, we drove down Racecommon Road and Mr H's eyes were darting everywhere taking in as much as he possibly could & as we pulled up to the roundabout he said, "what is that?" The SIW followed his gaze and saw he was looking at The Premier Inn, he'd never seen it before. He was then taken for a short ride through Barnsley town centre so he could see the huge changes that have taken place in the town over recent years, he couldn't believe how "clean" the Town Hall was. We then headed to the crematorium where a short journey around the gardens was made, and Mr H had chance to pay his last respects to his sister. After here we visited the cemetery where he paid his respects to other family members. From here we lifted the spirits and stopped off for a cuppa & cake at Locke Park café. This area was significant to Mr H as he used to play bowls on site, stories of yesteryear really brought a smile to his face. He enjoyed being in the café and around other people, he delighted in it. Upon arriving home Mr H said to the SIW "this has been a good day for hasn't it". He also stood upright unaided and said, "look at me", it was like a whole new lease of life for that morning.</p>
<p>Who was Involved?</p> <p>Staff:</p>

The Social Inclusion Worker for Barnsley Central conducted visits to Mr H's home to build a trusting relationship where he felt comfortable in going out. Age UK Barnsley helped in loaning equipment to take.

- **Outcomes of Project**

- Age UK Barnsley's SIW identified that the well-being of this service user would benefit from having the opportunity to pay his last respects to his recently deceased sister.
- Feedback was given to Mr H's housing officer with an agreement to work in partnership together and ensure his well-being is a priority
- Continue to work on a 1:1 basis with Mr H and offer the best quality of life and conversation as is absolutely possible.
- It is clear that what many take for granted is massively missed by socially isolated older people

Case Study 2

Title: Service User Case Study

Date: 11.10.21

Ward Area

Stairfoot

Summary

A lady who has lost her confidence to go outside and becoming increasingly dependent on mental health services.

Key Learning Points

Working on a 1:1 basis with someone plays a vital role in building back lost confidence.

Background

Mrs B was advised by her mental health team to contact Age UK Barnsley for group activity. It was very clear upon the first contact with the SIW that Mrs B had lost all confidence in going out since losing her husband during the pandemic. She had spent so many months focusing on his well-being that she had neglected herself and her confidence to go outside. Having previously been a very active individual who attended a gym in the Dearne, she had stopped going when her anxiety had taken a strong hold and magnified by the ongoing monthly cost of the gym membership for which she wasn't benefitting from. The SIW made regular contact with Mrs B and built up trust with her and encouraged her confidence regarding going back out. The SIW spoke on numerous occasions to the gym to try and come to an agreement regarding cancelling the monthly contract Mrs B had set up. Initially they were very

reluctant to do anything but did eventually agree to “put an indefinite hold” on the membership cost, this was in effect a cancellation but couldn’t be classed as one according to the member of staff. Mrs B was very happy about this. The SIW was very aware of previous activities so agreed for a personal visit & tour around a local gym only a few minutes from Mrs B’s home. The visit went very well, and she felt much more at ease and agreed to join, she also agreed to attend the Yoga classes held at the same gym which were initially started as part of a project with Age UK Barnsley.

Who was Involved?

Staff: Age UK Barnsley Social Inclusion Worker for Barnsley Central Area, local gym Retro Fitness

Outcomes of Project

- A more confident service user who regained her confidence to go out and keep mentally fit resulting in better well-being
- Through regular contact Mrs B doesn’t feel isolated and is happy to take part in community group situations
- Better relationship with her sister as she lives close to the new gym Mrs B will be attending

Reds in the Community – Reds Connect

Participant Feedback

We continually ask participants to feedback about all aspects of our Reds Connect Programme to ensure we are meeting the needs of the participants and to shape our delivery. Below are a number of examples quotes from the feedback we receive.

“My partner and I have been going to Sporting Memories for a while now he has dementia and I thought it would be good for both for his memory and for his social skills, it turns out that we have both benefitted from the weekly visits! We love the session each week I'm grateful for the stimulation Keith gets and the support with him it gives me”

“We have a weekly quiz which causes lots of competitive discussion and laughter and the tea coffee and biscuits are always welcome.”

“Our group feels friendly, and everyone contributes. Nice to make new friends and feel part of the group. So important.”

“What I get out of it, is time for myself.”

“Making new friends and a total enjoyment which brings back so many memories”

“I think the sessions are brilliant. So relaxed and friendly I love most sports and reminiscing is great and also can get you reminiscing about life in general and the topics just flow between everyone.”

Youth Fund

The Youth Association – StreetSmart

Area update

Kingstone

The Kingstone ward project has become more qualitative in its delivery during this quarter. Previously young people and youth worker were able to negotiate a tailored program of StreetSmart delivery. Weekly sessions have taken part in Worsborough common community session and young people have participated in StreetSmart, - C.V building, life goals, future planning and drugs awareness-harm reduction. Some of these young people are project reps and have recently volunteered as part of social action initiative, they planned and delivered a community Halloween day at Locke Park. They have also taken the opportunity to work in partnership with young people from YMCA, Compass and Chilypep to plan and deliver an event Jan 2022. One other project rep from this area has also signed up for the Barnsley youth council school elections.

Stairfoot

Sept- Nov youth workers continued delivery in the Aldham park area of Stairfoot, engaging young people in mental health StreetSmart sessions, outdoor cooking and sporting activities inc football, rounders and boxercise. Recently Kendray has required additional youth work provision, detached youth work teams have begun to engage young people in the Farm Road park area of Stairfoot. Young people have engaged in outdoor cooking and conversations regards the recent spate of ASB and the impact on the local community.

Central

The central ward project continues to engage young people in sports, young people enjoy practicing football skills and playing matches. Youth workers have also engaged young people in StreetSmart discussions around positive masculinity. Young people in this ward have particularly enjoyed outdoor cooking session, learning new skills e.g. cooking chicken safely.

Due to the lack of lighting on the park area, attendance of young people has dropped in this ward since the darker nights. Young people are looking forward to using their new football equipment funded by the ward alliance.

Worsborough

Young people on the ward green project were able to apply for ward alliance funding in oct for a Halloween themed session, young people volunteered to run activities on the skate park. Young people reported that the project gave them a safe space to come out and spend time with friends.

Language and behaviors observed by youth workers in the [previous quarter caused youth workers purposefully engaged young people in StreetSmart session regards stereotyping, hate crime awareness, drugs awareness, positive masculinity and stop and search rights. A visit from Jayne Wynne- SYP hate and crimes commissioner engaged young people in discussions around hate crime and the potential for negative impact on other young people and the local community.

Continued work with young people has resulted in a trampoline park trip and youth workers reflected on the project as a whole, identifying highlights. Young people and youth workers have created a plan for their project in the new year

YMCA – Detached Youth Work

Central Area Detached (Dodworth & Gilroyd) Case Study

Anonymised.

One of the differences between detached and setting based youth work are the parameters set by the environment and how the different 'rules' shape relationships between worker and young person. Essentially detached youth work means that as workers, we are entering into a young persons or group of young people's space and are totally reliant on their acceptance of our presence.

Dan has been known by our team for a number of years. He and his peers have engaged with a number of activities and projects since our first arrival in his community. As a younger man Dan's behaviour could often be quite challenging, in and around his community he was known and his reputation in some circles was far from favourable. None the less, as youth workers we neither condone nor condemn and despite some of his behaviour being targeted towards our team, we continued to engage with Dan and his peers. In a detached setting, if behaviour becomes unacceptable then we can withdraw which our team did on a number of occasions.

As we entered lockdown, Dan was one young man that hung around the streets of his community with a couple of friends. Our team would engage and remind the small group of their social responsibilities and the law as it stood with regard to Covid restrictions. We had distanced conversations about updates to restrictions and whilst the constant changes were confusing for them, the group showed little concern. Dan was quoted as saying 'I don't care!'. In contrast, other members of Dan's broader peer group were remaining indoors and happy to engage with our team from doorsteps and open windows.

As certain Covid restrictions were lifted, our team gradually re-established normal practice and once again planned events and activities that brought groups together. Dan and his peers turned up for scheduled meetings on the streets despite the cold weather and dark nights. After consulting with the group plans were tentatively made and Dan's input was invaluable. Our team initiated conversations about behaviour and our collective reputation on the streets. Dan reminded our team of the behaviour contracts that were negotiated for a particular project a couple of years previously. All felt, at this moment in time, we don't need to revisit the behaviour contract, a verbal agreement was all that was required.

Our team were encouraged and hopeful that perhaps, a corner had been turned and Dan had matured somewhat, his behaviour and demeanour towards our team was pleasant.

Our next meeting with the group took a very different course. After discussing plans and scheduling activities, the group, and Dan in particular were approached by an adult who was clearly upset and angry. It transpired prior to our meeting an incident had occurred and allegations of bullying were being suggested. Our team introduced themselves to the adult and observed the exchange. Dan and the adult debated and offered quite different perspectives as to what had happened earlier, eventually the adult, rather frustrated and upset at Dan's language and demeanour left. Dan continued to debate as the adult walked away. Staff suggested to Dan that he might want to think about what he was saying and how he was saying it, certain language he was using could easily offend and this was pointed out to him. Dan was clearly unconcerned about his language or his reputation as other members of the community observed the exchange. Our team withdrew at this point as Dan was becoming increasingly vocal about the situation, despite our teams best efforts to calm and unpick his frustrations.

This brief case study hopefully illustrates that ‘one step forward and two back’ is often the nature of youth work when working with young people displaying challenging behaviour. ‘Hard to reach’ is a term used from time to time and some might argue certain young people are entirely unreachable, none the less we must continue to be there and reach out, because one day...

One of the fundamental principles that we maintain in our work with children and young people is that we are always a safe space, have an open door and a listening ear. We are consistently there for young people as professional, non-judgemental and trusted adults.