



Central Area Council

Central, Dodworth, Kingstone, Stairfoot, Worsbrough

Performance Management Report

Quarter 4: January – March 2022

Central Area Council - Priorities, Principles and links to Corporate Outcomes 2021 - 2022



Reduction in loneliness and isolation in adults & older people



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



Creating a cleaner & greener environment in partnership with local people



Supporting Vulnerable People

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

Community cohesion and integration

Social value

Healthy and active lifestyles

Contributing to the following Corporate Priorities and Outcomes:

Barnsley - the place of possibilities

Healthy Barnsley	Learning Barnsley	Growing Barnsley	Sustainable Barnsley
People are safe and feel safe	People have the opportunities for lifelong learning and developing new skills including access to apprenticeships	Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities	People live in great places, are recycling more and wasting less, feel connected and valued in their community.
People live independently with good physical and mental health for as long as possible	Children and young people achieve the best outcomes through improved educational achievement and attainment	People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture	Our heritage and green spaces are promoted for all people to enjoy
We have reduced inequalities in health and income across the borough	People have access to early help and support	People are supported to have safe, warm sustainable homes	Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

Enabling Barnsley

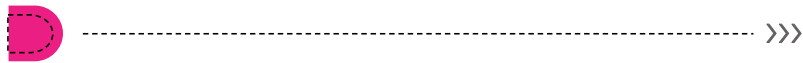
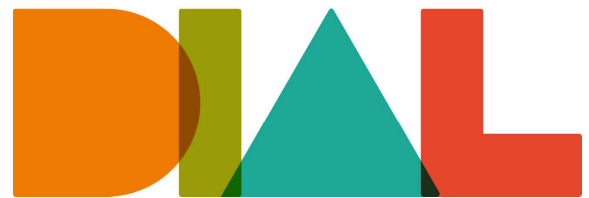
We are a modern, inclusive, efficient, productive and high-performing council

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

Priority	Service/Fund	Provider		
Social Isolation	Central Well-being Fund Advice Drop-In	DIAL Barnsley		
Social Isolation	Social Isolation Challenge Fund My Community, My Life Project	Age UK Barnsley		
Social Isolation	Social Isolation Challenge Fund Thriving Communities Project	Rotherham and Barnsley Mind		
Social Isolation	Social Isolation Challenge Fund Reds Connect Project	Reds in the Community		
Children & Young People	CAC Commission Building emotional resilience and wellbeing in children and young people aged 8-14 years	Barnsley YMCA		
Children & Young People	Youth Fund Street Smart	The Youth Association (TYA)		
Children & Young People	Youth Fund Detached Youth work	YMCA		
Clean & Green	CAC Commission Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance		
Clean & Green	CAC Commission Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	District Enforcement & BMBC Service Level Agreement		
Clean & Green	CAC Commission Targeted Household Fly Tipping Service	BMBC Service Level Agreement (SLA)		
Clean & Green	CAC Commission Private Rented Housing Support Service	BMBC Service Level Agreement (SLA)		
Vulnerable People	CAC Commission New Mothers Support Service	Family Lives		
Vulnerable People	Central Well-being Fund Hope House Connects	Hope House Church		
Vulnerable People	Financial Resilience Funding Welfare Rights and Legal Advice Service	Citizens Advice Bureau Barnsley		

DIAL ADVICE DROP-IN SERVICE

The project primarily targets residents with long term health conditions, out of work residents, carers and families who all have been affected by Covid – 19, welfare benefit changes to eligibility criteria and processes.



Q4 PROJECT Delivery



Many have been directly affected and are experiencing financial hardship/exclusion which is influencing their wellbeing, others are nervous about what may happen to their benefits and anxious about the impact this will have on their lives.



KEY FIGURES

DIAL	2021/22 Year Target	2021/22 Year Actual
Number of community sessions delivered	240 *	
Number of people attending advice sessions	804 *	
Residents received telephone advice		998
No of individuals accessing alternative provision* (Covid – 19)		1730
Outcome Indicators		
% of outgoing referrals relating to 5 ways to wellbeing	10%	14.25%
No. of new people volunteering		5
No. of volunteer hours		114
% local spend		94%
£309,671 has been generated in unclaimed benefit income since July 2021		
For every £1 invested by the Central Area Council Wellbeing Fund £10.04 has been generated for the local economy		

CENTRAL WELLBEING FUND

DIAL BARNSELY

CONTRACT Date
01/07/2019 – 31/12/2022

2021/22 Quarter 4 data is as follows:

- 463 residents have been supported through our alternative provision
- 330 residents have received telephone advice
- 80 residents have been supported by telephone to complete benefit claim forms
- 37 residents have received safe and well checks from our team
- 16 residents have received timely and accurate public health advice
- 70% of residents reported a reduction in anxiety and improved wellbeing
- 70% of residents reported feeling more confident and having an improved outlook
- 78% of residents reported feeling less isolated
- Residents supported per ward in Q4

	By Ward Jan-Mar 2022
Central	157
Dodworth	28
Kingstone	37
Stairfoot	116
Worsbrough	125

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

AGE UK MY COMMUNITY, MY LIFE



The first element of this service addresses individual social isolation through 1:1 work with the Social Inclusion Team and Information and Advice Service. The second is the development of new group activities and support for existing groups

Q4 PROJECT Delivery



In this quarter 63 older people were supported in the Central area through 1:1 social intervention and a range of activities and support. This includes volunteers providing telephone/home befriending & regular calls / visits from the SIO. Most of these socially isolated service users have been carried forward from the previous Covid Recovery Service in the Central Area.

KEY FIGURES

AGE UK	Total Project Target	2021/22 Year Total Actual
Number of socially isolated older people working on personalised plans	100	273
Number of volunteers new to working in this contract	60	86
Total Number of Volunteer Hours in the quarter	750	892
No of new Community Activity Groups	10	12
Existing Community Groups supported		3
Number of Central Area residents attending activity groups developed by the service within the quarter		459
Number of Consultation/Coproducton events/meetings	20	10
Number of Celebration, Information and Age/ Dementia Friendly Events	17	9
External Funding to Service		£2,500
Benefit Gains- Information and Advice		£151,384.00
Percentage of Area Council expenditure local to Barnsley		98%

SOCIAL ISOLATION CHALLENGE FUND

AGE UK BARNSELY

CONTRACT Date
01/04/2021 – 31/03/2023

The service works closely with service users to improve their confidence to venture back out socially and to use public transport where suitable and Dial-a-ride when a more personal approach is needed.

Older people with low mood were provided support with regular telephone calls, and supported signposting to GP or IAPT where necessary. Knitting projects keep service users positively occupied, enabling them to keep active and focused and to aid their well-being.

Home visits for face-to-face discussions and companionship continued, weather permitting. These visits help to gain a more in depth understanding of service users to see where help is needed and what can be done to motivate them to participate in more activities and groups.

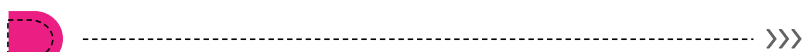
There were 22 signposting referrals this quarter to other organisations including AGE UK's Information and Advice service for help around housing, finances and care issues.

Other projects running include Digital Inclusion Project, Heart Health Work and BOPPA group project

Please refer to Appendix 1, for case studies

THRIVING COMMUNITIES

The Thriving Communities Project aims to develop community initiatives across identified area boroughs enabling diverse, marginalised, and isolated communities to come together to learn, collaborate and create networks of support. They work with hard-to-reach individuals who self-identify as feeling isolated and lonely. They champion the Central Area Council Priorities and measure our effectiveness against these.



Q4 PROJECT Delivery

Key deliveries this quarter:

- Isolation workshop was delivered to the new cohort of staff volunteering at The Recovery College
- 86 one to one sessions delivered
- 81 in group attendance
- Group sessions include CBT group session, Mindfulness workshop and an Eco workshop and events to promote the project



KEY FIGURES

Rotherham and Barnsley Mind	2021/22 Year Target	2021/22 Year Actual
Recruitment-staff	2	3
Recruitment-volunteers	20	20
Volunteer hours in project		37
1:1 sessions delivered	75	237
Group attendance	650	106
Community workshops	6	6
CBT Group	4	1
Mindfulness workshop	4	3
Eco workshop	4	1
Events to promote project	4	4
External funding secured		£5,920

SOCIAL ISOLATION CHALLENGE FUND

ROTHERHAM & BARNLSLEY MIND

CONTRACT Date
01/04/2021 – 31/03/2023

This project was launched in April 2021 with a specific focus and targets aiming to demonstrate impact in reducing social isolation and loneliness. To this end, the following have been implemented:

- Prompt entry into service, where individuals receive a warm welcome and thorough assessment of their needs.
- Provision for weekly one to one support with our qualified project workers.
- Weekly check in and chat.
- Targeted CBT Group Intervention.
- Ladies over 55's Wellness and Emotional Resilience Group.
- Men's Group. This well attended group has been meeting fortnightly, but at the request of attendees will become weekly as from April 2022.
- Signposting Provision.
- The routine use of outcome measures to ensure service users are benefitting from the implemented intervention.
- A thriving and robust Volunteer Programme.
- Strong connections with local businesses.
- Collaborative working with existing local provision i.e. The Recovery College and South West Yorkshire NHS Partnership Trust.

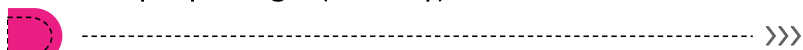
Please refer to Appendix 1, for case studies

REDS CONNECT



REDS IN THE **COMMUNITY**
REGISTERED CHARITY NO 1118735

Reds Connect creates opportunities for local people in the Central Area to engage, participate and connect. It helps to address social isolation and loneliness, engender new relationships and enable local people to get (and stay) active.



Q4 PROJECT Delivery



The service delivers four day-time sessions per week, Sporting Memories, Walking Football, Walking Group and Exercise Sessions. All programmes consist of regular consultation with participants to ensure their needs are being met, with opportunities for them to feedback and provide recommendations.

SOCIAL ISOLATION CHALLENGE FUND

REDS IN THE COMMUNITY

CONTRACT Date
 01/04/2021 – 31/03/2023



KEY FIGURES

REDS	Total Project Target	2021/22 Year Actual	Project total attendances at sessions to date
Football / Walking Football Attendees average per session	15	28	557
Walking Attendees average per session	15	10	247
Exercise Class Attendees average per session	15	36	360
Sporting Memories Attendees average per session	15	15	222

The delivery of the programme in its first year, there were a number of challenges that included the changing of venues to pausing of activities due to covid-19. These challenges created new opportunities for REDS to keep engaging participants. One way this was continued was through WhatsApp groups where participants were able to connect and engage in conversation, quizzes and more. This aspect of delivery now continues due to the strength of the engagement by participants.

Walking football – Participants were involved in a number of fixtures against local Walking Football teams to further their connection with people and widen their social groups. This included fixtures against Doncaster, Normanton and Peterborough United.

Walking group/Walking Reds – delivered over four starting locations on a rolling basis: Worsbrough Mill, Shaw Lane, Locke Park and Hoyle Mill.

Exercise sessions – Continued with circuits, Boxing Fitness and step, also involved a local personal trainer to deliver a number of sessions that have included HiiT, Tabata and boxing fitness

Sporting memories – sessions use a combination of resources such as memorabilia, old photographs, projector/internet, quizzes, spot the ball and music to stimulate conversation.

Please refer to Appendix 1, for case studies



Central Area Council
 Central, Dodworth, Kingstone, Stairfoot, Worsbrough

YMCA UNITY PROJECT

Central Area Council commissioned YMCA Barnsley to deliver a programme of youth work for children and young people aged 8-14 years within the Central Area. The project focusses on building emotional resilience and developing the skills and tools to encourage, maintain positive emotional health, wellbeing, and support, and prepare them for life's transitions.



YMCA UNITY PROJECT

Building emotional resilience and wellbeing in children and young people aged 8-14 years



KEY FIGURES

YMCA CONTRACT TARGETS	2021/22 Year Target	2021/22 Year Actual
Sessions Delivered Term Time	349	378
Sessions Delivered Holiday Provision	55	63
Peer Support Sessions	20	17
Number of Opportunities Available	4786	5401
C-19 cancelled Sessions (schools)		17
Total Attendances	3829	5209
New Attendees	247	458
New Attendees 6 hours+	178	284
Young Volunteers	10	9
No of local people employed full time	1	1
No of local people employed part time	12	13
No different community organisations/partners supported	4	7
No of work apprenticeship opportunities created	0	0
No of work experience opportunities created	2	0
% of spend in local area	80%	91%

CAC COMMISSIONED

YMCA BARNLSLEY

CONTRACT Date
01/04/2020 – 31/03/2023



Q4 PROJECT Delivery



In addition to activities delivered in Q3 the following were delivered in Q4:

- February half term holiday provision
 - Duke of Edinburgh
 - 'Inbetweeners' Event
 - Project with AYPH to finalise a Health inequalities Resource pack
 - MIMY (Migration/Integration/eMpowerment/Youth)
 - Strategic Youth Delivery joint meetings with Chilypep, Youth Association, BMBC, TIAG, Spectrum, Compass, Ad Astra, Barnardo's and the Youth Justice Team.
- All sessions were delivered face to face with a mix of centre based and some outdoor provision and group sizes up to 15-20 participants. Some digital sessions were delivered particularly for some of the consultation activities as this is the preferred choice of the participants. YMCA at capacity for most of the open access sessions with all the youth group sessions oversubscribed.

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

YMCA DETACHED YOUTH WORK

Dodworth & Gilroyd

Central Area Council funded YMCA Barnsley to deliver a programme of youth work for young people aged 13+ years within the Central Council Area, focussed on the development of social and life skills and strengthening emotional resilience, in preparation for a happy, healthy and independent adulthood



YOUTH WORK FUND

YMCA BARNLSLEY

CONTRACT Date
01/06/2019 – 30/06/2022

PROJECT Delivery



This programme compliments and builds on YMCA Barnsley's existing provision for children and young people in the area and provides a diverse range of evidenced, locality-based experiences and opportunities to increase confidence, self-esteem and aspirations and support young people as they move through their life transitions.

KEY FIGURES

The figures below provide an overview of the delivery this year. This quarter, there were 97 attendees, 11 term-time detached sessions delivered and 1 holiday provision.

Delivery	2021/22 Year Target	2021/22 Year Actual
Term Time Detached	33	36
Holiday provision	6	10
Youth Work Opportunities	403	460
Attendances	301	325
New Attendees	8	35
Attendees 6hrs +	4	16
Peer Support & Volunteering Opportunities	33	33
No of local people employed (part time workers)	2	2
No of work experience/apprenticeship opportunities created	0	0
No of Volunteers Supporting Young People	1	0
No of young people acting as volunteers or peer supporters	2	2

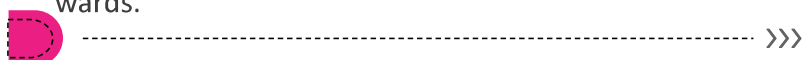
The team maintain a weekly presence in and around the communities of Gilroyd and Dodworth. The focus this quarter has been to re-establish consistent contact with a group of young people familiar to the team, who have engaged with activities and programmes throughout last year's summer months and those that had some sporadic contact with up to Christmas. Whilst the majority of our focus has been in Dodworth, they have continued to maintain a regular presence at street level. As expected, the streets have been fairly quiet and although they continue to engage regular contacts, community members and families using the Multi Use Games Area they have had no significant contact with the Gilroyd group in the estate. However we anticipate this will change with warmer weather and lighter nights.

Please refer to Appendix 1, for case studies

YOUTH ASSOCIATION STREET SMART



StreetSmart is a scheme that improves skills, attitudes, and prospects by taking training and certification to street level. The project involves delivering street-based workshops, supplemented by sports, social action, and other initiatives. Youth workers deliver specific StreetSmart topics relevant to the needs of young people across the wards.



KEY FIGURES

Activity/Intervention Targets	Yr. 3 Totals Targets (so far)	Yr. 3 Totals Actual (so far)
Unique individuals attending	290	394
Male	n/a	233
Female	n/a	161
<13	n/a	109
13-19	n/a	278
>19	n/a	7
BME	n/a	15
Total no. of sessions delivered	n/a	117
Outcome Indicators		
Different YP attending 3+ sessions	120	83
Different YP taking part in StreetSmart curriculum workshops	100	110
Different YP meeting role models	100	104
YP report on a skill developed	40	47
Ambitions or aspirations reported	24	32
Social Value		
New YP volunteers	30	12
New Adult volunteers	1	1

YOUTH WORK FUND

YOUTH ASSOCIATION

CONTRACT Date
01/06/2019 – 30/06/2022



PROJECT Delivery



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

This is the third year of delivery of this StreetSmart contract, due to end on June 30th. During this quarter StreetSmart has remained a staple of the projects with tailored

sessions being delivered across all four wards, each of which holds its own focused pieces of work, such as empowering young women through sport, a youth led partnership event, a street safety project focusing on self-defence, the new UsGirls project and responding to ASB highlighted by the Central area team and other partners e.g. policing teams and residents.

During this quarter (Jan – Mar 2022) 48 sessions were delivered with 146 unique individuals attending.

Please refer to Appendix 1, for case studies



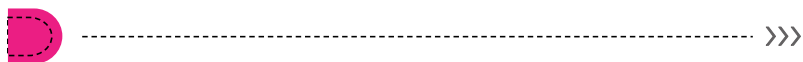
Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

TWIGGS CLEAN AND GREEN

TWIGGS
Grounds Maintenance Ltd



Twiggs Grounds Maintenance are commissioned by CAC to deliver a Clean and Green Service in partnership with local residents, community groups and businesses.



KEY FIGURES

TWIGGS CONTRACT TARGETS	2021/22 Year Target	2021/22 Year Actual
No. of Provider led Social Action interventions/ added value	100	399
No. of Providers supported events with Central Area Team/Ward Alliances	40	27
No. of different new/emerging groups supported by Twiggs	12	15
No. of new groups established with direct support from Twiggs	5	7
No. of interventions with new/emerging groups	20	61
No. of established groups supported by Twiggs	10	37
No. of Twiggs interventions with established groups	40	146
No. of new adult volunteers engaged	60	127
No. of new young people volunteers engaged	40	54
Total No. of young volunteers engaged	80	105 (+74 pupils)
Total No. of adult volunteers engaged	400	986
No. of volunteering hours undertaken by adults	800	2002
No. of volunteering hours undertaken by Young People	160	440
*No. of different local businesses engaged & undertaking community social action	20	35
No. of informal stewardship schemes delivered	5	6
No. of formal stewardship schemes	1	1
No. of local jobs created and filled	3	4
No. of apprenticeships created and appointed	1	1
No. of NVQ qualifications completed	1	1
Work Experience Placements – 10 Hour minimum	4	4
% of contract spend, spent within the Borough of Barnsley	95%	95%+

CAC COMMISSIONED

TWIGGS GROUNDS MAINTENANCE

CONTRACT Date

01/04/2019 – 31/03/2022



Q4 PROJECT Delivery



Creating a cleaner & greener environment in partnership with local people

Twiggs have continued to supported the community with various activities including 122 litter bags collected, 1111 total volunteer hours and a total of 419 volunteers in Q4

The table shows a summary of Twiggs targets and performance over the year – all targets met. In addition to performance figures, Twiggs have sent case studies for specific work done at various locations around the central area i.e. Bettalives Development (Central), Assembly Way, Horizon Community College & Barnsley Hospital (Dodworth), Mencap (Kingstone), Swanee Steps Woodland Trail with Kendray Community Group (Stairfoot) and TPT Entrance with Worsbrough Tidy Group in collaboration with a team from the South Area (Worsbrough).

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

BMBC SERVICE LEVEL AGREEMENT

PRIVATE RENTAL HOUSING SUPPORT SERVICE & TARGETTED HOUSEHOLD FLYTIPPING SERVICE

The Housing and Cohesion Officer, HCO, advises and supports tenants living in privately rented properties on a range of issues such as debt issues and waste management; and the Community Safety Officer, CSO, handles jobs including side waste, waste in alleyways and fly-tipping/duty of care jobs. The service also gives advice to landlords, letting agents and tenants/residents.



BARNLSLEY
Metropolitan Borough Council

CAC COMMISSIONED

BARNLSLEY METROPOLITAN BOROUGH COUNCIL

CONTRACT Date
01/11/2019 – 31/03/2022

KEY FIGURES

SLA Private rental & Fly Tipping support targets	2021/22 Year Target	2021/22 Year Actual
New talent households identified	800	165
New tenant household initial contact/visits successfully made (Excluding letters)	72	171
Different households requiring contact with letting agency/landlord.	24	112
Households directly supported with responsible waste disposal/recycling.		118
Households with "bin" issues.	8	105
Households requiring intervention.	16	113
Physical property inspections carried out.		18
Properties improved because of service intervention.	8	64
Informal requests for action to landlords.	24	63
Formal notices to private landlords.	0	13
Legal prosecutions/action.	0	2
Fly-tipping/Duty of care		108 (Q4 only) 82 proactive 26 reactive
% of local spend	90%	90%



Q4 PROJECT Delivery

27 new properties were identified by the HCO in Q4. 22 of these have required intervention, up from the previous quarter as there has been an increase of both housing inspections and environmental crime and blight (fly-tipping and waste in gardens).



Action taken by the CSO this quarter includes leaflet drops in relation to bin days, fly tipping and bulk collections issued to Parker Street, Lancaster Street, St Georges Road Blenheim Road, and surrounding side streets. Signage put up in relation to fly tipping on Agnes Road, Blenheim Road, Council Estate of Summer Lane. Direct intervention to locating bulk items including door knocking on Wharnccliffe Street, Stanley Street, Crookes Street. Abandoned vehicles four in total on three jobs recorded on CIVICA notice of removal issued to all.

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

PERI-NATAL VOLUNTEER HOME VISITING & COMMUNITY SUPPORT SERVICE



The service provides support to new parents and kinship carers who are adjusting to the role of becoming a parent either for the first time or as part of a growing family or through caring for a young relative.

KEY FIGURES

Family Lives Contract Targets	2021/22 Year Target	2021/22 Year Actual
No. recruited and trained (Volunteers trained to date)	25	48: To date
No. engaged and active. (Volunteers who are active i.e. visiting families and or engaging in service (do not include if they are on hold for 4 weeks))	25	15
No. of volunteer hours delivered, (can include travel, prep, training and supervision).	0	1,082
New Referrals: 33 carried over from Y2: 20/21		
No. received within Central Area	60	45
No. receiving first befriending visit only:	52	17
No. receiving telephone support only.	8	2
No. receiving telephone then befriending	0	0
No. of referrals – no uptake of service.		0
No. of families engaged where assessment and support has started		38
No. successfully matched and engaging with volunteer.		18
No. matched & engaged with volunteer 3+ times.		12
No. successfully signposted to and accessing/attending other community support services as a result of this project.	0	36
Number of people engaging in peer support, (meeting other mums, etc.).	90%	32
No. of people accessing Family Centre for the first time.	0	2

CAC COMMISSIONED

FAMILY LIVES

CONTRACT Date

01/04/2019 – 31/03/2022



Q4 PROJECT Delivery



The service focused on reducing isolation, loneliness, and the impact and/or presence of mental health problems; Increasing parental confidence and emotional well-being;

Supporting families with re-emerging into the community, enhancing their sense of belonging, and connecting them with long term local residents and others who are also new to the area, to develop their informal support networks; Managing anxieties associated with making the adjustment to becoming a new parent and/or living in a new area; and supporting people with feeling safe and valued within the community.

There have been 98 eligible referrals to date since the project started, 45 of which were in 2021/22. Families have been supported through home visits, signposting, community support telephone and virtual support

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

HOPE HOUSE CONNECTS

CHEECKY MONKEYS & LITTLE CHIMPS

Hope House Connects supports two existing groups, Cheeky Monkeys Toddler Group and Little Chimps Baby Group – supporting vulnerable families and reducing isolation in adults. They also support Time for me (a group for moms only) and a Food and fuel fund



Q4 PROJECT Delivery



In Q4, Cheeky monkeys ran themed craft sessions including Valentines' Day, Spring flowers, Planting seeds, World book day and Mother's day. Children were also provided with opportunities to develop essential early hand-eye coordination skills through simple mark making, playdough, sensory investigating with corn flour and threading activities.



New families have continued to be welcomed by the Little Chimps after either being signposted by Family Lives or after attending an event hosted by Hope House Connects with the aim of introducing anxious family lives families to their building and the Little Chimps staff.

CENTRAL WELLBEING FUND
HOPE HOUSE CHURCH
CONTRACT Date
 01/07/2019 – 31/06/2022

KEY FIGURES

Hope House Connects	2021/22 QTR 4	2021/22 QTR 3	2021/22 QTR 2	2021/22 QTR 1 (COVID -19)
New families	14	7	4	12; 140(on social media)
Families interacted with	92 (YWP trip); 40 (Christmas)	30		193 (members on social media)
Volunteer hours	27	12.5	12	32
Existing Community groups supported	2	2	2	2

Time for me

Q4's Time for me event, attended by 20 mums from both Little Chimps and Cheeky Monkeys families, was themed around Mothers' Day

Food and Fuel Fund

Funds (from Hope House Café) to provide lunch for Cheeky Monkeys afternoon families to put together a 'family movie night' treat pack for 40 households.

Yorkshire Wildlife Park (YWP)

Hope House Connects secured additional external funding for a trip to YWF in Q4 which was well attended.

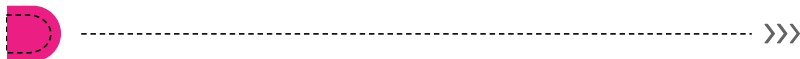
Please refer to Appendix 1, for case studies

CENTRAL AREA ADVICE PROJECT



Barnsley

This service provides advice to clients on claiming benefits and managing debt. Following Government (COVID-19) guidelines on Tuesday 17th March 2020 all Citizens Advice Barnsley face to face contact with clients was suspended. From this date all Citizens Advice services were transferred to **Adviceline telephone and Email services.**



Q4 PROJECT Delivery

Clients can currently access the service through the telephone Adviceline or by digital means. (Email, Webchat or Video Appointment).



During Q4 (from 1st January to 31st March 2022) advisors assisted a total of 272 client contacts. Helped clients to claim £86,916 of benefits and manage £17,074 of debt.



KEY FIGURES

CAB	2021/22 Year Actual	Total since December 2020
Client contacts	967	1200
Benefits claimed	£289,018.00	£344,509.00
Debt managed	£166,997.00	£197,367.00
% local spend	100%	100%
Volunteers recruited per quarter	5	
Volunteer hours per quarter	18	
Return on investment £/for every pound spent	£9	

FINANCIAL RESILIENCE FUNDING (GRANT)

CITIZENS ADVICE BARNLSLEY

CONTRACT Date
01/01/2021 – 31/03/2023

The top 3 enquiries in this quarter were, Benefits, Relationships and Housing. However, there were still high levels of enquiries relating to, Consumer issues, Debt and Employment.

Of the 272 client contacts this quarter, 90 were from Central, 21 were from Dodworth, 70 were from Kingstone, 55 were from Stairfoot and 36 were from Worsbrough.

Of the 272 client contacts this quarter 24% were Male, 55% were Female and 21% were digital clients and not provided.

The whole of the funding for this project has been expended within the borough of Barnsley and no matched funding is applicable to this project. During this quarter, an estimated £86,916 of income has been generated through benefit gains and will be available to clients to spend within the local community.

Please refer to Appendix 1, for case studies



Central Area Council
Central, Dodworth, Kingstone, Stairfoot, Worsbrough

