

DIAL CASE STUDIES

Central Case Study 1

Before DIAL

Mrs G is a 62 year old lady who was involved in a car accident and had to stop work due to spinal injury and was already getting Employment and Support Allowance. She also has had COPD for some years and which had deteriorated over the last year. She has coughing fits and is breathless at the slightest of exertion. She was finding it difficult to manage her daily care needs and also had difficulty walking. She had attended one of our outreaches at Maltas Court a few years ago for help with her son's benefits and was aware of the help DIAL could offer. Our outreach at Maltas Court was closed, due to Covid restrictions, so she rang us to ask if she would be eligible for a disability benefit.

Advice provided

DIAL advised her that she could make a claim for Personal Independence Payment and gave her the number to ring to begin the application.

A few weeks later Mrs G rang DIAL again for help to complete the PIP 2 form and we booked a telephone appointment with her. Some weeks later Mrs G rang DIAL again to state that the PIP claim had been refused. She was not happy with the decision as she felt that the assessor had not fully realised how much help she needed with her daily care needs and had made a lot of incorrect assumptions about what she could manage without help. We helped her to write a letter to ask for a Mandatory Reconsideration of the PIP decision, again this was done over the phone. We advised her how to get her points across and advised her to get evidence from her spinal consultant.

After DIAL

The decision was changed in Mrs G's favour and she was awarded standard rate of Daily Living on Personal Independence payment backdated from the initial date of her claim. She had an increase in her weekly income and, more importantly to her, felt vindicated in asking the DWP to reconsider the decision.

Mrs G said

"I was very upset that the DWP didn't seem to realise how I was affected by my illnesses and did not think it was fair that they refused me PIP. I was delighted with the help that DIAL gave me and am now happy that I have been awarded PIP."

Acknowledged Outcome

- Felt vindicated
- More money to live on
- Less stress
- More confidence
- Improved Health and Well Being

Central Case Study 2

Before DIAL

Mrs G and her husband both have physical disabilities and mental ill health. They approached DIAL for support after being signposted by a Social Prescriber following a conversation with their General Practitioner.

Advice provided by DIAL

DIAL undertook a comprehensive benefit check and income maximisation. They had not worked for some time and Mrs G was receiving Carers Allowance for looking after her mother and her mother was supporting them. Unfortunately Mrs G's mother was about to go into a nursing home and would not be able to support them due to care fees and so Mrs G's Carers Allowance was due to end. We advised Mrs G to make a claim for Universal Credit and also to get a Fit Note for both her and her husband, we also advised them to both start a claim for Personal Independence Payment

After DIAL

We supported them to make the applications and completed two Personal Independence Payment forms and two Capability for Work questionnaires. We also applied for Carers Allowance for both of them in anticipation of their Personal Independence Payment claims being successful so that we could request a backdating of their claims. Mr G was awarded Personal Independence Payment, help with personal care at the higher rate and help with getting around at the higher rate. He was also placed in the Limited Capability for Work Related Activity Group. Mrs G was awarded the Carers Allowance and a Carers Element was awarded as part of their Universal Credit. Mrs G's claim for Personal Independence Payment was unsuccessful so we have requested a Mandatory Reconsideration and will support an appeal if necessary.

Mrs G Said

"We can't thank you enough, we didn't know what was going to happen and you sorted everything. Even if I don't get PIP at least we can survive now on what we do get".

Acknowledged Outcome

- Extra Income
- Improved Health and Well Being
- Improved Mental Health

AGE UK - CASE STUDIES AND FURTHER INFORMATION

Q4 I&A Central Area Case Study

I visited the client's home to complete the Attendance Allowance application with him and his wife present.

They live in a bungalow which they own and both have State Pension and a Private Pension. They do not get any benefits or council tax reduction. They have no savings.

The client suffers from arthritis in his hips, knees and ankles (he has had 1 knee replaced) which leaves him in constant pain even after pain relief medication. He has atrial fibrillation and factor 5 Leiden.

He relies on his wife for shopping, cooking, cleaning and supervising his showering/ toileting. He has to alert her if he is going to the toilet day and night then leave the door open so that she can hear if he should fall.

He has had an operation to re-align his ankle and wears orthopaedic shoes to help with walking. He gets up to the toilet 3 or more times a night and it takes him about 3 hours each time to get back to sleep because of the pain, he has to wake his wife each time in case he falls as he can't get up without help when he has fallen.

He used to love to garden but can only watch while someone else does it now. Some friends asked him to join them crown green bowling but he couldn't do it because of his poor mobility. He feels frustrated and he can't enjoy his retirement with his wife as they had planned and feels that a mobility scooter would help him get out more with her.

I rang the client 6 weeks later and he confirmed that he has received the higher rate of £89.60 a week and that he has now been able to purchase a mobility scooter and thanked us very much for our help.

There have been a substantial number of enquiries for general advice and information that the I&A Officer has received in this quarter that are low level and not recorded within the official statistics provided here as the full process has not been completed. The Benefit Gains in this period were £42,322.80.

No of Service Users by Ward		No of Service Users by advice category	
Central Area	8	Benefits	16

Dodworth	7	Social Care	4
Kingstone	1	Health	
Stairfoot	7	Travel	5
Worsborough	5	Other	1
Total	28	Housing	3

*The Service by Users total is correct though different to services by ward due to certain enquiries involving more than one subject

Partnership Working

This quarter our SIO, Tracy has maintained regular contact with agencies providing great support for our service users, these include South Yorkshire Fire & Rescue, The Alzheimer’s Society, Gary Dutton the Employability, Engagement & Well-being Tutor at Adult Skills & Community Learning, Tony Newsun-Brown Peer Support Worker South West Yorkshire Partnership NHS Foundation Trust and Sean Pears at Oakwell Training.

Here we have one SU with Gary Dutton for an introduction meeting ahead of starting a 6 week artwork course at Wellington House which focuses on confidence building and well-being.



This collection of photos best shows the great partnership working between the Age UK Barnsley SIO and Oakwell Training. This involved understanding individual SU’s we support, assessing their needs and establishing what activities could improve their confidence to begin socialising again, this also was to provide skill sets towards employability. Workshops so far have been on floristry and hair & make-up. The benefit of these activities in everyone’s well-being cannot be expressed highly enough, the happiness & well-being factor is immeasurable, one SU said *“you can’t believe how grateful I am for the referral to Oakwell Training, it has saved my life as I feel so much more happier”*. Another lady said, *“This has been a great workshop, I have felt so relaxed in mind and body that I have felt my heart rate lower while being here”*.





Another partnership working success was, after receiving a referral from a Social Prescriber, our SIO visited a gentleman and quickly established he was extremely lonely. The SIO referred him to Age UK Barnsley's Information and Advice Team for a benefits check and discussed the potential benefits of the Men-In-Shed project. It is with much pleasure that we now know the gentleman attends the shed on a weekly basis and is confident to do so on his own mobility scooter, a fabulous achievement given his great age of 93. Here is in action on a machine at the shed.



Another partnership success was our SIO working with Barnsley Carers Service. Our SIO successfully made 5 applications for the one off carers support payment which resulted in a fabulous £2,500 going to those local residents.

Group Activities

This quarter has seen a great response to group activities, we have had an increase week on week in numbers attending organised activities in the Central Area and friendships built within them. Our SIO see's members making plans to meet up away from the group and supporting each other by phone, these friendships would've been unlikely if it wasn't for the connections made within the groups.

Coffee & Conversation

This group has seen an incredible growth since the New Year with around 50 people attending each week. The eagerness for this group has even seen members queuing to get in 20 minutes before the doors have opened! The format remains the same where drinks & refreshments are served, many conversations are had and high spirits are in order. We also play a number of bingo games and a quiz to keep the mind & memory skills working. The SIO also varies some weeks by inviting guests along to share information or give talks, we have had a member of Age UK Barnsley's Information and Advice team on hand to offer out benefits advice and a member of the

Yorkshire Air Ambulance came to show a presentation of what the service offers, this visit was highly informative and appreciated.

The icing on the cake for the group this quarter though has to be the trip to the seaside. Two SIO's covering the Central Area organised sufficient volunteer cover and took a full coach load of very excited residents to Cleethorpes for fish & chips then onto a garden centre in Brigg on the way home, the theme of a "Good Old Club Trip" was the order of the day and much fun was had by all, with bingo and quizzes along with singing songs were enjoyed there and back. One resident said *"I haven't been out of Barnsley for over 2 years, this has been absolutely fantastic"*.

The organisation of the group remains very much assisted by volunteers who in themselves have seen an improvement of their confidence and well-being through the social involvement.

Feedback comments...

"You have changed so many lives creating this group, you have brought happiness to everyone"

"Tracy is better than medicine"



Shaw Lane Bowls Group

February saw the first gathering at Shaw Lane for our Age UK Bowls group. This is very much a relaxed group. The attendance has been great from week one with numbers regularly around the 16 mark. Everyone enjoys the camaraderie of the group which really does have a team spirit with people looking forward to seeing each other every Thursday morning. Due to the group starting in Winter, there have been days where the weather hasn't been too kind but this never deterred the players, not even snow prevented them turning up and having a go, testament to how important it is to many that they have somewhere to go, especially outdoors.

Four members of the group have since signed up to play for the club in competition and 3 members have signed up as social members. This is great for the players as their confidence, physical and mental health have all improved.



Community Allotment

Breaking News... We now have potatoes in the ground!

The allotment project did hit the brakes during the winter months while we awaited BMBC to clear the plot and erect a boundary fence. This has now been completed and our SIO is currently working to bring new members to the allotment. Volunteers have worked tirelessly in recent weeks to prepare areas ready for the growing season. One volunteer has also hand built a shelter and composting bins, this really is an “on-growing” project.

Within this project our SIO is working closely with Tony Newsom Brown from the NHS Mental Health Team to encourage suitable patients to attend the allotment to improve their mental health and well-being, this is a partnership in which we will strive to be inclusive to many local residents.



Pottery Class

After a discussion with a local well-being tutor, our SIO decided to invite a number of Central Area residents to try out a pottery class. The tutor put everyone at ease and guided them through all the stages of the class. Being literally hands on with their creations led to a calmness and relaxation amongst everyone. The setting was comfortable and tranquil which many said they appreciated in the current climate of constantly regaining social confidences. When the pottery session had ended, the members enjoyed an afternoon tea.



Ebenezer Coffee Morning

March saw the start of a new coffee morning at The Ebenezer Church in Stairfoot. This has been supported by the great help of Craig Aubrey with funding from the Ward Alliance. The group welcomes local residents to come along, meet new people while enjoying drinks and refreshments. The group started small but like other groups has seen an increase in numbers week on week. Members enjoy lots of conversations and laughter, it's often quite a vibrant room now with everyone enjoying some company. Recently it was suggested by one of the members that we introduce a game of bingo so this will begin after the Eater break. Plans are also being made by the SIO to arrange a trip out for members which will be supported by Keith who runs the church, the community spirit here is very evident. One lady even made two boxes of fabulous cupcakes for everyone as a little gift for Mother's Day. Another week we even had a surprise visit from Jean, the Morrisons Community Champion who very kindly brought everyone a bunch of daffodils, one lady said "this is absolutely wonderful, you have made me feel very special".



Colliers Monday

The start of February saw the first of Colliers Monday at Dodworth Miners Welfare. This group was created with the intention of men coming back together who all shared a common interest, predominantly from the mining industry. It was a huge success with literally “only standing room available” as every seat in the room was taken, even the bar ran out of Tetley’s! Our SIO worked closely with 2 members from the Miners Welfare who could see the benefits of encouraging men to talk. There were over 60 people who attended the afternoon and much fun was had by all, even a raffle took place with everyone eagerly clapping their tickets. A member of the Age UK Barnsley’s Information and Advice team was also in attendance should anyone seek information there and then.

The afternoon saw entertainment largely from local poet and film maker Dave Cherry.

March also saw another Colliers Monday event which was also well received. Photos below from both events.





Future Projects

The coming quarter will see plans for...

A new walking for health group at Worsbrough

A new Tai Chi class in Dodworth

A new Yoga class in Worsbrough

A new cycling group where very beginners will be taught by Active Barnsley then guided towards the cycle group which is based at Kendray Hospital and their leaders Ian Henry and Vicky Felton

SIO One to One

Since the last Central Area report we have had a new addition to the team, an SIO who works closely with individuals to support and signpost them if necessary. This is a hugely beneficial role and brings comfort to many who, for one reason or another, cannot attend group activities.

A case study from this project...

S. is a lady in her 50s who lives in the Kingstone ward. She was referred by her friend who saw the service at a promotional event. S had previously managed to hold down her job for over 8 years, but when she was referred she had been off sick for almost a year. She had suffered a severe bout of depression which resulted in an attempt to take her own life.

S. was working on her issues with Mental Health services with the aim of returning to work. When setting her goals with her Inclusion Officer her ultimate goal was to go into town as she hadn't done this for several years even before her illness. While offering support, S. met with her Inclusion Officer in her home initially. Working on building confidence and reaching smaller goals that she had identified. Such as applying for a bus pass and obtaining a prepaid prescription card to save her some money. Eventually they went for a walk together around the block. The following interaction was to attend a social group. Where after initial hesitation S. joined in chatting and playing bingo.

S. then contacted her Inclusion Officer to say she had managed to return to work and felt ready to go into town with her support. So the following week they left the house together at S.s

request and walked into town. On the way she excitedly informed the Inclusion Officer that her son had given her £50 to spoil herself for Mother's day.

She chose which shops she needed to go into to buy what she wanted. Then had a wander around the whole of the town to see the new development. When it was time to go home the Inclusion Officer asked if S. would like to walk home with her, but she stated that she was happy to go alone. Once she got there she made contact to say thank you for the support and how much she had enjoyed her outings.

COMMENTS/FEEDBACK FROM SUPPORTED OLDER PEOPLE

One lady took part in a beauty workshop, her confidence & mood were lifted so high she said "when my daughter picks me up, she will drive straight passed me and not recognise me"

"You won't believe the difference this group has made to my life, it literally has saved me"

CASE STUDIES

Age UK Barnsley

Case Study 1

Title Service User Case Study
Date January 2022
Ward Area Kingstone
Summary A service user newly known to Age UK Barnsley Central Area Team. Urgently moved to the area and in great need of both financial and confidence building support.
Key Learning Points Engagement through short visits mean so much and are imperative to the ongoing well-being of older people. Traumatic life experiences along with exclusion from society through Covid restrictions have hugely impacted on this individual's mental health.
Background The SIO took a phone call from the SU herself as she recognised a very worrying pattern of loneliness and wanted to know if there were any activities she could attend in her new area. The SIO agreed to visit the SU at home to establish what help and support Age UK Barnsley could offer. During the visit, it was very clear that MH (the SU) had experienced over 45 years of domestic abuse and felt extremely lonely and isolated. Over a period of time the SIO built up a trusting working relationship with MH, initially supporting her by taking her shopping for food and essential living items as she had been removed from the marital home with virtually nothing to take with her and build a new home. MH was hugely suffering from a lack of confidence and even when the SIO was buying groceries for less

than £1, the MH became emotional and accused herself of being “greedy”. MH had been self-harming and even considered taking her own life as a result of the trauma she had experienced. Gradually the trust grew and the SIO encouraged MH to attend various groups, this new interaction can only be described by MH “life-saving”. In recent weeks the SIO took MH for an introduction meeting at Wellington House to join a 6 week course in confidence building and well-being through artwork. The transformation in MH is truly unrecognisable compared to how she first presented herself to Age UK Barnsley, she is now positive of a brighter future and is so confident that she arranges her own transport through Dial-a-Ride to group sessions, a truly wonderful result in preventing social isolation.

Who was Involved

Staff:

The Social Inclusion Officer for Barnsley Central conducted visits to Mrs H’s home to build a trusting relationship where she felt comfortable in going out. Age UK Barnsley helped in signposting and supporting at group activities.

- **Outcomes of Project**

- Age UK Barnsley’s SIO identified that the well-being of this service user would benefit from having the opportunity to interact socially with like-minded people.
- Feedback was given to Mrs H’s housing officer who the SIO is in contact with on a regular basis in order to keep the progress on track. The Housing Officer is also in regular contact with Mrs H
- Continue to work on a 1:1 basis with Mrs 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

Age UK Barnsley

Case Study 2

Title

Service User Case Study

Date

January 2022

Ward Area

Central

Summary

A very poorly gentleman who was in need of support.

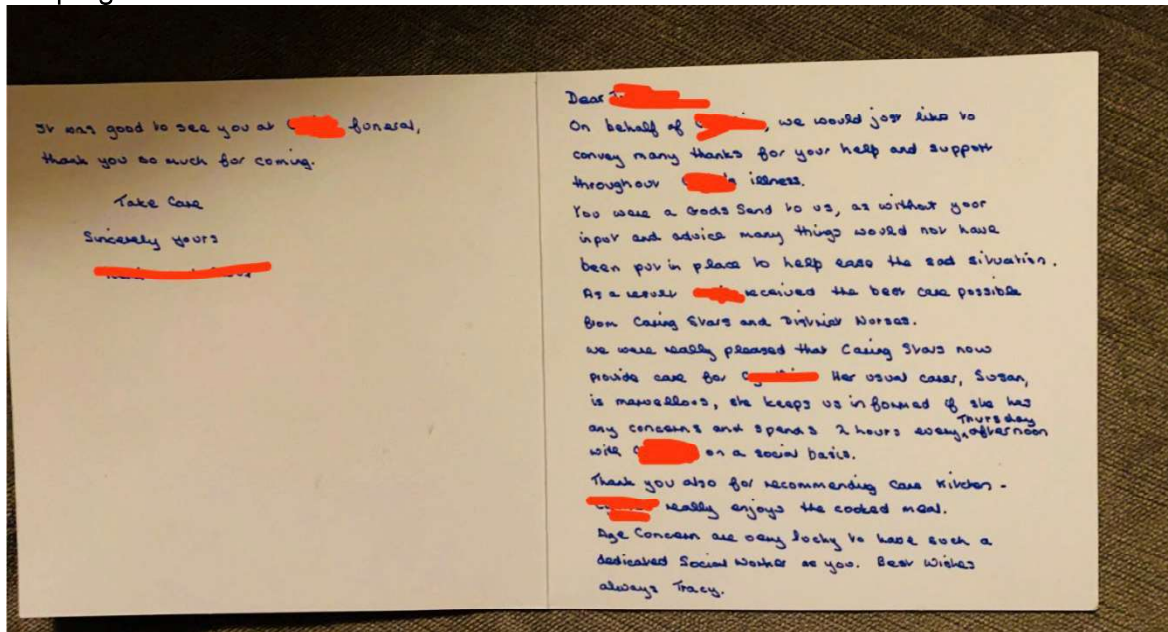
Key Learning Points

Partnership working with other agencies is vital.

Background

Mr I was referred across to the SIO by a Social Prescribing Link Worker. Due to the information given being vague, the SIO agreed to visit MR I at his home and requested the link worker attend too. Upon arrival it was abundantly clear that this situation wasn’t for a befriending role or group work. The SIO stressed to the link worker that an urgent referral with his influence must be made to adult social care as Mr I’s needs were extremely desperate. Mr I had a very rare form of cancer and was in an end of life situation where urgent personal care along with medication supervision was needed with utmost priority. Mrs I appeared to be suffering from signs of Dementia and had been forgetting to give her

husband food or drinks. The SIO immediately spoke with The Alzheimers Society for a referral to the Memory Team and to Adult Social Care to establish a care plan for this couple. Whilst in the home the SIO made a quick check on the available food only to discover out of date and mouldy food. An urgent essentials food shop was done to support the couple. Also, appropriate drinking cups were provided as Mr I was unable to drink from the mugs his wife had been using. During the following days, the partnership working between all agencies involved was nothing short of fantastic, carers were urgently put in place, community matron was in attendance and a bed suitable for Mr I's needs was delivered and installed in the home. The SIO was regularly in attendance and checking on the progress of care for both Mr & Mrs I.



Who was Involved

Staff: Age UK Barnsley Social Inclusion Officer for Barnsley Central Area, Adult Social Care, The Alzheimer's Society & Social Prescribing Link Worker

Outcomes of Project

- A structured plan in place from partnership working which provided the best possible end of life care for Mr I
- Established on-going care plans for Mrs I

Thriving Communities Case Study

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

Simon entered our service through a crisis call, he rang just to speak to someone as he was feeling lonely, he explained that he had been arrested and was on bail for an alleged sexual offence that he said he did not commit, he was feeling he had no one to talk to and services were not helping, he lost his home and ended up sleeping on his mums sofa, amongst others, Simon was on the sick from work so was isolated from his work friends. He was feeling low and needed some help on where he could get support from some of the challenges he was facing.

Aims/Objectives

Simon needed housing help, money advice, along with a listening ear.

What did you do?

I did a referral to crisis skyline for help around housing, CAB referral for money advice, referral to human kind for counselling, human kind said clients mental health was too high for their service and did a referral into the SPA team, who once assessed told the client his mental health was too low for their service, this process took about 7 weeks so after being refused by both services I applied to Rotherham and Barnsley Mind's discretionary funding which we were able to offer 6 sessions of free counselling to the client.

What was the context / background?

Client was homeless, he was vulnerable and his mental health was declining

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?

Client had 1-1 from the project until he started his counselling, we then closed him to the project and he has also now finished his counselling, client did have the opportunity to come back into the project but said he is feeling better but he will refer back if he feels the need. On clients community star he has fallen down on two points greener choices and making a difference this is because at the time of referral client was on the sick from work, he would want to volunteer and also make better choices and join greener workshops but due to his situation he has had to go back to work which has impacted being able to do this.

Future Plans

Key Learning Points

Not any support apart from Stop It Now website and chat line for anyone who is waiting a conviction of a sexual offence, there is no help for any of his family or friends or anywhere he or they can talk about this.

Categories (tick any that apply to your case study)

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

Contact Details

Name of Organisation	
Contact Name	
Email Address	

Links

Please add links to any relevant pages/documents on your own website

Client Testimony- sent by email Permission to share granted

i cannot thank kelly enough for the support she has given me. when we first started speaking i was afraid of nearly everything. i have found the strength to start an online course to help my mental health, also registered for 2 more. because of kellys continued support after years of staying in my home, i have been able to travel to see my grandchildren and also after a number of years i have also made 2 trips to the supermarket alone....this was never something i thought i would be able to do. thanks to this support imy life is slowly improving. this support is absoloutley invaluable to people like myself, but a massive thanks to kelly, shes been a superstar helping me when i had almost given up!! this service will be of invaluable help to people in the future, thank you again,

Comment from Project Worker

When Mavis was first refereed into the project, she was really anxious. She did not leave her bedroom and cut herself off from her family. Mavis said she had been like this for 20 years. She would only answer the door if she knew it was the delivery of her medication. Due to our 1-1 support Mavis has now found the courage to go to her local Morrisons on her own on her mobility scooter. She is seeing her daughter and grandchildren again.

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

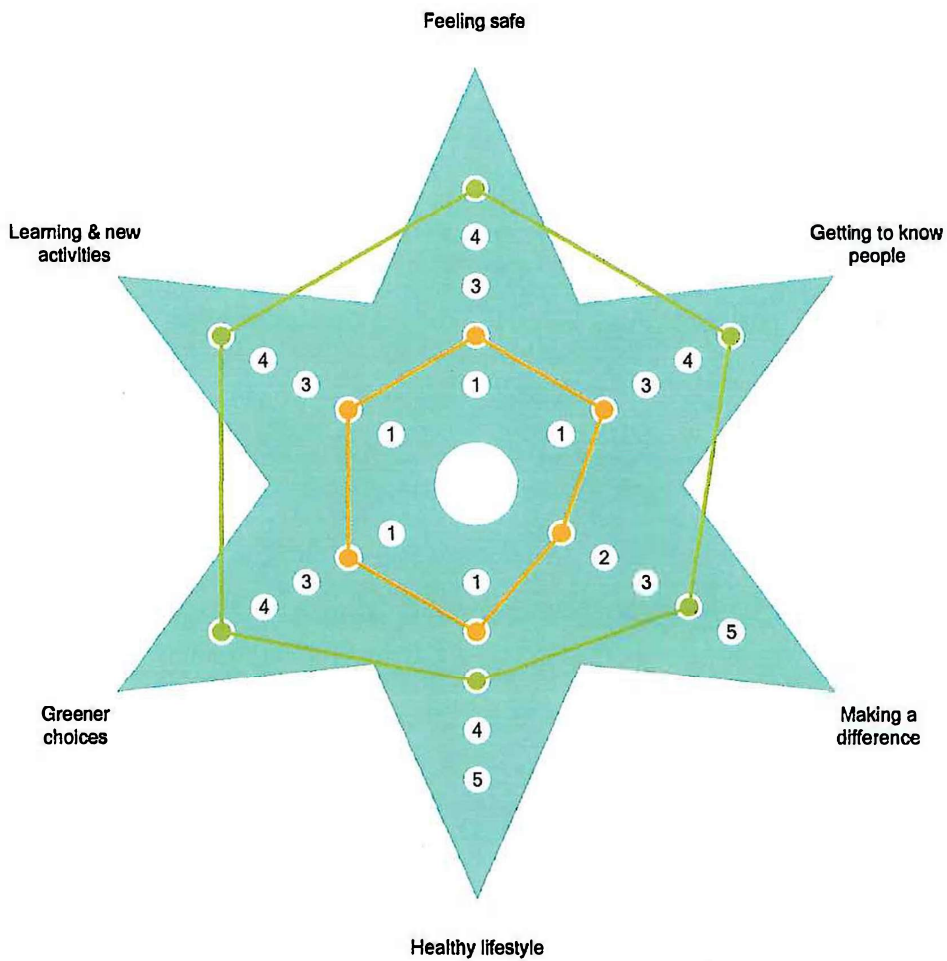
That for some clients the journey will be quicker than others, its taken Mavis longer to get to group than some others but when she did she flourished and is enjoying company and friendship that she did not have before.

Categories (tick any that apply to your case study)

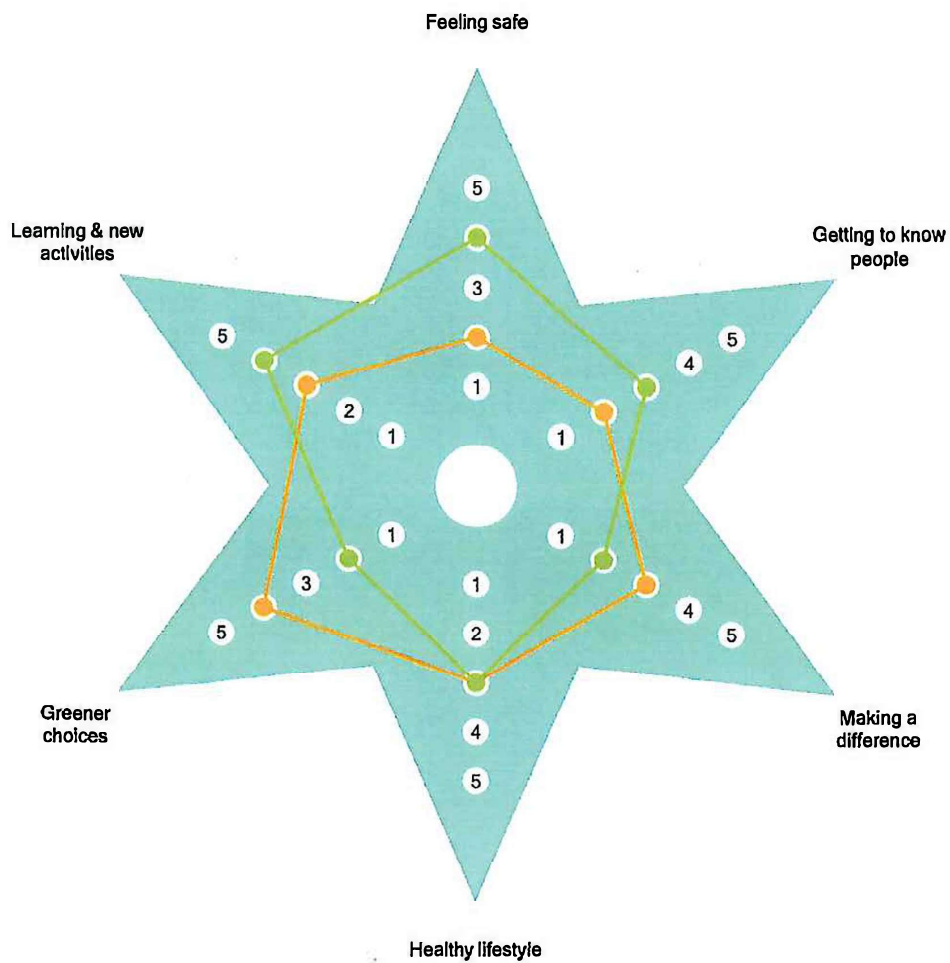
Method		Topic		Demographic	
Befriending	Yes	Mental health	yes	Key ward	yes
Researching	yes	Chronic condition	<input type="checkbox"/>	Target group	Yes
Partnering	yes	Food / Healthy Eating	<input type="checkbox"/>	Not known	<input type="checkbox"/>
Policy / Procedure	<input type="checkbox"/>	Financial	<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"/>		

Contact Details

Name of Organisation	
Contact Name	
Email Address	
Links	<i>Please add links to any relevant pages/documents on your own website</i>



● E1: 1st Star - Collaborative ● E1: 2nd Star - Collaborative



● E1: 1st Star - Collaborative ● E1: 2nd Star - Collaborative

REDS CONNECTS - REDS IN THE COMMUNITY

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 enjoy attending the Tuesday evening sessions and look forward to it each week. The sessions have not only been of benefit from a physical perspective but have also had a positive impact on my mental well-being. The weekly sessions are a brilliant way to have social interaction with like-minded people who want to improve their fitness while having fun. I also have more energy and sleep better following the sessions.

“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.’

Future Plans

Moving in to the next stage of our delivery, we will be further developing our programme and linking in with a number of further programmes to extend our reach. This will include working alongside our Active Through Football Coordinator who has identified further opportunities across Kendray and Worsbrough in which we can deliver elements of Reds Connect to ensure more Central residents have the access to the activities.



Reds Connect Webpage

<https://barnsleyfccommunity.co.uk/health/reds-connect/>

Reds Connect Booking Page

<https://barnsleyfccommunity.co.uk/events/>





<https://www.facebook.com/RedsintheCommunity/posts/4440372869354246>

YMCA BARNESLEY

Service for Building Emotional Resilience and Wellbeing in Children and Young People
Aged 8-14 Years.

Year 2 Quarter 4 (2021 & 2022) Case Studies

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 still 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.

These case studies shares the journeys of 2 of our participants throughout their time with us on the project so far and highlight 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 1 Anonymised

Background/Context

V is a young female, 10 years in age and is in year 6 at Forest Academy. She started attending these sessions in September 2021. This is a primary school in Kendray, which is an economically deprived area. English is V's second language and communication with her peers can sometimes be difficult. V has displayed on several occasions that she struggles with her emotions and confidence and often shy's away from group work. The school identified that V would benefit from the YMCA sessions and help her to build her emotional resilience and wellbeing.

Intervention/Process

We deliver teamwork games in every session we attend at the school, this allows young people to improve their communication skill to begin the youth work process. Through verbal and none verbal skills. During our sessions V was very unwilling to take part, she didn't like 'not to win'. So, we concentrated on delivering more teamwork games, allowing us more time to emphasise, 'It's the

taking part that counts and not always winning.¹ In order to build V's confidence we planned to gently coax her into joining the others within the group. This action would be led by V and if at any time she seemed uncomfortable we would explore another option. V excels in creativity and we planned to use this as a tool to gain positive feedback from the other young people and ourselves to build her emotional resilience. The plan is to also put out smaller numbers of resources so the group had to share and ask for things from each other – encouraging communication and social interaction.

Impact of work with the individual:

After observing V closely over the previous few weeks, it has become apparent that she is gaining confidence and finding her voice more, which is a pleasure to see.

The youth workers are seeing evidence of V using her knowledge and skills to support others who may be frustrated or struggling when they are out or loose in a game and workers observed her saying the following comments to a group member “you know you cannot always win but it's all about been involved and taking part too”.

V is also now working with others more effectively and youth workers have observed her sharing her ideas and making suggestions to others during group activities.

They are small steps over a longer period of time but we believe this project is helping V with her personal and social development as she is now communicating with her peers in the group and sharing her skills which would not have happened before the intervention and is taking a more active and positive role within the after school club.

What's next?

Continuing to build on and develop our relationship with V supporting and encouraging her and providing a range of opportunities and experiences both within this session and the wider project to continue to build her confidence emotional resilience. Although we are seeing notable improvements with V and her confidence, we will continue to support her and introduce elements of responsibility as she becomes more confident and contribute to facilitating a smooth and supported transition to secondary school.

The youth workers will also be available to V as consistent trusted adults and support once she starts secondary school through our after school session in Barnsley Academy.

Case Study 2 Anonymised

Background/Context

AE is a 9 year old young boy who attends our walking bus, after school club from Joseph Locke Primary school and the YMCA holiday provisions since September 2021. AE is frequently in trouble at school and struggles to control his behaviour which often results in him walking with a member of staff rather than with his peers to the YMCA building. This prevents any incidents on the short walk

to the YMCA and creates an opportunity for youth workers to have a one to one chat with him each week.

Intervention/Process

The YMCA intervention planned for AE was to build his confidence by creating a positive experience and dedicating the support and time from youth workers that he needs and empowering him to make positive choices to enable him to build his self-esteem and confidence.

When we collect the group from school we greet them all positively and check in with them about their day. In the case of AE we establish his frame of mind and if he has had a good day or not and we can hopefully improve on his day if it has been a difficult one for him.

At half term we encouraged AE to attend our holiday sessions giving him the opportunity to meet new young people, improving his social skills and emotional resilience.

This intervention model included one of our youth workers Beverley supporting him consistently over the YMCA February half term to learn to tie his shoelaces. AE & Beverley's determination and aspirations led him to achieve this which gave him great confidence. The pleasure and pride he displayed when informing the group of his achievements was 'priceless!'

He also benefits from working in smaller groups so he can have the opportunity to share his views and ideas in a safe supportive environment and feel empowered by having a sense of belonging and ownership.

Impact of work with the individual:

AE has really thrived in an environment with consistent youth worker support and positive feedback. He is a popular group member and both of his regular youth workers love working with him as he is a cheeky chappie of a character with a lot of knowledge who is keen to share his ideas and is a very much valued member of the session.

Recently we have seen a big improvement in his behaviour and he is keen to reassure himself about this and often asks "have I been good today?" Our youth workers always respond with positive feedback and praise which encourages him to moderate his behaviour and make positive choices.

AE really enjoyed these sessions and has been asking about our Easter provision for him to attend. He has really embraced the challenge of learning a variety of activities which he participated in over the holiday provision including shop, cook and eat and den building. These activities gave him the platform to learn and develop the skills associated with using preparation knives and hot ovens without any disruption and evidence his growing maturity. This really boosted his self-esteem.

What's next?

In discussion with AE he is now going to take on the responsibility of a weekly commitment and task to enable him to continue to thrive when helping his peers and the youth workers. This facilitates positive behaviour and helps him to maintain his composure throughout the sessions he attends.

YMCA BARNESLEY

YMCA Barnsley Central Area Council Youth Work Fund Project.

Q4 2021 & 2021 Quarterly Narrative Report Case Study

Central Area Detached (Dodworth & Gilroyd)

Joe -Anonymised.

This case study as well as evidencing a young man's personal and social development throughout his involvement in the project it also demonstrates the importance of the trusted relationship with youth workers, enabling young people to use their voice and influence the development of their youth work projects.

Joe is part of a group known to our team prior to the pandemic. A regular attendee, always enthusiastic and seemingly a young man who would have a go at anything. There are challenges and personal issues that are becoming more evident as we continue to build our relationship with him and establish the trust that underpins an effective relationship.

Probably without realising, Joe has become a natural leader within his immediate peer group as his confidence has grown in a safe supportive environment. His friends listen to him and are happy to go along with his ideas and suggestions. He has a wonderful sense of humour and a way with words and conversation beyond his years.

Throughout summer months we would meet with Joe and his friends on a weekly basis. Weather permitting they would turn up keen to engage and discuss plans for future activities. As winter approached our contact became sporadic at best, we'd bump into individuals at garden gates or on their way to and from the local shops.

In recent weeks our team secured use of Pollyfox Community Centre via Berneslai Homes and invited Joe and his group of friends to attend a planning meeting. Quite informal with snacks and drinks the group attended full of enthusiasm, our team didn't expect anything else.

Based on previous experience and conversation with this group, our team agreed that perhaps arts and crafts might not be the most appropriate vehicle for learning with this group. The hobbies they spoke of included woodworking, building technical models and gaming. We discussed certain elements of bush craft, shelter building, learning how to tie knots, activities that could be explored indoors but could easily be transferred outdoors once the weather became kinder and evenings lighter. The group even expressed an interest in learning basic Morse code and semaphore was suggested as a possibility by staff, both activities would explore early forms of communication in military and scouting terms. The group imagined communicating a shopping list from one end of the street to the other by torch light Morse.

Our inaugural planning meeting went well, staff and young people left full of enthusiasm and looking forward to the following week. The group each went away with a semaphore card to begin to learn the positions required to spell words.

The following week the group attended and shared news from their week. One reported he had been suspended from school, a complete surprise to our staff team as we couldn't imagine the same young man we knew could get himself into this situation. On unpicking the reasons for his short suspension, Joe offered kind and supportive words to his friend. He talked him through how our actions often have consequences that we don't like. The young man acknowledged his behaviour

YMCA BARNESLEY

YMCA Barnsley Central Area Council Youth Work Fund Project.

Q4 2021 & 2021 Quarterly Narrative Report Case Study

hadn't been appropriate and he had learnt to keep his phone in his bag and not continue to ignore teachers' instructions to put it away. In some ways, our staff were very much the observers; Joe felt a responsibility as the slightly older member of the team perhaps? He certainly felt empowered and safe enough to offer his friend support whilst gently challenging him to analyse his behaviour.

The planned session proceeded and further discussions about ideas and future activities. On asking about the semaphore crib sheets Joe cleared his throat and began to speak. After our initial planning session, the group had met separately and decided that whilst they are very much looking forward learning basic Morse code, they felt semaphore wasn't for them. Certain individuals would have given it a go, however 2 in particular were less convinced, therefore, as a group, their decision was to try something else if possible. Clearly, our team were impressed and thanked them for their honesty and Joe for his input and stepping up to lead the conversation on behalf of his group of peers.

As we continue with the programme and constantly review our practice within each session, our team have identified certain traits not immediately obvious within Joe. It emerges that Joe experiences some challenges with certain tasks perhaps of a more academic nature. He presents himself in conversation as a very mature and clever young man for his years, however in contrast Joe struggles with written word. Is this the reason semaphore was dropped in favour of something more arty?

Detached youth work is in its very essence young people centred as the participants vote with their feet if the session is not meeting their needs and wants. Programmes and plans are flexible and constantly adapted to meet the group's needs. Youth workers don't always get it right, we may have a hunch, an idea based on the young people we think we know, but sometimes we can miss the target completely. As a detached team working in different environments, we remain flexible and can amend our practice accordingly, however including young people, ensuring they feel able to use their voice and be heard, allowing them to be part our plan – do - review cycle is crucial to maintaining trusted relationships and facilitating group ownership, regardless of the challenges the process might present. That said, if every group we work with had a Joe?...

YMCA BARNLSLEY

YMCA Barnsley Central Area Council Youth Work Fund Project.

Q4 2021 & 2021 Quarterly Narrative Report Photos

Still Life Art Challenge



Bringing the outside in when it's too cold! Shelter Building



TWIGGS Central Area Environmental Team Central Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

Bettalives Development- various locations around the Central Ward

Bettalives supports adults within the Barnsley area whom have some form of learning disability. During our shared events and projects, the focus was predominantly to upskill service users and integrate them into the community

Date: 05/01/2022

Dearne Valley Park – 5 sustained adult volunteers – 10 volunteer hours

Tidied the bench area by removing fallen branches and scraping up dirt. Utilized the green waste to create a wildlife habitat. Hug up the seed balls to feed birds and cleared 1 sack of litter. This session supported the work that the Dearne Valley Country Park Group carry out.



Date: 10/01/2022

Barnsley Main – 8 sustained volunteers – 24 volunteer hours

Taught the group how to prepare a suitable area, dig out holes and proceed to plant bedding plants. This taught the group new skills and supports the work of the Barnsley Main Heritage Group.



Date: 26/01/2022

Dropped off a donation of vegetable seeds for the group, these were donated by Asda.



Date: 02/02/2022

Dearne Valley Park – 4 sustained volunteers – 12 volunteer hours

Collected fatballs donated by Bettalives for use within the Dearne Valley Park. Proceeded by working with the Barnsley Employability Group to hang the fatballs around Dearne Valley Park to feed the birds. This supported the Dearne Valley Country Park Group.



BettaLives
February 11 at 6:10 PM · 🌐
Another fantastic week for Bettalives
We kicked off the week working with Twiggs Clean and Green Team Barnsley to make fat balls to hang around the Dearne.
👍❤️ 32 2 Comments 4 Shares

Date: 07/02/2022

8 sustained volunteers – 24 volunteer hours

Worked with the group to create fatballs. Proceeded by going on a walk in the surrounding area of the Bettalives building and hanging up the fatballs. Also carried out a litter pick while on the walk clearing 7 sacks of waste.



BettaLives
February 11 at 6:13 PM · 🌐
Our weekly litter pick after we hung the fat balls.
Our adults are amazing at this job now and really get stuck into the role of keeping the dearne area clean and tidy 🍷
👍❤️ 29 1 Comment 4 Shares

Date: 11/02/2022

Kendray Community Allotments – 8 sustained volunteers – 24 volunteer hours
Dug over allotment beds and removed weeds. This supports Kendray Community Group.



Date: 07/03/2022

Barnsley Main – 15 sustained volunteers – 30 volunteer hours
Assisted to turn over the flower bed and plant some bulbs. Bettalives donated some meat and dog food for the Ukraine appeal. We returned to Bettalives with some veg seeds ready to plant in their raised beds in the park.



Date: 21/03/2022

Dug holes for tree planting and removed extra soil. Planted a willow tree and trained a member of staff on planting and weaving bushes.



Date: 28/03/2022

Turned over flower beds and removed any weeds. Trained up volunteers on using and rewiring strimmers.

Date: 31/03/2022

Gifted some plants to the group which were donated by Tesco. Planted the plants. Strimmed the grass along the woodland walk.



BMBC Priorities Contributed Towards:

Healthy Barnsley

- 1. People are safe and feel safe**
- 2. People live independently with good physical and mental health for as long as possible**
- 3. We have reduced inequalities in health and income across the borough**

Learning Barnsley

- 1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships**
- 2. Children and young people achieve the best outcomes through improved educational achievement and attainment**
- 3. People have access to early help and support**

Growing Barnsley

- 1. Business start-ups and existing local businesses are supported to grow and attract new investment providing opportunities for all**
- 2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture**
- 3. People are supported to have safe warm sustainable homes**

Sustainable Barnsley

- 1. People live in great places are recycling more and wasting less, feel connected and valued in their community**
- 2. Our heritage and green spaces are promoted for all people to enjoy**
- 3. Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking**

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

Our CDEO made contact with Bettalives and discussed the possibility of the group working in the community with Twiggs.

How many staff hours did it take?

32 staff hours

How many volunteers took part & how many volunteer hours were given?

48 sustained volunteers / 124 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Bettalives, Dearne Valley Country Park Group, Kendray Community Group, Barnsley Main Heritage Group & Barnsley Employability Group

Amount of rubbish collected/recycled (if applicable)

8 sacks of waste

Apprentice Involvement:

Our apprentices are involved in each event they attend as a helping hand. They demonstrate to our volunteers the work we are doing.

Training Delivered:

Flower bed maintenance, tree planting, trained up volunteers on using and rewiring strimmers.

What went well?

Developed the group by teaching them new skills including; wildlife habitat creation, bedding planting & fatball (birdfeed) creation.

Any unplanned outcomes (Good or Bad)

During the process of developing the group we also supported other groups by carrying out our sessions at community allotments etc.

Next Steps

Continue to develop new skills with the group.

TWIGGS Central Area Environmental Team Central Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

Assembly Way, Dodworth

The main focus of this project was to work with local volunteers and groups to rejuvenate the area, reintroduce habitats and create a sensory footpath for residents.

Date: 03/02/2022

2 new volunteers - 4 volunteer hours

Cut back hedges, strimmed grass and reinstated footpath.



Date: 10/02/2022

2 sustained volunteers - 4 volunteer hours

Trimmed back hedges, built up habitat pile, 1 sack of litter picked.



Date: 16/02/2022

2 sustained volunteers - 4 volunteer hours

Strimmed down grass along the footpath and trimmed back hedges. Used green waste to create a compost pile.



Date: 23/02/2022

2 sustained volunteers - 6 volunteer hours

Created a sensory footpath & a tidy open area for a bench to go. Assisted the volunteers to move and located the bench in a suitable position. The bench is a Happy to Chat Bench for people to sit on and engage... it even has a message on informing of Twiggs support in the project.



Date: 03/03/2022

Dropped off a donation of Daffodils for volunteer Jeanette for the sensory footpath. Bulbs donated from The Range.



Date: 09/03/2022

2 sustained volunteers – 4 volunteer hours

Raked and cleared the footpath. Turned over soil in preparation for planting.



Date: 16/03/2022

2 sustained volunteers – 4 volunteer hours

Planted bulbs along the footpath and next to the bench. Trained a member of the team how to lay bricks to create a new flower bed.



Date: 23/03/2022

2 sustained volunteers – 4 volunteer hours

Utilised fly tipped materials to create a habitat pile.



Date: 30/03/2022

2 sustained volunteers – 4 volunteer hours

Gifted the volunteers some manure which was donated by a local farm. Assisted the group to put the manure in the flower beds.



BMBC Priorities Contributed Towards:

Healthy Barnsley

- 1. People are safe and feel safe**
- 2. People live independently with good physical and mental health for as long as possible**
- 3. We have reduced inequalities in health and income across the borough**

Learning Barnsley

- 1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships**
- 2. Children and young people achieve the best outcomes through improved educational achievement and attainment**
- 3. People have access to early help and support**

Growing Barnsley

- 1. Business start-ups and existing local businesses are supported to grow and attract new investment providing opportunities for all**
- 2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture**
- 3. People are supported to have safe warm sustainable homes**

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

A member of the public (Jeanette) contacted Twiggs requesting our help to rejuvenate the footpath but also felt the area would benefit from the creation of a sensory footpath.

How many staff hours did it take?

30 staff hours

How many volunteers took part & how many volunteer hours were given?

14 volunteers / 34 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Twiggs and local volunteers

Amount of rubbish collected/recycled (if applicable)

1 sack of waste

Apprentice Involvement:

An apprentice is always present with our Team Leader carrying out all tasks needed to fulfil their role.

Training Delivered:

Trained a member of Twiggs staff how to lay bricks to create a new flower bed and showed volunteers how to create a habitat pile.

What went well?

The renovation work on the footpath is looking fantastic. Successful created a sensory and seating area for people to enjoy.

Outcomes of Project

The footpath is now well maintained and much more presentable. A seating area has been created and a flower bed has been built up making the area very welcoming.

Next Steps

We will be continuing to develop the project with the volunteers.

TWIGGS Central Area Environmental Team Dodworth Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

Horizon Community College & Barnsley Hospital

The planting of Acer trees which were purchased, donated and planted by local MP Dan Jarvis and along with pupils from Horizon Community College in surrounding areas.

Date: 11/02/2022

Horizon School & Barnsley Hospital – 1 sustained adult volunteer – 2 new adult volunteers – 3 school pupils – 12 volunteer hours

Working with MP Jarvis, BMBC, Barnsley Hospital, Horizon Community College
Planted an acer tree at Horizon School and Barnsley Hospital.

This is supporting MP Jarvis with his acer tree planting project, the trees were purchased and donated by Dan, himself.



BMBC Priorities Contributed Towards:

Healthy Barnsley

- 1. People are safe and feel safe**
- 2. People live independently with good physical and mental health for as long as possible**
- 3. We have reduced inequalities in health and income across the borough**

Learning Barnsley

- 1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships**
- 2. Children and young people achieve the best outcomes through improved educational achievement and attainment**
- 3. People have access to early help and support**

Growing Barnsley

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- 2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture**
- 3. People are supported to have safe warm sustainable homes**

Sustainable Barnsley

- 1. People live in great places are recycling more and wasting less, feel connected and valued in their community**
- 2. Our heritage and green spaces are promoted for all people to enjoy**
- 3. Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking**

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

MP Jarvis contacted Twiggs to support his tree planting project.

How many staff hours did it take?

6

How many volunteers took part & how many volunteer hours were given?

1 sustained adult volunteer – 2 new adult volunteers – 3 school pupils - 12 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

BMBC, Horizon Community College & Barnsley Hospital

Apprentice Involvement:

An apprentice is always present with our Team Leader carrying out all tasks needed to fulfil their role.

Training Delivered:

Planting an Acer Tree

What went well?

Successfully planted 2 Acer trees working with volunteers. This project united a school, business and partner with the same goal.

Outcomes of Project

Successfully planted 2 Acer trees working with volunteers.

TWIGGS Central Area Environmental Team Kingstone Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

Mencap

Similarly to our work with Bettalives, we supported Mencap to ensure their service users felt more integrated into the local community, we aimed to enhance their communication, social and interpersonal skills whilst opening them to new interests and opportunities

Date: 08/02/2022

Streets around Kingstone Ward – 4 sustained adult volunteers – 16 volunteer hours
Collected 21 sacks of litter.



Date: 15/02/2022

Mencap Building – 3 sustained adult volunteers – 9 volunteer hours
Scraped off footpaths, removed moss and leaves, dismantled outdoor staircase.



Date: 17/03/2022

Mencap Building – 2 sustained adult volunteers – 4 volunteer hours
Scraped off moss from the footpaths and deconstructed an old step.



Date: 29/03/2022

Mencap Car Park – 3 sustained adult volunteers – 6 volunteer hours
Scraped off moss from the carpark and litter picked.
Collected 6 sacks of litter.



BMBC Priorities Contributed Towards:

Healthy Barnsley

- 1. People are safe and feel safe**
- 2. People live independently with good physical and mental health for as long as possible**
- 3. We have reduced inequalities in health and income across the borough**

Learning Barnsley

- 1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships**
- 2. Children and young people achieve the best outcomes through improved educational achievement and attainment**
- 3. People have access to early help and support**

Growing Barnsley

- 1. Business start-ups and existing local businesses are supported to grow and attract new investment providing opportunities for all**
- 2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture**
- 3. People are supported to have safe warm sustainable homes**

Sustainable Barnsley

1. People live in great places are recycling more and wasting less, feel connected and valued in their community

2. Our heritage and green spaces are promoted for all people to enjoy

3. Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

Our CDEO made contact with Mencap and discussed the possibility of the group working in the community with Twiggs.

How many staff hours did it take?

11 staff hours

How many volunteers took part & how many volunteer hours were given?

12 volunteers & 35 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Mencap

Amount of rubbish collected/recycled (if applicable)

27 sacks of waste

Apprentice Involvement:

An apprentice is always present with our Team Leader carrying out all tasks needed to fulfil their role.

Training Delivered:

Health & Safety when clearing litter.

What went well?

Cleared a large amount of litter around and supported the group to keep the footpaths around the Mencap building presentable and safe by scraping up moss and loose dirt.

TWIGGS Central Area Environmental Team Stairfoot Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

Swanee Steps Woodland Trail (Kendray Community Group)

The main focus of this project was to rejuvenate the footpaths to make these more accessible and less hazardous to users. The project further enhanced the area by teaching volunteers how to reuse natural materials for the creation of habitats and improve the aesthetics of the woodland – basic woodland management.

Date: 07/01/2022

2 sustained adult volunteers – 8 volunteer hours

We reinstated the footpath and cleared mud and fallen leaves from it. Cleared 8 sacks of litter. Great start to the New Year working with 2 of our Kendray Community Group volunteers.

Before



After



Group



Date: 14/01/2022

4 sustained adult volunteers, 1 new adult volunteer – 15 volunteer hours

Reinstated the footpath and collected 13 sacks of litter.



Date: 21/01/2022

4 sustained adult volunteers – 16 volunteer hours

Continued the woodland footpath creation by building the footpath boundaries.

Lopped back trees that were encroaching the footpath. Reinstated a staircase and cleared leaves. Collected 4 sacks of waste.



Date: 04/02/2022

5 sustained adult volunteers – 15 volunteer hours

Planted bulbs along the woodland walk teaching the volunteers new skills on how to plant and transfer the bulbs.



Date: 18/02/2022

1 sustained adult volunteer – 3 volunteer hours

Cut back trees, continued the woodland trail, cleared dead grass, litter picked.

Litter picked: 1 sack



BMBC Priorities Contributed Towards:

Healthy Barnsley

1. People are safe and feel safe
2. People live independently with good physical and mental health for as long as possible

3. We have reduced inequalities in health and income across the borough

Learning Barnsley

1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships
2. Children and young people achieve the best outcomes through improved educational achievement and attainment
3. People have access to early help and support

Growing Barnsley

1. Business start-ups and existing local businesses are supported to grow and attract new investment providing opportunities for all
2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture
3. People are supported to have safe warm sustainable homes

Sustainable Barnsley

1. People live in great places are recycling more and wasting less, feel connected and valued in their community
2. Our heritage and green spaces are promoted for all people to enjoy
3. Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

The Barnsley employability service got in contact with us to set up a weekly event with service users.

How many staff hours did it take?

34 staff hours

How many volunteers took part & how many volunteer hours were given?

15 volunteers – 57 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Kendray Community Group

Amount of rubbish collected/recycled (if applicable)

18 sacks of waste

Apprentice Involvement:

An apprentice is always present with our Team Leader carrying out all tasks needed to fulfil their role.

Training Delivered:

Taught the group how to create a woodland footpath by utilising fallen branches and 'green waste'. Gave the group a demonstration on transferring bulbs from one location to another. This gave them new skills on safely digging up and planting a bulb.

What still needs further development?

The woodland trail can be further developed upon to continue it from the woodland.

Outcomes of Project

Large amounts of litter have been cleared on a regular basis, new wildlife habitats have been formed, footpaths around Swanne Steps are now maintained and a wildlife trail has been created leading through the woodland area passing by the wildlife habitats.

TWIGGS Central Area Environmental Team Worsbrough Ward Case Study

Quarter 4

1st January 2022 – 31st March 2022

TPT Entrance, Worsbrough

Joint litter pick with Worsborough tidy group, Charlotte Moulds and South Area Team. Each group started in different access points surrounding the TPT and continued until they came together at a shared point. This encompassed approximately 2 miles

Date: 10/02/2022

14 sustained adult volunteers, 42 volunteer hours

Cleared 73 sacks of waste along with fly tipped items.

The aim of this event was to tidy up the TPT entrance leaving it looking presentable and inviting to walkers.



BMBC Priorities Contributed Towards:

Healthy Barnsley

1. People are safe and feel safe
2. People live independently with good physical and mental health for as long as possible
3. We have reduced inequalities in health and income across the borough

Learning Barnsley

1. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships
2. Children and young people achieve the best outcomes through improved educational achievement and attainment
3. People have access to early help and support

Growing Barnsley

1. Business start-ups and existing local businesses are supported to grow and attract new investment providing opportunities for all
2. People have a welcoming safe and enjoyable town centre and principle towns as destinations for work, shopping, leisure and culture
3. People are supported to have safe warm sustainable homes

Sustainable Barnsley

1. People live in great places are recycling more and wasting less, feel connected and valued in their community
2. Our heritage and green spaces are promoted for all people to enjoy
3. Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking

How did this activity come about? (eg: generated by team, member referral, idea from member of public, or Ward Alliance)

Discussions between WTG during Twiggs Led events took place leading to the event being set up with Twiggs support.

How many staff hours did it take?

9 staff hours

How many volunteers took part & how many volunteer hours were given?

14 sustained adult volunteers, 42 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Worsbrough Tidy Group

Amount of rubbish collected/recycled (if applicable)

73 purple sacks

Apprentice Involvement:

An apprentice is always present with our Team Leader carrying out all tasks needed to fulfil their role.

What went well?

The TPT entrance now looks clean and tidy.

BMBC SERVICE LEVEL AGREEMENT

PRIVATE RENTAL HOUSING SUPPORT SERVICE & TARGETTED HOUSEHOLD FLYTIPPING SERVICE

Good news stories

Private rented multiple occupancy with issues in relation to waste management worked in partnership with SYFR, pest control, housing enforcement and the letting agent to improve the process the before and after photos speaks for themselves.
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Another location that had been blighted with fly tipping was a plot belonging to Morrison's PLC after some discussions they cleared it.



Private land fly tipping worked with Twiggs and owner to clear and secure the property.



Q4 report 1st January – 31st March 2022

Waste in garden / skip – Before & After



A skip was filled early this year and there were no markings on it. After investigation it was on private land, I contacted all local skip hiring companies and no one claimed ownership. After a brief letter drop to all the local residents it was removed. You can also see from the first picture (left), it was set on fire – I explained this on the letter that was issued and stressed urgency for clearance.



Q4 report 1st January – 31st March 2022

Central –

No photo of this Waste In Gardens before as I was on leave and my colleague JC attended in my absence. After photo was taken after a warning letter was issued. Tenants contacted me to advise me that they were all isolating at the time after contracting COVID. All waste in garden was cleared within the timescales requested.



Q4 report 1st January – 31st March 2022

Central – before & after

Evidence on the before and after photos looks like a potential house clearance, warning letter was issued to both tenants and landlord with no response after a couple of weeks. After numerous visits the new tenants answered who denied that the waste was theirs, they gave me their letting agents contact details. Letting agents were contacted and the waste was cleared a week later.



Q4 report 1st January – 31st March 2022



Before (left & above) and after (right) photos again from a proactive patrol in the Central area, the owner was reluctant at first to get the waste cleared when initially discussed it with them. Minimising their own involvement (I had already had witnesses disclose to me that it was all their waste). Excuses were made regarding shift patterns and lack of transportation to clear the waste was also stated, however support was offered and I referred them to our services we provided and all waste was cleared.



Q4 report 1st January – 31st March 2022

Open cases – updates –

Updates from a previous quarter would be the property/hoarding case I am supporting has accepted all support currently and he will be deciding whether or not to sell his property and get further support from the council. Fire services have visited to complete a fire risk survey.

I also have another case pending an investigation of which I will be taking action against the landlord – however I will not have any photos or an update regarding this until I have inspected the property. Significant waste in gardens currently and I've made a referral to children's services who are now supporting the family who have previously been known to services.

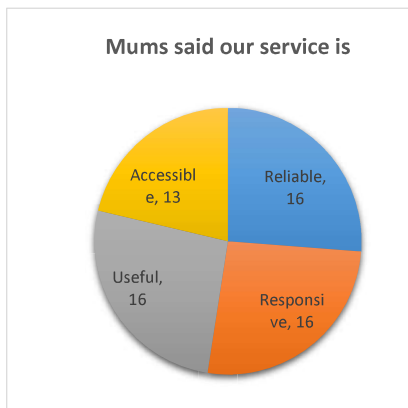
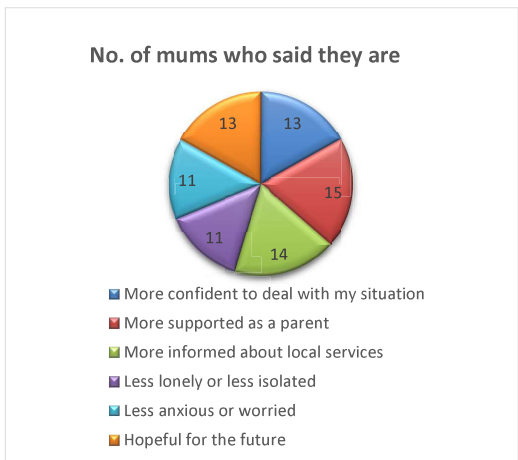
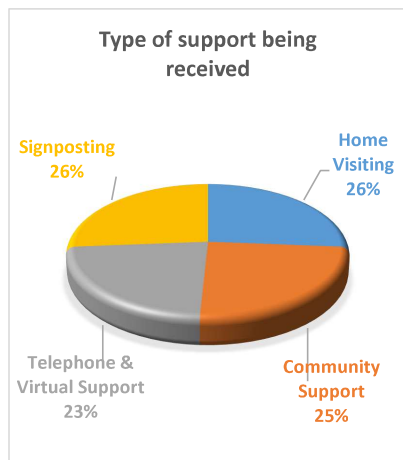
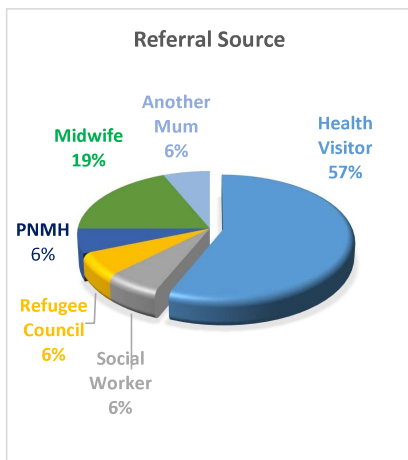


Across this quarter we have aimed to foster social and emotional connectedness and a sense of belonging across a community within a community. Parents' have engaged in small face-to face group gatherings in local coffee shops and playgroups and at the 'Marvellous March' event at Hope House. Here they met Rachel Taylor, and learned more about the groups and support available at Hope House, and met with more of our volunteers.

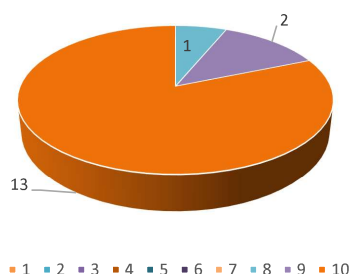
Volunteers have facilitated conversations between parents, who have chatted and got to know one another in a safe space. It has been a privilege to see and hear parents sharing their experiences and feelings about being a parent, their emotional well-being and moving to and/or living in Barnsley. Again it has been lovely to see many smiling faces and hear the hum of conversations and laughter.

At least 10 parents have shared their contact details, communicated via social media, set plans to meet and have met in the community independently of the project and are continuing to consolidate their new friendships and develop a stronger sense of belonging and acceptance. Amazingly many of these mums are supporting other mums to improve their emotional well-being.

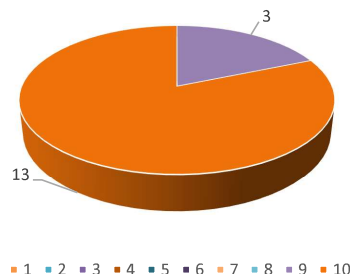




How parents rate the service



Did parents feel treated with respect & sensitivity



"It has helped me get my confidence back and help me believe in myself. My confidence has improved where I've been to playgroup on my own" (Mum, J)

"It is a friendly, useful and supportive service" (Mum, M)

"I'm happy to be one of the moms who are visited regularly and delighted as it's this organisation that introduced me to other moms who share the same interest and sometimes blues" (Mum, A)

"It is a very proactive, very supportive service. I have been helped with other things. They are always at the end of the phone. I have felt listened to and respected. Very non-judgmental" (Mum, Z)

"Kind, lovely service...it makes me happy" (Mum, M)

"It is supportive, caring and making a difference to my life"" (Mum, K)

"I've had someone to talk with and things we have talked about have been sorted or are getting sorted. It's not just phone calls I have people visiting my home. We are still working on helping me to feel less lonely" (Mum, A).



In terms of mental health our mums often tell us that we have supported them to feel better emotionally, though this isn't the case for all parents, and it is important and a privilege that they trust us enough to tell us when they feel sad, low, guilty, lost, depressed, angry and/or worried, which we hear a lot. Often parents are the ones who achieve the changes they want to see and feel but they kindly tell us that we have given them confidence and emotional strength to believe they can and be more hopeful. Talking to other mums has been one of the main successful sources of support for mums recovering from Post Natal Depression. When they first meet and chat you can physically see the relief on their faces knowing they are not alone.

Case Studies

Below are three case studies, which we hope provides an insight into the impact of the support provided.

1. Mum is a first-time mum, who although was excited for her new baby experienced bouts of sadness and numbness and was unable to explain it. She was also experiencing some common new mum anxieties alongside isolation and loneliness, after commencing parental leave. Mum's partner was out most days due to work. Mum was soon matched with a volunteer, who visited weekly, offered a listening ear, validated mum's feelings, and helped mum to keep things in perspective. She encouraged her to reframe negative thoughts and think more positively. She offered advice and encouragement about all aspects of parenting. Mum was supported with getting out of the house, introduced, and supported with attending playgroup and other activities. Mum's confidence in her parenting abilities has improved, she is independently accessing playgroup sessions and meeting another parent with whom she is establishing a mutually supportive relationship independently of the project. Mum is also returning to work.

In mum's words

"I'm a mum to a 5-month-old baby and became involved with Family Lives 3 months ago through my health visitor. My baby is my first child and I was really struggling mentally to adjust to having a baby in my life. Luckily, I met Lesley near enough straight away, who looks after Family Lives, and within two weeks I was matched up with Michaela, Volunteer, who is a similar age to me and has three children, so knows what I'm going through. She has been amazing, we've really clicked, and she has also introduced me to a fantastic playgroup where I have met some lovely friends and a really welcoming group. It has really boosted my confidence as a mum because I was so out of my depth. Hopefully, I can continue to work with Family Lives when I do return to work. Lesley has helped me with some things for that as well so it's not just about baby it is about mums as well. They have been absolutely fantastic, so I hope this continues for other people as well" (Mum).

The quote below is from a mum, whose scenario we included in Y3Q3 report as case study 2.

2. *"I had baby a few weeks before lockdown and found it really really hard, isolating, being on own as a single mum. I found it hard to go out and had no confidence. I was introduced to Lesley four months ago who has helped me to go out, go to playgroup with son, and get his confidence going, meeting mums in similar situation as myself who have now become my friends and sorted things I need to be on such as rose vouchers, which is great and helps me financially. Now my confidence is really good it's all down to Family Lives"* (Rachael, Mum).
3. Mum is a first-time mum, who moved to the UK approximately one year ago. She has found the adjustment to life in the UK a challenge due to several restrictions imposed on the family and being without her family. Mum accessed some practical support about the employment, benefit, and passport systems in the UK. However, she was isolated and immersed herself in the opportunities we created for her to meet with other parents and was pleased to encounter such diversity but also such commonalities in terms of being mothers. It was a joy to see such a delighted face and hear mum's comments as follows.

"...this is just what I need, I am missing my family and this, it feels like family." Mum later posted a picture of the group of mums with the comment *"so much diversity but one thing in common...we are all mums"* (KJ, Mum)

Over recent weeks this mum has found things more difficult due to external pressures, but we have been able to ensure that we are providing support, increasing visits, listening, and encouraging mum to seek GP and Health Visitor support, to keep up her connections with the mums she has met and with her volunteer. We are currently organising for mum to chat with other mums who have been in the same position as mum about their recovery journey.



- Volunteers have attended a volunteer celebration, information sharing and planning event and remain committed to the setting up a 'Community Connections' drop-in group and supporting the search for funding and sustainability solutions.
- Observations confirm that volunteers are continuing to connect and forge friendships and supportive networks with one another, which has enhanced their confidence, skill and knowledge development and sense of belonging. This has positively impacted on the project with continued motivation and increased ownership engaging in project planning, preparation, and delivery of diverse activities.

"I have been volunteering for two years. I like it as I am helping people and I have always liked to do this. I started as I had some free time and I thought it would help me get into university. I have got into university...everything I have done with Family Lives has helped me in my life with university, how I run my life at home all the experts we have on are brilliant. I learn so much from what they have to say, it's just fantastic, I love working with all people, all mums, kids, other volunteers are absolutely fantastic and we all give each other advice. It's a fantastic company to volunteer for and I want to carry on throughout university get more experience and carry on helping other people" (Terrie, Volunteer).

I'm a mum to a 3 year old and a step mum to an 8 year old. I started volunteering in December 2020. At the time I was working in finance and I knew I wanted new career but I didn't know what in. I was scared to take the step into a new career so I decided to volunteer. I think the project is absolutely great, I really enjoyed volunteering, so when the opportunity came in October, November last year to apply for role of Outreach Worker I jumped at chance, took a leap of faith and I am really glad I did. The project is amazing, the volunteers are fantastic and it's great to see the difference made to families' lives (Emma, Outreach Worker).

"I have two girls at high school and I work part time so I had some spare time and wanted to give back to the community. Role involves befriending pregnant women and mums, parents. It has been really rewarding seeing the mums' confidence increase and seeing them integrate into the community and building relationships with other parents. I feel fully supported in my role and if I have any questions I ask Lesley or Emma. I am really hoping that this will be a pathway into a new career into counselling with the experience that I am gaining" (Sioned, Volunteer).



Cheeky Monkeys Toddler Group



Themes in craft times that we have covered this quarter include, Valentines Day, Spring flowers, planting seeds, World Book Day and Mother's day.



We have also provided opportunities for children to develop essential early hand-eye coordination skills through simple mark making, playdough, sensory investigating with corn flour and threading activities.





New small world resources were purchased to encourage the development of new vocabulary and early communication skills. These toys were a great success and we've received good feedback from parents about how their children enjoyed engaging with them.



Little Chimps baby group



The atmosphere in this group continues to be welcoming and some of the projects new members attend this session. We have welcomed new families who have joined the group after either being signposted by Family Lives or after attending an event hosted by us with the aim of introducing anxious family lives families to our building and the Little Chimps staff.

Time for me!

This quarter we themed our Time for Me event around Mother's Day. We provided each attendee with a facial pack and together we were guided through the kit. Brownies were purchased from Old George as the refreshments – these didn't last long! The event was full with 20 mums, a mix of Little Chimp and Cheeky Monkeys families; all making each other feel welcomed and a part of the group.



Thank you so much for a lovely evening! I get zero break, it's very rare, so it was nice to get out and be Abby for once, not just Mummy! Instantly feel lifted and chilled.

Food and Fuel Fund

This quarter we have used the funds to provide lunch from Hope House Café for our Cheeky Monkeys afternoon families and put together a ‘family movie night’ treat pack for 40 households. Both events were very much appreciated by all.



Claire, a mum who regularly attends our afternoon toddler group volunteered to help shop for and put together the movie night packs. She enjoys putting gifts together for people and organising packaging etc and so this activity gave her the opportunity to draw on her interests and skills.

Case Study – Kay

We first met Kay during lockdown in the pandemic. She messaged to show interest in the group and explained that she suffered badly with anxiety but knew she needed to get to a group for herself and her son. Below are Kay's words describing her experience of her time at Cheeky Monkeys.

“I was recommended by a few people on social media to try the group, and I did that week and have been going ever since. I return each week as from the very first session me and my son felt very welcome, safe and cared for by staff and others attending the group.

Since starting the group my son has shown additional needs and both Rachel and Sarah have been amazing at offering us help and support whether it be helping with my son's meltdowns or just being a shoulder to cry on when things have got tough. They have both gone above and beyond to help us during and outside of sessions and to make sure we feel comfortable. The list of support I

have received has been never ending, it could be the smallest or biggest thing and they will be there offering whatever advice they can and it is truly appreciated.

The group is loving, friendly, caring, more like family and I couldn't imagine us not being there. We love the group and we love Sarah and Rachel for all that they do."



CITIZENS ADVICE BARNESLEY

BMBC Central Report

1st January to 31st March 2022.

CASE STUDY 1

It's always sad when a long-term relationship suddenly ends. Inevitably, feelings are hurt and regrets are felt. But when a home and belongings have been shared for a number of years, there is also the complication of just who owns what.

When Ellie* and Geoff* split up, Geoff took very little with him, even though many of the things he left behind had been purchased either jointly or by him. Although Ellie mentioned at the time that he had not paid her back the money that she had loaned him for a motorbike, he drew her attention to the jointly owned things he was leaving and thought no more of it.

Geoff was, therefore, shocked when months later Ellie contacted him, again asking for the money. Geoff was worried - he didn't deny that she had loaned him the money, but really, she had come out of their split far better off than he had. Besides, even though he was working full time, he really had little money to spare at the end of the month. He certainly couldn't just pay it back in a lump sum. However, Geoff didn't know what his legal rights were - and he didn't want

to aggravate the situation. Realising that he needed clear, impartial advice and information, he decided to contact Citizens Advice Barnsley.

As he was working full time, Geoff was pleased to see that he could contact Citizens Advice Barnsley by email - and he was really pleased to receive a detailed response which really talked him through the possibilities and useful links to make finding the information simple.

First, the adviser directed Geoff to pages on the Citizens Advice website, which contained lots of information regarding the division of goods and money at the end of a relationship. The adviser also queried whether Geoff and Ellie had had a written agreement about the money for the motorbike, as this would affect his position.

The adviser then informed Geoff about Mediation Information and Assessment Meetings and the mediation process that could be a positive way forward. She cautioned Geoff about checking on any shared debts and joint liability.

If a solicitor were necessary, she told Geoff how to find a family law solicitor, and informed him about local ones that might give a free initial consultation. Equally, she explained how to apply for a financial order, if that became necessary, but that it was obviously best for all concerned - and less expensive - if they could arrange things amicably.

These situations are never easy or painless, but at least now Geoff, with the support of Citizens Advice Barnsley, had the information he needed to try to work things out with Ellie as constructively as possible, and a clear sense of the next steps to take.

CASE STUDY 2

Amir* was really worried about his job: he had been at the same factory for over three years, first through an agency and then as a regular employee. He was settled there - but recent work in one particular role had resulted in a painful strain injury.

Amir saw his doctor and was referred for physiotherapy; he made sure that his employers were aware of his situation and, for several days, he was able to work successfully in another area of production. However, while he was still recovering from the strain injury, his immediate line manager placed him back in the role that had caused his injury.

Amir tried to object, but his line manager basically stated that if he wasn't prepared to do it, then he'd be fired. Devastated, Amir tried to do as he had been asked, but the pain was terrible - even hours later, it prevented him from sleeping and he felt too exhausted and in too much pain to go to work the following day.

What could he do? He needed the income and liked the stability of permanent employment rather than agency work - but he couldn't do that one role. Besides, others appointed at the same time had not been asked to do that role - why was it only him? He had an unpleasant feeling that it could be a form of prejudice...

Amir didn't know his rights in this situation. He contacted Citizens Advice Barnsley to ask for advice and an adviser emailed back with a detailed response, outlining the steps Amir could take to resolve his problems.

The adviser suggested that the first stage would be to raise an informal grievance, simply by speaking to his manager, and explained how to escalate that grievance procedure. The adviser included links to the ACAS website outlining formal grievance procedures and guidance. He explained that, should Amir feel that he should refuse to do that role because it jeopardised his health, this would be an area for a specialist solicitor. This would equally be true if Amir wanted to pursue the angle of Personal Injury.

It was not possible for the adviser to know whether discrimination was a factor; however, he clarified for Amir the definition of discrimination in a workplace setting and explained that it would depend on the facts of each individual case and, as such, is a specialist area of law, again needing a solicitor.

The adviser concluded by explaining Statutory Sick Pay to Amir, should he be unable to work due to injury, and by ensuring that he knew about other bodies that could give him specialist support such as ACAS, and the Equality Advisory

Service. Amir would then be able to attempt to resolve his issues armed with a clear understanding of the protocols involved.

*** All client Storytellers have been given different names and certain details have been omitted or changed to preserve their anonymity.**