

DEARNE AREA COUNCIL

Performance Report

Q2 July 2020- Sept 2020



Introduction

Area Council Priorities

Improving
Health and
well being

Young
People

Local
economy

Skills for
work

Environment

Table one below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Service	Priority	Provider	Contract Value/length	Contract end date
Employability	Health Skills and training	Dearne electronic community village	£33,000 per annum	Funded until end of March 2021 with option to extend.
Private Sector Housing Enforcement	Health Environment	BMBC	£38,061 per annum	Funded until end of January 2022
Environmental, volunteering and education service	Health Environment Skills and training Young people	Twiggs	£85,000 per annum	Funded until end of March 2021 option to extend further 2 years
Social connectivity	Health Skills and training	B-friend	£27,000 per annum	Funded until July 2022

OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The overviews of each service that are paid for through commissions and grants process are listed below.

Employability- DECV

(1)DECV

During this quarter the service have offered ICT and Employability Support sessions, over three days each week during lockdown. Also in the last couple of months DECV was open two days per week and all slots have been filled on these days. All learners were signed onto online learning + OCR. Learners have also been able to contact Rory at any time if help was needed. This learning is in partnership with Good Things Foundation using the Learn My Way and Make it Click resources. Those learners without computers or Internet at home have more time with Rory over the phone.

As of Tuesday 18th August, DECV re-opened its doors two days per week. Along with BMBC Library staff the layout of the building has changed. They have:

- installed Covid Advice signs
- Installed 2m floor markers in classrooms and hallway
- Installed a one-way system (learners enter through library and leave through classroom door.
- Large supply of Handwash / Gel / Cleaning products always on hand / Face Masks
- Session moved to the larger classroom

Only two computers per classroom used at any one time. The layout of the room has been changed. Rory was working either one to one with

appointment system in place and have no more than two learners at any one time. Both learners positioned at opposite sides of the room. Computers cleaned after each learner and chairs used on a rotation system. Anyone entering library will be required to use hand gel on entering and leaving

Anyone entering library will be required to wear a face mask and Rory wears a visor + face mask. Learners have been notified and all appointments are fully booked for the two days. Anyone not in session will have dedicated phone/Internet support.

For learners who have health problems and cannot attend in centre, Rory has been offering phone/facetime slots for each learner. This has proved successful for the past four months. The emphasis will be getting back to seeing people face to face, but this tried and tested method will be in place for learners who for health reasons should not attend in person.

Although Rory has not been able to undertake OCR assessments during lockdown he's moderated internally and been allowed to predict 20 learner grades, sent using OCR's system online (a one-time opportunity under lockdown for OCR centres). 20 learners will all receive certificates and can use work they have done with me online as evidence. The remaining learners can now begin submitting again as of September 2020.

During quarter two, 20 learners have been recruited and achieved a qualification, while four gained employment and 23 went on to further training.

*Another aspect of Rory's work has always been Digital Inclusion and the social aspect, and he has kept this going during lockdown. He has been phoning learners regularly, particularly those who live alone and don't have a support network of close family or friends. He is also keeping in contact with some of his older learners from past projects and having a chat with them at least once per week.

Performance Indicator	Q1	Q2	Cumulative
Learners Recruited	23	20	43
Learners into local employment	3	4	7
Learners achieving qualification	10	20	30
Learners into further training	23	23	46



***DECV contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.08a	Gap in the employment rate between long term health conditions and the overall employment rate
1.08v	Percentage of people age 16-64 in employment

Case Study

“Ian first attended with me back in Feb 2020 and walked into the classroom with the words, “I’ve never used a computer in my life!”. Ian was put on my course by the DWP as he had recently left his old position due to ill health and couldn’t physically do the work. He had been in his previous employment 19 years! Ian’s plan was to perhaps learn some computer skills with a view to changing his career to something less physical.

After enrolment we worked on an initial assessment, so I could gauge Ian’s level at ICT (Entry 2) and we began by looking at what the DWP required on his UC profile. First thing was a CV / Cover letter and to register with around 6 jobsites (INDEED etc). I then set up Ian’s email and created his online learning profile and OCR folders. Ian did have some anxiety about using computers, but

I realised this was more to do with being in a classroom environment, rather than the Computers themselves. Ian already had a Facebook which he posted on, so I realised his first statement wasn't altogether true.

By session 2 we started the OCR course and spent around an hour per session on job search. Although Ian's progress was slow his confidence was boosted by how accurate his work was. Also, the lack of a time limit and the advantage of working at his own pace helped his confidence. Working in a small group (no more than 3) also helped as I could spend enough time with him to overcome any difficulties.

Ian's knowledge and confidence of using sites like Indeed and CV library was growing and by March he had his first interview. Unfortunately, lockdown happened, and the interview never took place. DECV closed its door and I began tutoring Ian online once per week for 2 hours, originally over the phone and later using teams. We carried on with the OCR course and the Learn my Way online course and continued to apply for positions. I gave Ian mock assessments online in the hope OCR would accept this as evidence (which they did) and he passed his ICT award easily. DECV opened its doors again in August and we carried on with job search. Ian secured a fulltime position as a yard's person in Goldthorpe. Although physical, not at all like his older position and Ian tells me he will continue to use the skills he has learned, applying for positions less physical “

Environment: Housing and Migration-BMBC

(2) Housing and Migration officer

Quarter two for the Housing officer has been a difficult time for all the staff within in the service. The officer has not able to carry out all his duties such as house inspections or knocking on doors to give face to face advice, he could still carry out street inspections to identify fly-tipping and outside disrepair issues, and to ensure that the referred jobs that needed further investigation or actions to the appropriate departments.

Performance Indicator	Q1	Q2	Cumulative
Initial contacts	88	103	191
Vulnerable households identified	2	2	4

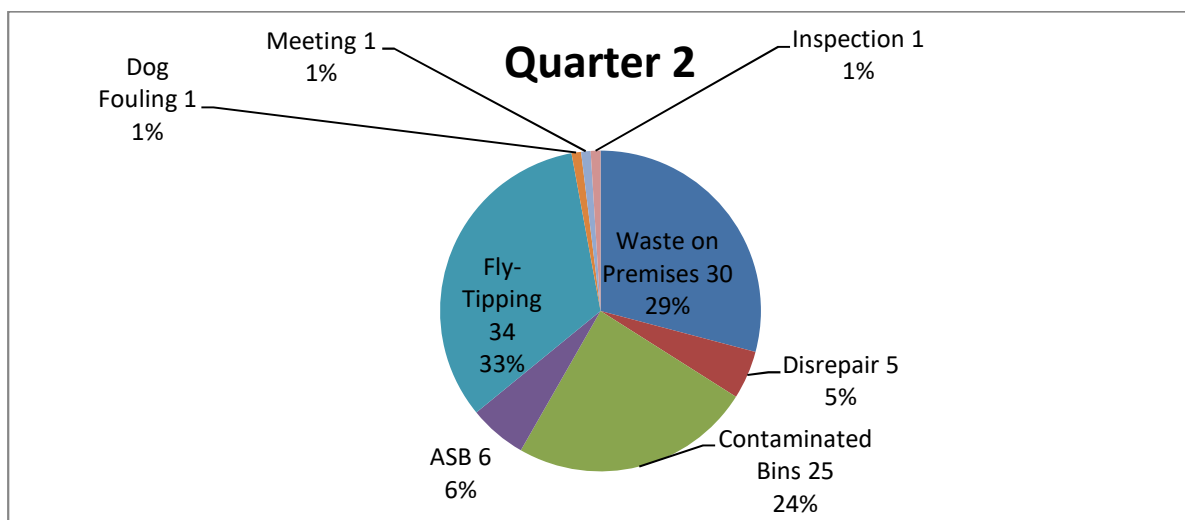
People sign posted to other services	2	2	4
Informal requests to landlords	16	14	30
Improvement to properties	20	32	52

The officer dealt with 30 Waste on Premises within quarter two, 21 first contact letters two CPN Warning Letters and one CPN Notice was sent.



Fly-Tipping

In total 44 cases of fly-tipping were detected during routine proactive visits within the quarter two period. All the fly-tipping cases have been referred to neighbourhood services using the pin mapping system for removal.



***Housing officer's contribution to Public Health Outcomes.**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.01	Children in low income families
1.15	Statutory homelessness
1.17	Fuel poverty
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.08	Emotional wellbeing of looked after children

Case Study

“Over the past couple of months I have continued working on a number of properties on Elizabeth Street Goldthorpe with a number of waste issues in the rear gardens. There are eighteen terraced houses with the rear gardens backing on to King Street which houses some of our most vulnerable residents in purpose-built bungalows.

After carrying out a survey of all eighteen properties ten properties were identified to have waste issues ranging from domestic household and commercial waste. Two of the properties have been empty for a considerable amount of time and have attracted fly-tipping. The garden fences have been vandalised and pulled down leaving the gardens open to more waste being added. After contacting the owner/letting agent it was decided that both properties would be cleared of waste and the gardens would have new fencing installed to try and stop fly-tipping in the future. Unfortunately, at the beginning of August 2020 the fencing from one of the gardens was stolen and the garden has now started to be used again for fly-tipping household waste. The owner and agents of the properties have informed me that they hope to bring both properties back to the rental market once repairs have taken place.

At this present time I am still dealing with four properties on the street, one has been difficult because the tenant is going to be evicted by the courts and he will not answer his door and does not reply to my letters .My concerns with this

property is the garage to the rear garden both doors have been ripped off and left on the pavement and the garage has wood stored in it. The rear gate to the property was set on fire at the end of August 2020 and I have concerns about this happening to the garage. I have recently managed to find the agents responsible for the property and they have informed me that the tenant will not allow them in to carry out repairs. I have sent photographs of the garage and asked that repairs are carried out to it. I revisited the address on the 28th September 2020 and the garage has been secured.

The other three properties on Elizabeth Street that I am dealing with are for domestic waste and dog faeces. I have sent five warning letters two CPN warning letters and one CPN Notice so far to properties at this location. “

Environment, education and volunteering -Twiggs

(3) TWIGGS

As part of the Twiggs contract they would normally engage with groups, individuals' volunteers and schools. However due to COVID they flexed their services in order to assist neighbourhood services in creating a cleaner and greener environment. Twiggs continued to support the service until mid-July when they were instructed that the service was back up to capacity.

Area	Works
Chapel lane	Reported fly tipping and litter picked
Clayton Lane	Reported fly tipping and litter picked
Dearne Road	Litter picked
Marlborough Close	Litter picked
Fredrick Street	Litter picked
Lidget Lane	Litter picked
Houghton Road	Litter picked
Station Road	Litter picked

During quarter two, 43 areas were independently targeted across the Dearne Area. The work consisted of cutting back hedges, clearing footpaths, weeds, curb hedges, strimming, litter picking, lopping, clearing fly tipping and Trimming shrubbery. 91 bags of litter and 35 bags of green waste were removed this quarter. Seven fly tipping instances were reported in on Chapel Lane, Clayton Lane, Highgate Lane backings and Ingsfield Lane.

Lesley Road Goldthorpe



Barrowfield Road Thurnscoe



Ingsfield Lane



Highgate Lane



Individuals taking responsibility for specific areas

20/07/2020 – Provided one local resident with volunteer waste bags and waste arrangements when needed. This independent volunteer regularly clears litter from the Phoenix Park area, and Twiggs continue to promote her work via Social Media.

03/09/2020 – Delivered two volunteers waste bags they clear litter regularly from the Thurnscoe Bridge Lane area.

06/07/2020 – Volunteer independently cleared two bags of litter from the High Street, Goldthorpe, the team collected the waste.

The team have also continued to support volunteers at Thurnscoe Park, the Salvation Army and the caretaker on the embankment. Twiggs have assisted with clearing pathways, clearing overgrown weeds, strimming, trimming edges and discussing future project.

Barnsley Road entrance



***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

B: Friend-Social Connectivity

(4) B-friend

After suspending all community activity in March 2020, the team immediately looked at how they could effectively, meaningfully & safely support isolated older neighbours in the Dearne in such uncertain times.

It's been a challenging, emotional & relentless six-months since then where the team have been needed more than ever before. As well as supporting new beneficiaries, the support for those they already had contact with has completely changed with those, previously quite self-sufficient, facing new & unexpected wellbeing challenges.

As the team continue in these difficult times rest assured, they are constantly innovating, tweaking & collaborating with the community to effectively meet need & reduce isolation as best they can.

*The below table represents the services first quarter of the current contract.

Performance Indicator	Q2	Cumulative
Hours of 1:1 befriending	442	442
New befrienders	7	7
Staff visiting hours	78	78
Bundles of joy delivered	28	28
Regular volunteers	34	34

The social clubs are not able to operate face to face at the moment so their weekly Social Clubs in Thurnscoe & Bolton upon Dearne now take place over the phone. Thurnscoe average attendance: six people, Bolton average attendance: 16 people, however all 35 older neighbours that attended prior to COVID are in regular contact with the service and befriender.



***B:Friend contribution to Public Health Outcomes.**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.18a	Adults who have as much social contact as they would like
1.18b	Adult carers who have as much social contact as they would like
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13a	Physically active adults
2.23	Self-reported well-being

“I’m over the moon with her. It’s been fantastic. It’s nice having someone to talk to, it just breaks up the week.” – Steven, older neighbour about his befriender, Sue.

“Seeing Nicola [befriender], or hearing her voice, makes you feel like you’re still in this world. That someone cares. I received some cards from children too and they’re on my fireplace. Every time I look at them, I smile to myself” – Kathleen, older neighbour in Thurnscoe

“He told me he is going to Robin Hood's Bay for the day and that is somewhere my family and I used to go a lot so I’m looking forward to our next call because he has promised to take me on a trip down memory lane.” – Sue, befriender

Dearne Development Fund

Dearne Development Fund 2019/20

Some of the projects mentioned below have now finished and those that have been highlighted in purple are still on going, the report will continue to contain the information until all projects are all complete.

Organisation	Duration of funds	Amount	Total allocation remaining
Public Health Grant and Dearne Development Fund Allocation			£88,590.88
TADS	May 2019-April 2020	- £14,944.73	£73,646.15
Dearne Playhouse	June 2019	-£7,126	£66,520.15
Mission Muay Thai	June 2019-September 2019	-£2,500	£64,020.15
B,Friend	June 2019-May 2020	-£7,384	£56,636.15
Dearne Family Centres	June 2019-Sept 2020	-£2,980.69	£53,655.46
CAB	Oct 2019-Oct 2020	-£8,069	£45,586.46
DIAL	Dec 2019-Dec 2020	-£10,151	£35,435.46
GDG	Dec 2019- Dec 2020	-£5,000	£30,435.46
Fit Reds	Jan 2020-Sept 2020	-£5,489.33	£24,946.13
Station House	Jan 2020-Jan 2021	-£13,340	£11,606.13
TADS	July 2020-March 2021	-£7,955.45	£3,650.68

TADS

TADS started working in the Academy on the fifth of October, they are currently seeing ten young people per week for six weeks before they move to another ten. Most issues are school based, but everyone is wanting to talk about COVID, the team are just being there for them. Carol Himsworth is the worker, she is doing 15 hours per week to ensure that the funds are spent by end March 2021.

Dial

Since 16th March 2020, due to the global pandemic DIAL implemented alternative provision which includes pre-arranged telephone appointments with advisors for form completion and telephone and email advice for all other enquiries.

As a result of this during the last quarter, **17** residents received a telephone appointment for form completion and **52** residents received comprehensive telephone advice and **60** residents received Public Health Advice and guidance

From April DIAL introduced safe and well checks to support vulnerable residents who were either shielding or self-isolating. During the last quarter **15** residents who had previously used the service were contacted **73%** of residents reported that they felt less isolated as a result of our safe and well checks

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Case Review	3
	Mandatory Reconsideration DLA	1
	Mandatory Reconsideration PIP	5
	Mandatory Reconsideration Universal Credit	1
	SSCS1 Universal Credit	1
	Ongoing casework	2
	SSCS1 PIP	7
	Appeal Universal Credit	1
Total		21
Benefits	Attendance Allowance	2
	Benefits check	9
	Carers Allowance	3
	Disability Living Allowance Child	1
	Employment and Support Allowance	6
	Medical Assessment Prep	1
	Pension Credit	2
	Personal Independence Payment	9
	Universal Credit	5
Total		38
Disability Information	Bus/Rail Passes	2
	Blue Badge	4
	Equipment	1
Total		7
Housing	Housing repairs	2
Total		2
Legal	Mental Capacity	1
Total		1
Public Health	Public Health Advice - COVID-19	60
Total		60

Social Isolation	Safe and Well Check	15
Total		15
Grand Total		144

Case Study

Before DIAL

Mr B is a middle-aged gentleman who had to give up work to look after his wife and become her main carer. Recently his wife passed away and this had a massive impact on his mental health which meant he was still unfit to go back to work. He phoned the office for benefits advice as he was only claiming Universal Credit and was struggling to pay his bills. He felt depressed which added to his bereavement and was relying on emotional support and assistance from his sister. Due to his mental health issues he had not felt able to go places and the pandemic made him even more worried about leaving the house. Throughout lockdown he was heavily reliant on his sister to help him with shopping and prescriptions.

Advice provided by DIAL

We advised Mr B to make an application for Personal Independence Payment. Mr B rang to let us know his form had arrived and we helped him to complete it over the phone. We explained the PIP process and explained to him that, under normal circumstances, he would need to attend an assessment centre to see if he qualified for PIP. However, because of the pandemic, he would have a telephone assessment

instead. We also advised him to include as much supporting medical evidence as possible with his application form. We have spoken to Mr B several times during the pandemic to support him to reduce his isolation and keep him informed of the changes to shielding, social distancing and other public health guidance.

After DIAL

Mr B had an assessment over the phone. He later received a letter stating that he had been awarded the standard daily living rate of Personal Independence Payment.

Mr B said

"I was a bit worried about completing the form over the phone, but the advisor made it so easy and I gained a better understanding of the qualifying criteria. The extra calls I have received have been a godsend and I feel like someone out there cares"

CAB

Due to the COVID19 crisis and following Government guidelines the face to face outreaches were suspended from 24 the March 2020 and advice was transferred to our adviceline and email services. During the fourth quarter of this period of funding (Jul - Sep 2020), the team have supported a total of 63 client contacts through our adviceline and digital services. Full advice has been given to all the client

contacts during this quarter. This advice service has supported clients with a variety of different issues, but as in previous years, the most common are Benefits and Tax Credits, Debt, and Universal Credit. Analysis of our Casebook recording system shows we supported clients with a total of 144 issues. Of these issues 39% related

to Benefits and Tax Credits, 28% related to Universal Credit, 10% related to Debt, 6% related to Employment, 6% Housing, 2% Consumer, 2% Legal, 2% Tax and 5% other issues.

This quarter, the advisers have assisted clients to claim £70,936 of benefits amongst nine clients with an average gain of £7,882 per client. This quarter, the debt specialist has supported three clients with £10,625 of debt, an average of £3,542 per

client. As can be seen by the case studies at the end of this report, providing clients with the information, advice and support they need with the problems they face, ensures they; are better informed, aware of their rights, more knowledgeable about specialist organisations that can help them, aware of what benefits they are entitled to and how to claim them, and offered the opportunity to manage their debt.

As well as improved financial outcomes the support provided by our advice service also helps to improve health and wellbeing, reduces client stress, and improve resilience by increasing the client's ability to cope through self-help.

Issue	Q1	Q2	Q3	Q4	Year end
Benefits & Tax Credits	73	17	27	56	173
Benefits Universal Credit	44	13	25	40	122
Consumer	4	3	1	3	11

Goods & Services					
Debt	48	197	1	15	261
Discrimination & Hate & GVA			2	0	2
Employment	4	4	22	9	39
Financial Services & Capability	0	2	3	0	5
Health & Community Care	0	1	3	1	5
Housing	7	6	2	8	23
Immigration & Asylum	1	1	0	0	2
Legal	3	1	5	3	12
Relationship & Family	5	1	8	0	14
Tax	0	0	0	3	3
Travel & Transport	2	0	0	2	4
Utilities & Communications	1	0	0	0	1
Other	0	0	2	4	6

Case study

“Client and partner and dependent child reside in a council property. Client’s partner works on a shift basis. Client works part time 3 days per week but utilises a breakfast club and after school’s club to look after the child, while they are working. Due to the current pandemic and the child’s health deteriorating, necessitating the use of a wheelchair, the client has a problem getting the child to and from school, the breakfast club and after school club. They have also just been informed that although

schools have re-opened, the breakfast club and after school club, due to Government guidance, will not be reopening. Because of this it impacts on the client's ability to work their normal hours, client requested, from their employer following the correct procedure, flexible working to manage both pre and post school childcare. However, the employer has rejected this and asked the client to resign from work due to the childcare issues. Unfortunately, between receiving the client's email and being able to contact the client via telephone, the client had complied with the employer's requirements and submitted the resignation. We fully advised the client on their employment rights with regards to the actions taken by the employer, what was permitted and what was not. We also advised on the implications on any benefit application in relation to their resignation. Furthermore, we carried out a full benefit entitlement assessment, not only on employment benefit, Universal Credit but associated benefits as well along with advising regarding disability benefits for the child. Because of our advice, client is investigating their employment situation further but based on the current circumstances the client would be entitled to an estimated benefit gain of £22,588. This case highlights the implications and unintended consequences for individuals of the Government policy on protecting the population. i.e. restricting after school clubs may mean that some people have employment issues in meeting their contracted hours and working times."

Dearne Development Fund 2020/21

Organisation	Duration of funds	Amount	Total allocation remaining
Carry forward from last year		£3,650.68	
Area Council contribution		+£28,000	£31,650.68
Financial hardship fund		+£10,000	£41,650.68
DIAL	Dec 2020-Dec 2021	-£10,151	£31,499.68
CAB	Oct 2020 -Oct 2021	-£8,072	£23,427.68