

NORTH EAST AREA COUNCIL

Project Performance Report

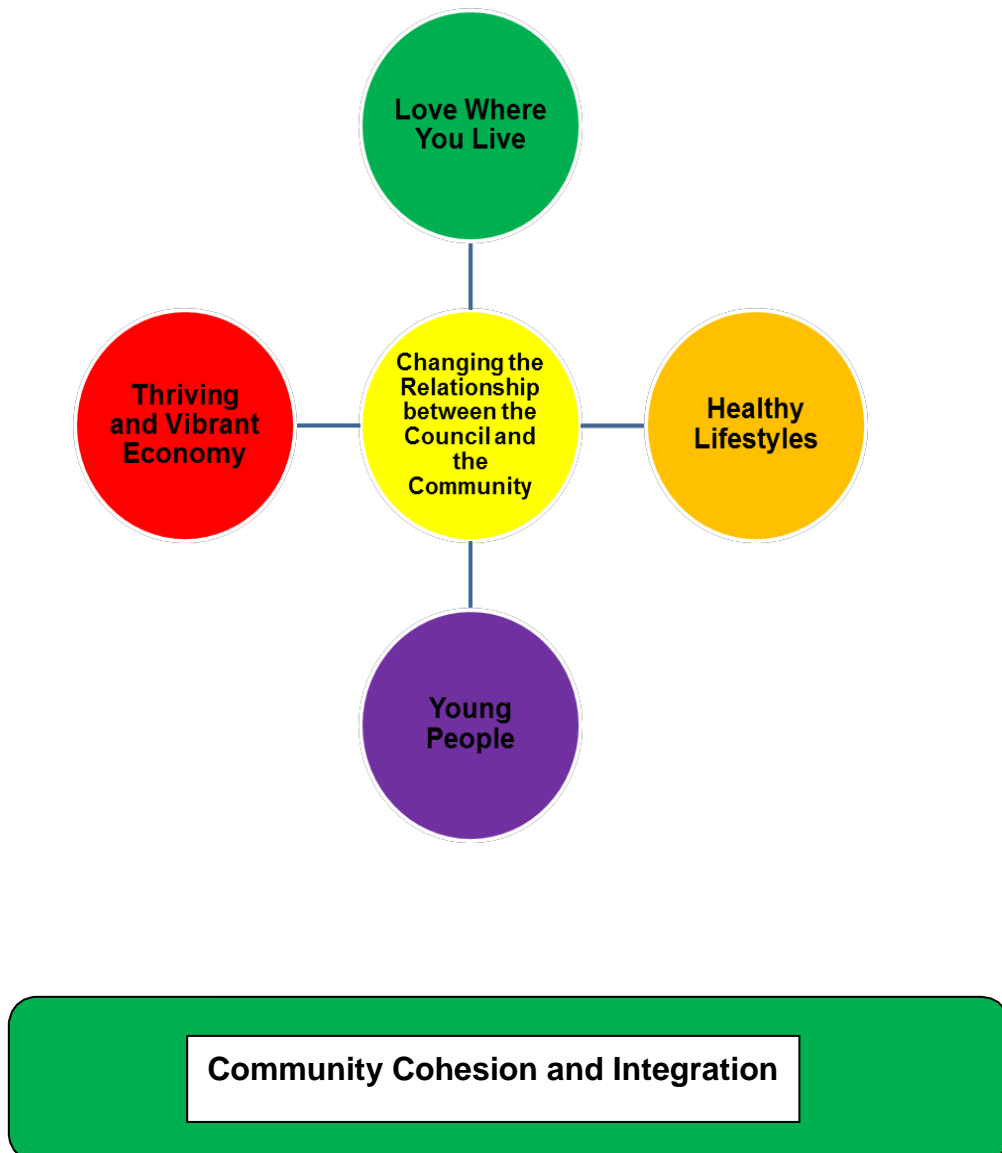


**Veggie Boxes and
Halloween Activities
October Half Term 2020**



Introduction

The North East Area Council Priorities



The North East Area Council

The table below shows the Providers that have now been appointed to deliver a series of services that address these priorities and deliver the outcomes and social value objectives for the North East Area Council. It can be noted that several projects are still in the development phase.

	Service	Provider	Contract Value/length	Contract start
Love Where You Live	North East Environment Team - Cudworth and North East	Barnsley Community Build	£135,000 18 months (extension granted April - June 2016)	1st September 2014 Contract complete
Love Where You Live	North East Environment Team - Monk Bretton and Royston	Barnsley Community Build	£135,000 18 months (extension granted April - June 2016)	1st September 2014 Contract complete
Love Where You Live	Environmental Enforcement	Kingdom Security	£91,990 21 months	4th August 2014 Contract complete
Love Where You Live	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	1st April 2016 Contract complete
Love Where You Live	Environmental Enforcement	Kingdom Security	£55,796 Per annum (+1 + 1 year + 1 year)	1st April 2016
Love Where You Live	Environmental Enforcement	BMBC Enforcement and Community Safety	£10,800 (+1 year + 1 year + 1 year)	1st April 2016
Love Where You Live	Environmental Enforcement	District Enforcement	£60,000 Per annum (+1 + 1 year + 1 year)	1st April 2019
Love Where You Live	Environmental Enforcement	BMBC Enforcement and Community Safety	£20,000 Per annum (+1 year + 1 year + 1 year)	1st April 2019
Love Where You Live	Parks Equipment	BMBC Parks Services	£10,000 £7,000 £10,000 £5,000	1st April 2014 1st April 2015 1st April 2016
Love Where You Live	Biodiversity Project - Hedgehogs	Various	£2,000	9th June 2016

Thriving and Vibrant Economy	Rapid Response Team	Barnsley Community Build	£24,000	1 st August 2015 Contract complete
Thriving and Vibrant Economy	Apprentices and Employability	Barnsley Community Build	£245,00 (+1 year + 1 year + 1 year)	1 st July 2016
Thriving and Vibrant Economy	Private Sector Housing Management Officer	BMBC Enforcement and Community Safety	£35,000 Service Level Agreement+ £800 Safety Equipment	June 2016
Thriving and Vibrant Economy	Undergraduate Placement	Leeds University	£18,500	September 2016 Completed

Young People	Summer Holiday Internship 2015	C&K Careers	£45,000 18 months	9 th March 2015 Contract completed
Young People	Summer Holiday Internship 2016	C&K Careers	£31,550 18 months	1 st March 2015 Contract Completed
Young People	Youth Development Grant	Local Community Groups and Organisations	£130,00 ongoing	3 rd October 2014
Young People	Dance and Theatre Performance	QDOS	£9,000	November 2015 Contract completed

Health Lifestyles	Older People's Project	Royston and Carlton Community Partnership	£20,646 9 months	1 st December 2015 Contract
Healthy Lifestyles	Shopability	Barnsley Community Foundation	£7,824 6 months	1 st September 2015 Contract
Healthy Lifestyles	Fit Reds	Barnsley FC	£19,655 18 months	1 st October 2015 Contract
Healthy Lifestyles	Fit Me	PSS Health Trainers	£11,600 18 months	18 th September 2015 Contract

Healthy Lifestyles	Stop Smoking Community Outreach	South West Yorkshire Partnership	£30,000 12 months	April 2018
Healthy Lifestyles	Social isolation and Dementia initiative	Age UK Barnsley	£30,000 with £5,000 match 1+1	July 2019

Changing the Relationship between the Council and the Community	Community Magazine	Corporate Communications	Community Magazine	December 2015
	Community Magazine	Community Magazine	Community Magazine	September 2016
and Community Cohesion and Integration	Volunteer Celebration Event	North East Area Team	£3,000	£3,000 completed

Part A Performance Monitoring

The following tables reflect the overview of performance of all the North East Area Council contracted services and projects. This includes performance data gathered for this Report as follows:

Age UK Barnsley

Quarter Two

1st July 2020 to 30th September 2020

District Enforcement

Quarter Two

1st July 2020 – 30th September 2020

North East Environment Team

Covid Lockdown Case Study

Youth Development Working Together Fund

The Exodus Project

Share your Story

**Part B Summary performance management report
for each service**

**Age UK Barnsley Quarterly Report for the North East Area Social
Inclusion and Dementia Project**

Quarter 2 1st July 2020-to 30th September 2020

This service is funded by the North East Area Council. There are two Social Inclusion Workers involved, Carol Foster and Sarah Hulme who together provide 1 FTE.

Covid 19 has severely impacted the delivery of this service, however a lot of other work has been completed. This change has resulted in some of our service targets for the year being unmet due to closures while other areas have been substantially exceeded, especially in terms of working with people on a one to one basis.

1-1 Working

The Team, continue to work into the community and have been busy supporting volunteers, shopping, delivering home based activities, telephone befriending, signposting, visiting service users while conforming with government guidelines, sourcing materials to establish activities and assisting service users to go out and be more independent.

Telephone befriending is still a vital component to this service as there are still a large proportion of the older people do not go out nor do they feel confident to do so. There is once again a lot of anxiety in case of another lockdown. We have now the knowledge and contacts should this arise and will be able to mobilise our team effectively and immediately. We therefore still have 87 people from lockdown on our data base who still want contact with us, and a large majority still want to be included in any activities that we provide.

We have sought advice from our Information and Advice team for 9 Service users this quarter and signposted 5 for more in-depth support.

In this quarter, through our conversations with older people, we are addressing two specific issues that are affecting people following lockdown, which are balance and mobility and mental wellbeing. We have a range of resources and referral points that we can share with older people who are experiencing issues. This includes Age UK and Mind booklets such as Staying Steady (falls prevention) and Dealing with Anxiety that we are sending out. AUKB has access to a whole host of useful literature which is accessible to people who are not online. We have reported this as a seasonal event in the outcomes for this service as we are unable to have large groups together and this is an alternative way of sharing information about resources and services with a lot of people.

Volunteers

We have 25 volunteers in the North East Area as at 30/9/2020, who still want to continue mainly telephone befriending. A large majority who stepped up during the lockdown have now returned to their normal day to day activities and returned to work.

Four were moved over from the community responders register. 8 have said, despite time restraints, they would happily step up should another Lockdown be imposed. A total of 216 Volunteer hours have been completed therefore a Social Value @ £13.53 per hour of £2.922 this quarter.

Groups and Activities

Feedback from the Service users is that they thoroughly enjoyed the series of 10 home-based activities that ended in August 2020 and were looking forward to the next lot in October. Older people had been able to choose up to 3 home-based activities out of a programme of 10. These included Craft, Exercise, Gardening, Foodies, Book Club, Creative Writing and Wildlife. On reflection delivering some of the activities delivered weekly was labour intensive but we were lucky to have help from volunteers and the Probation Services. Some of the creations are in the pictures below. A new calendar of events has now been established and work is now underway to promote this.



Many Community Groups and venues have not re-opened yet and indeed a large proportion of our service users, when asked, said they did not yet feel confident to return at the moment. We discovered that less than half of the people we are working with are online, so we have a challenge to reach older people within current Covid restrictions. We are trying very hard to come up with creative ways of enabling older people to stay involved and keep busy. We have been collaborating with Barnsley Museums, National Citizen Service (NCS) digital Service, Social Care, local businesses, Walking for Health, Social Prescribing and local community groups.

The walking group in Cudworth has started again and is welcoming new members. We are now planning and risk assessing a walk in Grimethorpe Red City with a view to also plan a walk in White City Woods. Members of the Cudworth Group are seen here waiting for their walk to start. We are ensuring that all groups and activities have Covid risk assessments in place.





We have established a good relationship with the Sector Specialist at Barnsley Museums who has at his disposal a huge range of memorabilia (see picture). This includes old postcards of Barnsley, reminiscence objects and a history pack of Cannon Hall. As well as offering this to individuals we can make this available to local history groups. We are now looking at area specific items that we can also use.

A new programme of home-based activities will be available starting in October that will be offered to all the older people that we are supporting. (see below).

Home Based Activities Menu

<i>Keep Active</i>	
Walking group Cudworth meet at library every Wednesday at 10.30am	
<i>Lockdown memories</i>	<i>Week commencing 12/10/20</i>
We will issue you with a small journal to write down your memories of lockdown, your feelings, moods, what you did to combat the isolation, were you grateful to anyone, who/or what helped you to cope with the lockdown, are you fearful it will happen again, would you do anything differently	
<i>Postcard Pen Friends</i>	<i>Week commencing 02/11/20</i>
We will match you up with a like-minded person based on your likes and dislikes, hobbies and interests. You will be asked to send a postcard, which we will provide, to your new penfriend and we will deliver it for you so that you don't need to post it. This will hopefully lead to a regular exchange of post cards and/or letters over a number of weeks bringing people together.	
<i>Start Sketching</i>	<i>Week commencing 12/10/20</i>
We will supply you with a drawing pad and pencils and arrange to collect your drawings at a later date. Sketch what interests and inspires you. No experience or	

skill is needed you don't need to be a Picasso or Lowry just doodle or pattern will do.	
<i>Food tasters club</i>	Week commencing 12/10/20
Every 4 weeks we will deliver to you locally sourced items such as Pork Pies, Fudge, Mince pies. It's up to you to then score them which you feel is the best!! We will announce the winner when we have gathered all the scores	
<i>Gardening</i>	Week commencing 26/10/20
You will receive a planter, a bag of compost and either some spring bulbs or winter pansies to grow. Please let us know which option you prefer. We will share instructions from a local expert in how to care for them.	
<i>Tasty Tea Bags</i>	Week commencing 12/10/20
Just for a bit of fun really - we will post you 7 different flavoured tea bags and see if you can guess the flavour.	
There will also be Scratch Art and Sweet Treat Activities.	

Events

No large group events are able to take place at this moment in time. In light of this we are delivering information through telephone calls and home delivery. We will be looking to hold a Winter Warmth promotion over the next quarter. We have the ever-popular thermometers that older people can use to make sure their rooms are an appropriate temperature but this year, they will have the North East Area logo on them. We will provide other seasonal information and resources.

Care Home Events

We are still not able to visit nursing homes; however, we have some items such as fans, wellbeing packs (see photo) provided by the NCS participants and packs from Barnsley museums re: Cannon hall including gifts etc. (photograph below). Planning for seasonal events is now in progress such as Parkin and Scratch art fireworks display, Memory lane productions will be live streaming a community pantomime, live streaming music and memories, Christmas treats. Postcards from Barnsley so residents can keep in touch with their family.



Dementia Friendly

Most of the businesses in the area signed up to be Dementia Friendly. In the absence of being able to carry out our usual Dementia Friendly work due to Covid, we are sourcing pocket size cards to distribute in the communities e.g. 'What is a Dementia

Friendly Community? Many Community Activities have not yet reopened but some of the cards and our Dementia Friendly tool kit can be distributed to the group leaders as we understand that many of the group leaders do still keep in touch with the attendees.



The Next Steps

- Primary focus is to keep in contact with Volunteers and service users to reduce social isolation and loneliness
- Continue to look for activities that can still run safely within current restrictions
- To promote and distribute the activities and to keep people engaged
- To look at other ways of communicating with people who do not use social media
- Promote Winter Warmth, wellbeing and falls prevention

Age UK Barnsley Case Study

Title	Individual case study – Mrs X
Date	September 2020
Ward Area	Lundwood Monk Bretton ward
Summary	<p>This case study highlights the need for regular contact to enable us to gain trust and note any comments that the service user may disclose</p> <p>It also highlights the need for Inclusion Workers to be aware of other services that are provided in the area. To work with and support the other services offered within the BMBC area.</p>
Key Learning Points	<ul style="list-style-type: none"> • Utilise the BMBC community workers they are a good source of up to date intelligence • On befriending calls make a note of any comments that the SU may disclose as we may be able to solve some of the problems that they had not thought of • Read and save correspondence from other organisations • Be aware of what's happening in other areas. • Social media is also good for information gathering

Background

Mrs X has severe medical problems mainly with her breathing. This meant she was in the high-risk group and has been shielding during the initial phase of the lock down. Very independent she would sometimes mention her medical issues which she has not told her family about. She had become very anxious and was referred to us by a concerned neighbour. Although the neighbour did her shopping it was her mental health that was starting to suffer.

Having been hospitalised overnight she had not told anyone about this.

Mrs X received a weekly befriending call and the inclusion worker had built up a good relationship with her. Mrs X also has an ongoing eye problem which has worsened, and she mentioned that her eyesight has deteriorated she could no longer read which was her favourite pastime, so she had just given up. The Inclusion worker got some books from the library to see how she would get on firstly with the large print, she then contacted the local mobile library who deliver books to individuals' homes. A referral form was completed for her and a wide variety of large print books were available. Mrs x did have a tablet but only used it to facetime her daughter. Details of the digital champions were also issued to Mrs X to enable her to use the other features of the tablet which would keep her more connected and to use also digital books where the font could be enlarged.

Who was Involved:

Social inclusion worker, Library Service and Digital champions.

Any unplanned outcomes (Good or Bad)

The inclusion worker now has a better understanding of the library service and what they can offer.

Mrs x is now using her tablet more and has once again started to read which passes time for her.

Outcomes of Project

Mrs X has expressed her appreciation and now reads again. Not ready to go out yet this passes time for her she feels less anxious. Mrs X has now set up an e - mail account and has done a little online shopping, which makes her feel more independent and in charge of her own life.

What could have been done better

N/A

Age UK Barnsley Case Study 2

Title Individual case study – Mrs X

Date 6/10/2020

Ward Area Lundwood

Summary

This case study is about the impact that intervention with Age UK Barnsley had on someone who has been isolated during COVID19 owing to age and disability. Through telephone conversations, providing a home-based activity, inform about other services Age UK Barnsley offers, Mrs X has felt supported, less isolated and has maintained her positivity.

Key Learning Points

- Age UK Barnsley plays an important role in listening, referring/signposting to other services

- Respecting people's independence
- Having information to hand when needed is helpful ie information booklets and contacts for signposting.

Background

Mrs X was referred to Age UK Barnsley at the beginning of COVID19 for shopping as she has no relatives and her goddaughter was initially unable to do this for her. Mrs X is a positive lady and as an amputee and wheelchair user she would usually go out with support and meet people in the community. The lockdown made her feel more isolated, although she was still in touch with her goddaughter by phone. The social inclusion worker spoke to her about home-based activities being offered by Age UK Barnsley to help relieve the situation, and the possibility of a volunteer befriender. Her main concern was about her upper body strength and keeping herself fit. She was also worried about whether her goddaughter could contact her if she went into hospital.

Mrs X consented to being referred to the Information and Advice Service as well as having a telephone befriender.

Who was Involved:

Social Inclusion Worker, Age UK Day Centre Manager, Age UK Information and Advice Service

Any unplanned outcomes (Good or Bad)

- Mrs X found she enjoyed the telephone befriending and looks forward to the weekly phone calls.
- Information and Advice gave additional information about Power of Attorney.

Outcomes of Project

Mrs X benefited from a variety of services provided by Age UK Barnsley:

- Appropriate exercises provided through Age UK Barnsley which Mrs X said had improved her upper body strength and made it easier for her to get in and out of bed more easily.
- Information and Advice service was able to provide more advice than she had requested which helped her to make decisions about the future
- Mrs X is more likely to contact Age UK Barnsley for support and/or advice in the future

What could have been done better

N/A

District Enforcement

North East- Area Quarter 2 Report. Jul - Sep 2020

Overview.

The North East Area is contracted to 2 x officers, this equates to 962 hours over these three months of the Contract and achieved is 882 Patrol hours which is 91.68% contracted hours.

This quarter 145 FPN's and 27 PCN's for parking have been issued in the area (with a further 66 drive off's where the PCN was unable to be issued). 6 of the PCN's were voided, some of these due to Blue Badges being out of date, but an extension of 6 months was granted due to Covid -19 to allow the renewals to take place. It should also be noted that BMBC Parking services are now back operating in the North East area and they too have issued a number of PCN's in the wards which are not included in this report.

133 of the FPN's issued have been for littering offences and 12 for dog fouling offences. (Cigarette litter accounting for 74.83% of the Offences, which is again well below the national average and slightly down on the same period last year). The Officers concentrate their patrols around intelligence led information from the North East Council, the Neighbourhood tasking process and also from complaints on the street/the community at large. There have been 12 tasks received from the Area Council/Neighbourhood Services up to date this quarter reference public complaints. 5 of which, direct action has been taken with either a FPN's issued or a Warning given. Operations are on-going and all areas continue to be patrolled. Many of the tasks that we receive are for individuals allowing their dogs to foul and leave it. As part of their patrols the officers have continued to visit parks and open grass spaces within the borough in an attempt to catch these offenders and 12 Dog Fouling FPN's being issued this quarter.

Prosecutions have continued for Littering and Dog Fouling offences for those who do not pay the FPN issued to them. To date, this current contractual year across the boroughs, 20 offenders have had court files prepared for prosecution, which have been passed to BMBC to be submitted for court. However, the number of offenders we are able to pursue for failing to pay is dependent upon the court space allocated to District for Barnsley offenders

The revenue raised thus far from FPN's (Fouling and Littering) for this quarter is £6,165. The revenue received from PCN's so far is £490 with a further £385 outstanding.

Again, as with last year, District offers the option to pay at the Post Office or any Pay zone outlet using the unique bar code at the top of the FPN. So far 25 payments have been made and £2450.00 has been received through this method of payments.

Operations / Case Studies

Operations.

Littering and Dog Fouling Operations have continued in the North East area through information received from Councillors and Neighbourhood Services. Two particular areas identified were around Barnsley Road and the main shops in Cudworth and High Street in Royston.

In total 31 FPN's for littering have been issued across both locations. 15 FPN's have been issued in this quarter on Barnsley Road in Cudworth with a further 16 FPN's issued in Royston High Street.

Case Study North East: Jul-Sep 2020.

High Street, Royston.



The High Street Road along with Midland Road is the main thoroughfare that goes through Royston and links Royston with other villages as well as Barnsley and Wakefield. This is also, where the majority of shops and other business's can be found, including the large supermarket chains Aldi and Co-op, who have stores on the High Street. Certain areas of it have been brought to our attention by complaints received either verbally from local residents and from the North East Area Council, or from tasking received via the Neighbourhood Services email address. All of these complaints were for littering, but some of them specifically mentioned certain premises where cigarette ends were constantly being thrown on to the floor before people entered the shop.

Over the quarter all District Officers have patrolled the area at various days and times and have managed to identify some of the offenders and issued 16 x FPN's to offenders for littering.

Our officers have also renewed the stickers and signage in the area where applicable and the feedback has been good, our officers will continue to patrol the area in this area as part of their routine patrol schedule.



North East Environment Team Case Study

Covid Pandemic Lockdown

During the last month of our current contract, we experience the impact of the pandemic which was devastating to all the country.

Firstly it was considered that the service we provided was classed as essential, so our team of Environmental Operatives carried on supplying the service throughout the North East Area Council, with the exception of one of our colleagues who was classed as vulnerable had was required to shield for 12/14 weeks.

Our implementation plan was that the teams would continue as previously except for the one colleague who had to shield, and they would be appropriately spaced within the vehicles – our vehicle holds 7 people so 2 operatives could quite easily social distance. Unfortunately, at this time and due to current legislation, we as an organisation had to furlough our apprentices. Our main core staff was aware of the requirements, and for most of the time they would be out working in the fresh air. After 2 weeks another colleague on the Environmental Team decided that he was feeling uncomfortable with the arrangements even though he was working in isolation from other members and requested a 2-week break from his position. Time for the Construction Team to step up to the mark and help, they agreed to fill the relevant positions left by two colleagues who felt they needed to take a break from duties.

Throughout this time NEAC acquired some leaflets to support residents in the area, and the Construction team set about delivering them. In total thousands of leaflets were delivered door to door throughout the most vulnerable areas for residents to be informed of the local support that was out there in the community for them.

Throughout the shielding period when staff members needing to shield, and take a break, we continued to deliver a service throughout the pandemic. Throughout the first Covid lock down both our Environmental Teams and Construction Teams worked together to ensure that all services that could be offered safely to residents and to support the community, were carried out. This has been repeated throughout the second lockdown period.

We have flexed our contract and carried out all the litter picking across the North East Area Council to support Neighbourhood Services during the pandemic. Overall, though we have been through some very strange and challenging times, we have still been there to support the residents of the North East Area Council communities and have been more than happy to help.

The Team's role throughout this time has changed slightly and we have included the Construction Teams in the delivery of the service. Throughout, since the first day of lockdown, we have been able to support residents across the North East Area Council communities, delivering food parcels, delivering children's activity packs, delivering breakfast bags, delivering veggie boxes and helping with the delivery of Easter Eggs to schools and food banks within our neighborhoods..

Barnsley Community Build
November 2020

Youth Development Working Together Fund

The Exodus Project

SHARE your Story

Storytelling has been a key means of sharing valuable information and drawing people in throughout human history and is as relevant today as ever before.

Setting: Where did the event take place?

Jenny's Field and home-based activities.

Activity: What activity did you undertake? Was there a problem that needed solving?

As reported via email, due to the pandemic, our activity clubs were suspended in late March and did not resume until September. Therefore, there were no activity clubs in this monitoring period. Instead we were focused on preparing activity packs for the children of Cudworth, which we distributed to their homes during the first lockdown. In addition, we distributed food parcels to the needier families, having been given surplus food donations by M&S, Morrisons and Aldi (Cudworth Store). Our Volunteer coordinator, who is normally the leader of the Cudworth clubs, undertook on-line mentoring and support of the junior leaders from these clubs. In addition, she was focused on supporting a specific Cudworth family who were facing very challenging circumstances.



We were grateful to receive separate support for our summer day camps involving the children and young people of Cudworth. These were especially well received given that the children were attending off the back of 3 months of being couped up at home and in desperate need of some outdoor physical activity. We had some very enthusiastic feedback on social media from these camps:

"M has not stopped talking about it. I said, "did you have a good day?" She replied, "omg it was better than ok" She loved it. Thank you so much."

"It's amazing what the Exodus Project do for the children, such a healthy environment. Huge thank you, D and L had the best day ever."

Action: What did the people involved do?

The activity packs contained quizzes, puzzles and educational activities to occupy the children during the first Lockdown.

Results: How did it turn out?

We had some excellent comments from the children and parents about the activity packs, which we shared via email.

Ending: What is different now?

We have shared many stories about the impact of our activity clubs and camps over the years but given the special circumstances we thought it might give greater insight into our changed activities to report on a story from the food distribution activities:

JW is a single parent, living in one of the North East communities. He is bringing up his son alone and was so grateful for our support during the pandemic. Having some underlying health conditions, JW had to self-isolate and was so thankful for the activity packs and the regular contact our team made. He was especially grateful for the food parcels we delivered and always seemed keen to talk from a distance when we made our deliveries. He was in regular contact with our Volunteer Coordinator and had this to say in a Social Media post recently:

“Absolutely incredible, such an amazing and inspirational team, giving so much to the community.” JW (parent)

Caroline Donovan
North East Area Council Manage
September 2020

