

Penistone Area Council
Penistone East, Penistone West



Performance updates

Quarter 2 July – September 2020

PAC December 3rd 2020

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BARNSLEY
Metropolitan Borough Council

Current Penistone Area Council Priorities & Commissioning Intentions

HELPING PEOPLE

To connect better

ENVIRONMENT

HEALTH & WELL BEING

SUPPORT

FOR YOUNG PEOPLE

THE LOCAL ECONOMY

Including Tourism

Contracts and commissions supporting priorities

Contract end date

Supporting Vulnerable and Isolated Older people grant funded projects

January 2021

Clean Green and Tidy commissioned service

April 2021 (+1+1 option)

DIAL information and Advice service

Supporting Vulnerable and isolated older people grant funded projects

January 2021
January 2021

Working Together Grant – Supporting Young People Fund in development

CAB debt advice service

September 2021
(+6 month extension)

Area Council support to the Principal Towns programme

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Current delivery overview

- All PAC funded contracts continued to be impacted by the effects of the pandemic, despite lockdown easing over the summer period
- Innovative approaches to delivery have continued such as on-line , social media , and telephone contacts with service users and volunteers, although during this period new limited contact methods for face to face work were established
- All contracts have been flexed in terms of recording and measuring of outcomes
- Contract monitoring process has been used to identify future potential need and work out priorities for future funding
- Area Council funds have benefitted from addition resource via VCS Covid recovery fund, Financial Hardship funding, and Public Health monies to support additional staffing resource to the Area Team from November.

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Penistone Area Council Contract

Age UK Supporting Vulnerable and Isolated Older People

Age UK has continued to support service users at home by making regular phone calls to check on welfare and to have a chat – especially important for those older people who have no family and friends or very few contacts with anyone other than health professionals. These are used to discuss any particular worries they may have and identify any service users who may be struggling and may need additional support from this project or may need to be referred to another service.

Updates this quarter

- ✓ 83 service user contacts (slightly less than last quarter 94 due to shopping service scaled back)
- ✓ 25 volunteers giving 279 worth of hours -new volunteers who joined during the lockdown period have now returned to work
- ✓ Volunteers have started visiting service users outside whilst maintaining a 2m distance, also started running a Walk for Health activity and volunteers from Men in Sheds have been working on the project mainly from home
- ✓ Volunteers provided over 90 items as part of the home-based activities programme (puddings, art material etc)
- ✓ A small number of the more mobile service users have begun venturing out to do their own shopping whilst others have taken advantage of the Morrisons Doorstep Shopping Service which Age UK have provided details for.
- ✓ 31 socially isolated individuals have signed up for various home based activities which will be provided until at least the end of December, 16 of these have signed up for the Keep Active Programme which is aimed at Falls Prevention by building up strength and stability and maintaining mobility
- ✓ 17 service users have accessed information and advice with a total estimated gains through benefits for the period of £ 12,753.
- ✓ The car scheme has re-started for essential journeys only, such as GP and hospital visits along with the Dial-a-ride door to door service but strict Covid 19 guidelines need to be followed
- ✓ The Healthy Life Group in Pilley and Tai Chi in Penistone re-started within Covid safe guidelines
- ✓ Some U3A activities started back up including new plans to start the MOTO group (for Members On Their Own) on Zoom from mid-October
- ✓ The SOPPA group is planned to meet in October via Zoom but links have continued with supporting organisations
- ✓ Age Friendly Penistone work is currently on hold

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Penistone Area Council Contract

Age UK Supporting Vulnerable and Isolated Older People

Outcomes from the ongoing work during this quarter

- ✓ Older people who have been at their most vulnerable have continued to feel supported
- ✓ Activities at Home has enabled them to try new activities and this has helped to focus away from their everyday worries
- ✓ Volunteers have been able to continue supporting older people at a time when it has been most needed.
- ✓ Older people have reported that the support they have received has helped to improve their mental health
- ✓ The staff have provide a vital connection between service users and other support services

Planned activities

Due to not being able to run events as in previous years, the focus will be on activities at home or outdoors:

- The recent launch of the second phase of Activities at Home will continue until December and some of these will be Christmas themed.
- A Christmas Telephone Quiz – all volunteers who are involved in telephone befriending can get their service user to take part in this quiz over the phone. The winner of the quiz will win a festive prize personalised for them.
- Pause for Mind – a new activity pack designed to encourage creativity, relaxation, a new skill or simply to offer a moment of calm. This is aimed at promoting wellbeing and to help improve mental health.
- Plans are progressing to set up a regular 'Walk for Health' in the Silkstone area and to identify any other areas for new walks.
- Winter Warmth packs to be provided to vulnerable older people – we are unable to hold our regular Winter Warmth event this year due to Covid 19.
- The Winter Register will be in place to make sure that the most vulnerable service users are supported through the winter months.
- A virtual Christmas event for volunteers.
- We will continue looking for new ideas to keep service users feeling connected to the project.



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Penistone Area Council Contracts

TWIGGS Clean, Green and Tidy service

Twiggs clean, green and tidy contract has continued to provide a supportive service for community group and parish maintained areas, finding different ways to work with volunteers within COVID guidelines as well as identifying specific projects across the patch to maintain the appearance of the Penistone area.

Highlights this quarter

- ✓ 15 Groups and parishes supported
- ✓ 2 business worked; Spar, Penistone cutting the grassed areas surrounding their store as they carry out weekly litter picks, support to the Paramount to help with the re-opening improving frontage.
- ✓ 36 individual projects – Twiggs taking initiative in the area such as Road Crossing to Tankersley Primary School removal of weeds and silt to allow for safer social distancing, removal of silt and moss from pavements to prevent trips and maintenance of various incredible edible sites to encourage community usage, restoring seating areas, and clearing overhang on public footpaths to schools
- ✓ 15 individual litter picks
- ✓ Continued support with fly tipping removal
- ✓ Establish volunteer equipment bank with thanks to Penistone Ward Alliance funding
- ✓ Promotion of volunteering to support health and wellbeing via Penistone Living article

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TWIGGS Clean, Green and Tidy service



St Peters Church, Tankersley Supporting volunteers who have been working in the graveyard to keep it maintained. Strimming the overgrown grassed areas.

Age UK Barnsley 8 hrs · G

The Penistone Men in Sheds volunteers have been busy fixing a petrol lawnmower. It was donated by a local lady who didn't want it to go into landfill. Twiggs Ground Maintenance helped out too by picking it up for mending and then moving it onto Springvale Community Garden who will make good use of it. A great example of a community working together!



Working in partnership with Men In Shed to support Age UK in the fixing and delivery of a lawn mower which was donated to them but out of use.

Delivered donations from **Penistone Spar** for the volunteers in Oxspring



Supporting a group which regularly maintains the memorial statue in Thurgoland, digging up the snowberries which were growing through the wall.



Supporting HB + to prune a tree and break down the waste for a habitat feature. **Spar Penistone** donated our most recent volunteer group's refreshments



Donated bulbs, watering cans and refreshments to the volunteers who maintain Royd Community Garden. All of these donations were kindly donated to our team by **Penistone Spar**, to distribute to community groups.



Further tidying at the community garden on Belmont Terrace, we have shown the volunteers examples of breaking down and mulching green waste and utilizing the waste to create habitat piles.

Subject: Belmont Terrace

Hi Adam - I just wanted to say thank you so very much for all the hard work you and your team have done on Belmont Terrace - it looks absolutely beautiful, and thank you for clearing so much as well. On behalf of Thurgoland Parish Council can I say again a very grateful thank you !! Kind regards Avril Sturdy

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Penistone Area Council Contracts DIAL Information and advice service

DIAL have continued to provide telephone and on-line advice this quarter. In addition they have been providing safe and well checks to clients on their register. Their offer to our area has been extended using additional external funds via the Lottery. The current contract finishes at the end of January 2021

Project highlights for the quarter include 162 client contacts (126 previous quarter)

- 91 residents given telephone advice
- 27 forms completed by telephone
- 21 safe and well checks undertaken
- 23 residents asked for public health advice
- Personal Independence payments (PIP) largest % of enquiries
- The total actual amount of unclaimed benefit income generated through the service to date is £261,468
- The total projected outstanding amount of unclaimed benefits generated through the sessions to date is £27,939.60 (this includes claims waiting for a decision)
- For every £1 invested from the Penistone Working Together Fund the project has brought £71.88 into the area * actual amount of unclaimed benefit income generated divided by one quarter's grant payment

Currently undertaking consultation to look at impacts of pandemic with their clients – this is showing increase in mental health issues, fuel poverty issues. Telephone contact continues but there is some desire for virtual advice.

They have also had their first long term Covid case. Advised to apply for further funds to continue the service.

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Penistone Area Council Contracts DIAL information & advice service

Project Outcomes

- 76% of residents reported feeling less anxious as a result of speaking to our advisor
- 85% of residents reported feeling more able to deal with their own affairs
- 70% of residents reported feeling their health and wellbeing had improved 3 months after receiving support from our advisor
- 90% of residents reported feeling less isolated after their safe and well check

Case study

Mr and Mrs X. are a mixed age couple Mr X is an older gentleman with a heart condition and breathing difficulties. He has been shielding during the Covid-19 pandemic. Mrs X. also has ill health which limits her ability to get around and she is unable to work. They care for each other with support from their children when possible.

Advice given by DIAL

During the pandemic we contacted Mr and Mrs X to undertake a Safe and Well check. We spoke to Mrs X about her daughter's exam results and her leaving education. We informed her of the changes to her and her husband's benefits as Child Tax Credit and Child Benefit would soon stop. We undertook a comprehensive benefit check and noted that for periods of time over the last few years Mr and Mrs X's Pension Credit should have had a Severe Disability Premium in place. We contacted the Pension Credit Department to challenge this.

After DIAL

The Pension Credit Department agreed to pay the correct amount and make a backdated payment for the period missing which was a substantial amount. We continue to support Mr or Mrs X through the pandemic to reduce their isolation and keep them informed of the changes to shielding, social distancing and other public health guidance

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Penistone Area Council Contracts CAB debt advice service

This was the last quarter for the current contract – funding ended Sept 2020

Delivery highlights

- ✓ 42 Clients seen this quarter (target 15) , down from 51 last quarter. Overall project total 128 more than double the target of 60.
- ✓ Types of issues in addition to benefits (25%) included legal 23%, employment 15%, Housing 14%. Growing demand on legal and employment issues this quarter. Small % but growing trend in Hate Crime (4%)
- ✓ £17,288 worth of additional benefits claimed investment return of £17 per £1 invested in the project
- ✓ 36% of clients presented with disability or long term health condition
- ✓ Legal advice growth around relationships, family and children and some neighbourhood disputes
- ✓ Employment advice escalating due to staff on furlough , changes in operations for business
- ✓ Debt advice on a slow burn due to court hearing suspension, and lockdown effect on baliffs , backlog increasing so likely to be high demand in coming months
- ✓ Benefit appeals are stretched leading to longer periods for people without money.
- ✓ 6 volunteers currently supporting delivery providing signposting to advice and admin support. Not been able to take on any new volunteers due to restrictions of the pandemic.
- ✓ Overall project total since 1st April 2019, the adviser has assisted clients to manage debts of £70,015 and claim benefits of £145,623
- ✓ Grant funding approved for new contract to start from October 2020 – topped up with financial hardship monies

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Penistone Area Council Contracts CAB debt advice service

Case study – Employment Rights advice

Client worked for a previous employer for approximately 2 years. Client handed in their notice with immediate effect, leaving on the same day and not giving any notice period. Client having received a final pay cheque and wage slip, identified that the 10 days holiday they should have been entitled to had not been paid. Client wanted advice and assistance regarding this because the 2 managers at the previous employer that they had spoken to, one said the holiday payment would be paid the other that it would not.

Advised client fully on their employment rights and that because the client worked for over 1 month, pointed out that they should have given the employer 1 weeks notice and this may be part of the reason for the non payment. Explained also to the client what their rights were regarding outstanding holidays at the end of an employment contract.

Client contacted their employer with the new information that we had provided and the employer subsequently agreed to pay the 10 days outstanding holiday and take no further action regarding the no notice, notice period.

Penistone Area Team Updates

- Continuing to maintain links with our existing community groups and networks to advise on recovery support including funds to help with lost income, support with safe operating – utilising COVID support funds and Ward Alliance funding.
- Pilot healthy holidays work with Springvale Primary school to provide activity packs for children and meal vouchers donated by Café Generations Penistone . Further plans to develop this with other schools and the Penistone Children and Family service in the future.
- Continuing to build up information for Young people's Support grant working in partnership with Targeted Youth Support Service , local schools
- Celebration of the volunteering support in Penistone during the pandemic via Penistone Living inserts (October) and promotion of services funded by Penistone Area Council.
- Continuing to provide communication updates and support available to residents to cope with the impact of the pandemic
- Supporting latest lockdown – re-establishing Community Responder volunteers
- Co-ordination of winter warmth support packs with Age UK and Public Health
- Support to the next stages of development for the Principal Towns initiative
- Recruitment of Neighbourhood engagement officer role (November) to provide community support with COVID guidelines

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