

NORTH EAST AREA COUNCIL

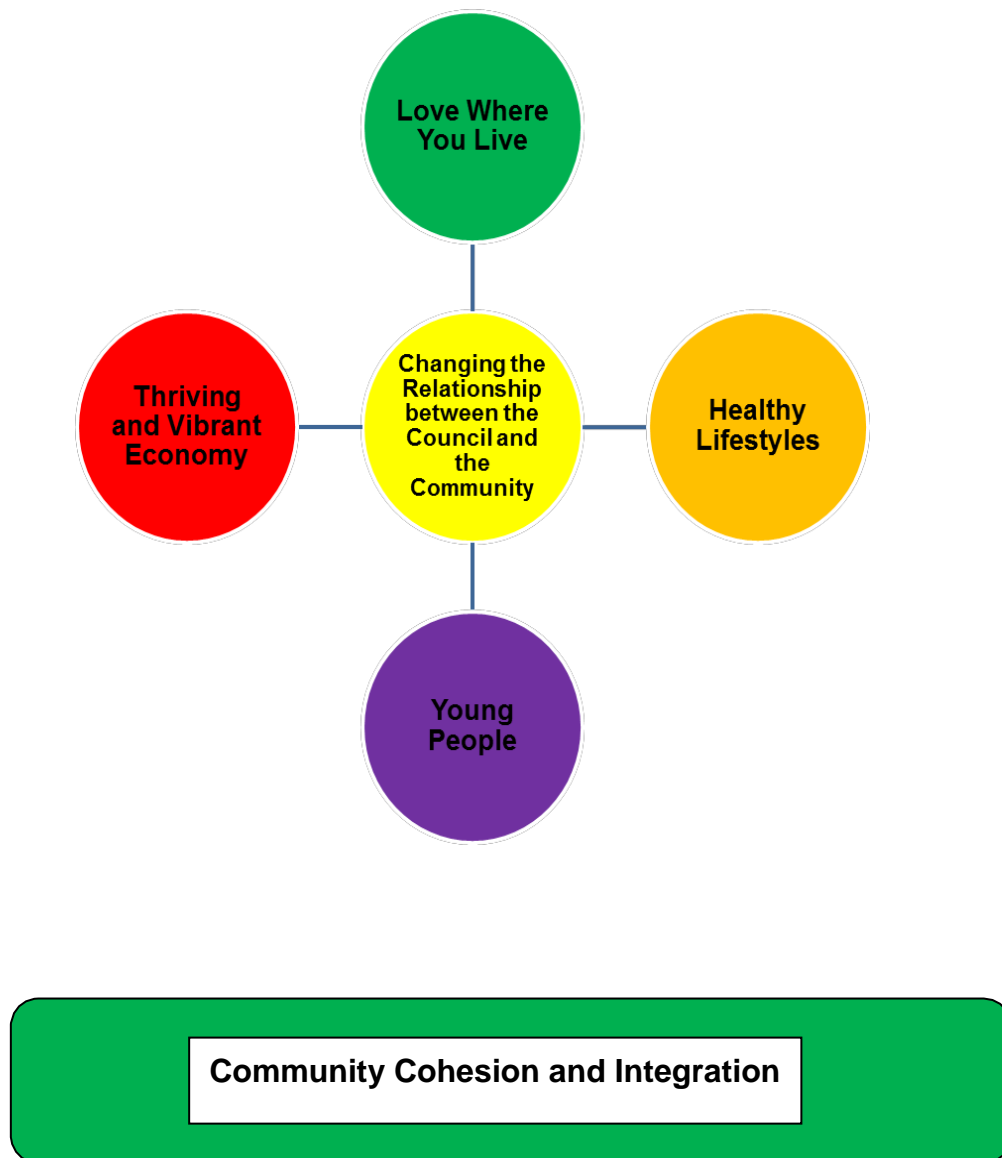
Project Performance Report



Love where you **Live**

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 Three

1st October 2020 to 31st December 2021

District Enforcement

Quarter Three

1st October 2020 to 31st December 2021

Case Studies

Age Uk Barnsley

Case Study 1

Mrs X

Case Study 2

Mrs Y and Mrs Z

District Enforcement

Case Study 1

Parking in Royston

Case Study 2

Fish Dam Lane, Monk Bretton

**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 3 1st October 2020 to 31st December 2020



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

October 2020 to December 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 continues to severely impact the delivery and certain milestones of this service, however more meaningful, alternative useful ways of supporting the older vulnerable community have been completed.

**30 INSULATED MUG
AND BISCUITS
DELIVERED**

**25 AFTERNOON TEAS
& 30 CHRISTMAS
HAMPERS**

**110 ACTIVITY PACKS
AND ADVENT TEA
CALENDARS**

**700 INFORMATION BOOKLETS AND
WELLBEING LEAFLETS DISTRIBUTED**

**15 BREAKFAST
PACKS**

**12 CHRISTMAS DINNERS AND PRESENT
DELIVERED ON THE 25TH DECEMBER**

1:1 Working

The Team, have continued working into the community supporting older people. Some older people have lost interest in going out, their health and mobility has deteriorated, or they have lost confidence. Social Inclusion Workers and Volunteers alike have built up good relationships with our service users, some comments such as

"I really look forward to our chats I feel like I have a friend."

"You are an Angel don't know what I would have done without you."

"Don't know why Sundays and evenings are hard but lovely to chat to someone then."

"I don't like to burden my family with my concerns but my volunteer listens and understands. She is a lovely person and to give up her time for me is just so kind."

We still continue to deliver telephone befriending as well as home-based activities, Volunteer support, signposting service users to other services and groups such as Age UK Barnsley Information and Advice service, Equipment and Adaptations, DIAL, Community Alarm service, Mind, Dial a Ride, BIADS, local community groups, meals services and Crossroads. We are also encouraging people to be more independent by using Morrisons telephone shopping service, online services, digital services, and assisting service users to build up their confidence to use public transport or visit the shops themselves. We have introduced a booklet which has useful telephone numbers in a wipe clean surface to help older people access services and community resources.

In this quarter we have made 6 referrals to our Information and Advice service, 2 for benefits checks and others for more in-depth support.

We are still supporting **111** residents of the North East **83** Females and **28** Males and we have received **18** new referrals for telephone befriending this quarter. We have also formed a peer telephone befriending support group with older people phoning each other in their own communities. This may lead to them meeting socially at a later date. A large percentage of our recent referrals have complex needs and become very time consuming and also include support from many other agencies. The service users would not be suitable for volunteers to befriend, therefore need to be supported by our experienced Inclusion Workers.

We referred one male to the national Age UK Call in Time Befriending Service because he particularly wanted to talk to someone who had experienced the same health problem. He was matched up with a volunteer out of the area in order to meet his needs. A referral was also made to the Dementia Telephone befriending service. Our main source of referrals this quarter have been from the BMBC Covid Responders, Social Prescribing and by word of mouth.

We have observed that while many of the service users' mental health and anxiety is still a concern, older people are feeling more positive. With the roll out of the vaccine, that many have now had, hopefully things will soon get back to some sort of normality and their social interactions will increase.

Volunteers

We have **33** active volunteers and out of this number **9** have requested to be micro volunteers with **14** new volunteers this quarter. A large number of our volunteer group from last year were older people who had to previously shield and do not want to commit to anything just yet. There have been 288 Volunteer hours given to the service this quarter giving £3,896.64 in Social Value.

Activities and Groups

We have had generous support from local organisations and community groups to deliver seasonal activities and Christmas treats to our service users.

A range of home-based activities were offered to all the older people registered with us, and 70 plus activity packs were delivered, including Teabag Tasting, Pork Pie and Mince Pie Challenges, Bulb Planting for spring, Postcard Pen pals, Lockdown Memories, Sketching and Crosswords. The Pork Pie challenge was initially a bit of fun to see which pork pies from four different pie makers in Barnsley came out top. However, this soon escalated through social media and another four pie makers wanted to take part and the ultimate winner was Percy Turner of Jump. This activity proved to be the most popular!

Premier Foods also donated cakes which were put together with sandwiches from Oakwell Sandwich Shop to make up afternoon teas for a number of residents at Westmeads, Royston.

Christmas activities included teabag advent calendars, 50 Christmas plants and cakes delivered to Westmeads, 30 hampers provided by Horizon College and delivered to lonely and isolated people in the North East Area by the probation service. Here is some of the feedback.

"Thank you so much for the lovely hamper can't believe how spoilt I am"

"Thank you so much for the lovely hamper not ashamed to say it brought a tear to my eye"

"Only just joined AUKB but have heard about the wonderful work you are doing" From a friend " thank you so much for taking him under your wing he is thrilled to bits and enjoys the chats"

This year it was decided to deliver a hot Christmas dinner to those most vulnerable who would be on their own on Christmas Day. Age UK Barnsley purchased the meals from Chilli Lounge in Barnsley and 12 dinners - main course and dessert plus a small gift - were delivered by volunteers. Feedback showed that people very appreciative.

Our Staff now have regular zoom calls with their colleagues to share ideas, offer support and share good practice.

We promoted the council initiative **A DAY IN THE LIFE OF** Director of Public Health, Julia Burrows, asked Barnsley residents to fill in a diary sheet of their day on Tuesday 7 November,

After compiling the information, the report looks at key issues affecting the day to day lives of Barnsley residents, highlighting topics such as: Resilience, connections with others, five ways to wellbeing, sleep and work. As well as including messages of advice from Barnsley people to Barnsley people.

At Age UK Barnsley we realise what a vital and Important role that carers play. In conjunction with the carers' rights day in November we surprised 6 carers with a gift pack to show appreciation of the wonderful work they are doing and to be able to have a little me time and treat themselves when able.

A new contact was also made with Good Gym a community of runners that combine getting fit with doing good. They stop off on their runs to do physical tasks for community organisations and to support isolated older people with social visits and one-off tasks they can't do on their own. Good Gym helped to deliver our booklet of useful information/contact numbers in and around Monk Bretton Long Causeway. They have offered their support should we need any more delivering but geographical constraints mean they can only do Monk Bretton/ Lundwood at the moment. We have printed 1,000 booklets with useful telephone numbers in with the Dementia Friendly Communities info on the back.

Although groups have generally not been able to resume, the walking group in Cudworth was able to operate for a few weeks and has doubled its number during lockdown on average 15 turn up to the walk every week which runs every Wednesday. A walk in Grimethorpe is also being planned and the route is on the stacks near Park Spring. This will take place on Fridays and is open to all ages. We are working with Social Prescribing as well as Walking for Health on this venture.

Events

As we couldn't put on Winter Warmth events this year, packs were delivered by the North East Area council and Community Matrons. However, we did supply room thermometers and activity books and developed the useful contact numbers booklet to add to the packs. We also made up and delivered an extra 10 for the most vulnerable who were not covered by community matrons. The packs also included Age UK information about Falls and Mental Wellbeing, as well as mugs, hot drink sachets, biscuits and hand warmers.

We aim to support the local community and donated 5 gifts to the Robert Street Allotment Society Christmas raffle to raise funds. Our Inclusion Workers were invited to the community allotments to draw the winning prizes in Cudworth. We aim to promote this vital community asset and have developed a poster. When circumstances change, we hope that those from the Walking Group may be able to sit in the allotment at the end of their walk.

Care Home Events

Potts Bakery generously donated 100 pieces of parkin which were shared between Burntwood Hall, Cherry Trees, Oakwood Grange and Belle Green residential homes, along with firework themed scratch art for the residents to enjoy. These were gratefully received, and feedback was positive.

Activity Books, games and cakes were issued to Mapleton Court at Grimethorpe. We keep in contact with the homes which is sometimes difficult, and we know some are very busy and doing their best to keep the residents safe. We have also posted to the homes some activity ideas such as Booze and Tattoo, Pamper and Prosecco, chair-based exercises, some links to social media concerts and information about streamed pantomimes and Music in Hospitals events which they can access themselves.

Intergenerational Work

Children from local schools (Churchfields, Birkwood, Littleworth Grange and Holy Trinity) made and wrote over 500 Christmas cards which were distributed to Burntwood Hall, Belle Green, Cherry Trees, Prospect House, Oakwood Grange, Mapleton Court and Westmeads residents. We also sent excess to the Winter Warmth packs that the Community Matrons were distributing.

Next Steps

- We will continue to keep supporting volunteers and service users to reduce social isolation and loneliness, especially during the next lockdown
- Continue to look for activities that can still run safely within current restrictions
- To promote keeping well this winter, mental wellbeing and falls prevention
- To look at other ways of communicating with people who do not use social media

Westmeads Residents were happy to receive their Christmas gifts



GoodGym Members ready to set off to deliver our useful numbers Booklet



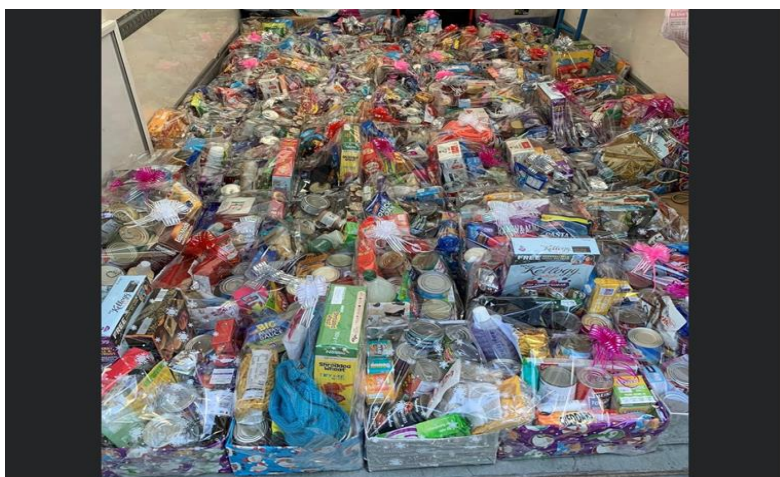


Mick White Allotment Society
receiving our donation for the raffle

Carol and Sarah amazed at
the quality and amount of
Christmas Cards done by
the local schools



30 Lucky people in the North East set to receive one of our Christmas
Hampers!





Pat, one of the Service users who joined in the Art Activity generously donated her finished picture to us.



Joan receiving her Christmas day meal. She was overwhelmed and very happy and she had contact with someone on a day which this year was a very lonely time of the year for many of our older residents.

**District Enforcement
North East- Area Quarter 3 Report.**

October – December 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 913.9 Patrol hours which is 95% Contracted hours.

This quarter 130 FPN's and 42 PCN's for parking have been issued in the area (with a further 77 drive off's where the PCN was unable to be issued). 124 of the FPN's issued have been for littering offences and 6 for dog fouling offences. (Cigarette litter accounting for 76% of the Offences, which is again well below the national average and gives an average of 75% year to date).

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 and the community at large, however during this quarter the area was back in lockdown during November, which saw a vast reduction in the number of people on the streets. There have been 35 tasks received from the Area Council and Neighbourhood Services up to date this quarter reference public complaints. 11 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 do come in are to report issues with people complaining of 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. Due to the dark mornings and the fact that it is getting darker earlier has hampered the officers witnessing the actual offences taking place during the last quarter, and many owners will take their dogs out prior to and returning from work. This quarter there has been 11 cases in which the offender has refused their details to the officers when approached after committing the offence. 1 of these was for Dog Fouling offences.

Prosecutions have continued for Littering and Dog Fouling offences for those who do not pay the FPN issued to them. The revenue raised thus far from FPN's (Fouling and Littering) for this quarter is £6,215.00. The revenue received from PCN's so far is £910 with a further £455 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 31 payments have been made and £3,055 has been received through this method of payment.

Operations.

Operations have continued in the North East area through information received from Councilors and Neighbourhood Services. Two areas that were identified were around Fish Dam Lane, Monk Bretton as well as Parking in Royston. In total 33 Penalty Notices have been issued across both locations. 11 FPN's have been issued in this quarter on Fish Dam Lane, Monk Bretton with a further 22 PCN's issued in Royston.

Case Studies

Age UK Barnsley Case Study 1

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|---|
| Title Case study – Individual Mrs X |
| Date 4/1/2020 |
| Ward Area North East |
| <p>Summary</p> <p>This case study is about an individual who has many underlying health conditions severely impacted by living circumstances what were supposed to enhance her quality of life. She was becoming severely depressed and could not see a way out of her predicament.</p> <p>Utilising the information our I&A department have and getting her involved in activities radically changed her mind set and she was looking forward to the future</p> |
| <p>Key Learning Points</p> <ul style="list-style-type: none"> • How the environment in which we live can severely impact on our life • Having a shared interest is uplifting • Be mindful that not everyone likes company, and some are quite content to have quiet time. To make our service more person centred. |
| <p>Background</p> <p>Originally from overseas, Mrs X made her home in Barnsley. Having been the victim of anti-social behaviour at her new home, it became intolerable for her to continue living there. Mrs X was frightened to go out or answer the phone. The Berneslai Homes Housing Officer found her alternative accommodation in the North East area.</p> <p>Mrs X is disabled and after the move was not able to put her belongings in any kind of order so decided to just leave everything in boxes until she felt able to sort it out. Living in chaos made Mrs X more depressed and did not know who to speak to for help. A neighbour had mentioned that Age UK Barnsley may be able to help.</p> <p>Mrs X was introduced to our Social Inclusion Workers. Initially Mrs X was sometimes difficult to get in contact with which meant a home visit, outside the property. It became apparent that sometimes she liked solitude so did not answer her phone. We explained that we were worried about her welfare and asked if she did want a call every week. She declined this explaining that maybe every 2 weeks preferably at evenings or weekends would be her preference.</p> <p>After visiting the property, we noticed that her door was not wide enough for her large wheelchair to get through and she could not go out of the back door as there were several steps. We suggested she get in touch with Berneslai Homes who came out and widened the door. She is also on the list to lower the worktops to</p> |

enable Mrs X to prepare the food and reach cupboards. Our I&A department sent a list of cleaners in the area who set about sorting out the boxes and making things within reach of Mrs X. Her home is much more organised and this has lifted her mood. She has started to enjoy her new surroundings and is looking forward to being able to prepare her own meals.

Mrs X was also given the number for a taxi that can accommodate wheelchairs, so she was able to go out for her own shopping, this gave her some independence and she felt more in control.

Her mood lifted so much, and she had said she was now enjoying her new home and looking forward to enjoying getting out more and exploring the area, even a trip to Iceland in the area was enjoyable.

Mrs X said "I think I will be happy here, so much to be grateful for"

Who was Involved:

Social Inclusion Worker, Information and Advice department,
Cleaner, Berneslai Homes

Any unplanned outcomes (Good or Bad)

- Local job for local people
- Mrs X has offered to do telephone befriending for us in the new year.

Outcomes of Project

- Mrs X wants to become a part of the community and will find a way to help others
- Her low mood has lifted
- Willing to Volunteer, hence giving back to the local area

What could have been done better

N/A

Age UK Barnsley Case Study 2

| |
|---|
| Title Case study - two individuals – Mrs Y & Mrs Z |
| Date 29/12/2020 |
| Ward Area North East |
| Summary This case study is about the positive impact of telephone befriending among peers during COVID19. Mrs X and Mrs Y were able to support each other by regular contact and to renew their acquaintance/friendship. This also led to Mrs Y offering to telephone befriend another service user. |
| Key Learning Points |

- Conversations with people on the doorstep while delivering activities can lead to other benefits and outcomes.
- The importance of ensuring consent is obtained from both parties before passing on phone details and to follow up on a regular basis, as with all volunteers.

Background

Mrs X had a telephone befriender from the Council's Community Responder Volunteer team during the first lockdown. Her support was passed on to Age UK Barnsley when the first lockdown finished to be part of the Age UK Barnsley Befriending Service and continued to have the same befriender.

Mrs X also took part in several the activities that Age UK Barnsley was offering for people to do in their own homes, and a relationship was developed with the Social Inclusion Worker on the doorstep over several weeks.

Mrs Y was referred to Age UK Barnsley at a later date for a telephone befriender as she was normally an active person but was struggling with low mood as she wasn't able to go out and do her usual activities in the community.

Mrs X commented to the Social Inclusion Worker one day that she had not seen Mrs Y for a long time and that they had been good friends when their children were young. She welcomed the idea of being in touch with Mrs Y again, if Mrs Y was in agreement. As the feeling was mutual, and both consented to telephone numbers being exchanged, the social inclusion worker was able to link them up.

Who was Involved:

Social Inclusion Worker and two service users

Any unplanned outcomes (Good or Bad)

- Mrs Y also offered to be a telephone befriender for another service user which helped her to feel 'useful'.

Outcomes of Project

- Both service users benefitted from being in contact again
- Feelings of loneliness and isolation were reduced for both
- Both felt they were supporting each other and at the same time catching up on shared experiences from when their children were younger
- Mrs Y offered to telephone befriend another service user
- Both parties have decided to meet face to face in a bus stop near their homes taking a drink and a sandwich, socially distanced.

This renewed contact may also lead to shared activities in the community once this is possible.

What could have been done better

N/A

Case Study District Enforcement

Parking in Royston

Parking is long been a problem within the Royston area of the North East Ward. The main routes through Royston, Midland Road and the High Street is also where the majority of shops and other business's can be found. Certain areas of it have been brought to our attention b complaints received either verbally from local residents and from the Area Council, or from tasking received via the BMBC parking services email address. All these complaints were for cars illegally parking in various areas around the town.



Over the quarter our officers have patrolled the area at various days and times and have managed to identify some of the offenders and issue 22 x PCN's to offenders who parked their vehicles illegally.

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



Case Study District Enforcement Fish Dam Lane, Monk Bretton



Fish Dam Lane is part of the Monk Bretton Ward of the North East Area and is one of the main routes between Barnsley and Royston as well as linking other villages.

This is also where a cake factory is located, which the officer's were asked to monitor on a couple of occasions during the quarter.

Certain other areas were also brought to our attention by complaints received either verbally from local residents and from the Area Council, or from tasking received via the Neighbourhood Services email address.

All 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.

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 issue 11 x FPN's to offenders who have dropped litter or cigarette butts on to the floor.

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



Caroline Donovan
North East Area Council Manage
January 2021

North East Area Council
Cudworth, Monk Bretton, North East, Royston