



# Performance updates

## Quarter 3

## October – December 2020

PAC February 11th 2021

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# 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

June 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 2023  
June 2021

Working Together Grant – Supporting Young People Fund in development

CAB debt advice service

Area Council support to the Principal Towns programme

September 2021  
(+6 month extension)

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## Quarterly performance contract outcomes summary

Add Q2+3 to totals

### ENVIRONMENT

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of clean & tidy activities which involve businesses	2	10	<b>144</b>
No. of young people making a positive contribution to the design/ maintenance of their local environment	0	0	<b>605</b>
No of people who feel they have the opportunity to influence the design and maintenance of their local environment	0	3	<b>300</b>

### SUPPORT

FOR YOUNG PEOPLE

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of apprentice and placements created and recruited to	0	1	<b>3</b>
Number of people taking up work experience placements	0	0	<b>31</b>
No of Young people engaged in volunteering	0	0	<b>661</b>
No of activities which involve young people under the age of 18	0	0	<b>228</b>

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## Quarterly performance contract outcomes summary

### HELPING PEOPLE

To connect better

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of community groups supported	15	45	511
No. of new community groups supported	0	2	56
Community car scheme journeys	4	4	854

### HEALTH & WELL BEING

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No of adult volunteers engaged	23	105	2510
No. of new volunteers	3	18	793
No. of residents and young people receiving advice and support	155	570	1597
No of residents referred to health and advice	24	53	70

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## Quarterly performance contract outcomes summary

### THE LOCAL ECONOMY

Including Tourism

Outcome indicator	Achieved this quarter	Achieved this year	Achieved to date
No. of FTE jobs created and recruited to	0	3	22.5
Local spend (average across all contracts)	95%	95%	95.4%
Volunteer hours contributed (£ value)	£4,860	£11,750.10	£285,055.92
No. of volunteer opportunities created	30	95	1412
No. people achieving a qualification / accreditation	0	0	152
No. of people receiving training	0	15	976

- All PAC funded contracts continued to be impacted by the effects of the pandemic,
- Innovative approaches to delivery have continued such as on-line , social media , and telephone contacts with service users and volunteers
- 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

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# Penistone Area Council Contract

## Age UK Supporting Vulnerable and Isolated Older People

**Due to the Pandemic many core activities continue to be suspended but Age UK, supported by many volunteers continue to find creative and alternative ways to support socially isolated older people whilst keeping within the strict government guidelines. This contract was approved for a further 6 month extension to June 2021 to ensure continuity of service during this difficult period.**

### Highlights this quarter

- ✓ 148 service user contacts (compared to 83 last quarter) increase in number of telephone calls to support during the lockdown period and new activities at home
- ✓ 17 new referrals this quarter from the social prescriber, family, self-referrals and social services
- ✓ 18 active volunteers and 5 micro volunteers involved in delivering activities at home, hampers, Christmas Day dinners and winter warmth packs and have carried out doorstep visits to service users who have been celebrating special birthdays; 3 service users have celebrated significant birthdays of 80, 80 and 102
- ✓ 15 new service users have received information and advice with a total estimated gains through benefits for the period at £14,397.68 (total estimated benefit gains from January to December 2020 is £99,951 and a total of 65 service users have been seen.)
- ✓ 4 essential community car scheme journeys made –only 5 active drivers. Dial-a-Ride resumed but with restrictions
- ✓ 102 home-based activities delivered to the doorstep of service users' homes.
- ✓ New Walk for Health Group in association with The Exchange Recovery College and Ramblers Association officially started on 9th Dec at Silkstone
- ✓ Some groups started up again Healthy life ( Pilley ) , Tai chi ( Penistone and Oxspring) and Wortley social group but had to find alternative ways to keep connected in lockdown – contacts are maintained as there is growing evidence of mental and physical deterioration for many service users .
- ✓ Other contacts made to outlying villages such as Dunford and Crow Edge, Cawthorne and developing links to Thurgoland Churchfields estate.
- ✓ Men In Sheds volunteers keeping connected via phone and e-mail working on projects at home and individual visits to the shed. Plans for a re-launch after lockdown
- ✓ U3A groups keeping connected ( recent award as part of Age Friendly Barnsley initiative)
- ✓ A SOPPA zoom meeting was held in December the network continue to share information and provide a wider network of support

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# Penistone Area Council Contract

## Age UK Supporting Vulnerable and Isolated Older People

In spite of current restrictions, Age UK continue to look ahead to how they can address the increasing impact the pandemic has had on Older people in the Penistone area, and are looking towards increasing confidence to encourage people to engage once restrictions begin to ease.

### *Planned activities to support in quarter 4*

- ✓ **Community Partners Pilot Project with the National Trust at Wentworth Castle Gardens** to promote the site as a place that is accessible to all, regardless of age or level of mobility. The SIW completed the online training to provide opportunity for service users to access the site as an organised group using Dial-a-Ride and the community car scheme to enable them to travel to the site and accessing the outdoors in a beautiful and natural setting, contributing to an improvement in physical health and mental wellbeing
- ✓ **Activities at Home**  
Focus on activities that can be delivered at home until circumstances change:
  - Themed activities for Valentine's Day and Easter
  - A new themed activity book
  - A revised pen pal project using volunteers to write to older people
  - Further food tastings (these have been popular and also provide an occasional meal for those alone at home)
  - Drawing/colouring activities
- ✓ **Focus on smaller communities** Churchfields estate at Thurgoland will be a priority for new activity and we will make contact with all residents by doing a leaflet drop to promote the project and asking them to get in touch with us.
- ✓ **Walk for Health** New walks will be added depending upon availability of volunteers to help lead them.
- ✓ **SOPPA** work on a sustainability plan for delivery after Covid 19
- ✓ **Age Friendly** Revised action plan to be delivered at the earliest opportunity.
- ✓ **Events** start planning events for later in the year with proposed dates which may be subject to change

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# Penistone Area Council Contracts

## TWIGGS Clean, Green and Tidy service

**Twiggs** maintained the service during (and abiding to) the fluctuating restrictions and Lockdown rules, flexing where needed to support and add value to core services. The 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. Without this encouragement and contact being maintained, there is a high risk that morale will drop, and take longer to rebuild coming through the restrictions.

### Highlights this quarter

- ✓ 11 (15 last quarter) Groups and parishes supported, including a high impact intervention at High Hoyland (see next slide for other examples)
- ✓ 2 business worked; Spar and TESCO co-ordinating donations made by each for the community
- ✓ 24 individual projects – Twiggs taking initiative in the area such as clearance of moss and leaves for safety from footpaths in Thurlstone, Howbrook, Springvale, Crane Moor also supporting public nature areas: TPT in Tankersley, Ingbirchworth nature reserve, Castle Dam Penistone, Incredible edible bed at Langsett. Where safe to do so supporting volunteers who joined activities
- ✓ 15 individual litter picks and 52 bags of litter removed
- ✓ New Team Leader appointed to post
- ✓ Recruitment for the new Apprentice position is progressing.
- ✓ Tool Bank operational, although uptake has been slow, but this is continuing to be promoted
- ✓ Starting to look at developing incentives for school pupils and parents to engage with the service trialing the Blue Peter Green badge initiative utilising their lockdown exercise time to improve their local environment.

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# TWIGGS Clean, Green and Tidy service

## Selection of Volunteer groups supported this quarter



**Stainborough Parish Council/ Residents - Hood Green Pavilion** Reinstating a well-used bench area, we trimmed back to overhanging branches, trimmed around the bench and cleared weeds.



**HB + rewilding garden, Hoylandswaine Village Hall** Supporting HB + prior to their bulb planting event, trimmed the top of the rewilding area.



### Spouthouse Well, Howbrook

Supporting a local resident who regularly attends this area maintaining the different sections. We cleared leaves and reshaped the shrubs.



**Millhouse Green Village Community Association - Royd Community Garden** Supporting two members from the Association helping them measure up planting areas and we did some planting also.



### Water Meadows Park

Working to support the volunteers at Water Meadows clearing the leaves off the steps which were a slip hazard



### The Marketeers

Cut down the small grassed areas and removed self-sets behind Tesco (Penistone) to support The Marketeers making the area more accessible to clear litter.

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# Penistone Area Council Contracts DIAL information & advice service

*DIAL continue to provide telephone and on-line advice this quarter as well as safe and well checks to clients on their register. Their offer to our area has been extended using additional external funds via the Lottery. Outcomes here are from the last quarter of the current contract which finished at the end of January. Working together grant funds were approved in December 2020 to provide a further two year contract which will also be supplemented by financial hardship monies.*

## Project Outcomes for the quarter

- **110 residents accessing advice this quarter ( 162 previous Q2, 126 Q1)**
- **56** residents given telephone advice
- **6** forms completed by telephone
- **24** safe and well checks undertaken
- **24** residents asked for public health advice
- The total **actual** amount of unclaimed benefit income generated through the service to date is **£369,021.00**
- The total **projected outstanding** amount of unclaimed benefits generated through the sessions to date is **£48,794.20** (this includes claims waiting for a decision)
- The highest % of benefit enquiries were for attendance allowance ( this was personal independence payments last quarter)
- For every **£1** invested from the Penistone Working Together Fund the project has brought **£76** into the area \* actual amount of unclaimed benefit income generated divided by one quarter's grant payment

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# Penistone Area Council Contracts DIAL Information and advice service

## Case Study

### Before DIAL

Mrs B, an 88 year old lady with multiple health issues, has been shielding during the Covid-19 pandemic. Her ill health limits her ability to get around and she is heavily reliant on her son for care. Her mobility is hindered by problems with her back and legs and she has mental ill health. Mrs B's son contacted DIAL for assistance to claim Attendance Allowance for his mother.

### Advice given by DIAL

DIAL has helped Mrs B to complete the Attendance Allowance application. DIAL also continued to contact Mrs B with safe and well checks to prevent social isolation and provide public health advice on the changing government guidelines around social bubbles and the wearing of face masks etc.

### After DIAL

Mrs B's claim for attendance allowance was successful and she was awarded the enhanced rate. DIAL continues to communicate with Mrs B and her son throughout the pandemic to keep them informed, safe and well

### Mrs B said

"I can't say how happy I am and thank you enough for your help, I didn't imagine getting the high rate"

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# Penistone Area Council Contracts CAB debt advice service

**This was the first quarter for the new contract – funded to end of Sept 2021 with extension from financial hardship funds for a further 6 months to April 2022. Targets have been extended to this contract to reflect the increase uptake in the last year.**

## **Delivery highlights**

- ✓ 30 Clients seen this quarter ( target 25) , down from 42 last quarter.
- ✓ Types of issues dealt with show a high percentage of relationship and family issues (20%) ( growing trend from last quarter) compared to 14% benefits 12% Universal Credit, 16% employment, 6% legal, 16% debt, 6% consumer issues and 10% other issues.
- ✓ Assisted clients to claim an additional £8,025 of benefits ( £50k target set) which shows an investment return of £4 of benefit gain for every pound spent on this project.
- ✓ 40% of clients presented with disability or long term health condition, slight increase from 36% last quarter.
- ✓ Volunteers support this project by signposting clients from the Email service. Volunteer admin services are also provided as and when required.
- ✓ During this quarter assisted clients with £12,427 of debt (25K target set) now total of £82,442 of debt overall since contracts for this service began.
- ✓ Currently all clients are being assisted via Adviceline and Email service, starting a video service via the clients own equipment and internet connection in January , and once the new lockdown is opened up and public buildings are accessible then via the Council equipment and services. ( BMBC de-commissioned laptops being made available to support this initiative)

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# Penistone Area Council Contracts CAB debt advice service

## Case study

Client was telephoning on behalf of their son. He has been separated for over 3 years from his partner and they share informal custody of their 2 children. Each having them 3 1/2 days per week.

However; due to the former partner's behaviour, the school where the children attend refused to release the children at the end of the school day.

The school contacted the client to go and collect the children. They advised the client that if the client had not been able to collect the children they would have called the police because they were unwilling to let the ex partner take them.

Previously, the ex partner claimed all the benefits relating to the children. Clients son has now held on to the children and wants information on full legal proceedings for formal custody procedures.

Provided full details/advice to the client along with the procedure that the son would need to follow to claim the benefits.

As a result of client's contact, the children are no longer at risk and the son has the information on how to apply for benefits to financially support the children.

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## 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.
- Further development to the healthy holidays pilot working with Springvale Primary school during the Christmas holidays – fruit and veg vouchers supplied by Penistone Fruit and Veg and social media campaign launched with the Penistone Children and Family service re cooking at home and other activities.
- Further meeting with Targeted Youth Support Service , to investigate potential programme of activities for young people. Research ongoing into outcomes of the pandemic for young people working with Children's services and public health teams to inform grant requirements, mapping of local groups and providers to target for promotion of the grant.
- Continuing to provide community response to clinically extremely vulnerable during lockdown period, relatively low take up locally. (local volunteers still in operation e.g LTP)
- Support to Age UK with pre-Christmas winter warmth packs – delivery to most isolated.
- Support to the next stages of development for the Principal Towns initiative
- Recruitment to new Project Officer post ( Craig Taylor) to support team ( shared resource with Dearne)
- Close working with Public Health via team based Neighbourhood Engagement Officer

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