

October to
December
2020

Dearne Area Council Performance Report



Area Council Priorities



These providers listed below have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

| Provider | Service | Contract Value/length | Contract end date | Priority |
|-------------------------------------|---|-----------------------|---|----------|
| Twiggs | Environmental, volunteering and education service | £85,000 per annum | Funded until end of March 2021 option to extend further 2 years | |
| b: friend | Social connectivity | £27,000 per annum | Funded until July 2022 | |
| Dearne electronic community village | Employability | £33,000 per annum | Funded until end of March 2022 | |
| BMBC | Private Sector Housing Enforcement | £31,557 per annum | Funded until end of January 2022 | |

Commissions

TWIGGS

Grounds Maintenance LTD



The service was maintained during the fluctuating restrictions and rules, flexing where needed to support and add value to core services. But despite this the local environment has been improved, volunteers supported and engaged, and community work continued. Emphasis has been placed on maintaining the enthusiasm of volunteers, new and existing. This is important to not only keep improving the environment, but the increased social interaction which can improve physical and mental health, helping to address public health priorities. Also keeping people motivated will reduce the amount of rebuilding needed after restrictions end.

Twiggs



42 events

50 community groups/businesses supported

26 volunteers worked with

19 new volunteers

149 rubbish bags filled (61 with volunteer assistance)

Community in action



Highgate Dog Stadium- Pam contacted the service asking for help to improve the area. Working together 6 volunteers, including 2 sustained independent adult volunteers (from Thurnscoe Bridge Road Group) worked together to clear 16 large bags of litter and other items including cones and car parts. The Twigg's team supported the resident's action by cutting back the hedges making it safer for the public to use the footpath.



There has been an increase in referrals in the Dearne over recent months which has allowed the service to support more new people. The Social Clubs continue to operate remotely over phone and Facebook live, they were supplemented with a 'Session in a Bag' solution which was delivered to homes to facilitate group activity alongside peer support. Over Christmas, older neighbours who would be spending the holiday alone were identified and supplied bumper packs to them. Volunteer training also continued which increases social connections and has a positive impact in reducing loneliness and isolation for the residents of the Dearne Area.

b:



73 isolating older neighbours

468 hours of 1:1 befriender interaction by 36 volunteers

83 hours of staff visits/calls

11 new referrals

44 Bundles of Joy packs delivered to the most vulnerable

7 new volunteers



Quotes from beneficiaries

“I really like it – doesn’t matter whether I get any right or not” – Betty, older neighbour at Thurnscoe Club, talking about Jenny’s quiz

“She's more like family now” – Alicia, befriender who has been paired for over six-months

“We always manage to speak on a Sunday, no matter what. An hour makes such a difference in a lonely week” – Ellie, befriender

“I'm really looking forward to Christmas morning now” – Barbara, older neighbour in Bolton, after receiving her Christmas Day.



DECV has remained open in a reduced capacity supporting improving ICT, training and Employability sessions. The Digital Inclusion and the social aspect of the work has kept going during lockdown which includes phoning learners regularly, particularly those who live alone and don’t have a support network of close family or friends. DECV also kept in contact with some learners from past projects and having a chat with them at least once per week. Maths and English assessments are still available to those learners wishing to develop these skills and work towards qualifications.

DECV



61 people learning

18 new learners

28 learner achieving qualifications

4 learners into employment

18 learners into further training



Janet left school without any qualifications and hadn't been in a learning environment for many years. She told me she was often punished at school and at home because the problems brought about by dyslexia were mistaken for her 'not trying' and being 'lazy'.

Janet showed a real desire to learn and a determination to overcome any obstacles, such as arthritis, which severely impacted the use of her right hand. She found using a mouse particularly difficult and could only use it a few minutes at a time.

Despite lockdown and sessions being conducted over the phone, Janet never missed a session throughout the summer of 2020, eventually passing her OCR course. She is currently working through extra work I have given her and working towards level 1 ICT.



Private Sector Housing Enforcement

Work with families and individuals continued, getting to know the community and individuals that previously have not had the benefit of any kind of support. Problems and issues were identified and effective risk assessment was used to decide on the most appropriate responses. A whole range of issues such as Anti-Social Behaviour, Environmental, Private Sector Housing, Fly tipping and Littering have been dealt with. If the Enforcement Officer is unable to deal with a situation directly this is sign posted to the relevant agencies that are best suited to deal with the issues.

Housing Enforcement



120 reports made

42 properties improved

33 people helped into positive changes

43 fly tipping reported

42 houses supported to responsibly recycle or dispose waste

The Enforcement Officer received a complaint about food waste and building items being stored on a shared footpath. On checking previous civica jobs it was clear that the person living at the address was struggling. After approaching the owner an agreement was made that the items on the footpath would be removed. Over the next seven days the Enforcement Officer made daily visits to the property to work with the owner and his family to ensure that the waste was removed. A week after all the waste items had been removed and taken to a container in Doncaster.

Waste on Premises

Before



After



Dearne Development Fund



The advice service has supported clients with a variety of different issues, but as in previous years, the most common are Benefits and Tax Credits, Debt, and Universal Credit. As well as improved financial outcomes, the support provided by the advice service also helps to improve health and wellbeing, reduces client stress, and improves resilience by increasing the client's ability to cope through self-help. All advice has been transferred to Adviceline and email services due to the ongoing situation.

Barnsley Citizens Advice

36 people supported

74 issues raised

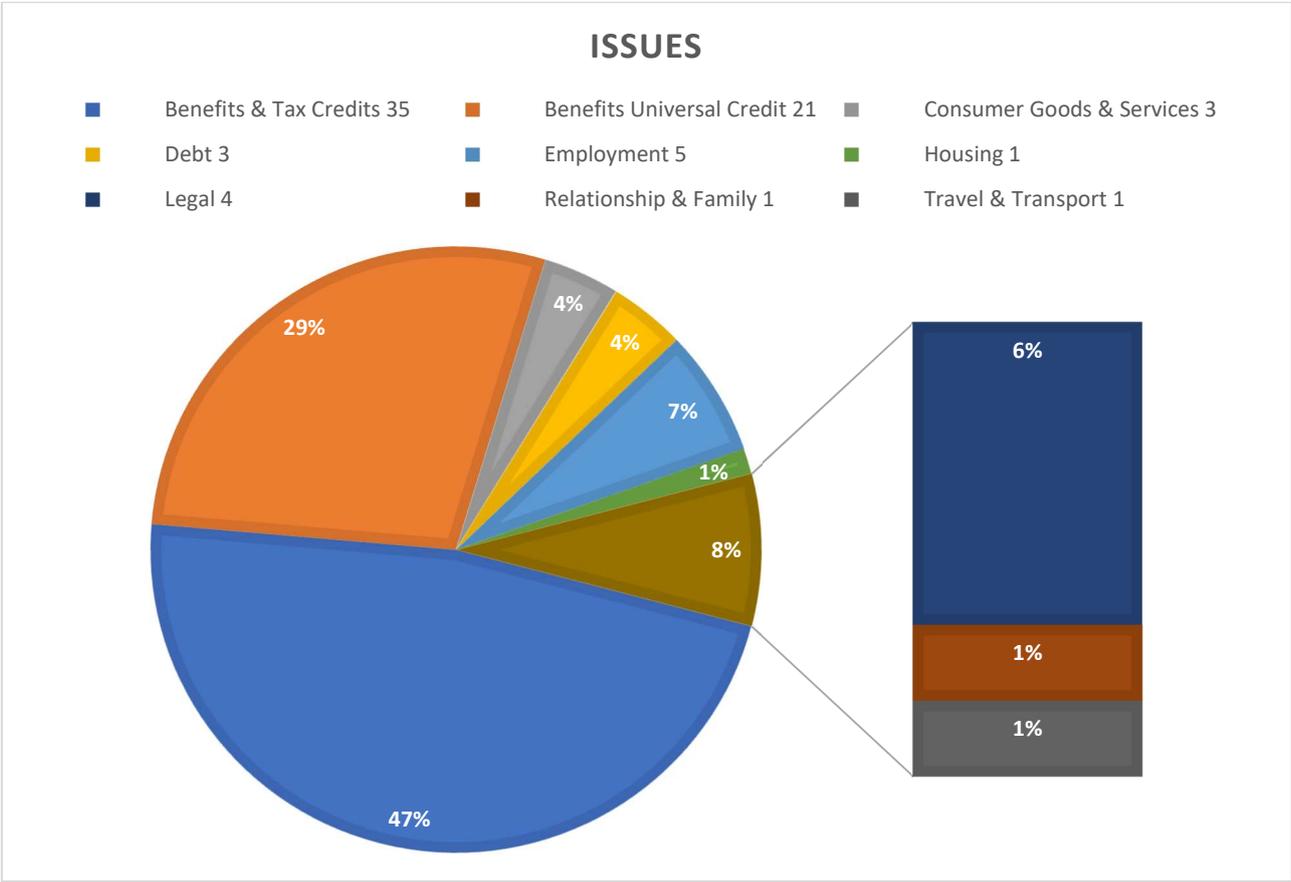
£37,580 of benefits claimed

£18,000 of debt managed



Case study

The client resides in a property that they jointly own with their former partner, they have two non-dependent children. The property is about to be sold and client will receive their share of the proceeds of sale. The client wanted to know what the impact on current benefits will be following the move. After talking it was clear that taking all the facts into account the client would be entitled to a benefit gain of £10,142 per annum. However, it was also advised client that if their capital was still above £16,000, they need to come back for further benefits advice.



DIAL reduced the financial exclusion of residents and work towards lowering anxiety. During the last quarter, they concentrated on telephone appointments for form completion and advice along with Public Health Advice and guidance. DIAL also introduced safe and well checks to support vulnerable residents who were either shielding or self-isolating.

DIAL

Barnsley

214 enquires made

300 people reported reduced anxiety as a result of using the service

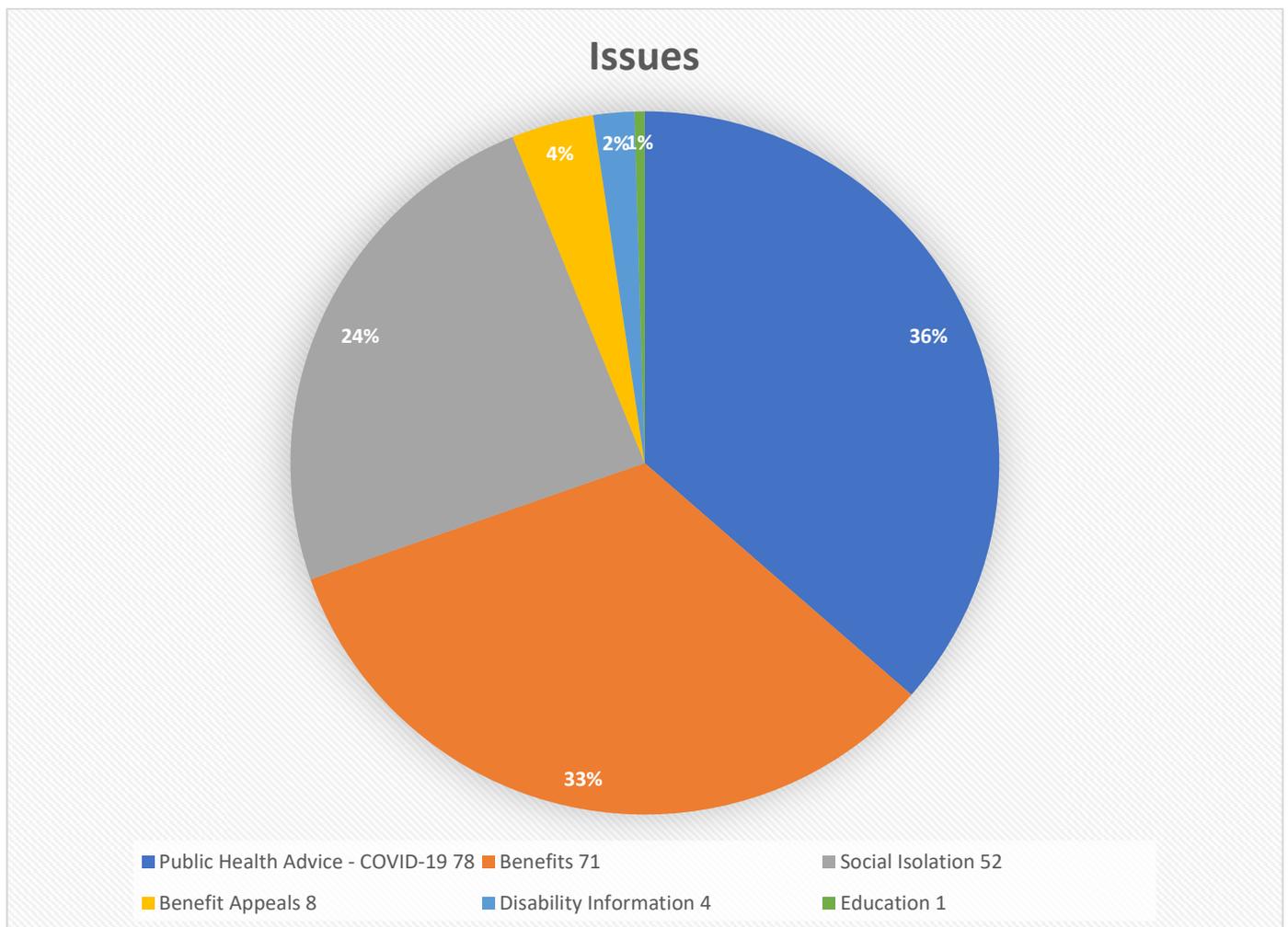
£199,770.36 benefits claims supported





Case study

Mr B, a 50-year-old man whose wife had recently passed away was finding life very difficult to cope and his existing mental health issues have worsened considerably. He felt he was unable to work due to his mental health issues and did not know what benefits he could claim as he was previously added to his wife's claim for Universal Credit. DIAL advised that he would still be able to keep the Universal Credit claim, but it would be at a reduced rate. DIAL also advised Mr B to make an appointment with his GP as they could determine if he was unfit to work and make medical notes for Mr B's case. Mr B's GP agreed that he was not fit to work and gave him a fit note for 3 months.





There has been a big impact on actives as the project concentrates on young people taking part in sport and fitness programmes. This is to improve self-esteem and confidence and help young people gaining accreditation. However, people have still been supported by the service.

TADS

29 drop ins

25 people reporting improved emotional wellbeing

2 volunteers joining the project

Three white icons are arranged horizontally on a blue background. From left to right: a stylized ear, a group of four human figures, and a brain with neural connections.

Two parents gave positive feedback. One said on the support day their child is in such a better mood and they feel like they have their child back. Another said their child is coming on leaps and bounds. One commented "there should be more Carols (support worker) in the world!"