

Emotional Resilience of People of Working Age in the Dearne Area – Evaluation of Survey

Introduction

Over the next 6 months, the Dearne Integrated Well-Being team are focusing on two priorities; 'Young People' and 'The Emotional Well-Being of Working age adults'. The Well-Being team devised a questionnaire to seek the views of local residents around the development of health and social care services in the Dearne area. The survey included questions around where they lived, worries and barriers to seeking support.

The Integrated Well-Being team recruited 3 community champions to work alongside them and focused on collecting responses to the emotional wellbeing survey. The group wanted to recruit local people that were based in the Dearne area to volunteer around two hours per week over a 6 week period.

The survey was open for the community to respond from May - July 2019.

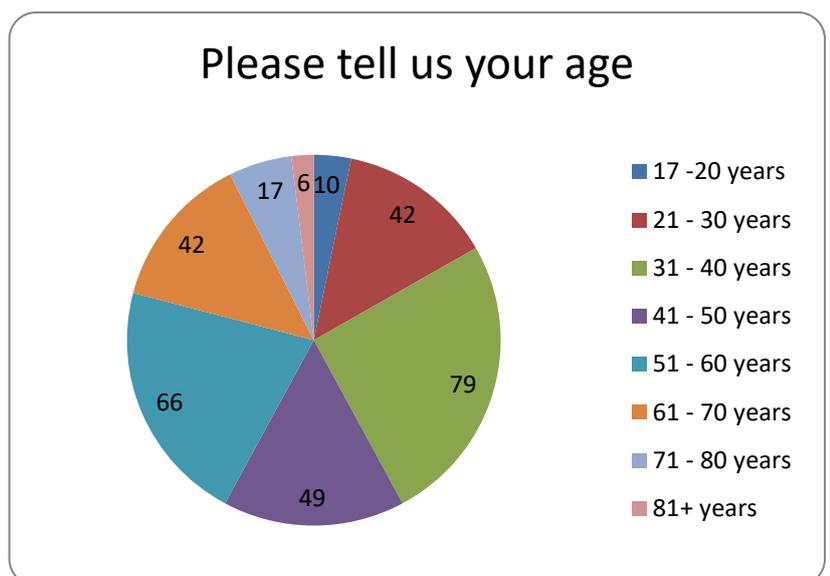
The community champions were based in local services such as GP practices and the Salvation Army. They attended local groups and events within the Dearne which had the biggest footfall. The survey was put online using smart survey and partners assisted in its distribution. It was also put on social media pages such as Twitter and Facebook through the Dearne Area team.

The survey closed with 306 responses. 8 further responses were submitted as part of the Children and Young People survey and these have been included in this report according to the relevant question, making the total number of responses 314.

Question 1: Please tell us your age

311 of the 314 responses answered this question. (99%)

Age	No. of Responses	Percentage %
17 -20 years	10	3.2
21 - 30 years	42	13.5
31 - 40 years	79	25.4
41 - 50 years	49	15.8
51 - 60 years	66	21.2
61 - 70 years	42	13.5
71 - 80 years	17	5.6
81+ years	6	1.9
	311	



The largest age group to respond to the survey was people aged between **31 – 40 years** (25.4%).

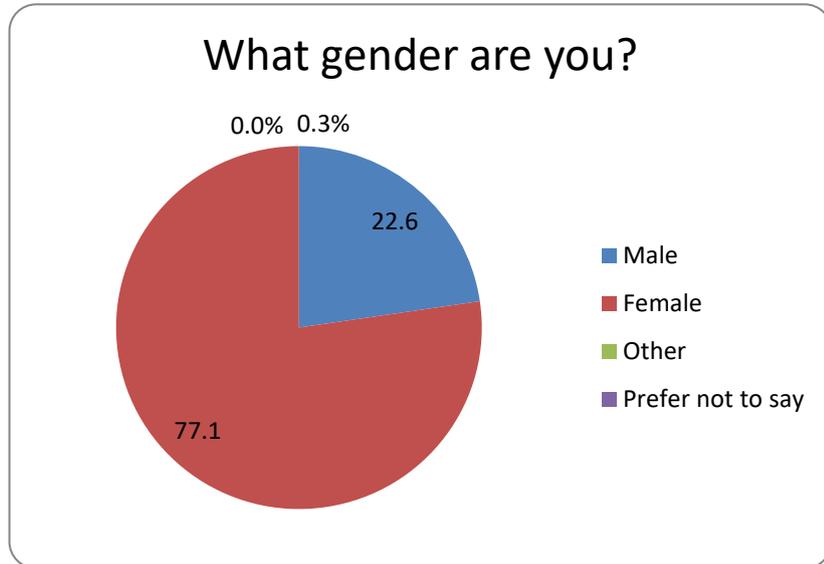
The eldest age group had the lowest response rate at 1.9% followed by the youngest age group at 3.2%.

Question 2: What gender are you?

All 314 answered this question. (100%)

	No. of Responses	Percentage %
Male	71	22.6
Female	242	77.1
Other	0	0
Prefer not to say	1	0.3
	314	

The majority of responses were from females; 242 of the 314 responses equating to 77.1%.



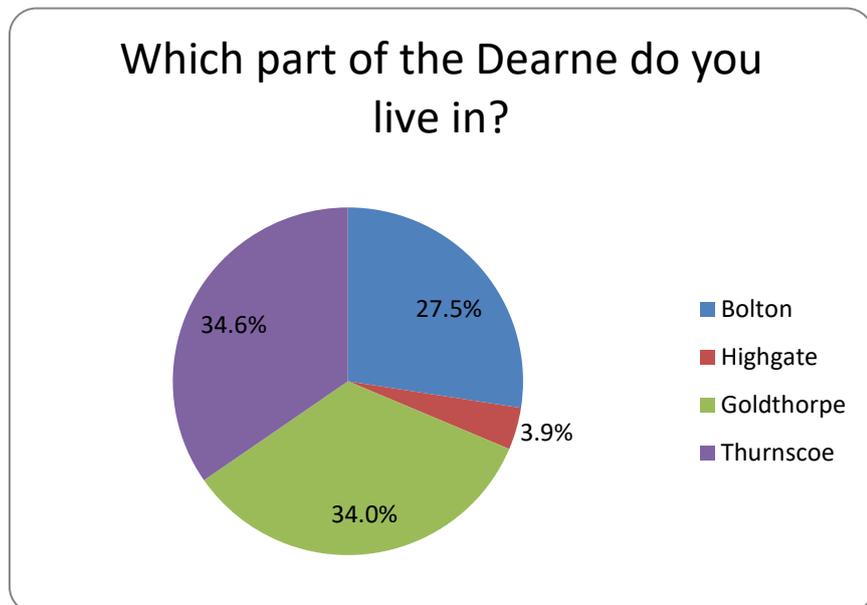
Question 3 – This question asked for the respondents’ initials. The answers are not applicable to be included in this report.

Question 4: Which part of the Dearne do you live in?

All 306 answered this question. (100%)

Area	No. of Responses	Percentage %
Bolton	84	27.5
Highgate	12	3.9
Goldthorpe	104	34
Thurnscoe	106	34.6
	306	

Of the 8 further responses submitted as part of the children and young people survey, all 8 live in the Dearne Area. This cannot be broken down further as the C&YP survey did not ask specific areas.



Question 5: What do you love about Barnsley / the neighbourhood where you live?

308 of the 314 responses answered this question. This includes 8 responses from the children and young people survey to question “How do you feel about where you live?” This was a free text question and the answers have been grouped into themes as in the table below; therefore some responses are included in more than one theme per question.

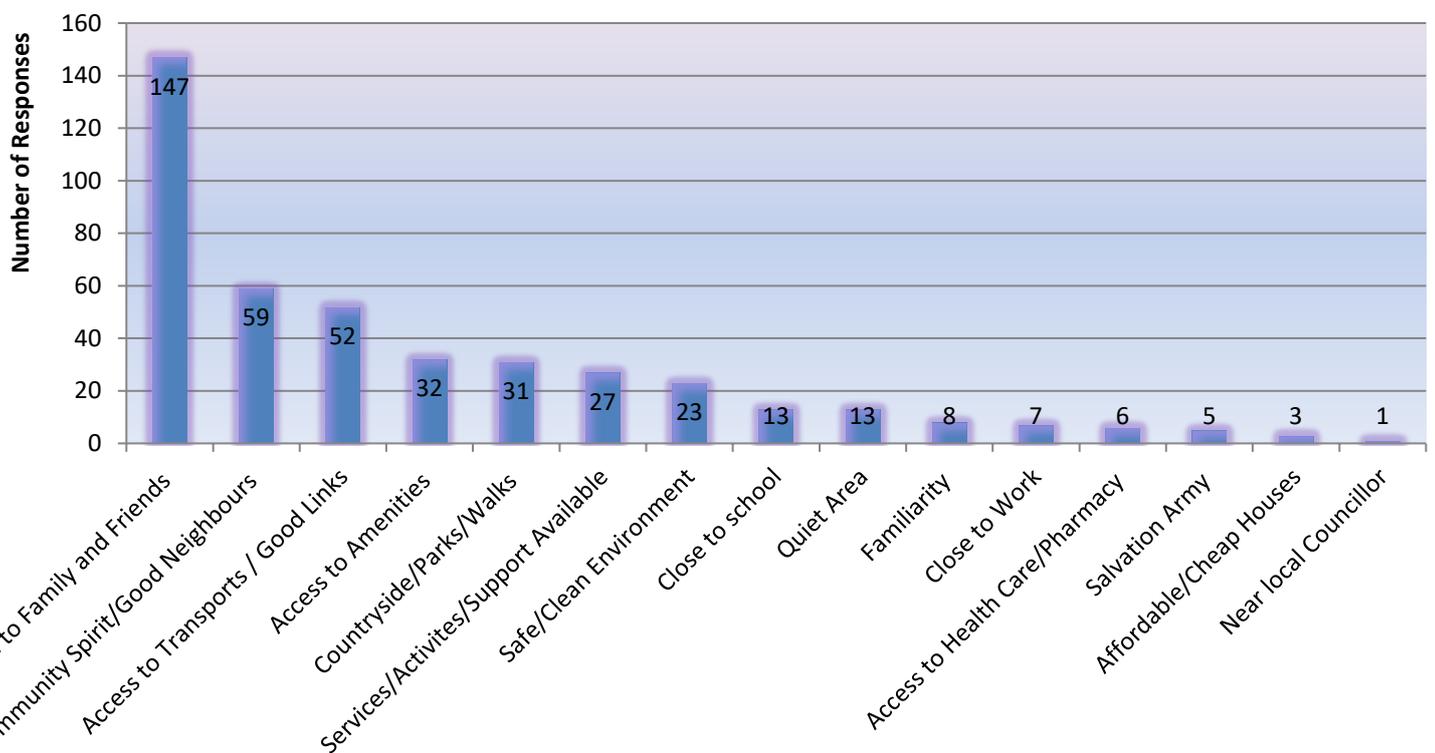
What people like.....

What you love about Barnsley/ Neighbourhood where you live?	No. of responses
Close to Family and Friends	147
Community Spirit / Good Neighbours	59
Access to Transports / Good Links	53
Access to Amenities	32
Countryside / Parks / Walks	31
Variety and Access of Services / Activities / Support for Families inc. Library / Children's Centre	27
Safe/Clean Environment	23
Close to school	13
Quiet Area	13
Familiarity (lived here years / all my life)	8
Close to Work	7
Access to Health Care / Pharmacy	6
Salvation Army	5
Affordable/Cheap Houses	3
Near local Councillor	1

Quotes from the Survey.....



What do you love about Barnsley / Neighbourhood where you live?



Quotes from the Survey.....

What could be improved.....

What do you love about Barnsley/ Neighbourhood where you live?	No. of responses
Nothing / Not a lot / Not much	21
Area Untidy / Overgrown / Not very Clean / Area Neglected / Run down	6
Not good transport / Roads are a mess	5
Not many Amenities	4
Crime is an issue / Graffiti and Vandalism	4
Lack of things to do - Not enough for Younger ones or disabled teenagers	2
Not much recreation	1
Very few employment opportunities	1
Not many affordable/cheap houses	1

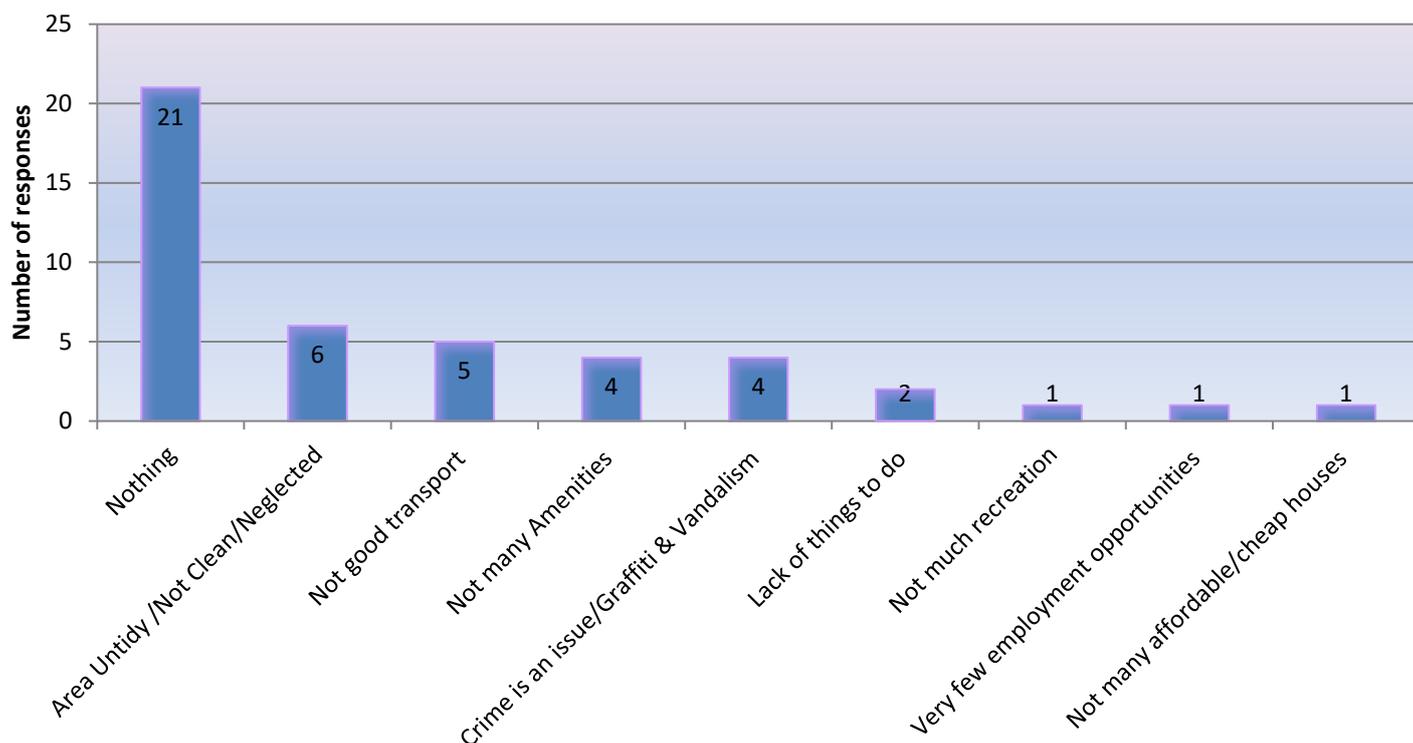
“Not very clean and we have drug users”

“Services are ok but could be improved”

“Very neglected, a lot of rented properties let to go to rack and ruin”

“The influx in immigrants and non-desirables that the councils of Barnsley, Doncaster and Rotherham are collectively moving in is a cause for concern”

What do you love about Barnsley / Neighbourhood where you live?



Additional comments from Question 5 not included within the above themes:

- I love Goldthorpe but wish we had a better shopping area, it used to be thriving a few years ago but the last few years there have only been new food shops, we need variety to encourage people to shop local

- I love living at Goldthorpe but there is an awful lot of litter and fly tipping and almost a jungle with all the weeds that are growing in the backings and streets, also there's not many shops now with different household goods.
- I love the area I have lived here 52 years, have seen lots of changes, some better some not. I love to go shopping and out for meals.

People love where they live because they are close to family and friends which accounts for a total of 48% of all returns. Community spirit and access to transport / good links are both a close second with a similar number of responses being received i.e. 19% and 17% respectively. This suggests people have lived here a long time/stayed since childhood.

The majority of responses received were positive but in contrast there were some negative answers with the overriding theme in this group being that respondents love nothing about Barnsley or where they live.

What do you love about Barnsley / the neighbourhood where you live?



Question 6: What keeps you and your family well?

299 of the 314 responses answered this question. This was a free text question and the answers have been grouped into themes; therefore some responses are included in more than one theme per question.

What keeps you and your family well?	No. of responses
Good Relationships with family/friends - Close to family	134
Happy / Health Home - Being happy and healthy	70
Stable income / financial stability / Able to pay bills	68
Good Safe Environment	36
Ability to get to groups / social activities / Exercise / Keeping busy	30
Affordable Healthy Food / Community Shop	29
Being Employed / Good job/career / Work Ethic	28
Good range/access to schools	28
Good Support Network	24
Good access to playground / parks / walks / the outdoors	15
Access to Healthcare (GPs / Pharmacy)	13
Achieve Goals	9
Access to Childcare/Toddler Groups	8
Affordable Housing	8
Being more confident	8
Good Access to local shops / amenities	7
Salvation Army	7
Feeling part of the community / Good Community	6
Finding Employment	4
Job Security	4
Motivating Younger Generation	3
Church	3
Don't Know	2

Additional comments from Question 6 not included within the themes:

- Making memories
- Support from the Health visitor
- Reasonably priced shops
- Proactive policing
- Spare cash
- Going shopping

Quotes from the Survey.....

"Positive relationships with a village of family and friends"

"Feeling part of the community"

"The Salvation Army to volunteer, I like to help people just like me"

Nothing absolutely nothing. A circle of hard work and nothing. No hope, no investment nothing to look at and feel proud. People here are just worn to the ground and that passes down the generations.

Wish it was easier to get a Dr's appointment

Me and my wife and our children we work hard to provide while 85% are on benefits

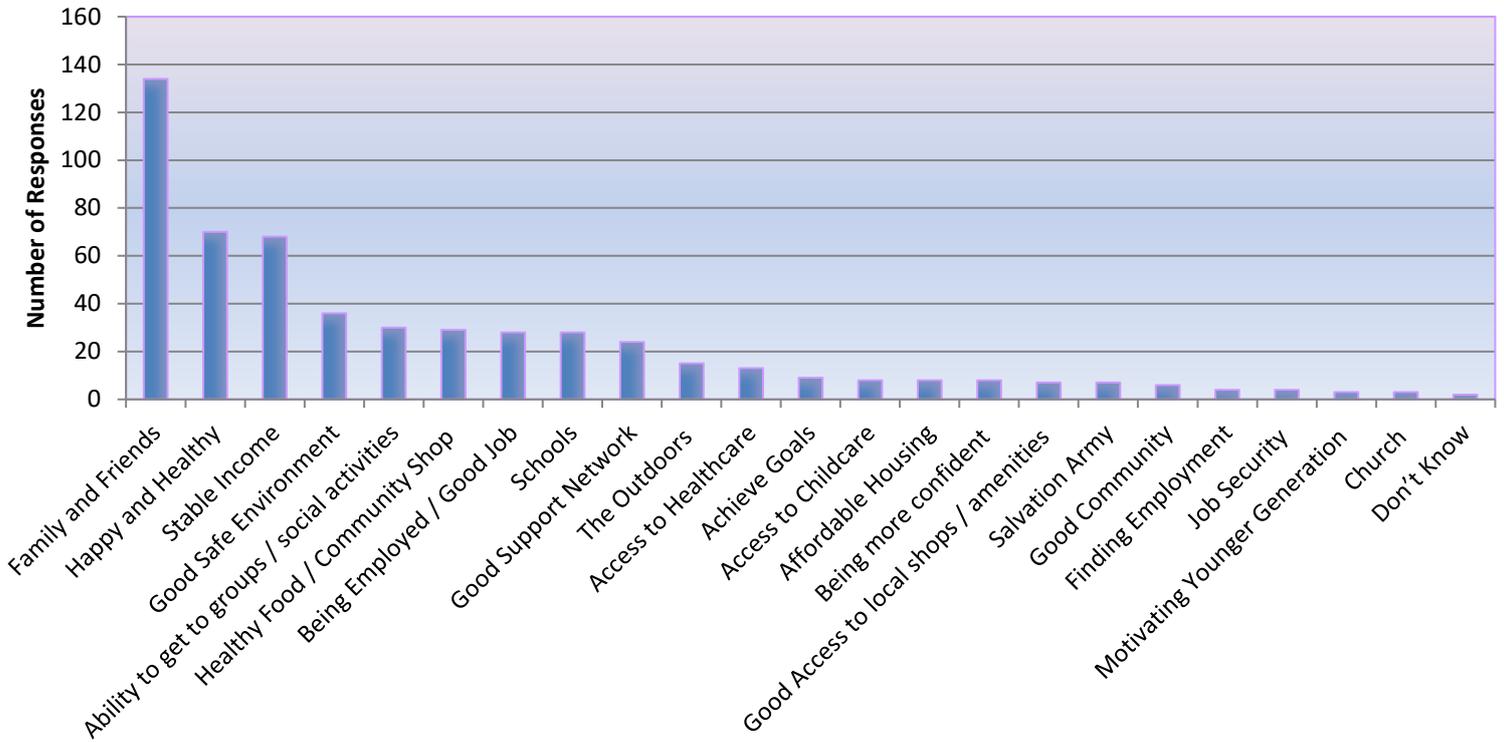
Good friends and good community you can rely on"

"Coffee Mornings!"

Doctor's appointment – my own doctor is great but the system is shocking

It's all in walking distance to the shops but there should be more for kids to do

What Keeps you and your family well?



As with the previous question, good relationships with both friends and family and being close to them is what keeps the majority of respondents and their families well, accounting for 45% of all returns. A happy home, being healthy and financial stability are both a close second with a similar number of responses being received i.e. 23% and 22.5% respectively. In contrast a low number of positive responses were received for finding employment, job security and motivating the younger generation which may indicate that there are a lack of opportunities in the area reiterated by a comment one respondent made stating “No hope, no investment nothing to look at and feel proud. People here are just worn to the ground and that passes down the generations”.

What keeps you and your family well?



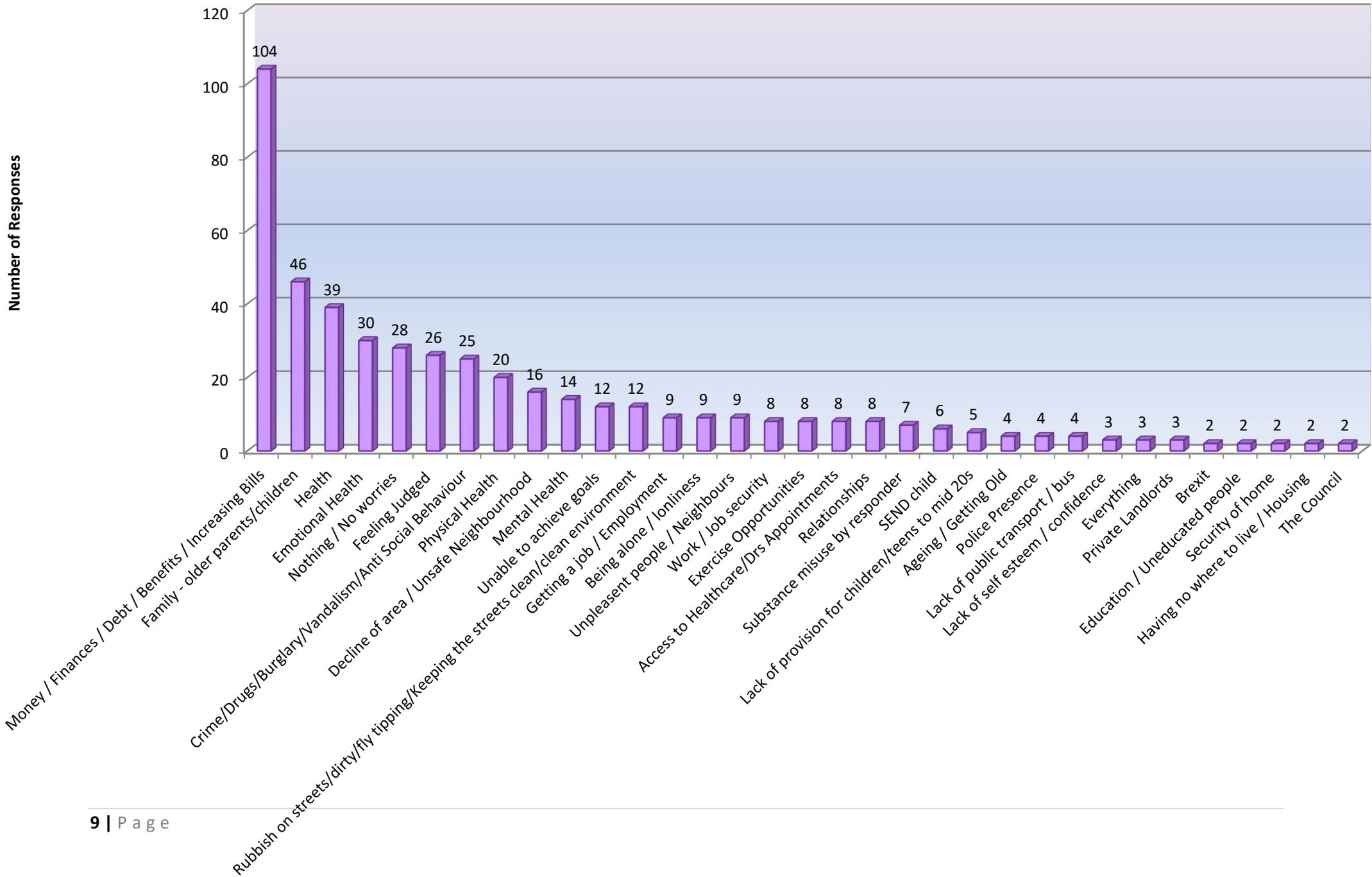
Question 7: What worries you on a daily basis?

306 of the 314 responses answered this question. This included 7 responses from the children and young people survey to question “Is there anything you worry about?”

This was a free text question and the answers have been grouped into themes; therefore some responses are included in more than one theme per question.

Money / Finances / Debt / Benefits / Increasing Bills	104
Family - older parents / children	46
Health	39
Emotional Health	30
Nothing / No worries	28
Feeling Judged	26
Crime / Drugs/Burglary/Vandalism/Anti-Social Behaviour	25
Physical Health	20
Decline of area / Unsafe Neighbourhood	16
Mental Health	14
Unable to achieve goals	12
Rubbish on streets / dirty / fly tipping / Keeping the streets clean / clean environment	12
Getting a job / Employment	9
Being alone / Loneliness	9
Unpleasant people / Neighbours	9
Work / Job security	8
Exercise Opportunities	8
Access to Healthcare/Drs Appointments	8
Relationships	8
Substance misuse by responder	7
SEND child	6
Lack of provision for children/teens to mid-20s	5
Ageing / Getting Old	4
Police Presence	4
Lack of public transport / bus	4
Lack of self-esteem / confidence	3
Everything	3
Private Landlords	3
Brexit	2
Education / Uneducated people	2
Security of home	2
Having nowhere to live / Housing	2
The Council	2

What worries you on a daily basis?



Quotes from the Survey.....

Almost impossible to see the doctor, phone up at 8am for an appointment and there are none left at three minutes past

Financial, although I work and I am earning it's not enough, I get by but only just

"Feeling part of the community"

Family, future what it holds for us.

Lack of investment and lack of respect by so many

If I am taken ill, I live on my own so I don't know what will happen

Needing access to services locally to help with benefits, general advice – everything is digital and nobody to help

Bolton is going downhill because there's rubbish all over people have no respect

What worries me is my daughter who has autism, who will look after her when I'm gone we have a broken care system

Additional comments from Question 7 not included within the above themes:

- I will not get a full time job because I struggle with reading and writing and everything needs qualifications which I don't have, but I do have experience
- Worry that Young People are at a disadvantage in getting jobs due to most of them wanting practical jobs, but job applications need qualifications
- Schools need more support for when children get bullied – So many children self-harm and try to commit suicide and nobody wants to help unless it's already happened, they should be preventing it from happening not doing things after
- Parents not taking control of their children, bad attitude, no morale, no discipline
- Rats that come in my garden because of all rubbish that gets dumped behind my house, I've reported it to the council but because I'm private renting they won't do a thing
- The worry of if anything was to go wrong who would you turn to
- The sporting side of things has really died in the area, and there's not many clubs/facilities from a leisure point of view to join

Money, finances, debt, benefits and increasing bills are what worry the majority of respondents on a daily basis accounting for 34% of responses. Older family members and health are both a close second with a similar number of responses being received i.e. 15% and 13% respectively. Some negative individual comments arose from this question ranging from an inability to access doctors' appointments, low paid jobs not providing enough income and litter being left on the streets leading to rat infestation.

What worries you on a daily basis?



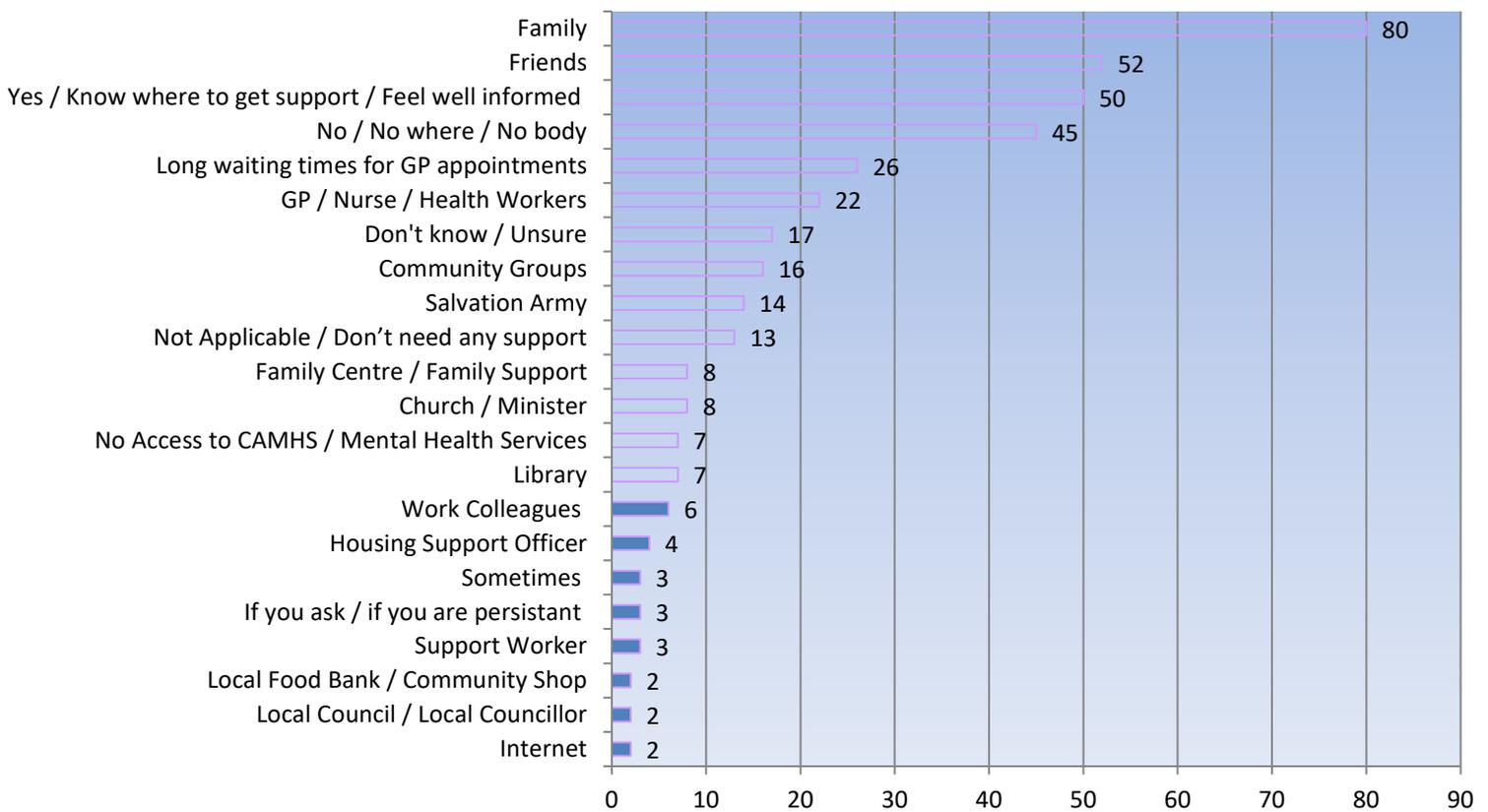
Question 8: Can you get the support you need to help you tackle your worries?

305 of the 314 responses answered this question. This included 8 responses from the children and young people survey to question “Where / who would you go to if you needed help or support?” This was a free text question and the answers have been grouped into themes; therefore some responses are included in more than one theme per question.

Family	80	Family Centre / Family Support	8
Friends	52	Library	7
Yes / Know where to get support / Feel well informed	50	No Access to CAMHS / Mental Health Services	7
No / Nowhere / No body	45	Work Colleagues	6
Long waiting times for GP appointments	26	Housing Support Officer	4
GP / Nurse / Health Workers	22	Support Worker	3
Don't know / Unsure	17	If you ask / if you are persistent	3
Community Groups	16	Sometimes	3

Salvation Army	14	Internet	2
Not Applicable / Don't need any support	13	Local Council / Local Councillor	2
Church / Minister	8	Local Food Bank / Community Shop	2

Can you get the support you need to help you tackle your worries?



Additional comments from Question 8 not included within the above themes:

- The job centre
- TADS
- Local warden in housing complex
- MENCAP
- I hope so / I imagine so
- Informal networks
- Police
- School
- Volunteers and Agencies
- Neighbours
- Citizens Advice

“Cannot get to see the GP”

“No chance getting into see a doctor”

12 | Page

Quotes from the Survey.....

Dearne High School fob you off when you try to discuss concerns. Teachers don't know their kids at Dearne High School and so when you do go to speak to them it is never the

More focus on the younger generation

Don't feel there is much support for men - older men don't want to hear you moaning. Need to stay strong for everyone else - don't regularly see GP and not sure what they could do or offer

Good support network in the community from all areas

You work hard for years and contribute then get treat like a down and out when your health stops you from working

Feels like there is very little support for children with SEN. Once you do get a diagnosis which is around a two year plus fight there is very little support after.

No - it's a social matter affecting the whole community. It's the way people are raised, thinking the world owes them a living and they can take whatever they want and hurt whoever they want.

I feel like I support a lot of other people but I have no one to give me support as I don't have any friends other than my mum

Everyone talks a good game, actions are nil.... Deprived area that eventually has led to such a lack of respect from so many ... nothing for the majority to be proud of! Little clubs / bits to help certain minority's but nothing to impact the majority of hard working residents

My parents want to book a special holiday next year but finding somewhere for me to go where i will get the same care that I would get if my parents were here, is proving very difficult if not impossible.

Macmillan and local district nurses were wonderful when my husband had cancer and sadly passed away

I'm enjoying my ICT course on Wednesday morning, getting a qualification in IT which will hopefully help me with new job

Mental health children service was brilliant. Only let down was having to push for EHCP and for social worker from children's service. SENDIASSs are brilliant if you need help. Education school in Barnsley let my children's education down academies are bad do not help children with SEN needs or additional needs in my case.

Family and friends provide support to the majority of respondents when needed to help tackle their worries accounting for 43% of responses. Some interesting trends in negative responses are evident for example 15% of responses indicate that they have nowhere or no one to support them to help tackle their worries and 5% of people answered that they don't know or are unsure. These two responses added together account for 20% of all responses to this question. However by contrast 16% of responses indicate that they 'know where to get support' and 'feel well informed'. Another point to note is that waiting times to get appointments or access to services are a concern.

Can you get the support you need to help you tackle your worries?

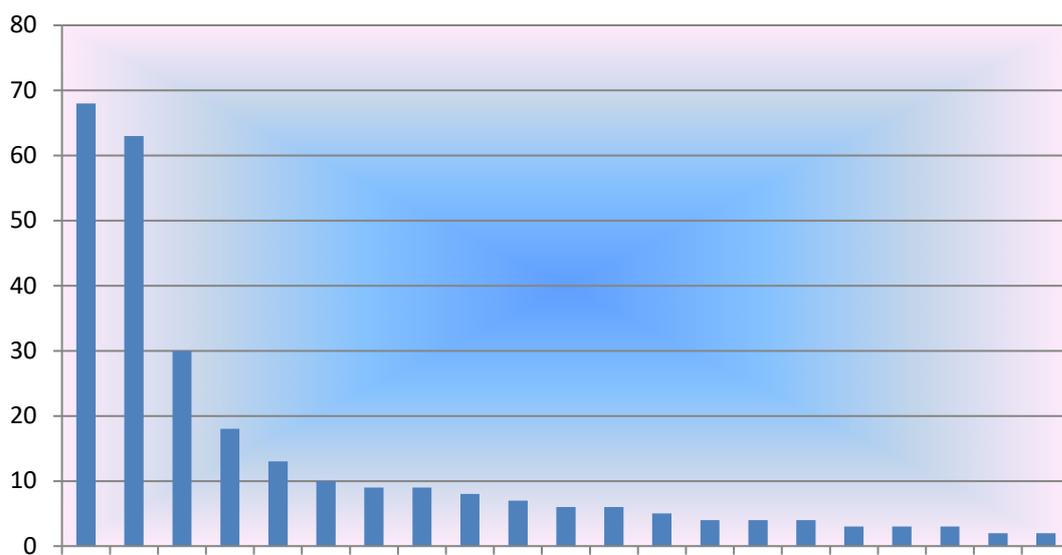


Question 9: What are the barriers to getting support?

296 of the 314 responses answered this question. This included 6 responses from the children and young people survey to question "What stops you from getting help or support when you need it?" This was a free text question and the answers have been grouped into themes; therefore some responses are included in more than one theme per question.

Don't know where to start / Knowing where to go / Lack of information	68	Transport Links / Costs	6
No barriers / I know where / how to get support	63	Not on benefits to qualify for support / Earn to much	6
Lack of / difficult to get appointments at GP	30	Availability / Accessibility of Services	5
Long waits for services	18	Don't really need much help / No support needed	4
Stigma / Embarrassment / Feeling of Being Judged	13	Finding the right person to ask	4
Funding / Finance	10	Online	4
Too quiet to ask / Confidence in self	9	Cut backs mean there isn't any support now	3
Just ask or ask people I know	9	Themselves due to substance misuse	3
Authorities / Council / Police / The Law	8	Systems and processes	3
Support not available / Lack of service providers / People and services don't help	7	Constantly having to ask	2
		Anxiety and Depression	2

What are the barriers to getting support?



Additional comments from Question 9 not included within the above themes:

- ❖ Having problems with neighbours but to report this you are not taken at your word. The powers that be need to step up and tackle issues quickly without the people reporting the matters being questioned and filling in forms.
- ❖ I think there are barriers here in Goldthorpe, Thurnscoe, and Bolton on Dearne. Yorkshire people are friendly but are proud to ask for help. I got support from Salvation Army. I think people should be aware of how to get help and support. There are a lot of issues as well in Barnsley where people are in abusive relationships or suffer from alcohol or drug abuse, child poverty is another issue and unemployment.
- ❖ It's more a personal barrier having to talk to different people, Drs, support staff, psychologists to access the correct support you need. It's not very nice having to tell numerous people your most deep darkest problems again and again that has stopped me accessing support in the past.
- ❖ Having to talk about my life history
- ❖ Help within schools for children that need diagnosing
- ❖ I am 55 and shouldn't be this ill
- ❖ I like my independence, so many people become patronizing to the old, I hate it (77 year old)
- ❖ Need to say the right things which aren't always the truth on that day - benefits etc.
- ❖ No one listens and there is no sanctions
- ❖ Nothing nobody can do the area is a mess
- ❖ Rich People Vs Poor People
- ❖ Minister at Salvation Army
- ❖ New places and New people
- ❖ Service not following through on what they said
- ❖ Lack of facilities for anyone from new born to old age. It would be great if we could have some work shops or learning in the community
- ❖ People abusing the system

Quotes from the Survey.....

The local authority should have a thorough & up-to-date list of agencies available. If you try to look on their website it's often missing or out of date

Don't know where to start with work experience, qualifications and further education

I know exactly where to get support, it's the people who run and manage these places that are my barriers

Easy access & availability of support at convenient times for workers, feel there is support for unemployed & unable to work but not those in work

I work full time, in a reasonably well paid job, however I struggle to make ends meet as I live alone and do not qualify for any benefits

Local Facebook &/or free papers could report summary of the day's events

Having an SEN Child is very difficult; we constantly feel we are always fighting to get what she deserves. Specialist provision is scarce and my daughter is suffering because of it.

I have once paid to see a counsellor, I am not in a financial position to do so at the minute but I wouldn't know where to start to get help from NHS

For the wider community better advertising & a bigger social media presence would help support those that need it

I don't have a computer or skills to use one so I often can't get the help or information I need

Everything is done online & I need to speak to real people

Stopped trying to speak to Dearne High School as just waste of time

No barriers, if anything we have been offered more support than we have needed for Parkinson's and other health issues

We manage, both are working and not entitled to much, it appears round here that you get more help if you are not working

Interestingly the top two answers are nearly equal in that some say they 'don't know how to get support' 23% of responses, but yet in contrast, others say there are no barriers to getting support 21%. This could indicate that better marketing strategies are required so that residents know how to access the support and remove this barrier.

This is then followed by lack of and difficulty to get a GP appointment and long waits for services added together equate to 16% of the returns, this was also raised in the previous question.

The availability and accessibility of services locally seems to be a barrier for people who work, the 5 people who highlighted this each stated that either the times or days the sessions take place don't suit as they are within working hours.

What are the barriers to getting support?

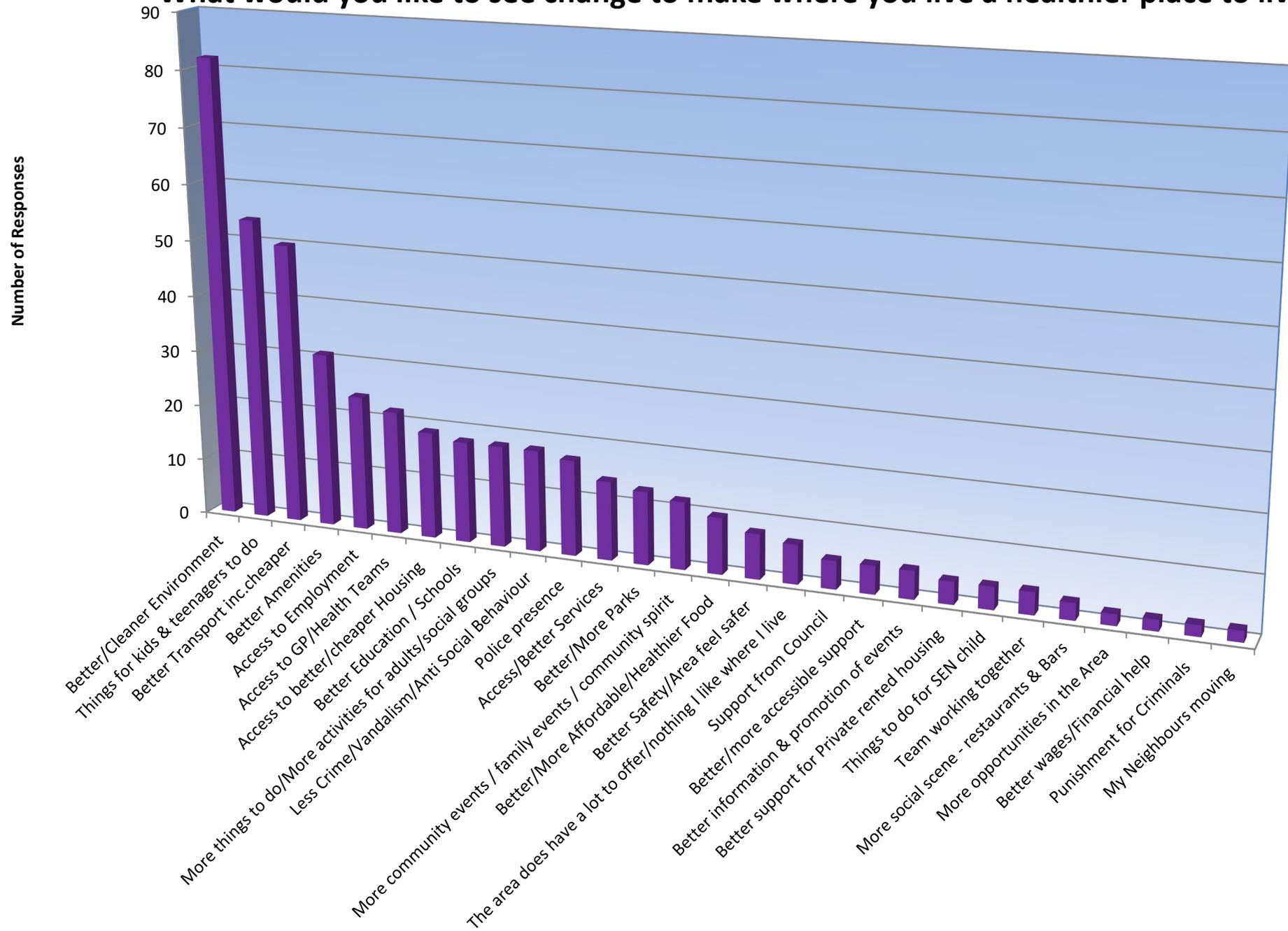


Question 10: What would you like to see change to make where you live a healthier place to live?

294 of the 314 responses answered this question. This was a free text question and the answers have been grouped into themes as in the table below. Some of the resident's answers are included in more than one theme.

Better/Cleaner Environment	82
Things for kids & teenagers to do	54
Better Transport Inc. Cheaper	50
Better Amenities	31
Access to Employment	24
Access to GP/Health Teams	22
Access to better/cheaper Housing	19
Less Crime/Vandalism/Anti-Social Behaviour	18
More things to do/More activities for adults/social groups	18
Better Education / Schools	18
Police presence	17
Access/Better Services	14
Better/More Parks	13
More community events / family events / community spirit	12
Better/More Affordable/Healthier Food	10
Better Safety/Area feel safer	8
The area does have a lot to offer/nothing I like where I live	7
Better information & promotion of events	5
Better/more accessible support	5
Support from Council	5
Teams working together	5
Things to do for SEN child	4
Better support for Private rented housing	4
More social scene - restaurants & Bars	3
My Neighbours moving	2
Punishment for Criminals	2
Better wages/Financial help	2
More opportunities in the Area	2

What would you like to see change to make where you live a healthier place to live?



Additional comments from Question 10 not included within the above themes:

- ❖ Consistency of support, too many short term remedies. There are lots of groups around the Dearne helping to make it a better place, but again they are all during the day in the week
- ❖ More people supported back to work and supported to change attitudes in the area. People seem to be stuck in a mind-set of entitlement help
- ❖ I would love to see the area regenerated in every area. Physical environment improved this will impact on people's wellbeing. I am passionate about creativity and arts access to these helps peoples mental and emotional health
- ❖ More help for people to manage and maintain their homes from a well-being and environmental perspective
- ❖ A 24/7 cash machine in the village (Thurnscoe) would be nice, but again they keep getting robbed
- ❖ Need school to be better at making children aware that they need to be employable when they finish education
- ❖ People being more understanding of each other and less judgmental
- ❖ Wardens back to check on older people
- ❖ Role models for people to look up to, there seems to be little aspiration
- ❖ School is more like a prison; the school don't care about the kids anymore as long as they get the numbers on paper to make them look good they don't care about how the kids actually feel.
- ❖ Stop reassessing for benefits, stop changing benefits as I am not going to stop being anxious or depressed
- ❖ The major change is the attitudes of people who live here, those who think it's acceptable to spoil with anti-social behaviour and offensive behaviour
- ❖ For able body people to mix with special needs people. Internet café for everyone. Family run pub

Quotes from the Survey.....

More things
top end of
Thurnscoe

Better road full
of pot holes

Mental health
appointment
more frequent

Alley ways need
cleaning up to
stop rats

Stop anti-social
behaviour at
night

Spend money on local high
street to support local
businesses to thrive

Wish there was
more evening
classes

Lots of support &
activities seem to be
provided during
working hours. Nothing
for those who work.

Too much social
media, everything
is online

A Community
Spirit with better
motivation to
better ourselves

Events need
better promotion,
could do with a
community notice

Get rid of rubbish
from the streets

Cheaper access
to swimming
pools and gyms

Get rid of bad
tenants from
private landlords

Park is unusable
would be nice to
have goal posts &
swings

Would like to
see less drug
users in our
area

Less bookies
and
takeaways

More Doctor's
appointments

It's not the area; it's
the young adults that
spoil it

Derelict buildings, need to be demolished
there are daily blight on the environment and
can be depressing to look at.

To make the Dearne Area a healthier place to live, the residents want to see a better and cleaner environment (28% of responses). They want cleaner streets; they state they are full of litter and rubbish. There are many requests for more litter bins and dog waste bins to help clean up the area. Fly tipping, grass cutting and weeds along the high street have also been highlighted throughout the survey.

This is followed by more things for kids and teenagers (18% of responses): the residents feel there needs to be more for teenagers to do as this will keep them off the streets, reduce petty crime and

not get involved in anti-social behaviour. Sporting clubs, youth groups in the evening, a safe skate park and clean safe play areas would make the area a healthier place to live.

Better transport: this was answered consistently across the Dearne area from people who live in Goldthorpe, Thurnscoe and Bolton. However residents of Thurnscoe did comment that there are no buses Mexborough, to work at Cortonwood you need to travel to Goldthorpe first for the bus, and to access the job centre from Thurnscoe you need to catch two buses.

Better amenities: many residents have highlighted the need of more shops for the community to thrive, including a decent supermarket and the residents want to see less fast food outlets.

More things to do: residents want to see more social groups, including more to do for the elderly and to get older people out and about. More things/activities for families to do has also been highlighted and a request to put on classes/groups in the evening as most are through the day and not accessible for people who work.

Less Crime/Vandalism/Anti-Social Behaviour: the main concern in the Dearne is 'Drugs' with the responses relating to "keep drugs off the streets", "less drugs in the area" and "stop dealing on the street".

Better Education: Noted from the survey, request for education opportunities / courses for older people as well as young adults to gain qualifications.

What would you like to see change to make where you live a healthier place to live?



Conclusion Summary

From this survey it is evident that residents of the Dearne rely heavily on family and friends as this was the most common response to ‘what do you love about Barnsley’, ‘what keeps you and your family well’ and ‘where they would go to for support?’ Family was the second most common answer to ‘what worries you on a daily basis?’ especially older family members. Strong evidence throughout the survey of a close knit community with a good community spirit and positive relationships.

The common themes emerging from the survey feedback are:

- Access to GP appointments and the lack of them
- Long waits for support services and health services
- Request for activities / more to do on an evening to accommodate working people
- Online - people want to talk to real people or people don't have access or the skills to use a computer
- More things to do for people across the board including children, teenagers, older people and SEN
- Mixed comments regarding access to transports and better transport
- Crime and issue of drugs in the area and on the streets
- Residents want to see a better and cleaner environment (full of litter and rubbish) and to invest on the local high street

