

BARNSELY METROPOLITAN BOROUGH COUNCIL

DEARNE AREA COUNCIL 1 June 2015

**Report of the
Dearne Area Council Manager**

Performance report on Dearne Area Council commissioned services.

1.0 Purpose of Report

1.1 The purpose of the report is to update members on delivery and development of current commissions.

2.0 Recommendations

2.1 **That members note the continued progress of the two current commissions**

3.0 Current Commissions

3.1 Training for employment

Following various consultation exercises in 2013 The Dearne Area Council agreed the priorities for the Dearne area. One of the priorities is the need for residents to gain skills and learning for work. After a competitive tender process the training for employment contract was awarded to VAB in conjunction with Dearne electronic community village.

The training for employment contract was awarded from 3rd October 2014 until the 2nd October 2015 with a full contract price of £75,000. During quarter two, which is the period of the 23rd January 2015- 16th April 2015 a total of 14 people had entered local employment that brings the total that have entered employment to 18 during the 6 months this contract has been operational.

A social return on investment analysis of the contract was undertaken. Based on the theory that each person going into employment could have been previously claiming job seekers allowance £73.10, the wider social return on each participant gaining employment would be an economic saving of £292 per month. £292 (JSA per month) x 18 (participants) = £5,256. Making the assumption that all of the individuals would stay in employment for 12 months the wider social return on investment for those 18 individuals would be £63,072.

This figure does not take into consideration that some of the individuals may have been claiming other benefits such as DLA or receiving housing benefit contributions. Therefore if this was the case and calculation made the social return on investment would be much greater.

During the Area Council meeting on the 30th March, 2015 it was agreed that this service should be extended until the 31st of March 2016. The service was extended by way of a waiver at a total cost of £37,000. This contract continues to progress well with no concerns.

See **Appendix One** for a full breakdown of figures, case studies and an analysis with regards social return on investment.

3.2 **Additional Enforcement**

Following various consultation exercises in 2013 The Dearne Area Council agreed the priorities for the Dearne area. One of the priorities was the need to commission services in order to meet the environmental priority. The private sector housing and Kingdom environmental contracts were awarded in August 2014 for a period of twelve months.

On the 12th May, 2015 the third contract monitoring meeting took place with both providers and in conjunction with the central area team. To date 129 Fixed Penalty Notices' and (32 PCN's for parking) have been issued in the Dearne area. 120 of these have been for littering offences and 9 for dog fouling offences. A number of prosecutions files have been submitted for Littering and Dog Fouling. These are the first since the commencement of the contract. To date offenders have paid prior to attending and the next batch for court appearance is 29th May 2015. The Revenue Raised thus far from FPN's (Fouling and Littering) from commencement of the contract until end of March is £9,123.00.

During the contract monitoring meeting the providers reported that complaints regarding environmental issues were relatively low in the Dearne area as opposed to other wards within the borough. This could be for a number of reasons and one of those could be the way environment issues are reported. The providers reiterated that all complaints should go through the SNT inbox or by way of contacting the main switchboard instead of speaking to the officers directly. This will ensure that complaints are auditable and dealt with in a more timely and efficient way.

During the Area Council meeting on the 30th March, 2015 it was agreed that this service should be extended until the 31st of March 2016. The service will be extended by way of waiver at an estimated cost for both contracts of £36,900.

See **Appendix two** for a full breakdown of figures

Appendices

Appendix 1: Training for employment report

Appendix 2: Enforcement report

Officer

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18th May 2015

Appendix 1

Training for employment- VAB and Dearne Electronic Community Village

Background




Following various consultation exercises The Dearne Area Council agreed that the priorities for the Dearne area would be as follows:

- Improving the economy
- Young People
- Skills and learning for work
- Environment

Unemployment is one of the biggest issues in the Dearne area. Therefore Voluntary Action Barnsley (VAB) and Dearne Electronic Community Village have been commissioned to provide training for employment service in the Dearne Area. The contract was awarded from 3rd October 2014 until the 2nd October 2015 with a full contract price of £75,000.

Training for employment – Quarter 2 report received on 16th

April 2015

Skills and learning for work		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
Improving the economy	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

The figures below are the actual numbers for the period 23rd January 2015- 16th April 2015.

Activity Intervention Targets

	Quarter 1		Quarter 2	
	Target	Actual	Target	Actual
Learners Recruited	8	44	8	45
Learners achieving qualification	8	5	8	39
Learners into employment	2	4	2	14
Learners into local employment	1	4	1	14
Learners into further Training	2	10	2	10

Secured local employment

During this quarter 14 people have secured employment that takes the total people to 18 in the 6 months the contracts been operational. Examples of the local employment opportunities are below:

- Aldi
- Capita
- Highgrove Care Home
- Dearne Valley foods
- Educare
- Portwest
- Stagecoach

Further training

Some of the further training that participants require comes at an additional cost. Therefore this is paid for out of the VAB funds. Some examples of that training are below:

- Warehouse and storage
- CSCS Card
- Driver CPC

- Security Training

All attendees have been referred from Goldthorpe JCP, CRT and the Salvation Army. In addition two 19-24 year olds receive intensive one to one support from the service. Four people have also moved on into volunteer placements through VAB. The service still keeps in regular contact with those that exit and move on from the programme.

Outcome indicators

Outcome indicators	Quarter 1		Quarter 2	
	Target	Actual	Target	Actual
Unemployed People working towards making a positive contribution.	8	37	8	42
Unemployed People taking control over their life & activities	8	37	8	42

Social value objectives

	Quarter 1		Quarter 2	
	Target	Actual	Target	Actual
Unemployed people having more confidence & self esteem to be able to access work or move on to further training.	8	37	8	42

Delivery issues

The service had to move out of the Renaissance building due to poor take up. It is now based at the Dearne Community Children’s Centre and already there have been three people access the programme.

Social return on investment

Based on the theory that each person going into employment was previously claiming job seekers allowance £73.10, the wider social return on each participant

gaining employment would be an economic saving of £292 per month. In the 6 months since this contract started 18 people have secured employment.

£292 (JSA per month) x 18 (participants) = **£5,256**. If all of the individuals stayed in employment for 12 months the social return on investment for those 18 individuals would be **£63,072**

Therefore for every month those 18 employees are in employment a wider social return on investment is made. This figure does not take into consideration that some of them may have been claiming DLA or receiving housing benefit contributions. The other positive value would be because of being in employment (having more money to spend) they may be contributing more to local businesses.

This very basic figure also does not take into consideration that because they may be more fit and active, mentally and physically, they are less likely to access front line services, again lessening the financial burden on wider services.

Case studies

Wayne - Wayne was one of our first clients to attend the Goldthorpe work club, back in November 2014. Wayne attended the Salvation Army on a regular basis, but after finding himself laid off from his last job, within days he had come to use the facilities at the Salvation Army work club. Alison from the SA recommended he come talk to us to see if we could help. Wayne had a good background in cars and anything mechanical. He was also interested in trains and maintenance type of work as well as experience in security guarding. Wayne was very proactive in his approach; his CV was already up to date and set up on Universal Job match. He wanted copies to take to an employment fair he was going to attend the following week. So was able to use out equipment to copy, paste and adjust this from Universal Job match, ready for us to print copies for him. On our first meeting we got him referred to P4S to do his SIA training, something he had done in the past and was interested in again. He passed this course with flying colours and gained his Security qualification. He has had a struggle to receive his badge from the company, which we was offered as an incentive, which caused him not to apply for security jobs, as you often need proof you have the badge before a company takes you on. This is still an on-going process, as after 3 months, he still hasn't received it. We have worked with Wayne and P4S to chase this up for him as this has been a big frustration and barrier for him. You could tell from Wayne's CV and approach to his job search that he was well aware of what he needed to do to get back into employment. He had as good employment history, with a good set of skills behind him. However the work club became a regular thing for Wayne, providing good support and motivation for him when things seemed to get tough during his job hunt. Despite him having a formidable CV and his persistent approach in his job hunt, Wayne found it very hard to get interviews. However one session Wayne came in to say he had 5 call backs in one week for job interviews. He did get one job offer out of this, as a Trade Plate

Driver, but unfortunately due to being out of work for so long, he found the upfront expenses he needed to do the job were just not feasible for him and his family. Because of Wayne's job history and skills, jobs often came up that he were interested in. He created his own spread sheet of jobs he had applied for. These were not just jobs for the sake of applying; these were jobs he could actually do and was qualified for. On average he was applying for 15-20 jobs per week. We often emailed him jobs we found that were suitable, as well as him doing his own online searches. Wayne was even happy to relocate for employment and spent some time looking at theme parks where he could go to do ride maintenance. Things were quite up and down for Wayne and we provided a good support for him during those times helping him to look at other avenues as well as volunteering. Having already done training with P4S he was offered another course with them in February, so has also completed his Level 2 Warehouse and Storage qualification, of which he received a laptop as his incentive. He had wanted to do CCTV as an add on to his security training or his Driver CPC, but these were course either he was eligible for or P4S no longer provide. Thankfully in March Wayne received some good news and had been offered a job with First Buses as a vehicle mechanic. He had also got two other job offers this time and still came into the job club to see advice about his benefits and when to sign off. While in, he also applied for his dream job that was advertised in the local newspapers! Wayne started with First Buses, but again within the week had another job offer with Barnsley Company Cascade to be a water engineer and travel around the country fixing water cooler systems. Wayne left First Buses, as this was more the type of job he was looking for as incorporates elements of travel. He says he can see himself staying at Cascade for the long term, although he has said if his dream job of being a train driver comes up then he will take that! While the work club didn't directly find Wayne the Water Engineer job, I know we provided a good support service for Wayne during his job search. Wayne's wife Emma attended the job club along with him on many occasions. She has herself been out of work for 13 years raising her daughter. Emma has some work experience, but was extremely lacking in confidence over her skills and abilities. Emma wouldn't often attend the job club without Wayne and the idea alone of applying for jobs was a long way off. Over the past few months Emma's confidence has grown considerably, due to the non-pressured, but supportive atmosphere. She is now a regular attended often coming twice a week. I would help Emma search for jobs for Wayne, occasionally finding things for her or looking at voluntary work, with the long term plan of gaining Emma's trust. Sometimes we would often just talk about her baking and whether this could be developed into a business and just research a look at areas she may be interest to work in. Eventually Emma started to attend the work club on her own and even applied for her first job. Although she was unsuccessful, the act of that alone was a huge step for Emma who was virtually a recluse. She has gone from not really wanting a job to saying "Well I will look properly when Wayne is settled in a job". Over time I have started to include her in chats with other clients, or utilising her to assist people with job searches if we had a few clients in at once. This is part of my longer term plan of getting Emma to

volunteer for us, without her really realising she is doing it. I hope this starts to raise her confidence more to believe in herself that she can do things, as she is very competent. Recently I have got her to sit with a few new clients and start their CVs off and setting them up email address. She thoroughly enjoyed this and is all helping to get her to the point of applying for more jobs.

Ian - When Ian first attended the session he had been out of work since for nearly a year, with a leg injury he sustained at his job at ASOS. Recently declined further sickness payments from DWP he was put onto Jobseekers allowance, despite limping and in constant pain Ian showed determination and willingness to find work. We completed the initial assessment so I could gauge learner level. Ian enrolled on the OCR Award in ICT and completed all Units, gaining the full qualification plus the award in Living Skills. This has boosted his confidence and motivation, with both ICT and Job search activities. He also started Learn My way for extra support and is currently working his way through. He finds this very beneficial, to help with general living, using a computer for general tasks, like online banking. In sessions split the course content in 2. One half on the ICT award and the other on Job search activities and employability skills. Ian applied for around 3 jobs per session, mainly concentrating on Warehouse work as this is his previous occupation in which he has experience. We worked on a cover letter and updated Universal Job match and a new CV. Ian actually got 2 Jobs, one at Next (Warehouse) and one at Sash Windows. He decided to go for Sash Windows as the hours were better and the work less stressful regarding his leg injury, which was still causing problems. Ian is now awaiting his certificate from OCR. He has grasped Universal Job match, has updated his CV/Cover letter and is familiar with different methods of application (UJM / Email / Jobsite / Agencies). Ian had two main barriers at the beginning of the course. He was struggling physically with his leg injury, so we had to work out how best to sit at computer. Also, Ian was under confident and has problems with his nerves. Sessions were friendly, relaxed and at a pace which suited Ian. I put him at ease and made sure any demands from the DWP would be met in our sessions. As a novice computer user this worried him greatly. **Ian's comment** - I would like to recommend DECV and thank Rory for helping me find employment and getting me an ICT certificate. Rory was incredibly patient, understanding and willing to work at a pace which suited me, even when the class was busy. He updated my CV, created a cover letter and got me started with Universal Job match. The small group sessions were always relaxed, friendly and productive. I also completed a qualification in ICT (my first since leaving school over 15 years ago). I am thrilled to have started full time employment! Thank you!!!

Appendix 2

Dearne quarterly report February 2015 – April 2015

Overview

Following various consultation exercises The Dearne Area Council agreed that the priorities for the Dearne area would be as follows:

- Improving the economy
- Young People
- Skills and learning for work
- Environment

Historically the Dearne area has suffered greatly from littering, fly tipping, graffiti etc and the particularly poor state of the disused railway embankment which runs through the centre of Goldthorpe has made adverse local and national news. Gateway routes have also been highlighted as problem areas. Therefore Kingdom was awarded a contract to assist in alleviating some of those concerns by way of enforcement. The contract was awarded August 2014- August 2015.

Kingdom Security - Quarter 2 report received on the 12th May 2015

		RAG
<div style="background-color: #8e7cc3; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Environment </div>	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	●
<div style="background-color: #7ed321; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Skills and learning for work </div>	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

The Dearne area is contracted to 1 x officers, this equates to 487.5 hours. Over the Third quarter, achieved is 487.5 hours which 100% of the contracted hours.

Dearne North Goldthorpe/Thurnscoe	Dearne South - Bolton on dearne
22.5	15
37.5	0
20	17.5
10	27.5
5	32.5
15	15
24	13.5
20	10
15	15
6	31.5
20	17.5
30	7.5
225	202.5

To date 129 FPN's and (32 PCN's for parking) have been issued in the area. 120 of these have been for littering offences and 9 for dog fouling offences. Research on CIVICA, although not 100% accurate shows that to date 72 % of the revenue has been raised from the notices in the Central area. After a good start in the area in the first / second quarter, the FPN numbers have increased over the last few months. Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. To date this Third quarter complaints / operations are on-going and continue to be reported and attended. There has been a clear month by month increase as we progressed through the Third quarter, this is due to a more efficient and developed reporting and recording system. This also gives the complainant / informant a quick response to that reported. Officers concentrate their patrols and operations around these areas although we can cope with more complaints / issues than that so far reported.

A number of prosecutions files have been submitted for Littering and Dog Fouling. These are the first since the commencement of the contract. To date offenders have paid prior to attending and the next batch for court appearance is 29th May 2015. We wait in anticipation to the results of these.

DEARNE	FPN Littering	FPN Dog Fouling	PCN Parking	total	Dearne North	Dearne South
Week 02/02/15	22	1	17	40	31	9
Week 09/02/15	10	0	1	11	9	2
Week 16/02/15	10	0	10	20	15	5
Week 23/02/15	6	0	3	9	7	2
Week 02/03/15	8	2	0	10	9	1
Week 09/03/15	12	1	0	13	10	3
Week 16/04/15	4	1	0	5	0	5
Week 23/03/15	6	0	0	6	5	1
Week 30/03/15	4	1	0	5	4	1
Week 06/04/15	10	0	0	10	6	4
Week 13/04/15	15	3	0	18	15	3
Week 20/04/15	9	0	1	10	5	5
Week 27/04/15	4	0	0	4	3	1
Total	120	9	32	161	119	42

Added Value and return on investment.

We have attended a number of action days alongside the GEO's and Police/CIIT teams to do general sweeps of the area for littering/ Fouling / Parking.

7 x Fly Tipping offences reported over this quarter by Kingdom officers whilst out and about on patrol. These have been reported to environmental services and together we have gathered evidence for the ongoing investigation which continues. The partnership develops as we are co-terminus which clearly assists.

We are being asked to generate 'Litter Picking' days for those juveniles within the community who have committed the offence. Under the restorative restoration scheme they will be subjected to this by agreement of the Parent / Guardian. These days may be overseen by Kingdom Staff.

The Revenue Raised thus far from FPN's (Fouling and Littering) from commencement of the contract until end of March is **£9123.00.**

Kingdom Security - Milestones, Outcomes & Interventions: Performance Targets

Activity Intervention Targets

	Q1		Q2		Q3	
	Target	Actual	Target	Actual	Target	Actual
Patrolling hours completed CENTRAL	561	650.5	561	648	561	
Patrolling hours completed DEARNE	377	431	377	452.75	377	
No. & location of targeted litter operations CENTRAL	4	2	4	2	4	
No. & location of targeted litter operations DEARNE	4	2	4	1	4	
No. & location of targeted dog fouling operations CENTRAL	4	2	4	4	4	
No. & location of targeted dog fouling operations DEARNE	4	2	4	2	4	
No. & location of targeted parking operations CENTRAL	TBA		TBA	1	TBA	
No. & location of targeted parking operations DEARNE	TBA		TBA	1	TBA	

Outcome/ Outcome Indicators

Outcome indicators	Quarter 1		Quarter 2		Quarter 3	
	Target	Actual	Target	Actual	Target	Actual
Generate positive news stories	2		2	5	2	
No. of Community action/ events undertaken	1		1		1	

Social Value Objectives

	Quarter 1		Quarter 2		Quarter 3	
	Target	Actual	Target	Actual	Target	Actual
No. of jobs created & recruited to:	2.5	2.5	0	0	0	
No. of apprenticeships created & recruited to:	0	0	1	1	1	
No. of work experience placements	1	0	1	0	1	
No. of volunteers deployed on programme	0	0	0	0	0	
No. of young people referred for reparation	6	3	6	4	6	
% of contract spent in B'ley	100	100	100	100	100	