

North East Area Council
Specification of Requirements for
The Community Enablement Service
Cudworth and North East

1. Brief Summary of Service

A responsive, efficient and accountable, local, uniformed Service, the Community Enablement Service will provide a flexible, reactive service which will respond to local Councillors requests, for example, cutting back shrubs overhanging footpaths, strimming a grassed area or low scale fencing repairs.

The Community Enablement Service will also focus on maintaining and improving environmental standards in high profile areas incorporating the village centres, main shopping centres and key access routes across the Electoral Wards of Cudworth and North East. The Service will improve, and effectively maintain, these areas.

The Service will provide a high visibility Community Enablement role and work closely with the Council's North East Area Team to support opportunities for volunteering through informal engagement, and it will help with leading the onsite co-ordination and delivery of the volunteering initiatives. Effective communication and customer care values are therefore essential to inspire people who live and work in the area to *Love Where You Live*, which will be an integral part of maintaining these areas.

Additionally, the Community Enablement Service will be responsible for shrub bed maintenance across the Wards of Cudworth and North East.

2. Background and Context

The local environment has been highlighted as a major cause of concern by local residents across the four Wards. This is supported by the four Ward Alliances who have all highlighted the Environment as a priority for local consideration. The local Environment has been agreed as one of the funding criteria priorities for the Cudworth, and North East Community First Panels. Furthermore the respective Housing Steering Groups for the Wards both have an Environmental Budget which has been made available to improve the local environment around the Berneslai Homes Estates.

Improvements to the local environment are also regularly discussed at local residents meetings, at the Councillors' surgeries and at the local street surgeries.

This is supported by a recent study by the Keep Britain Tidy organisation where 62% of people in England area said they were concerned about the appearance of their

area and 57% considered litter to be a problem. Street cleansing alone cost taxpayers almost £1 billion a year in England (Keep Britain Tidy 2013).

A copy of the North East Area Council Area Plan can be accessed through the following link <https://www.barnsley.gov.uk/services/community-and-living/where-i-live/my-local-area/north-east-barnsley-area>

3. Strategic Aims and Priorities

BMBC Priorities

Growing the economy	Making the Wards of Cudworth, and North East a more inviting place to live and work. Create more jobs through employment programmes Utilise local supply chains in recognition of the critical reactive/responsive aspects of this requirement
Improving people's potential and achievement	Encouraging people who live and work in the two Wards of the North East Area Council to `Love Where They Live` and take a pride in their local community. Use volunteering to gain new skills and experiences. Use the knowledge, capacity and experience that exists at community level to create a more resilient and self-reliant community
Changing the relationship between the Council and the Community	CR3 – Council Employee Volunteering Scheme – number of places CR4 – Number of Community representatives involved in making financial decisions which contribute to local Ward priorities. Ensure people have the opportunity to be more involved in designing/delivering/supporting services that improve their lives

Area Council Priorities

The Environment

The Local Economy and Regeneration

Health and Wellbeing

Young People

4. The Service/Activities to be Delivered

Reactive Work

The Service Provider will provide a flexible, reactive and responsive service to local Councillors specific requests for improvements across the two Wards. This could include, for example:

- pruning of vegetation
- painting of street furniture
- minor repairs to fencing
- strimming a grassed area
- removal of litter
- removal of dog fouling
- removal of epicormic growth
- hedge strimming
- erection of street signs

Please note this list is not exhaustive and there may be other functions required of a similar nature. The Service Provider would be required to give evidence of how the requests for reactive work would be promptly met – please see the Price Quality Evaluation.

Funding will be made available to the Service Provider for any disposable items associated with these requests as identified under 'Materials' on Page 5 of this specification.

Scheduled Work

The Service Provider will also provide a high visibility litter picking and general cleanliness schedule to the areas identified in the enclosed maps and on the indicated frequency.

This schedule of work will include as required:

- litter removal
- emptying bins in the area
- removal of dog fouling
- street sweeping
- street clearance
- weed and vegetation removal

- improvements to street furniture

Please note this list is not exhaustive and there may be other functions required of a similar nature

Additionally the shrub beds identified on the enclosed maps will be maintained at the minimum frequency indicated as identified in the enclosed maps. This will include:

- litter removal
- pruning
- weed control (hoeing or mulching)

Seasonal Work

The Service Provider will be expected to tailor their work to suit seasonal variations in demand. This would therefore include, for example, leaf litter removal in the Autumn, assisting with snow clearance and gritting during the Winter, and support for Community Events and Community Clean Up days as required.

Matters to be reported

The Service Provider will be expected to act as the 'eyes and ears' in the community and be responsible for reporting other matters not within their scope of responsibility so that this can be actioned by the respective Council Service. This would include:

- Discarded needles
- Graffiti
- Fly Tipping
- Problems with trees that might require a tree surgeon
- Asbestos

Instructions on how these reports should be made will be provided.

Social Capital Action

The Service will help to address local needs through encouraging people who live and work in the area to support Volunteering opportunities, and take a pride in their local area through informal engagement. Volunteers contributions will help to ensure a sustainable and welcoming environment and this will in turn increase the attractiveness of the Wards as places to live, work and visit.

The Service will be one of Enablement and will provide assistance and support to the North East Area Team at regular Volunteer Environmental Initiatives and Clean Up days across the two Wards, complementing the Love Where You Live initiative.

Examples of the assistance required at Volunteer Environmental Initiatives and Clean Up days are as follows:

- Use of machinery such as hedge trimmers, leaf blowers and strimmers, digging as required, and the removal of any green waste, litter and debris.

- Cleaning areas before, and after, Galas and Community Events, and the removal of any litter and debris.
- Putting up, and taking down, Christmas Trees safely, and taking them to be recycled.

Please note this list is not exhaustive and there may be other functions required of a similar nature.

Operational Development

We expect the service to operate from a local base and have a local presence in order to be able to respond to the Councillors requests via a central point of contact and to maintain a local community presence.

The uniformed service will include both proactive and reactive functions through proactively working to flexible schedules and reactively responding to local requests. The Service will have a flexible schedule which will complement the schedule and planned work programmes provided by Neighbourhood Services in the area and avoid duplication.

It is anticipated that the service will require, as a minimum, a team of two people, plus an apprentice, and a suitable vehicle (see below). The Service Provider is requested to submit details of how they would intend to resource the service, including sickness and holiday cover – please see the Price Quality Evaluation.

It is anticipated that the service will maintain a high level of co-operation with the North East Area Team.

It is anticipated that in order to provide a high profile presence the service will operate the following pattern of hours:

The teams normal working hours will be as follows:

March to October: 8 am to 5 pm Monday to Thursday
8 am to 4 pm Friday

October to February: 8 am to 4 pm Monday to Friday

There may be up to 12 times in the year when weekend working (Saturdays and Sundays) will be required to help with Community Events and Clean Up days.

It is anticipated that the Team will work outdoors in all weathers

Close working links will be made with the existing Community Caretaker provision in the Parish Councils of Brierley, Great Houghton and Shafton.

The Service Provider will have access to all BMBC waste disposal sites, and tipping costs will be met by Barnsley MBC, subject to the waste being checked by BMBC operatives at the sites. Any anomalies will be raised at the Contract Monitoring meetings Recycling will be carried out wherever possible. The Service Provider will

need their own Waste Carriers License, which will be verified as part of this procurement process – see Price: Quality Section later.

Materials

It is expected that the set up, and ongoing, costs of materials, tools and equipment will be met by the Service Provider. The Service Provider will ensure that these materials, tools and equipment are well maintained and kept in a secure place.

The Area Council will have a small budget available for community initiatives and will provide high vis jackets, gloves, paint, painting equipment, and black bags as required to support working with volunteers and other community initiatives.

Vehicle

It is expected that the vehicle provided will no more than 2 years old and in good working condition. Details of the vehicle specification will be provided by tenderers as part of their tender return – see Price Quality evaluation section later. . The running costs, including fuel, tax and insurance and maintenance, and storage will be provided by the Service Provider.

The vehicle will be green, and signed up to read 'The North East Area Council working for you, serving the Wards of Cudworth and the North East' in black letters. This will follow the 'green' marketing theme for the area. It will also include the BMBC logo and 'Love where You Live' and logo. Exact details for the sign writing will be provided.

Other Contract Details

- The contract will initially be for one year, with potential for extending by a further one year subject to satisfactory contract performance and future funding being available.
- The Service Provider will be expected to perform the service to a standard that can reasonably be expected of a grounds maintenance Service Provider.
- Training for employees will be the responsibility of the Service Provider.
- The Service will work closely alongside the Council's North-East Area Team with regard to planning and conducting volunteering initiatives.
- Attend and contribute to the 'Area Matrix Team Meetings' which incorporates all partners working in the locality to improve the local area who meet to share priorities, progress with their work.
- Recycling of waste will be carried out wherever possible.

5. Target Groups and Accessibility

People who live, or work, in the Wards of Cudworth and North East.

6. Location and Area

The location of the Service provided will be across the Wards of Cudworth and North East.

7. How will this work help to improve the local area

The Service will help to ensure that the environment for the people who live and work in the two Wards of Cudworth, and North East will be kept clean and well maintained.

8. Performance Measures

8a. Outcomes

(What good, benefit, change are you expecting to achieve as a result of the service or activity being delivered?)

<i>(state outcome)</i>	<i>(Rationale)</i>	<i>(Evaluation Methodology)</i>
- Inspire the local community to 'Love Where They Live'	Encourage, and inspire, people who live and work in the area to take a pride in their local environment.	Perception Surveys and Photographs
- Improve the local environment	As at 2, Background and Context, the environment has been highlighted as a key area of local concern.	Perception Surveys and Photographs
- Keep the wards clean and well maintained	The Wards need to be kept clean and well maintained to provide a pleasant environment for people to live and work in, and to help to encourage the local community to take a pride in where they live.	Perception Surveys and Photographs

- Increase skills and work experience at local level	Create more opportunities for local jobs	
- Increase employment opportunities through apprenticeships	Create more opportunities for apprentices	
- Increase the number of people engaged in voluntary activities in the community	Encourage people who live and work in the area to become more actively involved.	
8b. Outputs (collectables) <i>(Easy to measure actions, units, events that tell us how much, how many or how often)</i>		
<i>(Output) Indicative List</i>	<i>(Target Number)</i>	<i>(Supporting Evidence)</i>
Number of reactive improvements completed satisfactorily		
Average number of black bags collected per week		
Number of Shrub Beds maintained		
Number of incidences of fly tipping, graffiti and needles reported		
Social Action Number of Volunteering Opportunities supported Number of Volunteers supported		
8c. Milestones		

<i>(Activity/Action)</i>	<i>(By When)</i>	
		This section will include the procurement programme picked out of the procurement strategy i.e. tender return; tender evaluation etc.

9. Contract Value and Duration

- The estimated cost of the Service is £75,000
- The contract will initially be for one year, with potential for extending by a further one year subject to satisfactory contract performance and future funding being available.

10. Contract Terms and Conditions

Please see attached Appendix A

11. Monitoring and Recording Arrangements

(i.e. regular meetings, progress reports from suppliers etc.)

The Service will be monitored on a regular basis by the local Councillors in their role as Community Champions, and the Area Team through the Matrix Team meetings.

Additionally Contract Monitoring meetings, comprising of the Lead Locality Officer, the Area Manager and the Service Provider, will meet on a four weekly basis to monitor the project. The Service Provider will provide the Contract Monitoring meetings four weekly updates on performance against targets and details of expenditure against the budget profile. A report from the Contract Management meeting will then be presented to the North East Area Council meeting.

The Service will be reviewed by all the respective Ward Councillors, initially after 6 months, and then after 12 months, at the North East Area Council meeting.

12. Quality Standards

The Service Provider will be required to adhere to the Health and Safety at Work Act 1974 at all times, and any other relevant guidance and directives in force, or subsequently issued.

All materials used in carrying out the service will need to comply with the Control of Substances Hazardous to Health Regulations.

All materials, and equipment, will be stored in a safe and proper manner.

The use of environmentally friendly materials is encouraged wherever possible.

Accreditation under SSIP (Safety Schemes In Procurement)

Employee Liability Insurance – to the required level – see Price Quality Evaluation Section later

Public Liability Insurance – to the required level – see Price Quality Evaluation section later

Employees will need to have undertaken Needle Search Training

- The Service Provider will be committed to equality and diversity principles in service provision, and be aware of, and comply with Barnsley MBC's equality and diversity policy at all times.
- Robust policies and procedures must be operated to ensure safeguarding of all adults and children, in line with data protection regulations and effective information governance
- The Service Provider will ensure that:-
 All staff are equipped with appropriate training, staff development and supervision
 All staff are informed and aware of the standard of performance that they are required to provide, and are able to meet that standard
 All staff will be subject to a DBS check, and an acceptable outcome determined

The Service Provider will have a robust system for monitoring complaints and suggestions, feedback from local residents will inform future service delivery

13. Commissioning/Procurement Officer Details

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Scope of Project - Specification Template

Specification of Requirements for:

North East Area Council Environmental Enforcement

1. Brief Summary of Service

The Service will focus on Zero Tolerance with regard to Environmental Crime with particular reference to litter and dog fouling. Additionally the Service will focus on parking enforcement addressing inconsiderate parking in local Village Centres, and around Schools, across the four Wards.

The Service will specifically provide 'low level' summary enforcement (fixed penalty notices) against littering, dog fouling and parking offences. It will be an enhanced Community Safety and Enforcement Service over and above the published 'core' service standards provided by the existing BMBC Community Safety and Enforcement Service for the period 2014/15

The commissioned service will cover the whole area of the North East Area Council which covers the electoral wards of: Cudworth, Monk Bretton, North East and Royston.

2. Background and Context

The North East Area Council has identified 'the environment' as one of the key issues that it wishes to prioritise during 2014/15. Within the context of this priority an enhanced enforcement capacity is seen as vital to prevent problems escalating, and so that the positive work undertaken to maintain the environment is not undone by an anti-social minority.

Public feedback consistently identifies environmental blight through littering, dog fouling and illegal parking as the causes for local concern, and highlights where the people who live and work in the area want to see action being taken.

This proposed intervention will strengthen the ability to demonstrate a strong stance on enforcement issues through this extra provision, and will be marketed through a Zero Tolerance approach.

3. Strategic Aims and Priorities	
BMBC Priorities	
Growing the economy	Making the Wards of Cudworth, Monk Bretton, North East and Royston a more inviting place to live and work. This in turn will make the area more attractive as a place to shop locally, and may attract new businesses to the area.
Improving people's potential and achievement	Encouraging people who live and work in the four Wards of the North Area Council to `Love Where You Live` and take a pride in their local community.
Changing the relationship between the Council and the Community	Facilitating opportunities for reparation activities for young people. Number of Community representatives involved in making financial decisions which contribute to local Ward priorities.
Area Council Priorities	
The Environment	
The Local Economy and Regeneration	
Health and Wellbeing	
Young People	

4. The Service/Activities to be Delivered
<p>General Contract Details</p> <ul style="list-style-type: none"> • To provide the North-East Area Council with 2 Environmental Enforcement Officers working 37 hours per week dedicated to environmental enforcement activity over an initial 12 month period (not withstanding annual leave). • The Service would cover the four Wards of the North East Area Council of Cudworth, Monk Bretton, North East and Royston. • The Service to be provided flexibly according to need. To include evenings and weekends, with a minimum of 12 hours per week per officer, if required, spent working before 8am or after 5pm both during the week and at weekends. This will be informed by the Tasking Officer.

- Enforcement Officers to wear the Community Safety and Enforcement uniform of the Council with clear designation of authorities carried and the Area Council from which the officers are functioning.
- Management, supervision, training, uniforms, Personal Protective Equipment, body cameras, office accommodation, administration of Fixed Penalty Notices and all other equipment and provision is to be contained within the value quoted by BMBC Community Safety and Enforcement Services. There will be no additional costs during the year to the Area Council.
- The costed option for the Area Council to procure a vehicle to enable each pair of Environmental Enforcement Officers to travel in their respective areas should be provided. It is expected that the vehicle provided will be no more than 2 years old and in good working condition. The vehicle specification will be included with the tender. The running costs, including fuel, tax and insurance and maintenance, livery and storage will be provided by Community Safety & Enforcement Service. The vehicle will be green, and signed up to read `The North East Area Council working for you` in black letters. This will follow the `green` marketing theme for the area. It will also include the BMBC logo and `Love where You Live` and logo. Exact details for the sign writing will be provided.
- Management and supervision to be provided by the local Tasking Officer, and virtual management through the Area Matrix Team.
- There will be no diminution of Core Services provided by BMBCs Community Safety and Enforcement Services
- There will be no abstractions of the Environmental Enforcement Officers from the North-East area.
- 100% coverage of any sickness or non leave related absence provided by BMBC Community Safety and Enforcement core service.
- All income generated through fixed penalty or penalty charge notices to be recycled into the Area Council. It is anticipated that each Officer would generate a minimum of 200 tickets over the 12 month period.
- The Community Safety and Enforcement Service would be expected to support the Area Council to promote the initiative to local residents and the wider community.

Duties of The Environmental Enforcement Officers

- To target problems of littering, dog fouling and parking enforcement within the North-East Area. This will include proactive patrolling based on intelligence profiles provided by the Tasking Officer, Ward Alliances, Elected Members and Area Matrix team.
- Officers will patrol priority areas and robustly enforce against any offences witnessed by issuing a fixed penalty notice.
- Fixed Penalty Notices will be issued in all circumstances where an offence has been witnessed or established.
- Where littering is observed from vehicles, registration numbers will be taken and passed to the Tasking Officer along with a witness statement to allow for the service of a Fixed Penalty Notice.
- Tasking Officer to provide verbal updates to the Area Matrix Team regarding emerging problem areas or trends.
- At least 85% of contracted time to be spent out of the office either patrolling or

on targeted operations

- BMBC enforcement uniforms with relevant authorities and insignias to be worn at all times other than when plain clothes operations are planned by the Tasking Officer.
- Officers will maintain a pocket notebook which will be kept up to date and checked weekly by the Tasking Officer.
- For 1 hour at the end of each working week officers will be required to complete a weekly report sheet detailing activity and outputs for the week (see appendix 1)

Other Contract Details

- Close work with active local resident groups to build intelligence networks and to improve personal levels of responsibility.
- There will be good liaison with other services operating in the North-East Area. This will be coordinated via the Tasking Officer and the Area Matrix Management Meetings. The Environmental Enforcement Officers will work alongside other partners and commissioned services on joint operations.
- The Community Safety and Enforcement Service will work with the Area Team to identify opportunities for reparation work to be undertaken in the North-East Area so that justice can be seen to be done locally.

5. Target Groups and Accessibility

People who live, or work, in the Wards of Cudworth, Monk Bretton, North East and Royston.

6. Location and Area

The location of the Service provided will be across the Wards of Cudworth, Monk Bretton, North East and Royston. An office base is to be provided by the Community Safety and Enforcement Service within the North East Area.

7. Performance Measures

7a. Outcomes

(What good, benefit, change are you expecting to achieve as a result of the service or activity being delivered?)

<i>(state outcome)</i>	<i>(evidence)</i>	<i>(Evaluation Methodology)</i>
Community and Place Outcomes	Quarterly inspections with regard to litter, dog fouling and parking.	
Citizens Outcomes and	Councillors' feedback,	

Experience	Perception Surveys, and feedback from local residents meetings.	
7b. Outputs (collectables) (Easy to measure actions, units, events that tell us how much, how many or how often)		
(Output)	(Target Number)	(Supporting Evidence)
Number of Fixed Penalty Notices for Littering.	200 in total per annum per Officer. A geographical breakdown of the fixed penalty notices issued will be required.	Community Safety and Enforcement Management records
Number of Fixed Penalty Notices for Dog Fouling		Community Safety and Enforcement Management records
Number of Fixed Penalty Notices for Parking Offences		Community Safety and Enforcement Management records
Value of Fixed Penalty Notices paid and returned to Area Council	Difficult to determine - dependent upon type of offence, age of offender and payment being made	Community Safety and Enforcement Financial Information
Number of positive news stories generated	12 (one per month)	Press articles, news stories, radio etc.
Time spent out on active patrol or targeted operations	85% of time	Community Safety and Enforcement Management records
Number of young people opting to take part in local reparation activities	Cannot set target - dependent upon personal choice of offenders	Community Safety and Enforcement Management records
7c. Milestones		
(Activity/Action)	(By When)	
Contract monitoring meetings	List dates two weeks before NEAC meetings	

8. Contract Value and Duration

- The estimated cost of the Service is £65,000
- The contract will initially be for one year, with potential for extending by a further one year subject to satisfactory contract performance and future

funding being available. However, it should be noted that the Outcomes and Outputs may be subject to variation.

9. Contract Terms and Conditions

Please see Appendix A

10. Monitoring and Recording Arrangements

Performance monitoring will be undertaken by the Councillors in a proactive way, with the Councillors invited to join the Environmental Enforcement Officers on patrol in order to observe their activity.

The Service will also be monitored on a regular basis through the Tasking Officer input to Matrix Team meetings.

Additionally Contract Monitoring Meetings, comprising of the Lead Locality Officer, the Area Manager and representative (s) of the Community Safety and Enforcement Service, will meet on a four weekly basis to monitor the contract and delivery against planned performance. The Community Safety and Enforcement Service will provide four weekly updates on performance against targets. A report summarising this performance will then be presented to the North East Area Council meeting as part of the contract management reporting.

The Service will be reviewed by all the respective Ward Councillors, initially after 6 months, and then after 12 months, at the North East Area Council meeting with a view to reassessing the Enforcement priorities.

11. Commissioning/Procurement Officer Details

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