

Public Document Pack



MEETING:	Central Area Council
DATE:	Monday, 19 September 2016
TIME:	2.00 pm
VENUE:	Reception Room, Barnsley Town Hall

AGENDA

3. Quarterly Performance Management Report (Cen.19/09/2016/3) *(Pages 3 - 34)*

To: Chair and Members of Central Area Council:-

Councillors D. Green (Chair), D. Birkinshaw, P. Birkinshaw, Bruff, G. Carr, J. Carr, Clarke, K. Dyson, M. Dyson, W. Johnson, Mathers, Mitchell, Pourali, Riggs and Williams

Area Council Support Officers:

Neil Copley, Central Area Council Senior Management Link Officer
Carol Brady, Central Area Council Manager
Joe Micheli, Lead Locality Officer
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on 01226 773147 or email governance@barnsley.gov.uk

Friday, 9 September 2016

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BARNSELY METROPOLITAN BOROUGH COUNCIL

Central Area Council Meeting:

19th September 2016

Report of Central Area Council Manager

COVER REPORT

Central Area Council – 2016/17 Quarter 2 (April 2016- June 2016)

Performance Management Report

Recommendations

It is recommended that:

- **Members note the contents of the Performance Management Report attached at Appendix 1.**

Background

A comprehensive Central Area Council Performance Report for the period April to June 2016 (2016/17 Quarter 1) has been produced and is attached at Appendix 1.

The 2016/2017 Quarter 2 (July-September 2016) report will be brought to the meeting on 14th November 2016.

Performance Management Report (attached at Appendix 1)

Part A of the Central Council Performance report provides Central Council members with an aggregate picture of how all the Central Council contracted services, 1 Service Level Agreement (SLA), Central Working Together Fund projects and the 3 new Youth Programme Services have and continue to contribute to the achievement of each of the three Central Area Council's agreed outcomes and social value objectives, since the Area Council was established in April 2014.

The information provided in Part A reflects information gathered from contract/SLA start dates up to the end of June 2016.

Members are asked to note that although the Core Assets contract ceased at the end of July 2015, the performance up to that date continues to be captured in this part of the report.

Contracted Service Providers:

- RVS – Reducing loneliness and isolation in older people
- YMCA- Improving health and wellbeing of children aged 8-12 years
- Kingdom Security Ltd- Environmental enforcement

- Twiggs Grounds Maintenance Ltd.

Service Level Agreement:

- BMBC-Safer Communities Service –Providing a Private Sector Housing Management and Enforcement service

Homestart South Yorkshire-Private rented housing home visiting service

Youth Programme (for 13-19 year olds) Providers:

- Addaction
- Exodus
- YMCA

Part B provides Central Council members with a summary performance management report for each of the contracted services, SLA, Youth Programme and Home Visiting Services, up to the end of 2016/17 Quarter 1 (30th June 2016). The report provides RAG ratings plus updated information from all Central Area Council Providers, following submission of their quarterly reports and subsequent quarterly contract monitoring/management meetings.

In addition to the information provided in the summary reports, more detailed information is available on request, including at least two case studies with photographs for each contracted service, and some performance data on a ward basis.

Performance Report –Issues

The 4 ongoing Central Area Council contracts and the Service Level Agreement with BMBC’s Safer Communities Service continue to perform satisfactorily with no significant issues identified.

The **Home Visiting Service** and **3 Youth Programme Projects** are also performing well.

Appendices

Appendix 1: Central Council Performance Management Report- Quarter 1 2016/17 (April-June 2016).

Officer Contact:
Carol Brady

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01226 775707

Date:
15/09/16

CENTRAL AREA COUNCIL
Performance Management Report
2016/2017

Quarter 2
April-June 2016

INTRODUCTION

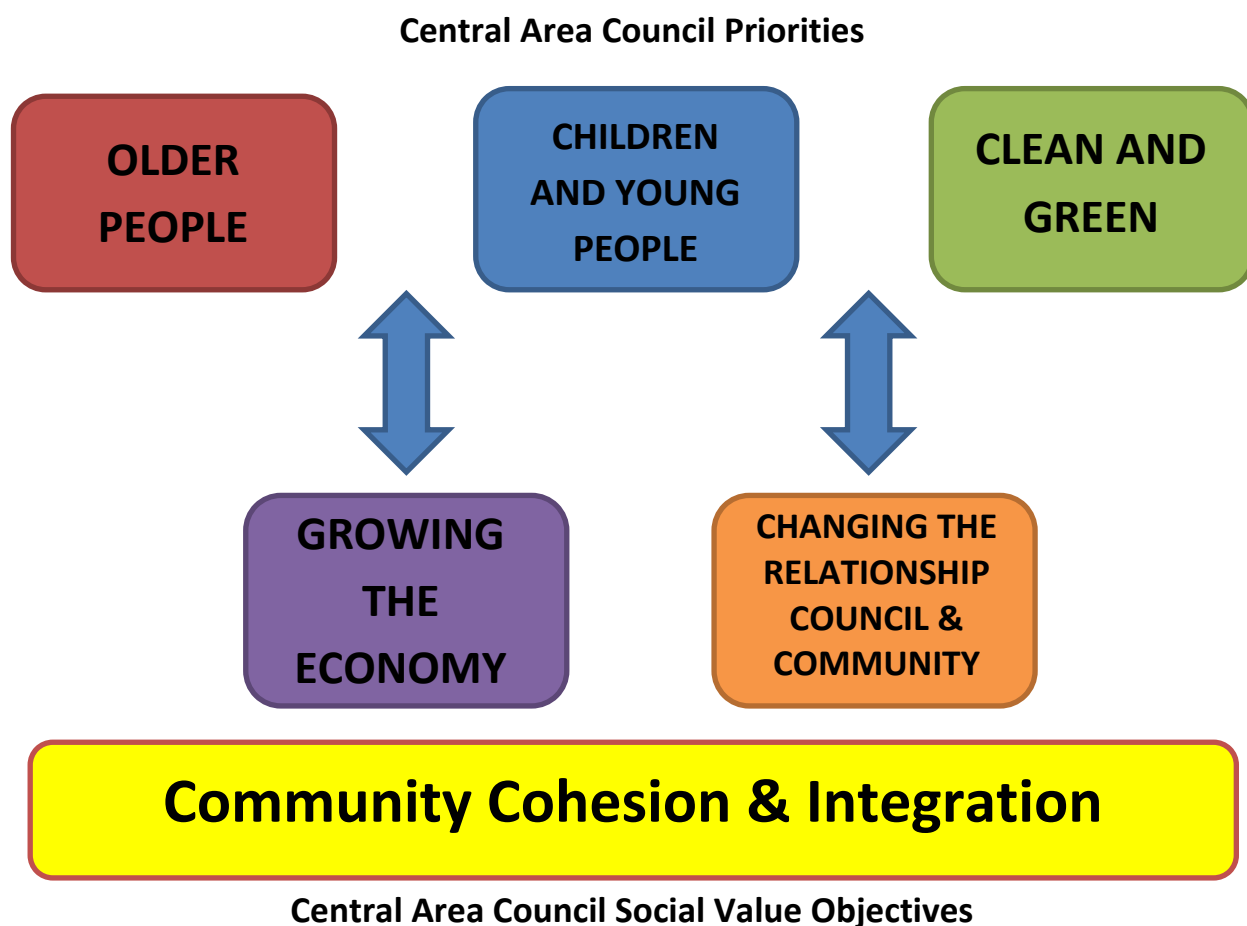


Table 1 below shows the Providers that have delivered/are currently delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council. Performance management information about all these services can be found in this report.

	Service	Provider	Contract Value/length	Contract dates	Updates
Older People	Reducing loneliness & isolation in older people	Royal Voluntary Service	£197,436 2 years + £85,000 (10 month extension)	2 nd June 2014- 31 st March 2017	Contract extension to 31 st March 2017 agreed

Children & Young People	Improving health & wellbeing of children aged 8-12 years	Barnsley YMCA	£199,781 2 years + £ 81,000 (9 month extension)	21 st July 2014 - 31 st March 2017	Contract extension to 31 st March 2017 agreed
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Core Assets	£197,000 2 yrs	28 th July 2014 - 28 th July 2015	Contract ceased on 28 th July 2015
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Addaction Exodus YMCA	Total of £126,591	1 st Feb 2016- 31 st March 2017	
Clean & Green	Creating a cleaner & greener environment in partnership with local people	Twiggs Grounds Maintenance	£148,860 18 months	20 th October 2014-20 th April 2016	
Clean & Green	CONTRACT 2 - Creating a cleaner & greener environment in partnership with local people-	Twiggs Grounds Maintenance	£ 85,000 per annum 1 yr + 1 yr	21 st April 2016 - 31 st March 2017	2 nd year subject to available funding
Clean & Green	Environmental enforcement	Kingdom Security	£ 54,771 1 yr	4 th August 2014 - 31 st March 2016	Contract extended to 31 st March 2016
Clean & Green	CONTRACT 2 - Environmental Enforcement	Kingdom Security	£ 42,000 per annum 1 yr + 1 yr	1 st April 2016- 31 st March 2017	2 nd year subject to available funding
Clean & Green	Private rented sector Housing Management & Enforcement	BMBC Service Level Agreement	£141,875 22 months	1 st April 2015- 30 th January 2017	Contract extension to 31 st March 2017 – formally requested
Clean & Green	Home Visiting Service	Homestart South Yorkshire		1 st April 2016- 31 st March 2017	

PART A - OVERVIEW OF PERFORMANCE

The following tables reflect the overview of performance of all the Central Area Council contracted services and projects. This includes the current SLA, 3 Youth Programme projects, 6 completed Central Working Together Fund projects, and includes performance data gathered from the commencement of contracts up to 30th June 2016.

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	600	616
Total number of home visits made to older people	3990	3881
% no. of older people reporting improvement in their health & wellbeing	95%	98%

Improvement in the health & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	1350	1455
Total no. of different children and young people attending 3 or more sessions	-	547
Total no. of children and young people achieving accreditation	-	147

Create a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	34	40
Number of FPN's for littering and dog fouling	n/a	1616
Number of environmental SLA's delivered	20	20
Number of private sector rented households engaged	-	949
No. of vulnerable households identified and engaged-3 or more contacts	-	444
No. of property inspections carried out	-	69

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	33
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	34	41
No. of local organisations/SME's supported	5	10
Local spend	83%	92%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	139	283
Number of young people engaged in volunteering	121	282
Number of new community groups established	4	9
Number of community groups supported	2	23

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

	RAG	
<div style="background-color: #c0392b; color: white; padding: 5px; text-align: center; border-radius: 10px;">Older People</div> <div style="background-color: #6b347a; color: white; padding: 5px; text-align: center; border-radius: 10px;">Growing the Economy</div> <div style="background-color: #f39c12; color: white; padding: 5px; text-align: center; border-radius: 10px;">Changing Relationship</div>	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the April –June 2016 quarter was submitted by RVS on the 8th July 2016 . The subsequent contract monitoring/management meeting took place on 14th July 2016.

The RAG ratings shown in the table above reflect achievement of the revised RVS Year 2 targets. There has however been a delay in establishing regular Service Advisory Group meetings and new leaflets for the service have not yet been produced, resulting in an amber rating for this quarter.

107 new older people have been engaged with by RVS during this period, although there have been no further referrals from GP practices. The total number of older people who have been referred and visited by an Inclusion worker since the contract started is now 616, with many of these older people now taking part in community activities on a regular basis without the involvement of an Inclusion worker (see photos below)

The case studies provided as part of the monitoring reports (see below), together with the anecdotal feedback from users of the service and their contacts, indicates that the RVS service continues to have a significant impact on the older people using the service.



A brief summary of the RVS contract progress during the period April to June 2016 is provided below:

There have been no changes in staff since the previous report and the number of volunteers is increasing.

Service users continue to come from right across the Central Area with referrals being received from each ward.

RVS have continued to arrange social outings, provide transport solutions and have helped arrange personal care and helped to mediate in family disputes.

Befriending and accessing social activities continues to form the majority of the work of RVS but providing advocacy assistance is still required, dealing with issues such as medical appointments, financial problems and utility bills.

RVS continue to receive enquiries from outside their operational area, all of which are signposted either to other RVS services or external service providers.

Case Study 1

Mrs H came to Barnsley with her husband from Iraq 10 years ago. Mr H died just after they arrived. Since then she has lived on her own in a one bedroom flat in Barnsley. Mrs H has an only daughter who lives in Iraq and a brother who lives in America. She has no Iraqi friends in Barnsley at all. She did have the support of a neighbour when she was referred.

Mrs H's spoken English was very poor and this posed barriers for her mixing with other people. She was also very reluctant to mix with others from the same background.

The Inclusion Officer accompanied Mrs H to her Doctor appointments and helped her communicate and encouraged her to go shopping for herself. During this time a dispute began between Mrs H and her neighbour who had been helping her, which led to her becoming more isolated. As the relationship with the Inclusion Officer developed Mrs H revealed that some family members had arrived in England and were living in Norwich where she hoped to move to.

The Inclusion Officer assisted Mrs H in finding suitable accommodation in Norwich and helped her to organise the move. She is now living close to her extended family and has a lot more social contact.

Case Study 2

Mrs W was referred to the service by a community physiotherapist who supported her with her Parkinson's diagnosis.

The physio referred her as she could see Mrs W getting progressively more nervous about going out unsupported and felt she would benefit from our help. Mrs W is in her 80s with poor eye sight and hearing. She also has Parkinson's that causes her to have tremors and a very pronounced gait.

She lives alone in the large home that she brought her family up in. She has three children and 5 granddaughters but rarely sees any of her family as they have all moved away from Barnsley.

Mrs W had regular hospital appointments within various departments and if no family members were able to take time off work to take her, she didn't attend. This led to her putting off a cataract operation that she desperately needed and her Parkinson's medication not being increased when it needed to be as she missed the review.

She has been given her own volunteer to support her and as a result Mrs W has been to the opticians, the audiology department to upgrade her Hearing aids and the neurology department.

She has also been shopping in the town centre for the first time in 18 months.

She has identified events at her local church that she would like to attend and is getting out and about much more.

Having a volunteer has meant that when the family have been to see Mrs W it has been a social visit and not to rush around to appointments with her. This is something both she and her family are very appreciative of.

Barnsley YMCA

	RAG
Children & Young People	●
Growing the Economy	●
Changing Relationship	●
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the April to June 2016 quarter was submitted by YMCA on 8th July 2016 . The subsequent contract monitoring/management meeting took place on 21st July 2016.

The table above demonstrates that once again the YMCA have either met or exceeded all of their targets during this period with 83 new children aged 8-12 years participating in the programme this quarter. There have been a total of 2487 attendances and 61 children achieving accreditation during the quarter and at least 3 sessions have been delivered in each ward every week.

In addition there are currently 14 active Peer Supporters and 4 young people fulfilling the role of Young Volunteers in the project.

A brief summary of the YMCA contract progress during the period January to March 2016 is provided below:

The project continues to provide a flexible programme of activities that is responsive to need, working with children and young people during term time and spring bank half term on a variety of activities. During this quarter Year 7 pupils in Horizon Community College were consulted with about services delivered and holiday provision.

3 sessions have been delivered in each of the 5 wards during this period with a mix of youth club sessions, outreach provision, after school delivery. Some of this activity is delivered with partners in the community (see Case Study 1 below)

The project is supporting a significant number of participants who have additional needs and/or whose first language is not English. This places pressure on staffing resources and in the light of this provision is having to be reviewed.

Work is currently underway to ensure the diversity of participants is captured in the data collection and reported back as part of the quarterly monitoring arrangements.

Case Study 1 –After School Provision – Alison Andrews

Worsbrough Library After School Provision is one of the community organisations that YMCA has partnered with since the outset of the contract. This case study outlines the journey that one young person from the group has been on since he started attending sessions in March 2016.

When Shaun first started he was very shy and quiet. It took a lot of encouragement and support from staff to bring Shaun out of his shell. He was unable to write his full name but now through the help and support of Jane and Alison (the 2 support workers) he is able to complete the signing in book by himself.

On a recent trip to see the Mayor Shaun asked numerous questions by himself and participated fully in the question and answer session. This is just one example of how Shaun's confidence has grown since attending the after school sessions at Worsbrough Library.

Staff are immensely proud of the journey Shaun has made since his first session and look forward to seeing his confidence grow further.



Shaun posing for pictures with the Mayor

Case Study 2– Oakhill After School Club

Oakhill Summer Fayre Enterprise Project

Through consultation with the School Council, young people from Oakhill Primary decided on an Arts & Crafts based after school provision. As part of this club young people wanted to support the schools Summer Fayre and wanted to incorporate an enterprise element into their YMCA After School Club.

This was a 12 week project with the aim of making crafts to sell at the schools Summer Fayre. Young people were fully involved from the start, coming up with some amazing ideas of things they would like to make and sell as part of the project. Each week they worked on the crafts, learning new skills and developing patience because some of the crafts were complex.

Their favourite activities were making the Terrariums (garden in a glass) and lip scrubs-the two messiest crafts of the project! Every one helped each other and worked really well as a team to achieve the end goal.

The group worked out how much each item should cost to buy. Young people considered cost to ensure they made a profit whilst making items affordable to other pupils on the day. They were responsible for making all banners and price tags. Young people even designed the stall layout and decided who would be responsible for what on the day.

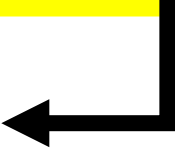
On the day the young people were amazing and so excited. They took ownership of the products and loved showing them off to their friends, families and teachers. They came into their own and even those children who were sometimes reserved were selling and oozing confidence on the day.

The group sold every item they created making it a very successful event. The group raised a whopping £171 profit on the day. This has been put back into school to fund activities for pupils.

Staff at this session were extremely proud of what the young people achieved. The group were very proud of their own success, and couldn't stop talking about it for weeks. Seventeen young people completed an IKIC Award as part of this project. Well done to the young people of Oakhill. Well done to Dawn and Katie for the delivery of an excellent after school provision.



On the day.
The Team The Stalls



Terrariums



Sugar lip scrubs
Dinosaur and ring cupcake bath-bombs



Painted Stones and
Tic Tac Toe



Mine Craft Keyrings
and Decoupage letters



Hessian Hearts and
Butterfly Memo Pegs



Kingdom Security

	RAG	
Clean & Green	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Growing the Economy	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
Changing Relationship	Overall satisfaction with delivery against contract	●

A monitoring report for the quarter April to June 2016 was submitted by Kingdom on 8th July 2016 and the contract monitoring/management meeting took place on 14th July 2016.

As illustrated in the table above, there is overall satisfaction that Kingdom is performing well and is making good progress in line with the contract.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period April-June 2016, there were 276 FPN's issued. Of these, 257 were for littering and 19 for dog fouling. In addition to this, 19 PCN's were issued for car parking offences during this quarter. Kingdom have however been notified that no proactive work should be carried out in relation to car parking going forward.

A total of 1,616 FPN's for littering and dog fouling have been issued since the contract commenced in August 2014 and research on CIVICA indicates that approximately 70% of the revenue has been raised from the FPN's issued in the Central Area Council area. The income relating to the current financial year will be credited at the end of the year.

Although patrolling continues to be carried out on an equitable basis across the 5 wards, as would be expected, there are significant ward differences in the number of notices issued.

Twiggs Ground Maintenance

	RAG	
Clean & Green	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Growing the Economy	Outcome indicator targets met	●
	Social value targets met	●
Changing Relationship	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for April to June 2016 was submitted by Twiggs on 8th July 2016 and the subsequent contract management/monitoring meeting took place on 15th July 2016.

The table above demonstrates that Twiggs have either met or exceeded all of their targets during this period.

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the recently reviewed SLA's. Twiggs have acted upon and completed all jobs requested, promptly and to a high standard, and excellent feedback continues to be received on the ground.

During this period 328 bags of rubbish have been collected.

A brief summary of the Twiggs contract progress during the period January to March 2016 is provided below:

During this quarter Twiggs have again placed more efforts on information sharing with the public with regards to the local improvements they are involved with, especially the added value projects. This has proved very successful so far, with a great increase in likes and shares on Twiggs social media posts.

Twiggs have received fantastic feedback on many of the before and after images of the areas they have identified and improved. Some examples of Twiggs added value projects and the associated social media responses can be found below:

Added Value project - Rear of Middlesex Street Worsborough Common- May 2016.

This was originally brought to our attention by Natalie Stokes, Inclusion Officer at the Royal Voluntary Service Barnsley. Natalie had ongoing concerns over the affect the area was having on a residents' mental health, and so requested that we take a look and see if we could do anything to help. Initially this was planned to be a volunteering exercise in the local community, however following quite an offensive reception by the resident in question, we felt it was not an area we would encourage volunteers to become involved with at this moment in time. Our team remained professional throughout, and returned the following day to carry out the improvement works to the area. We are glad to hear the positive feedback from Natalie, and hope the resident feels supported now the issue has been tackled.



Feedback Received from Natalie:

Hi Wendy.

I just wanted to pass on a massive thank you from Mr Spencer.

He contacted me on Monday to say what a marvellous job you'd done and how pleased he was with it. He really appreciates it. (Which I know must be hard to believe after his previous behaviour!)

He has asked if you could pass on his thanks to the team. He says it looks 100% better.

I saw the photos on Facebook and it's a great improvement.

Do you know who the team are that deal with private landlords? Carol Brady mentioned it in her email.

Kind regards,

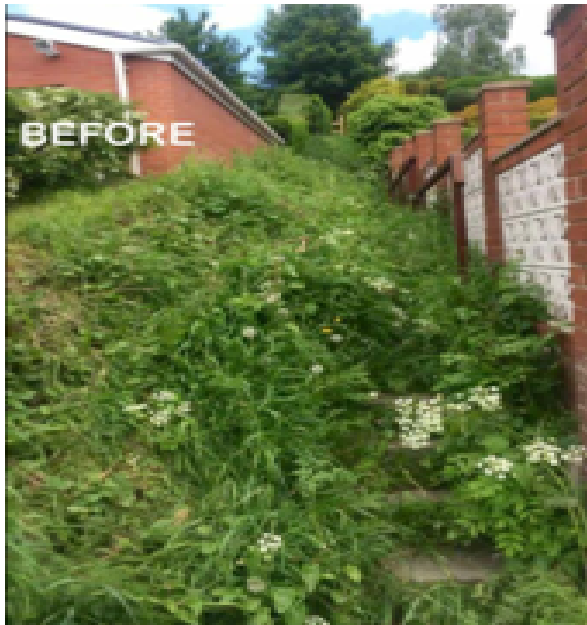
Natalie

Natalie Stokes Inclusion Officer

ROYAL VOLUNTARY SERVICE

Added value project- Thorsby Avenue, Monk Bretton -May 2016

Public Footpath strimmed to make accessible, scraped weeds from the steps, litter picked and blown off.



4 Shares

Like Comment Share

446 people reached

Boost post

Terry Needham and 5 others



Twiggs Clean and Green Team Bar...
Keeping people on the footpaths rather than pushing them onto the roads! 😊

29 June at 22:15 · Like · Reply



Dodworth Village Community Group
ooh brilliant! we had spied this area last week and thought it needed a bit of a spruce up. lovely thank you :-)

29 June at 20:56 · Unlike · Like 1 · Reply



Greg Tyler
Could do with this sort of service in Grimethorpe, ally way at rear of our house is full of rubbish

Yesterday at 00:20 · Like · Reply · Message



Carol Broad O'neil
Well done and a great big thank you

Yesterday at 08:30 · Unlike · Like 1 · Reply · Message

4 Shares

Like Comment Share

446 people reached

Boost post

Terry Needham and 5 others



Twiggs Clean and Green Team Bar...
Keeping people on the footpaths rather than pushing them onto the roads! 😊







29 June at 22:15 · Like · Reply



Dodworth Village Community Group
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Private Sector Housing & Enforcement SLA

<div style="background-color: #8bc34a; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Clean & Green</div> <div style="background-color: #9c27b0; border-radius: 15px; padding: 10px; text-align: center; color: white; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #ff9800; border-radius: 15px; padding: 10px; text-align: center; color: white;">Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

A comprehensive monitoring report for April to June 2016 was submitted on the scheduled date and contract management/monitoring meeting took place on 25th July 2016.

The information provided in the monitoring report submitted demonstrates that this service continues to perform very positively and has reached all the milestones and social value targets set to date, with 269 different properties being visited during this quarter. To date a total of 949 different properties/households have been visited and of these approximately 444 have had 3 or more contacts from officers working on this intervention.

The amber rating for outcome indicators targets met has remained this quarter because further work is required to more specifically define what is meant by “vulnerable households”. This work is ongoing.

The officers continue to develop good working relationships with landlords, letting agents and local residents and there continues to be very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date on this contract. Also, the information fed back to complainants/referring organisations and individuals has been particularly commended.

Case Study 1- MEASBROUGH DYKE AREA

After the initial visit to the area the following issues were identified:-

Fly tipping in alleyway – several pieces of evidence were found within the fly tipping at this location. Interviews under caution were conducted and two Fixed Penalty Fines issued. The officers have not been able to pursue some of the evidence / addresses found as the people have now moved from the area and are not traceable. This area is very transient.

The following actions have also been undertaken:-

- CCTV camera installed in the area;
- Warning and advisory letters sent to all resident in the area, in the relevant languages;
- Information regarding bin collection days and what goes in what bin in relevant languages;
- Extra patrols / visual presence in the area;
- Working with landlords from the area to encourage them to pass on essential information regarding waste disposal and collection to their tenants;

Accumulation of waste at rear of several private rented properties – officers spoke to the tenants and gave them some time to clear the waste on an informal basis. Also worked with the landlords to resolve waste issues. Several CPN warnings were, however, issued but all residents have now complied and removed the waste. This area is still regularly monitored due to the transient population.

Anti-social behaviour – through partnership working with the Police, vehicles were identified that were untaxed and uninsured. Residents / owners were dealt with accordingly.

Housing disrepair issues – 2 housing inspections were carried out on private rented properties visited, all housing disrepair issues were resolved on an informal basis with the landlord of the property.

Concerns regarding fire safety – after visiting the above properties, arrangements were made for both to have fire safety checks carried out by the Fire Service due to there being no smoke alarms.





CASE STUDY 2-PRINCESS STREET, BARNSELEY - KINGSTONE AREA

This matter was initially brought to our attention by Police with concerns regarding child neglect.

Issues uncovered

- Housing disrepair issues, including rat infestation;
- Drug and alcohol misuse / domestic violence / safe-guarding and vulnerability issues;
- Anti-social behaviour issues in surrounding area involving partner.

Actions Taken

- Contacted Social Care and attended regular Core Group Meetings and became the single point of contact for the case.
- Referred to Victim and Witness Support.
- Referred to Phoenix Futures.
- Liaised with Landlord and Letting Agent re. housing disrepair issues – all issues were resolved on an informal basis.
- Referred to Pest Control. Several visits were carried out with the Pest Control Operative and the rat infestation was eradicated.
- Assisted with housing application and re-housing.
- Continuing help with on-going Social Care Assessment.
- Referred through to Welfare Rights / parenting classes.
- Worked closely with extended family (grandparents who currently have joint custody of the children).
- Other environmental issues resolved (e.g. bins / waste inside and outside the property).

Due to our continued support a whole host of issues have already been resolved. Mother is becoming equipped with the knowledge and skills to make positive choices for herself and her family and it is now highly likely that this family will be re-homed together in a safer environment

Private Rented Housing-Home Visting Service

	RAG
Clean & Green	
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

Following the conclusion of the Working Together Fund at the end of 2015/16, Homestart South Yorkshire were awarded a contract to deliver a volunteer led home visiting service to families with young children living in private rented accommodation within the Central Area Council area only.

The contract formally commenced on 1st June 2016 and the first formal monitoring report for June 2016 only was received on 8th July 2016. The first contract monitoring/management meeting took place on 28th July 2016.

The table above demonstrates that Homestart have either met or exceeded all the targets and milestones set for the first period of the contract.

4 families have been referred in the first month with 1 of these being Polish.

Those families referred have presented with a wide variety of issues ranging from social isolation, learning difficulties, English not a first language and multiple children under 5 (See case studies below). From initial visits, link visits and reviews it is evident that home visiting is vitally important in getting support into the home with a view to tackling wider issues, once a trusting relationship has been established.

The official launch of the 'Little Monkeys' family support group took place on Thursday 9th June at Hope House community room with 6 families present (equating to 7 adults and 9 children). The group has been a great success with Central Homestart families and has encouraged many to join in a family group for the first time.

A regular cohort of 4 volunteers help to set up and support families at the session. A healthy snack (fruit and toast) is provided for all children and drinks are also provided free of charge. An excellent relationship has been developed with staff at Hope

House who make all families welcome and, when appropriate, refer families to the Homestart service.

As Home-Start regularly receive donations of clothes and toys, a nearly new stall has been established at the group where families can select items for a suggested donation of £1. This has proved really popular and is of particular value to some of the more vulnerable families who struggle to access shops or afford new clothes and equipment. An information table that has information about services and support groups available, is set up each week at the session.

Case Study 1: Alice and Leo * names have been changed.

Alice was referred to us via the Adult Social Work disabilities team for support in building self-esteem and with looking after her son Leo who is 15 months old. Alice has been diagnosed with a mild learning disability and has struggled with low mood and establishing routines with her son. It was also hoped that Home-Start support would help Alice to build trusting relationships and help with social skills and confidence through accessing local groups.

Alice was linked with an experienced volunteer within 3 weeks of the referral and has received weekly visits at home, as well as support to access the 'Little Monkeys' Group in the town centre. Reviews have taken place with the volunteer and the family and we are delighted with the progress that Alice is making. The volunteer has helped Alice with meal planning and household routines, and spent time playing with the baby whilst Alice completes tasks around the home. In addition, she has supported Alice to get out and about more. Alice has attended the family support group on a number of occasions and this has encouraged her to chat to other parents and be more realistic about her expectations of Leo as she sees him interacting with other children. This has been of value to Alice as she is quite anxious about his behaviour and constantly worries that she is not providing enough discipline in her parenting. Being with other parents and talking to the volunteer has helped Alice to put things in perspective and feel more confident with Leo.

Feedback from the social worker indicates that she is delighted with the Home-Start intervention as it is unlikely that Alice would have been comfortable leaving the home to access any other kind of support. She has observed a general improvement in Alice's outlook and is satisfied that it is helping her to develop better coping mechanisms and household routines. Alice is more optimistic about the future and is considering returning to college once Leo is in nursery.

Case Study 2: Claire with Milly and Adele * names have been changed

Claire was referred to us through the Stronger Families team who were concerned about the pressure on both parents but especially Claire who has very low confidence following a history of sexual abuse and mental health issues. Claire has 2 children under 2 years of age and was finding it very difficult to get out and was extremely anxious about her partner returning to work after paternity leave. After a few weeks, Claire was introduced to her volunteer Sue and weekly visits commenced immediately. Home visiting has been a great success and Sue has established an excellent relationship with all the family.

On a regular basis, Sue has helped Claire to get the children ready in a morning in preparation for hospital appointments with Adele and nursery visits with Milly. Claire feels that having an extra pair of hands is invaluable, and that the more times they are able to get out of the house, the more confident she feels about going out alone with the children. I have observed that Claire is more relaxed when in social situations and is happy to let the children play and interact with other children. Previously she was very anxious about anyone being around the girls, especially as they were so small. Attending the group in the town centre has allowed Claire to accept help from other parents and volunteers so that she can have a cup of tea in peace and look through the nearly new stall that we have each week for good quality clothes and equipment for the children

Claire has recently accessed other Home-Start family activities unaccompanied, and has also booked to come on the fully funded HSSY family day trip to Wheelgate theme park in August with her volunteer. She admits that she would not have even considered these opportunities prior to receiving Home-Start support.

YOUTH PROGRAMME

The Central Area Council Youth Programme was established to improve the overall health and wellbeing of young people aged 13-19 years living in the Central Council area. The Programme also aims to provide a co-ordinated approach to the provision of community youth activities for this age range across the 5 wards that make up the Central Council area.

Regular Youth Programme meetings have taken place since early January 2016 with the 3 Youth Programme Providers and BMBC's Targeted Youth Support service in attendance at each meeting. Central Area Team have facilitated these meetings and Councillor Kevin Williams has attended in his capacity as a Central Council member.

Quarterly reports and RAG ratings for each of the 3 Youth Programme providers can be found in the following section of this report.

Addaction-Immortals Community Engagement Project



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for April to June 2016 was submitted by Addaction on 8th July 2016 and a subsequent contract monitoring/management meeting took place on 21st July 2016.

Although the project has achieved or exceeded most of the targets to date, the target for the total number of sessions delivered has not been met and this has resulted in an amber rating for outcome indicators met (see table above) being given.

Failure to achieve this target has been as a result of the difficulty in finding a reliable, skilled volunteer to work with Tom to deliver sessions. An agreement has however been reached to enable a sessional worker to be employed on the project within the financial envelope of the contract. Once the sessional worker has been deployed there is confidence that this target will be achieved/exceeded.

2 adults and 3 young people volunteers have been involved with the project during this period.

Tom has worked with the new member of Exodus staff to deliver initial detached/outreach sessions in the Worsborough, Central and Kingstone wards. Although there have been few young people out in community locations, these outreach sessions have helped him get a better understanding of the Ward perimeters and it has also enabled him to explore what other youth provisions are taking place in the local areas.

Tom has also worked alongside the Targeted Youth Support Team on a weekly basis in Kendray.

From these outreach sessions meaningful contact has been made with 14 young people who have expressed an interest in engaging with the project.

A number of events (see below) have also taken place with 126 different young people from across Central Council area attending. This will provide a very good platform for ongoing meaningful engagement with young people.

Immortals Community

Immortals Community was put on in collaboration with our Central Area Partner- the Exodus Project. The focus of this event was to engage with young people in the Worsbrough area. 30 young people attended this event and were treated to free snacks and drinks, last man standing and sumo wrestle inflatables as well as community games such as football and rounders. This event gave us an opportunity to get out within the community and provide opportunities for young people in their area. The Immortals project collaborated with the Exodus project who fully engaged with the planning process for this event. They also provided 6 young volunteers to help support the running of the project. The young volunteers looked after the Inflatables and helped run the community sports games



Immortals Unity Event

This event was held in June 2016 and involved a mixed group of young people in creating, planning and running a live music event to celebrate racial diversity through Music. The project worked with 10 young people over 3 planning sessions to set up the event. Following the Immortals ethos the young people created and decided on everything. The young people physically designed the posters which we then sent to the designers, they decided what bands we should have, what food we should provide, what activities we should offer and also were actively involved in promoting the event both on social media and by handing out flyers. This event was another huge success with the collection of 40 contact numbers of young people who wanted to get involved with other aspects of the project.



Exodus-Junior Volunteer Recruitment & Mentoring



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for April to June 2016 was submitted by the Exodus project on 8th July 2016 and a subsequent contract monitoring/management meeting took place on 26th July 2016.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract. 41 new young people have been engaged in a range of volunteering opportunities during this period against a target of 10.

Beth Horbury, the new Exodus Volunteer Mentor has been in post now for a couple of months and has been working closely with local organisations to get a greater understanding of the Central Area.

Colleagues within the Local Authority and existing partners of Exodus have done a good job of letting others know about the Exodus resources and volunteers available and they have had many requests for help with summer galas and community activities. These include: WCCA Gala, Dodworth Gala, Aldham House Gala, Ardsley Gala, Worsbrough Concert, Locke Park Classic Car Rally, Locke Park Easter event and involvement in 4 Springfest activities.

Support has also been provided to some of the Immortals Events (referred to in the previous section of the report.)

YMCA- Y Stay In



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

A comprehensive monitoring report for April to June 2016 was submitted by the YMCA on 8th July 2016 and a subsequent contract monitoring/management meeting took place on 21st July 2016.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

This element of the Youth Programme focuses on the Aldham part of Stairfoot ward, Dodworth and Central wards.

The level of participation in this reporting period is positive and reflects the consultation and outreach activity, the developing groups in Gilroyd and Aldham and the weekly session at YMCA Barnsley which is currently retaining a high level of participants.

The programme of activities within the 3 localities during this period includes open access youth club activities, and detached and outreach activity (see focus on Gilroyd below). There are planned activities in Central Ward to make the most of local opportunities including an art project around the concept of home with community artist Michelle Clarke - Stables and opportunities as part of the Barnsley Nature Improvement Areas.

There are currently 2 active Peer Supporters and 3 Young Volunteers supporting the project. Two of these young people have been developing their roles within sessions to include keeping a photo diary and creating collages for Facebook to promote the activities and in particular positive images of young people as part of the 'Giving Young People a Voice' project.

The project has also supported the Aldham Gala, Spring Fest and PING! Barnsley, 2 university students have worked with the project during this quarter and there are now 4 adult volunteers supporting the project.

Focus on Gilroyd

From the outset our street based youth work team have been welcomed into Gilroyd. Residents, shopkeepers and initially smaller groups of young people, have all shared intelligence and information about young people's habits and meeting points.

Cold and wet weather often impacted on our sessions in terms of numbers of young people out and about, however as this last quarter has progressed, and the weather has become warmer (if not always drier) we have established good contacts and relationships with a large group of young people within our 13-19 remit. Frequently up to 14 strong.

After brief meetings (often ad hoc) with a number of young people we finally began to gather names and get an insight into their lifestyles and habits. The ad hoc gatherings have changed to regular meetings, currently on Tuesday evenings on Gilroyd fields (next to the M.U.G.A and Gilroyd WMC)

As part of our relationship building process and consultation with the young people, we held an 'art rant' evening linked to the YMCA World Challenge 'Giving Young People A Voice'. Blackboards, paints and chalk pens were provided and the young people used the materials to express their opinions about their neighbourhood.

Whilst some of their ideas for 'a future Gilroyd' are possibly out of our remit ie 'We want a McDonalds' and 'I'd like an Adidas shop' there were some sensible and perhaps achievable ideas? One board suggested that the M.U.G.A shelter needed re painting and the young people would like to do this. This is something we would like to explore further with the Ward Alliance. Photographs of some of the boards are on the YMCA Facebook page.

In recent weeks we have continued to build our relationship with the group. Many of them are keen to participate in different sports. We have held rounders and quick cricket games and some of their ideas have informed our summer programme.

We look forward to maintaining a healthy relationship with this group of young people.