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MEETING:	North Area Council
DATE:	Monday, 18 September 2017
TIME:	2.00 pm
VENUE:	Meeting Room 1, Barnsley Town Hall

SUPPLEMENTARY AGENDA

Items for Decision

- 6 Commissioning Forward Plan (Nac.18.09.2017/6) (*Pages 3 - 14*)

To: Chair and Members of North Area Council:-

Councillors Leech (Chair), Burgess, Cave, Charlesworth, Cherryholme, Grundy, Howard, Lofts, Miller, Platts, Spence and Tattersall

Area Council Support Officers:

Tom Smith, North Area Council Senior Management Link Officer
Phil Hollingsworth, Service Director Stronger, Safer and Healthier Communities
Rosie Adams, North Area Council Manager
Elizabeth Barnard, Council Governance Officer

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13th September 2017

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BARNSELY METROPOLITAN BOROUGH COUNCIL

**North Area Council Meeting:
18th September 2017**

Agenda Item: 6

**Report of North Area Council
Manager**

Commissioning Forward Plan

1. Purpose of Report

- 1.1 This report provides a summary of items that were discussed and the recommendations that were made at a Members Workshop held on the 12th September 2017.
- 1.2 This report identifies the projects that the Area Council wishes to invest in over the next 12 months.
- 1.3 This report provides the Area Council with a financial position and forecast for expenditure based on the projects that have been proposed.

2. Recommendation

- 2.1. **The North Area Council should note that contrary to previous information the North Area received a budget of £400,000 for the period 2017/18.**
- 2.2. **The North Area Council should note the projects and services that it is currently committed to delivering.**
- 2.3. **The North Area Council should note the existing budget position and forecast for the funding commitments.**
- 2.4. **Members should note that the current contracts exceed the annual budget. Therefore changes from 2018/19 are essential.**
- 2.5. **Agree to discontinue the Environmental Enforcement contract at the end of March 2018.**
- 2.6. **Agree to the two new project proposals that have been identified to meet the current priorities.**
- 2.7. **Note that despite a review of commissioned services there is still substantial amount of unallocated budget that requires consideration to achieve best outcomes for the North Area.**

3. **Background highlighting all significant financial commitments**

3.1. The Area Council's current annual contractual commitments **exceed the £400,000 annual budget**. The North Area is only able to commit to these projects because there was a lag in commissioning when the Area Councils were first set up. Please refer to the table below for a brief overview.

3.2. Table 1.

Contract	Annual Value
Environmental enforcement Inc. SLA	£145,000
Anti- Poverty	£95,000
Clean and Green	£85,000
Private Sector Housing Officer	£35,000
Stronger Communities Grant	£100,000
Magazine Delivery	£6,000
TOTAL	£466,000

3.3. Both the Anti-Poverty Community Outreach Project valued at £95k per annum and the Creating and Cleaner Green Environment in Partnership with Local People (Clean and Green) project valued at £85k per annum have recently been retendered and contracts awarded. Both providers have a two year contract with the option to extend for a further year.

3.4. A review of the commissioned contracts and annual financial commitments was held as a workshop on 12th September 2017. The issues were discussed in full, using summaries of performance and impact information which had been prepared by the North Area Council Manager.

3.5. The attendees were given two options:

- a. Do nothing. The annual over commitment will erode the surplus budget within 3 years. (Not recommended)
- b. Agree how the commissioning commitments will be reduced to balance the budget and agree a new commission(s) utilising the surplus.

4. Review of Environmental Enforcement

4.1. At the January meeting of the Area Council members approved this service for a further year. This service is now in its 2nd year of a 1+1+1year contract. Utilising all the contract extension would see the contract run until March 2019.

4.2. The purpose of this review was to answer the following questions:

- What was the project initially commissioned to do and achieve?
- What needs was the project initially commissioned to meet & who were the beneficiaries?
- To what extent has it met these needs and to what extent does the need still remain?
- What impact has it had in practice? What has the social return on investment been?
- What have been the project's main successes and shortcomings?
- Is the project duplicating mainstream service provision? If so, how and to what extent?
- What would be the impacts of reducing or ending this provision?

4.3. Due to the fact that it is not possible to set targets for environmental enforcement it was clear that this was not to be a review of the provider's performance. The review would instead need to focus on the degree to which the commissioned service had delivered the impact originally intended, with a view to deciding whether to:

- Continue to commission the service at its current level
- Reduce the level of service being funded
- Discontinue the service entirely; either because it was no longer needed or was not providing the impact hoped for

4.4. Reductions in the financial commitment to this project could enable Area Council funding to be released for the development of a number of other projects. This would enable the Area Council to address two priorities which are not currently catered for: Health and Wellbeing and Opportunities for Young People.

4.5. Detailed contractual information for the Environmental Enforcement contract is contained in Appendix 1 of this report.

4.6. Following a review of the information contained in Appendix 1, the workshop participants indicated that they wish to decommission the environmental enforcement contract from 31st March 2018. It was felt that the service had not provided the impact that had been hoped for.

5. Existing commitments

- 5.1. The workshop participants indicated that they wish to continue with the recruitment of a Private Sector Housing Officer.
- 5.2. They wish to reduce the Stronger Communities Grant allocation to £80,000 per annum.
- 5.3. They wish to continue to run the Community Magazine but may consider dropping the number of issues to one per annum.

6. New Opportunities

- 6.1. The Area Council recognise that although the Stronger Communities Grant monies are currently supporting a range of different activities, there is not currently a commissioned service that seeks to address the Health and Wellbeing and Opportunities for Young People.
- 6.2. Information gleaned from the North Area's Public Health link officer is that there are gaps in provision for older people linked to dementia, loneliness and isolation and depression. There is also a lack of support for carers, this includes young carers.
- 6.3. It is also understood that the Youth Participation Worker role currently being delivered in the Central Area is working well. This role seeks to address a range of concerns experienced by young people in the community by signposting for support and helping them to engage in positive activities.
- 6.4. It is proposed to explore the opportunities for two Participation and Engagement Officers, one for young people and one for older people. This would also allow for increased intergenerational work within the area.

7. Budget profile based on workshop recommendations

- 7.1. Based on the proposal discussed in the workshop the future annual financial commitments would look like this.

7.2. Table 2.

Contract	Annual Value
Anti- Poverty – Community Outreach	£95,000
Creating a Cleaner, Greener Environment in Partnership with Local People	£85,000
Private Sector Housing Officer	£35,000
Stronger Communities Grant	£80,000
Magazine Delivery	£6,000
Participation & Engagement Officer – Young People FT (+participation budget)	£26,000 & £5,000
Participation & Engagement Officer – Older People FT (+participation budget)	£26,000 & £5,000
TOTAL	£363,000

7.3. N.B. The table above does not include any allocation for devolution of funding to Ward Alliances.

7.4. This will still mean that there is a significant surplus budget for 2017/18. This currently valued at £180,000.

8. Next Steps

8.1. The Area Manager and Senior Link Officer have committed to establishing the next step required to realise the new opportunities detailed above. It will be important to establish if these can be internal fixed term employees or if it is in the best interests of the Area Council to advertise a tender opportunity for the attention of external providers.

9. Recommendations made by the Area Council Workshop

9.1. The Area Council agrees to decommission the Environmental Enforcement contract from March 2018.

9.2. Confirm that the Area Council wishes the Area Manager to follow up the 'New Opportunities' proposals.

- 9.3. Consider the unallocated budget and indicated how the Area Council wish to utilise this funding.

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Date:
13th September 2017

Appendix 1

North Area Council Environmental Enforcement contract – Aug 2014 – March 2017

Provider: Kingdom Security Services

Overall Performance: It should be noted that Kingdom have delivered the specified service to a satisfactory level throughout the contract period, with no significant areas of concern. This review is intended to focus on the impact of the contract itself, rather than the quality of the provider.

Number of staff employed: 4

Cost of contract Aug 2014 – Mar 2017: Kingdom:	£289,556.00*
Community Safety:	£54,936.00 **
Total:	£344,492.00

Income received Aug 2014 – Mar 2017: £112,294.00 ***

Thus net cost of contract after income: £232,198.00

Thus net cost per officer after income: £58049.50

Overall purpose of the contract:

The North Area Council has identified 'The Environment' as one of its key priorities and within this context, have commissioned an enhanced environmental enforcement service to prevent environmental problems from escalating and to ensure that the positive work undertaken to maintain the environment is not undone by an anti-social minority.

The aims of procuring bespoke enforcement services are to respond to locally identified priorities, encourage the public to take pride in their local environment and facilitate a change in behaviours and attitudes towards looking after the environment. The majority of residents take pride in where they live and treat their environment and fellow residents with respect. More robust enforcement will help the Area Council to isolate the small minority who disrespect their environment and take robust action against them to change the way they behave & make them contribute towards the costs of improving the environment in which we live.

The Area Council will seek to maximise the impact of resources being earmarked to address environmental crime by procuring high quality services and to operationally align them to the BMBC Safer Communities Service and Parking Services as existing core services.

The specific aims and objectives of the service are:

- Operate locally and address the priorities and hot spots within the Area Council area
- Inspire people who live and work in the area to 'Love Where They Live'
- Maintain and improve environmental standards
- Keep the wards clean and well maintained
- Link with other Area Council commissioned services, to support the over-arching aims of the area governance model
- Build and maintain close working relationships with the Council's Safer Communities Service and Parking Services

- Provide a service which fully complements the existing 'core' environmental enforcement service provision by the Council's Safer Communities Service and Parking Services

The provider will be required to actively contribute to the achievement of specific Social Value Objectives. These reflect the vision and corporate priorities of the Council and include:

- Develop strong community networks, community self-help and resilience
- Improve physical health and emotional wellbeing in the area
- Improve the local environment
- Increase the number of people engaged in voluntary activities in the community
- Increase skills and work experience at local level
- Promote employment and training opportunities within the locality.

Actual output data from August 2014 – March 2017:

	Littering	Dog Fouling	Parking	Year Total
Year 1 Aug 2014	657	89	73	821
Year 2 (7 months)	548	38	154	740
Year 3 Apr 2016- Mar 2017	902	59	171	1132
Total	2109	186	398	

Value of the recycled income

	FPN Income	Parking Income
Aug 14 - Mar 15	£19,065	£4,307
Apr 15 - Mar 16	£46,779	
Apr 16 - Mar 17	£42,143	
Totals	£107,987	£4,307
Total income	£112,294.00	
Total Expenditure	£344,492.00	

N.B. Thus cost per ticket is higher than the actual monetary value of one littering ticket.

Comparison figures with other Area Councils:

The cost per ticket varies widely across the five Area Councils with an Environmental Enforcement contract, depending on the value of their contract and the number of tickets issues in the different localities.

With the same provider used across the five areas, there are a number of possible reasons for this, including:

- Different makeup of the five areas, with Central and Dearne (the two areas with lowest cost per ticket prices) having large amounts of high density housing and urban areas, which are easier and more compact to patrol
- Some individual officers may be more effective at issuing tickets than others
- Possible that higher number of visible officers may offer more of a deterrent effect, leading to a smaller number of tickets and therefore a higher ticket cost
- North Area has always directed the officer to patrol for litter and dog fouling in prescribed areas.
- Only 50% of Parking income comes to the Area Council because of BMBC Parking Enforcement Admin charges, meaning that a greater emphasis on Parking will lead to lower income levels
- Is there an optimum number of officers, beyond which ticket levels are unlikely to rise? Comparisons with the other Areas suggest that the North Area Council might get similar levels of tickets and income with 2 Officers as they currently get with 4.

Environmental Enforcement Service – Strengths and Challenges

Strengths/what has worked well	Challenges/What has not worked so well
Integration with BMBC's Enforcement Service has been critical	Relationships with BMBC Parking Enforcement remain a challenge
Targeted operations, based on reporting and complaints, has yielded good results	Lack of intelligence from the public has not always been forthcoming
Officers have spent equal time patrolling each ward.	Officers not very visible across the area
'No tolerance' approach has provided consistency in issuing tickets	'No tolerance' approach has at times been interpreted as "intimidating" & has meant that at times vulnerable/newly arrived people have been ticketed
Sound appeals process in place- a number of tickets have been rescinded	
Robust approach to pursuing people providing false/no details	
Robust approach to pursuing payment of fines through the courts	Current lack of available court 'slots' to process volume of fines being issued
Use of bodycams by officers to record interactions with offenders has been important	
Numbers of Fixed Penalty Notices (FPNs) issued for littering and Penalty Charge Notices (PCNs) for Parking have been significant Anecdotal evidence that the issuing of FPNs acts as a deterrent for dropping litter of any kind (although no hard evidence for this?)	A small proportion of the FPNs issued (6.9%) are for dog fouling – although this is by far the largest area of complaint from public. Approximately 95% of littering FPNs are for cigarette ends.
Use of witness statements	Dog fouling complainants who know the offender but will not provide a witness statement
Levels of income have been significant	Levels of income cover only around 30% of the contract cost Other Area Councils with smaller number of

	staff have gained similar ticket numbers – is there an optimum level of staff for this kind of work?
Payment levels are high	Only 50% of Parking income received into Area Council due to administration fees
Anecdotal evidence of some behaviour change as a result of the contract	No hard evidence available to prove this one way or the other

Calculations:

*Based on:

Cost of contract Aug 14 – Mar 16 £107,092.00 p/a for 19 months

Cost of contract April 16 – Mar 17 £120,000 p/a for 12 months

**Based on BMBC Community Safety recharges:

2014/15	£19,752.00
2015/16	£13,672.00
2016/17	£21,512

***Based on income from fines:

	<u>FPNs</u>	<u>PNCs</u>
2014/15	£19,065.00	£4,307
2015/16	£46,779.00	Not yet known
2016/17	£42,143.00	Not yet known

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