

Public Document Pack



MEETING:	South Area Council
DATE:	Friday, 1 September 2017
TIME:	10.00 am
VENUE:	Meeting Room, The Hoyland Centre

AGENDA

- 1 Declarations of Pecuniary and Non-Pecuniary Interests

Minutes and Notes

- 2 Minutes of the Meeting of South Area Council held on 16th June, 2017
(Sac.01.09.2017/2) (*Pages 3 - 6*)
- 3 Notes of the following Ward Alliances (Sac.01.09.2017/3) (*Pages 7 - 14*)
Hoyland Milton and Rockingham – held on 11th July, 2017
Darfield – held on 13th July, 2017
Wombwell – held on 4th July, 2017

Performance

- 4 Report on the Use of Ward Alliance Funds (Sac.01.09.2017/4) (*Pages 15 - 18*)
- 5 Performance Report (Sac.01.09.2017/5) (*Pages 19 - 46*)

To: Chair and Members of South Area Council:-

Councillors Stowe (Chair), Andrews BEM, Coates, Dures, Franklin, Frost,
Daniel Griffin, Lamb, Markham, Saunders, Shepherd and R. Wraith

Area Council Support Officers:

Diane Lee, South Area Council Senior Management Link Officer
Kate Faulkes, South Area Council Manager
Phil Hollingsworth, Service Director Stronger, Safer and Healthier Communities
Peter Mirfin, Council Governance Officer

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

Tuesday, 22 August 2017

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MEETING:	South Area Council
DATE:	Friday, 16 June 2017
TIME:	10.00 am
VENUE:	Meeting Room, Wombwell Library

MINUTES

Present

Councillors Stowe (Chair), Andrews BEM, Coates, Frost, Daniel Griffin, Markham, Saunders, Shepherd and R. Wraith.

1 Minute Silence for the Victims of Grenfell Tower

A minute silence was held to mark the recent tragic incident at Grenfell Tower in London.

2 Declarations of Pecuniary and Non-Pecuniary Interests

Councillor Shepherd declared a non-pecuniary interest in minutes 6 and 7 in relation to his position as director of Forge Community Partnership.

3 Minutes of the meeting of South Area Council held on 28th April, 2017 (Sac.16.06.2017/2)

The meeting considered the minutes of South Area Council held on 28th April, 2017.

RESOLVED that the minutes of the South Area Council held on 28th April, 2017 be approved as a true and correct record.

4 Notes of the Ward Alliances (Sac.16.06.2017/3)

The meeting received the notes from the following Ward Alliances:- Hoyland Milton and Rockingham held on 15th May, 2017; Wombwell held on 22nd May, 2017; and Darfield Ward Alliance held on 18th May, 2017.

RESOLVED that the notes from the Ward Alliances be received.

5 Report on the use of Ward Alliance Funds (Sac.16.06.2017/4)

Members received the report which provided details of the latest expenditure and balances remaining from each of the Ward Alliance Funds.

The meeting was reminded that should any schemes require significant support, they should be progressed as soon as possible in order that the expenditure should occur within the financial year.

RESOLVED that the report on the use of Devolved Ward Budgets and Ward Alliance Funds be received.

6 Performance Report (Sac.16.06.2017/5)

The Area Council Manager introduced the item, drawing attention to Part A of the report, which provided a cumulative overview of performance. Noted were the indicators relating to the 'Improving our local environment', which now included those relating to the service provided by the Private Sector Housing Officer.

Members noted the income from enforcement activity, and that this had to be spent according to guidelines set by DEFRA. A number of Members mentioned that they knew of projects that could potentially benefit from this finance.

The meeting then considered Part B of the report which provided an update on each of the contracted services.

It was noted that the new contract for advice services would commence 1st July, 2017 and would be delivered by Citizen's Advice Bureau, who would be employing a welfare rights worker directly. It was hoped that there would be minimal disruption between contracts.

The meeting discussed whether variations could be made to where the advice sessions were held. It was noted that for this to be considered, there would need to be a proven need in the area in question, and access to an appropriate venue.

Members went on to consider the Tidy Team 2 contract, which had been in operation since 1st August, 2016. Within the quarter the team had engaged with 97 new volunteers, 45 of these were adults and 52 were young people.

Members commented on the responsive and high quality service provided by the Tidy Team, praise was also given for their work supporting apprenticeships.

The meeting noted that there were significant demands placed on the team, and it was essential to ensure the service was used appropriately. Members discussed the increase in fly tipping across the borough, and the need for this to be reported through the correct channels. It was suggested that contact details for reporting could be included in a future edition of the community magazine, and be distributed via social media.

Members noted the more recent statistics relating to the contract with Kingdom Security, with 2,120 Fixed Penalty Notices and 619 Parking Charge Notices issued since the inception of the service.

It was noted that the contract with C&K Careers was still in operation, and that the destinations of young people would be reported in autumn, 2017.

With regards to the Private Sector Housing Enforcement Officer, the meeting heard how the service was making a positive impact, supporting landlords and tenants. To date there had been 47 requests for service, and 35% of households engaged had been identified as vulnerable.

It was noted that the service had been rated as 'Amber' in relation to outcome indicator targets met, however it was recognised that the targets were stretching. Feedback from Members in relation to the service was extremely positive, and

qualitative feedback on the work of the officer was encouraged to provide a balanced view of performance.

RESOLVED that the report be received.

7 South Area Council update on commissioned work, other development work & finance update (Sac.16.06.2017/6)

The Area Council Manager spoke to the item, reminding Members that the new advice service delivered by Citizen's Advice Bureau would commence 1st July, 2017.

With regards to the Area Council Magazine, it was noted that this would be distributed by Smart Distribution week commencing 24th July, 2017.

In relation to the activities with young people, the South Area Council Manager had met with officers from Forge Community Partnership to discuss the finer details of the media project. In addition it was noted that Forge Community Partnership will be working with BMBC parks, and young people to plan 'pop up' sessions to take place in the summer.

Members noted the other development work undertaken by the South Area Council Manager, which included discussions with Public Health and Age UK to take forward the work around Social Isolation, culminating in the options paper considered later on the agenda. It also included support of the Principal Towns Project Manager, and further work on social return on investment with Rocket Science.

The meeting noted the work of the South Area Council Manager in showcasing the work undertaken in Barnsley for the Municipal Journal Award for Community Involvement. It was noted that Barnsley was highly commended, and thanks were given to all those involved in both competing for the award, and giving their time to improve Barnsley to make this possible.

The meeting discussed the scheme in the Dearne Area, which provided young people with Construction Skills Certification Scheme (CSCS) accreditation in order for them to work on sites. A number of applications had been received for the scheme from young people living in the South Area, and Members discussed the merits of such a scheme, including whether to ask beneficiaries to volunteer in return for accessing provision. It was suggested that this be explored in more detail, and be discussed at a future meeting of the Area Council.

Members then considered the financial position of the Area Council. A total of £493,615 had been available in 2017/18, however taking into account allocations already made £47,346 remained. A number of areas where the Area Council may wish to invest were mentioned, including extending the Private Sector Housing Officer contract, and work to help overcome social isolation.

The meeting went on to consider the financial position in 2018/19, noting that current contractual obligations equated to approximately £405,000. This figure was set against an annual allocation of £400,000, noting that this did not include any income from enforcement activity. It was noted that a workshop had been arranged in September, 2017 to discuss the priorities for the area, and to evaluate each of the

current contracts. It was also suggested that the Area Council may wish to explore other external funding streams.

The report circulated also proposed the establishment of an Area-Wide Partner Network, which would identify joint working and funding opportunities to address issues in the Area.

RESOLVED:-

- (i) That the progress of commissioned projects be noted;
- (ii) That the progress of other non-commissioned development be noted;
- (iii) That the development of a project to provide young people with CSCS accreditation be further explored and the findings be presented to a future meeting of the Area Council;
- (iv) That the financial position for 2017/18 and beyond be noted, and;
- (v) That an Area-Wide Partners Network to identify joint working and funding opportunities be developed.

8 Social Isolation Workshop - options appraisal paper (Sac.16.06.2017/7)

Anna Tummon from Public Health was welcomed to the meeting to speak to the item, and members noted that her role included improving health outcomes at an Area Council Level.

Members were reminded of the recent workshop on social isolation, with the corresponding notes attached Appendix A of the report. The difference between isolation and loneliness were discussed, and it was acknowledged that isolation is not merely experienced by older people.

A number of options were discussed for taking forward the work on social isolation; however consensus was that additional capacity ought to be sought by employing a worker either on a full or part time basis. It was suggested that this be explored in more detail and be brought to a subsequent meeting of the Area Council.

All Members supported the provision of a grant search tool to support officers and groups in applying for funding, and it was agreed that Idox be invited to the next meeting of the Area Council to deliver a presentation about their products.

RESOLVED:-

- (i) That options 4 and 5, the commissioning of an organisation to employ a part time or full time worker to support the establishment of activities to help address social isolation, be developed for further discussion by the Area Council;
- (ii) That the Area Council supports the procurement of a grant search tool and invites Idox to the next meeting of the Area Council to deliver a presentation on its products.

Chair

Hoyland Milton and Rockingham Joint Ward Alliance

Notes of meeting held on Tuesday 11 July 2017

The Hoyland Centre

Present

Cllr Mick Stowe
Cllr Robin Franklin
Cllr Tim Shepherd
Cllr Jim Andrews

Hoyland Milton (Chair)
Hoyland Milton
Hoyland Milton
Rockingham

Janet Cartwright
Anne Sanderson
Pat Gregory
Neil Spencer
Rob Hargreaves
John Lang
Dawn Grayton

Friends of Elsecar Park
Neighbourhood Watch
Walderslade Surgery
Forge Community Partnership
Berneslai Homes
Hoyland Job Club
BMBC

Apologies

Cllr Chris Lamb
Cllr Emma Dures

Rockingham
Rockingham

Alison Lamb
Ian Warhurst
Andy Hodgkinson
Danielle Gill
Tim Fuller
Joan Whittaker

Holy Trinity Church Elsecar
HAG
ToCH
Tesco
Tesco
Barnsley fed of Tenants

Councillor Mick Stowe chaired the meeting.

1. Welcomes and apologies.

2. Notes from the Ward alliance meeting held on Monday 15 May 2017.

The minutes were accepted as a true record of the proceedings.

3. Tidy Team Update.

The team have changed their working week to Tuesday to Saturday; this change in working pattern has allowed the team to engage better with community groups. Their work with volunteers continues to thrive and in the first rolling quarter they have recorded 1800 volunteers 2 young lads are currently volunteering with the group each doing a full day every week. The team received compliments from Friends of Elsecar Park who said that "you could definitely see where they had been" because the area looked so much better, they make a positive contribution to the area. Jump Environmental Group said they "were a great help".

The group are being much more proactive rather than reactive as they have been in the past and they are having much more success working with local schools.

A community group have been in touch with the team to talk about a project maintaining hanging baskets in the area. The hanging baskets will be supplied by the community group.

Fly tipping is proving a continual headache and can be reported in through the Tidy Team Facebook page, please take a photo before notifying the Tidy Team or telephoning the Enforcement Team.

Some of the team have completed their NVQ courses.

4. Presentation by John Lang on the work of the Youth Partnership and Job Club.

John gave a short presentation about the Youth Partnership and Job Club to support his applications for Ward Alliance Funding.

Additionally the group have been recognised at the Stars of Hoyland and they have been lucky enough to receive IT equipment paid for from a grant awarded from the Mayor's Fund.

Since the group formed they have become much more formalised in the fact they have a proper constitution, a committee, bank account etc. The group fundraise and at their recent barbecue raised £51.00.

5. Promotion of Ward Alliance spending.

Discussed how much money is currently been held in the Ward Alliance Fund.

6. Ongoing Projects.

Social Isolation, discussed quote for printing the "What's on Guide". The Alliance decided that they preferred the A5 size and have 5000 printed. Distribution is going to be carried out by the Youth Partnership with supervision from adults.

7. New Projects.

- Elsecar Heritage Railway Limited – Agreed
- St Helen's PFA Healthy Active Lifestyles – Agreed £1500
- Hoyland Common Action Group – Combat social isolation and help young people develop key life and employability skills – Agreed
- Forge Community Partnership – Work Club Provision 2017/18 – Agreed
- Worsbrough Bridge Athletic Football Club – Agreed
- Youth Partnership - Agreed

8. Any other business.

Volunteer cards – distributed to those present.

Celebration event – Councillor T Shepherd agreed to lead

Friends of Elsecar Park – next concert is on Sunday and is Barnsley Youth Orchestra, they have never performed at Elsecar before.

Elsecar by the Sea Gala – the date has now been set 2 September 2017

9. Date of next meeting.

Monday 4 September 2017 5pm at the Hoyland Centre, High Croft, Hoyland

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Darfield Ward Alliance
Notes of meeting held Thursday 13th July 2017 @ 4.00pm
At Darfield Community Centre

Present: Cllr Pauline Markham, Margaret Barlow, Brian Moore, Cllr Caroline Saunders, Cllr Dorothy Coates, David Hildred, Tanya Dickinson (Community Development Officer), Colin Ward, Barbara Tindle (Secretary)

1. Introductions and Apologies

Claire Beecroft from BMBC Live Well and Lee Glover from Virgin Media were introduced and apologies from Geoff Hutchinson and Michael Fenna

2. Claire Beecroft from Live Well Barnsley

Claire explained that the Live Well Barnsley is an online service directory containing information about Health, wellbeing, care and support related services across the borough. It was developed by Barnsley council and partners to bring together a wealth of information about staying well, keeping independent and active, all in one place, making it quicker and easier for users to find. It has been up and running for 6 months and is progressing well. Claire informed the WA that any groups/associations who would like to be added to the site would be welcome.

3. Lee Glover – Virgin Media

Lee gave a power point presentation regarding the Network Expansion Build called Project Lighting (Fibre to the premise) for Darfield. He gave a brief introduction about Virgin Media and what the Project Lightning means to the UK. He spoke about how the works are carried out and what it means to have superfast internet connectivity. He is planning a Community Event to invite all residents to come along and see all the information and meet representatives who will be on hand to answer any questions and has asked the Alliance if they can help promote the event. All homes will receive a letter informing them of the event and anyone registering on 'Cable my Street' will be able to see where the work is being done.

4. Minutes of last meeting and matters arising

The minutes were agreed, nothing arising

5. WA Fund – Balance Sheet and Applications received

The Balance sheet was circulated - £8,502

Applications:

The Darfield Ring (Stage 1) - £2,459

A plan of the Darfield Ring was circulated and Dorothy explained to the Alliance that Stage 1 of this project is to partially grass and plant flowers making the area look clean and tidy. Stage 2 - adding planters and signage and then maybe look to other funding bodies for a longer lasting solution with a resin surface. The Ward Alliance agreed in principle but awaiting Highways and Groundworks approval. A discussion regarding sponsors from local business' in the area could be explored at a later date.

Billingley Village Community Association (Food Hygiene Training) - £522

After a brief discussion, it was agreed to fund the application in full.

6. Ward Alliance Projects

- Darfield Cenotaph – The planting event in June with Year 3 children from All Saints Academy went very well. Future events such as bird box building, an autumn/winter planting and tidy sessions, art and photography sessions was discussed. Groundworks to be contacted regarding some loose flag stones
Action: Tanya
The building at the side of the Cenotaph has been sold to a window company who will need access to the back of their building via the Cenotaph. A meeting with Councillors, Highways and Parks to be arranged.
- Healthy Lifestyles Project – The Yoga, Balance & Chair exercise and the Be Well classes are up and running. Caroline asked that the Alliance continue to promote them. Other projects are still in the planning stages – updates to follow.
- Darfield Gala – Everything booked and ready for Saturday 22nd July. Volunteers would be appreciated for the day.
- Principle Towns – Representatives from the Alliance met with Fiona at the All Saints Church and walked around the shops on Snapehill Road, past the old Foulstone School on Nannymarr Road, down towards the Darfield ring, back along School Street. A discussion regarding tidying around the area where the shops are, more car parking along the long bus lane on Nannymarr Road, new signage at the Darfield Ring and the car park at the church needing repair. A registration of interest bid was then discussed and submitted.

7. Action Plan Workshop

Tanya gave a brief update on the Action Plan workshop that was held last month, copies circulated. Everyone can see at a glance who's working on each project and the allocated timescale. Any subgroup meetings can be organised between each other.

8. Any other business

Tanya handed out Volunteer Recognition Cards to Alliance volunteers and briefly explained how the cards will be rolled out to all volunteers. Volunteer hours can easily be added up and the long-term aim is to reach a certain number of hours per volunteer and a recognition gift from a local business would be earned.

Dorothy and Pauline are meeting Park Services on 1st August 2017.

It was decided that the first planning meeting for next year's Gala will be January 2018.

9. Date of next meeting

Thursday 21st September 2017 @ 4pm at Darfield Community Centre

Wombwell Community Alliance

Held in Library at 6pm on 4/07/17

Present

Cllr Dick Wraith	Vice Chair
Brian Whitaker	Treasurer
Amanda Bradshaw	BMBC
Sara Brautigam	Secretary
Brenda Eastwood	
Graham Wright	
Joan Whitaker	We Love Wombwell
Margret Morgan	
Sabeena Chavan	
Alan Taylor	
Fiona O'Brian	Principle Towns
Jola Walker	Bernslai Homes
Marie Cotton	Business Management Barnsley Markets

1. Apologies

Cllr Rob Frost and Peter Jones

2. Minutes of last meeting and Matters Arising

The minutes were recorded as a true recorded.

3. Claire Beecroft Be Well Barnsley

Claire didn't attend the meeting so there is no minutes for this section.

4. Marie Cotton (Business Manager Barnsley Markets).

There is a lot of barriers in the way preventing new stall holders appearing especially females.

There is a lack of covered stalls in the market place. **ACTION:** Look at moving some covered stalls from other locations that don't use them.

There is issues with parking for the stall holders this is an issue that needs to be addressed.

The suggestion was put forward to look at pop up stalls that go up in the morning and then come down at night around 10ft by 4ft. there was also a suggestion of fold up stalls that stay in place.

Wombwell has the highest stall rates in the area. Barnsley has 10000 less traders in 5 years.

5. Treasures Report.

The Community Garden has received the money from WA account and there is I £1859 remaining in the WA bank account.

6. Report Back Volunteer Month.

18th Barnsley Brownies helped tidy and planted plants in the high street, the plants were donated by the Tidy Team. They collected 8 bags of rubbish on the litter pick. Employees from Cemax came and did some beds/paths and border tidy up in Wombwell Park.

7. Reports from Projects.

Britain in Bloom, the judging is to be held on Thursday 6th July for the community garden. There is a Strawberry's and Cream tea in the garden 3-5pm on Tuesday 15th August. There has been a press release on Dearne FM and the Chronical.

Lunch Club –issues around having to pay rent after 6 months for the Lunch club at £15 per hour so would cost £60 for each lunch club session. The group have spoken to Farther Martin however the rent was agreed before the lunch club (at the going rate for all other user groups) had their own committee and at present there is no move on a reduction on the rents. **ACTION** In future when the WA receives applications for over £3000 there will be extra scrutiny, anything over £5000 the group have to present their application to the Ward Alliance meeting. Amanda is to arrange a meeting with the church which Graham, Rob, and Dick will be attending with Alan, but a pre meeting (Graham, Alan, Rob and Dick) will be organised prior to the meeting with Fr. Martin

8. Tidy Team Report

9.

Several new groups have emerged including Foundry Estate. Had 2 litter picks with over 20 residents in May/June and another planned for July, there has been less dog fouling in the area.

The team have brushed the high street including under the furniture, after BMBC sprayed the weeds and killed them.

They have contacted Freshpak about helping with clean ups but have had no reply.

A.O.B.

Next Meeting

Wednesday 20th September

Thursday 16th November

2017/18 WARD FUNDING ALLOCATIONS

For 2017/18 each Ward will have an allocation of £10,000 Ward Alliance Fund.

50% of the funding requires a match-funding element of volunteer time that directly relates to the project in question, or other match funding resources (such as free room hire or donations of goods and equipment). This reflects the fact that the fund is intended to support volunteering and social action in our communities.

50% can be used for initiatives that have no volunteer element – such as the purchase and installation of benches, hanging baskets or other street furniture.

Area Councils have the option to allocate up to £20,000 from the Area Council budget to each of their Ward Alliances. This is discretionary to each Area Council. The South Area Council has decided NOT to devolve additional monies to its Ward Alliances for 2017/18 because its budgets are already fully committed.

The carry-forward of remaining balances of the 2016/17 Ward Alliance Fund will be combined and added to the 2017/18 Allocation, to be managed as a single budget with the above conditions.

All decisions on the use of this funding need to be approved through the Ward Alliance.

DARFIELD WARD ALLIANCE

For the 2017/18 financial year the Ward Alliance had the following available budget.

£10,000	base allocation
£6,259.46	carried forward from 2016/17
£0	devolved from Area Council
£16,259.46	total available funding

Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining	Allocation Remaining
			£8,129.73	£16,259.46
Friends of Darfield Churchyard - handrail	£2,500.00	£500.00	£7,629.73	£13,759.46
Greenspace Volunteers - Middlecliff Planters	£1,461.50	£776.30	£7,629.73	£12,297.96

Little Houghton PC - Effective Communication & Supporting Volunteering	£500.00	£500.00	£7,629.73	£11,797.96
Darfield Library Children's Out of School activities	£400.00	£400.00	£7,629.73	£11,397.96
Children's Lego Club - Darfield Library lego club	£300.00	£300.00	£7,629.73	£11,097.96
K Frame Barrier at Broomhill Old Site	£930.00	£930.00	£7,629.73	£10,167.96
Darfield Ward Alliance Qtr 1 expenses	£125.00	£125.00	£7,629.73	£10,042.96
DWA - Darfield Summer Gala	£800.00	£800.00	£7,629.73	£9,242.96
Qtr2 Secretary expenses	£125.00	£125.00	£7,629.73	£9,117.96
Billingley VCA - Food Hygiene Course L2	£522.00	£522.00	£7,629.73	£8,595.96
Darfield Ring	£2,459.00	£2,459.00	£7,629.73	£6,136.96

HOYLAND MILTON/ROCKINGHAM WARD ALLIANCE

For the 2017/18 financial year the Ward Alliance had the following available budget.

£20,000 base allocation
 £193.10 carried forward from 2016/17
 £0 devolved from Area Council
£20,193.10 total available funding

Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining £10,096.55	Allocation Remaining £20,193.10
Elsecar Community Nursey - Growing Together	£770.00	£770.00	£10,096.55	£19,423.10
Friends of Hoyland Library - Social group for over 55s	£148.54	£148.54	£10,096.55	£19,274.56
FCP - Work Club Provision 2017/18	£1,800.00	£1,800.00	£10,096.55	£17,474.56
Youth Partnership - Youth Action 17/18	£3,880.00	£3,880.00	£10,096.55	£13,594.56
Hoyland Common Action Gp - Young people learn key skills	£2,221.00	£2,221.00	£10,096.55	£11,373.56
Elsecar Heritage Railway Ltd - HER trackworks 17	£2,475.08	£2475.08	£10,096.55	£8,898.48

St Helen's PFA - Healthy Active Lifestyles	£1,500.00	£1,500.00	£10,096.55	£7,398.48
Worsbrough Bridge Athletic Bridge FC	£1,630.00	£1,630.00	£10,096.55	£5,768.48

WOMBWELL WARD ALLIANCE

For the 2017/18 financial year the Ward Alliance had the following available budget.

£10,000	base allocation
£193.04	carried forward from 2016/17
£0	devolved from Area Council
£10,193.04	total available funding

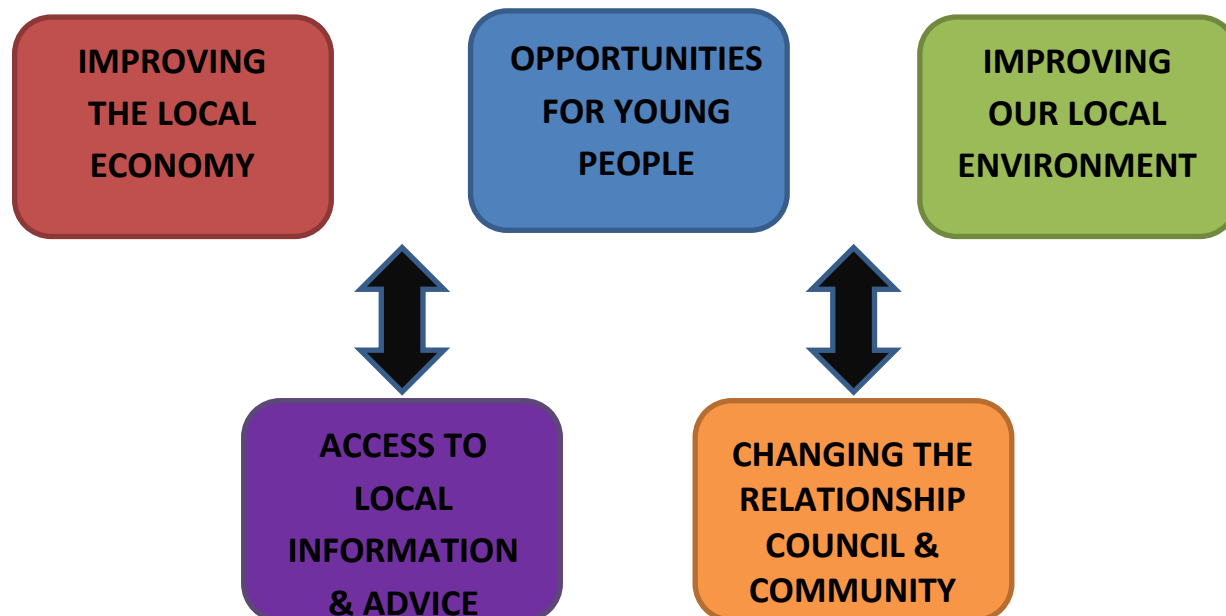
Project	Allocation	Match funding element of allocation	Non Match funding allocation remaining	Allocation Remaining
			£5,096.52	£10,193.04
Wombwell & District Well Being & Social Group - Health & well being	£540.00	£540.00	£5,096.52	£9,653.04
Qtr 1 Secretary expenses	£125.00	£125.00	£5,096.52	£9,528.04

SOUTH AREA COUNCIL
Performance Management Report

September 2017

INTRODUCTION

South Area Council Priorities



	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving the Local Economy	Business survey & courses for local businesses	Northern College, BBIC & Emergency Response training	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	Project not recommissioned due to poor take-up on courses
Improving our Local Environment	Tidy Team to work alongside community on environmental projects	Forge Community Partnership/Anvil Community Interest Company	£195,750 per annum until March 2017 with a further 1 year + 1 year if funding available	4 th August 2014 for 2 years Contract 2 started 1 st August 2016 for 2 years	Tidy Team 2 contract (including Apprenticeship costs) with Forge C/Partnership started 1 st August 2016
Improving our Local Environment	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year & further extension to 31/03/16	4 th August 2014 Contract 2 started 1 st April 2016	Contract 2 now running from April 2016 with funding agreed to run to March 2018
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£150,000 2 years @ £75,000 per year	2 nd June 2014 Contract 2 started 1 st June 2017	Contract 2 started 1 st June 2017 for 2 years
Opportunities for Young People	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015 Contract 2 started 1 st March 2016	Contract 2 for 2016 cohort s runs March 2016 – Nov 2017 Contract 1 ended November 2016

	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving our Local Environment	Provision of signs for cleaned up sites 'Maintained by Volunteers'	Taylor made Signs	£375.00	100 Signs delivered 1 st April 2016 & put up by Tidy Team at sites identified by Steering Group	Currently being put up by Tidy Team across the 4 wards in a variety of settings decided by Tidy Team Steering Group
Opportunities for Young People	Provision of 2 week Achieving Respect & Confidence (ARC) courses for 14 young people at risk of offending	South Yorkshire Fire & Rescue Service	£10,000	Course 1 delivered week of 13 th June 2016 Course 2 delivered October 2016	Not applicable – no current plans to recommission
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Completed survey presented to South Area Council in June 2016	Not applicable – one off piece of work to inform future work to support young people
Opportunities for Young People	Lifeskills course for young people	Berneslai Homes & BMBC Integrated Youth Support	£2,000 (there will be an underspend on this project)	Courses ran during summer holidays 2016	Not applicable – low attendance during pilot phase means will not run again in current form but may be adapted for future use
Cross cutting across all themes	Health & Wellbeing Asset Mapping Conference	In house by South Area Team	£1,000	Held on 14 th June 2016	3 follow up groups set up: Universal Advice Love Your Street Better Community Networks

PART A - OVERVIEW OF PERFORMANCE

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project. There are occasions when the quarterly review dates do not mesh with Area Council reporting dates, which means that the 'achieved to date' figures may not have changed from the previous report, as the new quarterly data is not yet due at time of writing.

Improving our Local Environment

Outcome Indicators	Achieved to date	Previous
Number of small environmental projects completed	929	(884)
Number of large environmental projects completed	79	(69)
Number of litter picks completed	2017	(1981)
Number of fly tipping incidents dealt with	118	(111)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	2104	(1980)
Number of Fixed Penalty Notices issued – dog fouling	144	(140)
Number of Parking PCNs issued	675	(619)
Number of targeted dog fouling & littering operations completed	360	(341)
Number of initial contacts made with private sector tenants *	197	(100)
Number of vulnerable households identified *	53	(30)
Number of property inspections done *	134	(78)
Number of individuals identified as having support needs *	28	(19)
Number of properties improved because of intervention *	64	(32)
Number of households making improvements after first contact *	52	(34)
Number of informal requests for action made to landlords *	42	(26)
Number of formal notices made to landlords *	0	(0)
Number of individuals signposted to other services *	42	(27)
Number of legal prosecutions made *	0	(0)
Number of Anti Social Behaviour contacts made *	6	(1)
Number of Anti Social Behaviour letters sent *	2	(0)

NB: Figures from Tidy Team Q4 report, Enforcement Q5 report, Private Sector Housing Q3 report

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	2659	(2420)
£ of benefits gained as a result of the advice received	£2,141,390.37	(£1,848,458.91)
£ of unmanageable debt handled through financial settlements	£2,033,884.10	(£1,925,535.10)
Number of cases where homelessness was averted	47	(45)
Number of clients referred to other specialist help	1041	(926)
Number referred to Credit Union or other money management help	312	(293)
Number of community groups visited to promote advice services	137	(135)
Number of vulnerable clients unable to self-help seen *	437	(341)

*New target set from 1st June 2016

Figures from Advice Services Q12/end of contract 1 report

Improving the Local Economy

Outcome Indicators	Achieved to date	Previous
Number of local businesses approached to complete survey	238 (completed)	238
Number of local businesses completing survey	88 (completed)	88
Number of quotations sourced for local business courses	56 (completed)	56
Number of business courses commissioned	16 (completed)	16
Students hours commissioned on business courses	1493 (completed)	1493
Number of students attending business courses to date	45 (completed)	38
Number of student hours completed to date	243.5 (completed)	243.5
Number of student places booked onto future courses	84 (completed)	84

Business courses are now completed, so figures will not change.

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged (45 new)	570	(484)
Number of young people engaged in volunteering (52 new)	256	(160)
Number of new community groups established	9	(8)
Number of community groups supported (including schools)	167	(152)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	20	(20)
Number of local businesses encouraged to maintain own environment	167	(163)
Number of young people referred to restorative justice provision	32	(30)
Income received from enforcement activity to Area Council in £	£111,496 *	(£106,386)
% of local spend achieved by projects	90%	90%

*Figure from start of contract to date this report written – 21/08/17

Opportunities for Young People

	Achieved to date
Number of Summer Internship places filled 2015	41(completed)
Number of Summer Internship places filled 2016	25(completed)
Number of students completing Summer Internship 2015	37(completed)
Number of students completing Summer Internship 2016	20(completed)
Number of 5 Year Plans tailored to student needs developed 2015	33(completed)
Number of 5 Year Plans tailored to student needs developed 2016	25 (completed)
% of students reporting an increase in motivation about the future 2015	80%(completed)
% of students reporting an increase in motivation about the future 2016	84%(completed)
% of students reporting increased confidence about future plans 2015	88%(completed)
% of students reporting increased confidence about future plans 2016	74%(completed)
% of students reporting increased knowledge about opportunities 2015	72%(completed)
% of students reporting increased knowledge about opportunities 2016	85%(completed)
% of students reporting increased awareness of own skills 2015	72%(completed)
% of students reporting improved decision making skills 2016	57%(completed)

Internship programme has now completed for 2016, so figures will not change

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div>Local Economy</div> <div>Access to Local Advice</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	N/A
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Comprehensive Quarter 12 (March - May 2017) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 12 contract review meeting was held on 9th June 2017. This marked the end of the first highly successful three year contract, which operated jointly with Barnsley CAB and BMBC Welfare Rights.

During this period, over 2500 individual clients were seen and helped to claim over £2million of (mostly in-work and disability related) benefits and pensions they were entitled to but would otherwise not have claimed. In addition, over £2million of previously unmanageable debt was managed through the successful negotiation of formal financial settlements with creditors. Over half of clients were referred or signposted to other specialist help, including Credit Union memberships and money management training, in order to prevent a recurrence of future debt. 47 people were also helped to avoid homelessness, often at the very last minute when eviction was imminent.

Because the new contract will be delivered solely by Barnsley CAB (BMBC Welfare Rights decided not to jointly tender this time) the previous Welfare Rights Adviser, Phil Beer, has returned to his substantive Council post. A formal letter of thanks to Phil from the Chair of the South Area Council was sent after the last Area Council meeting.

The new Welfare Rights Adviser (who is employed by CAB) is Nigel Cole, a highly experienced adviser previously employed by CAB to deliver other community based advice work. He started in post at the beginning of the new Advice Services contract on 1st June 2017, and will work alongside Zoe to deliver the same sessions previously done by Phil.

Case studies are attached at Appendices 7 – 10 of this report.

Tidy Team – Forge Community Partnership/Anvil CIC

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

A Q4/end of Year 1 contract review meeting was held on 11th August, with full monitoring information for Q4 received. The Q4 information provides data for a two month period (June & July only) rather than the usual three. This has been done deliberately to 'bring into line' the reporting quarters, as the contract began in August rather than the usual July. This explains why some of the figures are slightly lower than usual, and means that there will be a four month reporting quarter at the end of the contract.

The team continue to work alongside volunteers to deliver a range of environmental activities, clean-ups and litter picks. This can be seen in the continuing high figures for volunteers recruited and worked with – with 69 new volunteers this quarter alone (18 adults and 51 young people) and work done alongside 86 existing volunteers.

As the emphasis of the Team's work moves increasingly towards working alongside volunteers, there has been a gradual shift in the types of work undertaken. Large numbers of smaller litter picks and clean-ups are being replaced with larger projects, often alongside volunteers, community groups and schools. Recent examples of this have included the continuing work at Loxley Community Garden in Wombwell and the building of the fantastic new Eco-Greenhouse (made out of old plastic bottles) at West Meadows School. Please see Appendices 1 & 2 of this report for full details and photos of both.

The Team is still receiving an 'amber rating' for their targets, because they are still underachieving on some of their targets – around numbers of litter picks and clean-ups, work with businesses and joint working with Enforcement Staff. However, they are overachieving on other targets around numbers of small projects completed, work with schools and (massively) with numbers of new volunteers. This reflects the accelerating movement of the project towards 'doing with' and away from 'doing for' and is not a cause for concern.

The Team has continued to work in 3 smaller Teams for many aspects of the work. This is working well and enables the Team to be more responsive to the increasing amount of work alongside volunteers, particularly at weekends. Alterations to shift patterns have also helped the team to be more responsive at different times.

The Team's 4 Apprentices continue to flourish and have featured in the latest edition of the Community Magazine, #LoveBarnsley.

Future work currently under development includes link ups with the University of the Third Age, the Ramblers Association and the Social Care Disabilities Team.

The Steering Group continues to meet and provide invaluable information about local hotspots and opportunities to work alongside volunteers and community groups. The meeting held in early August focused on opportunities for better joining up the work done by the Team with that of the Ward Alliances and their associated community groups. However, attendance at the Steering Group has been declining for some time, so a review of its work and membership will need to take place over the next couple of months.

Environmental Enforcement – Kingdom Security

Improving Environment		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Local Economy	Milestones achieved	●
	Outcome indicator targets met	N/A*
	Social value targets met	●
Changing Relationship	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

*There are no outcome targets set for this project, because it is not legal to set targets for enforcement activity of this kind.

Comprehensive Quarter 5 (April - June 2017) monitoring reports were completed by Kingdom Enforcement and a Quarter 5 contract review meeting was held on 18th July 2017.

Since the start of the first contract in August 2014, 2248 FPN's (2104 of these have been for litter and 144 for dog fouling) and 675 PCN's for parking have been issued in the area. Officers continue to concentrate their patrols around intelligence led information from the tasking process and also from referrals from elected members and complaints on the street and from the community at large. To date all offenders have either paid prior to attending court, pleaded guilty prior to court or have been found guilty at court. There continues to be a 100% success rate at court – although there are continued concerns from Kingdom that the number of court 'slot's they have been allocated under the new Single Justice System is insufficient to cope with the numbers of tickets coming through, and are still working to resolve this.

As illustrated in the table above, there is overall satisfaction that the service is performing well and is continuing to make good progress in line with the contract. Good quality intelligence is still being received from the public, particularly around dog fouling – although owners are still difficult to catch 'in the act'!

The team continues to support restorative litter picks for young people who cannot receive an FPN for littering.

Case studies for this project are attached to this report as Appendices 3 & 4.

Local Business Survey & courses for local businesses

<div>Local Economy</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	N/A
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

This contract has now been completed. As previously reported, takeup of these courses was around 17%, despite extensive survey work to identify the content and format of courses required by local businesses. For this reason, the South Area Council has decided not to fund similar provision in the future

Summer Internship Programme -C&K Careers

<div>Children & Young People</div> <div>Local Economy</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting (2015 and 2016 contracts)	●
	Milestones achieved (2015 and 2016 contracts)	●
	Outcome indicator targets met	●
	Social value targets met (2015 and 2016 contracts)	●
	Satisfactory spend and financial information (2015 and 2016 contracts)	●
	Overall satisfaction with delivery against contract (2015 and 2016 contracts)	●

C&K Careers were commissioned to deliver 2 separate contracts for the South Area Council – a Summer Internship Programme for Y10 students in the 2015 cohort and another contract for Y10 students in the 2016 cohort. Both contracts comprised the delivery of an intensive programme of activity during the summer of 2015 and 2016 respectively, followed by a lengthy follow-up period where C&K staff stayed actively in touch with students who took part right through their Y11 year and into the November following their school leaving date – or until the young person had a ‘positive destination’.

The 2015 and 2016 projects have continued to have an amber rating for ‘outcome indicators met’ because not all available places were filled across the two programmes. The South Area Council Manager has been satisfied that C+K Careers did all they reasonably could to get the schools to respond in both years, and that any provider would have faced similar difficulties. As a result of the difficulties faced in 2015, the number of places was reduced for 2016 to 45 against which 25 students were recruited for the South Area.

The first contract for the 2015 cohort has now completed (finished November 2016) with 100% of students who took part settled into a positive destination. The vast majority (36 out of 37) went onto full time further education, with the remaining young person going into an Apprenticeship. C+K Careers will now stay in touch with the 2016 cohort of students until they are settled into a first positive destination after leaving school, as the ‘stay in touch’ phase of the second contract does not end until November 2017.

Private Sector Housing Enforcement Officer – BMBC

Community Safety

<div>Local Economy</div> <div>Changing Relationship</div> <div>Access to Local Advice</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 one year pilot Service Level Agreement to provide a Private Sector Housing Enforcement Officer for the South Area was agreed with BMBC Community Safety by the South Area Council in April 2016. The post aims to work with both tenants and landlords in order to improve the standard of private sector housing and its immediate environment through support and where necessary, enforcement.

Sarah Harrison was seconded to the post from another part of BMBC and started on October 31st 2016.

A Q3 contract review meeting will be held on 22nd August 2017, but comprehensive monitoring information has already been received for Q3 (May - July 2017) and is included in this report.

Support to vulnerable households has continued to be a feature of this contract during Q3, with around 25% of households engaged displaying at least one vulnerability characteristic, and many displaying multiple vulnerabilities. This has required both ongoing support from the project as well as referrals to a range of other agencies for help with mental and physical health (particularly anxiety and depression), domestic abuse, social isolation, poverty and marginalisation as a member of a minority group.

This quarter, the project supported 100 requests for service, which included 56 property inspections. All 56 cases were successfully resolved and all were done so informally, without the need to formal recourse with either landlords or tenants.

The strong relationship being built by Sarah is shown this quarter by the high number of targets she has exceeded – 56 property inspections against a target of 10, 32 properties improved as a result of her intervention against a target of 8, 16 informal requests for action to landlords against a target of 8, 20 people supported making positive changes against a target of 8 and 34 households supported with waste disposal and recycling against a target of 20.

The bulk of the work continues to be in Wombwell, because of its higher levels of problematic private sector housing, but work is also starting to take off in the other 3 wards, as can be seen from the figures below. Sarah has also done targeted leafleting in Rockingham ward this quarter, which can be seen by the massive increase in work there – the last quarter saw only 8 interventions in Rockingham.

- Interventions in Wombwell – 39
- Interventions in Darfield – 14
- Interventions in Hoyland Milton – 13
- Interventions in Rockingham – 31

The project has also seen a change in personnel this quarter, with Sarah Harrison sadly leaving the project to take up a similar permanent post within BMBC. Her post will be covered during the final quarter by Natalie Hardy, who some of you will know from her previous role as a Generic Enforcement Officer for this Area.

Case studies are included as Appendices 5 & 6 of this report

Kate Faulkes
21/08/17

Appendix 1

Tidy Team - Case Study 1

Title	WOMBWELL/LOXLEY GARDENS
Date	VARIOUS DATES (some with volunteers, some not)
Ward Area	WOMBWELL
Who requested?	SOUTH AREA TEAM/BERNESLAI HOMES
Summary:	<p>The involvement of the Tidy Team in this project started early in the year around February when it was agreed that the Team would assist with the larger jobs in making better use of this space into a community garden.</p>
Key Learning Points:	<p>Exceptional team working with volunteers and the South Area Team coming together in aid of helping improve their community.</p>
Background:	<p>The Wombwell/Loxley Garden project started with a Berneslai Homes substantial grant given to the local community to use the space more effectively. The Tidy Team were approached by the South Area Team to be involved with the larger, start up, jobs required to make the space into an accessible, community based garden.</p>
Who was Involved:	<p>Staff: Tidy Team x 4 Existing Volunteers: } New Volunteers: } see attached Hours Given: 40</p>
Any unplanned outcomes (Good or Bad):	<p>The enthusiasm of the volunteers has made this project a joy to be involved with – we feel that it is an excellent example of the community taking ownership of a project. However the enthusiasm has sometimes created a situation where the Tidy Team have been ‘expected’ on a number of occasions, it is perhaps time now that the Team reduce their involvement with this project and allow the gardens to be managed more by the volunteers themselves.</p>

Outcomes of Project:

Clearing of the area, making and installation of raised beds and a pergola.

What could have been done better:

N/A

Next Steps:

Future work with community group will be on a more adhoc basis on an informal, as and when, basis.



Appendix 2

Tidy Team - Case Study 2

Title WEST MEADOWS ECO GREENHOUSE PROJECT
Date VARIOUS DATES
Ward Area HOYLAND ROCKINGHAM
Who requested? WEST MEADOWS SCHOOL
Summary: The involvement of the Tidy Team in this project started early in the year around March when it was agreed that the Team would assist with the larger jobs in making an Eco Greenhouse in the school grounds.
Key Learning Points: Exceptional team working with school children, the main focus being on recycling and construction of planters from unwanted large plastic bottles.
Background: The Team were initially involved as part of a 'wild walk' project which then progressed to building dens/hides looking at bugs and birds and then the idea of an Eco Greenhouse was discussed and agreed.
Who was Involved: Staff: Tidy Team x 3 Existing Volunteers: } see attached New Volunteers: } see attached Hours Given: 58
Any unplanned outcomes (Good or Bad): What started as a small project teaching the children about flowers, bugs and birds turned into a larger project teaching them about their environment.
Outcomes of Project: The build of an Eco Greenhouse but the children have learned measuring skills, maths in relation to dimensions, tool skills and working as a team.
What could have been done better: Better weather!!!!

Next Steps:

Future work with the school is in discussion with regard to a 'living roof eco programme'.



Appendix 3

Environmental Enforcement Case Study 1 -Hoyland Cemetery.

Kingdom throughout the three months have concentrated on some of the cemeteries within the borough. Hoyland Cemetery is no different and we have received numerous complaints regarding fouling within and on the graves.

Kingdom have made this a HOT SPOT for more regular patrols not only in uniform but also in plain clothes. Officers have worked early hours and later evenings.



Whilst patrolling Officers have witnessed dog walkers pick up after their dogs have fouled on many occasions. However 1 dog fouling FPN and 2 littering offences have been issued within the cemetery.

Complaints have reduced and we have received some excellent feedback from a Mr Devonport who is connected to the management of the cemeteries.

Appendix 4

Environmental Enforcement

CASE STUDY 2 South Area : Apr- Jun 2017. Birdwell Recreational Ground and surrounding Street.

Birdwell has become a bit of a hotspot for Dog fouling in the last three months. The playing fields of Birdwell recreational park are still a problem even after subject to a lot of attention in the previous months.

Many of the complaints are from members of the public whilst on patrol in the Birdwell area.

The field continues to suffer from a number of individuals who appear not to be from the village as they arrive from vehicles and let their dogs off of the leads giving no regard to what their dogs are doing.



The male who was causing problems in the area still continues to blight the area with his dogs foul and Kingdom continue to look out for him recently receiving further information about his reluctance to comply.

Intelligence has been great and feedback about the high profile patrols has been very positive.



Kingdom have made this a HOT SPOT for more regular patrols not only in uniform but also in plain clothes. Members of the public have been seen to actively pick up not only their litter but also fouling. Stickers and signage placed and awaiting Stenciling for the pavements.

There has only been two FPNs issued for both dog fouling and littering Birdwell area of Rockingham. Patrols continue.

Appendix 5 - Private Sector Housing - CASE STUDY 1 - Hoyland

A landlord contacted me to intervene in this case as he was having issues with his tenant, including:

- Anti-social behaviour
- Drug misuse
- Condition of property
- Section 21 Notice issued
- Breakdown in communication

Due to the tenant's behaviour and not maintaining the property appropriately in accordance with his tenancy and having rent arrears, the landlord issued notice to leave correctly.

Previous incidents included police attendance, drug misuse, anti –social behaviour and criminal damage at the property. The landlord has always dealt with the issues best as possible as they arise, however, after numerous failed attempts at engaging with his tenant he concluded to give notice.

Once notice was served, the tenant reported to his landlord that there was disrepair in the property such as, damp and mould, broken doors and windows and no heating. The landlord agreed to address these, however failed to gain entry into the property. He also issued 24 hours notice to enter without their consent to find the locks had been changed.

This is the point when the landlord contacted me. I visited the property on several occasions and eventually made contact with the tenant. I explained the reason I was involved and that I was there to help him as well as the landlord and offered support such as finding alternative accommodation and referring/sign posting to other agencies and was welcoming of the idea.

It was apparent that mental health issues maybe present so I also liaised with Adult Social Care and South Yorkshire Police. Whilst agencies were trying to make contact and the landlord planned work in, the tenant became anxious and started refusing support. After numerous failed attempts to contact him, I received a text message saying he had found somewhere else to live, giving no further address.

I informed the landlord of his vacation and advised him to place an Abandonment Notice on the property for 1 month due to the circumstances. Once this time passed the landlord changed the locks and carried out all works required before letting to a new tenant.

I eventually came across the tenant again in another rented property which was known for all the issues listed above so I informed the area manager that he was also now present there in addition to the agencies that were offering support so they can try and make contact again.

Appendix 6 - Private Sector Housing - CASE STUDY 2 - Wombwell

This property has been in a poor condition for a number of years and numerous reports have been received into the Council regarding it being unsecure, unsafe and attracting fly-tipping and anti-social behaviour due to it being empty, plus it looked very unsightly.

The latest service request was from a concerned neighbour informing that the property's windows had been smashed and nominals had entered to take/deal drugs.

Working in partnership with South Yorkshire Police, I requested any useful information relating to this property and found that there had been a recent incident of anti-social behaviour where they had to attend and escort the perpetrators off the property.

I carried out an external property inspection and found large items had been fly-tipped within the grounds, most of the boarding on the windows and doors had been removed and windows smashed and in a very poor condition.

I contacted the estate agent who was trying to sell the property on behalf of the owner and was informed that they had tried to advise them to either sell at a lower price or carryout renovations due to similar previous issues but had been unsuccessful.

I wrote a letter directly to the owner expressing all concerns raised and informed them that it required immediate attention. I also highlighted that it posed a health and safety risk to the community and that it is their responsibility to reduce the hazards and that I would taken further enforcement action taken against them if did not comply.

Within 2 weeks, contactors had been employed by the owner to secure the perimeter of the property with lockable metal fencing, all fly-tipping had been removed and renovation works had commenced on the property including making the windows and doors secure.

Renovation to the inside is still ongoing and I am informed by the estate agent that once work is complete the property will be sold. Therefore, although I have closed my file, I intend to monitor the property to ensure no further issues arise whilst still being empty.

Appendix 7

Advice Services – Case Study 1

Mr & Mrs F are both unable to work due to illness/disability and are claiming Employment & Support Allowance as a couple. They receive Housing & Council Tax benefits. Mr F has been in receipt of Personal Independence Payment for about 1 year and Mrs F has been getting Carers allowance for looking after him.

Mrs F, with the advisors help, also claimed PIP which she was awarded recently successfully. They returned to the advisor to give them the news and to ask if this would change their circumstances at all.

The advisor now laid out several scenarios based on their change in circumstances to show which scenario would be more beneficial to them financially and in order to maximize their income. They could either both claim carers allowance for looking after each other and be £34 per week better off or relinquish Mrs F's carers allowance and Mr F not claim carers allowance either and be £62 per week better off. However the advisor noticed that on inspection of their current ESA benefit award which was in payment for approx 1 one year that the DWP had not given them a carers premium on their ESA for when Mrs F claimed carers but they were deducting the carers allowance from their ESA meaning they were being underpaid ESA for about 1 year.

The advisor contacted the DWP to notify them of this error which was rectified and the arrears stood at around £1800. The advisor also notified the DWP that Mrs F had now been awarded PIP and that they intended to relinquish carers allowance in order to qualify for a double severe disability premium which would boost their weekly ESA another £62 per week. The advisor also contacted the carers allowance unit to relinquish Mrs F's carers allowance and calculated when the best day this should be done from taking into account their paydays.

Appendix 8

Advice Services – Case Study 2

Mr J approached the advisor as he had had his PIP claim refused by the DWP scoring nil points. He was previously on DLA mid rate care & low rate mobility before the migration process.

He suffers from severe learning difficulties and had previously had a carer who cared for him 35 hours per week preparing meals, dealing with his finances etc. The carer had had to stop caring responsibilities as his carers allowance had stopped due to the clients DLA/PIP ceasing.

The carer had submitted a mandatory reconsideration on clients behalf but the decision remained the same.

Mr J was advised to come to the drop in session by a friend. The advisor checked his decision notice and thought an appeal was definitely relevant.

The advisor filled in the appeal form and supported the client with several follow up visits to complete paperwork and to go through the facts of the appeal with him as he struggled to understand the process and how to prepare for the appeal. The advisor also wrote to medical professionals on his behalf such as his GP and the centre staff where he attends for learning difficulties and prepared a written submission for the tribunal.

The advisor had previously agreed to represent at the hearing as the client didn't have anyone who could have attended with him and was not confident at all about going to the hearing by himself.

On the day of the appeal the advisor accompanied Mr J to his tribunal, the advisor put his case forward to the tribunal panel along with the medical evidence to which the panel agreed and awarded him the standard rate of daily living and mobility which was also backdated to the DLA stopping. Mr J could now give consent for his carer to re-submit his claim for carers allowance and could start his caring duties again.

Appendix 9

Advice Services – Case Study 3

The client came to see Citizens Advice at our advice drop-in at Hoyland library to get help with a ticket which was issued after parking their car in the car park at the Co-op in Hoyland Common.

The client was an elderly pensioner, living on their own who was a regular customer at the Hoyland Common Co-op store; they were extremely upset and worried about what had happened.

The client had done their shopping at the Co-op then bobbed across to a local butchers situated across the road, a very small distance away. When they returned to their car they found a parking charge notice on the windscreen.

They were told they'd overstayed the allocated 30 minutes free time by overstaying 10 minutes. The carpark attendant who was from a private company hired by the Co-op called Horizon Parking told the client to go back into the Co-op and see if the manager could do anything.

Having shopped at this store for many years they didn't realise there were any parking restrictions.

The client was told by the Co-op staff to leave the ticket with them for the manager to look at and see if there was anything he could do. They were also told that if they'd not heard anything by teatime that day then it would be 'sorted'. The parking ticket was kept by the staff at the Co-op.

Nothing was heard for several weeks until the client got a reminder notice from Horizon Parking asking them to pay £70.00 as they still hadn't paid the fine. They received Pension Credit and had no way affording this in one go. The adviser at Citizens Advice thought £70.00 was a high amount and on investigating further established that if the fine would've been paid within 14 days a discounted rate of £35.00 applied.

We then found out from the client that the original ticket taken by the Co-op staff had been shredded without their knowledge or consent. This meant the client didn't know or have the opportunity to pay the reduced fine and was now left having to pay £70.00 because the Co-op staff shredded the ticket.

Citizens Advice wrote a letter of appeal to Horizon Parking, explaining the client's circumstances and asking them to waive the fine as the client had only stayed over by 10 minutes and that the Co-op had shredded the original ticket.

The outcome of our action on behalf of the client is that Horizon have now written off the full parking fine. The client was much relieved with this outcome as it'd been causing them substantial stress having never been in this situation before.

Appendix 10

Advice Services – Case Study 4

The client came to see Citizens Advice at our advice drop-in at Darfield Family Centre concerning problems with their private rented property.

The client wanted help on how to make their landlord carry out essential repairs and pest control on a rat infestation in the property which the client said was so bad they had to call out a private pest control service themselves.

The rats were in the kitchen, living in the units making it impossible for the client to prepare any food there. There were power surges in the property causing lightbulbs to blow and the property was in a general state of poor repair.

The client had various long-term health problems including anxiety and depression – the state of their home was making it hard to feel relaxed and safe, their health has been getting worse as a direct result of the infestation.

The landlord was a local letting agency; the client had been in contact with them on numerous occasions for them to come and look at the property to no avail.

Eventually, a pest control company was sent to look at the property – the pest control technician said it was one of the worst cases he'd seen. The rat nest was in one of the units in the kitchen and the client was advised a whole new kitchen would be needed. Photographs were taken and the client said they wanted Environmental Health to come and have a look.

Treatment has been carried out to deal with the infestation but the rats are still there – the client's support worker has been in touch with the letting agency to tell them this but nothing has been done.

The adviser told the client about our ability to refer their case to Sarah Harrison, the BMBC Private Sector Housing & Environment Officer. The client gave permission for us to make contact with Sarah so that she could get involved in the case.

This is a typical example of one of the cases we come across in the private rented sector. The difficulty client's face is not having the ability to move into better accommodation, their financial situation often makes it hard for them to leave where they live despite poor living conditions.

The fact that this client's support worker is unable to make any progress is testimony to how challenging it is to get some private landlords to make essential repairs.

This client has had a visit from the Private Sector Housing & Environment Officer and their neighbours are having similar problems (all with the same letting agent).

The letting agent has been contacted and Citizens Advice are in regular contact with the client and the Private Sector Housing & Environment Officer on the progress of this case. We hope a positive outcome can be achieved.

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