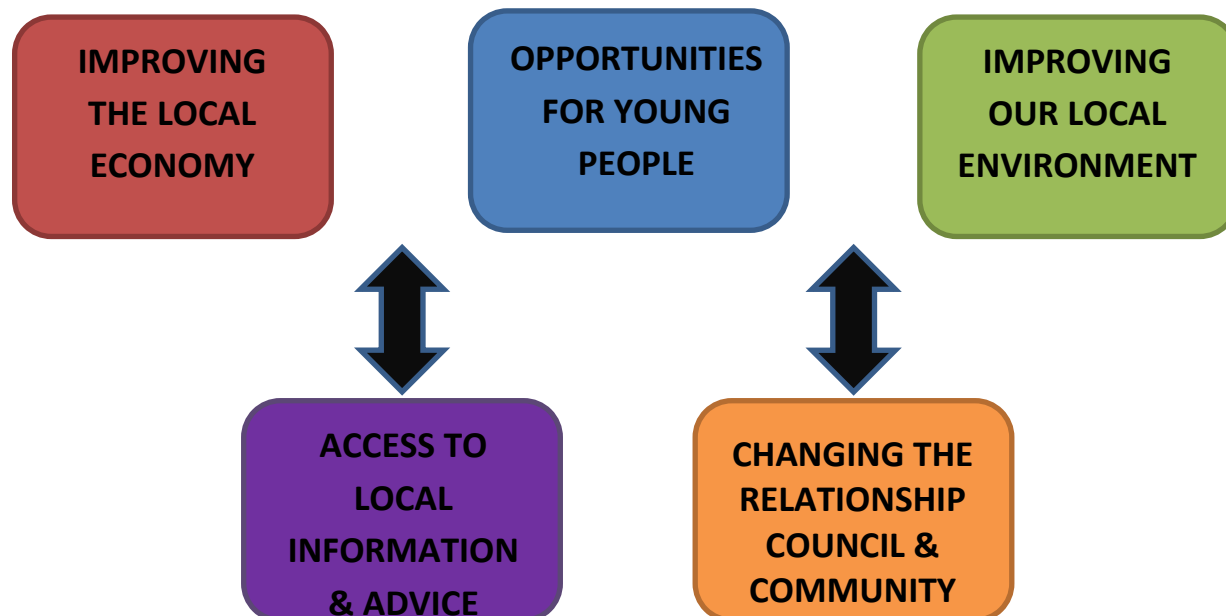


SOUTH AREA COUNCIL
Performance Management Report

September 2016

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	Tidy Team 2 contract (including Apprenticeship costs) awarded to Forge Community Partnership
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 2017
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£145,000 2 years @ £72,500 per year	2 nd June 2014	Contract extension now in place from June 2016 to March 2017
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 started 1 st March 2016 Contract 1 running to November 2016

Table 2 below shows the projects currently under development.

	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 & will be erected by Tidy Team during April & May 2016	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 39 week Fire Cadet course for 16 young people	South Yorkshire Fire & Rescue Service	£12,157.81	South Yorkshire Fire have advised that there is insufficient time to set up before March 2017	Not applicable – will not run South Area Council have agreed second ARC course to run October 2016 instead
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 to be held October 2016	Not applicable – no current plans to recommission
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Survey & events now completed – report will be 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 running summer holidays 2016	Not applicable – currently pilot scheme
Cross cutting across all themes	Health & Wellbeing Asset Mapping Conference	In house by South Area Team	£1,000	Held on 14 th June 2016	Not applicable – one off piece of work to inform future work with health & wellbeing in the area

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	
Number of small environmental projects completed	752	(661)
Number of large environmental projects completed	66	(61)
Number of litter picks completed	1860	(1727)
Number of fly tipping incidents dealt with	110	(105)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	1505	(1259)
Number of Fixed Penalty Notices issued – dog fouling	101	(89)
Number of Parking PCNs issued	397	(298)
Number of targeted dog fouling & littering operations completed	231	(194)

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	1720	(1720)
£ of benefits gained as a result of the advice received	£1,315,718.40	(£1,315,718.40)
£ of unmanageable debt handled through financial settlements	£1,364,123.10	(£1,364,123.10)
Number of cases where homelessness was averted	37	(37)
Number of clients referred to other specialist help	565	(565)
Number referred to Credit Union or other money management help	238	238)
Number of community groups visited to promote advice services	112	(112)

NB: These figures are unchanged since the last report because new figures are not due until mid September 2016.

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	38 (completed)	45
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 (23 new & 177 existing)	200	(177)
Number of young people engaged in volunteering	6	(6)
Number of new community groups established	8	(7)
Number of community groups supported (including schools)	131	(118)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	16	(16)
Number of local businesses encouraged to maintain own environment	157	(153)
Number of young people referred to restorative justice provision	19	(19)
Income received from enforcement activity to Area Council in £	£74,733.75*	(£67,458.75)
% of local spend achieved by projects	90%	90%

NB: Cumulative totals – previous figures are in brackets

*Figure from start of contract to 11th August 2016

Opportunities for Young People

	date
Number of Summer Internship places filled 2015	41(completed)
Number of Summer Internship places filled 2016	25
Number of students completing Summer Internship 2015	37(completed)
Number of students completing Summer Internship 2016	End Sept 2016
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
% of students reporting an increase in motivation about the future 2015	80%(completed)
% of students reporting an increase in motivation about the future 2016	End Sept 2016
% of students reporting increased confidence about future plans 2015	88%(completed)
% of students reporting increased confidence about future plans 2016	End Sept 2016
% of students reporting increased knowledge about opportunities 2015	72%(completed)
% of students reporting increased knowledge about opportunities 2016	End Sept 2016
% of students reporting increased awareness of own skills 2015	72%(completed)
% of students reporting increased awareness of own skills 2016	End Sept 2016

Please note that these figures for the 2015 cohort are now completed.

New evaluation figures for the 2016 cohort will be available in September 2016 after the completion of the Summer 2016 course in July and August

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Local Economy</div> <div style="background-color: #663399; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Access to Local Advice</div> <div style="background-color: #ff9933; color: white; padding: 5px; text-align: center; border-radius: 10px;">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 8 (March - May 2016) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 8/End of Year 2 contract review meeting was held on 10th June. Data for Quarter 9 (June – September 2016) is not due until later in September and will be presented in the report for the 28th October meeting of the Area Council.

The project has now reached the end of its second year and is seeing a steady stream of around 250 new clients per quarter. In addition, there are a very small number of repeat clients, but these represent around 1% of the total seen. This is particularly pleasing for debt clients, as it suggests that the support received (which includes a high number of referrals to both the Credit Union and money management training) are helping to reduce the number of clients clearing or managing debt only to build it up again in the future.

The teatime sessions continue to be extremely busy, reflecting the fact that the majority of those seen are in work and require help with in-work benefits or other issues.

For the CAB worker, debt, benefits and legal problems are still the top three major issues for which clients seek her help. This quarter, CAB has seen the highest number of clients declaring that they have a mental health problem since the project began – over a quarter of those seen. Clients seen by the Welfare Rights Worker also show a similar profile.

The project has also seen a sizeable increase in the amount of debt managed through financial settlements. This is partly because people are getting into debt more badly and

more rapidly, meaning that they often owe very large amounts relative to their income by the time they seek help, and making the debt settlements very large as a result.

This project has now been extended until 31st March 2017 using a waiver to standing orders previously agreed by the South Area Council; after which the service will have to be recommissioned if Area Council funding continues. This allows continuity for a further 10 months for two staff who have worked really hard to gain trust and credibility locally.

The South Area Council Manager has written formally to Phil and Zoe to thank them for the exceptional commitment and passion they have both demonstrated over the first 2 years of the project, which has been a major contributor to its huge success.

The South Area Council has already decided that it wants to continue to fund this service if Area Council funding is still available after April 2017. If this is the case, careful planning will be needed to align the existing project with the changes to mainstream services, which are now using a triage based system of mainly online and phone based services for all but the most vulnerable clients. The South Area Council Manager continues to have detailed and regular discussions with both services about how these new ways of working will impact on our locally based work in the longer term.

Four case studies of clients supported by Zoe and Phil are attached at Appendices 1-4 of this report.

Tidy Team – Forge Community Partnership/Anvil CIC

	RAG
Children & Young People	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 

The final end of contract/end of Year 2 meeting was due to be held on 9th August 2016, but has had to be rescheduled due to unforeseen circumstances. However, full Quarter 8 monitoring information was received prior to the meeting date, which is included within this report. The project is currently rated at 'amber' for its achievement of outcome indicators because of a small shortfall in meeting targets around work with schools and numbers of community groups supported, although both are moving in the right direction.

The Tidy Team project has now been recommissioned and will now be referred to as Tidy Team 2 in all reporting information. The contract was awarded to Forge Community Partnership/Anvil CIC and started on 1st August 2016. The contract will run for 8 months to March 2017 initially, but allows for a further + 1 year + 1 year based on satisfactory performance and the continued availability of Area Council funding.

A pre-contract meeting was held with Forge staff on 28th July and new targets finalised. More emphasis has now been placed on the team doing joint working alongside volunteers, rather than doing things for them, with a minimum of 30% of litter picking and cleanup activity now required to be undertaken jointly. It is recognised that the recruitment, training and support of these volunteers will be more time consuming than 'doing for' people and some of the targets have been reduced to reflect this. These new targets reflect the direction in which the original contract had been heading for some time, but will build on and formalise this.

A further joint meeting also took place with Forge staff and the North Area Council Manager [the North Area Council also contracts with Forge to deliver a similar Clean and Green project] to look at streamlining the quarterly monitoring information provided for both contracts and more fully capturing the work that the teams do.

In terms of the original Tidy Team 1 contract, highlights from the final quarter include:

- Support to a range of galas and summer events across the South Area, including Darfield Gala, Hemingfield Gala, Mates of Milton Gala – this includes both helping with set up and clearing up of the event, but also hosting a stall to promote the Tidy Team's work and to attract new volunteers
- Work with Berneslai Homes staff and tenants to do clean-ups and litter picks across the South Area as part of their 'Proud of our Estates' project
- Continued support to the community gardens under development in Hoyland (Martha's Yard) and Wombwell (Loxley Avenue) including the construction of raised beds.
- Work with a new group currently being set up by a local resident in Birdwell to renovate the existing community green space at Rockingham Court (outlined in a case study at Appendix 5) The first event was a huge success, with over a dozen new volunteers and further help from local children brought down by a nearby nursery. Two further cleanup days have been well attended, with two of the elected members and the South Area Council Manager adding to the volunteer numbers!
- Work with Darfield Bowling Club to extend their stewardship role – group members already maintain the green itself but are now working jointly with Tidy Team and Parks to maintain one of the Park entrances near to the Club.

Projects in the pipeline include:







- Autumn planting up of the Cenotaph at Hoyland in preparation for the Armistice event.
- Continuing work with Netherwood pupils in the autumn term, following a highly successful piece of work clearing footpaths near the schools just before the summer holidays
- Work alongside parents at Elsecar Community Nursery to create a community garden and growing space – work has already taken place over the summer to jointly clear and prepare the land in readiness for autumn planting up.

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Enforcement staff and the South Area Council Manager) has continued to meet to identify priorities for the Tidy Teams to tackle, joins up the Teams’ work with that of other services and acts as a ‘critical friend’ to the project. The Steering Group last met on 28th July 2016, where the following actions were discussed:

- The impact to date of the signs erected by Tidy Team stating that ‘This Area Maintained by Volunteers’. It was felt that the impact was mixed, with some areas still badly littered or suffering from fly tipping (eg: Middlecliffe), but with other previous hotspots like Broomhill car park seeing some notable improvement.
- Planning of joint operations with Kingdom Security staff (who have recently started to attend Steering Group meetings) to clear areas alongside volunteers and follow up with a period of intensive enforcement patrolling to attempt to keep them clean.

2 case studies from this project are attached as Appendices 5 and 6 of this report.

Environmental Enforcement – Kingdom Security

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

The first enforcement contract (which ran from August 2014 to 31st March 2016) is now completed and has already been fully reported into the June 2016 meeting of the Area Council.

A new contract management and review process started 1st April 2016, as Kingdom were successful in gaining the second phase of the Enforcement contract, which will run from April 2016 to March 2017 in the first instance, with an extension beyond this date should Area Council funding be available and subject to continued satisfactory performance. All existing staff will be carried across to the new contract, which means that their local knowledge and expertise will be retained.

The South Area has a new supervisor, Corrinna Lister, who has met with staff in the South Area Team and Tidy Team in order to strengthen links and to enable the enforcement team to maximise their use of community links and plan better joint working. It was also suggested that the officers should visit Ward Alliance meetings across the Area, to encourage their members to provide intelligence about hotspots. They also plan to attend forthcoming local galas to meet the public and talk to them about the work being done.

The first contract review meeting for this new contract was held on 19th July contract monitoring information was provided by Kingdom.

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. There has been a large rise in the amount of good quality intelligence being received from the public, particularly around dog fouling and this is reflected in the increased number of targeted operations this quarter – although the number of tickets is still relatively small because of the difficulty of catching owners in the act! Kingdom are also looking into the use of positive incentives when owners are spotted picking up after their dogs – possibly entry into a prize draw.

The payment rate is currently at around 90%, with the remainder being individuals who wish to take the case to court. However, the success rate of Kingdom prosecutions at court is currently running at 100%, so this figure should rise as a result of this.

Kingdom has raised issues around lining and signing which is making it difficult for enforcement activity to take place. They have been tasked with providing the Top 3 most problematic areas within each ward – once provided, this information will be used to try to 'fast track' work on these areas.

Local Business Survey & courses for local businesses

	RAG	
Local Economy	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
Changing Relationship	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



	RAG				
Satisfactory quarterly monitoring report and contract management meeting (2015 and 2016 contracts)					
Milestones achieved (2015 and 2016 contracts)					
Outcome indicator targets met	<table border="0"> <tr> <td>2015 contract</td> <td></td> </tr> <tr> <td>2016 contract</td> <td></td> </tr> </table>	2015 contract		2016 contract	
2015 contract					
2016 contract					
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)					

During summer 2015, the South Area Council commissioned C+K Careers to deliver a Summer Internship programme to 60 young people just leaving Year 10.

The 2 week programme which ran in the summer holidays 2015 focused on employability and guidance issues in week one, followed by a work placement in week 2 and long term follow up until those taking part have left school and are settled in their first Post 16 destination. The 2016 programme (which is currently running) will use the same format, as it was well rated by the young people, teachers, parents and work experience providers in 2015. Following a full tendering process, C+K Careers were successful in gaining the 2016 contract.

The 2015 project had an amber rating for ‘outcome indicators met’ because only 37 of the 60 places available to Kirk Balk and Netherwood students were filled (although 41 students booked onto the course. This is reflected in the other Areas (North and North East) taking part in the 2015 programme, and to some large degree reflects the difficulties faced by C+K

Careers in gaining buy-in from both schools. As the contract manager for the programme, the South Area Council Manager is satisfied that C+K Careers did all they reasonably could to get the schools to respond, and that any provider would have faced similar difficulties.

C+K's view is that 60 places may also have been an unrealistic number (particularly given that young people are being asked to give up 2 weeks of their summer holidays) and that this should be reduced for the 2016 programme. As a result of this, the number of places on the 2016 course has been reduced slightly to 45.

C+K staff have been attempting to work with school staff at Netherwood and Kirk Balk since March, to identify appropriate young people from Y10 for the 2016 course, and to give each young person signed up to the programme an in depth guidance interview to help them prepare for the programme, and help staff to source a work experience placement of interest to them.

C+K have reported that it has been much easier to gain access to the right staff at Netherwood to support the programme this year. This has been partly because school staff have been so impressed with the difference in motivation, confidence and achievement shown by those taking part in last year's programme. However, it has still not been possible to fill all of their places (12 places filled from a target of 22) but C+K are clear that this has not been down to the school, but due to a lack of interest from students or an unwillingness to give up 2 weeks of their summer holiday.

C+K have found it very difficult to gain access in Kirk Balk again this year, but it would appear that this is now being overcome through using contacts in the BMBC Targeted Information, Advice and Guidance and the Intergrated Youth Support Service who work in the school. As result, the school has filled 12 of its 23 places, but this was done very much at the last minute. There is also a student from Holy Trinity attending the programme who lives in the South Area, which makes a total of 25 places filled.

C+K are extremely disappointed that the numbers are not higher, but as the contract manager for the programme, the South Area Council Manager is again satisfied that as a provider, they have done everything they could to promote the programme and work actively with the schools to encourage applications. For this reason, the 2016 contract also receives an amber rating for outcome indicator targets.

A full outline of the summer 2016 course will be provided in the report to Area Council in October 2016.

Kate Faulkes

South Area Council Manager

12th August 2016