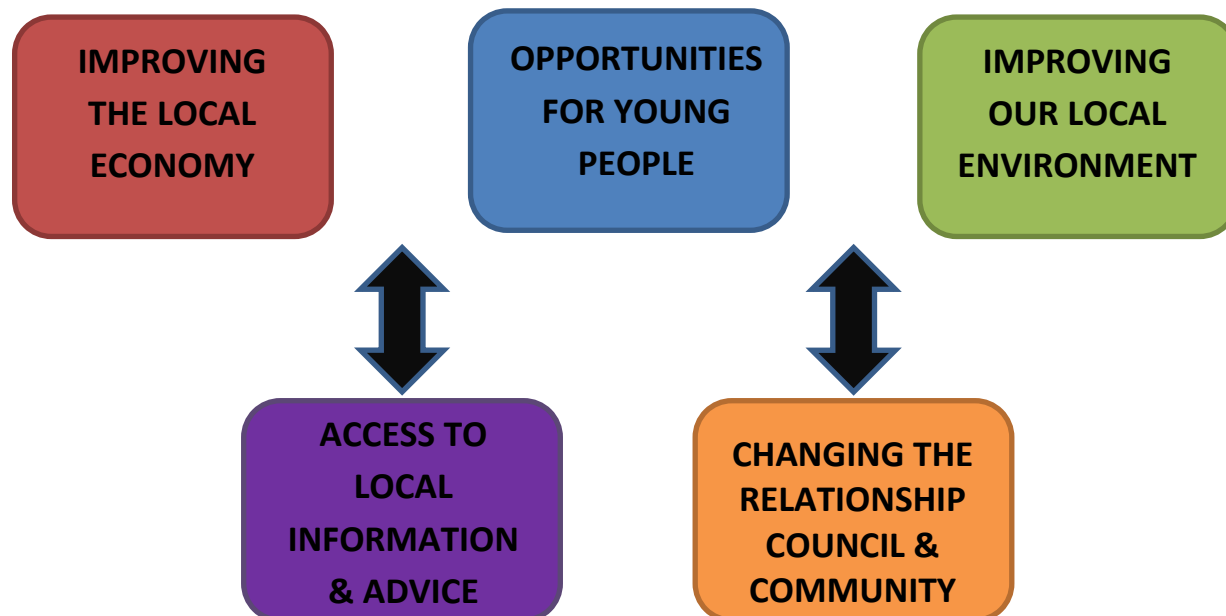


SOUTH AREA COUNCIL
Performance Management Report

October 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	1715	(1505)
Number of Fixed Penalty Notices issued – dog fouling	120	(101)
Number of Parking PCNs issued	462	(397)
Number of targeted dog fouling & littering operations completed	260	(231)

*Tidy Team2 figures are not included as they will be reported on in November 16 and will form part of the December 16 report.

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	1900	(1720)
£ of benefits gained as a result of the advice received	£1,475,704.70	(£1,315,718.40)
£ of unmanageable debt handled through financial settlements	£1,449,790.10	(£1,364,123.10)
Number of cases where homelessness was averted	39	(37)
Number of clients referred to other specialist help	694	(565)
Number referred to Credit Union or other money management help	257	(238)
Number of community groups visited to promote advice services	120	(112)

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)	204.3
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	20
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 Oct 2016
% of students reporting increased confidence about future plans 2015	88%(completed)
% of students reporting increased confidence about future plans 2016	End Oct 2016
% of students reporting increased knowledge about opportunities 2015	72%(completed)
% of students reporting increased knowledge about opportunities 2016	End Oct 2016
% of students reporting increased awareness of own skills 2015	72%(completed)
% of students reporting increased awareness of own skills 2016	End Oct 2016

Please note that these figures for the 2015 cohort are now completed. 2016 figures – End of Oct 16

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

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

Comprehensive Quarter 9 (June - August 2016) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 9 contract review meeting was held on Friday 16th September 16.

The project is continuing to see a steady stream of 180 new clients this quarter. The number of repeat clients remains low at 10. The new clients figure is lower than the last quarter and the second lowest in terms of figures per quarter to date. This can be attributed partly to school holidays and annual leave from staff which reduced the total number of sessions. There was also the added challenge of the fire at the Old Chicago rock building which resulted in the closure of Bureau premises for over 3 weeks. Whilst the South Area community outreach project continued its service as usual, this was a difficult time for staff.

The teatime / twilight 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, benefits and legal advice continue to be the top two enquiry areas followed by debt advice. Again, benefit queries had an increase from last quarter but legal queries had a more significant increase: up from 16 to 26. Clients seen by the Welfare Rights Worker also show a similar profile.

Feedback forms continue to show that the word of mouth has been most successful in promoting the one stop shop advice sessions. This is a further example of how the two staff have worked really hard to gain trust and credibility locally.

This project was extended until 31st March 2017 using a waiver to standing orders previously agreed by the South Area Council; after which the South Area Council would need to consider its position regarding recommissioning a service from the 2017/18 commissioning budget. 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.

Tidy Team – Forge Community Partnership/Anvil CIC

	RAG
<div style="background-color: #4F81BD; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Children & Young People </div>	Satisfactory quarterly monitoring report and contract management meeting. ●
<div style="background-color: #709A4F; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Improving Environment </div>	Milestones achieved ●
<div style="background-color: #E69A4F; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Changing Relationship </div>	Outcome indicator targets met ●
	Social value targets met ●
<div style="background-color: #C0392B; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Local Economy </div>	Satisfactory spend and financial information ●
	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.

Full Quarter 8 monitoring information was previously included within this report covering the final end of contract/ end of year 2 information. The project was 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 moved in the right direction.

The Tidy Team 2 project has been recommissioned. 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.

As part of the review of the previous contract and in recognition of the journey of the team towards increased 'doing with' activity supporting and working alongside volunteers, some of the targets around the previous 'doing for' activities like litter picking and clean-ups have been reduced significantly in recognition of the time needed to recruit, train and support volunteers. A minimum of 30% of litter picking and cleanup activity is now required to be undertaken jointly.







Increasing demands on the team, particularly at weekends and in the evening, has led to rethinking and organising of work for the new contract, this has included increased number of drivers from the wider Forge team to enable the Tidy Team 2 to work at more than one site at a time, which will help manage demand.

The timescale for the quarter 1 report covering the period August to October 2016 is the 7th November 2016 therefore this report has not been update to reflect any activity during that period. Quarter 1 information will be reported on at the December South Area Council meeting.

The Tidy Team Steering Group in September was cancelled due to the large number of apologies, an alternative date for the meeting will be circulated in order for the Teams' work to be joined up with other services.

Two recruitment drives have taken place for Apprentices to join the team working across South Barnsley Area, Initially the response was poor prompting a second advert resulting in ten applicants of mixed ages, seven were invited to interview with two appointments being made to long term unemployed individuals who commenced work on the 3rd October and are currently undergoing their inductions.

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 

Kingdom were successful in gaining a new contract management and review process started 1st April 2016

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.

To date 229 FPN's and (65 PCN's for parking) have been issued in the area. 210 of these have been for littering offences and 19 for dog fouling offences. Officers have concentrated their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. To date this quarter complaints / operations are on going and continue to be reported and attended. Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, pleaded guilty prior to court or have been found guilty at court. There has been a 100% success rate at court.

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.

CASE STUDY: Broomhill Flash. Broomhill Flash part of the Nature reserve in Wombwell is frequented by all members of the community. Old Young, playing riding bikes and walking their dogs. The Flash has been the subject of a few complaints about litter but in the main dog fouling. The complaints are not only from residents but from many visitors to the site.

Kingdom have made this a HOT SPOT for more regular patrols. They have also hooked up with the 'Tidy Team' to allow the supervision by Kingdom of the Juvenile Offenders from within the South Area.

For Kingdom some of these areas have been made Hotspots in the recent past. Regular patrols in plain clothes and uniform alike have been conducted regularly.

We have had a successful day where a number of Juveniles and parents attended the day and collected a large amount of rubbish. Also a number of FPN's for Dog Fouling and Littering have been generated during the patrols and on the specific day mentioned above.

Further evidence was gathered through a letter / information drop prior to the action day.

Evidence was gathered through the welcomed interaction from the large majority of the residents and an ongoing enquiry regarding a regular Fouling offender in a vehicle continues.



5 youths attended litter pick, we worked alongside Tidy Team, 9 Bin bags of litter, 2FPN's Dog Fouling. The next action Day is Bradberry Balk Lane October.

CASE STUDY: Stead Lane, Hoyland Stead Lane has been subject to a lot of attention from Kingdom Officers due to complaints of residents and community who use it as access and egress to local schools and shops etc. also from the obvious mess that Officers have witnessed. Complaints about litter but in the main dog fouling.

Kingdom have made this a HOT SPOT for more regular patrols.

Regular patrols in plain clothes and uniform alike have been conducted regularly, leaflet drops and door knocking to gather specific information has been successful to date.

Evidence was gathered through the welcomed interaction from the large majority of the residents and an ongoing enquiry regarding a regular fouling offender. This offender has been issued fines 2 times already and paid both.

14 FPN's issued for dog fouling and littering. 9 for Fouling and 5 for litter to date. All tickets have been paid to date.



Local Business Survey & courses for local businesses

	RAG	
<div style="background-color: #c00000; color: white; padding: 10px; border-radius: 10px; text-align: center;"> Local Economy </div>	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
	Outcome indicator targets met	●
<div style="background-color: #e69a00; color: white; padding: 10px; border-radius: 10px; text-align: center;"> Changing Relationship </div>	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)					

The 2015 and 2016 project 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, and that any provider would have faced similar difficulties. As a result of the difficulties the number of places was reduced for 2016 to 45 against which 25 students were recruited for the South Area.

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 but C+K are clear that this has not been down to the school, but due to a lack of interest or unwillingness to give up 2 weeks over the summer holiday.

Kirk Balk 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.

A full outline from C+K of the summer 2016 course is provided below:

Employability for Under 16s Summer Holiday Internship NORTH & NORTH EAST AREAS, SOUTH AREA

Following the delivering of a Summer Internship programme to 60 young people just leaving Year 10 during summer 2015, the South Area Council, alongside North and North East, commissioned the programme again for summer 2016. The programme used 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.

Two week blocks were provided during the summer holidays to Year 10 students catering for up to 135 young people who reside in the area covered by the Area Councils. The overarching purpose of the programme was 'providing knowledge and greater understanding of the work environment and allowing young people to experience a work placement and benefit from preparation workshops, thus improving their employment prospects'.

The delivery phase of the programme has been mainly over the last 3 months and has included:

- Development of an offer for young people from employers sourcing placements taking into account the needs and aspirations of each young person and preparing the employers for this programme
- Risk assessments carried out for the placements
- Work with schools to advertise the opportunity to local young people
- Work with schools to recruit young people to the programme, ensuring the targets are achieved (see table below for numbers engaged)
- Provided an induction opportunity prior to commencing the two week programme
- Produced an individual plan for young people and carried out preliminary preparation reviews whilst the young people are on placement
- Visited each young person during their placement week
- Development of a five year plan for each young person that will help them to secure employment in the future
- Planned and delivered a celebration event
- Evaluating the programme to report on its impact

Overall Numbers

South Area Council	South
Target for students	45 (100%)
Total recruited	25 (55.5%)
Careers Interviews and Action Plans started in school	25 (55.5%)
Total in Workshops	21 (46.6%)
Total in Placements	20 (44.4%)

Workshop delivery

South Area Council	South
Students who started workshops	21 (100%)
CV updated	18 (85.7%)
Careers interventions and 5 year plan updated	18 (85.7%)
Students completed workshop	20 (95.2%)

Work placement

South Area Council	South
Students who started work placement	20 (100%)
Students who completed work placement	19 (95%)

The target was to identify 45 young people from across Kirk Balk Academy and Netherwood ALC who lived in the designated postal code areas. C&K Careers staff visited each school to explain the project and engage school representatives in supporting the programme. All schools were asked to identify and recruit those students who would most benefit from the programme, for example, those needing help with confidence building or motivation; students who were under achieving, those at risk of being NEET, borderline 5 C's at GCSE, students interested in apprenticeships; those needing a work placement to test out a specific career aspiration. Differentiated marketing and information materials were provided for schools, students and parents to encourage participation in the programme.

12 students from Kirk Balk were recruited with 2 of these applications coming via Charlotte Agnew, the local Youth Worker who had knowledge of the programme from 2015.

Netherwood were quick to engage and were initially very confident about filling their allocated places (22). C&K careers attended a Year 10 assembly and 10 students quickly signed up for the programme and were interviewed by the end of May. Despite numerous and varied attempts by the link teacher and C&K careers only 2 more students were recruited.

Overall 25 students were recruited to the programme (this includes 1 student from Holy Trinity who lives in the south area).

In addition to the work in schools, to further promote the opportunity to as many students as possible the programme was promoted via an article in the Barnsley Chronicle, Social Media (via facebook and twitter) and by contacting organisations and professionals working with young people and families (following up leads provided by the Area Council Managers) to raise awareness and post adverts on websites.

All identified students were asked to fill in an application form and were then given an individual interview with a C&K Careers Adviser prior to the end of term. This consisted of checking their placement choices, completing an initial evaluation to see where they were in their career thinking, doing an evaluation using the Barnsley "I Know I Can" (IKIC) competencies and completing an individual career action plan. In some cases Careers Advisers had to go across to the school several additional times to catch students who missed their scheduled interview or joined the programme late.

Eight training workshops accommodating up to 17 students each were planned during the first fortnight of the summer holidays, with two morning groups and two afternoon groups running each week. In the final event we ran with seven groups. The sessions took place at The Core in order to give the students some real-life experience of a workplace. In an effort to ensure high attendance from those starting in Week 2, we again wrote out to all students with a very clear reminder of dates, venues and details. In total 84 students of the original 102 joining the programme attended the training

63 (75%) of students attended all 5 workshops sessions. When there were absences the majority of these absences were for one day 13 students (15.6%) students missed one session. Only 8 (9.5%) students missed more than 1 day of the workshop.

Students and parents did make a significant effort to ensure students did attend the workshop sessions, often working around pre-arranged appointments and their own commitments.

Workshop content and approach

The Workshops were run on a flexible model that we based around the ten core competencies as set out by the Barnsley IKIC model, which aimed to prepare the young people for their one week internship.

The IKIC competencies are:

Positive Attitude

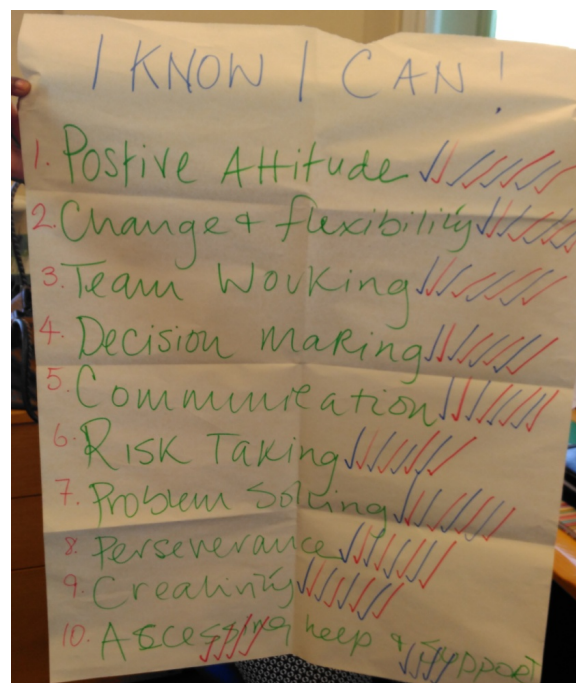
Change & Flexibility

Team Working

Decision Making

Communication

Risk Taking



Problem Solving

Perseverance

Creativity

Accessing Help &
Support.

Each time a competency was met it was ticked to reinforce the learning.

The programme consisted of:

Day 1 – Getting to know you, Buzz personality test

Day 2 – CV production, telephone employer

Day 3 – Interview skills, Post-16 options and video conference

Day 4 – Activity Centre (full day)

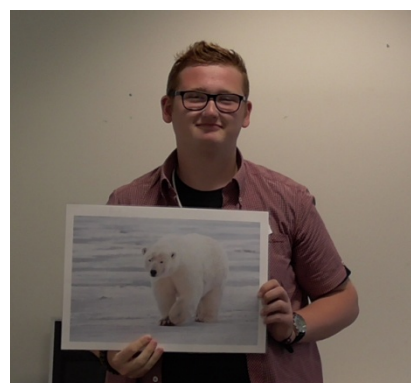
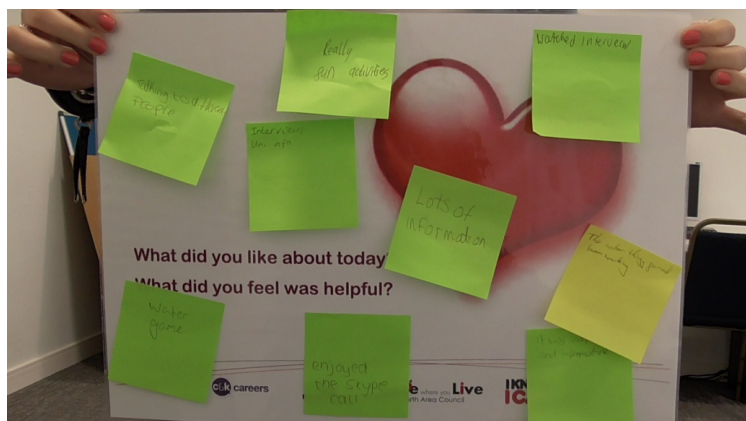
Day 5 – One to one guidance interview and five year plan.

A video conference Q&A session on Apprenticeships was added to the programme to allow students to experience a different and new approach that some employers are using for interviewing and selecting candidates.

All students attending the workshop on Day 2 took part in the CV writing activities. The majority of students used this time to write their CV, and some of the students commented that this was the most valuable part of the workshops. There were some students however, declined the chance to produce a CV during the workshops, saying that they had done one in school during PSCH EE lessons. These students did say that they would make changes to their existing CV as a result of the workshop activities and guidance received.

This year each student was given a memory stick so they could save useful documents and web pages on to them. In addition to saving their CV on the memory stick, students were encouraged to save links to Buzz personality profiles, career related information and relevant web pages. Students liked having their own memory stick and having the ability to take responsibility for their own further learning.

Each group was asked at the end of every day to complete an evaluation. Sessions were altered accordingly taking on board some of the comments, to make the programme responsive to individuals' needs.



Activities that students particularly enjoyed included:
Buzz Personality Test
Making a CV
Telephoning their employer
Blindfold/Maze Game
Video Conference
Learning about Apprenticeships and Higher Education
Interview skills and practice
The Activity Centre day
Knot Game Icebreaker
Lost at Sea



During the training students completed video interviews – asking them what they hoped to gain from the experience and then checking on how they felt at the end of it.

Risk and resilience - Outdoor Activity Centre

For the 2016 programme we added an innovative element to our programme to enable to students to step outside their comfort zone and build resilience through risk taking (one of the IKIC competencies). This was a response to our 2015 evaluation where we found that risk taking was the one IKIC competence that was hard to deliver in a classroom environment. The students spent a full day at the Underbank Activity Centre near Stocksbridge, taking part in team building activities such as raft building, and challenge orienteering.

Sourcing placements from employers taking into account the needs and aspirations of each young person

Following the week of employability training students then went on a one week 'internship' 101 work placements were sourced and 84 students attended their placement.

Using employers who been involved and offered summer internship placements previously.

Employers contacted had good previous experience of the summer internships and were happy to be involved again this year. Large organisations including Barnsley MBC, Barnsley

Football Club, Morrisons and NPS were again able to offer placements throughout the summer for students

Engaging local business communities (Enterprising Barnsley and MYCCI).

We recruited some excellent new organisations to the programme. Thanks to our joint approach and links with Enterprising Barnsley we managed to get in touch with HR departments and set up new placements. Companies included Ardagh Glass who took 6 students on placement across different departments (Electrical, Engineering and Admin/HR) and Cranswick Convenience Foods who took 5 students (Accounts, Human Resources and Marketing).

Using specialist ambassador networks to target specific placements types

We needed to find health care related placements for the large number of students interested in this area. We worked with Skills4Care and successfully recruited several care homes for the programme, many of these providers offered multiple placements over the summer.

Late swaps and changes

Some students changed their placements, their placement dates or withdrew from the programme for various reasons after they had been allocated a placement. This meant there were several changes. The employers we worked with were flexible and understanding in accommodating any changes and some were even able to take on additional students at short notice.

Work placements were sourced from a range of job areas including:

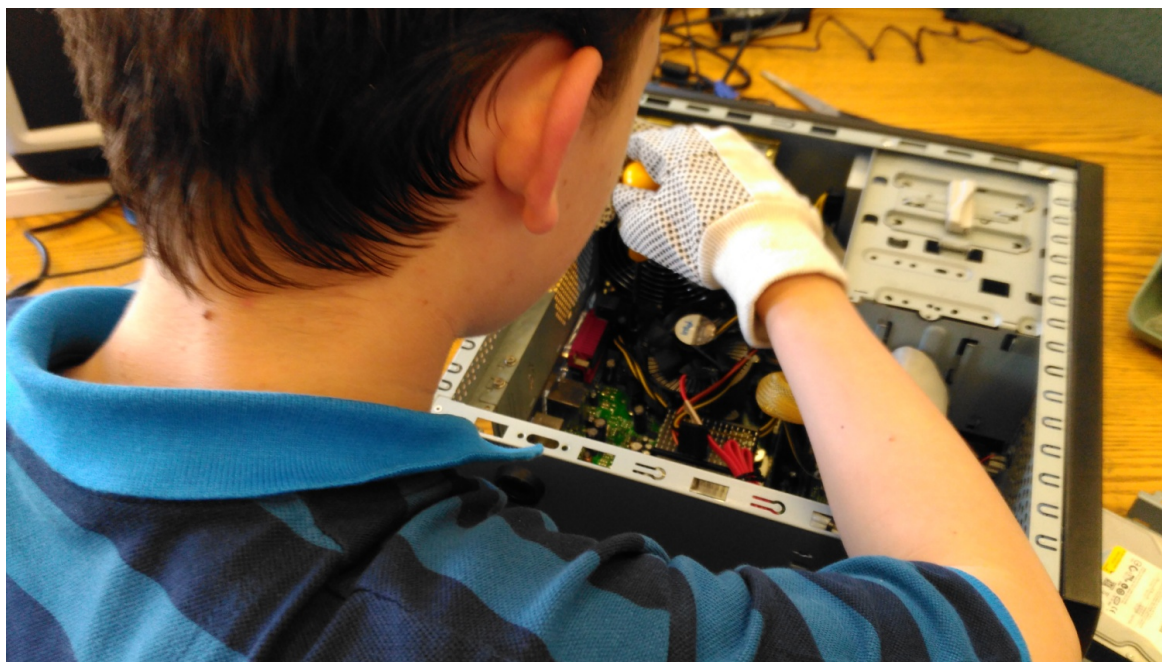
Accounts & Finance	Healthcare
Animal Care	Human Resources
Business Administration	Law
Catering	Music
Childcare	Planning
Computing	Retail
Construction	Sport
Engineering	Warehouse
Graphic Design	Web Design
Hairdressing	

All the placements were risk assessed by our NEBOSH qualified Employer Liaison Officers. Job descriptions were written and provided to the employers, students, their parents/carers and schools .

Local businesses offered over 100 placements. In the final event the following employers had students placed with them.

Ardagh Glass	Highgrove Care Home
ASDA	Howard & Co Solicitor
Barnsley Council- digital dept	Leeds Teaching Hospital (IT placement)
Barnsley Council -legal dept	Leslie Francis Hairdressing
Barnsley Disability Service	Level 2 Hair Salon
Barnsley Football Club	Lifestyle Fitness
Berneslai Homes	Morrisons
Bob's Business	NPS

C&K Careers	Peekaboo Day Nursery
Cannon Hall Farm	Playmania
Cawthorne Road Day Nursery	Riding for the Disabled
Chatterbox Nursery	Script Media
Cliff Nursery	St James' Care Home
Cranswick Convenience Foods	The Core
Electro Music	Transmit Creative
Forward Steps Nursery	Wigfield Farm
Foxholes Animal Hotel	Yorkshire Computer Services
Gawber Pre-school	Yorkshire Flooring Supply Ltd
Gem Designs	ZKA Hair (Wakefield)



Visit each young person during their placement week

Visiting students whilst on placement ensured we could check what they were getting out of the placement, develop the relationship with the employer and sort out any problems if they arose. Employer feedback was collected through a written questionnaire and face to face during the placement visits.

Employer comments and feedback

Almost all employer feedback received has been positive, with employers commenting on the attitude, interest, behaviour, capabilities of the students. So far, 2 students have been offered part time employment as a result of the internship, another student has significantly increased his chances of an apprenticeship with the company he was placed with, and almost all students receiving an excellent reference for their CV.

Nearly all of students completed their placements successfully and attended for the full five days. Where they did not attend we were able to follow them up and discover what the issue was and rectify it where possible.

Five students did not complete their work placement (4 from North/North East and 1 from South area).

Develop a Five Year Plan for each young person that will help them to secure employment in the future

All young people had a one to one interview with a Careers Adviser during the summer term and then again during the workshop week. The Five Year Plan was completed and given to the young people. A Careers Adviser will continue to keep in touch with them throughout Year 11 so be able to update it as required

Provide a celebration event

Last year we held events in September; this year the event was delayed until October and was held on Tuesday 11th October at Shaw Lane. Further information to follow.

Provide an evaluation of the programme and report on its impact

The programme is being evaluated in a number of ways

Improved Confidence & Self Esteem

With the permission of the young person and their parent/carer we filmed a proportion of young people at the beginning of their journey, and at the end of the Workshop week.

Their comments showed an increase in confidence, self-awareness and self-esteem.

- I've learnt more about life in the past week than in school
- I've improved my team work skills – I have always avoided it because I didn't like people, but the group has been sociable. It's been a good laugh.
- It's helped with my motivation. There were challenges in the orienteering but also in the other work.
- I was second thinking about doing it, but I have really enjoyed it. It has help build myself up.
- Some of the team building activities have helped me to be more confident and speak out.
- Now I know everybody, I can get along with everybody. I'm not scared to talk. I'm more confident. I'm talking more risks like speaking to people I've not met before.
- On the first day, getting on the bus I had palpitations I was so nervous. I am so glad I decided to come. I feel happy. I have achieved quite a lot – talking to strangers was a big thing for me and so was getting in the water on a raft!
- I now know what to do in my CV, in an interview and on the phone. My confidence has improved, my communication has improved. I'm persevering more as well. I just didn't like the water bit!

Develop a positive relationship with work internship providers, who would be prepared to participate in a future program

We are seeking employer feedback in a number of ways: through a questionnaire given to them when we visit during the placement week and through a telephone/email survey with employers who have provided placements, during which we will seek their commitment to further involvement. We will ask them whether they found the students to be better prepared for the placement compared to previous experiences pre the internship model and how could improve our support in future. We are filming a small number of employers to assess their experience of working with the young people. This will then be included in the evaluation of the internship and experience from the employers' perspective. All employer feedback will inform what future internships will look like. Their feedback will be analysed and included in the final report, which will form part of our evaluative presentation to the Area Councils. This report will be used for development and sustainability purposes and circulated accordingly, and will be included in the short film shown at the Celebratory Events and our evaluative presentation to the Area Councils.

Social Value Indicators

The social value indicators identified in the specification have thus far been addressed in the following ways:

Recruitment and deployment of volunteers where appropriate.

Three student ambassadors (James, April and Charlotte) were employed to work alongside Careers Advisers delivering the summer workshops, all were from the University of Huddersfield. These Ambassadors related well to the younger students and provided accessible role models for them. James, who delivered on both the previous internship programmes, is in his final year of studying Engineering & Enterprise. He told us that rather than pursue a career in engineering he has now decided to train as a Physics teacher and this is directly related to his work on the Barnsley Internship programme. April is a final year student moving on to a PhD in molecular biology – a great advert for young women interested in science.

Establish good working relationships within the local business community

We used the network of employers built up from the previous two years to source work placements for this year's students. All employers previously involved were sent a thank you letter and the opportunity to take another student this year. 15 businesses were able to take students again in 2016

Barnsley Football Club 2002 Ltd
Barnsley Metropolitan Borough Council
Barneslai Homes Construction Services
Bob's Business

Cannon Hall Farm
Cliff Nursery
Forward Steps Nursery
Gem Design Studio
Leslie Frances Hair Design
Morrisons
NPS Group
Peekaboo Day Nursery
Playmania
Script Media
Wigfield Farm

In addition to using our existing network of employers in the region we engaged the local business community by using a variety of marketing and promotional materials to inform local employers.

Contributing to improved employment prospects for young people by engaging the local business community in this project

Barnsley employers provided some really excellent opportunities for young people this summer, committing their time and energy to these students. The vast majority acquitted themselves so well that the employers were pleased to have met these young people who gave such a good account of themselves and their schools and families. These employers now know, if they did not know before, that young people are so keen to learn and do well and have a lot to offer. Hopefully they will consider taking further placements in future or even employing an apprentice.

2016 outcomes so far:

- One student has been offered a Saturday job at a Care home
- One student was very impressive at Ardagh Glass and they said they would bear him in mind for an apprenticeship in mechanical engineering
- Berneslai Homes told all their students to keep an eye out for possible apprenticeships; most students said that the placement had confirmed their choice of doing an apprenticeship in construction/ electrical.

- One student has received a really positive employer reference that she will be able to use for future job hunting
- Cannon Hall has said they would like to offer their student a part-time job

We expect to hear of other positive outcomes as the evaluations are completed with employers and students over the next few weeks.

Contribution to the development of strong local networks

We had established contact with the Barnsley Apprenticeship Hub, however, their funding stopped in March 2016 so they were unable to support us this year. We subsequently built links with Enterprising Barnsley to reach their network of local employers.

Students have been placed with organisations supporting the local community, for example the Reds in the Community summer programme, which provides football coaching for children.

Another student has had the opportunity to understand the value of helping others and building community. Jack wants to go into medicine but hospital placements are no longer available; as he enjoys IT he went to Barnsley Council Device Doctor team, helping the public with IT problems

“I have learnt that people are appreciative of any help and if you can help them you should. My parents are really pleased about it. I am volunteering in a day care centre” Jack

“Just a note to say Jack has just left following his week with us, what a pleasant and polite young man. I can honestly say we have learnt as much from him as he has from us.

He has been brilliant to work with, his attitude to the whole process has been I am here to get the best out of the week. Working with the public he had so much patience as I am sure you appreciate they can throw anything at you and you cannot plan for what problems they turn up with - ask him about the electric typewriter.

I am sure he is going to have an amazing career ahead of him no matter what he does.

Thank you for the opportunity of working with him this week”

Elizabeth Taylor – Digital Development Manager

The promotion of community and individual self-help and the growth of resilience

By basing our programme around the Barnsley IKIC competencies we aimed to give our students the tools, skills and confidence to grow in self-belief and self-reliance. Students realised that they can achieve if they trust themselves to try new things, which then brings resilience. They stepped outside their comfort zones this summer and know that they benefitted from it, so they will do so again.

Communication, team work, problem solving, risk taking and finding information were developed during the workshop week – all skills which enable self-help and build resilience in individuals and communities.

The additional day at the Underbank Activity Centre was included in the programme this year to challenge the students even further and give them an opportunity to put into practice all they had been learning about communication and team work. Quite a few of the students on the programme had real confidence issues, others were confident in a classroom situation but extremely nervous at the prospect of the raft building activity. However all of them were supported by their team mates to complete the activities. The pride they felt in themselves at facing their fears and achieving with their team was actually quite moving to witness and will have a genuine impact on their self-belief and trust in others in the future.

Most students were excited but also very nervous before their placement. Even making a phone call to the employer to finalise arrangements was a daunting prospect for many, with students commenting that they would never have made a phone call like that without the coaching and support of our team. In future they will know that they have done it, it is not so bad, and they will do it again.

Students were surprised at how quickly they adjusted to the working environment. Some commented that they would be less scared in new situation in the future because they had had positive experience of trying something unknown through the internship.

Students found the world of work interesting, challenging and also very tiring.

When visited on placement one girl said, *'It's exhausting! I'll never moan at my Mam again when she says she's tired after work. I used to think, well you've just been sitting at a desk all day – I've been busy in school. Now I know what it's like. I'll make her a cup of tea!'*

Extract from a blog written by Jack - placed at Bob's Business

'Prior to starting at Bob's Business I pictured working in an office to be busy and stressful. Some of the challenges I have had thrown at me have been extremely challenging, but because everyone pulls together to work as a team there isn't the pressure on your shoulders.

*It will be a bit upsetting to leave Bob's Business as I have enjoyed working here, but when I leave I will be leaving with the skills that I have gained from the office. For instance, **resilience and focus** when working, which these were areas I struggled with the most before starting here. Working in an office would not be my first choice, but is definitely a second option'.*

<https://bobsbusiness.co.uk/blog/> all four students placed at Bob's Business have written interesting blogs about their experience.

Student comments:

- *When I put my mind to something, I can do it'*
- *I am willing to work more now and get up earlier!*
- *I will be more positive and keep going and keep trying and not give up so easily*
- *I've learnt how to adapt to different situations and environments*

Enable young people to take personal responsibility for their own career development and future employability

The entire focus of this programme has been on enabling the students to develop the skills and confidence to take responsibility for their futures. The informal feedback, together with reported moves towards further work/training collected during the programme indicates that this is happening.

- *I know how to be a good worker*
- *It has really helped doing CVs and interviews, and getting to know new people*
- *It has made me look forward to going to work. I would like a good job in the future*
- *It has widened my horizons*
- *I will probably work harder at school to get where I want to be*
- *Now I have this knowledge and experience I feel I can draw upon it and use it in the future. I am motivated to follow a career path in graphic design*
- *Before the internship I was undecided between social work and office work. Now I am focussed on getting a business admin apprenticeship after Year 11*
- *I have realised how important education is. It was an eye opener to see what factory work is like.*
- *I have learned what I am capable of; realised the type of route I want to follow; learned I can get up and get to places; I have been tired but I have persevered*
- *I feel that I will keep on track so that I can achieve my goals – keep out of trouble and keep my head down*

C&K Careers will continue to support these students through the Barnsley Summer Internship programme until October 2017.

Local spend

The Core, in central Barnsley, was used for all workshops sessions for 2 weeks in the summer holidays. We hired IT equipment from them. Refreshments were sourced locally.

A joint Celebration event has been at a local venue (Shaw Lane), local caterers, party suppliers and minibuses will be used. All students received £7 a week to cover expenses .

We used the nearest available activity centre - Underbank Activity Centre in Stocksbridge, Sheffield and contracted with a local coach company to transport the students.

The provider will ensure that all persons employed to deliver the contract are paid a 'living wage'.

All staff working on the contract, both from C&K Careers and the Student Ambassadors, are paid at rates above the Living Wage

Part C – Case study

Mollie

Mollie was very scared about signing up for the internship, and had submitted her application form late after some cajoling from her friend Alysha (who had also signed up) and encouragement from a teacher. When interviewed in school, Mollie was quite negative about her skills and potential, and had low expectations about the future ('..just end up with any old job').

Unknown to us, Mollie was placed in a group with Alysha. This helped her to make the decision to attend on the first day. During the first session, Mollie and her friend were reluctant to join in with others in the group, mostly isolating themselves by only talking to each other, and when split up withdrawing from the group. Mollie and Alysha 'What could be improved' evaluation comments for the first 2 days were 'not being split up' and 'staying in our original groups'.

As the sessions began staff continued to support and encourage this integration, but the other students in the group also became aware of the divide and made the effort to include them in activities and make conversation with them. This combined staff and peer support facilitated their full integration in to the group and by the end of the week both became popular and important members of the group.

Following a successful week on the workshop and brimming with a newly found confidence, Mollie's work placement was an hour's bus ride each way to Electro Music in Doncaster, where she successfully completed all full 5 days. Her employer's feedback rated her as excellent and commented:

'Mollie is a cheerful person, very capable and willing. She communicates well and has a confident manner. It has been a pleasure to have her with us'

Molly also received a glowing reference sent by the employer.

During the workshops Mollie had said before she came she *'didn't know if the internship was going to be for her'* and that *'there won't be people there like me on it'*.

Comments on Mollie's Placement visit report include:

Really enjoyed first (workshop) week – fun as well as helpful. In Joel's group. Enjoyed Activity day, CV's and interviews – really encouraged throughout it. Group got on so well'

What have you learned about yourself?

'I can actually speak to people, quite an outgoing person really. Mum has noticed I've been a bit more talkative and happier'.

Mollie's mum told C&K Careers how pleased she was that Mollie had had this opportunity and couldn't be happier with the reference she had been given. She said she would be making sure she told the other parents about C&K Careers and the project and how positive the whole experience had been!



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September 2016