

# DEARNE AREA COUNCIL Performance Report

July-Sept 2016



# INTRODUCTION

## Dearne Area Council Priorities



Table 1 below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

	Service	Provider	Contract Value/length	Contract end date
<b>Environment</b>	Environmental enforcement	Kingdom security	£31,000	April 2017 option to Extend
<b>Environment</b>	Private sector housing enforcement	BMBC	16/17 £12,000	Funded until March 2017
<b>Environment</b>	Clean and Tidy	Twiggs	£112,450 18months	Funded until March 2017

# PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

\*the targets below include the stats from the Dearne Development Fund

## Thriving and Vibrant Economy

Outcome Indicators	Target	Achieved
No. of FTE jobs created and recruited to	4	10
No. of PT/sessional jobs created and recruited to	7	9
No. of apprentice and placement created and recruited to	1	1
No. of group/service match funded	-	5
Local spend (average across all contracts)	88%	95%

## Stronger resilient communities

Outcome Indicators	Target	Achieved
No. of adult volunteers engaged	59	85
No. of young people engaged in volunteering	9	28
No. of new volunteers	5	9
No of community groups supported (Twiggs)	4	22
No. of volunteer opportunities through commissions	2	68
No. of local business involvement	6	7

## Citizens achieving their potential

Outcome Indicators	Target	Achieved
No. residents achieving qualification	0	18
No. residents educated (littering)	10	13
No. of residents receiving advice and support	50	71
No. of residents receiving health and wellbeing advice/referrals	8	88
No. of young people pre mental health service intervention	0	13

At present, two contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring/contract management reporting. The following tables therefore reflect the overview of performance of **three contracts**. These contracts are based on the Dearne Area Council priorities. These contracts are:

## Environment: Enforcement- Kingdom

Performance Indicator	Target	Achieved Q2
Patrol Hours completed	433	494.50
No of litter and dog fouling operations	2	2
No of litter and dog fouling FPNs issued	-	67
No of parking PCNs issued	-	0
Payment rate for dog fouling and litter FPNs	-	40%
Income this quarter	-	1,940
Local spend	85%	100%

## Environment: Housing Enforcement -BMBC

Performance Indicator	Target	Achieved Q2
Initial contacts made	100	270
Vulnerable households identified	10	18
Number of requests for action to landlords	8	29
People sign posted to other services	8	18
CPN written warnings issued	0	7
Households supported with waste/recycling	20	73
Local spend	90%	100%

## Environment: Clean and Tidy -Twiggs

Performance Indicator	Target	Achieved Q2
Twiggs social action events	1	5
Community groups supported	4	25
Residents educated	10	13
School education sessions	1	3
Residents taking responsibility for areas	4	4
Local business engagement	6	7
Local spend	90%	90%

# PART B - SUMMARY PERFORMANCE MANAGEMENT







## REPORT FOR EACH SERVICE

### Environmental Enforcement- Kingdom Security

Quarter 2 report received on the 7<sup>th</sup> October 2016

**Environment**

**Growing the Economy**

	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	

Although targets are not set for the number of Fixed Penalty Notices (FPN) issued, it can be reported that during the period July- September 2016, there were 67 FPN's of these, 59 were for littering and 8 were for dog fouling. This is a slight reduction in the FPN issued in the last quarter.

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. The revenue raised thus far from FPN's (fouling and littering) for this quarter is £1,940 bringing the total amount this year to £5,815

#### Case study

The service received a large number of complaints from residents and users of the Cage. These were formal complaints as well as information direct to the Enforcement Officers as they patrol the area. An operation was conducted for two days to identify the perpetrators.

Patrol times have varied to cover early evening and early morning. Although there have been no FPN issue regarding littering or fouling officers have spoken with those users and highlighted the consequences. Handed out 'stubbies' and discussed the issues with numerous dog walkers. The feedback has been positive and the area wholly looks better. Patrols continue as there are clearly those who ignore the public pressure to clean up after

themselves. The young people that are on the list to undertake a restorative justice session have been contacted to join a litter pick in the Dearne on the 26<sup>th</sup> of October.



## Environment- Private Sector Housing (SLA)

**Enforcement – BMBC** Quarter 2 report submitted 14<sup>th</sup> of September 2016

<b>Growing the Economy</b>		<b>RAG</b>
	Satisfactory quarterly monitoring report and contract management meeting.	●
<b>Environment</b>	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●
<b>Improving Health</b>		

During the months July to September 2016 the service received **297** complaints, queries and requests; these include advice and referrals to other agencies including South Yorkshire Police. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter; others went to more formal action. All cases closed within quarter two are recorded as having a successful outcome.

**73** Waste on Premises reports were received and investigated during July to September. Occupiers were spoken to or a general waste letter was sent asking them to remove the waste within 14 days, of these **69** complied. The ones that did not comply were issued with a CPN Written Warning (4 in total), of these **3** complied with **1** resulting in a Community Protection Notice being issued. Failure to comply with the Community Protection Notice has resulted in a £100 fine.

### **Case study**

After receiving several complaints about the condition of the rear garden at a property in Thurnscoe, a visit was carried out and the tenant spoken to. She stated that she was getting the waste removed soon. After carrying out more visits to the property it was evident that no attempt had been made to clear the rear garden of the household waste. A Written Warning was issued on the tenant. She failed to comply with this so a Community Protection Notice (CPN) was issued. Since this was issued a further letter giving her extra time was sent to her. Visits have been carried out on a regular basis and each time the tenant was spoken to and each time she said that she was paying someone to clear it. No attempts have been made to clear and the condition of the garden has got worse not improved. The tenant has been issued with a £100.00 Fixed penalty Notice.

### **Case study**

A perpetrator who lives in Rotherham was identified in a fly tipping investigation and was interviewed under caution. During the interview under caution she stated that she had paid a male that she had contacted through FaceBook to remove waste including, wood, cardboard, carpets household waste from her rear garden. She paid £70.00 for the rubbish removing. She gave details of the perpetrator who lives in Goldthorpe. Visits have been made on several occasions to interview him under caution but he failed to keep appointments. This file has now been submitted to the courts and a hearing has been scheduled for November 2016. Results will follow in the next quarterly report.





**Environment – Twiggs** Quarter 2 report submitted 6<sup>th</sup> October 2016

**Growing  
the  
Economy**

**Environment**

	<b>RAG</b>
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	●



*\*The monitoring report submitted was based on the data from 1st June – 31st August. The narrative below is the total figures at the year end.*

Four people are employed through this contract 1 x full time, 2x part time and an apprentice. In the last year Twiggs have engaged with twenty five businesses in the Dearne Area and assisted residents in taking ownership of sixteen areas. They have worked alongside seventy eight established groups on clean up campaigns and led on eleven social action projects. In the first year they have collected 925 bags of waste and reported a total of thirty one fly tipping incidents to the Enforcement Team.

During this quarter Twiggs have delivered two impacts of littering sessions at The Hill Academy, Carrfield and attended Dearne Valley College in order to recruit work placements. Future activities include the recruitment of placements, working with the BODVAG group in order to get the Renaissance Centre ready for Christmas and maintaining St Andrews Square.

Twiggs are changing the staff around so that each member can gain work experience in different areas of work and in different locations. The service continues to generate good news stories and receive mainly positive feedback via face to face and their social media page.



1,695 people reached Boost post

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You, Joanne Allsopp and 29 others

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**Alex Davis**  
It looks great thank you for a job well done x  
14 September at 20:28 · Unlike · 2 · Reply · Message

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**Toni Mank**  
Great job cx  
14 September at 21:13 · Unlike · 2 · Reply · Message

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**Beverley Booth**  
I walked down here for year's many years ago lol x  
15 September at 12:47 · Unlike · 1 · Reply · Message

**Leanne Middleton**  
It looks fab .   
Tuesday at 20:24 · Unlike · 1 · Reply · Message

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**Norah Easton**  
what a great job !  
Tuesday at 20:53 · Unlike · 1 · Reply · Message

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**John Edwards**  
A good job well done  
Wednesday at 20:39 · Unlike · 1 · Reply · Message

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**Twiggs Dearne Area Clean and Tid...**  
Thanks for all the feedback, it's great to know we are making a difference  
  
Wednesday at 20:46 · Like · Reply

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**Wayne Bramley**  
Well done , great job !

## PART C- Dearne Development Fund

Below is a list of services and groups paid out of the 15/16 Dearne Area Council Finances.

**Note: The silver surfer scheme has now come to an end, others come to an end in November December and January**

Provider/group	Priority	Impact	Cost	Start Date	End date
Dearne Allotment Group	Improving health/Improving the environment	To provide a coordinator in order to continue with the development of the community allotment	£7,500	1/12/15	30/11/16
Goldthorpe Development Group- Community Alliance Project	Improving Health (older people) Young people	To provide events and health awareness days in order to reduce loneliness and isolation of older people. Events also to engage with younger people.	£9,080	7/12/2015	6/12/2016
DIAL- drop in advice project	Information and support	Independent advice service supporting disadvantaged people that are faced with financial exclusion	£6,050	1/1/2016	31/12/2016
Salvation Army- Seasons hope project	Improving health/quality of life/ information and support	Supporting families in crisis across the Dearne area by providing support by way of information packs. The project will also provide cook and eat sessions.	£3,154	30/11/2015	30/11/2016
Dearne Electronic Community Village- silver surfers	Information and support/ skills and learning for work	Engaging with local resident 55+ in order to promote social inclusion by delivering ICT sessions. This service worked with 22 learners.	£6,122	4/1/2016	31/3/2016
Dearne Electronic Community Village- workability	Information and support/ skills and learning for work	The tutor will organise, plan and deliver workshop sessions in ICT	£14, 924	2/5/2016	29/12/2016

		and Employability skills, working in partnership alongside the DWP and a CRT outreach worker based at DECV and also DVC for functional skills			
Dearne Valley bulldogs	Improving health/ young people	To provide Integrated changing rooms and showers facilities. The hope is that new facilities will relieve the pressure on the club in regards to safeguarding policies and logistical challenges.	£15,000	1/3/2016	3/11/2016
DIAL-hOurbank	Information and support	The hOurbank will facilitate the exchange of skills and time and is run on an 'hour for an hour' principle. This scheme will build on the pilot that was previously run in the Dearne.	Asked for £15,000 panel contribute £7,000	1/4/2016	31/12/2016
Therapies for depression anxiety and stress	Improving health/ young people	The project will be based at the Dearne ALC. TADS will work with 30 young people 11 – 18 to engage in 6 full therapy sessions, 30 minute therapy session and further 20 minutes to complete wellbeing exercises and learn coping techniques	Asked for £12,250 panel gave £8,813	1/4/2016	30/3/2017

### **First round of applicants 15/16**

The panel consisting of elected members, the area council manager community development officer and residents from both Dearne North and South met in November 2015 to consider applicants. 10 groups and services applied through this process and 5 were successful.

## Dearne Allotment Group

The cook & eat sessions with families from the Salvation Army took place with excellent results, pictured below Shanks (Abi Cox) presenting John with certificate of food hygiene, John is now the main person who's in charge of cooking at the Salvation Army. Hanging baskets on Goldthorpe High Street are now in full bloom which increased the passion from the community in sprucing up the town centre and the surrounding streets.

Funding for the sessional worker is being sought for a further 12 months to enhance the delivery of this project. Currently there are 10 school children attending Tuesdays & 16 adults with learning difficulties on Wednesdays, lots of volunteering covering weeding, sowing, planting, digging, watering & selling of the produce. The sessional worker is working with 2 of the volunteers in training on the rotivator to help with cultivating the soil; this is heavy manual work that takes skill and endurance. The larger polytunnel is to be installed this winter for growing plants & flowers for the community to purchase at a lower price.

The next project is to work with Be-well Barnsley & Salvation Army to pickle & bottle beetroot & condiments, donations from the community & shanks for clear jars to enable the volunteers to start in the spring. From July – September the group have collated over 1140 hours of volunteer time equating to an impressive £12,642.60 SROI.



## **Goldthorpe Development Group (GDG) reducing loneliness and isolation**

The Goldthorpe Development Group received funding through the Dearne Development Fund in order to provide health events for older people with the principal aim to reduce loneliness and isolation, but to also deliver health and wellbeing benefits. 562 people have accessed the events held to date. Health providers have attended the events and have made nine GP referrals based upon initial health screenings. Providers attending future events include dementia services, Age UK and the Fire Service. At every event at least 10 volunteers assist.



## **DIAL drop in**

During the last quarter the project delivered 12 sessions at Goldthorpe Library to 71 residents. The majority of the residents were on sickness benefits had a disability and were seeking advice with their benefits.

In order to measure progress against the project outcomes we measure benefit/income gain for each individual resident. They use a projected figure in this report as some benefit claim outcomes can take more than 6 months. They re-visit every individual to ascertain the actual outcome after 6 months. The benefit gain calculated is £130,983; this is calculated based on 45 residents.

## **Case study Miss K**

Miss K is a 45 year old lady who came to Goldthorpe outreach, for benefits advice. She had been unfit for work, due to mental health issues, and had been receiving Statutory Sick Pay from her employer. SSP only gets paid for 28 weeks and hers was due to run out. She didn't know what else she could claim to replace this and was worried that she would not be able to claim anything as her partner already gets Employment Support Allowance.

She was very anxious about the future as she didn't feel she would be fit to work for the foreseeable future and would struggle to survive as her partner can't work because she needs him to look after her.

She had mental health issues for some years but was coping and working. A family incident severely worsened her mental health and she felt unable to cope with daily life, despite a lot of reassurance and emotional support from her partner.

She couldn't face going into work as her job entailed working in a busy shop and the thought of being around people brought on anxiety and feelings of panic.

She had had an initial assessment with the community mental health team and was waiting for a further appointment with mental health services.

### **Advice provided by DIAL**

Miss K was advised to make a claim for Employment Support Allowance. She was told how to claim and was assured that DIAL would help her with any forms she gets and explain any letters. She was also advised to ring and make a claim for Personal Independence Payment. She returned to outreach a few weeks later and had help to fill in a PIP claim form.

A few weeks after that she was helped to fill in an ESA50 form (Questionnaire for work) prior to being sent for a Work Capability Assessment.

### **Salvation Army- seasons hope project**

Alison has delivered all of the cook and eat sessions and is currently purchasing the last of the equipment to enable her to undertake more sessions. She has four regular volunteers assisting on this project and continues to develop other initiatives to follow on from this project.

### **Second round of applicants 15/16**

The panel consisting of elected members, the area council manager, community development officer and residents from both Dearne North and South met in January 2016 to consider applications. 11 additional groups and services applied through this process and 4 were successful. £80,000 was allocated to the Dearne Development Fund in order to meet the Dearne Area priorities and the 9 applications came to a total of £77,646 from 15/16 finances.

### **Dearne Electronic Community Village- workability**

During this quarter Rory has enrolled 18 **learners** taking the total to **51 learners**. All learners have enrolled onto the **OCR ICT (Entry 3) qualification** and also the **Learn My Way online course (UK Online)**. Rory is working with 2 volunteers one day per week with occasional help from college (Dearne valley) placements.

All learners are unemployed (Jobseekers Allowance or Universal Credit) or on ESA. The service has seen a sharp rise in the number of learners attending with learning difficulties and many who have been taken off ESA onto Jobseekers Allowance, some fighting appeals. Many of these are long term unemployed. Also there has been a rise with this project in the number of learners with alcohol or drug problems, also on jobseekers allowance.



The partnership with the jobcentre is working very well for referral's (80% of the referrals are from the job Centre), others are from Coalfields Regeneration Trust, working closely with Richard Jones, and also the Salvation Army in Goldthorpe with whom Rory has set up a referral system and a support option. **5 Learners have so far gained employment (4 Fulltime 1 part-time)**

2x Support worker (Robert Ogdens)

1x Driver (Agency)

1x Administrator – PP Coatings

1x Warehouse - Asos

Examples of the work undertaken are as below:

- **OCR Award in ICT (Entry 3) and Life & Living Skills**

Unit 1 - Word Processing

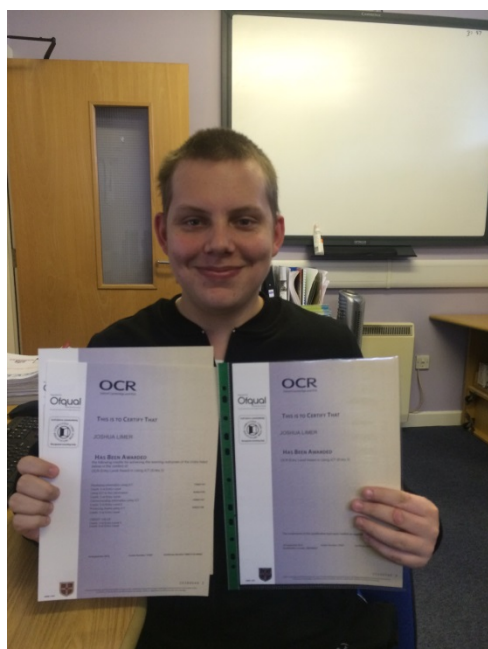
Unit 2 - Internet

Unit 3 - Email and communication

Unit 4 - Spreadsheets

- **Learn my Way online course**

- **Job search and Applications**





## Dearne Valley Bulldogs

They Bulldogs have now received official confirmation of their 75K funds from sports England. Therefore they have now received the 15k match funding from the Area Council so that they can progress with their project. The work is due to commence in the next couple of weeks and pictures of the transformation will be sent to the area council.

## DIAL hOurbank

hOurbank is continuing to grow its membership and the impact it is having is significant as the Monthly activities and weekly coffee mornings, coupled with Monthly walks and Young hOurbank lay down firm foundations in the area. One to one exchanges are proving helpful to those who otherwise wouldn't be able to access the help received. 5 young people and 39 adults have been involved in the projects this quarter

The young people have also concluded that weekly meetings are not the way forward for them. Instead they would prefer small projects which would bring the group together periodically for a longer period of time and not impact on planned out of school activities, especially during this academic year when some of the group will be sitting GCSE's. The group would like to meet during the holidays to complete a task/project plus a couple of times beforehand to plan the activity. From a management perspective, this would work well and allow for a more constructive and worthwhile event.

Jamie has commented;

*"Young hOurbank is great and gives me a chance to have a go at something new. I am looking forward to helping out at the Goldthorpe Christmas Market, it makes me feel good"*

Plans for the future include the creation of a fruit and wildlife garden at the side of the Salvation Army Hall in conjunction with the #iwill project over half term week. The young people are looking forward to making a video of the project and having a display in the library. Local media have been informed which will hopefully lead to further coverage.

In response to member requests, there is now the 'First Friday Walking Group'. This group will meet on the first Friday of every month for a locally led walk. All hOurbank walk leaders are fully trained and experienced and know the local area very well, leading to a fun and informative gathering which has health benefits and the chance to make new friends. Walks always begin at 10.30am, usually from Cherry Tree Court or the Salvation Army Hall and last around an hour.

October will see the launch of the hOurbank Newsletter which will be published quarterly. This will contain a calendar of events, news and information about membership and time exchanges and features on monthly activities. Contributions will be welcome and this is designed to be a useful go-to document for all news and information on the timebank.



BMBC Digital Champions, Tom and Chris are regulars at Coffee Morning to chat with members about Social Media, setting up Facebook pages and how to shop safely online.



**TADS**

6 children have had 5 sessions each at Lacewood Primary School. Further 2 young people at Dearne ALC have completed 3 sessions each. 5 young people at Dearne ALC are ongoing with sessions. Finally 6 children have started sessions at Sacred Heart Primary School

**First round of applications 16/17**

Members have allocated £80k out of their 2016/17 budget in order to meet the Area Council priorities. The Dearne Development Fund panel consisting of the Area Manager, elected members and residents met at 2pm on the 4<sup>th</sup> of July to consider applications. CAB were successful in receiving Area Council Funds and started the project at the beginning of October. There was a slight delay in delivery due to the fire that happened in the town centre.

The panel also met on the 17<sup>th</sup> of October and out of the 9 applications that applied the panel awarded to 8 of the projects. Out of the 8 projects that were successful 6 of those had match funding. Monitoring information for these projects will not be available until next year.

SERVICE	PRIORITE	PROJECT TITLE	COST	START	END
CAB	Improving Health	Dearne area financial inclusion outreach project	£9,974	Oct 2016	Oct 2017