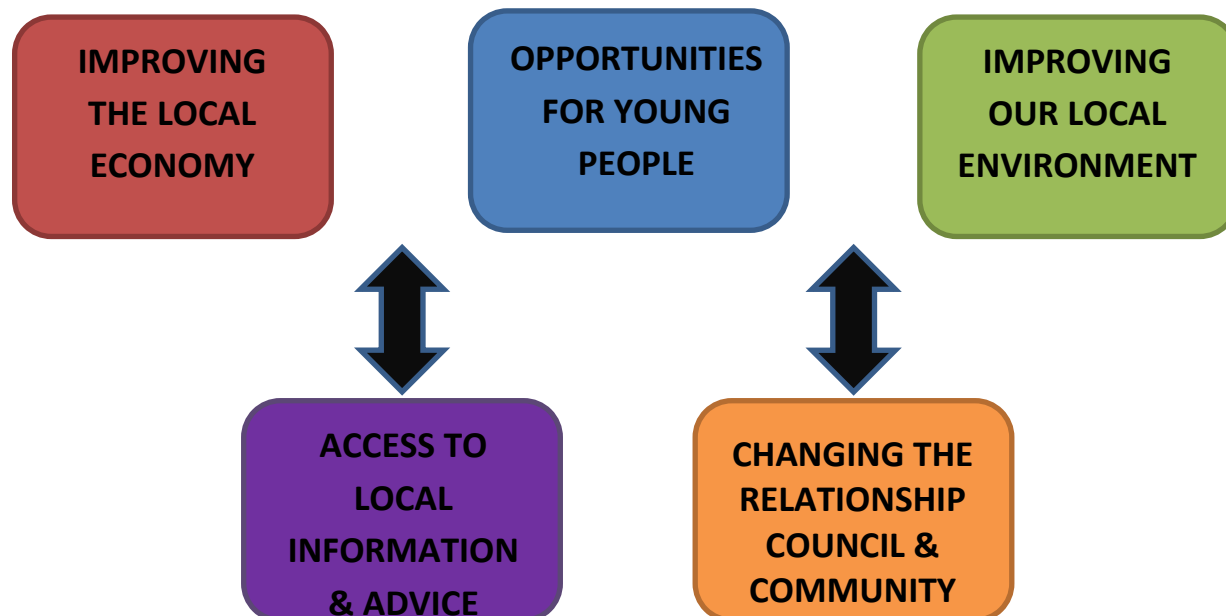


SOUTH AREA COUNCIL
Performance Management Report

December 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	1873	(1860)
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)

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	38 (completed)	45
Number of student hours completed to date	243.5 (completed)	204.30
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)	248	(200)
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(completed)
Number of students completing Summer Internship 2015	37(completed)
Number of students completing Summer Internship 2016	20(completed)
Number of 5 Year Plans tailored to student needs developed 2015	33(completed)
Number of 5 Year Plans tailored to student needs developed 2016	25
% 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	
% of students reporting increased knowledge about opportunities 2015	72%(completed)
% of students reporting increased knowledge about opportunities 2016	
% of students reporting increased awareness of own skills 2015	72%(completed)
% of students reporting increased awareness of own skills 2016	

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: #6a329f; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Access to Local Advice</div> <div style="background-color: #f4a460; 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 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 Quarter 10 contract review meeting will take place on the 2nd December and will feed into the following South Area Council meeting.

As a result of discussions at the South Area Council meeting on the 28th October 2016 the South Area Council Manager met with CAB and BMBC Welfare Rights to look at the request and options for advice services in Middlecliffe.

CAB and BMBC Welfare rights identified different options for consideration by the Ward Councillors which could potentially be piloted up to the end of the contract in order to establish and address current need and demand. These options are currently being considered by Ward members.

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.

Feedback forms continue to show that 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.

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	●
Local Economy	
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

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 Quarter 1 contract meeting takes place on 1st December, initial targets have been incorporated into the performance report for Quarter 1 and any further updates / amendments as a result of the contract meeting will be feed into the Area Council Meeting. The quarterly monitoring amber rating reflects that the meeting has yet to take place.

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. The two apprentices are due to have their inductions at Barnsley College for NVQ Level 2 Horticulture. A further post vacancy for two apprentices will be placed and it is hoped that these will be recruited and in place by early New year.

To date the Tidy Team 2 project has carried out 13 litter picks, worked with 3 schools, 1 after school club and 48 volunteers and held 5 community events which has resulted in 39 bags of recycling waste , 116 bags of general waste collected and 48 jumbo bags of green waste.



DATE: 21-10-2016

LOCATION: TANKERSLEY

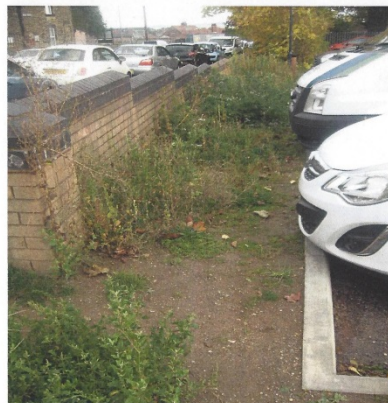
Fly tipping removed and evidence kept on New Road



DATE: 17-10-2016

LOCATION: HOYLAND

West Street Car Park before work started on grassed areas

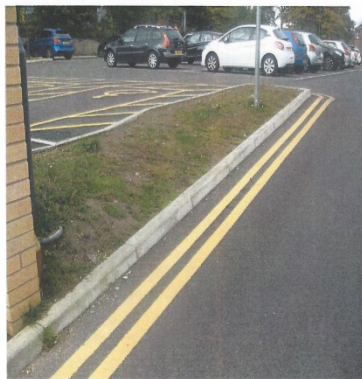




DATE: 17-10-2016

LOCATION: HOYLAND

West Street Car Park before work started on grassed areas



DATE: 17-10-2016

LOCATION: HOYLAND

West Street Car Park before work started on grassed areas

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 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	
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)					

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.

A final report has been provided in full with extracts from the full report below:

Barnsley Employability for Under 16s

Summer Holiday Internship 2016

Programme Summary – November 2016

Background

Following the success of the 2014 and 2015 Summer Holiday Internship programmes focusing on employability skills for under 16s, Barnsley MBC North, North East and South Area Councils re-commissioned a 2016 programme. Two week blocks were to be provided during the summer holidays to Year 10 students catering for up to 135 young people who reside in the area covered by these 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'.

Key Milestones Achieved

- 6 schools engaged– Darton College, Holy Trinity, Kirk Balk Academy, Netherwood ALC , Outwood Academy Carlton, Outwood Academy Shafton
- 103 students
- 103 initial IAG sessions in school
- 84 students attend a 5 day employability training workshops during the holidays
- 100+ work placements arranged
- Celebration event held 11 October 2016
- Evaluation shows all participating students have shown an increase in at least one of the following areas: employability skills, IKIC core competencies and a greater motivation and awareness of career options and planning.

Employability Training

- Day 1 - Getting to know you, Buzz personality test
- Day 2 - CV production
- Day 3 - Interview skills
- Day 4 - Team building & communication consolidation activities
- Day 5 - 1 to 1 Guidance Interview and 5 year plan

What difference has the Internship made?

Tangible outputs delivered during the programme include the drawing up of 5 year plans for the future and preparation of CVs which were done in the summer workshops and will be updated through work with the C&K Careers Adviser linked to schools during the keeping in touch period.

The principal outcomes required by the programme were **that young people should feel capable of achieving their potential** and **increased confidence and self-esteem** together with the **development of IKIC competencies** and of employability skills. To ensure these outcomes were met, the programme was evaluated in a number of ways. Analysis of the data collected has shown that in all cases there was a positive improvement against the IKIC competencies, with **team work, change and flexibility, risk taking and accessing help and support** showing the biggest upturn. **Creativity** showed the lowest increase.

Students' **Career Thinking** was also measured against a range of criteria: on average 68% of students showed a positive increase, 28% remained the same (most had scored themselves 5/5 on these attributes already), and 3% showed a decrease (which can be an indicator that reality has hit home!)

Student Feedback

- *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.*
- *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.*
- *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 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.*
- *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.*
- *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*

Employer Feedback

- *I would like to tell you that B who was on work experience with us last week made an excellent impression with the people he came into contact with. I have heard nothing but praise for him, he wanted to learn and ask questions and also had a go at welding etc. under supervision. He applied himself very well and made the week enjoyable for himself. He could be worth keeping an eye on if opportunities come up in mechanical roles in future.*
- *Excellent attitude and clear genuine interest in the work we do. Fantastic communication skills, very bright young person who will do well as long as she continues as she is. N explained to me some of the tasks undertaken in the pre-work placement which have enabled her to attend with an open mind and great approach.*
- *N worked well as part of the team. She was enthusiastic and committed, polite and willing to learn – well done N*
- *Great student with little need for continued direction as he is quick to learn, and very likeable. Very impressed and would like to offer T a part time job*

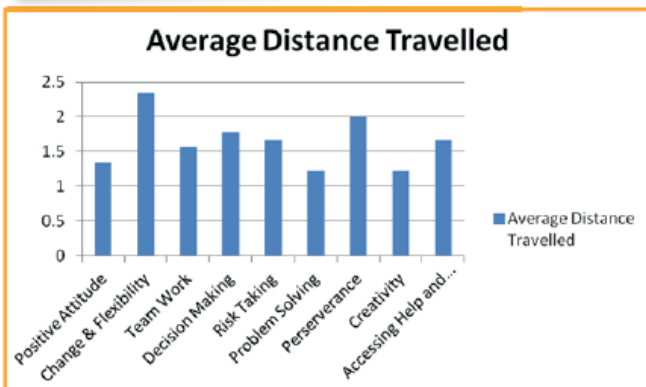
Joel Robinson
Project Co-ordinator
C&K Careers

Katren North
Head of Business Development
November 2016

Barnsley Summer Internships 2016

Kirk Balk Academy

IKIC competencies



Graph showing average increase in IKIC competencies for Kirk Balk students from June to September.

In all cases there was a positive improvement with change and flexibility, perseverance and decision making showing the biggest increase.

On average students increased by at least one in every single IKIC core competencies.

The majority of students reporting little change had already scored themselves fairly highly in the initial assessment.

Those with initial low scores made the most progress.

Employer comments

"From day one she showed good communication skills with all children, shown a good performance"

Chafferbox Day Nursery

"Luke adapted extremely well to this working environment. He engaged with the apprentices and wasn't afraid to ask questions. Luke provided very good solutions to the design projects he was tasked to do"

Gem Design Studio

Parent comments

"Opportunity to explore job types prior to planning next steps of education. Great for learning about being in a work environment rather than school"

"Very well run and organised, staff friendly and approachable"

"It has been a very useful experience for Caitlin as it has given her an insight into her career"

Student comments

"Learnt my plan for the future, helped me plot out my future jobs and career pathways"

"Could have a choice to do longer than 5 days because it seemed very short"

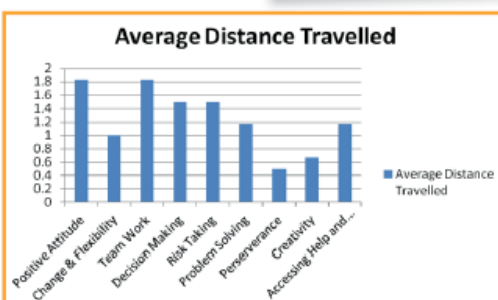
We look forward to working with you in 2017!



Barnsley Summer Internships 2016

Netherwood

IKIC competencies



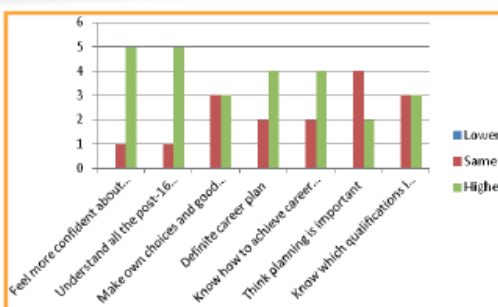
Graph showing average increase in IKIC competencies for Netherwood students from June to September.

In all cases there was a positive improvement with positive attitude, team work, decision making and risk taking showing the biggest increase.

Perseverance and creativity showed the lowest individual increase in competence.

The majority of students reporting little change had already scored themselves fairly highly in the initial Assessment.

Those with initial low scores made the most progress.



Graph showing percentage of students and whether they felt differently about these career related topics after attending the Internship programme

The majority of students made positive improvements in all areas, except where students had scored high or maximum score in the initial assessment. All students scored themselves higher (except 1 student who scored a maximum score before and after)

after the internship, on feeling more confident about the future and understanding all their options

As a result of the internships, no students recorded a lower score in any of the careers related areas, 16 recorded the same score, 26 recorded higher or more positive scores

Employer comments

"Great person, he's welcome back to volunteer"

Parent comments

"Without a doubt I would recommend the project. I have already spoken to other parents of children who may be eligible in the next year or so"

Student comments

"I feel more confident in which pathway to choose to fulfil my career goals. It's given me good communication skills"

We look forward to working with you in 2017!



3.10 Provide a celebration event

This year we held one big celebration event for all students to attend at Shaw Lane Sports Club. The original intention was to hold two events, one for the North and North East students at Shaw Lane and a second event for the South Area students at the Rockingham Centre. However, we reluctantly decided to combine the events into one for a range of reasons: the reduced number of students from the south is such that we risk holding an event where staff and official guests outnumber the students; the groups have bonded so well that they want to celebrate their achievements together rather than at separate events; employers that hosted students from all areas are less likely to be able to attend two events; the Rockingham Centre is now so well used the only available dates were Fridays towards the end of October.

The celebration event was held in early October at Shaw Lane Sports Club. All students were invited to attend with a guest, along with all participating employers, Area Councillors and Council Managers, staff who worked on the programme and representatives from schools and Barnsley Council. Students living in the South Area Council were offered transport to and from the event, to ensure the distance to the event was not a barrier to attending. Most students, that attended did not require transport to and from the event. Six students, their parents or carers requested transport to the event. Only three students used the transport we provided on the night.

The event was attended by 124 people. The evening was introduced by Katren North, Head of Business Development at C&K Careers and the Mayor, Cllr Linda Burgess. Speakers included Joel Robinson, C&K Careers (programme overview), Jack Riley, Darton College

(student perspective), Dave Bond, Darton College (school perspective) and Cllr Mick Stowe (Area Council perspective). There was a video of the young people during the programme talking about their experiences, what they had enjoyed and what they had gained from taking part in the Internship.

All students and employers who attended were presented with a certificate in recognition of their achievements. The evening concluded with a buffet.

