

CENTRAL AREA COUNCIL
Performance Management Report
2017/2018

Quarter 1
April-June 2017

Central Area Council - Priorities, Principles and links to Corporate Outcomes 2017-2020



Ensuring the following principles are promoted and embedded in all that we do:



Contributing to the following Corporate Priorities and Outcomes:

<p>THRIVING & VIBRANT ECONOMY</p>	<p>PEOPLE ACHIEVING THEIR POTENTIAL</p>	<p>STRONG & RESILIENT COMMUNITIES</p>
<p>Outcomes:</p> <ul style="list-style-type: none"> 1: Create more and better jobs 2: Increase skills to get more people working 5: Create more and better housing 	<p>Outcomes:</p> <ul style="list-style-type: none"> 7: Reducing demand through improving access to early help 8: Children and adults are safe from harm 9: People are healthier, happier independent and active 	<p>Outcomes:</p> <ul style="list-style-type: none"> 10: People volunteering and contributing towards stronger communities 11: Protecting the borough for future generations

Table 1 below shows the Providers that are delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, from 1st April 2017.

Table 1:

	Service	Provider	Contract Value/length	Contract dates
Older People	Service to reduce loneliness and isolation in adults (50+) and older people	Royal Voluntary Service	1 year with option to extend for a further 1 year and again for a further 9 months, subject to annual review. £100,000 per annum Total cost: £275,000	1 st July 2017
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year and again for a further 1 year, subject to annual review £130,000 per annum Total Cost: £390,000	1 st April 2017
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Exodus The Youth Association YMCA BMBC TYS	15 months. Cost: £25,000 15 months. Cost: £11,000 15 months. Cost: £14,000 15 months. Cost: £20,000	1 st April 2017-30 th June 2018
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 further year, subject to annual review. £85,000 per annum Total Cost: £170,000	21 st April 2016 -31 st March 2018
Clean & Green	CONTRACT 2 – Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	Kingdom Security Ltd	1 year with an option to extend for 1 further year, and again for a further 1 year. £42,000 per annum Total Cost: £126,000 As above. £10,00 per annum Total cost £30,000	1 st April 2016-31 st March 2019
Clean & Green	Private Rented Housing Management and Enforcement SLA with Safer Communities Service	BMBC Service Level Agreement	1 year extension from 1 st April 2017 – 31 st March 2018 £76,175 per annum	SLA ends-31 st March 2018
Clean & Green	Home Visiting Service	Homestart South Yorkshire	1 year extended contract from 1 st April 2017 – 31 st March 2018 Cost: £21,600	Service ends-31 st March 2018

PART A - OVERVIEW OF PERFORMANCE – FROM 1ST APRIL 2017.

The following tables reflect the overview of performance of **all** Central Area Council contracted services and projects (as outlined in Table 1 above) from 1st April 2017.

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	125	113
Total number of home visits made to older people	560	578
% no. of older people reporting improvement in their health & wellbeing	95%	98%

Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	125	143
Total no. of different children and young people attending 3 or more sessions	86	182
Participants reporting increased resilience	N/A	N/A

Creating a cleaner & greener environment in partnership with local people

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered with local people	10	23
Number of FPN's for littering and dog fouling	-	200
Number of private sector rented households engaged	-	275
No. of vulnerable households identified and engaged-3 or more contacts	-	118
No. of property inspections carried out	-	38

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	4	4
No. of PT/sessional jobs created and recruited to	24	24
No. of apprentice placements created and recruited to	1	1
No. of work experience placements created and delivered	6	9
No. of local organisations/SME's supported	0	0
Local spend	85%	91.2%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	21	31
Number of young people engaged in volunteering	30	48
Number of new community groups established	0	0
Number of community groups supported	1	5

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

<div style="background-color: #c0392b; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Older People</div> <div style="background-color: #6b34a3; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #e67e22; 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	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

A comprehensive monitoring report for the final quarter of this contract (April to June 2017) was submitted by RVS on the 7th July 2017 . The subsequent contract management meeting took place on 11th July 2017.

The RAG ratings shown in the table above reflect achievement of the RVS targets for this period.

113 new older people have been engaged with by the RVS Barnsley Central Looking Out for Older People service (BCLOOP) during this quarter, with some of these referrals coming through the new My Best Life Social Prescribing Service. Over the 3 year life of this service, 98% of those engaging with the BLOOP service have reported an improvement in their health and wellbeing.

The total number of different older people who have been referred and visited by an Inclusion worker since the contract started in May 2014 is now 1051, with over 5,300 visits taking place over the same period. Many of these older people are now taking part in community activities on a regular basis without the involvement of an Inclusion worker.

The case studies provided as part of the monitoring reports (see below), together with the anecdotal feedback from users of the service and their contacts, indicates that the RVS service continues to have a significant impact on the older people using the service.

The current service will come to an end on 30th June 2017.

The new service for reducing loneliness and isolation in adults (50+) and older people will be delivered by Royal Voluntary Service from 1st July 2017.

Lessons learned from the current service will be reflected in the delivery of the new service and staff training about the new contract is currently underway.

Discussions have taken place about how the My Best Life social prescribing service will dovetail with this Central Council contract and how we will ensure clarity about client recording/monitoring.

A brief summary of the RVS contract progress during the period January-March 2017 is provided below:

There have been no changes in staff since the previous report and a further 8 new volunteers have been deployed on the BCLOOP service.

Service users continue to come from right across the Central Area with referrals being received from each ward.

Befriending and accessing social activities continues to form the majority of the work of RVS but providing advocacy assistance is still required, dealing with issues such as medical appointments, financial problems and utility bills.

In May 2017 a Volunteer Appreciation event was held in Doncaster which a number of RVS volunteers from Barnsley attended.

Case Study 1:Worsbrough Ward

Mr NA was referred to the service by the warden in his housing complex. He had previously been in good health but on a recent holiday had caught meningitis which led to a stroke and weakness down one side of his body. Mobility was an issue and a wheelchair was required to get out and about,

He was new to the area and had no family nearby. He had carers that he saw daily to maintain his personal needs but he had no one to socialise with and missed getting out of his flat.

Mr NA was given a male volunteer who visited weekly. On Mr NA's request they would go into town and look around the shops. The volunteer helped to find some comfortable shoes. Since leaving hospital he had only worn slippers. They also had lunch together each week.

Mr NA appreciated the fact that he was given a male volunteer, also of a similar age to himself. This made him feel like he was out with a friend. He stated if his befriender was a female, people would have thought she was his carer and as he was only recently 60 years old he didn't want people judging him.

The volunteer supported Mr NA when he was diagnosed with cancer. Continuing the visits as he was receiving treatment in hospital and visiting more frequently when Mr NA took a turn for the worse and was informed his prognosis was terminal.

Mr NA's family were very grateful for the companionship the volunteer gave to him before he passed away.

Case Study 2: Dodworth Ward

Mrs MA is 79 and lives alone. She was referred by the falls team at BGH. Mrs MA had just finished the 8 week fall prevention program.

Mrs MA uses a mobile scooter at home she is waiting for a date for a hip operation. She recently fell at the back of her property trying to use her mobility scooter. This resulted in a hospital stay of over a week.

Mrs M.A had to store her scooter at the back of her property and the only way she could recharge her scooter was through an electric point from a bedroom window.

It worried her that her scooter could be damaged or stolen or that someone could access her property through an open window. She was also concerned about falling again.

The inclusion officer referred Mrs MA to equipment and adaptations with a supporting letter regarding the importance of storing the scooter at the front of her property where the scooter could be stored and recharged safely as it is fenced and more secure.

The equipment and adaptations team did an assessment of the property and made changes so the scooter could be stored more safely and she could get in and out of the property without the use of steps.

Mrs M.A was really grateful for the support and advice the inclusion officer gave and was really pleased with the results. It has made her life easier and eased her concerns.

Barnsley YMCA



	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	●

The new YMCA contract to deliver a service that builds emotional resilience and wellbeing in children and young people aged 8-14 years commenced on 1st April 2017.

A comprehensive monitoring report for the first quarter of this new contract (April to June 2017) was submitted by YMCA on 7th July 2017. The subsequent contract management meeting took place on 26th July 2017.

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this period.

89 sessions have been delivered during this quarter across Central Council area with 134 children aged 8-14 years participating for over 6 hours. There have been a total of 1369 attendances during the period and at least 2 sessions have been delivered in each ward every week.

A specific group has been created to develop a project identity and sub brand which will go out to wider consultation from July 2017. This group is also developing an evaluation framework/tool to record and reflect the distance travelled of project participants. This group has worked with YMCA Project Staff, students and Chillypep to develop their understanding of mental wellbeing and emotional resilience and to tailor a project specific tool that is age appropriate and user friendly. The evaluation tool will be product tested during the summer before being finalised for piloting during the new academic term.

A brief summary of the YMCA contract progress during the period January-March 2017 is provided below:

The level of participation across the project is positive with most of the primary age sessions having a regular attendance of at least 15 participants. The evening youth club sessions in Central, Stairfoot, and Dodworth all have waiting lists and regular attendances of 20 participants. The Horizon youth drop-in and the twilight session in

Worsbrough are also well attended. All of these sessions again have sustained regular participation.

The group size for this service is smaller than other YMCA services/projects and reflects the needs of the participants. The high number of sustained participants (6 hours +) reflects the opportunity to develop and maintain more substantial relationships with participants and their families.

The YMCA are working closely with partners to ensure the project is accessible to those who need it most. For example in the afterschool sessions school staff signpost and refer individuals that would most benefit from the service. These currently include children and young people who have been bereaved, are vulnerable and struggle to socialise, have low self-esteem, have family issues or are in the care system, or have additional needs and behavioural issues. The project is also supporting participants who have additional needs and/or whose first language is not English.

There are 8 Peer Supporters currently active within the project and 3 volunteers supporting delivery. The project is continuing to work with some Peer Supporters who have transitioned from other programmes who regularly support sessions and are engaging in consultation and development of both the project brand and identity and an evaluation tool. We will be recruiting and training a new group of peer supporters during quarter 3.

The programme of activities within the localities is varied and developed in response to consultation with participants. However the programmes are developed to support the achievement of positive outcomes for children and young people and contribute to building emotional resilience and wellbeing. 2 sessions have been delivered in each of the 5 wards during this period with a mix of youth club sessions, outreach provision and after school delivery.

Case Study: Ace Group Participant.

The Ace Group is an open access drop in at Horizon Community College out of school hours. The session is a safe space for young people, where they socialise with others, build meaningful and supportive relationships with their peers and access support from youth work staff. The session is accessed by young people in Years 7, 8 and 9 from across the Central Area but predominantly attracts young people from the Kingstone and Central Wards. The YMCA works with staff within the school to ensure the session is accessible to those who need it most and school staff signpost young people who may be vulnerable within school.

Girl A has attended from the start of the project and has built a really positive relationship with YMCA staff at this session. Girl A identified herself as an anxious young person who has low self-esteem and lacks confidence. It has taken her a long time to trust staff members at this session and establish friendships within the group, but she attends weekly to engage with staff and discuss how she is doing that week.

As a result of the relationships she has built with staff recently she felt comfortable enough to confide in staff members and make a disclosure, something she wasn't able to do with anyone else in school. The project staff were able to listen, provide ongoing

support and advocate on her behalf to help her resolve issues to a satisfactory outcome.

Following YMCA policies and procedures the disclosure was reported within the school with the YMCA staff working alongside school staff to ensure the best possible outcome for this young person.

Through our support of this young person, we have assisted her in accessing more specialist services, including some within school to address the issues identified in the disclosure. Girl A still attends the drop in on a weekly basis to speak to staff and let them know how she is coping.

Since she started attending the group her self-confidence has grown and she is now a fully integrated member of the group with a friendship circle that she sits and participates with each week. Slowly things are changing and improving for this young person and she seems much more happy and confident in herself.

Kingdom Security



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A monitoring report for the quarter April - June 2017 was submitted by Kingdom on 7th July 2017 and the contract monitoring/management meeting took place on 18th July 2017.

As illustrated in the table above, there is overall satisfaction that Kingdom is performing well and is making good progress in line with the contract.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period April to June 2017, there were 184 FPN's issued and 16 car parking notices. Of the 184 FPN's issued, 168 were for littering and 16 for dog fouling

A total of 2270 FPN's for littering and dog fouling have been issued since this service commenced in August 2014, and the income received from FPN's since the service commenced is £108,506. Further information about the income will be provided as part of the separate Procurement and Financial update report.

Although Kingdom patrolling continues to be carried out on an equitable basis across the 5 wards, as would be expected, there are significant ward differences in the number of notices issued.

There has been an increase in specific witness information being provided about offenders. On these occasions and with the witness statement, alleged offenders are visited and an FPN is offered to allow the individual to discharge their liability rather than have Kingdom/BMBC compile a file for prosecution at court.

There have also been a number of incidences where dog fouling has been formally reported in to the Council, Kingdom officers have visited the complainant to get further information, but the complainant is not willing to provide a witness statement despite knowing who the dog owner is.

A very successful operation has taken place during this quarter to address the issue of dog fouling in Barnsley Cemetery-see case study below.

Case Study- Addressing dog fouling at Barnsley Cemetery

Numerous reports of dog fouling in the cemetery were made and a request was made by Bereavement Services to see if Kingdom could do anything.

Good feed back was gathered from the community whilst doing initial patrols of the immediate area but no one was prepared to name and shame, so it was up to Kingdom to do the leg work.....



Over a few days Kingdom Officers patrolled the Cemetery and were quick to identify and issue 5 FPN's to those allowing their dogs to foul on the pathways and on the graves. These dog owners were letting their dogs off the leads allowing them to foul and failing to pick it up.

A number of people visiting the cemetery to attend to graves have approached the Kingdom officers to thank them for the action taken.



Twiggs Ground Maintenance



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for April - June 2017 was submitted by Twiggs on 7th July 2017 and the subsequent contract management meeting took place on 11th July 2017.

The table above demonstrates that Twiggs have either met or exceeded all of their targets during this period.

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the SLA's. Twiggs have acted upon and completed all jobs requested promptly and to a high standard, and excellent feedback continues to be received on the ground.

During this period significant additional pieces of work (approximately 130) have been carried out by Twiggs across all 5 wards and 1 work experience placement has been delivered.

A brief summary of the Twiggs contract progress during the period October to December 2016 period is provided below:

During this period Twiggs have supported 16 Central Area Team led projects, some examples of which are outlined below. They have also lead the planning and delivery of a further 7 social action projects (see examples below) which has led to 13 new adult volunteers and 21 new young volunteers having been recruited and deployed.

During this quarter 2 new apprentices have been recruited as follows:

- Connor Whitehouse-Apprentice studying Horticulture Level 2 with Barnsley College. Start date: 19th June 2017
- Millie Cooper-Apprentice studying Business Administration with Barnsley College. Start date: 3rd April 2017

Examples of some added value projects:

Worsbrough Ward- Oakdale footpath

Weeding, litter picking and scraping



Dodworth Ward-Tidying up Keresforth Hill (across from the school)

Grass Cutting. Strimming, Litter Picking



Examples of Social Action projects led by Twiggs:

Stairfoot Ward-Swanee Field Community Event

Prior to the event posters were distributed to the houses around the area of Swanee Fields. Information was also sent out to people who had previously complained to the Council about the lack of upkeep in the area. We shared details and further information with residents and we were praised for the results. Kendray Hospital staff also had their input. Our team helped litter pick and trim the edges of the public footpath. It was then scraped back, providing much better access to the fields.

13 volunteers participated, including a number of young adults from the local community. All the volunteers want to be kept informed about future work in the area. Altogether 15 bags of litter, a wheel trim and a memory foam mattress were collected!



 **Twiggs Clean and Green Team Barnsley** added 13 new photos.
2 June · 🌐

A fantastic turnout and community response to today's event at the Swanee Fields area. 13 volunteers including young people giving their time to litter pick, whilst our team cut back the overgrowth from the footpaths and scraped back the paths making the area more accessible. Residents who didn't have time to volunteer today, still made an effort to h... See more



Kingstone Ward-Shawlands School Environmental Day

A whole school environmental participation event was held at Shawlands school in June 2017. The Twiggs Team, together with the children, carried out environmental works in and around the school grounds, clearing litter, making wildlife habitats, clearing woodland and tidying footpaths outside the school grounds.

Twiggs also included educational activities with the children about maintaining a clean and tidy local environment, working together as a community, volunteering activities in their own neighbourhood, and the plights of littering.

Private Sector Housing & Enforcement SLA

Clean & Green

Growing the Economy

Changing Relationship

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for April - June 2017 was submitted on 7th July 2017 and the contract management/monitoring meeting took place on 13th July 2017.

The information provided in the monitoring report submitted demonstrates that this service continues to perform very positively and has reached all the milestones and social value targets set to date, with 275 different properties being visited during this quarter. To date a total of 2117 different properties/households have been visited and of these over 700 have had 3 or more contacts from officers working on this intervention. 38 property inspections have also been carried out this quarter.

The amber rating for outcome indicators targets met has remained this quarter because further work is required to more specifically define what is meant by “vulnerable households”. This work is ongoing.

The officers continue to develop good working relationships with landlords, letting agents and local residents and there continues to be very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date.

There have been a number of very complex cases this quarter with officers working closely with the Police to ensure a number of Closure Orders are granted-see Case Study 1 below:

Case Study 1-Central Ward Closure Order

We received complaints from local residents regarding anti-social behaviour and drug dealing / use at several properties on Crookes Street.

We were contacted by a complainant who worked at a business on the street concerned with the amount of anti-social behaviour from a couple of addresses, one in particular. After checking the police incidents for the street it became apparent that there were three addresses involved. All three were visited and residents spoken to about their behaviour - all denied any of the allegations so we decided to collate and

collect more evidence. We distributed an ASB Survey and had CCTV put up on the street so we could identify the problem properties. The surveys were returned and they all mentioned one particular address. Through joint working with the Police we felt a Closure Order was appropriate. This prevents anyone entering the property who does not have permission to be there by the Court.

We attended Sheffield Court on 26th May, 2017 and the Closure Order was granted enabling only the two tenants and the Landlord access along with the Police and Council staff. This means that anyone other than those given permission to enter / be there could be arrested if they are found in the property. Having the Order in place has helped us get support for the tenants into drug services. We have also assisted them with housing disrepair issues. The Landlord has served an Eviction Notice on the property so we have also put in housing support for the tenants.

Since the Notice has been served, the residents on the street and in the surrounding area have said that things have improved and there hasn't been as much activity with the address. We are still continuing with ongoing work on the street as there are other issues with a couple of addresses who have needed drug services and housing support.

Case Study 2 - Stairfoot Ward

We received several complaints regarding one property on the Strata Estate off Doncaster Road, Barnsley. These related to a private rented property and came mainly from local residents. The concerns included:- Accumulation of waste on premises; contaminated bins and bins not being emptied; dog fouling around property; animal welfare issues; concerns for tenants / children at the property and alleged overcrowding; parking issues; and low level anti-social behaviour at property – mainly noise.

On investigation it was found that there was a large accumulation of household waste at the property. The landlord of the property was a first time landlord and had just purchased the property within the last twelve months. The landlord removed the waste on behalf of the tenants and recharged them- see before and after photos below.

The contaminated bins were removed from the property by our Waste Management Service – the tenants at the property were also given advice on appropriate use of bins, recycling, storage and disposal of waste, etc.

The tenants had two dogs at the property and were allowing them to foul on the open plan area at the front of their property which was accessible to other residents on the estate. The tenants were written to formally and requested to clean up the fouling on a daily basis and clean and disinfect the area regularly. Residents also expressed concerns about the welfare of the animals. Referrals were done to the RSPCA and BMBC Animal Health Team to look into these concerns

Concerns about alleged overcrowding were also investigated. It was ascertained that a young couple and their three small children lived at the property and there were no overcrowding issues. They did however have a lot of visitors to the property.

The tenants were young and quite vulnerable. After speaking to them it was ascertained that they had all the help and support they needed, mainly from family members and friends. Some signposting advice was however provided.

The landlord wanted to evict the tenants due to outstanding rent arrears. He served a Section 8 notice and the tenants were evicted after an eight week period. The tenants moved out of the property without the landlord having to submit an application to Court. We assisted the landlord with advice on the Notice and eviction process. Since the tenants have left the property, no further complaints have been received. The landlord did inform us that the tenants had left waste in the property and also caused quite extensive damage inside. He has since cleared out the property and carried out the relevant repairs.



Private Rented Housing-Home Visting Service



	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	●

This contract formally commenced on 1st June 2016. A comprehensive monitoring report for April - June 2017 was submitted on 7th July 2017 and the contract management/monitoring meeting took place on 18th July 2017.

The table above demonstrates that Homestart have either met or exceeded all the targets and milestones set for the contract.

6 referrals have been received during this quarter and all families have received an initial visit. 3 families have been signposted to the group session, 2 families have been accompanied to health appointments and 1 supported to resolve housing issues.

12 Family support group sessions (the “Little Monkeys” support group) have taken place during this period at the Hope House Church building

As demonstrated in the case study below, many of the referrals have multiple and complex needs exacerbated by mental or physical health problems. Fortunately the Homestart volunteer training programme is very thorough in covering a wide variety of issues and additional training is available through Home-Start UK. Regular volunteer supervisions are an integral part of the Home-Start structure and ensure that support is available at all times.

Case Study 1: Lois and Hope

Lois has previously had children removed from her care as her learning needs historically were thought to impair her ability to care for her children and she remained in a violent relationship for a number of years. Since that time, Lois ended the violent relationship, moved to Barnsley and has been living independently and holding down a full time job. When she became pregnant again, her social worker referred her to Home-Start for support responding to the changing needs of her baby and also to attend baby groups in the area. A volunteer- Sue- was matched with Lois when the baby was just a few weeks old and has been supporting her regularly, helping to build her confidence in the care of Hope and provide reassurance that baby is developing normally. Whilst Lois does have the support of her parents, they are quite elderly and

live in the South of England so struggle to visit regularly. The volunteer has been able to accompany Lois to the Home-Start family group on a Thursday morning where she has been able to speak to other new parents and discuss common issues relating to sleeping and feeding.

Recently when the volunteer visited, Lois complained that the upstairs toilet was leaking and water was coming through the ceiling. Sue was able to track down the landlord and arrange for an immediate call out to resolve the problem. Sue is happy to continue to support Lois and liaise with the other services involved in her care.

Case Study 2: Rebecca and Aidan

Rebecca was referred by a social worker from the Disabled Children's team to help her with supervised access to her son. Although living independently, Rebecca has acquired brain injury and is a lone parent who has previously suffered from domestic violence. Her son, Aidan, has profound needs himself resulting from global development delay and requires full supervision which Rebecca is unable to carry out alone.

Aidan is in the full time care of his grandmother but Rebecca feels that with volunteer support she could take more responsibility for her child in carrying out routine tasks such as dressing and feeding and taking to and from nursery. Rebecca is also keen to move into more suitable living accommodation so that when Aidan visits, there is space for him to play and safe outside space- her current accommodation has shared outdoor space and opens directly onto a road.

At the initial visit it was clear that volunteer support would be primarily to facilitate Rebecca to be more involved with her son, and this in turn would take some of the pressure off grandma. We also discussed accompanying Rebecca to her many medical appointments and ensure that she is up to date with all of her check-ups and injections. Currently assessing volunteers to determine who will have the skills and flexibility to support Rebecca.

YOUTH RESILIENCE FUND PROJECTS

The Central Area Council Youth Resilience Fund was established to build the emotional resilience and wellbeing of young people aged 8-19 years living in the Central Council area, and to complement/supplement the main YMCA contract. The Programme also aims to provide a co-ordinated approach to the provision of community youth activities for this age range across the 5 wards that make up the Central Council area.

Regular Youth Resilience Fund meetings have taken place since April 2017 with the 4 Youth Programme Providers and BMBC’s Targeted Youth Support service in attendance at each meeting.

The 4 Youth Resilience Fund agreements end between 31st March and 30th June 2018.

Quarterly reports and RAG ratings for each of the 4 current Youth Resilience Fund providers can be found in the following section of this report.

BMBC TYS – The Immortals Project



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the first quarter of this project (April - June 2017) was submitted by BMBC Targeted Youth Support on 7th July 2017.

Despite an uncertain start to the project, with Lifeline going into administration and the project transferring in-house to BMBC, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

During this quarter 22 new young people have engaged with the project in 3 different locations-Worsbrough Dale Park area, Measbrough Dyke area and Hoyle Mill area.

Work on a weekly basis has continued with the young people at Hoyle Mill with a variety of positive ideas being put forward that they would like to see implemented within their local area.

Young people have continued to engage in positive community activities such as litter picks and clean ups. In addition to this, 4 young people have also engaged in a community orchard project working alongside other young people and the YMCA.

During the outreach sessions work has been carried out with regards to substance misuse, smoking cessation, anti-social behaviour, bullying and discussion around future events

During this quarter there has been a major development at Hoyle Mill for the young people- the lighting application they developed and put forward has been successful and the lighting at the park has been erected. This has been a real eye opener for the young people as they have achieved something together as a group and they can physically see their achievement-this will benefit not just themselves but the wider local community. The young people plan to take some images of the lighting throughout the winter to promote their success and the skate park and feedback to Central Ward Alliance



Work has continued in the Worsbrough area this quarter and the project has managed to maintain ongoing engagement with young people in the area. There has also been success in recruiting new girls to the project.

A variety of subjects affecting young people have been covered during this period. These have included: Sexual Health, Substance Misuse, Anger Management, VBA on Smoking cessation, Fire Safety and consideration of future plans for the group/the area.

During this quarter great links have been made with the new Worsborough Dale Park Pavilion group and young people from Worsbrough have taken part in a Multi agency

art Project alongside Worsborough Bowling club, TYS young people and Worsborough Ward Alliance.

The aim of the project has been to complete a mural of the local area to be placed on the wall inside the newly refurbished Pavilion. During this project we worked with 4 young people on 4 occasions to support the delivery of this project alongside a community artist.



Exodus – Youth & Children’s Work Coordinators

Clean & Green

Growing the Economy

Changing Relationship

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the first quarter of this project (April - June 2017) was submitted by the Exodus project on 7th July 2017 and a subsequent contract monitoring/management meeting took place on 20th July 2017.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract. 29 young volunteers have been engaged in a range of volunteering opportunities in the project during this quarter with 4 of these being new young people.

The following 6 Central area community activities/events were supported by the project during this period: Spring Street/Princess Street Engagement event, St.George’s, Worsbrough Dale Park Pavilion Launch Event, Dodworth Library Teddy Bear’s picnic, Measbrough Dyke Neighbourhood Engagement day at Hen Pen, and Churchfield’s Picnic in the park event.

During this period young volunteers have also continued to support ongoing Exodus “club” sessions across the area.



YMCA – Youth Work in Dodworth



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

A comprehensive monitoring report for the first quarter of this project (April-June 2017) was submitted by the YMCA on 7th July 2017 and a subsequent contract monitoring/management meeting took place on 26th July 2017.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

The project engages with young people through regular weekly detached sessions on Tuesday evenings primarily in Gilroyd, but also in Dodworth High Street and around the library. The sessions continued through the Spring Bank holiday in order to maintain relationships. The level of participation and retention is positive and reflects the consultation and outreach activity undertaken, with 20 new young people engaging with the project during this period and 12 new young people having attended more than 3 sessions.

The youth workers have identified one young person in Gilroyd who has started to undertake a peer support role within the project. This young man clearly has a positive influence on his peers and enjoys leading on some activities. He has been the victim of bullying in the past and he appears to understand some of the issues witnessed within his peer group/older groups who hang around the same area. Often with clear guidance he can take a bunch of seemingly bored young men and engage them in positive team activities, dodgeball and quick cricket for example. He also has a positive effect on some of the more boisterous boys' behaviour, asking them to pick up their litter being an example of this.

The project has developed a good relationship with local parents and carers in Gilroyd. Often parents allow their young people to stay out a little longer if they know they are engaged with our team in a positive activity. 'Send him down home when you leave' being a frequent conversation. Long term we plan to engage with some of these parents and carers more, particularly as some mums did express an interest in facilitating activities that young people and their families could enjoy together.

The Youth Association – Belonging in Barnsley



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the first quarter of this project (April to June 2017) was submitted by The Youth Association on 7th July 2017 and a subsequent contract monitoring/management meeting took place on 18th July 2017.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

A group of 12 new young people of White Latvian and Latvian Roma ethnicity have been engaged in the project. As part of this engagement, two structured workshops have been delivered - one on British values and identity and another on drugs awareness - see photos below.

The young people have also recently planned and organised a group activity to the trampoline park in Barugh Green (Jump).

Discussions are taking place with the other Youth Resilience Fund providers to enable joint/integrated activities to take place.



