

CENTRAL AREA COUNCIL
Performance Management Report
2017/2018

Quarter 2
July-September 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	250	239
Total number of home visits made to older people	1125	1161
% no. of older people reporting improvement in their health & wellbeing	95%	97%

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	262	346
Total no. of different children and young people attending 3 or more sessions	141	245
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	20	42
Number of FPN's for littering and dog fouling	-	429
Number of private sector rented households engaged	-	494
No. of vulnerable households identified and engaged-3 or more contacts	-	215
No. of property inspections carried out	-	78

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	9	14
No. of local organisations/SME's supported	0	0
Local spend	85%	90.8%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	43	75
Number of young people engaged in volunteering	42	64
Number of new community groups established	0	0
Number of community groups supported	2	6

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

<div style="text-align: center;"> <div style="background-color: #c0392b; color: white; padding: 10px; border-radius: 10px; margin-bottom: 5px;">Older People</div> <div style="background-color: #6b34a0; color: white; padding: 10px; border-radius: 10px; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #f39c12; color: white; padding: 10px; border-radius: 10px;">Changing Relationship</div> </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 first quarter of the new RVS contract (formally 2017/18 Quarter 2-July to September 2017) was submitted by RVS on the 11th October 2017. The subsequent contract management meeting took place on 18th October 2017.

The new service for reducing loneliness and isolation in adults (50+) and older people, commenced on 1st July 2017, following a pre-contract meeting that took place in June 2017.

Lessons learned from the previous service have been reflected in the delivery of the new service and staff training about the new contract has taken place.

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

The RAG ratings shown in the table above reflect achievement of the RVS targets for this period. An amber rating has been given for “satisfactory quarterly monitoring” because the requested breakdowns by age/gender, and requested information relating to people accessing community activities, have not yet been submitted. Assurances have been given that this information will be submitted shortly.

126 new people aged over 50 have however been engaged with by the RVS Barnsley Central Looking Out for Older People service (BCLOOP) during this quarter, with 21 of these referrals coming through the new My Best Life Social Prescribing Service.

To date referrals for people aged 50-60 years have been low, however an email is to be sent out to all potential referrers over the next week to inform them about the lower age range.

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

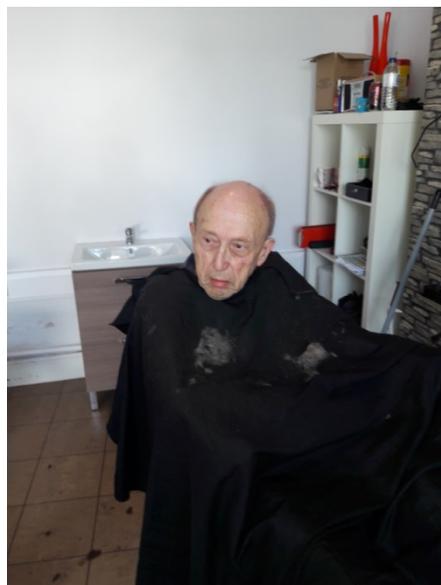
The same staff have been retained for the new contract with training taking place in relation to the lower age range.

Service users continue to come from right across the Central Area with referrals being received from each ward. 9 new adult volunteers have been recruited and deployed as befrienders during this period and these volunteers, together with others, are supporting 30 older people who have been retained from the previous contract.

Case Study 1: A referral was made to RVS by Age UK Barnsley. Age UK were already supporting Mr CB at their day centre, but despite this Mr CB still required additional support.

Mr CB suffers with Parkinson's disease, has learning difficulties, is diabetic, and wears hearing aids. He also has to use a walking stick for support as he is very unsteady on his feet. He also uses the services of Dial a ride, loves supporting Barnsley football team from afar these days, and has his meals delivered from a local Care Kitchen.

Further to an initial visit from the RVS Inclusion Worker, Mr CB has been accompanied to get his hair cut at a local barbers shop and he has been supported to get fitted for a new pair of shoes. He has also been accompanied on several Doctors & nurse appointments.



Although Mr CB was already receiving support from Age UK, it was not adequate for his complex needs and RVS have been able to fill the missing gaps and improve his life considerably. His self-confidence has improved and his mobility is better now he has appropriate footwear. RVS will continue to support Mr CB by keeping in regular contact with him and providing assistance as and when required.

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 2nd quarter of this new contract (July-September 2017) was submitted by YMCA on 11th October 2017. The subsequent contract management meeting took place on 19th October 2017.

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this initial period with the after school and twilight sessions maintaining 14-16 participants, and the youth clubs averaging 20 participants per session.

60 sessions in total have been delivered during this quarter across Central Council area with 31 new children aged 8-14 years participating for over 6 hours. There have been a total of 1248 attendances during this period during which time a range of activities and sessions have taken place during the school summer holidays (see photos below).

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

This quarter included summer holiday provision which proved very positive with a large proportion of participants from the term time programmes accessing the activities. The sessions that particularly engaged with new participants were the green space games activities in Dodworth, Ward Green and Aldham House Estate, however in the majority of locations these were participants from the previous YMCA 8-12's programme.

The area based activities engaged young people from across the 5 wards and were accessed by a cross section of the project participants with good numbers from Bank End, Ward Green, Gilroyd, Worsbrough Common, Broadway and Stairfoot. The only session that had little participation in summer programmes was the Forrest Academy after school session. There are plans to address this in the planned October half term provision.

The project continues to experience significantly higher numbers of young people wanting to access the project in some localities. Attendance and participation is still being monitored and managed ensuring participants are only regularly assessing 1 session and where relevant children and young people are being signposted to other local services.

We are continuing to work closely with partners to ensure the project is accessible to those who need it most, and partners, particularly schools are being consistent in their referral of participants who would benefit the most.

The children and young people that the project is currently supporting includes those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise. Others have been bullied, may have behavioural issues, family difficulties, are in the care system, and/or are experiencing changes in circumstances and related deprivation. The project is also supporting participants who have disabilities and or additional needs. There is also a small number of children/young people who attend regular sessions in Kingstone and Central wards, whose first language is not English. These include Japanese, Polish, and Indian children.

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: Bankend girl S - aged 10

Throughout the summer S has been involved in a number of YMCA summer activities. She comes from a large family and her Mum has just had another baby. There has been social services involvement in the family in the past but not now. S's participation in a number of activities provided great support to the family and allowed S to have a summer break when she could try new things and really enjoy herself!

S is very self-aware and has a poor self-image. She is reluctant to have photographs of her face taken and lacks confidence when trying new things. She is regularly heard at the youth club saying "she can't do it" or "she's crap". When completing her case study about the summer holidays she was anxious about her handwriting and needed a lot of support to complete it.

Over the last quarter S has participated in projects around personal hygiene, self-esteem and self-image. She really enjoyed the experience of having her hair done and said that 'it made her feel special and beautiful.' She was proud of the photo of her finished hair and happy for it to be used in this case study.

During the summer activities emphasis was placed on encouraging and supporting S to join in and try new things. She did everything from making it to the top of a slide in an outdoor play area because she said she was too scared and wouldn't fit, to going

fishing and doing archery for the first time. She also went on the seaside trip, which was the first time she had gone somewhere without her family. She loved den building and being able to play in the woods, especially as she has never been to Dearne Valley Park before.

YMCA workers have noticed an improvement in the self-esteem and confidence of S as her relationship with the YMCA develops and she is supported to try new experiences and challenges. As we continue to work with her regularly and contribute to building her emotional resilience we hope to reach a point in our relationship where she feels secure and confident enough to have a photograph featuring her face and or handwriting displayed.

Parent Feedback to YMCA:

“This was the only chance S had to go to anything during the summer. She really loved the den building and the sleepover. She is much more confident especially because she got to spend full days with you. It really helped me as a parent as I know she was doing something good and fun with friends not just hanging around the estate being bored.”
Sarah - S’s mum



Summer 2017



“The best thing was making new friends – people who are interested in the same things as me” Nicole aged 10



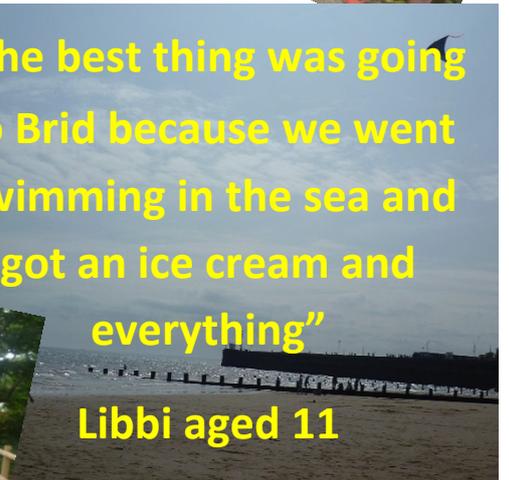
“The sleepover was the best because I made new friends from all over”

Bradley aged 9



“The best thing was going to Brid because we went swimming in the sea and got an ice cream and everything”

Libbi aged 11



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 July – September 2017 was submitted by Kingdom on 11th October 2017 and the contract monitoring/management meeting took place on 24th October 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 July to September 2017, there were 229 FPN's issued and 11 car parking notices. Of the 229 FPN's issued, 218 were for littering and 11 for dog fouling

Over 2,700 FPN's for littering and dog fouling have been issued since this service commenced in August 2014, with 448 issued since 1st April 2017.

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.

Dog fouling operations have been conducted in the Worsborough Mill Area during this quarter as complaints have been on the increase. Kingdom staff have engaged with Mill staff to gather information about potential offenders and when the dog fouling is taking place. Officers are patrolling at a range of different times, including early morning and late evening to pursue those who allow their dogs to foul and fail to pick up.

A dog fouling operation has also taken place on Park Road, Worsborough. From tasking information, and also as a direct result of information gathered from a council member/members of the community, Kingdom have been able to obtain a number of statements to pursue the individual in court if he does not accept an FPN. He has been approached and has failed to accept the FPN so court proceedings will soon follow.

Throughout the Month of September, Kingdom Officers have handed out numerous 'BIN it to WIN it' postcards to those individuals who are seen by Officers whilst on patrol disposing of their litter or dog foul responsibly. The postcard is completed by the individual and entered into a prize draw. The winner of each monthly draw will receive £50 worth of retail vouchers.

The woman shown in the picture below has been entered into the prize draw after receiving a postcard for picking up after her dog in Barnsley Cemetery.



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 July - September 2017 was submitted by Twiggs on 7th October 2017 and the subsequent contract management meeting took place on 24th October 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 248) have been carried out by Twiggs across all 5 wards (see examples of this work below). 2 work experience placements have also been delivered.

A brief summary of the Twiggs contract progress during the period July to September 2017 is provided below:

During this period Twiggs have supported 9 Central Area Team led projects, some examples of which are outlined below. 26 new adult volunteers and 11 new young volunteers have supported the 10 Twiggs led social action projects that have taken place during this period.

During this quarter 2 new work experience placements have also been engaged.

Examples of some added value projects:

19th July 2017 – Worsbrough Ward Grass cut, Crown Street



24th July 2017 – Central Ward Shelley Drive – Monk Bretton

Clearing the footpaths, weeding, scraping the moss, litter picking, strimming etc.



9th August 2017 – Kingstone Ward - Broadway footpath

Litter Picking, Hedge Cutting, Strimming and Grass Cutting.



Examples of Social Action projects led by Twiggs:

12th July 2017 – Central Ward

Swanee Fields Kendray, Clean up event

From promoting our Event by posting our Poster and speaking to local residents we had great results in the Swanee area. We had 3 fantastic volunteers who supported the event by working hard to support the clean-up activities in the area. Our team engaged with different residents and we also spoke to a member of staff from Kendray Hospital who said they would promote our Events in the future. 13 full black sacks of litter were picked and removed. The team also supported Russ Boland from BMBC Parks Department regarding some old wire dislodged from the overgrowth, further attention is required with the old wiring, and this is being dealt with through the Parks Department.

Total Number of volunteers: 3

Number of New Adults Volunteers: 2

Number of New Young Volunteers: 0

Sustained Volunteers: 2

Man Hours Volunteered: 9



Wednesday 30th August 2017 – Dodworth Ward

Footpath and Field to the side of Gilroyd WMC, Volunteer Litter Picking session

Area brought to our attention by Cllr Phil Birkinshaw. Footpath at the side of Gilroyd Club leading to the housing estate. Area required substantial litter picking and strimming of the over growth. We promoted our volunteer opportunity by posting flyers to local residents and sharing the detail via social media. 7 bags of waste collected and cleared, and the area strimmed back to leave a tidier finish.

Total Number of volunteers: 3

Number of New Adults Volunteers: 1

Number of New Young Volunteers: 1

Sustained Volunteers: 1

Man Hours Volunteered: 6



Examples of Special Projects supported:

15th August 2017 – Supported the Good Gym Project in the Worsborough Ward at Ward Green Playing Fields.

We supported the Good Gym Project with our tools, equipment, and guidance, a group of dedicated runners doing that little bit extra to improve our local areas. We even managed some extra tidy up work around the park sand pit, and a little fun whilst on the job.



Private Sector Housing & Enforcement SLA



	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 July - September 2017 was submitted on 12th October 2017 and the contract management/monitoring meeting took place on 26th October 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 219 different properties being visited during this quarter. To date a total of 2335 different properties/households have been visited and of these over 850 have had 3 or more contacts from officers working on this intervention. 40 property inspections have also been carried out this quarter and 32 households have been directly supported with responsible waste disposal recycling.

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 continued to be a number of complex cases this quarter with officers working closely with the Police to ensure further Closure Orders are granted.

The current SLA for this service comes to an end on 31st March 2018. Consideration of the way forward for this service, with associated recommendations, can be found in the Procurement and Financial Update report to be considered later in today’s agenda.

Case Study- The following case study demonstrates the range and complexity of issues that this intervention is dealing with/addressing in Barnsley’s private rented sector.

Several complaints were received regarding one private rented property in Central ward from local residents regarding waste, fly tipping and anti-social behaviour and from the tenants of the property themselves regarding the condition of their property. Linking into these we also received complaints regarding two private rented properties on the adjoining street. The concerns included: accumulation of waste (see photo below) and flytipping on private land; contaminated bins; housing disrepair issues; overcrowding issues; vulnerability / safeguarding issues at two of the properties; concerns re. animals at one property and low level anti-social behaviour at the property – mainly noise and visitors to the property.



After carrying out investigations, it was ascertained that the waste had come from three different properties: two single domestic dwellings and one HMO, all of which were private rented. All three properties are managed by Letting Agents and via these companies we got all the waste removed on an informal basis. Tenants were also spoken to and given advice re. waste disposal, storage and collection. We also requested the Letting Agents speak to their tenants in the HMO, who were mainly of Eastern European origin, to make sure that they were aware of the correct regulations and that they put their bin(s) out for collection. These residents were also issued with letters and leaflets in their relevant languages. Landlords were also made aware. The contaminated bins were removed from the area by the Council's Waste Management Service. They also visited the HMO and made sure that they had adequate bin provision.

Regarding the report of animals at one property, it was ascertained that a Dog Order had been issued against tenants of the property which stated that they were not allowed to keep dogs for a period of 10 years from January 2017. On our visits there were dogs present at the property so we liaised with South Yorkshire Police colleagues and

passed on the relevant information to them for them to action / enforce. Concerns regarding other animals in the property, mainly cats were passed onto BMBC's Animal Health Team in Regulatory Services for them to look into.

Regarding housing disrepair issues where a couple and a young female lived (who was heavily pregnant with her first child), a housing inspection was carried out. However, after checking previous history and looking at their living conditions we had concerns for the unborn child. We carried out the relevant referrals to Social Care and were advised that they already had a Social Worker. We also liaised with the Specialist Midwife who was involved. We were invited to attend a 'Child in Need' Meeting and we raised and passed on our concerns in this meeting.

In the second property, a female lived on her own - we had initially spoken to her regarding an accumulation of waste in the ginnel at the rear of her property. The female suffered from severe anxiety and after speaking to her we ascertained that she had a Support Worker from IDAS as she had also been a victim of domestic abuse. We assisted the female with getting her waste removed and also her rear yard tidied up via an authorised / registered company.

In the end there were only a couple of minor housing disrepair issues at one of the single domestic dwellings and we got these resolved on an informal basis via the Letting Agent. There was evidence of tenant damage, including to the locks on the doors, missing internal doors and the carpets throughout the property (which were part of the tenancy). The tenants were recharged for the damage they had caused. There were also some minor disrepair issues at the HMO and again we got these resolved and carried out on an informal basis via the Letting Agent.

When we carried out the inspection of the HMO, we also ascertained that there were no overcrowding issues and that this property was an official registered HMO

The anti-social behaviour reported was mainly linked to the HMO and the number of people visiting the property, etc. After contacting the Letting Agent for the property, all the tenants were spoken to and given a warning regarding their conduct. A couple of tenants have also been given Notice to leave the property due to their unacceptable behaviour.

Private Rented Housing-Home Visiting 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 July - September 2017 was submitted on 12th October 2017 and the contract management/monitoring meeting took place on 19th October 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. There has been an increase in referrals via the Health Visiting team from asylum seekers who have been dispersed to Barnsley.

10 families are being supported on an ongoing basis by trained Surestart volunteers and 2 new adult volunteers have been recruited and deployed on the project during this reporting period. The Little Monkey's group continues to meet at the Hope House church building on a regular weekly basis with families being supported to join the group.

As demonstrated in the case study below, many of the referrals have complex needs which are quite often 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: Fatima with Ibby and Mona

Fatima, who has complex health needs and is diabetic, came to the UK 2 years ago to join her husband but left the marriage as a result of domestic violence. She has since been dispersed to Barnsley by the Home Office where she has no family or friends- she is seeking asylum as she fears she will be killed if she returns to Pakistan.

Fatima was heavily pregnant when she arrived in Barnsley and her oldest child (who is 9 years old) had to be taken into short term foster care when she went into hospital for a caesarean section. Fatima was referred to Home-Start by the Family Support Team

who felt that she would benefit from support to integrate into the local community and to practice her language skills.

Within a few weeks of the referral, Fatima was matched with volunteer Gemma, who is also Muslim, and who has since been able to provide a range of support measures in the short time she has been visiting. She has helped source good quality second hand baby equipment as Fatima had very little, and via Home-Start we have been able to provide her with a new rug donated by IKEA-she was concerned about allowing the baby to crawl on the carpet which was very old.

Gemma has also accompanied Fatima to shops in Barnsley and Sheffield where she could purchase halal food and also find suitable winter clothing for herself. Gemma is very outgoing and is able to encourage Fatima to converse more in English as well as access more opportunities in Barnsley with her children. This has included visits to Central Library and to a large supermarket so that she could access cheaper school uniforms. Gemma has also offered to go with Fatima to see the GP to better explain what the issues are and hopefully get more appropriate treatment options.

Case Study 2: Karen with James

Karen was initially referred to us in May 2016 by a social worker who felt she would benefit from guidance and reassurance around parenting her second child who at the time of referral was just 15 months old. She had given birth to her first child when she was just 15 and elected to have her mother look after her so had no experience of dealing with a baby.

Homestart were able to match Karen with a volunteer within a few weeks and she was able to provide quite intense support around establishing routines and behaviour strategies with her son. The volunteer also encouraged Karen to attend the Home-Start Little Monkeys group which allowed her to see other children of a similar age and compare coping strategies with other parents. Whilst at the group, Karen became friendly with a few of the other parents including Estelle who has a little girl of a similar age, and since then they have become really close friends. Karen's volunteer left due to personal issues in November 2016 and since then she has been happy to manage without a volunteer but still attends the group weekly.

With Estelle she has accessed many more opportunities in the community- they regularly take the children to the park and to the local swimming pool, and they have been on a number of day trips to local attractions.

We feel that this is a real success story for the project- support was provided on referral and was initially quite intense. Over time the family have been able to resolve a number of issues relating to debt and also health issues, and improved social contacts means that Karen has informal additional support when she needs it. Both families continue to attend the group and take a full part in supporting other families.

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 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 second quarter of this project (July - September 2017) was submitted by BMBC’s Targeted Youth Support Service. Unfortunately the report was submitted late and as a result the planned Contract Management meeting had to be rescheduled. As a result of this an amber rating has been given.

Although this period has seen more changes to the Immortals project and the wider TYS Substance Misuse Team, the team of two Immortals workers, Tom taking the lead and Karen supporting, have carried on their work throughout the summer.

3 sessions have continued to be delivered during this quarter and as a result, 20 new young people have attended 3+ sessions, with a further 14 young people engaging with the project on a regular basis. In addition, 8 young people are now undertaking volunteering activity on an ongoing basis.

The team has continued to carry out resilience work with the young people in a quiet, unassuming way and during this period there has been a focus on: community

cohesion; drug and alcohol misuse; smoking and the use of E cigarettes; revision and GCSE exam results; respecting others beliefs; sharing of facilities with a wide range of age groups and keeping the facilities fit for purpose.

Much of the focus at Hoyle Mill during this period has been determined by the organisation and delivery of a competition for scooters and BMX bikes that took place on Saturday 2nd September 2017.

A core group of young people/peer mentors worked tremendously hard to support the planning, organisation and delivery of the event (see photo below), with two young people accompanying staff on a tour of various skate parks across the Borough, giving out flyers they had helped to design, to promote the event. The event very well and the St. John's Ambulance service staff had a relatively quiet day, only tending to one or two minor injuries after the main competition had taken place!



The Immortals project is very pleased to report that the lighting that was installed as a result of the young people making a successful Ward Alliance application to Central Ward Alliance, is working well and does cover the majority of the skate park area! (See photo below)



Work has also continued to take place at Worsbrough Dale Park during the summer although sessions have often been quiet. On a number of evenings however the project has had a good mixed group of young people aged 14/15 years, who have engaged well.

Visits to Tennyson Road , Monk Bretton, have also taken place this quarter with workers witnessing adults buying alcohol and then passing it to groups of young people aged 14/15 years. This information has been passed to the PSH.

Despite the best efforts of workers, young people in and around the Tennyson Road area have not wanted to engage with the project.

Limited work has taken place in the Measbrough Dyke area during this period although workers have continued to visit the area as part of their detached work. There will be a focus on this area again during the next quarter.

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 (July-September 2017) was submitted by the Exodus project on 6th October 2017 and a subsequent contract monitoring/management meeting took place on 19th October 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. 3 new young volunteers and 4 new adult volunteers have been engaged in a range of volunteering opportunities in the project during this quarter. A total of 31 different young people have taken part in Exodus volunteering opportunities across the Central Council area during this 3 month period.

As part of this, the following 11 Central area activities/events were supported by the project: Ardsley Gala, Worsbrough Common Gala, Locke Park event, Aldham House Gala, Lesley Road event, Dodworth engagement event, Bank End mini event, Spring Street event, Measbrough Dyke Event, Bankend gala and Kendray Gala (see photos below)





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 (July-September 2017) was submitted by the YMCA on 6th October 2017 and a subsequent contract monitoring/management meeting took place on 19th October 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.

During this period there have been 126 attendances with 18 new attendees.

In Gilroyd the project continues to meet weekly with the regular group of young males aged 11-14 years. This group are currently experiencing a period of challenge and are being impacted on by some older males who are engaging in anti-social behaviour and at times influencing and coercing the young ones to join in. The main focus of the programme this summer has included generic discussion, sports and games but more recently has focussed on challenging and managing behaviour in our presence, using mentoring and role modelling from key members within the group, and the introduction of a behaviour agreement.

The current focus in this area is to continue to engage participants in positive activities and to challenge and unpick the issues of anti-social behaviour and bullying.

The project has also engaged sporadically with 3 new small groups of young people during the summer and the previous group that congregate around the library as part of the wider detached activity. Whilst the groups have not committed to regular meet ups with the YMCA team, they are aware of their presence in the neighbourhood, as well as the broader provision the YMCA can offer young people. The YMCA team are becoming quite well known to the wider Dodworth community, parents, dog walkers, shop keepers, are aware of the work and those the staff speak to are very supportive of the work.

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 (July-September 2017) was submitted by The Youth Association on 6th October 2017 and a subsequent contract monitoring/management meeting took place on 20th October 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.

During this quarter 11 new young people have been engaged in the project with 10 of these attending 3+ sessions-this includes 7 Polish and 3 white British young people.

A new volunteer from the Polish community has been recruited and has been supporting the ongoing work with the Latvian/Roma group. He is also volunteering in Royston with one of the Youth Association’s other projects. The Roma volunteer who worked on the project until August 2017 recently started a new full-time job and it is no longer possible for him to continue.

As referred to above, work has continued with the Latvian/Roma young people and the 3 white British girls who have joined the group. Two major pieces of work have got underway during this period in the form of the “Snowdon project” and a planned Christmas social action project.

The Snowdon project came about as a result of the 3 white British girls joining the group- after some initial teambuilding sessions during a residential visit, the group were challenged to generate ideas for a long-term mutual project. This resulted in a plan for a health and fitness project, culminating in the climbing of Mount Snowdon!

Some photos from the residential:



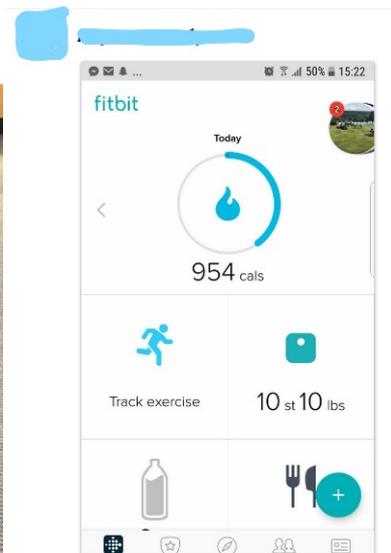
Following the residential visit and team-building drive, the Snowdon project moved into the fitness development stage. Youth workers signed the group up to the gym at the Metrodome and purchased fitness bracelets for young people to track their steps and their health gains. Food/nutrition discussions were also conducted with certain young people. Four members of the group have taken on fitness-based activities outside of TYA sessions, including Zumba classes and Spinning. So far, several outcomes are being tracked, including increases in fitness, moving to positive destinations and making new friends.

Snowdon preparation: Gym induction and identifying aspirations



I am doing the Snowdon project because I know I will earn team work and social skills by encouraging the new people I have met as I have not done anything like climbing hills in my life before and I think this will improve my fitness and strength as well as meeting a new friend.

Positive destinations: young people taking up fitness outside of TYA sessions



PART C: OVERVIEW OF PERFORMANCE – 1ST APRIL 2014 TO 31ST MARCH 2017

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	900	938
Total number of home visits made to older people	5340	5344
% 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	1984	2123
Total no. of different children and young people attending 3 or more sessions	-	746
Total no. of children and young people achieving accreditation	158	333

Creating a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	93	106
Number of FPN's for littering and dog fouling	n/a	2270
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1841
No. of vulnerable households identified and engaged-3 or more contacts	-	743
No. of property inspections carried out	-	153

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	35
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	42	58
No. of local organisations/SME's supported	5	10
Local spend	83%	90%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	157	336
Number of young people engaged in volunteering	157	346
Number of new community groups established	4	9
Number of community groups supported	8	35