

BARNSELY METROPOLITAN BOROUGH COUNCIL

Central Area Council Meeting:
6th November 2017

Report of Central Area Council Manager

Central Area Council – Consideration of area based services delivered locally Update Report

1. Purpose of Report

- 1.1 This report updates Members about the progress made in taking forward the recommendations from the recent Local Service Delivery exercises carried out for each of the following 2 services:
- Neighbourhood Services
 - Early Help/Family Centre Services
- 1.2 The report also suggests some service areas for future Local Service Delivery consideration

2. Recommendations

It is recommended that:

- 2.1 **Members note the update about the progress made in taking forward the recommendations from the recent Local Service Delivery exercises carried out for each of the following 2 services:**
- **Neighbourhood Services**
 - **Early Help/Family Centre Service**
- 2.3 **Members consider and agree the service areas outlined in Section 5 of the report, for future consideration by Central Area Council.**

3. Background and Context

- 3.1 This report is set within the context of decisions made on the way the Council is structured to conduct business at Area/Ward/Neighbourhood levels, as agreed in the following Cabinet reports: Cab.13.2.2012/6; Cab.16.1.2013/10.3; Cab.13.2.2013/9; and Cab.8.5.2013/7.1
- 3.2 The report builds on a series of Performance Management related reports that have previously been presented to, and discussed with Central Area Council since 2014

3.3 The following 2 “performance related” monitoring roles of Area Council’s are clearly outlined in the Revised Terms of Reference for Area Council’s which was agreed by Cabinet on Wednesday 22nd October 2014:

1. To monitor the performance of services commissioned from the Area Budget in relation to the Area Council’s priorities and desired objectives/outcomes.
2. To consider local issues identified by Members about the delivery of area-based services and those Borough-wide services provided locally, and identify issues for attention or action, including reference to the Overview and Scrutiny Committees where strategic or policy issues are raised.

3.4 In taking forward no.2 above, an exercise to consider the local delivery of each of the following 2 services was completed in October 2017, with the associated findings and recommendations being agreed by Central Area Council at its meeting on 6th November 2017:

- Neighbourhood Services Report
- Early Help/Family Centre Services Report

4. Current Situation

4.1 A list of the agreed Neighbourhood Services Local Service Delivery recommendations/actions with associated progress made to date, can be found at Appendix 1.

4.2 A list of the agreed Early Help/Family Centre Local Service Delivery recommendations/actions with associated progress made to date, can be found at Appendix 2.

5.0 Local Service Delivery Consideration-Future Programme

5.1 Given the recent work undertaken, and reflecting the recommendations previously agreed by Central Area Council, the following service areas will be given further Local Service Delivery consideration:

- Neighbourhood Services – April 2018
- Early Help/Family Centre Service-September 2018

5.2 Given the difficulties in progressing the “Schools” Local Service Delivery exercise, Members may wish to consider if this is a service area they still wish to pursue/progress.

5.3 An area for future potential consideration may be:

- Safer Neighbourhoods Service- May 2018 (following 1 full year of operation of the new service).

5.4 Members may also wish to consider/discuss other service areas for potential consideration during 2018/19.

Appendices

Appendix 1: Local Service Delivery-Neighbourhood Services Recommendations and Progress

Appendix 2: Local Service Delivery- Early Help/Family Centre Services Report Recommendations and progress

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Date:
19th December 2017

Appendix 1

Central Area Council Local Service Delivery Consideration Neighbourhood Services

Taking Forward the Recommendations (from 6th November 2017).

No.	Agreed Actions	Progress
1	Neighbourhood Services staff are thanked for their support and commitment to Central Area Council and its work over the past 4 years, and for their positive engagement in the Local Service Delivery consideration process outlined in this report.	Completed. Email sent 28/11/17
2	Neighbourhood Services provide a list of the top 10 hotspot areas for litter picking requests so that Central Area Council can deploy Kingdom enforcement officers to target their efforts in these areas.	List provided by NS. Hot spot areas sent to Kingdom 28/11/17
3	Neighbourhood Services to develop ways to collect/capture data relating to shrub bed maintenance actually carried out on an annual basis across the area.	
4	Once the audit of bins is completed for Central Council area, a list of existing bins to be provided by Neighbourhood Services to the Central Area Manager for dissemination to members.	Current discussions taking place within N'hood Services about the data collection as a result of the bin audit. A workshop will then take place with each area to discuss the detail.
5	Clarification is sought from the Place Directorate about the replacement and related costs of "core" litter/dog bins.	Awaiting clarification

6	Clarification is sought from the Place Directorate about the ongoing maintenance cost of “funded” bins once the initial funded maintenance period expires.	Awaiting clarification
7	Neighbourhood Services to develop ways to collect/capture data relating to litter bins actually emptied on a weekly basis.	
8	Central Council Manager to explore the Customer Services reporting mechanisms for litter picking requests/enforcement action and flytipping requests/enforcement action and reported back.	Initial enquiry made
9	Central Council Manager to seek clarification about the reporting mechanisms for elected members in relation to flytipping and litter removal requests.	Initial enquiry made
10	Central Council Manager to seek clarification about the interface between Neighbourhood Services and SNS Enforcement staff in relation to both flytipping on Council and private land.	Initial discussion with SNS has taken place.
11	<p>Central Area Council establishes a short-term working group to consider the top 20 flytipping hotspots in the Central Council area in order to gain a better understanding of the reasons behind this flytipping. Following this, a joint action plan should be developed to address the issues identified.</p> <p>Central Area Council, Safer Neighbourhoods service (Enforcement), Private Rented Housing officers and Neighbourhoods Services staff to be involved.</p>	Additional data relating to the top 20 flytipping hot spot areas to be discussed at a meeting with Neighbourhood Services on 19/12/17.

<p>12</p>	<p>Central Area Council and Neighbourhood Services continue to work together to ensure that service delivery is coordinated and any barriers/challenges are identified.</p>	
<p>13</p>	<p>In order to inform the wider Neighbourhood Services review currently underway, Central Council members to forward any specific complaints or compliments about Neighbourhood Services to Rachel Tyas.</p>	
<p>14</p>	<p>Central Area Council is kept up to date about any broader strategic developments proposed as part of the wider review of Neighbourhood Services that is currently underway.</p>	
<p>15</p>	<p>A further exercise to be carried out with Neighbourhood Services in 6 months (April 2018), to look at progress in relation to the recommendations outlined above.</p>	

Appendix 2

Central Area Council -Local Service Delivery Consideration Early Help/Family Centre Services

Taking Forward the Recommendations (from 6th November 2017).

No.	Agreed Actions	Progress
1	Early Help/Family Centre Services staff are thanked for their support and commitment to Central Area Council and its work over the past year, and for their positive engagement in the Local Service Delivery consideration process outlined in this report.	Completed- email sent 28/11/17
2	Central Area Council and Early Help/Family Centre Services continue to work together to ensure that service delivery is coordinated and any barriers/challenges are identified.	Joint team meeting to take place in February 2018 to look at joint areas of work in 2018/19. Ward Alliances to be kept informed about any potential joint areas for development
3	The Family Centre Manager shares plans for the Advisory Board and any ward based “sub-groups” with the Central Area Manager for discussion and dissemination to Central Area Council members.	Family Centre Manager to present proposal to next meeting of Advisory Board on 22/01/18
4	Key themes are identified across the area/by ward and shared with Central Area Council/ Central Area team/Ward Alliances to assess potential opportunities for joint/integrated working.	Officer group (Community Health Visitor, community midwife, Family support manager, Family Centre manager) to meet in late January 2018 to identify a small number of priorities requiring a joint/integrated approach.
5	Provide Central Area Council members with information about the 2 year nursery entitlement and the Family Information Service, to enable members to promote these services.	Afternoon nursery session will be re-established in January 2018. Info requested from Manager
6	Circulate any Early Help/Family Centre publicity information to members to enable them to promote the services available to the wider community.	Info requested from Manager.

7	Central Area Council is kept up to date about any broader strategic developments proposed as part of any future review of the Early Help/Family Centre service.	Early Help area networks currently being established. Work to improve IT systems & integration is underway. Review of Parenting programmes underway. Work to improve Case Management Database is also underway.
8	Given there is now a full complement of motivated and enthusiastic staff, a further exercise to be carried out with the Early Help/Family Centre Services in 12 months (September 2018), to look at ongoing service delivery and progress regarding the recommendations outlined above.	