

DEARNE AREA COUNCIL

Performance Report

April 2018-June 2018



Introduction

Dearne Area Council Priorities



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

Service	Provider	Contract Value/length	Contract end date
Environmental enforcement	Kingdom security	£31,000 per annum	Funded until end of March 2019
Private Sector Housing Enforcement	BMBC	£38,061 per annum	Funded until end of March 2019
Environmental, volunteering and education service	Twiggs	£75,000 per annum	Funded until end of March 2019

PART A - OVERVIEW OF PERFORMANCE

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

*the targets below also include the statistics from the Dearne Development Fund

Thriving and Vibrant Economy

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of jobs created through area council commissions	10	10	10
No. of people into jobs through DECV	10	3	17
No. of work experience placements	6	1	1
No. of apprentice through area council commissions	1	1	1
No. of group/service match funded	7	7	7
Local spend (average across all contracts)	90%	90%	

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	750	223	223
No. of new volunteers	125	152	152
No of community groups supported (Twiggs)	88	12	12
No. of volunteer opportunities through commissions	280	62	62
No. of local business involvement	25	12	12

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	40	5	68
No. education in schools	4	6	6
No. of residents receiving benefit/debt advice services	400	50	50

* not all monitoring information was submitted at this point for applicants of the Dearne Development Fund

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

The below commissioned services, projects and groups paid for from Dearne Area Councils finances are based on the Dearne area priorities but also contribute towards meeting Communities Public Health Outcomes and to Barnsley Council's 2020 vision of :

- Create more and better jobs and good business growth
- Increase skills to get more people working
- Create more and better housing
- Every child attends school and is successful in learning and work
- Reducing demand through improving access to early help
- Children are safe from harm
- People are healthier, happier, independent and active

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

(1)KINGDOM

Kingdom environmental enforcement service quarter 4 report submitted on 2 nd July 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young people		

Environment: Enforcement- Kingdom

Performance Indicator	Yr Target	Q1	Cumulative
Patrol Hours completed	1580	465	465
No of litter and dog fouling operations	16	4	4
No of litter and dog fouling FPNs issued	-	82	82
No of parking PCNs issued	-	4	4
No. of young people attending restorative justice	-	6	6
Income this quarter		£2,610	
Local spend	85%	85%	

To date 82 FPN's and (4 PCN's for parking) have been issued in the area. 79 FPN's of these have been for littering offences and 3 FPN's for dog fouling offences. The Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. There has been a definite mark up to date this quarter regarding complaints. Operations are ongoing and all areas continue to be patrolled. They have seen an increase, throughout the Borough, of persons complaining of individuals throwing litter from vehicles.

Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, Pleaded guilty prior to court or have been found guilty at court. There has been a 99% success rate at court. The Revenue Raised this quarter from FPN's (Fouling and Littering) is £2,610.00p.

	Littering	Dog Fouling	Parking	Total
Quarter 1	79	3	4	86
Quarter 2				
Quarter 3				
Quarter 4				

*Kingdom contribution to Public Health Outcomes

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons

Operations.

Littering Operations have been continued in the Thurnscoe/Goldthorpe area still concentrating on Wilson Street/Co-operative Street/High Street. Members of the public using this area have approached the patrolling officers and although there has been no specific intelligence the feedback remains good.

13 FPN's for littering and 2 PCN's for parking have been issued in the area on this quarter.

Case Study Dearne Area 1: Apr-Jun 2018. Co-Operative Street/Cross Street/Victoria Street - Goldthorpe

This area has become a bit of a hotspot for littering in the last three months, mostly from the residents. Many of the complaints are from members of the public while on patrol in the Dearne area and also from complaints sent through Neighbourhood Services' email address.

Leaflet drops in the first instance highlight the consequences of littering, but also that officers are on patrol in the area. Some useful information has been supplied by local residents for further investigation and directed patrols which continues.



Officers placed stickers and signage in the area. Kingdom took the initiative to organise a Juvenile "litter pick" on 16th of June 2018 in that area with all the Juveniles who were subject to the Fixed Penalty scheme in Barnsley.

4 FPN'S have been issued for littering in this area up to this date. Patrols continue.

Case Study Dearne Area 2: Apr-Jun 2018. Wilson Street – Thurnscoe

Kingdom has made Wilson Street - Thurnscoe a hotspot for regular patrols due to the amount of complaints received regarding the amount of litter on that area. Our officers have engaged with the public and have met with positive response. Officers patrolled through the three months but created an operation with bit more emphasis during the early part of June.

7 FPN's were issued and 2 PCN's were issued in the area.



(2)Housing and migration

Housing and migration quarter 4 report submitted on the 16 th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Environment: Housing and migration-BMBC

Performance Indicator	Yr Target	Q1	Cumulative
Initial contacts	600	158	158
Vulnerable households identified	40	11	11
Property inspections	48	13	13
People sign posted to other services	32	15	15
Community clean ups	4	1	1
Campaigns	4	4	4
Local spend	90%	90%	90%

The main objective of this role is to contribute towards creating and sustaining safe and pleasant communities within the private sector housing in the Dearne Area Council area. The worker does this by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting our most vulnerable tenants and residents.

She works with families and individuals, getting to know the community and getting access to homes that previously have not had the benefit of any kind of support. She also identifies problems and issues and using effective risk assessment to decide on the most appropriate responses.

The officer aims to encourage communities to work towards raising and setting own standards. This includes acceptable behaviour standards, environmental standards, housing and property standards.

During the months April to June 2018 **158** complaints, queries and requests for service, advice and referrals. These include advice etc. given to other agencies including South Yorkshire Police. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter; others went to more formal action. All cases closed within Quarter 1 are recorded as having a successful outcome.

Housing Disrepair.

The officer dealt with **7** housing disrepair issues within Quarter, working with Landlords and agents to make repairs/ improvements.

An insecure property was identified and causing a number of issues to the local community, tenants and landlords. After numerous conversations and letters the owner/agent was served with a boarding up notice to which they complied.



Waste on Premises.

The officer received and dealt with **31** Waste on Premises within Quarter 1. Tenants spoken to or informal waste letter was sent asking them to remove the waste within **14** days. Of these, **24** complied **2** had a CPN Written Warning. The officer is working with a number of Landlords in the remaining cases as the properties are empty and the gardens are being used to dump waste.



Worked with a Landlord to help improve the exterior and security of an empty property

Bins

42 contaminated bins were found during routine proactive visits within Quarter 1. Where large concentrations of contaminated bins were found within a small area the officer letter dropped the properties with a copy of their bin collection days and what items could/should be put into the appropriate recycling bin. The letter also had the officers contact information. Where possible the officer spoke face to face with

tenants to discuss any issues with bins and recycling. **42 referrals made (attaching photographs) to Waste Management requesting removal.**

Fly tipping.

In total **17** fly tipping cases were found during routine proactive visits within Quarter 1. Where items of waste have been fly tipped and no evidence has been found, email sent to Neighbourhood Services along with photographic evidence requesting the waste to be removed. Evidence was found at 2 sites and is currently being investigated which will hopefully lead to a fine or prosecution.

17 referrals made (attaching photographs) to Neighbourhood Services.

Case Study

“By regularly attending the Salvation Army drop in I am able to make myself highly visible and approachable to the wider community. I am now becoming a recognisable and regular ‘face’ at these events this is allowing and encouraging more people to seek me out and ask for my advice, support and /or assistance. This has led to a number of cases which have resulted in positive outcomes and improved both properties and people’s lives.

I made contact with a couple that were having issues with disrepair and damp in their property. I asked if they would allow me into their home to do an inspection, after explaining exactly would take place they agreed to let me in and an appointment was set up. I carried out an inspection finding a few areas that were mouldy due to damp and a number of repairs that they said they had reported to the Landlord but hadn’t been carried out. I.e. windows that wouldn’t open, damage to kitchen cupboards that had been made due to wear and tear. I worked with the couple to help reduce the mould with in their home and contacted the Landlord on their behalf; he agreed to meet at the property with me and I pointed out the areas of concern. He agreed to make the repairs and even redecorate where the mould had become a problem.”

***Housing contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.01	Children in low income families
1.15	Statutory homelessness
1.17	Fuel poverty
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.08	Emotional wellbeing of looked after children

(3) TWIGGS

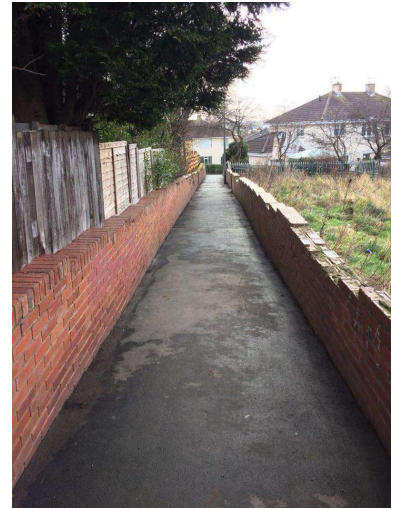
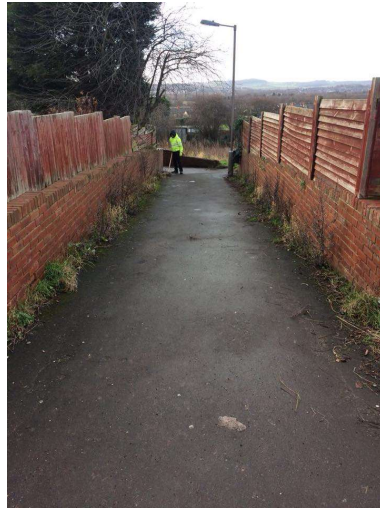
Twiggs environmental, education and volunteer service quarter 4 report submitted on the 9th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	
Skills and learning for work		
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young People		

Environment, education and volunteering - Twiggs

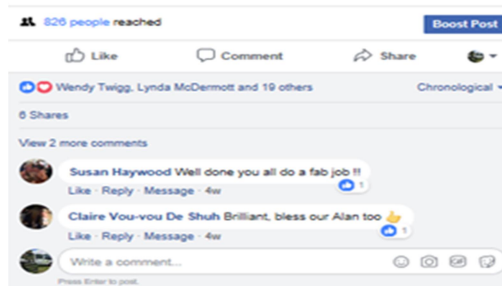
Performance Indicator	Yr Target	Q1	Cumulative
Twiggs social action events	90	20	20
Community groups supported	88	12	12
Areas adopted by residents	8	5	5
Volunteers recruited to Twiggs events	180	150	150
Local business engagement	25	12	12
Restorative justice sessions	4	3	3
Impact sessions delivered to groups and schools	16	6	6
Local spend	90%	95%	95%

This quarter the group have worked with volunteers from Thurnscoe Park, BODVAG, Big Local and the Salvation Army. They have also undertaken educational sessions in Carrfield and Goldthorpe Primary Schools. They have also met with the ALC and are quite excited about their future plans and placements.

The team have undertaken 20 social action events and have worked in areas such as Holly Grove, Angel Street, Carrfield Lane allotments and Highgate Lane. Twiggs have recruited 187 volunteers over the last 3 months with 150 of them being new to the service.



During the heavy snow fall the team were responsive and worked with one of the ward alliance members in getting the grit out. The grit store down in Bolton came in very useful and the team came together to ensure the elderly did not slip on the ice.



***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

PART C- Dearne Development Fund

Dearne Development Fund

Projects approved on the 4th of September and 21st of March 2018. The starting balance for these projects was £81,827. The panel have approved twelve applications and overspent by £3,405.90 which will come out of the 2018/19 approved allocation. Therefore after approving DECV continued finances the allocation remaining in the 2018/19 financial year is £46,794.10.

*The table below shows projects paid for out of 2017/18 and 2018/19 financial years

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	Reports
CAB	Improving Health	Dearne area financial inclusion outreach project	£9,974	Oct 2017	Oct 2018	Not included in this report
Dial Drop in	Improving Health improving the economy	Dearne drop in advice	£6,175	Jan 2018	Dec 2019	Report included July 2018
Goldthorpe Development Group	Improving health	In your prime get together	£4,000	Dec 2017	Dec 2018	Report included July 2018
Fused imagination	Young people	Goldthorpe centre for learning and creating arts	£14,586	Oct 2017	August 2018	Report due next meeting
Reds in the community	Young people	Premier league Kicks programme	£7,672	November 2017	June 2018	Report due next meeting
Dearne Electronic community village	Skills and learning for work	Employability project	£14,800	November 2017	July 2018	This project has been funded again after July
TADS	Health and Young people	Young people's well-being project	£7548.82	April 2018	March 2019	Not included in this report
Bolton on Dearne Ex service men's club	Health	defibrillator	£1,301.70	April 2018	April 2018	Report due next meeting

Dial

During the first quarter the project delivered **12** sessions at Goldthorpe Library to **50** residents. **Actual** Benefit gain to date: **£62,097** For every **£1** invested by the DDF the project has brought **£20** into the area

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Appeal Preparation DLA	1
	Appeal Preparation ESA	2
	Appeal Preparation PIP	2
	Mandatory Reconsideration DLA	1
Total		6

Issue	Specific Issue	No of Enquiries
Benefits	Attendance Allowance	3
	Benefit Check	2
	Carers Allowance	3
	Disability Living Allowance	1
	Employment and Support Allowance	12
	Housing Benefit	1
	Pension Credit	1
	Personal Independence Payment	17
	Universal Credit	1
Total		41

Issue	Specific Issue	No of Enquiries
Disability Information	Blue Badge	2
Total		2

Issue	Specific Issue	No of Enquiries
Fuel Poverty	Grants - Debt	1
Total		1

Goldthorpe Development Group

	April	May	June
People attending event	77	79	79
Providers attending events	0	0	1
Volunteers	12	11	11
New volunteers	1	1	0
Referrals on to other services	0	0	0
Case studies	0	0	0

The Area Team are working with the group in order to get Health providers to come along to each session. The area Manager as also sent on a funding opportunity for a social isolation project.

Dearne Electronic Community Village

This round of the employability/ICT project started November 13th 2017 to 2nd July 2018 (this project to finish end July, but has been refunded for the upcoming year.

Since November Rory has enrolled 68 learners, 5 new ones this quarter. All learners attend a minimum of 3 hours per week for 25+ weeks. All learners are enrolled onto the OCR ICT (Entry 3) Award qualification and also the Learn My Way online course (UK Online/Tinder Foundation) and the Life & Living Skills Qualification, again, accredited by OCR.

All learners are on course to complete and achieve the OCR qualification (68 learners by July 2018). Certificates have just been received from OCR.

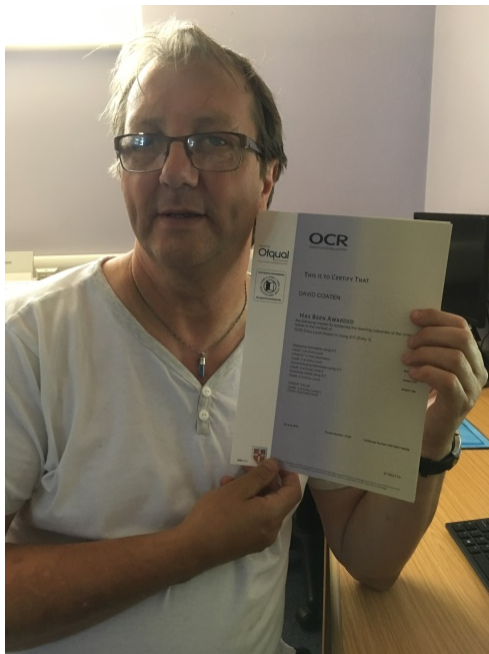
Total - 17 Learners have gained employment through my sessions since November 2017 to present (July 2018)

Many of these are long term unemployed with health problems and suffer financial hardship, particularly if awaiting an appeal decision. Many learners are also around late 50's and 60+ and feel they have nothing to offer the job market. Rory's noticed a rise in learners with mental health issues, usually linked to being out of work and financial worries. These are the most challenging to work with. He is helping individuals with Pip forms / Redundancy Forms / Council tax / Housing. Basically anything that involves a computer!

Quite a few of the learners are still struggling with Rent and council tax arrears. These tend to be the people new to Universal Credit who are awaiting their first payments, although this problem seems to be improving with the loan system. At least 3 of his learners have recently been sanctioned for up to 3 months. These are new learners to the course who didn't have the relevant computer skills to log in and check their UC accounts and had missed appointments.

The partnership with the jobcentre is still working very well for referral's (Over 80% of Rory's referrals are from the Job Centre in Mexborough or the outreach DWP worker at Thurnscoe Library), with referral figures going up slightly since his last report.

Many of the DWP referrals are not fit for work, either with long term illnesses or disabilities/learning difficulties. Despite this, most have to comply with doing 35hrs per week evidence jobsearch, causing more stress/hardship. This could impact outcomes in the future, as more work is taken up with those furthest from the job market.



DECV Case Study

G started the sessions back in May 2016. She had been diagnosed with an Anxiety disorder and never left the house. When she entered the classroom she was visibly shaking and was relieved at least to find a small group (2 learners). She had zero confidence in herself and absolutely no self-esteem, which had been knocked since the death of her partner some years earlier. At this point G was on ESA and didn't need to look for work, so the job was to build her confidence and her skills using a computer with a view to looking at employability much later. This was also agreed with G work Coach.

G began to attend sessions once per week for 3 hours. Rory started from the very beginning and he enrolled her on the OCR ICT course. It took her 6 months to complete the course and she never missed a session. It also helped that Rory enrolled her sister, who also gave her support. She slowly began to enjoy the sessions, and would look forward to it each week. They progressed from Entry 3 ICT to level 1. He also helped her with housing forms and when the time came

helped her with her disability assessment form. G had a shock when she was deemed 'fit for work' after the assessment. At this point she sunk right back down and would be upset most sessions. At this point she was also moved to Universal Credit and was one of the unlucky ones to not receive payment for 6 weeks. Council tax letters, rent arrears all began to pile up. Again, Rory gave as much support as he could. They began working on a CV, Cover letter, signing up to job sites etc. The sessions were split in 2, one half ICT and the other online jobsearch. Many months passed then in June 2018 when G secured a 16hr position at KOSTEL, in the catering department. She was thrilled. She has now settled in to the job, a far more confident person!