

# **NORTH EAST AREA COUNCIL**

## **Project Performance Report**

### **Royston Canal Club**

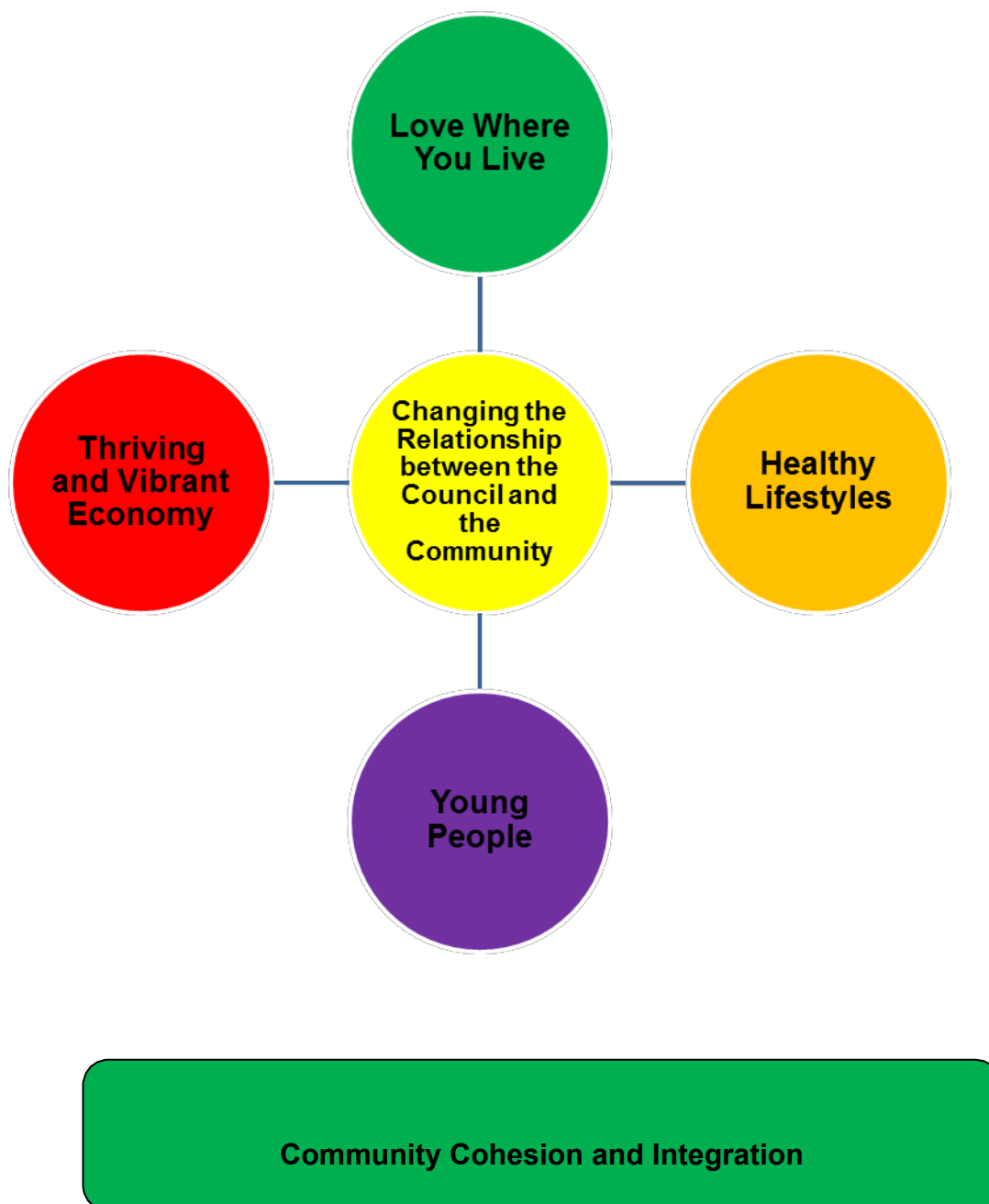


**July 2018**

**Love** where you **Live**

## Introduction

### The North East Area Council Priorities



## The North East Area Council

The table below shows the Providers that have now been appointed to deliver a series of services that address these priorities, and deliver the outcomes and social value objectives for the North East Area Council. It can be noted that a number of projects are still in the development phase.

	Service	Provider	Contract Value/length	Contract start date
<b>Love Where You Live</b>	North East Environment Team - Cudworth and North East	Barnsley Community Build	£135,000 18 months (extension granted April - June 2016)	1 <sup>st</sup> September 2014 Contract completed
<b>Love Where You Live</b>	North East Environment Team - Monk Bretton and Royston	Barnsley Community Build	£135,000 18 months (extension granted April - June 2016)	1 <sup>st</sup> September 2014 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	Kingdom Security	£91,990 21 months	4 <sup>th</sup> August 2014 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	1 <sup>st</sup> April 2016 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	Kingdom Security	£55,796 Per annum (+1 year + 1 year + 1 year)	1 <sup>st</sup> April 2016
<b>Love Where You Live</b>	Environmental Enforcement	BMBC Enforcement and Community Safety	£10,800 (+1 year + 1 year + 1 year)	1 <sup>st</sup> April 2016
<b>Love Where You Live</b>	Parks Equipment	BMBC Parks Services	£10,000 (+1 year + 1 year)	1 <sup>st</sup> April 2014
<b>Love Where You Live</b>	Biodiversity Project - Hedgehog	Various	£2,000	9 <sup>th</sup> June 2016
<b>Thriving and Vibrant Economy</b>	Rapid Response Team	Barnsley Community Build	£24,000	1 <sup>st</sup> August 2015 Contract completed

<b>Thriving and Vibrant Economy</b>	Apprentices and Employability	Barnsley Community Build	£245,00 (+1 year + 1 year + 1 year)	1 <sup>st</sup> July 2016
<b>Thriving and Vibrant Economy</b>	Private Sector Housing Management Officer	BMBC Enforcement and Community Safety	£35,000 Service Level Agreement+ £800 Safety Equipment	June 2016
<b>Thriving and Vibrant Economy</b>	Undergraduate Placement	Leeds University	£18,500	September 2016
<b>Young People</b>	Summer Holiday Internship 2015	C&K Careers	£45,000 18 months	9 <sup>th</sup> March 2015 Contract completed
<b>Young People</b>	Summer Holiday Internship 2016	C&K Careers	£31,550 18 months	1 <sup>st</sup> March 2015 Contract Completed
<b>Young People</b>	Youth Development Grant	Local Community Groups and Organisations	£130,00 ongoing	3 <sup>rd</sup> October 2014
<b>Young People</b>	Dance and Theatre Performance	QDOS	£9,000	November 2015 Contract completed
<b>Health Lifestyles</b>	Older People's Project	Royston and Carlton Community Partnership	£20,646 9 months	1 <sup>st</sup> December 2015 Contract completed
<b>Healthy Lifestyles</b>	Shopability	Barnsley Community Foundation	£7,824 6 months	1 <sup>st</sup> September 2015 Contract completed
<b>Healthy Lifestyles</b>	Fit Reds	Barnsley FC	£19,655 18 months	1 <sup>st</sup> October 2015 Contract completed
<b>Healthy Lifestyles</b>	Fit Me	PSS Health Trainers	£11,600 18 months	18 <sup>th</sup> September 2015 Contract completed
<b>Healthy Lifestyles</b>	Stop Smoking Community Outreach	South West Yorkshire Partnership	£30,000 12 months	April 2018

<b>Changing the Relationship between the Council and the Community</b>	Community Magazine	Corporate Communications	Community Magazine	December 2015
	Community Magazine	Community Magazine	Community Magazine	September 2016
<b>and Community Cohesion and Integration</b>	Volunteer Celebration Event	North East Area Team	£3,000	£3,000 completed

## **Part A      Performance Monitoring**

The following tables reflect the overview of performance of all the North East Area Council contracted services and projects. This includes performance data gathered for this Report as follows:

- Apprenticeship and Employability update
- Enforcement update
- Stop Smoking Initiative Launch
- Case Studies
- Environmental Enforcement
- Royston Canal Club
- Dominic Jones
- Interschool Crown Green Bowling
- Private Sector Housing Case Study

**Part B      Summary performance management report for each service**

**Barnsley Community Build**

**Apprenticeships and Employability**

**2018 – 2019**

**Contract 3**

**Quarter One**

**April to June 2018**

<div>Love Where You Live</div> <div>Healthy Lifestyles</div> <div>Thriving and Vibrant Economy</div>		<b>RAG</b>
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
	<i>Milestones achieved</i>	
	<i>Outcome indicator targets met</i>	
	<i>Social value targets met</i>	
	<i>Satisfactory spend and financial information</i>	
	<i>Overall satisfaction with delivery against contract</i>	

John has now retired and David has joined the Cudworth and North East Team and is settling in well. A total of six apprentices have been supported during the first quarter, and they are all working hard in their new routines.

At the quarterly contract meeting it was confirmed that Barnsley Community Build has all the following contract requirements in place:

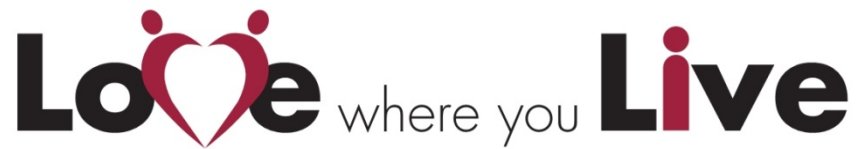
- An up to date Waste Carrier License
- All Safeguarding, Equal Opportunities, and Data Protection policies and procedures are in place
- All Staff have received appropriate Health and Safety training.

Additionally social media training is currently being undertaken

100% of the responsive jobs have been completed in 1 – 3 days

100% of the spend of this contract is within Barnsley.





The Teams have supported over 30 social action projects, including a variety of Community Clean Ups in each Ward and supported and assisted at local Galas, and Proms in the Park. They were very active during the Volunteer month of June and are fully conversant with the requirements of community clean ups and working with volunteers.

These social action projects give the apprentices the opportunity to work as a member of a wider team, as well as supporting people who live and work in the local communities. It enables them to learn the importance of civic pride and to see the amazing contribution that people in the local communities are making to their local neighbourhoods. The Teams are proud to be help and support all the North East Area Council local Love Where You Live projects.



**Kingdom Security****Environmental Enforcement commission****2018 – 2019****Contract 3****Quarter One****April to June 2018**

<div>Love Where You Live</div> <div>Healthy Lifestyles</div> <div>Thriving and Vibrant Economy</div>		<b>RAG</b>
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
	<i>Milestones achieved</i>	
	<i>Outcome indicator targets met</i>	
	<i>Social value targets met</i>	
	<i>Satisfactory spend and financial information</i>	
	<i>Overall satisfaction with delivery against contract</i>	

**Overview.**

The North East Area is contracted to 2 x officers, this equates to 930 hours over this Quarter, and achieved is 930 hours which is 100% of the contracted hours.

To date 132 FPN's and (113 PCN's for parking) have been issued in the area. 128 of these have been for littering offences and 4 for dog fouling offences. Research on CIVICA, shows that eventually 70-75% of the revenue will be raised from the notices in the North East area.

Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. To date this quarter complaints and operations are ongoing and continue to be reported and attended. As we have progressed through this quarter reports and complaints continue and local intelligence is of a consistently good quality.

We have been met with an increase in specific witness information re offenders throwing litter from vehicles. It is believed this is born from the recent change in law. On these occasions armed with a witness statement we offer on the first instance an FPN to allow the individual to discharge their liability rather than have us compile a file for prosecution at court.

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. However we are unable to pursue all offenders whom fail to pay due to court space allocated to Barnsley offenders. This is a growing concern.

The Revenue Raised so far from FPN's (Fouling and Littering) for this quarter is £5699.00p.

As from 1st April FPNs for littering are £100.00



## **Operations.**

Littering Operations have been continued in the Grimethorpe area still concentrating on Carlton Street, Queens Street and 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. 19 FPN's for littering have been issued in the area up to date.

## **Added Value**

### **Walkabouts.**

Walkabouts continue. These are beneficial to both Kingdom Officers and Councillors and the Ward Alliances. Walkabouts in Royston 8<sup>th</sup> May, Carlton 22<sup>th</sup> May and Royston 26<sup>th</sup> June, created an amount of information and local intelligence to consider for a future case study. All aspects of Kingdoms work was involved. Also a Police Clean up operation was attended by Kingdom staff on Midland Road where a number of PCNs were issued. Officers have the list of future dates to attend the Councillor's walkabouts.

### **Juvenile 'Litter Picking' days**

For those juveniles (10) within the North East Area community Litter picks have been completed. The juveniles will take part with the agreement of the Parent or Guardian. The litter picking days will be overseen by Kingdom Staff. Juveniles have attended from this area and have been both beneficial to the Juvenile, Parent and Staff who attend.

The next Community Litter pick is on 21<sup>st</sup> of July at Acorn Park, Grimethorpe where 24 juveniles have been invited.



## Stop Smoking initiative Launch



Are you ready to kick the habit?

Would you like help to stop smoking?

Sarah is here to help you

Contact 01226 644364

This is a free local service for people who live and work in Brierley, Carlton, Cudworth, Grimethorpe, Lundwood, Monk Bretton, Shafton, Smithies, and Royston. It is a service provided by the North East Area Council.

**QUICK TIPS TO QUIT**

- 1 Choose a day that's convenient for you**  
Choose a day when you're not under too much stress or when you're not too busy. It's important to choose a day when you can get the most out of your session.
- 2 Remember why you're quitting**  
Take time to think about the reasons why you want to stop smoking. Write them down and keep them with you.
- 3 Cutting down on cigarettes**  
The reduction in cigarettes will help you to quit. Try to cut down on your cigarettes by a small amount each day.
- 4 Remember don't give up! That's not quitting!**  
Quitting smoking is a process. It's not a one-time thing. You may need to try several times before you can quit for good.
- 5 Think positive**  
Quitting smoking is a big achievement. Celebrate your success. You're doing it! You're a quitter!

A successful launch of the Stop smoking initiative was held on Monday July 16<sup>th</sup>, at Bow Street, Cudworth. The following press release was sent out:

### ***North East kicks the habit***

*On Monday 16 July, the North East Area Team will be launching their new Smoke Free initiative to help residents to kick the smoking habit.*

*There are still a high percentage of smokers in the North East and further support is needed for local residents. One of the priorities identified by the North East Area Council is resident's health and wellbeing. As part of this work, they have commissioned Sarah Sverdloff, a dedicated Stop Smoking Specialist to provide targeted help through stop smoking clinics and advice sessions in the community.*

*This is a free local service for people who live and work in Brierley, Carlton, Cudworth, Great Houghton, Grimethorpe, Lundwood, Monk Bretton, Shafton, Smithies, and Royston.*

*Sarah Sverdloff, Stop Smoking Specialist, said: "I'm really looking forward to working in the North East area and helping residents to kick the habit for good. By attending one of my weekly sessions, people are able to access a range of advice and stop smoking medications. This means they are four times more likely to quit than by will power alone."*

*Cllr Jenny Platts, Cabinet Spokesperson for Communities, said: "I would like to congratulate the North East Area Team on their work they have done on this initiative. It is a great scheme to help local people to quit smoking and work towards our priorities to be healthier, happier and active."*

Sessions will take place every week at the following locations:

- Monday - Acorn Centre, Grimethorpe Library, 1pm to 4.30pm
- Tuesday - Grimethorpe Family Centre, 9am to 12 noon
- Tuesday - Royston Library, 1pm to 5pm
- Wednesday - Royston Group Practice, 1pm to 4pm
- Thursday - Cudworth Centre, 1pm to 5pm
- Friday - Lundwood Family Centre, 2pm to 4pm.





## North East Area Council

## Case Studies

### Environmental Enforcement Case Studies

#### **Case Study 1 - North East Area Council: April -June 2018. Millennium Green - Grimethorpe**

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 North East area and also from complaints sent through Neighbourhood Services email address.



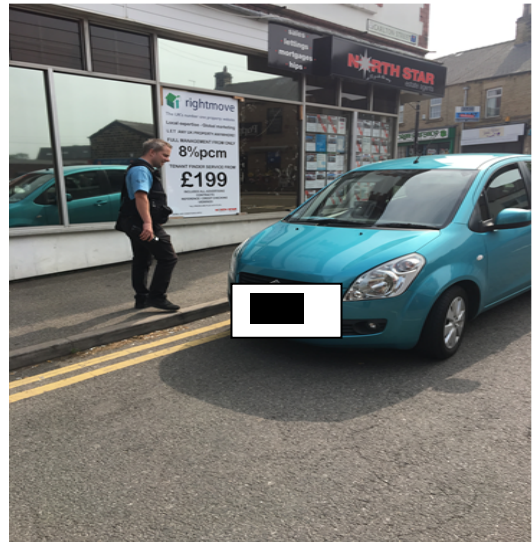
Our officers placed stickers and signage in the area and made this a Hot Spot for more regular patrols.



19 Fixed Penalty Notices have been issued for littering in Millennium Green area in Grimethorpe up to this date. Patrols continue.

**Case Study 2 - North East Area Council  
April – June 2018.  
Carlton Street and Robert Street- Cudworth**

A combined Littering and Parking operation was conducted in this area due to complaints received from residents and visitors through tasking and also whilst Officers were on patrol in this area and surrounding vicinity. Calls from community feedback forums have also passed on information and intelligence to build the bigger picture. Officers patrolled through the three months but created an operation with bit more emphasis during the early part of June.



47 Parking PCN's were issued and 19 FPN's for littering on this quarter.

The feedback has been good and the area appears to be cleaner and the parking infringements seems to be reducing, but our officers will continue their patrols in this area.

Parking Operations Continue in Cudworth and we have increased the number parking trained staff. The interventions continue to have an effect, and there seems to be a behaviour change in this area.





## Royston Canal Club Case Study

The Royston Canal Club obtained the lease for the canal in August 2012 and has regularly stocked the canal with fish over a period of years. Recently they have stocked the canal with bigger 6 – 8 inch fish in the winter, which, although more expensive, have a 95% survival rate and will be of breeding size this summer. The fish stocks are thriving again. The Canal Club has carp being caught at 20lbs which is brilliant for a canal, as well as 4lb bream and tench, and crucians and ide over 3 lbs. are also caught regularly. The anglers are delighted, and the £15 annual fee for the anglers makes it a very affordable hobby for members of the Royston local community.

However the Canal is much more than a fishing area, and has taken part in the Yorkshire in Bloom awards. There is a thriving and diverse wildlife population including kingfishers, herons, swans, foxes, stoats, squirrels, water voles and grass snakes. The canal is a popular walk for local residents and large shoals of fish can be seen in the summer. A lot of local people walk, or cycle, daily along the canal and stop for `a natter` with the anglers, and it has become a meeting place for a regular group of people.



Volunteers have all helped prepare for the In Bloom awards, and Love where You Live activities to help build a strong and resilient community. The Canal Club also hosts fishing afternoons for young people during the summer holidays. The Canal is an ideal venue to help local residents to become healthier, happier, independent and active. A boat was used by the Canal Group members to access the far side of the canal to cut back the vegetation and to maintain the canal. Unfortunately the boat was no longer fit for purpose as it had holes in it that were not able to be repaired.

The Royston Canal Group worked with the North East Area Team to look at ways to address this and applied to the Better Barnsley Bond for funding to purchase a new boat @ £720 to help them to maintain this lovely area for all to enjoy. The group has just found out that their application was successful and is delighted that they can continue to maintain this lovely area.

## Dominic Jones

## Case Study

In 2017 Dominic Jones came to work with the North East Area Team for two weeks on work experience when he attended the Holy Trinity School. He has subsequently taken part in lots of Volunteering events in his local community.

He then took part in the Barnsley Summer Internship Programme, which was an initiative sponsored by the North East Area Council whose aim was to help young people with their future career choices and work experience.



Dominic has been chosen to be the South Yorkshire Scout representative in America at the South Yorkshire World Scout Jamboree, and is attending the North East Area Council's Galas and Proms to try and raise money to fund the trip.

Additionally we have just received the following email from Dominic

*Just wanted to let you and the team know that I have been accepted onto the National Youth Select Committee 2018 that will investigate the issue of work experience nationally. I am one of only 11 members and got 1/2 seats on the committee for my role as a Member of the Youth Parliament.*

*Ever since I had such a great time on placement with you guys and learned lots from the Barnsley Summer Internship Programme, I have felt very passionate about enabling others to have access to tailored work experience and this youth select committee will uncover barriers and problems with this nationally*

*This Thursday and Friday I am in Parliament for my induction on how the committee will form and run and then we have oral Evidence Hearing days in July using the select committee rooms in Parliament! I will definitely keep in touch about it - there might even be the possibility for the Area Council to submit written evidence on the issue (regarding work experience & apprenticeship opportunities provided, and the effect of Internship Programme)*

*All the best with all the great work the team does and can't wait for the events that I will have a stall at!*

Well done Dominic, the North East Area Council is proud to have helped you on your journey.



This Case Study was submitted by a Community Volunteer, and member of the Royston Ward Alliance.

### **The Interschool Crown Green Bowling Competition 12/7/2018**



This is the second interschool bowling competition that I have organised, which evolved from a small community project I initially started in 2015. I wanted to involve the village school in caring and looking after their community. I obtained a grant from Chevin Housing Association that allowed me to buy a large amount of garden equipment and plants. A lot of this work took place in the local park next to the tennis courts and the bowling green. There were between 25-30 children attending and I found that we had too many children and not enough activities. I liaised with the local bowling club to discuss partnership working. They were very positive about working with the local school and offered to teach the children how to play the sport and allow access to the tennis courts. I approached a local business who donated 8 tennis racquets and tubes of tennis balls. The bowling club applied for funding for junior bowls, which they were successful in, they also sourced an indoor bowling mat which allows us to run these activities year round. These sessions have taken place for the past three years.



Having worked with another school on a different project in the adjacent village, we discussed these activities and they were keen to become involved. In the summer of 2017 this school also began to take part in activities in the park. I thought an interschool tournament would be a great way of bringing both the schools together and provide motivation to keep on attending these sessions. Both schools were in agreement and a winner's trophy and runner up trophy were bought by the bowling club. Berneslai Homes are supportive of this project and Housing Management Officers attend all these sessions.

Last year was the first competition that nearly 60 children attended, the feedback from both schools was extremely positive. This year I wanted to improve on this and invited the Mayor and local Councillors to attend, to commend the children but also to see how hard the children had worked.

### **Some Key Facts are as follows:**

The entire project including gardening equipment and bowls etc cost approximately £500, and can sustain 60 children a week year round.  
Since April 2018



When the outdoor bowling began 30 Meadstead's children have made a 2.6 mile round trip for 9 sessions. This adds up to 702 miles they have collectively walked.

Carlton children have a 0.5 mile round trip, for their 2 sessions they have collectively walked 30 miles.

Each child spends an hour engaging in physical activity, for Meadstead this is 270 hours, and for Carlton 60 hours.

- There were 6 bowling club members who have volunteered 1.5 hours each. My time organising it and attending today is 2 hours. Two housing management officers have volunteered 1.5 hours. Over the 9 sessions that have taken place this equates to 110 volunteer hours. As per BMBC Ward Alliance guidance volunteer time equates to £13.51 per hour, this is worth £1,486.10. Therefore the return on the £500 set up cost is significant

Gemma

July 2018

**Love**  **e** where you **Live**

## **Private Sector Housing and Environment Officer – 2018 - 2019 Case Study**

Stuart is 35 and lives alone following a painful and violent break-up with his ex-partner. The terraced house he calls home was cold, draughty and dimly lit and Stuart was finding life difficult to cope with. Already with a history of self-harm and suicide attempts, he suffers from anxiety and depression, bad asthma, arthritis, fibromyalgia, crippling back pain and devastating bowel disease. He understandably has difficulty in coping with every day activities including his job, which is a 30 mile round trip away. Stuart is in debt from former relationships and has often gone without food or heat – sometimes both – because he had to put petrol in his car to get to work.

I carried out a property inspection in his home and although the house wasn't in a bad condition, there were several small issues that were building up into a major issue in Stuart's mind that was contributing to his anxiety and depression. He would try to tackle these issues himself – for example he would treat mould on the walls in an attempt to get rid of it - only to then end up being unable to get out of bed due to fibromyalgia. The mould would get worse and when he finally was well enough to get out of bed to treat it, it would be too much for him and he would exhaust himself trying to clean it all away, which resulted in him being confined to his bed again, only more depressed and with terrible back pain. Pipes were banging in the house, sometimes constantly; the gas fire wasn't connected; the bathroom floor tiles were raised and falling apart; there were cold draughts under his doors and he had no heat or hot water because the boiler wasn't working and, thinking he had broken it himself, was too scared to inform the landlord. Stuart was once homeless and he does not want to be in the same situation again. Apart from the boiler, there were minor issues but along with other small niggles he had with the house, they had built up into a huge problem for him.

Stuart is struggling with work due to his various illnesses, and has said he is very worried that he could lose his job again if he cannot get himself sorted out and fit enough to attend regularly. So far, they've been very good to him and he is doing well, but he said that the house had been making it really hard for him to focus on his work. He worries that he will lose his home and is scared to think about what that might bring, given his history.

A routine visit to a property takes on average around 20 minutes. I was at Stuart's house for three hours. He realised that I genuinely cared and was there for as long as he needed me to be there for him. He poured his heart out to me and was clearly relieved that someone would just listen to him and could even help him. In floods of tears, he admitted to me that he was approaching the point where he thought he might have another nervous breakdown. His good luck was non-existent and whatever he did to try and make his own luck, he said it always blew up in his face and made matters worse. His ex-partner called him the unluckiest person in the world with family, friends, work and health.

I spoke to Stuart's landlord the same day of the visit and explained the situation. He was horrified that he hadn't been in touch about the boiler. He'd spoken to him about rent but had never mentioned anything else, despite it not having worked for 6 months. He called at the property that evening with a gasman and got the boiler working again. The radiators were bled and cleaned out and the banging stopped. The gas fire was connected and arrangements were made for the mould to be treated the next day and also for the floor tiles to be replaced as soon as possible.

Stuart sent me a text message at 10pm that night asking if I could talk. I had already told him that he could call me when he wanted a chat or if he felt down, or for any other reason that he might need someone to listen and when he called in tears, I was afraid of what he might tell me next. He was actually calling to thank me and was overjoyed that he was warm – even though he said he couldn't afford it - and that the banging had stopped. The landlord had been very sympathetic towards him and made him promise to tell him if anything else was wrong in future. He called me the next day in some distress, feeling guilty that his tenant had been afraid to tell him about the problems in the house, and promised to make more of an effort to check on him.

The issues in the house weren't the only problem however. I referred Stuart to the Council's victim support and vulnerability officer, so he could get some help regarding his violent ex-partner. I also referred him to the Mental Health Access Team in Cudworth where he has been receiving help. He completed sessions with MIND in Barnsley and been referred to BSARCS to receive counselling for sexual abuse. I also referred Stuart to Step Change regarding debt management and to his nearest food bank.

Stuart regularly kept touch with me and it is obvious when speaking to him that his situation has improved dramatically. He still struggles with money but his state of mind greatly improved in the weeks following my visit. He switched energy providers following advice given to him, saving himself around £200 in the process.

Because he has received, and continues to receive, help that he was unaware he could get, he is finding life to be easier to cope with. His physical health continues to trouble him but he says he has learnt how to cope with all that, as long as he feels safe and mentally stable, which he now does. He has a landlord that he now knows he can trust, but says he would never have dared to bother him for fear of reprisals. His landlord has agreed to move his rent due date back a week so that he can tie it in with his payday and that alone has taken a huge weight off his mind.

As a result of my intervention over the last year, tenants have received new boilers, whole central heating systems, complete rewiring of their homes, new windows/doors, extra benefits they didn't know they were entitled to, have been saved from eviction by landlords with a grudge who were not following procedures, have been rehoused, been referred for addictions, to local coffee mornings to combat loneliness, to websites for self-help, and have in some cases have saved hundreds of pounds on energy bills via uswitch.com following my advice and assistance.

The feedback received from tenants and landlords following intervention and assistance, has been very positive. A huge part of the role has been the referral of people to other agencies for help that they didn't know they could get, or didn't know where to find. I have built up relationships with many tenants following this and revisit them when I can to keep in touch and maintain the trust built up between us. Just knowing that someone is available to try and help them if they need it is important to some of the people I have met. Sometimes just being there for someone to talk to has helped them immeasurably and they know they can call me if they need to. Landlords have also benefitted from the scheme as they bring their housing stock up to scratch and also because they were unaware of their rights as a landlord with regards to troublesome tenants and required help with s21 and/or s8 Notices. The majority of landlords have worked well with me and have carried out improvement works where necessary and good working relationships have been created.

**Caroline Donovan**  
**North East Area Council Manager**  
**July 26<sup>th</sup>, 2018**