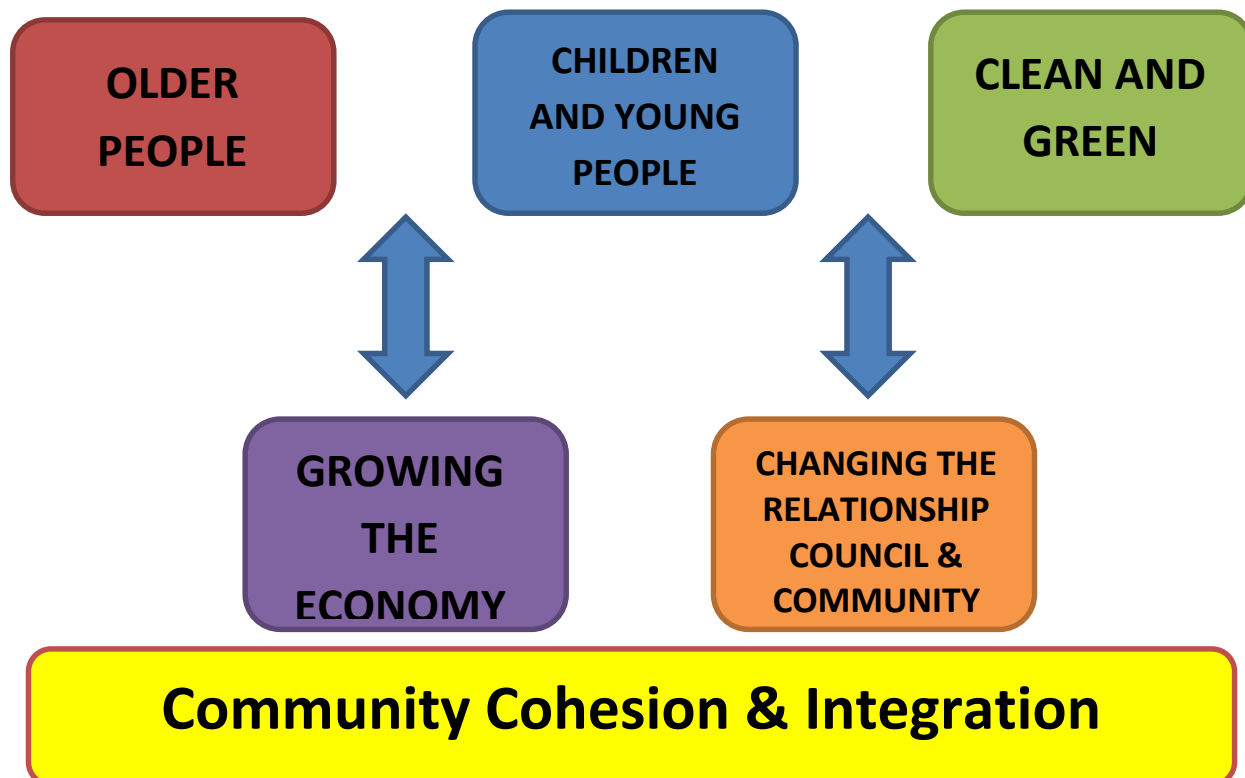


CENTRAL AREA COUNCIL
Performance Management Report

End of September 2015

INTRODUCTION

Central Area Council Priorities



Central Area Council Social Value Objectives

Table 1 below shows the Providers that have delivered/are currently delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council as outlined in the diagram above:

| | Service | Provider | Contract Value/length | Contract start date | Updates |
|------------------------------------|---|-------------------------|-----------------------|----------------------------|---|
| Older People | Reducing loneliness & isolation in older people | Royal Voluntary Service | £197,436 2 years | 2 nd June 2014 | |
| Children & Young People | Improving health & wellbeing of children aged 8-12 years | Barnsley YMCA | £199,781 2 years | 21 st July 2014 | |
| Children & Young People | Improving health & wellbeing of young people aged 13-19 years | Core Assets | £197,000 2 years | 28 th July 2014 | Contract ceased on 28 th July 2015 |

| | | | | | |
|--------------------------|---|------------------------------|-----------------------|-------------------------------|--|
| Clean & Green | Creating a cleaner & greener environment in partnership with local people | Twiggs Grounds Maintenance | £148,860 18 months | 20 th October 2014 | |
| Clean & Green | Environmental enforcement | Kingdom Security | £ 54,771 1 year | 4 th August 2014 | Contract extended to 31 st March 2016 |
| Clean & Green | Private rented sector Housing Management & Enforcement | BMBC Service Level Agreement | £141,875 22 months | 1 st April 2015 | |

In addition to the above, the 6 Central Working Together Fund projects listed below have been funded to a total value of £ 77,607. A paper providing a brief description for each of these projects can be found attached to this report.

Barnsley Churches Drop-in Project (BCDP) – Moving Forward

Exodus Project – Capacity Building

Higham Cricket Club – Higham Community and Recreation Ground Regeneration

Homestart – Home (-Start) to Home

Hope House – Hope House Community Hub

Penny Pie Park – Community Group

PART A - OVERVIEW OF PERFORMANCE

The following tables reflect the overview of performance of the 5 contracted services, 1 SLA and 4 of the 6 Central Working Together Fund projects up to 30th September 2015.

Reduction in loneliness and isolation in older people

| Outcome Indicators | Target | Achieved to date |
|---|--------|------------------|
| Initial Assessments complete | 320 | 302 |
| Total number of home visits made to older people | 2520 | 2007 |
| % no. of older people reporting improvement in their health & wellbeing | 95% | 98% |

Improvement in the health & wellbeing of children and young people

| Outcome Indicators | Target | Achieved to date |
|---|--------|------------------|
| Total no. of sessions delivered to children and young people | 834 | 851 |
| Total no. of different children and young people attending 3 or more sessions | - | 804 |
| Total no. of children and young people achieving accreditation | - | 50 |

Create a cleaner & greener environment

| Outcome Indicators | Target | Achieved to date |
|--|--------|------------------|
| Number of environmental projects delivered | 17 | 20 |
| Number of targeted litter and dog fouling operations | 16 | 16 |
| Number of environmental SLA's delivered | 20 | 20 |
| Number of private sector rented households engaged with | - | 277 |
| No. of vulnerable households identified and engaged-3 or more contacts | - | tbc |

Growing the economy





| Outcome Indicators | Target | Achieved to date |
|---|--------|------------------|
| No. of FTE jobs created and recruited to | 12.5 | 12.5 |
| No. of PT/sessional jobs created and recruited to | 22 | 26 |
| No. of apprentice placements created and recruited to | 7 | 5 |
| No. of work experience placements created and delivered | 30 | 30 |
| No. of local organisations/SME's supported | 5 | 10 |
| Local spend | 83.6% | 87.7% |

Changing the relationship between the Council & the community

| Outcome Indicators | Target | Achieved to date |
|--|--------|------------------|
| Number of adult volunteers engaged | 108 | 158 |
| Number of young people engaged in volunteering | 73 | 118 |
| Number of new community groups established | 4 | 9 |
| Number of community groups supported | 2 | 12 |

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

| | | |
|---|---|---|
| <div style="background-color: #a52a2a; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Older People</div> <div style="background-color: #6a3d9a; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #ff8c00; color: white; padding: 5px; text-align: center; border-radius: 10px;">Changing Relationship</div> | | RAG |
| | Satisfactory quarterly monitoring report and contract management meeting. |  |
| | Milestones achieved |  |
| | Outcome indicator targets met |  |
| | Social value targets met |  |
| | Satisfactory spend and financial information |  |
| | Overall satisfaction with delivery against contract |  |
| | | |

A comprehensive monitoring report for the four month period from June –September 2015 was submitted by RVS on the 20th October 2015. The subsequent contract monitoring/management meeting took place on Tuesday 27th October 2015.

The improved RAG ratings shown in the table above reflect achievement of the majority of the revised RVS Year 2 targets and achievement of the outstanding milestone to establish the Service Advisory Group. The first meeting of this group is scheduled to take place this week.

98 new older people have been engaged with by RVS during this period, although there has been only one referral from a GP practice to date.

A link has recently been established with the Council’s Independent Living at Home service and it is anticipated that this will result in more referrals for the RVS service.

The recruitment of 2 new Inclusion workers, each working 20 hours/week has resulted in a net gain in service provision of 5 hours per week. The restructuring of wards covered by Inclusion workers means that each ward now has 2 named Inclusion workers which will provide more continuity during any periods of absence.

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

A brief summary of the RVS contract progress during the period June to September 2015 is provided below:

Volunteers deployed on this service continue to come from across the borough and from a wide range of ages and background. They are also carrying out a wide range of activities as part of their volunteering.

RVS have continued to arrange social outings, provide transport solutions and support older people to access local activities and events. In addition RVS have helped to arrange personal care and once again have been helping to mediate in family disputes

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

RVS continue to receive enquiries from outside the operational area of the Central Council contract and all of these have been signposted either to other RVS services or to external service providers.

The person centred approach adopted by RVS means that they work with individual service users to develop support plans to suit the individual's needs rather than offering set services or assistance.

The following 2 case studies (anonymised at the request of the service users) demonstrate this approach and the resulting impact on the individual older person and their families:

Case Study 1- (Worsbrough Ward)

We were contacted by Mr N's wife as he has dementia and she was finding his behaviour more and more erratic and at times aggressive towards her. She felt he would benefit from the befriending that we offer and she therefore referred him to us.

On the initial visit it was clear that Mr N missed his regular swimming sessions and he resented his wife for no longer taking him. We discussed whether he would be happy to go with a volunteer and he agreed that it would be best if this was a male to make him feel more comfortable. He said that he was very much looking forward to meeting the volunteer and getting back to the pool.

Upon meeting the volunteer it was clear the two of them would get on very well and the swimming commenced the following week. After a month of going weekly Mr N was enjoying the sessions so much they decided to visit twice a week.

Mr N enjoys these sessions immensely, he benefits from the physical exercise and also from the company of his volunteer and the other people that attend.

Mrs N's wellbeing has also improved dramatically. She was very anxious on our initial meeting but now, through the 4 hours of respite that she receives per week as a result of the befriending, she has re-engaged with old friends and activities that she thought she had lost for good. Consequently the time that she does spend with her husband is now more relaxed and meaningful.

Case Study 2 (Stairfoot Ward)

Mr W is in his 60s. He is a very quiet and private person who lives alone in a studio flat in sheltered accommodation. He has serious health problems and requires oxygen 24 hours a day which means carrying a small oxygen tank around when leaving his flat.

When I started visiting him he was getting a taxi once a week to the local shops and post office for his pension but could not afford the taxi fare more often.

I discovered on my second visit that he had a mobility scooter but had never used it as he lacked confidence and was afraid to use it. I suggested that the following week we got it out and we went around the estate with me walking by his side. We did this and he soon gained confidence as we chatted and he got used to the controls. I helped him find suitable areas to cross the roads etc.

Mr W now goes out most days on his scooter and can go to the shops whenever he feels up to it, usually 2 or 3 times a week. He has recently upgraded to a bigger scooter with lights and a cover for the winter and now feels less isolated and more independent.

Barnsley YMCA

| | RAG |
|---|-----|
| Children & Young People | ● |
| Growing the Economy | ● |
| Changing Relationship | ● |
| 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 | ● |
| | |

Comprehensive monitoring reports for the quarter May-July 2015 and the 2 months of August and September 2015 were submitted by the scheduled dates. The subsequent contract monitoring/management meetings took place on 10th September 2015 and 29th October 2015 respectively.

The table above demonstrates that the YMCA have either met or exceeded all of their targets during this period with 989 different individual children aged 8-12 years participating in their programme since the outset.

The range and quality of activities being offered by the YMCA contract is impressive. Between May and September 2015 this has included Mural painting, sports, arts, crafts, music workshops, fishing at Worsbrough Mill reservoir, picnics and Minecraft educational computer gaming. The innovative approach taken by the YMCA, for example their walking buses for after school sessions, their effective partnership working, peer supporter programme, work on accreditation and responding to consultation and feedback from young people is also worthy of note.

There have been at least 3 YMCA sessions taking place in each ward every week since May 2015 with similar levels of attendance across all wards.

As an end of year celebration and in response to many requests, the project held a camp at Silverwood Scout Camp in August 2015 which 100 young people from across the 5 wards attended over a 3 day period. More recently a Saturday night "sleepover" was held at the YMCA with 40 young people attending.

Accreditation continues to be an important element of the service provided by the YMCA however the high number of participants in sessions will make the delivery of accreditation more difficult.

A brief summary of the YMCA contract progress during the period May to September 2015 is provided below:

The YMCA project continues to provide a flexible programme of activities that is responsive to need. Working with children and young people through the summer school break on a variety of activities and evaluating the success of new ones, with some planning for October half term. In general summer activities were very well received particular the camp at Silverwood Scout Camp, fishing and the mine craft sessions. Changes that have been implemented during August and September include a new after school session at Worsbrough Common and additional support sessions for Peer Supporters at Barnsley YMCA, along with continuing to support and signpost new participants from the summer provision, specifically from Measbrough Dyke and Gilroyd, to access term time provision.

There are currently 3 sessions being delivered each week in all of the localities along with holiday provision as part of a flexible programme of delivery.

Support for existing community and voluntary groups working with young people continues to be provided across the area. This includes work with St John the Baptist Church in Dodworth and becoming part of the professional network at Worsbrough Common Primary School. Part of this work included supporting a summer event in the area for parents and carers.

In Worsbrough there is ongoing support for the youth club at the Lew Whitehead Centre in Ward Green and continued support is provided to the after school provision at Worsbrough Library, helping them with recruiting and maintaining volunteers, peer mentoring, developing their working practices and achieving accreditation.

In Central ward YMCA are continuing to work with the Carers Garden Steering Group to support provision at this facility and the Queens Road Academy after school sessions are currently being delivered at this venue.

The YMCA supported a summer community gala in Ardsley which was very successful in recruiting new participants to the Ardsley Youth Club sessions.

The project has also been working with Yorkshire Housing to explore how they can provide support to children and young people in their communities and some specific work has recently been delivered on Aldham Estate.

The project worked alongside Targeted Youth Support during the summer to provide additional workers in locations where 8-12 years olds were turning up for sessions aimed at 13-19 year olds. They have also supported the work in Gilroyd to respond to issues of anti-social behaviour.

The higher numbers of participants in sessions although positive does impact on the range of activities delivered in the session and makes the delivery of accreditation difficult. If participation remains on this level in some of the sessions it is unlikely that they will achieve completed portfolios as the sessions are just too busy and the project budget does not allow for any further increase in staffing levels.

The children and young people who are currently working towards or have achieved accreditation include the following:

- 30 portfolios are ready for moderation
- 113 young people are continuing to work towards their IKIC Awards which include the mini 6 hour and maxi 30 hour challenges and the Horizon IKIC Award.
- Children and young people from After School Provisions - Worsbrough Library are continuing to work towards an internal 10 hour participation challenge.

Case Study – Ardsley Gala

Sunday 23rd August 2015

Community Gala

The YMCA supported this local community event. This was a great opportunity for the project to engage with new people and promote the sessions we deliver in the area. Specifically the Youth Club on a Monday evening at Ardsley & Stairfoot Community Centre. We provided free taster activities showcasing the types of activities young people can participate in at our sessions.

During the event we engaged with lots of parents and specifically 30 young people within the 8-12's age range. This event was a great success and enjoyed by all. Since the Youth Club started back after the holidays we have seen an increase in new participants attending.



Case Study – Joseph Locke Walking Bus

Tuesdays after School Club

Peer Supporters x 2 new

Abbie aged 11 – attends Horizon

Richard aged 11 - attends Horizon



An average of 19 young people attend this walking bus group on a weekly basis. The group from Joseph Locke Primary School walk under supervision to the YMCA to use facilities there for the session.

The group is now supported by two new volunteers on a weekly basis. Abbie and Richard used to attend the group before the summer holidays. They have both now made the transition into secondary school and attend Horizon Community College.

They both enjoyed attending the group so much that they wanted to remain involved even though they no longer attend Joseph Locke. Abbie and Richard now attend the session in a peer supporter (volunteering) capacity which involves supporting young members within the group during the session.

Abbie enjoys working in the kitchen providing refreshments to the group at their break time, whilst Richard enjoys supporting others during set activities, he can be seen here supporting a young person to complete a work sheet. Both young people enjoy the additional responsibility that they now have supporting the session by volunteering.



Core Assets

| | RAG |
|---|-----|
| Children & Young People | |
| Satisfactory quarterly monitoring report and contract management meeting. | ● |
| Milestones achieved | ● |
| Growing the Economy | |
| Outcome indicator targets met | ● |
| Social value targets met | ● |
| Changing Relationship | |
| Satisfactory spend and financial information | ● |
| Overall satisfaction with delivery against contract | ● |
| | |

On the recommendation of the Review Panel the Core Assets contract ceased on 28th July 2015 (end of Year 1).

To conclude the Year 1 monitoring process a report covering the May to July 2015 period was submitted by Core Assets on the scheduled date. However due to the comprehensive nature of this report, the number of meetings that had already taken place since the previous formal monitoring report was submitted, and the fact that the contract had already ended, meant that no contract monitoring/management meeting was held.

Some improvement in performance was noted during this last period however a number of milestones and outcome indicator targets had still not been achieved. Although 580 (out of a target of 750) different individual young people accessed Core Assets provision, only 144 (out of a target of 450) of these young people attended 3 or more sessions. Without sustained involvement of young people on the programme, no significant impact will be made on improving the overall health and wellbeing of individual young people.

Core Assets continued to deliver 2 weekly sessions at the 5ives football facility in Kendray during May, June & July 2015 with mixed attendance figures (ranging from 0 to 14). Ongoing sessions also took place during this period at Dodworth Methodist Chapel and Worsbrough Dale Park, with a regular group of young people attending. Outdoor sessions at Measbrough Dyke and Locke Park attracted small numbers of different young people each week.

In the final report Core Assets noted how disappointed they were that the decision was taken not to commission into Year 2 prior to the receipt of the Quarter 4 report. They felt that they had demonstrated a significant increase in young people attending sessions from Quarter 2 to Quarter 3 and they had indicated that they expected to reach the targets set during the summer holidays at no additional cost to Central Area Council.

They also expressed concern that they only had 2 weeks to manage the transition, for the young people they had been working with, into the Summer Targeted Youth support offer.

Kingdom Security

| | RAG | |
|-----------------------|---|---|
| Clean & Green | Satisfactory quarterly monitoring report and contract management meeting. | ● |
| | Milestones achieved | ● |
| Growing the Economy | Outcome indicator targets met | ● |
| | Social value targets met | ● |
| | Satisfactory spend and financial information | ● |
| Changing Relationship | Overall satisfaction with delivery against contract | ● |
| | | |

A comprehensive monitoring report for the quarter May-July 2015 was submitted by Kingdom on the scheduled date and the subsequent contract monitoring/management meeting was held on 10th August 2015.

Following the formal extension of this contract to 31st March 2016 and to enable reporting quarters to be aligned, a report for the 2 months of August and September 2015 was submitted and the subsequent contract monitoring/management meeting for this period took place on 8th October 2015.

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. The previous amber rating for social value targets met has now changed to “green” as the revised work experience and volunteering targets have been met during this period.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period May to September 2015, there were 344 FPN’s issued for littering, 30 FPN’s issued for dog fouling and 101 PCN’s for car parking issued across the Central Area.

A total of 734 FPN’s for littering and dog fouling and 185 PCN’s have been issued since the contract commenced in August 2014 and research on CIVICA indicates that 72% of the revenue has been raised from the FPN’s issued in the Central Area Council area. This income will be credited at the end of the financial year.

At present no information is available for revenue raised from PCN’s, and it remains unclear where this revenue will go.

A brief summary of the Kingdom contract progress during the period May to September 2015 is provided below:

The FPN numbers have increased over the last few months. Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street and from the community at large. There has been a clear month by month increase in reporting and this is in part due to a more efficient and developed reporting and recording system that gives the complainant / informant a quick response to that reported. Although reporting has increased, this needs to be encouraged on an ongoing basis and highlighted at Ward Alliance and other community meetings

A number of prosecutions files have been submitted for Littering and Dog Fouling and all these to date have been successful. There have also been Court trials for those disputing the offence and again these have been successful to date. The next batch for consideration at court is on 30th Oct 2015. Because of the number of prosecutions pending, offences committed in November / December 2014 were dealt with on 25th Sept 2015 and cases for tickets issued today will not be heard until late 2016. The court have however made more space available to hear an extra 10 cases per month.

Due to the lower number of FPN's issued in Dodworth there have been two 'Days of action' in the Dodworth Ward during this period and on both occasions FPN's and PCN's were issued.

'Litter Picking' days for those juveniles within the community who have committed an offence is finally off the ground with the first 'Litter Pick' scheduled to take place on Fri 9th & Sat 10th October. Under the restorative justice scheme they will undertake this by agreement of the Parent / Guardian. These "litter pick" days will be overseen by BMBC and Kingdom Staff.







Case study: Hoyle Mill Road Parking Issue

As a result of a complaint in June regarding people parking their cars on the yellow lines and causing general obstructions on Hoyle Mill Road; Kingdom officers were tasked with identifying the offending vehicles and subsequently with issuing Penalty Charge Notices (PCNs) to those vehicles.

In response to the complaint, Kingdom Civil Enforcement Officers trained and equipped for Parking Enforcement have conducted intelligence-led patrols on the stretch of road.

Nine (9) PCNs were issued to contravening vehicles on Hoyle Mill Road by Kingdom Civil Enforcement Officers in the month following the complaint, and patrols are still ongoing to combat this problem.

Twiggs Ground Maintenance

| | | |
|---|---|---|
| <div style="background-color: #8db600; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;"> Clean & Green </div> <div style="background-color: #6a3d9a; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;"> Growing the Economy </div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center; border-radius: 10px;"> Changing Relationship </div> | | RAG |
| | Satisfactory quarterly monitoring report and contract management meeting. |  |
| | Milestones achieved |  |
| | Outcome indicator targets met |  |
| | Social value targets met |  |
| | Satisfactory spend and financial information |  |
| | Overall satisfaction with delivery against contract |  |
| | | |

Comprehensive monitoring reports for April-June 2015 and July-September 2015 were submitted by Twiggs on the scheduled dates and subsequent contract management/monitoring meetings took place on 16th July 2105 and 14th October 2015 respectively.

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

They have successfully engaged 56 new adult volunteers and 95 young people volunteers in the “social action projects” that they have delivered in Year 1 as part of the contract and 2 examples of these are highlighted below.

Twiggs have recently attended 4 out of the 5 Ward Alliances to discuss and revise the Service Delivery Agreements they have with each Ward Alliance and to ensure that any emerging local environmental priorities are reflected in these documents.

The work experience target for this contract has also been exceeded with 4 work experience placements being delivered in the first year and 2 apprenticeship opportunities established and recruited to.

Ongoing feedback about the Twiggs contract indicates that this service continues to perform very well and is working very effectively in partnership with other Central Council providers and Working Together Fund projects, in addition to many local community groups and organisations.

A brief summary of the Twiggs contract progress during the period April to September 2015 is provided below:

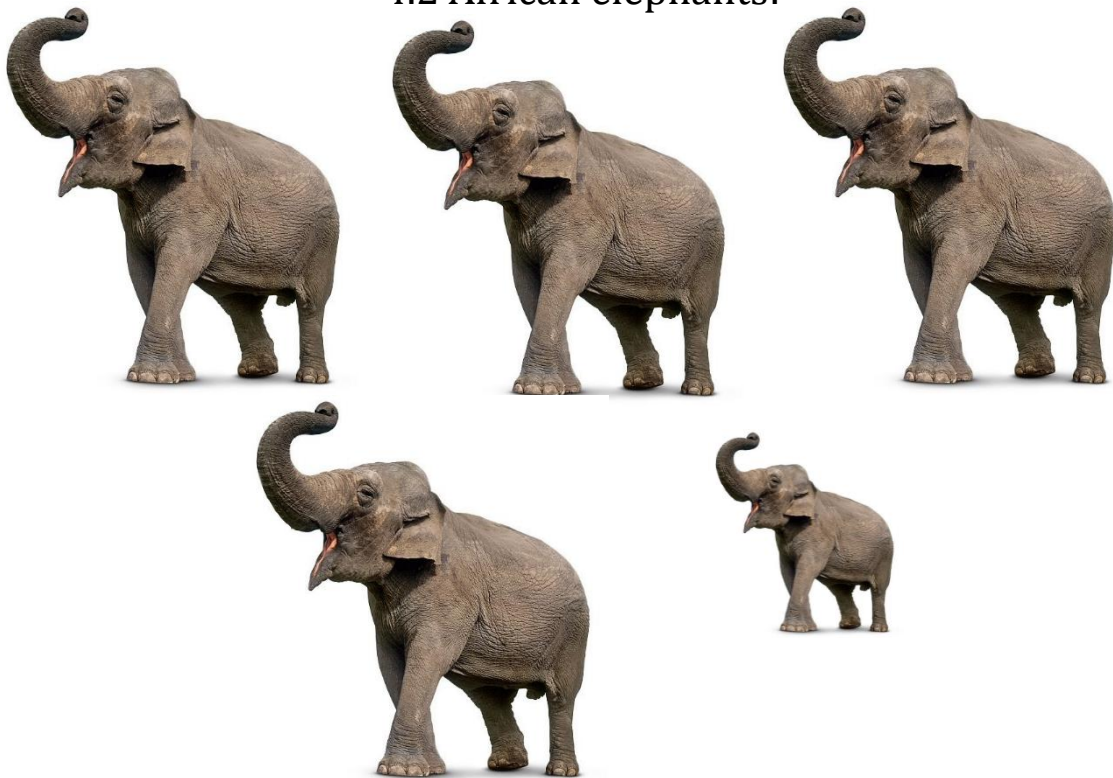
Twiggs have continued to identify areas for improvement in each of the five wards, in addition to following the specific highlighted areas for litter picking etc. from the Service Delivery Agreements.

Daily work schedules have been submitted as part of the quarterly monitoring information provided for this contract.

1902 bags of rubbish have been collected as part of this contract in Year 1-this equates to:

11 Tonnes (Estimated weight based on a 10 bag median average of 6kg)

= 4.2 African elephants!



EXAMPLE CASE STUDIES-TWIGGS CONTRACT

Dodworth Ward - Keresforth Primary School Litter Pick

Date: Tuesday 15th September 2015

Involving 25 young people and 3 Adults. The children were given an environmental talk during the event, and thoroughly enjoyed the litter pick. Twiggs have since provided the school with a Certificate, Love Where you Live Car Sticker and McDonalds Voucher for each child who participated. These are to be awarded to the children during a special assembly on the Friday 9th Sept, for which we have also arranged the attendance of local Councillors.









Central Area - Canal/ Stop Lock Area

Date: Saturday 26th September 10am – 2pm

Involving 13 Young People and 13 Adults Litter Pick, Weeding, Bench repainting, and graffiti removal and joined by the Scouts Group, along with a group of our local volunteers who have shown keen interest in all future Twiggs led volunteering events.



Private Sector Housing & Enforcement SLA

| | RAG |
|-----------------------|---|
| Clean & Green | Satisfactory quarterly monitoring report and contract management meeting.  |
| | Milestones achieved  |
| Growing the Economy | Outcome indicator targets met  |
| | Social value targets met  |
| | Satisfactory spend and financial information  |
| Changing Relationship | Overall satisfaction with delivery against contract  |
| | |

The Private rented sector housing and enforcement SLA with the Council's Safer Communities Service commenced on 1st April 2015 with the appointment of a full-time Housing Management Officer and a full-time Enforcement Officer. Both these officers are working in the Central Council area only.

Comprehensive monitoring reports for April-June 2015 and July-September 2015 were submitted by the Safer Communities Service on the scheduled dates and a subsequent contract management/monitoring meeting for the first period took place on 18th September 2105. The contract management/monitoring meeting for the most recent monitoring period is yet to take place.

The table above demonstrates that this service has got off to a very positive start and has reached all the milestones and social value targets set to date, with 277 different properties being visited during the first 6 months. The amber rating has been given for outcome indicators targets met because further work is required to more specifically define what is meant by "vulnerable households".

There has been very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date on this contract.

A brief summary of the progress of this during the period May to September 2015 is provided below:

The main objective of this SLA is to contribute towards creating and sustaining safe and pleasant communities in areas of private sector housing in the Central Council area. This is being done by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting the most vulnerable tenants and residents.

During the first six months, the 2 workers have been working with families and individuals, getting to know the communities and getting access to homes that previously have not had the benefit of any kind of support. They have been identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

They are encouraging individuals and communities to work towards raising and setting their own standards which includes acceptable behaviour standards, environmental standards, housing and property standards.

This is a brand new approach to working in a sector emerging as the tenure with the most complex and diverse needs in the borough. The approach will necessarily adapt and evolve, addressing the key issues identified with a view to achieving and sustaining improvement of standards in the sector.

By understanding the connections between vulnerability and the lived environment we will be better placed to contribute towards building stronger and more resilient communities.

The following case study exemplifies the range of issues being dealt with as part of this SLA:

SPRING GARDENS, BARNSELY- KINGSTONE WARD

This job first came to the attention of the Central Council Private Sector Housing Team in mid-April. There were seven complainants from one housing estate about a particular property. The issues were:-

- Tenant having multiple visitors to property at all times of day and night causing anti-social behaviour to residents.
- Child welfare issues.
- Noise from people at the property and cars / motorbikes visiting the property screeching on and off the estate.
- Environmental issues, including dog fouling on other residents gardens, waste issues and problems with bins.
- Allegations of drug misuse and street drinking.
- Communal areas which residents pay for the upkeep of were being damaged and weren't safe for children to use.

Prior to receiving this referral, residents had already incurred six months of this behaviour and felt they had no support from the Housing Association who owned this property. Due to the number of incidents (21 in a 6 month period), this became a "Community Trigger". The team became heavily involved as the link between residents and the Housing Association in finding a satisfactory outcome for this case. Due to past mistrust issues between residents and the Housing Association, the relevant work has been as follows:-

- Anti-social behaviour survey to all residents on the estate.
- Relevant support given to residents.
- CCTV installed and relevant footage downloaded, when required.
- Attendance at relevant professional meetings.
- Updates given to residents at relevant stages.
- Worked closely with the Housing Association.

Once all the evidence was gathered an Action Plan was implemented, which did include support for the tenant, however the tenant refused any offers of help or support. A

Community Protection Notice was issued and this was immediately breached. Unfortunately this eventually resulted in us assisting the Housing Association to go for possession of the property and evicting the tenant. Referrals were made to the relevant professional agencies for action relating to the child welfare issues.

All the above had a major impact on residents lives resulting in some seeking medical attention and having time off work, etc. Since the eviction, the feedback received from residents is that the estate is a much quieter, safer place to live again. Residents are also very grateful for the involvement as prior to being in post, they weren't sure who to turn to for help. The communal areas are now a safer place for children of the estate to play.





During the period July to September 2015, approximately 60% of the work has been reactive. The other 40% being proactive jobs which have been generated through time spent working in the area.

The majority of people are vulnerable in some way and they either receive support or are referred onto other relevant agencies, if required.

SUMMARY PERFORMANCE MANAGEMENT REPORTS FOR EACH CENTRAL WORKING TOGETHER FUND PROJECT

To date all 6 Working Together Fund Projects are operational and 4 have completed Quarter 3 and 4 monitoring forms. The 2 environmental projects, namely Penny Pie Park and Higham Cricket Club will submit their report at the end of the programme.

Barnsley Churches Drop-in Project

| | |
|--|--|
| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |





A successful monitoring visit was undertaken in October 2015. The project is facing relocation (the fourth in the projects history), which is a challenging situation. Moving may however allow the project further opportunities to offer training classes to clients, depending on the venue.

The project is on target to deliver both service user numbers and volunteers for weekly sessions. The numbers of people attending the weekly sessions is also rising. During Quarters 3 and 4 the project averaged 95 users attending the sessions against a target of 90 per session.

The project continues to attract volunteers, and more importantly has facilitated the pathway of vulnerable service users to become volunteers. This is a very significant but crucial step for the journey to independence and employment. The project also supports several volunteers with learning disabilities which can be very time consuming but important in terms of their individual development.

The project continues to offer training opportunities for service users, and continually strives to encourage service users who are extremely vulnerable and hard to reach to participate. 12 places have been booked for food and hygiene training in the next quarter and three people have successfully passed a previous course, with one of these people going on to secure a job as a Commis Chef.

Exodus Project

| | |
|--|---|
| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |





Quarter 3 and Quarter 4 monitoring and evaluation reports show that the project is consistently exceeding on targets across all the agreed outcomes.

During Quarters 3 and 4 the project has engaged 3 new young volunteers, delivered 4 further activities and supported the establishment of 3 new groups in Bank End. The following 5 clubs continue to be delivered on a weekly basis: 1 at Worsbrough Common, 2 in the Town Centre and 2 at Bank End.

Currently the project has 35 volunteers involved in activity programmes and all are improving their skills through the volunteer progression scheme. Three of these volunteers joined in Quarters 3 and 4.





Throughout the summer months the project has supported a number of summer galas linked to the work of the Ward Alliances. These included Worsbrough Common Gala, Penny Pie Park and Friends of Locke Park.

Higham Cricket Club

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| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |

The first formal monitoring report for this project is expected at the end of the programme and will be included in the relevant Central Area Council Performance Management report.

Homestart

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| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |

A monitoring meeting with Homestart was held in October 2015. The project is working well and is on course to meet all targets.

During Quarters 3 and 4 the project has recruited 17 new adult volunteers who will be providing advice and guidance to families. A total of 23 families with young children are being supported with the work of the volunteers leading to improvements in the health & wellbeing of the children involved. Many referrals are made via the Health sector eg Health Visitors, and Education eg. Schools. These referrals may be made in relation to the children's wellbeing, health and/or behaviour and/or the impact of ill-health of the parent on the children. There have been 45 new referrals to the project during Quarters 3 and 4.





The project also continues, as part of Home Start South Yorkshire, to attract volunteers who are committed to the work. The project benefits from being part of Homestart with the established volunteer training programme which is both thorough and provides a good grounding for possible future employment. A new 7 week volunteer training course was completed in August 2015 with 13 volunteers taking part.

As part of this project the following issues have been raised with associated concerns from the organisation about how these issues might be addressed once the Working Together funding ceases:

- Complexity of cases: Families being referred to the project have a number of complex health issues requiring volunteers to locate a range of specific support groups.
- Increase in referrals for lone parents with large numbers of children.
- A rising number of families with domestic abuse issues being referred.
- Referrals being made for families for whom English is not their first language.

In terms of connectivity, the project is working well with both the health and educational sectors. Links have also been established with the Private Rented Sector Housing Management and Enforcement team who have made contact with families that would benefit from referral.

Hope House Hub

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| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |

A monitoring visit was undertaken in October 2015 and the project is progressing very well.





The biggest programme of activity during Quarter 3 was the Urban Impact project, where 22 young people, supported by 38 adult leaders, took part in serving the local community in a variety of practical ways which included gardening, litter picking, painting fences, park equipment and railings and clearing out cellars and sheds. Many of the young people expressed an interest in being involved further and felt that they had developed new friendships, new skills and had increased confidence.

The Steering Group met twice in Quarter 4 to plan activities and debrief on activities delivered to date.

During Quarter 4 the project met their target of young people involved in outdoor summer activities with 31 young people participating in activities including llama trekking, kayaking, climbing, trampolining, snowboarding and lazer quest. Some young people reported that their confidence had increased as a result of taking part in the new activities.

The project has achieved its target for older people attending the Silver Surfer Cinema sessions, which are aimed at reducing isolation and providing better access to services for older people. A decision was taken to extend the community cinema to the whole of the community to encourage inter-generational activities and to develop positive relationships in the community. At the last session in Quarter 4 the cinema club attracted children, parents and 7 grandparents!

Penny Pie Park

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| Satisfactory quarterly monitoring form submitted |  |
| Project milestones achieved |  |
| Project indicators / targets met |  |
| Overall project progress & achievements |  |

The first formal monitoring report for this project is expected at the end of the programme and will be included in the relevant Central Council Performance Management report.