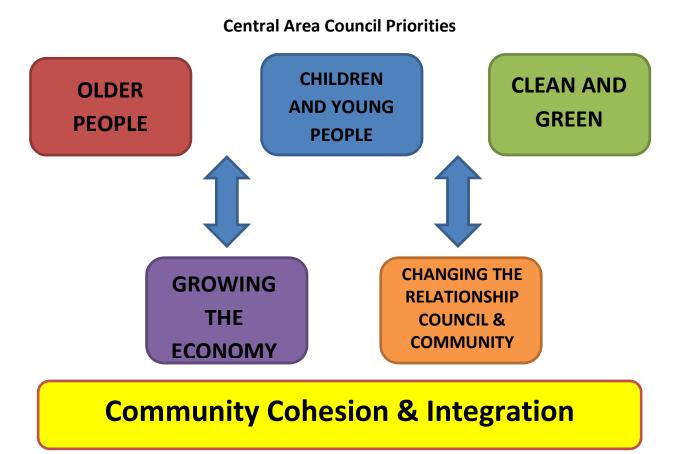
CENTRAL AREA COUNCIL Performance Management Report 2015/2016

Quarter 4
January-March 2016

INTRODUCTION



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. Performance management information about all these services can be found in this report.

	Service	Provider	Contract Value/length	Contract dates	Updates
Older People	Reducing loneliness & isolation in older people	Royal Voluntary Service	£197,436 2 years + £85,000 (10 month extension)	2 nd June 2014- 31 st March 2017	Contract extension to 31 st March 2017 agreed

Children & Young People	Improving health & wellbeing of children aged 8- 12 years	Barnsley YMCA	£199,781 2 years + £ 81,000 (9 month extension)	21 st July 2014 - 31 st March 2017	Contract extension to 31 st March 2017 agreed
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Core Assets	£197,000 2 yrs	28 th July 2014 - 28 th July 2015	Contract ceased on 28 th July 2015
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Addaction Exodus YMCA	Total of £126,591	1 st Feb 2016- 31 st March 2017	
Clean & Green	Creating a cleaner & greener environment in partnership with local people	Twiggs Grounds Maintenance	£148,860 18 months	20 th October 2014-20 th April 2016	
Clean & Green	CONTRACT 2 - Creating a cleaner & greener environment in partnership with local people-	Twiggs Grounds Maintenance	£ 85,000 per annum 1 yr + 1 yr	21 st April 2016 - 31 st March 2017	2 nd year subject to available funding
Clean & Green	Environmental enforcement	Kingdom Security	£ 54,771 1 yr	4 th August 2014 - 31 st March 2016	Contract extended to 31 st March 2016
Clean & Green	CONTRACT 2 - Environmental Enforcement	Kingdom Security	£ 42,000 per annum 1 yr + 1 yr	1 st April 2016- 31 st March 2017	2 nd year subject to available funding
Clean & Green	Private rented sector Housing Management & Enforcement	BMBC Service Level Agreement	£141,875 22 months	1 st April 2015- 30 th January 2017	Contract extension to 31 st March 2017 – formally requested

PART A - OVERVIEW OF PERFORMANCE

The following tables reflect the overview of performance of all the Central Area Council contracted services and projects. This includes the SLA, 3 Youth Programme projects, 6 Central Working Together Fund projects, and includes performance data gathered from the commencement of contracts up to 31st March 2016.

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	500	509
Total number of home visits made to older people		3416
% 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	1100	1184
Total no. of different children and young people attending 3 or more sessions	-	389
Total no. of children and young people achieving accreditation	-	128

Create a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	24	30
Number of FPN's for littering and dog fouling	n/a	1340
Number of environmental SLA's delivered	20	20
Number of private sector rented households engaged with	-	680
No. of vulnerable households identified and engaged-3 or more contacts	-	334
No. of property inspections carried out	-	51

Growing the economy

Outcome Indicators	Target	Achieved
		to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	32
No. of apprentice placements created and recruited to	7	5
No. of work experience placements created and delivered	34	36
No. of local organisations/SME's supported	5	10
Local spend	83%	92%

Changing the relationship between the Council & the community

Outcome Indicators		Achieved
		to date
Number of adult volunteers engaged	123	231
Number of young people engaged in volunteering	96	165
Number of new community groups established	4	9
Number of community groups supported		14

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Royal Voluntary Service

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

A comprehensive monitoring report for the January-March 2016 quarter was submitted by RVS on the 8th April 2016. The subsequent contract monitoring/management meeting took place on 21st April 2016.

The RAG ratings shown in the table above reflect achievement of all the revised RVS Year 2 targets. 92 new older people have been engaged with by RVS during this period, although there have been no further referrals from GP practices. The total number of older people who have been referred and visited by an Inclusion worker since the contract started is now 509.

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 January to March 2016 is provided below:

RVS continue to promote the service to groups and organisations across the Central area with talks and attendance at open days.

In February, RVS had two very successful days at the Better Barnsley Shop on Cheapside, where soup was distributed to older people as part of the Heinz promotion offer. RVS staff and volunteers were on hand to offer help, advice and to support clients (see photograph below).



During this quarter RVS have also supported the establishment of a Luncheon Club at the Ash Inn, Stairfoot which over 20 older people are now attending on a monthly basis. Entertainment at the "trial" Ash luncheon club session on 1st March 2016 was provided by Neil Diamondo (funded by Stairfoot Ward Alliance).





The Deputy Mayor and residents enjoying the new Ash Inn Luncheon Club

There have been no changes in staff since the previous report and the number of volunteers is increasing.

Service users continue to come from right across the Central Area with referrals being received from each ward.

RVS have continued to arrange social outings, provide transport solutions and have helped arrange personal care and helped to mediate in family disputes.

Befriending and accessing social activities continues to form the majority of the work of RVS 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 their operational area, all of which are signposted either to other RVS services or external service providers.

The following email was recently received from a service user's daughter:

"I just want to formally note the work of Michelle Hanley, based in Barnsley. She visits my mother, Maureen Mallows, who has dementia, every Thursday afternoon. My mum really enjoys Michelle's visits and they always have a sing-song and a good laugh. Last week Michelle arrived to find my mum in the drive way being 'doorstepped' by some Roofing guys. Mum was agitated and Michelle immediately sensed that the guys were up to no good, as there are clear signs on the windows saying no cold callers, and they hurried to make a quick exit as soon as Michelle asked them what they were doing.

I'd like to acknowledge the care and professionalism with which Michelle handled the incident, from taking steps to calm my mum down and distract her, through to reporting the incident to 101, getting a crime reference number, and follow-up to get the house tagged on the system, not to mention contacting myself and my sister, but not alarming us, and leaving a full description of the van and the men involved.

I know Michelle will simply brush it off as part of her job, but I wanted to write to you as her manager and let you know just how much care and thought she puts into looking after her 'clients' and the community, and how much that is valued by family and friends."

Case Study 1

Mrs E was referred to RVS by a Long Term Condition Nurse. She suffered from low moods, bouts of depression, osteoarthritis, COPD; she used inhalers and her breathing was bad at times. She had a pending hospital appointment to have an MRI scan which she was visibly distressed about. She was very anxious and did not seem to be able to cope with any stress. Mrs E was the oldest of a large family, her own family had grown up and left, and she had also raised two of her granddaughters, one still lived with her.

When The Inclusion Officer visited her she was very quiet, low in mood but once they got chatting she did confide that she had lost 5 members of her family over a number of years and she felt she was not coping with the loss. The Inclusion Officer also established that she had received no professional help to support her with her grief.

During The Inclusion Officers visits they chatted about what was worrying her and it was suggested she contacted the Barnsley Bereavement Service for her to receive the professional support she needed. She was hesitant to make the phone call so the Inclusion Officer offered to contact them on her behalf. An appointment was made and the Bereavement Service started to visit her on a weekly basis.

The inclusion Officer discussed ways Mrs E could achieve small steps to improve her life and to look forward in a positive way. On some visits she was low in mood again but then on the next visit she was upbeat. Things did seem to turn around for Mrs E - firstly she had been successful in obtaining a PIP Payment which she had applied for. She also had the MRI scan at the hospital, which she was dreading, and her doctor had reviewed her medication and made adjustments which she felt had definitely made her feel better in herself and had improved her well-being in a positive way!! She was gaining more and more confidence as the weeks passed by.

Mrs E has shown a positive improvement in her confidence and well-being and the need for our support is reducing.

Barnsley YMCA

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

A comprehensive monitoring report for the January to March 2016 quarter was submitted by YMCA on 8th April 2016. The subsequent contract monitoring/management meeting took place on 14th April 2016.

The table above demonstrates that once again the YMCA have either met or exceeded all of their targets during this period with 68 new children aged 8-12 years participating in the programme this quarter. There have been a total of 2179 attendances and 33 children achieving accreditation during the quarter and at least 3 sessions have been delivered in each ward every week. A further 42 young people are preparing for IKIC accreditation.

The increased level of participation in this reporting period has continued and the project has retained lots of participants. This, combined with an increase in recruitment through the partnership delivery model this quarter, has resulted in sessions having consistently high numbers.

There are currently 9 active Peer Supporters, along with an additional 9 newly recruited Peer Supporters. In addition there are 4 young people fulfilling the role of Young Volunteers in the project.

A brief summary of the YMCA contract progress during the period January to March 2016 is provided below:

During this period, project staff have continued working with voluntary sector and faith based groups as part of the ongoing consultation and identification of delivery venues, exploring opportunities for mutual support and avoiding competing provision.

The programme of activities within the localities is varied and developed in response to consultation with participants. However the programmes are developed to support the achievement of positive outcomes for children and young people. Some examples from this quarter include: Farm to Fork activities with TESCO, Willow

planting and sowing vegetables at the YMCA allotment, and developing enterprise activities through supporting a Summer Fayre at Sunny Bank Children's Centre.

The project continues to deliver a flexible programme of holiday provision with 5 sessions being delivered during this quarter, this was locality based with 1 session happening in each of the 5 areas as follows:

- Central Easter craft & DJ Workshop at YMCA
- Dodworth Sports with Team Activ at Dodworth Miners Welfare Astro Arena
- Worsbrough Easter Crafts at Worsbrough Library.
- Kingstone Spring Gardening & Willow Planting at YMCA Allotment.
- Stairfoot Bread Making at Tesco's Stairfoot Farm to Fork Activity

Case Study 1 - Teach 24 at Keresforth After School Club

The YMCA has teamed up with a local company Teach 24 who specialise in media based work with children and young people. We are working in partnership to engage young people in activities focused around media and the use of an IPad.

The programme started with a consultation and taster sessions in these topics:

Computer Code / Programming (Minecraft), Animation, Film Production, Radio, Music and Photography. This was followed by a ballot with the most popular topic chosen as the theme for a 4 week project.

At Keresforth After School Club the participants have been learning about computer coding and digital photography creating self-portraits, but their main focus was animation and movie trailer production.

The children developed their knowledge and skills in communication and team working, as well as ICT and technical skills in using an iPad to take photographs, create and edit short animations or movie trailers.

Please follow the link below to look at some of the short clips that were created by young people as part of the work they did at the after school club:

https://www.dropbox.com/sh/9yyxiifaxx6z47e/AADZGw96eBVtanDL





Kingdom Security

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

The monitoring report for the quarter January to March 2016 was submitted late by Kingdom, and as a result of this the contract monitoring/management meeting planned to take place on 14th April 2016 had to be rescheduled. The rescheduled meeting took place on 28th April 2016.

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, despite the late submission of the monitoring information.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period January - March 2016, there were 232 FPN's issued. Of these, 213 were for littering and 19 for dog fouling. In addition to this, 42 PCN's were issued for car parking offences during this quarter.

A total of 1,243 FPN's for littering and 97 FPN's for dog fouling 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 (see report at agenda item 6 of todays meeting).

To date a total of 293 PCN's have been issued for car parking offences. Work is ongoing to finalise figures for revenue raised from the PCN's issued.

Although patrolling is carried out on an equitable basis across the 5 wards, as would be expected, there are significant ward differences in the number of notices issued.

Kingdom Security is the Provider that will deliver this service from 1st April 2016 and it is anticipated that the good practise built up since this contract started, and the strong working relationships that have developed and strengthened during the same period will reap even more rewards as we move into the new contract period.

Twiggs Ground Maintenance

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

A comprehensive monitoring report for January to March 2016 was submitted by Twiggs on 8th April 2016 and the subsequent contract management/monitoring meeting took place on 14th April 2016.

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

22 adults have been engaged on social action projects during this period and over 567 bags of rubbish have been collected.

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the original SLA's. Twiggs have acted upon and completed all jobs requested, promptly and to a high standard, and excellent feedback continues to be received on the ground.

The current contract with Twiggs comes to an end on 20th April 2016.

Ward Alliances have recently reviewed the environmental/clean and green Service Level Agreements in readiness for the commencement of the new contract on 21st April 2016.

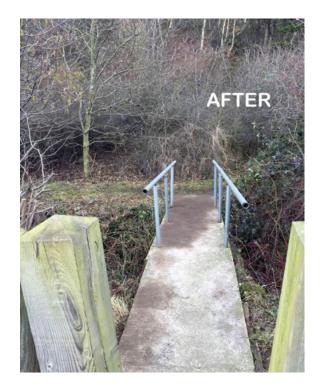
A brief summary of the Twiggs contract progress during the period January to March 2016 is provided below:

During this quarter Twiggs have placed more efforts on information sharing with the public with regards to the local improvements they are involved with, especially the added value projects. This has proved very successful so far, with a great increase in likes and shares on Twiggs social media posts.

Twiggs have received fantastic feedback on many of the before and after images of the areas they have identified and improved. Some examples of Twiggs added value projects and the associated social media responses can be found below.









17 March at 06:48 · 🚱

Fantastic team do a first class job with everything they do give them ur support



Case Study 1: Clean for the Queen-Worsbrough Ward event

Thursday 3rd March 2016: 3 Adult Volunteers involved, 11 large bags of litter collected along with an area of fly tipping gathered and reported for removal.



Case Study 2: Twiggs supporting the Wombwell Lane Council, Commerce and Community approach

Twiggs have been working together with local Councillors, businesses and the community to improve the area along Wombwell Lane, Stairfoot. This work culminated in Twiggs Clean and Green Team supporting the Mayor to plant a tree near Stairfoot Mc Donalds.



Private Sector Housing & Enforcement SLA

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

A comprehensive monitoring report for January to March 2016 was submitted by the Safer Communities Service on the scheduled date however the subsequent contract management/monitoring meeting was cancelled and has not yet been rescheduled.

The information provided in the monitoring report submitted demonstrates that this service continues to perform very positively and has reached all the milestones and social value targets set to date, with 208 different properties being visited during this quarter. To date a total of 680 different properties/households have been visited and of these approximately 337 have had 3 or more contacts from officers working on this intervention.

The amber rating for outcome indicators targets met has remained this quarter because further work is required to more specifically define what is meant by "vulnerable households". This work is ongoing.

The officers have formed good working relationships with landlords, letting agents and local residents and there continues to be very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date on this contract. Also, the information fed back to complainants/referring organisations and individuals has been particularly commended.

Case Study 1- SHAW LANE AREA, BARNSLEY - KINGSTONE AREA

After previously working in this area, we were contacted by local residents. The problems reported were as follows:-

- Abandoned, empty and insecure property and potential housing disrepair;
- Fly tipping;
- Accumulation of waste at front and rear of property.

The property was empty and looked in a bad state of disrepair with a single pane of glass in the front window broken. The landlord was contacted. He stated that he was already aware of the broken window and his contractors were going to be totally

renovating the property in the Spring. Once this was done the property would be relet

Fly tipping – evidence was found within a pile of waste in the communal backings at the rear of properties on Shaw Lane. However, after a thorough investigation it was found that the alleged perpetrator used to live on Shaw Lane but has since abandoned their property and absconded without trace.

Accumulation of waste – large accumulation of waste at front and rear of property. After speaking to the tenant and landlord, we worked with both of these parties and the waste was removed.

Before and after photos can be found below:





YOUTH PROGRAMME

The Central Area Council Youth Programme was established to improve the overall health and wellbeing of young people aged 13-19 years living in the Central Council area. The Programme also aims to provide a co-ordinated approach to the provision of community youth activities for this age range across the 5 wards that make up the Central Council area.

Regular Youth Programme meetings have taken place since early January 2016 with the 3 Youth Programme Providers and BMBC's Targeted Youth Support service in attendance at each meeting. Central Area Team have facilitated these meetings and Councillor Kevin Williams has attended in his capacity as a Central Council member.

Although the 3 Providers have achieved all their milestones to date and each organisation has employed a part-time worker, no RAG ratings have been given for this reporting period (January-March 2016) as it has been a development/implementation phase for each of the 3 Youth Programme projects.

Background information for each project, together with a brief update on progress to date is however provided below.

Addaction-Immortals Community Engagement Project

Clean & Green

Growing the Economy

Changing Relationship

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

Background

Addaction and the Immortals project has a proven successful track record of delivering outreach and engagement services to young people in Barnsley carrying the theme "you don't need to use drink or drugs to have a good time".

Young people aged 13 -19 are recruited through open events and outreach activities and weekly Immortals meetings engage them in creative activities with other young people where they take part in planning events. This project recognises that young people's decision making in relation to risk taking behaviour and health and wellbeing choices is affected by lack of opportunity, interest and low aspiration and

tackles the lack of community engagement and opportunity and consequential stigma faced by young people.

The Central Area Council Project will develop this tried and tested model across the 5 wards, providing outreach on the streets, parks and in venues to identify with young people and respond to their needs accordingly and make links with local services and businesses to support the scheme. We will develop our open events and will aim to utilise venues, such as café's, church halls, parks and community halls.

Progress to date

A comprehensive monitoring report for January to March 2016 was submitted by Addaction on 8th April 2016 and a subsequent contract monitoring/management meeting took place on 12th April 2016.

The project worker is now in post and during the initial month he has been working closely with local organisations to get a greater understanding of the Central Area. He has been able to build connections with local youth groups and organisations and has been working on creating initial engagement events in the Worsborough, Central and Kingstone wards.

He has also undertaken detached outreach sessions in the Worsborough, Central and Kingstone wards. Although there have been few young people out in community locations, these outreach sessions have helped him get a great understanding of the Ward perimeters and it has also enabled him to explore what other youth provisions are taking place in the local areas.

From these sessions meaningful contact has been made with 6 young people who have expressed an interest in engaging with the project. 1 of these young people has attended a Community Arts Project and has expressed an interest in becoming an accredited Immortals Peer Mentor.

Exodus-Junior Volunteer Recruitment & Mentoring

Clean & Green

Growing the Economy

Changing Relationship

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

Background

Exodus Junior Volunteers are all aged 14-19 years. These young people make a positive contribution to Exodus activity clubs and their local communities, by giving their time and skills to volunteer.

As well as supporting Exodus groups, these young people volunteer at local galas, "love where you live" events, visit elderly persons accommodation and partner with other local groups to support their initiatives.

The Exodus Youth Programme project will grow the numbers of young people volunteering in this way from across all 5 wards, thereby improving their confidence, life and employability skills and as a result, their future aspirations. It will also widen the volunteering opportunities available to the young people involved.

The project will support a model of investment in young people that emphasises long term commitments and relationships. A part-time (25 hours) Volunteer Mentor, who will work in partnership with other providers to identify more young people to get involved in our tried and tested model, will be appointed. This post holder will provide the necessary mentoring and support to enable the young people to develop in their roles, for the improvement of their own prospects and improved outcomes for the wider community.

Progress to date

A comprehensive monitoring report for January to March 2016 was submitted by the Exodus project on 8th April 2016 and a subsequent contract monitoring/management meeting took place on 12th April 2016.

The Volunteer Mentor is now in post and she has been working closely with local organisations to get a greater understanding of the Central Area.

She has taken on her own group of Junior volunteers to mentor and is building strong relationships in her early weeks. She has 13 in her own group but supports the management of 40 young volunteers.

During this initial period Beth has involved herself in the activities of other procured services, in particular Addaction. She has attended detached youth work activities, assisting in the identification of young people and the delivery of activities.

Colleagues within the Local Authority and existing partners of Exodus have done a good job of letting others know about the Exodus resources and volunteers available and they have had many requests for help with summer galas and community activities.

YMCA- Y Stay In

Clean &
Green

Growing
the
Economy

Changing
Relationship

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

Background

Y Stay in will be delivered by YMCA and their partner organisations. As part of the project a part time Project co-ordinator with day to day responsibility for the management and delivery of the programme, supervision of sessional workers, volunteers and peer-mentors, will be employed.

The programme, which will deliver 3 sessions per week across the Central Council area, will include centre based and outreach provision using safe, accessible venues in the locality areas. Activities will include drop in youth work and outreach programmes including the arts, sports and games, ICT issue based and volunteer programmes. The approach will be flexible, allowing diversification of delivery led by need providing safe, local opportunities for young people to make positive choices about what they do out of school hours.

The Y Stay In project will focus its work in the Central, Dodworth and Stairfoot wards.

Progress to date

The project employed a Project Coordinator in February and 5 part-time/sessional Youth Workers have also been appointed.

A programme of consultation activities with young people and stakeholders in the Central, Dodworth and Stairfoot wards has begun.

A regular weekly youth club session has been taking place at Barnsley YMCA in addition to outreach sessions in the Central Ward. A programme of outreach and detached activities has also taken place around the Gilroyd estate in Dodworth Ward and Ardsley and Aldham House estate in Stairfoot Ward.

The level of participation in this reporting period is positive and reflects the consultation and outreach activity undertaken, however it is expected that numbers at the YMCA session will reduce once the nights get lighter. Conversely, the detached and outreach activity is engaging with smaller numbers but this is anticipated to improve as the nights get lighter and the weather improves.

Following initial consultation there are plans to develop music activity as part of the youth club and to work with a local artist, Peter Deakin, to create a graffiti mural as part of a wider YMCA project on the theme of 'giving young people a voice'.

There are currently 2 active Peer Supporters and 1 Young Volunteer recruited through the session in the Central Ward supporting the project. These 3 young people have had the opportunity to participate in training at Barnsley YMCA in First Aid and Food Safety.