

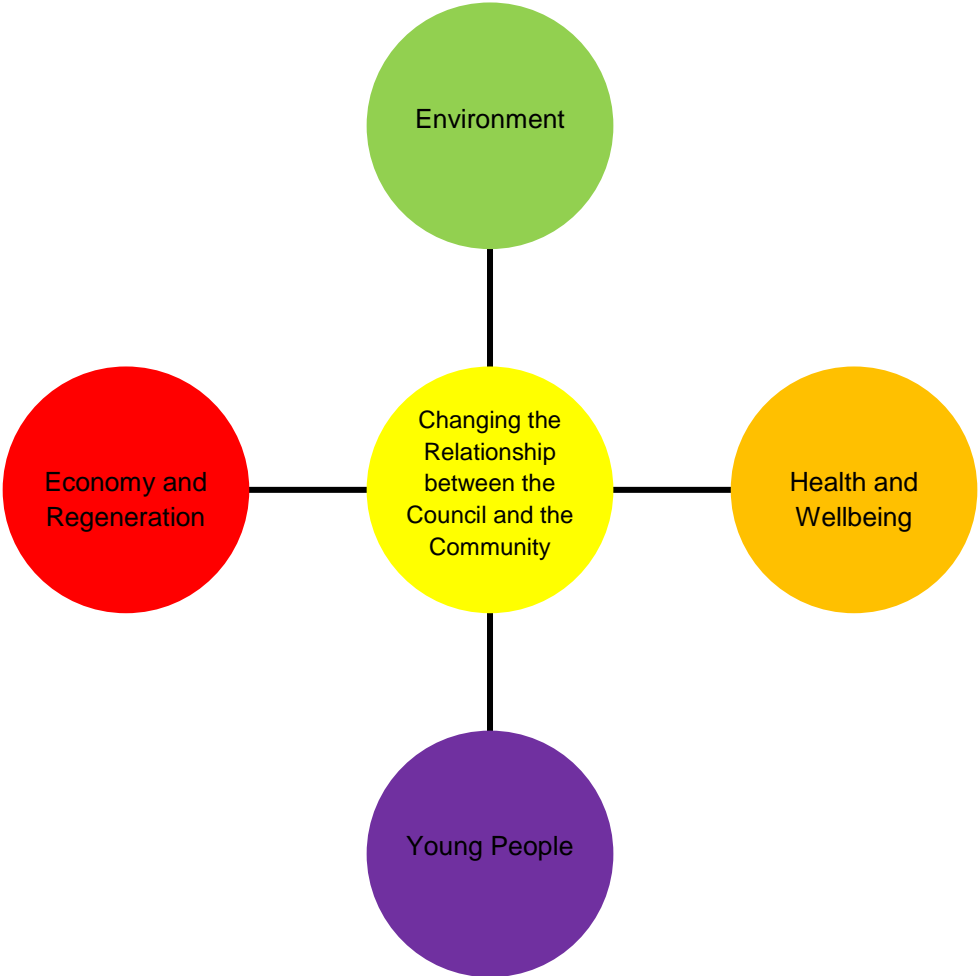
Agenda Item: 5

**NORTH EAST AREA COUNCIL
Project Performance Report**

July 2015

Introduction

The North East Area Council Priorities



Community Cohesion and Integration

North East Area Council

Table 1 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
Environment	North East Environment Team – Cudworth and North East	Barnsley Community Build	£135,000 18 months	1 st September 2014
Environment	North East Environment Team – Monk Bretton and Royston	Barnsley Community Build	£135,000 18 months	1 st September 2014
Environment	Environmental Enforcement	Kingdom Security	£ 91,990 21 months	4 th August 2014
Environment	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	4 th August 2014
Economy and Regeneration	Rapid Response Team	Barnsley Community Build	£24,000	1 st August 2015
Young People	Summer Holiday Internship 2015	C&K Careers	£45,000 20 months	9 th March 2015
Young People	Youth Development Grant	Local Community Groups and Organisations	£100,00 ongoing	3 rd October 2014
Health and Wellbeing	Luncheon Clubs (pilot scheme)	Royston and Carlton Community Partnership	£20,000 9 months	1 st December 2014

PART A - OVERVIEW OF PERFORMANCE

To date 3 contracts have formally completed their contract monitoring and contract management reporting. The following tables therefore reflect the overview of performance of 3 contracts only. These contracts are Barnsley Community Build – 18 months, Latest Quarter, Kingdom Security Year 1, up to Quarter 3 and C&K Careers 2015/16 - 20 months, up to Quarter 1.

The next report will provide more comprehensive monitoring information the 3 live contracts and the progress and the successful Youth Development Grant projects.

Environment: North East Environment Teams

Performance Indicator	Achieved
Number of Black bags collected	1409
Number of Hot Spots cleared	21
No of tonnes of green waste removed	66
Number of compliments received	40
Number of Volunteering events supported	10
Number of Apprentices gain employment	15 (since the beginning of the Contract))

Performance Indicator	Target	Achieved to date
Patrol Hours completed	900	100%
No of litter and dog fouling FPNs issued	N/A	154
No of parking PCNs issued	N/A	31
Payment rate for dog fouling and litter FPNs	N/A	72%
Payment rate for parking PCNs	N/A	35

N.B. Q3 performance - Awaiting Quarter 4 report.

Young People : C and K Careers

Performance Indicator (combined with North East)	Target	Achieved to date
Summer internship to be delivered over summer 2015	120	70%
Development of five year plans tailored to the needs of students	120	
Improved confidence and self-esteem of students	120	

Part B - Summary performance management report for each service

Barnsley Community Build 30th March 2015 to 1st June 2015

	RAG
Environment	
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	●

Since March 30th 2015 in the Cudworth and North East Wards:

- 427 bags of litter were collected
- 11 Hot Spot areas have been cleared across both Wards
- 64 tonnes of Green Litter were removed
- 29 compliments have been received

Since March 30th. 2015 in the Royston and Monk Bretton Wards:

- 982 bags of litter were collected
- 10 Hot Spot areas have been cleared across both Wards
- 2 tonnes of Green Litter were removed
- 11 compliments have been received

The Teams have positively linked in with a variety of Love where you Live initiatives They have encouraged Volunteering in the local communities and have helped to ensure that any Volunteering initiatives have been well organised, encouraging people who live and work in the local communities to take a pride in their local area. The Teams help at the Galas to set up marquees, helping people to unload their vehicles, keeping the sites clean, and helping to take down all the equipment and transport it at the end of the events, has been invaluable. A significant number of compliments have been received at the Volunteering Events about the Customer Care and attention to detail that the Teams have shown.

The contract has significantly helped to maximise employment opportunities in the local communities, and to date 15 of the apprentices, who were part of a rolling programme, have gained full time employment.

Positive feedback has been received from local residents with regard to the quick response by both Teams to deal with Hot Spot areas.

Both Teams have successfully completed Health and Safety training on:

- Tool Box Talk Hedge Trimmers
- Tool Box Talk Strimmers
- Asbestos Awareness
- Needle sticks and how to dispose of them safely

Kingdom Security - Quarter 3 report received on 6th May 2015



	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	●

N.B. The Quarter 4 monitoring report is not due until the end of July 2015.

A comprehensive Quarter 3 (February 2015 to April 2015) monitoring report was submitted by Kingdom Security on 6th May, and a subsequent contract performance management meeting was held on 12th May 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.

Fixed Penalty Notices (Litter and Dog Fouling) & Penalty Charge Notices (Parking)

The North East Area is contracted to 2 x Officers, this equates to 900 hours. Over the Third quarter, achieved is 900 hours which 100% of the contracted hours.

To date 154 FPN's and (35 PCN's for parking) have been issued in the area. 116 of these have been for littering offences and 38 for dog fouling offences. Research on CIVICA, although not 100% accurate shows that to date 72 % of the revenue has been raised from the notices in the North East area. After a good start in the area in the first / second quarter, 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, from the community at large.

To date this Third quarter complaints and operations are on going and continue to be reported and attended. There has been a clear month by month increase as we progressed through the Third quarter, this is due to a more efficient and developed reporting and recording system. This also gives the complainant / informant a quick response to that reported. Officers concentrate their patrols and operations around these areas although we can cope with more complaints / issues than that so far reported.

A number of prosecutions files have been submitted for Littering and Dog Fouling. These are the first since the commencement of the contract. To date offenders have paid prior to attending and the next batch for court appearance is 29th May 2015. We wait in anticipation to the results of these.

The Revenue Raised thus far from FPN's (Fouling and Littering) from the commencement of the contract until end of March is **£8965.00**.

NORTH EAST	FPN Litter	FPN Dog Fouling	PCN Parking	total
Week 02/02/15	3	2	2	7
Week 09/02/15	9	2	4	15
Week 16/02/15	8	4	1	13
Week 23/02/15	5	0	1	6
Week 02/03/15	9	4	2	15
Week 09/03/15	2	4	0	6
Week 16/04/15	6	4	1	11
Week 23/03/15	9	2	0	11
Week 30/03/15	1	2	0	3
Week 06/04/15	11	7	0	18
Week 13/04/15	28	4	10	42
Week 20/04/15	5	1	2	8
Week 27/04/15	20	2		34
Totals	116	38	35	189

NORTH EAST	Hours patrolled in area	Royston	Monk Bretton	Cudworth	North East
Week 02/02/15	75	2	1	2	2
Week 09/02/15	75	4	2	6	3
Week 16/02/15	75	4	2	4	3
Week 23/02/15	75	1	1	2	2
Week 02/03/15	75	4	2	6	3
Week 09/03/15	75	1	1	2	2
Week 16/03/15	75	3	3	4	1
Week 23/03/15	Parking Training	4	2	2	3
Week 30/03/15	75	1	0	1	1
Week 06/04/15	75	4	2	7	5
Week 13/04/15	75	8	14	8	12
Week 20/04/15	75	2	3	2	1
Week 27/04/15	75	5	15	4	10
Totals	900	43	48	50	48

Added Value.

We have attended a number of action days along side the GEO's and Police/CIIT teams to do general sweeps of the area for Littering/ Fouling / Parking.

5 x Fly Tipping offences reported over this quarter by Kingdom officers whilst out and about on patrol. These have been reported to environmental services and together we have gathered evidence for the ongoing investigation which continues. The partnership develops as we are co-terminus which clearly assists.

We are being asked to generate 'Litter Picking' days for those juveniles within the community who have committed the offence. Under the restorative restoration scheme they will be subjected to this by agreement of the Parent / Guardian. These days may be overseen by Kingdom Staff.

C&K Careers



	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 Quarter 1 performance report was submitted by C&K Careers on the 24th June 2015. Following which a contract monitoring meeting was held on the 9th July.

Key milestones achieved

During the first 3 months of this 20 month programme the focus has been on the preparation phase of the programme.

C&K Careers have:

Met with leadership teams in schools to explain the programme, agree communication and access to Year 10 students;

Recruited and briefed the full C&K Careers staff team – co-ordinator, careers advisers, employer liaison officers and student volunteers;

Planned the workshop programme, developing resources further based on feedback from 2014 participants;

Activity and intervention targets achieved

The North and North East Area contract is being delivered as one combined activity programme are as follows:

- develop an offer for young people from employers

- working with the schools to advertise the opportunity to local young people
- working with the schools recruit young people to the programme, ensuring the targets are achieved
- provide an evaluation of the programme and report on its impact

Quarter 1 achievements are outlined below.

Area Council	North	North East
Target for students engaged	120	
Total engaged to June	85	
Initial Interviews complete and Action Plans started	80	
Placement Application forms received	85	
Engaging Placement Providers	33 businesses engaged, approx. 100 placements available	

ii) Social Value Indicators

The social value indicators identified in the specification have thus far been addressed in the following ways

- **Recruitment and deployment of volunteers where appropriate.**

Four student ambassadors have been employed to work alongside Careers Advisers delivering the summer workshops, all are from the University of Huddersfield.

Two 'Internship 2014 Graduates' (i.e. now in Year 11) have responded to our call for volunteers to take part in the 2015 programme. Two different students have volunteered to take part in a Story Telling video about the programme.

- **Contributing to improved employment prospects for young people by engaging the local business community in this project**

We have contacted the employers who were involved last year to get them on board again for this year. In addition we have engaged the local business community by using a variety of marketing and promotional materials to inform local employers. Additionally we have followed up leads given by the Area managers.

- **Local spend**

The Core, in central Barnsley, has been booked for all workshops sessions for 3 weeks in the summer holidays. We are also hiring ICT equipment from them. With the income from this the Core is intending to buy further laptops which they will then be able to hire out to other organisations using their building, thereby increasing their income stream in future.

Celebration events will be booked in local venues (Shaw Lane and probably the Rockingham Centre), local caterers and party suppliers will be used.

Activity and Intervention Targets

Schools

The main activity taking place at this point in the programme is engagement with schools and the recruitment and interviewing of individual students. This has proved far easier in some schools than in others.

North / North East Areas.

A careers adviser has been into all but one of the other North/North East schools to deliver a presentation about the programme to either the full Year 10 cohort or a select group of students identified by the School. Holy Trinity decided that they would publicise the programme to students themselves. The whole year group at Carlton ALC and Darton College attended the presentation, while a smaller pre-identified group attended presentations at Shafton ALC.

All students who have expressed an interest in the programme and who have completed an application form have been interviewed at Darton College (25), Holy Trinity (11) and Shafton ALC (24). There are five students who still need to be interviewed at Carlton ALC (25 in total). Dates have been arranged for these interviews.

All 24 interviews at Shafton were carried out during a 3 hour period one afternoon in May. Three careers advisers and the programme co-ordinator were involved in this. The school were not willing to allow students to be released from lessons other than Core PE so this was the only viable way to interview the students. It proved successful as all students attended, had an interview and all relevant paperwork was completed.

Arranging and carrying out the interviews at the other North and North East schools has been relatively straight forward and students have remembered to attend their interviews meaning not many re-arrangements having to be made.

At present we are undersubscribed in the North and North East areas as fewer students have completed applications than the schools originally envisaged. We have emailed the schools to encourage them to continue to recruit, providing examples of some of the interesting placements available. We would particularly welcome more boys on the programme.

Flyers have been provided to the Area Managers to place on their local Facebook pages to promote the programme.

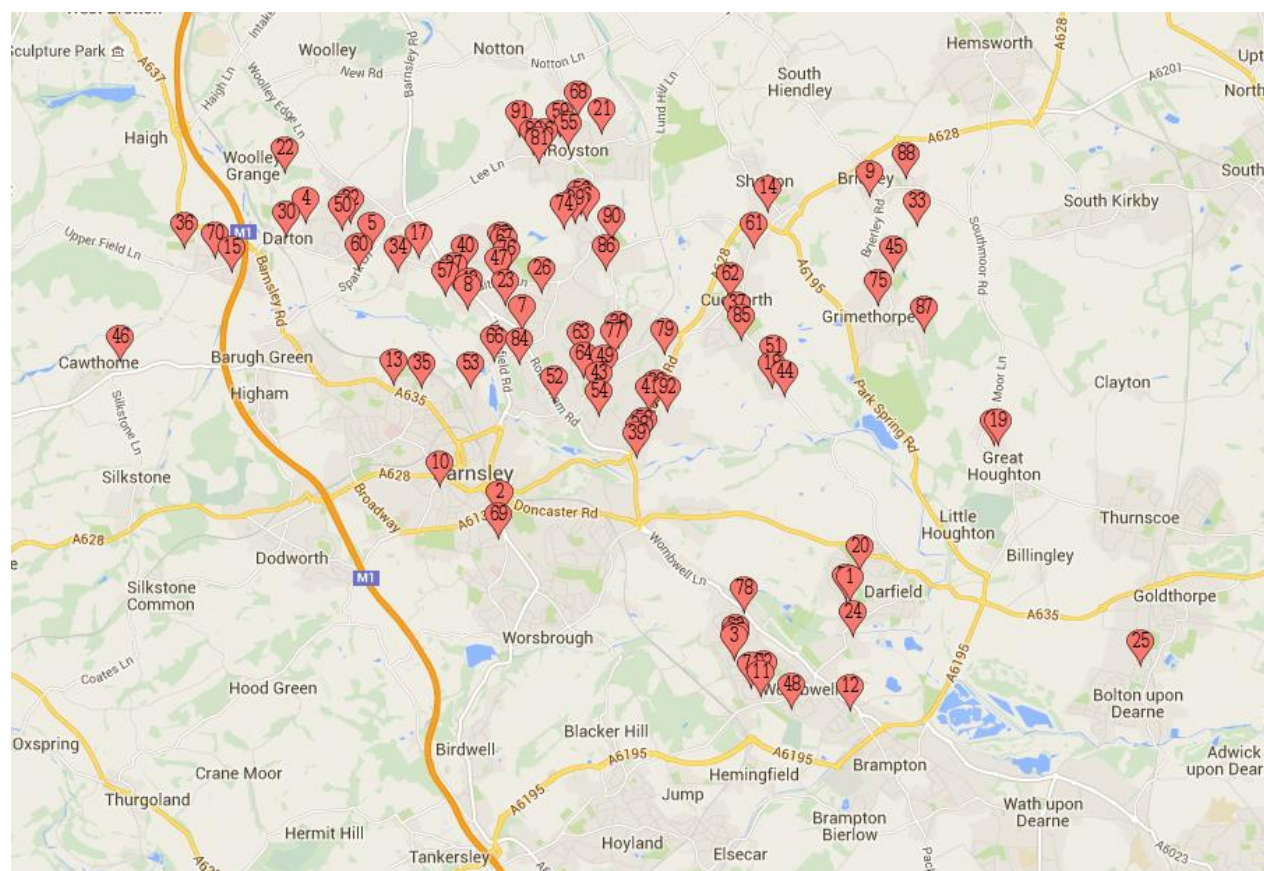


Fig 1: Locations of students engaged.

N.B. C&K Careers are working with North, North East and South Area Councils.

Employer Engagement

Employer Liaison Officers have been following up leads and cold calling employers to generate potential placements. There will be confirmed as application forms from the students come in. Placements will also be sought to meet specific demand. Once students are placed Health and Safety visits will take place.

33 Employers have been contacted and confirmed offers include Priory Campus and Barnsley Community Build, Shaw Lane Rugby Club, Barnsley MBC, NPS, Morrison’s, and RSPB Old Moor,

**Caroline Donovan
North East Area Council Manager
July 2015**