

BARNSELY METROPOLITAN BOROUGH COUNCIL**South Area Council Meeting:****20th June 2014****Agenda Item: 6****Report of South Area Council
Manager.****Area Council priorities and commissioning update****1. Purpose of Report**

1.1 To inform the South Area Council of progress to date around the development commissioned activity against agreed priorities in the South Area Council Plan.

1.2 To gain formal agreement from the South Area Council for the recommendations about future spend identified at the South Area Council workshop held on 30th May, 2014

1.3 To ask the South Area Council to make recommendations about makeup and operation of the Steering Group for the Tidy Team contract.

2. Recommendations

2.1 That the South Area Council receive the report and note the progress made against agreed commissioning work.

2.2 That the South Area Council approves the recommendations made at its additional workshop held on 30th May, 2014 to use the 'slippage' from devolved Area Council budgets in 2014/15 to develop a new project working with local businesses as outlined in Section 6 of this report.

2.3 That the South Area Council approves the retention of the £49,500 of unallocated devolved Area Council budget for use as a 'Contingency Fund' to provide additional support the three existing commissioned projects if required, as outlined in Section 6 of this report.

2.4 That the South Area Council approves one of the options for the membership and operation of the Tidy Team Steering Group as outlined in Section 5 of this report

3. Introduction

3.1 The South Area Council has held a series of meetings and workshops to explore the priorities for its Plan in more detail. At the meeting on 1st August 2013, the three key priority themes for the Plan were identified, and were formally agreed at the Area Council meeting on 6th September. These were:

- Opportunities for young people
- Business and the local economy
- Information and guidance

Following further discussions and feedback from Ward Alliances and community consultations, a fourth priority was formally agreed at the meeting on 28th February 2014:

- Improving our local Environment

3.2 Following South Area Council approval, three main projects were developed to meet locally identified needs:

- A 'One Stop Shop' approach to offer enhanced levels of community based Welfare Rights and Citizens' Advice support
- A team to provide Environmental Enforcement activity around the issuing of Fixed Penalty Notices for dog fouling, littering and parking offences, to complement existing mainstream enforcement provision
- A locally based 'Tidy Team' which would provide a range of small scale environmental services to complement existing mainstream provision

4. Commissioning costs and spend committed to date

4.1 The following costs have been agreed by the South Area Council for the three activities to be commissioned detailed in Section 3.2:

- One Stop Shop - £72,500 per year over 2 years (total contract cost £145,000) to be paid 50/50% to Barnsley Citizens' Advice Bureau and BMBC Welfare Rights Service
- Environmental Enforcement - £128,000 per year for one year in the first instance. This to be paid as £28,000 per year to BMBC Community Safety and Enforcement Services as part of a Service Level Agreement to provide support, training, equipment, uniforms and administrative support the remaining £100,000 to go out to open tender to provide 4 Environmental Enforcement officers
- Tidy Team - £150,000 per year for one year in the first instance but extending to 2 years on satisfactory completion of year 1. This to go out to open tender as 2 separate contracts of £75,000 each (one for Darfield/ Wombwell and one for Hoyland Milton/Rockingham) to provide a local team

4.2 This leaves a sum of £49,500 of uncommitted from the first year's allocated South Area Council budget of £400,000. This underspend was discussed at an additional South Area Council workshop held on 30th May 2014; the recommendations from which are outlined in Section 6 of this report.

5. Progress to date for commissioned activities

5.1 Since approval at Area Council, all three agreed activities are progressing well, despite a number of holdups which have arisen from the pioneering nature of this way of working.

5.2 One Stop Shop

5.2.1 This project focussed on the recruitment of an additional full time Citizens' Advice Generalist Adviser and a full time Welfare Rights Adviser to provide a wide range of advice in community based venues across the South Area.

5.2.2 Because of the specialist nature of the service, we were able to make the case that the service should not go out to open tender, agreeing a waiver. However, other legal processes had to be undertaken to ensure that this was done robustly.

5.2.3 A full time Welfare Rights Adviser (Phil Beer) and a full time Citizens' Advice Generalist Adviser (Zoe Ellis-Georgiou) have now been recruited and have begun a week's induction programme on 9th June, 2014. They will both start delivery in the 3 agreed venues as below on the week commencing 16th June, 2014. They will both be based in the town centre with their respective teams, to allow them to make full use of management support and information, but will be heavily community based.

Day	Morning session 9.00 – 12.30	Afternoon session 1.00 – 4.30	Twilight session 3.00 – 7.00
Mondays			Citizens' Advice & Welfare Rights at the Hoyland Centre
Tuesdays	Citizens' Advice at the Hoyland Centre	Welfare Rights at the Hoyland Centre	
Wednesdays	Citizens' Advice at Darfield Library	Welfare Rights at Darfield Library	
Thursdays	Citizens' Advice at Wombwell Library	Welfare Rights at Wombwell Library	
Fridays			

5.2.4 A full promotional campaign has started, with press releases to the media, advertising of the services on social media, promotion through the Neighbourhood Networks and a poster campaign starting this week in community venues and with community groups across the South Area. Although the service is being provided by two different and complementary organisations, it was agreed by the Area Council that it should be marketed and promoted as one 'seamless' service. The agreed venues for the service to be offered are already reporting longstanding requests for advice services, so it is hoped that they will be well used once awareness has been raised through the promotional campaign.

5.2.5 The South Area Council Manager will be responsible for the contract management of the One Stop Shop project, and will be receiving monthly reports from both Barnsley Citizens' Advice Bureau and BMBC Welfare Rights. They will also be holding quarterly contract management meetings with both of the providers to monitor their performance against targets agreed in the original tender specification [a tender specification had to be produced for this project, even though it did not have to go through the tendering process because of the specialist nature of the work].

5.3 Tidy Team

5.3.1 This project focusses on the recruitment of an outsider organisation to provide a small community based team to focus on both reactive and proactive environmental work, to complement the mainstream work done by BMBC Neighbourhood Services

5.3.2 After the development of a tender specification and its agreement by the South Area Council, the project was placed as two separate contracts (Hoyland Milton/Rockingham and Darfield/Wombwell) on the Yortender system on 17th April, 2014 , with a closing date of 8th May, 2014.

5.3.3 Two providers put in formal applications for the tender, with both applying for both of the contracts. After passing the Pass/Fail criteria (around Health & Safety and financial viability checks) both providers have been invited for interview on 11th June, 2014. The provider with the highest score following the scoring of the written tender submission and the interview will be awarded the Tidy Team contract. All scoring will be marked against a price/quality split of 40%/60% and marking will be done on an identical basis for both of the contracts, meaning that the preferred provider will be awarded both contracts.

5.3.4 Once the contract has been awarded to the preferred provider, there will need to be a standstill period to allow any unsuccessful tender applicants to appeal against the decision. Following this, contract meetings will be held with the provider awarded the contract to finalise their targets, with the contract to commence in mid July 2014.

5.3.5 Because of the nature of the Tidy Team contract, it will need to work closely with existing mainstream services to enable that the service it offers will complement and enhance existing provision rather than duplicating or clashing with it. This will be particularly true of the work done by BMBC Neighbourhood Services.

5.3.6 There will also be a need to closely manage the work of the Tidy Team to ensure that it attains the right balance between reactive work (for example, that requested by elected members or Ward Alliances) and more proactive work (for example, developing work with local volunteers and community groups around environmental projects) in order to maximise the improvements it can offer to the environment of the South Area.

5.3.7 Because of this, it is proposed that in addition to the standard contract management arrangements already outlined to the Area Council in the paper on monitoring arrangements, a multi-agency Steering Group is established. It is anticipated that this will need to meet on a monthly basis for the first three months of the contract, and then bi-monthly for the remainder of the contract.

5.3.8 The proposed membership of the Steering Group would be:

- Representative from the provider who has management responsibility for the project
- South Area Council Manager
- 1 elected member per ward
- 1 member from each Ward Alliance (2 where a joint Alliance)
- Representative from Berneslai Homes
- Representative from BMBC Neighbourhood Services

5.3.9 There are a number of options for the organisation of the Steering Group, which are outlined below, along with their potential 'pros and cons'. The option chosen will need to reflect the need to manage the workload thoroughly, whilst keeping the number of meetings to a minimum, both to avoid the provider spending too much time in meetings rather than engaged in delivery and to minimise the time pressures on mainstream services which have already been heavily reduced.

Option	Advantages	Disadvantages
<p>Option 1 Hold separate meetings for the 2 contracts – Hoyland Milton/Rockingham and Wombwell/Darfield</p>	<p>Ensures that local issues are thoroughly discussed</p> <p>Offers more time to consider local approaches within each 2 ward area</p>	<p>Provider has to attend more meetings which reduces their time on delivery</p> <p>Officers have to attend more meetings which reduces their delivery time & may lead to poor/non- attendance</p> <p>Alliance members have to attend more meetings and may choose not to attend, meaning vital local intelligence may be lost</p>
<p>Option 2 Hold one meeting for both contracts, at which work in all 4 wards is discussed</p>	<p>Reduces the amount of time spent by provider, officers and Alliance members at meetings & may increase attendance</p>	<p>May mean that discussion of local issues is too brief – or meetings are too long</p> <p>Meetings seen as too long or not sufficiently locally relevant may reduce attendance by officers and/or Alliance members</p>

Option 3 Hold one overall meeting which is split into 2 parts to discuss each contract	Reduces the number of meetings attended by provider, officers and Alliance members at meetings & may increase attendance	Would require meetings to be tightly chaired to ensure all business is adequately discussed in the time available
--	--	---

5.3.10 Once agreement has been reached about the membership & operation of the Steering Group as outlined above, the Area Council Manager will produce a draft terms of reference to be agreed at the first meeting of the Group. This will also include agreement about the information from the Steering Group to be presented to the Area Council, in addition to the reporting by the South Area Council Manager already agreed.

5.4 Environmental Enforcement

5.4.1 This project requires an external provider to employ 4 additional Environmental Enforcement Officers across the South Area, to complement the existing work done by BMBC Community Safety and Enforcement staff.

5.4.2 Following the development of a tender specification and its approval at Area Council on 7th April, 2014, the tender was advertised on the Yortender system on 22nd April 2014, with a closing date of 13th May, 2014.

5.4.3 One provider submitted a formal application for the tender, which was successfully scored and moderated on a 40%/60% Price/Quality split by the Tender Panel on 5th June, 2014. Following the standstill period, an award of contract will be made on 16th June, 2014 with a start date of mid July 2014.

5.4.4 Following this, contract meetings will be held with the provider awarded the contract to finalise their targets, with the contract to commence in mid July 2014. Since the provider has also successfully tendered for similar Enforcement contracts with other Area Councils, NPS and the Area Council Managers will also meet with the provider to discuss economies of scale and joint reporting/monitoring arrangements, and how this would work alongside the standard monthly and quarterly reporting mechanisms to each Area Council Manager as the contract manager.

5.4.5 The Area Council Managers will also need to finalise the processes by which the Connects Service will feed information and intelligence about issues requiring enforcement by the additional staff to the relevant SNT Tasking Officers for action.

6. Development of further commissioned work

6.1 At its meeting on 25th April, 2014 the South Area Council requested an additional workshop to be held to discuss how to spend the unallocated Area Council budget, which currently stands at £49,500 in Year 1 (2014/15). The workshop recommended that this unallocated funding should be retained as a 'Contingency Fund' which can

fund additional activity for the three commissioned projects (One Stop Shop, Tidy Team and Enforcement) if required.

6.2 In addition to this unallocated money, there is also 'slippage' on the funding agreed for the 3 projects because contracts will be starting in June/July 2014 rather than 1st April, when budgets were allocated. Because of this, the total spend per year on the three projects is £350,500 but only £254,300 will be spent by the end of March. This leaves a 'slippage' of £96,200 which will be carried forward into Year 2 (2015/16) to enable the projects to complete their full year of delivery. Please see the table below for a full breakdown.

Project	Cost per year	Months of delivery before 31/03/15	Expected spend	Slippage into 2015/16
One Stop Shop	£72,500	9.5	£57,389	£15,111
Tidy Team	£150,000	8.5	£106,250	£43,750
Enforcement	£128,000	8.5	£90,661	£37,339
Grand total	£350,500		£254,300	£96,200

6.3 At this workshop, it was recommended that some of this 'slippage' should be used to develop a further project to support and work with local businesses to help them to develop further. It was agreed that a short term working group should be pulled together by the Area Council Manager to develop a proposal for discussion at the Area Council meeting on 5th September, 2014. Cllrs Stowe, Lamb, Andrews, Dures, Franklin & Markham kindly agreed to join the working group.

Officer Contact: Kate Faulkes
South Area Council Manager

Tel: 01226 355866/07791 600836
Date: 12th June 2014