

BARNSELY METROPOLITAN BOROUGH COUNCIL

South Area Council Meeting:

5th September 2014

Agenda Item: 5

**Report of South Area Council
Manager.**

South 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 made by its new Local Business working group and associated spend.

2. Recommendations

2.1 That the South Area Council receive the report and note the progress made against agreed commissioned work, including the revised spend profile for the Environmental Enforcement contract outlined in section 4.1 of this report

2.2 That the South Area Council approves the recommendations made by its Local Business Working Group for the delivery of an extensive face-to-face survey of local businesses to explore their support & development needs as outlined in section 5.5 of this report

2.3 That the South Area Council approves the spend outlined in section 5.5 of this report to pay for staff time within the South Area Team and administrative costs to deliver a face to face survey of local businesses

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, 2013. 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

3.3 In addition, it was recommended at a South Area Council workshop held on 30th May, 2014 (formally approved on July 24th after an inquorate meeting on 20th June, 2014) that a small working group should be established to develop a project around providing better support to small and medium sized local businesses.

Cllrs Andrews, Franklin, Stowe, Dures, Lamb and Markham volunteered to attend the group, although it was recognised that diaries may not allow everyone to attend every meeting. It was also agreed that Barnsley Development Agency, Chamber of Commerce and Business in the Community should be approached to identify support already on offer to local businesses.

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 – this was originally tendered out at £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. **However, this has now increased slightly as the successful organisation, Kingdom Security's tender came in at £107,092.53, bringing the total cost for the project to £135,092.53.**
Because of these increased costs from Kingdom, BMBC Community Safety & Enforcement are hoping to bring down their £28,000 costs slightly. However, it looks likely that the final cost price will still exceed the £128,000 originally profiled.
- 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 went 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 localised team.

Additionally at 5.5 an additional project is proposed:

- Support to local business project – the cost of delivering a face-to-face survey with businesses will be £3,187.40 to pay for 17 hours per week of South Area Team staff time. Further costs for this project will be identified in early 2015, when the results of the 3 month survey have been analysed by the working group.

4.2 Taking into account the additional project, this now leaves a sum of £39,220.07 of uncommitted spend from the first year's allocated South Area Council budget of £400,000. It was agreed at the meeting on 24th July, 2014 that this should be retained as a contingency fund for any additional costs arising from the projects already approved. £10,000 of this was allocated as a contingency for environmental improvements with approval delegated to the Assistant Director Neighbourhoods Access and Support in consultation with members on the Tidy Team steering group.

5. Progress to date for commissioned activities

5.1 Since approval at Area Council, all 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 successfully negotiate that the service should not go out to open tender. 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) began work on 16th June, 2014 in the venues identified in the table below.

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 (starts at 9.30 due to opening hours)	Welfare Rights at Wombwell Library	
Fridays			

5.2.4 A full promotional campaign has now been completed, 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. The new workers have also begun a round of visits to community groups to promote the service and encourage takeup.

5.2.5 Early delivery has been extremely encouraging. Although outreach advice services often take some time to attract public usage, the numbers seen are already high. Over 60 clients were seen in June alone, and both workers report that numbers are starting to rise rapidly now that word of the service is spreading.

5.2.6 There are issues around the staffing of the reception at Darfield Library by volunteers. Although we have recruited a number of volunteers, they are proving difficult to retain because the role is not very interesting and rather solitary. We are currently exploring other premises within the Darfield area which have reception facilities, but if these do not work out, it may be necessary to review the funding for this project in order to fund a paid receptionist for these Wednesday sessions.

5.2.7 The South Area Council Manager will be responsible for the contract management of the One Stop Shop project, and will be receiving quarterly reports from both Barnsley Citizens' Advice Bureau and BMBC Welfare Rights. She 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]. She will also meet quarterly with the Steering Group (which includes Cllr Stowe, CAB and Welfare Rights staff) to analyse the success and impact of service delivery and make recommendations for any changes needed.

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. 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 to 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.

5.3.2 After the development of a tender specification and its agreement by the South Area Council, the project was tendered out as two separate contracts (Hoyland Milton/Rockingham and Darfield/Wombwell). The contract was won by Anvil CIC, the trading arm of Forge Community Partnership. As a longstanding local organisation, they will bring extensive understanding and knowledge of the local area, its communities and its needs.

5.3.3 Anvil CIC has now recruited 6 new workers, all of whom are from the local area and all of whom were previously unemployed. The contract started on 4th July, 2014 and after a week's induction programme and familiarisation with their 'patches', the teams are now in operation out in the communities. Initially, there will be two teams of 3 people (Wombwell/Darfield & Hoyland/ Rockingham). Apprentices and volunteers will be recruited by the end of September, and at this point, specific ward teams will be established.

5.3.4 The current teams are:

Hoyland Milton/Rockingham – Darren Bailey, Andrew Lakin & Chris Hopkinson
Wombwell/Darfield – Hazel Woods, David Walshaw & Daniel Johnson

Members have already been informed of dates for them to meet their teams and do a local 'walkabout' to identify local issues.

5.3.5 There will 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). To ensure this balance, it was agreed that a multi-agency steering group be established to drive forward the work of the teams and to ensure that this balance is being met. The first meeting of the Steering Group took place on 24th July, 2014 and all areas put forward initial work to be tackled. The makeup of the Steering Group is now as follows:

Neil Spencer & Martyn Hall – Forge Community Partnership/Anvil CIC
Cllrs Frost, Stowe and a Darfield member (to be alternated)
Brian Whitaker (Wombwell Ward Alliance) & Ian Warhurst (Hoyland/Rockingham Ward Alliance) – Darfield Alliance has not yet put forward a member
Howard Gaskin – Neighbourhood Services
Charlotte Agnew – Youth Service
Fiona Tennyson/Natalie Hardy – SNT/Enforcement
Dave Graham/Jola Walker – Berneslai Homes
Kate Faulkes – Area Council Manager/Contract Manager

5.3.6 Members have been advised that work required to be undertaken by the Tidy Teams can be reported to Martyn Hall through a specific email address, already circulated. Work will be logged by Martyn and the job will be tasked as part of the teams' rounds as soon as resourcing allows.

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 and Kingdom Security was successful in winning the contract. They have also won the contracts offered by North, North East, Central and Dearne Area Councils, although a different provider was appointed separately by BMBC Community Safety & Enforcement to cover the town centre.

5.4.3 Kingdom have now recruited 4 Environmental Enforcement Officers to cover the South Area, who completed an induction programme from 4th August, 2014 and are now on operational patrol. An informal 'meet and greet' session was held on 8th August, 2014 for members to be introduced to their Officers, who are:

Glenis Kelly (team leader), Garry Robinson, Adele Sellers & Tom Safrany

Initially, the teams will focus on dog fouling and littering. Parking enforcement will be introduced once the teams have completed their specialist training, which is organised by BMBC Community Safety & Enforcement. It is anticipated that this will be completed by the end of September.

5.4.4 A joint press release has been sent out by Corporate Communications and a small article was featured in the 8th August, 2014 edition of the Chronicle. The photos taken at the 'meet and greet' will also be used by the South Area Team to promote the project across social media and through the Neighbourhood Networks.

5.4.5 Access to the right intelligence will profoundly affect the success of this project. Owners who let their dogs foul are particularly difficult to catch 'in the act' so specific information about when and where fouling is taking place will help the teams to target more effectively. Members wishing to pass on information about environmental 'hotspots' of any type should email Fiona Tennyson, who will be tasking the new Officers alongside her existing team. Members of the public should be encouraged to report issues in through their local Connects Centre/phoneline, as protocols are already in place for this information to be passed to Fiona for tasking purposes.

5.5 Support to Local Businesses

5.5.1 After agreement at the Area Council on 24th July, 2014 two further meetings of the Local Business working group outlined in section 3.3 have taken place.

5.5.2 After looking at the current support offer to local businesses outlined by Barnsley Development Agency, Chamber of Commerce & Business in the Community, it was decided by the group that a full survey of local small & medium sized businesses needed to be conducted to ascertain their current and future support needs. It was felt that better quality information would be gathered if the survey was conducted mainly face-to-face, rather than online or by post.

5.5.3 It was proposed by the group that Tanya Dickinson & Amanda Bradshaw from the South Area Team (currently jobsharers) be approached and offered extra hours for 3 months to conduct this survey. Tanya and Amanda are able to jointly offer 17 hours per week for a period of 12 weeks at a cost of £3,187.40. It is also anticipated that there will be extra costs to print forms, post out to businesses where a visit is not possible etc. Approval for £4,000 to cover all staffing and administrative costs is therefore being sought.

5.5.4 A second meeting of the working group has now finalised the questionnaire for businesses and staff are now in place to begin the survey immediately once the spend is approved. It has been agreed that the working group will meet again just before Christmas to analyse the findings of the survey and to consider its next steps dependent on these. It is hoped that because this project is likely to be more inexpensive than some of the Area Council's current contracts, it should be possible to avoid having to tender for any ensuing delivery and the associated delays this has caused with the existing projects.

6. Other work to meet South Area Council priorities

6.1 South Area Team staff have been working closely with management staff from the new Hoyland Tesco. As a large new employer in the area and with 140 immediate job vacancies on offer, this is a key relationship to develop in terms of the 'Business & the Local Economy' priority. The following work has now been agreed and/or completed:

- Since all Tesco recruitment is done online, the team were keen that those without internet access were not disadvantaged. The team organised two

'popup recruitment' sessions at local venues to enable those without IT access to apply on the spot, with help from Tesco staff and John Lang from Forge Workclub. Over 100 local people attended the sessions, with the majority saying that they did not have online access and would have struggled to make an application without the sessions.

- Tesco are also keen to raise their local profile prior to the new store opening in September, and are offering to do a 'DIY SOS' style renovation of a local community building using Tesco staff. Following consultation with members, it was agreed that Milton Hall should be offered a makeover and this will take place in early September, 2014. It was also suggested that help might be offered to the new Friends of Hemingfield Colliery Group, and although a second 'SOS' was not possible, Tesco will be sending along a member of staff to future Friends Of meetings to offer longer term support
- Tesco would also like to meet up with people from local partner organisations and community groups, and have asked the team to suggest a guest list for a 'cheese and wine' event in early September at the Rockingham Centre. The list has been circulated to Hoyland Milton & Rockingham members and will be finalised once any suggested changes have been made.

**Officer Contact: Kate Faulkes
South Area Council Manager**

Tel: 01226 355866/07791 600836

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