

SOUTH AREA COUNCIL
Performance Management Report

February 2015

INTRODUCTION

South Area Council Priorities

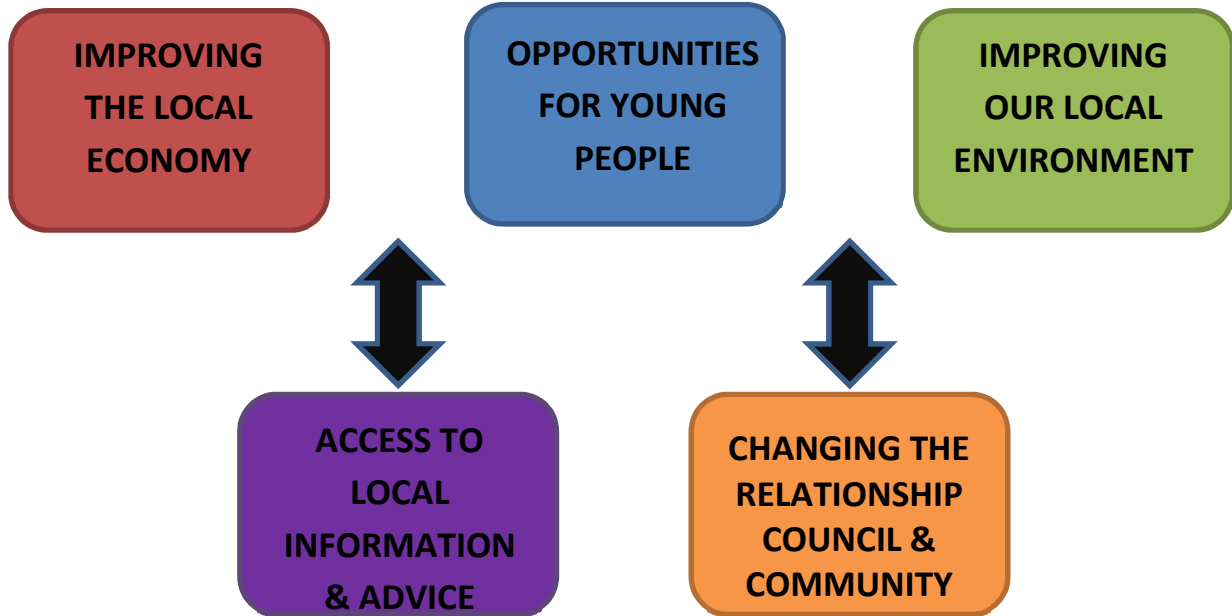


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives of South Area Council.

	Service	Provider	Contract Value/length	Contract start date	Quarter 1 report due
Improving the Local Economy	Survey of small & medium sized local businesses	South Area Team	£4,000 3 months	15 th September 2014	15 th December 2014
Improving our Local Environment	Tidy Team to provide small scale environmental work, in conjunction with schools, community groups & businesses	Forge Community Partnership/Anvil Community Interest Company	£300,000 2 years @ £150,000 per year	4 th August 2014	4 th November 2014
Improving our Local Environment	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year	4 th August 2014	4 th November 2014
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£145,000 2 years @ £72,500 per year	2 nd June 2014	4 th September 2014

Opportunities for Young People	Summer Internship Programme	To be appointed	£45,000 1 year	May/June 2015	August/ September 2015
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PART A - OVERVIEW OF PERFORMANCE

Of the four contracts currently in operation, only three of them have come to the end of their first quarter when full performance monitoring reports need to be provided. The information which follows is a summary of the information provided at these quarterly contract management review meetings. The business survey is now complete, but is currently being collated, which is why full information is not yet available for this report.

Improving our Local Environment

Outcome Indicators	Achieved to date	
Number of small environmental projects completed	140	(82)
Number of large environmental projects completed	14	(8)
Number of litter picks completed	438	(197)
Number of fly tipping incidents dealt with	48	(27)
Number of Xmas projects completed	8	(4)
Number of Fixed Penalty Notices issued – littering	246	(156)
Number of Fixed Penalty Notices issued – dog fouling	17	(13)
Number of Parking PCNs issued	13	(0)
Number of targeted dog fouling & littering operations completed	30	(8)

NB: Cumulative totals – previous figures (December 2014) are in brackets for comparison

Access to Local Information & Advice

Outcome Indicators	Achieved to date	
Number of clients seen & in receipt of information & advice	346	(139)
£ of benefits gained as a result of the advice received	185,858	(94,560)
£ of unmanageable debt dealt with through financial settlements	273,543	(136,188)
Number of cases where homelessness was averted	5	(4)
Number of clients referred to other specialist help	56	(26)
Number referred to Credit Union or other money management help	41	(18)
Number of community groups visited to promote advice services	43	(19)

NB: Cumulative totals – previous figures (December 2014) are in brackets for comparison.

Improving the Local Economy

Outcome Indicators		Achieved to date
Number of local businesses approached to complete survey	(completed)	238
Number of local businesses completing survey	(completed)	88
% of local spend achieved by projects		94%
Number of quotations sourced for local business courses		56






Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	
Number of adult volunteers engaged	16	(6)
Number of young people engaged in volunteering	3	(2)
Number of new community groups established	0	(0)
Number of community groups supported (including schools)	54	(27)
Number of jobs created locally	14	(13)
Number of apprenticeship opportunities created locally	2	(0)
Number of local businesses encouraged to maintain own environment	45	(33)
Number of young people referred to restorative justice provision	3	(2)
Income received from enforcement activity to Area Council in £	9,077	(3,977)

NB: The 'changing the relationship' figures in the orange box above are a summary for all of the current South Area Council contracts detailed in this report. Cumulative totals – previous figures (December 2014) are in brackets for comparison

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; border-radius: 10px;">Local Economy</div> <div style="background-color: #663399; color: white; padding: 5px; text-align: center; border-radius: 10px;">Access to Local Advice</div> <div style="background-color: #ff9933; 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	N/A
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Comprehensive Quarter 2 (September - December 2014) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights on 3rd December and a full contract review meeting was held on 5th December. This was followed by a meeting of the project Steering Group, which comprises the two Advisers who run the locally based advice sessions, managers from CAB and Welfare Rights, Cllr Stowe and the South Area Council Manager, to look at progress to date & to identify issues requiring tackling.

As illustrated in the table above, there is overall satisfaction that the service is performing well and is making good progress in line with the contract. There are no outcome indicator targets to be met for this contract because it was unclear how large the take-up for the advice sessions would be, or how quickly the service would take off.

Two case studies were also submitted as part of the Quarter 1 report. They are attached at Appendix 1.

Key highlights for the first quarter included:

- Continuing high levels of demand at all centres, although there seems to be some evidence that Welfare Rights clients from the Darfield ward are using the town centre services since the venue has been moved – although strangely this does not seem to apply to those seeing Citizens' Advice

- A rise in the number of clients from Rockingham Ward using the service, following a targeted campaign with local community groups – although numbers from this ward are still lower than in the other three.
- A rise in the popularity of the evening sessions at Hoyland, which are now exceptionally busy – generally used by clients in full time work
- A continued rise in the benefit gained by clients using the service – up to a cumulative total of over £185,000 – enough to run the project for two and a half years!
- A continued rise in the amount of debt handled by Citizens' Advice, meaning that more financial settlements have been able to be negotiated with creditors

A small number of issues have emerged this quarter, including:

- The arrival of Universal Credit for new single claimants from March onwards, which is likely to create a lot of work, particularly around early problems with the introduction of the new system.
- This will also be the first time that claimants have received a four week payment (rather than two as previously) which includes their own rent, which was previously paid to their housing provider. There is tremendous concern that this will lead to increases in default and debt where the claimant struggles to manage the larger payment.

Tidy Team – Forge Community Partnership/Anvil CIC

	RAG
<div style="background-color: #4F81BD; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Children & Young People </div>	
Satisfactory quarterly monitoring report and contract management meeting.	●
<div style="background-color: #709A4F; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Improving Environment </div>	
Milestones achieved	●
Outcome indicator targets met	●
<div style="background-color: #E69A4F; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Changing Relationship </div>	
Social value targets met	●
<div style="background-color: #C0392B; color: white; padding: 5px; border-radius: 10px; text-align: center;"> Local Economy </div>	
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

Comprehensive Quarter 2 (November 2014 – February 2015) monitoring reports were completed by Forge Community Partnership/Anvil CIC on 4th February 2015 and a full contract review meeting was held on 12th February.

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Neighbourhood Services & Enforcement staff and the South Area Council Manager) identifies priorities for the Tidy Teams to tackle, joins up the Teams' work with that of other services and acts as a 'critical friend' to the project. The Steering Group met in November 2014, when a workshop was conducted to identify regular hotspots, larger term projects, community stewarding opportunities and opportunities to work with other partners, all of which the Tidy Teams have been taking forward. The second meeting in early February was reluctantly cancelled due to heavy snow.

As illustrated in the table above, there is overall satisfaction that the service continues performing well and is making good progress in line with the contract. A wide range of positive feedback has been received from the public and other partner agencies including Neighbourhood Services, Highways, Berneslai Homes & the Safer Neighbourhoods Team.

The 'amber' rating for outcome indicator targets has had to go into this report because Forge/Anvil have still been unable to recruit the five apprentices they were contracted to find during Quarter 2. During Quarter 2, the South Area Council Manager and the Forge/Anvil development worker have continued to meet with a range of agencies to overcome this. Following a meeting with First For Apprenticeships Barnsley (an impartial brokerage agency funded by Leeds City Region) a lot of progress has now been made and Forge will be interviewing a number of potential candidates over the next few weeks, having been cleared as a suitable placement for Apprentices who will undertake NVQ2 in Landscaping & Horticulture (including Customer Services). Funding for the course fees for five Apprentices has been found by the broker, but wages costs will need to be funded by the South Area Council (as discussed in December 2014)

Key highlights for the second quarter included:



- A stable team of 6 Tidy Team workers and 1 Administrative Assistant.
- A continuing highly visible presence for the Teams, which has been warmly welcomed by the public – and which has now attracted 14 local volunteers who regularly join the Team on a range of projects
- An enormous amount of work completed, including 241 litter picks and 73 other projects referred in by councillors or other members of the Steering Group, including help with Xmas event and snow clearance activities to complement the work done by Neighbourhood Services staff
- Participation alongside partner agencies in a Wombwell Beat Blitz, where their contribution was formally recognised and praised by the Safer Neighbourhood Team
- An invitation to 19 local schools to take part in a Wild Flower Project, using equipment donated by Tesco at Hoyland
- The development of a genuinely positive relationship with BMBC Neighbourhood Services and Highways, following a series of meetings to establish 'who does what' and how the teams can work in complementary ways

Issues highlighted for the second quarter included:

- The need to continue working closely with BMBC Neighbourhood Services and Highways to maintain a positive relationship & to allocate work appropriately all round
- The need for the Steering Group to continue to provide a strong workplan for the Teams, following on from the workshop in November 2014
- A real need to move away from the Teams 'doing to' and placing greater emphasis on 'doing with' now the spring is approaching. The Teams have been greatly successful in establishing themselves as familiar figures locally – there is now an urgent need to develop more work collaboratively with the community, before people get too used to having things done for them! A number of projects are in development to ensure this, including the Wild Flower Project with schools and a

planned series of ‘door knock’ campaigns to involve local people in a variety of cleanup and stewardship activities

Environmental Enforcement – Kingdom Security

<div style="background-color: #6aa84f; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Improving Environment</div> <div style="background-color: #c0392b; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Local Economy</div> <div style="background-color: #f39c12; 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 Quarter 2 (November 2014 – February 2015) monitoring reports were completed by Kingdom Security on 4th February and a full contract review meeting was held on 12th February 2015.

In addition, more informal monthly meetings have been held with Kingdom staff and the three Area Council Managers whose Area Councils (N, NE and South) have chosen to commission this service. These meetings have enabled us to ensure that the provider is getting good quality intelligence, tasking and other support from our own staff, to enable them to perform as well as possible. [NB:The Central & Dearne Areas have now commissioned similar services from Kingdom, but have chosen to hold meetings with them separately]

As illustrated in the table above, there is overall satisfaction that the service is performing well and is continuing to make good progress in line with the contract.

The ‘amber’ rating for outcome indicator targets in the previous quarter has now been replaced with a ‘green’ rating, as all targets are now being met because the provider has now been able to start delivering on parking enforcement, which had been previously delayed due to internal issues with BMBC Parking Enforcement.

Key highlights the second quarter included:



- An excellent start to Parking Enforcement, with 13 PCNs being issues in the first 3 weeks of operation from 12th January
- 75% of Kingdom staff Parking Enforcement trained, with the remaining 25% undergoing ‘resits’ during the next month

- The completion of a further 25 targeted operations (3 for littering and 22 for dog fouling) all of which were undertaken as a result of intelligence from members, the public or those working in partner services. All of these were extremely well received by the public living in the immediate areas.
- A 73% payment rate, up from 61% in the first quarter.
- A further £5,100 of income from fines for dog fouling and littering
- 45 prosecution case files in the process of being developed and due to go to court in March 2015 – although Kingdom are noting that once cases of non-payment reach this stage, many people are ‘paying up’ to avoid a future court appearance

Issues highlighted for the first quarter included:

- The need to continue building relationships with BMBC Parking Enforcement, to ensure that both resources are being sensibly used

Local Business Survey – South Area Team

 <p>Local Economy</p> <p>Changing Relationship</p>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	
	Outcome indicator targets met	N/A
	Social value targets met	N/A
	Satisfactory spend and financial information	N/A
	Overall satisfaction with delivery against contract	N/A

One of the priorities chosen by the South Area Council in September 2014 was ‘Improving the Local Economy and Supporting Local Businesses’. In order to tackle this priority, a small working group was set up to look at the issues affecting local businesses and to investigate the type of support they might need in order to flourish. It recommended to the South Area Council that a full business survey be undertaken, which was completed at the end of December 2014.

The results of the survey were presented to the South Area Council on 19th December 2014, and an in principle agreement was reached to fund a programme of short training courses to meet the Top 5 needs identified by local businesses, which were:

- IT skills, web development & social media

- Business development
- First Aid
- Health and Safety
- Marketing and promotion

The South Area Team has undertaken extensive research around provision for each of these areas, and a paper with outline costs is being presented to the South Area Council for approval on 27th February 2015, with a view to developing a programme of courses to start after Easter 2015.

All businesses taking part in the survey have now received a copy of the findings, accompanied by a letter outlining the plans to deliver the range of courses outlined above. They have also been sent a range of useful information, including a scheme to help them to reduce their energy costs.

Summer Internship Programme – tender under agreement



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

During Summer 2014, The North Area Council commissioned a Summer Internship Programme for 60 of its young people about to enter Year 11.

At its meeting on 19th December 2014, the South Area Council received the evaluation report from the North Area Council programme, and agreed that similar provision in the

South Area would help to meet its 'Children and Young People' priority, with a particular emphasis on increasing the employability skills of young people. The formal agreement of the £45,000 budget to offer 60 places to young people in the South Area was made by the Area Council on 5th February 2015, to enable the commissioning process to begin.

Because the North and North East Area Councils had already decided to commission an identical programme, the South Area Council Manager and the commissioning specialist from NPS have negotiated for the South Area proposal to join the N and NE commissions, which have already gone out to tender, which is within agreed tendering regulations. A preferred provider has now been identified and has confirmed that they are happy to take on an extra contract and have the capacity to do so.

This means that a provider should be in post within a month or so on completion of the tendering process – leaving time to do the vital work with schools in identifying the students who will be able to benefit most from the programme and with employers to identify suitable work placements.

60 work experience placements will be needed for the programme, but a good start has been made through the South Area Business Survey, which has already identified 33 local businesses who are prepared to take on a placement student.

Kate Faulkes
South Area Council Manager

16th February 2015

Appendices: 4 case studies – One Stop Shop Advice sessions + 2 case studies – Kingdom Enforcement

CAB Case Study 1 - Q2 2014

The client is a Romanian woman living with her husband in privately rented housing. Both the client and her husband have been working full-time as agency staff for a local distribution warehouse in Barnsley.

The client is 14 weeks pregnant and has been dismissed from her job by the agency for taking time off work. The client wanted help and advice from the CAB as to whether this can happen to her as she is now unemployed and neither she or her husband wishes to claim benefits – he is still employed by the agency.

Before the client was dismissed she provided sick notes from her GP for the period of time that she was unable to come into work due to severe morning sickness. The client followed the required procedure for reporting sickness at work and when she was better returned to carry out a 10 hour shift on the 30 September 2014. The client's health deteriorated after this last shift due to the morning sickness again and was unable to come into work – she reported with work every morning as required while seeing her GP for a further sick note but on the 15 October 2014 she got a phone call from the agency telling her she'd had too much time off and she'd been dismissed from the 28 September 2014. The agency was fully aware the client was pregnant for all of this period of time.

The CAB adviser informed the client that even though she is not classed an employee but as a worker (as she works for an agency) she has protection from discrimination laws and her dismissal by the agency is automatically unfair as she was pregnant. The client was also advised that as her last shift was on the 30 September 2014 she must be paid for this otherwise it is an unlawful deduction of wages. In addition, the client was advised she can bring a discrimination case against the agency and potentially the local distribution warehouse if they were also seen to have discriminated against her while she was pregnant. There is also a potential race discrimination case to consider.

The client was told by the CAB adviser on the steps she needed to take to start taking action against the agency. The client was advised how to raise a grievance with them, support was provided in drafting a letter of grievance and the time limits that applied under employment law were made clear. Signposts to several discrimination specialists were also made (Equality Advisory Support Service and solicitors) for help in bringing legal action against the agency and local distribution warehouse.

The client has been in touch with the CAB to say she raised the grievance with the agency as advised, a meeting was held and the client has been reinstated in her job. The client told us the advice she received from the CAB made her aware of her employment rights and empowered her to take action with the agency which resulted in her getting her job back. The client said she is very grateful for this help from the CAB.

CAB Case Study 2 – Q2 2014

Client is a retired person living with a non-dependant son who suffers from severe epilepsy. The client suffers from multiple health issues and has come to the CAB One Stop Shop drop-in for advice on getting help with removal costs.

The client was born in Scotland and has family still living there who could offer support. The client told us they just want to “go home” and be near family after living in Barnsley for many years. They have been successful in obtaining a mutual housing exchange and property near their family in Scotland has been found - the transfer is due in the New Year but the client is worried that they will not be able to afford the removal costs as the only income is from benefits and a small occupational and state pension.

We contacted BMBC welfare assistance on behalf of the client who stated they were unable to help with this sort of cost by way of a grant and a loan could not be offered as the client would be moving out of England.

Rather than the client having to potentially borrow money from the Social Fund and pay it back from their Pension Credit, the CAB adviser explored the clients’ background thoroughly and found out they had worked in a Local Authority capacity in the past. With this information we researched the Turn2Us grant finder and found out about Unison’s welfare scheme – which the client was a member of before retirement.

With permission from the client we contacted Unison’s welfare officer, informing them of the client’s situation and the help they needed. Unison stated they would be able to help with a grant to pay for the removal costs but an application process needs to be completed and the form is quite long. We told Unison the CAB would act on behalf of the client in assisting them with completing the claims process and supporting them with any other information needed to make a successful claim. The claim is currently ongoing and the Unison welfare officer is confident of a positive result for the client based on the information and assistance from the CAB. The outcome for the client will be the alleviation of their worry about affording removal costs and they can look forward to returning home to be back with their family in Scotland.

Welfare Rights Case Study 1

Ms. ? aged 61 approached me at the drop in, her brother had urged her to make contact with me as she is having benefit problems and as well he was concerned over her welfare & wellbeing.

She would not open up to him & was shutting herself away at home and not making contact with anyone & becoming increasingly down & depressed & reclusive.

He urged her to go see the Dr. today & to also come to the drop in to see if I could help.

Her benefit problem was that she was on JSA & failed to attend an appointment on her work programme and had her benefit sanctioned for 2 weeks but she was led to believe it would recommence after this. Her brother had been to her house to check up on her as he is worried for her at the moment as he didn't think she had been eating & her mental state is decreasing.

I contacted the JSA dept. & was told her claim was now dormant as she had not signed back on after her 2 week sanction, client explained that because she was without money she couldn't afford the bus fair to get to the JCP office to sign on.

Instead of making a new claim I explained she would be better suited claiming ESA because of her health problems & the demand by JCP to be actively seeking work which she could not keep up with.

We filled in the ESA 1 form & she saw her GP after & he signed her off onto the sick with breathing problems & depression.

Due to her lack of funds she did not have money to buy food & groceries and the new ESA claim would take up to 2 weeks to process I contacted the LWA team with reference to a food bank voucher which we arranged for her to pick up 2 days later.

Because of her brothers concerns for her mental state & neglect I also contacted the care manager within social services to arrange a visit & a needs assessment.

Welfare Rights Case Study 2

Mr, ? is now a single parent with 3 dependent children, his partner walked out a few weeks ago. He receives ESA© in the support group only. His ex-partner claimed the Child Benefit & the Child tax credit, she has not given these up & is still cashing the money.

He is now in arrears with his rent & council tax as his claim has been stopped, he only has £105 per week to live on including money for the 3 children & bills etc. The free school meals for the children has also been stopped due to him not receiving the tax credits.

I identified that he should now actually be getting an ESA (ir) top up of £15.55 pw EDP because he is in the support group & has no other income. I contacted ESA on his behalf & requested the ESA3 from to claim this extra money. Having some ESA (ir) award will also give him automatic passport to full housing & council tax support & free school meals.

I contacted child benefit & tax credits to request new forms for each so he could claim in his own right. I advised him this will not be a quick transition as the depts. have to do a full investigation when there is a duplicate claim submitted & does take a while.

I contacted the free school meals dept. to explain the situation & the officer agreed to let him have free school meals pending the outcome of the ESA decision which will be a positive one.

I filled in a new claim for housing & council tax benefit from the date his partner left.

I contacted Berneslai homes (his landlord) & the council tax dept. to explain the situation & they agreed to hold off any enforcement action until all his new claims had been processed.

When the ESA, child benefit & tax credit forms came I saw the client again & completed them all with him. Within a week his ESA claim was processed & put into payment therefore kicking in his housing & council tax benefit, however they had only awarded him housing benefit based on him being a single person (£63.08 & £13.35) so there was a large shortfall due to under occupying 2 rooms not as having any dependents due to the fact he is not currently receiving any child related benefits. I contacted the benefits dept. & explained the situation & negotiated with them & they agreed to include the kids on the claim without having child benefit which is not normal procedure giving full rent rebate of £84.05 pw.

Client has also an ongoing overpayment on his housing benefit which is being recovered by reducing his housing benefit by £11.85 per week, I contacted the overpayments dept & negotiated reducing his deduction to £5 per week to give him a little more disposable income whilst his child related benefits are awarded.

Case Study: Darfield Fly-Tipping



A complaint was received from an anonymous source about fly tipping.

Officers attended the large fly-tipping site off Doncaster Road at Darfield, whilst travelling from one patrol area to another. They noted thirty black bags tipped at this place. They then contacted Neighbourhood Pride who promptly removed the black bags.



Case Study: Hoyland Parking Enforcement



Complaints were received and Kingdom Officers were tasked with enforcing parking contraventions on various streets in Hoyland where the problems lie.

Kingdom Civil Enforcement Officers trained and equipped for Parking Enforcement conducted patrols on various streets in Hoyland including Howard Street, West Street and Market Street.

Penalty Charge Notices have been issued to contravening vehicles on Market Street and West Street, and patrols are ongoing.