

SOUTH AREA COUNCIL
Performance Management Report

April 2015

INTRODUCTION

South Area Council Priorities

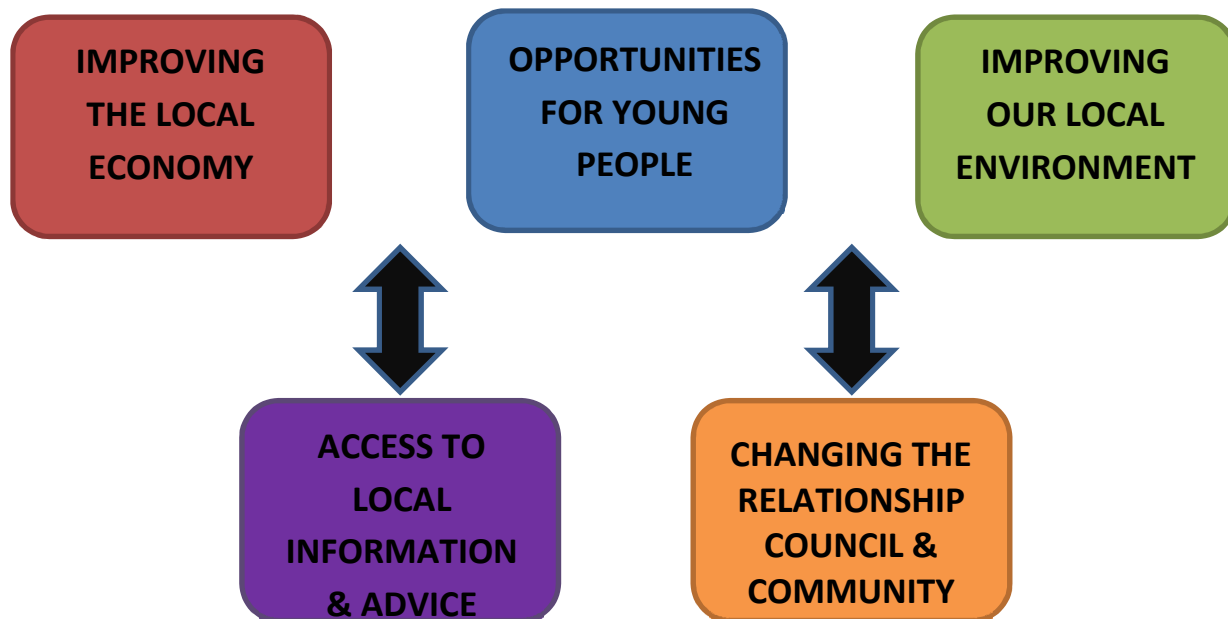


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives of South Area Council.

	Service	Provider	Contract Value/length	Contract start date	Quarter 1 report due
Improving the Local Economy	Business survey & courses for local businesses	Tender specifications for courses currently being written	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	Autumn 2015
Improving our Local Environment	Tidy Team to work alongside community on environmental projects	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	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015	8 th November 2016

PART A - OVERVIEW OF PERFORMANCE

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project. There are occasions when the quarterly review dates do not mesh with Area Council reporting dates, which means that the 'achieved to date' figures may not have changed from the previous report, as the new quarterly data is still awaited at time of writing.

Improving our Local Environment

NB: The figures have not changed since the previous report because new quarterly figures from Tidy Team and Enforcement contracts are not due until mid May 2015

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

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	606	(346)
£ of benefits gained as a result of the advice received	£412,364	(£185,858)
£ of unmanageable debt dealt with through financial settlements	£429,148	(£273,543)
Number of cases where homelessness was averted	10	(5)
Number of clients referred to other specialist help	177	(56)
Number referred to Credit Union or other money management help	74	(41)
Number of community groups visited to promote advice services	52	(43)

NB: Cumulative totals – previous figures 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	(16)
Number of young people engaged in volunteering	3	(3)
Number of new community groups established	1	(0)
Number of community groups supported (including schools)	54	(54)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	6	(2)
Number of local businesses encouraged to maintain own environment	45	(45)
Number of young people referred to restorative justice provision	3	(3)
Income received from enforcement activity to Area Council in £	9,077	(9,077)

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. Where figures have not changed since the previous report, this is because new quarterly figures from Tidy Team and Enforcement providers are not due until mid May 2015

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; margin-bottom: 5px;">Local Economy</div> <div style="background-color: #663399; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">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 3 (January – March 2015) monitoring reports were completed by Barnsley Citizens’ Advice Bureau and BMBC Welfare Rights on 4th March. Because of the hospitalisation of key staff, the contract management meeting and project Steering Group which accompanies this will not take place until April 17th.

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. However, the project is proving to be highly successful, with the numbers of clients seen and the amount of debt managed and benefit gains still rising sharply. Even at its current numbers, project projections suggest that it will recoup over 15 times the original investment by the South Area Council on these indicators alone.

Although there is more analysis to be done, it would also appear that the project has already saved over £240,000 to service costs in helping clients to avoid becoming homeless (proxy costs from the government have estimated the costs of a person being homeless at between £24,000 and £30,000 per year) – and this is without the clear human costs.

Case studies were also submitted as part of the Quarter 3 report. They are attached at Appendix 1.

Key highlights for the first quarter included:

- Continuing high levels of demand in all centres, with the Hoyland Centre teatime session proving the most popular by far, mainly because of the high numbers of those in full time work and on low incomes using the service
- A continued rise in the benefit gained by clients using the service – up to a cumulative total of over £412,000 – enough to run the project for almost 6 years.
- A continued rise in the amount of debt handled by Citizens' Advice, meaning that 53 financial settlements have now been negotiated; a number still rising quarter on quarter. This means that those seeking help will now be enabled to pay their 'priority debts' (housing and food costs) rather than those who may be more aggressive like payday lenders, as an agreed settlement is negotiated with all of the clients' creditors. This will in turn lead to a smaller number of people facing eviction and homelessness.

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

- The number of clients from Rockingham ward remains significantly lower than the other three wards. However, statistics indicate that this is the least deprived part of the South Area, which could partially explain this trend.
- Alongside the phasing in of the new Universal Credit, there seems to be a steady rise in the number of people being sanctioned by the DWP, and many of those seeking help from the project are getting into difficulties with managing money after such an occurrence.
- There have been some issues with privacy of interview space in the Darfield Childrens' Centre, with staff and users of the Centre accidentally interrupting both CAB and Welfare Rights sessions, but hopefully this is on the way to being resolved directly between the advice workers and Centre staff.

Tidy Team – Forge Community Partnership/Anvil CIC

	RAG
<div style="border: 1px solid black; border-radius: 15px; background-color: #4a7ebb; color: white; padding: 5px; text-align: center; width: fit-content; margin-bottom: 5px;"> Children & Young People </div>	
Satisfactory quarterly monitoring report and contract management meeting.	●
<div style="border: 1px solid black; border-radius: 15px; background-color: #70ad47; color: white; padding: 5px; text-align: center; width: fit-content; margin-bottom: 5px;"> Improving Environment </div>	
Milestones achieved	●
Outcome indicator targets met	●
<div style="border: 1px solid black; border-radius: 15px; background-color: #f4a460; color: white; padding: 5px; text-align: center; width: fit-content; margin-bottom: 5px;"> Changing Relationship </div>	
Social value targets met	●
<div style="border: 1px solid black; border-radius: 15px; background-color: #c0392b; color: white; padding: 5px; text-align: center; width: fit-content; margin-bottom: 5px;"> 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. The quarter 3 report is due on 5th May 2015 and a full contract management meeting will take place on 11th May.

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Enforcement staff and the South Area Council Manager) has continued to meet to identify 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 last met in late March, after a cancellation of the January meeting because of 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 continued to be received from the public and other partner agencies including Neighbourhood Services, Highways, Berneslai Homes & the Safer Neighbourhoods Team.

For many months, this contract has had an 'amber' rating for outcome indicator targets because Forge/Anvil have still been unable to recruit the five apprentices they were contracted to find during Quarter 2, due to problems with the recruitment systems used by

the Sheffield City Region. Finally, Forge/Anvil was able to work instead through the Leeds City Region, who were able to put them in touch with a number of suitable young people and to find a suitable provider who could offer free off-the-job training. At the meeting of the South Area Council on 27th February 2015, it was agreed to fund the wages costs for the apprentices, as fully funded places which included this cost were not available. Following this, Forge/Anvil were able to recruit 4 young apprentices, who start on 13th April 2015 on a one year apprenticeship. As a result, the 'amber' rating for this project can now go to 'green'.

New information about key highlights for Quarter 3 of this project will be available after the Q3 contract management meeting on 11th May, and will appear in the performance management report to the June meeting of the South Area Council. However, some key highlights from the March meeting of the Tidy Team Steering Group include:

- Highly successful large scale litter picks alongside local residents in Cloughfields and Wombwell Woods
- The development of some positive relationships with local businesses (including DHL and Flexseal) who recently took part in a litter pick alongside Tidy Team staff and are paying staff to litter pick on a regular basis – it is hoped that this can be expanded to 'shame' other surrounding businesses to take part!
- The continuation 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
- Plans to establish a snow warden scheme, building on the original volunteers recruited by BMBC for a scheme which was not implemented

Issues and future plans identified by the Steering Group 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 to work with larger businesses through more formal approaches to their Head Offices, as the direct approach to the local branch was not proving successful.
- The emergence of two large schemes which the Tidy Team could support and help to recruit volunteers for – the Community Garden in Hoyland behind Belmont WMC (led by the Be Hoyland Group) and the development of a community growing scheme using a landlocked area by Washington Avenue/Loxley Avenue in Wombwell (being facilitated by Jola Walker of Berneslai Homes)

Environmental Enforcement – Kingdom Security

	RAG	
Improving Environment	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Local Economy	Outcome indicator targets met	●
	Social value targets met	●
Changing Relationship	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. The quarter 3 report is due on 5th May 2015 and a full contract management meeting will take place on 12th May.

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.

Kingdom staff are now fully up to speed in terms of parking enforcement, with 75% of the staff parking enforcement trained and the remainder currently retaking the required exam.

During this period, it has also been confirmed that all incomes from Parking Enforcement (minus an administrative fee) will now be returned to Area Councils, where it can be used for a range of highways related schemes to be identified by the respective Area Council.

New information about key highlights for Quarter 3 of this project will be available after the Q3 contract management meeting on 11th May, and will appear in the performance management report to the June meeting of the South Area Council.

Issues highlighted for this period included:

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

Local Business Survey & courses for local businesses



	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

In order to tackle its 'Thriving Local Economy' priority, the South Area Council commissioned a survey of small and medium local business, which took place between September and December 2014. The survey focused on the training/support needs of local businesses, their views on Yortender and their participation in their local community as businesses.

At its meeting on 27th February 2015, the South Area Council agreed to fund a programme of short, locally run twilight training courses with a maximum cost of £20,000 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

Extensive research on available providers has already been completed. Because of the costs involved, tender specifications for each course are currently being written and will be placed on Yortender, but it will not be necessary to go out to a full tender (three quotes can be used instead) which means that it should be possible to have the courses up and running by the summer.

In order to keep costs down, the use of the Libraries at Hoyland and Wombwell have been negotiated and agreed, and further investigation of the room space, hardware and software available now needs to be written into the specifications for potential providers. To avoid additional caretaking costs which would be incurred if courses were run when the Libraries would normally be closed, it has been agreed that existing late night opening can be used. Computer suites will be 'block booked' in advance to enable courses to take place when the Libraries are open, but at a time when they are usually quiet.

Summer Internship Programme – C&K Careers



	RAG
Satisfactory quarterly monitoring report and contract management meeting.	Quarter 1 meeting to be held June 2015
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

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 of the identical nature of the contract, South Area Council was able to join the tender for North and North East Area Councils, with one provider (C&K Careers, who ran the successful pilot in North last year) being awarded the contract, which commenced on 9th March. This will enable C&K to have plenty of time to make contact with the schools (Netherwood & Kirk Balk have already been contacted and offered 30 places each) and to start the process of jointly identifying appropriate young people and preparing them for the course, which will take place during the summer holiday period. C&K staff have already arranged to meet key school staff either before or directly after the Easter holidays.

This lead-in period will also enable C&K to source the 60 work experience placements needed for the programme, although 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.

Although the majority of the direct contact with the 60 young people will take place prior to and during the course itself, the contract with C&K lasts for 20 months, finishing in November 2016. This will ensure that C&K staff have an extended 'stay in touch' period with the young people completing the course, which will take them through the whole of Year 11 and into a first destination on leaving school.

Kate Faulkes
South Area Council Manager

8th April 2015

Appendices: Case studies - One Stop Shop Advice sessions

Appendix 1 – Case Studies

Case Study 1 – Welfare Rights Service

Mr ? is a pensioner of 74 years old. He is in receipt of a basic state pension topped up with Pension Credit to £148.35 per week. He lives in an old folks flat and receives Housing and Council Tax Support. He came to see the Welfare Rights Advisor as he had no money left for the week to buy any food or shopping and was desperate.

He is also disabled suffering from emphysema, COPD and osteoarthritis due to these disabilities. He cannot make his own meals and do any domestic duties and, due to the low income he has, he cannot afford to pay a carer to do any of these things for him.

He also reported that his central heating was not working correctly as he was having to put well over the above amount of credit on it to warm his flat up.

The advisor made contact with the Local Welfare Assistance team who organized a foodbank voucher for the next day at his local church. The advisor recognised that he would more than likely qualify for Attendance Allowance so he requested the application form and in due course this was completed.

The advisor contacted the maintenance team for his Housing Association to report the problem with the heating and a callout was booked in that week.

The outcome of the above was that Mr ? was awarded the lower rate of Attendance Allowance of £54.45 per week and due to him being single, in receipt of AA & no person claiming Carers Allowance for him, he was also awarded the Severe Disability Premium of £61.10 per week paid with his Pension Credit. This boosted his weekly income from £148.35 to £263.90.

The heating problem was rectified also; there was no fault with the heating system. The problem was that Mr? did not know how to correctly use the system with the thermostat and the timers so his heating was on constantly thus using up all his credit. The operative gave Mr? a tutorial on how to use the system economically.

With the extra money Mr ?now pays a carer to call 3 times per week to prepare some meals, clean his flat and pay his bills at the post office.

Annual gain £6008.60 in Disability & pensioner benefits.

Case Study 2 – Welfare Rights Service

Mr ? approached the service because he had had a notice seeking possession for his local authority property through rent arrears of around £1400. He could not understand this because he assumed he was in receipt of full Housing & Council Tax Benefit.

The advisor carried out a benefit check and realised that he should also be getting Pension Credit Guaranteed of £12.96 per week to top up his State Pension to £148.35 from £135.39. He should also be getting full Housing & Council Tax Benefit. He was under the impression he was getting some Pension Credit but from the recent bank statement he provided it clearly showed a State Pension only.

I checked his Housing Benefit claim and the award had been cancelled back around 3 months prior to today. The problem seemed to be that Mr ?'s Pension Credit had ceased at this time so the local authority had cancelled this award in line with this as this is standard procedure.

It also seemed that the local authority had notified the client of this as well but he said he had not received the letters nor any of the rent arrears letters up to this latest one which was hand delivered.

I called the Pension Service on the client's behalf and they had cancelled his award due to the client not returning two review forms they had sent him out.

Client again said he had received nothing to inform him of this. Client did mention that all the residents in the flats where he lives have problems with post going astray and being delivered to the wrong flats.

We made a fresh claim to Pension Credit and Housing/Council Tax Benefit the same day and they were submitted with the automatic pensioner 3 month backdate rule in place- this should clear all the rent arrears when the claim was processed.

I contacted the housing rents department and explained the action taken and the certain outcomes and they agreed to put a hold on the recovery action whilst a result was given.

Within 2 weeks both Pension Credit and Housing Benefit had been re-awarded and backdated clearing all the arrears from the rent account.

Client now had £12.96 per week in Pension Credit + full Housing and Council Tax Benefit. The impending risk of homeless was also averted.

Case Study 1 – Q3 2015 – Citizens Advice Bureau

The client came to the 'One Stop Shop' for advice on their financial difficulties. The client is over pension age but still had to work full-time as they could not afford to pay their bills or credit commitments. The client has long-term health problems and wanted to stop working but didn't see how they could afford to manage.

The client had been able to keep up with their rent and council tax but was paying creditors back over £700 per month via doorstep lenders for loans they had taken out over the years to help support their family. The client owed over £20,000 and would never have been in a position to be debt free. The client was under immense pressure to keep up with the payments to creditors as they came to their house every week.

The client was given full advice on what solutions were available for dealing with their debts; one option was to apply for Bankruptcy. Full support was given to the client in explaining what Bankruptcy was and the implications on choosing this option. The Bankruptcy forms were completed on behalf of the client and after a brief Hearing at County Court the Bankruptcy application was approved.

The client now has protection from any further action from their creditors, is in control of their finances and as a result of not having to make the same level of payments to the creditors has handed in their notice at work so they can officially start to enjoy their retirement.

Case Study 2 – Q3 2015 - Citizens Advice Bureau

Homelessness was prevented for a client who presented themselves to the 'One Stop Shop' for advice on eviction.

The client works part time and is a single parent with 2 children. There were a number of credit debts that the client had been paying back causing them to fall behind on their rent to Berneslai Homes. Some of the loans were doorstep collectors and the client was scared that when they came to the house if they didn't get paid they'd remove goods.

The eviction was due to take place in the next few days and the client had nowhere else to live and didn't know what to do.

We contacted Berneslai Homes on behalf of the client, collected information on the history of the arrears and established some of the arrears had come about as Housing Benefit had been stopped because the client hadn't provided them with an update on her wage. The client said they had completely forgotten to provide this information to BMBC and would do so as soon as possible – the wage increase was very small.

We completed a financial statement with the client providing budgeting advice so they could manage their money more effectively.

We assisted the client in preparing for court action including all paperwork to be completed and arranged for the client to have a solicitor for the hearing in front of the Judge.

An offer of payment towards the arrears was negotiated beforehand and the outcome was the Judge accepted the offer and ordered the eviction be suspended provided the client pay rent due and £5.00 per week towards the arrears.

For the remaining debts we are to complete a Debt Relief Order application - this means if their circumstances remain the same after 12 months the client will be debt free. Knowing they've not lost their home and have gained skills in managing their budget for the future has left the client feeling relieved and more in control of their lives.