

**SOUTH AREA COUNCIL**  
**Performance Management Report**

**June 2015**

# INTRODUCTION

## South Area Council Priorities

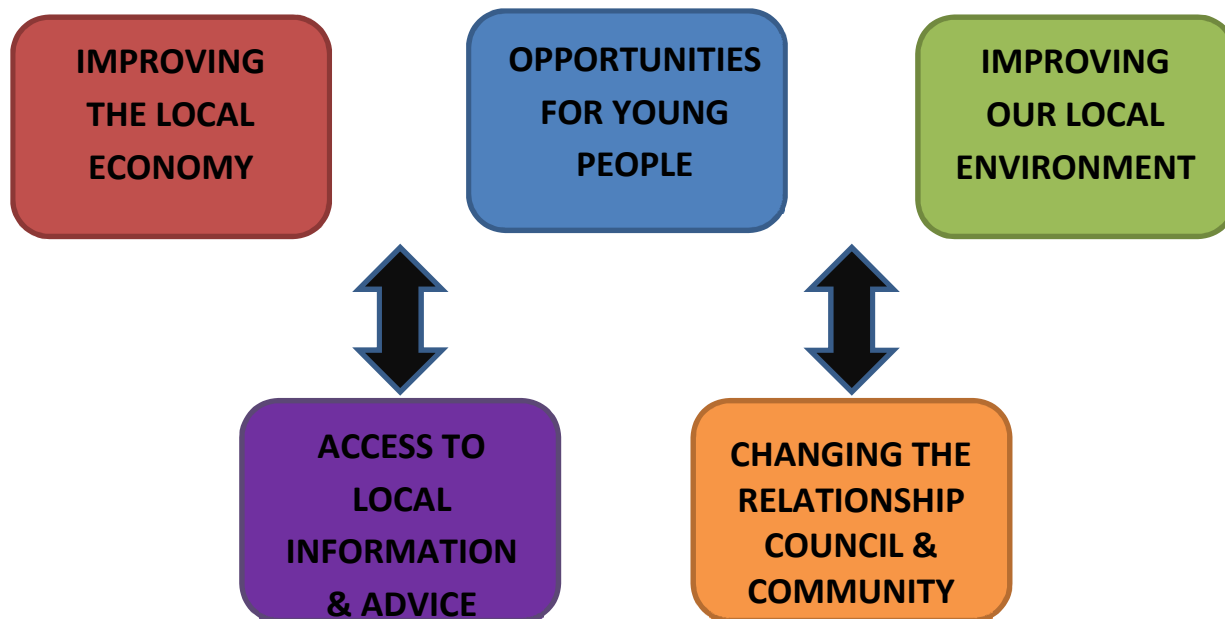


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives of South Area Council.

	Service	Provider	Contract Value/length	Contract start date	Quarter 1 report due
<b>Improving the Local Economy</b>	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
<b>Improving our Local Environment</b>	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 <sup>th</sup> August 2014	4 <sup>th</sup> November 2014
<b>Improving our Local Environment</b>	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year	4 <sup>th</sup> August 2014	4 <sup>th</sup> November 2014
<b>Access to Local Information &amp; Advice</b>	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 <sup>nd</sup> June 2014	4 <sup>th</sup> September 2014
<b>Opportunities for Young People</b>	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 <sup>th</sup> March 2015	8 <sup>th</sup> 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	229	(140)
Number of large environmental projects completed	18	(14)
Number of litter picks completed	706	(438)
Number of fly tipping incidents dealt with	66	(48)
Number of Xmas projects completed	8	(8)
Number of Fixed Penalty Notices issued – littering	378	(246)
Number of Fixed Penalty Notices issued – dog fouling	28	(17)
Number of Parking PCNs issued	62	(13)
Number of targeted dog fouling & littering operations completed	84	(30)

**NB: Cumulative totals – previous figures are in brackets for comparison.**

### Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	836	(606)
£ of benefits gained as a result of the advice received	£613,846	(£412,364)
£ of unmanageable debt dealt with through financial settlements	£660,416	(£429,148)
Number of cases where homelessness was averted	19	(10)
Number of clients referred to other specialist help	218	(177)
Number referred to Credit Union or other money management help	108	(74)
Number of community groups visited to promote advice services	71	(52)

**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	54	(16)
Number of young people engaged in volunteering	3	(3)
Number of new community groups established	1	(1)
Number of community groups supported (including schools)	64	(54)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	9	(6)
Number of local businesses encouraged to maintain own environment	55	(45)
Number of young people referred to restorative justice provision	3	(3)
Income received from enforcement activity to Area Council in £	£15,188	(£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.

# 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>		<b>RAG</b>
	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 4 (April - June 2015) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights on 4<sup>th</sup> June and an end of Year One contract review meeting was held on June 5<sup>th</sup>.

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. The end of year figures show this to be a very successful project, with both Citizens' Advice Bureau and Welfare Rights describing this as their fastest growing outreach programme to date.

Project projections at the end of Year One suggest that over the full 2 years, the contract will recoup approximately £2,139,692; over 15 times the original investment by the South Area Council. This total is reached through a combination the benefit gain coming into the Area as a result of the service (£613,846), and the costs to public funds saved by avoiding 19 cases of homelessness (an estimate of at least £456,000 based on an annual estimated cost of £24,000 - £30,000 per year) alone. This is of course without taking into account the human cost!

The amount of relief provided by the services is clearly enormous – in both the CAB and Welfare Rights satisfaction surveys (which were completed independently of one another) 100% felt better after using the service, 100% said they would use it again and recommend it to others, 100% said they found the advice easy to understand and 100% felt that a local venue for advice was very important. Examples of comments from the surveys include:

“Zoe was very professional and is a credit to your team. She gave the required advice we were seeking. Please thank her for her help & advice”

“Phil was very helpful. I do not know how I would have coped without his help.”

Generally, the project has been running well, although there have been some issues with the use of Darfield Childrens’ Centres as an advice venue. The security and safeguarding procedures being used by the Centre were causing problems in terms of the clients’ right to privacy and confidentiality. A resolution has now been reached, which means that the Centre still retain a safe environment for children, whilst clients are afforded more privacy when coming to the Centre.

Successful joint networking continues to be an important part of the project. Phil and Zoe are about to start another ‘round’ of visits to community groups in the Area, as those visited a year ago may now need a ‘refresher’.

During the next quarter, the project will be developing stronger links with the Area’s Food Banks, and there are plans to offer drop in sessions for those in receipt of food parcels and to include publicity about the service on offer in the food parcels themselves.

Case studies were also submitted as part of the Quarter 4 report. They are attached at Appendix 1.

The two end of Year One reports are attached at Appendix 2.

The two satisfaction survey summaries are attached at Appendix 3.

## 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; margin-bottom: 5px;"> <b>Children &amp; Young People</b> </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; margin-bottom: 5px;"> <b>Improving Environment</b> </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; margin-bottom: 5px;"> <b>Changing Relationship</b> </div>	
Social value targets met	
<div style="border: 1px solid black; border-radius: 15px; background-color: #c0392b; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> <b>Local Economy</b> </div>	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

Comprehensive Quarter 3 (March – May 2015) monitoring reports were completed by Forge Community Partnership/Anvil CIC in May 2015 and a full contract review meeting was held on 11<sup>th</sup> May. The Quarter 3 (end of Year One) report is due on 4<sup>th</sup> August 2015 and a full contract management meeting will take place on 10<sup>th</sup> August.

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, join up the Teams' work with that of other services and acts as a 'critical friend' to the project. The Steering Group last met in mid-June.

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 example:

"I just want to say that it was noted by a number of people – including myself – just how proactive and enthusiastic the Tidy Team were today on our Action Day [in Wombwell]. I have emailed and thanked them (along with everyone else who took part) but I really was impressed" (Safer Neighbourhood Team Tasking Officer)

Examples of work completed during Quarter 3 of this project have included:

- The recycling of 3 tons of cans, 3 tons of glass, 2 tons of scrap metal and the composting and reuse of 16 cubic meters of compostable waste. This has included the purchase of a wood chipper to enable wood pruning to be chipped and returned to the ground to impede the growth of weeds
- Tree pruning, path clearance and millstone cleaning at Park Hill in Darfield
- Clean up at the rear of Station Road in Wombwell
- Weeding and maintenance of Darfield Ring alongside local volunteers
- Cloughfields Action Day (cleanup with local volunteers)
- Clean up of Blacker Hill Rec and grounds of Resource Centre
- Cleanup at Milton Ponds
- Cleanup of garden area around Wombwell Park Pavilion with local volunteers
- 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. This has now developed to a point where Neighbourhood Services staff are suggesting that those complaining about environmental issues become volunteers with the Tidy Team – a real result!
- Support to a new group planning a Community Garden (to be named Owd Martha's Garden) at the rear of Belmont WMC in Hoyland

Issues and future plans identified by the Steering Group included:

- The need to prioritise support to two large projects currently under development in the Area – Owd Martha's Garden in Hoyland and the Community Garden project at Washington Avenue in Wombwell
- The need to continue increasing the amount of work done alongside volunteers, rather than 'done for' the community. Although numbers of volunteers are still increasing, this is proving a difficult balance to shift, as many people in the community are happy for Tidy Team to do such a good job on their behalf!
- The need to increase work in schools – although substantial efforts have been made to contact schools with a range of potential projects, the Team and Steering Group are currently having a 'rethink' on how to approach this more successfully, including using the Administrator, Gill, to visit schools in person.
- The development of 'toolbox talks' for community groups using equipment and the development of an equipment audit, to enable groups to loan equipment out to each other, using the Tidy Team as a go-between.
- The placing of Summer Internship students with the Teams, with a view of offering longer term voluntary placements for those who would like to build up their CVs.
- The development of an annual programme of 'get involved' events

Case Studies can be seen in Appendix 4.



## 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 3 (March – May 2015) monitoring reports were completed by Kingdom Security on 4<sup>th</sup> May and a full contract review meeting was held on 12<sup>th</sup> May 2015. The quarter 4 end of Year One report is due on 4<sup>th</sup> August 2015 and a full end of Year One contract management meeting will take place on 10<sup>th</sup> August .

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.

Key highlights for Quarter 3 of this project have included:

- Barnsley enforcement is in the national news! The BBC covered a story (link below) that although dog fouling fines in England and Wales are falling overall, Barnsley is issuing more fines than any other council.  
<http://www.bbc.co.uk/news/uk-33064119>
- The Kingdom team in Barnsley as a whole won the Kingdom ‘Team of the Month’ in both February and April [Kingdom have 25 contracts running nationally]
- An increase in the level and quality of intelligence coming from the public and other agencies, which has led to over 50 targeted operations for littering and dog fouling and has heavily contributed to the increase in tickets issued. Kingdom estimate that at least 50% of tickets issued were as a result of received intelligence
- Kingdom are now working with Neighbourhood Watch to use their cameras to capture dog fouling where neighbours or others are not prepared to give a statement, which will greatly increase the chances of getting a prosecution if the case ends up in court

Issues highlighted for this period included:

- The relationship with BMBC Parking Enforcement has continued to be challenging and this has led to the establishment of a joint working group led by Paul Castle and

Wendy Lowder and comprising members of both teams, to resolve some of the remaining issues – primarily that of ensuring that the 2 teams are working in a complementary and joined up way and don't duplicate each other's work. This group will meet for one month, during which time BMBC and Kingdom officers will be deployed in different streets whilst a mutually satisfactory plan is drawn up.

## Local Business Survey & courses for local businesses

	RAG
<b>Local Economy</b>	
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	

NB: The RAG boxes are currently blank because this is now a new contract about to start.

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. On completion of this, maximum Area Council funding of £20,000 was agreed 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

Full tender specifications for the courses have now been completed and are out to tender for 3 quotes per course with a closing date of 22<sup>nd</sup> June, after which providers will be awarded the contracts. Once this has happened, the Area Council Manager will work with the providers to draw up a detailed courses programme.

The courses will run from September onwards. Those taking part in the original business survey will be given 'first refusal' for a place on the courses they expressed an interest in, but after that any spare places will be opened up to local businesses across the South Area.

The details of venues are currently being finalised. The initial plan had been to use Wombwell and Hoyland Libraries, which was welcomed by Libraries. However, although the Hoyland Library is suitable and will be used, it will not be possible to use Wombwell Library because the 2 banks of computers are separated by a corridor and a door which would make using them with one tutor impossible – and using only one bank of 6 machines would put course costs up too much. The Wombwell Centre IT suite is not taking bookings from September onwards because its future is apparently uncertain.

A solution has been found – we have been given permission to use the excellent IT suite at Highview Primary in Wombwell as an alternative. Because this is a PFI funded school, there will be some room hire charges, but a reduced community rate is currently being negotiated.

## Summer Internship Programme – C&K Careers



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

NB: The RAG boxes are currently mostly blank because this is a new contract which has only recently begun

In December 2014, the South Area Council agreed the funding of a Summer Internship Programme for young people in the summer between Y10 and Y11. Funding of £45,000 was agreed to fund 60 places (30 for Netherwood and 30 for Kirk Balk) on a 2 week programme

which focuses on employability and guidance issues in week one, followed by a work placement in week 2 . The contract went to C+K Careers, who had run the highly successful pilot for North Area Council in 2014.

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.

Initial progress in terms of accessing young people in school has been slow, despite extensive work by C+K Careers. Numbers of applications from Netherwood students are now starting to rise, but there have still been no applicants at all from Kirk Balk, despite promises by the school that it has been promoting the programme with its students.

Clearly this is a real issue, because young people need to be interviewed before the programme and their choice of work placement discussed, to give the provider time to find an appropriate placement before the course starts.

The Area Council Manager has now enlisted the help of the Area Youth Worker and Connexions Personal Adviser working in Kirk Balk, who will both promote it themselves and put pressure on the school to start to refer, and it is hoped that this will now start to get applications coming in.

Kate Faulkes  
South Area Council Manager

11<sup>th</sup> June 2015

## Appendix 1

### CAB Case Study 1 – Q4 2015

Client came to the CAB outreach for help with an eviction notice. The client was in financial difficulties due their partner leaving the family home leaving them with a much reduced household income.

The client had been trying to keep up with all the household bills on one wage but they started to fall behind on their payments to the mortgage company.

The lender took legal action at court but the judge suspended the possession provided the client could pay the mortgage plus something towards the arrears.

Unfortunately the client's mental health started to suffer greatly due their relationship breakdown and the spiralling debts they faced – the client became unable to work full-time and they had to take a part-time job instead.

The client became unable to keep up with the court order made by the judge for the mortgage arrears and the lender ordered the client's eviction.

The client had 3 days before the eviction was due to take place, this involved a court bailiff coming to the home and changing the locks – the client and their child had nowhere else to live.

The CAB adviser phoned the lender and spoke at length with their legal team. The client's circumstances were fully explained including a breakdown of their income and outgoings and a realistic, sustainable offer of payment towards the arrears was made by the adviser.

After the offer of payment was made the adviser discussed the clients' vulnerable mental health – the result of this was the lender agreed to cancel the eviction taking place in 3 days time. The lender also transferred the client to one of their special teams trained to be more supportive towards vulnerable clients with arrears.

The client has therefore avoided being made homeless, has a more realistic offer of payment in place and more stability in her life resulting in an improved mental health.

## **CAB Case Study 2 – Q4 2015**

Client came for help from the CAB outreach after suffering several years of mental and physical abuse from their partner. The CAB had already advised the client on their entitlement to benefits after the relationship broke down but at that time they felt they could cope with the abuse themselves and didn't request help.

The client has young children and was being threatened by the ex-partner who had a history of being violent and abusive and was turning increasingly unpredictable in their behaviour.

None of the violent episodes were reported to the police as the client was worried the ex-partner would lose their job – this made them scared a bad situation could turn worse.

We checked the client had a support network of family and friends they could trust and had somewhere to stay overnight if an emergency occurred.

We also encouraged the client to contact the police if they ever felt in danger, particularly as children were involved and advised on potential court orders which could be made against the ex-partner to keep them away from the family home.

After speaking to the CAB adviser the client felt they were able to take the next step of getting professional help and support.

With the clients permission the CAB adviser made a direct referral to a support worker at Pathways Family Support Centre. As a result of this the client is now receiving specialist support and legal advice from Pathways which the client said they would not have done if they hadn't spoken to the CAB adviser.

## Welfare Rights Case study 1

Mrs R is a single pensioner in her early 80's. Her husband passed away in January. She receives £168 state pension & full HB/CTB for her Berneslai homes 3 bed semi detached property.

Mrs R was referred to the Welfare rights adviser by the staff at the local library as they were concerned for her wellbeing as she was coming into the local library upto 3 x per day in tears & very depressed. They were aware her husband had died recently and that Mrs R did not have any other family nearby to help & support her. The staff were concerned over her health & wellbeing. Her contact details were taken & passed onto the Welfare Rights adviser.

The advisor contacted Mrs R & arranged to visit her in her home where a financial check was carried out & she was found to be on all the correct levels of money she should be.

When checking her bank statements the advisor noticed that money was being deducted for broadband & Sky which Mrs R no longer used since her husband passed away.

It became apparent that Mrs R was very depressed & still very grief stricken, she kept getting upset because she had nobody left around her & said a few times she wished she wasn't here anymore.

It also became clear that the 3 bed semi detached house with big gardens was way too much for her to keep up with and wished for somewhere smaller & somewhere among other people for company.

The advisor first of all contacted Age UK Barnsley re the befriending service and it as arranged with a member of their staff to visit Mrs R on a weekly basis. The advisor also mentioned the utilities that she is paying which she doesn't need & they agreed they will go through all her outgoings & liaise with the relevant companies to bring her expenditure down.

The advisor suggested a possible house move to a sheltered complex close by where she could live independently but be around many other residents. The possibilities were Fitzwilliam court & St Helens court run by Guinness Northern Counties. The advisor contacted both site managers and the most suitable seemed to be St Helens. An application was completed and through liaison with the centre manager managed to get Mrs R prioritised and within 2 weeks they had offered her an apartment in the complex.

The above action has ensured that the client is not alone & has regular contact with people, ensured she is not taken advantage of given her very vulnerable status. She will also now be able to live independently but have more security and the added bonus of other residents within the complex.

## Welfare Rights Case Study 2

Mrs P is a person from abroad she moved to the UK when she married her partner and subsequently had a child who is now aged 6. She has been in the UK for 7 years now.

Last year she fled via a women's refuge in Barnsley her ex husband due to domestic violence.

She is in receipt of JSA, Chb, CTC & she was given emergency priority last year on the council house waiting list and has lived in a council property since late 2014 to which she receives full HB/CTS.

Last year after she fled she applied for Leave to remain in the UK on her own merit. She attends the Job club in Wombwell on a regular basis as she is keen to find work which fits in with school hours and childcare.

She was referred to the Welfare Rights advisor by the job club advisor as the client had received letters from the Home Office stating she had been given Limited Leave to Remain in the UK however she has 'no recourse to public funds'. This presented a big problem as all the clients benefits came from the public purse and therefore all would cease very soon.

The advisor contacted various specialist immigration advisories & gave them the scenario as the decision seemed quite harsh since she has a dependant child & the fact she has had to flee DV through no fault of her own. The advisor also liaised with her support worker at the womens refuge and between them it came to light that the client had applied for leave to remain on the wrong application. She should have applied based on fleeing DV which would give her recourse to public funds whilst her application is ongoing.

The correct forms were requested from the Home Office & completed however to rectify this it may take a month & then all her benefits would need applying for again. This would leave client in great poverty she would not have money for food & bills for her & daughter or money to pay rent etc.

The advisor contacted the children's services dept of social services down the line of a section 17 grant, a social worker would visit client regarding this as they have responsibility for the welfare of her daughter at least.

The advisor contacted Berneslai Homes to put them in the picture regarding non payment of rent and they agreed they would not take any action due to the sensitivity of the matter.

The action taken above has prevented the client & her child living in poverty, prevented them becoming homeless, ensuring the error in her immigration status is rectified & most of all prevented her thinking about returning to her violent ex partner.



## Appendix 2

### Barnsley Citizens Advice Bureau South Area Council Community Outreach Project End of Year Report June 2014 - June 2015

The project's first year has proved to be extremely successful with most sessions being well attended.

**388** clients were assisted by the CAB adviser during the period (353 were unique clients and 35 were repeats) with a total of **506** issues advised on in a range of enquiry areas. The CAB and BMBC welfare rights adviser have worked well together not only in networking and promoting the service throughout the wards but also with each other by ensuring that appropriate referrals to each other have been made. A solid working relationship has developed and regular contact is maintained between them. New community groups that are identified are contacted and offered a visit from either Zoë or Phil and existing groups have been sent 'refresher' information about the service.

#### **Number of individuals seen by ward:**

Hoyland Milton: 120

Wombwell: 109

Darfield: 75

Rockingham: 61

#### **Number of individuals visiting outreaches living/working outside of ward areas:**

Hoover: 8

Rotherham: 1

Worsborough: 1

Swinton: 1

Stairfoot: 2

Monk Bretton: 1

Kingstone: 1

Gleadless Valley: 1

Chesterfield: 1

Central: 1

Dearne South: 1

Old Town: 1

Pennistone East: 1

Wath: 1

Cudworth: 1

All the above individuals were signposted to other Bureau/organisations or offered 'call backs' from Barnsley CAB.

**Issues dealt with:**

Benefits: 144  
Debt: 120  
Financial Services: 15  
Relationships & Family: 33  
Housing: 44  
Immigration: 5  
Consumer: 22  
Employment: 38  
Health & Community Care: 8  
Legal: 50  
Utilities: 10  
Travel, transport & Holidays: 4  
Discrimination: 6  
Taxes: 7

**Total number of contacts made with clients by the CAB adviser via face to face, letter and phone call: 1417**

**Total debt managed:**

£660,417.02

**Total benefit gains:**

£210,124.72

**Total cases of homelessness averted: 14**

**Declared age range of unique and repeat clients:**

17-24: 24  
25-34: 70  
35-49: 120  
50-64: 102  
65+: 47  
Not declared: 25

**Out of 353 unique clients, the following disability/health problems were declared:**

Not disabled 163  
Long-term health problems: 109  
Mental health: 28  
Physical impairment (non-sensory): 24  
Multiple impairments: 20  
Cognitive impairment: 2  
Visual impairment: 1  
Hearing impairment: 3  
Learning difficulty: 1

**Declared ethnicity of unique and repeat clients:**

White - British: 301  
White-English: 26  
White – Scottish: 4  
White-Irish: 1  
White – Other: 28  
Black or Black British – African: 4  
Arab-Other: 2  
Other – Any other: 1  
Asian – Other: 1  
Mixed – Other:1  
Not declared: 19

**Declared occupation of unique and repeat clients:**

Retired: 61  
Employed under 30 hrs a week: 43  
Unemployed – seeking paid employment: 55  
Permanently sick/disabled: 72  
Employed over 30hrs per week: 91  
Self employed: 7  
Carer – Children: 10  
Looking after home – Dependents: 8  
Carer-Elderly/disabled: 7  
Other: 2  
Not declared: 32

### **Declared housing status of unique and repeat clients:**

Staying with relatives/friends: 35  
Private rented: 101  
Council/ALMO: 85  
Housing Association: 3  
Owns outright: 63  
Homeless (inc. B&B): 2  
Buying house: 65  
Other: 4  
Shared ownership: 1  
Not declared: 29

### **Declared household type of unique and repeat clients:**

Couple: 69  
Single: 124  
Couple with dependent children: 60  
Couple with non-dependent children: 18  
Single person with dependent children: 52  
Single person with non- dependent children: 14  
Other adults only: 27  
Not declared: 24

### **Campaigning**

A number of issues clients have come to us about have been identified as a cause for concern. In these cases the adviser has completed a 'Bureau Evidence Form' which is an anonymous record of the issue that is sent to the Citizens Advice campaign team in London. By completing these reports and sending them to the campaign team we can identify national or local policy and procedural trends that are having a negative impact on our clients. We can then look for ways of bringing about positive changes via local or national campaigns by Barnsley CAB and Citizens Advice.

Some issues identified so far within the south area are:

- Private landlord not carrying out essential repairs,
- Private landlord entering tenants home unannounced,
- Private landlord not using the tenancy deposit scheme
- Local employer discriminating against a client with mental health issues.



**BARNLSLEY**  
Metropolitan Borough Council

# **End of Year 1 Report**

## **Barnsley Welfare Rights & South Area Council 'One Stop Shop' Project**

**WELFARE RIGHTS**  
WE CARE ABOUT YOUR RIGHTS

**South** Area Council  
Darfield, Hoyland Milton, Rockingham, Wombwell

## **Introduction**

Welcome to the year one annual report on the South Area Council funded 'One Stop Shop' project managed by Barnsley MBC Welfare Rights Service.

During the South Area Councils liaison with the residents of the 4 wards of the South Area; Hoyland Milton, Rockingham, Wombwell & Darfield there was a high priority need recognised for increased information, advice & guidance on areas such as Benefits, Housing, Debt, Employment & many more issues.

This priority was realised by the South Area Council to which they approached the Barnsley MBC Welfare Rights service & Barnsley CAB to jointly develop a 'One Stop Shop' service in each of the 4 wards.

This would comprise of advice, guidance & casework where relevant in a free, confidential & impartial environment from 2 specialist advisors in each of the highlighted areas of need for information.

The project went live on the 9<sup>th</sup> June 2014 to which 2 advisors were employed one from BMBC Welfare Rights & one from Barnsley CAB to deliver this service.

4 sessions per week were set up for each advisor, 2 at the Hoyland centre to cover Hoyland Milton & Rockingham wards including a twilight session to meet the need of residents who work 9-5. A session at Wombwell library & a session at Darfield Library. The sessions would be a 'drop in' nature where there is no need for people to ring to make appointments. The sessions would be carried out in a private room in a public building which is central to the community & familiar to people.

The remaining time of the week for each advisor would be allocated for casework, visits to service users who cannot get to the buildings, networking with local community groups in order to promote the service.

## **Objectives of the Service**

The aim of the service is help service users maximise their income, give a better quality of life & standard of living & help rectify problems they have within any area of everyday problems people may face which not only includes rectifying their problems at source but also working & referring/signposting within other agencies & community groups which could help them fulfil their potential whether it be help to get back into work or help them with care needs etc.

## **What the Service offers**

The service offers free, confidential, impartial & comprehensive Welfare rights information, advice & assistance on all social security & tax credit matters. This is backed up by the whole of the Welfare Rights service within BMBC. The service will also provide access to other help such as community care issues & a range of BMBC services.

## **Who can access the service & how**

The service is available to all residents & people who work in the South Area of Barnsley MBC which consists of 4 wards; Hoyland Milton, Rockingham, Wombwell & Darfield.

Access to the service is by 'drop in' only which would consist of self referral or referral by other professional working with the client.

The service is primarily a 'drop in' face to face meeting with the advisor & client at one of the locations listed however home visits will be carried out to clients who are housebound & these requests can be taken by other professional bodies working with the client or the clients family or carers.

### **Service Provision**

All initial work including diagnosis of enquiry/problem, options to take & the actual act of claiming benefits\* or referring/signposting to other services is done by the Welfare Rights advisor. Should a client need to make use of the appeal procedure the case will be referred to a senior Welfare Rights Officer in the BMBC welfare rights service.

### **Problems outlined pre launch**

Problems foreseen before the project launched consisted of mainly the take up and use of the service & how would people know about it? Therefore a prolific campaign of advertising & networking was undertaken at the start of the project which has continued throughout where posters and flyers have been displayed around the south area in building & notice boards which the public use frequently. Local community groups & business' were contacted by phone, post and email & networking meetings arranged with them & their employees and service users. Social media & the internet were utilised to promote, advertise and spread the word.

Which locations to use for the drop in sessions was also a big question as there was no central point building suitable in the Rockingham ward which had private rooms, internet access etc therefore 2 sessions were billed per week in the Hoyland centre to cover both wards.

The same problem was for Darfield, the only option at the time which was suitable was the Library but on the day it is closed to the public (Wednesday) so the advisor had sole use of the building for privacy & confidentiality however this would mean a member of staff would need to be employed to act as the reception for the building ie to let people in and out and take basic details from them, a volunteer was recruited to fill this but the position held was a little mundane to say the least so the volunteers were wanting to give it up. There was no other option but to alter venues that had a ready made reception with internet access etc. Darfield children's centre offered to have us so since 15<sup>th</sup> October 2014 the Darfield sessions have been at this location. This itself presented a problem of its own that some client groups mainly single younger and older males may not wish to use a children's centre to seek advice however at the time there were not any other options so the gamble was made.

*\*where appropriate the advisor will actively encourage the client to claim the benefit themselves where possible given their intellectual capacity, in order to promote the councils vision of helping the client to help themselves and moving away from the hand holding culture.*

### **Service Performance**

During the 1<sup>st</sup> year of the project 468 unique clients approached or were referred to the Welfare Rights advisor.

178 cases were opened pending an outcome of which 97 of these have resulted in a benefit gain so far, 46 cases are still pending awaiting an outcome.

289 cases were marked as No Further Action (NFA) by this would constitute advice or guidance given there and then in the interview with no need for follow up or any further action by the adviser.

£403,724.33 in benefit gain has been achieved in total for the year which is made up of 'In work, Disability & Pensioner' based benefits.

As can be seen 35 of the 178 cases closed do not show as a financial gain however most of these cases are made up of gains which are not as tangible. For example these cases may be for blue badge or NHS health cost applications, this type of work does not attract a 'financial gain' as measured by the database but is still valuable to the client, ie parking fees or prescription charges saved.

### **Case load statistics Year 1**

	<b>Year 1</b>
Number of unique clients seen	468
Number of cases opened	178
Number of cases closed	132
Number of cases still ongoing	46
Number of cases NFA	289
Cases closed showing a benefit gain	97
Cases closed showing no benefit gain	35
Benefit gains	£403,724.33
Amount per closed case	£3058.51
Amount per case showing a gain	£4162.11

### **Benefit gain per area**

Hoyland	£187,139.77
Rockingham	£21,593.02
Darfield	£99,811.26
Wombwell	£95,180.28



## Client statistics Year 1

	Year 1
Number of unique clients	
Male	258
Female	210
Ethnicity	
White British	449
Irish	1
Latvian	1
Portuguese	1
Polish	6
Romanian	9
Thailand	1
Age group	
16-18	5
19-25	57
26-35	54
36-45	163
46-64	128
65+	61

No. of clients per session		No. of clients per ward	
Hoyland Twilight	146	Hoyland	227
Hoyland	119	Rockingham	33
Darfield	84	Darfield	89
Wombwell	124	Wombwell	119
Total	473	Total	468

*\*Note both above figures do not match due to 5 attendees being from out of the south area council who were given basic advice or signposted to relevant area for help.*

### Client referrals/signposting

Looking at the satisfaction surveys that have been returned by clients around 90% have indicated that they have heard about the service by 'word of mouth'.

From	
	CAB 13
	Social services 4
	Family support workers 7
	Area Job Clubs 6
	DWP/JCP 2
	Other BMBC dept's 18
To	
	CAB 21
	SWRO 6
	Training/work readiness 10
	Homeless & Housing adv 11
	Social Services 1
	Other BMBC dept's 21

### Networking

During the first year of the project 43 community groups, authorities or business' have been approached and where necessary a short presentation given to actively promote the service and give the groups an understanding of the nature of the project and what the project can offer and how it can benefit people.

### Trends and patterns

There has been no real standout trend between groups of clients approaching the service a very mixed sex, age and ethnic range of clients. The nature of enquiries has been very varied but emphasis is clear that as the government introduce the welfare reform bit by bit people are struggling more & more to manage on what they have coming in and need that extra bit of help or advice.

### Forward plan

More of the same is expected with increases in take-up as the service goes from strength to strength and becomes an established service offered and taken up by everyone in need living or working in the south area.

### CAB - South Area Outreach Client Satisfaction Survey Report 2015

#### Headline Data

**100%** of clients said it was important that that was a local service for them to access.

**100%** of clients found the venue easy to access.

**94.74%** of clients found the venue welcoming (the rest were 'no comment').

**100%** of the clients surveyed were satisfied with the service. 83.33% were very satisfied and 16.67% were fairly satisfied.

**100%** of clients surveyed felt better after their interview. 68.42 felt much better and 31.58 felt slightly better.

**100%** of the clients surveyed found the advice and information they had been given easy to understand. 63.16% found it very easy and 36.84% found it fairly easy.

**100%** of clients felt they were treated fairly.

**100%** would use the outreach again.

**100%** of clients when asked if they would recommend the service to others in need of advice or legal help, 89.47% said they were certain to and the remaining 10.53% said they were likely to.

#### Summary of Data

Throughout the project the CAB outreach adviser has been handing out surveys to clients at the drop-in. Some clients have then been returning them through the post (via freepost).

19 clients have completed the survey, with most answering every question.

All of the questionnaires were then inputted into SurveyMonkey and the subsequent data was then collated and analysed using SurveyMonkey.

The data showed that all except one of the clients had **not** contacted Barnsley CAB before. **36.84%** of clients found out about the outreach service via the internet, this was the single largest source. **21.05%** of clients heard about the service via word-of-mouth. **15.79%** knew via public information and the same amount found out via flyers or posters. One client was referred from another agency and two clients answered 'other'. Of these, one client knew about the service because they referred their own service users to the outreach.

The question about which issues the clients had contacted the CAB about gave up a wide range of answers (clients could select more than one option). **47.37%** enquiries concerned debt/money, **26.32%** came in about benefits advice, **21.05%** about employment **15.79%** about housing, **10.53%** about consumer issues, **10.53%** about legal advice and **5.26%** about Family issues, **5.26%** of clients preferred not to say.

When asked what time they would prefer the service to be available (clients could select more than one answer), the most popular answer was Mon-Fri 10am – Midday, 44.44% of clients. Half as many preferred early afternoon Mon – Fri Midday – 2pm and the evening, 4pm – 7pm (22.22% each). 16.67% preferred 2pm – 4pm Mon – Fri. One client preferred a Saturday, 10am – Midday. "7.78% said any time would be fine.

No clients would have preferred their interview to be conducted in another language.

## Client Comments

### Access Comments

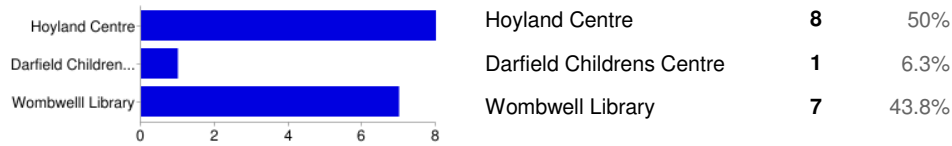
- Steps could be an issue to some people
- More days in my local area, Wombwell
- I would have preferred it not to be out at Darfield Children's Centre, as I felt a bit uncomfortable asking to see the adviser, even though they were friendly enough.
- Perhaps a bigger office, and more time for everyone.
- More services in Wombwell with the easy access to more days and times.
- Longer hours probably?

### Service Comments

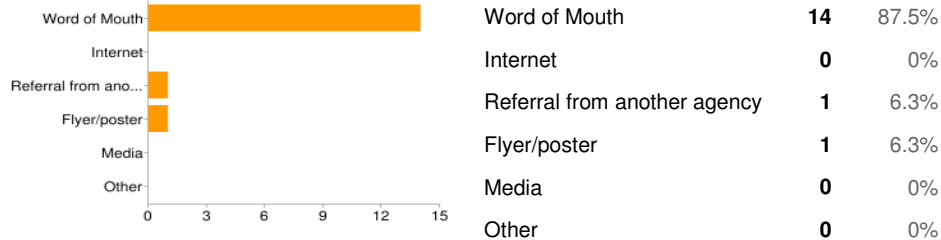
- I found the advice easy to understand and act upon. Zoe was very polite, caring and understanding of my circumstances. Thank you.
- [Would you recommend the service] Yes, to my clients all the time
- Getting help I did not know about.
- Very helpful and patient
- Accurate information. Caring attitude.
- Zoe was very professional and is a credit to your team. She gave the required advice we were seeking. Please thank her for her help & advice.
- Can be difficult to access information online but I understand there were IT problems so this may be already sorted.

## Summary of Responses from Welfare Rights South Area Council Survey 2015

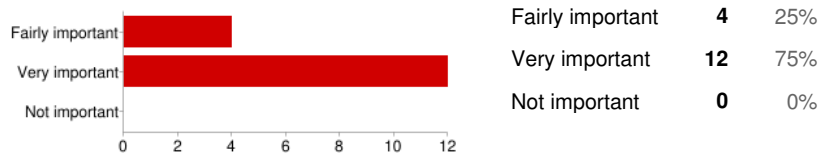
### 1. Which advice surgery are you visiting today?



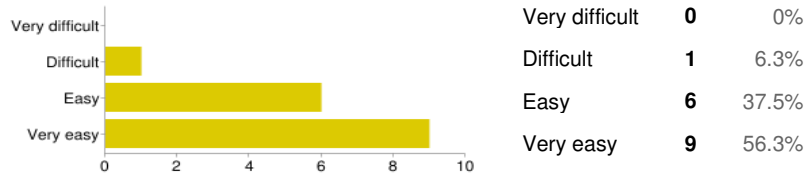
### 2. How did you find out about the advice service here in the centre?



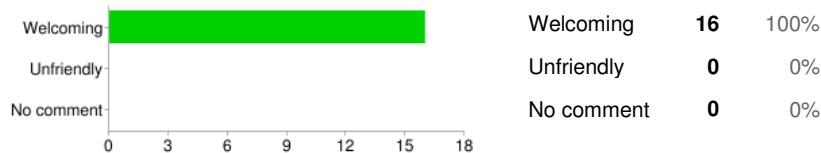
### 3. How important is it to be able to access a venue near to where you live?



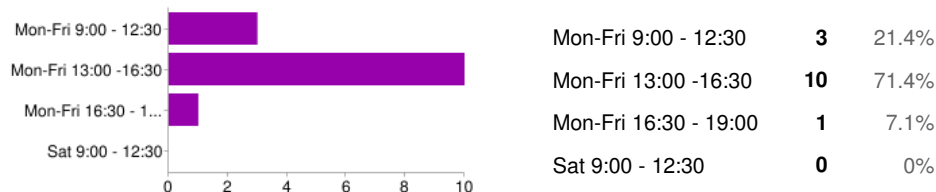
### 4. How easy did you find the access to the venue?



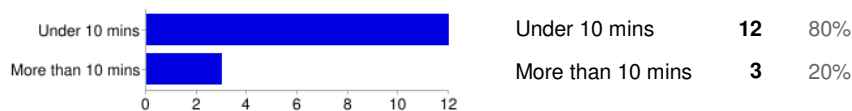
### 5. Did you find the venue.....?



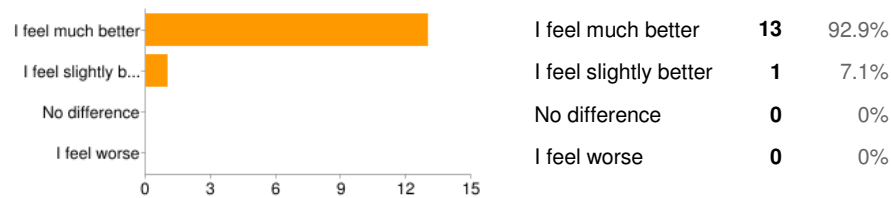
### 6. Which time period is most convenient for you to use the service?



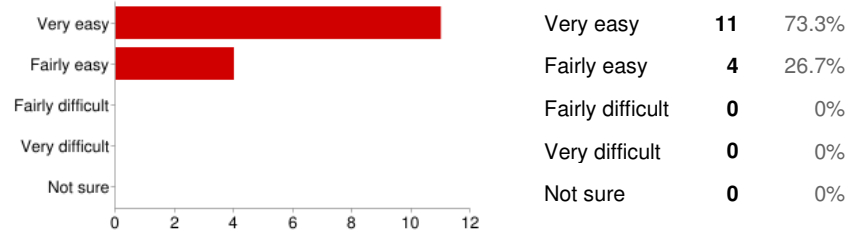
### 7. How long did you have to wait for the interview?



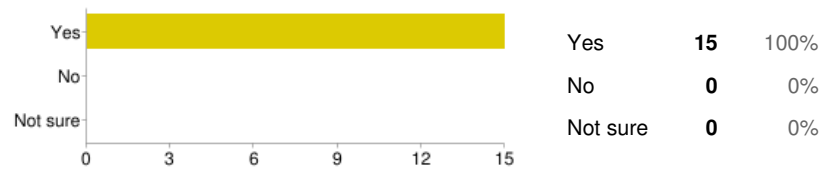
8. What difference has your contact with the Welfare Rights Advisor made to you?



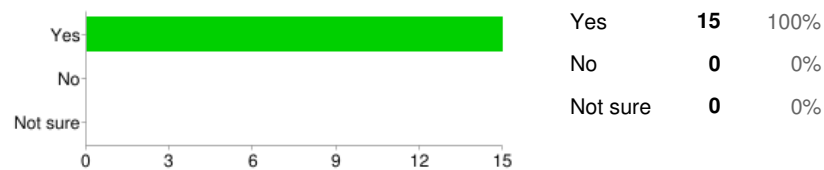
9. Was the information/advice provided easy to understand?



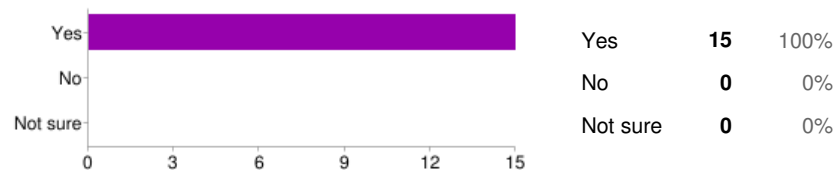
10. Were you treated fairly at all times during the interview?



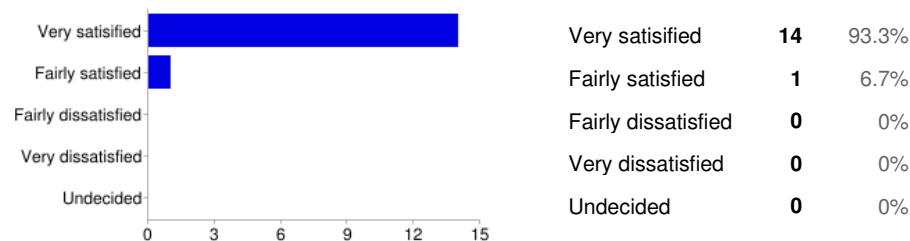
11. Would you use the service again?



12. Would you recommend the service to someone else if they needed advice or help?



13. Overall, how satisfied are you with the service provided?



## CASE STUDY 1

### WORKING WITH BUSINESSES

#### INTRODUCTION

Tidy Team works in partnership with local business - Flexseal

#### INVOLVEMENT

Staff volunteers from company, and Tidy Team operatives.

#### ACTIONS

To support a clean up task within the local area. The Tidy Team supplied equipment for all - Litter pickers, gloves, black bags and hi vis jackets. Also took responsibility for removing rubbish collected.

#### OUTCOMES

Development of interaction with local business. Positive experience for all staff involved. Promotion of social action resulting in photo's and report on companies website.

#### REPORT

A local resident approached the Tidy Team with concerns about the litter along the Trans Pennine Trail adjacent to a Business Park in Wombwell.

Together we arranged a meeting with Flexseal managers, at which they agreed to take part in a project with the Tidy Team, to clear up their local area footpaths and grass verges bordering the Dearne Valley Parkway.

Having set the dates (we worked together for a three day period) All participants joined in with enthusiasm and the exercise proved a great success.



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## **CASE STUDY 2**

### **ENGAGING LOCAL VOLUNTEERS**

#### **INTRODUCTION**

Encouragement of local residents to participate and take interest in environmental issues around their community.

#### **INVOLVEMENT**

Tidy Team staff worked with three individuals with a keen local interest and awareness of litter problems.

#### **ACTIONS**

To clean up a specific area of concern. Tidy Team to work with local volunteers, supplying equipment and removing waste.

#### **OUTCOMES**

Large volume of litter, debris and abandoned items were removed and disposed of through recycling. Positive improvement of area and enthusiastic reception by general public.

#### **REPORT**

Three residents of Elsecar contacted the Tidy Team regarding their concern of litter along local country lanes and parkland. They regularly collected some litter but the volume became overwhelming. Subsequent to a meeting a date was set to up to arrange a clean up of the park land and overspill area of Elsecar Reservoir.

On the day, not only was the rubbish and debris cleared but the vegetation build up that was restricting water flow was also cut back and the efforts of this activity was clearly noticeable.

