



## Public Document Pack

<b>MEETING:</b>	Central Area Council
<b>DATE:</b>	Monday, 14 November 2016
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Reception Room, Barnsley Town Hall

### SUPPLEMENTARY AGENDA

3. Performance Report (Cen.14.11.2016/3) (*Pages 3 - 30*)

To: Chair and Members of Central Area Council:-

Councillors D. Green (Chair), D. Birkinshaw, P. Birkinshaw, Bruff, G. Carr, J. Carr, Clarke, K. Dyson, M. Dyson, W. Johnson, Mathers, Mitchell, Pourali, Riggs and Williams

Area Council Support Officers:

Neil Copley, Central Area Council Senior Management Link Officer  
Carol Brady, Central Area Council Manager  
Phil Hollingsworth, Locality Manager  
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on 01226 773147 or email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk)

***Date Supplement Published – 9<sup>th</sup> November, 2016***

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BARNSLEY METROPOLITAN BOROUGH COUNCIL

Central Area Council Meeting:

14<sup>th</sup> November 2016

Report of Central Area Council Manager

COVER REPORT

Central Area Council – 2016/17 Quarter 2 (July-September 2016)

Performance Management Report

Recommendations

It is recommended that:

1. **Members note the contents of the Performance Management Report attached at Appendix 1.**

Background

A comprehensive Central Area Council Performance Report for the period July to September 2016 (2016/17 Quarter 2) has been produced and is attached at Appendix 1.

The 2016/2017 Quarter 3 (October-December 2016) report will be brought to the meeting on 13<sup>th</sup> March 2017.

Performance Management Report (attached at Appendix 1)

**Part A** of the Central Council Performance report provides Central Council members with an aggregate picture of how all the Central Council contracted services, one Service Level Agreement (SLA), completed Central Working Together Fund projects and the three Youth Programme Services have and continue to contribute to the achievement of each of the three Central Area Council's agreed outcomes and social value objectives, since the Area Council was established in April 2014.

The information provided in Part A reflects information gathered from contract/SLA start dates up to the end of September 2016.

Members are asked to note that although the Core Assets contract ceased at the end of July 2015, the performance up to that date continues to be captured in this part of the report.

**Contracted Service Providers:**

- RVS – Reducing loneliness and isolation in older people
- YMCA- Improving health and wellbeing of children aged 8-12 years

- Kingdom Security Ltd- Environmental enforcement
- Twiggs Grounds Maintenance Ltd.

**Service Level Agreement:**

- BMBC-Safer Communities Service –Providing a Private Sector Housing Management and Enforcement service

**Homestart South Yorkshire**-Private rented housing home visiting service

**Youth Programme (for 13-19 year olds) Providers:**

- Lifeline
- Exodus
- YMCA

**Part B** provides Central Council members with a summary performance management report for each of the contracted services, SLA, Youth Programme and Home Visiting Service, up to the end of 2016/17 Quarter 2 (30<sup>th</sup> September 2016). The report provides RAG ratings plus updated information from all Central Area Council Providers, following submission of their quarterly reports and subsequent quarterly contract monitoring/management meetings.

In addition to the information provided in the summary reports, more detailed information is available on request, including at least two case studies with photographs for each contracted service, and some performance data on a ward basis.

**Performance Report –Issues**

**The 4 ongoing Central Area Council contracts and the Service Level Agreement with BMBC's Safer Communities Service** continue to perform satisfactorily with no significant issues identified.

The **Home Visiting Service** and **3 Youth Programme Projects** are also performing well.

**Appendices**

**Appendix 1:** Central Council Performance Management Report- Quarter 1 2016/17 (July-September 2016).

**Officer Contact:**  
Carol Brady

**Tel. No:**  
01226 775707

**Date:**  
3<sup>rd</sup> November 2016

**CENTRAL AREA COUNCIL**  
**Performance Management Report**  
**2016/2017**

**Quarter 2**  
**July-September 2016**

# INTRODUCTION

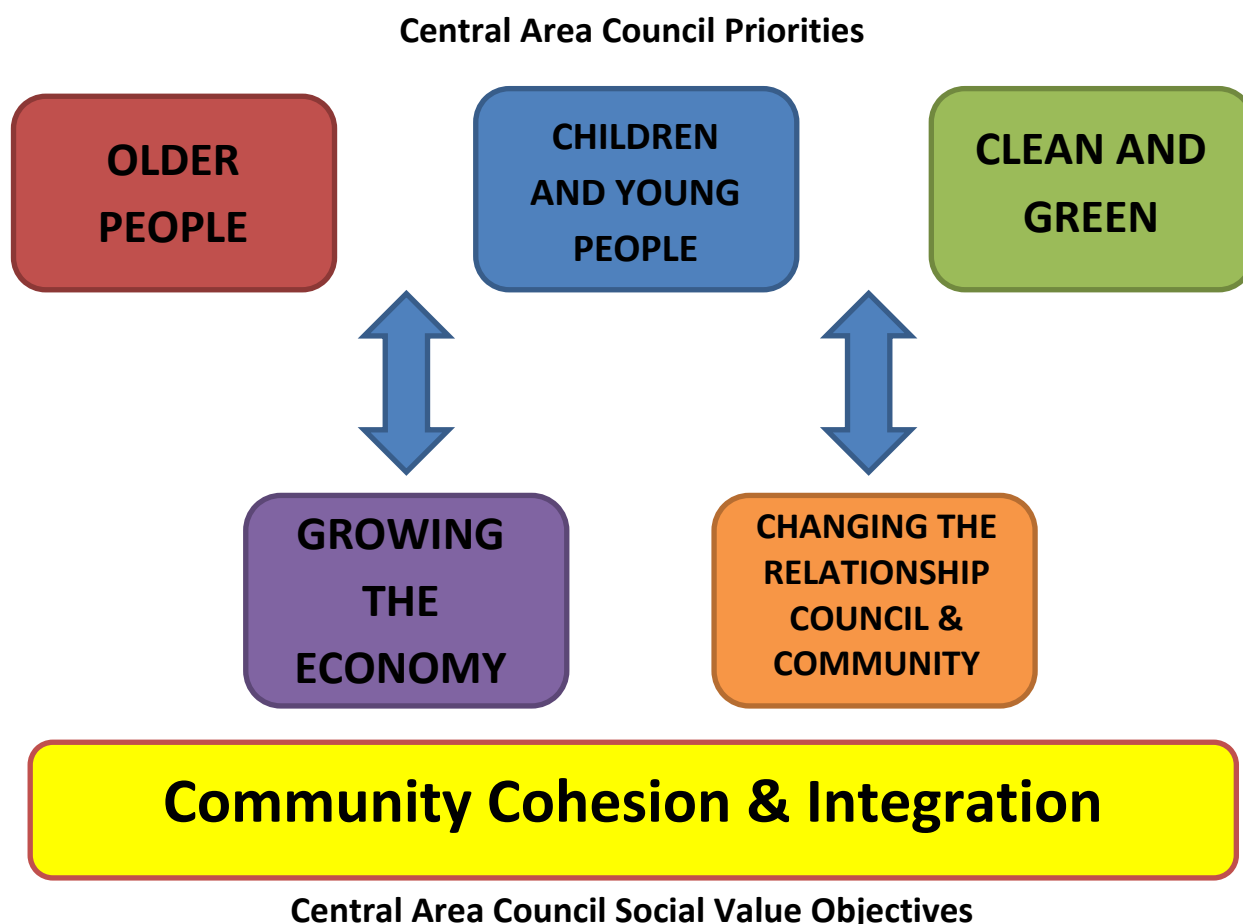


Table 1 below shows the Providers that have delivered/are currently delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, since it was established in April 2014.

	Service	Provider	Contract Value/length	Contract dates	Updates
<b>Older People</b>	Reducing loneliness & isolation in older people	Royal Voluntary Service	£197,436 2 years + £85,000 (10 month extension)	2 <sup>nd</sup> June 2014- 31 <sup>st</sup> March 2017	Contract extension to 31 <sup>st</sup> March 2017 agreed
<b>Children &amp; Young People</b>	Improving health & wellbeing of children aged 8-12 years	Barnsley YMCA	£199,781 2 years + £ 81,000 (9 month extension)	21 <sup>st</sup> July 2014 - 31 <sup>st</sup> March 2017	Contract extension to 31 <sup>st</sup> March 2017 agreed

<b>Children &amp; Young People</b>	Improving health & wellbeing of young people aged 13-19 years	Core Assets	£197,000 2 yrs	28 <sup>th</sup> July 2014 - 28 <sup>th</sup> July 2015	Contract ceased on 28 <sup>th</sup> July 2015
<b>Children &amp; Young People</b>	Improving health & wellbeing of young people aged 13-19 years	Addaction Exodus YMCA	Total of £126,591	1 <sup>st</sup> Feb 2016- 31 <sup>st</sup> March 2017	
<b>Clean &amp; Green</b>	Creating a cleaner & greener environment in partnership with local people	Twiggs Grounds Maintenance	£148,860 18 months	20 <sup>th</sup> October 2014-20 <sup>th</sup> April 2016	
<b>Clean &amp; Green</b>	<b>CONTRACT 2</b> - Creating a cleaner & greener environment in partnership with local people-	Twiggs Grounds Maintenance	£ 85,000 per annum 1 yr + 1 yr	21 <sup>st</sup> April 2016 - 31 <sup>st</sup> March 2017	2 <sup>nd</sup> year subject to available funding
<b>Clean &amp; Green</b>	Environmental enforcement	Kingdom Security	£ 54,771 1 yr	4 <sup>th</sup> August 2014 - 31 <sup>st</sup> March 2016	Contract extended to 31 <sup>st</sup> March 2016
<b>Clean &amp; Green</b>	<b>CONTRACT 2</b> - Environmental Enforcement	Kingdom Security	£ 42,000 per annum 1 yr + 1 yr	1 <sup>st</sup> April 2016- 31 <sup>st</sup> March 2017	2 <sup>nd</sup> year subject to available funding
<b>Clean &amp; Green</b>	Private rented sector Housing Management & Enforcement	BMBC Service Level Agreement	£141,875 22 months	1 <sup>st</sup> April 2015- 30 <sup>th</sup> January 2017	Contract extension to 31 <sup>st</sup> March 2017 – formally requested
<b>Clean &amp; Green</b>	Home Visiting Service	Homestart South Yorkshire		1 <sup>st</sup> April 2016- 31 <sup>st</sup> March 2017	

## PART A - OVERVIEW OF PERFORMANCE

The following tables reflect the overview of performance of all the Central Area Council contracted services and projects since the Area Council was established in April 2014.

This includes the current SLA, 3 Youth Programme projects, 6 completed Central Working Together Fund projects, and includes performance data gathered from the commencement of contracts up to 30<sup>th</sup> September 2016.

### Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	700	727
Total number of home visits made to older people	4440	4351
% no. of older people reporting improvement in their health & wellbeing	95%	96%

### Improvement in the health & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	1508	1628
Total no. of different children and young people attending 3 or more sessions	-	614
Total no. of children and young people achieving accreditation	-	193

### Create a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	48	54
Number of FPN's for littering and dog fouling	n/a	1836
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1293
No. of vulnerable households identified and engaged-3 or more contacts	-	567
No. of property inspections carried out	-	106



## Growing the economy







Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	35
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	36	45
No. of local organisations/SME's supported	5	10
Local spend	83%	90%

## Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	146	296
Number of young people engaged in volunteering	137	295
Number of new community groups established	4	9
Number of community groups supported	7	31

# PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

## Royal Voluntary Service

<div style="background-color: #c0392b; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Older People</div> <div style="background-color: #8e44ad; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Growing the Economy</div> <div style="background-color: #f39c12; 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	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

A comprehensive monitoring report for the July-September 2016 quarter was submitted by RVS on the 14<sup>th</sup> October 2016 . The subsequent contract monitoring/management meeting took place on 20<sup>th</sup> October 2016 and an additional meeting with the Inclusion workers took place on Tuesday 8<sup>th</sup> November 2016.

The RAG ratings shown in the table above reflect achievement of the RVS targets for the extended period to 31<sup>st</sup> March 2017.

111 new older people have been engaged with by RVS during this period, although there have been no further referrals from GP practices. The total number of older people who have been referred and visited by an Inclusion worker since the contract started is now 727, with many of these older people now taking part in community activities on a regular basis without the involvement of an Inclusion worker.

The case studies provided as part of the monitoring reports (see below), together with the anecdotal feedback from users of the service and their contacts, indicates that the RVS service continues to have a significant impact on the older people using the service.

**A brief summary of the RVS contract progress during the period July to September 2016 is provided below:**

There have been no changes in staff since the previous report and the number of volunteers is increasing.

Service users continue to come from right across the Central Area with referrals being received from each ward.

RVS have continued to arrange social outings, provide transport solutions and have helped arrange personal care and helped to mediate in family disputes.

Befriending and accessing social activities continues to form the majority of the work of RVS but providing advocacy assistance is still required, dealing with issues such as medical appointments, financial problems and utility bills.

**Case Study 1**

Mrs C was a self-referral. She heard about the service through word of mouth and made contact to see if we could offer her any support.

Mrs C had become very down and although she lived in sheltered housing, she'd begun to isolate herself from the group and went out of her flat less and less.

On meeting with Mrs C the volunteer began to gain her confidence through her weekly visits to her flat. Chatting about her family and her life they slowly began to get to know each other and Mrs C began to open up about her worries.

She disclosed various health issues that were concerning her but that she hadn't dared to go to her G.P. about. On further discussion, it turned out that she hadn't been due to her forgetfulness. She thought that if she went she'd forget to tell him about all her symptoms and forget what he said back to her.

The volunteer explained that she could attend her appointment with her to remind her what to say and to take notes, if needed. This really reassured Mrs C and she immediately made the appointment for the following week.

On attending the appointment together, Mrs C discussed her symptoms with the G.P. and was referred for further tests but the volunteer could see that she was still holding back and asked her if she had anything else she would like to discuss with the G.P. Mrs C then broke down and disclosed that she had been having hallucinations but she didn't want to say anything for fear that we would think she was going mad.

The G.P. reassured her and asked further questions. This led to a lower dose in one of her medications and another stopping altogether.

Mrs C is in much better spirits now and enjoys shopping trips with her volunteer rather than medical appointments.

## **Case Study 2**

Mrs W is a widow in her 80s. She has heart problems which limits her mobility, but she has a young outlook on life. She was referred by her daughter who was worried her mother was becoming isolated and losing her confidence.

After a few visits from the Inclusion Officer when they got to know one another, she was persuaded to attend the Ash Lunch Club where she was introduced to some new people with whom she has made friends, one in particular who is in similar circumstances.

The two of them now are now in regular contact by telephone ringing each other every day to check each other is ok. They have also attended other social activities together.

They both still attend the Ash Lunch Club every month.

## Barnsley YMCA

	RAG
Children & Young People	●
Milestones achieved	●
Outcome indicator targets met	●
Growing the Economy	●
Social value targets met	●
Changing Relationship	●
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for the July to September 2016 quarter was submitted by YMCA on 14<sup>th</sup> October 2016. The subsequent contract monitoring/management meeting took place on 19<sup>th</sup> October 2016.

The table above demonstrates that the YMCA have either met or exceeded all of their targets during this period apart from 1 target around the number of children/young people achieving accreditation. Although 58 children and young people are currently working towards, or nearing completion of their awards there has not been a moderation this quarter. The target will however be met as soon as the work is accredited in Quarter 3.

80 sessions have been delivered during this quarter with 62 new children aged 8-12 years participating. There have been a total of 1,589 attendances during the period and at least 3 sessions have been delivered in each ward every week.

In addition there are currently 14 active Peer Supporters and 4 young people fulfilling the role of Young Volunteers in the project.

### **A brief summary of the YMCA contract progress during the period July to September 2016 is provided below:**

The project continues to provide a flexible programme of activities that is responsive to need, working with children and young people during term time and the summer holidays on a variety of activities, and evaluating the success of others. During this quarter YMCA consulted with pupils in Horizon Community College, pupils and parents at Oak Hill Primary and pupils at Ward Green Primary about services delivered and holiday provision.

3 sessions have been delivered in each of the 5 wards during this period with a mix of youth club sessions, outreach provision and after school delivery. In addition to

the regular weekly sessions, a wide range of activities was provided as part of the Summer Holiday programme.

Improving Health and Wellbeing through sport and physical activity has become an integral part of the YMCA delivery during this quarter with activity delivered at 11 YMCA sessions. Each of these sessions provided at least the recommended 30 minutes of daily activity out of school hours, as determined by the new Government Obesity Strategy.

The project also delivered sport and games in greenspaces during the summer which was enhanced by additional funds secured from South Yorkshire Sport to deliver the Mini Olympics programme with 6 additional community games session within the localities (see the Case Study below).

Work is currently underway to ensure the diversity of participants is captured in the data collection and reported back as part of the quarterly monitoring arrangements.

### **Case Study 1 –YMCA Mini Olympics**

During the summer we celebrated the Rio Olympics and Paralympics by providing opportunities for young people to take part in Olympic themed sports and games. Young people of differing abilities worked in teams and randomly selected a country they were going to represent during the games. The countries represented were Great Britain, Italy, Brazil, Australia, China and the United States of America.

Young people participated in a variety of activities during these sessions with sports and Olympic themes. Each team competed for Bronze, Silver and Gold places during the games. Sporting activities included – Blind Football, team relays, Javelin and long jump. Cultural activities included - samba drumming, face painting, arts and food tasting from around the world.

The event was delivered over two full days and young people from across the project, led by peer supporters, came together at the event, getting into the full spirit of the games and making the most of the activities. Team members wore badges and made flags to represent the country they were competing for. The games culminated with a medal ceremony and samba drumming performance in which the young people showcased the skills learnt earlier in the day during the workshop. All the participants received medals and certificates for taking part. Throughout the games participants developed their sense of belonging and being part of something bigger, they tried a range of sports and activities and worked in teams with young people they did not necessarily know before. The peer supporters were able to put their skills and experience into practice leading the teams and supporting participation. The sense of pride in their achievements was evident in the celebrations at the closing ceremony and in the feedback from participants and parents.

Team GB achieved Gold at the games, with Brazil taking Silver and the USA taking Bronze. As the photographs show a fun time was had by all. There is now a permanent Olympic Mural on display at YMCA Barnsley. The Mini Olympics was followed by Community Games activities in green spaces in localities, which were funded by Sport England.



## Kingdom Security

	RAG
<b>Clean &amp; Green</b>	
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
<b>Growing the Economy</b>	
Outcome indicator targets met	●
Social value targets met	●
<b>Changing Relationship</b>	
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

A monitoring report for the quarter July to September 2016 was submitted by Kingdom on 7<sup>th</sup> October 2016 and the contract monitoring/management meeting took place on 13<sup>th</sup> October 2016.

As illustrated in the table above, there is overall satisfaction that Kingdom is performing well and is making good progress in line with the contract.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period July to September 2016, there were 220 FPN's issued and 1 car parking notice. Of the 220 FPN's issued, 212 were for littering and 8 for dog fouling


A total of 1,836 FPN's for littering and dog fouling have been issued since the contract commenced in August 2014. The income relating to fixed penalty notices issued in the current financial year will be credited at the end of the year.

Although patrolling continues to be carried out on an equitable basis across the 5 wards, as would be expected, there are significant ward differences in the number of notices issued.

Young People who have been issued with FPN's have been taking part in community litter picks/clean up days instead of paying the fine. Young people are accompanied by Kingdom officers at these events.



## Twiggs Ground Maintenance

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	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	

A comprehensive monitoring report for July to September 2016 was submitted by Twiggs on 7<sup>th</sup> October 2016 and the subsequent contract management/monitoring meeting took place on 11<sup>th</sup> October 2016.

The table above demonstrates that Twiggs have either met or exceeded all of their targets during this period.

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the SLA's. Twiggs have acted upon and completed all jobs requested, promptly and to a high standard, and excellent feedback continues to be received on the ground.

During this period approximately 250 additional pieces of work have been carried out by Twiggs and 318 bags of rubbish have been collected.

### **A brief summary of the Twiggs contract progress during the period July to September 2016 period is provided below:**

During this period, and as a result of a good relationship between Twiggs and Aspire-igen Limited, Twiggs were able to offer a formal work placement opportunity to Jordan. He joined the Twiggs Central Area Team for a day or two during the week commencing 15<sup>th</sup> August 2016 and undertook a wide range of different tasks. Twiggs have an ongoing relationship with Aspire and they have indicated they will have more young people interested in gaining some experience with them over the coming months.

As the examples below show, during this quarter Twiggs have supported a number of community organisations to ensure that their local area is looking at its best before events. A significant amount of support has also been provided to the Barnsley Main project.

### Worsbrough Ward

10<sup>th</sup> July 2016

Green Fingered Worsbrough Wanderers Community Event.

In preparation for the weekend community BBQ arranged and led by Alison of Green Fingered Worsbrough Wanderers, our Team carried out general tidy up works to the area, and offered our support wherever required. We then attended the BBQ, which was a great success.



### Higham Cricket Club

16<sup>th</sup> August 2016

Tidying the site in preparation for the Gala.



## Private Sector Housing & Enforcement SLA

	RAG	
Clean & Green	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Growing the Economy	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
Changing Relationship	Overall satisfaction with delivery against contract	●

A comprehensive monitoring report for July to September 2016 was submitted on the scheduled date and the contract management/monitoring meeting took place on 25<sup>th</sup> October 2016.

The information provided in the monitoring report submitted demonstrates that this service continues to perform very positively and has reached all the milestones and social value targets set to date, with 344 different properties being visited during this quarter. To date a total of 1293 different properties/households have been visited and of these approximately 567 have had 3 or more contacts from officers working on this intervention.

The amber rating for outcome indicators targets met has remained this quarter because further work is required to more specifically define what is meant by “vulnerable households”. This work is ongoing.

The officers continue to develop good working relationships with landlords, letting agents and local residents and there continues to be very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date on this contract. Also, the information fed back to complainants/referring organisations and individuals has been particularly commended.

### Case Study

A property in Central Ward was initially brought to our attention by local residents through working proactively in the area. The initial complaints were:-

- Possible cannabis set-up;
- Overcrowding issues;
- Anti-social behaviour;

- Environmental issues.

We spoke to several different complainants and visited the property concerned. On our visit to the property, it was evident that there had been cannabis growing at the property, but this had only recently been cultivated. The tenants were Eastern European, however, there were only two adults and one child living in the property, so there were no overcrowding issues or anything that suggested overcrowding when we visited the property. The male tenant stated that he had been brought into this country and promised a rent-free property if he looked after the house. When he came over and went into the property, the cannabis set-up was already in place. He was concerned for his family's well-being.

#### Actions Taken

- Referred to Anti-Slavery Unit, part of South Yorkshire Police;
- Referred to Social Care;
- Information put into Police Intelligence Unit;
- Liaised with Landlord and Letting Agent re. housing disrepair issues – all issues were resolved on an informal basis;
- Referred to Housing Advice Service;
- Assisted with re-housing;
- Environmental issues were resolved with the tenants on an informal basis



## Private Rented Housing-Home Visting Service

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	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	

This contract formally commenced on 1<sup>st</sup> June 2016. A comprehensive monitoring report for July to September 2016 was submitted on the scheduled date and contract management/monitoring meeting took place on 1<sup>st</sup> November 2016.

The table above demonstrates that Homestart have either met or exceeded all the targets and milestones set for the first period of the contract.

9 families are currently being directly supported by the project and the “Little Monkeys” support group continues to progress well with 3 new families having joined recently. 3 new volunteers have also been recruited and deployed during this quarter.

Following donations made to Homestart South Yorkshire from Ikea, Homestart have been able to offer new bedding and household goods to families in need. Single bedding, curtains and glasses were given out to 2 families supported by this project.

Those families referred have presented with a wide variety of issues ranging from social isolation, learning difficulties, English not a first language and multiple children under 5 (See case studies below). From initial visits, link visits and reviews it is evident that home visiting is vitally important in getting support into the home with a view to tackling wider issues, once a trusting relationship has been established.

### **Case Study 1: Sarah & 2 children** (names have been changed)

The Health Visitor referred Sarah to us following concerns about her low mood and self-esteem. Sarah is at home with 2 young children aged 3 and 1 while her partner works long hours and irregular shifts. We were told that she found it difficult to manage the older child’s behaviour and felt that her partner was not very supportive.

Following referral, Sarah was visited by the Coordinator within 3 weeks, and a link visit took place 2 weeks later. This prompt action meant that Sarah was not left waiting for too long- especially important as Sarah felt that she was being let down by the mental health team who had not contacted her within 3 months despite repeated requests from her GP.

The volunteer selected had only recently completed her preparation course and was very enthusiastic about volunteering. She was selected by the Coordinator as it was felt she would have a real connection with Sarah as she had also suffered from anxiety issues as a new mum and her own child was a similar age. From the link visit it was clear that they were a good match and Rachael has been visiting weekly since August. Recent family and volunteer reviews are both very positive- Sarah feels that Rachael has helped her to be more realistic about her eldest child's behaviour and really looks forward to her visits. Rachael also enjoys the visits and has got to know all the family well. Now that the eldest child has started nursery, Rachael has supported Sarah with getting the children dressed and out in a morning and has encouraged mum to look at positive reward methods to improve behaviour. Rachael has also helped with tidying up the house and re-decorating the girl's bedroom which the family are all delighted with. Longer term, Rachael would like to support Sarah to get out of the house more and also look at planning meals as money is always tight and this is something that she has lots of experience with. Overall, it is clear that Home-Start has had an immediate and positive effect on the family and we are hoping that this will continue for as long as the family feel that they need this support.

### **Case Study 2: Ayoub & 3 children (names changed)**

Ayoub referred herself to H/S as she was unsure where to get help for her 4 year old who has been diagnosed with autism especially as she has only lived in Barnsley for a short while. The volunteer placed with Ayoub has gone through the same process with one of her children so was able to guide the family through a range of options and suggest which professionals would be able to help. The volunteer also accompanied Ayoub to an Early Bird programme for parents of autistic children- something that she may not have been confident enough to access on her own. The child with autism is now happily settled at a specialist school and the volunteer is continuing to support mum now that she has had another baby. This is a really good example of how Home-Start support changes with the needs of the family- what was initially time- critical information and advice has now evolved into more of the usual type of volunteer support provided by Home-Start. At the last review meeting, Ayoub says the most important thing is that the volunteer has become more like a family friend and helps her by playing with the children so that she can get things done in the house. This 'extra pair of hands' support is often overlooked but we know it can make a real difference to families.

# YOUTH PROGRAMME

The Central Area Council Youth Programme was established to improve the overall health and wellbeing of young people aged 13-19 years living in the Central Council area. The Programme also aims to provide a co-ordinated approach to the provision of community youth activities for this age range across the 5 wards that make up the Central Council area.

Regular Youth Programme meetings have taken place since early January 2016 with the 3 Youth Programme Providers and BMBC’s Targeted Youth Support service in attendance at each meeting. Central Area Team have facilitated these meetings and Councillor Kevin Williams has attended in his capacity as a Central Council member.

Quarterly reports and RAG ratings for each of the 3 Youth Programme providers can be found in the following section of this report.

## Addaction/Lifeline -Immortals Community Engagement

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	Satisfactory quarterly monitoring report and contract management meeting.	<span style="color: green;">●</span>
	Milestones achieved	<span style="color: green;">●</span>
	Outcome indicator targets met	<span style="color: orange;">●</span>
	Social value targets met	<span style="color: green;">●</span>
	Satisfactory spend and financial information	<span style="color: green;">●</span>
	Overall satisfaction with delivery against contract	<span style="color: green;">●</span>

A comprehensive monitoring report for July to September 2016 was submitted by Addaction on 14<sup>th</sup> October 2016 and a subsequent contract monitoring/management meeting took place on 18<sup>th</sup> October 2016.

Although the project has achieved or exceeded most of the targets to date, the target for the total number of sessions delivered has not been met and this has resulted in an amber rating for outcome indicators met (see table above) being given.

Failure to achieve this target has been as a result of the difficulty in finding a reliable, skilled volunteer to work with Tom to deliver sessions. A sessional worker has now been recruited and deployed and there is confidence that this target will be achieved/exceeded by the end of the contract.

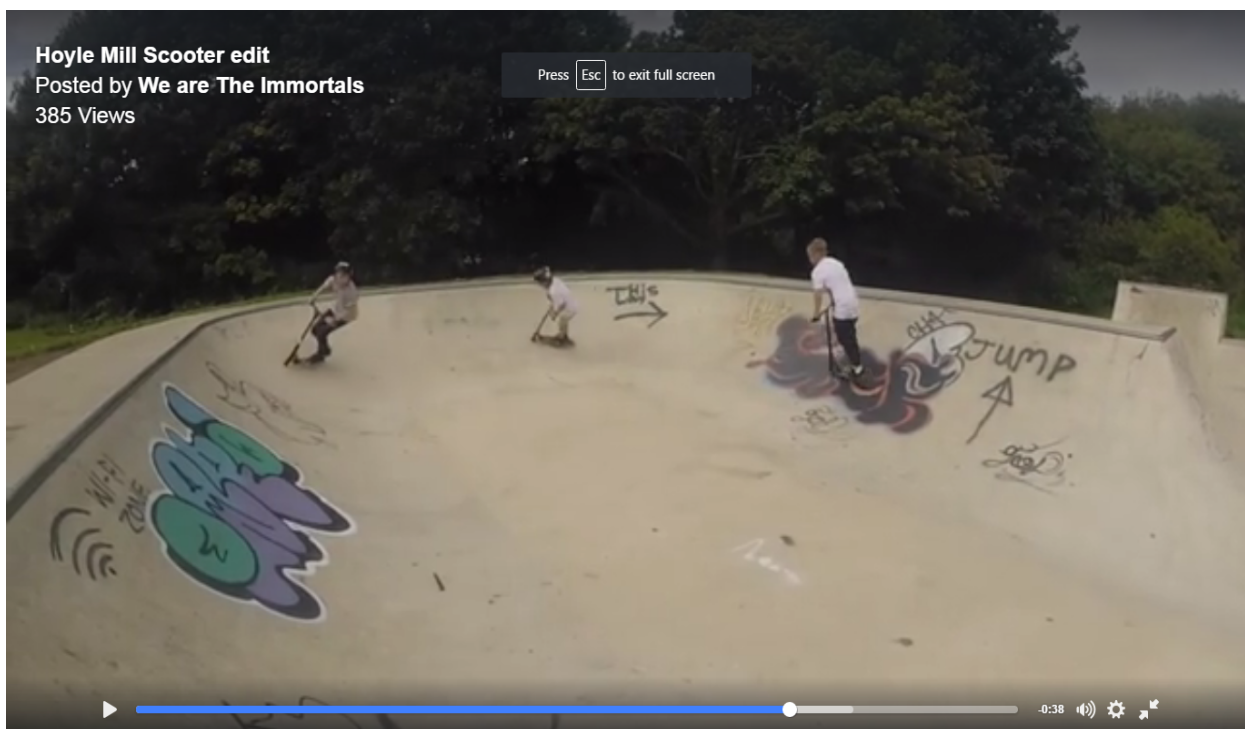
The Immortals project has successfully delivered regular outreach/detached sessions at Hoyle Mill Skate park, Worsbrough Dale Park, Locke Park and Ward Green during this quarter with engagement from a regular group of young people at the Skate Park and Worsbrough Dale Park.

242 young people have engaged with these sessions during the quarter with 17 new young people positively participating on a regular basis.

The Immortals project has also worked well throughout the summer holidays to provide a variety of opportunities to young people within the Central Area. The main focus of these activities has been to engage young people in street sports. This has included activities such as football, basketball, rounder's and cricket

In addition to providing these activities Addaction have also used a Go Pro camera to capture first person shots of the young people in action. In some cases they have been able to work alongside the young people to create an edited video. This has been a real success and 5 go pro edits have been completed over the summer period. This has proven to be a great engagement tool and as a result Addaction staff have been able to work with a small cohort of young people on a regular basis

**The image below** shows an example of the completed Scooter video, this took 4 weeks to complete working with a group of 5 young people:



**The following image** shows the first video we completed at the skate park. We used this as a promotional teaser for our summer provision. This proved a real success as the following week we had young people waiting for us to arrive to get involved with the video project.





An event, planned and delivered with the direct involvement of young people, was held on 10<sup>th</sup> September 2016 at Hoyle Mill Skate Park.

The event was a great success with 60 young people attending and getting involved with the competition. The event added to our relationship with the young people in the area and has given us a great opportunity to carry on and expand our work within the Central area.

**The IMMORTALS**  
**IMMORTALS FREESTYLE COMPETITION**

**OPEN TO ALL YOUNG PEOPLE WHO RIDE  
 BMX - SCOOTERS - SKATEBOARDS**

AVIT skate shop in Barnsley are judging the competition and will bring some riders down to perform. The top 5 competitors will receive prizes in each category including parts provided by AVIT worth up to £50

**Hoyle Mill Skatepark Deane Valley Park  
 Saturday the 10th September  
 12:00pm - 15:00pm**

**AVIT Skate Shop 37 Peel Parade  
 S70 2RN Barnsley  
 01226 770523**

**No Drugs or Alcohol Permitted**

we are the immortals  
 @YADDACTIONBARNSELEY  
 Contact: TOM - 01226 705980  
 t.driver@addaction.org.uk

## Exodus-Junior Volunteer Recruitment & Mentoring



	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	●

A comprehensive monitoring report for July to September 2016 was submitted by the Exodus project on 14<sup>th</sup> October 2016 and a subsequent contract monitoring/management meeting took place on 18<sup>th</sup> October 2016.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract. To date 46 new young people have been engaged in a range of volunteering opportunities as part of this project and the young people are being supported to put together portfolios of their work, ready for accreditation.

In addition to supporting Exodus Clubs and activity days/residentials, the following 9 community events have been supported by Exodus young volunteers during this quarter:

- Gilroyd Gala
- Penny Pie Park Gala
- DVP-Hoyle Mill Gala
- St. Georges Fair
- YMCA Youth Event
- Doncaster Road Fair
- Dodworth Gala
- Worsbrough Park Gala
- Brinckman Street Playing Out Day

## YMCA- Y Stay In



	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	

A comprehensive monitoring report for July to September 2016 was submitted by the YMCA on 14<sup>th</sup> October 2016 and a subsequent contract monitoring/management meeting took place on 19<sup>th</sup> October 2016.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

The level of participation in this reporting period is positive and reflects the consultation and outreach activity, the developing groups in Gilroyd and Aldham and the weekly session at YMCA Barnsley which is currently retaining a high level of participants.

The project has had a very busy summer with the delivery of 11 directly funded sessions which included Olympic themed sports and arts activities at YMCA Barnsley, and street based in Gilroyd, Aldham and Measbrough Dyke. In addition a further 12 sport and activity sessions across the Central Area were funded by Sport for Change and South Yorkshire Sport. The activities were well attended and attracted many new participants with younger siblings accessing some of the Sport for Change activities. (The statistics reported only relate to young people aged 13-19 within the projects localities.)

In response to 2 incidents of obvious drug use around the town centre and the YMCA premises (see separate case study for full details) young people were consulted on their knowledge and understanding of substances. The results shaped a bespoke staff training model that led to further workshops delivered to young people.

## **Case Study: Drugs and associated paraphernalia, a basic awareness:**

**Background:** As referred to above, there have been a number of occasions when paraphernalia associated with substance / drugs use / misuse have been found within the YMCA carpark and surrounding streets. Items seen have included the following:

Used alcohol swab wipes, Empty syringe packets, Syringe caps, Small plastic rip top packets printed with designs associated with new psychoactive substances (Once termed 'legal highs' but now illegal as of May this year), Sterile spoon packets, Citric acid packets, Cigarette lighters etc....

Whilst it is obvious that some of these items relate directly to injecting use, it is important to add that NO sharps have been found. Staff do regular sweeps of the car park and immediate vicinity on very regular occasions as a result of these recent finds.

In addition to the above and on a separate occasion, our young women's Walk to Run group came across a woman who was slumped and clearly injecting just a few hundred yards away from the YMCA. This initiated a number of questions from the young women. Given both scenarios, and after consulting with staff and young people, it was decided to develop a bespoke programme of basic awareness for less experienced staff, and delivery of a series of short workshops to young people who use the YMCA.

**Consultation:** Our 13-19 coordinator consulted with a number of colleagues with regard to their knowledge and understanding of drugs and substances. Our staff team consist of members from different backgrounds and levels of experience so it felt important to gather information regarding 'where we were at' collectively as a staff team. It was clear that some more experienced members were reasonably up to speed, however some volunteers and those members of our team with less youth work experience had little if any knowledge of the current landscape. In light of recent legislation and changes in habitual and illicit drug use this was hardly surprising.

Informal conversations and Q & A sessions then took place with young people, most taking all of a few minutes but all invaluable in terms of shaping our picture and giving the team the information they required to develop the project further. Photos of paraphernalia found were shown to young people and they were asked if they knew what they were and what they were used for. This is just one example of the way the consultation with young people was approached.

**Staff training:** An evening of basic drug awareness was developed and delivered to YMCA staff and volunteers with the following learning outcomes:

- Better understanding of drugs / substances, including classification.
- The effects & the law in relation to drugs / substances.
- How drugs / substances can impact on our work as Barnsley YMCA youth workers?
- Confidence to facilitate 15 - 20 minute workshops with young people 13-19 attending YMCA provision.

The training was well received and following this, 2 workshop sessions were planned and delivered. Each session attracted 8-10 young people, most of whom indicated that they would like further opportunities to discuss and explore this topic area.

Importantly, discussions were held with the young people with regard to 'keeping an eye out' in and around the YMCA premises. It was emphasised that much younger children attend the YMCA and as they themselves were older younger people, they had a shared responsibility to help keep all users of the YMCA safe. We discussed how to report sight of paraphernalia, what to do, and what not to do.

We hope to build on both the staff training and young people's workshops elements in the future. With careful consideration and support, our ultimate aim would be for young people to lead some short workshops as part of our peer support model.

**British Red Cross input:** To coincide with our programme, we have invited the British Red Cross to deliver a young people specific first aid session. This is a free service and deals specifically with drug, substance and alcohol related scenarios.

This is scheduled for the beginning of November.

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