

Public Document Pack



MEETING:	Central Area Council
DATE:	Monday, 8 May 2017
TIME:	2.00 pm
VENUE:	Reception Room, Barnsley Town Hall

SUPPLEMENTARY AGENDA

4. Quarter 4 Performance Management Report (Cen.08.05.2017/4) (*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, Head of Service Stronger Communities
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on 01226 773147 or email governance@barnsley.gov.uk

Date Supplement Published – 2nd May, 2017

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BARNSELY METROPOLITAN BOROUGH COUNCIL

Central Area Council Meeting

8th May 2017

Report of Central Area Council Manager

COVER REPORT

Central Area Council – 2016/17 Quarter 4 (January-March 2017)

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 January to March 2017 (2016/17 Quarter 4) has been produced and is attached at Appendix 1.

The 2017/18 Quarter 1 (April-June 2017) report will be brought to the meeting on 4th September 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, 1 Service Level Agreement (SLA), completed Central Working Together Fund projects and the 3 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 March 2017.

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 4 (31st March 2017). 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 although the quarterly contract management meeting with Lifeline has not yet taken place.

Appendices

Appendix 1: Central Council Performance Management Report- Quarter 4 2016/17 (January-March 2017).

Officer Contact:
Carol Brady

Tel. No:
01226 775707

Date:
2nd May 2017

CENTRAL AREA COUNCIL
Performance Management Report
2016/2017

Quarter 4
January - March 2017

INTRODUCTION

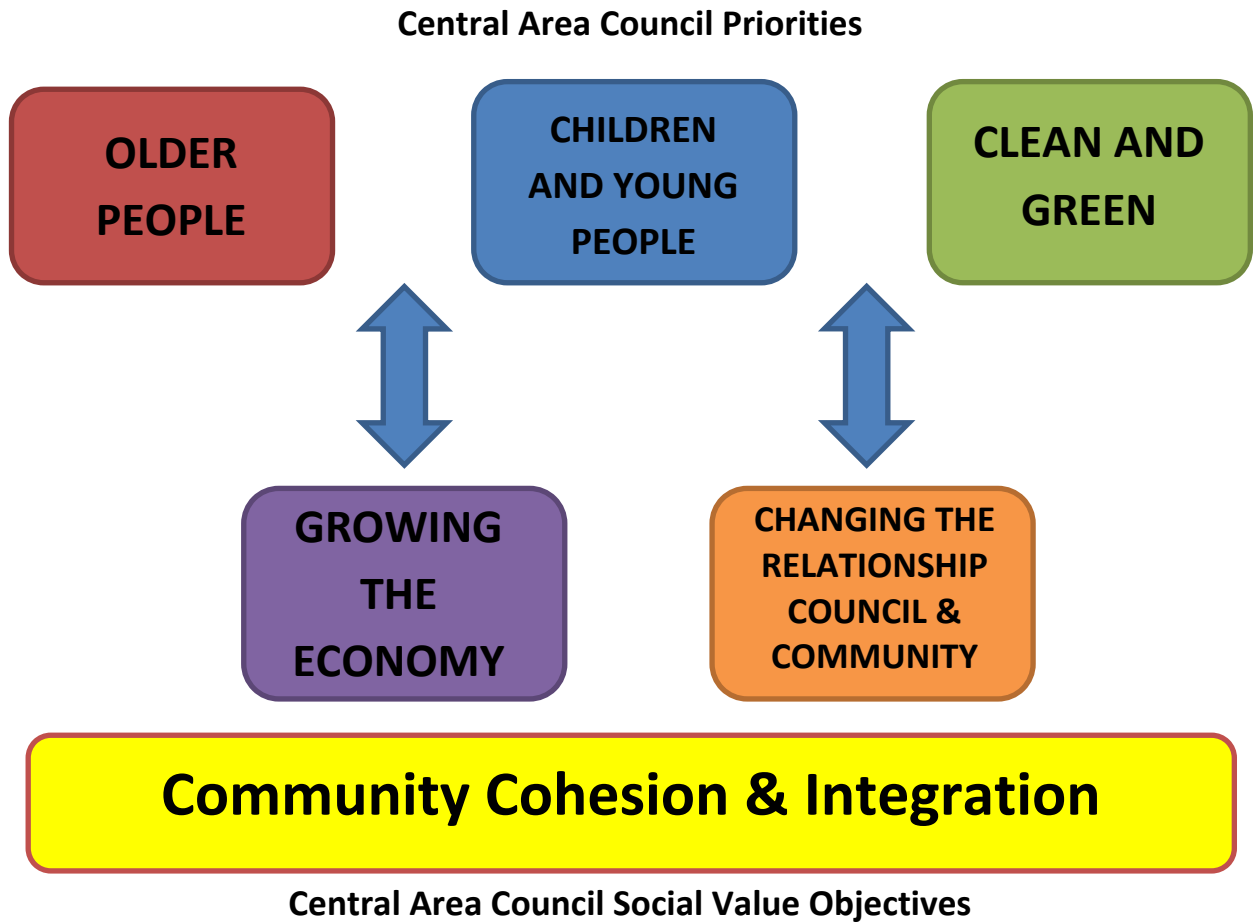


Table 1 below shows the Providers that have delivered/are currently delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, since it was established in April 2014.

	Service	Provider	Contract Value/length	Contract dates	Updates
Older People	Reducing loneliness & isolation in older people	Royal Voluntary Service	£197,436 2 years + £85,000 (10 month extension)	2 nd June 2014- 31 st March 2017	Contract end date-30 th June 2017
Children & Young People	Improving health & wellbeing of children aged 8-12 years	Barnsley YMCA	£199,781 2 years + £ 81,000 (9 month extension)	21 st July 2014 - 31 st March 2017	Contract end date- 31 st March 2017
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Core Assets	£197,000 2 yrs	28 th July 2014 - 28 th July 2015	Contract ceased on 28 th July 2015
Children & Young People	Improving health & wellbeing of young people aged 13-19 years	Addaction/Lifeline Exodus YMCA	Total of £126,591	1 st Feb 2016- 31 st March 2017	All agreements end- 31 st March 2017
Clean & Green	Creating a cleaner & greener environment in partnership with local people	Twiggs Grounds Maintenance	£148,860 18 months	20 th October 2014-20 th April 2016	
Clean & Green	CONTRACT 2 - Creating a cleaner & greener environment in partnership with local people-	Twiggs Grounds Maintenance	£ 85,000 per annum 1 yr + 1 yr	21 st April 2016 -31 st March 2017	2 nd year subject to available funding
Clean & Green	Environmental enforcement	Kingdom Security	£ 54,771 1 yr	4 th August 2014 - 31 st March 2016	Contract ended on 31 st March 2016
Clean & Green	CONTRACT 2 - Environmental Enforcement	Kingdom Security	£ 42,000 per annum 1 yr + 1 yr+ 1yr	1 st April 2016-31 st March 2018	Review of contract to take place in Oct 2017
Clean & Green	Private rented sector Housing Management & Enforcement	BMBC Service Level Agreement	£141,875 22 months	1 st April 2015-30 th January 2017	Contract extension to 31 st March 2018 agreed
Clean & Green	Home Visiting Service	Homestart South Yorkshire		1 st April 2016-31 st March 2017	12 month extension to 31 st March 2018 agreed

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 31st March 2017.

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	900	938
Total number of home visits made to older people	5340	5344
% no. of older people reporting improvement in their health & wellbeing	95%	98%

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	1984	2123
Total no. of different children and young people attending 3 or more sessions	-	746
Total no. of children and young people achieving accreditation	158	333

Create a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	93	106
Number of FPN's for littering and dog fouling	n/a	2270
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1841
No. of vulnerable households identified and engaged-3 or more contacts	-	743
No. of property inspections carried out	-	153

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	42	58
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	157	336
Number of young people engaged in volunteering	157	346
Number of new community groups established	4	9
Number of community groups supported	8	35

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>		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 the January to March 2017 quarter was submitted by RVS on the 13th April 2017. The subsequent contract management meeting took place on 24th April 2017.

The RAG ratings shown in the table above reflect achievement of the RVS targets for the extended period to 30th June 2017.

102 new older people have been engaged with by the RVS Barnsley Central Looking Out for Older People service (BCLOOP) during this period, although there have been no further referrals from GP practices. 98% of those engaging with the BLOOP service have reported an improvement in their health and wellbeing.

The total number of older people who have been referred and visited by an Inclusion worker since the contract started in May 2014 is now 938, 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.

The current service will come to an end on 30th June 2017.

The new service for reducing loneliness and isolation in adults (50+) and older people will be delivered by Royal Voluntary Service from 1st July 2017.

Lessons learned from the current service will be reflected in the delivery of the new service and staff training about the new contract is currently underway.

Discussions are also taking place about how the My Best Life social prescribing service will dovetail with this Central Council contract and how we ensure clarity about client recording/monitoring.

A brief summary of the RVS contract progress during the period January-March 2017 is provided below:

There have been no changes in staff since the previous report and a further 6 new volunteers have been deployed on the BCLOOP service.

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.

During this period RVS provided support to Oakwell Residents Group and Central Area Team to establish the Oakwell Coffee mornings for older people.

Case Study 1: Dodworth ward- A new RVS volunteer

Initially M joined The Royal Voluntary Service on a work placement via the local job centre doing admin duties within the office. When M first started she had been unemployed for a number of years, had little self-confidence, low self-esteem and lacked motivation.

However, with training and guidance she began to have regular phone contact with potential and current service users. M soon became skilled and confident in talking to callers.

When her placement ended M was encouraged to become a volunteer working in the community. She now visits 2 service users on a weekly basis.

M says: "I can't believe how much people look forward to me calling in to see them. All I do is make a cuppa and have a natter. I've even managed to get one lady I visit to go with me to the local café for a coffee, something she hadn't done for years. We now go out every week".

Case Study 2: Worsbrough Ward

An initial referral was made to RVS from The Care Navigation Team who requested we visit Mrs C. Mrs C had recently been in hospital and was feeling vulnerable and lonely on her return to her flat. The Inclusion Officer called to make an assessment and identified that Mrs C was indeed lonely, was unable to get out of her flat unaided, and was in desperate need of support

Mrs. C is a very quiet lady who lacked confidence due to a recent fall, and was also grieving over the loss of her husband.

Mrs C suffers with an irregular heartbeat, is prone to falls, trembles and loses balance, suffers with her nerves and has memory issues along with anxiety. She uses a walking frame within the flat and sometimes struggles with the simplest of tasks.

The Inclusion Officer visited Mrs. C about three times before introducing her to Sue an RVS Volunteer.

Sue applied to join RVS as a Volunteer after seeing Jo Cox's death announced on the National News and the good work she had started around the "Commissioning against loneliness campaign." She was inspired by this and wanted to put something back into the community. Sue had recently retired from her teaching job and she wanted to get involved to make a difference. Sue was introduced to Mrs. C and they gelled immediately. They both established that they shared a love of cats and Sue decided to take her cat Murphy on her visits to Mrs C, who really enjoys seeing Murphy and having the opportunity to interact with a pet without the responsibility of caring for one!

Sue visits Mrs C on a weekly basis and she really looks forward to her visits. She has supported Mrs C to make phone calls to her doctor's surgery re her medication, arrange repeat prescriptions with the chemist, and has recently provided support to arrange for a local Optician to complete an eye test in the comfort of her own home. Mrs C has also been put in touch with Barnsley Bereavement Services to help support her with the loss of her husband.

Mrs C has told us the support she receives is invaluable to her and this has helped her tremendously.



Barnsley YMCA

	RAG
Children & Young People	●
Growing the Economy	●
Changing Relationship	●
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 January to March 2017 quarter was submitted by YMCA on 13th April 2017. The subsequent contract management meeting took place on 25th April 2017.

The table above demonstrates that the YMCA have either met or exceeded all of their targets during this period. 80 young people have achieved accreditation during this period.

165 sessions have been delivered during this quarter across Central Council area with 69 new children aged 8-12 years participating for over 6 hours. There have been a total of 2828 attendances during the period and at least 3 sessions have been delivered in each ward every week.

This service came to an end on 31st March 2017. An evaluation report/blog is currently being prepared.

The new service to build emotional resilience in children and young people aged 8-14 years is to be delivered by Barnsley YMCA, and will commence on 1st April 2107.

A brief summary of the YMCA contract progress during the period January-March 2017 is provided below:

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.

The Dance session that has been taking place at Ward Green after school session was showcased at Central Area Council Celebration event. See Case Study 1 below.

The increased level of participation has continued resulting in the project again exceeding all its expected targets. Many sessions have retained participation, consistently achieving high numbers of attendance.

Despite the higher than expected numbers of participants staff have worked tirelessly to support young people in completing their IKIC awards ensuring all work started this quarter was completed and moderated before the end of the contract so that young people received their certificates before delivery ended.

80 accreditations were achieved by children and young people in this quarter -69 IKIC awards were completed and moderated and 11 newly trained Peers Supporters completed their training and gained both their IKIC awards and a basic 1st Aid certificate. These young people will continue to be supported after the contract has ended, and they will continue to volunteer at the YMCA supporting other youth work projects.

Case Study: Ward Green After school Dance Sessions

Through consultation with key stage 2 age participants in the last quarter it was voted that Dance would be the theme of the YMCA after school club at Ward Green this term. Some young people within the group were identified by school as they would benefit from the programme to help with their self-confidence and self-esteem.

The 2 young people are friends and were referred to the session as 1 of the girls had experienced bullying within school and really struggled in social situations and to make friends. She is regularly excluded from social situations and groups. Project staff have worked with the group to develop their team work skills and build confidence.

With the support of YMCA staff and the school the group performed at the award ceremony and were a huge success. They performed a contemporary piece around bullying which has affected many members within the group. It was a proud moment for the young people, demonstrating their distance travelled as a group from where they started at the beginning of term to performing at the award ceremony.

The group then went on to perform at school as part of a special assembly in front of the rest of school performing for parents, teachers and local elected members.

Please see the attached letter which was received from Erin's mum Anne. Erin aged 8 is one of the participants of the dance group. There is no one better to describe the positive influence the dance club has had on Erin and her self-confidence than her mum. Not just at school but at home too.



Dear Dawn & Rachel,

I wanted to write and thank you for accepting Erin into your dance classes. I cannot begin to explain how much of a difference it has made to her in such a short space of time. Erin is an intelligent girl and does well at school but struggles to fit in with her peers. Over the last 3 years we have seen her develop a series of nervous tics ranging from blinking, nodding and pulling faces to coughing and throat-clearing. This would stop every holiday only to begin again every term. After only 3 or 4 weeks at dance class we noticed the tics had stopped, her confidence is growing and my beautiful girl is blossoming. She loves attending each week and starts talking about the next class as soon as she gets in. She obviously has a great deal of affection for you both and talks about you often and mentions things

that you have said to reinforce her confidence. The phrase she utters the most is "YMCA"!

I hope that you will be able to continue the classes as I am quite sure that Erin is not the only one to reap the benefits from your teaching. I had been looking for an after-school activity for her for a while but wanted something without pressure to progress or compete. I feel that there is more than enough pressure on children from the education system. Please excuse the long letter and thank you from the bottom of my heart for all of your efforts.

Yours

Ann
(Erin's mom!)

Kingdom Security

	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 monitoring report for the quarter January-March 2017 was submitted by Kingdom on 7th April 2017 and the contract monitoring/management meeting took place on 11th April 2017.

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 January-March 2017, there were 187 FPN's issued and 6 car parking notices. Of the 187 FPN's issued, 172 were for littering and 15 for dog fouling

A total of 2270 FPN's for littering and dog fouling have been issued since this service commenced in August 2014, and the income received from FPN's since the service commenced is £106,506. Further information about the income will be provided as part of the separate Procurement and Financial update report.

Although Kingdom 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 within Central Council area, instead of paying the fine. Young people are accompanied by Kingdom officers at these events. See photo of young people and Kingdom officers at a Barnsley Main event below.

There has been an increase in specific witness information being provided about offenders. On these occasions and with the witness statement, alleged offenders are visited and an FPN is offered to allow the individual to discharge their liability rather than have Kingdom/BMBC compile a file for prosecution at court.


Young People getting ready to litter pick at Barnsley Main Event in February 2017:



Getting ready for 30+ young people to arrive for the Spring Street/Princess Street and area litter pick!



Twiggs Ground Maintenance

<div style="background-color: #8db600; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;"> Clean & Green </div> <div style="background-color: #6a3d9a; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;"> Growing the Economy </div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center; border-radius: 10px;"> Changing Relationship </div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

A comprehensive monitoring report for January-March 2017 was submitted by Twiggs on 7th April 2017 and the subsequent contract management meeting took place on 11th April 2017.

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 SLAs. 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 significant additional pieces of work (approximately 192) have been carried out by Twiggs across all 5 wards and 4 work experience placements have been delivered.

A brief summary of the Twiggs contract progress during the period January to March 2017 period is provided below:

During this period Twiggs have supported 11 Central Area Team led projects, some examples of which are outlined below. They have also lead the planning and delivery of a further 7 social action projects (see examples below). There has been continued support from Twiggs in taking forward the work at Barnsley Main.

Examples of Central Area Projects supported by Twiggs:

Kingstone Ward – Saturday 28th January 2017 10am – 1pm

Community Litter pick - Park Road Fisheries Meeting Point

Supporting the litter picking of the Park Road and surrounding areas with support from the Cubs, local residents, Kingstone Ward Alliance.

Central/ Stairfoot Ward – Barnsley Main Work Saturday 25th February 10am – 1pm

Supported by Twiggs Clean and Green Team Barnsley and advertised via our Social Media Pages.

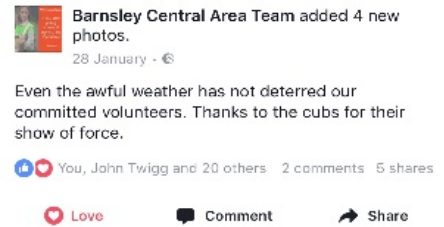
Examples of Twiggs Led Social Action Projects

Stairfoot Ward – TPT Entrance at Oaks Lane

Thursday 2nd February 2017, 9am – 1pm

Number of volunteers: 2

Man Hours Volunteered: 8



You and 3 others



Dodworth Ward – Pogwell Lane Higham

Tuesday 14th February 2017 9am – 12pm

Supported by local volunteers

Number of volunteers: 2

Man Hours Volunteered: 6

Kingstone Ward – Laceby Court to Ellington Court Footpath

Wednesday 22nd February 2017, 1pm – 3pm

3 young volunteers collected 7 + bags including bottles, shoes, takeaway boxes etc. Fly tipping collected and a huge amount of shrubs reduced and made neat and tidy.







Great feedback was received from a local resident who has been struggling with the overgrown shrubs damaging his property, and also hoped that now the shrubs are cut back it will reduce the amount of youths gathering in the area at night.

Number of volunteers: 3

Man Hours Volunteered: 6



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 January-March 2017 was submitted on the scheduled date and the contract management/monitoring meeting is due to take place on 3rd May 2017.

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 287 different properties being visited during this quarter. To date a total of 1841 different properties/households have been visited and of these over 700 have had 3 or more contacts from officers working on this intervention. 25 property inspections have also been carried out this quarter.

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. Also, the information fed back to complainants/referring organisations and individuals has been particularly commended.

Case Study 1-Kingstone Ward

This job came to the officers via the Call Centre. The complainant had the following concerns about a private rented property:-

- Environmental issues, including waste on premises, contaminated bins and fly tipping;
- Housing disrepair and alleged overcrowding issues;
- Parking issues;
- Anti-social behaviour including smoking of cannabis and drinking / alcohol use.

Environmental Issues-There was an accumulation of household waste at the rear of the property and several contaminated bins. We arranged for the contaminated bins to be removed and the tenants and landlord were informed about appropriate use of bins and bin collection days, etc. The tenants at the property removed the waste and we advised them about waste storage and disposal.

It was also suggested that the family from the property had used a shed at the rear of the property to fly tip their household waste. However, there was no evidence to support this. A Land Registry search was carried out that ascertained that the shed belonged to the same property. The landlord was contacted, he removed the waste and boarded the outbuilding up until he decides whether he is going to have it demolished or renovate it and bring it back into use. See attached photos.

Housing Disrepair and Alleged Overcrowding Issues- It was confirmed that there were housing disrepair issues at the property, including damp and mould and a boiler which worked intermittently. Following liaison with the landlord, the relevant repairs were carried out.

After conducting enquiries regarding overcrowding at the property , it was confirmed that only a man, woman and one child were living at the property. The tenants came from a large family and the other people were either visitors to the property or relatives of the family.

Alleged anti-social behaviour including Smoking of Cannabis and Drinking / Alcohol Use-it was confirmed that there was no cannabis use at the property but the tenants who are Eastern Europeans did smoke their own brand of tobacco. The complainant was confusing the smell of this tobacco with the smell of cannabis.

The tenants were social drinking in the rear garden of their property. However, after looking into this it was confirmed that this was at reasonable times of the day / evening. The tenants were however advised about acceptable levels of behaviour / noise and asked them to respect their neighbours.



Case Study 2 - Central Ward

The following issues were brought to the attention of the Housing Management and Enforcement officers by residents as they were working proactively in the area:

Anti-Social Behaviour- Complaints were received about children throwing stones at vehicles in the communal grounds / parking area of the housing complex, causing damage to vehicles and property. This was discussed with the Managing Agents for the complex and it was agreed that the stones would be replaced with wood chipping / bark. Despite the efforts of the team, no perpetrators could be identified. A general letter was therefore posted to all residents regarding the issue.

Environmental Issues / Fire Safety Issues / Restricted Access -As the properties in question were part of a large housing complex, they do not have individual bins. Communal bins were grouped together under an archway with properties at either side and above the arch. Due to fly tipping and waste at the side and around the bins, this posed a significant fire risk to all residents. There was also a risk of the building catching fire and residents being unable to evacuate their properties safely. Access would have also been restricted for the Fire Engines to get through should there have been a fire in one of the properties at the rear.

The Fire Safety Officer attended the site on the same day as the referral and reported back straight away. The Managing Agents were contacted immediately and requested that the waste be removed and the bins be relocated to the rear of the housing complex. This was also carried out on the same day. New signage has been put up to inform residents where the bins are now stored. To date no further fly tipping incidents have been reported as the bins are no longer visible from the street.



Private Rented Housing-Home Visiting Service

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

This contract formally commenced on 1st June 2016. A comprehensive monitoring report for January to March 2017 was submitted in April 2017.

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

14+ families continue to be supported by the project on an ongoing basis and the “Little Monkeys” support group continues to progress well.

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.

This service is to be extended for a 12 month period to 31st March 2018. A meeting is scheduled to take place in mid- May 2017 to agree the targets and monitoring schedule for the 12 month extended period

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.

The 3 Youth Programme agreements end on 31st March 2017.

The new Youth Resilience Fund Providers will commence work from 1st April 2017. Information relating to these can be found in the separate Procurement and Financial update report.

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

Lifeline -Immortals Community Engagement Project

	RAG
Clean & Green	
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 January-March 2017 was submitted by Lifeline on 13th April 2017 however Lifeline were unable to attend the scheduled contract management meeting due to sickness/availability. At the time of writing this report a date for the re-scheduled meeting has not yet been agreed. This has resulted in the red rating shown in the table above.

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

However, despite this minor shortfall, the Immortals project has continued to successfully deliver regular outreach/detached sessions at Hoyle Mill Skate park, Worsbrough Dale Park and Ward Green during this quarter, with engagement from a regular group of young people at the Skate Park and Worsbrough Dale Park.

12 new young people have attended 3 sessions or more during this period with a total of 57 young people being worked with on a regular basis, discussing issues such as mental health, bullying and substance misuse. Weekly litter picks have also taken place around Hoyle Mill skate park. 11 of these young people have taken part in significant volunteering activity, including planning and delivering a sponsored overnight skate session to raise money to re-invest back into the local community at Hoyle Mill Park. (see photos below)



ONBOARD ALLNIGHTER



#LIGHTHEMILL

No Alcohol
UnPermitted
Smoking Isnt
Allowed Or You
Will Be Removed
From The
Premises!

Pro Riders Are
Welome We Are
Trying To
Acomplish A 12
Hour Session
Down In Onboard
So Come Down!!

the IMMORTALS



During this period Lifeline also organised their input to the Central Area Council Celebration and Awards evening. This included the production of a promotional video by the young people which was shown at the event alongside a presentation, which Tom and 2 young people delivered.



Exodus-Junior Volunteer Recruitment & Mentoring

Clean & Green

Growing the Economy

Changing Relationship

	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 January -March 2017 was submitted by the Exodus project on 13th April 2017 and a subsequent contract monitoring/ management meeting took place on 25th April 2017.

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. 64 new young people have been engaged in a range of volunteering opportunities as part of this project since the contract commenced on 1st April 2016, and the young people have been supported to put together portfolios of their work.

During this period young volunteers have continued to support weekend activity camps that have taken place at Jenny’s Field including those involving children and young people from the Worsbrough and Stairfoot Wards. A number of Exodus young volunteers received volunteer awards at the Central Council Celebration and Awards event.



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 January to March 2017 was submitted by the YMCA on 13th April 2017 and a subsequent contract monitoring/management meeting took place on 25th April 2017.

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 with 39 new young people engaging with the project. 84 young people have attended more than 3 sessions since the project commenced in April 2016 and 8 young people have been engaged as volunteers.

All planned sessions have taken place during this quarter with participation very good in Gllroyd and Central. There have been varying levels of attendance at the Stairfoot sessions.

Engagement has continued with the wider community in Dodworth/Gilroyd, with a number of parents attending the film night at Gilroyd Club during February half-term. Brief conversations have taken place with some of these parents around maintaining the film/activity nights in and around Gllroyd Club, and exploring the potential to establish a community/volunteer led youth programme with support from YMCA staff.

In Stairfoot, the YMCA youth work team have maintained their regular detached sessions in and around McDonald's, developing contacts with young people in the locality.

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