

# **Public Document Pack**

MEETING:	Central Area Council
DATE:	Monday, 12 November 2018
TIME:	2.00 pm
VENUE:	Reception Room, Barnsley Town Hall

# SUPPLEMENTARY AGENDA

3. Performance Management Report (Cen.12.11.2018/3) (Pages 3 - 24)

To: Chair and Members of Central Area Council:-

Councillors Riggs (Chair), D. Birkinshaw, P. Birkinshaw, Bowler, Bruff, G. Carr, Clarke, K. Dyson, M. Dyson, W. Johnson, Mitchell, Murray, Pourali, Williams and Wright

Area Council Support Officers:

Chris Arnold, Head of Strategic Commissioning and Procurement Carol Brady, Central Area Council Manager Kate Faulkes, Head of Service, Stronger Communities Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on email <a href="mailto:governance@barnsley.gov.uk">governance@barnsley.gov.uk</a>

Monday 5th November, 2018



#### BARNSLEY METROPOLITAN BOROUGH COUNCIL

### Report of Central Area Council Manager

#### **COVER REPORT**

# Central Area Council – 2018/19 Quarter 2 (July-September 2018)

### **Performance Management Report**

#### Recommendations

It is recommended that:

1. Members note the contents of the 2018/19 Quarter 2 Performance Management Report attached at Appendix 1.

### **Introduction**

A comprehensive Central Area Council Performance Report for the period July to September 2018 (2018/19 Quarter 2) has been produced and is attached at Appendix 1.

The 2018/19 Quarter 3 (October-December 2018) report will be brought to the meeting of Central Area Council in March 2019.

#### 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, SLA and Youth Resilience Fund projects have contributed to the achievement of each of the three Central Area Council's agreed outcomes and social value objectives.

The information provided in Part A reflects information gathered from contract/SLA start dates for a the period 1<sup>st</sup> April 2017 – 30<sup>th</sup> September 2018.

### **Contracted Service Providers:**

- RVS Reducing loneliness and isolation in older people
- YMCA- Building emotional resilience and wellbeing of children
- Kingdom Security Ltd- Environmental enforcement
- Twiggs Grounds Maintenance Ltd.

**Homestart South Yorkshire**-Private rented housing home visiting service to 31st May 2018.

#### Youth Resilience Fund Providers to July 2018:

- The Immortals Project (BMBC)
- The Exodus Project
- Barnsley YMCA
- The Youth Association

**Part B** provides Central Council members with a summary performance management report for each of the current 4 contracted services, for the period 1<sup>st</sup> July-30<sup>th</sup> Seprtember 2018 (2018/19 Quarter 2).

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.

An overview of performance of all Central Area Council contracted services and projects for the 3 year period from 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2017, is provided in **Part C** of the report for your information.

### Performance Report -Issues

All 4 Central Area Council contracts continue to perform satisfactorily.

External funding has been secured by Barnsley YMCA and the Youth Association to continue their Youth Resilience Fund projects in the Central Council area.

## **Appendices**

**Appendix 1:** Central Council Performance Management Report- Quarter 1 2018/19 (April-June 2018).

# CENTRAL AREA COUNCIL Performance Management Report 2018/2019

Quarter 2
July-September 2018

# Central Area Council - Priorities, Principles and links to Corporate Outcomes 2017-2020

OLDER PEOPLE CHILDREN
AND
YOUNG
PEOPLE

CLEAN AND GREEN

FAMILY SUPPORT

Ensuring the following principles are promoted and embedded in all that we do:

Community cohesion and integration

**Social Value** 

Healthy and active lifestyles



**Contributing to the following Corporate Priorities and Outcomes:** 

# THRIVING & VIBRANT ECONOMY

#### **Outcomes:**

- 1: Create more and better jobs
- 2: Increase skills to get more people working
  - 5: Create more and better housing

# PEOPLE THEIR POTENTIAL

#### **Outcomes:**

- 7: Reducing demand through improving access to early help
- 8: Children and adults are safe from harm
  - 9: People are healthier, happier independent and active

# STRUNG & RESILIENT COMMUNITIES

#### **Outcomes:**

10: People volunteering and contributing towards stronger communities

11: Protecting the borough for future generations

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Table 1 below shows the Providers that are/have been delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, from 1st April 2017.

# <u>Table 1:</u>

	Service	Provider	Contract Value/length	Contract dates
Older People	Service to reduce loneliness and isolation in adults (50+) and older people	Royal Voluntary Service	1 year with option to extend for a further 1 year and again for a further 9 months, subject to annual review. £100,000 per annum Total cost: £275,000	+ 1 year agreed 1 <sup>st</sup> July 2017-1 <sup>st</sup> July 2019
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year and again for a further 1 year, subject to annual review £130,000 per annum Total Cost: £390,000	+1 year agreed To 1 <sup>st</sup> April 2019
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Exodus The Youth Association YMCA BMBC TYS	15 months. Cost: £25,000 15 months. Cost: £11,000 15 months. Cost: £14,000 15 months. Cost: £20,000 +2 months. Cost: £10,676	1 <sup>st</sup> April 2017-30 <sup>th</sup> June 2018 Ends: 30 <sup>th</sup> August 2018
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 further year, subject to annual review. £85,000 per annum Total Cost: £170,000	Extension agreed to 31 <sup>st</sup> March 2019
Clean & Green	CONTRACT 2 – Providing an environmental enforcement service  SLA with BMBC's Safer Communities Service to support/ complement the contract above	Kingdom Security Ltd	1 year with an option to extend for 1 futher year, and again for a further 1 year. £42,000 per annum Total Cost: £126,000  As above. £10,00 per annum Total cost £30,000	1 <sup>st</sup> April 2016-31 <sup>st</sup> March 2019
Clean & Green	Private Rented Housing Management and Enforcement SLA with Safer Communities Service	BMBC Service Level Agreement	1 year extension from 1st April 2017 – 31st March 2018 £76,175 per annum	SLA ended- 31 <sup>st</sup> March 2018
Clean & Green	Home Visiting Service	Homestart South Yorkshire	1 year extended contract from 1 <sup>st</sup> April 2017 – 31 <sup>st</sup> March 2018 + 6 months to 30/09/18 Cost: £21,600 + £12,000	Service ended 31 <sup>st</sup> May 2018

# PART A - OVERVIEW OF PERFORMANCE – FROM 1<sup>ST</sup> APRIL 2017 – 30<sup>TH</sup> SEPTEMBER 2018

The following tables reflect the overview of performance of <u>all</u> Central Area Council contracted services and projects (as outlined in Table 1 above) **from 1**st **April** 2017 to 30th June 2018.

# Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	750	735
Total number of home visits made to older people	3360	3521
% no. of older people reporting improvement in their health & wellbeing	95%	97%

# Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	799	921
Total no. of different children and young people attending 3 or more sessions	292	400
Participants reporting increased resilience	N/A	N/A

# Creating a cleaner & greener environment in partnership with local people

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered with local people	60	123
Number of FPN's for littering and dog fouling	-	1056
Number of private sector rented households engaged	-	784
No. of vulnerable households identified and engaged-3 or more contacts	-	296
No. of property inspections carried out	-	177

# **Growing the economy**

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	4	4
No. of PT/sessional jobs created and recruited to	24	24
No. of apprentice placements created and recruited to	1	3
No. of work experience placements created and delivered	14	32
No. of local organisations/SME's supported	1	3
Local spend	84%	92.75%

# Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of new adult volunteers engaged	115	208
Number of new young people engaged in volunteering	93	145
Number of new community groups established	0	0
Number of community groups supported	9	17

# PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

# **Royal Voluntary Service**



A comprehensive monitoring report for the new RVS contract for the period July to September 2018, was submitted by RVS on the 24<sup>th</sup> October 2018. The subsequent contract management meeting took place on 31<sup>st</sup> October 2018.

The RAG ratings shown in the table above reflect achievement of the RVS targets for this period.

130 new people aged over 50 have been engaged with by the RVS Barnsley Central Looking Out for Older People service (BCLOOP) during this quarter, with 18 of these referrals coming through the My Best Life Social Prescribing Service.

The age and gender breakdown for this quarter is as follows:

**Male**: 28

Female: 102

Age Breakdown: 50-60 years- 15

61-70 years- 38

71+ years- 77

As can be seen from the above statistics, referrals for people aged 50-60 years has remained low, however as information about the reduced age for referrals continues to be disseminated across a number of referral agencies, it is anticipated that the number of referrals for the new age range will increase.

During this period 6 new volunteers have been recruited and deployed on befriending and other services within the Central Council area. In addition, approximately 16 volunteers in total have been deployed by RVS on the BCLOOP project during this period.

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

### **Case Study 1: Kingstone Ward**

Mr CE Lives alone in a bungalow, Mr C E was referred by his Social Worker who stated he needed help with reading his post and keeping hospital/Doctor appointments. He suffers with dementia and attends a day centre once a week. Mr CE originates from Bolton Manchester and has no family in Barnsley.

On the Inclusion Officers first visit it was obvious there were lots of envelopes and bills and Doctors/hospital appointment letters all around his bungalow and some mail had not been opened. The Inclusion Officer talked to Mr CE and discussed what support could be given and how he could be helped with his problems

The main priority was to assist him in dealing with the backlog of post. There were missed appointments, bills and junk mail so the Inclusion Officer and Mr CE discussed how he could keep track of his post given the difficulties his dementia was causing.

Together they organised a filing system which was easy to understand so that bills could be filed away after payment and any future Doctors/hospital appointments could be easily accessed.

While helping organise the paperwork the Inclusion Officer noticed that Mr CE was being charged for broadband on his BT bill. She quickly established that Mr CE did not have a router or a computer so she contacted BT on Mr CE's behalf and after a long discussion this item was removed from his record resulting in a reduction of over £20 in his monthly bill.

Mr CE continues to receive regular visits from the BCLOOP service.

### Case Study 2: Dodworth Ward

Mrs M lives in a care home, she is 94 years old. She has a nephew who lives in Staffordshire and no other living relatives.

Mrs M's nephew was concerned about his aunt- her mobility is very poor and she is partially blind. She used to write letters to her nephew but is unable to do this now due to a deterioration in her vision. He was worried about this as she reads a lot and likes to keep up with current news events and crosswords to keep her mind stimulated. He had noticed a change in her mood and thought that RVS might be able to help.

The Inclusion Officer went to visit Mrs M and she asked if the Inclusion Officer would help her to write some letters. She also looked into the talking newspaper service and audio books for the care home. She is waiting for a response to requests.

The Inclusion Officer also took Mrs M out in her wheelchair for a walk which she is very rarely able to do as her nephew can only visit once a month.

Mrs M loves to talk about current affairs and politics and the Inclusion officer has read newspaper articles to her. They also try to complete crosswords together.

Mrs M is now receiving a regular visit from an RVS BCLOOP volunteer and her mood has lifted.

### **Stairfoot Ward**

Mr V was very low in mood when he was referred to RVS by his daughter. He was attending a club on Tuesday's but wanted to get out more. Due to confidence issues he was reluctant to attend new social clubs and groups.

The Inclusion Officer arranged to take him to a social event in a sheltered housing scheme and accompanied him on his first visit. Mr V enjoyed himself and was really impressed with the facilities available in the scheme. His daughter had mentioned a few years ago about him swapping his accommodation and moving into supported housing but he felt settled where he was and didn't like the prospect of moving.

As his confidence improved he was introduced to another local group. The Inclusion Officer again accompanied him on his first visit and helped him become acclimatised and meet some new people. He enjoyed himself and has become a regular visitor.

After his visit to the sheltered scheme his daughter arranged for him to go on the waiting list for a flat. Just over 3 weeks later he was offered a flat and has now moved in.

Mr V is very happy and is enjoying the social aspects and opportunities in his new home.

# **Barnsley YMCA**



	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	

The YMCA contract to deliver a sevice that builds emotional resilience and wellbeing in children and young people aged 8-14 years will complete its second year of delivery on 31st March 2019.

A comprehensive monitoring report for the quarter (July to September 2018) was submitted by YMCA on 4th October 2018. The subsequent contract management meeting took place on 9<sup>th</sup> October 2018.

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this period with the after school and twilight sessions maintaining an average of 14-16 participants, and the youth clubs averaging 20 participants per session.

83 sessions in total have been delivered during this quarter across Central Council area with 48 new children participating. There have been a total of 991 attendances during this period including a range of activities and sessions that took place during the Summer holidays.

2 sessions have been delivered each week in every ward throughout this period, in addition to holiday provision.

The following is a breakdown of the children/ young people who have engaged with the service during this period:

Age:	Participants
8, 9 & 10	51%
11 & 12	35%
13 & 14	15%

Gender	Participants
Male	37%
Female	63%

Ethnicity	Participants
White British	78%
Other White background	6%
White and Black African	1%
White and Asian	1%
Indian	2%
Pakistani	1%
Chinese	3%
Gypsy/Romany/Irish Traveller	1%
Other Asian background	3%
Other Ethnic group	4%

Disability Reported 34%
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# A brief summary of the YMCA contract progress during the period July to September 2018 is provided below:

The project continues to support those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise, some who have been bullied, have behavioural issues, family difficulties, are in the care system and who are experiencing changes in circumstances and deprivation. The project is also supporting participants who have disabilities and or additional needs in the majority of sessions along with a small number of children and young people mainly in the Kingstone and Central wards whose first language is not English (Chinese, Lithuanian Polish, and Indian).

Due to the improved weather and lighter nights this quarter's holiday provision focussed on getting outdoors, making use of local green spaces across the borough. Following the success of the Harry Potter day during the last half term holidays this was replicated this quarter following the request of participants who wanted to play Quidditch again and make butter beer.

The Borough wide Wacky Science workshop proved to be popular with participants from across the 5 wards attending. As young people's fascination with slime and fun experiments continues we will look to continue with this work.

Outreach activities commenced at Aldham House Estate during the May Spring Bank holiday and a regular group of participants have been engaged and have been consulted with regarding positive activities for the summer.

The programme continues to be supported by peer supporters. The basic First Aid certificate that was rearranged twice during the last quarter due to the poor weather and school closures, took place within this quarter and 10 young people were trained.

The evaluation model continues to be adapted, piloted and reviewed across the project.

Evaluations have been reviewed and as a result of this parts of the model have been amended. The YMCA are currently reflecting on the baseline data retrieved from the reviews. The results still maintain that the majority of young people evaluated have

reported an increase in their emotional well-being and resilience since starting with the project.

There have been some notable changes to the recording and questioning process and participants are now scoring: home, school and the YMCA individually. This is to better reflect their experiences outside of the project and to capture young people's journey, and distance travelled.

From the results so far participants are continuing to score the YMCA sessions highly. This highlights that even for short period of time each week young people feel listened to, supported, and have access to opportunities contributing to their overall mental health and well-being.

Case Study: This Case Study is an example of the projects impact in providing opportunities for participants to meet others, make friends and develop support networks and how much this seemingly everyday activity contributes to building selfesteem and confidence and the difference this can make to overall wellbeing. As well as the value of being a trusted service with a proven reputation that parents and carers can trust to support vulnerable children and young people.

Bella is aged 10, lives in Central and attends Junior Youth Club and this summer has accessed some of the Borough wide and locality based holiday provision. She started with us in April of this year.

Bella is from the Czech Republic and has lived in the UK since she was 3 and has been in care for about 18 months. She is from a large family and along with 2 of her siblings she has had 2 short term care placements in Yorkshire and moved to Barnsley in March and is now in a longer term care placement.

Bella found out about the YMCA service from her neighbour who really wanted her to come to youth club and her carer was happy to support this as in Bella's words 'she knew the YMCA was good.'

Bella really enjoys coming to juniors and being able to take part in all the activities but especially team games.

When Bella completed her first self-evaluation she scored herself in the lower area of the scale however in her recent 2<sup>nd</sup> evaluation she was scoring herself much higher, including a 5 for feeling able to try new things.

Comments from her recent self-evaluation included the following

"When I first came I was a little bit shy and I wasn't feeling very good it was hard at school because people were mean to me and I didn't have many friends. Now I have lots of friends at the YMCA but still have issues at school but not at the YMCA."

"Now I know more people in my area I feel more comfortable and confident to try other things and I am going to try dance and gymnastics classes because I want to be a gymnast when I am older."

"I am proud that I am doing things that I want to and not because of anyone else"

# **Kingdom Security**



	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	

The quarterly report (July to September 2018) was submitted by Kingdom on 1st October 2018 and the contract monitoring/management meeting took place on 10<sup>th</sup> October 2018.

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 2018, there were 236 FPN's issued and 4 PCN's for parking. Out of this number, 223 were for littering and 13 for dog fouling. These figures show a significant increase in the number of FPN's issued from the previous quarter and reflect the increasing local intelligence and knowledge that the new staff operating in the area have now got.

1056 FPN's for littering and dog fouling have been issued since this service commenced on 1st April 2017.

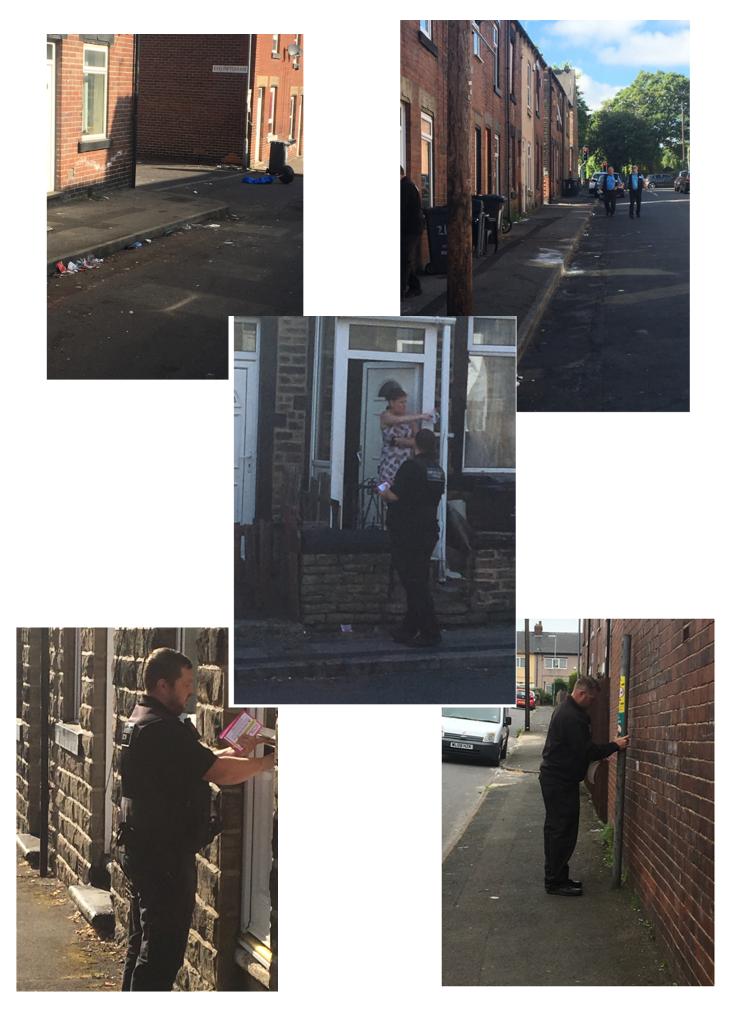
# Case Study: Sunderland Terrace, Pinder Street, Burton Terrace, Evelyn Terrace, Osborne Street.

It was brought to Kingdom's attention by the Safer Neighbourhood Service and a Case Management Officer that this area had become a hotspot for littering and fly-tipping waste. There were a lot of complaints regarding the amount of litter in the area.

Kingdom officers have engaged with the public and have met with a very positive response. Leaflets distributed in the first instance highlights the consequences of littering, but also ;lets people know that officers are on patrol in the area.

Some useful information has been supplied by local residents for further investigation and has directed patrols. Kingdom officers placed stickers and signage in the area and organised an Enforcement Action Day in the area on 23<sup>rd</sup> July 2018, when all officers were deployed in the area.

6 FPN'S have been issued for littering in this area and 1 FPN for Dog Fouling up to this date. Patrols continue.



# **Twiggs Ground Maintenance**



	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 -September 2018 was submitted by Twiggs on 4<sup>th</sup> October 2018, and the subsequent contract management meeting took place on 30<sup>th</sup> October 2018.

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 Service Level Agreement's. During this period 130 additional pieces of work have been undertaken byTwiggs, (see examples below).

In addition to this, 14 Twiggs led social action projects have been deliverd across the Central Council area, with a total of 33 new adult & young volunteers engaged (see examples below).

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.

Twiggs continue to develop new partnerships with local groups and businesses, many of whom are now offering their support and resources to local activities and clean up days etc. Contact has been maintained with VAB during this period to see how volunteers can be effectively deployed.

### **Examples of Added Value projects:**

**Tuesday 10<sup>th</sup> July 2018** – Jermyn Croft to Rosehill Drive (Dodworth Ward) Activities Included: Strimmed and cut back the parking bays, strimmed the banking and litter picked the area. (2 large sacks of waste)





**Friday 13**<sup>th</sup> **July 2018** – Aldham House Lane Activities Included: Strimmed, grass cut and litter picked. (2 large sacks of waste)





**Friday 27**<sup>th</sup> **July 2018** – Hoyle Mill Park Activities Included: Started to clear the footpath at the back of the pub. (1 large sack of waste)





# Wednesday 15<sup>th</sup> August 2018 – The Square

Activities Included: Strimmed around the road sign and cleared all the litter.



Friday 7th September 2018 – Blackburn Street

Activities Included: Litter picking, grass cutting, strimming down the over growth.





# **Examples of Twiggs Supported projects:**

**Saturday 14<sup>th</sup> July 2018-** Attending the Mayors Parade with the "Army of Volunteers". Twiggs supported Area Teams and further promoted some of their activities with existing and new volunteers. Twiggs were accompanied by their own army of approximately 12 sustained young volunteers and their parents, who were all very proud to march alongside one another at the event!







**Thursday 23<sup>rd</sup> August 2018** – Stairfoot bench outside High Grove (Doncaster Road, Stairfoot Ward): Supporting volunteers source the soil from local business N&D. Twiggs acted as a link between the Area Team and Men in Sheds by collecting and delivering the planters to site. As well as providing refreshments donated from Tesco's Twiggs scraped back the moss and cut the hedge.









Monday 3<sup>rd</sup> September 2018 – Gilroyd Gala (Dodworth Ward)

Activities Included: Supporting the area team with clean-up activities after the gala by taking part and providing additional tools to volunteers.



### **Examples of Twiggs led projects:**

**Thursday 2<sup>nd</sup> August 2018** – Worsbrough Canal (Worsbrough Ward)
Activities Included: Continued with our weekly improvements tidying up the side of the canal and renovating the memorial bench (1 large sack of litter)







**Thursday 6<sup>th</sup> September 2018** – Clean Up Event at Hoyle Mill Footpath (Stairfoot Ward)

Twiggs met a keen volunteer who wanted to make a difference in the vHoyle Mill/ Doncaster Road Footpath area). The Team assessed the area to see what needed doing and if it was safe to take on as an ongoing project.

On the day of the Clean Up Event 10 volunteers including a local Councillor and residents attended and spent around three hours clearing up the space. We cleared all of the litter, removed over grown weeds from the edges, cleared weeds from the cracks

in the pavements and stripped back and cut down an over grown Buddleia back to the stump. Refreshments were donated by Tesco and brought by the team.

We managed to remove around 20 large sacks of litter and unwanted gravel, and we removed 3 van loads of green waste. Local residents can now pass through the area safety with their cars and they feel safer now there is no hideaway for young people to congregate at night. This is will be an ongoing area to keep this new group of volunteers active, with the aim of introducing them to other local groups such as Friends of Stairfoot, and Stairfoot Station Heritage Group.

# **Private Rented Housing-Home Visting Service**



	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	

As previously reported, Homestart South Yorkshire went into liquidation on 31st May 2018.

Support continues to be provided to the Homestart Toddler group, held at Hope House on a regular weekly basis.

Please refer to the Procurement and Financial update report for further information.

