



Public Document Pack

MEETING:	South Area Council
DATE:	Friday, 23 April 2021
TIME:	10.00 am
VENUE:	Held Virtually

SUPPLEMENTARY AGENDA

- 4 City Fibre - Natalie Ward (Sac.23.04.2021/4) *(Pages 3 - 14)*
- 5 Public Health Update - Diane Lee (Sac.23.04.2021/5) *(Pages 15 - 28)*
- 9 Procurement and Financial Update (Sac.23.04.2021/9) *(Pages 29 - 42)*

To: Chair and Members of South Area Council:-

Councillors Markham (Chair), Andrews BEM, Eastwood, Franklin, Frost, Daniel Griffin, Lamb, Saunders, Shepherd, Smith, Stowe and Sumner

Area Council Support Officers:

Diane Lee, South Area Council Senior Management Link Officer
Lisa Lyon, South Area Council Manager
Rachel Payling, Head of Service, Stronger Communities
Peter Mirfin, Council Governance Officer

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

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Gigabit City Barnsley

Natalie Ward, City Manager

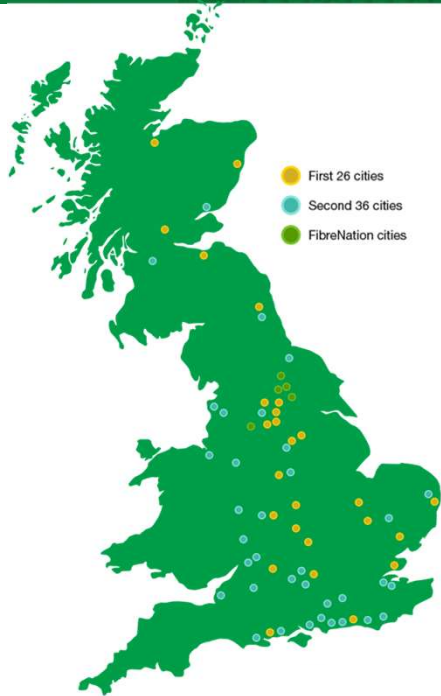
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CityFibre



Sac.23.04.2021/4

67 rollout projects underway to serve 8 million 36 new towns and cities plus FibreNation



- Aberdeen
- Adur & Worthing
- Barnsley
- Batley
- Bath
- Blackpool
- Bolton
- Bournemouth
- Bracknell
- Bradford
- Brighton & Hove
- Bognor Regis
- Bury St Edmunds
- Cambridge
- Chatham
- Cheltenham
- Chester
- Chichester
- Christchurch
- Coventry
- Crawley
- Derby
- Dewsbury
- Doncaster
- Dundee
- Eastbourne
- Edinburgh
- Gateshead
- Gillingham
- Glasgow
- Gloucester
- Halifax
- Harrogate
- Horsham
- Huddersfield
- Inverness
- Ipswich
- Knaresborough
- Leeds
- Leicester
- Littlehampton
- Lowestoft
- Maidenhead
- Middlesbrough
- Milton Keynes
- Newcastle-upon-Tyne
- Norwich
- Northampton
- Nottingham
- Peterborough
- Poole
- Portsmouth
- Preston
- Reading
- Ripon
- Rotherham
- Sheffield
- Slough
- Solihull
- Southend on Sea
- Stirling
- Stoke on Trent
- Swindon
- Weston-super-Mare
- Wolverhampton
- Worcester
- York



67 citywide full fibre network builds



32 cities in build



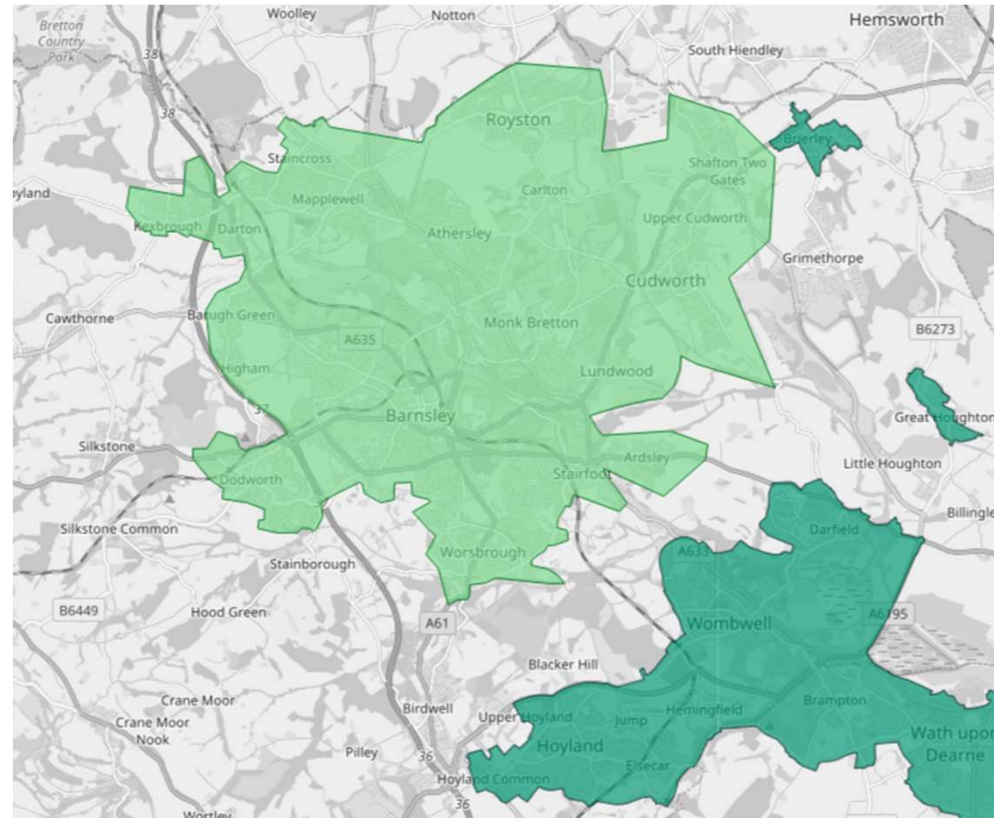
13 cities with 1Gbps services live



10,000+ construction jobs to be created

CityFibre FTTH

- **£32m investment**
 - **Build start 6th Jan 2021**
 - **Contractor NMCN**
 - **Phase 2 announced last week**
-
- **Well-planned, fit for purpose design** – built with enough fibre in place to serve the entire community with gigabit speeds far into the future
 - **Fast to deploy, street by street approach** – meaning minimal disruption to residents
 - **Leveraging existing infrastructure** – saving 18 months on build time
 - **Working collaboratively** – with Council, stakeholders & community leaders every step of the way
 - **Keeping the community informed** - is critical to success
 - **Environmentally friendly** - less carbon emission & more efficient

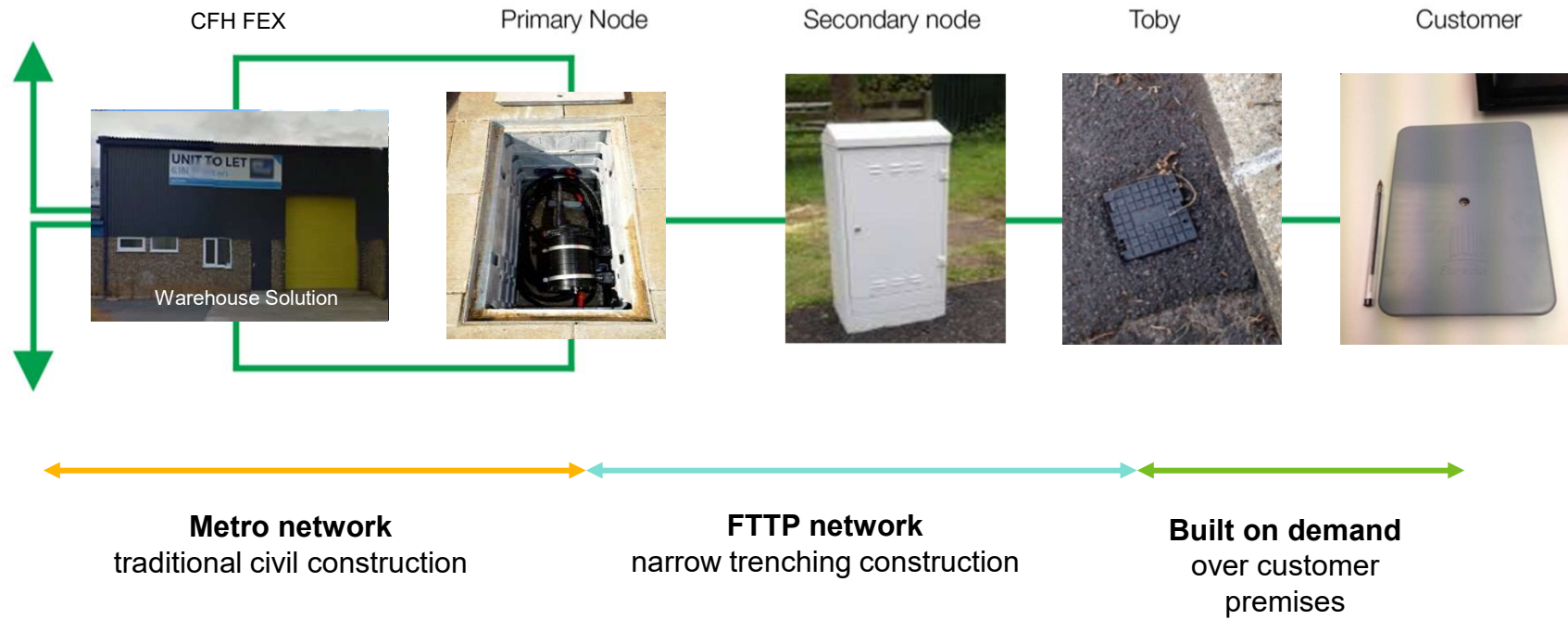


Building a FTTP city



CityFibre

Full Fibre Network architecture



Narrow trenching in action

Construction processes

CityFibre

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CityFibre

City marketing

key audiences and aims

Local press & media

Aim: promoting the Gigabit City vision, and making the wider community aware and supportive of the broad-ranging benefits

Full PR/media plans to engage with all sectors, and channels: print, radio, TV, online

Stakeholder engagement

Aim: develop key stakeholder advocates across all verticals, helping us to spread the word and deliver positive messaging into the local community

Full engagement programme including, 121 briefings, events, roundtable, site walks, Gigabit City messaging support etc

Landlord/Property

Aim: engage with landlords, property developers, estate agents to explain benefits of full fibre connection into their buildings: PR, direct mail, events and briefings etc.

Support smooth running of wayleave process, and helps us devise best plans for new development areas

Community

Aim: Inform, educate and excite the local community - raising awareness of the Gigabit City and the ubiquitous benefits of full fibre while minimising disruption

Thorough build communication and local area marketing, followed by wider city engagement and events as more areas light up



Community engagement is an essential part of our delivery process.

We aim to contact residents through multiple channels before, during and after build to minimise complaints and ensure as many people as possible are briefed and excited about the project.

Community engagement street by street communications (pre-COVID)

Project introduction (before build start)

- Professional communications team knocks each door to raise awareness of project, answer questions and explain benefits
- Flyer left for residents, with helpline number

Build information (2-7 days before build start)

- Notice letter sent by CityFibre's construction partners, including an overview of our construction process and helpline number (1-week)
- Notice cards left on cars: requesting cars are moved during construction (2-days)
- Service strip notice if applicable

Site communications (during build)

- CityFibre site branding is prominent, and contractors are happy to interact with residents
- Construction team leaders (dressed in orange) briefed to answer FAQs. They also have postcards to hand-out to interested residents: explaining project & providing helpline number.

Wider community engagement (ongoing)

- Meet and greet events in local community centres wherever possible, providing an overview of the project and raising excitement in the community
- Exhibit at local and citywide community events
- News about the Gigabit City project and progress shared with local press and on social media



COVID Community Communications

Workflow of extra comms required during COVID for build

Timeframe	Activity	Responsibility	Detail
2-4 weeks before build	Letter drops / Digital advertising	CityFibre	CityFibre will deploy a local awareness team to letter drop regarding dig build. Also digital advertising is being used to replace door knocking.
1 week before build	Notice Letter Drops + COVID letter drops	Contractor	Contractor will deliver notice letter to planned properties along with COVID flyer.
During build	Call to action cards / FAQ's	Contractor	COVID info Cards are being given to passers by who request further information. FAQ's are available (COVID key messaging guide) for residents with specific questions.
During build	COVID Site Branding and PPE	Contractor	COVID barrier banners and key worker PPE to be used along with traditional site branding and PPE.



Collaborating with the council

Spreading the news

- Share news via your channels: website, news, social media, events etc.
- Brief and engage with Council stakeholders, such as Heads of Departments, Elected Councillors, Economic Development team, etc.
- Understand Barnsley's wider stakeholder landscape, and provide any relevant introductions
- Provide local intel on prominent landlords, property developers, and property forums
- Gain insight into local community landscape, including Parishes, interest and community groups, key events etc.
- Advise on the best local organization's, media titles and events companies to work with

Thank you

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CityFibre



"Tuesday 3rd November 2020 - a day which should have been normal. It's a school day, a workday, an afterschool club day. Although the activities of my day haven't changed, how I go about them has". F, 44

A DAY IN THE LIFE OF...

DIANE LEE
HEAD OF PUBLIC HEALTH, BARNSELY COUNCIL



Director of Public Health Report 2020

A day in the life of...

Write about your day and what impact the pandemic has had on it

Tuesday



November

Public Health Directorate | Director: Julia Burrows

What parts of your day have changed as a result of COVID-19?

Make a note of the things you are doing to help you deal with any challenges you face today

Tell us about any random acts of kindness you have seen or experienced

Think about what matters most to you now

“

Mentally always struggle a bit this time of year, but really feeling a bit defeated this year. Defeated and bored. M, 40

”

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“

This mental instability is unusual for me as I have never suffered like this or had such worries and anxieties prior to the pandemic. F, 31

”

Having good mental health and positivity

“

Anxiety is not something I normally suffer from but these are not normal times.

F, 63 ”

“

I feel very low and isolated. I feel like I'm being watched and judged if I leave the house, my mental health is definitely in decline. F, 57

”

“



I am usually in reasonable good spirits but there is some stress caused by the unknowns associated with the impact of Covid 19. M, 78

”

Need help now?

Call 999 if you're in immediate danger and ask for an ambulance

Freephone Samaritans 11623, Freephone NHS 111

Keeping our spirits high



My morning commute has recently been replaced with a 45 minute walk. As I go I reflect on the day ahead and plan out what I need to achieve. It's a beautiful morning, crisp with blue skies and the first signs of frost on fallen leaves. **M, 50**



The jewel in our life is our Friday morning choir, live Zoom session where we have a great 2hrs sing and chat... just fabulous! It's really uplifting!! **M 70**



The main positive about this period is that it has given me time to re-evaluate my life. It gave me space. I started going for long walks in the morning before work with just me and the dog. **F, 56**



I love reading, and before this, I felt that I had lost the time to do it - turns out I just never prioritised it and MADE the time to do it. **F, 22**



I am making lists of small jobs so I achieve something every day.

M 65



“



I find it hard to separate work from home life as it all happens in the same space. F, 44

”

The importance of a good job and work life balance

“



Couldn't sleep last night for worrying – second night in a row – I am feeling really stressed and I feel like I should be off sick – but I have too much work and too many deadlines and I just have to carry on. F, 60

”

“

Sometimes I miss the boundary that travelling to and from work gave me and the time to reflect on my way home. F, 59

”



Our connections with others



Today is much the same as every other day. The pandemic has had little or no effect on me. I spend most of my days in the house. I'm used to staying in with no company and no one to talk to. It's normal for me. Welcome to my world. **F, 72**



Maternity leave is a time when women need to be careful with isolation, so maternity leave in a pandemic is extra worry. **F, 39**



I get up wondering if I will speak to anyone today. I try to stay focussed but it isn't easy when you live alone. **F, 73**



The house is quiet and so I put on the TV for a bit of background noise. I might see the postman to say hello to, but other than that I can go days without speaking to another adult! It's very lonely. **F, 47**



We feel guilty about what we cannot do and the experiences of children are missing out on. We miss our families and our friends and the physical affection that comes with it.

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It's hard to escape the constant feeling of guilt... feeling guilty that I'm not spending time with the children and expecting them not to come into the kitchen, getting frustrated that they're interrupting calls (it's really not their fault!), but also feeling guilty that I'm not able to concentrate on work fully. **F, 40**



The monotony of a constant stream of Teams meetings is getting really quite tough now. These are the biggest impacts of the pandemic - zero variety and lack of interaction. **M, 49**



People miss their colleagues and the impact of professional isolation is clear

Helping each other and community spirit



I have a network of older friends... who I keep in touch with in case they need some help, particularly isolation. Where possible I help them. **M, 79**



Community is there if you go out and embrace it. Someone will be there to talk to you if you ring them. Let someone know you need support and it's there. Be positive and reach out. **F, 45**



Barnsley is full of such wonderful community organisations and people prepared to try and help the vulnerable who inspire me all the time. **F, 49**



There are positives from the pandemic though... from being at home more, I've formed really good relationships with my neighbours, meaning we now watch out for each other and do neighbourly things like taking in parcels and putting the bins out for each other. **M, 26**





The monotonous and repetitive nature of the day captured in just 10 words:
Go to work, go home, have tea, go to bed. **M, 52**



Lockdown and 18 weeks of furlough haven't done a great deal for my mental health - my drinking has got a bit out of control and I've piled the pounds on. **M, 51**



Our self-care



Never used to mid-week drink but it's happening at least a couple of nights per week these days (not such a good new normal here). **F, 57**



I do find having nothing on the calendar to look forward to difficult though.

F, 73



I'm sleeping more and more, sometimes 10-11 hours. I think this is boredom, I simply want the day to end and move onto the next one. **M, 23**



I find myself eating more takeaways than before, or a generally unhealthy diet - by having ready meals or easy to cook food. **M, 26**



Physical activity is extremely important to us and the impact of gym closures has been significant

““

I benefit greatly, as does the planet, by not having to spend time driving to and from work.

Female, 50

””

“

Enjoying countryside and wildlife. The pandemic has opened my world to walks in the park.

Female, 38

”

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“

I cleared some important emails and got ready to go to Barnsley Active Hub to collect an electric bike applied for some weeks ago

Male, 71

”

“

At lunchtime I go for a walk which I didn't always make time for when I was in the office, so that makes a nice change.

Female, 25

”



OTHER ISSUES TO THINK ABOUT...

Some residents are confused and angry. Not only by the rules but why this has happened and the behaviour of other residents.

“None of it quite makes sense and I can easily become resentful” F, 54

Technology has been instrumental in keeping us going; professionally and personally. However, not being able to gauge body language to determine how someone is feeling and being able to offer support is difficult.

“I rely on Zoom, email, distant methods of communication, and broadband has become the single most important factor in my day”, F 44

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Fear of physical ill health and cancelled operations. Residents told us about how the impact on our local NHS has affected them and how for some, life feels like it has been paused as they wait for hospital appointments.

“I am on a waiting list for an operation which is on hold due to the pandemic. I live with pain each day which has increased in recent months to the point that sitting on a waiting list indefinitely is no longer an option”. F, 54

Supporting our local high street

“Supporting local businesses is my main concern at the moment. We have bought as much as we can from them over the last few months.” Gender and age not stated

“it's all about shopping local- I've had deliveries from local bakeries, beer shop and sweet shop and they appreciate it so much” F, 31



SIGNPOSTING TO SUPPORT THROUGHOUT

- 5 Ways to Wellbeing
- Alright Pal
- Tips to creating a good work-life balance
- My Best Life (social isolation)
- 0-19 Public Health Nursing Service
- Barnsley Family Services Directory
- Community Responders and volunteering opportunities
- Sleep toolkit
- Eating Well
- DrinkCoach
- What's Your Move
- Active Travel Hub



OUR CALL TO ACTION

“So what matters to me most now is how we build on the positives of a slower life pace, more outdoor exercise and redouble efforts to promote policy decisions that reduce inequalities, wherever possible by prevention make the healthy choice the easy choice.” F,57

A day in the life of:
our new normal

Tuesday 3rd November 2020

South Area Council

Friday 23rd April 2021

Procurement and Financial update

**South Area Council Briefings:
23rd April 2021**

Report of South Area Council Manager

South Area Council – Procurement and Financial Update

1. Purpose of Report

- 1.1 To provide a procurement update and recommendations for consideration. To inform and provide a steer on intentions for:
- A social isolation commission
 - Anti-social behaviour and off-road biking pilot
 - Post office – costs for additional opening hours

South Area Council Finances

- 7.1 The South Area Council currently have a commissioning budget of £24,800 which is unallocated and an additional £60,000 which has been ringfenced for a social isolation commission service if approved or will be added to the unallocated commissioning budget for further consideration.

3. Social Isolation contract

- 3.1 The South Area Council currently commission Age UK Barnsley to deliver a social isolation and loneliness contract called the 'Better Together' service across the South Area.
- 3.2 The service was commissioned to tackle loneliness and isolation and increasing independence and health and wellbeing. The service actively supports people who may be vulnerable through loss of income, mobility and employment or partner bereavement. The service has adapted its delivery to target people in need throughout the Pandemic and changing Government guidance.
- 3.3 The service is a two-year contract delivering from 1st September 2019. The contract value is £59,560 per year, total = £119,120. The contract will be completed on the 31st August 2021. There are no extensions on this contract.
- 3.4 The South Area Council held a virtual workshop on the 31st March 2021 in order to consider the performance of the contract to date, ongoing demand and whether there are continued needs for a service.

In the last 12 months the 'Better Together' service has:

- Supported 168 people with one to one support delivered by the social inclusion workers
- Supported 295 people to access other support services and signposting
- Increased the number of people assessing local community groups and activities (449)
- Encouraged 135 new people to get involved in physical activity and encouraging use of the outdoors
- Helped 42 people dealing with fuel poverty and access help and advice
- Made referrals to Social Prescribing, Berneslai Homes, Social Services, Memory Team, Carers Service, GPs, Community Matrons, Private sector Housing service, Tidy Team, CAB and self-referrals.
- Helped groups to become more Dementia Friendly and supported Age Friendly Barnsley through approaches to delivery and building understanding and awareness.
- Helped develop 43 Good neighbour relationships
- Facilitated 36 community car journeys
- Delivered 12 intergenerational projects
- Supported 16 new groups in activities that have been identified by service users as gaps
- Supported 23 existing groups and 8 groups specifically to become more inclusive

South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell



BARNSELY
Metropolitan Borough Council

At the workshop the challenges below were highlighted:

- That social isolation was an issue in Barnsley and in the South area before COVID and remains an issue
- That it has been exacerbated through COVID – all the usual support networks (friends, family and other interactions) have been reduced
- Through the establishment of the Emergency Contact Centre we have seen an increase of different people needing support due to being socially isolated
- That case studies for the South show a lot of people who don't have meaningful connections in their communities and this has become more difficult during the pandemic
- That social isolation has impacted on mental and physical health and befriending support needs have increased in the South through Covid.
- Through the CAB contract the following disability/health problems were declared: Long term health condition = 368, Physical impairment (non-sensory) = 34, Mental health = 92, Multiple impairments = 35, Learning difficulties = 7, Other disability/type not given = 163
- There are almost 5,000 older people in Barnsley who do not see or speak to other people from one week to the next (Age UK).

At the workshop Members were asked to consider the information presented and provide a steer on how to proceed. Potential options:

- **Option a)** Contract to be terminated on the 31st August 2021, all support provided as part of this contract would cease from this date and Members consider alternative priorities and use of commissioning budget
- **Option b)** Recommendation that a different service with a different specification and model (i.e grants, all age group focus) is tendered for and that the opportunity is advertised on YORtender as an open, transparent and competitive opportunity
- **Option c)** Recommendation that the same / similar service is retendered and that the opportunity is advertised on YORtender as an open, transparent and competitive opportunity.

Option C was the preferred option at the workshop

Members were keen to ensure the specification:

- Recognises that a lot has changed through Covid including needs and methods of delivery and a new contract will need to be flexible to these changes
- Recognises that communities will be living with Covid for some time to come and a specification will need to reflect this.
- That any specification and provider is able to be flexible throughout all stages of a contract. Year one may need to look vastly different to year three. The suggestion is that an annual review takes place where the Area Council would work with the provider to look at needs to be addressed for year two and three and that there is flexibility even within this to respond quickly and swiftly to changing needs and demands, particularly as society opens up and people's needs will become apparent. The provider will need to have a proactive and adaptable approach. A three-year contract was discussed but with the approach of a yearly review and resetting of outcomes.

- Reflects that we are in a recovery stage and this must be clear in the providers response e.g. many people are reporting a loss of confidence in getting out and about. Activities need to support this through activities such as gentle walking routes and supportive groups, activities that are easy to join in, are encouraging and supportive and look to engage people at their pace through a gentle reintroduction to the community, an emphasis will be needed on activities that take into account people with limited mobility / struggling with a loss of mobility or strength as a result of being less active during Covid.
- Takes into account that isolation and loneliness affects all age groups. Whilst this commissioned service has delivered several projects working with young people to promote positive messages of older people, the service does not offer one to one intervention for people under 50. A specification should take this into consideration through improved signposting to support for all.
- Plays a role in ‘changing the relationship between the council and the community’ which is a South Area Council priority. All providers need to better promote that services are funded through the South Area Council.

2. Recommendations

Social Isolation commission

- 2.1 That Members consider the recommendations in section 3 and the preferred option C that a social isolation and loneliness service is retendered and that the opportunity is advertised on YOR tender as an open and transparent and competitive tender.
- 2.2 That Members approve a maximum contract value of **£60,000 per year** for a **3 year (1+1+1) contract** and approve the procurement timescale set out at 3.9 and also **nominate two Members to take part in the tender process, scoring and sit on the tender interview panel.**
- 2.3 That Members approve the recommendation that the **South Area Council Manager pulls together a specification for consideration by Members** taking into account feedback from the workshop.
- 2.4 That Members are asked to **delegate authority to the Executive Director Communities to agree the final specification and tender information for all commissioning work outlined in this report following consultation with Members of South Area Council.**

5. Tackling Anti-social behaviour and off-road biking

- 5.1 The Hoyland Milton Rockingham Ward Alliance have been discussing the issues of quad biking and anti-social behaviour in Jump for some time, particularly as more concerns have been raised locally throughout the pandemic. A number of options to tackle the issues have been discussed resulting in meetings with key partners including BMBCs Community Safety team, SY Police, Early intervention and Prevention Team, Berneslai Homes and South Area Team.
- 5.2 Although the initial discussions were regarding quad bikes in Jump Valley, during the discussions it was suggested by partners that a South Area wide approach would be more effective in tackling the wider issues rather than taking an approach looking at individual access points. Darfield, Wombwell and Hoyland Milton and Rockingham wards have all seen an increase in reporting locally of off-road bikes across the area and continues to be raised as an issue.
- 5.3 SY Police and BMBCs Community safety team have confirmed that tackling off road biking across the South Area Council is a key priority for their teams and are committed to working locally to look at addressing these issues.

- 5.4 In order to tackle the issue partners identified the need to:
- Increase reporting of incidents
 - Build a better picture of local intelligence and incidents
 - Clarify how and when to report incidents
 - Increase number of seizure notices locally and identify hot spot areas where notices can be placed
 - Make best use of the SY Police and off-road bike team through the purchasing of a Wide Lens camera. Other Authorities have used similar equipment to better identify off road bikers and can be used at a distance which will help when unable to pursue and for seizures after the fact.
- 5.5 The following is a suggested way forward for Members to consider as a pilot for the South Area:
- Signage in hot spot areas, this will allow bike seizure in hotspot area and help increase reporting. SY Police will be producing and funding these signs.
 - Purchase a Wide Lens Long Range camera, this would be kept with the South policing team and used in the South Area. It would also be made available to BMBCs community safety team to tackle other issues across the South Area Council including for out of hours and weekend patrols.
 - Communication campaign jointly between SY Police, BMBC and Berneslai Homes. The campaign would include key messages about reporting, where and how to report, reporting on seizures and successes leading from increased intelligence and a photo gallery.

- 5.6 Partners confirmed that there is evidence that the combination of increased reporting, improved intelligence and use of a wide lens camera provides sufficient evidence to increase the number of bike seizures which can be after the fact. The local policing team will also be in a better position to request the off-road bike team and to better target this resource.

2. Recommendations

Anti-social behaviour and off road biking pilot

- 2.5 That members consider the request outlined at section 5 to run a pilot to better tackle off road bikes / quad biking across the South and if recommended approve the costs to purchase a Wide Lens, Long Range Camera, SD card and carry bag for £2500.

6. Wombwell Post Office – request for additional opening times

6.1 Wombwell Post Office moved out of Heron Foods on Wombwel High Street into Wombwell Library on 29th January 2021. The Post Office is delivered on an outreach basis from Birdwell Post Office and with two staff present. The Post Office is currently operating during library opening times in the extension as follows:

Monday 1.30pm – 4pm
Tuesday 10am – 4pm
Friday 12 noon – 4pm

6.2 The Post Office are working with local businesses to try and identify and secure a permanent solution on the High Street and take over the Post Office function in the longer term.

6.3 A request has been made to the Libraries service regarding the feasibility to open the Post Office on a Wednesday when the library is closed. Facilities Management are able to open and close the building and provide the additional cleaning. The charges to open the library are £54.38 per week, total cost of £1414 for a 6 month period.

6.4 Any training delivered to a potential interested business must be completed face to face, however due to Covid 19, this has delayed the opportunity to fully explore this. It is hoped that this can move on in the next 6 months however there is the possibility that this could take longer or that a longer term option on the High street is not found.

- 6.5 'Improving the Local Economy' is one of the South Area Council priorities. As part of this priority the South Area Council are asked to consider the request for extending the opening hours of the Post Office currently based at the Wombwell Library and if approved agree the recommendation to fund the £1414 costs.

2. Recommendations

Post office – costs for additional opening hours

- 2.6 That Members consider the request outlined at section 6 for extending the opening hours of the Post Office currently based at the Wombwell Library and if approved agree the recommendation to fund the £1414 costs.