

DEARNE AREA COUNCIL Performance Report

January – March 2016



Introduction

Dearne Area Council Priorities



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

	Service	Provider	Contract Value/length	Contract start date
Skills and learning for work	Training for employment	VAB and Dearne Electronic village	£75,000, 1 year extended until end of March 2016 for a further £37,000	October 2014- contract now ended
Environment	Environmental enforcement	Kingdom security		August 2014- New contract started April 2016
Environment	Private sector housing enforcement	BMBC	1 year	November 2015-March 2017
Environment	Clean and Tidy	Twiggs	£75,000 1 year	September 2015

PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

*Targets are only set for commissioned services and not through the Dearne Development Fund. The tables below include the total figures for the skills and learning contract.

Thriving and Vibrant Economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	6	6
No. of PT/sessional jobs created and recruited to	1	5
No. of people gaining local employment	20	57
No. of apprentice and placement created and recruited to	1	1
No. of group/service match funded	-	4
Local spend (average across all contracts)	88%	95%

Stronger resilient communities

Outcome Indicators	Target	Achieved to date
No. of adult volunteers engaged	5	61
No. of young people engaged in volunteering	5	16
No. of new volunteers	-	9
No. of community groups supported	4	18
No. residents educated (online)	20	22

Citizens achieving their potential

Outcome Indicators	Target	Achieved to date
No. residents achieving qualification	32	97
No. residents educated (littering)	10	24
No. of residents receiving advice and support	-	346
No. of residents referred to health advice	-	13
No. of young people pre mental health service intervention	-	5

To date three contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring/contract management reporting. The following tables therefore reflect the overview of performance of **four contracts**. These contracts are based on the Dearne Area Council priorities. Note: the skills and learning for work contract ended the end of March 2016. . These contracts are:

Skills and Learning for work-VAB, DECV

Performance Indicator	Target	Achieved to date
Increase the level of local recruitment by local businesses	4	38
Reduce Unemployment (a minimum of 20 people to gain employment through this project)	20	57
Number of learners achieving qualification	32	97

*Figures over the whole contract period

Environment: Enforcement- Kingdom

Performance Indicator	Target	Achieved to date
Patrol Hours completed	408	480
No of litter and dog fouling operations	8	10
No of litter and dog fouling FPNs issued	-	121
No of parking PCNs issued	-	4
Payment rate for dog fouling and litter FPNs		76%
Income	-	4,397
Local spend	85%	100%

Environment: Housing Enforcement -BMBC

Performance Indicator	Target	Achieved to date
Initial contacts made	165	215
Vulnerable households identified	11	22
Number of requests for action to landlords	11	37
Legal prosecutions	2	5
CPN written warnings issued	17	25
Households supported with waste/recycling	-	25
Local spend	90%	95%

Environment: Clean and Tidy -Twiggs







Performance Indicator	Target	Achieved to date
Twiggs social action events	1	1
Community groups supported	4	18
Resident education sessions	10	24
School education sessions	1	1
Residents taking responsibility for areas	2	2
Local business engagement	6	6
Local spend	90%	90%

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Skills and Learning for Work – Final contract monitoring report received April 2016.

Skills and learning

Growing the economy

	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	

During January – March 2016 108 new clients accessed the service with many of them securing an ITC level 3 qualifications, assistance with CV and advice with regards interview skills. During this period referrals had increased significantly.

The figures stated in the overview above are for the full contract period. Therefore In the 18 months the service was operational 57 people have now entered employment.

38 people have entered local employment and 3 people have been volunteering on the project. The volunteers will continue to provide assistance at the Salvation Army now that the contract has ended.

Based on the theory that each person going into employment was previously claiming job seekers allowance £73.10, the social return on each participant gaining employment would be an economic saving of £292 per month. £292 (JSA per month) x 57 (participants) = £16,644 (savings per month) If all of the individuals stayed in employment for 12 months the social return on investment for those individuals would be £1,99,728 This is a very basic costing the wider social return on investment is predicted to be much higher

Case Study One

LL, received CV and benefits support from the service at the Embankment centre, as well as on going help with her confidence and anxiety. We first met **LL** at the Employment Fair in June at the Playhouse. **LL** was someone who again had never worked and suffered with severe mental health problems. We worked with her applying for apprenticeships in animal care and looking as to what training she could do also in this field. She didn't actively use the service after her first initial few meetings and after we did her CV, although we kept in touch regularly. We were integral to helping improve the confidence she was lacking, which she then used to start to pursue further training and activities on her own. She undertook training at Northern College in peer mentoring, which then gave her the motivation she need to find herself a job, which she has now gone on and done, and is now working at Capita part time.

Case Study Two







I can't believe what I've achieved in a relatively short space of time. I never had the confidence or belief I could do my passion as a job. This is now becoming a reality. We went from looking for warehouse work to working on a business plan! Rory has really helped me in all aspects of this journey. I'm especially pleased with the way the website is turning out. Thanks Rory!

Environmental Enforcement- Kingdom Security

Quarter 4 report received on the 14th April 2016

Environment

Growing the Economy

	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 monitoring report for the quarter January to March 2016 was submitted late by Kingdom, and as a result of this the contract monitoring/management meeting planned to take place on 14th April 2016 had to be rescheduled. The rescheduled meeting took place on 28th April 2016. The red RAG rating reflects this.







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, despite the late submission of the monitoring information. Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period January - March 2016, there were 121 FPN's issued and 4 PCN for parking. Of these, 96 were for littering and 25 for dog fouling.

DEARNE	FPN Littering	FPN Dog Fouling	PCN Parking	total	Dearne North	Dearne South
Week 04/01/16	10	0	0	10	7	3
Week 11/01/16	10	0	0	10	6	4
Week 18/01/16	6	0	0	6	4	2
Week 25/01/16	14	3	0	17	11	6
Week 01/02/16	4	0	0	4	3	1
Week 08/02/16	10	0	2	12	9	3
Week 15/02/16	8	0	0	8	4	4
Week 22/02/16	2	2	1	5	3	2
Week 29/02/16	5	12	0	17	10	7
Week 07/03/16	5	4	1	10	8	2
Week 14/03/16	14	2	0	16	11	5
Week 21/03/16	5	2	0	7	5	2
Week 28-31/03/16	3	0	0	3	3	0
Total	96	25	4	125	84	41

The Revenue Raised thus far for this quarter (Feb & March) is £4,397.00. A two week Dog Foul operation was generated from complaints where all officers concentrated on this aspect of our work. All officers were directed throughout the borough spending equal amount of officer's hours in each regional area. Officers were in a combination of plain clothes and Uniforms during this period. Although other tickets were issued during this operation, 32 FPN's for Dog Fouling were issued during this operation with 14 being issued in the Dearne area.

'Litter Picking' days for juveniles within the community who have committed the offence is a little haphazard at the moment and Kingdom are looking to a new relationship with the volunteer Clean up teams to assist with generating days for the restorative restoration scheme to be included. The contract dates and report returns have all been set for this year between the area manager and Kingdom officers.

Environment- Private Sector Housing (SLA) **Enforcement – BMBC** Quarter 4 report submitted 29th April 2016

Growing the Economy		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
Environment	Milestones achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Improving Health		

A comprehensive monitoring report for January to March 2016 was submitted by the Safer Communities Service on the scheduled date however the subsequent contract management/monitoring meeting was cancelled and had to be rescheduled for a later date, hence the amber RAG rating.

The main objective is to contribute towards creating and sustaining safe and pleasant communities within private sector housing in the Dearne Area Council area. They do this by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting our most vulnerable tenants and residents.

Two people are employed through this contract and they work with families and individuals, getting to know the communities and getting access to homes that previously have not had the benefit of any kind of support. We are identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

During the months January to March, 2016 the service dealt with **215** complaints, queries and requests for service, advice and referrals. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter; others went to more formal action. 22 vulnerable households were identified and supported.

Additional update.

At the end of March a Landlord rang to say that rats had gained entry into her property again and she wanted some help and advice as to how these could be eradicated. A visit was made and her handyman was met on site. In the empty property he showed us a drawer which had a mummified rat in and that he said that when he pulled it open the other week, baby rats jumped out. There were new holes from when he went in last time. The bait boxes had been emptied of all poison. The downstairs toilet had no water in and there were considerable accumulations of rat droppings around the cistern. Inspection of the drain outside of the property was carried out and rat droppings were found inside.

Contact was made with Barnsley Council's Pest Control team who stated that Yorkshire Water had been treating the sewers along William Street and also Highgate Lane as there is also a rat infestation along there we are dealing with and that bait had been taken. Yorkshire Water will keep treating until the infestation had been eradicated. The staff advised the Landlord of the property on William Street to keep on putting poison down in the property.



*rat droppings



*mummified rat in drawer

Case Study – Filthy & Verminous Premises.

William Street, Highgate.

A Member of Parliament complaint was received from a resident on William Street, Highgate, with regard to empty property next door harbouring rats in the house and garage and that they were gaining access into her property. The complainant had also given an interview in the South Yorkshire Weekender. A visit was made to the complainant along with her next door neighbour on the other side of her who also complained that she had them inside too.

At the time of the visit the complainant and her neighbour had waste accumulations to the rear of their properties and they were informed that these needed to be removed as soon as possible in order to prevent attracting vermin. They did not have any grey bins or recycling bins and arrangements were made for delivery. Both the complainant and her neighbour had had the holes sealed up by their Landlords where rats had been getting in and there was evidence of poison in trays in the kitchens.

At the empty property in the rear garage full of bags of waste which included food waste was found. Looking through the rear porch door, dead flies and droppings could be seen. Through the letterbox in the front door, clothing, mattresses and other items could be seen on the floor. There was also a smell to the property.

The staff advised the complainants that the Landlord of the property would be contacted and we would work with her. The landlord was contacted and she stated that it had been empty a few months due to the fact that the previous tenants had been growing cannabis in the property and had been raided by the Police. She said that she would arrange for her handyman to carry out work in order to seal the holes and treat for rats which were in the property and the waste in the garage would be removed. The staff received a Phone call a few weeks later from the Landlord stating that the waste had been removed and the rats eradicated.

Environment – Twiggs Quarter 4 report submitted 3rd March 2016

**Growing
the
Economy**

Environment

	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	●

Three people are employed through this contract one of those being an apprentice. All actions set at the previous monitoring meeting were completed. Since September Twiggs have engaged with fourteen businesses in the Dearne Area. From December to February the team have worked 396 hours in both Dearne North and South. This is a reduction in the previous quarter due to February having fewer days in the month.

They have also worked alongside thirteen established groups on clean up campaigns and led on three social action projects. They have collected 209 bags of waste and report 5 fly tipping incidents to the enforcement team. Twiggs have delivered 1 impact of littering session in which 24 people attended. They have undertaken 76 litter picks and supported two local events. The service continues to generate some fantastic feedback and have established a very active facebook page for the Dearne area contract.



All contracts continue to perform well with no significant issues.

PART C- Dearne Development Fund

Below is a list of services and groups paid out of the 15/16 Dearne Area Council Finances

Provider/group	Priority	Impact	Cost
Dearne Allotment Group	Improving health/Improving the environment	To provide a coordinator in order to continue with the development of the community allotment	£7500
Goldthorpe Development Group- Community Alliance Project	Improving Health (older people) Young people	To provide events and health awareness days in order to reduce loneliness and isolation of older people. Events also to engage with younger people.	£9080
DIAL- drop in advice project	Information and support	Independent advice service supporting disadvantaged people that are faced with financial exclusion	£6050
Salvation Army- Seasons hope project	Improving health/quality of life/ information and support	Supporting families in crisis across the Dearne area by providing support by way of information packs. The project will also provide cook and eat sessions.	£3154
Dearne Electronic Community Village- silver surfers	Information and support/ skills and learning for work	Engaging with local resident 55+ in order to promote social inclusion by delivering ICT sessions	£6122
Dearne Electronic Community Village- workability	Information and support/ skills and learning for work	The tutor will organise, plan and deliver workshop sessions in ICT and Employability skills, working in partnership alongside the DWP and a CRT outreach worker based at DECV and also DVC for functional skills	£14 924
Dearne Valley bulldogs	Improving health/ young people	To provide Integrated changing rooms and showers facilities. The hope is that new facilities will relieve the pressure on the club in regards to safeguarding policies and logistical	£15000

		challenges.	
DIAL-hOurbank	Information and support	The hOurbank will facilitate the exchange of skills and time and is run on an 'hour for an hour' principle. This scheme will build on the pilot that was previously run in the Dearne.	Asked for £15,000 panel contribute £7000
Therapies for depression anxiety and stress	Improving health/ young people	The project will be based at the Dearne ALC. TADS will work with 30 young people 11 – 18 to engage in 6 full therapy sessions, 30 minute therapy session and further 20 minutes to complete wellbeing exercises and learn coping techniques	Asked for £12,250 panel gave £8813

First round of applicants

The panel consisting of elected members, the area council manager community development officer and residents from both Dearne North and South met in November 2015 to consider applicants. 10 groups and services applied through this process and 5 were successful.

Dearne Allotment Group

One sessional worker is employed two days per week on this project. They have regular volunteers from the day centre and are starting to build up a good bank of volunteers from all backgrounds. Over the past few weeks schools in the area have also become involved in the project.

Mick the sessional worker has been maintaining the ground for Spring & Summer, the weather has been kind (with no bad winter snow/ice) which has helped the crops and vegetation come on this spring, they have already donated 20 cabbages, 30 onions, 30 garlics and many potatoes to the families in the area at the local Salvation Army Food Bank. This has led to external funding for £1000 to enable the PSS to deliver 6 week cook & eat sessions to the families in the area suffering from fuel and food poverty.

Paul Simmons & David Lockwood has been helping the sessional worker for 8 weeks (2 days per week x 4 hours) with the hedging around the farmer's field. Partnership working is very much on the increase and to date this has been working really well. The group from the day centre continue to be active at the allotment and have increased wellbeing because of this participation.



Goldthorpe Development Group (GDG)

	January	Feb	March
People employed through contract	0	0	0
People attending event	78	98	90
Number of events	1	1	1
Providers attending events	1	1	1
Volunteers	9	12	14
New volunteers	0	1	1
Referrals on to other services	0	0	6
Case studies	1	1	2

To date GDG have hosted 3 events during this period and have had a total of 266 people attending. In total 35 volunteers have supported the 3 events and 2 of those have been new volunteers. The services involved so far have been employees from BMBC giving advice about central heating grants, fire safety information and long term Condition advice. Further the BeWell Barnsley service attended and took 22 peoples blood pressures, 6 of these had to be referred to their doctors for further interventions.

DIAL drop in

The project started delivering 4 hour sessions 1 x per week at Goldthorpe Library on 5th January 2016. In the first quarter, the project delivered 12 sessions and supported 80 local residents. One of the outcomes was with regards reducing the financial exclusion of local residents and the projected benefit income for residents for this period is £384,000. During a evaluation of the project 42 residents have reported to date reduced anxiety and 45 residents have reported to date increased confidence/optimism.

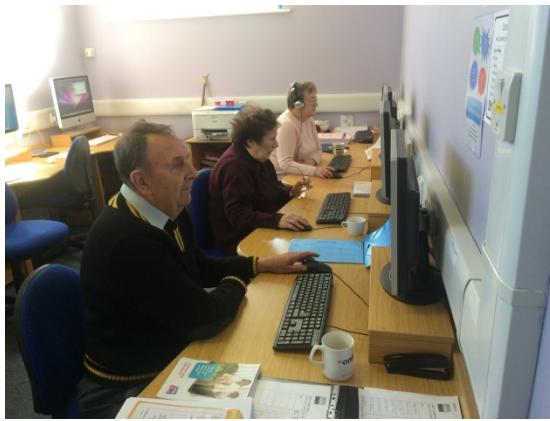
Dearne Electronic Community Village- Silver Surfers

The Silver Surfer project was a six months project and finished on the 6th of May 2016. The sessional worker worked with 22 learners on this project, all aged 55+. The oldest learner

was 92! (See pic attached of learner with her certificate) The workshop style sessions (2 per week for 13 weeks) consisted of:

- OCR Award in ICT
- Unit 1 - Word Processing
- Unit 2 - Internet
- Unit 3 - Email and communication
- Unit 4 - Spreadsheets
- Learn my Way online course

The learners also covered Social media / Facebook / Twitter / Skype as well as some sessions being conducted on iPads and Android devices, depending on learner preference. All the learners have completed and achieved the OCR course. The last cohort of Learner record folders are currently being moderated, ready to be sent to OCR for certificates.



Salvation Army

Since the start of the “seasons hope project” the Salvation Army have distributed 31 winter warm packs. They are also providing 40 healthy lunches on both Monday and Fridays at the Salvation Army with 6 volunteers preparing the meals, with another 4 doing the food sorting. This funding has enabled more volunteers to work within the Salvation Army and they have seen an increase in the “added value”

Fareshare now deliver food on a Monday morning and this enables the Salvation Army to feed people that come to the drop in for free. The Charity crisis now does a fortnightly drop in Helping with housing issues and benefit help. One of the landlords Chris has donated £100 worth of fruit trees for the orchard. Further all volunteers are taking part in food hygiene training and the Salvation Army have granted permission to have a new kitchen done and a counter out on the front to enable more food to be cooked more volunteers to help out at the cost of £8000

Second round of applicants

The panel consisting of elected members, the area council manager, community development officer and residents from both Dearne North and South met in January 2016 to consider applicants. 11 additional groups and services applied through this process and 4 were successful. £80,000 was allocated to the Dearne Development Fund in order to meet the Dearne Area priorities and the 9 applications came to a total of £77'646 from 15/16 finances.

Dearne Electronic Community Village- workability

This project started on the 9th of May and on the first day already enrolled 7 learners, all unemployed. The sessional worker state that he has a feeling it's going to be a busy one. All the links with the jobcentre for referrals are set and the learner packs and registered with OCR for the qualification have all been completed.

Dearne Valley Bulldogs

They Bulldogs have not as yet received payment as the Area Council was waiting for the decision regarding match funding from Sports England. The group have been successful in getting the 85K therefore they will now receive £15k from Area Council Funds so that they can progress with their project.

DIAL hOurbank

hOurbank is your new community time bank in the Dearne where skills and knowledge can be shared between members. This service is match funded with the People's Health Trust and 1 person is employed as part of the project. For every hour someone gives in helping others, they can withdraw the same time when they themselves need assistance. No money exchanges hands and hOurbank is free to join. Having just celebrated its first birthday, hOurbank is really proud of its achievements. To-date over 2200 hours have been banked and over 300 hours exchanged in help for others.



TADS

Therapies for anxiety, depression and stress (TADS) received funding through the Dearne Development Fund in order to give young people access to complementary therapies to enhance their emotional well-being and leave them with better coping strategies. TADS employ sessional staff and work directly with the local schools to identify individuals that need the interventions the most. To date TADS have 5 young people complete the

intervention, they received 6 individual sessions which ended on 10 May. Each young person has written their own journal about their experience from beginning to end. Another 5 young people will start their 6 sessions on 17 May 2016.

They are, at present, working in Carrfield Primary School. They have further 6 children per week for the duration of the 5 week interventions this ends on 16 May 2016. Each child has their own work book where their thoughts are recorded and the therapist also records their thoughts, this is retained by the school and TADS for evidence. On 23 May 2016, they will begin another 5 week intervention at Heathergarth Primary School. Structure of the intervention is still to be decided by the school.