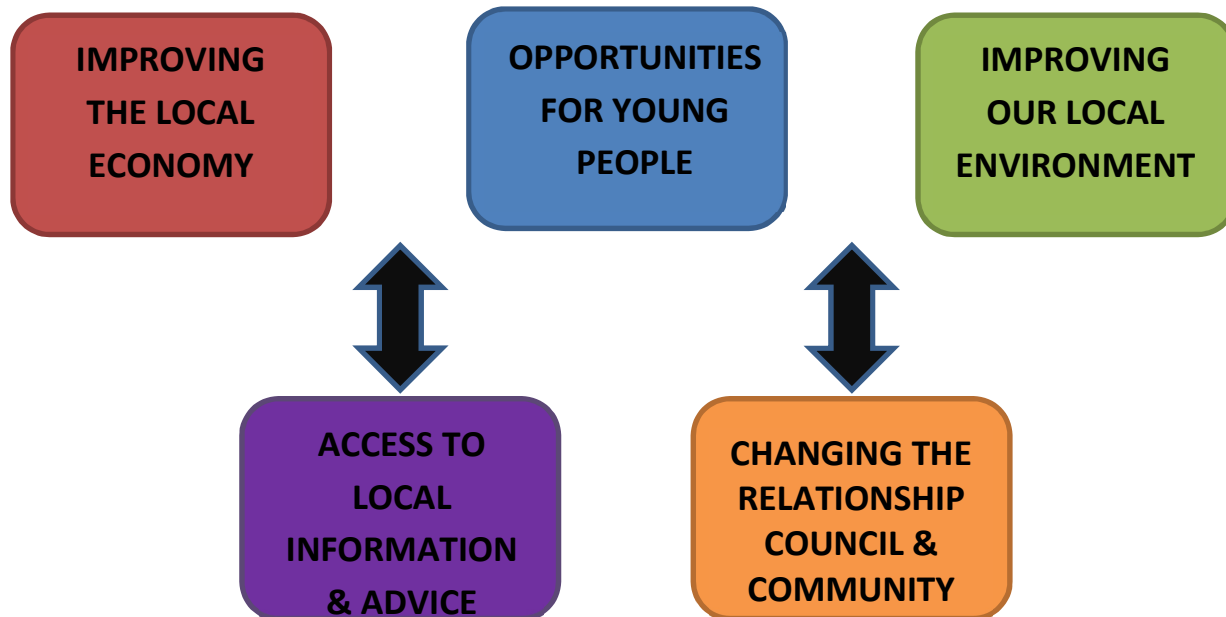


SOUTH AREA COUNCIL
Performance Management Report

June 2016

INTRODUCTION

South Area Council Priorities



	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving the Local Economy	Business survey & courses for local businesses	Northern College, BBIC & Emergency Response training	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	Project not recommissioned due to poor take-up on courses
Improving our Local Environment	Tidy Team to work alongside community on environmental projects	Forge Community Partnership/Anvil Community Interest Company	£300,000 2 years @ £150,000 per year	4 th August 2014	Interviews for new contract to be held 9 th June for award of contract mid June 2016
Improving our Local Environment	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year & further extension to 31/03/16	4 th August 2014 Contract 2 started 1 st April 2016	Contract 2 now running from April 2016 with funding agreed to run to March 2017
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£145,000 2 years @ £72,500 per year	2 nd June 2014	Contract extension now in place from June 2016 to March 2017
Opportunities for Young People	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015 Contract 2 started 1 st March 2016	Contract 2 for 2016 cohort started 1 st March 2016 Contract 1 running to November 2016

Table 2 below shows the projects currently under development.

	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving our Local Environment	Provision of signs for cleaned up sites 'Maintained by Volunteers'	Taylor made Signs	£375.00	100 Signs delivered 1 st April 2016 & will be erected by Tidy Team during April & May 2016	Currently being put up by Tidy Team across the 4 wards in a variety of settings decided by Tidy Team Steering Group
Access to Local Information & Advice	Production of Practitioner Support Pack for Veterans	Funding not now needed as information already exists elsewhere	£0.00 (would have been £2,000 if funding still required)	Work with existing providers of information underway via local Veteran Support Group	Not applicable – would be one off cost if required
Opportunities for Young People	Provision of 39 week Fire Cadet course for 16 young people	South Yorkshire Fire & Rescue Service	£12,157.81	South Yorkshire Fire have advised that there is insufficient time to set up before March 2017	Not applicable – will not run South Area Council have agreed second ARC course to run October 2016 instead
Opportunities for Young People	Provision of 2 week Achieving Respect & Confidence (ARC) courses for 14 young people at risk of offending	South Yorkshire Fire & Rescue Service	£10,000	Course 1 to run week of 13 th June 2016 Course 2 to be held October 2016	Not applicable – no current plans to recommission
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Survey & events now completed – report will be presented to South Area Council in June 2016	Not applicable – one off piece of work to inform future work to support young people
Opportunities for Young People	Lifeskills course for young people	Berneslai Homes & BMBC Integrated Youth Support	£2,000	Courses to run summer holidays 2016	Not applicable – currently pilot scheme
Cross cutting across all themes	Health & Wellbeing Asset Mapping Conference	In house by South Area Team	£1,000	To be held 14 th June 2016 Currently working with Be Well Barnsley team to develop	Not applicable – one off piece of work to inform future work with health & wellbeing in the area

PART A - OVERVIEW OF PERFORMANCE

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project. There are occasions when the quarterly review dates do not mesh with Area Council reporting dates, which means that the 'achieved to date' figures may not have changed from the previous report, as the new quarterly data is not yet due at time of writing.

Improving our Local Environment

Outcome Indicators	Achieved to date	
Number of small environmental projects completed	661	(580)
Number of large environmental projects completed	61	(45)
Number of litter picks completed	1727	(1543)
Number of fly tipping incidents dealt with	105	(89)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	1259	(1259)
Number of Fixed Penalty Notices issued – dog fouling	89	(89)
Number of Parking PCNs issued	298	(298)
Number of targeted dog fouling & littering operations completed	194	(194)

NB: Figures for littering, dog fouling, parking & targeted operations are unchanged since last report because new figures are not due until mid July 2016.

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	1720	(1484)
£ of benefits gained as a result of the advice received	£1,673,092.40	(£1,140,918.14)
£ of unmanageable debt handled through financial settlements	£1,364,123.10	(£1,086,863.18)
Number of cases where homelessness was averted	37	(30)
Number of clients referred to other specialist help	565	(448)
Number referred to Credit Union or other money management help	238	(199)
Number of community groups visited to promote advice services	112	(104)

Improving the Local Economy

Outcome Indicators	Achieved to date	Previous
Number of local businesses approached to complete survey	238 (completed)	238
Number of local businesses completing survey	88 (completed)	88
Number of quotations sourced for local business courses	56 (completed)	56
Number of business courses commissioned	16 (completed)	16
Students hours commissioned on business courses	1493 (completed)	1493
Number of students attending business courses to date	45 (completed)	38
Number of student hours completed to date	243.50 (completed)	204.30
Number of student places booked onto future courses	84 (completed)	84
NB: Cumulative totals – previous figures are in brackets for comparison		

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged (158 new & 19 existing)	177	(158)
Number of young people engaged in volunteering	6	(6)
Number of new community groups established	7	(6)
Number of community groups supported (including schools)	118	(108)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	16	(16)
Number of local businesses encouraged to maintain own environment	153	(151)
Number of young people referred to restorative justice provision	19	(19)
Income received from enforcement activity to Area Council in £	£67,458.75*	(£62,042.50)
% of local spend achieved by projects	90%	94%

NB: Cumulative totals – previous figures are in brackets

*Figure from start of contract to 3rd June 2016

Opportunities for Young People

	date
Number of Summer Internship places filled & initial interviews completed	41(completed)
Number of students completing Summer Internship workshops & placement	37(completed)
Number of 5 Year Plans tailored to student needs developed	33(completed)
% of students reporting an increase in motivation about the future	80%(completed)
% of students reporting increased confidence about future plans	88%(completed)
% of students reporting increased knowledge about opportunities available	72%(completed)
% of students reporting increased awareness of own skills & how to use them	72%(completed)

Please note that these figures for the 2015 cohort are now completed.

New figures for the 2016 cohort will be available in September 2016 after the completion of the Summer 2016 course in July and August

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div>Local Economy</div> <div>Access to Local Advice</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	N/A
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Comprehensive Quarter 8 (March - May 2016) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 8/End of Year 2 contract review meeting will be held on 10th June .

The project continues to be extremely well used, with over a steady influx of over 100 clients each for both Welfare Rights and Citizen's Advice services. The teatime sessions continue to be extremely busy, reflecting the fact that the majority of those seen are in work and require help with in-work benefits or other issues.

For the CAB worker, debt, benefits and legal problems are still the top three major issues for which clients seek her help. This quarter, CAB has seen the highest number of clients declaring that they have a mental health problem since the project began – over a quarter of those seen. Clients seen by the Welfare Rights Worker also show a similar profile.

There has been a massive increase in the amount of benefit gained for clients by the project overall, with over half a million pounds gained in the last quarter alone. This figure is so high partly because CAB have started to offer a benefit check to all clients regardless of the reason for their original approach, which can uncover clients who have previously not claimed anything previously who are eligible for a range of benefits. In addition, the project has seen an unusually large number of clients who have had a complete change in circumstances (for example, death of the partner and breadwinner where the client is too ill to work and has young children) and have gained significant benefits as a result.

The project has also seen a large increase in the amount of debt managed through financial settlements. This is partly because people are getting into debt more badly and more

rapidly, meaning that they often owe very large amounts relative to their income by the time they seek help, and making the debt settlements very large as a result.

This project has now been extended until 31st March 2017 using a waiver to standing orders previously agreed by the South Area Council. This allows continuity for a further 10 months for two staff who have worked really hard to gain trust and credibility locally.

The South Area Council has already decided that it wants to continue to fund this service if Area Council funding is still available after April 2017. If this is the case, careful planning will be needed to align the existing project with the changes to mainstream services, which are now using a triage based system of mainly online and phone based services for all but the most vulnerable clients. The South Area Council Manager is already having detailed discussions with both services about how these new ways of working will impact on our locally based work in the longer term, if Area Council funding continues to be available.

Barnsley CAB are continuing to apply for external funding for their services, and will be using the Social Return on Investment report recently completed to evidence the impact of its work.

Four case studies of clients supported by Zoe and Phil are attached at Appendices 3-6 of this report.

Tidy Team – Forge Community Partnership/Anvil CIC

		RAG
Children & Young People	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Improving Environment	Outcome indicator targets met	●
	Social value targets met	●
Changing Relationship	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●
Local Economy		

Comprehensive Quarter 7 (February – April 2016) monitoring reports were completed by Forge Community Partnership/Anvil CIC in May 2016 and a full contract review meeting was held on 11th May 2016. The final end of contract/end of Year 2 meeting will be held on 9th August 2016.

The tender for the new Tidy Team contract has been on Yortender in April/May 2016 and presentations/interviews from applicants will take place on 9th June. The tender panel will comprise the South Area Council Manager, a Parks Representative and a member of the South Area Team (replacing the South Area Council Chair, who is now unable to take part), supported by an officer from the BMBC Procurement Team. The contract will be awarded to the successful provider in mid-late June, with a start at the beginning of August, to ensure there is no break in service.

Highlights from Q7 include:

- Highly successful installation and planting up of fifteen raised beds at Wombwell Community Garden at Loxley Avenue, alongside 15 volunteers during April and alongside a group of parents and kids during half term week in May.
- A 'spring clean' and tidy up alongside 6 'Friends of' volunteers in Elsecar Park, which included litter picking, weeding, digging over and tree planting.
- Working with volunteers at Martha's Yard in Hoyland to put in raised beds, lay a brick pathway and to start a much larger shale pathway for wheelchair access.
- Continued support cleanup days with Darfield Bowling Club and Billingley Parish Council.
- Work with Birdwell Primary to litter pick, weed and plant a new green space being developed by the school – and with parents of Greenfield Primary to put up fencing around their new Forest Area.
- Working with the Hemingfield Canal group to cleanup a length of banking, including cutting back overhanging trees, clearing weeds, brambles and litter and strimming to clear the path for walkers.
- A 'Clean for the Queen' event at Broomhill, which attracted a number of new volunteers.
- Taking part in induction talks for new workers at ASOS on Grimethorpe/Darfield border, to emphasise the importance of not dropping litter and cigarette ends at nearby bus stops, which was driving local residents mad. We await the outcome of this!
- Attendance at recent Volunteer Fairs held in Hoyland and Wombwell Libraries, to encourage new volunteers to join the project.
- The team continues to try to recruit new volunteers for community litter picks, but the takeup continues to be disappointing – a recent leafletting campaign of 200 households produced only 1 volunteer, although on the positive side, they have now become a Tidy Team 'regular'.

Projects in the pipeline include:

- Work alongside Netherwood pupils on footpath improvements in the area around the school. It is hoped that a 'mini Tidy Team' can be developed, with school staff very keen to take this forward.

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Enforcement staff and the South Area Council Manager) has continued to meet to identify priorities for the Tidy Teams to tackle, joins up the Teams' work with that of other services and acts as a 'critical friend' to the project. The Steering Group last met on 14th April 2016, where the following actions were decided:

- The South Area Council Manager and Forge will approach the officers running the BMBC Good Neighbour/Snow Warden training, with a view to offering to run 'in person' training for all of their existing volunteers. A recent 'mystery shopping' exercise by group members had found that the entirely online training was not very user friendly and likely to put some people off; hence the proposed new approach.
- Locations were chosen for the 100 'This Area Maintained by Volunteers' signs recently purchased by the Area Council, to be erected by the Tidy Team over the next couple of months. It was also decided that fly tipping hotspots would also need a similar sign, but which emphasised the possible fines for those caught tipping.

2 case studies from this project are attached as Appendices 1 and 2 of this report.

Environmental Enforcement – Kingdom Security

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

As a result of their extension to contract until March 2016, Kingdom produced comprehensive Quarter 7 monitoring reports and information for the remaining 2 months of the existing contract, covering February and March 2016. A final end of contract review was held on 28th April, for which Kingdom provided a 'lessons learned' report, which is attached to this report at Appendix 7.

A new contract management and review process started 1st April 2016, as Kingdom were successful in gaining the second phase of the Enforcement contract, which will run from April 2016 to March 2017 in the first instance, with an extension beyond this date should Area Council funding be available and subject to continued satisfactory performance. All existing staff will be carried across to the new contract, which means that their local knowledge and expertise will be retained. The first contract review meeting for this new contract

As illustrated in the table above, there is overall satisfaction that the service is performing well and is continuing to make good progress in line with the contract.

Because the new contract did not start until April 1st, the first contract review meeting will not take place until mid July 2016. The figures achieved will be included in the Performance Management report to the South Area Council on 2nd September 2016, along with a narrative report and accompanying case studies.

Local Business Survey & courses for local businesses

<div>Local Economy</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	N/A
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

In order to tackle its 'Thriving Local Economy' priority, the South Area Council commissioned a survey of small and medium local business, which took place between September and December 2014. On completion of this, maximum Area Council funding of £20,000 was agreed to meet the Top 5 needs identified by local businesses, which were:

- IT skills
- Social Media and Marketing
- Health and Safety
- First Aid
- Website Development
- Business Development

The courses were delivered by Northern College, Emergency Response Ltd. And BBIC between September 2015 and March 2016, and will not be recommissioned because of poor takeup by local businesses.

Because two of the courses failed to start at all because no students were booked on, Northern College have offered to run two additional programmes for us as a goodwill gesture. Due to the poor takeup by businesses of the original courses, the South Area Team are planning to offer these additional courses out to community groups as an alternative. It has not been possible to run these courses before the summer break, so we are now aiming for an early autumn start. It was originally intended to offer these courses in Basic IT Skills and Social Media, but it has been decided to concentrate on the latter because the new BMBC Device Doctor programme operating locally offers basic IT skills very similar to the ones provided by the business course, and there is no desire to duplicate provision.

Summer Internship Programme – C&K Careers

<div>Children & Young People</div> <div>Local Economy</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting (2015 and 2016 contracts)	●
	Milestones achieved (2015 and 2016 contracts)	●
	Outcome indicator targets met	2015 contract ●
		2016 contract ●
	Social value targets met (2015 and 2016 contracts)	●
	Satisfactory spend and financial information (2015 and 2016 contracts)	●
	Overall satisfaction with delivery against contract (2015 and 2016 contracts)	●

During summer 2015, the South Area Council commissioned C+K Careers to deliver a Summer Internship programme to 60 young people just leaving Year 10.

The 2 week programme which ran in the summer holidays 2015 focused on employability and guidance issues in week one, followed by a work placement in week 2. Although the majority of the direct contact with the young people took place prior to and during the course itself, the contract with C&K lasts for 20 months, finishing in November 2016. This means that C+K Careers staff are now staying in touch with the young people right through Year 11 and until they are settled into their first positive destination post-16.

The 2015 project has an amber rating for 'outcome indicators met' because only 37 of the 60 places available to Kirk Balk and Netherwood students were filled (although 41 students booked onto the course. This is reflected in the other Areas (North and North East) taking part in the 2015 programme, and to some large degree reflects the difficulties faced by C+K Careers in gaining buy-in from both schools. As the contract manager for the programme, the South Area Council Manager is satisfied that C+K Careers did all they reasonably could to get the schools to respond, and that any provider would have faced similar difficulties.

C+K's view is that 60 places may also have been an unrealistic number (particularly given that young people are being asked to give up 2 weeks of their summer holidays) and that this should be reduced for the 2016 programme. As a result of this, the number of places on the 2016 course has been reduced slightly to 45.

Following a full tendering process, C+K Careers were successful in retaining the contract, and will run the Summer 2016 programme on very similar lines to that delivered in 2015.

C+K staff are now working with the schools to identify appropriate young people from Y10 for the 2016 course, and are currently offering an in depth guidance interview to each young person signed up, to help them prepare for the programme, and help staff to source a work experience placement of interest to them.

C+K are reporting that it has been much easier to gain access to the right staff at Netherwood to support the programme this year. This has been partly because school staff have been so impressed with the difference in motivation, confidence and achievement shown by those taking part in last year's programme. C+K are finding it difficult to gain access in Kirk Balk again this year, but it would appear that this is now being overcome through using contacts in the BMBC Targeted Information, Advice and Guidance and the Intergrated Youth Support Service who work in the school.

Kate Faulkes

South Area Council Manager

3rd June 2016