

Jan 2023 – March 2023



South Area Council Q4 Performance Report



South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell

Priorities










Providers below have been appointed to deliver services that address South Area Council priorities and deliver outcomes and social value objectives.

Provider	Service	Contract Value/length	Contract end date	Priority
Twiggs Maintenance Ltd – South Area Tidy Team	Environmental, volunteering and education service	£181,721 per annum	31/03/2023	
Age UK Barnsley	Social Isolation	£59,944 per annum	September 2024	
District Enforcement Ltd	Environment Enforcement	£17,550	Funded until March 23	
BMBC	Environmental Enforcement	£5,000	Ongoing	
BMBC	Private Sector Housing Officer	£33,528 per annum	Ongoing	
CAB	Advice Services Contract	£83,000 per annum	June 2024	
Stop Smoking Advisor	SWYFT	Public Health funding		

Contributing to the following corporate priorities and outcomes

Barnsley - the place of possibilities			
Healthy Barnsley	Learning Barnsley	Growing Barnsley	Sustainable Barnsley
People are safe and feel safe.	People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.	Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities for all.	People live in great places, are recycling more and wasting less, feel connected and valued in their community.
People live independently with good physical and mental health for as long as possible.	Children and young people achieve the best outcomes through improved educational achievement and attainment.	People have a welcoming, safe and enjoyable town centre and principal towns as destinations for work, shopping, leisure and culture.	Our heritage and green spaces are promoted for all people to enjoy.
We have reduced inequalities in health and income across the borough.	People have access to early help and support.	People are supported to have safe, warm, sustainable homes.	Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking.
Enabling Barnsley	We are a modern, inclusive, efficient, productive and high-performing council		

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.

Corporate Priority	Targets	Figures
 	Community litter picks completed	22
	Reactive clean ups completed	53
	Community clean ups completed	67
	Number of volunteers	77
	New volunteers	28
	Number of Volunteer hours supporting projects	590
	Community groups supported	18
	New Community Groups	3
	Bags of rubbish collected	425
	Fly tipping cases reported	6
	Groups helped to secure funding / resources	2
	Number of household contacts made	240
	Number of properties improved	8
	Informal requests for action to landlords	10
	Formal notices to landlords	3
	Patrolling hours (parking and enforcement)	236
	Number of parking fines issued (PCNs)	196
	Number of Fixed Penalty notices issued (FPNs)	1
	Households directly supported with responsible waste disposal/recycling	10
	Number of people accessing local information and advice	729
	Number of socially isolated people supported	25
	Number of adults supported who are experiencing mental health difficulties	75
	Number of vulnerable households supported	34
	Local Spend	95%
	Overall Benefit gain	£142,753
	Amount of debt managed	£21,619
	Number of Apprenticeships	1



Improving our Local Environment

Tidy Team - Twiggs



This contract ended on the 31st March 2023. A new Service Level Agreement is being developed.

End of contract case studies:

Case Studies

Platts Common Bowling Club – Regular Upkeep Support

27/02/2023

Joining 8 volunteers at the bowling club we began by clearing the fallen leaves that had blown around the green. There were loads of leaves which were obstructing the bowls area causing a halt to the games. Along with the volunteers we cleared 10 plus tonne sacks of leaves which we then spread out to the rear of the green and perimeter of the field beside the club. As litter was revealed after leaves were removed, we also collected this in purple sacks leading to 3 sacks of waste in total. At the end of the session the group informed us of some improvements they wish to see around the club, so we directed them to apply for funding to allow them to do so.

8 sustained volunteers

3 sacks of litter

How did this activity come about? This is a continued working relationship we have built up with the bowling club. They requested our support on this occasion.

How many staff hours did it take?

8 staff hours

How many volunteers took part & how many volunteer hours were given?

13 sustained volunteers, 26 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Platts Common Bowling Club

Apprentice Involvement:

An apprentice is present during all sessions, this allows them to develop their skills in the use of power tools and other community engagement activities.

What went well / Outcomes?

The bowling club was cleared of green waste and litter to keep it in a fit condition to play bowls on. Bowling is the way volunteers exercise and keep active and socially active. Volunteers learnt the benefits of mulching and utilising green waste for habitat piles.

Next Steps

Following our advice, the group are interested in applying for funding for further projects at the club.

Hoyland Common Primary School – Educational Session

20/03/2023

During both the morning and the afternoon, we supported 20 school pupils and 10 teachers to clear litter on and around Sheffield Road. Before starting the session, we carried out a health and safety talk encouraging them to use the grabbers provided and not their hands etc. Following this we supported the pupils to clear litter, collecting a total of 27 sacks of waste. To end this really positive session on a high we carried out an educational talk explaining how clearing the litter will benefit the environment and explained the negative effects litter has.

27 sacks of litter

20 school pupils

10 adults



How did the project come about?

This came about following emails and discussions between Twiggs and the school.

How many staff hours did it take? 12 staff hours

How many volunteers took part & how many volunteer hours were given?

20 school pupils & 10 adult volunteers, 180 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Hoyland Common Primary School

Apprentice Involvement:

An apprentice is present during all sessions, this allows them to develop their skills in the use of power tools and other community engagement activities.

What went well / Outcomes?

The area was cleared of litter and the pupils were educated on the negative effects litter has on the environment and the benefits of removing it.

After the sessions had finished the children were given the Twiggs educational booklet to work on in class to which we had poem sent in to us created by a pupil. The poem was about litter.

What still needs further development?

Future sessions could be put in place so the pupils can continue to build upon the already fantastic work done and more areas can be targeted.

Upperwood Primary School – Educational Session

20/03/2023

In partnership with the area team, we joined Clare (CDO) at Upperwood Primary School for an educational litter picking session. To begin we split the students into groups to allow the entirety of the school field to be covered during the session. Before starting the session, we carried out a health and safety talk encouraging them to use the grabbers provided and not their hands etc. Following this we supported the pupils to clear litter, collecting a total of 20 sacks of waste. To end this really positive session on a high we carried out an educational talk explaining how clearing the litter will benefit the environment and explained the negative effects litter has.

20 sacks of litter

30 school pupils



How did this activity come about?

This came about following emails and discussions between Twiggs, the school and the area team.

How many staff hours did it take? 6 Staff Hours

How many volunteers took part & how many volunteer hours were given?

20 School Pupils, 40 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

South Area Team, Upperwood Primary School

Apprentice Involvement:

An apprentice is present during all sessions, this allows them to develop their skills in the use of power tools and other community engagement activities.

What went well / Outcomes?

The school field was cleared of litter and the pupils were educated on the negative effects litter has on the environment and the benefits of removing it.

Next Steps

The school are aiming to carry out future sessions to remove litter from the field keeping it safe and presentable for the pupils.

Wombwell Park Group – Advice and Guidance

21/03/2023

After recently receiving a request from the group we attended Wombwell Park to support the group to assist them with a pond project they had begun. However, when we attended and assessed the location, they had made a start on we noticed a big safety concern. The pond would be located close to the children's play area which posed too many hazards for the safety of anyone using the park. As we couldn't proceed with supporting the group, we had a chat with them as to why we thought the location was not suitable and posed too many risks.

Following this we unfortunately had to undo the start the group had made to remove the health and safety hazards it posed. We filled the pond in and ensured the ground was levelled out so there was no concern of any falls.

We had a discussion with the group during which we found out that no permissions had been gained from the parks department and explained to them the importance of gaining permissions before carrying out any projects.

Initially the group felt disheartened that we took the pond out but following our explanation understood the safety implications of leaving this on site.

To utilise our time at the park and follow up the pond removal with some positive activities we carried out a litter pick removing two sacks. Finally, we had a chat with the group about their future plans and gave them some advice on pruning the fruit trees within the park.

2 sacks of litter

3 sustained volunteers



How did this activity come about?

Wombwell Park Group have had Twiggs support since we began our contract in the area. This event came about following a request for our support received from the group.

How many staff hours did it take?

4 staff hours

How many volunteers took part & how many volunteer hours were given?

3 volunteers, 6 volunteer hours

Who was Involved? Partners/ Groups/ Businesses/ Schools?

Wombwell Park Group

Apprentice Involvement:

An apprentice is present during all sessions, this allows them to develop their skills in the use of power tools and other community engagement activities.

What went well / Outcomes?

We educated the group on why contacting the parks department for permissions is important before carrying out any work. By removing the hole, we have removed safety concerns and ensured the group is not responsible for an injury.

Next Steps

We are hoping to continue educating the group on the correct ways of going about improvements within the park.

Supporting Older People

Access to Local Information and Advice

Better Together Service

This report covers the period Jan 23 – March 23



This service is funded by the South Area Council. There are three Social Inclusion Officers in post supporting Hoyland/Milton, Rockingham (two posts job share), Wombwell and Darfield (1 x 32.5 hrs post). We also have 1 Information and Advice Worker in the South who provides 7.25 hours per week as part of this contract.

1:1 Working

54 residents, consisting of 40 Female and 14 Males. We received 23 New referrals.

This quarter has seen a consistent level of referrals from external sources such as Social Prescribing, GP's, Local Authority (Housing Officer). Families have also referred their relatives to us, and some clients are self-referring. The NHS (Social Prescribing) are referring to AUKB and an increase of referrals is evident.

Target	Target	Actual	Target met
Number of service users in the service	35	54	
No. of people supported to tackle fuel poverty		30	
No of social isolated people supported		23	
Number of Community Events- Hoyland, Rockingham and Milton	1	3	
Number of Community Events- Darfield	1	1	
Number of Community Events- Wombwell	1	2	
Social Media releases	2	39	

Social Value Objectives

Target	Target	Actual	Target met
Benefit Gains I&A		£18,000	
No of new groups created inc. Digital and Men's	1	3	
No of existing groups supported	5	10	
No of groups supported to become more inclusive		10	
No of clients signposted for IT skills / functional skills (No target set)		1	
No of new volunteers	7	4	
Total no of volunteers in service	7	23	
Total no of volunteer hours (new and existing volunteers)	150	340	

Volunteers: There has been a slight increase in our volunteer numbers. We now have **23** regular volunteers in service and **4** new volunteers are working with us. These are made up of **8** Male and **15** female. Our active volunteer numbers are steadily growing.

Work with the Area Council Community Development Officers, local businesses and community groups will increase our reach and our success. Some New clients, who have been referred into the service, or people attending groups have now been signed up as volunteers themselves, they have benefited not just by getting out and about more but now have more of a purpose and feel useful again.

There has also been an encouraging rise in engagement from some existing group members; Group members are still showing an interest by helping out with tea, coffee and calling bingo or doing quizzes.

In this quarter we have worked towards getting existing groups running smoothly with Volunteers. This will free up time for SIO'S to identify and set up new activities and events in the area.

340 volunteer hours = £ 5,756.20 in Social Value this quarter

Events: The first Quarter of 2023 has been productive and Social Inclusion Officers attended several Events promoting winter wellbeing and addressing the cost-of-living crisis.

Age Uk has been recognised by Barnsley Council as a cost-of-living Ambassador, another great example of how through joint working we are making a real difference to vulnerable people in Barnsley.

We engaged with Lots of older people advising what Age UK can offer and how with funding from South Area council we are able to help lonely and socially isolated people over 50 offering home visits and access to social groups.

Added Value

Cost of living assistance We continued to supply winter warm packs and slow cookers in the early part of this quarter. We made several referrals to our Information and advice team for benefits advice to ensure they are accessing all that they are entitled to.

We have also started distributing cleaning packs to older people in need and will continue this over the next few weeks. The Affordable shopping service, handy person and gardening service are now available to help support residents in the area over 50. Social inclusion officers are referring into this, and it is already proving useful to those struggling. We continue to signpost to our home efficiency service, allowing us to refer for a home efficiency checks.

Case Study 1 – Wombwell/ Darfield

Mr G is legally blind and does not leave the house. Following a referral from our Healthy Bones Instructor, the SIO visited Mr. and Mrs. G on several occasions to see how they could support both, to keep, or hopefully improve, their independence. Mr. and Mrs. G are in their own home, no carer. The SIO signed both up for the Dial A Ride and discussed what groups they could attend. Also, what support they needed to be comfortable and safe in their own home, they didn't want I&A involvement but did want more information on wrist/personal alarms as Mrs. G had fallen in the kitchen before Christmas.

The SIO researched the prices and options for alarms, and they are considering them. The SIO also researched adaptations that may help Mr. G be more independent in the kitchen and offered to refer Mr. G to the sensory team, he seems unwilling to have people in the house, but the SIO has ensured that Mr. G has the number to contact them. He has agreed to have a catalogue of aids that can be purchased so he has all the information.

Background: Mr. and Mrs. G are a couple in their 80s and live without support (carers etc.) in Wombwell. Mrs. G attended a healthy bones class with the Healthy Bones instructor, who then referred Mr. G to Age Uk Social Isolation team on hearing that Mr. G does not leave the house. Mr. G needs a frame to walk and has almost no vision.

Outcomes of Project: Mr. G has more information on options for his improved independence and hopefully will use one of them. Mr. G is seriously considering the wrist alarm and has the appropriate information to get one. He is also considering a visit from the Aids and Adaptations (sensory team section) to show kitchen aids.

Next Steps: The SIO will stay in touch with Mr. and Mrs. G for a few more weeks to support them to live independently in their own house. The SIO will support Mr. G to get his personal alarm and any further helpful aids for the house. The SIO will update Mrs. G on local groups that she might

wish to attend if she feels comfortable to leave Mr. G for a short while. The SIO will ensure that they know the steps to book the dial a ride transport and feel comfortable to do so.

Civil & Environmental Enforcement

Our Environment



Activity Interventions

This quarter we have issued 196 PCN's for parking in the area (178 in Wombwell, 8 in Hoyland, 9 in Darfield and 1 in Birdwell). The increase in the numbers in Wombwell have been in the main down to the last 5 weeks whilst the Roadworks have been taking place on Wombwell High Street. As motorists have not been able to park on the High Street, they have been trying to find alternative parking just as close, but just as often still parking illegally.

The officer concentrate's his patrols in the main around the Wombwell, Hoyland and Darfield areas. We have also been utilising intelligence led information from the parking tasking received via BMBC Parking Services process and, also from complaints on the street, from the community at large.

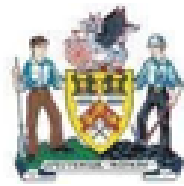
This quarter we have had 295 occasions where the officer has commenced logging the vehicle, but the driver has quickly turned up and drove away before the process could be completed, (181 in Wombwell, 93 in Hoyland and 21 in Darfield).

This quarter Upperwood school and All Saints School both in Darfield have been attended by our officer on occasions. No PCN's have been issued as part of these visits as the officer is clearly visible which deters anyone trying to park on the yellow school markings at either school.

Environmental Enforcement



Target	Target	Actual	Target met
PCNs's issued	n/a	196	
Hours Patrolling	204.43	235.69	
No of targeted Parking operations	1	1	
No of tasking targeting Parking/Dog fouling/Litter	2	7	
% Of contract spent patrolling	85	98%	



BARNLSLEY
Metropolitan Borough Council

Report by the Private Sector Housing Enforcement Officer

Changing the Relationship between BMBC and the Community

The final quarter of 2022-23 has been spent concentrating on supporting vulnerable people in our communities with the cost-of-living crisis. I have worked closely with the area team to access and use funding to support these tenants throughout the South Area.

I have also been involved in the massively successful 'Clear-Hold-Build' project within the Hoyland area and looking forward I will be taking the lead on violence against young girls and women as the project enters the build stage. The project gave me the opportunity to attend a gala in London held by the Inspiring Leadership Foundation and provided me with some excellent connections for the future of this work. As part of this I took part in two late night operations along with colleagues from SYP where we targeted youth nuisance throughout Hoyland.

It has been a busy quarter with lots of multi-agency pop-up stalls and events including a 'cost of living' fayre in Birdwell and a 'winter well-being' event in Wombwell. Both were thoroughly successful and always allow me to network with other services and a wide range of community members. I also organised six further multi-agency pop-ups across the wards with SYP. I also attended two clean-ups in Hoyland.

I am involved with the D'Clutter club which we are running to support clients with self-neglect and hoarding issues. I help run the monthly meetings the club holds, and we regularly have guest speakers such as South Yorkshire Fire & Rescue, social prescribing, and the Recovery College. This helps me connect with new services whilst supporting these vulnerable clients. I run a monthly walk in the fresh air for members of the club and this is slowly being utilised with the improvement of weather. I have started targeted leaflet drops throughout the wards looking at engaging more clients and families who are struggling with self-neglect and hoarding. I have done leaflet drops along Sheffield Road, Birdwell and around School Street/Barnsley Road area of Darfield. With the warmer weather and people getting out more I am confident we will be able to successfully progress this support and will be continuing to target these clients.

Reflecting on the last years work I have re-contacted some of the most sensitive and challenging cases to follow up on their progress. A young female I worked closely with from Darfield is thriving in her new property, away from issues of domestic violence and the challenges of the private landlord. She is now enrolled on various courses in beauty therapy and continues to succeed with her mental health much better.

This quarter I have seen an increase in damp and mould cases which has resulted in me being involved with two properties, both with such severe damp issues that I have served improvement notices. These are ongoing cases, and I will update in the next quarter. Both families were living in freezing cold properties with unnecessarily high energy bills being caused by the poor condition of the properties. Both have been supported by the UKSFP funding. Both properties were referred to me from my proactive work via health visitors and a pop-up stall.

I have also recently started working with a family who are facing eviction and currently living in squalor. They have no central heating, bathing facilities and there is extensive waste accumulation and disrepair in the property. Through a referral to social care a skip is being funded to assist with some waste removal and the tenant is being supported with the possibility of eviction. It is early in this case and I will update next quarter.

I have recently completed NCEIC training in January which provided me with knowledge of electrical installation certificates which are required in all private rented properties and will assist me when looking at the documents required by landlords.



Target	Target	Actual	Target met
No of contacts made	100	240	
No of vulnerable households identified	10	34	
No of physical inspections	10	13	
No of properties improved	8	8	
No of informal requests for action to landlord	8	10	
No of formal notices – private landlords		3	
No of people signposted to other services	8	9	
No of interventions in Hoyland Milton	25	30	
No of interventions in Rockingham	25	2	
No of interventions in Wombwell	25	17	
No of interventions in Darfield	25	5	

Outcome Indicators	Target	Actual	Target met
Geographical targeted campaigns undertaken	1	8	
Contacts with household waste on premises	20	10	
Households directly supported with waste recycling	20	10	
Household making improvements during service intervention	15	10	

CASE STUDY 1:

In April 2022 the UK government launched the UK Shared Prosperity Fund (UKSPF). The UKSPF is a central pillar of the UK government's Levelling Up agenda and provides £2.6 billion of funding for local investment across the UK by March 2025. It has been designed to provide funding to local

leaders with the necessary freedom and autonomy to seize new opportunities and respond to the challenges unique to each of their communities.

In the South Area the fund has allowed me to support over twenty families so far, who are affected by the cost-of-living crisis and winter, the hardest time of the year for many. I concentrated on fuel, hygiene and sleep poverty, with an emphasis on keeping the person warm rather than the property. After being successful in obtaining funding, I put together a plan to support the most vulnerable throughout the wards. This was based on my experience out in the community, working with tenants in poor condition housing, on low income, struggling to keep warm and have a good quality of life.

I already have strong links with local schools and their parent support advisors, as well as Age UK and social prescribing, receiving regular referrals from them. I advised them I was looking to support vulnerable families and individuals struggling to heat the home, keep themselves warm and fed and buy necessities such as shower gel, soap, toilet roll. I am seeing a lot of families who are on low income and do not meet criteria for free school meals for example, but that are struggling to stay clean, warm and fed.

As a result of the funding, I have been able to support just over 20 families so far by providing them with: new warm bedding, blankets, personal hygiene items, slow cookers, heated blankets, hooded blankets, flasks, hot water bottles, food parcels, damp and mould packs.

Referrals from schools have allowed me to get into the properties and support the tenants with issues they may be struggling with, referring them to other services and ensuring that where intervention to landlords is required that housing conditions be improved. It has been extremely well received with lots of tenants overwhelmed by the generosity and support received. It has also given me the opportunity to access more properties and complete inspections where tenants weren't aware of my role, offer support and referrals to other professionals and build strong relationships with the community. Looking forward I am assessing more sustained support to ensure the most vulnerable are able to continue to live safe, warm and well.





Barnsley Citizens Advice



General Advisor

During this quarter of this project (1st January to 31st March 2023) the generalist advisor assisted a total of **442** client contacts. Out of this figure there were 142 unique clients and 300 repeat clients.

The top enquiries were, benefits, debt, charitable support and food banks, housing, utilities and communication, relationships, legal and employment. However, there were also enquiries relating to consumer, immigration and asylum, financial, health & community care, travel and other issues.

Of the 442 client contacts, 89 were from Darfield, 89 were from Hoyland Milton, 104 were from Rockingham and 148 were from Wombwell with 12 Out of Area see separate report.

Welfare Advisor

During this quarter of this project (1st January to 31st March 2023) advisors assisted a total of 218 client contacts. Out of this figure there were 84 unique clients and 134 repeat clients.

The top enquiries were, benefits, benefits Universal Credit, debt, housing, charitable support and food banks, utilities, health & community care and employment.

Of the 218 client contacts, 33 were from Darfield, 52 were from Hoyland Milton, 80 were from Rockingham and 46 were from Wombwell. There were 7 Out of Area client contacts (3 clients) who attended an outreach and were given basic contact information.

Target	Target	Actual	Target met
People supported	119	660	
Debt managed	£162,500	£21,619	
Benefit gain	£175,000	£166,825	

Generalist Advice

Welfare Rights

CASE STUDY 2

Peter* had resigned from his job some weeks previously, after the situation had become very sour and unpleasant: he was contracted to work for forty hours a week but had been under significant pressure to work excessively long shifts. Peter was willing to be flexible, but chronic pain in his joints meant that a twelve-hour shift would be both painful and potentially dangerous. After a period of time off work for ill health, he had felt pressured to resign.

Peter was claiming Universal Credit and looking for work, when one of the staff at the Job Centre suggested that he turn to Citizens Advice Barnsley for a benefits check. Peter knew that there was an outreach session close to where he lived and was happy to go along to discuss his situation, both in terms of benefits and of employment, with the adviser.

On a very practical and immediate basis, the adviser applied for a fuel voucher for Peter as he was struggling to pay for fuel via his pre-payment meter.

Next, the adviser explored benefits with Peter. He advised him to apply for New Style Employment Support Allowance; although it would be deducted from his UC, it had the bonus of accruing National Insurance contributions. He gave Peter the telephone number to contact and advised him that the claim could also be backdated. He also recommended that Peter talk to Universal Credit to find out whether they would carry out a Work Capability Assessment for him, as that could also affect the amount to which he was entitled.

In the longer term, given Peter's chronic health conditions and the likelihood that they could worsen, the adviser suggested that Peter might wish to apply for PIP.

Returning to the issue of work, the adviser told Peter that he could be entitled to claim any outstanding holiday or notice pay from his ex-employers. He also gave Peter the contact details for ACAS: he might want to explore with them whether his ex-employers' behaviour amounted to constructive dismissal, or whether they had breached Working Time Regulation.

Peter left the outreach feeling so much more positive: he had received some immediate, practical help and could explore several ways to improve his financial situation going forward. He was really glad that he had been advised to turn to Citizens Advice Barnsley.