



South Area Council





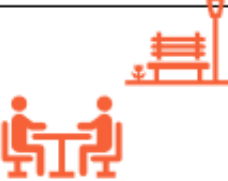


Darfield, Hoyland Milton, Rockingham, Wombwell

Performance Report Q1

Q1 - 2023/24 (April - June 2023)



Table of Contents

Provider	Service	Contract Value/length	Contract end date	Priority
Environmental Caretaker contract	Environmental, volunteering and education service	£120,963 per annum	TBC	
Age UK	Social Isolation	£59,944 per annum	Funded for 3 years. <u>Commenced 1st October 2021</u>	
District Enforcement	Environment Enforcement	£17,550	Funded until March 24	
BMBC	Environmental Enforcement	£5,000	Ongoing	
BMBC	Private Sector Housing Enforcement	£42,844 per annum	Ongoing	
CAB	Advice Services Contract	£83,000 per annum	Funded till June 2024	
Stop Smoking Advisor	SWYFT		Funded through Public Health	

South Area Council Priorities

Access to Local Information and Advice



Changing the relationship between the BMBC & Community



Young People



Improving the Local Economy



Health and Wellbeing for All



Our Environment



Contributing to the following Corporate Priorities and Outcomes:

Barnsley - the place of possibilities

Healthy Barnsley

People are safe and feel safe

People live independently with good physical and mental health for as long as possible

We have reduced inequalities in health and income across the borough

Learning Barnsley

People have the opportunities for lifelong learning and developing new skills including access to apprenticeships

Children and young people achieve the best outcomes through improved educational achievement and attainment

People have access to early help and support

Growing Barnsley

Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities

People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture

People are supported to have safe, warm sustainable homes

Sustainable Barnsley

People live in great places, are recycling more and wasting less, feel connected and valued in their community.

Our heritage and green spaces are promoted for all people to enjoy

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

**Our Council Plan
2021 -2024**

COMMISSIONS

CAB

Environmental
Caretaker

Age UK

Private Sector
Housing Officer

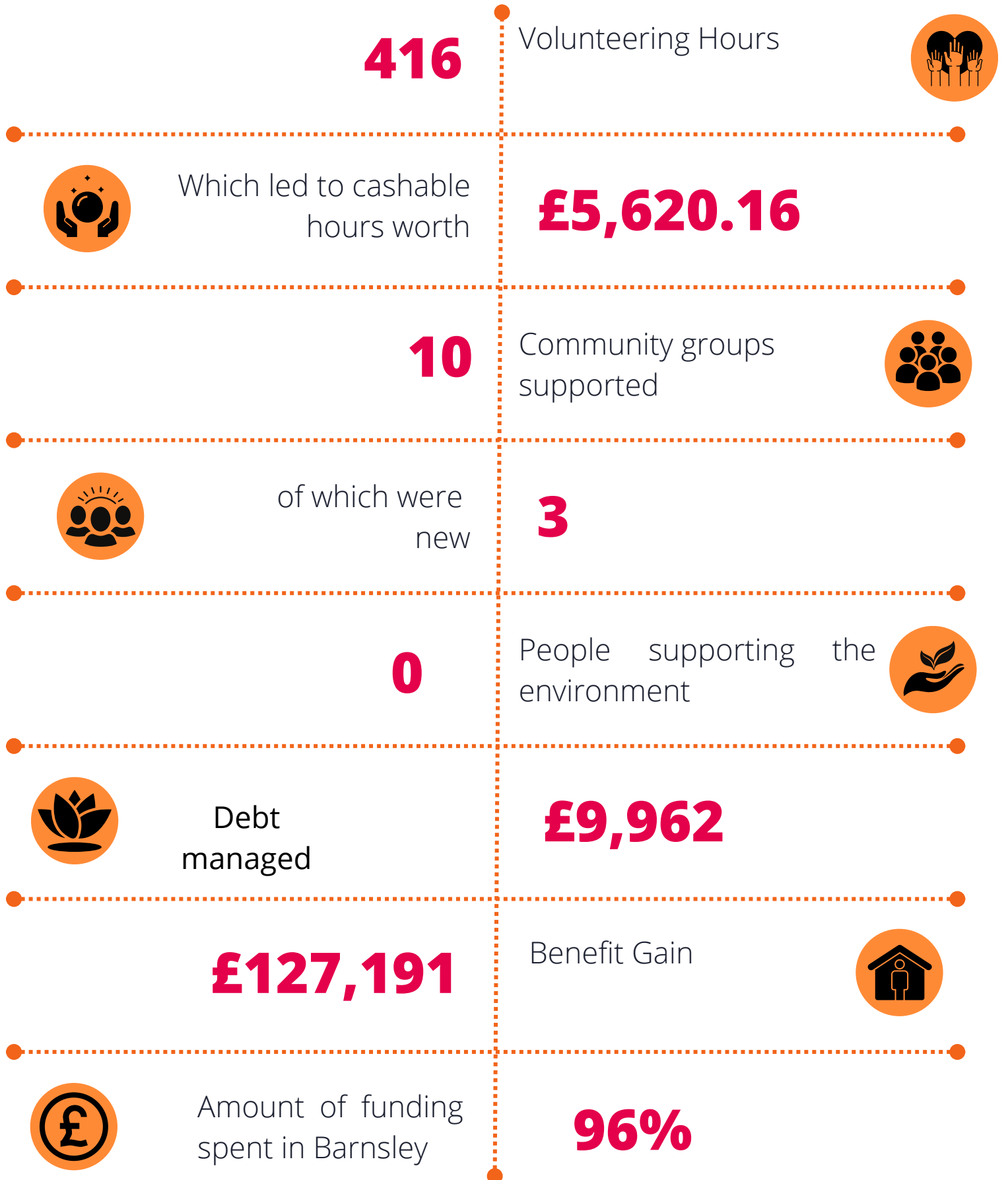
District

Young People
contract to be
commissioned

		CAB	Environmental Caretaker	Age UK	Private Sector Housing Officer	District	Young People contract to be commissioned
Healthy Barnsley	People are safe and feel safe	✓		✓	✓	✓	
	People live independently with good physical and mental health for as long as possible	✓		✓	✓		
	We have reduced inequalities in health and income across the borough	✓		✓	✓		
Growing Barnsley	Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities						
	People have a welcoming safe and enjoyable town centre and physical towns as destinations for work, shopping leisure and culture		✓			✓	
	People are supported to have safe, warm sustainable homes	✓		✓	✓		
Learning Barnsley	People have the opportunities for lifelong learning and developing new skills including access to apprenticeships	✓	✓				
	Children and young people achieve the best outcomes through improved educational achievement and attainment						
	People have access to early help and support	✓		✓	✓		
Sustainable Barnsley	People live in great places, are recycling more and wasting less, feel connected and valued in their community.		✓	✓	✓		
	Our heritage and green spaces are promoted for all people to enjoy		✓				
	Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking				✓		

Stronger Communities Key Performance Indicators

Table 2 below shows the Providers contribute towards the Key Performance Indicators and deliver the outcomes and social value objectives for the Stronger Communities directorate



Overview of Performance

Environmental Caretaker Contract



The South Environmental Caretaker service team have been recruited. The team leader started in July 2023 and the driver operative and apprentice in August 23 following an induction and training programme. The Key Performance indicator have been agreed with the South Area Council Members and will be monitored against from the 1st September 23. The first full quarter information will be available in January 2024 for the period October - December. Monthly scheduling meetings will take place in between to ensure Members requests are delivered against.



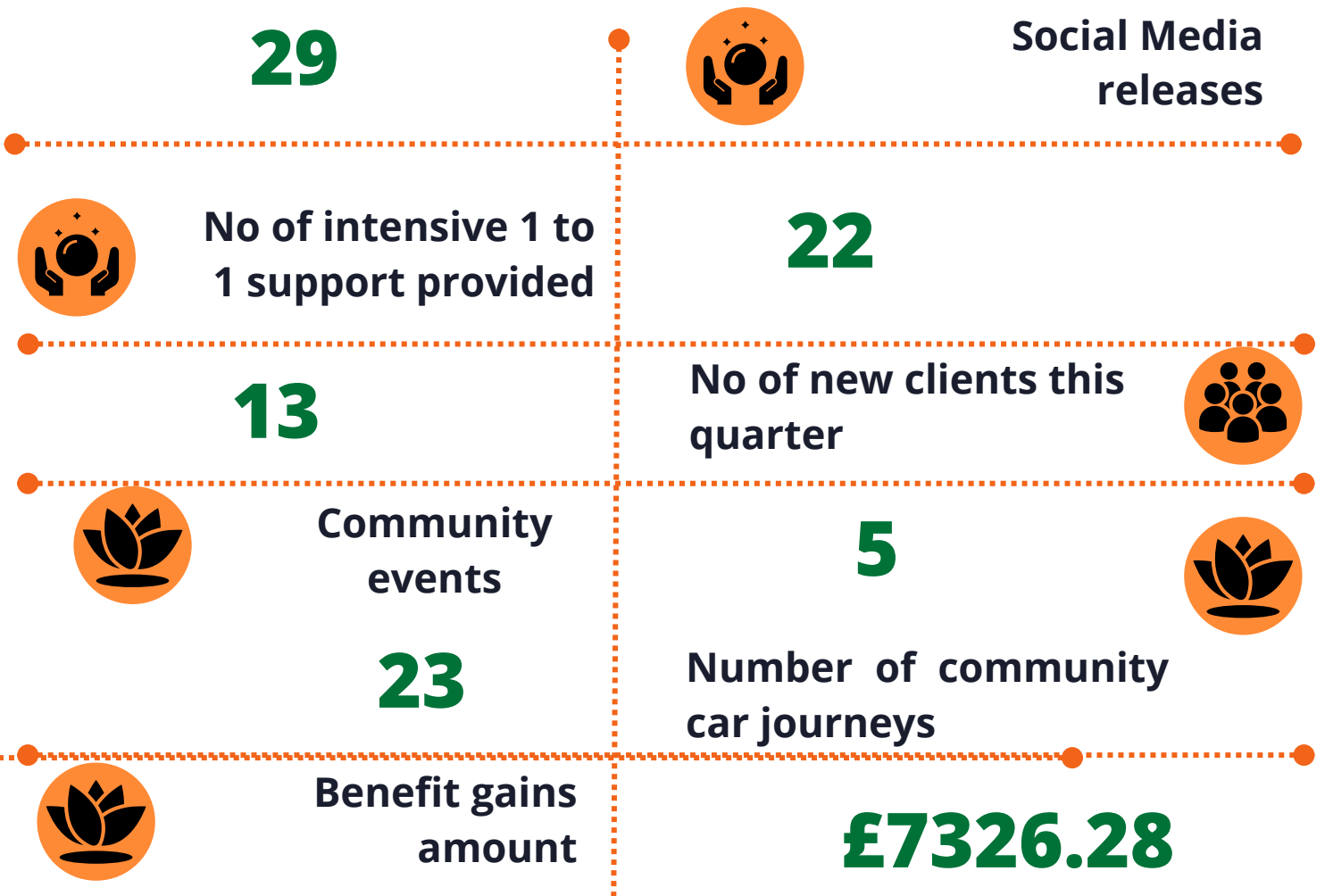


This service is funded by the South Area Council. There are three Social Inclusion Officers in post supporting Hoyland/Milton, Rockingham (two posts job share), Wombwell and Darfield (1 x 32.5 hrs post). We also have 1 Information and Advice Worker in the South who provides 7.25 hours per week as part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

1:1 Working

Social Inclusion Officers (SIO's) have been working pro-actively within the South Area Council this quarter. There are three Officers in this area. One Officer left the organisation in May and has been replaced by another who is concentrating on 1-1s.

We are currently working with 48 clients in total and 17 have referred into us since April. Thirteen of these new clients are Female and four are Male. This quarter has shown a slight decrease in new referrals coming through from other professional organisations i.e. NHS Social Prescribing. SIO's actively seek out clients who may need extra support when we attend groups and community events.





Social Value Objectives

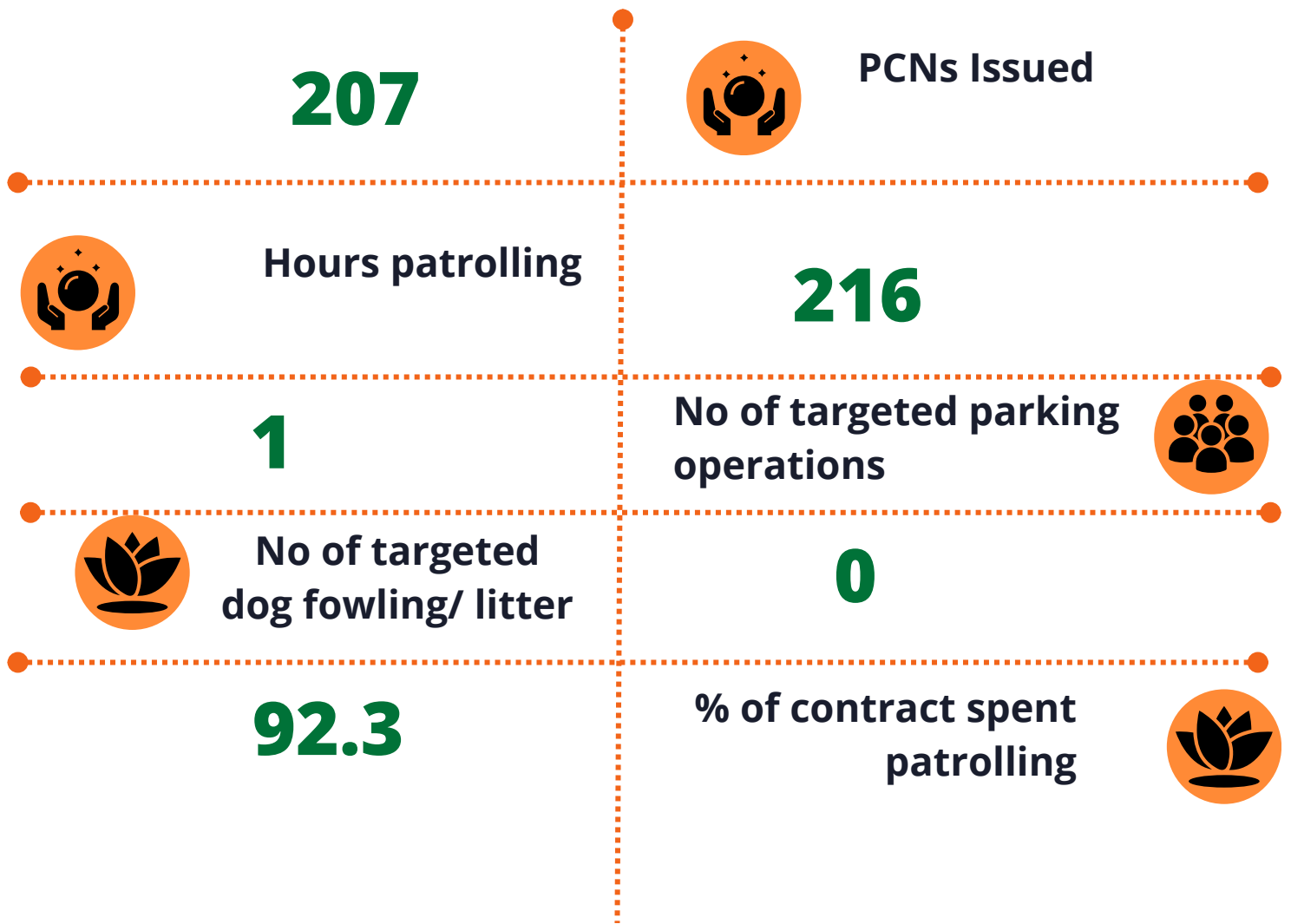


Civil & Environmental Enforcement

Our Environment



This quarter we have issued 207 PCN's for parking in the area (160 in Wombwell, 21 in Hoyland and 26 in Darfield). Again, the increase in the numbers in Wombwell have been in the main down to the continued roadworks that are still 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 increase in numbers in both Hoyland and Darfield are after the walk around with the operation manager of BMBC Parking who specified that areas which were previously off limits were now able to be issued against. Hoyland also has new RTO's/road markings on High Street, King Street and Market Street.





BARNSLEY

Metropolitan Borough Council

Report by the Private Sector Housing Enforcement Officer

Changing the Relationship between BMBC and the Community

200



No of vulnerable households identified



No of contacts made

14

9



No of properties improved

No of inspections



9

2

Informal requests to landlords



Informal requests to landlords

6

4

No of formal notices issued



No of interventions
Rockingham
HMR
Darfield
Wombwell

4
12
7
21



BARNSLEY

Metropolitan Borough Council

Report by the Private Sector Housing Enforcement Officer

Changing the Relationship between BMBC and the Community

Outcome Indicators



Targeted
campaigns
undertaken

7

25

No of contacts with
household waste on
premises



No of households
directly supported
with waste
recycling

25

12

Households making
improvements during
intervention






This quarter I have also organised/attended:

- 7 pop up stalls across wards
- 2 drops in sessions
- 2 walkabouts
- 1 PACT meeting
- D Clutter Club



Citizens Advice Barnsley
Access to Local Information and Advice

Barnsley Citizens Advice

Generalist Advisor

During this quarter of this project (1st April - 30th June 2023) the generalist advisor assisted a total of 284 client contacts. Out of this figure there were 99 unique clients and 185 repeat clients.

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

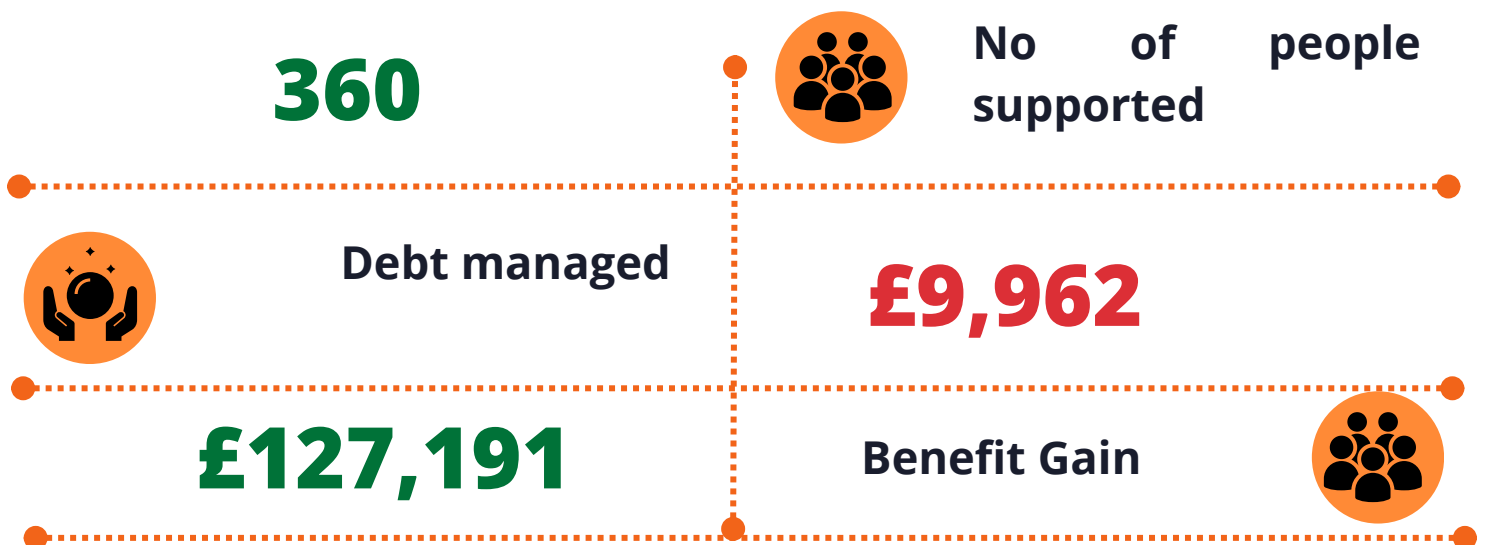
Of the 284 client contacts, 57 were from Darfield, 64 were from Hoyland Milton, 80 were from Rockingham and 78 were from Wombwell with 5 Out of Area.

Welfare Rights Advisor

During this quarter of this project (1st April - 30th June 2023) advisors assisted a total of 166 client contacts. Out of this figure there were 76 unique clients and 90 repeat clients.

The top enquiries were, benefits, benefits Universal Credit, debt, housing, employment., tax and utilities.

Of the 166 client contacts, 35 were from Darfield, 34 were from Hoyland Milton, 43 were from Rockingham and 46 were from Wombwell. There were 8 Out of Area client contacts (4 clients) who attended an outreach and were given basic contact information, these clients lived just over the border.



Celebrating

10
years

of working together

A decade of Area Councils, Area Teams and Ward Alliances



Commissioned Services Case Studies



The Elsecar Natterers – The SIO made a home visit to a client in Elsecar. During the discussion, it became apparent the client was lonely and wanted to get more active and join a group. The SIO made enquiries to find a suitable venue and contact was made with the Elsecar Cricket Club. An invitation was sent out via social media and posters, to invite people to an initial drop in, to gauge interest. The attendance was positive, and they all agreed that they would like a coffee, conversation, crafts, and trips group.

A trip to Wentworth Garden centre was organised where the members did some shopping and later met up in the café for drinks and cake. They are currently arranging their next outing.

Examples of the benefits that two members have gained from attending the group:

One female who is not originally from Barnsley but moved here recently, said that she did not know anyone. However, since joining the group, she has gained 10 friends!

One client, who is male, came to the first meeting but said he doubted that he would come again as everyone was female. He is still coming! Moreover, everyone has made him welcome



Thank you so much for organising this group, we have all made friends and we look forward to each meeting. I am excited about the things we will be doing in the future



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Commissioned Services Case Studies



Concerned neighbours raised concerns about the resident, working from home, isolated from family and friends with no visitors and an accumulation of waste visible. The front room was full of household waste including takeaway cartons, cardboard boxes, and a large amount of wine bottles. There were no smoke alarms, and the kitchen was inaccessible due to the waste. The boiler hadn't worked in three years, and they were taking cold showers and had no heating. The resident was sat on one side of the sofa with the waste surrounding them, whilst working on a camping table. They hadn't been into the kitchen for several months and due to mobility issues couldn't walk around the outside, along the other terraced properties to the rear door to access it. I had been meeting the fire service for a different visit to they came straight to the property and installed smoke alarms. Together we cleared the area at the front door so there was a clear exit. The resident asked for support in finding a clearance company and agreed they were now ready to accept the help.

A week later, after getting a quote for the waste clearance the room was cleared, funded by the resident. All excess waste throughout the property was removed, access was gained to the kitchen and the resident was able to move freely in the property with no obstructions.

“ the biggest change is being able to cook meals again and invite family and friends' round, rather than living on takeaways ”

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and Ward Alliances



Commissioned Services Case Studies



The Highways team have placed 2 new disabled bays in the vicinity. One on King Street (an extension of the previous loading bay – outside Staniforths), whilst the other has been placed on Market Street, (again an extension of the already existing loading bay – opposite the B & M store). These bays have helped immensely with the problems encountered by disabled drivers wanting to use the local amenities. Previously the only place they could park close to the shops was in the loading bays, which in reality should only have been used for loading and unloading. Disabled motorists would also often park on the yellow lines with kerb markings, which is in contradiction to their terms and conditions on the use of the Blue Badge, and if the driver not located and warned, resulted in a PCN being issued.



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A decade of Area Councils, Area Teams and Ward Alliances



Commissioned Services Case Studies

citizens
advice

Barnsley

Jimmy decided he should go to see someone from Citizens Advice Barnsley - and was really glad that he could do so at an outreach really close to home! He explained the situation to the adviser who was very happy to check through Jimmy's financial situation with him and to look at whether he was entitled to further financial support.

Having looked at the details of their current situation, the adviser explained that, as Jimmy was over pensionable age, he could claim Attendance Allowance. If it was decided that he was eligible, then his wife would be able to claim Carer's Allowance also. The adviser telephoned for a claim pack to be sent out to Jimmy. The adviser also told Jimmy that he could return to the outreach if he wanted assistance with the form, or, if his claim was rejected, for help with the appeals process.

But that wasn't all - the adviser's calculations indicated that Jimmy wasn't receiving enough Pension Credit: he recorded the figures for Jimmy so that he could check with the pension service. He also suggested that Jimmy should apply for a Discretionary Housing Payment to help with his housing costs, it was estimated that Jimmy would be better off by £8655 if he followed our advice .

“

I am so pleased i went to see Citizens Advice Barnsley they have given practical, informed advice and a promise of further support if i needed it.

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