

South Area Council

Darfield, Hoyland Milton, Rockingham, Wombwell

Performance Report Q2

Q2 - 2023/24 (July - September 2023)



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

**Healthy
Barnsley**

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Barnsley**

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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

340

Volunteering Hours



Which led to cashable
hours worth

£4593.40

10

Community groups
supported



of which were
new

1

TBC

People supporting the
environment



Debt
managed

£25,665

£239,872.04

Benefit Gain



Amount of funding
spent in Barnsley

96%

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 indicators 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.

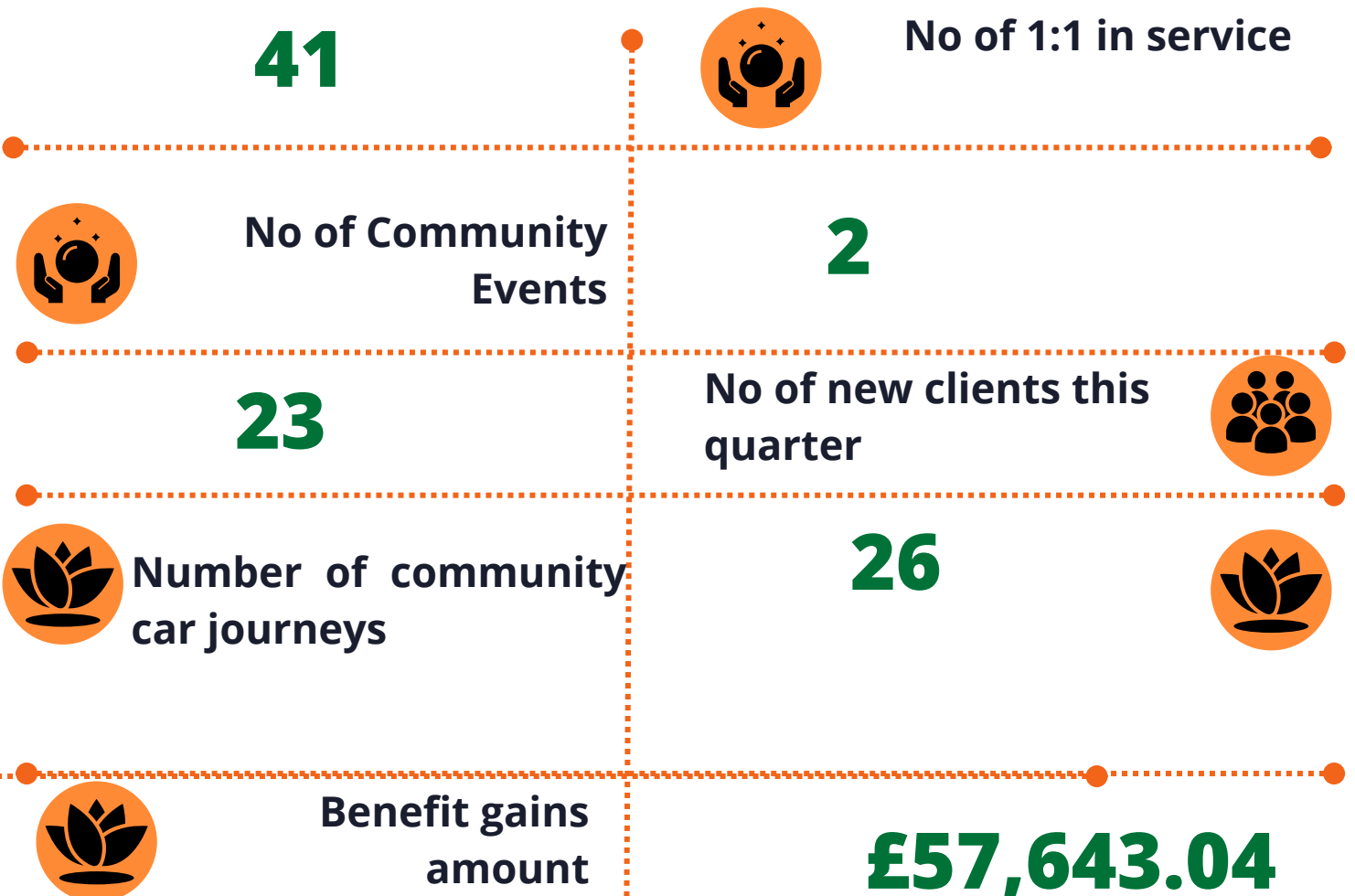
Alongside the Environmental caretaker service the South Area Council have recruited to an Environmental Project officer post. This post will sit within the South area team and support the Area Council's environment priority. The post holder will start on the 2nd January 2024 for a 12 month contract.



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

This quarter we have worked with 33 clients, 23 of which were new clients and 10 were existing clients. We have had a total gain £57,643.04 this quarter with £1,510.60 gain for Pension Credit. Our highest benefit gain for this quarter was £5291 per annum. Please see the case study below. Benefits is the most popular type of enquiry, with the higher number of clients in the Hoyland Milton area. We continue to support clients on advice around fuel poverty when offering benefit advice and ensure that clients are aware of the Cost-of-Living Payments they are due to receive in terms of extra government help or help available via the BMBC Household Support Fund Grants. Where applicable clients are also offered a free Warm Home Energy Check. We referred one client to CAB and DIAL for further support.

We are currently working on other projects and have worked with an additional 5 clients in the South area which has resulted in an additional gain of £13,552.76.





Social Value Objectives

£4593.40



Social value calculation



New Groups created

1

9

No of existing groups supported



Number of groups supported to become more inclusive

10

4

New volunteers



Total number of volunteers

23

340

Volunteer Hours

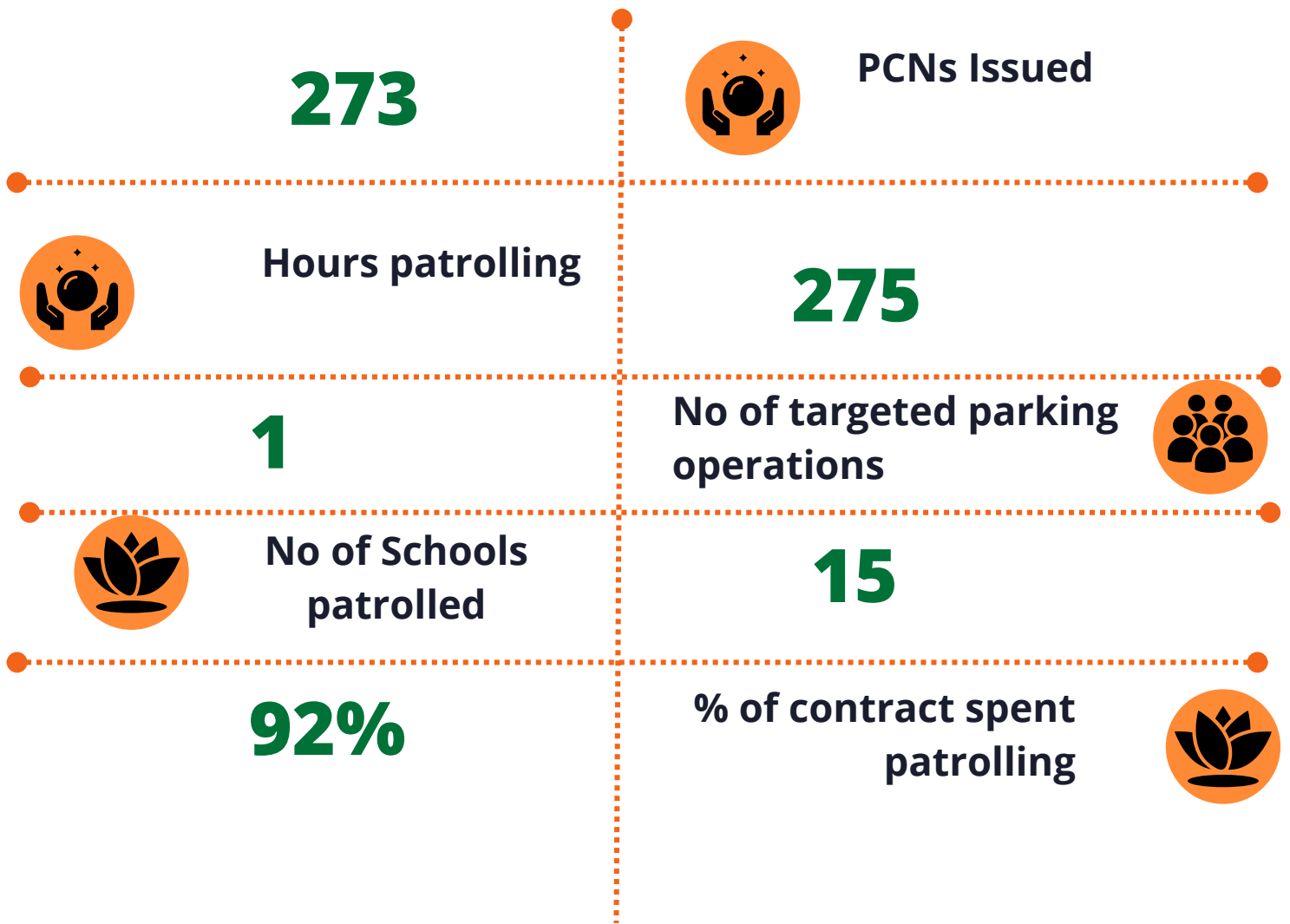


Civil & Environmental Enforcement

Our Environment



This quarter we have issued 273 PCN's for parking in the area (200 in Wombwell, 31 in Hoyland, 41 in Darfield and 1 in Birdwell). The increase in the numbers may be due to the 6 week school holidays which in the past has seen an increase. There are a number of areas across the south that are unenforceable due to lines missing, lack of signage etc. Officers are working closely with BMBC Parking services and Highways who are aware of the issues and gathering this intelligence.





BARNSELEY

Metropolitan Borough Council

Report by the Private Sector Housing Enforcement Officer

Changing the Relationship between BMBC and the Community

297



No of contacts made



No of vulnerable households identified

6

2

No of inspections



No of properties improved

5

5

Informal requests to landlords



Sign posted to other services

11

0

No of formal notices issued



No of interventions
Rockingham
HMR
Darfield
Wombwell

9
31
12
25



BARNSLEY

Metropolitan Borough Council

Report by the Private Sector Housing Enforcement Officer

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Outcome Indicators



Targeted
campaigns
undertaken

6

24

No of contacts with
household waste on
premises



No of households
directly supported
with waste
recycling

24

20

Households making
improvements during
intervention






This quarter I have also organised/attended:

- 6 pop up stalls across wards.
- Picnic in the park
 - Safer Streets
 - Teen Hangout
- 2 walkabouts with Berneslai Homes
- Poverty Action Barnsley Conference
 - De-fib training



Citizens Advice Barnsley
Access to Local Information and Advice

Barnsley Citizens Advice

Generalist Advisor

During this quarter of this project (1st July - 30th September 2023) the generalist advisor assisted a total of 428 client contacts. Out of this figure there were 124 unique clients and 304 repeat clients.

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

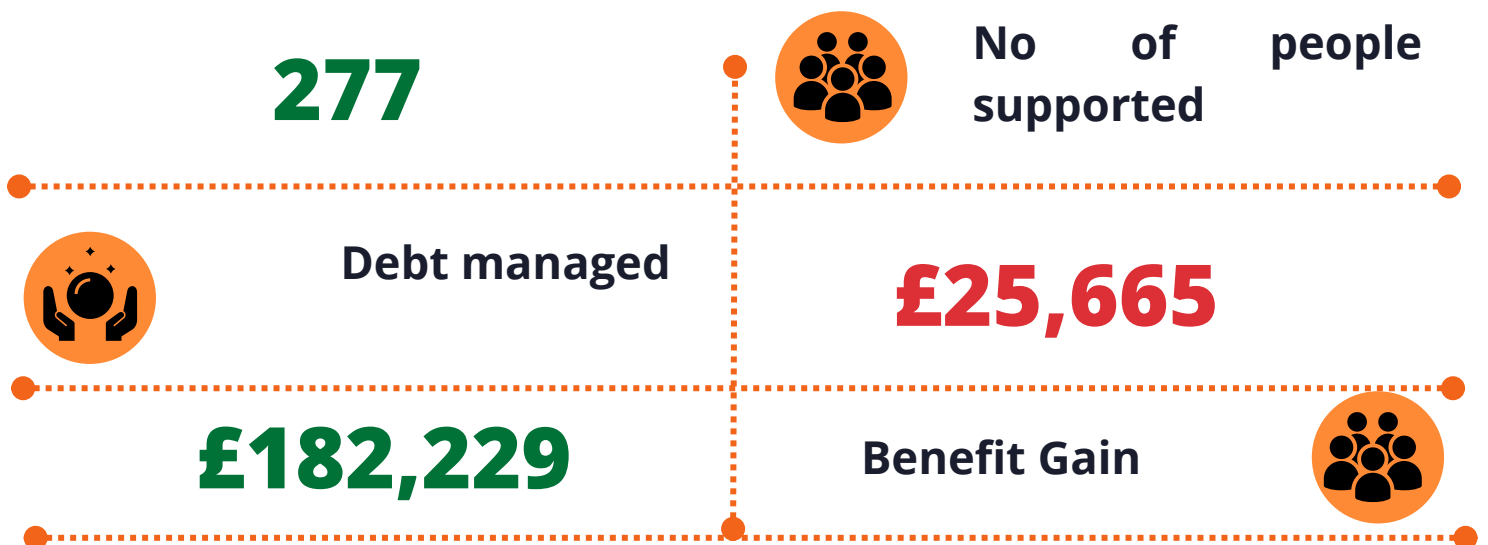
Of the 428 client contacts, 110 were from Darfield, 98 were from Hoyland Milton, 97 were from Rockingham and 121 were from Wombwell with 2 Out of Area.

Welfare Rights Advisor

During this quarter of this project (1st July - 30th September 2023) advisors assisted a total of 205 client contacts. Out of this figure there were 96 unique clients and 109 repeat clients.

The top enquiries were, benefits, benefits Universal Credit, relationship, employment.,health, legal, debt, housing, travel, charitable support & foodbanks, tax and consumer,

Of the 205 client contacts, 32 were from Darfield, 58 were from Hoyland Milton, 27 were from Rockingham and 84 were from Wombwell. There were 2 out of area 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



Volunteers continue to play a major role in the community. The availability of volunteers enables the officers to support an older person by placing a volunteer with a client where we identify a need. Volunteers can provide a telephone call to someone, or visit them in person, to provide a more long-term companionship. For some older people this action can offer them a lifeline and relief from their loneliness and isolation. The officers are constantly looking to recruit new volunteers and carefully match them to the client.

This is an example of why AUKB make a difference to lives of older people in the South Area Council. The officers connected one of our fantastic volunteers to a gentleman in the Hoyland area. The quote says it all

“If it wasn’t for you Rachael, I would spend my life alone”

This relationship has been maintained for the past 2 years, and without the volunteer his world would be extremely lonely.

“ **If it wasn't for you Rachael, I would spend my life alone** ”

”

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Commissioned Services Case Studies

I became involved with this case around December 2022 when a concerned neighbour approached me. Concerns were raised about waste in the rear garden of and vermin that had been seen. On visiting the property there was an accumulation of household waste, black sacks and broken fridges in the rear and side garden. I finally managed to speak to the tenant and they explained that there was no heating or hot water, but they wouldn't allow me access. I provided the family with warm bedding, blankets, hot water bottles and a food parcel and arranged to return. I didn't enter the property until a couple of months later after persistently attending the address. On entering the property there were animal faeces and household waste throughout. The kitchen ceiling was collapsed following a leak and upstairs the toilet wasn't working so the family were using the bath. The letting agents were struggling to engage with the tenant so I worked with them and the family to offer support. There were extensive arrears, and an eviction in process, so support was given around re-housing, debt advice and general well-being. I worked with lots of other services to ensure the family were referred to professionals who would offer specialised support. The case has been ongoing until September when the property was cleared of all waste following the eviction. The tenant has been reluctant to engage with other professional throughout and after being provided with a skip via social care, did not make any attempt to clear the property. Following the eviction, a cleaning company has entered the property. I received regular complaints from neighbours, who have been affected by the condition of the property, garden and vermin, so it is a positive result that the family are now living in a different property, in better conditions and that the landlord has been able to return the property to a sanitary condition.



A decade of Area Councils, Area Teams and Ward Alliances



Commissioned Services Case Studies



Park Street Primary Wombwell

All the schools have now had at least one visit by Districts officers, some benefiting by two as the cycle repeats towards the end of the month. As in all situations, the clear visible presence of the officers will have deterred parents from parking illegally, when on other days, they would have. So the days the officers visited the schools, were more than likely better than they would have been on any other normal day.

District has been asked to list the schools in order of the concerns/problems encountered by the officers and add any recommendations they feel could help alleviate the problems encountered during the visit. The order of the list is by no means a reflection of the school, but of the concerns with parking in the vicinity of the school and by the parents taking their child/children to school when visited by the officers. Across the schools, some parents have been moved on from the school zig-zags, more at some schools than others, but only 2 PCN's have been issued during the visits. At all schools though, some parents think it is ok, to pull up on the markings for the child or someone else to jump out and once the door is closed to drive off again, even though at all the schools the signs state "No Stopping" on the school markings.

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Commissioned Services Case Studies

citizens
advice

Barnsley

When Olivia* called in to the Citizens Advice Barnsley outreach session close to where she lived, she was really disappointed. Illness had seriously reduced her capacity to work and even to carry out day-to-day tasks - yet her application for PIP had been rejected.

The adviser talked to Olivia at length about her application for PIP, her condition and the impact that it had on her daily activities. They talked through the criteria for the award for PIP and he evaluated how many points he felt that Olivia should have been awarded.

The adviser explained to Olivia the process of applying for mandatory reconsideration and said that he would draft the necessary paperwork for her to read, confirm and sign. Meanwhile, he suggested, she could contact her healthcare professionals to ask for evidence and statements to back up her application.

The adviser also enquired into Olivia's existing benefits: although in receipt of Universal Credit, she did not appear to be receiving all of the elements to which she was entitled so he suggested that she check that with the Job Centre. Subsequently, the adviser also suggested that Olivia apply for ESA. Although this would be deducted from the amount of Universal Credit she was given, with ESA she would also get National Insurance contributions.

In due course, the Mandatory Reconsideration was submitted, supported by additional evidence from Olivia's healthcare professionals. When next she called in to the Citizens Advice Barnsley outreach session, it was to tell her adviser that she had now been awarded PIP - and a significant amount in backdated payments! That, together with the fact that she now received more elements of Universal Credit, meant that Olivia's financial situation, at least, looked far more secure. She was really glad that she had chosen to speak to Citizens Advice Barnsley.

“

My financial system looks much more secure

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