

DEARNE AREA COUNCIL Performance Report

April-June 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 end date
Environment	Environmental enforcement	Kingdom security	£31,000	April 2017 option to Extend
Environment	Private sector housing enforcement	BMBC	16/17 £12,000	Funded until March 2017
Environment	Clean and Tidy	Twiggs	£112,450 18months	Funded until March 2017

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:

*the targets and recording of volunteers through the Dearne Development Fund are based on volunteers working on a weekly basis.

Thriving and Vibrant Economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	4	6
No. of PT/sessional jobs created and recruited to	7	8
No. of apprentice and placement created and recruited to	1	1
No. of group/service match funded	-	5
Local spend (average across all contracts)	88%	95%

Stronger resilient communities

Outcome Indicators	Target	Achieved to date
No. of adult volunteers engaged	59	103
No. of young people engaged in volunteering	9	21
No. of new volunteers	5	7
No of community groups supported (Twiggs)	4	22
No. residents educated (online)	20	22
No. of local business involvement	6	4

Citizens achieving their potential

Outcome Indicators	Target	Achieved to date
No. residents achieving qualification	20	22
No. residents educated (littering)	10	21
No. of residents receiving advice and support	50	55
No. of residents receiving health and wellbeing advice/referrals	8	71
No. of young people pre mental health service intervention	17	18

At present, two 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 **three contracts**. These contracts are based on the Dearne Area Council priorities. These contracts are:

Environment: Enforcement- Kingdom

Performance Indicator	Target	Achieved Q2
Patrol Hours completed	433	508
No of litter and dog fouling operations	2	2
No of litter and dog fouling FPNs issued	-	67
No of parking PCNs issued	-	6
Payment rate for dog fouling and litter FPNs	-	74%
Income this quarter	-	2,350
Local spend	85%	100%

Environment: Housing Enforcement -BMBC

Performance Indicator	Target	Achieved Q2
Initial contacts made	100	270
Vulnerable households identified	10	30
Number of requests for action to landlords	8	19
People sign posted to other services	8	6
CPN written warnings issued	0	14
Households supported with waste/recycling	20	74
Local spend	90%	100%

Environment: Clean and Tidy -Twiggs

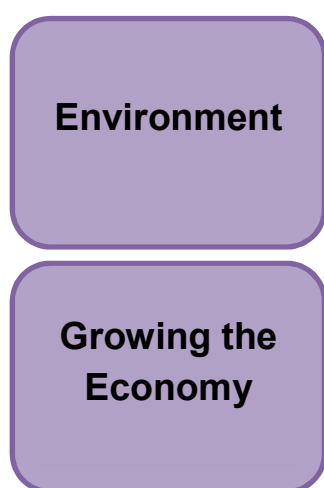
Performance Indicator	Target	Achieved Q2
Twiggs social action events	1	2
Community groups supported	4	22
Resident education sessions	10	21
School education sessions	1	2
Residents taking responsibility for areas	2	2
Local business engagement	6	4
Local spend	90%	90%

PART B - SUMMARY PERFORMANCE MANAGEMENT

REPORT FOR EACH SERVICE

Environmental Enforcement- Kingdom Security

Quarter 1 report received on the 8th July 2016



	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	

Although targets are not set for the number of Fixed Penalty Notices (FPN) issued, it can be reported that during the period April – June 2016, there were 80 FPN’s of these, 74 were for littering/ dog fouling and 6 were for parking.

FPN's				
DEARNE	FPN Littering	FPN Dog Fouling	PCN Parking	total
APR - JUNE 2016	67	7	6	80
DEARNE	Contracted Hours	Hours patrolled in area	Dearne North Goldthorpe/Thurnscoe	Dearne South - Bolton on dearne
APR - JUNE 2016	510	510	255	255

Two Fly Tipping offences were reported over this quarter by Kingdom officers whilst out and about on patrol. These have been reported to environmental services and together we have gathered evidence for the ongoing investigation which continues. The partnership develops as we are co-terminus, which clearly assists. We have a number of successful prosecutions thus far.

'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 (Twiggs) to assist with generating days for the restorative restoration scheme to be included. The Revenue Raised thus far for this quarter (April-June) is £2,350.

Action days

Numerous complaints have been received regarding Dearne Academy students using the nearby chip shop and depositing their waste mainly on Orchard Street. Also the surrounding area suffers with littering. Other areas suffer the same with students discarding of their waste. Also, schools suffer with parking outside the immediate areas causing residents problems and continual risk to safety issue.

An Action day was set up by the GEO's from Barnsley Council and the Police regarding all issues for both Dearne North and Dearne South. Kingdom were subsequently invited and combined some of the hotspots within the action days. On the 19th, 20th and 23rd of May 11 FPN's (3 Juveniles) and 3 parking PCN's were issued during this operation. Some useful information was gleaned and further investigation and directed patrols continue.









Lockwood and Lowfields Dog Fouling.

Numerous complaints have been received regarding Dog fouling on both areas of Dearne South Ward. Kingdom have made these areas Hotspots for regular patrols and on an Ad Hoc basis patrol in numbers. Leaflet drops in the first instance highlights the consequences of allowing dogs to foul but also that officers are on patrol in the area. These deterrents appear to work but for short periods and the problems seem to start up again.

Two separate operational days involving half of the Borough officers in plain clothes and uniform patrolling the streets commenced. 5 FPN's for Dog Fouling so far have been issued during this operation. Some useful information has been supplied by local residents for further investigation and directed patrols which continues.

Environment- Private Sector Housing (SLA)

Enforcement – BMBC Quarter 1 report submitted 6th July 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 April- June 2016 was submitted by the Safer Communities Service on the 6th July 2016. However the contract meeting was cancelled and had to be rescheduled for the following day. During the contract meeting this issue was discussed and future meetings have been arranged well in advance to avoid any future clashes.

The main objective of this SLA 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. They are identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

During the months April- June, 2016 the service dealt with **270** complaints, queries and requests for service, advice and referrals which was an increase on the previous quarter. 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. 30 vulnerable households were identified and supported 6 of these were referred on for other interventions.

There are currently 5 ongoing anti-social behaviour cases being investigated, from loud music and noise to drugs and Child Sexual Exploitation. General letters have been posted on the streets affected. The service are liaising with the complainants/victims and ensuring they are receiving the right support and any necessary referrals.

There currently are 4 fly tipping cases being investigated, which involves interviewing the perpetrator under caution. Where items of waste have been fly tipped and no evidence has been found, these are reported to Waste Management by e-mail along with photographs of the waste for them to be removed.

97 Waste on Premises reports were received and investigated during April to June. Occupiers spoken to asking them to remove the waste within 14 days or in some cases informal letters were sent requesting removal of the said waste. In some cases 12 CPN Written Warnings were issued on the tenant, or if the landlord if the property was empty, instructing them to remove the waste within 14 days. 8 of these complied. 4 failed to comply which resulted in a Community Protection Notice being issued.

Added value

The service continue to co facilitate the landlords and lettings agents meeting and are instrumental in the railway embankment project. They are also very responsive to resident concerns and have assisted in community clean ups.



Case study

A Complaint was received from local resident regarding noise and dog faeces in the garden next door to her property and also concerns regarding the welfare of the animals in question, no adequate shelter, no adequate food and water.

The garden had accumulations of dog faeces in and that there were also, bath, toilet, and in the front garden bags of waste. There was a shed at the top of the garden provided for the dogs. A calling card was posted through the door but the complainant said that there was “no one living” in the property at the time.

RSPCA was contacted with concerns and they were told that we were dealing with the waste and dog faeces in the garden. The occupier said that her partner’s son had left the dogs with her whilst he arranged for proper shelter to be built at his new house, the dogs had been with her for a number of months.

She said that the RSPCA had discussed removing the dogs but she had to inform the owner what was going to happen and that she had tried to contact him but his number was unobtainable. Her partner was supportive in the decision to remove dogs.







The occupier rang the day after to say that the RSPCA had agreed to take the dogs. She rang again 2 days later to say that the dogs had been removed by the RSPCA. The RSPCA had told her that if her partner’s son came with any more dogs then they would remove them instantly. He had contacted her over the weekend to ask about them and she had told him that they were currently with the RSPCA.

She has cleared the visible dog faeces away and is going to clean up the rest of the garden and ongoing help and support is being offered to the occupier with regard to this.

Environment – Twiggs Quarter 2 report submitted 5th June 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	

**The monitoring report submitted is for the period 1st of March 2016- 31st May 2016*

Four people are now employed through this contract 1 x full time 2x part time and an apprentice. Since September Twiggs have engaged with eighteen businesses in the Dearne Area. They have worked alongside twenty two established groups on clean up campaigns and led on three social action projects. They have collected 302 bags of waste and reported

six fly tipping incidents to the enforcement team. Twiggs have delivered two impacts of littering sessions at Gooseacre and The Hill School.

As well as the intelligence coming in from the community Twiggs have proactively identified a further thirty four areas and have engaged in sixty eight litter picks. The service continues to generate some fantastic feedback and have established a very active Facebook page for the Dearne area contract. Future activity has been planned with Dearne Valley College and the Dearne family centre. Also people requiring work experience placements have also contacted the service.



You, Charlotte Johnson and 32 others
5 Comments 9 Shares

Like Comment Share

2,175 people reached

Boost post

1,013 people reached

Boost post

Ged Stuart and 14 others



Charlotte Williams

Thanks for doing this job. It will make outside play for the children at Station house so much nicer and safer.

20 March · Unlike · 3 · Reply · Message



Carole Cook

You have made a fantastic job of clearing the area. The children commented today how lovely it looked when we were out playing at station house

23 March · Unlike · 1 · Reply · Message



Twiggs Dearne Area Clean a...

Thank you Carole! 😊

23 March · Like · Reply

20 March · 🌐

A little bit of clearance and restoration work on the field to the rear of Station House/ King Street Thurnscoe.

If you would like to join us, learn some new skills and make a difference in the Dearne area, we will always make time to support volunteering! Love Where You Live Barnsley! 👍



Vanessa Logan

Well done

14 March · Unlike · 1 · Reply · Message



Beverley Bates

Looks lovely well done team xx

14 March · Unlike · 1 · Reply · Message



Julia Arts

I want to be able to push the like button 10 times! Good job :D

14 March · Unlike · 1 · Reply · Message



Iwona Flanc

Wonderful x

14 March · Unlike · 1 · Reply · Message



Twiggs Dearne Area Clean and Tid...

Some excellent works are being carried out in the area! Don't forget, if you have any projects such as this in mind which you feel deserve our attention to benefit the community, then drop us a message and we will

PART C- Dearne Development Fund

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

Note: The silver surfer scheme has now come to an end

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	£7,500
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.	£9,080
DIAL- drop in advice project	Information and support	Independent advice service supporting disadvantaged people that are faced with financial exclusion	£6,050
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.	£3,154
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. This service worked with 22 learners.	£6,122
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 challenges.	£15,000

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 £7,000
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 £8,813
CAB	Improving Health	Dearne area financial inclusion outreach project	£9,974

First round of applicants 15/16

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 and on average between 16-28 children attend every week. During this quarter the project has seen an increase in volunteers accessing the site. 12 adults with learning disabilities and their carers attend every Wednesday.

The project has made better links with many of the Dearne partners such as the Salvation Army and Be well Barnsley. The group have also organised volunteers to work at the end of the allotment selling produce to local residents. This activity is raising around £30 per week making the project more sustainable.



Goldthorpe Development Group (GDG) reducing loneliness and isolation

	January	Feb	March	April	May	June
People employed through contract	0	0	0	0	0	0
People attending event	78	98	90	98	110	88
Number of events	1	1	1	1	1	1
Providers attending events	1	1	1	1	0	1
Volunteers	9	12	14	14	12	10
New volunteers	0	1	1	2	1	0
Referrals on to other services	0	0	6	0	0	3
Case studies	1	1	2	0	1	1

Goldthorpe Development group have had 3 more health events since the last report. During the period April-June 2016, 296 people accessed the events, making that 562 people in total across the whole grant period.

Be well Barnsley have attended two of the events and 50 people in total had blood pressures taken with 9 people having a direct referral to their GPs. 36 volunteers have worked on this project during April- June. Providers attending future events include dementia services, AgeUk and the fire service.

Margret- 74

“I attend all of these get togethers otherwise I would not come out of the house. I have met new people and know of loads of things that are available now. Suzanne came and took my

blood pressure at the last event. I need to go back to my GP because my blood pressure was slightly high. I am not too worried about that because I was dancing all afternoon, but I will go and get it checked out just in case. “

DIAL drop in

During the last quarter the project delivered 12 sessions at Goldthorpe Library to 55 residents. The project is currently included in the Staff Wellbeing Assessment Framework and during the next quarter the Dial Advice Team Leader will be undertaking an assessment to identify the stress triggers and points relating to the project and make recommendations to mitigate these. This is due to the high demand on the service and our commitment to being a **Mindful Employer**.

In order to measure progress against the project outcomes the service measure benefit/income gain for each individual resident. They use a projected figure in this report as some benefit claim outcomes can take more than 6 months. Dial re-visit every individual to ascertain the actual outcome after 6 months. Projected benefit income for residents for this period = £105,748 (31 residents)

They also record baseline data with every resident to ascertain their level of a) anxiety and b) confidence and re-visit these a) at the end of the face-to-face session and b) after 3 months. 72 residents have reported to date reduced anxiety and 76 residents have reported increased confidence/optimism

Case Study

Dianne is a 60 year old lady who went to Goldthorpe outreach. Her 59 year old husband had passed away the year before and Dianne was getting Bereavement Allowance. Unfortunately this only gets paid for 1 year and it was due to run out. Dianne and her husband had never claimed benefits before as he was self-employed for most of his life. She was very anxious and worried as she did not know what to do when this income stopped. She did have a small pension that she inherited from her husband and a small pension of her own. These only totalled £40 a week and she wasn't aware that she thought this was the only income she would get. She had already made a claim for Housing Benefit and Council Tax support and was awaiting the outcome.

A few weeks later Dianne came to outreach again. Her Housing Benefit had been awarded but she had to pay a top-up of £70 a week as she was living in a property that had more bedrooms than she needed. She was quite distressed as she thought she would have to move out of the property, as she couldn't afford the top-up, but she needed to stay in the area as she was getting help and support from her two brothers, who live in the same village. She was happy to learn that she could ask the local authority to get help with the top-up from Discretionary Housing Payment.

Dianne was advised to make a claim for Employment Support Allowance. She was told how to claim, what she needed to do and advised that she would get a reduced amount due to having some income already. The adviser also discussed her health issues. She stated that she was struggling to cope with life without her husband as she has mental health issues and had always relied on his support to cope with daily life. Since he passed away her mental health issues had got worse and she was seeing a councillor. She was advised to ring and make a claim for Personal Independence Payment. The adviser also helped her to fill in

a Discretionary Housing Payment form for help with the top-up on her rent. She was awarded ESA, PIP and Discretionary Housing Payments, she is now less worried about her finances.

Salvation Army- seasons hope project

90 free healthy meals are cooked each week, engaging with 40 families each week and the food is supplied by the community, allotment fareshare . Four regular volunteers work on this project on a weekly basis. Through this scheme families now have the opportunity to try different fruit and vegetables which in turn increases their confidence in cooking at home. The scheme has also increased confidence in cooking for each other and educating the participants about saving gas and electricity. One of the main outcomes of this programme has been building up individuals social skills as many of the individual's had become lonely and isolated.

Alison has made links with Tesco food, the Salvation Army pick up at Wath and Stairfoot any surplus stock and distribute Thursday and Friday evenings enabling more engagement with the community. Dial Barnsley are also holding a fuel poverty day in the autumn in partnership with the salvation Army to give families more knowledge and skills around healthy foods.

Second round of applicants15/16

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

The project started on the 9th May 2016. They have had a busy first 2 months and expect it to carry on being busy. Rory enrolled **35 learners** already. All learners have enrolled onto the OCR ICT (Entry 3) qualification and also the Learn My Way online course (UK Online). Rory is dedicating time with learners 1 to 1 for CV / Job search / Universal Job match / Online Application activities. He is currently working with 2 volunteers one day per week with occasional help from college (Dearne valley) placements. So far two people have gained employment one as a support worker and one as a driver.

All learners are unemployed or on ESA. Rory has seen a rise in the number of learners attending with learning difficulties and many who have been taken off ESA onto Jobseekers Allowance, some fighting appeals. Many of these are long term unemployed. He's also seen a rise with this project in the number of learners with alcohol or drug problems, also on jobseekers allowance. I'm also helping individuals with Pip forms / Redundancy Forms. Basically anything that involves a computer!

Rory has set up all the links with the jobcentre for referral's (80% of referrals are from the Job Centre), others are from Coalfields Regeneration Trust, working closely with Richard Jones, and also the Salvation Army in Goldthorpe with whom a referral system and a support option has been developed.



Dearne Valley Bulldogs

They Bulldogs have now received official confirmation of their 75K funds from Sport England. Therefore they have now received the 15k match funding from the Area Council so that they can progress with their project.

DIAL hOurbank

hOurbank is continuing to make a significant impact in the Dearne area, with membership growing month on month. The Monthly activities and weekly coffee mornings are a meeting place and opportunity for members to meet new friends, request time exchanges and to tap in to skills which otherwise would be out of their reach.

To-date there are four members of Young hOurbank. These young people are meeting regularly and are building a clearer picture of what they would like to achieve as part of the Time bank. Each one would like it to be an opportunity to make friends, but to also help in the community, help each other with homework, study skills and to add something new to their Curriculum Vitae. The young people have recently participated in training delivered by Barnsley Digital Champions on Staying Safe on the Web and feedback was excellent.

Jamie, Young hOurbank member said;

“I really enjoyed the training and I learned such a lot about staying safe and social media”



To-date 39 members have taken part in community activities which have been suggested and requested by the membership. These include Coffee Mornings, Bingo evenings, Games nights and Walk Leader Training. As a member led organisation, activities are requested by the wider membership through the Steering Group and wherever possible, these requests are fulfilled.

Members are now participating in regular community health walks, one-to-one time exchanges and Monthly events. Social isolation and in particular not getting out in the evening is a real issue for some members and therefore a request for a regular social event in a safe environment, amongst friends and knowing it will be easy to get home afterwards was a major gap to fill. The Bingo and Games evenings are now growing in popularity month on month and all members love feeling a part of the wider community.

There are currently three Steering Group members and every effort is being made to increase this within the very near future. Plans are in place to promote the role of Steering Group members through the membership, Facebook posts and through local contacts. All members understand the need for training which would assist them in this vital role and identification of suitable training is a priority. Training Needs Analysis is to be undertaken with the current Steering Group and training accessed through local partners VAB and VAS.

Case Study

Joyce is a new member and was introduced by existing member Julie. Having always been an independent lady and as a former Health Visitor, she was always familiar with helping others rather than for asking for assistance herself. Failing eyesight and arthritis means she is no longer able to keep on top of the garden or walk her dog and this makes Joyce very unhappy and isolated from her community.

Joining hOurbank is a way for her to access some help and connect her with local people with a few spare hours a week who can walk her dog and help in the garden.

“It’s wonderful, I never knew there was such a project, and for it to be on my doorstep is just great”

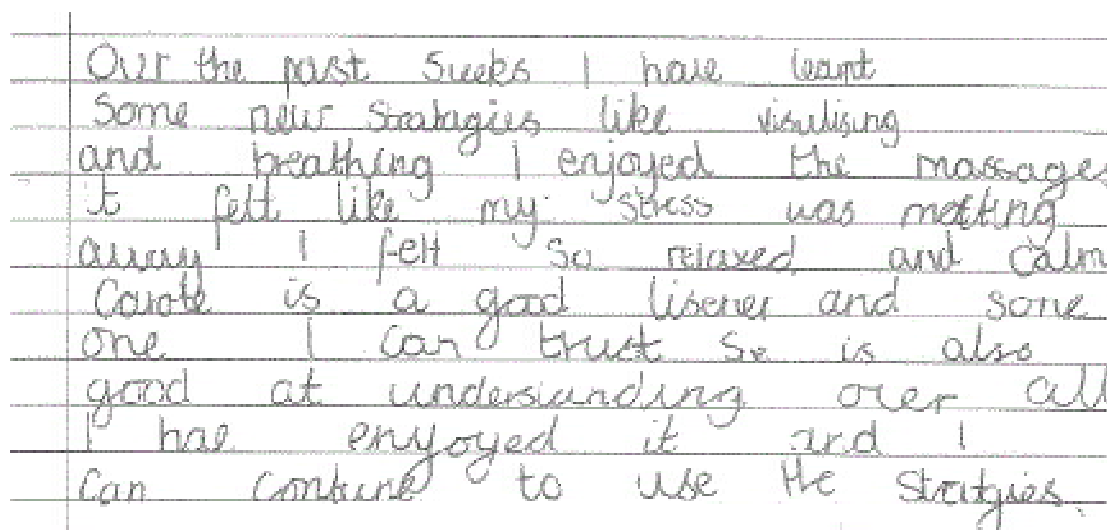
Joyce has some beautiful fruit trees in her garden and in return for help, she is donating the fruit to the planned Seasonal Cooking sessions later in the year and she is happy to spend some time on the phone talking to another member who is isolated and lonely.



TADS

Schools and pupils have been absolutely thrilled with the project with all eighteen referrals coming from the schools. It has been embraced by all and staff and parents have noticed a positive change in children using the project. The two Primary schools so far have opted for the 1:1 sessions which reduced the number of children they see but provides a thorough therapeutic intervention. Eighteen children have received support from the service with six of the children receiving intensive one to one support.

The service completes a questionnaire at the beginning of intervention with children and then after the 5 week sessions, every questionnaire has shown a great improvement in their emotional wellbeing. They have all reported that they are using the techniques learned and also using the relaxation app that we recommend. Parents have enjoyed coming together in the group sessions once a week and have found it valuable to learn what their children have been doing.



Over the past weeks I have learnt some new strategies like visualising and breathing I enjoyed the massages. It felt like my stress was melting away. I felt so relaxed and calm. Corote is a good listener and someone I can trust. She is also good at understanding over all. I have enjoyed it and I can continue to use the strategies.

First round of applications 16/17

The Dearne Development fund panel consisting of Area Manager, elected members and residents met at 2pm on the 4th of July to consider applications. CAB were successful in receiving Area Council Funds but are yet to start the project. One other applicant Barnsley Football Club community project withdrew their applicants because they were awarded external funding to deliver a Dearne project. This project commences 26th Of July in both Dearne North and South Wards.