

**NORTH AREA COUNCIL**  
**Project Performance Report**

**November 2016**

# INTRODUCTION

## North Area Council Priorities

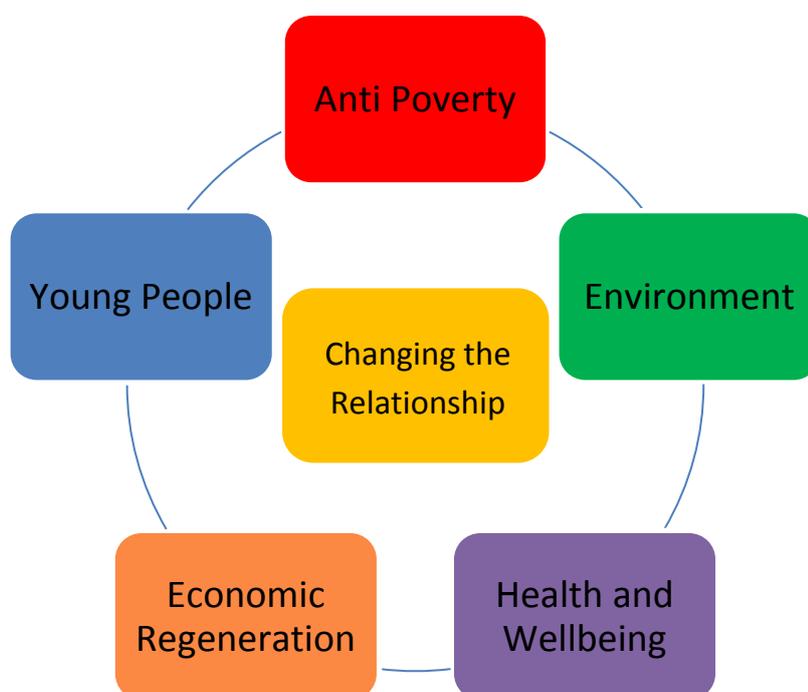


Table 1 below shows the Provide that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the North Area Council. A number of projects are still in the development phase.

	Service	Provider	Contract Value/length	Contract start date	Updates
<b>Anti-Poverty</b>	Financial Inclusion Service	CAB & DIAL	£148,120 2 years	14 <sup>th</sup> September 2015	Project performing well
<b>Young People</b>	Summer Holiday Internship 2014	C&K Careers	£39,410 9 months	April 2014	Contract Completed
<b>Young People</b>	Summer Holiday Internship 2015	C&K Careers	£45,000 18 months	9 <sup>th</sup> March 2015	Contract Completed
<b>Young People</b>	Summer Holiday Internship 2016	C&K Careers	£31,550 18 months	1 <sup>st</sup> March 2016	Project performing well

<b>Environment</b>	Environmental enforcement	Kingdom Security	£ 54,771 1 year + £81,844 8 months	4 <sup>th</sup> August 2014  August 2015 – March 2016	Contract Completed
<b>Environment</b>	Environmental enforcement	Kingdom Security	£120,640 per annum (1yr+1yr+1yr)	1 <sup>st</sup> April 2016	Project performing well
<b>Environment</b>	Clean & Green Community Development	Forge c/o Anvil CIC	£150,192 2 years	14 <sup>th</sup> September 2015	Performance monitoring revised for second year
<b>Economic Regeneration</b>	Small Business Development Survey	Barnsley Business and Innovation Centre	£2,250	Aug 2016	Larger project to be developed.
<b>Health and Wellbeing</b>	Healthy Eating Project	South and West Yorkshire (NHS) Foundation Trust	£98,893 18 months	16 <sup>th</sup> October 2014	Discontinued April 2016

## PART A - OVERVIEW OF PERFORMANCE

4 contracts have formally completed their contract monitoring/contract management reporting for Q2 2016/17. The following tables therefore reflect the overview of performance of **4 live contracts only**. These contracts are:

- C&K Careers 2016 – Year 3
- Kingdom Security – Year 2
- Forge – Year 1, Q4
- CAB & DIAL Year 1, Q4

*Stronger Communities Grants Projects are currently included in a separate report but the intention is to include these from April 2017.*

### Anti-Poverty

Performance Indicator	Target	Achieved to date
Number of financial / debt settlements negotiated		41
Cases of homelessness prevented		18
Overall benefit gain in £		1,442,320

### Young People

Performance Indicator (combined with North East)	Target	Achieved to date
Summer internship to be delivered over summer 2016	90	71%
Development of five year plans tailored to the needs of students who attended	60	95%
Improved confidence about the future	60	74%

## Environment: Enforcement

Performance Indicator	Target	Achieved to date
Patrol Hours completed	1950	100%
No of litter and dog fouling operations	28	700%
No of litter and dog fouling FPNs issued	N/A	304
No of parking PCNs issued	N/A	27
Payment rate for dog fouling and litter FPNs	N/A	45%
Payment rate for parking PCNs	N/A	-

## Health and Wellbeing

Performance Indicator	Target	Achieved to date
Local residents experienced improved health and wellbeing		72%
Local people feel more able to manage their own affairs		76%

# PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

## C&K Careers

	RAG
<b>Young People</b>	
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	●

### Background

Following the success of the 2014 and 2015 Summer Holiday Internship programmes focusing on employability skills for under 16s, Barnsley MBC North, North East and South Area Councils re-commissioned a 2016 programme. Two week blocks were to be provided during the summer holidays to Year 10 students catering for up to 135 young people who reside in the area covered by these Councils. The overarching purpose of the programme was 'providing knowledge and greater understanding of the work environment and allowing young people to experience a work placement and benefit from preparation workshops, thus improving their employment prospects'.

Tangible outputs delivered during the programme include the drawing up of 5 year plans for the future and preparation of CVs which were done in the summer workshops and will be updated through work with the C&K Careers Adviser linked to schools during the keeping in touch period.

### Week 1 - Employability Training

- Day 1 – getting to know you, Buzz personality test
- Day 2 – CV production
- Day 3 – Interview skills
- Day 4 Team building & communication consolidation activities
- Day 4 – 1to1 Guidance Interview and 5 year plan

The principal outcomes required by the programme were **that young people should feel capable of achieving their potential and increased confidence and self-esteem** together with the **development of IKIC competencies** and of employability skills.

The entire focus of this programme has been on enabling the students to develop the skills and confidence to take responsibility for their futures. The informal feedback, together with reported moves towards further work/training collected during the programme indicates that this is happening:

- *I know how to be a good worker*
- *It has really helped doing CVs and interviews, and getting to know new people*
- *It has made me look forward to going to work. I would like a good job in the future*
- *It has widened my horizons*
- *I will probably work harder at school to get where I want to be*
- *Now I have this knowledge and experience I feel I can draw upon it and use it in the future. I am motivated to follow a career path in graphic design*
- *Before the internship I was undecided between social work and office work. Now I am focussed on getting a business admin apprenticeship after Year 11*
- *I have realised how important education is. It was an eye opener to see what factory work is like.*
- *I have learned what I am capable of; realised the type of route I want to follow; learned I can get up and get to places; I have been tired but I have persevered*
- *I feel that I will keep on track so that I can achieve my goals – keep out of trouble and keep my head down*

#### 2016 outcomes so far:

- One student has been offered a Saturday job at a Care home
- One has now managed to get a part time job
- One student was very impressive at Ardagh Glass and they said they would bear him in mind for an apprenticeship in mechanical engineering
- Berneslai Homes told all their students to keep an eye out for possible apprenticeships; most students said that the placement had confirmed their choice of doing an apprenticeship in construction/ electrical.
- One student has been offered further work experience at Cranswick Convenience Foods when he turns 16.
- One student has received a really positive employer reference that she will be able to use for future job hunting
- One student was offered part time work from her placement at Asda, however, due to the distance to the particular store (Morley, Leeds) it isn't practical to take up.
- Cannon Hall have offered their student a part-time job
- One student is now volunteering as a result of the programme.
- Two students are now actively seeking part time work
- One student is now actively seeking a voluntary position

## Kingdom Security - Quarter 3 report received on 10<sup>th</sup> October 2016

Clean and Green		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Health and Wellbeing	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
	Satisfactory spend and financial information	●
Economic Regeneration	Overall satisfaction with delivery against contract	●

The North Area is contracted to 4 x officers, this equates to 1950 hours over quarter, achieved is 1950 hours which is 100% of the contracted hours.

To date 304 FPN's and (27 PCN's for parking) have been issued in the area. 285 of these have been for littering offences and 19 for dog fouling offences. Civica shows that to date 45 % of the revenue has been raised from the notices in the North area. Officers spending more time concentrating on The dog fouling element of our work. To date this quarter complaints / operations are on-going and continue to be reported and attended. We have been met with an increase in specific witness information re offenders. We offer on the first instance an FPN to allow the individual to discharge their liability rather than have us compile a witness statement and a file for prosecution at court.

Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, Pleaded guilty prior to court or have been found guilty at court. There has been a 100% success rate at court.

The Revenue Raised thus far from FPN's (Fouling and Littering) for this quarter is, £10,023.55p

### OUTPUT DATA

FPN's				
NORTH	FPN Litter	FPN Dog Fouling	PCN Parking	total
JUL	114	6	9	129
AUG	74	7	2	83
SEPT	97	6	16	119
Total	285	19	27	331

# Forge Community Partnership - Quarter 4 report received

on 19<sup>th</sup> September 2016

	RAG	
Clean and Green	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
Health and Wellbeing	Outcome indicator targets met	●
	Social value targets met	●
Changing the Relationship	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Extract from the providers end of year report:

Some significant projects with lasting social value have commenced within the four wards involving engaged and repeat activity with National Citizenship Service young people who raised funds and delivered in projects.

### Example 1.

New Lodge allotments project commenced with great energy however the ending result for volunteers continuing the stewardship has waned this is indicative of a need to consider remodelling the vision of the project team and develop better partnerships with other statutory and community sector players to promote and nurture interest as the seasons change.

### Example 2

Wiltorpe Park being supported as a hub for the community supported both as a emerging flagship (Britain in bloom entrant) and marketing / promotion opportunity for the North Area Clean & Green team again to encourage volunteers to contribute to the stewardship of the area.

### Example 3

Pogmoor, Creswell street Allotments community event encouraging repeat attendance of community members to revisit site and continue work commenced.

### Example 4

Ibberson Memorial Garden in support of Greenspace Group, assisting emerging interest and ideas to transform a small park area for the benefit of the community.

**Please Note:**

Councillors are reminded that this service is intended to be proactive with much of its delivery being directed from the Ward Alliances. Please continue to send requests for service and community project ideas to: [naccleangreen@gmail.com](mailto:naccleangreen@gmail.com)

The performance monitoring and recording framework has been reviewed and updated for the beginning of the year two contract. This will mean that the next round of reports for this contract should provide more tangible information.

## CAB & DIAL – Yr1 Quarter 4 report received 13<sup>th</sup> October 2016

<div style="background-color: #6a5acd; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Health and Wellbeing</div> <div style="background-color: #ff0000; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Anti Poverty</div> <div style="background-color: #ffcc00; color: white; padding: 5px; text-align: center; border-radius: 10px;">Changing the Relationship</div>		<b>RAG</b>
	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	

### Extract from the providers performance report:

In the first year of this project we have supported 1,058 client contacts with a variety of different issues including benefits, debt and consumer. The largest proportion of these have accessed the service for benefits advice, and in total we have secured an estimated total of £1,442,320 of benefit gains helping to bring additional income into the North Area. This figure equates to a direct return on investment of £20 for every pound invested in the project. Year to date 41 clients have been referred on for specialist debt advice, and in total we have worked with clients with a combined indebtedness of £239,703.

As well as having a significant impact on the financial situations, we know that seeking advice has also led to an improvement in the health and wellbeing of the clients in the area. Evaluation survey responses indicated that across the year – 93% of respondents felt less stressed after attending the drop-in sessions, and 76% reported being more able to manage their own affairs.

### Case Studies

#### Case Study 1

Client attended outreach as they had just been diagnosed with cancer and even though they were still receiving full payment from work the extra costs associated with their treatment were making their life financially difficult.

We advised the client about the different grants available through MacMillan and how to apply for these which are for amounts up to £400.

We also advised them about PIP and the process to apply for this. We are currently awaiting the paperwork coming through but it is hoped that our client will be around £70 better off per week.

*“Thank you CAB I feel that I can now continue my treatment with one less worry.”*

## **Case Study 2**

Client attended St. Helens Ward outreach for a benefits check. Following check it was apparent that a Severe Disability Premium (SDP) had not been added onto her Employment & Support Allowance Calculation. I contacted ESA and highlighted this financial error oversight to them.

The client was subsequently awarded (SDP) of £61.85 per week on top of her ESA payments and received back payment of £989.

*“Thanks Mick. It has made a big difference. I can now get out more as I can get a taxi if I need to.”*

## **Case Study 3**

Client attended outreach due to a housing issue. They were new to the area having moved to Barnsley to attend rehab. Client wanted to settle in the area and make a new life for themselves but had no idea how to go about getting housing and household goods. In addition to this our client was worried that if they weren't able to find suitable housing they may have to return to their old life with a risk of substance misuse.

We advised them about council and private rented properties and they decided that they would prefer council due to the security of the tenancy. We helped the client look at relevant grants - both local welfare assistance and charitable support, as well as support services available in the area to help them in their new life.

Our client is now settled in their property with a suitable support network.