

**Agenda Item: 4 Appendix A**

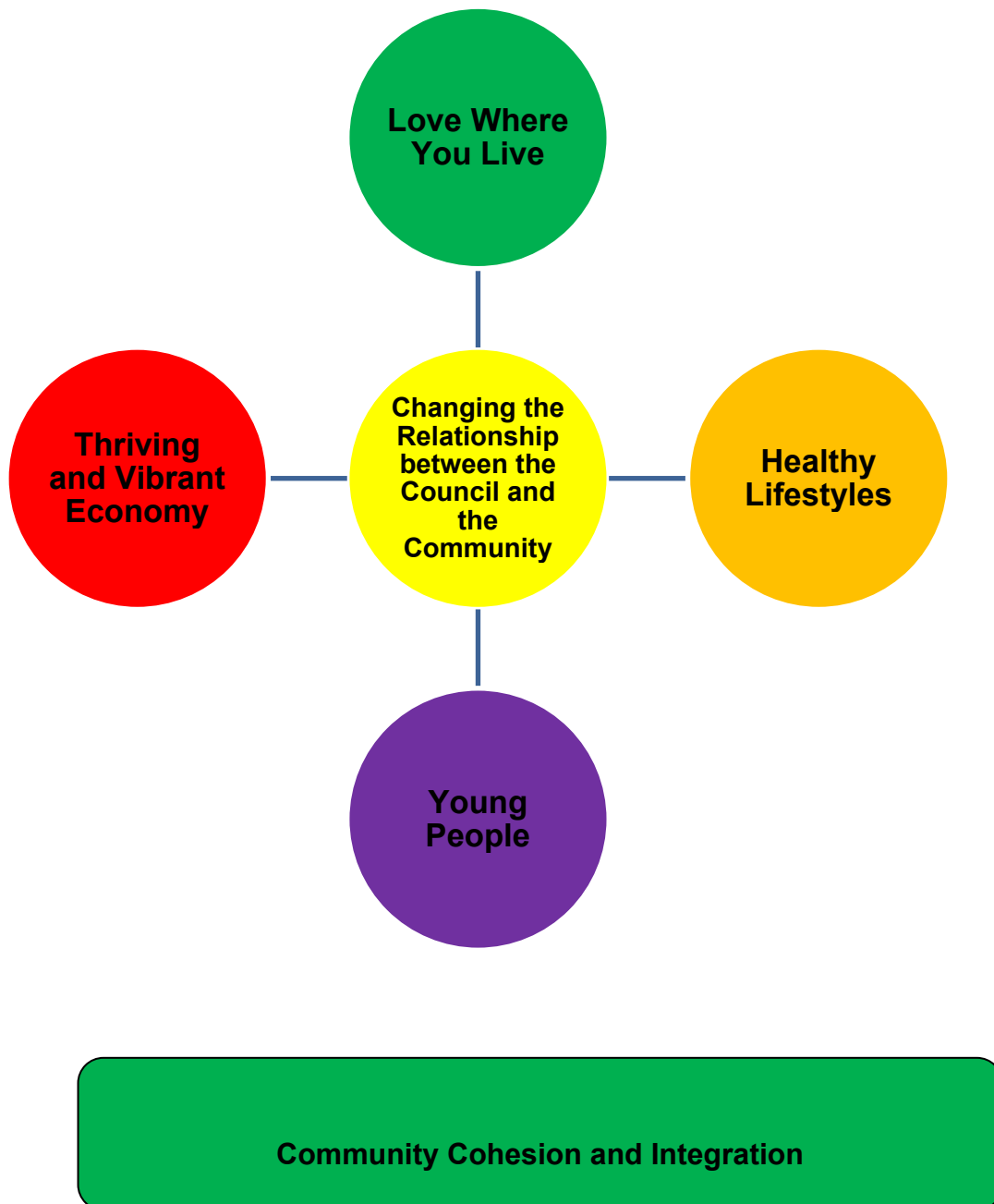
# **NORTH EAST AREA COUNCIL Project Performance Report**



**December 2016**

## Introduction

### The North East Area Council Priorities



## The North East Area Council

The table below shows the Providers that have now been appointed to deliver a series of services that address these priorities, and deliver the outcomes and social value objectives for the North East Area Council. It can be noted that a number of projects are still in the development phase.

	Service	Provider	Contract Value/length	Contract start date
<b>Love Where You Live</b>	North East Environment Team – Cudworth and North East	Barnsley Community Build	£135,000 18 months (extension granted April – June 2016)	1 <sup>st</sup> September 2014 Contract completed
<b>Love Where You Live</b>	North East Environment Team – Monk Bretton and Royston	Barnsley Community Build	£135,000 18 months (extension granted April – June 2016)	1 <sup>st</sup> September 2014 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	Kingdom Security	£91,990 21 months	4 <sup>th</sup> August 2014 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	1 <sup>st</sup> April 2016 Contract completed
<b>Love Where You Live</b>	Environmental Enforcement	Kingdom Security	£55,796 Per annum (+1 year + 1 year + 1 year)	1 <sup>st</sup> April 2016
<b>Love Where You Live</b>	Environmental Enforcement	BMBC Enforcement and Community Safety	£10,800 (+1 year + 1 year + 1 year)	1 <sup>st</sup> April 2016
<b>Love Where You Live</b>	Parks Equipment	BMBC Parks Services	£10,000 (+1 year + 1 year)	1 <sup>st</sup> April 2014
<b>Love Where You Live</b>	Biodiversity Project - Hedgehogs	Various	£2,000	9 <sup>th</sup> June 2016
<b>Thriving and Vibrant Economy</b>	Rapid Response Team	Barnsley Community Build	£24,000	1 <sup>st</sup> August 2015 Contract completed

<b>Thriving and Vibrant Economy</b>	Apprentices and Employability	Barnsley Community Build	£245,00 (+1 year + 1 year + 1 year)	1 <sup>st</sup> July 2016
<b>Thriving and Vibrant Economy</b>	Private Sector Housing Management Officer	BMBC Enforcement and Community Safety	£35,000 Service Level Agreement+ £800 Safety Equipment	June 2016
<b>Thriving and Vibrant Economy</b>	Undergraduate Placement	Leeds University	£18,500	September 2016
<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 2015
<b>Young People</b>	Youth Development Grant	Local Community Groups and Organisations	£130,00 ongoing	3 <sup>rd</sup> October 2014
<b>Young People</b>	Dance and Theatre Performance	QDOS	£9,000	November 2015
<b>Health Lifestyles</b>	Older People's Project	Royston and Carlton Community Partnership	£20,646 9 months	1 <sup>st</sup> December 2015 Contract completed
<b>Healthy Lifestyles</b>	Shopability	Barnsley Community Foundation	£7,824 6 months	1 <sup>st</sup> September 2015 Contract completed
<b>Healthy Lifestyles</b>	Fit Reds	Barnsley FC	£19,655 18 months	1 <sup>st</sup> October 2015
<b>Health Lifestyles</b>	Fit Me	PSS Health Trainers	£11,600 18 months	18 <sup>th</sup> September 2015
<b>Changing the Relationship between the Council and the Community</b>	Community Magazine	Corporate Communications	Community Magazine	December 2015
	Community Magazine	Community Magazine	Community Magazine	September 2016

<b>And Community Cohesion and Integration</b>	Volunteer Celebration Event	North East Area Team	£3,000	£3,000
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## Part A Performance Monitoring

The following tables reflect the overview of performance of all the North East Area Council contracted services and projects. This includes performance data gathered for this Report as follows:

- Barnsley Community Build Year 3, Quarter 1
- Kingdom Security Year 2, Quarter 2
- C and K Careers Year 2, Quarter 2
- Fit Me Year 1, Quarters 1 and 2
- QDOS Year 1, Quarter 1
- Private Sector Housing Management Officer Year 1, Quarter 1
- Changing the relationship between the Council  
and the Community Quarter 1
- A separate Youth Development Grant report will be submitted to the February 2017 North East Area Council meeting.

## Thriving and Vibrant Economy

Outcome Indicators	Target	Achieved to date
Number of full time jobs created and recruited to	9	9
Number of part time jobs created and recruited to	3	3
Number of local Apprentices starts created, and supported	12	4
Number of local Apprentices gaining employment	n/a	4
Number of people with a Learning Disability supported	2	1
Number of people who are NEET supported	6	1
Number of short term work experience placements	6	1
Percentage of Local spend	100%	100%
Number of local businesses engaged	n/a	4

Outcome Indicators	Achieved to date
No. of Ward Alliance applications funded	52

## Young People

Outcome Indicators	Target	Achieved to date
Total number of sessions delivered to School	15	6
Total number of pupils involved in the performances-		875
Total number of pupils in workshop		181

Outcome Indicators (combined with the North Area Council )	Target	Achieved to date
Summer Internship places to be delivered over summer 2016	90	71%
Development of five year plans tailored to the needs of the students who attended-	60	95%
Young people who feel they have increased their confidence about the future	60	74%

## *Love Where You Live*

Outcome Indicators	Target	Achieved to date
Number of patrol hours completed	828.75	975
Number of litter and dog fouling operations	2	2
Number of FPN's for littering and dog fouling	n/a	127
Number of Parking PCN's issued	n/a	51
Payment rate for dog fouling and litter FPN's		46%
Number of initial contacts made with private sector rented households	200	348
Number of vulnerable households identified	5	7
Number of physical property inspections carried out	5	8
Number of properties improved because of this service	4	89

## *Healthy Lifestyles*

Outcome Indicators	Target	Achieved to date
Number of local residents experienced improved health and wellbeing	125	63 (50%)
Number of local residents who increased physical activity	125	63
Number of local residents who have lost weight	125	43




## *Changing the Relationship between the Council and the community*

Outcome Indicators	Achieved to date
Number of Volunteering opportunities created	107
Number of adult volunteers engaged	439
Number of new community groups established	3
Number of community groups supported	22

## **Part B Summary performance management report for each service**

### ***Barnsley Community Build – Apprentices and Employability***

***July 2016 to September 2016***

<b>Love Where You Live</b>		<b>RAG</b>
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
<b>Healthy Lifestyles</b>	<i>Milestones achieved</i>	
	<i>Outcome indicator targets met</i>	
<b>Economic Regeneration</b>	<i>Social value targets met</i>	
	<i>Satisfactory spend and financial information</i>	
	<i>Overall satisfaction with delivery against contract</i>	

The North East Environment Teams continue to perform well in the local communities, and positive feedback about their work is regularly received from people who live, and work, in the area.

Four apprentices have now gained full time employment, which highlights that the experience they obtain from working on this initiative is invaluable. The Apprenticeship and Employability Study Programme provides the young people with a recognised knowledge and competency qualification, and hands on learning approach to enhance their qualifications and improve their CV's. It delivers a recognised route into work and improves educational achievement, which in turn strengthens young people's employment prospects and aspirations.

The apprentices are involved in a programme of Active Citizenship which enhances their skills and develop their community awareness. Familiarity with the values of collective responsibility, and community spirit and pride, is a valuable part of the work experience undertaken by the apprentices. Effective communication and Customer Care values are, therefore, essential to enable them to inspire people who live and work in the area to *Love Where You Live*, and this is an integral part of the commission.



## Kingdom Security - Quarter 2 Report

July to September 2016

Love Where You Live		<b>RAG</b>
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	●
Healthy Lifestyles	<i>Milestones achieved</i>	●
	<i>Outcome indicator targets met</i>	●
	<i>Social value targets met</i>	●
Economic Regeneration	<i>Satisfactory spend and financial information</i>	●
	<i>Overall satisfaction with delivery against contract</i>	●

The North East Area is contracted to 2 officers, and this equates to 975 hours over this Quarter. 100+% of the contracted hours have been achieved.

To date 127 FPN's and 51 PCN's for parking have been issued in the area. 113 of these have been for littering offences and 14 for dog fouling offences. Research on CIVICA, shows that to date 46% of the revenue has been raised from the notices in the North East area.

Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. To date this quarter complaints and operations are ongoing and continue to be reported and attended. As we have progressed through this Quarter reports and complaints continue but are fewer, however 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, July to September, is, £4257.75p

### **Added Value.**

There have been two Fly Tipping offences 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 so far.

'Litter Picking' days for those juveniles within the community (9) who have committed the offence is a little haphazard at the moment and we are looking to a new relationship with the Volunteer Clean up teams to assist with generating days for the restorative restoration scheme to be included. The juvenile will be subjected to this by agreement of the Parent / Guardian. These days will be overseen by Kingdom Staff. Juveniles have attended from this area and have been both beneficial to the Juvenile, Parent and Staff who attend.

### **CASE STUDY: Robert Street Carlton Street Cudworth.**

Numerous complaints have been received from members of the public in the Cudworth area regarding parking in this area. There has been a lot of work to provide ample free parking within the Cudworth area yet there are many people who are illegally parking on Robert Street and Carlton Street. Carlton Street is becoming an issue as it is becoming increasingly difficult to issue as the lines and signs are poor, and anyone being issued will have a case for arbitration. In House parking services and Highways are aware of this

Kingdom have made these areas Hotspots for regular patrols.

Officers have issued tickets from the specific targeted and random patrols, enhancing what is already provided from the In house Parking Services



Patrols continue, and although have remained the same, the amount of PCN's being issued have not seen a significant decrease.

However, it can be noted that both streets do have disabled members of the public frequenting and using the streets who are able to park legally with the requisite badge etc.

## C&K Careers

### July to September 2016

	RAG
<b>Environment</b>	
Satisfactory quarterly monitoring report and contract management meeting.	●
Milestones achieved	●
<b>Health and Wellbeing</b>	
Outcome indicator targets met	●
Social value targets met	●
<b>Economic Regeneration</b>	
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 Area Councils. The overarching purpose of the programme was 'providing knowledge and greater understanding of the work environment, and allowing young people to experience work placement and benefit from preparation workshops, improving their employment prospects.'

Tangible outputs delivered during the programme include the drawing up of five year plans for the future, and the preparation of CVs which were done in the summer workshops, which will now 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, telephone employer
- Day 3 – Interview skills, Post-16 options and video conference
- Day 4 – Activity Centre (full day)
- Day 5 – One to one guidance interview and five year plan

The principal outcomes required by the programme were that young people should feel capable of achieving their potential, together with increased confidence and self-

esteem, together with the development of the IKIC competencies and 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 and 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 or electrical work.
- 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

## Private Sector Housing Management Officer

January 2016 to March 2016

<div style="background-color: #00a651; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Environment</div> <div style="background-color: #6a3d9a; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Health and Wellbeing</div> <div style="background-color: #e67e22; color: white; padding: 5px; text-align: center; border-radius: 10px;">Economic Regeneration</div>		<b>RAG</b>
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
	<i>Milestones achieved</i>	
	<i>Outcome indicator targets met</i>	
	<i>Social value targets met</i>	
	<i>Satisfactory spend and financial information</i>	
<i>Overall satisfaction with delivery against contract</i>		

My main objective is to contribute towards creating and sustaining safe and pleasant communities within private sector housing in the North East Area Council areas. I 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. I am working with families and individuals, getting to know communities and getting access to homes that previously have not had the benefit of any kind of support. I am identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

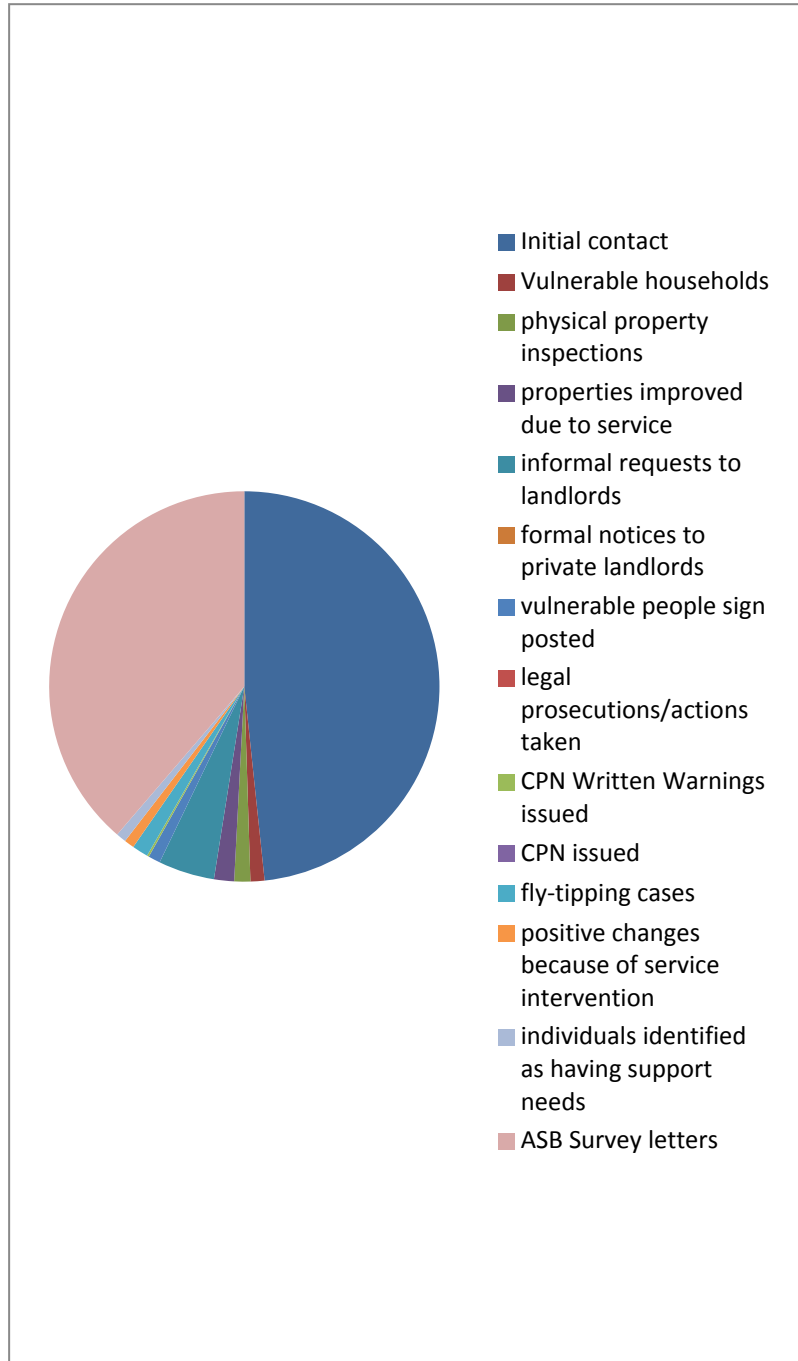
I am forming good working relationships with landlords, letting agents and local residents. I work with tenants within the Private Rented Sector with regard to any issues which have been brought to my attention, and work with the Landlords to rectify the problems. I aim to encourage communities to work towards raising and setting own standards. This includes acceptable behaviour standards, environmental standards, housing and property standards.

I designed and distributed a leaflet to Private Rented properties explaining my role and my contact details for residents to contact me if they had any issues. The leaflet was successful in letting residents know of my role and assistance I can offer them. They have been distributed around the areas by residents, Elected members and tenants groups.

During the period from 20 June to 30 September 2016 I have dealt with **176** complaints, queries and requests for service, advice and referrals. Some of these were dealt with on an informal basis, either speaking to the tenant or occupier or speaking to and working with landlords to resolve issues. I have served **1** Community Protection Notice for the condition of the garden following a number of

requests to have the garden cleared. I have referred **6** families for tenancy support to help them maintain their tenancy.

### Areas Covered



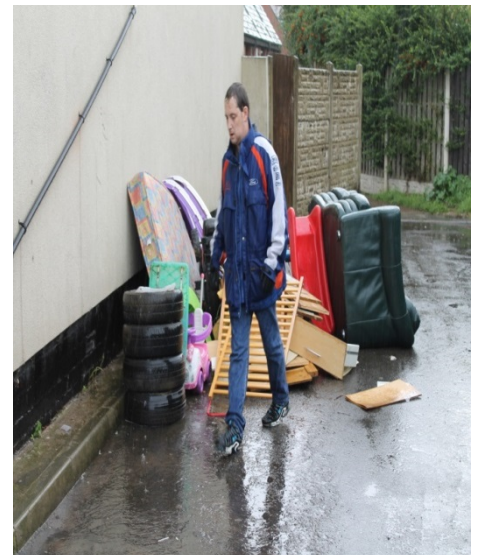


## xxx Street Skip Day



One of my priorities was to improve the housing and environmental issues on xxx Street. The street has a large number of private rented properties. I initially arranged a landlord meeting, inviting **20** landlords by letter, which was unsuccessful as very few landlords attended. It was clear that there was an excessive amount of built up household waste being dumped in the alleyways of the street. Some residents did not have the correct bins to be able to dispose of their waste properly. The only way to be able to get the environmental issues on the street sorted was to arrange a Skip Day for all residents to get rid of their rubbish and to make sure households had the correct means of getting rid of their waste.

On 16 September 2016 myself, other officers from BMBC, Barnsley NEET team and residents all worked together throughout the day to clear as much rubbish as we could with skips provided by the Elected Members. The magnitude of the amount of rubbish that had accumulated on the street became evident during this time. In total we removed 80 tonne of waste over 3 days. The community spirit on the street was evident on all 3 days with different residents helping to clean their community. 2 residents helped on all 3 days even though they had no rubbish to clear themselves, other residents also praised them for their hard work, resulting in many friendships being made too.



Neighbourhood Services help remove some bulky items and worked with us to provide new bins to the properties, removing any contaminated or split bins. **87** properties have benefited from the clean-up day on xxx Street.

3 properties on xxx Street are now receiving tenancy support for issues such as budgeting, education and health. A letter is to be sent to all properties and landlords advising them that now the skip day has taken place it is now the responsibility of all tenants and landlords to keep gardens; alleyways and property in good order.

## Tenants Meeting

I have arranged and carried out a residents meeting for the xxx area. This was done as there were a lot of different issues in the area that residents wanted resolving.

The meeting was well attended with 17 residents and shop keepers. Further meetings have been arranged.

### **ASB Survey letters, and fly-tipping warning letters**

I have delivered **171** survey letters to several different areas. This was following information that anti-social behaviour was occurring on a regular basis. The letters are sent to see what complaints come in and how many people are affected.

Fly-tipping warning letters have also been sent to some area following complaints that people were throwing their litter around the street.

### **Vulnerable Persons and Housing Disrepair.**

#### **Case Study 1.**

The property is a 3 bedroomed terraced house with a woman and her son living there. There have been a number of complaints to BMBC over the years of fly-tipping rubbish into the garden and burning it on a regular basis. Notices have previously been served on the landlord. The landlord clears the rear garden and within a few days the garden was full of rubbish once again. No one had approached the tenant to find out why the excessive rubbish and burning was happening. She was not engaging with the landlord who needed to have access for repairs and gas servicing. I continued to send letters with appointments to speak with the tenant along with the landlord. The tenant suffers from mental health issues and was being supported for substance misuse. The fires were being lit by her nephew who was collecting rubbish from other family member's properties, taking it to this property and setting fire to it. Since my intervention, the fires have stopped completely, the rubbish is not being collected in the garden and I have referred her for tenancy support with Riverside Floating Support. She has applied for housing with the council. I am continuing to work with tenant and landlord with regard to the condition of the property and outstanding repairs.

#### **Case Study 2. – Disrepair and Anti Social Behaviour**

The residents of the property are a male in his 40's was asked to visit this property by a neighbour as the tenant's property was alleged to be living in a property in disrepair. He had been unable to flush his toilet properly for 2 years, flushing it with a bucket of water each. The tenant stated that he had been contacting his landlord, who kept saying he would send someone to sort out the problems but no one ever arrived. I spoke with the landlord and the repairs to the toilet were completed within 7 days. Further disrepair including, new internal doors; windows and a garden gate have been completed since my intervention. As there was no gate on the rear garden, people in the area were using his outbuilding to put their household waste. The gate has been replaced and work is ongoing with the landlord to clear the



rubbish. Further reports were received of anti-social behaviour from the property involving both the male arguing with other family members that live on the street and his daughter allegedly arguing and fighting regularly on the street at night. Visits were carried out and warning letters sent to all parties involved. No further complaints have been received since.

### **Case Study 3 – Condition of property and garden**

I initially received a complaint that 2 properties were having regular parties and drug use was taking place. The properties were 2 flats that had been converted from a house. The occupants were single males. They admitted that they had been having parties and the drug use was from visitors to one of the properties. Both occupants agreed to make sure there were no more parties or drug use. They help each other with bills and other household chores. However, I felt that one of the males needed more support with applications, budgeting and other tenancy issues. He was well known to the Community Safety Service for previous ASB when he lived in the family home but felt it necessary to move himself away from his family and try and get back on the right path. He is now being successfully supported by Stonham Tenancy Support. Both males have helped clean the street although they had no rubbish themselves and helped create a community spirit with other residents.

### **Case Study 4 – Unacceptable Behaviour**

I received a request for service from Berneslai Homes to assist them with a property with damaged guttering that was causing damage to one of their properties. Berneslai Homes had written to the tenants stating that the damage to their guttering was causing damp issues in their property in April 2016. No contact was made by the tenant or the landlord of the property.



I visited the property to speak with the tenant and she stated that the landlord was meant to have been repairing the guttering a while ago. The property is managed by a letting agency on behalf of the landlord. After contacting the landlord the guttering was repaired and the matter was resolved for the tenant and Berneslai Homes.

### **Benefits and taxation meeting**

I have met with Lisa Smith and Wendy Betts from Benefits and taxation to discuss working together to assist private tenants and landlords with Housing Benefit queries. I have provided them with the contact details for all the Private Sector Housing and Environment Officers so they can refer anyone that requires our assistance.

## Fit Me

January 2016 to March 2016

Environment		RAG
Health and Wellbeing	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
	<i>Milestones achieved</i>	
	<i>Outcome indicator targets met</i>	
	<i>Social value targets met</i>	
	<i>Satisfactory spend and financial information</i>	
	<i>Overall satisfaction with delivery against contract</i>	

### Key Learning

The greatest achievement was women reducing their waist circumference; this is important as the risk of some health problems is affected by where your body fat is stored, as well as by your weight. Carrying too much fat around your middle (waist) can increase your risk of developing conditions such as:

- Heart Disease
- Type 2 Diabetes
- Cancer

**Using various approaches to help women sustain weekly physical activity attendance after the 8 weeks Fit Me course is completed and they have found what they enjoy and works for them**

- For the Great Houghton course, the women decided they wanted to continue the physical activity sessions, the instructor Anne agreed to hold a weekly group at the same time and place with a contribution towards her petrol. Since then the group have now been given funding from the North East Ward Alliance to continue running, and it has become a self-sustaining group.
- Using instructors that already run sessions in the community has encouraged women to continue exercising after the course as they have built up a rapport and trust with the instructor. This means women are continuing to attend sessions at Grimethorpe Gym delivered by Anne who ran the Great Houghton and Grimethorpe courses. Power Hoop and

Zumba classes run at Priory Campus and Monk Bretton, these are delivered by Susie who has delivered the Fit Me courses at Cudworth, Monk Bretton and Royston Civic Hall.

**Retentions rates were affected by various factors and we have continued to learn and adapt our courses to make sure we help women identify and achieve their goals;**

For all the courses overall the average retention rate for women starting and completing courses was 50%.

- We discovered factors that effected people continuing to attend were seasonally for example when we had the period of warmer weather in June and Euros football this affected attendance of the Grimethorpe courses. Also school holidays can have an impact so we have not run a course through August.
- We also found running the Priory Campus course near Christmas 2015 , which mean it a couple of weeks before Christmas had poor attendance towards the end, this is why we have decided to wait now until January 2017 to run the final Fit Me courses , venue to be confirmed.
- The courses starting with higher numbers e.g. around 25+ tended to have a larger amount or drop off compared to those with up to 20 we were able to retain these women in the full 8 weeks. We feel that women felt more comfortable with lesser numbers, smaller groups as one of the biggest barriers to women not exercising is them feeling self-conscious, so we decided to start capping the amount of people we book on courses to 20.

### Next Steps

We have two more courses to run for Fit Me and the areas and potential venues we are looking to cover is Carlton ALC and Priory Campus to run in January 2017.

### Case Studies

**Name:** Tammy

**Referral Source ;** Self-referral from a poster

**Fit Me attended;** Shafton ALC

- **The beneficiary's needs, problems or issues, and how were needs, problems or issues tackled?**



We started running Fit Me for ladies 16+ at Shafton ALC, which includes healthy eating and healthy weight, weekly weigh ins and exercise tasters for 8 weeks.

Tammy joined to programme specifically for exercise and to have time for herself away from being a mum, she has tried different types of exercise and has tried different diets before and they haven't worked for her. This course covers different topics each week encouraging women on making healthy choices in everyday life and making small changes e.g. reduce alcohol, eat breakfast, combined with exercise to support Tammy to lose weight and be healthy. The course also looks at people's behaviour and relationship with food e.g. food and mood.

**Outcomes and impact e.g. weight loss, increased confidence.**

Tammy has gained more confidence and made new friends, she has become more interactive within the group. Weight loss achieved was 2.2% of her body weight which is great, and she has been enjoying her exercise, she feels a lot better in herself.

**Next steps**

Tammy has access to 2 free exercise class and 12 weeks gym membership at the Be Well Community Gyms which she intends to use to help continue her journey to feeling healthier and happier.

**Caroline Donovan  
North East Area Council Manager  
December 1<sup>st</sup> 2016**