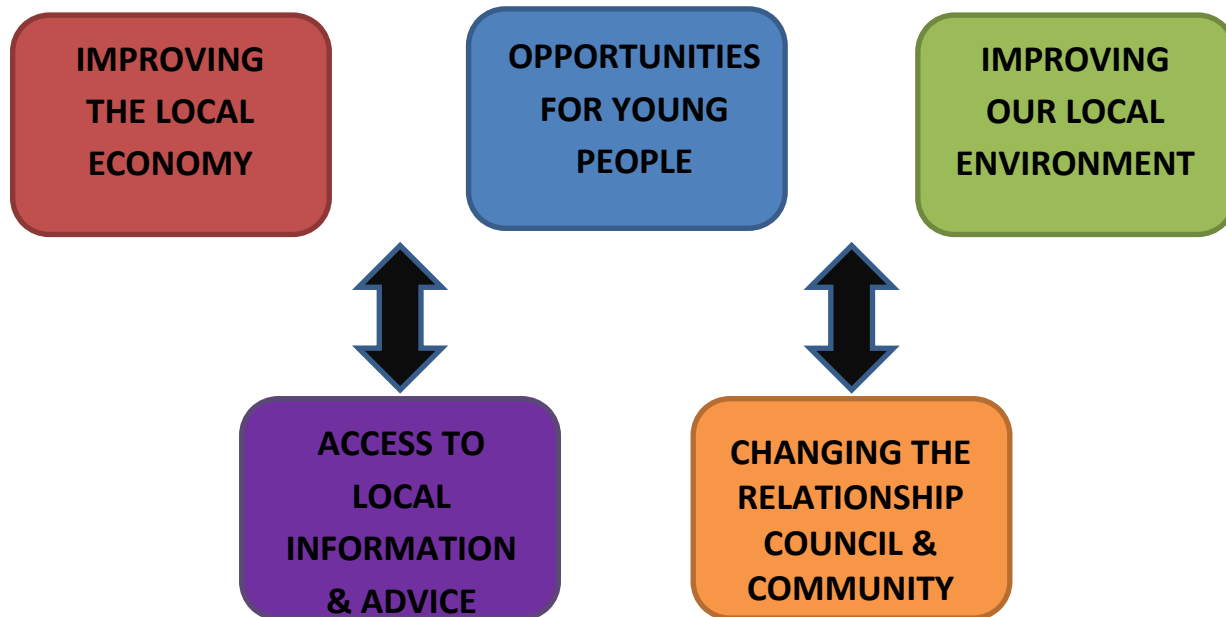


SOUTH AREA COUNCIL
Performance Management Report

April 2017

INTRODUCTION

South Area Council Priorities



	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving the Local Economy	Business survey & courses for local businesses	Northern College, BBIC & Emergency Response training	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	Project not recommissioned due to poor take-up on courses
Improving our Local Environment	Tidy Team to work alongside community on environmental projects	Forge Community Partnership/Anvil Community Interest Company	£195,750 per annum until March 2017 with a further 1 year + 1 year if funding available	4 th August 2014 for 2 years Contract 2 started 1 st August 2016	Tidy Team 2 contract (including Apprenticeship costs) with Forge C/Partnership started 1 st August 2016
Improving our Local Environment	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year & further extension to 31/03/16	4 th August 2014 Contract 2 started 1 st April 2016	Contract 2 now running from April 2016 with funding agreed to run to March 2018
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£145,000 2 years @ £72,500 per year	2 nd June 2014	Extension in place to 30 th June 2017 – recommissioning in progress
Opportunities for Young People	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015 Contract 2 started 1 st March 2016	Contract 2 for 2016 cohort s runs March 2016 – Nov 2017 Contract 1 ended November 2016

Table 2 below shows the projects currently under development.

	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving our Local Environment	Provision of signs for cleaned up sites 'Maintained by Volunteers'	Taylor made Signs	£375.00	100 Signs delivered 1 st April 2016 & will be erected by Tidy Team during April & May 2016	Currently being put up by Tidy Team across the 4 wards in a variety of settings decided by Tidy Team Steering Group
Opportunities for Young People	Provision of 39 week Fire Cadet course for 16 young people	South Yorkshire Fire & Rescue Service	£12,157.81	South Yorkshire Fire have advised that there is insufficient time to set up before March 2017	Not applicable – will not run South Area Council have agreed second ARC course to run October 2016 instead
Opportunities for Young People	Provision of 2 week Achieving Respect & Confidence (ARC) courses for 14 young people at risk of offending	South Yorkshire Fire & Rescue Service	£10,000	Course 1 delivered week of 13 th June 2016 Course 2 to be held October 2016	Not applicable – no current plans to recommission
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Survey & events now completed – report will be presented to South Area Council in June 2016	Not applicable – one off piece of work to inform future work to support young people
Opportunities for Young People	Lifeskills course for young people	Berneslai Homes & BMBC Integrated Youth Support	£2,000 (there will be an underspend on this project)	Courses ran during summer holidays 2016	Not applicable – low attendance during pilot phase means will not run again in current form but may be adapted for summer 2017
Cross cutting across all themes	Health & Wellbeing Asset Mapping Conference	In house by South Area Team	£1,000	Held on 14 th June 2016	3 follow up groups set up: Universal Advice Love Your Street Better Community Networks

PART A - OVERVIEW OF PERFORMANCE

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project. There are occasions when the quarterly review dates do not mesh with Area Council reporting dates, which means that the 'achieved to date' figures may not have changed from the previous report, as the new quarterly data is not yet due at time of writing.

Improving our Local Environment

Outcome Indicators	Achieved to date	Previous
Number of small environmental projects completed	828	(828)
Number of large environmental projects completed	69	(69)
Number of litter picks completed	1932	(1932)
Number of fly tipping incidents dealt with	111	(111)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	1873	(1873)
Number of Fixed Penalty Notices issued – dog fouling	125	(125)
Number of Parking PCNs issued	491	(491)
Number of targeted dog fouling & littering operations completed	296	(296)
Number of initial contacts made with private sector tenants *	53	N/A
Number of vulnerable households identified *	19	N/A
Number of property inspections done *	44	N/A
Number of individuals identified as having support needs *	7	N/A
Number of properties improved because of intervention *	21	N/A
Number of households making improvements after first contact *	14	N/A
Number of informal requests for action made to landlords *	18	N/A
Number of formal notices made to landlords *	0	N/A
Number of individuals signposted to other services *	17	N/A
Number of legal prosecutions made *	0	N/A
Number of Anti Social Behaviour contacts made *	0	N/A
Number of Anti Social Behaviour letters sent *	0	N/A

NB: Figs from Tidy Team & Enforcement unchanged since last report – new figures due early May

*New targets from Private Sector Housing Officer contract which began November 2016

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	2420	(2172)
£ of benefits gained as a result of the advice received	£1,848,458.91	(£1,687,243.71)
£ of unmanageable debt handled through financial settlements	£1,925,535.10	(£1,727,296.10)
Number of cases where homelessness was averted	45	(42)
Number of clients referred to other specialist help	926	(821)
Number referred to Credit Union or other money management help	293	(280)
Number of community groups visited to promote advice services	135	(131)
Number of vulnerable clients unable to self-help seen *	341	(243)

*New target set from 1st June 2016

Improving the Local Economy

Outcome Indicators	Achieved to date	Previous
Number of local businesses approached to complete survey	238 (completed)	238
Number of local businesses completing survey	88 (completed)	88
Number of quotations sourced for local business courses	56 (completed)	56
Number of business courses commissioned	16 (completed)	16
Students hours commissioned on business courses	1493 (completed)	1493
Number of students attending business courses to date	38 (completed)	45
Number of student hours completed to date	243.5 (completed)	243.5
Number of student places booked onto future courses	84 (completed)	84
Business courses are now completed, so figures will not change.		

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged (53 new)	338	(338)
Number of young people engaged in volunteering (33 new)	115	(115)
Number of new community groups established	8	(8)
Number of community groups supported (including schools)	141	(141)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	16	(16)
Number of local businesses encouraged to maintain own environment	160	(160)
Number of young people referred to restorative justice provision	30	(19)
Income received from enforcement activity to Area Council in £	£103,927*	(£81,698.75)
% of local spend achieved by projects	90%	90%

*Figure from start of contract to 31/03/17

NB: Figures from Tidy Team & Enforcement have not changed since last report – new figures due in early May 2017

Opportunities for Young People

	Achieved to date
Number of Summer Internship places filled 2015	41(completed)
Number of Summer Internship places filled 2016	25(completed)
Number of students completing Summer Internship 2015	37(completed)
Number of students completing Summer Internship 2016	20(completed)
Number of 5 Year Plans tailored to student needs developed 2015	33(completed)
Number of 5 Year Plans tailored to student needs developed 2016	25 (completed)
% of students reporting an increase in motivation about the future 2015	80%(completed)
% of students reporting an increase in motivation about the future 2016	End Oct 2016
% of students reporting increased confidence about future plans 2015	88%(completed)
% of students reporting increased confidence about future plans 2016	74%(completed)
% of students reporting increased knowledge about opportunities 2015	72%(completed)
% of students reporting increased knowledge about opportunities 2016	85%(completed)
% of students reporting increased awareness of own skills 2015	72%(completed)
% of students reporting improved decision making skills 2016	57%(completed)

Internship programme has now completed for 2016, so figures will not change

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div>Local Economy</div> <div>Access to Local Advice</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
	Milestones achieved	●
	Outcome indicator targets met	N/A
	Social value targets met	●
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

Comprehensive Quarter 11 (Jan – March 2017) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 11 contract review meeting was held on Friday 10th March 2017.

The teatime / twilight sessions continue to be extremely busy, reflecting the fact that the majority of those seen are in work and require help with in-work benefits or other issues. The numbers seen are virtually identical to those seen in Q10, but were higher in real terms because of the sessions not held during the Xmas/New Year break. The Wombwell sessions have also been extremely well attended, with clients often having to wait to be seen. It should also be noted that 50% of the clients seen in Wombwell actually live in Darfield.

The continued effects of national welfare reform continue to be felt – particularly in terms of the number of appeals/mandatory reconsiderations. There has also been a marked and continued increase in workload for the Welfare Rights worker as a result of DIAL's recent decision not to take on any new clients because of a loss of funding. The majority of this has been an increase in work with disability benefits (both applications and appeals work), because of the nature of DIAL's primary client group.

The appeals work is particularly time consuming, leading to discussions with the provider about whether moving to appointments rather than drop-in may be needed in the future to manage the demand and the time taken with each person with a complex case. It was agreed that it was too late to do this as part of the current contract, but would need to be looked at urgently once the new contract had been awarded.

The amount of debt managed through financial settlements by the Citizen's Advice worker has fallen since last quarter, but this is largely because people do not historically seek help for this around the Xmas period – although it rose again from the end of January, as Xmas bills started to come in.

The two workers have also built up a very positive relationship with the new Private Sector Housing Officer this quarter and have made a number of referrals in both directions. This has been helped significantly by both parties offering drop in sessions at the same time in Hoyland.

This project is currently operating on an extension to 30th June 2017 using a waiver to standing orders, to enable the full impact of the local Welfare Review and the associated restructuring of Citizen's Advice and Welfare Rights Advice to be completed before the contract is recommissioned.

The final tender specification for the new contract (July 2017 – June 2019) was agreed by the South Area Council on 24th February 2017, and went out to tender on 27th February on a three week turnaround, allowing plenty of time for the procurement process to be completed before the new contract begins in July 2017. The new tender reflects the need to retain a face-to-face service outlined above, combined with a desire for the provider to develop alternative methods of support for less vulnerable clients.

In the period immediately before the tender was released, the South Area Council Manager had a number of meetings with the manager of the BMBC Welfare Rights Service (who provide the Welfare Rights worker for the current contract) to ascertain whether they intended to make a joint application for the tender alongside Citizen's Advice Bureau, in the light of their recent restructure and staffing losses. They have decided not to proceed with a future joint application.

Because of this decision, the current Welfare Rights worker, Phil Beer, will not be able to work on the project after the end of June, as BMBC Welfare Rights will not form part of the new contract from July onwards. Phil has built up a massive reputation locally during his three years on the project and I would request that the South Area Council make a formal bid of thanks to him for his vital contribution to making the project such a huge success.

The closing dates for tenders has now passed and two applications have been received. Barnsley Citizen's Advice Bureau were the successful applicant and will be awarded the contract for a further 1 year + 1 year from 1st July 2017. Because BMBC Welfare Rights are no longer part of this contract, CAB will be directly recruiting a welfare rights worker to work on this contract.

Case studies can be found at Appendices 1,2, and 3 of this report. Please note that a fourth case study was submitted, but CAB have requested that it should not be put into the public domain because sensitive details could identify a vulnerable domestic abuse client, despite the case study having been anonymised. Members can ask to see this case study in confidence if required.

Tidy Team – Forge Community Partnership/Anvil CIC

Children & Young People		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Improving Environment	Milestones achieved	●
	Outcome indicator targets met	●
Changing Relationship	Social value targets met	●
	Satisfactory spend and financial information	●
Local Economy	Overall satisfaction with delivery against contract	●

The Tidy Team 2 project has been recommissioned. The contract was awarded to Forge Community Partnership/Anvil CIC and started on 1st August 2016 and will run for a period of 8 months + 1 year + 1 year.

As part of this new contract, the team are increasingly working alongside volunteers to deliver a range of environmental activities, clean-ups and litter picks. This can be seen in the increase in volunteers recruited and worked with – with 86 new volunteers this quarter alone (53 adults and 33 young people) and work done alongside 113 existing volunteers (37 adults and 76 young people).

The Quarter 2 contract review meeting was held on 13th February 2017, but the monitoring data was received in time for it to be included in the previous Performance Management report, presented to the Area Council in February 2017. Because of this, the figures in this report are unchanged, since the new figures for the next quarter are not due until early May. New case studies will also be received at this time.

Environmental Enforcement – Kingdom Security

Improving Environment		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Local Economy	Milestones achieved	●
	Outcome indicator targets met	N/A*
	Social value targets met	●
	Satisfactory spend and financial information	●
Changing Relationship	Overall satisfaction with delivery against contract	●

*There are no outcome targets set for this project, because it is not legal to set targets for enforcement activity of this kind.

Comprehensive Quarter 3 (October – December 2016) monitoring reports were completed by Kingdom Enforcement and a Quarter 3 contract review meeting was held on 17th February 2017. This was slightly delayed due to the absence of the South Area Council Manager due to sickness. Quarter 4 figures are due on 20th April and will miss the deadline of this report, so will be included in the South Area Council Performance Management report in June 2017. New case studies will also be received at this time.

Since the start of the first contract in August 2014, 1998 FPN's (1873 of these have been for litter and 125 for dog fouling) and 491 PCN's for parking have been issued in the area. Officers continue to concentrate their patrols around intelligence led information from the tasking process and also from referrals from elected members and complaints on the street and from the community at large. To date all offenders have either paid prior to attending court, pleaded guilty prior to court or have been found guilty at court. There continues to be a 100% success rate at court.

As illustrated in the table above, there is overall satisfaction that the service is performing well and is continuing to make good progress in line with the contract. There has been a large rise in the amount of good quality intelligence being received from the public, particularly around dog fouling and this is reflected in the increased number of targeted operations this quarter – 36 in total.

Local Business Survey & courses for local businesses

<div>Local Economy</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	N/A
	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

This contract has now been completed. As previously reported, takeup of these courses was around 17%, despite extensive survey work to identify the content and format of courses required by local businesses. For this reason, the South Area Council has decided not to fund similar provision in the future.

Summer Internship Programme -C&K Careers

<div>Children & Young People</div> <div>Local Economy</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting (2015 and 2016 contracts)	●
	Milestones achieved (2015 and 2016 contracts)	●
	Outcome indicator targets met	●
	Social value targets met (2015 and 2016 contracts)	●
	Satisfactory spend and financial information (2015 and 2016 contracts)	●
	Overall satisfaction with delivery against contract (2015 and 2016 contracts)	●

C&K Careers were commissioned to deliver 2 separate contracts for the South Area Council – a Summer Internship Programme for Y10 students in the 2015 cohort and another contract for Y10 students in the 2016 cohort. Both contracts comprised the delivery of an intensive programme of activity during the summer of 2015 and 2016 respectively, followed by a lengthy follow-up period where C&K staff stayed actively in touch with students who took part right through their Y11 year and into the November following their school leaving date – or until the young person had a ‘positive destination’.

The 2015 and 2016 projects continued to have an amber rating for ‘outcome indicators met’ because not all available places were filled across the two programmes. The South Area Council Manager has been satisfied that C+K Careers did all they reasonably could to get the schools to respond in both years, and that any provider would have faced similar difficulties. As a result of the difficulties faced in 2015, the number of places was reduced for 2016 to 45 against which 25 students were recruited for the South Area.

The first contract for the 2015 cohort has now completed (finished November 2016) with 100% of students who took part settled into a positive destination. The vast majority (36 out of 37) went onto full time further education, with the remaining young person going into an Apprenticeship. Young people staying on in education chose a range of providers, including Barnsley College, Pontefract New College, Wath Comprehensive and a range of others. This compares with a borough-wide rate of 97% settled into a positive destination at this stage in

the year for the 2015 cohort – but this does include all schools, including those in more affluent areas. It is also difficult to assess whether students taking part in the programme achieved a destination which was ‘better’ or more suitable for them, as it’s not possible to compare the two without data about students in both cohorts at a level of detail which is not currently available.

C+K Careers will now stay in touch with the 2016 cohort of students until they are settled into a first positive destination after leaving school, as the ‘stay in touch’ phase of the second contract does not end until November 2017.

Private Sector Housing Enforcement Officer – BMBC Community Safety

	RAG
Local Economy	Satisfactory quarterly monitoring report and contract management meeting
Changing Relationship	Milestones achieved
Access to Local Advice	Outcome indicator targets met
	Social value targets met
	Satisfactory spend and financial information
	Overall satisfaction with delivery against contract

A one year pilot Service Level Agreement to provide a Private Sector Housing Enforcement Officer for the South Area was agreed with BMBC Community Safety by the South Area Council in April 2016. This was done in recognition of the excellent work done by similar posts operating in the Dearne and Central areas, and funded by their respective Area Councils. The post aims to work with both tenants and landlords in order to improve the standard of private sector housing and its immediate environment through support and where necessary, enforcement.

Sarah Harrison was seconded to the post from another part of BMBC and started on October 31st 2016.

Sarah has already met with all members in the South Area and with BMBC Tasking and Enforcement Officers for the area in order to identify priority areas to focus upon, and has

done a promotional campaign using Facebook and a short article in the South Area Community Magazine which goes to every household.

The first quarterly contract meeting was held on 16th February 2017 and comprehensive monitoring information received for Q1 (November 2016 – January 2017)

The new Officer has made a really positive start – although the target of 100 initial contacts was not met (hence the yellow rating for outcome indicators above) this was partially because of 3 weeks of leave (booked before she was in post) and 2 weeks of shadowing another officer in the same role during induction reduced the numbers. Furthermore, the target figure of 100 contacts per quarter has been taken from other similar contracts across other Area Councils, where 2 officers are in post. It was agreed at the Q1 review meeting to retain this target for one officer, as her figures for contacts are rapidly increasing and meeting this target in future quarters was not seen as an issue by the officer or her manager within BMBC Safer Communities. The target will be reviewed again at the Q2 contract review meeting.

Other targets have been greatly exceeded this quarter, including identification of vulnerable households (19 against a target of 10), property inspections carried out (44 against a target of 10), properties improved because of intervention (21 against a target of 8) and households supported with waste disposal/recycling (26 against a target of 20).

Early highlights have included one family who have avoided homelessness as a result of intervention with their landlord, and 21 properties already improved through intervention with landlords or work with the tenants to improve their living conditions.

Case studies are included as Appendices 4 & 5 of this report

Kate Faulkes
11/04/17

Appendix 1

Case Study 1 - Yr 3 Q3

The client had come to see Citizens Advice at the One Stop Shop for help with an NHS penalty charge for dental treatment which they were very worried about.

The client, a student nurse, received some dental treatment in August 2016, they were given a patient declaration form to complete but as they'd just finished coming off Income Support and was now just getting Child Tax Credit they didn't know which box to tick - they didn't yet have the Tax Credit Exemption Certificate as it hadn't been issued to them yet. The client therefore didn't tick any of the boxes.

A letter was sent to the client from NHS dental services in December stating they'd claimed free NHS dental treatment to which they weren't entitled. The client was issued with a fine of £118.20. The client couldn't understand why they were being charged.

The adviser was able to reassure the client that they did qualify for free dental treatment as they were getting Child Tax Credit and their income was under £15,276 p/a. The Tax Credit Exemption Certificate - which would've made it more straightforward to prove entitlement to free dental care – was however, not the only proof that the NHS could accept – which was lucky as when the client got it it wasn't backdated and indeed cannot be backdated.

The client had their Tax Credit award letter which is also proof of entitlement according to information from the NHS itself. Citizens Advice were able to place a hold on any further action with NHS dental services while the client submitted an appeal.

A couple of months later, the client came back - the fine had increased to £167.45 due a 'surcharge' and was to be passed to a debt collection company. The client had been unable to argue entitlement to free dental treatment. They were very frustrated.

The adviser wrote to NHS dental services enclosing copies of NHS documents confirming when someone is entitled to free dental care and what evidence was needed – we also enclosed copies of the clients Tax Credit award notice to prove their income level.

Astonishingly, NHS Dental Services wrote back stating the client still had to pay the fine as they didn't have a Tax Credit Exemption Certificate when they had the treatment. The adviser phoned the NHS Business Services Authority and had to speak to several members of staff who quoted incorrect information - the adviser had to take them through their own published guidance to convince them that the client didn't have to pay for NHS dental treatment and that a Tax Credit Award letter is sufficient proof. It was clear staff at NHS Business Services Authority weren't aware of how someone qualifies for free NHS treatment and took some convincing when we gave them the correct qualifying criteria – despite all this information being on their own website all along.

This has been a long drawn out, exhausting battle for something that should've been very straightforward. The issue started in early December and concluded at the end of February.

The outcome is the debt is finally no longer being pursued and the client doesn't have to worry about dealing with debt collectors while carrying out their nursing education. They told us they wouldn't have been able to 'fight' this on their own without our help and would've assumed NHS Business Services Authority were correct and just paid the £167.45 fine.

Due to all the issues with this particular case and its impact on the client, Citizens Advice Barnsley have completed a Social Policy Report which has been forwarded to the Citizens Advice Central Social Policy Team in London. They will read the report and keep it as

evidence in case this issue becomes a trend that other CAB are reporting up and down the country. If so, Citizens Advice can carry out campaign work to lobby for change, negotiating directly with the National Health Service and Parliament if appropriate.

Appendix 2

Case study 2

Client came in to one of the drop in sessions due to having her sickness benefit (ESA) stopped having been found fit for work by the DWP.

Client had finished work 6 months earlier on ill health due to finding it difficult to cope due to mental & physical health problems.

Client was very upset and angry with the decision with scoring nil points on the assessment given her struggles with her conditions. She wanted to challenge the decision and had already asked the DWP for a mandatory re-consideration which had come back but was upheld.

She wanted my advice on taking her case to appeal and wanted to know what to expect and how to go about it.

I asked client about her problems and how they would affect her in a workplace to make sure she did satisfy some of the criteria of the DWP's work capability assessment to which there were grounds for an appeal. I offered to help her complete the appeal form which we did to get the appeal started and I would act as representative and asked her to return to see me when she had received her submission from the appeals service and we would go through the papers to establish her grounds.

Several weeks later when she had received a date for her tribunal hearing and had received her appeal submission from DWP we met again to go through her papers. I constructed a submission to the appeals service on behalf of the client asking them to take into account certain information relating to some of the activities & descriptors as I could not attend on the tribunal hearing date due to other commitments.

Client informed me day after that her appeal had been allowed and they had given her more than the required 15 points on the activities of the work capability assessment that I had highlighted and disagreed with the DWP on.

Her money was soon reinstated & backdated.

Appendix 3

Case Study 3

I was referred a working age couple who had just lost their 2 year old child. Mother was heavily pregnant at the time with 4 weeks to go until new baby was due so was not working and father was unable to work due to the bereavement and was only in receipt of basic SSP. They had one other child age 10 whom they received basic child related benefits for.

They were struggling to make ends meet especially with their rent & council tax. They admitted they were not in a good place to deal with anything stressful & also due to having a newborn baby.

They said they were in receipt of disability benefits, carers allowance and housing/council tax benefits while their child was ill but as soon as the child passed away everything seemed to stop.

I looked into their benefit history and it seemed as though the benefits dept had removed their entitlement too early and not took into consideration the benefit rules on a person passing away where the benefits remain in place as they were for a further 8 weeks after the death.

I contacted all the relevant departments to advise that they had not took into account the 8 week run on and they all agreed to re-instate the benefits for the run on period & that they would recalculate all entitlements after this period taking into account the reduced income.

I contacted the rent & council tax departments on the clients behalf to inform them that the arrears would be cleared off very soon when the benefits dept had re-instated the claims accordingly.

Appendix 4

Private Sector Housing Officer contract

Case Study 1 - Wombwell

This property was passed onto me from the local Councillors as they had concerns regarding the condition of a property and the surrounding areas which included:

- Anti-social behaviour
- Fly-tipping
- Condition of garden
- Condition of property

The property has been empty for a number of years and has attracted all of the above.

Actions:

I arranged a meeting with the owners of the property along with owners of neighbouring properties to enable to meet each other and discuss the ongoing issues in the area surrounding their properties and to hopefully build a relationship to enable them to communicate and improve the properties and shared areas as a collective project.

The main concern seemed to be the condition of the empty property and the owners advised on prospective future works and accepted that there are improvements that could be done in the interim to reduce the risk of Anti-social behaviour such as steel doors and windows be removed from the outside and placed inside instead to retain the security of the property but to give the impression of it not being derelict from the outside. Additionally will continue to remove any waste that appears in the garden.

Another issue was the shared area to the rear and all involved accepted shared responsibility and agreed to share any costs of maintenance, including the rat infestation. It was suggested that the rear be tarmacked or paved to keep low maintenance.

There was also waste situated to the side entrance and it was suggested a locked gate be erected at the front which will only allow the five properties concerned access to reduce the risk of future fly tipping. All parties that attended the meeting are willing to contribute to the cost of the gate and the owner of the property attached to the access has removed all the waste at their own costs.

I feel the meeting was successful with improvements progressing and I will continue to monitor these properties.

Appendix 5

Private Sector Housing Officer contract

Case Study 2 - Darfield

This property was passed to me from the Gypsy Liaison Officer as she had been informed by the tenant that her landlord would not replace the broken cooker and since she complained has received a Section 21 Notice.

I carried out an internal property inspection and found minor repairs required such as missing door handles on etc. After reading her tenancy agreement, white goods, including a cooker was not included, therefore the landlord is not responsible. The tenant then advised that she cannot afford a cooker as in financial difficulty so sign posted to Citizens Advice Bureau.

I contacted the landlord to report the repairs and to investigate the reason for serving notice. I was advised that the owner wanted to sell the property and finding it difficult with a sitting tenant, nothing to do with the cooker. The notice had been served correctly therefore I supported the tenant to look for alternative accommodation such as filling in a Berneslai Homes application as the tenant cannot read or write.

Whilst working with the family I identified 2 of the 3 children in the property didn't attend school so contacted the Education Welfare Officer and worked with her and the local school as there were ongoing issues with the child that did attend.

A police incident was called in over the Christmas period which made the family vulnerable so I worked with the Police and the tenant to ensure their safety.

The family were finding it difficult to find another property in the same area as they didn't want to go far as the mother has health problems and wanted to stay close to family for support. I contacted a local landlord which I was aware wanted to buy more properties with sitting tenants and advised this property was on the market. He placed an offer and it was accepted which has enabled the family to remain in the property.

I am still working with other agencies and this family providing support.