

## BARNSELY METROPOLITAN BOROUGH COUNCIL

North Area Council Meeting:  
15<sup>th</sup> May 2017

Agenda Item: 11

Report of North Area Council  
Manager

### **Creating a Cleaner and Greener Environment in Partnership with Local People – Decision to Tender**

#### **1. Purpose of Report**

- 1.1 This report provides the Area Council with a detailed specification of requirements for the North Area in relation to the Anti-Poverty Outreach Services ongoing provision and information that will inform their decision in relation to this item.

#### **2. Recommendation**

**The Area Council is asked to approve the specification to enable procurement to take place during June and July to ensure seamless service delivery.**

#### **3. Background**

- 3.1. The Clean and Green Service commenced on the 14<sup>th</sup> September 2015. This is a one year (plus one year) contract valued at £150,000 over two years.
- 3.2. The project has been live for 18 months and will terminate on 13<sup>th</sup> September 2017.
- 3.3. On the 15<sup>th</sup> of February the following Environmental priority working group representatives (hereafter referred to as the 'working group') of the North Area Council met to reflect on the existing service and discuss possible refinements to a future specification. The workshop was attended by Cllr Harry Spence, Cllr Howard, Cllr Cherryholme, Cllr Lofts and Cllr Platts. The group were asked to highlight the positives of the existing provision and the learning points. The result of the workshop resulted in project refinement recommendations which have been used to produce the attached specification.

#### **4. Recommendations**

- 4.1. The Environmental Priority Working Group have indicated that the wish to continue with the service on the basis there is a greater emphasis place upon community participation and social responsibility.

#### **5. Financial Implications**

- 5.1. The existing contract is valued at £75,000 per annum. It is recommended that this value is increased to enable the successful provider to afford more resources for community the community development function. Approximately £85,000 is recommended as an annual contract value.
- 5.2. A two year plus one year extension option would result in a total contract value of £255,000 over three years.

#### **6. Procurement Advice**

- 6.1. The Category Manager responsible for wellbeing procurement has advised that if a similar service is to continue to be available in the North Area beyond September 17, this should be go through full procurement in adequate time to tie in with the existing contract.
- 6.2. It is recommended that this contract should be let for 2 years with a 1 year extension.

#### **7. Item for decision**

- 7.1. Members are asked to consider the revised specification Appendix 1 and indicate if they are in agreement with the point 4 through 6.
- 7.2. The Area Council are asked to decide if they wish to procure a service that will deliver an outreach provision beyond September 2017.

#### **8. Risks**

- 8.1. If the service is continued to for a further 3 years this would have meant that the Area Council will have funded the service for 5 years and this make lead to dependency both form the community and other services.
- 8.2. It is essential that this service is delivered as an enhancement of the core services delivered by BMBC Neighbourhood Services.

**Officer Contact:**  
Rosie Adams

**Tel. No:**  
01226 773583

**Date:**  
28<sup>th</sup> April2017

## **Appendix 1:**

# **PROJECT OVERVIEW AND SCOPE OF SERVICE**

## **1. INTRODUCTION**

- 1.1 The North Area Council wants to commission a Provider to deliver a service that will complement existing Barnsley Metropolitan Borough Council (BMBC) service provision to improve the overall environmental appearance of the four wards that make up the North Area Council area.

The Provider's primary focus will be to work in partnership with local people to achieve results and build community resilience in relation to environmental improvement and community ownership. Enabling local residents and business owners to participate via a community development and participation model; Resulting in an improved, clean, well presented and welcoming physical environment in the North Area Council area. The Project will contribute to improved community ownership within the local area. This may include practical, proactive tasks including the following issues: littering, dog fouling, shrub bed maintenance, cutting back etc. The service will also provide some reactive work, but the emphasis will remain clearly on 'doing with' the local community, rather than 'doing for' them.

The service should involve local people in sustaining their own neighbourhoods and inspire people to ***Love Where You Live***, demonstrated through active participation. Engaging with local residents, community groups, businesses and schools is essential to the success of this initiative.

Background information about the North area and the North Area Council can be found at Appendix A.

In developing and delivering this service, the provider should ensure that it is contributing to the Council's corporate priorities and outcome statements.

Sustainability, community support, self-reliance, resilience and reciprocity should therefore be built into the service design and delivery. Also and where possible, work experience placements, apprentice opportunities and local labour should be used.

We are keen to see the involvement of local people, groups and businesses in this service, specifically through volunteering and stakeholder engagement at every appropriate opportunity.

## **2. BACKGROUND AND CONTEXT**

- 2.1 The North Area Council area is a diverse area that is made up of 4 wards, namely Darton East, Darton West, Old Town and St Helens. The population of the area is approximately 52,406 people.

The area, which covers 28km<sup>2</sup>, to the centre and north of the borough of Barnsley, borders onto Wakefield district. The North area has excellent transport links via the railway station located at Darton which leads to Wakefield to the north and Barnsley Central, to the North and via the M1

motorway and the A61 includes a number of high density suburban areas with a mix of social and owner occupier housing. It also includes a number of green areas, small parks, and local village centres.

The local environment has been highlighted as a cause for concern by local residents across the 4 wards and this view is supported by the Ward Alliances who have highlighted the Environment as a priority for local consideration in their Ward Alliance Plans.

An existing and ongoing service that includes litter picking, dog fouling, fly tipping, weed killing, grass cutting, hedge cutting etc. has been delivered by the Council's Neighbourhood Services team for a number of years. The service to be procured should also work with the large number of existing individuals and/or community groups already involved in a wide variety of environmental projects, ranging from litter picking to community growing schemes.

The service to be procured should therefore complement the continuing Neighbourhood Services core offer and proactively engage the local community in keeping their neighbourhoods clean and tidy.

The service will also be complemented by an enforcement service which is currently commissioned by the South Area Council, which focuses primarily on serving Fixed Penalty Notices for dog fouling, littering and parking offences. It is expected that the provider will work jointly with this enforcement provision where appropriate to keep specific areas clean and tidy. This may include helping to jointly facilitate Juvenile Litter Picks as an alternative to a fix penalty ticket.

### 3. STRATEGIC VISION AND VALUES

#### 3.1 Barnsley MBC's Vision is to '**Work together for a brighter future, a better Barnsley**'

**Our Core Values** are the 'way we do things around here':

##### **We're a Team**

We all work together for the same goal – to make Barnsley a better place for the people who live, work and visit here.

##### **We're Honest**

We always say what we mean. Most of all we are reliable, fair and true.

##### **We'll be Excellent**

We work really hard to provide the best quality and value for money for the people of Barnsley. Only our best is good enough.

##### **We're Proud**

We are dedicated to making Barnsley a better place. We take pride in our work.

3.2 To achieve this, we are working towards:

- **Having a clear vision and values** – we will make sure our employees, partners, customers and the community are aware of our vision and values and what we are trying to achieve
- **Having a customer focus** – we will understand all our customers and put them at the centre of everything we do
- **Commercial & business acumen** – we will focus on outcomes and making every penny count
- **Effective delivery of projects & programmes** – we will strengthen and standardise our approach to ensure integrity, accountability and value for money

#### 4.0 COUNCIL PRIORITIES AND OUTCOME STATEMENTS

4.1 In developing and delivering this service, the Service Provider should ensure that it is contributing to the Council's corporate priorities and outcome statements as outlined below:

<p>Strong &amp; Resilient Communities</p>	<p>People volunteering and contributing towards stronger communities</p> <p>Protecting the Borough for future generations</p> <p>Customers can contact us easily and use more services online</p>
<p>Thriving &amp; Vibrant Economy</p>	<p>Create more and better jobs and good business growth</p> <p>Increase skills to get more people working</p> <p>Develop a vibrant Town Centre</p> <p>Strengthen our visitor economy</p> <p>Create more and better housing</p>
<p>People Achieving Their Potential</p>	<p>Every child attends a good school</p> <p>Early, targeted support for those that need it</p> <p>Children &amp; adults are safe from harm</p> <p>People are healthier, happier, independent &amp; active</p>

4.2 The service is being commissioned by the North Area Council, which is a part of Barnsley Council's Area Governance arrangements, which have devolved significant commissioning budgets to local level since 2013.

The aims of local Area Governance are to:

- Establish new models of delivering services, guided by local choice and need.
- Engage local communities in helping to shape the decisions and services in their neighbourhood.
- Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives.
- Support the many benefits of volunteering and foster the many and diverse opportunities for residents to gain new skills and experiences through volunteering.
- Ensure customer services, and the citizen experience of access, is improved.
- Ensure the Council operates fairly and demonstrates total commitment to equalities in policy and practice.

4.3 When developing and delivering the required service, the Service Provider should ensure that it is contributing to the North Area Council's local priorities as outlined below:

- Opportunities for young people
- Health and Wellbeing
- Anti-Poverty
- Environmental Improvement
- Economic Regeneration

4.4 Further information with regard to the work of the North Area Council can be found in the 'North Area Council – *focussing on your community*' biannual Magazine - Appendix A (Winter 2016 edition)

## 5. SPECIFIC AIMS AND OBJECTIVES OF THE SERVICE, INCLUDING SOCIAL VALUE OBJECTIVES

5.1 The **specific aims and objectives** of the service are:

- To improve the physical appearance of the North Area Council area in partnership with local residents and/or local community groups/organisations

- Contribute to maintaining a clean, safe, well presented and welcoming physical environment through the provision of both proactive and reactive work as agreed with Ward Alliances
- Inspire local people and encourage sustainability through engagement with volunteers, residents, local community groups and organisations
- Encourage residents, community groups, schools and local businesses to take greater responsibility for their own immediate environments, including the active development of adoption/stewardship schemes for specific green spaces
- Encourage and support community responsibility for existing green areas/ shrub beds/planters
- Reduce the amount of littering, dog fouling in the area through education in schools and within local communities and in conjunction with the locally commissioned environmental enforcement team, particularly around locally identified 'hotspot' areas Liaison with environmental enforcement service in hot spot areas
- Establish and maintain positive relationships with the Council's Safer Communities Service, Neighbourhood Services, Highways and Waste Management services to ensure effective complementary work

## **5.2 Social Value Objectives**

Under this contract the successful provider will be required to actively contribute to the achievement of specific social value objectives. These reflect the vision and corporate priorities of the Council outlined in Section 3, and include:-

- Provision of local skills development, work experience placements and apprentice opportunities which will contribute to BMBC's priorities
- Employment and training opportunities within the locality which strengthen local skills and which support local residents and offer chances to disadvantaged or vulnerable individuals
- Use of local Voluntary Community Organisations and community groups
- Recruitment and deployment of volunteers
- Development of strong community networks, community self-help and resilience
- Engaging with local residents to initiate social action promote "Love Where You Live"
- Working with existing "friends of" groups and community groups to encourage local action

- Maximise levels of local spend
- Use of local supply chains
- Provide a strong social return on investment. This helps to evidence the lasting legacy of the project.

## 6. THE SERVICE/ACTIVITIES TO BE DELIVERED

6.1 The appointed provider will develop and deliver a service that: complements existing provision; addresses the needs of each ward in the area, meets the specified objectives; and delivers the outcomes outlined in this document.

6.2 Development of a strong collaborative working relationship with the Ward Alliance members in each of the four wards will be key to the success of this project. The provider will be expected to adopt a community development role and community organiser function. It is essential that the team delivering this project can demonstrate the skills required to increase participation across the North Area. They will be capable of interpreting community environmental improvement aspirations and recommending appropriate and practical solutions where appropriate. **Crucially they will possess the ability to identify suitable projects and see them through to completion with responsibility for design, development, management and delivery – in partnership with the community. The provider will work collaboratively with local resident volunteers and business owners to increase social action and personal responsibility within communities.** Enhancing the skills and confidence of local people will be paramount and will be demonstrable in the project outcomes. The provider will be expected to lead by example with enthusiasm, focussed on ‘doing with’ not ‘doing for’ – engage, enable, empower. This will lead to increased capacity within the North Area to maintain and improve the physical environment of the North Area for the communities of the future.

6.3 The provider is required to work closely with the four Ward Alliances; the Councillors in the community leadership role and with existing active community groups in relation to community based environmental and horticultural projects. The service will need to be delivered equitably across the four wards.

6.4 All requests for work should be submitted through a central email portal to enable proper scheduling of the Team’s work. Referrals are anticipated to originate from: ward alliances, residents, community groups and councillors surgeries, as well as the general public.

6.5 The emphasis of this project is on community participation. However it is acknowledge that not all of the work can realistically be proactive and include resident volunteers. The provider is expected to observe the following split in their operational delivery:

- 50% of operational activity would be proactive and involve volunteers
- 25% of work will be reactive and/or completed in isolation

- 25% Promotion, Recruitment and Training of volunteers (this should include time spent in schools)

**6.6 The provider will need to ensure that the delivery teams' contracts are flexible and ensure that the service is routinely available during evening and weekends when community action is at most prolific.**

**6.7 A forward plan of programmed activity (next 4-6 weeks) will need to be distributed to the Area Team and Ward Councillors on at least a fortnightly basis.** This will ensure that essential project preparation can take place and that stakeholders can assist with promotion of planned activities.

6.8 The provider is also required to provide the Area Team and Ward Alliances with a weekly plan of confirmed activity to enable councillors and regular volunteers to attend. **This will need to be sent out at least 5 days in advance.**

6.9 The interventions/activities to be delivered may include delivering the following activities in partnership with the community:

- Encourage and develop new community groups focusing on environmental and growing activities
- Support existing community environmental projects and groups – for example, community growing projects, 'Friends of' groups and resident action groups.
- Support and training of volunteers/community groups in the four wards around environmental skills, including the use of specialist equipment including power tools.
- Work with primary and secondary schools to get them involved in environmental projects which encourage personal responsibility for the environment
- Develop and maintain relationships with local businesses to encourage greater involvement in local environmental projects and greater personal responsibility for their own environments
- Support to community based litter picks and environmental clean-ups alongside local residents and/or groups including the four local Ward Alliances
- Support the development of 'Love Your Street' 'Adopt a Verge' 'Adopt a Green Space' type schemes
- Provide support to a range of community events, including galas
- Support the Ward Alliances with 'In Bloom' projects
- Drive and coordinate projects linked to annual 'calls to action' including: 'The Great British Spring Clean', 'National Volunteering Month' and 'Love Parks'
- Erection, maintenance and dismantling of public Christmas trees and decorations, as and when required by the ward alliances

6.10 The provider will also be expected to tackle **a range of reactive work as outlined below. This should account for no more than 25% of the overall project activity.**

- Pruning vegetation, hedge trimming and weed control, particularly around footpaths and ginnels not maintained by the Council's Neighbourhood Services
- Shrub bed maintenance/removal, focusing particularly on town centre areas and other priority areas as identified by the Steering Group
- Reactive litter picking, removal of dog fouling and other waste/debris at identified hotspots
- Manual sweeping of footpaths and pavements to complement existing Neighbourhood Services scheduled work and for identified hotspots
- Small outdoor maintenance jobs – for example, painting benches or siting noticeboards/litter bins
- Removal of illegal flyposting
- Support the delivery of restorative justice litter picks for juvenile offenders

6.11 The provider will be expected to tailor their work to suit seasonal variations in demand and **support for community events and/or community clean ups must be given priority over reactive service requests.**

6.12 The provider will be expected to act as the “eyes and the ears” in the community and be responsible for reporting other matters not necessarily within their scope of responsibility so that this can be actioned by the respective Council service.

6.13 This would include reporting:

- Discarded needles
- Graffiti
- Fly Tipping
- Problems with trees
- Areas requiring enforcement activity to maintain standards of cleanliness after clean-up activities

Instructions on how these reports should be made will be provided.

6.14 It is expected that the set-up, and ongoing costs of materials, tools, and equipment will be met by the provider. The provider will ensure that these materials, tools and equipment are well maintained and kept in a secure place.

6.15 The provider will be responsible for disposing of the waste generated by them, and recycling carried out wherever possible. Any waste generated by the provider as part of community activities or projects will be disposed of by Barnsley Council at no cost. The provider will have their own Waste Carriers License and should provide evidence as part of the procurement process of their waste disposal and recycling arrangements.

6.16 It will be very important that this service is delivered in close liaison with Neighbourhood Services to ensure that overall service delivery is co-ordinated and complementary. The provider is also expected to work closely with environmental enforcement services.

6.17 The service must be flexible and reactive as well as proactive. The service is expected to deliver to 'hot spot' areas as identified by elected members/Ward Alliances, to improve the environment in a way which is sustainable.

## **Opportunities for Young People**

6.18 The commissioning body have stipulated that this project should help to identify opportunities for young people to actively participate in positive activities within their own community. The provider is asked to ensure that young people are provided with opportunities to gain valuable life experiences that increase their life chances. This may include working with school leavers, National Citizen Service and Princes Trust.

6.19 The provider will be expected to offer short term work placement opportunities to young people upon request. This would not exceed 10 placements (1-2 weeks each) over the length of the contract.

## **7. TARGET GROUPS AND/OR AREAS**

7.1 The Service should be delivered proportionately across each of the 4 wards of the North Area Council area. Hot spot areas in each of the 4 wards should however be prioritised through the Ward Alliances.

## **8. EQUALITY IMPACTS**

8.1 The successful service provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

Please also refer to Section 4 - Form of Contract.

## **9. PERFORMANCE MEASURES/OUTPUTS**

9.1 Service Outcomes and Measures: Table 1 below details the outcomes or results that the service provider is required to achieve as a consequence of the service being delivered. A list of the type of outputs which the provider will be required to meet is also included in Table 1. The types of work undertaken by the provider Tidy Team and the related outputs are subject to change Environmental Priority Working Group.

9.2 Table 1

<b>Required Outcomes</b>	<b>Outputs required (figures in brackets are per annum)</b>
<p>Creating a well maintained, clean, safe, well presented and welcoming physical environment</p> <p>Reduction in levels of littering and dog fouling</p>	<ul style="list-style-type: none"> <li>• Large environmental projects completed (12)</li> <li>• Small environmental projects completed, to include grass cutting, hedge/other trimming and shrub bed maintenance (100)</li> <li>• Litter picks completed (144)</li> <li>• Community clean-ups completed (48)</li> </ul> <p><i>NB: A <b>minimum of 50%</b> of the activities above should be undertaken jointly with local volunteers, schools or businesses. Only 25% of work should be reactive.</i></p> <ul style="list-style-type: none"> <li>• Number of requests made for enforcement activity (as required)</li> <li>• Number of joint projects undertaken with enforcement staff (6)</li> </ul>
<p>Residents/community groups taking responsibility for green areas/ shrub beds/planters etc.</p>	<ul style="list-style-type: none"> <li>• Number of existing community groups supported (12)</li> </ul>
<p>Opportunities for young people</p>	<ul style="list-style-type: none"> <li>• Number of schools worked with (4 per quarter)</li> <li>• Number of school pupils involved in environmental projects (to be negotiated)</li> <li>• Number of young people participating from a national scheme e.g. NCS or Princes Trust (60)</li> <li>• Number of Restorative Justice opportunities provided for young people (6)</li> </ul>
<p>Increase the number of people engaged in volunteering activities in the community</p> <p>Local communities involved in ensuring areas are kept clean and litter free</p>	<ul style="list-style-type: none"> <li>• Number of volunteers recruited &amp; trained (32)</li> <li>• Number of volunteer hours (1920)</li> <li>• Number of new community groups created (4)</li> <li>• Number of local businesses worked with (60)</li> </ul>
<p>Maximise % of local spend</p>	<ul style="list-style-type: none"> <li>• Percentage of project spend achieved locally</li> </ul>

<b>(Activity/Action)</b>	<b>(By When)</b>
Approval of tender specification by North Area Council	15/05/17
Tender specification advertised on Yortender	29/05/17 – 30/06/17
Contract awarded	30/06/17
Contract commences	14/09/17
Quarter 1 report Oct – Dec 17 submitted	12/01/18
Quarter 2 report Jan – Mar 18 submitted	12/04/18
Quarter 3 report April – June 18 submitted	12/07/18
Quarter 4 Jul – Sept 18 & end of year 1 report submitted	12/10/18
Quarter 5 report Oct – Dec 18 submitted	12/01/19
Quarter 6 report Jan – Mar 19 submitted	12/04/19
Quarter 7 report April – June 19 submitted	12/07/19
Quarter 8 July – September and end of year 2 report submitted	07/10/19

## 10.0 PROCUREMENT PROGRAMME

The intended timetable is:

Tender approved by North Area Council	15 <sup>th</sup> May 2017
Tender advertised	29 <sup>th</sup> May 2017
Deadline for clarification questions	16 <sup>th</sup> June 2017
Tender applications to be returned	30 <sup>th</sup> June 2017
Evaluation	3 <sup>rd</sup> July – 14 <sup>th</sup> July
Contract awarded	21 <sup>st</sup> July 2017
Service contracts begin	14 <sup>th</sup> September 2017

## 11. CONTRACT VALUE AND CONTRACT DURATION

11.1 The estimated cost total value of this procurement is £170,000 in total, over a 2 year period.

11.2 The intention is to let the contract for two years initially, with the option to extend by 12 months, subject to satisfactory contract performance.

## 12. CONTRACT TERMS AND CONDITIONS

12.1 See Section 4 – Form of Contract.

## 13. CONTRACT MONITORING AND RECORDING REQUIREMENTS

13.1 The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. There is a key requirement of the provider to:

- Meet the Contract Manager for a monthly operational meeting for the first six months of the contract.
- Provide a quarterly report to the Contract Manager against the performance measures. This information will be shared with the Ward Alliances.
- Collect, collate and report on a range of agreed indicators on a quarterly basis (see milestones) as part of a quarterly report. This should also include the submission of 2 case studies per ward (group, individual or illustrating good practice/ innovative work) together with supporting photographs.
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- Attend the Area Council Meeting as requested.
- An end of year report to be submitted (see milestones)
- An end of Project report and lessons learned to be submitted 3 months before the contract end date.

The Area Council Manager will review performance in liaison with the North Area Council and may reasonably ask for additional information at any time.

Service provision will be subject to annual review

#### 14. QUALITY STANDARDS

The provider will have all relevant policies and procedures in place.

The provider of this service will be required to adhere to the Health and Safety at Work Act 1974 at all times and any other relevant guidance and directives in force or subsequently issued. In addition the provider is required to achieve accreditation under one of the Safety Schemes in Procurement.

The Service Provider will ensure that:

- All materials used in carrying out the service comply with the Control of Substances Hazardous to Health Regulations
- All materials, and equipment, are stored in a safe and proper manner
- Environmentally friendly materials are used whenever possible
- All staff are equipped with appropriate training, (including needle search training) staff development and supervision.
- Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard
- It holds a valid Waste Carriers Licence

- All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- The adherence of the Service Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met
- All staff employed or engaged by the Service Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined.
- For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

Additionally:

- The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.
- The Service Provider will submit reports summarising any complaints, investigations and remedial actions