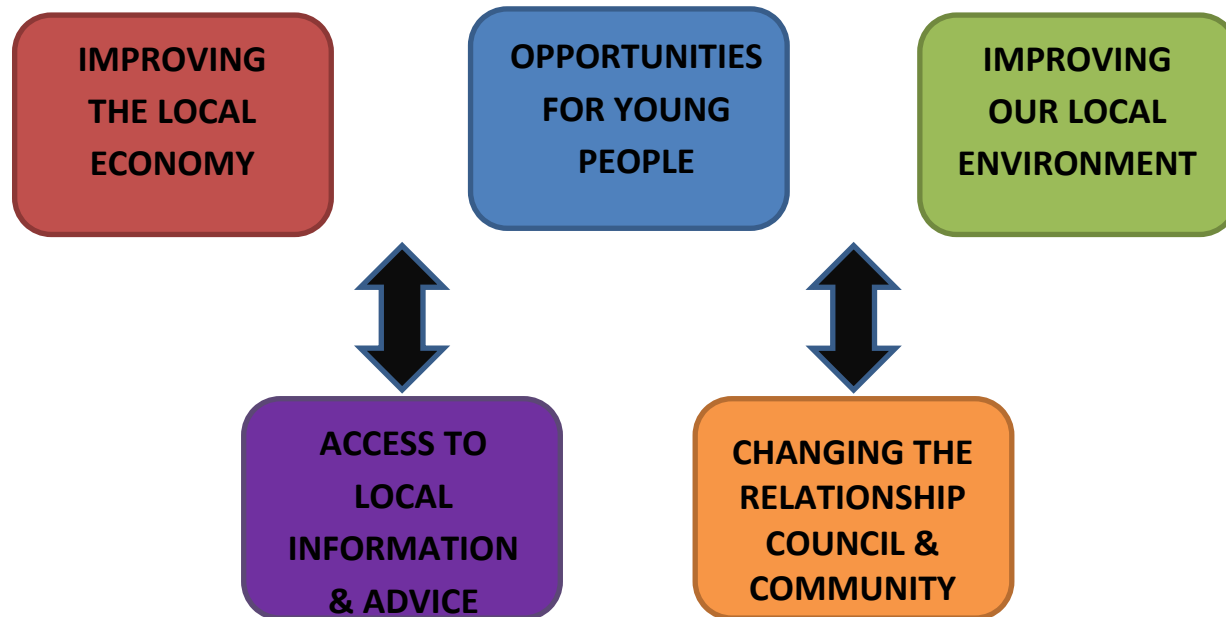


SOUTH AREA COUNCIL
Performance Management Report

June 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 for 2 years	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	£150,000 2 years @ £75,000 per year	2 nd June 2014 Contract 2 to start 1 st June 2017	Contract 2 to start 1 st June 2017 for 2 years
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

	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 & put up by Tidy Team at sites identified by Steering Group	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 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 delivered October 2016	Not applicable – no current plans to recommission
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Completed survey 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 future use
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	884	(828)
Number of large environmental projects completed	69	(69)
Number of litter picks completed	1981	(1932)
Number of fly tipping incidents dealt with	11	(111)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	1980	(1873)
Number of Fixed Penalty Notices issued – dog fouling	140	(125)
Number of Parking PCNs issued	619	(491)
Number of targeted dog fouling & littering operations completed	341	(296)
Number of initial contacts made with private sector tenants *	100	(53)
Number of vulnerable households identified *	30	(19)
Number of property inspections done *	78	(44)
Number of individuals identified as having support needs *	19	(7)
Number of properties improved because of intervention *	32	(21)
Number of households making improvements after first contact *	34	(14)
Number of informal requests for action made to landlords *	26	(18)
Number of formal notices made to landlords *	0	(0)
Number of individuals signposted to other services *	27	(17)
Number of legal prosecutions made *	0	(0)
Number of Anti Social Behaviour contacts made *	1	(0)
Number of Anti Social Behaviour letters sent *	0	(0)

NB: Figures from Tidy Team Q3 report, Enforcement Q4 report, Private Sector Housing Q2 report

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

Figures for this contract are unchanged since last report – new figures due end of June 2017

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	45 (completed)	38
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 (45 new)	484	(338)
Number of young people engaged in volunteering (52 new)	160	(115)
Number of new community groups established	8	(8)
Number of community groups supported (including schools)	152	(141)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	20	(16)
Number of local businesses encouraged to maintain own environment	163	(160)
Number of young people referred to restorative justice provision	30	(19)
Income received from enforcement activity to Area Council in £	£106,386 *	(£81,698.75)
% of local spend achieved by projects	90%	90%

*Figure from start of contract to date this report written - 22/05/17

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	84%(completed)
% 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 final Q4 monitoring information for the end of the first contract is not due until early July 2017, so no further information is available for this report.

This project is currently operating on an extension to 30th June 2017 using a waiver to standing orders.

The tender specification for the new contract (1st July 2017 – 30th June 2019) was agreed by the South Area Council on 24th February 2017, and went out to tender on 27th February, thus 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.

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.

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 was recommissioned, with the new contract starting on 1st August 2016 and running for a period of 8 months + 1 year + 1 year, finishing in March 2019. The provider for the Tidy Team 2 project is Forge Community Partnership, who also delivered the Tidy Team 1 contract.

As part of this new contract, the team continue to work 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 97 new volunteers this quarter alone (45 adults and 52 young people) and work done alongside 101 existing volunteers.

The Quarter 3 contract review meeting was held on 15th May 2017 and the new figures are provided in the tables above in this report.

As the emphasis of the Team's work moves increasingly towards working alongside volunteers, there has been a gradual shift in the types of work undertaken. Large numbers of smaller litter picks and clean-ups are being replaced with larger projects, often alongside volunteers, community groups and schools. Recent examples of this have included the Bellbrook Park Community Paint Day, the Wombwell Community Garden Event and the new Community Litter Pick around Elsecar Heritage Centre; both done alongside sizable groups of volunteers.

One of the team, Hazel Wood, has been given the role of developing work with schools and this can be seen in the increasing amount of schools work, which has previously proved very difficult to break into. Recent work has included support West Meadows Primary children to build bug houses and bird feeders at Martha's Yard in Hoyland and continued planting work at Birdwell and St Michael's Primaries. Future plans include working with West Meadows pupils to build an eco-greenhouse from old plastic bottles!

The Team has continued to work in 3 smaller Teams for many aspects of the work. This is working well and enables the Team to be more responsive to the increasing amount of work alongside volunteers, particularly at weekends.

On a less positive note, the Team's time has been increasingly taken up with the identification and clearing of fly tipping, which has 'exploded' over the past few months. This work has increased so much that it has been necessary to include an extra target on the Team's monitoring figures to capture the work being done.

The Team now has 4 Apprentices, all of whom are mature individuals – it having proved sadly impossible to find any young people wanting to do this kind of work! David and Mark started at Easter and have been joined over the last month by Stephen and Jason. All are now studying for their NVQ2 in Horticulture at Wigfield Farm. One of the Apprentices is now well underway with specialist Literacy/Numeracy support and is progressing really well.

Last year's Apprentices who finished last summer have also largely done well after leaving – although one is still out of work, one has now set up her own gardening/decorating business and the other has progressed to a higher level Horticulture course at Askham Bryan College, who specialise in Agricultural and Horticultural courses.

Future work currently under development includes link ups with the University of the Third Age, the Ramblers Association and the Social Care Disabilities Team.

The Steering Group continues to meet and provide invaluable information about local hotspots and opportunities to work alongside volunteers and community groups. The next meeting to be held in June will focus on supporting the team to develop localised responses to fly tipping (including the design of a campaign to encourage people to use Freecycle) and will also focus on opportunities for better joining up the work done by the Team with that of the Ward Alliances and their associated community groups.

Case studies are attached to this report as Appendices 1 and 2.

The Team now has its own Facebook page (search for Tidy Team), which has recently gone live, so please like and share it!

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	●
Changing Relationship	Satisfactory spend and financial information	●
	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 4 (January – March 2017) monitoring reports were completed by Kingdom Enforcement and a Quarter 3 contract review meeting was held on 20th April 2017.

Since the start of the first contract in August 2014, 2120 FPN's (1980 of these have been for litter and 140 for dog fouling) and 619 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 – although there are concerns from Kingdom that the number of court 'slot's they have been allocated under the new Single Justice System will be insufficient to cope with the numbers of tickets coming through, and are currently working to resolve this. At present, Kingdom estimate that unless more slots can be allocated, tickets issued in April would not go to court until December!

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. Good quality intelligence is still being received from the public, particularly around dog fouling – although owners are still difficult to catch 'in the act'!

The team continues to support restorative litter picks for young people who cannot receive an FPN for littering. Recent activity has taken place alongside volunteers at Oaks Colliery and alongside the Jump Environment Group's latest litter pick.

Case studies for this project are attached to this report as Appendices 3 & 4.

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 have 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

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

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. 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.

The Q2 contract meeting will be held in June 2017, but has been delayed due to holidays, but comprehensive monitoring information has already been received for Q2 (February – April 2017) and is included in this report.

Support to vulnerable households has continued to be a feature of this contract during Q2, with around 35% of households engaged displaying at least one vulnerability characteristic, and many displaying multiple vulnerabilities. This has required both ongoing support from the project as well as referrals to a range of other agencies for help with mental and physical health (particularly anxiety and depression), domestic abuse, social isolation, poverty and marginalisation as a member of a minority group.

This quarter, the project supported 47 complaints and requests for service, which included 34 property inspections. All 47 cases were successfully resolved and all were done so informally, without the need to formal recourse with either landlords or tenants. The project is starting to build strong relationships with landlords, which enables this to happen.

The bulk of the work continues to be in Wombwell, because of its higher levels of problematic private sector housing, but work is also starting to take off in the other 3 wards, as can be seen from the figures below:

- Interventions in Wombwell – 25
- Interventions in Darfield – 12
- Interventions in Hoyland Milton – 6
- Interventions in Rockingham – 8

Work to support households with responsible waste disposal continues to be a substantial part of the project's work, with 2 episodes of fly tipping dealt with, 29 households supported to recycle or dispose of their waste more responsibly and 23 instances of contact with household waste.

A further positive note this quarter is that 4 local residents were involved in community cleanup activity as a result of the project and that 20 households engaged with made significant improvements to their home after initial contact with the project.

The project continues to be 'amber rated' in terms of meeting its targets, most have been over-achieved (including numbers making improvements after first contact, numbers supported to dispose of waste responsibly, number of property inspections carried out and requests for action to landlords) and a small number still to be achieved. It should be noted, however, that the targets set for this project have been taken from other Area Council contracts with 2 project workers rather than one. It was agreed at the last contract review meeting to leave these targets in place as aspirational, but to review them regularly, which will happen at the contract review meeting in June:

- Number of requests for service 47 (target is 100)
- Number of fly tipping cases dealt with 2 (target is 10)

Case studies are included as Appendices 5 & 6 of this report

Kate Faulkes
24/05/17

Tidy Team Anvil CIC Case Study 1

Title	MARTHAS GARDEN WITH NCS
Date	2-3 MARCH 2017
Ward Area	HOYLAND MILTON
Who requested?	OWD MARTHAS YARD VOLUNTEERS
Summary:	<p>The agreed work was the path to be dug up and a membrane put down so the weeds don't come through and relayed, weeding, mulching and putting flags down in between the raised beds. Preparing Martha's Meadow and installing the litter bin. The timing of the work coincided well with the contact made with the National Citizen Service (NCS) and as a result they were allocated to this project. On completion the area looked significantly better.</p>
Key Learning Points:	<p>Younger people need to see results quickly, we have learned this from NCS's previous projects and this is why it was felt this was an ideal project for them to be involved with.</p>
Background:	<p>Volunteers at Owd Marthas Yard had contacted the Tidy Team asking for assistance. Members of the Tidy Team had met with the young people involved in the NCS on 16 February and although it was a job that was quite labour intensive it was felt to be appropriate and coincided well with the NCS outlined remit.</p>
Who was Involved:	<p>Staff: Tidy Team x 4 Existing Volunteers: 0 New Volunteers: 12 Hours Given: 36</p>
Any unplanned outcomes (Good or Bad):	<p>N/A</p>

Tidy Team Anvil CIC Case Study 2

Title	BROOMHILL LITTER PICKS
Date	11 FEBRUARY, 11 MARCH AND 8 APRIL 2017 (ongoing)
Ward Area	DARFIELD
Who requested?	BROOMHILL VOLUNTEERS
Summary:	<p>Broomhill have a dedicated community litter pick every month supported by the Tidy Team.</p>
Key Learning Points:	<p>The group has taken time to become established and with the help of the Tidy Team has recruited more volunteers as time progresses.</p>
Background:	<p>The group began approximately 6 months ago when a couple of residents from Broomhill approached the South Area Team for assistance. Initially 3 dates were agreed over a 3 month period and they have continued to progress from there.</p>
Who was Involved:	<p>Staff: Tidy Team x 4 x 3</p> <p>Existing Volunteers: 0</p> <p>New Volunteers: 12</p> <p>Hours Given: 24</p>
Any unplanned outcomes (Good or Bad):	<p>The Tidy Team believe that this community project would be a useful template when future community groups are embarking on this type of venture.</p>
Outcomes of Project:	<p>Over this period of reporting only, the group, with Tidy Team assistance, have collected 44 bags of litter and 3 bags of recycling.</p>

Appendix 3 Environmental Enforcement - CASE STUDY 1 South Area : Jan – Mar 2017

Croft Road, Hoyland and surrounding area

Croft Road during this last quarter has received no less than 8 complaints of Dog Fouling. The adjoining streets have received complaints but far less as far as the Dog Fouling issues.

Kingdom have made this a HOT SPOT for more regular patrols not only in uniform but also in plain clothes. Officers have volunteered to work early hours and later evenings.



Whilst patrolling Officers have witnessed dog walkers pick up after their dogs have fouled and to date on Croft Road no one has been issued an FPN for Dog Fouling. Officers witnessed little amount of Foul and that appeared to be old. This was cleared by 'Pride'.

Appendix 4 Environmental Enforcement - CASE STUDY 2 South Area : Jan – Mar 2017 .

Hay Green Lane, Birdwell

Hay Green Lane and the adjoining playing fields of Birdwell recreational park are recent addition to the Complaints matrix as Kingdom get little in the way of complaints from the Birdwell area. Five during this quarter.

The field and lane has suffered recently from a number of individuals who appear not to be from the village as they arrive from vehicles and let their dogs off of the leads giving no regard to what their dogs are doing. Along with a local man known but not Identified.



So far the intelligence has been sparse in relation to vehicle registrations so to enable enquiries with DVLA.

Patrols leaflet drops and engaging with the community has been fruitful not just for this aspect but for other unreported issues within the area. This intelligence is mainly to with Dog Fouling in the area but not necessarily on the park/ School or Hay Green Road.

Appendix 5 - Private Sector Housing - CASE STUDY 1 - Wombwell

This property was passed onto me after the Council received concerns from a workman that the tenant was potentially vulnerable after the death of his pet dog and the condition of the property was poor.

I carried out numerous visits to the property with failed attempts to make contact. Spoke to neighbours who also advised of their concerns and informed me that he doesn't let anyone in and rarely leaves the house. I persisted and eventually got to speak to him outside the property as he refused my entry inside.

He insisted he was fine and didn't require support adding that he cooks himself a hot meal each day and has a friend nearby if he needs help. From the information he gave I found contact details for the 'friend' and contacted them to advise of my concerns. They also shared their my views and encouraged my involvement.

After numerous more visits I started to build a relationship with the tenant, enough to let me into the property to carry out an inspection. I found the house to be very dirty and unkept. Dangerous electrical sockets due to overloading and wires all over the floor attached to heaters as he claims cannot afford gas. Sightings of mice and flies. Terrible odour and dirt on all surfaces. Lots of boxes, TVs, books and general household equipment piled up around each room. Evidence he was sleeping on sofa in the living room, however he denied this. Urine bucket in bedroom as he claims cannot keep going up and down stairs in the night due to bathroom being situated on ground floor. No working smoke alarms so installed two new ones. All curtains remain closed at all times. No handle on back door and broken window to front bedroom. No gas certificate.

After speaking to the landlord I was informed that due to the condition of the property workmen refuse to go in and carryout repairs. Additionally the landlord claims when he has sent workmen he refuses their entry. When speaking to the tenant about this he got very upset and didn't realise the severity of it. We agreed an action plan to start clearing the property gradually and to install new mouse traps and to ventilate the rooms.

During discussions with the tenant I mentioned about moving into more suitable accommodation such as a bungalow and he welcomed the idea as it would be a new start after losing his dog. I helped him fill the application forms in and communicated with Berneslai Homes on his behalf. This has now resulted in him being offered a bungalow in the same area and the move is imminent.

I will continue to support the gentleman into his new home and work with the landlord to get the property back up to standard before renting out to a new tenant.

Identified:

- Vulnerable
- Filthy living conditions
- Disrepair

Actions:

- Relocation to more suitable accommodation
- Improvement plan to clean property
- Advice to landlord on repairs

Signposted to:

- Berneslai Homes
- Home Help
- Citizen's Advice Bureau

Barnsley - Wombwell
Thursday 10:31

[Details](#)



Barnsley - Wombwell
Thursday 10:32

[Details](#)





Appendix 6 - Private Sector Housing - CASE STUDY 2 – Elsecar

A referral came in from a neighbour who was accusing the tenants of the adjoining property of throwing food into their garden which potentially had poison in it in order to kill her pet cats.

Whilst visiting the complainant she informed me that there had been numerous neighbour disputes and inappropriate behaviour. Additionally there was an issue with the amount of noise coming from the neighbour's house at unsociable hours and concerns over the young child that lives there.

I spoke to the neighbour and advised of the complaint which they denied, I asked them to be mindful of their behaviour and that I was monitoring the situation. After my intervention the food being thrown over the fence was stopped, however further complaints came in regarding the amount of noise from the property.

This resulted in me installing a sound box in the neighbours property to obtain records of the level of noise over a one week period which also notes the times and dates so that it can be used as evidence if further action is needed.

The recordings confirmed there is excessive noise coming from the adjoining property at different times during the day and night and also highlighted safeguarding issues as a youth is present during most of the records and evidence that the shouting is aimed at towards the child.

Due to this I contacted Social Care who informed me they are already working with this family, so I passed the information on which they can then pick up and I continued with my investigation regarding the noise.

I carried out a further visit to the perpetrators with a colleague and advised them of my findings. A warning letter was issued and they were told that if the noise continues further action will be taken as I have now passed this case onto the Case Management Officer.

Identified:

- Vulnerable

Actions:

- Warning letter
- Referred to Case Management Officer
- Informed Social Care