

Agenda Item: 7

## NORTH EAST AREA COUNCIL Project Performance Report



July 2017



Over **2,000** volunteers have taken part in a variety of volunteering events throughout the last year, from litter picks to summer galas.

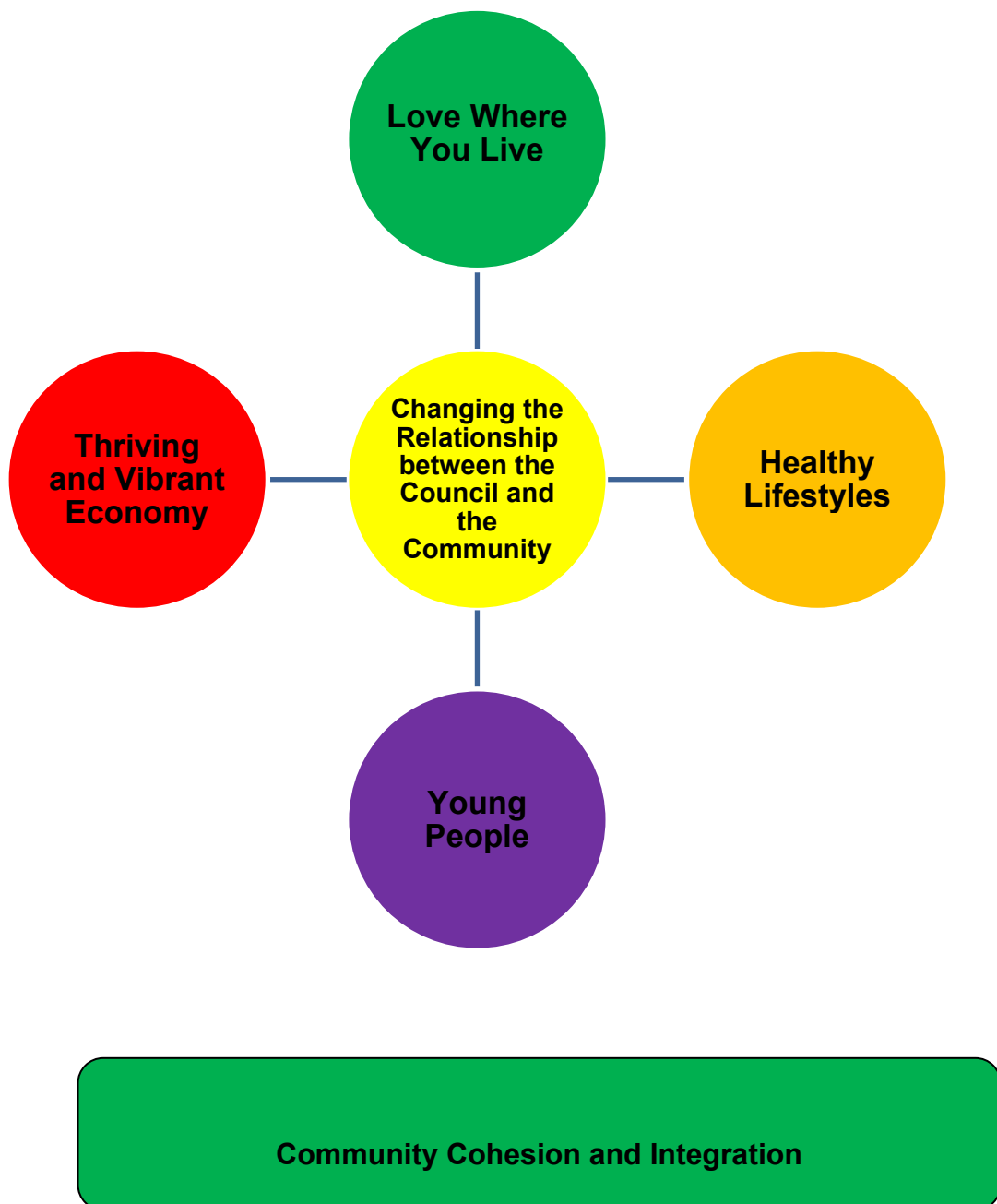


Totalling up to an incredible **7,975** hours  
*(which is a cash equivalent of £94,105)*



## Introduction

### The North East Area Council Priorities





## The North East Area Council

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

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

<b>Thriving and Vibrant Economy</b>	Apprentices and Employability	Barnsley Community Build	£245,00 (+1 year + 1 year + 1 year)	1 <sup>st</sup> July 2016
<b>Thriving and Vibrant Economy</b>	Private Sector Housing Management Officer	BMBC Enforcement and Community Safety	£35,000 Service Level Agreement+ £800 Safety Equipment	June 2016
<b>Thriving and Vibrant Economy</b>	Undergraduate Placement	Leeds University	£18,500	September 2016
<b>Young People</b>	Summer Holiday Internship 2015	C&K Careers	£45,000 18 months	9 <sup>th</sup> March 2015 Contract completed
<b>Young People</b>	Summer Holiday Internship 2016	C&K Careers	£31,550 18 months	1 <sup>st</sup> March 2015
<b>Young People</b>	Youth Development Grant	Local Community Groups and Organisations	£130,00 ongoing	3 <sup>rd</sup> October 2014
<b>Young People</b>	Dance and Theatre Performance	QDOS	£9,000	November 2015 Contract completed
<b>Health Lifestyles</b>	Older People's Project	Royston and Carlton Community Partnership	£20,646 9 months	1 <sup>st</sup> December 2015 Contract completed
<b>Healthy Lifestyles</b>	Shopability	Barnsley Community Foundation	£7,824 6 months	1 <sup>st</sup> September 2015 Contract completed
<b>Healthy Lifestyles</b>	Fit Reds	Barnsley FC	£19,655 18 months	1 <sup>st</sup> October 2015 Contract completed
<b>Health Lifestyles</b>	Fit Me	PSS Health Trainers	£11,600 18 months	18 <sup>th</sup> September 2015 Contract completed
<b>Changing the Relationship between the Council and</b>	Community Magazine	Corporate Communications	Community Magazine	December 2015
	Community Magazine	Community Magazine	Community Magazine	September 2016

<b>the Community</b>  <b>And Community Cohesion and Integration</b>	Volunteer Celebration Event	North East Area Team	£3,000	£3,000 completed
---	-----------------------------------	-------------------------	--------	---------------------

## Part A      Performance Monitoring

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

Barnsley Community Build

*April to June 2017*

*2017 – 2018, Contract 2, Quarter 1*

Kingdom Security

*April to June 2017*

*2017 – 2018, Contract 2, Quarter One*

Employability for Under 16's

Summer Holiday Internship

*April to June 2017*

*Quarter 5 , Staying in Touch Phase.*

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

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

**April to June 2017      2017 – 2018, Contract 2, Quarter One**

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

The North East Environment Teams continue to help to improve the local environment across the North East Area Council.

Since the new vehicles have been introduced two apprentices now work with each of the Teams, so four apprentices are gaining valuable experience ensuring more young people have the opportunities to progress. The Apprenticeship and Employability Study Programme provides the young people with a recognised knowledge and competency qualification, and hands on learning approach to enhance their qualifications and improve their CV's. It delivers a recognised route into work and improves educational achievement, which in turn strengthens young people's employment prospects and aspirations.

2 Apprentices have completed their Functional Skills in Maths and English, their Diploma in General Maintenance and achieved their Multi Skill NVQ award.

4 Apprentices have gained employment since the Contract started in April. Two apprentices have gained employment with a private contractor; one has gained employment with a Call Centre, and one employment in a factory local to where he lives.

The apprentices continue to be involved in a programme of Active Citizenship which enhances their skills and develop their community awareness. Regular Volunteer opportunities now take place every month in Royston Park, Cudworth Park and Great Houghton which are supported by the apprentices. The Teams also supported the activities across the North East Area Council for the Love Where You Live volunteering month in June.

Links have been made with local businesses and the Teams have been involved in the High Street Flower Pots schemes outside the shops.

## **Case Studies**

### **Case Study 1**

We have recently had a new intake of apprentices, and the agreement is that they spend time with the Environmental Teams prior to going out on the other sites that BCB are involved with.

At this intake we have taken on 6 apprentices who have been doing their Diploma and NVQ. In some cases they will have to attend Functional Skills Lessons as their grades are below the required criteria.

One apprentice went along with one of the Teams initially he was unsure, but after a couple of days he thoroughly enjoyed it. After his time was completed, he was told that he would have to report to our CRS site at Athersley. He did this but unfortunately all the reports were coming back from the site were that he had been involved in some incidents, and some of the other apprentices were not keen to work with him. After such an incident it was reported that some bullying had occurred. He was asked to report back to Moorlands College here he was given the ultimatum that he needed to curb his aggressive attitude and try to get on with other students. While he is supervised he appears to be alright, but when he is left unsupervised his behaviour can become aggressive and confrontational. After being in College for a couple of weeks and catching up on his paperwork, he was once again sent out on site. Unfortunately this did not end well as the Athersley Site Supervisor has refused to have him back on site, and so we were approached to see if we would give him his last chance. He was assigned back with the North East Environmental Teams, and advised that he had to make this work.

What a transformation. On a regular basis the Team have nothing but praise for him and it would appear that he has a lot of respect for both of the Supervisors, and is very willing to work and learn new skills – we have obviously found his niche. Let's hope that the good work continues, or I feel that this young guy has nowhere else to go.

### **Case Study 2**

We have an apprentice who has not come from a benefit dependent background, his parents both hold down full time jobs and he has no issues with his home life or previously with his school life.



After interviewing the young guy it was evident that he did not achieve the qualifications at School that he would have liked, but unprepared to give up, he sought an apprenticeship with BCB.

Initially he came onto the scheme as a traineeship applicant. On this scheme the trainee apprentices have to attend the College for an eleven week programme, and the only remuneration they get is their bus fares. On the programme they are expected to carry out the same duties as a normal apprentice, they are sent to different sites so that we can monitor their performance.

This young guy completed the 11 week programme with no absenteeism or sickness, so he was interviewed and then offered an apprenticeship.

On the first week of his apprenticeship he joined the Environmental Team and absolutely loved it, again his attendance and sickness record was zero. After being with the Teams for approximately 3 weeks he was asked to attend another site in Athersley, he also fitted in very well there. He has worked so hard that he is now in front with apprenticeship qualifications, so in order to give the other apprentices time to catch up he has returned to the Environmental Team. He has been with us now for 3 weeks, and was more than happy to join the Teams at the Community Galas and work at weekends. This has given him the opportunity to see the another side of the environmental process, where the Teams interact with the public, help Volunteers, set up gazebos, get areas ready for entertainment throughout the day, such as the Dog Show and the Brass Band concerts, and generally help with the smooth running of the events He thoroughly enjoyed these activities, had a great time, and the Teams said that they were very lucky to have him at these Events (their words not mine).

He will stay with the Teams for another couple of weeks and then he will return to the other site to gather further evidence for his qualifications and work experience. It's nice to have a young guy who is so enthusiastic to learn, and so willing to work.







## Kingdom Security

**April to June 2017      2017 – 2018, Contract 2, Quarter One**

**Love Where  
You Live**

**Healthy  
Lifestyles**

**Thriving and  
Vibrant  
Economy**

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

### **North East- Area Quarter Report      April – June 2017**

#### **Overview**

The North East Area is contracted to 2 x officers, this equates to 915 hours over this Quarter. Achieved is 915 hours which is 100% of the contracted hours.

To date 151 FPN's and (52 PCN's for parking) have been issued in the area. 147 of these have been for littering offences and 4 for dog fouling offences. Research on CIVICA, shows that eventually 70 to 75% of the revenue will have been raised from the notices in the North East area.

Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, and from the community at large. To date this quarter complaints and operations are ongoing and continue to be reported and attended. As we have progressed through this quarter, reports and complaints continue and are of a consistently good quality. We have been met with an increase in specific witness information re offenders. We offer in the first instance an FPN to allow the individual to discharge their liability rather than have us compile a witness statement and a file for prosecution at court.

Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, pleaded guilty prior to Court, or have been found guilty at Court. There has been a 99% success rate at Court. A new Single Justice System has started in its infancy there are a few issues which require further clarification on the process as potentially the court will not allow the space we require. Under the

conventional summons process currently persons being prosecuted now will not attend Court until December 2017.

The Revenue Raised so far from FPN's (Fouling and Littering) for this quarter (April-June) is, £4,825.00p

## Operations

Dog fouling Operations have been conducted in the Brierley Area concentrating on Church Street, Church Drive and Church Gate areas. There has been great feedback from members of the public using the lane. The patrolling and placing sticker, also engaging with the members of the public appears to have made a difference.

## Court Case studies.

We have had three recent cases at Court where offenders have either been issued numerous tickets and or failed and refused to provide their details to the officers.

Case 1.	Dog fouling and gave false details	b. Littering and false details
	c. Littering and refused details.	Fined £1320.00
Case 2.	3 x Littering offences.	Fined £1230.00
Case 3.	3 x Littering offences.	Fined £810.00

## Case Studies

### Spring Lane, Primary School and the Cemetery at Carlton

Numerous calls received from residents of Carlton regarding fouling on the route to the Carlton Primary School from Spring Lane, and also at the Cemetery nearby have been received.

Kingdom Officers increased patrols and made this a Hot Spot for a Case Study. Patrols commenced during School start and finish times, and regular patrols of Carlton and its cemetery took place.

As most cemeteries we have patrolled it is quick to establish why the calls are accompanied with frustration and anger. There is a lot of dog foul in the area, despite the signs. Although signs have been in situ for some time they are clearly ignored. Our attention has been met with a good response and the high profile patrolling appears to be working for the moment. 3 x Litter and 1 dog foul FPN has been issued in this immediate area. Patrols continue.



### **Newland Avenue, Cudworth.**

Kingdom have made this area a Hotspot for regular patrolling due to the amount of complaints received regarding dog fouling.

Officers have met with some very angry but knowledgeable residents who understand the consequences of dog foul being left. The Green is frequented by many children during this hot summer period and residents have been vigilant with clearing the mess up.



Officers first patrolled for a week offering advice and leaflet dropping attempting glean intelligence. Officers have engaged with the public and have met with a positive, but mixed response. However there has been little in relation to naming and shaming.

Officers have carried out patrols from 6am – 8pm on a random basis with some success 1 FPN issued for dog fouling. To all intent and purpose this may be the main offender.

Patrols continue, and although have decreased the area appears cleaner, and Officers are met with a with a response.

Kingdom continue to pass this area on most days monitoring the situation.



## Employability for Under 16s, Summer Holiday Internship

### Staying In Touch Period

The programme continues in the 'Staying in Touch' period as students are now completing Year 11 with the majority having now finished their GCSE exams and looking forward to moving on to post-16 opportunities in September.

### Key milestones achieved

#### Web page

We have refreshed the web page for the interns at [www.ckcareersonline.org.uk](http://www.ckcareersonline.org.uk) - Login details are included in the monthly newsletters sent to students and schools. Login: barnsleystudent Password: ln73rns2016

[Job Profiles on the National Careers Service website](#) - information about nearly 800 different careers

[Shape your Future on Careers Yorkshire and Humber](#) - helping you make choices about your future

[I Know I Can](#) - website for young people in Barnsley

[UCAS Progress](#) - search for courses

[Find an Apprenticeship](#) - search for apprenticeship vacancies from the National Apprenticeship Service

[Love where you Live](#) - includes information about volunteering in Barnsley

[World of Work Barnsley](#) - find out what's happening to the Barnsley job market

[Barnsley Council](#)





## Newsletters

Monthly Newsletters have been uploaded to this website and students notified as the latest version is available via-email. The May Newsletter was also posted out to home addresses in case students are not accessing them in other ways.

## Staying In Touch and Follow up Careers Guidance meetings

All students have now been seen either in School, or in where access has not been available in schools, contacted by email, telephone and text. 73 of the 82 students have now been spoken to in person or by telephone to ensure that they are on track with their plans for the future. All 73 have made applications appropriate to their career plans, and academic strengths and interests (and all have applied to places where if they do not meet entry criteria for their course, they will have an option of a lower level course e.g. Barnsley College, Pontefract New College).

So far, we are aware of 3 students that have secured apprenticeships at Leslie Frances Hairdressing, Cawthorne Road Private Day Nursery (where the student did her Internship) and the Yorkshire Purchasing Organisation.

A further 7 students are still in the process of applying to employers they were placed with or to others. A school has reported that the Internship has helped ensure the students are strong candidates,

*'I am in the process of applying for an apprenticeship with one of the students and due to him completing the internship last year means that he has something to talk about on his application and hands on experience.'*

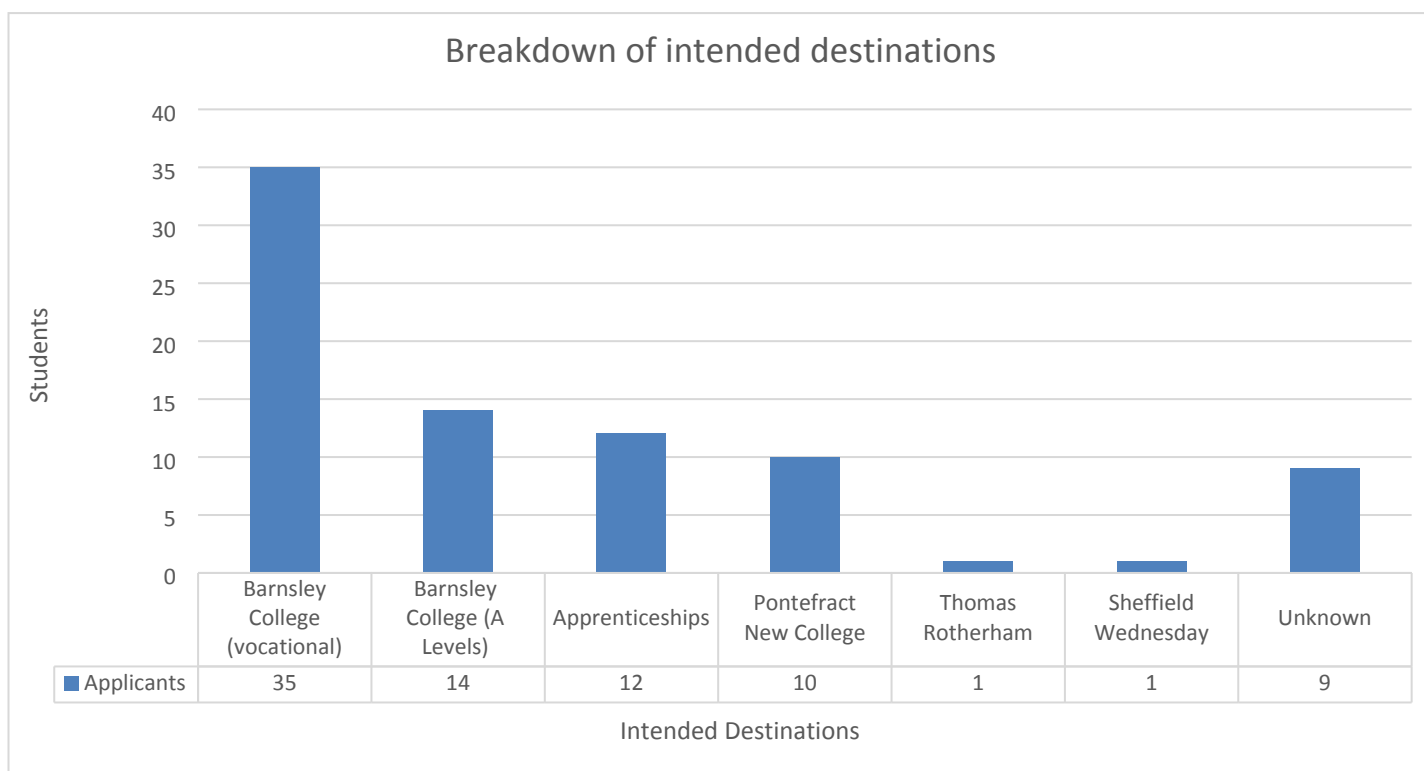
*Jodie Armitage*

*Developing Leader- Careers and NEETS (Deep Experience)*

*Outwood Academy Shafton, Engine Lane, Shafton, Barnsley, S72 8RE*

Sally, a student from Carlton, has just been offered an administration Apprenticeship at Yorkshire Purchasing Organisation. She told us that on the Summer Internships

*"I was given a balance of information. I learnt about the benefits of college and the benefits of an apprenticeship. The information was very balanced and not biased. Secondly, I think the internship helped me with understanding how to interview; I remembered the video. I also remembered writing my CV. Although YPO has an application form (so a CV is not needed) the process and skills of writing CV was useful for writing the personal statement section on the form."*



## Social Value Indicators

Recruitment and deployment of volunteers where appropriate. Although we are no longer running an Internship programme in Barnsley, two of the student volunteers that worked on the programme previously will be working on a smaller Kirklees Internship programme this summer, bringing with them all the good practice and enthusiasm that they generated last year.

## Establish good working relationships within the local business community

As a result of our work on the Barnsley Summer Internships, C&K Careers was invited to support Barnsley Academy's work experience programme. We are currently in the process of placing 160 students. Many of the Barnsley employers we used in summer 2016 have been pleased to take on students (travel permitting). We have also been able to approach employers that volunteered in 2016 but that were never used as we did not have a suitable match for them, thus growing the number of employers engaging with young people across the area.

Contributing to improved employment prospects for young people by engaging the local business community in this project

One of employers we used last year (Lion Autos) that have said they are now unable to take further placements. However, this is because they have taken on an apprentice as a result of contact with the Internship programme. A great result for them and the young person.

## **Contribution to the development of strong local networks**

In the October 2016 Programme Report we wrote that a student who had been placed with the Barnsley Council Device Doctor team, helping the public with IT problems had, as a result of his placement started to volunteer in a day care centre. We have recently been in touch with Elizabeth Taylor – Digital Development Manager at Barnsley Council, who reports that he is still volunteering and doing a wonderful job.

## **Future Plans**

All students have been given our contact details and told that we will support them should their exam results not go as expected or their plans change to ensure they are settled in September.

Nine students have not returned our calls and other messages (including attempted contact via parents), but we will keep trying to get in contact with them and check their progress with the schools where possible.

In October, we will be able to do a final analysis of destinations by collating data gathered from colleges, schools, Barnsley Council and the young people themselves. A full and final report will be available at the end of October.

**Caroline Donovan**  
**North East Area Council Manager**  
**March 30<sup>th</sup> 2017**