

Agenda Item: 5

NORTH EAST AREA COUNCIL Project Performance Report

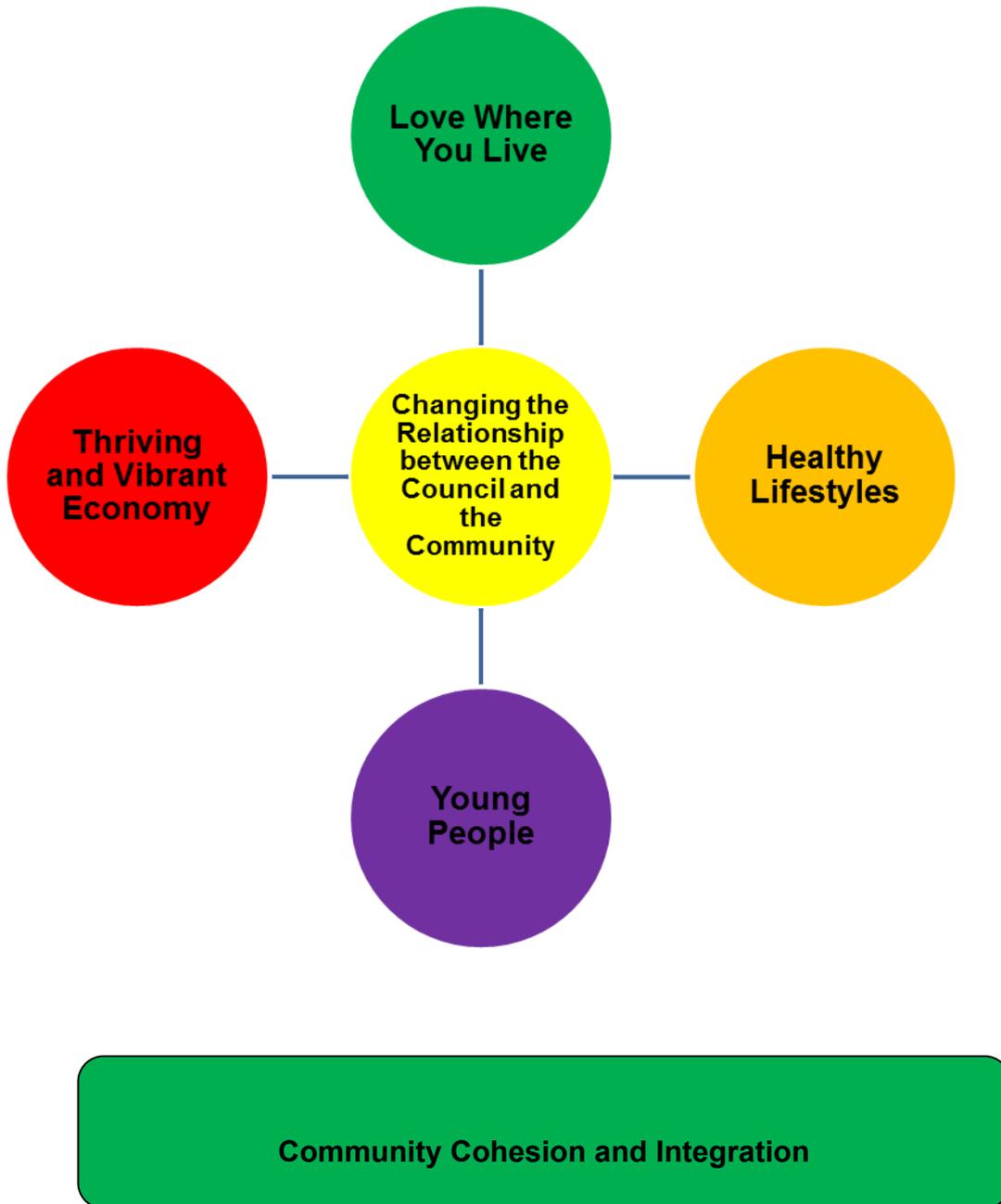


Love where you **Live**

November 2017

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

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

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

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

Enforcement Contract Quarter Two Kingdom Security

Private Sector HMO Quarter One SLA

Employability for Under 16's Final Report C and K Careers

Village Life Community Magazine update

Part B Summary performance management report for each service

Kingdom Security 2017 – 2018 Contract 2

Quarter Two July to September 2017

Love Where You Live

Healthy Lifestyles

Thriving and Vibrant Economy

	RAG
<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>	

Overview

The North East Area is contracted to 2 officers, this equates to 960 hours over this Quarter, this quarter 960 hours have been achieved which is 100% of the contracted hours. To date 223 FPN's and (24 PCN's for parking) have been issued in the area. 216 of these have been for littering offences and 7 for dog fouling offences. Research on CIVICA, shows that eventually 70-75% of the revenue will be raised from the notices in the North East area.

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

Prosecutions continue for Littering and Dog Fouling. To date offenders have paid prior to attending, pleaded guilty prior to court, or have been found guilty at court. There has been a 99% success rate at court. A new Single Justice System has started and 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 thus far from FPN's (Fouling and Littering) for Quarter One, April – June was **£8,748**

Operations and Case Studies

Dog fouling Operations have been continued in the Brierley Area still concentrating on Church Street, Church Drive and Church Gate. Members of the public using the lane have approached the patrolling officers and although there has been no specific intelligence the feedback is good.

A daily patrol operation still continues outside the shops on Pontefract Road Lundwood. The area does suffer from school children using the area as access and egress to school but via the shops choosing not to use the bins. Officers have engaged with the children and met with mixed response. They have issued 2 FPNs to date to two juveniles whom will now be subject to a 'Litter Pick'.

Parking Operations have commenced in earnest on streets in Cudworth, mainly at Robert Street, Carlton Street and Bank Street now that we have increased the Parking trained staff. The fruits of this labour will be seen in the coming months.

BIN it to WIN it!

Throughout the Month of September Kingdom Officers have handed out numerous 'BIN it to WIN it Post Cards to those individuals whom are seen by the Officers whilst on patrol disposing of their litter or dog foul responsibly. The post card is completed by the individual and entered into the draw. The winner of the draw is provided with £50 worth vouchers for numerous retail outlets.

The first Draw is due to commence early October with all the fanfare. Winners will be announced soonest. 'The BIN it to WIN it' campaign continues.



Private Sector Housing and Enforcement Officer

Community Safety and Enforcement Service

2017 – 2018

Contract 2

Quarter One

July to September 2017

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

Since I came to this role, I have been able to engage with residents across the north east of the borough. Many have not required any assistance but others have been in desperate need of help. Examples of jobs undertaken are fly tipping, litter, dog fouling, abandoned vehicles, waste on premises, property inspections, low level ASB and waste management issues.

I am beginning to gain trust from local residents and they are starting to come to me for help with all manner of issues. Some people call for a chat or to vent frustrations about other matters unrelated to the role, as they feel they have someone who will listen. I was at one property for over two and a half hours as the tenant poured her heart out to me about all her troubles. She was devastated and in floods of tears and says now that she was very grateful I was there for her when she needed someone to listen to and “didn’t just leave her alone”.

Several tenants have cleared waste from their gardens following my intervention, whether formal or informal, contributing to improved environments for them and their neighbours.

The main hazards identified when surveying tenants’ homes in this quarter have been damp and mould growth, falls on staircases, lack of working smoke alarms and security issues. Improvements have been made that would more than likely not have

been made as many are reluctant and too frightened to complain to their landlord for fear of eviction or rent increase. The proactive nature of the role removes the fear from the tenants as landlords know that the complaints are originating not with their tenants but with Barnsley MBC. Some of these tenants suffer from illnesses which have symptoms exacerbated by cold and damp conditions, and feel they have benefitted already following my intervention and subsequent demands of their landlords.

Excellent feedback is being received from members of the public who are pleased that there is a council presence regularly on their street.

I am working closely with Berneslai Homes on a project set up for Carlton Street and High Street in Grimethorpe, following the acquisition of several properties on Carlton Street. Conditions there are improving and a lot of micromanagement is taking place to ensure residents continue to adhere to legislative requirements. Weekly visits are being carried out with Jayne Ambrose from BH and other random visits are made when passing by the village, to show my face and maintain a presence on the street as regularly as possible. A visit was made in the evening to try and speak to more people who may not be available during the day and these will continue to be scheduled in where necessary.

Similarly on Milgate Street in Royston, micromanagement of tenants continues in an attempt to maintain the improvements made previously and the street is still vastly improved from previous years. The areas around King's Road and Bloemfontein Street in Cudworth have received the same attention with lots of door knocking and friendly requests/warnings regarding garden conditions and the state of the backings there. Improvements have been made in these areas and I will continue to visit to ensure residents are aware of our requirements and stay within environmental regulations.

New Street, Royston is my latest targeted street with several private rented properties, many owned by the same person. I have already carried out several inspections on the street and continue to work with landlords and tenants to improve living conditions.

Case Study 1

A family of four including two vulnerable children are living in a private rented property. Their landlord had refused to carry out any works to improve the property, and wasn't even in contact with the tenants anymore. The property is in poor condition with excessive damp in several rooms, issues with safety aspects of the staircase and the electricity. Berneslai Homes asked for a report with regards to prioritising the needs of the tenants and the condition of the house and vulnerability of the tenants resulted in the family now being treated as top priority.

In the meantime, I have made contact with the property owner who had already served a s21 eviction notice on the tenants, and instructed him to carry out works required. Some work is still outstanding but big improvements have been made and the family are now close to moving home. One of the tenants has been referred for help regarding mental illness.



Case Study 2

The tenants in a private rented property were burning household waste regularly, were not putting bins out for collection and in fact rarely used their bins. Because of the severity of the complaint, I went straight to a CPN written warning and made several visits to the property to ensure my requests were carried out. The burning has now stopped, the bins are being used correctly and are being left out for collection at the right time, and are even being brought back onto the premises promptly following my advice and the working relationship created with the tenants. I continue to visit and micro manage and the situation is greatly improved from a couple of months ago, without the need for any further more formal action. One of the tenants was also referred for further help regarding mental health issues and debt management.

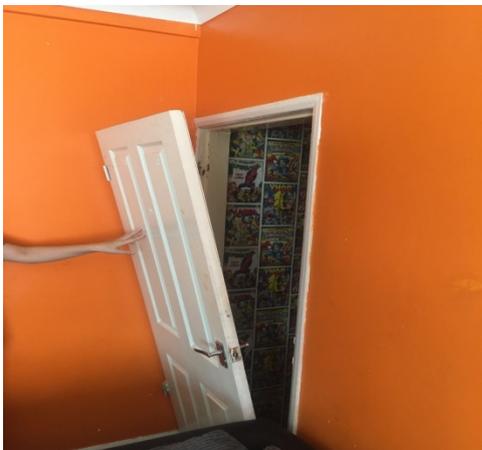


Case Study 3

Whilst door knocking in a local area, I met a female who was at the end of her tether with several issues, not least harassment from her ex-partner. She was immediately identified as a vulnerable person due to the nature of the harassment and a joint visit was set up with one of BMBC's Victim and Witness Support Officers who is now assisting her with several issues. She did not know where to turn for help, so simply did not. Her property is in need of improvement but the landlord has as yet not addressed the issues raised. A formal notice will be prepared within the next two weeks if improvement work does not begin.

Case Study 4

Whilst door knocking in a local area, I was able to gain immediate access to a property to carry out an inspection. The inspection revealed several housing defects which have now all been rectified by the managing agents of the property. The property contained three children of vulnerable age, one of whom had been injured by a falling door. Electrical hazards, damp and mould, vermin and security issues were apparent in the house and urgent work was needed. A call to the managing agent and threat of formal action was enough to force the landlord to carry out this urgent work, where previously he had been apparently delaying carrying out work for unacceptable reasons.



Case Study 5

I assisted a resident of a local property with online registration for council tax. The gentleman was "in despair" at what he said was a lack of correspondence from BMBC and was unaware that he could register to see how much he owed in back payments. Now registered and completely aware of his outstanding debt, the tenant is far happier than previously when he was blindly paying his outstanding bill with no idea what he actually owed.

Referrals have been made to other services and partners as follows:

Step Change – 4 people referred due to debt management issues

Mental Health Access Trust – 3 people referred

Citizens Advice Bureau – 1 person referred

Vulnerable people/domestic violence – 2 people referred following domestic violence reports

Homelessness team – 2 families referred to Barnsley Council's homelessness team following threats of imminent eviction of vulnerable tenants

Berneslai Homes – 1 family referred to be added to the housing waiting list

Uswitch.com for energy bill savings – all households are referred to uswitch.com concerning their energy bills and the potential for reducing them, saving tenants hundreds of pounds over a year – one household switched online while I was there.

Barnsley landlord accreditation scheme – landlords are continually made aware of this scheme that promotes good property standards, good management practices and responsible conduct of tenants.

Council tax and benefits – 2 people referred regarding discounts not claimed for council tax and benefit entitlements they were unaware of.

South Yorkshire Police – 2 properties referred following allegations made by neighbours regarding the use of the properties

Employability for Under 16's

Summer Holiday Internship 2016

Staying in Touch - Final Report

<div style="background-color: #00a651; color: white; padding: 5px; border-radius: 10px; text-align: center; margin-bottom: 5px;">Environment</div> <div style="background-color: #6a3d9a; color: white; padding: 5px; border-radius: 10px; text-align: center; margin-bottom: 5px;">Health and Wellbeing</div> <div style="background-color: #e67e22; color: white; padding: 5px; border-radius: 10px; text-align: center;">Thriving and Vibrant Economy</div>		RAG
	<i>Satisfactory quarterly monitoring report and contract management meeting.</i>	
	<i>Milestones achieved</i>	
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<i>Overall satisfaction with delivery against contract</i>		

Over the 20 month duration of the 2016 Internship programme, C&K Careers has met the Aims and Objectives set out by the Area Councils as follows.

The strategic aims and priorities:

- *Improving people's potential and achievement. Improved understanding of the work environment and the progression required to enter a career.*
- *Growing the economy. Reduce worklessness amongst those currently unemployed and increase the skills levels of our current and future workforce.*
- *Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed.*

The specific aims and objectives of the project were to:

- *Motivate and inspire young people to achieve their potential*
- *Ensure that young people are provided with the skills they need to access the world of work so that they have an improved chance of being economically active*
- *Aim to reduce NEET figures of young people aged 18-24*
- *Prevent young people becoming NEET by engaging them in striving for a positive destination.*

Achievement against the majority of these aims was detailed in the full report submitted in October 2016, this final end of programme report focuses on:

- Aim to reduce NEET figures of young people aged 18-24
- Prevent young people becoming NEET by engaging them in striving for a positive destination.

Key milestones achieved and activity/intervention targets achieved

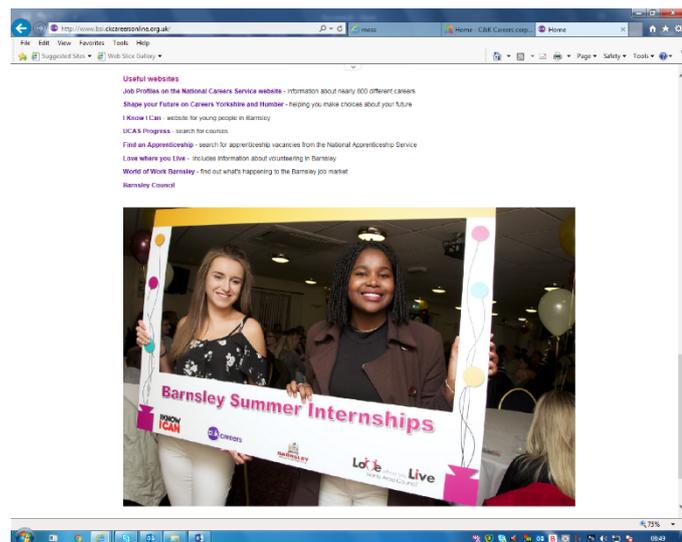
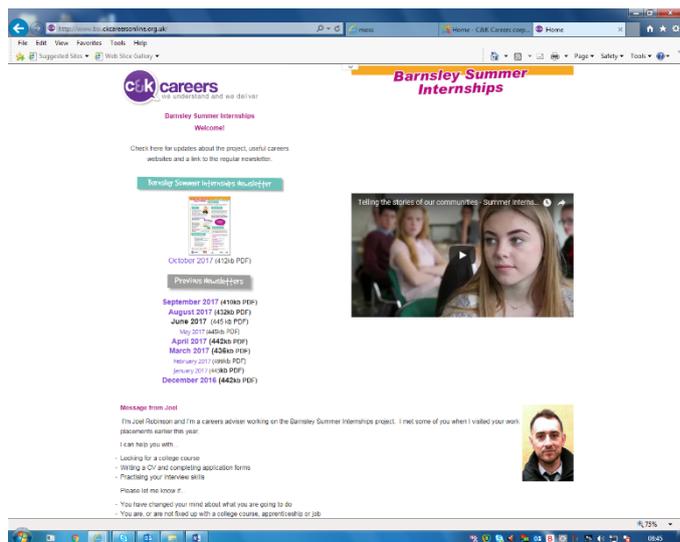
In October 2016 the Internship programme entered a 12 month 'Staying in Touch' period as the students were offered support during Year 11.

This support included:

A **webpage** for all 2016 interns at <http://ckcareersonline.org.uk/> and students are texted monthly with details of the site.

Login: Barnsley student

Password: In73rns2016



Monthly Newsletters provided to students via this website, alerting them by text and by emailing school links with the publications.

Careers Support

Engagement with the schools throughout the staying in touch period varied and proved more successful with some schools.

All interns from Darton, Kirk Balk and Netherwood were visited by Joel Robinson and had a full Careers Guidance interview in school during November and early December.

Interns from Carlton, Holy Trinity and Shafton were not seen in school, despite several requests to the schools early in the staying in touch period.

Shafton explained that senior leadership within the school were not allowing students out of normal timetabled lessons (for any reason, not careers or project-specific). Jodie Armitage at Shafton was very helpful and offered additional information and progress on their students, which helped us to support their students.

All the students from these schools were contacted by telephone during October half term, and offered telephone careers guidance, or the opportunity for a face-to-face meeting at The Core. Most of these students were grateful to receive the support

and took the opportunity to discuss their plans and options on the phone. One student from Holy Trinity later requested a meeting, during February half term, so this took place at The Core.

All the interns continued to receive text and email contacts at key times throughout the academic year, in addition to the regular newsletter updates, for the remainder of the staying in touch period. A small number of students kept in regular contact and asked for help throughout this period. None of the 2015 cohort took advantage of this support, so this is a success. We feel the difference in 2016 may be because the students were familiar with Joel as he had been with them throughout the entire programme.

GCSE results day service

A postcard was sent to students arriving on GCSE results day reminding students that they could contact to help, advice or to discuss their options, should they need to. None of the interns needed to use this service.

Barnsley Summer Internships

GCSE Results Day!

Get the grades you were hoping for?
Congratulations! Looks like all the hard work has paid off

Results not what you were hoping for?
Don't panic, you still have lots of options, get in touch to find out more

Having second thoughts about what you're doing in September?
Let us know, we can help

ck careers

**Contact your Careers Adviser
Joel Robinson
on 01484 225500 or
email: joel.robinson@ckcareers.org.uk**

Love where you Live IKNOW I CAN BARNSELY

Student Destinations

During September and October 2017 we have been contacting interns to track destinations. This was made easier this year thanks to a questionnaire we sent out with the GCSE results day postcard. Students who completed and returned the postcard were entered in to a free prize draw for High Street vouchers, which contributed to the numbers returned.

Alongside, destination information students commented generally on the success of the programme:

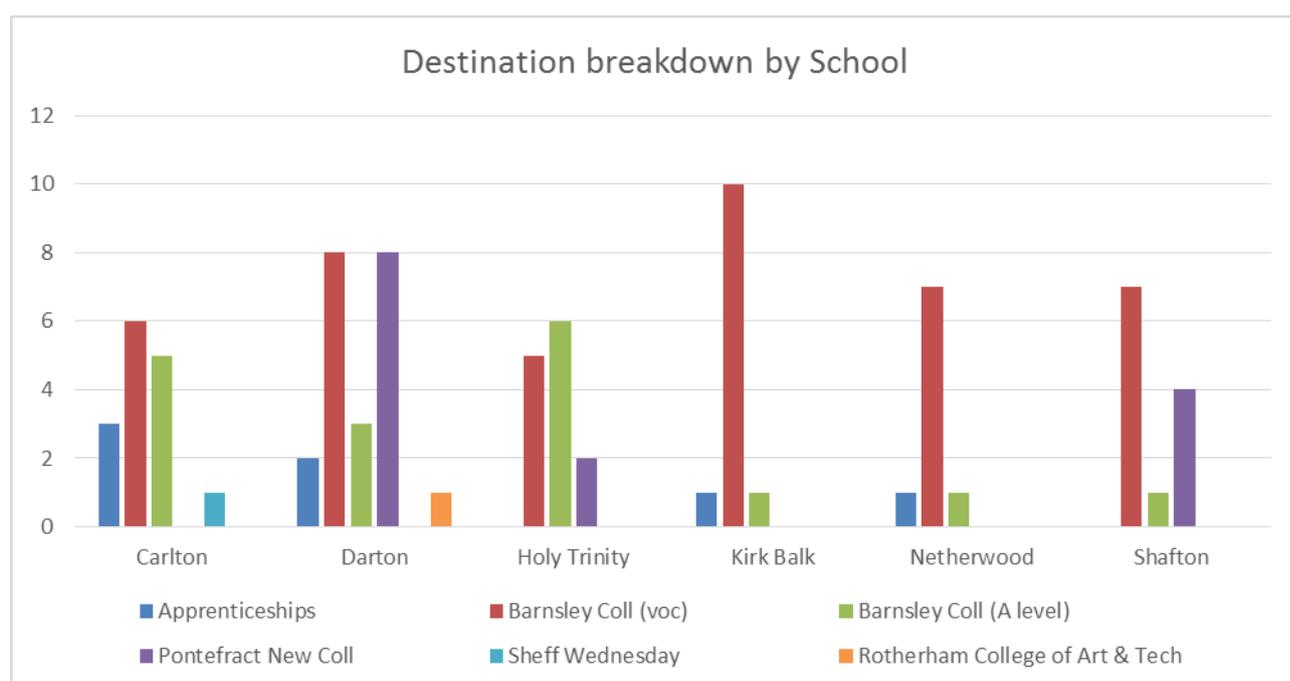
- *Gave me a better understanding of a work environment*
- *I became more confident and I can talk to people a lot more*
- *I feel better about having interviews + making phone calls*
- *I was shy at first and now I can make confident decisions*
- *It was the best! The activities we did helped me so much so thank you!*
- *I already knew what I was going to do but it did give me a huge confidence boost*

Current Student Destinations

The following tables and graphs show numbers of students from each school and their current destinations, by type, provider and level of study.

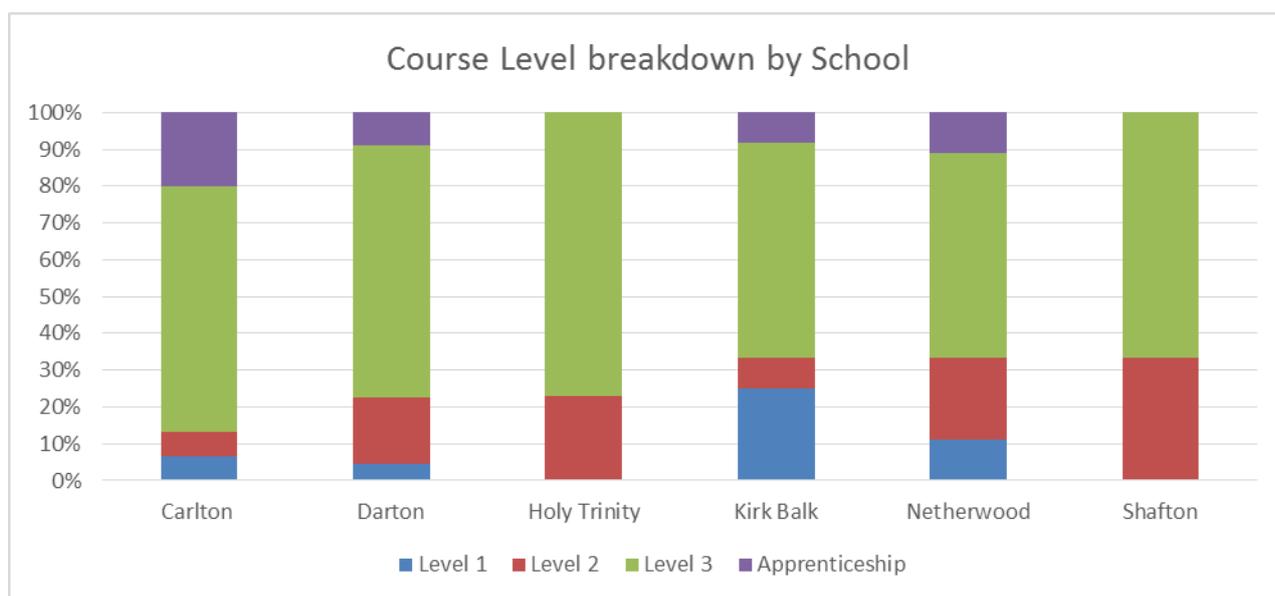
Destination types

Destinations overview	Carlton	Darton	Holy Trinity	Kirk Balk	Netherwood	Shafton	Overall
Apprenticeships	3	2	0	1	1	0	7
Barnsley College (voc)	6	8	5	10	7	7	43
Barnsley College (A level)	5	3	6	1	1	1	17
Pontefract New College	0	8	2	0	0	4	14
Sheffield Wednesday	1	0	0	0	0	0	1
Rotherham College of Art & Tech	0	1	0	0	0	0	1



Course Level

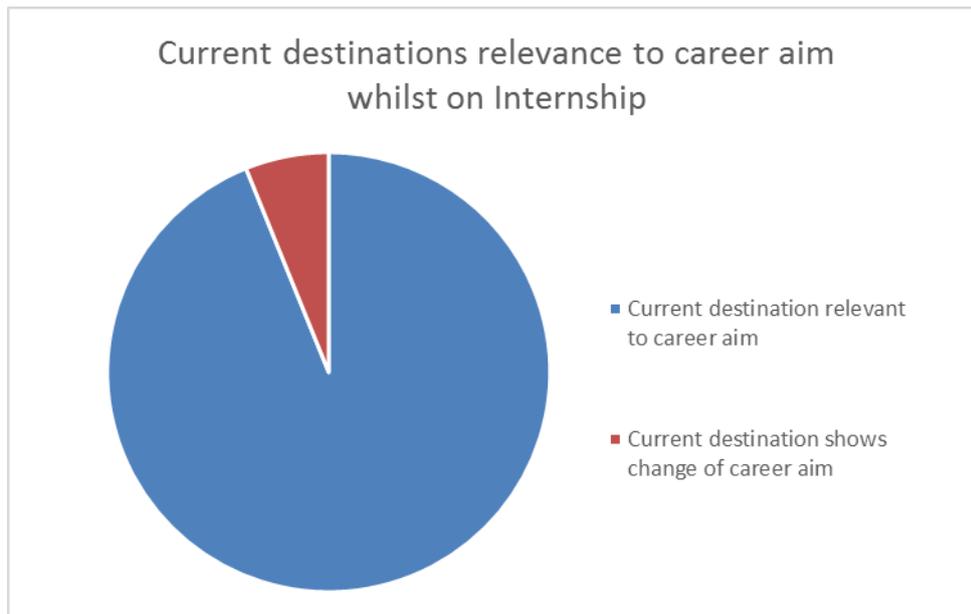
Course Level	Carlton	Darton	Holy Trinity	Kirk Balk	Netherwood	Shafton	Overall (83)
Level 1	1	1	0	3	1	0	6 (7.2%)
Level 2	1	4	3	1	2	4	15 (18%)
Level 3	10	15	10	7	5	8	55 (66.2%)
Apprenticeship	3	2	0	1	1	0	7 (8.4%)



Current student destinations and whether they relate to students original career plans

The table below shows whether current student destinations relate to their original career plans.

School (student no's)	Number of students who's destination is relevant to career aim
Carlton (15)	14/15 (93.3%)
Darton (22)	20/22 (90.9%)
HT (13)	12/13 (92.3%)
KB (12)	11/12 (91.6%)
N/W (9)	8/9 (88.8%)
Shafton (12)	12/12 (100%)
Overall (83)	77/83 (93.9%)



Destination analysis

Comparing the 2015 and 2016 cohort

The destinations for the 2016 cohort share many characteristics and traits as those of the 2015 cohort (no NEET, high progression to Level 3 provision, options in line with career plan, narrow range of providers and Barnsley College comfortably the most popular provider).

The main difference between the 2 cohorts is the increased number of apprentices in the 2016 cohort.

Increased numbers of Apprentices

This year 7 out of 83 interns (8.4%) progressed in to an Apprenticeship. In 2015 only 3 out of 108 interns (2.7%). Reasons for this increase could include an increased number and focus on apprenticeships nationally as an option post-16.

Of the 7 Apprentices

3 are male, 4 female (all 3 were female last year)

2 got apprenticeships with their internship placement employer (2/3 last year)

Types of apprenticeships were: armed forces, business admin, childcare, construction, engineering, hairdressing and marketing (business admin, hairdressing and electrical last year).

No NEET

All 83 interns who completed the programme have progressed in to positive destinations.

Large proportion of students progressing on to Level 3 courses

55 out of 83 (66.2%) of students progressed on to Level 3 provision. This represents both students following an academic pathway, studying A Levels (at a School or Sixth Form College) and those following a vocational pathway studying a BTEC or Diploma at Level 3.

In 4 of the 6 schools (Carlton, Darton, Holy Trinity and Shafton) the vast majority of progressed on to Level 3 (between 66% and 76% of students in each school). In the other 2 schools (Kirk Balk and Netherwood) there was a more even spread (58 and 55% going on to Level 3 courses).

Large proportion of students progressing in to destinations relevant to their original career plans

92.7% of students (77 out of 83) are following a recognised course of study relevant to their original career plans. 6% (5 out of 83) of students are now studying something completely different from their original ideas. The reasoning behind these figures (positively and negatively) will include students receiving ongoing guidance from experienced Careers Advisers throughout the 20 month period and students forming and changing their opinions (as a result of taking part in the programme). Students pursuing options different to their original ideas in Year 10 is not negative outcome, as their experiences may have made them realise their original ideas were not right for them.

Barnsley College

Barnsley College (including its Sixth Form College) is by far the most popular provider with students. 72.2% (60 out of 83) of all students who took part on the internship project progressed on to a course with Barnsley College. Reasons for this choice include the range of opportunities within the college (academic, vocational, apprenticeship options), its reputation in the area amongst the students and schools we worked with and it's central, convenient location in the town centre.

Restricted range of Providers

As mentioned above (and mirroring our findings from last year) Barnsley College was the leading provider for our interns. Pontefract New College was the second most popular destination with 14 students (16.8%) choosing to attend (including 8 from Darton and 4 from Shafton, a third of students from these schools). All 14 students enrolling at Pontefract New College enrolled on A Levels, none chose vocational courses there. I think this change is because of the good and growing reputation of the college, their promotion within the area (they were doing events in Darton and Shafton) including providing a bus route serving areas of Barnsley.

Students were informed about a range of providers and had access to information about a wide range of colleges, school sixth forms, training providers and employers whilst on the Internship, from their original school interview in Year 10, during the workshops and with subsequent contacts with their Careers Adviser in the 'staying in touch' period.

Village Life Community Magazine Update

The first draft of the Village Life Community Magazine has been sent to print, and it is anticipated that this Winter edition will be delivered just before Christmas.

Caroline Donovan
North East Area Council Manager
November 14th, 2017