

CENTRAL AREA COUNCIL

Performance Management Report

2017/2018

Quarter 3

October-December 2017

Central Area Council - Priorities, Principles and links to Corporate Outcomes 2017-2020



Ensuring the following principles are promoted and embedded in all that we do:



Contributing to the following Corporate Priorities and Outcomes:

THRIVING & VIBRANT ECONOMY	PEOPLE ACHIEVING THEIR POTENTIAL	STRONG & RESILIENT COMMUNITIES
<p>Outcomes:</p> <ul style="list-style-type: none">1: Create more and better jobs2: Increase skills to get more people working5: Create more and better housing	<p>Outcomes:</p> <ul style="list-style-type: none">7: Reducing demand through improving access to early help8: Children and adults are safe from harm9: People are healthier, happier independent and active	<p>Outcomes:</p> <ul style="list-style-type: none">10: People volunteering and contributing towards stronger communities11: Protecting the borough for future generations

Table 1 below shows the Providers that are delivering a series of services that address the priorities and deliver the outcomes and social value objectives of Central Area Council, from 1st April 2017.

Table 1:

	Service	Provider	Contract Value/length	Contract dates
Older People	Service to reduce loneliness and isolation in adults (50+) and older people	Royal Voluntary Service	1 year with option to extend for a further 1 year and again for a further 9 months, subject to annual review. £100,000 per annum Total cost: £275,000	1 st July 2017
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Barnsley YMCA	1 year with an option to extend for a further 1 year and again for a further 1 year, subject to annual review £130,000 per annum Total Cost: £390,000	1 st April 2017
Children & Young People	Building emotional resilience and well being in children and young people aged 8-14 years	Exodus The Youth Association YMCA BMBC TYS	15 months. Cost: £25,000 15 months. Cost: £11,000 15 months. Cost: £14,000 15 months. Cost: £20,000	1 st April 2017-30 th June 2018
Clean & Green	Creating a cleaner and greener environment in partnership with local people	Twiggs Grounds Maintenance	1 year with an option to extend for 1 further year, subject to annual review. £85,000 per annum Total Cost: £170,000	21 st April 2016 -31 st March 2018
Clean & Green	CONTRACT 2 – Providing an environmental enforcement service SLA with BMBC's Safer Communities Service to support/ complement the contract above	Kingdom Security Ltd	1 year with an option to extend for 1 futher year, and again for a further 1 year. £42,000 per annum Total Cost: £126,000 As above. £10,00 per annum Total cost £30,000	1 st April 2016-31 st March 2019
Clean & Green	Private Rented Housing Management and Enforcement SLA with Safer Communities Service	BMBC Service Level Agreement	1 year extension from 1 st April 2017 – 31 st March 2018 £76,175 per annum	SLA ends-31 st March 2018
Clean & Green	Home Visiting Service	Homestart South Yorkshire	1 year extended contract from 1 st April 2017 – 31 st March 2018 Cost: £21,600	Service ends-31 st March 2018

PART A - OVERVIEW OF PERFORMANCE – FROM 1ST APRIL 2017.

The following tables reflect the overview of performance of all Central Area Council contracted services and projects (as outlined in Table 1 above) from 1st April 2017.

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	375	358
Total number of home visits made to older people	1690	1758
% no. of older people reporting improvement in their health & wellbeing	95%	98%

Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	430	527
Total no. of different children and young people attending 3 or more sessions	195	304
Participants reporting increased resilience	N/A	N/A

Creating a cleaner & greener environment in partnership with local people

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered with local people	30	59
Number of FPN's for littering and dog fouling	-	581
Number of private sector rented households engaged	-	686
No. of vulnerable households identified and engaged-3 or more contacts	-	269
No. of property inspections carried out	-	124

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	4	4
No. of PT/sessional jobs created and recruited to	24	24
No. of apprentice placements created and recruited to	1	1
No. of work experience placements created and delivered	10	22
No. of local organisations/SME's supported	1	3
Local spend	84%	91%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of new adult volunteers engaged	62	125
Number of new young people engaged in volunteering	52	91
Number of new community groups established	0	0
Number of community groups supported	3	9

PART B - SUMMARY PERFORMANCE MANAGEMENT

REPORT FOR EACH SERVICE

Royal Voluntary Service

	RAG
Older People	Satisfactory quarterly monitoring report and contract management meeting.
Growing the Economy	Milestones achieved
Changing Relationship	Outcome indicator targets met
	Social value targets met
	Satisfactory spend and financial information
	Overall satisfaction with delivery against contract

A comprehensive monitoring report for the new RVS contract for the period October to December 2017, was submitted by RVS on the 14th January 2018. The subsequent contract management meeting took place on 18th January 2018.

The RAG ratings shown in the table above reflect achievement of the RVS targets for this period. An amber rating has been given for “satisfactory quarterly monitoring” and “Milestones achieved” because some requested information relating to people accessing community activities had not been submitted and the revised Steering Group meeting had not taken place as previously agreed. This information has now been satisfactorily submitted and the Steering Group meeting has taken place.

119 new people aged over 50 have however been engaged with by the RVS Barnsley Central Looking Out for Older People service (BCLOOP) during this quarter, with 9 of these referrals coming through the new My Best Life Social Prescribing Service.

Since the new contract commenced in July 2017, 245 adults/older people have been visited. The age and gender breakdown is as follows:

Male: 53

Female: 192

Age Breakdown: 50-60 years- 10

61-70 years- 37

71+ years-198

My Best Life Referrals: 30

As can be seen from the above statistics, referrals for people aged 50-60 years has been low, however an email has recently been sent to all potential referrers to inform them about the lower age range.

During this period 10 new volunteers have also been recruited and deployed on befriending and other services.

Befriending and accessing social activities continues to form the majority of the RVS work but providing advocacy assistance is still required, supporting clients to deal with issues such as medical appointments, financial problems and utility bills.

A brief summary of the RVS contract progress during the period July-September 2017 is provided below:

In addition to the normal RVS activities during this quarter they have been involved in several festive projects as well as signposting service users to activities over the holiday period.

Some service users in Worsborough attended a Christmas tea party paid for and organised by Worsborough Ward Alliance and about 70 Central Area users attended our Annual Christmas Lunch at Priory Campus. In addition, we distributed 56 hampers across the Central Council area as part of our national promotion and our inclusion workers helped facilitate several of our service users to have lunch on Christmas day at Sarah's.

One of our service users received a call from Silverline on Christmas day and she was lucky enough to receive a call from Esther Rantzen herself on Boxing day.

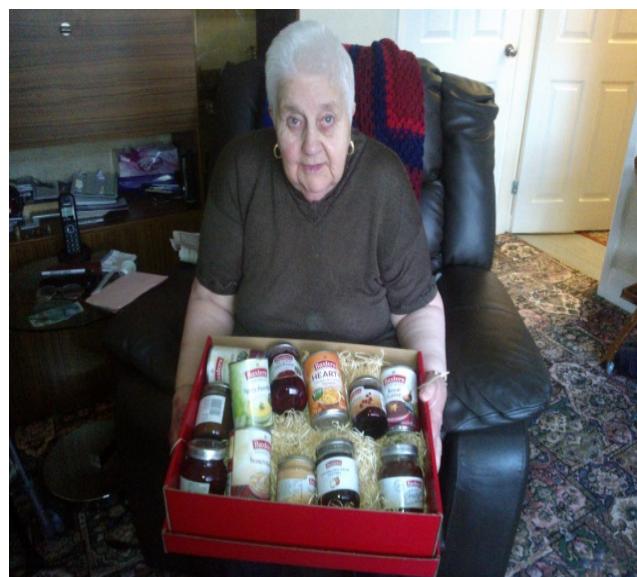
Quote from hamper recipients

"What a wonderful surprise... Can we open it now...No, no we will wait till Christmas and open it together. Thank you so much for thinking of us."

"Thank you... are you sure that's for us, its lovely. The box is very useful too. Will use that after. Thank you for thinking about us".

Quote from volunteer who distributed the hampers

"I loved seeing the pleasure on the recipients faces when they received their hampers, it's great to bring a little Christmas cheer"





Case Study 1 - Kingstone Ward

Mr ND who has dementia and is a recovering alcoholic, was referred by his ex-wife. He lived in sheltered housing but rang his ex-wife constantly to ask her advice or because he was bored or confused.

She felt he needed activities to occupy him and keep him busy. She felt a volunteering role would be good for him. But because of his dementia he had some memory issues.

Initial meetings took place with Mr ND, his ex-wife, an Inclusion Officer and a volunteer who had an interest in dementia.

Opportunities for Mr ND proved to be difficult to find but the volunteer took time to get to know Mr ND to find out what his interests were and where best to place him. He discussed in length how he enjoyed gardening and being outside.

The volunteer introduced him to the Carers Garden and visited the Garden with him for a couple of weeks-he enjoyed getting stuck into the weeding up there! He felt confident he could get there himself the following week. After a call in the morning to remind him to go, he did manage to find it and spend the day there with the group.

After a couple of problems where he forgot to go or got lost on the way, he is now a regular volunteer at the garden and is very much looking forward to the warmer weather when he will see it all in bloom.

Case Study 2 - Dodworth Ward

Mrs MG lives alone, she has many health issues which means she has a lot of hospital appointments. She normally stays with family over the Christmas break but this year could not because she would have missed two vital appointments at the hospital.

She was really upset at the thought of being alone and Mrs MG's family contacted RVS to see if we could help to avoid her being by herself on Christmas day.

Our Inclusion Officer was aware of a café that was providing a free Christmas meal on Christmas day. She could attend a special carol service in the morning and then would be taken for her meal. She assisted Mrs MG in making the necessary arrangements to attend.

Just before Christmas a neighbour called into Mrs MG to deliver a card and she discovered her neighbour was in the same situation-she would also be alone on Christmas day. Mrs MG told her about the meal she was going to and an extra place was booked and they went to the carol service and meal together. They then spent the rest of Christmas day in each other's company

They both enjoyed the day. They joined in at the carol service and said the meal was lovely-they are now planning to have more days out together whenever they can.

A real example of reducing social isolation.

Barnsley YMCA

	RAG
Children & Young People	
Growing the Economy	
Changing Relationship	
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	

The new YMCA contract to deliver a service that builds emotional resilience and wellbeing in children and young people aged 8-14 years commenced on 1st April 2017.

A comprehensive monitoring report for the 3rd quarter of this new contract (October-December 2017) was submitted by YMCA on 14th January 2018. The subsequent contract management meeting took place on 23rd January 2018.

The table above demonstrates that the YMCA have either met or exceeded all of their milestones and targets during this period with the after school and twilight sessions maintaining 14-16 participants, and the youth clubs averaging 20 participants per session.

119 sessions in total have been delivered during this quarter across Central Council area with 36 new children aged 8-14 years participating for over 6 hours. There have been a total of 1710 attendances during this period including a range of activities and sessions that took place during the October half-term and Christmas holidays.

In addition, 1 adult volunteer and 12 young people volunteers have been deployed to work on the project during this period.

The following is a breakdown of the 275 new young people who have engaged with the service since 1st April 2017:

Ethnic group	Attendees
White English	212
White British	9
Other White background	20
White and Black African	1
White and Asian	1
Indian	1
Pakistani	1
Chinese	5
Other Asian background	1
Black African	2
Other Black background	1
Gypsy/Romany/Irish Traveller	1
Other ethnic group	1
unknown	19
	275

Disability Reported	29
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Age	
8, 9 & 10	49%
11 & 12	33%
13 & 14	18%

A brief summary of the YMCA contract progress during the period October - December 2017 is provided below:

The children and young people that the project is currently supporting includes those who have low self-esteem, lack confidence, are vulnerable and struggle to socialise, some who have been bullied, have behavioural issues, family difficulties, are in the care system and who are experiencing changes in circumstances and deprivation. The project is also supporting participants who have disabilities and or additional needs in the majority of sessions along with a small number of children and young people mainly in the Kingstone and Central wards whose first language is not English. (Chinese, Lithuanian Polish, and Indian)

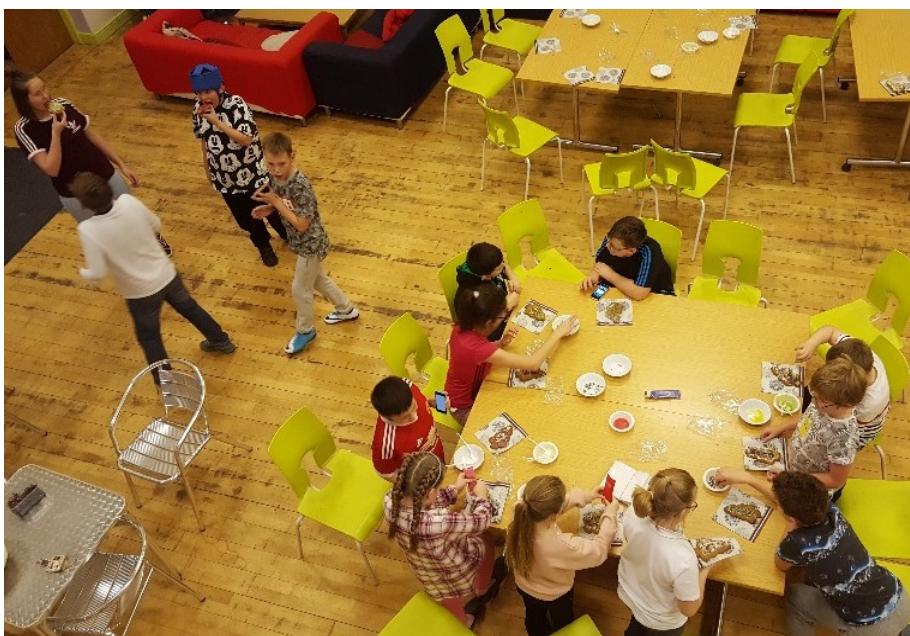
The evaluation model has been piloted across the project during the past 2 quarters collating baseline data from across the project.

This baseline data will be used as part of individual participant's personal portfolio to measure their journey and development within the project and to inform the project planning at a local level and across the project. For example this first sample has

highlighted that many of the participants have low levels of self-confidence and aspirations and do not feel able to set themselves goals and challenges.

In this quarter we have continued to work closely with various partners and community organisations to support both project delivery and other groups. These include, 0-19 Family Centre Service, Ardsley Community Group, Horizon Community College Enterprise Team, Dodworth St Johns Church, The Yorkshire Wildlife Trust, British Red Cross and the Central Area Team.

During this quarter the project has delivered sessions at Kendray and Worsbrough Family Centre, Stairfoot Family Centre, Ardsley and Stairfoot Community Centre, Dodworth St Johns Church, Wharncliffe House Gilroyd, Worsbrough Reservoir and 5 locality schools.



Kingdom Security

	RAG
Clean & Green	Satisfactory quarterly monitoring report and contract management meeting.
Growing the Economy	Milestones achieved
Changing Relationship	Outcome indicator targets met
	Social value targets met
	Satisfactory spend and financial information
	Overall satisfaction with delivery against contract

A monitoring report for the quarter October-December 2017 was submitted by Kingdom on 14th January 2018 and the contract monitoring/management meeting took place on 16th January 2018.

As illustrated in the table above, there is overall satisfaction that Kingdom is performing well and is making good progress in line with the contract.

Although it is not possible to set targets for Fixed Penalty Notices (FPN) issued, it can be reported that during the period October-December 2017, there were 152 FPN's issued and 1 car parking notice. Of the 152 FPN's issued, 146 were for littering and 6 for dog fouling.

Over 2,800 FPN's for littering and dog fouling have been issued since this service commenced in August 2014, with 581 of these issued since 1st April 2017.

Although Kingdom patrolling continues to be carried out on an equitable basis across the 5 wards, as would be expected, there are significant ward differences in the number of notices issued.

Dog fouling operations have been conducted in the Gordon Street area of Stairfoot Ward as complaints in that area have been on the increase. Kingdom staff have engaged with many of the local residents as there appeared to be a regular offender who was somewhat aggressive when challenged by local residents.

Specific intelligence was received regarding the offender, with specific times provided. Officers were then able to patrol at both ends of the contract times to pursue those who allow their dogs to foul and fail to pick up. An FPN was issued to the main offender.

A Dog Fouling Operation has also continued at Worsborough Mill, and although Kingdom officers have spent a number of hours patrolling during early morning and later at night they have not witnessed any offences taking place. They have however witnessed a number of individuals bagging the foul and depositing of it responsibly.

BIN it to WIN it

Throughout the quarter, Kingdom Officers have handed out numerous ‘BIN it to WIN it’ Postcards to those individuals who 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 a monthly draw. The winner of the draw is provided with £50 worth of vouchers for numerous retail outlets.

The first Draw took place in November with a presentation at the Town Hall and a corresponding positive item in the Barnsley Chronicle in December.



Twiggs Ground Maintenance

	RAG
Clean & Green	
Growing the Economy	
Changing Relationship	
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 comprehensive monitoring report for October-December 2017 was submitted by Twiggs on 14th January 2018, and the subsequent contract management meeting took place on 18th January 2018.

The table above demonstrates that Twiggs have either met or exceeded all of their targets during this period.

Twiggs have continued to identify areas for improvement in each of the five wards, along with following the specific highlighted areas for litter picking etc. from the SLAs. Twiggs have acted upon and completed all jobs requested promptly and to a high standard, and excellent feedback continues to be received on the ground.

Twiggs also continue to develop new partnerships with local groups and businesses, many of whom are now offering their support and resources to local activities and clean up days etc. Contact has been made with VAB during this period to see how volunteers could be effectively deployed.

This period has also seen Twiggs trialling the disposal of green waste at Smithies Depot.

During this period significant additional pieces of work (approximately 145) have been carried out by Twiggs across all 5 wards. Examples of this work is outlined below:

October 2017 – Stairfoot Ward

Roehampton Rise hedges, hedge cutting, scraping back and litter picking to the area.



October – Central Ward

Monk Bretton, Burton Road footpath behind Thoresby Avenue. Strimmed the edges and cut the grass to make an easier and safer walk way for residents. Litter picked the area leaving a tidy finish.



November 2017 – Dodworth Ward

Dodworth, footpath to the back of Cazbar Snacks. Our team widened the footpath and removed all visible litter from the area. Great feedback received during the activities from local walkers who chatted about our services and how they can become involved in the future.



As a result of the 10 Twiggs led/facilitated social action projects carried out during this period, 31 new adult volunteers and 13 new young people volunteers have been engaged in local communities, with some great feedback-see below:

Dear Wendy

Just to say thank you to you and the guys who worked today on the community clean up.

I've just driven round and the Ward Green 6 route – it looks fantastic – you possibly know that over 50 bags of rubbish have been collected + larger items . There's a couple of mattresses near the bridge of the TPT at Hound Hill and I've asked Michelle if she can wield her power and influence to get them moved before Boxing Day – here's hoping!

Re volunteer numbers I think there are 14 names on the list – you need to add my name and Frank's and also Irene Hill, Norman Fletcher if not on and also Christine Clegg I think her husband Brian signed up. It was good speaking to your volunteer contacts – we recognised one of the gentleman – Paul Fox? – he used to be our insurance man !

For info new volunteers came along having seen the event featured in last week's Barnsley Chronicle. Some of the volunteers are runners or spectators of the race.

The bacon butty on offer at the sandwich shop worked well. The church were delighted to host the event – my friend Rita supervised refreshments I'm sure the church would be pleased to support a similar event next year ahead of the race. For info the race began in 1979 – hence it will have its 40th anniversary in 1919.

Question – are you able to email thanks to the volunteers who gave their email contact details today?

Re next year I've mentioned to Michelle about doing a community clean up on the sports field near Park Road Worsbrough – I'd be happy to distribute posters etc. I am sure we can discuss further to see what can be done.

Have a lovely Christmas and thank you once again.

Examples of Social Action projects led by Twiggs

October 2017 – Kingstone Ward

Farrah Street Clean up in preparation for a Central Area Team community event, supported by 12 volunteers litter picking the area. 4 large sacks of waste collected and removed from the area and fly tipped objects gathered and reported.

Number of Adult Volunteers- 10

Number of Young Volunteers – 2

Total Number of Volunteers – 12

Number of New Adult Volunteers – 8

Number of New Young Volunteers – 2

Total Volunteer Hours - 24



November 2017 - Worsbrough Ward

Worsbrough Village community clean up event. Shrub beds maintained, and the area litter picked.

Number of Adult Volunteers- 3

Number of Young Volunteers – 0

Total Number of Volunteers – 3

Number of New Adult Volunteers – 0

Number of New Young Volunteers – 0

Total Volunteer Hours - 6

Signature/ details obtained for evidencing purposes



Private Sector Housing & Enforcement SLA

	RAG
Clean & Green	
Milestones achieved	
Outcome indicator targets met	
Social value targets met	
Satisfactory spend and financial information	
Overall satisfaction with delivery against contract	

A comprehensive monitoring report for October to December 2017 was submitted on 14th January 2018 and the contract management/monitoring meeting took place on 30th January 2018.

The information provided in the monitoring report submitted demonstrates that this service continues to perform very positively and has reached all the milestones and social value targets set to date, with 192 different properties being visited during this quarter. To date over 2,400 different properties/households have been visited and of these over 900 have had 3 or more contacts from officers working on this intervention. 46 property inspections have also been carried out this quarter and 27 households have been directly supported with responsible waste disposal recycling.

The amber rating for outcome indicators targets met has remained this quarter because further work is required to more specifically define what is meant by “vulnerable households”. This work is ongoing.

The officers continue to develop good working relationships with landlords, letting agents and local residents and there continues to be very positive feedback from a range of individuals and organisations about the volume and quality of the work undertaken to date.

There have continued to be a number of complex cases this quarter with officers working closely with the Police to ensure further Closure Orders are granted.

The case study below demonstrates the wide range of real housing condition, environmental and social related issues that people living in low cost private rented properties are facing and the complexity of the work being undertaken very effectively by the 2 officers delivering this service.

However, due to staff leaving to take up full-time permanent positions, the current SLA for this service comes to an end on 31st March 2018.

Consideration of the way forward for this area of work, with associated recommendations, can be found in the Procurement and Financial Update report to be considered later in today's agenda.

Case Study – Worsbrough Ward

A complaint was received from a Family Intervention Service Key Worker regarding a private rented first floor flat in the Worsbrough Ward, initially regarding housing disrepair. A female lived in the flat on her own and was heavily pregnant. Whilst we were there the female told us that her brother who lived in a basement flat in the same block was also having problems and would like our help and assistance.

The issues we assisted with were as follows:-

- Housing disrepair issues at both properties;
- Concerns re. health & safety and fire safety in the basement flat;
- Vulnerability issues;
- Social Care / Safeguarding referral;
- Anti-social behaviour issues;
- Referral to Victim and Witness Support Officer including assistance with re-housing;
- Accumulation of waste on private land at the rear of some of the flats;
- Concerns re. bins / contaminated bins, etc.

Environmental Issues

The flats were owned by two separate landlords, both of whom are known to us. The two flats we visited were owned by the same landlord.

One of the commercial properties at the front of the flats had recently been refurbished and a large amount of waste was present in the rear yard as a result of this refurbishment. It was blocking fire exits and rear access routes for some of the flats. According to residents, this waste had been there for a considerable period of time. We liaised with the landlord / owner of the flats and business on an informal basis and all the waste was removed within a couple of days of us speaking to the landlord.

Residents reported to us that some tenants were not putting their bins out for collection and were also putting the wrong waste in the recycling bins. They also expressed concern that there weren't enough bins for the numbers of flats / people living there. We liaised with the landlord and our colleagues in Waste Management to resolve these issues and also gave advice to residents regarding waste disposal, storage and collection.

Vulnerability / Safeguarding Issues

In the one bedoomed first floor flat where the female lived who was heavily pregnant, we ascertained that she had received assistance from FIS and had secured a Council property for herself and her new baby which was due in early January. She was previously known to Social Care and the tenant had previous problems with drugs and is involved with Social Care for her current pregnancy and two older children. We also

attended a “child protection meeting” with relevant agencies and fed back all relevant information.

In the basement flat where the male lived, he said he was getting threats from a previous tenant and from the landlord. He felt frightened and intimidated by the landlord and the previous tenant, he was regularly visiting the flat and at one point he had tried to break down the door and had pulled the letterbox off. The tenant suffers with mental health problems and is a regular cannabis user. He also wanted assistance / support with a move. We did a referral to our Victim and Witness Support Officer and she has provided support to the tenant and has also secured him a tenancy in another property.

Housing Disrepair Issues

We carried out joint visits with the landlord to both flats. In the first floor flat there was no heating at all and there were problems with the hot water / water pressure. The landlord is in the process of installing heating in the property and the problems with the water have now been sorted. These have been resolved on an informal basis.

In the basement flat, after looking at plans, this should never have been let as a property. The flat itself has two bedrooms at the rear, a kitchen / living area at the front of the property and a toilet and shower in between. There were problems with sewage backing up into the shower from the toilet (a saniflow system was in use) and issues with fire / health & safety as the property had only one window and door in the kitchen area. After consultation a Prohibition Order was served on the landlord of the property prohibiting use of the property as a residential dwelling. Work is still ongoing with regard to this.

Anti-social Behaviour

There are historical anti-social behaviour problems linked into this block of residential flats and businesses. We were given intelligence relating to a neighbouring flat and the possibility of a cannabis grow. This was referred to the Police Intelligence Department for investigation.

Private Rented Housing-Home Visiting Service

	RAG
Clean & Green	
Growing the Economy	
Changing Relationship	
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	

This contract formally commenced on 1st June 2016. A comprehensive monitoring report for October-December 2017 was submitted on 14th January 2018 and the contract management/monitoring meeting took place on 1st February 2018.

The table above demonstrates that Homestart have either met or exceeded all the targets and milestones set for the contract.

10 new referrals have been received during this quarter and all families have received an initial visit. Referrers include social workers, health visitors and family support workers.

16 families are now being supported on an ongoing basis by trained Surestart volunteers and 2 new adult volunteers have been recruited and deployed on the project during this reporting period.

A further 5 volunteers have been recruited but are waiting to attend a Homestart volunteer training course which is due to take place in Barnsley shortly.

The Little Monkey's group continues to meet at the Hope House church building on a regular weekly basis with families being supported to join the group. This group is critical in providing ongoing support to families who no longer need the more intensive one to one volunteer support provided by the home visiting element of the service.

In the run up to Christmas, Homestart managed to secure additional funding from the 'Stronger Together' funding pot, managed by the Barnsley Chronicle, to provide Christmas Activity Packs for all Barnsley families. These were full of craft activities for families to share and make together and included colouring and sticker books with colouring pens to go with them. Relevant information about services and attractions were also included in the packs which were distributed to all families ahead of the Christmas break.

This funding also covered the full cost of a Christmas Party for the Little Monkey's Group at Hope House Community room, to which all Barnsley Homestart families were invited. The party was fully catered and included entertainment and Father Christmas in his grotto with gifts for all children attending. In total, 21 children and 17 adults attended the party which was a great success. Many of the families told us that this was the first and often the only trip to see Father Christmas that they would have.

As demonstrated in the case study below, many of the referrals have complex needs which are quite often exacerbated by mental or physical health problems. Fortunately the Homestart volunteer training programme is very thorough in covering a wide variety of issues and additional training is available through Home-Start UK. Regular volunteer supervisions are an integral part of the Home-Start structure and ensure that support is available at all times.

Case Study - Central Ward

This family made a self-referral as they recognised that they needed additional support for a number of reasons. They had recently moved to Barnsley from London and had no support from family or friends. The older child was experiencing anxiety issues following the move and was refusing to go to school due to fears of intimidation. A subsequent referral to CAMHS had not been handled well, and the family had made a complaint which was under investigation.

Additional stress was resulting from an ongoing assessment for the family to receive special guardianship (SGO) for an additional child (the sister of Mollie) who the family have been looking after for 2 years and for whom they also have an SGO.

The family felt that they were very much on their own and could quickly find themselves struggling to meet the very different needs of their children. Due to the gap in ages of the children, it was initially tricky to find a volunteer who felt confident with all aspects of this case. However, in December the volunteer co-ordinator was able to match a newly qualified volunteer who has a special interest in attachment theory and mental health and works in a school.

Since the introduction, the volunteer has visited a number of times and worked with the youngest child. She has also befriended the older daughter who has now returned to mainstream education. Although it is very early days, the link of volunteer to family has been perfect and the family are very happy with the arrangement.

YOUTH RESILIENCE FUND PROJECTS

The Central Area Council Youth Resilience Fund was established to build the emotional resilience and wellbeing of young people aged 8-19 years living in the Central Council area, and to complement/supplement the main YMCA contract. The Programme also aims to provide a co-ordinated approach to the provision of community youth activities for this age range across the 5 wards that make up the Central Council area.

Regular Youth Resilience Fund meetings have taken place since April 2017 with the 4 Youth Programme Providers in attendance at each meeting.

Following Central Area Council approval, the 4 Youth Resilience Fund agreements have now been extended to the end of August 2018 to ensure there is some provision for children and young people during the school summer holidays

Quarterly reports and RAG ratings for each of the 4 current Youth Resilience Fund providers can be found in the following section of this report.

BMBC TYS – The Immortals Project

	RAG
Clean & Green	
Satisfactory quarterly monitoring report and contract management meeting.	Amber
Milestones achieved	Green
Outcome indicator targets met	Green
Social value targets met	Green
Satisfactory spend and financial information	Green
Overall satisfaction with delivery against contract	Green

A comprehensive monitoring report for this project (October to December 2017) was submitted by BMBC's Targeted Youth Support Service. Unfortunately the report was submitted late and as a result the planned Contract Management meeting, had to be rescheduled. As a result of this an amber rating has been given.

3 sessions have continued to be delivered during this quarter and as a result 10 new young people have attended 3+ sessions, with a further 20 young people engaging with the project on a regular basis. In addition, 6 young people are now undertaking volunteering activity on an ongoing basis.

The main challenge faced since around the end of October has been the poor weather conditions. This has meant a rapid decline in the number of young people out in the parks and streets of Central Area during the evenings. On the plus side, TYS team did secure for several weeks the use of Worsborough Dale Park Pavilion, which was a

great success. In total, but mainly at Dale Park, 71 different young people have been worked with during this quarter.

The opportunity to use the newly refurbished Pavilion for several weeks before Christmas was well received, although on a couple of occasions no young people turned up.

The young people attending the session trimmed up for Christmas, making many decorations themselves, and 2 young people attended the inter-generational afternoon held at the Pavilion in December 2017.

During the period, discussions have taken place about safety (every week), school including behavior, achievements, plans for the future after GCSEs, smoking cessation, anti social behavior and criminality, health, wellbeing and exercise, fashion and latest trends, relationships and how to cope with relationship break ups.

In the early part of October, the Hoyle Mill Skate Park outreach session was well attended by new young people to the park, as well as some of the regular faces.

On 2nd October 2017 some good work took place around keeping safe, and keeping the area tidy and litter free. On 9 October discussions took place about E safety, sexual health and the location of the Sexual Health clinic. Also discussed were anger issues and interview techniques with some of the older young people who are actively seeking employment.

The group really appreciate the new flood light which does cover the area and providing the weather is dry, allows them skate time in the dark. The issue which is most talked about is the soft path material which has been laid around the perimeter. It wears very easily and most of the bits end up in the bowl area of the skate park. This has been reported to the Parks Service.

Although visits have continued to this area throughout the period, since 2nd November no young people have been using the play area when staff have been there. This situation is to be reviewed.

Although visits have continued to Measbrough Dike, attendances have decreased significantly since late November 2017.

Exodus – Youth & Children’s Work Coordinators

	RAG
Clean & Green	
Growing the Economy	
Changing Relationship	
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 comprehensive monitoring report for this project (October-December 2017) was submitted by the Exodus project on 14th January 2018 and a subsequent contract monitoring/management meeting took place on 26th February 2018.

As indicated in the table above, all milestones set have been achieved/exceeded. An amber rating has however been given for Outcome indicators met as the number of new young volunteers achieved to date is 34, against a target of 40. Assurance has been provided that this target will be addressed/met when young people progress out of the Rock Solid groups in the Spring.

Overall there remains a good level of satisfaction with delivery against the contract. 2 new young volunteers and 5 new adult volunteers have been engaged in a range of volunteering opportunities in the project during this quarter and a total of 30 different young people have taken part in Exodus volunteering opportunities during this 3 month period.

Case studies outlining the “journey” of some of the Exodus young volunteers can be found below:

Case Study-Rachel –Kingstone Ward

Rachel is 21 now but we have known her since she was 8. She lives in Kingstone Ward and has been coming to our activities since she started Kidz Klub 13 years ago. She progressed to the Rock Solid youth group there when she went to senior school and was a regular member. When she got to 14 she became a junior leader and then a senior leader when she reached 18. She continues to volunteer in our Town Centre Kidz Klub and Rock Solid groups where she was once a member. Rachel is naturally a very quiet and shy personality but her confidence and skills have grown considerably during her time with us. She has had work experience in both our administration base and in our charity shops. This profile could describe many young people over the years.

Case Study-Ben- Worsbrough Ward

Since joining us in April this year Ben from Worsbrough Ward (age 14), has volunteered over 500 hours of his time to our clubs, camps and community activities. He is also one of our club members in the Central Ward and never misses the activities and events he enjoys so much. In his relatively short time with us, he has grown in maturity and although he was always relatively confident, he has learned to balance that with better listening skills and taking on board advice and guidance. Ben has this to say from his time at Exodus:

“Since I have joined Exodus it’s like being part of a family. They help me when I need it and have helped me develop my own qualities. I think it would be sufficient to say I wouldn’t be the same person today without Exodus.”

Case Study- Alex- Central Ward

Alex is a junior volunteer aged 14 from the Central Ward who has come through our network of activity clubs, starting with us aged 8 and progressing to the Rock Solid youth groups. Last year she undertook the Duke of Edinburgh Award, which required her to undertake so many hours of volunteer work. Alex did this with Exodus and enjoyed it so much she has stayed on. She has developed a group of friends while being part of the Exodus family and attracted other junior volunteers to come along too. All of them work regularly in the clubs within the Kingstone and Central Wards and have also supported the summer galas and community improvement initiatives. Alex has two younger siblings who are both members of our activity clubs. This is very common throughout our organisation, and illustrates the emphasis we place on relationship building with families, through our home visits and partnerships. Alex's mother has this to say about our work:

“Exodus night is the highlight of the week for my children. At Kidz Klub, Rock Solid and weekends away they experience new and exciting things, learn valuable life skills, grow in confidence and most importantly, have lots of fun. Thank you to those involved for creating such a fun, safe and encouraging environment for our children.”

YMCA – Youth Work in Dodworth



	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 comprehensive monitoring report for this quarter (October –December 2017) for this project, was submitted by the YMCA on 14th January 2018 and a subsequent contract monitoring/management meeting took place on 23rd January 2018.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

During this period there have been 107 attendances with 5 new attendees.

There has been some really good news recently about the future of this project, which will be shared at the meeting!

The project engages with young people through regular weekly detached sessions on Tuesday evenings primarily in Gilroyd but also in Dodworth High Street and around the library. The sessions continued through the half term break in order to maintain relationships. The level of participation and retention in this reporting period is positive and reflects the ongoing consultation and engagement with young people.

As expected the darker often inclement nights have impacted on the street based work, however the projects presence is maintained and whilst sometimes numbers of young people on the streets has been low there have been new contacts made and others maintained. The team continue to engage with the wider Dodworth community and supported the Christmas event which was a useful opportunity to further develop relationships.

In Gilroyd the project continues to meet weekly with the regular group of young males aged 11-14 years. During this quarter the sessions moved indoors using Wharncliffe

House as a venue to focus on supporting the younger members who have always been enthusiastic and engaged with planned activities, but are often influenced by the challenging behaviour of others.

The move to an indoor venue to meet this group for part of the session enabled project staff to work with them more intensely to establish boundaries, explore and agree acceptable behaviour and negotiate and implement additional ground rules that weren't possible in an outdoors / detached setting.

There are currently two peer supporters within this group who are both part of the current delivery and action plan. Both find this a challenge but are being supported to maintain their role.

Case Study: 'Trev's Journey!'

The project team have known Trev for approx.18 months. He is one of the younger members of the Gilroyd group of young men which often reflects in his immature approach to certain situations, however he displays the behaviour of a very confident, often 'cocky' young man.

He always engages enthusiastically with games and activities provided, but his behaviour often deteriorates to unacceptable levels. Bullying other members of the group, goading and teasing until he gets what he wants from his fellow group member. His behaviour has directly impacted on sessions and on a number of occasions, they have been cut short as a direct result.

His attitude towards the staff team has at times been completely inappropriate and he has been involved in damaging and theft of equipment and resources. He has been unable to take responsibility for his actions and associated consequences for the group.

By week two of the indoor sessions at Wharncliffe House Trev had pushed the boundaries and was warned that his behaviour was in breach of the ground rules, and eventually he was asked to leave the session and was suspended for one week. He stayed away the following week which gave opportunity for staff to speak to his peers about how they felt about the sanction and was it fair? They agreed that it was fair and that the session was very different without Trev. We then talked about welcoming him back the following week.

On returning the following week, Trev appeared to be a different young man, he was apologetic, he took responsibility and he discussed his 'trigger points' with a staff member.

Project staff were then able to structure sessions and put things in place to minimise the chance of one of Trev's trigger points from surfacing. This included opportunities for him to calm down and reflect on his behaviour. In particular he loves drawing and colouring, and while he is sat still and drawing, he communicates, asks questions and gets less frustrated. His behaviour has improved, for the betterment of everyone.

In recent weeks Trev has asked to take on responsibility. He is now a peer supporter with responsibility for the session register and general admin volunteer for the sessions, he even brings his own pen! Occasionally he needs reminding of his agreement with us

and his friends, and he has been taken from the group on one occasion for a one to one conversation with a member of staff. Despite the odd blip, Trev has started to take some responsibility for his behaviour, he is more aware of how his attitude can impact on his peers and friends and has the skills to unpick and reflect. Long may it continue!

The Youth Association – Belonging in Barnsley

	RAG
Clean & Green	
Growing the Economy	
Changing Relationship	
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 comprehensive monitoring report for this project (October-December 2017) was submitted by The Youth Association on 14th January 2018 and a subsequent contract monitoring/management meeting took place on 6th February 2018.

As indicated in the table above, all milestones and targets set have been achieved/exceeded and there is a good level of satisfaction with delivery against the contract.

During this quarter 32 new young people have been engaged in the project with 5 new young people attending 3+ sessions and Matt, the Polish adult volunteer, has continued to support the project.

During this period the project has largely focused on the social action project (Christmas Fayre), punctuated by some issue-based workshops and trips. The Christmas Fayre programme was the stand-out positive development this quarter. It was delivered over 11 weeks and involved young people learning to steer, direct and lead the planning and execution of a public event. The issue-based workshops focused on positive mental-wellbeing and online safety/grooming.

In December, the Latvian/Roma group put on their Christmas Fayre – an event they had been working on for 11 weeks. As part of this, the group planned what would take place at the event and where it would be. A decision was made to host it at Worsborough Common Community Centre and to include activities such as face painting, music performance, tombola and cake stalls. Young people spent a couple of sessions writing letters asking for donations and visited businesses as part of the

sessions to promote the event. The group were fully involved in purchasing refreshments and materials and made a bouncy castle booking over the phone. In preparation for the event, the group attended the Flavours of Christmas event to practice the face painting and music, while promoting their own event.

The Christmas fayre was regarded as a huge success. It was attended by around 40 members of the local community, including people from different ethnic/cultural backgrounds, Councillors, parents and children. Most importantly, the young people involved felt a great sense of pride in their achievement and reported that they developed several key skills and experiences that will become useful in their future lives.



(Left: Young people's poster design. Right: young people planning the event)



(Left: Young people's logo, which they designed specifically for the project. Right: Mugs designed and printed by young people to give out at the Christmas Fayre)



(Fun and games at the Christmas Fayre)

During October, youth workers began noticing certain issues rising to the surface. Discussions were emerging on a regular basis with regards to mental wellbeing and online safety but there was never quite enough time in the programme to face these issues head on. Youth workers therefore deviated from the planned programme to plan and deliver some focused, issue-based sessions. Young people took part in a positive mental wellbeing session exploring what positive mental wellbeing is, how people are affected by everyday stresses and the causes of these. The group also explored ways in which they relax and how this can positively impact on their wellbeing. As part of this, young people explored drugs and alcohol and the negative impact of misuse of substances upon positive mental wellbeing.

The sessions provoked one young woman to confide in youth workers about her own mental wellbeing and her relationship with family. The impact of financial strains within the family and the lack of trusting friendship groups to speak to about emotional issues were causing her emotional stress. The young woman was advised to continue being open with staff and was reminded of her strengths. Youth workers encouraged her to start a habit of writing down her feelings and to express her emotions in a safe space, as this was something she said she struggles with. The young woman is now messaging youth workers with one positive thought each day. Youth workers continue to offer support and work closely with this young woman.

Well..i learned that I shouldn't keep some things to myself but I can't let it slip to people that don't need to know it.. telling what I feel and what causes my stress..actually relieved me quite a lot but I am still thinking about .

But right now it's easier for me to talk to you since talking to you before helped a bit

(Message from young woman after initial session)

PART C: OVERVIEW OF PERFORMANCE – 1ST APRIL 2014 TO 31ST MARCH 2017

Reduction in loneliness and isolation in older people

Outcome Indicators	Target	Achieved to date
Initial Assessments complete	900	938
Total number of home visits made to older people	5340	5344
% no. of older people reporting improvement in their health & wellbeing	95%	98%

Improvement in the emotional resilience & wellbeing of children and young people

Outcome Indicators	Target	Achieved to date
Total no. of sessions delivered to children and young people	1984	2123
Total no. of different children and young people attending 3 or more sessions	-	746
Total no. of children and young people achieving accreditation	158	333

Creating a cleaner & greener environment

Outcome Indicators	Target	Achieved to date
Number of environmental projects delivered	93	106
Number of FPN's for littering and dog fouling	n/a	2270
Number of environmental SLA's delivered	25	25
Number of private sector rented households engaged	-	1841
No. of vulnerable households identified and engaged-3 or more contacts	-	743
No. of property inspections carried out	-	153

Growing the economy

Outcome Indicators	Target	Achieved to date
No. of FTE jobs created and recruited to	13.5	13.5
No. of PT/sessional jobs created and recruited to	28	35
No. of apprentice placements created and recruited to	7	7
No. of work experience placements created and delivered	42	58
No. of local organisations/SME's supported	5	10
Local spend	83%	90%

Changing the relationship between the Council & the community

Outcome Indicators	Target	Achieved to date
Number of adult volunteers engaged	157	336
Number of young people engaged in volunteering	157	346
Number of new community groups established	4	9
Number of community groups supported	8	35