

NORTH EAST AREA COUNCIL Project Performance Report

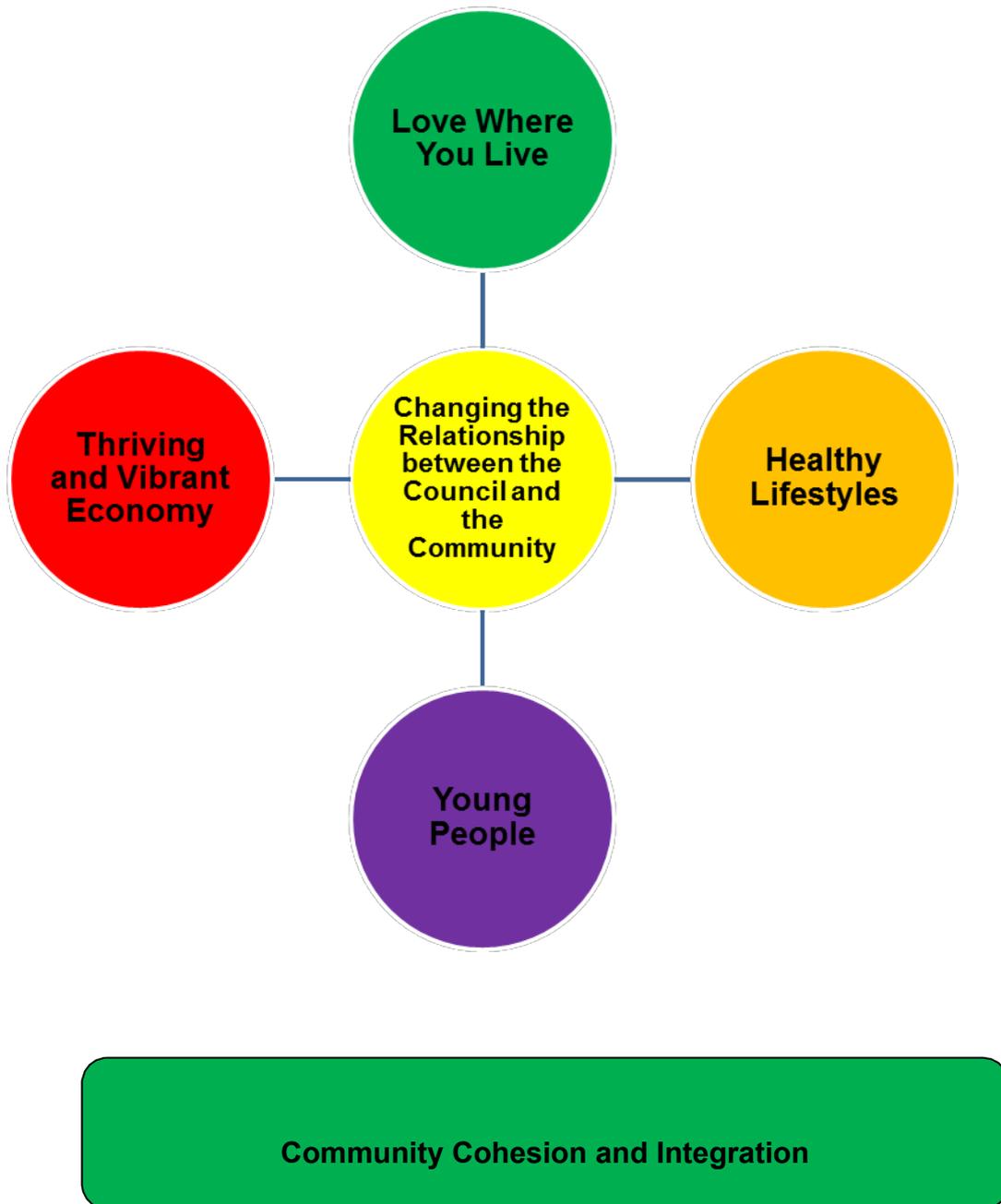


March 2018



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 - Hedgehog	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 Contract Completed
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
Healthy Lifestyles	Fit Me	PSS Health Trainers	£11,600 18 months	18 th September 2015 Contract completed
Healthy Lifestyles	Stop Smoking Community Outreach	South West Yorkshire Partnership	£30,000 12 months	April 2018

Changing the Relationship between the Council and the Community	Community Magazine	Corporate Communications	Community Magazine	December 2015
	Community Magazine	Community Magazine	Community Magazine	September 2016
and Community Cohesion and Integration	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:

- Private Sector Housing Management Officer
- Enforcement Case Studies
- Stop Smoking Initiative update
- Biodiversity Initiative update

Part B Summary performance management report for each service

SLA Private Sector Housing Management Officer

2017 – 2018 Contract 2

Quarter Two October to December 2017

	RAG
Love Where You Live	
<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>	

This initiative continues to deliver an excellent service in the local communities of the North East Area Council to improve the physical and living conditions of private rented accommodation. Contact has been made with 164 different properties this quarter, and 30 properties have been improved because of the interventions of this service. Additional outputs include:

- 11 informal requests for action have been made to landlords for action
- 12 vulnerable people have been signposted to other services for help
- 39 people have made positive changes because of the service intervention, and
- 42 households have been directly supported with regard to responsible waste disposal and recycling.

Case Studies

I continue to deal with issues including defective properties, waste on premises, other waste management problems, fly tipping, litter and dog fouling and signposting vulnerable tenants to services which can help them. Building rapport and trust with tenants is paramount if I am to gain information that enables me to signpost them for further help. Some people want to talk and cannot wait to get things off their chest. Other people have proved more challenging and understandably have a reluctance to talk to me about their personal issues. Several tenants just wanted to talk to someone and even commented that it was nice to have somebody there to listen.

I have been very successful in “encouraging” people to tidy their gardens without the need for community protection notice written warnings, although in some cases have unfortunately progressed to formal action, albeit with successful results.

The main hazards identified when surveying tenants' homes in this quarter have again been damp/mould growth. Some properties are home to tenants with illnesses that can be aggravated by these conditions and failure to carry out improvements could have a significant impact on the tenants' health.

Joint work is ongoing on Carton Street and High Street in Grimethorpe, with Berneslai Homes, and the regular visits will continue. Some formal enforcement work is ongoing there due to waste on premises and some residents in private rented properties have been referred and signposted due to vulnerabilities and other issues.

Case Study 1

A couple living in a privately rented property are both suffering from several health issues and the state of their property may be having an adverse impact on their wellbeing. One tenant suffers from multiple sclerosis, fibromyalgia, ME and asthma and the other tenant is undergoing tests for various complaints. There is damp and mould in the property which studies have shown can worsen MS and unless informal requests made to the landlord are completed satisfactorily, a formal notice will be served. The landlord has blamed condensation caused by the tenants for issues within the house and there is an element of this in some areas, such as in the bathroom. Other rooms however have evidence of leaks in the ceiling and there is clearly another problem within the property that is causing this. One of the tenants regularly has to use a wheelchair to get around, but due to the doorways not being wide enough in the house, is unable to use it at home. The landlord has so far refused to seek assistance to try and improve the home with grants despite referrals and recommendations made. This case is ongoing.



Case Study 2

A young mother was receiving no assistance from her landlord, despite several complaints to her letting agent. She had all but given up until I knocked at her door. She was fed up with her house, suffering from depression, anxiety and stress and her health was deteriorating, partly due to the conditions she was living in and partly due to the threat of anti-social behaviour from the next door property. A joint visit was set up due to the vulnerability of the tenant, and my inspection report backed up a referral for her to be rehoused by Berneslai Homes. The tenant was also referred for help to tackle her depression and anxiety. She has now been rehoused and is happier and much safer in her new home, away from threats of ASB and housing defects. The repairs that were required have now been carried out and the property is due to be put on the market for sale, shortly. The ASB at the neighbouring property was addressed informally and concerns were put to the occupiers there as there were also complaints from other people on the same street. No further reports have been received and the ASB threat appears to have for now at least, stopped.

Case Study 3

A property has a large damp problem around the chimney breast and the landlord/owner has been blaming the tenant for the issue, suggesting that her lifestyle is causing penetrative damp. The landlord has also tried to blame the state of the empty neighbouring property for the damp. On inspection of the property internally and externally, it is very likely that the source of the problem is actually the chimney stack of the tenant's property, as lead flashing is missing, which would allow any rainwater to pass straight down the chimney breast on the complainant's side. Due to the lack of response from the property owner, a formal notice has been served.



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

- Step Change – 1 person referred due to debt management issues
- Mental Health Access Trust – 1 person referred
- Stay Put – 1 property referred to the Barnsley Stay Put Home Improvement Agency due to problems with internal access for a disabled tenant
- Food bank – 4 people referred because they had insufficient money to buy food
- Citizens Advice Bureau – 5 people referred for various issues
- Vulnerable people/domestic violence – 2 people referred following domestic violence reports
- Homelessness team – 3 families referred to Barnsley Council's homelessness team following threats of imminent eviction of vulnerable tenants
- 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
- 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 – 3 people referred regarding discounts not claimed for council tax and benefit entitlements that they were unaware of.
- South Yorkshire Police – 2 properties referred following allegations made by neighbours regarding the use of the properties

Enforcement Case Studies

Quarter 3, October to December 2017

Case Study 1

Pontefract Road and the 'Bet Fred' premises.



A series of complaints were received tasking Kingdom Enforcement Officers to specifically patrol the Pontefract Road area of Lundwood, as there seemed to be an increase in Litter especially outside the 'Bet Fred,' Shop.

Kingdom created this a designated hotspot and visited the area on particular days, following the intelligence received. Several Staff patrolled the Pontefract Road area over a period of two separate days in November and December, focusing on area in the vicinity of the Bet Fred shop.

Officers patrolled both in plain clothes and Uniform. High profile placed stickers were used to advise not to drop litter.

Advice was offered to the betting shop staff regarding a better way for their customers to dispose of their cig butts which were making the area look unsightly.

The intervention was well received, and further intelligence was gathered. 10 Fixed Penalty Notices for littering were also issued during the operation.

There has been no further requests of complaints received. Patrols continue in the area on a random basis.



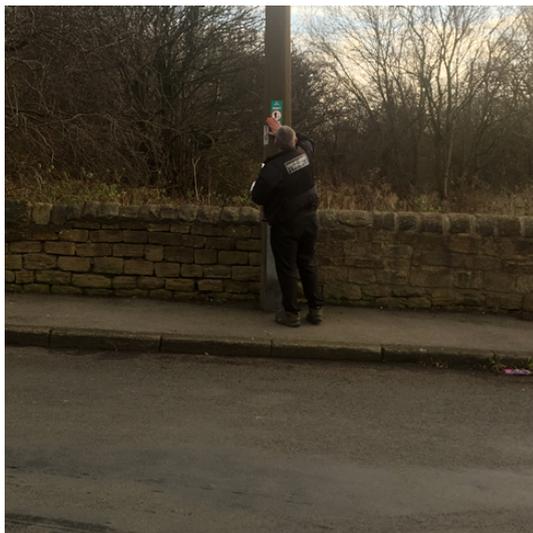
Case Study 2

Carlton Garage, Carlton and surrounding area.

A series of complaints regarding littering were received for Kingdom Enforcement Officers to specifically target the above location, and further intelligence was received from local community meetings.

Although the problem was mainly during the evenings, the location was also being used by local young people to and from School and failing to dispose of their litter responsibly.

Kingdom created this a designated hotspot and on particular days, according to the intelligence received, patrolled the area.



Officers patrolled both in plain clothes and uniform. High profile placed stickers were used to advise not to drop litter

The intervention was well received and further intelligence was gathered. Staff from the garage were also approached and asked if advice could be given especially to the young people. The response was positive.

The intervention was well received, and further intelligence was gathered. 9 Fixed Penalty Notices for littering were also issued during the operation.

There has been no further requests of complaints received. Patrols continue in the area on a random basis.

Stop Smoking initiative Update

The initiative will contribute to tackling inequalities in health through promoting, and supporting, people to stop smoking. It will focus on engaging the North East Area Council communities, and offer practical support to people to help change their behavior to improve their health. The support will take place in local community settings.

A person has now been appointed as the Stop Smoking Advisor, and references are being requested.

Good relationships have been formed with the Health and Wellbeing Services at the South West Yorkshire Partnership NHS Foundation Trust, and an Induction Programme is being worked up.

Biodiversity Update

A presentation on the proposed Wildlife Corridor was favorably received at a meeting of the Barnsley Biodiversity Group. Over 40 people attended the meeting at the Town Hall and were interested in supporting the proposal, the Chair commented

“It was good to see the biodiversity work taking place in the North East area – hopefully other areas will pick up on your example.”

A training event by the Yorkshire Wildlife Trust with regard to the National Willow Tit, `Back from the Brink project` was hosted at the Bow Street Offices in January. Twenty one Volunteers attended the session and learnt about this endangered species and how to record sightings of the birds, and about their habitat.

Caroline Donovan
North East Area Council Manager
March 29th, 2018