

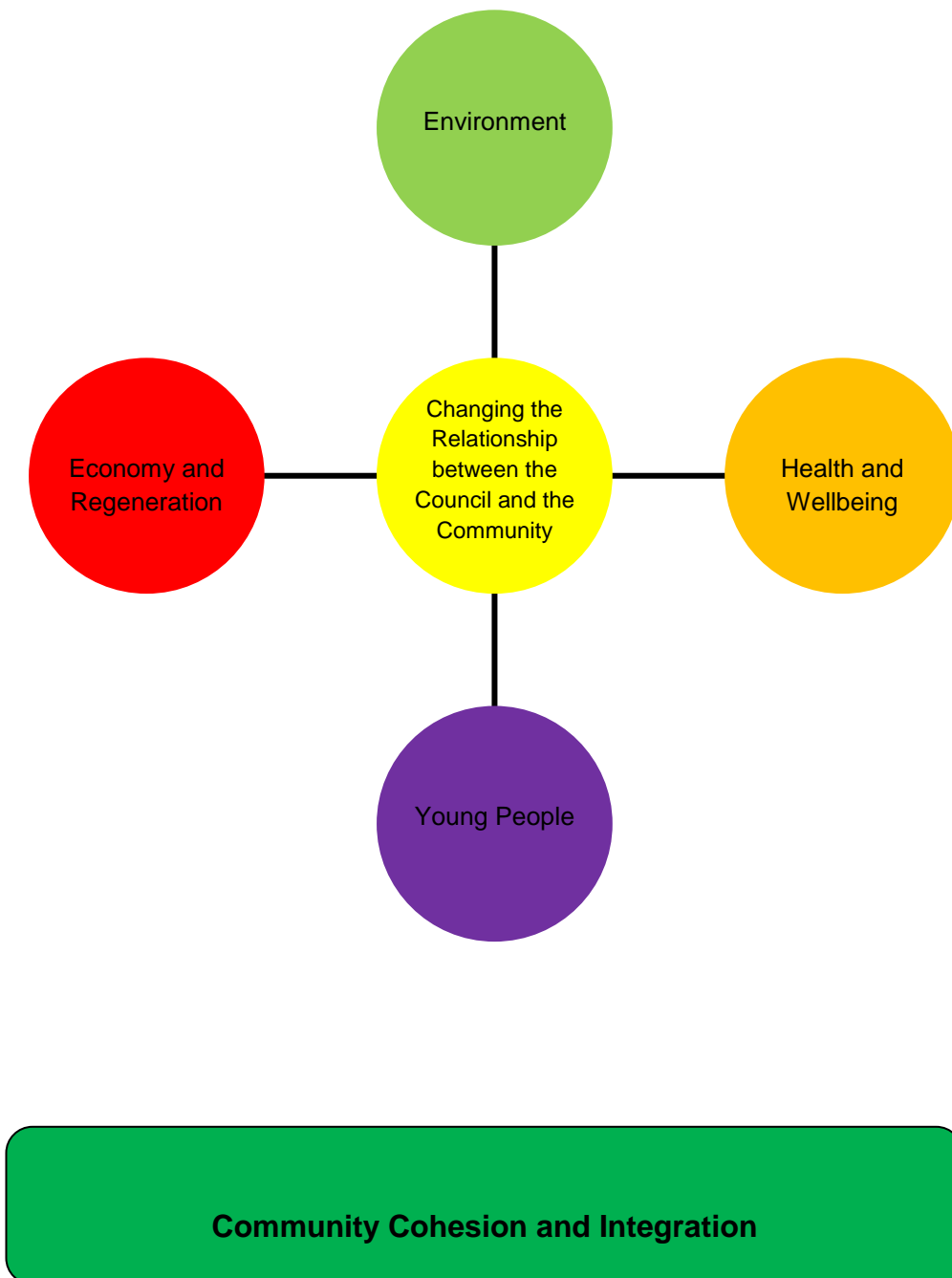
Agenda Item: 7

**NORTH EAST AREA COUNCIL
Project Performance Report**

October 2015

Introduction

The North East Area Council Priorities



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
Environment	North East Environment Team – Cudworth and North East	Barnsley Community Build	£135,000 18 months	1 st September 2014
Environment	North East Environment Team – Monk Bretton and Royston	Barnsley Community Build	£135,000 18 months	1 st September 2014
Environment	Environmental Enforcement	Kingdom Security	£91,990 21 months	4 th August 2014
Environment	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	4 th August 2014
Economy and Regeneration	Rapid Response Team	Barnsley Community Build	£24,000	1 st August 2015
Young People	Summer Holiday Internship 2015	C&K Careers	£45,000 20 months	9 th March 2015
Young People	Youth Development Grant	Local Community Groups and Organisations	£100,00 ongoing	3 rd October 2014
Health and Wellbeing	Shopability	Barnsley Community Foundation	£7,824 6 months	1 st September 2015
Health and Wellbeing	Fit Reds	Barnsley FC	£19,655 18 months	1 st October 2015
Health and Wellbeing	Fit Me	PSS Health Trainers	£11,600 18 months	18 th September 2015

PART A - OVERVIEW OF PERFORMANCE

To date 3 contracts have formally completed their contract monitoring and contract management reporting. The following tables therefore reflect the overview of performance of 3 contracts only. These contracts are Barnsley Community Build – 18 months, Latest Quarter, Kingdom Security Year 1, up to Quarter 4 and C and K Careers 2015/16 - 20 months, up to Quarter 2.

Environment: North East Environment Teams

Performance Indicator	Achieved
Number of Black bags collected	2641
Number of Hot Spots cleared	41
No of tonnes of green waste removed	150
Number of compliments received	56
Number of Volunteering events supported	20
Number of Apprentices gain employment	17 (since the beginning of the Contract))

Environment: Enforcement

Performance Indicator	Target	Achieved to date
Patrol Hours completed	900	100%
No of litter and dog fouling FPNs issued	N/A	137
No of parking PCNs issued	N/A	28
Payment rate for dog fouling and litter FPNs	N/A	78%
Payment rate for parking PCNs	N/A	NA



Young People : C and K Careers

Performance Indicator (combined with North East)	Target	Achieved to date
Summer internship to be delivered over summer 2015	120	86 Students
Development of five year plans tailored to the needs of students	120	
Improved confidence and self-esteem of students	120	

Part B - Summary performance management report for each service

Barnsley Community Build

1st June 2015 to September 1st 2015

Environment		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
Health and Wellbeing	Milestones achieved	
	Outcome indicator targets met	
Economic Regeneration	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Since June 1st, 2015 until September 1st 2015, in the Cudworth and North East Wards:

- 669 bags of litter were collected
- 14 Hot Spot areas have been cleared across both Wards
- 75 tonnes of Green Litter were removed
- 11 compliments have been received

Since June 1st, 2015 until September 1st 2015, in the Royston and Monk Bretton Wards:

- 563 bags of litter were collected
- 6 Hot Spot areas have been cleared across both Wards
- 9 tonnes of Green Litter were removed
- 5 compliments have been received

The contract has significantly helped to maximise employment opportunities in the local communities, and **to date 17 of the apprentices**, who were part of a rolling programme, **have gained full time employment**. There is also a Volunteer working with the Environment team, for 4 days a week and young man has worked with the Teams as part of his work experience for 6 weeks during the summer holidays.

Positive feedback has been received from local residents with regard to the quick response by both Teams to deal with Hot Spot areas.

Hot Spot areas were identified to clean out the storm drains on the High Streets, which are often severely compacted with dirt and debris. This will help to ensure that rain water can run away effectively. The photographs below were taken of the storm drain clearance on the High Street in Lundwood.



North East Environment Team**Apprentice Case Study**

David attended school regularly; but he would describe himself as not very academic, so school was something of a boring place to be. While he did not get into too much trouble he just felt that there was more interesting things he could be doing and did not pay much attention to his studies.

David joined the team at BCB as an apprentice, with a mixture of results, while he completed all his functional skills the NVQ'S and diploma classroom activities were not his strong point. He enjoyed the more practical aspects of the apprentice course. David has been on a rota system while he has been at BCB covering all the sites that we deal with. He has done ground works, building, and most recently joined the Environment Team for the North East Area Council. His team mates were John Dever and Andy Robinson, their testimony is that he has integrated into the team well; he uses his initiative and is really helpful when out in the van. Since joining the team his attendance and time keeping has improved, he no longer takes odd days off and is always here ready to join the team when they leave at 7.30 am; timekeeping was something that he struggled with when he was on site with BCB at other depots.

David has become a valued member of the team and once again we find that these apprentices shine when put into an environment that they would probably not have chosen to be in. Whilst out with the team David has done volunteering days and is always eager to engage in new roles to broaden his outlook, this type of work is now something that he may consider in the future.

When the apprentices join the environment team they are expected to start at 7.30 am, this is one hour earlier than if they were on another site or even if they were in the College, and they also return from their days work later than if they had been in College all day, so they put more commitment into the role they play when they are with the Environment Team. Before joining the Environment Team, David was due to be reviewed by the College staff for his attendance and time keeping and may have found himself with either a verbal or written warning, since being with the Team he has not missed any days and his time keeping has improved significantly.

Well Done David.

Rapid Response Team

The Rapid Response Team is now fully operational and assisting the Cudworth and North East and Monk Bretton and Royston Environmental Teams with cleaning up Hot Spot areas.

Kingdom Security - Quarter 4 report received on August 4th 2015

Environment		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Health and Wellbeing	Milestones achieved	●
	Outcome indicator targets met	●
	Social value targets met	●
Economic Regeneration	Satisfactory spend and financial information	●
	Overall satisfaction with delivery against contract	●

A comprehensive Quarter 4 (May 2015 to July 2015) monitoring report was submitted by Kingdom Security on August 4th, and a subsequent contract performance management meeting was held on 10th August 2015.

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.

Overview.

The North East Area is contracted to 2 x officers, this equates to 900 hours. Over the Fourth quarter, 900 hours were achieved which is 100% of the contracted hours.

To date 137 FPN's and (28 PCN's for parking) have been issued in the area. 123 of these have been for littering offences and 14 for dog fouling offences. Research on CIVICA, although not 100% accurate shows that to date 78 % of the revenue has been raised from the notices in the North East area. The FPN numbers have decreased ever so slightly over the last few months. This could be apportioned to more high profile patrolling and education from the recent court results demonstrating the robustness of pursuing offenders who fail to pay. Officers continue to 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 Fourth quarter complaints and operations are on going and continue to be reported and attended. We continue to give a quick response to the complainant and

informant re offences committed. We can cope with more complaints and issues than that so far reported.

NORTH EAST	Contracted Hours	Hours Achieved	Hours patrolled in area	Royston	Monk Bretton	Cudworth	North East
Week 04/05/15	75	75	75	24	15	20	16
Week 11/05/15	75	75	75	10	24	26	15
Week 18/05/15	75	75	75	30	6	7	32
Week 25/05/15	75	75	75	12	23	20	20
Week 01/06/15	75	75	75	32	5	4	34
Week 08/06/15	75	75	75	24	15	20	16
Week 15/06/15	75	75	75	15	24	26	10
Week 22/06/15	75	75	75	30	7	4	34
Week 29/06/15	75	75	75	10	24	26	15
Week 06/07/15	75	75	75	15	24	26	10
Week 13/07/15	75	75	75	24	15	20	16
Week 20/07/15	75	75	75	10	24	26	15
Week 27/07/15	75	75	75	11	24	30	10
Total	900	900	900	223	215	235	227

A number of prosecutions files have been submitted for Littering and Dog Fouling. To date offenders have paid prior to attending, pleaded guilty or found guilty on attending. There has been a 100% success rate at Court and the next batch for court appearance is 31st July 2015.

The Revenue Raised thus far from FPN's (Fouling and Littering) from commencement of the contract until end of July 2015 is **£19,489.10**

Revenue from the PCN's issued for parking contraventions is not readily available at this time.

NORTH EAST	FPN Litter	FPN Dog Foul	pcn Parking	total	Royston	Monk Bretton	Cudworth	North East
Week 04/05/15	19	1	2	22	6	4	6	6
Week 11/05/15	4	2	3	9	4	3	2	0
Week 18/05/15	4	0	2	6	1	1	2	2
Week 25/05/15	6	1	0	7	2	1	2	2
Week 01/06/15	12	3	3	18	2	6	4	6
Week 08/06/15	17	3	0	20	5	4	5	6
Week 15/06/15	11	1	4	16	6	6	4	4
Week 22/06/15	9	0	4	13	7	5	0	0
Week 29/06/15	7	0	0	7	0	0	4	3
Week 06/07/15	11	0	5	16	6	0	6	4
Week 13/07/15	10	2	3	15	5	3	2	5
Week 20/07/15	6	1	2	9	3	3	0	3
Week 27/07/15	7	0	0	7	2	2	1	2
Total	123	14	28	165	49	38	38	43

Added Value.

We have attended a number of action days along side the GEO's and Police/CIIT teams to do general sweeps of the area for littering, dog fouling and parking.

We have also attended some community events in Cudworth and Royston on an educational and advisory capacity regarding enforcement of environmental crime and showing the human face of enforcement.

We have worked in collaboration with NHW re installing cameras into properties with the consent of a complainant to capture offences occurring. To date we have two FPN's issued as a direct result of evidence gathered by this method.

4 x Fly Tipping offences reported over this quarter by Kingdom officers whilst out and about on patrol. These have been reported to environmental services and together we have gathered evidence for the ongoing investigation which continues. The partnership develops as we are co-terminus which clearly assists.

We are being asked to generate 'Litter Picking' days for those juveniles within the community who have committed the offence. Under the restorative restoration scheme they will be subjected to this by agreement of the Parent or Guardian. These days may be overseen by Kingdom Staff.

C&K Careers

Young
People

Health and
Wellbeing

Economic
Regeneration

	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	●

C and K Careers are currently producing their Summer Delivery Report. The North East Area Council and the North Area Council are running this commission in partnership, and below is a break down of the School which the young people originated from:

School	Number of Young People Attending
Shafton ALC	24
Carlton Community College	25
Holy Trinity	11
Hemsworth	2
Darton College	24

The Chair of the North East Area Council was able to visit The Core during the summer and experience first hand the learning experiences that the young people were able to gain from the C and K Employability for under 16's programme. The students were also able to take part in a wide range of employment activities across the Borough.

The Celebration Event took place on Tuesday September 15th at the Shaw Lane Sports Centre in Barnsley and was well attended by the students, parents, teachers and employers. The Students gave very positive feedback about the experiences they had received during the initiative and how it had improved their self confidence and ability to be able to write CV's. They felt better equipped to consider and follow

their future career choices, both the parents and the young people said they would recommend it to other young people in the future.

A summary of the Students comments and Employers comments are listed as follows:

Student Comments

A positive experience. I am more open minded now as to my future. I am more confident and know what I want to do in the future now.

It has helped greatly with confidence - knowing I can deal with new people, adults and children.

Time has gone really quickly. I can't believe it is Friday already

I feel I have progressed as a person. I feel I have been growing.

It was better than I expected. I feel more confident about working with new people and doing new things.

I've learned that I am capable of catching the bus in the morning to get there on time. I feel the project has given me more of a grown-up attitude.

The project has encouraged me and given me more confidence for the future.

My parents have been impressed at me getting up and getting there on time.

It has confirmed what I want to do for a career.

It has made me more optimistic "all the doors in my brain have opened. I will keep an open mind"

It has given me more ideas for the future and I know more about how to find out about different careers.

I really enjoyed my placement and would have liked it to be 2 weeks instead of 1.

The placement has helped me look at my future plans and possibly consider Graphics as a future career.

I feel a lot more confident and more willing to take on opportunities when back in school.

Without the training I wouldn't be able to go on placement as I did not have the confidence I do now. I found the teamwork and developing communication skills particularly useful.

It has pushed me to achieve greater things.

I will now be more tolerant to Retail staff as I know what it is like.

Libraries are more complicated than I first thought.

I have realised there are a lot of jobs out there that are quite interesting.

It has given me more of an insight into the working day and how to behave in the work place.

It has changed my thinking about the age range of children I want to work with.

I found connecting with the children easier than I thought it would be.

I found out more about work and organisations and not to be “one track” about career choice.

I learned that work isn't as easy as it seems. It can be hard e.g. if you've spoken to someone on the phone you have to remember what has been said and take notes for records.

Employer Comments

Worked hard throughout the week and made progress each day. She was willing regarding tasks given and was always punctual.

Playmania

Showed great independence throughout and worked brilliantly with the animals even though he had never been around horses

Rockley Equestrian Centre

Very confident in coping with adult work scenarios. H is fun to work with and has a kind and caring nature. She is good at working creatively. She is a credit to her parents and her school.

Lounge Hopper

Very pleasant young person, happy, co-operative, polite and punctual

Sykes Garage

Has a positive attitude to work and completed all tasks with no trouble

Script Media

D was fantastic..., a great example of a work placement student. She was more than we expected and we miss her already

Peekaboo Day Nursery

Got stuck in from Day 1. Used her initiative and was able to supervise group activities really well

Peekaboo Day Nursery

An excellent student. A bit quiet but think this will improve with confidence and time

Lesley Francis Hair Studio

Has fitted in well. Polite and eager to learn

Barnsley FC Community Sports and Education Trust

S has gained confidence with communication within the workplace as well as the ability to work more on her own initiative *Script Media*

J has been an asset to the Reserve in the short time he has been here. He is interested, articulate and very capable in all he does. He is a credit to his school and the project. He is welcome to join us as a volunteer any time. We'd like to thank him for all his hard work *RSPB*

Excellent student. Undertook all tasks with enthusiasm *Playmania*

C has been fantastic. She gets on with all staff and works hard. She is polite and helpful with customers and always has a smile *The Entertainer*

M has been very friendly and worked hard *Morrison's*

A is polite and a pleasure to work with. *BMBC Waste Management*

It was pleasing to know that S had visited our website before attending to find out about our organisation *Priory Campus*

J has shown 100% commitment and is enthusiastic in his approach at all times. I think it is a great and positive action taken by J to actively do work experience in his own time *Berneslai Homes Construction*

Very impressed all round *Berneslai Homes Construction*

It can be noted that several of the young people have been offered apprenticeships and Saturday jobs as a result of the initiative

C and K Careers will give a detailed presentation to the North East Area Council meeting on October 1st 2015

Caroline Donovan
North East Area Council Manager
October 2015