

DEARNE AREA COUNCIL Performance Report

Q2 July 2018- Sept 2018



Introduction

Dearne Area Council Priorities



Table 1 below shows the Providers that have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the Dearne Area Council.

Service	Provider	Contract Value/length	Contract end date
Environmental enforcement	Kingdom security	£31,000 per annum	Funded until end of March 2019
Private Sector Housing Enforcement	BMBC	£38,061 per annum	Funded until end of March 2019
Environmental, volunteering and education service	Twiggs	£75,000 per annum	Funded until end of March 2019
Social isolation	B-friend	£27,000 per annum	Funded until September 2020

PART A - OVERVIEW OF PERFORMANCE

The Dearne Area Council commissions also contribute to the Councils overall priorities of thriving vibrant economy, stronger resilient communities and citizens

achieving their potential. The achievement of the outcomes which includes the figures from the Dearne Development fund are listed in table's below:

*the targets below also include the statistics from the Dearne Development Fund

Thriving and Vibrant Economy

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of jobs created through area council commissions	10	1	11
No. of people into jobs through DECV	10	2	2
No. of work experience placements	6	0	1
No. of apprentice through area council commissions	1	1	1
No. of group/service match funded	7	7	7
Local spend (average across all contracts)	90%	90%	

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	750	297	546
No. of new volunteers	125	90	242
No of community groups supported (Twiggs)	88	30	30
No. of volunteer opportunities through commissions	280	71	131
No. of local business involvement	25	3	15

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	40	15	15
No. education in schools	4	1	7
No. of residents receiving benefit/debt advice services	400	113	436
No. of residents receive support at home			

* not all monitoring information was submitted at this point for applicants of the Dearne Development Fund

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

The below commissioned services, projects and groups paid for from Dearne Area Councils finances are based on the Dearne area priorities but also contribute

towards meeting Communities Public Health Outcomes and to Barnsley Council's 2020 vision of :

- Create more and better jobs and good business growth
- Increase skills to get more people working
- Create more and better housing
- Every child attends school and is successful in learning and work
- Reducing demand through improving access to early help
- Children are safe from harm
- People are healthier, happier, independent and active

At present, two contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring/contract management reporting. The social isolation service is yet to deliver a full quarter, therefore will submit information at the next Area Council. The following tables therefore reflect the overview of performance of three contracts and milestones for social prescribing.

(1)KINGDOM

Kingdom environmental enforcement service Quarter 2 report submitted on 1st October 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	
Young people		

Environment: Enforcement- Kingdom

Performance Indicator	Yr Target	Q2	Cumulative
Patrol Hours completed	1580	465	930
No of litter and dog fouling operations	16	8	8

No of litter and dog fouling FPNs issued	-	115	197
No of parking PCNs issued	-	17	21
No. of young people attending restorative justice	-	4	10
Income this quarter		£6,208	£8,818
Local spend	85%	90%	

To date 115 FPN's and (17 PCN's for parking) have been issued in the area. 104 FPN's of these have been for littering offences and 11 FPN's for dog fouling offences. The Officers concentrate their patrols around intelligence led information from the tasking process and also from complaints on the street, from the community at large. There has been a definite mark up to date this Quarter re complaints. Operations are ongoing and all areas continue to be patrolled. We have seen an increase, throughout the Borough, of persons complaining of individuals throwing litter from vehicles. This is probably born from the change in legislation. We offer on the first instance an FPN armed with a statement from the witness and allow the individual to discharge their liability rather than have us compile 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. The Revenue Raised this quarter from FPN's (Fouling and Littering) is £6,208.

	Littering	Dog Fouling	Parking	Total
Quarter 1	79	3	4	86
Quarter 2	104	11	17	132
Quarter 3				
Quarter 4				

***Kingdom contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons

Operations.

Numerous calls made to Triage also from other members of community whilst patrolling the immediate area. The bulk of complaints were regarding dog fouling and specific information regarding possible offenders. Over a few days all Kingdom officers patrolled the area and were quick to identify and issue 3 x FPN's to those allowing their dogs to foul on the pathways and on the field .These Dog owners were allowing their dogs off the leads to foul and then they've fail to pick it up. Also 7 x FPN's for littering were issue up so far on the same area. Patrols will continue.



(2)Housing and migration

Housing and migration Quarter 2 report submitted on the 2 nd October 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	Green
	Targets achieved	
Environment	Outcome indicator targets met	Green
	Social value targets met	
Improving Health	Satisfactory spend and financial information	Green
	Overall satisfaction with delivery against contract	

Environment: Housing and migration-BMBC

Performance Indicator	Yr Target	Q2	Cumulative
Initial contacts	600	172	330
Vulnerable households identified	40	25	36
Property inspections	48	12	25
People sign posted to other services	32	41	56
Community clean ups	4	1	2
Campaigns	4	0	4
Local spend	90%	90%	90%

The main objective of this role is to contribute towards creating and sustaining safe and pleasant communities within the private sector housing in the Dearne Area Council area. The worker does this by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting our most vulnerable tenants and residents.

The officer works with families and individuals, getting to know the community and getting access to homes that previously have not had the benefit of any kind of support. She also identifies problems and issues and using effective risk assessment to decide on the most appropriate responses.

The officer aims to encourage communities to work towards raising and setting own standards. This includes acceptable behaviour standards, environmental standards, housing and property standards.

During the months July to September 2018 **172** complaints, queries and requests for service, advice and referrals. These include advice and referrals onto other services. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter; others went to more formal action. All cases closed within Quarter 2 are recorded as having a successful outcome.

Housing Disrepair.

The officer dealt with **20** housing disrepair issues within Quarter 2, working with Landlords and agents to make repairs/ improvements. An insecure property was identified and causing a number of issues to the local community and the owner that occupies the property next door. The officer worked with a number of different agencies to ensure that the property was secured.



Waste on Premises.

I received and dealt with **24** Waste on Premises within Quarter 2. All tenants and/or Landlords were spoken to, negating the need for send any informal or formal waste letters to be sent this quarter asking them to remove the waste within **14** days. The officer worked with the tenants to improve living conditions for themselves and the community.





Bins.

21 contaminated bins were found during routine proactive visits within Quarter 2. Where large concentrations of contaminated bins were found within a small area the officer letter dropped the properties with a copy of their bin collection days and what items could/should be put into the appropriate recycling bin. The letter also had the officers contact information. Where possible the officer spoke face to face with tenants to discuss any issues with bins and recycling.

21 referrals made (attaching photographs) to Waste Management requesting removal.

Fly tipping.

In total **7** fly tipping cases were found during routine proactive visits within Quarter 2. Where items of waste have been fly tipped and no evidence has been found, email sent to Neighbourhood Services along with photographic evidence requesting the waste to be removed. Evidence was found at 1 site and is currently being investigated which will could lead to a fine or prosecution.

7 referrals made (attaching photographs) to Neighbourhood Services.



The Horse and Groom Pub

The Horse and Groom Pub next to the library in Goldthorpe had become a 'dumping ground' for fly tipping from local businesses and residents and was constantly being broken in to. After working with the Landlord the officer ensured that the grounds around the pub were sufficiently cleared and that the pub was effectively secured against unauthorised entry and reduced danger to public health. The officer has also maintain contact with the landlord to ensure the pub and surrounding areas are kept up to standard.



Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.01	Children in low income families
1.15	Statutory homelessness
1.17	Fuel poverty
Health improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.08	Emotional wellbeing of looked after children

(3) TWIGGS

Twiggs environmental, education and volunteer service Quarter 2 report submitted on the 9th April 2018		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting	Green
Skills and learning for work		
	Targets achieved	Yellow
Environment	Outcome indicator targets met	Green
	Social value targets met	Green
Improving Health	Satisfactory spend and financial information	Green
	Overall satisfaction with delivery against contract	Green
Young People		Green

Some of the targets had not been achieved during this quarter. Business supported and restorative justice sessions. This was for a number of reasons for this, the service had a change of staffing that had focussed on the other targets as these were already in the calendar and the service have not been able to make contact with the restorative team. Both of these targets will be picked up during Quarter 3.

Environment, education and volunteering - Twiggs

Performance Indicator	Yr Target	Q2	Cumulative
Twiggs social action events	90	30	50
Community groups supported	88	18	30
Areas adopted by residents	8	4	9
Volunteers recruited to Twiggs events	180	175	362
Local business engagement	25	3	15
Restorative justice sessions	4	0	3
Impact sessions delivered to groups and schools	16	1	7
Local spend	90%	95%	95%

***TWIGGS contribution to Public Health Outcomes**

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.04	First time entrants to the youth justice system
1.16	Utilising outdoor space for exercise and health reasons
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13	Proportion of physically active and inactive adults
2.23	Self-reported well being

The team have worked with 18 established groups this quarter and supported 3 local businesses. They have had a total of 30 social action events and recruited 175 volunteers, of which 84 were new volunteers. The volunteers worked a total of 377.50 hours on Twiggs social action events collecting 499 sacks of rubbish.

Some of the activities include:

Railway View Goldthorpe – the team worked with two local residents who worked a total of 6 hours and removed 17 large sacks of rubbish.



Bolton Brick Ponds- the team worked with two local residents for a total of 4 hours and removed 15 large sacks of rubbish.



Thurnscoe Reservoir- the team worked with 15 volunteers for a total of 30 hours and collected 20 large sacks of rubbish.



Positive Feedback



Lisa Creed Thank you so much as always to your team for supporting our volunteers in Thurnscoe! It really makes an amazing difference having your expert support x

Like · Reply · Message · 3w



Dearne Area Team

September 14 at 1:08 PM · 🌐

Well thats decades of rubbish shifted again, the good thing is though none of it is new so hopefully people are getting the message, this place is amazing and once cleaned out and planted a place for all of the community to relax and unwind. Big up the embankment group (including Joanne H) Big up Twiggs Dearne Area Clean and Tidy Team Dearne Valley Landscape Partnership @NPSBarnsley and all the other volunteers that came along today.

We have frogs, robins and a natural stream running down now- gorgeous place, if you want a visit give me a shout

Claire [01226 775106](tel:01226775106)

Social isolation –B-Friend

(4) B-friend

B-friend social isolation project		
Dearne Area Council Priority		RAG rating
Improving Health	Satisfactory quarterly monitoring report and contract management meeting	
	Targets achieved	
	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Performance Indicator	Yr Target	Q2	Cumulative
Number of request for service	80		
Number of pairings	30		
Number of hours supporting individuals	483		
Number of volunteers	30		
Number of external service input	TBC		
Number of groups delivered	40		
Number of volunteers 50+	10		

The Area Manager is currently working with the service and Nesta on setting the targets for the year. The staff member delivering this contract only started on the 1st of October 2018. The team have received a great response on social media and have held a recruitment day on the 5th of October 2018 at Goldthorpe Library.

Improving the wider determinants of health	
Objective 1: improvements against wider factors which affect health and wellbeing and health inequalities.	
1.18a	Adults who have as much social contact as they would like
1.18b	Adult carers who have as much social contact as they would like
Health Improvement	
Objective 2: people are helped to live healthy lifestyles, make healthy choices and reduce health inequalities	
2.13a	Physically active adults
2.23	Self reported well-being

PART C- Dearne Development Fund

Dearne Development Fund

Projects approved on the 4th of September 2017 and 21st of March 2018. The starting balance for these projects was £81,827. The panel have approved twelve applications and overspent by £3,405.90 which will come out of the 2018/19 approved allocation. Therefore after approving DECV, CAB and Dial continued finances the allocation remaining in the 2018/19 financial year is £32,425.10

*The table below shows projects paid for out of 2017/18 and 2018/19 financial years

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	Reports
CAB	Improving Health	Dearne area financial inclusion outreach project	£8,069	Oct 2018	Sept 2019	Report included from April-Sept
Dial Drop in	Improving Health improving the economy	Dearne drop in advice	£6,300	Jan 2018	Dec 2019	Report included for last grant
Goldthorpe Development Group	Improving health	In your prime get together	£4,000	Dec 2017	Dec 2018	Report included
Fused imagination	Young people	Goldthorpe centre for learning and	£14,586	Oct 2017	August 2018	Report included

		creating arts				
Reds in the community	Young people	Premier league Kicks programme	£7,672	November 2017	June 2018	Report Included
Dearne Electronic community village	Skills and learning for work	Employability project	£14,800	August 2018	March 2019	Report included
TADS	Health and Young people	Young people's well-being project	£7,548.82	April 2018	March 2019	Not included
Bolton on Dearne Ex service men's club	Health	defibrillator	£1,301.70	April 2018	April 2018	Update included

Citizens Advice

Since the beginning of October 2017 when this funding period began, the project has seen a total of 218 client contacts. During this quarter (July – September 2018) we have delivered 23 advice sessions across 13 x 3.5 hour outreaches and made a total of 52 client contacts. (38 for the generalist and 14 for the debt adviser)

This quarter the generalist adviser has assisted clients to claim £71,240 of additional benefits - these benefit gains were distributed amongst 11 different clients with an average gain of £6,476 per client. The YTD total now stands at £175,619.

This quarter the debt specialist has negotiated three financial settlements on behalf of the clients she has worked with. The YTD total amount of problem debt that the project has managed has now reached £278,346

Case Study 1

Client is 63 and married and lives in their own property which is owned out-right. Client lives with their spouse. Client and spouse are unemployed. Client's income consists of Industrial Injuries Benefit at £62.92 per week and an Occupational Pensions at £300 per month. Client's spouse receives no benefits but does have over £16,000 in savings.

Client stated that they were working on the basis of a 6-month contract for a local company. After the 6-month contract was up, they made the decision to stop work altogether due to ill health.

Client wanted to know what benefits they could claim. CAB completed a benefit check for the client. Due to the high amount of savings the spouse has, client is not

eligible for Universal Credit, however there are other disability benefit options available.

Looked at the possibility of Personal Independence Payment (PIP) a benefit that does not take into consideration National Insurance, other income or savings. Client may be eligible for this. Client explained that they suffer with bad knees which make it difficult to walk. Due to this client needs help from the spouse to do certain things. When calculating PIP, client may be eligible for the Standard Rate Daily Living - £57.30 per week and possibly Standard Rate Mobility at £22.65 per week.

Total Benefit Gain: £79.95 per week - £319.80 per month - £4157.40 per year

CAB looked at the possibility of New Style Employment And Support Allowance (ESA). This benefit is paid to client due to ill health. It takes into consideration client's National Insurance Contributions and any pensions that they have, but it does not take into consideration any savings. This benefit is paid to client fortnightly. Client will need a fit note from their doctor. Before being assessed at a medical assessment client could potentially receive £73.10 per week.

Benefit Gain – After being assessed at a medical: £110.75 per week - £221.50 fortnight - £5759 per year.

Total Benefit Gain for PIP and ESA: £190.70 per week - £762.80 per month - £9916.99 per year.

Client also mentioned that their spouse suffers with ill health as well and had tried to claim Contribution-Based ESA, where it was discovered that the small family business the spouse had been working for had not been paying National Insurance and therefore they were not entitled to any Contribution-Based Benefits. Client wanted to know if their spouse could claim PIP instead. Client stated that their spouse has some care needs and mobility issues which could make them eligible for Standard Rate Daily Living - £57.30 per week and possibly Standard Rate Mobility at £22.65 per week.

Overall benefit gain for the spouse : £79.95 per week - £319.80 per month - £4157.40 per year

Dial

During the second quarter the project delivered **12** sessions at Goldthorpe Library to **51** residents. **Actual** Benefit gain to date: **£144,912**

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Mandatory Reconsideration PIP	3
	Mandatory Reconsideration DLA	1
	Mandatory Reconsideration ESA	2
	Appeal Preparation DLA	1
	Appeal Preparation ESA	1
	Appeal Preparation PIP	1
	SSCS1 ESA	1
	SSCS1 PIP	6
	Benefits	Attendance Allowance
Benefit Check		5
Disability Living Allowance		1
Disability Living Allowance - Child		2
Employment and Support Allowance		15
Pension Credit		1
Personal Independence Payment		14
Disability Information	Blue Badge	1
Housing	Housing Application	3
Total		61

Case Study

Before DIAL

Mrs H attended outreach as her Contribution Based Employment & Support was due to end after 365 days of being in the Work Related Activity Group.

Advice provided by DIAL

When a client applies for Employment & Support Allowance they are placed into one of two groups following the assessment phase after a face to face assessment. Contributory Based Employment & Support Allowance for a client in the Work Related Activity Group ends after 365 days and a client is transferred to Income Based Employment & Support Allowance. Mrs H has a partner who works and his income is taken into account when assessing Income Based Employment & Support Allowance which would result in her not qualifying for a payment. We wrote to the Employment & Support Allowance department for her to be reassessed and placed into the Support Group. The client received a ESA50 Capability for Work Questionnaire to assess if she qualifies for the Support Group and returned to outreach where we completed it on her behalf.

After DIAL

Mrs H's was reassessed and placed into the Support Group and her payment continued.

Mrs H said

“I can only say thank you I don't know what people do without you. I am so grateful”.

Acknowledged Outcome

- More money to live on
- More confidence
- Improved Health and Well Being

Goldthorpe Development Group

Six of the ladies were asked about their experience of coming to the events. They said that they attended nearly every event that the group had put on over the past three years and that it was the highlight of their month. They really enjoy being able to meet up as friends in such a relaxed and happy environment. They were especially pleased that they themselves could contribute to it, albeit in a small way, by baking. Grace, in particular has been praised for her wonderful 'Mince Pies' over the Christmas period.

All six of them attend under their own steam, five walk and Pat drives in herself. They noted in particular how good the food was, with special praise for the variety and quantity that is on offer. The entertainment was also praised especially the different types of acts that our group were able to book.

There was a unanimous 'Marvellous Job' from all six of them.

Goldthorpe Development Group

	January	Feb	March	April	May	June	July	August	Sept
People attending event	71	75	76	77	79	79	82	70	85
Providers attending events	1	2	0	0	0	1	0	0	0
Volunteers	9	11	8	12	11	11	12	14	12
New volunteers	0	0	0	1	1	0	0	0	0

Fused Imagination

This project is aimed at young people, families and communities giving them the skills and experience they need to succeed. The project requires regular activities that will help raise their confidence and aspirations. The project took place between April and October 2018 and provided 25 sessions to Dearne children. Thirty young people participated in the activities and twenty six sessions were delivered over a six month period.



Reds in the community

The Premier League Kicks sessions at Dearne ALC finished in the summer. However the team have been using left over money from the Premier League Core funding to continue them. This money will be used up by Christmas 2018 / January 2019.

From the Dearne area funding awarded in August 2017 and the Premier League Kicks sessions, they have engaged with 175 participants. This breaks down to 144 participants at Dearne ALC and 31 participants during the 4-week delivery at Houghton Road Playing Fields. In total they have now engaged with 271 participants since they first started delivery in March 2017. Throughout the programme they have engaged with 6 volunteers. The participants have also benefitted from playing in a Premier League Kicks competition against clubs such as Newcastle United, Middlesbrough and more.

Dearne Electronic Community Village

This new project started on the 20th of August 2018, since August Rory has recruited 8 new learners and is still working with 15 learnings requiring job search support. All learners attended a minimum of 3 hours per week. A further 2 people have also gained employment since August. From this year alone the Rory has helped 19 people gain employment through is one to one approach.

The partnership with the jobcentre is still working very well for referrals (Over 80% of referrals are from the job centre in Mexborough or Emma Jones, the outreach DWP worker at Thurnscoe Library),Rory is hoping this will continue despite various other agencies offering similar provision setting up in the area. Rory has been in touch with the DWP who assure me I am the preferred choice for referrals

Case study

“D enrolled with me in May, 2018. He was referred by the local jobcentre. I realised with D pretty quickly that he was in a muddle with pretty much everything. He couldn’t understand why he hadn’t received a UC payment, despite signing and filling in the forms. The first thing I did was sort this out. The DWP had made a mistake but also D hadn’t understood the need to log in to his online account. Luckily this was rectified but D was in quite a bit of debt with the DWP. D did have some computer skills so we decided to make the primary focus of sessions job search, applications and interview prep. He was already applying for jobs but not filling in the journals on UC. At this point he wasn’t even logging into his UC account, which had a lot to do with his lack of payments. Although he didn’t show it, I could tell D was beginning to show signs of serious stress.

As D had experience in Warehouses, we decided to apply for as many as possible. In the meantime we sorted out D CSCS card, which would widen the scope of the search. We applied for over 100 positions in Barnsley, Rotherham, Doncaster.

D passed his Computer course easily and did most of the Learn my Way course. Finally a phonecall came through in September 2018. He has just started a trial at A&S packing. He is now working fulltime, has a new house and can actually (he tells me) afford to decorate. D is staying in touch and will let me know the outcome of his trial.”

TADS

TADS worked with 4 young people from the ALC and 8 from the local primary schools. The ALC figures are lower this quarter due to the young people needing more intensive support. The staff provided complimentary therapies such as Indian head massage, hand massages and reflexology. The young people were shown how to do basic self-help techniques such as breathing exercises and shown the reflex points in their hands.

Bolton on Dearne Ex-service men’s Club

The Club has had a change on committee but they now have three quotes, they are in the process of finalising which one to purchase and are currently looking for training for the defibrillator.