

DEARNE AREA COUNCIL Performance Report

Q3 Oct 2018- Dec 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	12
No. of people into jobs through DECV	10	5	7
No. of work experience placements	6	1	4
No. of apprentice through area council commissions	1	0	1
No. of group/service match funded	7	7	7
Local spend (average across all contracts)	90%	90%	90%

Stronger resilient communities

Outcome Indicators	Yr Target	Quarter	Cumulative
No. of people engaged in volunteering	750	96	642
No. of new volunteers	125	37	279
No of community groups supported (Twiggs)	88	5	35
No. of volunteer opportunities through commissions	280	25	156
No. of local business involvement	25	5	20

Citizens achieving their potential

Outcome Indicators	Yr Target	Quarter	Cumulative
No. residents achieving qualification	40	27	27
No. education in schools	4	1	8
No. of residents receiving benefit/debt advice services	400	68	504

* 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, three contracts and one Service Level Agreement (SLA) with BMBC have formally completed their contract monitoring reporting.

(1)KINGDOM

Kingdom environmental enforcement service Quarter 2 report submitted on 1 st January 2019		
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	Q3	Cumulative
Patrol Hours completed	1580	512	1442
No of litter and dog fouling operations	16	4	12
No of litter and dog fouling FPNs issued	-	69	266
No of parking PCNs issued	-	6	27
No. of young people attending restorative justice	-	5	15

Income this quarter		£2,000	£10,818
Local spend	85%	100%	90%

The Dearne Area is contracted to 1 x officer, this equates to 512 hours over these three months of the Contract, and achieved is 512 Patrol hours which is 100% Contracted hours.

To date 69 FPN's and 6 PCN's for parking have been issued in the area. Of these, 62 have been for littering offences, and 7 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, and 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. However we are unable to pursue all offenders whom fail to pay due to court space allocated to Barnsley offenders. This is a growing concern.

The Revenue Raised thus far from FPN's (Fouling and Littering) for this quarter is £2000.00p.

As of the 1st April FPNs for littering have been increased to £100.00

	Littering	Dog Fouling	Parking	Total
Quarter 1	79	3	4	86
Quarter 2	104	11	17	132
Quarter 3	62	7	6	75
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.

Littering Operations have been continued in the Thurnscoe and Goldthorpe areas still concentrating on Lockwood Road and Lidget Lane. Members of the public using this area have approached the patrolling officers and although there has been no specific intelligence the feedback remains good.

(2)Housing and migration

Housing and migration Quarter 3 report submitted on the 4 th of January 2019		
Dearne Area Council Priority		RAG rating
Improving the economy	Satisfactory quarterly monitoring report and contract management meeting.	
	Targets achieved	
Environment	Outcome indicator targets met	
	Social value targets met	
Improving Health	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

Environment: Housing and migration-BMBC

Performance Indicator	Yr Target	Q3	Cumulative
Initial contacts	600	153	483
Vulnerable households identified	40	32	68
Property inspections	48	10	35
People sign posted to other services	32	52	108
Community clean ups	4	1	3
Campaigns	4	5	9
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 October to December 2018 **153** complaints, queries, requests for service, advice and referrals were received. These include advice etc. given to other agencies including South Yorkshire Police. 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 3 are recorded as having a successful outcome.

Housing Disrepair.

I dealt with **12** housing disrepair issues within Quarter 3, 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.

Waste on Premises.

I received and dealt with **26** Waste on Premises within Quarter 3. 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.



42 contaminated bins were found during routine proactive visits within Quarter 3. Where large concentrations of contaminated bins were found within a small area I lettered 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 my contact

information. Where possible I spoke face to face with tenants to discuss any issues with bins and recycling.

Some of these referrals were repeated from previous quarters as the bins had remained in place and had not been emptied. This was causing other waste to be fly tipped in the area where there was a high accumulation of contaminated bins

Out of the 42 contaminated bins that were reported in this quarter approximately half were emptied.



Fly tipping.

In total **18** fly tipping cases were found during routine proactive visits within Quarter 3. Where items of waste have been fly tipped and no evidence has been found, the site was reported on the new app/map locator which can be found on the Barnsley Council Website, where possible this was reported with photographic evidence requesting that the waste be removed.

18 referrals made (attaching photographs) to Neighbourhood Services.





Case Study

“As a result of an inspection of the whole street this property was identified as an issue due to the overflowing bins there were 12 black backs filled with household waste, in addition to this there was also other household detritus stacked around the bins.

When I spoke to the tenant she said that the build-up of waste was due to the bins not being emptied and that she has two special needs children that are autistic for which she is the full time sole carer. I contacted Waste management who said that no reports had been made with regards to a missed bin. I made enquires to see if the tenant would be able to have another bin to help alleviate any further issues that may occur in the future – unfortunately she wasn't eligible. I regularly kept in contact with the tenant and explained what I had done with regards to her case to keep her updated.

When I next visited the property I gave her information on: how to correctly report any issues with bins in the future (to help prevent the same issue occurring again), how to correctly dispose of general waste, the bulky items service. I offered her I bulky items leaflet to help her dispose of some items for free as part of the service that the Dearne area team provides to residents.

I asked if she would like a referral made to the local family centre she declined saying that she does attend when she needs to. I gave her my contact details and encouraged her to contact me if she needed any support or advice in the future.

I did regular visits to ensure that all of the waste was removed in a timely manner and didn't cause any unnecessary additional stress to the tenant. Once all of the rubbish was removed the tenant approached me to say was very grateful for the advice and support that I offered to her as before she was in contact with me she unsure who to ask or where to turn to dispose of all of the accumulated waste in the correct way was getting very worried/ anxious that the collection of waste would attract rats and they would get into her home and become a danger to her children".

Letters delivered regarding fly tipping/littering.

Due to high levels of fly tipping in the Dearne area, the officer has lead a number of targeted campaigns, this involves delivering letters to all of the houses in specific area/street with the aim of reducing fly tipping.

She hand delivered letters to all of the properties and business in the targeted area. The letters include information on fly tipping (and the consequences) , how to get rid of waste correctly and responsibly, when and how to place wheelie bins curb side for collection as well as some other useful general information to improve gardens, private and public land within the community.

Contact details were included on the letter this facilitated a number of residents / business owners from the targeted areas contacting the officer to voice their appreciation of 'something being done' in the area or to ask for advice and or support on another issues that they have been unable/unsure on how to tackle by themselves.

Letters were delivered to properties (and any business) on:

Highgate lane

Broadwater

West Street

Streets surrounding Goldthorpe Primary school

Dearne Road

Sign Posting

When working within the community i.e. the drop in at the Salvation Army or any home visits, the officer tries to take the approach to tackle as many issues for the client as possible. This will hopefully have a bigger impact and reduce the need for

further or return visits in the future. As part of this approach she often sign post clients to other services. The most reoccurring sign posted services in this quarter were as follows:

Community Bank

Offers a number of services to both families and single people to help budget and manage their money to help prevent them from getting in to debt or rent arrears.

Housing options team

Offers a full and detailed service presenting the client with all aspects of their housing options. The officer refers to the team when the client has a specific or individual housing need.

Family centres

The officer often refers in the local family centres if a client has children. Clients are often unaware of the support that can be offered and that the age of that child that the centres can support has been increased.

Street Survey

As a result of previous meetings, discussions and walk-a-bouts in the Beaver Street area throughout 2018 the officer was asked to do a Street Survey of the surrounding streets.

She undertook an external inspection (front and rear) for every property on Beaver Street, Claycliffe Terrace, Co-operative Street, Victoria Street and Cross Street this **totalled 162 Properties**. As part of the inspection the officer looked at the following things:

Broken/boarded windows	condition of the roof
Broken pipe work	overgrown gardens
Open electrical boxes	gardens filled with waste/household rubbish
Broken fences	

All of this information was then recorded on a spreadsheet. The information that the officer gathered will be correlated with information gathered from other services, this will be reviewed at an upcoming meeting.

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 3 report submitted on the 9th of January 2019		
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	Yellow
Improving Health	Satisfactory spend and financial information	Green
	Overall satisfaction with delivery against contract	Green
Young People		Green

Environment, education and volunteering - Twiggs

Performance Indicator	Yr Target	Q3	Cumulative
Twiggs social action events	90	24	74
Community groups supported	88	5	35
Areas adopted by residents	8	2	11
Volunteers recruited to Twiggs events	180	46	408
Local business engagement	25	5	20
Restorative justice sessions	4	1	4
Impact sessions delivered to groups and schools	16	3	10
Local spend	90%	90%	90%

***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

Details of Work Experience Placements:

Candidate One (sourced from the Job Centre) – One week work experience placement in November 2018. The candidate secured employment after a successful application and interview.

Local Businesses Worked With this Quarter

1. Terrys DIY
2. Vape illusions
3. Staniforths Goldthorpe
4. Coop – St Andrews Square
5. Bite Me – St Andrews Square

The team discussed volunteer opportunities and how they can be involved. The shops are happy to provide refreshments for any volunteers working in that area, although do struggle to volunteer staff during opening hours. The team will look to work with the businesses more flexibly to support them moving forward into the lighter months.

Social action projects

The team have worked on 24 social action projects throughout this quarter. These include, Hanover Street, Kingsmark way, St Andrews Square, Lockwood Road, Tudor Street, Angel Street, West Avenue and Bolton Brick Ponds.

Litter Picks in the Dearne

The team have completed 38 litter picks across the Dearne Area this quarter. They include : The High Street, Lidgett Lane, ASDA, Prospect and Dearne Road, West Avenue and St Andrews Square.

Working with established groups

The team have worked with the volunteers of Hanover Street, Embankment group, Thurnscoe Park and Big Local Thurnscoe.

Targeted work by the team

The team have done a variety of activities across the Dearne area this quarter. These included litter picking and leaf removal from Highgate Lane. Hedge cutting around Goldthorpe Library, litter picking and moss scraping around Thurnscoe resoviouir.



Social isolation –B-Friend

(4) B-friend

B-friend social isolation project Quarter 3 report submitted on the 3 rd of January 2019		
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	Q3	Cumulative
Number of request for service	80	TBC	
Number of pairings	30	3	3
Number of volunteer hours supporting the project	483	84	84
Number of volunteers	30	7	7
Number of external service input	TBC	15	15
Number of groups delivered	40	24	24
Number of volunteers 50+	10	TBC	

The service has only been up and running since October 2018. The team have been out and about linking in with potential referrers to the service. Although a slow start in terms of pairings the groups sessions are going really well. The team do a few different surveys with all beneficiaries, the Warwick Edinburgh Wellbeing Scale, the UCLA Loneliness scale (3 questions), anecdotal interviews and a bespoke one that focuses on visits to GP, fire checks, etc. These surveys assist in measuring the effectiveness the service has on the individual's life.

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 were approved on the 4th of September 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, Goldthorpe Development Group, CAB Fit Reds, Dearne and District and Dial the allocation remaining in the 2018/19 financial year is £9,572.10

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

SERVICE	PRIORITY	PROJECT TITLE	COST	START	END	Reports
CAB	Improving Health	Dearne area financial inclusion outreach project	£8,069	Oct 2018	Sept 2019	Not included this quarter
Dial Drop in	Improving Health improving the economy	Dearne drop in advice	£9,395	Jan 2018	Dec 2019	Update included
Goldthorpe Development Group	Improving health	In your prime get together	£5,000	Jan 2018	Dec 2019	Update included
Reds in the community	Young people	Premier league Kicks programme	£7,750	January 2018	July 2019	Project not started
Dearne Electronic	Skills and learning	Employability project	£14,800	August 2018	March 2019	Update included

community village	for work					
TADS	Health and Young people	Young people's well-being project	£7,548.82	April 2018	March 2019	Not included this quarter
Bolton on Dearne Ex service men's club	Health	defibrillator	£1,301.70	April 2018	April 2018	Update included

Dial

During the third quarter the project delivered **11** sessions at Goldthorpe Library to **68** residents.

Issue	Specific Issue	No of Enquiries
Benefit Appeals	Appeal Prep DLA	1
	Appeal Prep PIP	3
	Judicial Review	1
	Mandatory Reconsideration AA	1
	Mandatory Reconsideration PIP	2
	SSCS1 ESA	3
	SSCS1 PIP	2
Total		13

Issue	Specific Issue	No of Enquiries
Benefits	Attendance Allowance	3
	Benefit Check	4
	Disability Living Allowance - Child	4
	Employment and Support Allowance	23
	Industrial Injuries Disablement Benefit	1
	Pension Credit	1
	Personal Independence Payment	17
	Universal Credit	1
Total		54

Issue	Specific Issue	No of Enquiries
Disability Information	Residential Care Homes	1
Total		1

Case Study

Before DIAL

Mrs K attended outreach for help for support to complete a Personal Independence Payment form.

Advice provided by DIAL

DIAL supported her to complete her Personal Independence Payment. We also undertook a comprehensive benefit check for her and her Husband. Mrs K failed a medical assessment for Employment and Support Allowance and DIAL requested a late Mandatory Reconsideration to start the process of appealing the Employment and Support Allowance decision. Following the Mandatory Reconsideration DIAL supported Mrs K to appeal against the decision

After DIAL

The appeal was successful placing Mrs K into the Support Group of Employment and Support Allowance and her benefit was reinstated and backdated (she received Employment and Support Allowance Support Group £110.75 and £145.35 Personal Independence Payment a week, enhanced mobility component and enhanced care component.)

Goldthorpe Development Group

The group really pulled out all the stops for our guests; starting early they decorated the hall and tables in a festive fashion. Guests were welcomed with a glass of sherry or port followed by a truly delicious buffet. Home-made trifle followed by home baking concluded a truly sumptuous feast.

The treasurer welcomed the guests to the Christmas Event hoping that they would enjoy themselves. He mentioned that we had received funding from the Area Council for the forthcoming year so we would definitely be putting on another twelve events. This news was received with applause from everybody in the room.

The entertainment was extra special with the Beal Street Boys entertaining right from the very start, even while they were warming up. The music was first class with people getting up to dance on the very first song right through to the very last one. They truly commanded the whole room with their energy and style.

This month the group spoke to two male pensioners, Mark and Stephen from Thurnscoe. They both live in sheltered accommodation and have been going to events from the very beginning. They noted that at the very beginning not many people attended but they were amazed at how many now attend on a regular basis. They mentioned that this event was a highlight of the month as it allowed them to come over and meet people for the first time as well as established friends.

Goldthorpe Development Group												
	January	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
People attending event	71	75	76	77	79	79	82	70	85	91	93	91
Providers attending events	1	2	0	0	0	1	0	0	0	0	1	0
Volunteers	9	11	8	12	11	11	12	14	12	11	8	12
New volunteers	0	0	0	1	1	0	0	0	0	0	0	0
Case studies	0	0	0	0	0	0	0	0	1	1	2	1

Dearne Electronic Community Village

Employability / ICT Project

This cohort started on the **20th August 2018**. Rory is currently working with **27 individuals** on the ICT and Employability Support sessions, 2.5 days per week. All learners are attending a minimum of 3 hours per week for 25+ weeks. All learners are enrolled onto the **OCR ICT (Entry 3) Award qualification** and also the **Learn My Way online course (UK Online/Tinder Foundation) and the Life & Living Skills Qualification**, again, accredited by OCR. Rory is currently preparing another cohort of **25 learner portfolios** to be sent to OCR for accreditation.

All learners are on course to complete and achieve the OCR qualification (I expect around 60+ enrolments by project end for this project – around May 2019).

The five people have gained employment on this project so far: As a Warehouse Operative – A&S Packing, HGV Driver, quality checker and administrator. Rory still dedicates over half his time with learners in small groups for CV / Jobsearch / Universal Jobmatch / Online Application activities, on top of the ICT qualification. DECV is still seeing a surge in people needing help with housing (Berneslai Homes) and paying Council Tax Online (BMBC). Although these subjects are covered in the course he helps individuals as and when needed with this.

All learners are unemployed (Universal Credit, some still on JSA) and Rory is helping transfer many from Jobseekers Allowance to Universal Credit. Most learners are now on Universal Credit. The rise in the number of learners attending with learning difficulties and many who have failed recent health assessments and are now job seeking (many 35 hours per week) has risen. Many of these learners (in my opinion) are not fit, either physically or mentally, for employment. Rory is also working with 2 learners with Asperger's, generally 1 to 1.

The DWP also refer many learners who are on what is called 'work prep'. This means they need to do some form of training towards employment (such as DECV ICT course), but don't need to do any form of job search or applications.

Other referrals are from Louise at Coalfields Regeneration Trust, the Salvation Army and Thurnscoe Library. I've set up links with Richard Jones replacement from CRT (Louise Jackson) and we have started working together with clients, mainly sorting out CSCS or CPC cards. Rory is now working with Lynette Clark from Prospects who will refer to DECV for ICT.

The workshop style sessions (3 days per week for this project) (Monday all day (8hrs) –Thursday (4hrs) and Friday all day 8Hrs) Consists of:

OCR Award in ICT (Entry 3) and Life & Living Skills Qualification

Unit 1 - Word Processing

Unit 2 – Internet Skills

Unit 3 - Email and communication

Unit 4 – Spreadsheets

Job search and Applications

Universal Credit

Find A Job website

Universal Jobmatch basics + Indeed / Reed / CV Library / Monster etc.

Application Forms Online

CV writing and updating

Register with Agencies

Emailing Application forms (Attachments)

Social Media and Jobsearch

Interview Techniques / Job search on Mobile Devices

Volunteer Positions

Learn my Way online course

Computer Basics

Online Banking

Shopping Online

Universal Jobmatch / Universal Credit

Finding a job online

Council Services Online / Benefits / Pip / Housing applications

Email basics

Internet Basics

Rory also covers Social Media / Facebook / Twitter / Skype as well as some sessions being conducted on iPads and Android devices, depending on learner preference, as social media sites are now used to advertise jobs. Many learners don't own a computer, but jobsearch and apply instead on mobile devices (tablets / phones).

Case Study

“Lynn enrolled with me in August 2018 and was newly claiming Universal Credit after being made redundant. Lynn came from a very professional working background, working in management for a building company for many years. Her computer skills were good but she had no idea about Universal Credit, Job search, CV's etc.. The last time she had a CV was in the 1980's. I decided the computer course would be good for Lynn as it would be a refresher and would also give her a look at more up to date programs than she was used to. The bulk of sessions would be focused on online Jobsearch and applications. We decided to split sessions in

two and focus primarily on the jobsearch as Lynn would fly through the coursework for the ICT.

Lynn's CV needed updating and a complete overhaul so we started from scratch and re-designed it, gave it a modern look. We also created 3 cover letters and signed upto around 10 different jobsites.

The applications Lynn worked on were far more involved than general job applications I'm used to helping with as many were management positions. One application could take an entire session and then we would consider re-writes. These applications were huge and demanding to complete for the both of us! Lynn had to attend on a 1 to 1 basis.

Lynne soon completed the Entry 3 ICT course and we progressed to level 1. Lynn really enjoyed the ICT course and happily worked from home to complete the course. By October the interviews began to roll in. After a few knock backs Lynn secured a fulltime position at Assa Abloy as an administrator in November 2018. Although a step down in terms of salary and duties, Lynn believed at her age she was ready to step back a bit and take something less stressful.

Lynn currently attends with me when she can to finish the ICT course and is very happy in her new position."

Bolton on Dearne Ex-service men's Club

The Club has had a change in committee but the new committee have finalised this project and provided all of the evidence needed. Two members have now completed their training with the hope of training other committee members and residents across from the club.

