

Agenda Item: 5

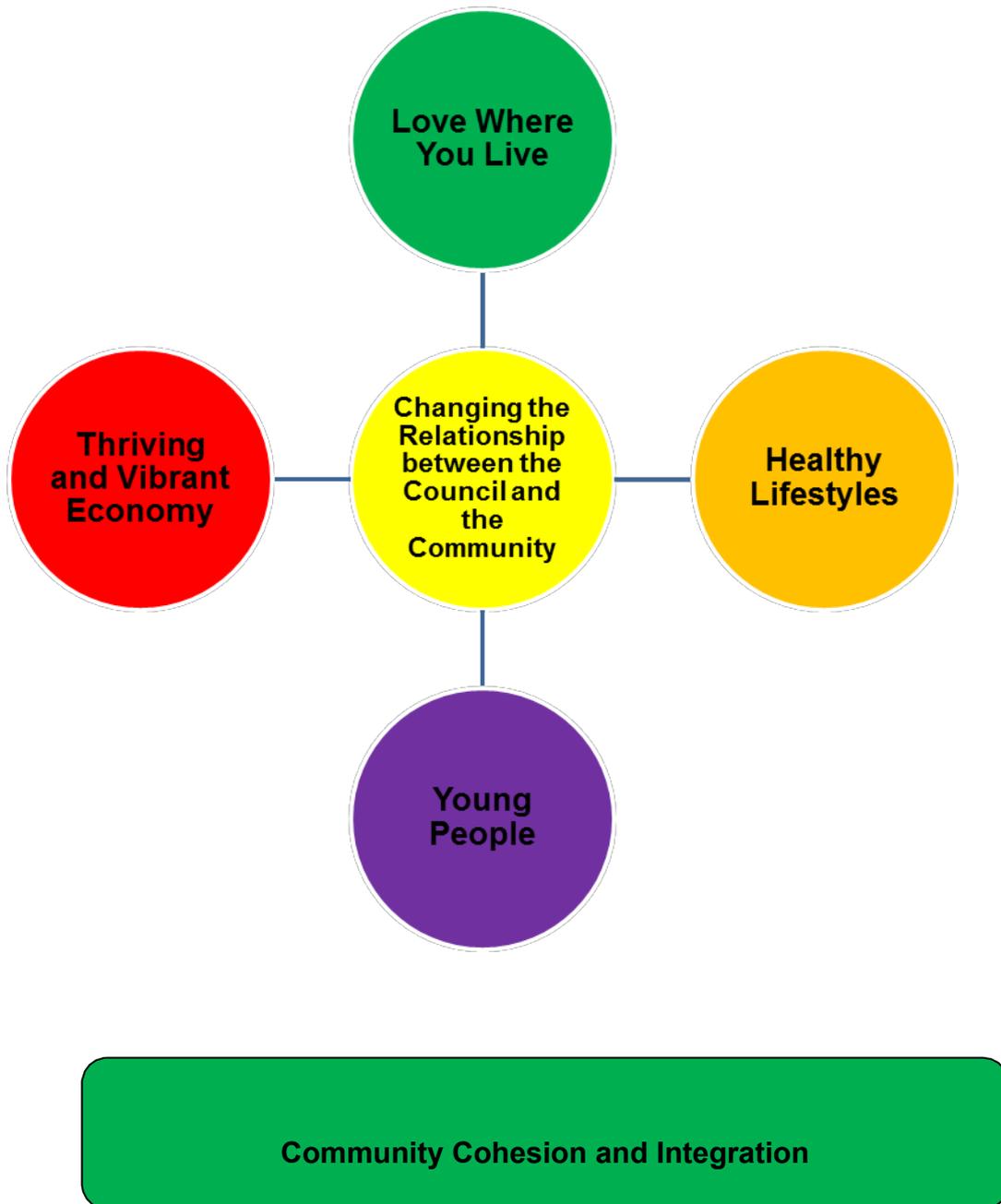
NORTH EAST AREA COUNCIL Project Performance Report



February 2019

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
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 complete
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 complete
Love Where You Live	Environmental Enforcement	Kingdom Security	£91,990 21 months	4 th August 2014 Contract complete
Love Where You Live	Environmental Enforcement	BMBC Enforcement and Community Safety	£18,883 21 months	1 st April 2016 Contract complete
Love Where You Live	Environmental Enforcement	Kingdom Security	£55,796 Per annum (+1 + 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 - Hedgehogs	Various	£2,000	9 th June 2016
Thriving and Vibrant Economy	Rapid Response Team	Barnsley Community Build	£24,000	1 st August 2015 Contract complete

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 Completed
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:

- The Private Sector Housing Management Service Level Agreement Quarter Two
- The Environmental Enforcement Contract Quarter Three
- Case Studies
 - Private Sector Housing Management Officer (x4)
 - Environmental Enforcement commission (x2)
 - Cudworth Christmas Lights
 - Christmas Elves at Milefield Community Farm

Part B Summary performance management report for each service

Private Sector Housing Management Service Level Agreement

Quarter Two October – December 2018

I have had a lot more opportunity this quarter to be proactive and carry out more door knocking in the communities, which has meant I have been able to speak to a lot of people in their homes about various issues.

The number of property inspections carried out has been higher and I am already managing to get more appointments booked in with tenants now that the colder weather is here. Complaints from residents about disrepair are starting to include damp and mould issues as well as excess cold and I have been able to offer a lot of advice to people about how to conserve energy, stay warm and ensure that heat does not escape rooms. I have bled radiators, increased pressure on boilers, altered thermostats and programmed central heating systems and have shown tenants how to do the same so that their problems do not reoccur.

Already this autumn, boilers seem to be starting to fail and in the first two weeks of December I have had several people contact me directly about their landlords apparently refusing to cooperate with them over boiler issues. Without exception, these problems were resolved quickly and without the need for me to take enforcement action.

I have dealt with several instances of waste on premises over this quarter. Again, some have been resolved by informal doorstep chats where the occupants have either moved the offending items there and then or within a few days. Others have progressed to formal written warnings and, or, full Notices. I have also carried out some more letter drops warning of the penalties faced for fly tipping.

Out of the 9 property inspections carried out so far during this quarter, a breakdown of issues is shown below.

- 9 General Disrepair
- 2 Defective Heating and Hot Water
- 2 Defective Electrics
- 8 Damp & Mould
- 2 Entry by intruders
- 2 Excess cold

Of particular concern at this time of year is the number of properties where residents feel they cannot get warm, particularly the ones with young children. I have delivered thermometers to several houses and am keeping in touch with the tenants to ensure they are staying warm.

Two properties were found to have no smoke alarms fitted. Landlords were warned immediately of the penalties faced for this offence and alarm was installed with 24 hours.

I am promoting the idea of voluntary litter picking on a daily basis now and people are slowly coming around to the idea of picking up a little bit of litter here and there while on a trip to the shops, or the letter box, or a friend's house or just while out for a walk. Two minutes is all it takes to make a difference in some streets or woodlands and I am

encouraging people to highlight it on social media and spread the word, with the hope that others will follow. It does work and has worked in my own local community. This is something I will continue to talk about to people who are relatively fit and able to pick up litter, with the view that if everybody did their bit; the effects would be there for all to see.

I feel that this quarter has been very rewarding at times, particularly where I have been able to assist people at the time of my visit with matters sometimes unrelated to my role, whether it's making somebody a cup of tea, sorting out their recycling bins, giving advice on single use plastic alternatives or just being able to listen. It all helps!

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

- **Mental Health Access Team** – 1 person referred
- **Step change** – 2 people referred due to debt
- **Food bank** – 1 household referred
- **Citizens Advice Bureau** – 4 people referred for various issues
- **Homelessness team** – 4 families referred to Barnsley Council's homelessness team following threats of imminent eviction of vulnerable tenants
- **Domestic violence/vulnerabilities** – 2 people referred
- **Better Homes** – 1 household referred regarding central heating/boiler issues
- **Age UK** - 2 people referred
- **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.

Kingdom Security

Environmental Enforcement Contract

Quarter 3, October – December 2018

The North East Area is contracted to 2 officers, this equates to 1024 hours over this quarter, and achieved is 886 hours which is 87% of the contracted hours.

To date 76 Fixed Penalty Notices and 21 PCN's for parking have been issued in the area. 50 of the fixed penalty notices have been for littering offences and 26 for dog fouling offences. Research on CIVICA, shows that eventually 70-75% of the revenue will be raised from the notices in the North East area.

Officers 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 quarter complaints and operations are ongoing and continue to be reported and attended. As we have progressed through this quarter information and reports continue and are of a consistently good quality.

We have been met with an increase in specific witness information re offenders throwing litter from vehicles. It is believed this is born from the recent change in law. On these occasions armed with a witness statement we offer on the first instance a Fixed Penalty Notices to 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 either paid prior to attending court, 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 Fixed Penalty Notices for dog fouling and littering for this quarter is £2980.00p. As from 1st April Fixed Penalty Notices for littering are £100.00

Operations

Littering Operations have been continued in the Royston Area still concentrating on Rabbit Ings and the Midland Road areas, and in Shafton Area still concentrating on Highgate Way, High Street and Plumpton Park. Areas Members of the public using this area have approached the patrolling officers and although there has been no specific intelligence the feedback remains good. 20 Fixed Penalty Notices for littering and 7 Fixed Penalty Notices for dog fouling have been issued in the area up to date.

Parking Operations continue in Cudworth, mainly on Robert Street, Carlton Street and Bank Street. This is continuing to have an effect and although the community continues to park in contravention there seems to be a marked behaviour change. 54 PCN's have been issued in the area up to date and the Wardens continue to monitor this area.

Litter Picking days



A litter pick was completed on 8th of December, on Littleworth Lane, Lundwood, with 30 juveniles invited and 14 attendees, 6 of whom were from the North East Area.

The juveniles will be subjected to this by agreement of their Parent or Guardian. The day was overseen by Kingdom Staff. Juveniles have attended from this area and it has been both beneficial to the Juvenile, Parent and Staff who attend.

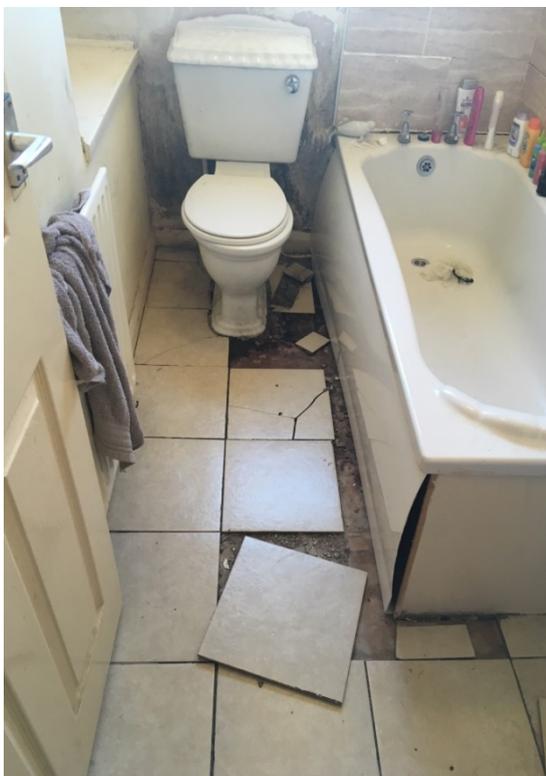
Case Studies

Private Sector Housing Management Officer Case Studies

Case Study 1

I carried out an inspection at a property in Royston and found several disrepair issues. The tenants were too frightened to contact their landlord themselves and had put up with the problems for months. Disrepair in the house included:

- a back door that would not lock
- a hole in the external wall above the same door which was letting in large amounts of water during rainfall subsequently bringing parts of the ceiling down
- a broken thermostat which meant the heating was permanently hot
- a leaking bathplug
- a jammed hot water tap
- damp and mould
- blocked guttering which was causing water to pour down the external wall and enter the property through areas with failed pointing
- broken smoke alarms
- missing internal doors
- dangerous light switches and electricity sockets



I contacted the landlord who alleged that he was unaware of any of these problems and said he would get his contractors to visit and carry out repairs as soon as possible. Since then, the majority of the work has been carried out and all of the worst hazards have now been removed. The contractors have had difficulty accessing the property due to a lack of cooperation from the tenants which is frustrating, but after speaking to them, the tenants have agreed to make it easier for the work to be carried out. This scenario seems to occur regularly and can be incredibly frustrating for myself and property owners. Fortunately in this case, it would seem that the matter will be resolved imminently as an appointment has apparently been made for the last repair to be carried out. I will be attending the house on the same day as the contractors and have made the tenants aware that if they do not engage, they will not be getting the work done.

Case Study 2

A gentleman contacted me in a state of panic after his boiler had been condemned by British Gas due to a leak. He said he had been unable to contact his landlord who was overseas at the time and feared that he would be without heat and hot water until the landlord returned in six weeks' time. He said his landlord "never did anything" and "would not send any anybody reliable out" to his property. I contacted the landlord immediately and within twenty minutes of my call, he called me back to advise that a gas safety engineer would be contacting the tenant the same day to arrange for a visit and replacement boiler. The next day, I received a call from the tenant to say that the work had been carried out, a new boiler was in place and that he was very happy.

Case Study 3

A tenant is in rent arrears with her landlord and letting agency through no fault of her own. She works full time and became ill, resulting in a long period of sick leave. Her sick pay from her employers did not materialise and she fell into rent arrears of over £3000. Problems with benefit payments did not help and allowed for the tenant to fall further behind in arrears. A meeting was set up with the letting agents, a family support worker and the tenant, to discuss the problems she had been having and the agents agreed to withdraw both notices they had served on the tenant to leave the property following intervention. There had been a breakdown in communication between the tenant and the agents resulting in her imminent eviction but bridges were rebuilt between the two and for now at least, both parties are satisfied that with a rent prepayment plan, the arrears will not now increase, and the tenant can continue to live in the house. The tenant has been ignoring letters which has made her situation worse and after a lot of convincing, she is now opening letters and responding to the senders regarding her situation. She is much happier now and I will continue to visit to see how she is doing.

Case Study 4

I received a text from a lady in the North East concerning several issues both within her property and externally. She said her landlord had done nothing to help her, that she is suffering from ill health and that other external factors were making her life not livable. I telephoned her and made an appointment to see the house and to talk over her other problems. I was at the house for an entire afternoon, as she told me about the problems she was having with both sets of neighbours. She felt she was being victimised by other residents due to her sexuality and her disabilities and felt like she was getting no help from anywhere. The state of the property was making things worse she said and her health both physically and mentally was deteriorating. She talked of suicidal thoughts and opened up to me in front of her daughters. I advised the lady to contact 101 if she felt at all threatened by the neighbours and 999 if she felt it was an emergency. She had received damage to her car, her house and her garden and threats had been made to her and her family while they were in the street or walking to the shops.

I subsequently visited neighbours to carry out inspections on their properties and spoke to them about general issues on the street, asking what their own neighbours (i.e. the ones mentioned above) were like. It was obvious that there was a neighbour dispute as similar complaints were heard from them too. The same advice was given with regards to contacting the police. I made BMBC's Victim and Witness Support Officer aware of the situation and she has been working with the family to try and assist them. South Yorkshire Police have also been involved regularly, as have South Yorkshire Fire and Rescue and British Gas, who were involved due to fears over a gas leak.

The family has now been given band 1 priority with Berneslai Homes due to a combination of problems and will hopefully be relocated sooner rather than later. I am still waiting for the landlord to carry out repairs, which fortunately, are not of a major concern.

Enforcement Commission Case Studies

Strawberry Gardens, Royston



Due to the amount of complaints received regarding littering and dog fouling offences at Strawberry Gardens, Royston, Kingdom officers have joined their forces with Berneslai Homes officers and Council Enforcement Officers into a an operation with bit more emphasis during the early part of November.

The feedback has been good and although no Fixed Penalty Notices were issued, our officers will continue their patrols in this area.

Cudworth Park

A combined Littering and Dog Fouling operation was conducted due to complaints from residents and members of the community within Carlton Street and Roberts Street leading to Cudworth Park.

Over a few days Kingdom officers patrolled this area and were quick to identify and issue 5x Fixed Penalty Notices to those allowing their dogs to foul on the park. These dog owners were allowing their dogs off their leads to foul and failing to pick it up. Also another two fixed penalty notices for littering have been issued so far, but our officers will continue their patrols in this area.



Cudworth's Spectacular New Christmas Lights case study Local Businesses become Community Leaders



Corporate Outcomes:

Outcome 3 – Develop a vibrant economy

Outcome 10 – People volunteering and contributing towards stronger communities.

Why were new lights needed?

Last year the Cudworth Christmas lights came to the end of their lifespan. They became very dim and in some cases unusable; so last year it was decided that the lights would go up for the very last time. However; Cudworth Businesses and Community Together agreed with the Cudworth Ward Alliance to raise funds for new ones with the Ward Alliance offering a grant to help install the new lights.

Why didn't the Council pay for new the lights?

Due to austerity the cost to replace them of around £12, 000 was beyond the funding available unless the community could raise the funds needed to buy new ones.

Increasingly Councils can only provide essential services, meaning that communities need to step in to become more self-sufficient, with local businesses at the fore.

The amazing Cudworth Businesses & Community Together Group

Cudworth Businesses and Community Together worked hard over the summer months to raise the money needed. Their ambition and drive have helped them to raise over £17000. This has meant that they have been able to purchase thirty-two new motifs which will be erected in time for the Cudworth Christmas Fayre on Saturday 24 November 2018.

Cudworth Businesses & Community Together was formed to make improvements to the village in a bid to entice more shoppers and visitors onto the village's wonderful high street, to promote local clubs and groups and to most of all raise community spirit.

Chris Fox Chair of the Cudworth Businesses & Community Together group said:
We stood with our collection tubs in the local Co-op, running raffles, had smaller tubs in our high street's independent shops and had stalls at events like the Cudworth Tea in the Park. We even did a charity "pub crawl" dressed up as Santa's and a giant rabbit.

Sponsorship packages were offered to local businesses and families:

Package 1: £100 company logo will appear on the Visit Cudworth website

Package 2: £500 bought one Christmas motif with the sponsors name on a plaque

Package 3: £1000 bought two Christmas motifs with the sponsors name on a plaque

As part of their fundraising campaign, Cudworth Businesses and Community Together also launched a successful Crowdfunder campaign which raised £4500 towards the lights and also included £2000 from the Barnsley Boost, which is supported by Barnsley Council and Berneslai Homes

Local members also encouraged sponsorship from local companies raising a further £3500.

The Role of the North East Area team

The North East Area team played a crucial role in making connections, supporting the Cudworth Businesses and Communities Together, the local Councillors, the community

and public agencies to work together. Getting them to share ideas, issues and solutions but avoiding doing it for them, directing members to relevant support and guidance and spending time and effort to bring them all on board.

The Area Team had the following main areas of focus:

- To act as a point of contact for all aspects of community development
- Brokering and bringing together stakeholders
- Sign posting
- Spotting opportunities to help move the project forward
- Involving and encouraging the Councillors in their roles as Community Champions
- Helping to sort out problems and potential barriers
- Challenge where required
- The Area Teams intervention enables Community Groups to thrive and grow, ultimately becoming self-sustainable.

The challenges

- Sustainability
- Critical and negative views of project-
- Brokering and bringing together stakeholders
- Timescales

Looking at the challenges, we believe that there are a number of key actions that can be taken:

- The Area team's role should be one of community oversight and regular contact with the neighbourhood leaders creating a positive environment. Volunteers should feel free to share ideas and experiences, encouraging them to own the project in future.
- Generating income and achieving financial sustainability is of great concern. Build reserves and don't over stretch the project.
- Accurate time estimation is an essential skill, list of all the tasks that you must achieve to complete the project then you can begin to estimate how long each will take.
- Don't reward negative actions with attention.

Benefits

- Community building, where the process, is as important as the results.
- The project brought different sections of the community together who wouldn't normally work together building healthier communities, and addressing what matters to them.
- During the Christmas period festive lights can make a contribution to the economic wellbeing of the town, it provides a significant feel good factor and is tool in the marketing and promotion to increase visitor numbers, allowing the town to offer that additional attraction and compete more effectively against out of town competitors. This supports many small businesses, providing additional income to sustain them through into the following year.
- The Cudworth Business and Communities Together group were active in a tangible project which will in time encourage the local community to be proud of their local area and achievements and to Love Where They Live.

Employee Supported Volunteering Elf Duties at Grimethorpe Community Farm



Corporate Priorities

1. People Achieving Their Potential
2. Strong & Resilient Communities

Grimethorpe Community Farm hosted a series of events during the festive period. One of the events was breakfast with Santa providing vulnerable children and parents with the opportunity to meet Santa in the run up to Christmas. Santa needed help from his elves to run the sessions.

The projects aim was to provide an opportunity for vulnerable families to visit Santa with their children. Something that can be very expensive for low income families. The project also encouraged community cohesion and engagement with the farm.

The Corporate Outcomes supported include:

Priority One:

- Strengthen our visitor economy

Priority Two:

- Children & adults are safe from harm
- People are happier, healthier, independent & active

Priority Three:

- People volunteering & contributing towards stronger communities

Volunteers that run the farm ensure that local children and people have the opportunity to learn about animals and care for them, protecting this community asset for future generations. The farm provides a safe community space for all, ensuring they are safe from harm. Participating in the activities provided can help local people to be happier, healthier and more active.

Volunteering to keep this facility open for all local people to enjoy building a sense of community. Regular volunteers who help to run and maintain the farm on a daily basis

planned these festive events and advertised for additional help for the role of elves to support Santa in his duties on the day. The role of Santa was also a volunteer.

The event was advertised locally targeting those families most in need. The project provided local families with a fun festive activity in the run up to Christmas, giving participants a sense of community and Christmas spirit. Children were able to see Santa and tell him what they wanted for Christmas and receive a present. With no cost to families who may already be struggling financially at this time of year, and twelve children benefited from the opportunity. All the children and families had a lovely experience seeing Santa at Christmas time.

The North East Area Team used some of their employer supported volunteering hours to support this great community project. The team dressed up as elves and served breakfast to local children and their parents. Part of our Elf duties meant we helped Santa during the session ensuring all children had fun and where able to tell him what they wanted for Christmas. We also supported the ground keepers in taking the children on a tour of the farm and meeting all the animals. This not only was a great opportunity to support a local volunteer project, it allowed the team to engage with the community in Grimethorpe.

It also acted as a great team building exercise for the newly formed team with a new Community Development Officer recently starting in post. It allowed us to work together in a fun and interactive way whilst helping others.

An unintended impact of the activity was the positive impact on the North East Area Team. Our photographs and social media posts were a great platform for raising the area teams profile within the community and wider council. It was an innovative way of promoting local community activities, encouraging participation through festive and seasonal activities to engage people into the farm during quieter off peak times. The North East Area Team received praise via social media and the wider Council on what a great use of our ESV time it was. *“What good sports we were for dressing up and getting stuck in”*.



Volunteers from the local community will continue to develop innovative and exciting events in engage in at the farm all year round.

Caroline Donovan
North East Area Council Manager
February 7th, 2019