

Agenda Item: 4

NORTH EAST AREA COUNCIL Project Performance Report

*Volunteers working hard
to keep the North East Area
Council looking clean and tidy*

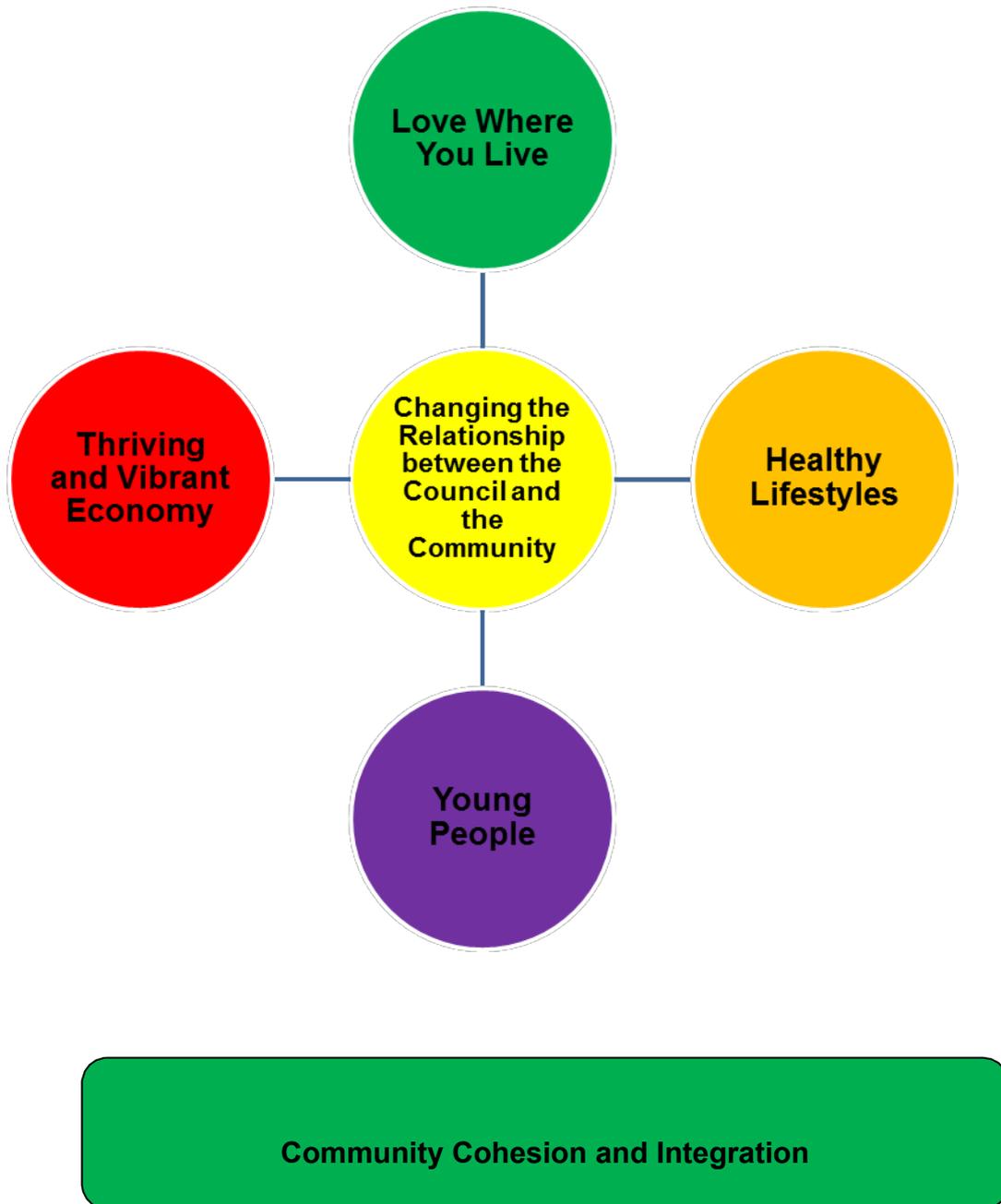


April 2019

Love where you **Live**

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 Environmental Enforcement Contract
Quarter Four
January to March 2019
- A Smoke Free North East Area Council
Quarter Three
October to December 2018
- Case Studies
 - Environmental Enforcement commission - West Green Way, Monk Bretton
 - Environmental Enforcement commission - Norfolk Road, Great Houghton
 - A Smoke Free North East Area Council Royston Group Practice
 - A Smoke Free North East Area Council a Clients Story
 - North East Environmental Team - Apprentice Case Study

Part B Summary performance management report for each service

Kingdom Security

Environmental Enforcement Contract

Quarter 4, January – March 2019

Overview.

The North East Area is contracted to 2 x officers, this equates to 1008 hours over this Quarter, and achieved is 857 hours which is 85% of the contracted hours.

To date 21 FPN's and (20 PCN's for parking) have been issued in the area. 15 of these have been for littering offences and 6 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 reports and complaints 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 an FPN 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 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 £810.00p.

As from 1st April FPNs for littering are £100.00

Operations

Littering Operations have been continued in the Monk Bretton area still concentrating on West Green Way, and the Great Houghton area still concentrating on Norfolk Road. Members of the public using this area have approached the patrolling officers and although there has been no specific intelligence the feedback remains good.

4 FPN'S for Dog Fouling have been issued in the area up to this point.

Parking Operations continue in Cudworth (mainly Robert Street / Carlton Street and Bank St.) now that we have increased the Parking trained staff. The fruits of this labour continue to have an effect, and although the community continue to park in contravention, there seems to be a behaviour change. 13 PCN's have been issued in the area up to this point. We continue to monitor.

Added Value

Litter Picking' days

For those juveniles (6) within the North East Area community, Litter picks have been completed at Lockwood Road, Goldthorpe, Rotherham, on 09th of February, where 26 invited with 8 attendees (2 from North East Area).

A second Litter pick was completed on 9th of March, on Kestrel Way, Birdwell, with 21 invited and 4 attendees (1 from North East Area).

The juvenile will be subjected to this by agreement of the Parent / Guardian. These days will be overseen by Kingdom Staff. Juveniles have attended from this area and have been both beneficial to the Juvenile, Parent and Staff who attend.

**A Smoke Free North East Area Council
Quarter 3 October – December 2018**

Promotional working			
Date	Type of activity and Venue	Response numbers	Outcomes and actions
5/12/2018	Breakfast with Santa at Grimethorpe farm		Photo and article in Chronicle The children had a great time
On Going	Facebook now set up with updates on all my clinics goes out 3 times a week		Help promote the stop smoking clinics in the NEA.
Training & meetings attended - personal/mandatory training, team/planning meetings, other			
Date	Description	Outcomes and Actions	
04/10/2018	NE Project Meeting	Create contact with other service users	
9/10/2018	Matrix Meeting		
18/10/2018	Promotions Planning Meeting	Discuss future promotions	
31/10/2018	NE Area Mapping Meeting	Discuss clinics and figures	
15/11/2018	Team Meeting	Contract extended for another year	
29/11/2018	Meeting Town Hall presentation	Discuss clinics and figures	
9/01/2019	Reviewing my progress	Discuss progress of LCS workers	
23/01/2019	Team Meeting LCS Quarterly meeting		
SCIP & LES visits			
Date	Venue	Outcome and actions to be taken	
13/11/2018	SCIP to Cudworth, Shafton and Grimethorpe.	Needs assessment form left to be completed and collected when ready.	
26/11/2018	Collect needs assessment from AEA		
17 to 23 rd Dec	Take calendars to all of my GPs in the NEA on my list		
	Take calendars to all of my GPs in the NEA on my list		
	SCIP Visit to Cudworth Lift		

North East Area Council – Community Stop Smoking initiative

A Smoke Free North East Area Council

2018/2019 Milestones, Outcomes & Interventions: Performance Targets

Milestones															
2018/2019 Milestones							Targets								
6 month review undertaken							Sep-18								
Case studies and reports submitted							Quarterly								
2018 / 2019															
Activity Intervention Targets															
There are 11,968 smokers across the Electoral Wards of the North East Area Council															
		Q1			Q2			Q3			Q4				
		Target	Core, LCS, Sarah	Monthly Target	Core, LCS, Sarah	Monthly Target	Core, LCS, Sarah	Monthly Target	Core, LCS, Sarah	Monthly Target	Core, LCS, Sarah	2018/19 Target	2018/19 Total		
The service should aim to treat 4% of the smoking population in the North East Ward (Clients may, or may not, have set a quit date).	Number of clients entering the service	Monthly Target	164	120	186	120	172	120	218			360	740		
	Number of clients declining treatment		97		127		110		126						
Seasonal Variations so no targets recorded, but total figures closely monitored															
		Monthly Target	YSF & LCS	Sarah	Monthly Target	YSF & LCS	Sarah	Monthly Target	YSF & LCS	Sarah	Monthly Target	YSF & LCS	Sarah	2018/19 Target	2018/19 Total
The service should aim to get 55% of those in treatment to have quit at 4 weeks	Set Quit		67	14	59	32		62	32		92	64		422	
	Actual 4 week Quit		43	11	33	16		40	13		40	18		214	
	Quit Rate performance	55%	64%	79%	55%	56%	50%	55%	65%	41%	55%	43%	28%	55%	51%
The service should aim to get 50% of those who have quit at 4 weeks to quit at 12 weeks	Actual Quit @ 12 weeks		15	8	17	9		24	12		n/a	n/a		85	
	Quit Rate performance	50%	35%	73%	50%	52%	56%	50%	60%	92%	50%	#VALUE!	#VALUE!	50%	40%
The service will measure the number of service users who are CO Tested against face to face quits	Number of face to face quits		34	11	30	16		33	13		35	18		190	
	Actual CO validated		18	7	21	13		21	10		23	13		126	
	CO Rate performance	70%	53%	64%	70%	70%	81%	70%	64%	77%	70%	64%	80%	70%	
		Q1			Q2			Q3			Q4				
		Monthly Target	YSF	Sarah	Monthly Target	YSF	Sarah	Monthly Target	YSF	Sarah	Monthly Target	YSF	Sarah	2018/19 Target	2018/19 Total
Number of smokers entering the service using an E Cigarette and tobacco	Number counted		2	1	3	0		5	1		9	1		22	
Number using a E Cigarette after 4 weeks quit	Number counted		2	1	1	0		0	0		3	0		7	
Customer feedback	Evaluations completed by clients	3		1	3		3	3		2	3		2	12	8
Promotional activity	Promotional work/events complete	3		3	3		7	3		3	3		3	12	16

Case Studies

Case Study North East 4: Jan-Mar 2019. West Green Way –Monk Bretton



The public footpath connecting Monk Bretton Ward, from Burton Road to West Green Way, was brought to our attention by numerous complaints received through Neighbourhood Services email address, mostly from the residents and 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 4 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.

Our officers placed stickers and signage in the area, the feedback has been good and, our officers will continue their patrols in this area.



Case Study North East 4: Jan-Mar 2019. Norfolk Road – Great Houghton

Although Great Houghton is one of the cleanest area in North East Ward, there were complaints sent through Neighbourhood Services email address, mostly from the residents of this street (Norfolk Road – Great Houghton), regarding dog fouling offences on this street. Over a few days all Kingdom officers patrolled the area, but facilitated an operation with bit more emphasis during the early part of January.

Our officers have engaged with the public and have met with positive response.



Leaflet drops in the first instance highlights the consequences of dog fouling and littering, but also that officers are on patrol in the area.



Some useful information has been supplied by local residents for further investigation and directed patrols which continues.

Our officers placed stickers and signage in the area, the feedback has been good and although no FPN was issued; our officers will continue their patrols in this area



A Smoke Free North East Area Council

Royston Group Practice

Case Study Three

Miss X was a referral from Barnsley Hospital after having surgery. She has COPD and uses an asthma pump anything from 6 to 8 times a day, She was seen by me in her own home due to being house bound and recovering from surgery, for the first few weeks she could not hold her breath for the 15 seconds required to blow into the CO monitor she had to use her inhaler as soon she had blown into the monitor. She can now hold her breath for the required time and does not need to use her inhalator, she has now gone from using this 6 to 8 times a day to just once a day, this has reduced the amount of scripts and GP visits. Miss X would normally have a chest infection in the winter time but so far she has not suffered from one. She feels that by stopping smoking she has really benefitted greatly both health wise and financially.

She said because I contacted her so quickly after she came out of hospital she has stayed focused on not smoking, she was very worried that when she got home and started to feel better she would smoke. But with the support from the stop smoking service in her own home and Sarah being able to support her husband at the same time to stop smoking, she has found it much easier then she has done in the past.

She wishes she had stopped smoking many years ago because she feels so much better in herself and has greatly improved her health and wellbeing. She would highly recommend the stop smoking service to anyone wishing to stop smoking. On average a pack of tobacco would cost £20. She said that her old routine was at the end of every week they would get paid, and then pay their rent, pay their utility bills and food and whatever was left they would spend on smoking and had nothing else left. She said that she could not believe that she spent so much money on smoking. This is about £50 per week on tobacco alone this does not include the cost of the paper or tips. In total it would be about £2000 a year.

Client story – Case Study Four

Miss Y is 28 years old who lives in Royston; she came for support to stop smoking. She wanted to stop because she suffering from acid reflux and lack of appetite. She also said that she could not afford to carry on smoking due to finance; she had tried to stop smoking before but on her own without any support. But she did not manage to stop smoking for long and went back to smoking; she attended 12 weeks of face to face support from the stop smoking advisor Sarah in her GP Practice in Royston.

She felt that with the encouraging support from Sarah helped her to stay positive about staying smoke free. She only used nicotine products for a short while and found that with face to face support on a weekly basis she didn't not want or need them, she said that the first seven days where the hardest for her. She felt better in herself and the acid reflux was much better she was eating more because of this and she could taste her food. She also found that her finances where much better she has more money for Christmas and does not have to worry about buying things she needs for her family and herself due to the money she has saved by stopping smoking.

She had a lot of support from her advisor her family and she played games on her tablet when she had a craving, or thought about smoking. She felt that her stop smoking advisor could not have done more for her, and that she was very supportive, she remains quit after 12 weeks and feels that it is the best thing she has done in a long time. Miss Y did not think that she could do it but she has.

**Barnsley Community Build
North East Environmental Team
Apprentice Case Study**



As on previous case studies, I have expressed that although we are predominantly a male operation we do sometimes get young ladies who would like to become an apprentice with the North East Environment Team. This case study is about a young lady who has shown a great initiative when it comes to being introduced into a male environment.

Having been on the apprenticeship programme, since December, this young lady has had slightly different experiences to some of our apprentices who normally join the programme. Amongst the other apprentices, we find it is normally a bad experience from school that has prevented them learning and moving on, in this case the young person in question enjoyed school, and while no academic genius (her word not mine) she enjoyed school in certain activities and was among the highest achievers, while in other studies she could just not get to grips with it.

She comes from a rural background and talks very little about her day to day life, but when on site show great initiative and needs explaining just the once before she knuckles down and gets on with the task in hand. Attending day release at College for her paperwork, and also day release to bring her functional skills up to par, she is a welcome addition to the Environment Teams.

As a young lady she is not afraid to get her hands dirty and is always one of the first to push forward to get the work started, she is of a caring nature and is only too willing to help the other apprentices while out in the field.

This young lady has great potential to achieve at anything she decides to undertake and the team have enjoyed having her with them. Always willing to help and go the extra mile to help the team get the work completed.



After her rotation ends she will join the team at one of our other sites and I am sure she will also be an asset to them. I feel sure that young lady will achieve whatever goals she sets herself in life.

**Caroline Donovan
North East Area Council Manager
April 4th, 2019**