

SOUTH AREA COUNCIL
Performance Management Report

October 2015

INTRODUCTION

South Area Council Priorities

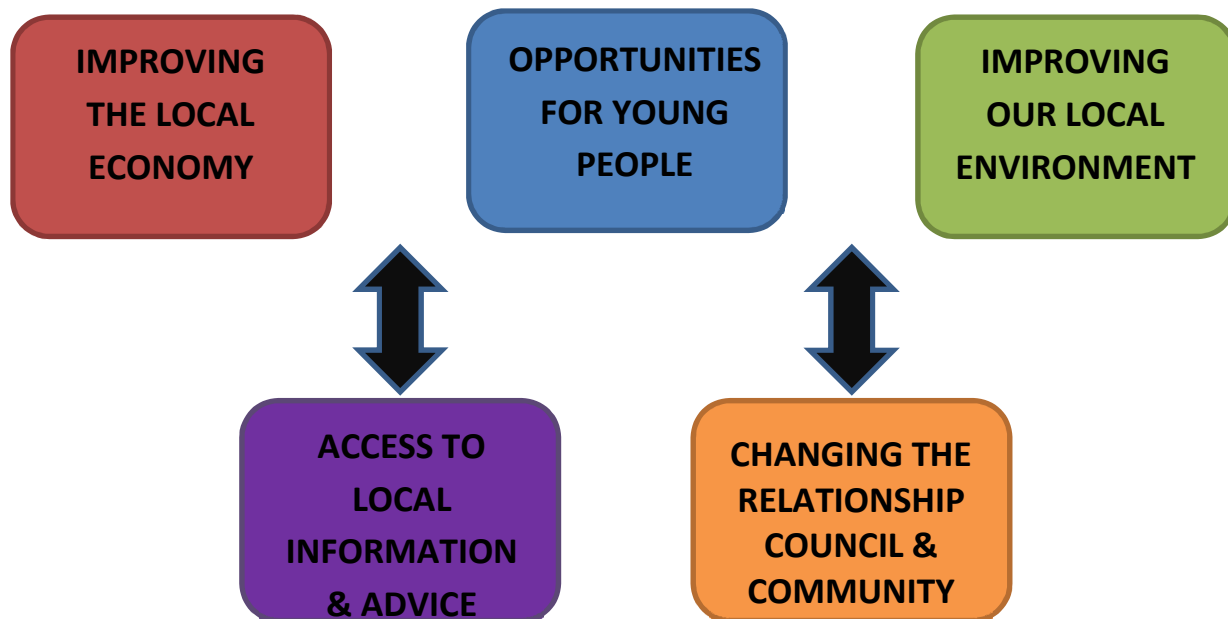


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives of South Area Council.

	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving the Local Economy	Business survey & courses for local businesses	Tender specifications for courses currently being written	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	N/A
Improving our Local Environment	Tidy Team to work alongside community on environmental projects	Forge Community Partnership/Anvil Community Interest Company	£300,000 2 years @ £150,000 per year	4 th August 2014	Process to start March 2016 for new contract start date of 4 th August 2016
Improving our Local Environment	Environmental enforcement for littering, dog fouling & parking enforcement	Kingdom Security	£ 132,000 1 year & further extension to 31/03/16	4 th August 2014	Process to start November 2015 for new contract start date of 1 st April 2016
Access to Local Information & Advice	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau & BMBC Welfare Rights Service	£145,000 2 years @ £72,500 per year	2 nd June 2014	Process to start January 2016 for new contract start date of 2 nd June 2016
Opportunities for Young People	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015	Process to start November 2016 for new contract start date for 2016 cohort of March 2016

PART A - OVERVIEW OF PERFORMANCE

The information which follows is a summary of the information provided to the South Area Council Manager at quarterly contract management review meetings. This includes both quantitative figures appended in the tables below and more qualitative information which is outlined in the short narrative report included for each project. There are occasions when the quarterly review dates do not mesh with Area Council reporting dates, which means that the 'achieved to date' figures may not have changed from the previous report, as the new quarterly data is not yet due at time of writing.

Improving our Local Environment

Please note that the figures for Fixed Penalty Notices and Parking PCNs have not changed since the previous Performance Management report, as the next quarterly figures are not due from this project until early November 2015

Outcome Indicators	Achieved to date	Previous
Number of small environmental projects completed	455	(342)
Number of large environmental projects completed	22	(20)
Number of litter picks completed	1178	(942)
Number of fly tipping incidents dealt with	80	(76)
Number of Xmas projects completed	8	(8)
Number of Fixed Penalty Notices issued – littering	626	(626)
Number of Fixed Penalty Notices issued – dog fouling	39	(39)
Number of Parking PCNs issued	150	(150)
Number of targeted dog fouling & littering operations completed	113	(113)

NB: Cumulative totals – previous figures are in brackets for comparison.

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	1006	(836)
£ of benefits gained as a result of the advice received	£792,395	(£613,846)
£ of unmanageable debt dealt with through financial settlements	£765,378	(£660,416)
Number of cases where homelessness was averted	21	(19)
Number of clients referred to other specialist help	314	(218)
Number referred to Credit Union or other money management help	127	(108)
Number of community groups visited to promote advice services	89	(71)

NB: Cumulative totals – previous figures are in brackets for comparison.

Improving the Local Economy

Outcome Indicators		Achieved to date
Number of local businesses approached to complete survey	(completed)	238
Number of local businesses completing survey	(completed)	88
% of local spend achieved by projects		94%
Number of quotations sourced for local business courses		56
Number of business courses commissioned		16
Students hours commissioned on business courses		1493
Number of students attending business courses from September 2015		21
Number of students booked onto business courses from September 2015		72

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged	102	(54)
Number of young people engaged in volunteering	6	(3)
Number of new community groups established	1	(1)
Number of community groups supported (including schools)	81	(81)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	12	(9)
Number of local businesses encouraged to maintain own environment	131	(62)
Number of young people referred to restorative justice provision	5	(3)
Income received from enforcement activity to Area Council in £	£29,844	(£29,844)

NB: Figures for income received from enforcement activity have not increased since the previous Performance Management report, as the next quarterly figures are not due from this project until early November 2015

Opportunities for Young People

Outcome Indicators	Achieved to date
Number of Summer Internship places filled & initial interviews completed	41
Number of students completing Summer Internship workshops & placement	37
Number of 5 Year Plans tailored to student needs developed	33
% of students reporting an increase in confidence & self esteem	Available Dec 2015
% of students reporting increased confidence about future plans	Available Dec 2015

NB: Full evaluation information about the Internship Programme will be available in the Final Report available in December 2015, following analysis of evaluations done with participants.

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

Local Economy		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Access to Local Advice	Milestones achieved	●
	Outcome indicator targets met	N/A
	Social value targets met	●
	Satisfactory spend and financial information	●
Changing Relationship	Overall satisfaction with delivery against contract	●

Comprehensive Quarter 5 (June - August 2015) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 5 contract review meeting was held on 4th September.

The project continues to be extremely well used, with numbers using the service remaining high despite the holiday season, which would usually bring a sizeable drop in numbers – a sign that demand for the project is continuing to grow.

As in previous quarters, the clients using the service continue to be largely those in work, disabled people or older people of pensionable age. This can be seen in the benefit gains made; none of which were 'out of work' benefits – all benefits gained for clients during this quarter were either 'in work' benefits, pensioner or disability related benefits.

For the service as a whole, the majority of clients continue to seek help for debt or help with benefits as described above. This is followed by high levels of help sought with employment related or legal problems.

Phil and Zoe have continued to publicise their project to a range of community groups and have also used the Neighbourhood Networks to promote their services. In addition, this quarter has seen a push on promoting the services to practitioners who may come across potential clients – including promotion to the Stronger Families Team, the Troubled Families Team, the Youth Offending Team, Primary and Secondary School Parent Support Advisers and Nurseries and Children's Centres. This has already resulted in a number of new referrals from staff.

Four case studies of clients supported by Zoe and Phil are attached at Appendix 1.

Tidy Team – Forge Community Partnership/Anvil CIC

	RAG
Children & Young People	
Satisfactory quarterly monitoring report and contract management meeting.	●
Improving Environment	
Milestones achieved	●
Outcome indicator targets met	●
Changing Relationship	
Social value targets met	●
Local Economy	
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	●

Comprehensive Quarter 4 (June – August 2015) monitoring reports were completed by Forge Community Partnership/Anvil CIC in August 2015 and a full contract review meeting was held on 26th August.

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Enforcement staff and the South Area Council Manager) has continued to meet to identify priorities for the Tidy Teams to tackle, joins up the Teams' work with that of other services and acts as a 'critical friend' to the project. The Steering Group met last met on 24th September.

As illustrated in the table above, there is overall satisfaction that the service continues performing well and is making good progress in line with the contract. A wide range of positive feedback has continued to be received from the public and other partner agencies including Neighbourhood Services, Highways, Berneslai Homes & the Safer Neighbourhoods Team.

However, in terms of the targets set for the project, a yellow rating has to be given this quarter because of issues with two of the targets – work with schools and numbers of new community group created. This was raised at the contract review meeting and the following activities were agreed to address this:

- That the team's attendance at Galas and other summer events had raised a lot of interest, and this was already leading to the early stages of establishing three new community groups – a Billingley Parish Council group, a Hoyland Sunshine Residents' Group and a new litter picking group in Wombwell
- That the Tidy Team's forthcoming work with Pat Braithwaite from Parks may well result in a number of new small groups emerging to look after the entrances and gateways to parks
- That where groups of volunteers were coming together on a regular basis, even informally, this should be recorded as a new community group. This had not been happening because Forge were viewing a 'new community group' only as a formal entity with terms of reference, stable membership etc. This will now be reflected in future recording
- That groups of businesses taking part should also be classed as groups if they are meeting to work with the Team on a regular basis
- That the offer of a stand in the three local Libraries should be taken up in the next quarter to promote the service and attract further volunteers who may form the beginnings of new groups in the future
- That a number of pieces of work with schools were about to start at the beginning of the autumn term, including Greenfield Primary and Birdwell Primary
- That the next quarter will see another 'push' to get schools involved, using a face-to-face approach, as approaches by email or letter do not seem to work

The shift away from the Tidy Team 'doing for' the public and the move towards 'doing with' communities, volunteers and other partners continues to grow, and can be seen in the increased numbers of volunteers recruited.

The team continues to support a number of regular volunteers, some of whom are vulnerable. For example, they are currently supporting a couple referred by the Community Investigation Team because they were constantly calling the Police – sometimes several times a day. Since joining the team as volunteers, no calls to the Police have been received, creating a very substantial saving to the public purse and a significant increase in the wellbeing of the couple concerned.

Examples of work completed during Quarter 4 of this project have included:







- Attendance at a wide range of community galas and events to promote the work of the team and to encourage new volunteers to take part
- The two Apprentices recruited at Easter have both passed their NVQ2 with lots of support from all members of the Team
- The replanting of Darfield Ring with new plants alongside volunteers, one of whom donated the cost of the 690 plants from his own pocket – as well as helping to plant them out!
- Continued support to a the group planning a Community Garden (to be named Owd Martha's Garden) at the rear of Belmont WMC in Hoyland
- Work with a group of Prince's Trust volunteers to complete a day-long nature work and combined litter pick.

- Work with the Area Manager from Berneslai Homes, who has established a working group to develop a volunteer-led community garden on one of the ‘landlocked’ areas in Wombwell
- Work with Birdwell Residents Action Group to complete clean-ups of the Community Centre and the Community Garden
- A cleanup at Milton Ponds with volunteers, which will now be ongoing.
- Support to the August Fashion Market developed by Wombwell Ward Alliance by collecting and installing equipment etc.
- Work with the owner of the Burton Building in Wombwell to deliver a much needed cleanup of the area behind the building
- The continuation of a genuinely positive relationship with BMBC Neighbourhood Services and Highways, following a series of meetings to establish ‘who does what’ and how the teams can work in complementary ways. This has now developed to a point where Neighbourhood Services staff are suggesting that those complaining about environmental issues become volunteers with the Tidy Team – a real result!

Issues and future plans identified by the Steering Group included:

- The need to prioritise support to two large projects currently under development in the Area – Owd Martha’s Garden in Hoyland and the Community Garden project in Wombwell
- The need to further promote the Tidy Team as a permanent volunteering opportunity via Neighbourhood Networks and Workclubs, via the Social Prescribing Pilot, through the Volunteer Centre and as an Employer Supported Volunteering opportunity for BMBC employees
- To increase the amount of work done jointly with the area’s Generic Enforcement Officer – beginning with a joint piece of work with fly tipping on Blythe Street in Wombwell

Environmental Enforcement – Kingdom Security

	RAG
Improving Environment	Satisfactory quarterly monitoring report and contract management meeting. 
	Milestones achieved 
Local Economy	Outcome indicator targets met 
	Social value targets met 
Changing Relationship	Satisfactory spend and financial information 
	Overall satisfaction with delivery against contract 

NB: Please note that this information was previously published in the previous Performance Management report (September 2015). This is because the quarterly review for this contract is not due until mid-November 2015

Comprehensive Quarter 4 (June – August 2015) monitoring reports were completed by Kingdom Security on 4th August and a full contract review and end of Year 1 meeting was held on 10th August 2015.

As illustrated in the table above, there is overall satisfaction that the service is performing well and is continuing to make good progress in line with the contract.

Key highlights for Quarter 4 of this project have included:

- An increase in the number of Parking Enforcement PCNs issued by Kingdom officers with 88 tickets issued in the last quarter compared to 62 issued in the five months between January and May.
- An increase in the level and quality of intelligence coming from the public and other agencies, which has led to 29 targeted operations for littering and dog fouling during the last quarter and has heavily contributed to the increase in tickets issued. Kingdom estimate that at least 50% of tickets issued were as a result of received intelligence, which now informs over 90% of their day-to-day deployment.
- A current payment rate for fines of 76% (which is above the average in areas across the country patrolled by Kingdom) although the real rate will be higher because of the rules which allow up to 90 days to pay and possibly longer if the person appeals.
- Income raised from Littering and Dog Fouling FPNs at the end of the first year of the contract is currently £29,844 – with more to come in after the 90 day period
- Information about the income raised from Parking PCNs is currently being sought by Kingdom from BMBC Parking Enforcement, who are responsible for the processing of all PCN notices.
- The first prosecution files to go to court have been submitted during this quarter. Files are produced where a person issued with an FPN or PCN refuse to pay. This first batch has been 100% successful, with all of those summoned to court either paying up beforehand (sometimes on the morning of the case!) or being found guilty in court. This should boost the income from tickets further during the next quarter.
- 2 FPNs have been issued as a result of evidence gathered by the Neighbourhood Watch cameras installed during the last few months
- 2 young people have been referred to restorative justice in the last quarter.

The South Area Council has decided to approve a further procurement of this service from 1st April 2016, on a year-on-year basis for as long as funding is available and the service is still needed. A joint tender specification and Procurement Strategy is currently being finalised by the South Area Council Manager working with the North, North East, Central and Dearne Area Council Managers, as the new tender will go out as a single tender with five 'lots' at the end of November. This will mean that one provider is appointed to all five areas, but that they will still be separately contract managed within the five Areas,

The review of current core Parking Enforcement Services is still being finalised and will be appended to the tender specification once completed.

Local Business Survey & courses for local businesses

	RAG
Satisfactory quarterly monitoring report and contract management meeting.	N/A
Milestones achieved	●
Outcome indicator targets met	●
Social value targets met	N/A
Satisfactory spend and financial information	●
Overall satisfaction with delivery against contract	

Local Economy

Changing Relationship

In order to tackle its 'Thriving Local Economy' priority, the South Area Council commissioned a survey of small and medium local business, which took place between September and December 2014. On completion of this, maximum Area Council funding of £20,000 was agreed to meet the Top 5 needs identified by local businesses, which were:

- IT skills
- Social Media and Marketing
- Health and Safety
- First Aid
- Website Development
- Business Development

Specifications for each of the courses were drawn up and put through Yortender. The contracts were awarded to Northern College (IT skills, Website Development, Social Media & Marketing) Emergency Response (First Aid, Health & Safety) and BBIC (Business Development)

A total of 16 separate short courses based on businesses identified needs and totalling 1493 student hours have now been put together.. The shortest courses last just 3 hours and the longest 12 hours, depending on the subject. The programme of courses began in early September and will run through until March 2016. Each course will run in 3 hour blocks between 5.00 and 8.00pm in response to the requests made by businesses not to run courses during the daytime. The course venues are the Hoyland Centre, Wombwell Library and Highview Primary in Wombwell. The Highview venue is being used because the layout of the PCs in Wombwell Library does not lend itself to courses run by a single tutor.

The cost of all of the courses is £16,381; equating to just £11.15 per student hour, which is very good value! There will be a small amount of extra cost for caretaking costs which is currently being finalised, but which should be well within the original £20,000 allocation of funds.

Businesses who took part in the original Business Survey were offered 'first refusal' on the courses, but after take up was low, the courses were opened up to other businesses, widely publicised across the area (including in person canvassing by the Area Team of almost 200 businesses) and ultimately opened up to community groups and the general public when numbers were still low.

There are currently 72 students booked onto current and future courses; this represents around one third of the available places. Of the 43 students booked onto courses which have already taken place, only 21 have actually attended, which has been very disappointing. However, those who have attended have been extremely positive about the courses and there are signs that they have really benefited from the smaller class sizes. Evaluations of these early courses have been extremely positive, and have included a number of comments which indicate that the courses have changed the person's views about the Council – very much to the good!

There is also some indication that word of the courses is travelling between businesses, and we have received a number of recent calls from companies wanting to book onto future courses because of positive feedback about the courses from another business. We very much hope that this will translate into higher numbers booking onto the courses after Xmas!

The courses in the New Year will be promoted into the December first edition of the Community Magazine #Love Barnsley and it is hoped that this will also boost numbers booking onto courses. The South Area Team will also be going another full round of promotion (posters, social media, face to face calls, promotion through Neighbourhood Networks etc) in the New Year.

As booking numbers currently stand, the courses are not providing good value for money. Although £11.15 per student hour (the rate if the courses were full) is extremely good value, the fact that the courses are only around a third full takes the cost of a student hour up to over £33 per hour. Commissioning, organising, promoting and supporting the courses over 3 venues has also been extremely costly in terms of the South Area Team's time.

Summer Internship Programme – C&K Careers



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

In December 2014, the South Area Council agreed the funding of a Summer Internship Programme for young people in the summer between Y10 and Y11. Funding of £45,000 was agreed to fund 60 places (30 for Netherwood and 30 for Kirk Balk) on a 2 week programme which focuses on employability and guidance issues in week one, followed by a work placement in week 2 . The contract went to C+K Careers, who had run the highly successful pilot for North Area Council in 2014.

Although the majority of the direct contact with the 60 young people will take place prior to and during the course itself, the contract with C&K lasts for 20 months, finishing in November 2016. This will ensure that C&K staff have an extended ‘stay in touch’ period with the young people completing the course, which will take them through the whole of Year 11 and into a first destination on leaving school.

Following extensive preparation work with the schools and with the individual young people taking part prior to the programme (reported in the previous report of September 2015), the courses started at the end of July and ran throughout the summer holidays at the Core in central Barnsley. This venue was chosen deliberately as an ‘adult’ venue to underline the fact that the course was about the wider world rather than the confines of school.

Each young person took part in a two week programme, five days per week. The first week of the course focused on:

- Future options post-16 and the pros and cons of each
- Future planning on an individual basis – what would suit me best?
- Understanding myself better – what are my strengths and weaknesses and how can I use this information to inform my future?
- The world of work and what is expected of you in the workplace
- Preparing for work experience
- Jobhunting, including CVs, application forms and interview techniques

The course was also designed to get young people working in teams with people they didn't know, boost confidence levels and offering those taking part the chance to try new skills in a safe environment.

The Area Council Manager visited the programme for a morning in July and was extremely impressed with the programme and the delivery by the C&K staff and ambassadors.

Comments from students show how much they were valuing the programme:

"It's changed everything I thought about my future"

"I'd say to anyone that they should do it [the course] – it's been brilliant"

"Its great – I've learned how to do a proper CV and its made me feel much more confident"

"It's helped my confidence to meet lots of new people and make new friends"

"I was really nervous about coming, but within an hour I was fine and its' been really fun"

"It's made me realise how many choices I have"

"I knew about university but not about apprenticeships – I'm thinking about both now, which I wasn't before"

The second week (not completed by all participants) consisted of a one week work placement with an employer; the choice of which was based on the young person's interest.

A Celebration Event was held on the evening of 23rd September at the Rockingham Centre for students, their parents and others with an interest in the programme, including the employers who had offered work placements. Over 100 people attended, and the young people were presented with certificates by the Deputy Mayor. The South Area Chair welcomed those attending and congratulated the young people on their fantastic achievements. Three young people were brave enough to speak about their experiences at the event – and credited the programme itself with giving them the confidence to speak in public!

C+K Careers staff will now stay in touch with the young people right through Year 11 and until they are settled into their first positive destination post-16.

A full evaluation report (including full feedback from the young people who took part) will be available in December 2015. C+K Careers will also be attending the South Area Council on 23rd October with a full presentation about the project.

The South Area Council has decided that it would like to run another course in 2016. The South Area Council Manager is working with the North and North East Area Council Manager to prepare a new tender specification which will go out before Xmas, to enable preparation for the new contract to begin with schools in March 2016.

This project has an amber rating for 'outcome indicators met' because only 37 of the 60 places available to Kirk Balk and Netherwood students were filled (although 41 students booked onto the course. This is reflected in the other Areas (North and North East) taking part in the 2015 programme, and to some large degree reflects the difficulties faced by C+K Careers in gaining buy-in from both schools. As the contract manager for the programme, the South Area Council Manager is satisfied that C+K Careers did all they reasonably could to get the schools to respond, and that any provider would have faced similar difficulties.

C+K's view is that 60 places may also have been an unrealistic number (particularly given that young people are being asked to give up 2 weeks of their summer holidays) and that this should be reduced to 50 for the 2016 programme, allowing for the fact that a highly successful 2015 programme and better links with schools should make places easier to fill next year.

Kate Faulkes

South Area Council Manager

8th October 2015