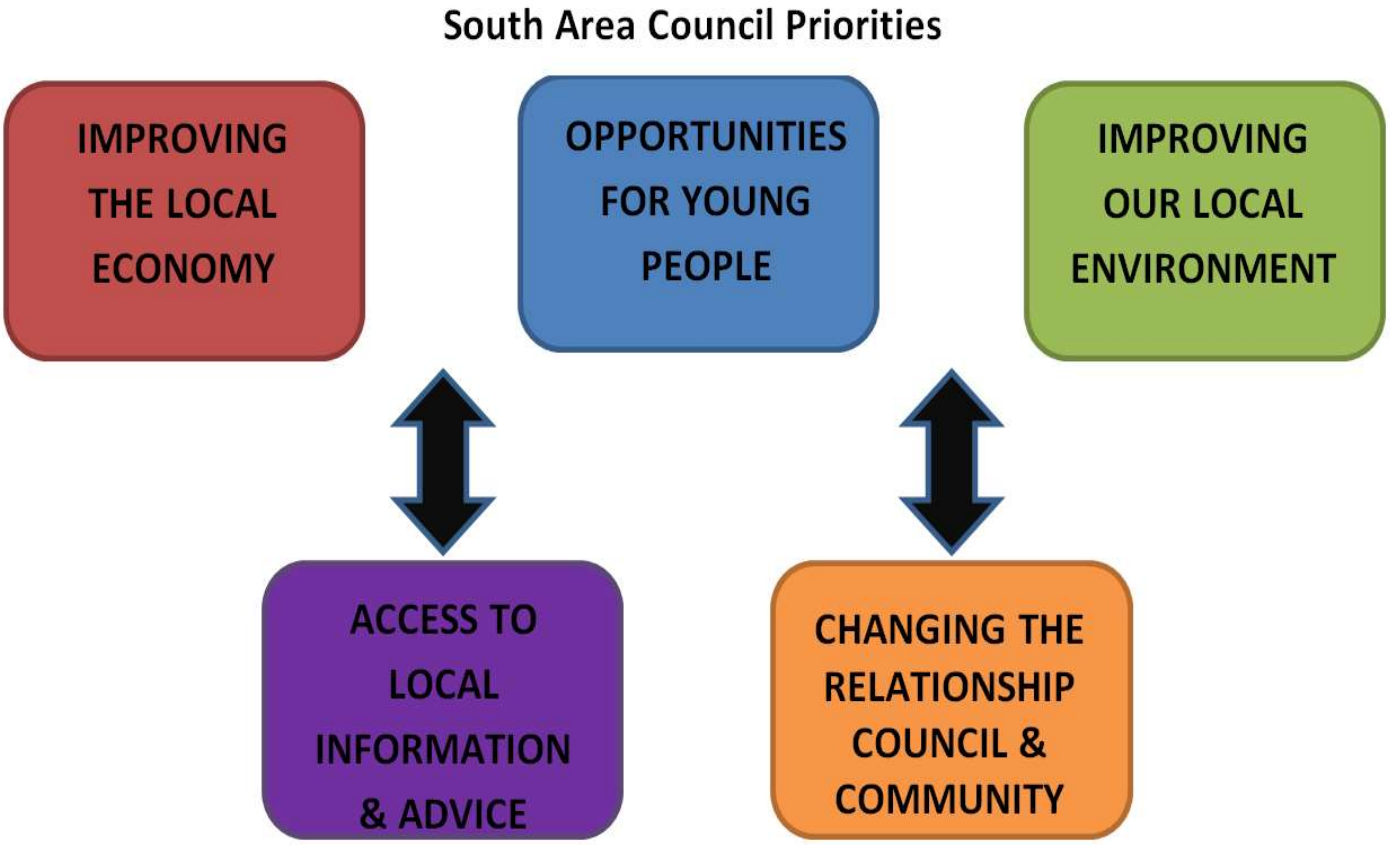
SOUTH AREA COUNCIL

Performance

Management Report

January 2020



SOUTH AREA COUNCIL COMMISSIONED SERVICES:

Themes	Commissioned Service/ activity	Provider	Contract Value/length	Contract dates
Improving our Local Environment Improving the Local Economy Opportunities for Young People	Tidy Team	Anvil Community Interest Company	£189,955 per annum + 1 year	1st April 2019 – 31st March 2021
Improving our Local Environment Access to Local Information & Advice	Environmental enforcement for parking enforcement	District Limited BMBC SLA	£14,956 per annum + 1 year £5000 + 1 year	1st April 2019 – 31st March 2021
Access to Local Information & Advice Improving the Local Economy	Provide community based welfare rights & citizens' advice session	Barnsley Citizens' Advice Bureau	£79,572 per annum + 1 year	1st July 2019 – 30th June 2021
Improving our Local Environment Access to Local Information & Advice	Private Sector Housing Project	BMBC	£32,580 per annum + 1 year	End of September 2021
Access to Local Information & Advice Improving the Local Economy	Better Together service	Age UK Barnsley	£59,560 per year + 1 year	1st October 2019 – 30th September 2021
Opportunities for Young People Access to Local Information & Advice	South Area Council Healthy Holidays Programme	Ward Alliances and Area Council	£10,000 (£2500 per Ward)	Summer 2019 – 31st March 2020
Improving the Local Economy Opportunities for Young People Access to Local Information & Advice CHANGING THE RELATIONSHIP COUNCIL & COMMUNITY	South Health and Wellbeing Fund BMBC Public Health and South Area Council	TADS for Well Being project £4110 Young Wellbeing Ambassadors, Targeted Youth Support, £4450 DIAL Community workshops, £2400 Fareshare Yorkshire, Step forward programme, £4850 Reds in the Community, £4998 Age UK Barnsley, Wombwell Men in Sheds - £5000	£10,000 South Area Council and £24,870.49 BMBC Public Health	June 2019 – June 2020

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

Commissioned services contributing to these targets are:

- Tidy Team
- Environmental enforcement
- Private sector housing project

★ = New target or newly recorded as part of this report from 1st April 2019

Outcome Indicators	Achieved to date	Previous
Number of large environmental projects developed with local people	126	(117)
Number of litter picks completed	2661	(2507)
★ Number of litter picks completed in partnership with local people	77	
Number of small environmental projects developed with local people	1285	(1277)
★ Number of community clean ups delivered in partnership	41	
★ Number of intergenerational/ community cohesion projects	3	
★ Number of fly tipping incidents dealt with	145	(144)
★ Number of stewardship type schemes delivered	4	
★ Number of annual projects/ campaigns supported	3	
★ Number of volunteers trained	370	
★ Number of reactive clean ups	14	
★ Number of bags of rubbish collected		
★ Enforcement Patrolling hours completed	445	
Targeted littering /Parking/ Dog fouling operations	465	(424)
Number of fixed penalty notices issued – littering	2583	(2568)
Number of fixed penalty notices issued – dog fouling	1518	(1517)
Number of Parking PCNs issued	1370	(1128)
Number of initial contacts made with private sector tenants *	514	(489)
Number of vulnerable households identified	93	(79)
Number of internal physical property inspections carried out	197	(195)
Number of properties improved because of service intervention	154	(135)
Number of informal requests for action to landlords	105	(98)
Number of formal notices- private landlords	6	(5)
Number of people sign posted to other services	73	(69)
Number of legal prosecutions / action	0	(0)
No. of Fly tipping cases tackled	154	(14)
★ No. of households directly supported with responsible waste disposal/recycling		

Access to Local Information & Advice

Commissioned services contributing to these targets are:

- **Barnsley Citizens' Advice Bureau**
- **DIAL Community Workshops**
- **Age UK Barnsley – Better Together Service**
- **Age UK Barnsley – Wombwell Men in Sheds**

★ **= New target or newly recorded as part of this report from 1st April 2019**

	Achieved to date	Previous
Number of unique individuals seen in the South Area	4156	(3865)
★ % repeat clients per quarter	26%	
★ % of clients enabled to self- help to reduce repeat demand per qtr	17%	
★ % of clients enabled to partially self- help (via Check & Send or similar) per quarter	27%	
Overall benefit gain in £	£3,983,957	(£3,561,239)
★ Number of appeals & mandatory reconsiderations supported since April 19	55	
★ Numbers referred to Credit Union or money management support	402	(400)
★ Number of clients supported dealing with employment /tribunals		
★ Number of clients signposted for IT training and/ or functional skills	7	
★ Number of residents requiring digital access but do not have mobile / home access to the internet		
★ Number of CAB volunteers recruited and trained	139	
Numbers referred to other specialist provision	1346	(1325)
Number of financial / debt settlements negotiated	7	
Amount of debt managed in £	£2,671,905	(£2,562,719)
Number of clients where homelessness averted since April 19		
★ Total number of 1:1 service users referred to AGE UK service		
★ Number of new Good Neighbour relationships		
★ Number of people accessing local services as a result of support		
★ People supported to access new activities and join new groups		
★ Number of people engaged in physical activity/ utilising outdoor space for exercise		
★ and health reasons (Public Health outcome)		
★ Number of people reporting improved levels of loneliness and isolation		
★ Number of Community Car Journeys		
★ No. of people who can travel independently as a result of this service		
★ Number of shops/ businesses worked with to become Dementia Friendly		
★ Number of people referred to Area Council commissioned services and projects (Private sector housing/ CAB/ Tidy Team, Ward Alliance projects)		
★ No. of people supported to tackle fuel poverty (Public Health outcome)		
★ Number of people participating in DIAL advice services workshop		
★ % of participants report increased skills and knowledge following DIAL workshops		
★ % of participants report increased confidence following DIAL workshops		
★ Number of men involved in Men in Sheds Project		
★ Number of men taking up activities through men in Sheds project		

Improving the Local Economy

Commissioned services contributing to these targets are:

- Fareshare Yorkshire, Step forward programme
- Tidy Team
- Age UK Barnsley
- Enforcement contract
- Barnsley Citizens' Advice Bureau

= New target or newly recorded as part of this report from 1st April 2019

	Achieved to date	Previous
Number of apprenticeship opportunities created locally	20	(20)
Number of jobs created locally	14	(14)
Number of people achieving qualifications since April 19		
Number of people reporting an improvement to their confidence /physical wellbeing (Fareshare)		
No of people supported into work / employability skills (No target set- Age UK Barnsley and Fareshare)		
Number of businesses worked with (Tidy Team)	26	
% of local spend achieved by projects	97%	94%

Changing the relationship between the Council and & the community

Commissioned services contributing to these targets are:

- Fareshare Yorkshire, Step forward programme
- Tidy Team
- Age UK Barnsley
- Enforcement contract
- Barnsley Citizens' Advice Bureau

= New target or newly recorded as part of this report from 1st April 2019

Outcome Indicators	Achieved to date	Previous
Number of celebration events and activities		
Number of intergenerational projects delivered	3	
Number of young people engaged in volunteering	1087	(1040)
Number of adult volunteers engaged	1498	(1440)
Number of new community groups established	16	(11)
Number events / galas supported	6	()

Number of community groups supported	39

Opportunities for Young People

Commissioned services contributing to these targets are:

- TADS for Well being project
- Young Well being Ambassadors, Targeted Youth Support
- Reds in the Community – Fit reds and Healthy Kicks programme
- Tidy Team

= New target or newly recorded as part of this report from 1st April 2019

	Achieved to date	Previous
Number of primary aged children receiving four 1:1 Health and well being support sessions (TADS)		
Number of trained Secondary school Youth Ambassadors		
Number of young people attending well being drop in sessions		
Number of men/women accessing Fit Reds programme		
Number of people increasing their levels of Physical Activity/ leading a healthier lifestyle through Fit Reds programme		
Number of people having a reduction in weight/ blood pressure and awareness of CVD		
Number of pupils increasing their knowledge on how to lead a healthy lifestyle.		
Number of pupils involved in Primary school Healthy Kicks programme		
Number of 'Veterans'/Fitness group established		
Number of primary school environmental education sessions	12	
Number of secondary school environmental education sessions	2	
Number of environmental education session in a community setting	20	
Restorative justice sessions for young people		

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

Community Outreach One Stop Shop Advice sessions – Barnsley Citizens Advice Bureau

Local Economy

Access to Local Advice

Changing Relationship

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

Barnsley Citizens Advice Bureau
South Area Council Community Outreach Project

CAB submitted report:

1st July – 30th September 2019 (Generalist Advice)

During the quarter of this project (1st July 2019 – 30th September 2019) the generalist adviser assisted a total of **152** clients. Out of this figure there were 117 unique clients and 35 non-unique clients.

The top three enquiry areas were benefits, debt and consumer. However, there are still high levels of enquiries relating to, employment, housing, and relationships/family. One reason for the big increase in consumer enquiries were 2 repeat (non unique) clients whose issues could not be resolved in just one visit, and both clients returned to outreach service numerous times.

Although only 3 clients were able to fully help themselves, 67 were able to partially self help. Hopefully this will lead to fewer repeat clients moving forward.

Of the 152 clients I saw
31 were from Darfield ward (21%)
37 were from Hoyland Milton ward (24%)
50 were from Rockingham ward (33%)
34 were from Wombwell ward (22%)

Of the 152 clients I saw 86 (57%) were disabled, of those 40 (61%) had mental health issues.

Long-term health condition: 19
Physical impairment (non-sensory): 17
Mental health: 40
Multiple impairments: 3
Hearing impairments: 4
Visual impairments: 1
Learning difficulty: 2
Non disabled: 66

Report 1st July 2019 – 30 September 2019 (Welfare Rights).

During the quarter a total of **217** clients were seen by the welfare rights adviser, made up of **174** unique clients and **43** repeat clients. There is still an overall downward trend in the number of repeat clients being seen, with **46** clients this quarter enabled to self-help or partially self-help to reduce the need for repeat visits.

For this quarter the confirmed monetary value of benefits gained by clients is **£422,718**. A significant percentage of this total is again due to successful DLA/PIP appeals during the quarter. It should be noted that currently in Barnsley it is taking upwards of 10 months for benefit appeals to reach a tribunal hearing (in addition to the time taken to start the appeal following mandatory reconsideration), so the awards achieved in this quarter may be the result of more than 12 months client support. Wherever possible the client is assisted to self-help so they can manage the appeal process without additional support, but for the increasing number of clients seen at outreach with mental health disabilities more regular and sustained support is often required.

Two clients this quarter received benefit awards in excess of £30,000, nine clients received benefit awards of between £10,000 and £20,000 and a further twenty clients received awards or increases in excess of £5,000 per annum.

There has been a slight increase this quarter in issues seen that relate to residence rights in the UK and settled status benefit rights for EEA nationals and their families. It is anticipated that during the next quarter. this number will increase significantly once Britain has left the European Union. Even the slight increase seen this quarter has had a measurable impact on the level of casework support required for clients with residency queries, as the complexity of the issues (married to the current uncertainty about which legislation will be valid once Britain has left the EU) can create a significant amount of legislative research.

For this quarter, 83% of all clients seen reported either a mental or physical health issue (or a combination). This is the highest percentage recorded for the project to date, echoing the increase in the number of PIP and DLA appeals dealt with in the quarter. There has also been a noticeable increase this quarter on the number of clients attending outreach sessions with their support workers (primarily mental health support teams or housing association tenancy support workers).

Tidy Team – Forge Community Partnership/Anvil CIC

Children & Young People

Improving Environment

Changing Relationship

Local Economy

	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	

Tidy Team – Anvil CIC have been appointed as the provider for a new contract to start running from the 1st April 2019. This contract will be run for one year with an option to run a second year subject to performance, funding availability and evidence of continued need. The new contract has a strong educational focus which will include looking at tackling dog fouling and littering.

At contract meetings the Tidy Team contract manager has highlighted that milestones regarding the recruitment of 2 of the 4 apprentices had not taken place and that the existing 2 apprentices started later than anticipated resulting in an underspend and vacancies. The contract manager has reported that it has been difficult to recruit young people with the skills to complete a level 2 qualification to these posts. At a Members briefing in December the South Area Council Members discussed a number of proposals to address this. Improving the local economy is a key priority for the Area Council and this contract. It was agreed that the contract would widen the scope of recruitment to include 1 adult apprentice in year 2. The budget would therefore allow for 1 young apprentice and 1 adult apprentice in year 2 and 2 young apprentices in year 1. As this will create an underspend the intention would be to ringfence the budget with the intention to continue to try to recruit to more young apprentices through the rest of the contract.

In addition to the apprentices the Tidy Team contract manager reported that the Education officer post has not been recruited to. The new contract has a strong focus on education and behavioural change and accounts for a number of new

targets within this contract that the officer would be responsible for delivering. The education officer post was profiled in the budget from the 1st April 2019. Some of the hours are being covered by staff from Forge community partnership as an interim arrangement. The post was advertised as a term time 24 hours per week post. Members have agreed to the budget being reprofiled for a full time 30 hours post instead of term time from January 2020. The red rating reflects where the contract is on the recruitment. It is anticipated that this will improve as a result of the changes agreed by the Tidy Team and South Area Council Manager and Councillors.

The Tidy Team continue to deliver against their targets with some examples of their work and submitted case studies in the appendices.

Environmental Parking Enforcement – District

Improving Environment

Local Economy

Changing Relationship

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

South - Area Qtr 2 Report. Jul - Sep 2019

The enforcement contract has started very positively with a clear emphasis on behavioural change. The officers have met with the South Area Council and have been extremely proactive in their approach to this work. As a result of discussions with members the officers have been working with one primary school per ward to look at supporting parents to park more considerately and safely. The feedback from this work has been positive and this can be seen in the case studies attached.

The officers have been asked to monitor the number of 'drive offs' where tickets are not able to be issued but where the service is having an impact on keeping traffic moving.

District report submission:

Overview. The South Area is contracted to 0.5 x officer, achieved this quarter is 231.5 patrol hours which is 96.26% Contracted hours.

To date 10 FPN's and 131 PCN's for parking have been issued in the area. The Officer concentrates his patrols around the Wombwell and Hoyland areas, but has carried out patrols of the Darfield area as well. We have also been utilising

intelligence led information from the parking tasking received via BMBC Parking Services process and also from complaints on the street, from the community at large.

As before the administration time of issuing a ticket (approx. 6 -7 minutes) has caused a problem with issuing the PCN's within the area as the offenders have witnessed the officer at the side of their car, noting the details and they quickly return and drive away. This quarter we have had 116 occasions where the officer has commenced logging the vehicle but the driver has quickly turned up and drove away before the process could be completed.

A concern raised at a meeting with Councillors was parking at the local schools in the South Area. It was agreed there would be an operation carried out around the schools in the area where an amnesty was in place for the first four weeks of the school year. Four local schools were selected by each of the four ward's councillors (Birdwell Primary, Upperwood Academy Primary School, High View Primary Learning Centre and Jump Primary School) and the four week operation took place, during which District Officer's handed out leaflets to parents who parked illegally on the yellow zigzags or double yellow lines, whilst dropping their children off at the schools. The Officer's warned them of the offence they were committing, but informed them no PCN was going to be issued at this time, but any repeat of the offence by the same person would result in a PCN being issued. The officer spent time talking with the schools lollipop person as well as the parents and gained lots of valuable information.

As part of the service provided by District a further option of payment has been offered in which the offender has the option to pay at the Post Office or any Payzone outlet and the printed ticket has a unique bar code at the top of it to facilitate this. £200.00 has been received through this method of payment.

'Litter Picking' days

There have been no juveniles within the South Area community issued with a FPN.
A Litter pick will continue to be offered as a means of discharging liability for the notice.

Private Sector Housing Enforcement Officer – BMBC Community Safety

	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	

Following a successful contract review of the Private Sector Housing post the South Area Council have extended this post for a further 13 months from 2nd September 2019. At the Area Council meeting on the 25th October Members agreed a further 12 months of this post subject to continued need, funding availability and satisfactory performance.

A new officer took up this post on the 2nd September 2019, the officer has been working to establish good links in the area and is prioritising cases in order to work through any casework that has been outstanding as a result of the staff vacancy. The number of interventions this quarter, 25, reflects that the officer is new in post. The officer has made a very positive start with 7 informal requests for action already being made to landlords.

South Health and Wellbeing Fund

First round of quarterly reports due January 2020. To be updated.

Improving the Local Economy Opportunities for Young People Access to Local Information & Advice CHANGING THE RELATIONSHIP COUNCIL & COMMUNITY	South Health and Wellbeing Fund BMBC Public Health and South Area Council	TADS for Well Being project £4110 Young Wellbeing Ambassadors, Targeted Youth Support, £4450 DIAL Community workshops, £2400 Fareshare Yorkshire, Step forward programme, £4850 Reds in the Community, £4998 Age UK Barnsley, Wombwell Men in Sheds - £5000	£10,000 South Area Council and £24,870.49 BMBC Public Health	June 2019 – June 2020

Appendix 1 Community Outreach One Stop Shop Advice sessions – Barnsley Citizens Advice Bureau

Case Study Jul-Sept 2019

The client is a single parent with one dependent child and is a non UK/non-EEA national (though is a family member of an EEA national). They had been refused Universal Credit and Child Benefit, with both the DWP and HMRC taking the same stand regarding the client's lack of a legitimate right to reside in the UK. The client was assisted to request mandatory reconsiderations on both decisions. The client could not be assisted to self-help because of language difficulties and poor literacy. Neither MR request was successful, and the client was further assisted to request appeal hearings for both the DWP and HMRC decisions.

During this process the client had no benefit income (and no income at all other than a small amount of money each month from one family member and a free roof over their –and their newborn child's – heads provided by another family member). The client was provided with foodbank vouchers in the short-term but this would not have been sustainable for the 10 or more months it would take for the appeals to be heard.

Additional legislative arguments were made on the appeal submissions, and HMRC's legal department contacted the client to advise that they had reversed their decision and had now accepted that the client did have a legitimate right to reside in the UK. Child Benefit was put into payment immediately and three months back-payment was also made.

HMRC's decision has been passed to the tribunal service as evidence in the DWP appeal, and whilst there has been no response from the DWP as yet, for the Universal Credit claim the client is able to rely on the same right to reside as for Child Benefit so there are no longer grounds to deny the Universal Credit claim.

The additional weekly child benefit has been sufficient for the client not to require foodbank support whilst the UC appeal is resolved, and it is now highly likely that the UC appeal will result in an award of UC and a back-payment of over 10 months of benefit.

Whilst the final outcome of the UC appeal is unknown, if the child benefit alone is taken into consideration this case study highlights how even a relatively small additional income can significantly change the client's circumstances. The improvement to the client's wellbeing was apparent following the HMRC reversal, as it ended their reliance on charitable support as well as providing evidence that the Universal credit appeal was also likely to be successful.

There is likely to be a significant increase in such cases once Britain leaves the European Union.

Case Study Jul-Sept 2019

The client was working age living in a mortgaged property but unable to work through ill health and was claiming contribution-based ESA. They attended outreach because they had been sent a form by the DWP requesting details of their circumstances from 2010 onwards, and wanted to know why, or even if, they needed to complete this.

I explained that this form has been sent to all ESA claimants who were transferred from Incapacity Benefit as the court has ruled that the DWP have to check if these claimants had been underpaid ESA, as many people were who were transferred from Incapacity Benefit. The form indicated that the client was unlikely to be due much in additional ESA as they had savings in excess of the capital threshold for much of the period since their transfer to ESA in 2010. However, investigation of the client's circumstances indicated that their savings had now dropped below the threshold and they would be entitled to income-based ESA so it was worth completing the form.

As the drop in savings also now meant the client could request assistance with housing costs they were about to make a claim for Universal Credit as they had been advised by the jobcentre that help with mortgage interest was done through Universal Credit. They did not require assistance with this claim as they were planning to attend the jobcentre the next day for help. The client was not aware that support for mortgage interest now took the form of a secured loan on the property. Nor were they aware that they would have to wait nine months to get this loan.

Discussion with the client also suggested that they had an entitlement to PIP, which in turn would lead to an entitlement to the severe disability premium as part of their new income-based ESA award. As SDP cannot be claimed under Universal Credit the client would have lost the chance to claim it had they claimed Universal Credit.

As the client had some mental health issues and I felt it was inappropriate for them to try and manage several claims simultaneously, I assisted the client to make the claim for income-based ESA and referred them to the outreach monthly appointment session for assistance to complete a PIP claim form.
Both the ESA and PIP claims were successful, and the client was then assisted to claim the severe disability premium as part of their ESA award.

Whilst there is no great complexity to this case, it does highlight the benefit of investigate a client's situation even if the presenting issue has already been resolved. Once I had explained the purpose of the ESA form the client had started to leave the outreach, and had they done so they would not have gained £28,700 in PIP payments over the next 4 years plus an increase in their annual ESA payments of £4056 (which would not have been possible If the client had claimed Universal Credit as they were intending to). They also got a one-off payment of £600 in backdated underpaid ESA, which is what they came in for.

Appendix 2 Tidy Team – Forge Community Partnership/Anvil CIC

Case Study Jul-Sept 2019

O'YLE IN WALL – O'YLE IN LITTER
A small group of people, some with physical and physiological disabilities, meet socially in a local pub were encouraged to join us for a litter pick.
The initiative was developed following a conversation the Team had with the landlady of this establishment as we were promoting the Team's work. She was concerned that a group who met in the pub every Thursday afternoon were becoming bored, didn't integrate with the community and lacked direction. The aim of the project was to encourage the group to be outdoors to have the focus of a project and to help their well being in contributing to something that was part of the wider community. We agreed we would start with a local litter pick which would be simple to manage with the Team being unaware of the volunteers' capabilities.

The event took place 5 September 2019.22 volunteers joined the Team on a local litter pick, some were unable to walk but still wanted to join the group and the team therefore adapted the route to ensure that it was wheelchair accessible. The Team Leader reported that the group were communicative and happy to be outdoors and had a very productive hour where 10 bags of litter were collected.

The event brought together 22 volunteers and although the litter pick was the main purpose of them being together they benefited from being outside and contributing to their community. The attached photographs show the volunteers engaging with the Team and an opportunity arose where the Team leader was able to share knowledge regarding the environment and the effects of litter and outline what their actions were contributing to with regard to the bigger, wider environmental picture.

The event generated sufficient interest for the volunteers to want to join the Team again and discussions are also ongoing with regard to them perhaps 'adopting' a particular area for them to be involved with in relation to adopt a verge/planter or love your street approach. The outcome of this will very much depend on whether the volunteers are able as well as willing as their interest was found to be of a limited time frame in some instances.

A good collection of litter removed was a big encouragement to the group 22 volunteer hours where recorded

As a starting point a further litter pick has been organised for November but the Team are obviously restricted in the coming months with regard to encouraging these volunteers to be out in the colder weather.

Outcomes will continue to be monitored over the coming months.

Feedback has been received from the landlady from this event. She commented on how much the group of volunteers had enjoyed what they did and were all talking about it afterwards. There was an obvious benefit of being out doing something purposeful in the community and the Team were encouraged by the engagement they encountered.

There's clearly appreciation from the volunteers – we need to make sure as a team, in conjunction with the landlady that we aren't too ambitious and overstretch the group but that we also encourage the group beyond their comfort zone.
Next steps: Discussions will continue with the landlady and a further date is arranged.

Case Study Jul-Sept 2019

LUNDHILL ROAD CUT BACK

A small project brought about by like minded and community spirited individuals who want to clear an area to make an adjoining car park visible to prevent anti-social behaviour.

The attached photographs show how overgrown the area on Lundhill Road had become in comparison to what it looked like on Google in March 2011. The aim of the project was to concentrate on clearing a significant area of growth to allow residents, who had recently formed a Neighbourhood Watch Scheme, to have sight of the car park where it was believed criminal and anti social activity was taking place.

The event took place 10-11 September 2019 following a meeting between Tidy Team, Parks department and a concerned resident, Mick Whittingham. The Team felt that it was important to include as many residents as possible and the area was leafleted outlining the proposed works and the reasoning behind the work. We felt it also important to reassure residents that it would be considerate work in relation to wildlife and habitat and that the purpose was to restore not to annihilate the area, to bring the it back to life.

The work itself was aimed at cutting back greenery and an overgrown area of brambles which were preventing sight of the parking area and to clear a vast area of fly tip that had been hidden under the overgrowth.
Those involved included 8 residents and over the 2 days they gave a total of 41.5 volunteer hours and we disposed of 17 loads of greenwaste.

Very positive feedback has been received from the event. Almost everyone who was involved has commented how beneficial they found it to be and how much better the area looks to date:

“First of all can I say a big thank you to you and the Tidy Team for helping us with the massive work of clearing the scrub land off Lundhill Road at Wombwell. Chris and the guys really cracked on with the task and were assisted by a good few local volunteers.

Local dog walkers are happy that the car park is now open to view and they feel safer leaving their vehicles parked there. Our members are full of praise for the Tidy Team. We would never have been able to make a dent on the overgrown area without their help. As things stand we have been able to clear the wild growth ready to replace it with more natural planting.

Jayne said “they worked tirelessly, just kept on cutting back and clearing the area. It now looks so much better"

Sue said " I thought it would take forever to clear, but with the tidy team we managed it in a few days"

David said " I only walk my dog past here but when I saw what was being done I just had to get involved and help out" Mick said "Thank you Tidy Team, your help and advice got us on track to make our area look so much better.

The team were absolutely great and worked their socks off to help us make an impact."
I can’t praise you highly enough Jo, without the muscle and support of the Team we would never have been able to make any inroads into clearing the area. We have plans in place to carry on with the clearance work and to find funding for other improvements which will carry Lundhill forward”.

There’s clearly appreciation from the residents on this project with regard to the fantastic results the work has shown. Feedback reports that the residents have found that the work has enabled them to network and support one another to provide a neighbourly rapport both in terms of the environment and prevention of crime and anti-social behaviour and as a consequence they have formed a community group which will also include a Neighbourhood Watch Scheme.

Next steps: A continuity plan of works has been developed in conjunction with the residents and future dates have

been agreed for the following months until the area reaches a maintainable level where the Team feel we can leave the residents to look after the area without the need for our support or support on an ad-hoc basis.

Case Study Jul-Sept 2019

NCS & TIDY TEAM BRING POND AREA BACK TO LIFE

A substantial community, inter-generational event bringing together all interested parties to work to the one aim of bring Milton Top Pond back to life.

Mates of Milton are a community group that look after the bottom pond area at Milton Ponds – the work is so vast they cannot look after the Top Pond area even with support from the Tidy Team. The aim of the project was to concentrate a large portion of time on the Top Pond area to then make it manageable from within the community with Tidy Team support.

The event took place 15-19 July 2019 and was organised by the South Area Tidy Team. The Team facilitated networking between NCS volunteers, Mates of Milton, residents and the Fishing Club who have a lease on the Top Pond itself. The Team felt that it was important to consider everyone's views, whilst trying to meet expectations about the pertinent issues, and to encourage volunteers to be considerate of others, and their ideas, and to raise awareness of how they could support each other in trying to achieve common outcomes.

The Tidy Team had leafleted the residential area prior to the weeks of planning/work and had asked for residents to contact the Team with their thoughts and views. The Team were approached frequently not only with views and ideas but with donations.

Part of the remit the Tidy Team had given the NCS for their planning cycle was to canvass the immediate area and speak with residents with a view to gaining their thoughts, ideas and although it's an ageing residential area, whether there were any willing volunteers.

The work itself was aimed at cutting back greenery and an overgrown area of brambles which were preventing access. Work was also included to care for habitat and conservation of existing wildlife – this included the installation of bug houses, bird boxes, bee homes etc.

Those involved included 12 NCS volunteers, and 10 other volunteers who were either residents or local people

who had responded to our call up for volunteer help.
The event brought together 22 volunteers from across several Wards. **It has created the desire for more work to be done to not only support the area in its current phase but to continue the work to enable a smaller group of people to manage the workload.** **A small number of the NCS volunteers who attended wish to continue the project to help the local volunteers.** **Sufficient donation has been given to support the plan to re-seed and plant wild flowers.** **Feedback reports that NCS participants found that the learnt skills and knowledge from those older than themselves which they believe they would not have gained in a classroom setting.** **Outcomes will continue to be monitored over the coming months.**
Very positive feedback has been received from the event. Almost everyone who was involved has commented how beneficial they found it to be, particularly the opportunity to be involved with people of differing age groups. Comments received to date: "The people in the community were very generous" "We found it very motivating and I think it showed us what it means to be a part of a community" "I think the people around us were very intelligent and had lots of knowledge to share which we couldn't have gained in a classroom setting" "I would be interested to be involved in more Tidy Team projects"
There's clearly appreciation from the residents on this project with regard to them being involved and approached for their opinions, even though the Tidy Team had spoken with the Fishing Club they still appeared unclear of what we were doing and that it would have no effect on their areas of responsibility. Meetings had taken place before the project started with Parks Department where our input was not requested where we could have allayed any fears and concerns. **Next steps: A continuity plan of works has been developed which has the full support of local residents and councillors and further dates have been publicised with a view to ultimately securing a commitment from a community group to take the project further with the Tidy Team support.** **Future dates have been publicised and circulated to all interested parties to date – the Team will endeavour to continue to motivate interest.**

Appendix 3 Environmental Parking Enforcement – District

Case Study South: Jul-Sep 2019. Birdwell Primary/Upperwood Academy Primary/ High View Primary Learning Centre and Jump Primary School.
Birdwell Primary, Upperwood Academy Primary, High View Primary Learning Centre and Jump Primary School were schools which have been identified by Local Area Councillors to be part of a case study in which leaflets have been handed out to parents warning them of the dangers of parking illegally outside their childs school. As part of this operation, a parking amnesty was in place for the first 4 weeks of the school calendar, in which our officer issued verbal warnings and reminded them of the dangers/illegality of where they have parked and moved them on, warning them that if they were caught again in the future a PCN would be then issued to them.

<u>Birdwell Primary School</u>

Only one of the four schools to employ a lollipop person, Wendy Jones. This school was probably the best of the four visited. Our officer only witnessed 4 cars pulling up in the restricted area's during the entirety of his 3 visits there, all of which were spoken to by our officer and a leaflet given to them warning them of the dangers as well as giving them a warning that if they did park there again whilst he was present a PCN would be issued. The officer noticed that whilst the parents do not park on the Zig-Zag areas, they do however all pull up down one of the side streets at the side of the school, Hay Green Lane on both sides of the road, which creates lots of problems. However this street is not enforceable as there are no parking restrictions on it. Wendy Jones, who has 10 years' experience in her role, also confirmed that this was the major parking issue at this school when our officer had

a chat with her and that nobody hardly ever parks on the yellow Zig-Zags, or if they try to, they are quickly moved on by herself.

Jump Primary School

Again our officer found the Yellow Zig-Zags not the major problem for parking, as again during his 3 visits he only had to warn 4 parents for parking there. The majority of the flyers here were all issued on the single yellow lines which go around the corner at the bottom of the hill. Lots of parents were found to be parking in this area as well as the opposite side of the road to the Zig-Zag markings where there are no markings at all? The parents who parked around the corner at the bottom of the hill are the main problem as they are causing the traffic to back up on both sides of the bend, with some vehicles seen to go around the bend far too quickly.

High View Primary Learning Centre

The major problem with enforcing the Yellow Zig-Zags at this school is purely down to the length of them (not helped by the bus stop being part of it). Lots of parents were seen to park on the zig-zags to drop their children off, but quickly drove away, just as quick as they pulled up. Our officer spoke to some of them (19 in one visit alone) on his visits and handed out flyers/warned them for future reference, but for as many cars he did manage to speak to, there were twice as many who he couldn't get to in time to have a word with them. Enforcing the lines would take a number of officers to sufficently cover the full length of the lines, but even then, due to the parents just pulling up to drop off, there would not be enough administration time to issue the ticket IAW the regulations. The school is fully aware of the problem of parents just pulling up and dropping children off, as our officer was shown a newsletter that the school had sent out to all parents, but the message doesn't seem to be getting across, as all of his visits were the same.

Upperwood Academy Darfield

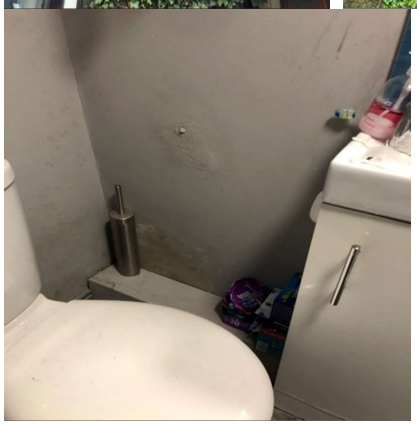
Probably the worst of the four schools visited, with 23 flyers handed out in one visit to the school for those pulling up on the Zig-Zag's. The road down to the entrance to this school is quite narrow which causes lots of problems as well. Upperwood also has the added problem that it has multiple entrances. The Co-op on Barnsley road also has double yellows with blips outside it as well as a bus stop. Multiple cars also pulled up here as well to drop off, which caused problems for the buses to actually stop at the bus stop. Because of this we had to deploy the rest of the team to cover this side to move the cars on and warn them for future reference. Dartree Close, the street at the side of the school entrance is always full of cars as well. They are parking on the bend of the road and on the pavement stopping people with pushchairs being able to get by. Some of the cars parking on the bend were actually owned by the teachers. However this road is not enforceable so our officer could only offer out friendly advice to those parking there. Cars at this school would even drive into the entrance of the school and go into the staff car park or even block the entrance itself to drop the children off, even though signs ask them not to. There is a car park at the Co-op, although our officer was told by some parents that they are not allowed to park in there at school times, but the car park was always full on each occasion.

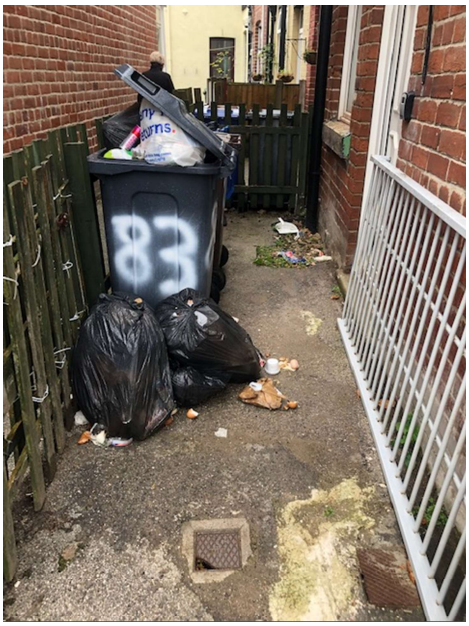
Flyers were left at the reception of each school so that they could be picked up at any time or given out by the school receptionist. At each school visited, the Head teachers and staff were really supportive of the actions being taken and praised Barnsley Council on taking the initative in an attempt to combat the problems. The praise was also echoed by

about 90% of the parents as well, with the majority of them understanding and welcoming. South Area Council have also received feedback from some parents, all of which has been passed on to the teams, virtually all of which has been praise-worthy.

Appendix 4 Private sector Housing Officer

Six bedroom mid-terraced multi occupancy property in Wombwell. Each flat has an en-suite bathroom and shared kitchen facilities. At the inspection each flat was checked with tenants and the letting agent representative present. Minor concerns were highlighted including extractor fans not working and leaking pipes, as a result a report is being completed to support the letting agents in rectifying the issues raised. A further multi-occupied property rented out by the same letting agent was also visited and advice provided regarding recycling and waste. There was an initial language barrier however the representative was bi-lingual which greatly assisted in ensuring that the tenants understood the requirements and were also able to have queries answered. This meeting has created a positive relationship with the letting agent and on request they are going to provide a list of all their properties within the locality and continue to work alongside me to support their tenants.



Darfield Ward Alliance held a ‘Winter Wellbeing’ event that I attended along with lots of other agencies including Age UK, Citizens Advice and NHS. This was an excellent event where I developed contacts with other agencies and also promoted my role to community members. I liaised with 40 attendees and as a result 2 jobs are ongoing involving supporting tenants and referrals to other departments within BMBC.

A hotspot area in Wombwell has been highlighted and as such I have visited it twice now on walkabouts. Gardens and back yards were checked and photographic evidence taken of issues. This was prior to bin collection day and so on the second visit I re-checked the noted properties. I also delivered a leaflet advertising my role to every private sector property (64 houses) on this street and over the next couple of weeks I will be extending this leaflet drop to the other streets in this area. It is my intention over the coming weeks to target this area.