

NORTH EAST AREA COUNCIL Project Performance Report

January 2020



Yorkshire Tea Bags Skiffle Band

Love where you **Live**

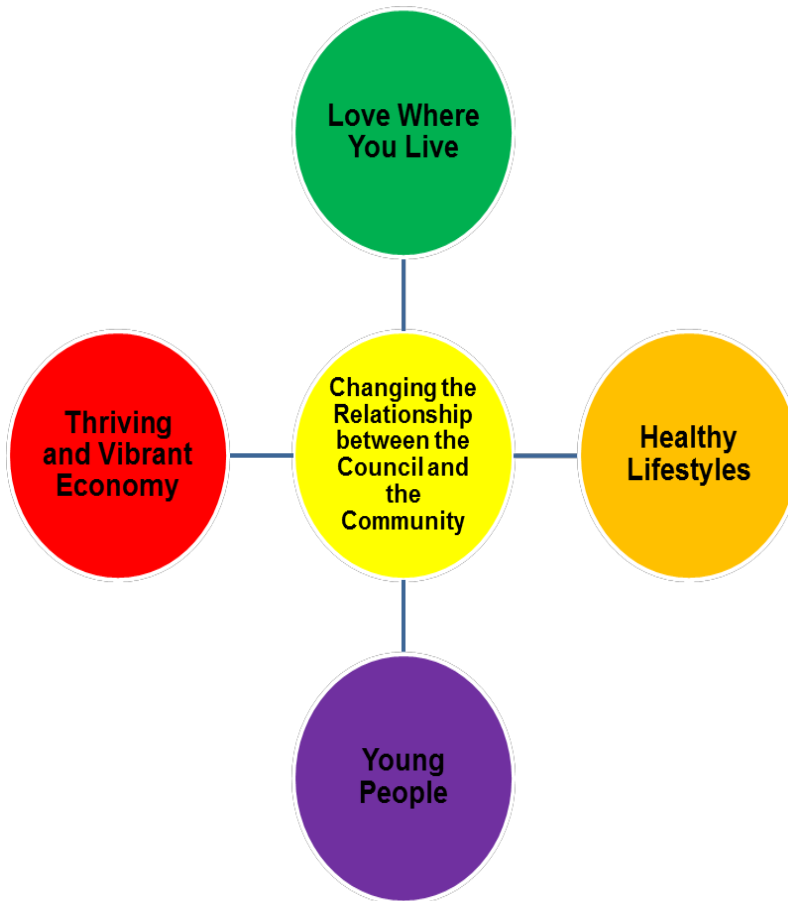
*Winter Wellness and
Slipper Swop*

Love where you **Live**



Love where you **Live**

The North East Area Council Priorities



Community Cohesion and Integration

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	Environmental Enforcement	District Enforcement	£60,000 Per annum (+1 + 1 year + 1 year)	1 st April 2019
Love Where You Live	Environmental Enforcement	BMBC Enforcement and Community Safety	£20,000 Per annum (+1 year + 1 year + 1 year)	1 st April 2019
Love Where You Live	Parks Equipment	BMBC Parks Services	£10,000 £7,000 £10,000 £5,000	1 st April 2014 1 st April 2015 1 st April 2016 1 st April 2017
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
Healthy Lifestyles	Social isolation and Dementia initiative	Age UK Barnsley	£30,000 with £5,000 match 1+1	July 2019

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:

- Smoking Cessation 1st September 2019 – 30th November 2019
- Social Isolation and Dementia 1st October 2019 – 31st December, 2019
- Private Sector Housing Management Officer
Quarter Two 1st October 2019 – 31st December 2019
- District Enforcement
Quarter Three 1st October 2019 – 31st December 2019

Area Council Team Case Studies

Case Study One

Daffodil Bulb planting in Cudworth Park

Case Study Two

Fit and Fed summer activities

Case Study Three

Christmas Community Events

Case Study Four

Flood Crisis Hampers and Christmas Celebrations

**Part B Summary performance management report
for each service**

**Smoking Cessation Project
Quarter Three**

1st September 2019 –31st November 2019

Promotional working			
Date	Type of activity and Venue	Response numbers	Outcomes and actions
27/09/2019	Meeting with Practice Manager Miss Saxena at the Grimethorpe and Cudworth practice		Miss Saxena was Interested in having a stop smoking clinic- meeting to discuss days, times etc.
27/09/19	Age UK		Meeting to discuss the referral pathways
Training & meetings attended - personal/mandatory training, team/planning meetings, other			
Date	Description	Outcomes and Actions	
September to December 2019	All training up to date	N/A	
Smoking Cessation In Practice (SCIP) & Locally Enhanced Service (LES) visits			
Date	Venue	Outcome and actions to be taken	
27/09/19	Royston pharmacy Stoptober posters, Grimethorpe LIFT centre Stoptober leaflets	Information regarding Stoptober within their work area to promote this.	
27/09/19 Nov	Cudworth pharmacy, Stoptober posters, Royston GP Midland road and High Street. Meeting with 2 LES workers one based in Royston, the other has two bases one in Grimethorpe and one in Cudworth LIFT centre both doing great and more NRT vouchers issued.	Information regarding Stoptober within their work area to promote this. Give positive feedback discuss any issues any up and recourses	

		Q1 Apr, May, Jun			Q2 Jul, Aug, Sep			Q3 Oct, Nov, Dec		
		Quarterly Target	Core, LCS, Sarah		Quarterly Target	Core, LCS, Sarah		Monthly Target	Core, LCS, Sarah	
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	120	245		120	229		120	147	
	Number of clients declining treatment		177			189			117	
		Quarterly Target	LCS	Sarah & Core	Quarterly Target	LCS	Sarah & Core	Quarterly Target	LCS	Sarah & Core
The service should aim to get 55% of those in treatment to have quit at 4 weeks	Set Quit		68	86		40	87		30	53
	Actual 4 week Quit		42	48		25	57		8	15
	Quit Rate performance	55%	62%	56%	55%	63%	66%	55%	27%	28%
The service should aim to get 50% of those who have quit at 4 weeks to quit at 12 weeks	Actual Quit @ 12 weeks		23	27		11	23		n/a	n/a
	Quit Rate performance	50%	55%	56%	50%	44%	40%	50%	#VALUE!	#VALUE!
The service will measure the number of service users who are CO Tested against face to face quits	Number of face to face quits		42	40		25	42		8	13
	Actual CO validated		33	26		13	26		6	10
	CO Rate performance	70%	79%	65%	70%	52%	62%	70%	75%	77%

Practice Nurse Case Study - Grimethorpe Practice

I was asked by a practice nurse if it would be possible for their new practice nurse to shadow me in one of my clinics as she recently completed a stop smoking course and wanted to spend time with a specialist advisor to make sure she was confident in delivering stop smoking support. She attended my Cudworth clinic and after seeing the way my clinic ran it became clear that she had attended a different stop smoking course than the one Barnsley deliver. She was very proactive regarding helping people stop smoking but as she had attended a different stop smoking course to the one provided by Yorkshire Smokefree she had not got any of the vouchers or training on quit manger that the Barnsley stop smoking service provides, this meant that she was giving them a prescription for NRT and they had to pay for them. Sadly due to this when clients asked for help and support to stop smoking they declined the offer for support to stop smoking as they did not want to pay for their NRT scripts.

Barnsley Stop Smoking provides free NRT vouchers to the advisors who train with the service, we discussed the possibility of her attending our course but she said that it may be difficult with work as she already completed a stop smoking course, after a discussion with my manger we agreed that I would go and spend a morning training her on our quit manager system and explaining the way the voucher system works and how to deliver support for stopping smoking. The morning was very productive. She is doing really well and the clients are happy with the service she is providing to date.

The aim is to helpfully reduce the amount of GP visits, by improving their general health and wellbeing, as the stop smoking provide the practice with free NRT vouchers, this will save the practice money as they not have to issue NRT scripts unless there have any contraindications to Champix in this case it would be a GP who would issue the patient with the script.

The GP practice also receives QUOF points for providing stop smoking support for their patients. The stop smoking service also provides for every patient that sets a quit date £5.00 and if the patients are successful and quit at 4 weeks they receive a further £37.00 so in total the practice will receive £42.00 for every patient how has stopped smoking at 4 weeks. This will also generate cash for the practice by providing free support to their patients to stop smoking and help to reduce the health problems of their patients. So far the practice nurse has 2 successful quits at 12 weeks and 3 patients have stopped smoking at 4 week, she has 9 patients that she is currently supporting. She is currently providing support in the Shafton and Grimethorpe GP clinics as part of her role as a practice nurse. She is informs me that two have chronic diseases and this has improved greatly with stopping smoking and their BP has gone down also their breathing has improved greatly. All through stopping smoking.

Case Study - XPO Logistics (2 advisors at XPO Logistics)

Two members of the occupational health team work for XPO attended level two training; This was a two day smoking session training held in March at Kendray hospital run by the stop smoking service. The reason for attending was to hopefully start a stop smoking clinic within the working hours for their employees to attend while at work. Their main aim is to improve staff health and wellbeing and reduce sickness levels. The sessions will be held within working hours for the staff to attend. XPO Logistics staff work shifts so attending their GP for support to stop smoking can be difficult to fit in when working shifts. XPO Logistics have 3 sites based across Yorkshire one in Barnsley, one in Doncaster and one in Rotherham. The aim is to hopefully provide free stop smoking clinic across all sites.

As part of helping them set-up the clinics the stop smoking service both myself and the admin team set them up with our software they need called Quit Manger to record all quit attempts and staff wanting support to stop smoking. I spent the morning with them and gave them everything they need to run a stop smoking clinic. We provide all the products they need to show anyone who wishes to stop smoking what is available for them to try in their quit attempt from NRT vouchers to NRT demo products. By doing this it provides staff wanting to stop smoking a visual of the products they would like to try to help them stop smoking. All the clients receive free NRT or Champix unless contradicted. I arranged with the two advisors to spend another morning with them to help them get up and running and show them how to use Quit Manger and how to do the stop smoking assessment also discuss any problems they may come across and to give them a demonstration on how to use the NRT products we use as advisors and to show the clients the products they may like to use in their quit attempt, they had seen a few people for support and had a few questions regarding using Quit manger.

I also set them up with a practice page so they can use this as training when they have any spare time; we went over the products how to use Quit Manger and how to speak to the clients. They were really grateful for the time spent with them and they felt more confident about delivering support and were excited to be up and running. To date they have received 24 referrals and helped 2 people to stop smoking at four weeks and 4 have deferred until January 2020.

Social Isolation and Dementia project

1st October 2019 - 31st December 2019

This service is funded by the North East Area Council. There are two staff members involved, Carol Foster and Sarah Hulme who together provide 1 Full Time Employee. This is the second report and much progress has been made since the start of the service. Leaflets are now in place along with regular social media posts about service activities. The service profile has been raised, more older people know where to go for help and the North East is becoming more Dementia Friendly. Other Agencies are especially interested in the work we are doing in Care Homes, Public Health want to monitor and shadow one of the sessions.

1:1 Working

The service has supported 13 socially isolated older people over the quarter from all 4 wards and of these 4 are new referrals. A further 3 people required simple signposting. Others are for more in depth work including help to get out to the shops, referral to psychological services and help to access group activities within the community. A successful referral was also made to Age UK's national Call in Time, a telephone befriending service. The lady concerned is now receiving regular calls, while still waiting for a befriending volunteer.

Volunteers

We have 13 volunteers that have been active in this quarter. Volunteers help with befriending, delivering activities and events and with Dementia Friendly work. They delivered 111 hours of volunteering this quarter. As more volunteers are needed to meet the demand of referrals, a volunteer event was held at Cudworth library in October. However, as this was not successful, other ways of recruitment need to be considered.

We held a Volunteer thank you event at the Metrodome in December for the Volunteers in the North East.

Groups and Activities

The team have been getting out into the communities and making links with local groups such as Knit and Natter groups at St. John's, Cliff Bridge, Cudworth and Royston. Local History groups have also been visited.

The Tai Chi Sessions at Cudworth are now being run on a regular basis after the initial pilot, and have a core group of attendees and a regular tutor.

A new Health Walk Group has been set up in Cudworth in conjunction with a Walking for Health walk leader. It has a regular number of attendees (5-9) each week and there is potential for a walk leader from within the group to carry it on. Two other areas, Royston and Grimethorpe, have also been identified for potential walking groups and these will be promoted in the coming weeks. Ward Alliance funding has been approved for a pilot taster sessions of Tai Chi in Brierley still waiting for confirmation of start date.

Events

Pantomimes

A series of free pop-up Pantomimes were held in the period before Christmas in each ward (Shafton, Great Houghton, Grimethorpe, Monk Bretton, Royston and Cudworth). These were put on by Memory Lane Productions with support from the Age UK Barnsley team providing popcorn, ice cream and hot drinks. The events were well

advertised and had a really good turnout of up to 50 people in some Wards. We find that there are big differences in the engagement with different wards and we will be working on this. We received evaluation forms/ verbal feedback from those who attended the Pantomimes- 12 Royston, 23 Great Houghton, 21 Cudworth 8 Monk Bretton and 7 Grimethorpe. They all said they had enjoyed it, especially where local school children had sung carols e.g. at Monk Bretton, Grimethorpe and Cudworth. The feedback forms have given us lots of ideas of what older people want to see in their communities.

Winter Warmth Events

Staff attended winter warmth events in Cudworth and Monk Bretton and gave advice with other partners how to keep well in winter, as well as giving local residents goody bags containing soups, light bulbs, pens, torches etc.. Age UK Barnsley also organised two winter wellness events in Royston Salvation Army and Grimethorpe New Options where other partners such as South Yorkshire Fire and Rescue, Warm Homes, Berneslai homes, Health watch and Carers' service attended. We also included a slipper swap at Grimethorpe 50 pairs of slipper have now been distributed therefore hopefully reducing the risk of slips, trips and falls.

Christmas Afternoon Tea

A successful festive buffet was held at Cudworth Methodist church. Entertainment was provided by the Yorkshire Teabags skiffle band and some of the refreshments were kindly donated by Premier Foods in Carlton and Co-op and Aldi in Cudworth, and the event was also funded by the South Yorkshire Community Foundation. About 70 people attended and thoroughly enjoyed both the atmosphere and entertainment. Comments were: *'What a wonderful afternoon you've given us', 'it felt like it used to do when I was younger' 'something like this is needed here' 'Can we have more please?'*

Care Home Events

The team have started delivering events in selected Care Homes in the area. The four homes are: Burntwood Hall, Belle Green Court, Cherry Trees and Oakwood Grange. We have worked with the care homes to identify the sorts of activities they would like. We have now delivered several sessions from Ukulele sessions, holidays at home games, music, reminiscence, table tennis and bulb planting. Mick White from Cudworth allotments gifted his time and did a session at both Belle Green and Cherry Trees by potting over 30 bulbs with the residents which were left at the homes as a gift and something for the residents to care for. Interestingly residents asked if we could do more as they wanted to purchase some, explaining that it is difficult to get any presents for family. We have been approached by an Activity Coordinator in one of the other homes in the area asking us to work with them too.

Dementia Friendly

We are still working with Dementia Action Alliance, however due to other priorities this ceased in December but is due to commence early January. So far 51 Businesses in Cudworth, Monk Bretton and Grimethorpe have signed up to the Alliance and should be displaying a Dementia Friendly Sticker.

Next Steps

- Volunteer Recruitment
- Commence Dementia Friendly work both businesses and Groups
- Escalate walking groups in other areas and offer Walk leader training
- Diary of activities at Care Homes
- Monitor unmet demand in areas

Private Sector Housing and Enforcement Officer

Quarter Two 1st October 2019 – 31st December 2019

I have largely concentrated on external environmental issues this quarter, covering a lot of streets to proactively engage with residents and identify gardens with waste on premises, particularly in Great Houghton. Twenty five properties required informal or formal action due to reluctance or refusal by the tenants to address the situation. An additional twenty six properties were identified on proactive patrols as requiring intervention or potentially becoming a bigger issue due to waste in gardens but as the matters were resolved within a few days, no further action was required. Thirteen Community Protection Notice written warnings were served on properties and three Community Protection Notices.

I dealt with five anti-social behaviour issues this quarter including noise complaints, neighbour disputes and allegations of threatening behaviour from tenants. I have involved the respective landlords in each case and spoken at length with them on the telephone to request their assistance and that they follow up with warnings to their tenants. I have also sent letters to tenants following the allegations and have received no further complaints. I have referred four fly tipping cases to neighbourhood services for clearance. No evidence was found. Two other cases resulted in a community protection notice being served on the landowner for clearance of asbestos and other waste.

I attended a community event with Exodus in Cudworth Park and attended four litter picks this quarter and have also undertaken numerous litter picks alone while door knocking, where possible. I continue to work closely with several other agencies and partners including South Yorkshire Police, South Yorkshire Housing's My Best Life social prescribing, Berneslai Homes, South Yorkshire Fire and Rescue and other departments within the Council including Building Control, Neighbourhood Services, Planning, Empty Homes, Warm Homes and Pest Control.

I have again been able to spend a lot of time within the last quarter door knocking and proactively looking for issues in neighbourhoods across the North East of the borough. Walking from door to door continues to be a good way of engaging with residents about environmental problems on their street or finding out about other issues of concern. I am actively encouraging people to recycle efficiently, reduce their use of single use plastics and move to reusable, more environmentally friendly items instead. I also encourage residents to help their community a little by picking up litter near their homes or if they go for a walk and make it clear that every piece of litter they pick up counts, whether they spend two minutes litter picking or two hours.

I am now involved with a project at The Dell in Grimethorpe, where it is hoped the area can be restored to former glories. Site visits have taken place with local residents, Council colleagues and Yorkshire Water to look at ways to improve the location and work will continue with residents groups for further litter picks, clean ups and other voluntary work.

I have carried out six property inspections during this quarter, as part of other work being carried out with the tenants of those properties. I attempted to inspect a further four properties that I identified as potentially having disrepair issues, but the tenants were either unwilling to engage or cancelled their appointments. The cancelled appointments have now been rescheduled. Of the properties inspected, no issues were identified internally.

Whilst discussing recycling and use of single use plastics etc, I have been pleasantly surprised by the interest that people have shown and the positive feedback received. As I also continue to encourage people to pick up litter near to their homes or on their travels, people have again surprised me with their positivity and I hope to see some of them at litter picks and clean ups shortly. Having said that, many people I have spoken to do not see why they should be picking litter up and I was told on several occasions that this is the “council’s job”. Other people do not see the point in litter picking as “it is just as bad the next day”, despite my protestations.

I am involved with a clean-up at an area behind Snydale Road, known locally as Gandhi Backs. The plan – with the help of a probation team – is to cut the huge amount of vegetation back and remove plants, along both sides of the public right of way. Large items of waste and a breeze block wall will be removed, and the blocks from the wall will be reused by a neighbour. Permission has been granted by the owner of the wall. A litter pick will also be undertaken involving local residents with a number of people already showing interest. A date has not yet been set for the clean up but once in place, I will hand deliver leaflets to neighbouring properties. Long term, it would be good for the site to be maintained, perhaps with wild flower beds and an improved footpath and regular litter picks from a local community group.

I have received several calls about Japanese knotweed across the North East, on private land. Some of these have been straightforward and involved informal advice but I have three open cases that are proving to be somewhat problematic due to the legislation available and identifying the best time of year to treat the plants efficiently.

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

- **Mental Health Access Team** – 1 person referred
- **Citizens Advice Bureau** – 3 people referred for various issues
- **Better Homes** – 2 household referred regarding central heating/boiler issues
- **Warm Homes team** – 1 household referred for assistance with energy efficiency and tariffs
- **Food Bank** – 2 people referred
- **Council tax support** – 5 people referred
- **Housing benefit support** – 5 people referred
- **DIAL** – 2 people referred
- **Domestic violence/vulnerabilities** – 2 people referred
- **Barnsley College** – 1 person referred for free Maths and English course
- **Stop Smoking** – 9 people referred
- **Uswitch.com** for energy bill savings – I frequently recommend energy comparison websites and telephone numbers to residents where I feel their energy bills are high.

Case Study 1

A gentleman complained about waste in a neighbour’s garden and informed BMBC that the neighbour was hardly ever at the property and was doing nothing about the problem. Pest control visited and found no issues with vermin so referred the case to me. After several visits to the property, I was unable to make contact with the tenants despite having left calling cards and business cards. I contacted the landlord with whom I already have a good working relationship having dealt previously with other tenants. He said that the tenant had told him the waste had been fly tipped by the neighbour – the complainant - and that he would ask her to contact me asap. When the

tenant eventually contacted me, she told me that the waste had actually been fly tipped by her next door neighbour. She informed me that the waste was making her life a misery and meant that she did not want to spend the night at her home as it kept happening, instead preferring to stay with her partner, which was the reason I hadn't been able to make contact with her and that she hadn't received my letter and business cards.



She told me she was unable to let her cat out of the house before it died as she was afraid it would hurt itself on the rubbish in the back garden, put there by neighbours. The lady provided me with a timeline of events and admitted taking some white goods onto her garden from the backings, as she feared BMBC may blame her for dumping them, but said that the rest of the waste was from next door.

I agreed to visit and look through all the bags of waste – approximately forty – to look for evidence to prove their origin. In the majority of bags I found household waste including cat food tins and the contents of cat litter trays and in many, I found paperwork addressed to her own name and address. The waste had clearly not been fly tipped by her neighbour and appeared instead to have been stacked up outside her back door over months.

I contacted the tenant again to let her know but again received no response, so emailed her instead. Having received no response again, I prepared a Community Protection Notice written warning and telephoned the landlord pointing out that ultimately the waste on his land would be his responsibility to remove if I continued to get no response from the tenant. The tenant contacted me shortly afterwards to say her father had been ill so she had been out of town for a couple of weeks to see him. She had been home at some point and seen new waste had been deposited while she was away. I explained what I had found and she then admitted a lot of the waste was hers but that she felt intimidated by some neighbours and had been too frightened to return to the property before her father was taken ill. She complained that neighbours were sometimes out on the street and that she was often made to feel uncomfortable just because they were present. She said she would return home over the weekend and address the matter. She still insisted some waste in the garden was not hers, but I had not been able to find any evidence to support this.

The next day the tenant called me. She was at home and was furious as yet more waste had appeared in the garden that was not hers. I met her and her partner at the property and we looked at what was and was not hers. Some waste was hers, some was still there from before she moved into the house and other waste had apparently been tipped. Nappies and beer bottles were in the rear garden along with pieces of pallet. The very same items were found in the neighbouring property's garden – the same neighbour that complained.

We discussed dummy CCTV cameras, which were installed later that day and the tenant arranged for a quote from a licensed waste removal company as soon as possible. I spoke to the landlord of the neighbouring property about the situation and told him what I had seen in his tenant's garden and that the same things had been found in the problem garden. I pointed out his responsibilities as a respectable landlord with a good reputation in the area and the grounds he had to take action against his

own tenants. We agreed for me to send fly tipping warning letters to his and other neighbouring properties and that he would speak to his own tenant about it. He later called me to advise that he had “really got stuck in” to his tenants and that we would definitely not have any further problems.

The garden was cleared of their own rubbish by the tenant, the items left from before she moved in were removed separately by the landlord and the garden is now secure with CCTV in place. The tenant has returned to her property. To date, no further problems have been reported. The tenant has a full set of new bins and is recycling correctly.

Case Study 2

Japanese knotweed is an infamous plant that can cause chaos for landowners. The plant is dormant in winter but in summer it can grow up to 10cm a day and the plant's extensive root system – rhizomes can extend up to 7 metres from the main plant - penetrates deep into the ground, potentially causing damage to walls, foundations and of course, allowing the plant to spread to neighbouring land quickly. The plants have been reported as growing in privately owned woodland. Whilst it is not an offence to have knotweed growing on land, failure to remove it could result in private legal action being taken against the landowner by anybody affected.

In this instance, the plants in the woodland have allegedly grown due to plants that were removed from a neighbouring garden several years ago, but we unfortunately have no proof or dates when this occurred. I met with the landowner a couple of times and have spoken with him on the telephone several times about the matter to discuss the legislation, the threat of legal action and treatment processes and schedules. He has advised me that he wants to remove the plants and eradicate them completely. He has dealt with knotweed before and accepts the time and financial costs are not small.

Having discussed the matter with several professional Japanese knotweed removal companies and BMBC's own Neighbourhood Services team, the time to treat the plants is not now as they are starting to die off. Arguably the best way to treat knotweed is by stem injection whereby chemicals are injected directly into the plants above ground level. The chemicals are drawn down by the plant sap into the rhizome which in turn kills the plant off. As the plants will die back imminently, the sap will not have enough time to draw the chemicals right down to the roots and the problem will reoccur in spring. What I have recommended following advice from various organisations is that the plants are allowed to die back. Once the canes are dry and brown, they can be cut right down to the ground which will clear the land. Once the new plants start to appear in the spring and when they have no more than 5 or 6 leaves on them, they can be treated by stem injection. As the plants will be trying to grow quickly at that time of year, the chemicals will be drawn down quickly into the root system and should kill them off. The land will need to be checked over the course of a few weeks for new growth and treated again if necessary. It can take 2 or 3 years to completely eradicate the plants, such is the resilience of the rhizomes, and a maintenance plan will be required going forward following the initial treatments for 3 to 5 years.

I will be working with the landowner to ensure correct procedures are followed and if he does not comply, I will have no hesitation in serving a Community Protection Notice to force compliance.

Another two cases of Japanese knotweed have been brought to my attention, both on privately owned land. These cases are on a smaller scale but due to their location, could easily spread onto neighbouring land so similar recommendations will be made to the respective landowners with enforcement work to follow if necessary.

Case Study 3

On a proactive patrol I came across a garden with a settee, an armchair and a bed base. I called to speak to the tenants who told me they had already asked for the items to be removed privately, with a reputable, licensed company. I followed up my visit with a letter to the tenants and diarised a revisit to ensure the items had gone. When I revisited two weeks later, all the furniture was still onsite. I called at the property but there was no answer. I revisited three times and left business cards and finally received a call via the call centre to advise they would have all the items removed by the end of the week. I revisited two weeks later and nothing had changed so was left with no choice but to serve a Community Protection Notice written warning. The warning is due to expire within a week and if the furniture remains, the case will progress to a full Notice. Although there are no signs of any vermin present as yet, there is the potential for the furniture to provide harbourage if it is not removed soon.



Case Study 4

While on proactive community engagement visits, I discovered a recently empty property in Great Houghton with a large amount of fly tipped waste in the rear garden. The fencing at the rear of the property had been removed and waste deposited in the rear garden. The waste appeared to be from a house clearance but access to the property was too narrow for vehicles to travel along suggesting that the waste originated in the immediate vicinity. I called at several properties and spoke to numerous residents but nobody admitted to knowing where the waste had come from. After an extensive search through the waste, no evidence was found. As the property was empty, I immediately served a Community Protection Notice on the owner of the property for removal of the waste and to make the property secure to prevent further tipping. The owner contacted me to advise that he was overseas at the time, but would make sure that the work was carried out urgently.



Within 2 days, emergency temporary fencing had been installed to prevent further tipping. The waste was removed shortly afterwards and permanent fencing erected. No further waste has been tipped and the property is now secure. In a joint operation with a colleague, I have also written to every property on this street and surrounding streets warning of the penalties faced for fly tipping offences, advising that I will be monitoring the gardens and backings for further incidents and will seek to take enforcement action where possible.

District Enforcement

Quarter Three

1st October 2019 – 31st December 2020

The North East Area is contracted to 2 x officers, this equates to 962 hours over these three months of the Contract, and achieved is 874 patrol hours which is 91% contracted hours.

This quarter 134 FPN's and 29 PCN's for parking (with a further 73 drive off's) have been issued in the area. 111 of these have been for littering offences and 23 for dog fouling offences. (Cigarette litter accounting for 77% of the Offences, which is again, still well below the national average and gives a YTD average of 74%).

The Officers concentrate their patrols around intelligence led information from the North East Council, the Neighbourhood tasking process and also from complaints on the street and the community at large. There have been 24 tasks received from the Area Council and Neighbourhood Services up to date this quarter reference public complaints. 8 of which, direct action has been taken with either a FPN's issued or a Warning given. Operations are ongoing and all areas continue to be patrolled.

Still on the increase, throughout the Borough, is the number of persons complaining of individuals allowing their dogs to foul and leave it. As part of their patrols the officers have continued to visit parks and open grass spaces within the borough in an attempt to catch these offenders. Which has resulted in 23 Dog Fouling FPN's being issued this Quarter.

Still a concern is the number of offenders that refuse to give details to the officers when approached after committing the offence. This Quarter there has been 10 cases in which the offender has refused their details and walked away from the officer. 3 of these were for Dog Fouling offences.

Prosecutions will continue for Littering and Dog Fouling. To date across the borough's 80 offenders have had court files prepared for prosecution, which have been passed to BMBC to be submitted for court. However the number of offenders we are able to pursue for failing to pay is dependent upon the court space allocated to District for Barnsley offenders. Currently this is 10 per schedule. From January of 2020, the courts have now given us permission to enter those who fail to pay their Dog Fouling FPN by this means as well.

Operations / Case Studies

Operations

Littering and Dog Fouling Operations have continued in the North East area through information received from the Area Council and Neighbourhood Services. Two particular areas identified were around Snydale Road and Darfield Road in Cudworth and Queensway, Carlton Street and High Street in Grimethorpe.

12 FPN's for Littering and 2 FPN's for Dog Fouling have been issued in this quarter on the above streets in Cudworth with a further 8 FPN's for littering issued in Grimethorpe.

Added Value

'Litter Picking' day

For those juveniles (14) within the North East Area community, a litter pick was completed at Dorothy Hyman, Cudworth on the 9th of November 2019, where 29 juveniles from all the areas were invited, with 15 attendees (7 from North East Area).

The Litter picks are arranged for the juvenile's, as their attendance is a means of discharging their liability for the FPN, as well as hopefully, educating them about the effects of littering. Their attendance is always with the written consent of their Parent/Guardian and these days have been overseen by District Staff, with all risk assessments carried out prior to the events.



The next Community Litter pick is on the 18th of January 2020 at the old B&Q on the Business Park in Stairfoot.

**Case Study North East: October to December 2019.
Snydale Road and Darfield Road, Cudworth**

Snydale Road and Darfield Road are one of the main commuter routes in Cudworth. It has been brought to our attention by numerous complaints received either verbally from local residents and from the Area Council, or from tasking received via the Neighbourhood Services email address.

District Officers as part of their routine patrols also noted the problem, specifically with Dog Fouling on a busy route for parents and school children. The bulk of complaints though, were regarding litter being thrown by pedestrians walking up and down the roads. One of the local residents has even taken it upon himself, to walk up and down these roads collecting litter on a daily basis.

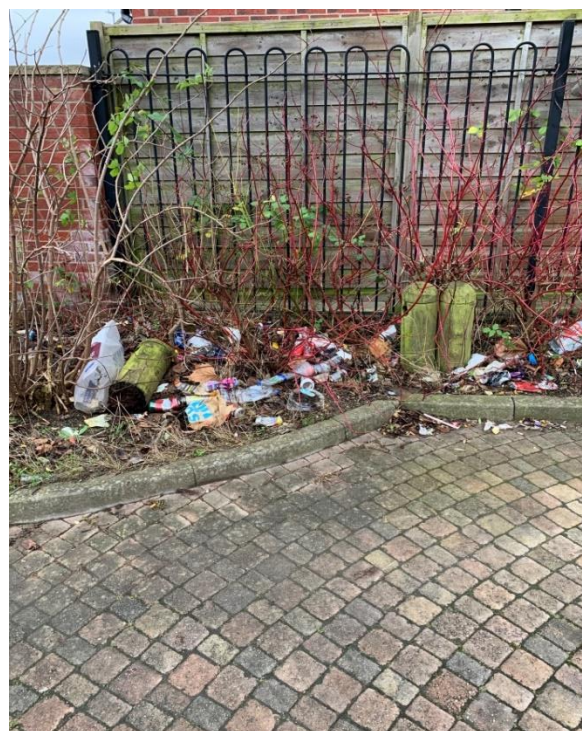


Over the quarter all District officers have patrolled the area at various days and times and have managed to identify offenders and issue 12 x FPN's to adults and juveniles depositing litter and also 2 FPN's for dog fouling to those who failed to pick up and remove dog foul after their dogs.

Officers have also renewed the 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: October to December 2019.
Queensway and Carlton Street and High Street, Grimethorpe**

Queensway, Carlton Street and the High Street are the main areas around the Bus Interchange, Asda and Doctor's Surgery in Grimethorpe. This area has long been a problem for littering in Grimethorpe, in particular Carlton Street. This area had been brought to our attention by numerous complaints received either verbally from local residents and from the Area Council, or from tasking received via the Neighbourhood Services email address. The bulk of complaints were regarding littering on Carlton Street.



Over a couple of weeks, an operation by all District officers took place as they patrolled the area at various days and times. During this period they have managed to identify some offenders and issue 8 x FPN's to offenders for littering.

Our officers have also renewed the stickers and signage in the area, the feedback has been good and, our officers will continue their patrols in this area

North East Area Team Case Studies

**North East Area Council
Cudworth Ward
2019/2020 Q3**

**Case Study
Daffodil Bulb planting
Cudworth**

Corporate Priorities:

2. Strong and Resilient Communities.
3. People Achieving Their Potential,



Summary of project

The project aims to encourage volunteers, community groups, businesses, individual and families to brighten up Cudworth Park in time for spring 2020 by purchasing and planting 7,000 daffodils bulbs.

The Cudworth Environment group applied to the better Barnsley Bond for £500 toward the cost of the daffodil bulbs. They were then informed that Henry Boot Construction Ltd had decided to sponsor the group directly for the purchase of the daffodil bulbs. The Cudworth Ward Alliance matched fund this grant application by £100

How did the project arise?

In recent years, there has been a resurgence of interest in Cudworth Park and a strong desire expressed by the local community that more should be made of the Park's amenities and heritage.

The Cudworth Environment Group Chaired by Councillor Wraith decided to apply for funding to plant daffodil bulbs which will not only look wonderful in the spring and encourage people to visit the area, but will also help restore Cudworth Park to its former glory. The community has shown great support for the Park and regularly come to volunteering events.

Our parks and open spaces are for everyone to enjoy and it is always fantastic to have communities and volunteers working to make Cudworth Park attractive and cleaner. The Cudworth Environment Group were formed in 2005 and have a strong history of volunteering linked to the wider Love where You Live and the Yorkshire in Bloom campaign. They are a group of volunteers from a variety of backgrounds, bringing many skills and enthusiasm to the Park and work in partnership with the Council.

Which Corporate Outcomes does this contribute to?

Outcome Ten People volunteering and contributing towards stronger communities

Outcome Nine People are healthier, happier, independent and active.

How did this project meet the corporate outcomes?

This project will make a positive and lasting improvement to the local environment for the benefit of local people, and it is not just about planting flowers. The very nature of volunteering encourages and develops community spirit and civic pride whilst promoting responsibility for planting, cleanliness and maintenance. This in turn can boost the local economy through increased tourism, stimulates voluntary work and cooperation between community groups, and is a means to address issues such as sustainability, recycling, minimising waste and energy conservation.

Volunteers

P Biddlestone Ltd provided a mini digger with a driver free of charge to help dig the holes for the bulbs.

Six volunteer took part in the planting from 10am to 3pm

6 x 5hours =30 hours volunteering in total

What was the role of Ward Alliance?

The Ward Alliance offered support, advice and funding.

What was our role? (CDO role)

Brokering and bringing together stakeholders

What partners are involved?

The following people have been consulted in developing this project plan:

1. Local Councillors
2. North East Area Team
3. Community Representatives
4. The Cudworth Environment Group
5. Henry Boot Construction Ltd

What was the impact?

The planting of the bulbs was as a fantastic effort by everybody and the Park will look wonderful in the spring.

Catherine Spooner Henry Boot Construction Ltd Communications Officer said “well done to you all”

Councillor Wraith said “The bulbs will make a wonderful display in the spring and be enjoyed by all.”

Lessons learnt

When planning large numbers of daffodils in difficult areas the mini digger proved invaluable.



North East Ward 2019/2020 Quarter 3
Case Study
Fit and Fed

Corporate Priorities:

- 2. Strong and Resilient Communities.
- 3. People Achieving Their Potential

Summary of project

Summer should be a time of fun and excitement for children, but for many this is not the case. For families whose children are eligible for free a school meal, once school is out, this safety net is removed. Additional costs for activities and childcare can be a strain on families who are already working extra hard to provide the meals their children would normally get at school. The effects on the children go beyond the holidays, with children returning to school in September malnourished, tired and unable to learn.

The North East Ward Alliance wanted to offer food and fun activities to ensure that children can enjoy their summer holidays on a full stomach and return to school happy and healthy.

They awarded a grant of £730 matched fund by £730 from the North East Council's Youth Development Fund to Red's in the community to deliver a targeted holiday programme (22 July – 31 August 2019) to approximately 50 young people aged 8 to 15 in the North East Ward at risk of holiday isolation and hunger.

Their qualified coaches, supported by volunteers drawn from the local community and parents, delivered 8 sessions across , Shafton ,Grimethorpe, Great Houghton and Brierley (11am till 2pm), involving sports, socialising and sustenance, for an 8 week period.

Sessions comprised of:

- Multi-sports, including football, cricket, badminton, to ensure inclusivity and appeal to a broad cross-section of young people.
- Wellbeing workshops, covering nutrition and positive lifestyles, with open invitation to family members.
- Lunch, snacks and refreshments during every session.

Engagement

We will work with local schools and stakeholders to identify and engage young people less likely to access holiday provision and at risk of holiday hunger and isolation. Joined up promotional activities will include presentations at school assemblies, social media and flyers.

How did the project arise?

The North East Ward Alliance wanted to help low-income families cope with the extra costs of feeding children over the six-week school break.

With, the extra childcare costs around the holidays, families already struggling with low budgets find it difficult to feed their children. The Fit and fed pilot programme aims to address holiday hunger. These Fit and Fed clubs provide open spaces around the holidays for children and families to come together to play, learn new skills, and share a meal together.

The All Party Parliamentary Group (APPG) on hunger published a report earlier this year which showed that hunger amongst children during the school holidays may exacerbate inequalities that already exist between children from wealthier and poorer backgrounds. Those children most at risk of hunger during the holidays may also suffer from social isolation, loneliness, and inactivity. These factors combined can lead to significant weight loss or gain, and negative impacts on physical and mental well-being.

Which Corporate Outcomes does this contribute to?

Outcome Ten – People volunteering and contributing towards stronger communities

Outcome Nine People are healthier, happier, independent and active.

How did this project meet the corporate outcomes?

The fit and fed project offered four main advantages:

- Socialising and activities for children
- Financial relief for parents on very low incomes
- Skill building for parents and pathways to future work
- Improved physical and mental health, setting children up to excel in their studies after the holidays

Each of these advantages improves children's quality of life, as well as their chances of growing up to become healthy, well-educated adults, while simultaneously increasing parents' confidence and adding to their skills base.

Addressing the root cause of childhood hunger through policy reform is critical, however we believe that Holiday Clubs are also an excellent way to promote social inclusion through food, and that they add an important element of happiness and community to the lives of those families who are supported.

Volunteering

The scheme created opportunities for participants to engage as project volunteers, harnessing their skills, ideas and enthusiasm to assist in delivering and shaping the programme and actively signpost participants into other volunteer opportunities.

What was the role of Ward Alliance?

The Ward Alliance offered support, advice and funding.

What was our role? (CDO role)

Brokering and bringing together stakeholders

What partners are involved?

The following people have been consulted in developing this project plan:

- Local Councillors
- North East Area Team
- Community Representatives
- Reds in the Community

What was the impact?



North East Area Team Cudworth, Monk Bretton, North East & Royston Wards

2019/20 Quarter 3 Christmas Community Events

1. Thriving & Vibrant Economy
2. People Achieving Their Potential
4. Strong & Resilient Communities

1. Love It

During the festive period the Cudworth, Monk Bretton, North East and Royston Ward Alliances support a number of community Christmas events across the North East Area.

A number of projects have taken place across all 4 wards in the North East area. These projects are designed to bring the community together during the festive period. They assist with community cohesion with a focus on intergenerational work bringing children and older members of the community together for a common purpose. Many events aim to address social isolation by bringing people out of their homes and interacting with others.

Examples of these projects include – village Christmas trees, Christmas lights on the High Street and other key focal points, pantomimes, Christmas Carol Concert with the school choirs.

Priority One:

- **Develop a vibrant town centre**

Priority Two:

- **People are happier, healthier, independent & active**

Priority Three:

- **People volunteering & contributing towards stronger communities**



These types of projects develop a vibrant village and focal point, within the local area. The community taking pride where they live.

As a result of taking part in this kinds of activities, local people have a sense of community spirit and pride will feel happier and healthier.

These events wouldn't happen without volunteers being at the heart of them. They are responsible for the planning, organisation and delivery of such events. These projects are a great platform to engage with the community and recruit new volunteers for future events.



All community events were organised by local volunteers and community groups with the support from Ward Alliances and Area Council Team.

Ward members from all four Wards took part in these events, with special thanks to a Monk Bretton member who was Santa at a number of these events.

The role of the Area Team is the overall coordination and planning of these events. Supporting volunteers with all the health and safety aspects, completing risk assessments, publicity and promotion, liaising with key partners like Street Lighting, Neighbourhood Services, BPL and local schools.

Our main role is to bring together all interested parties ensuring all events are delivered in partnership and include the whole community.

These projects successfully delivered a number of events across all the 4 Wards during the festive period. They provided the opportunity for intergenerational work, specific activities for the elderly addressing social isolation within the community. Instilling that sense of community spirit and getting to know members of the community.

These types of projects promote partnership working, the whole community coming together for a common goal and outcome. The help to build relationships within communities and raise BMBC's profile.

Dave North – Shafton Parish Council. Was very pleased with their event and so happy to see so many people out in Shafton.

Kevan Riggett-Barrett - BPL Manager Royston Leisure Centre. This year has been our best Christmas event to date. There were so many people there the hall was full, it was brilliant.

Alison – Volunteer. It was lovely to be part of such a special Christmas event seeing so many people there and listened to all the children singing.

As can be seen from the photographs the Communities Love Christmas, and it is a lovely season to celebrate the community cohesion in our local areas. Christmas spirit is very important to people. It is an opportunity for intergenerational activities which brings everyone in the community together, and helps them to continue to Love Where Live.



North East Area Team - Monk Bretton Ward (Lundwood) Floods Crisis Hampers and Christmas Celebration

Strong & Resilient Communities

1. Love It
8. Live It

In November Barnsley was hit by heavy rain fall and as a result 44 homes in Lundwood around the Lang Avenue area were flooded. These properties experienced great losses as water entered their homes causing damage and distress to residents within that community. Some residents had to be rehomed due to the damage caused.

The project was designed to assist residents during a time of crisis and alleviate some of the financial pressures during this difficult time.



The Ward Alliance created crisis hampers made up of all the essential items a family would need to live on, to help them through the flooding period. This isn't the first time this area has been hit by extreme flooding it has happened in 2007 and 2012.

As a result of the floods local people and businesses wanted to donate funds to help those affected. As a result of this generosity a Christmas party was thrown at Burton Grange Community Centre for the flood

victims. The party was designed to bring the community together after the difficult time, allow them to socialise and get back to sense of normality. It was also an opportunity to say thank you to all those that have volunteered and helped out during that time.

Priority Two:

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

Priority Three:

- People volunteering & contributing towards stronger communities

This project ensured that children and residents were safe from free from harm, providing Burton Grange as a safe warm space as shelter. Distributing items to ensure everyone has everything they needed during the difficult time. Berneslai Homes and BMBC working together to ensure homes were allocated their emergency funds quickly, and additional support put in place where needed.



The number of volunteers that “helped and assisted” at this time is staggering. From clearing rubbish, to cleaning homes, distributing hot food where needed. There was a real sense of community spirit as everyone come together to help each other. Showing that in times of need what a strong and resilient community they are in Lundwood. During the floods the Ward Alliance and local volunteers helped local residents during the crisis. They assisted during the floods and afterwards with the clean-up, moving furniture and waste etc.

Burton Grange Community Centre was opened up and used as a community “hub” during the flooding period. Somewhere residents could go to keep warm, and receive a hot meal. Food parcels and donated goods like cleaning products were distributed to those most in need. All this was coordinated by the Centre’s manager Sue Fox. The Ward Alliance and Ward Members made up crisis hampers for the 44 homes that were flooded and delivered them to the door.



The Area Team assisted in:

- The organising and coordination of the project, bringing volunteers and partners (Berneslai Homes) together.
- Passing on contact information and support.
- Coordinating the delivery of hampers items, gathering volunteers to make up the hampers and planning the distribution of all the hampers in a timely manner.

The project alleviated some of the strain for the local residents during this difficult time. The main thing the project achieved was it brought the community together, friends and neighbours helping one and other. Neighbours reported that they got to know more people, new people to the area.

The Project did not promote new ways of working but did improve the Council’s reputation within the community. Residents reported that they felt like “someone” cared and that they were supported. There has been a great deal of positive feedback surrounding this project.

One woman quoted – How grateful she was and the hamper meant a great deal during the difficult time. She cried when receiving it.

A number of residents have praised Sue Fox who runs Burton Grange Community Centre for all the hard work she has done providing support to the community. Some said “she’s a super star” and the “heart” of the community, “she’s a real diamond”.



Caroline Donovan
North East Area Council Manage
January 2020

North East Area Council
 Cudworth, Monk Bretton, North East, Royston