

SOUTH AREA COUNCIL
Performance Management Report

October 2015

INTRODUCTION

South Area Council Priorities

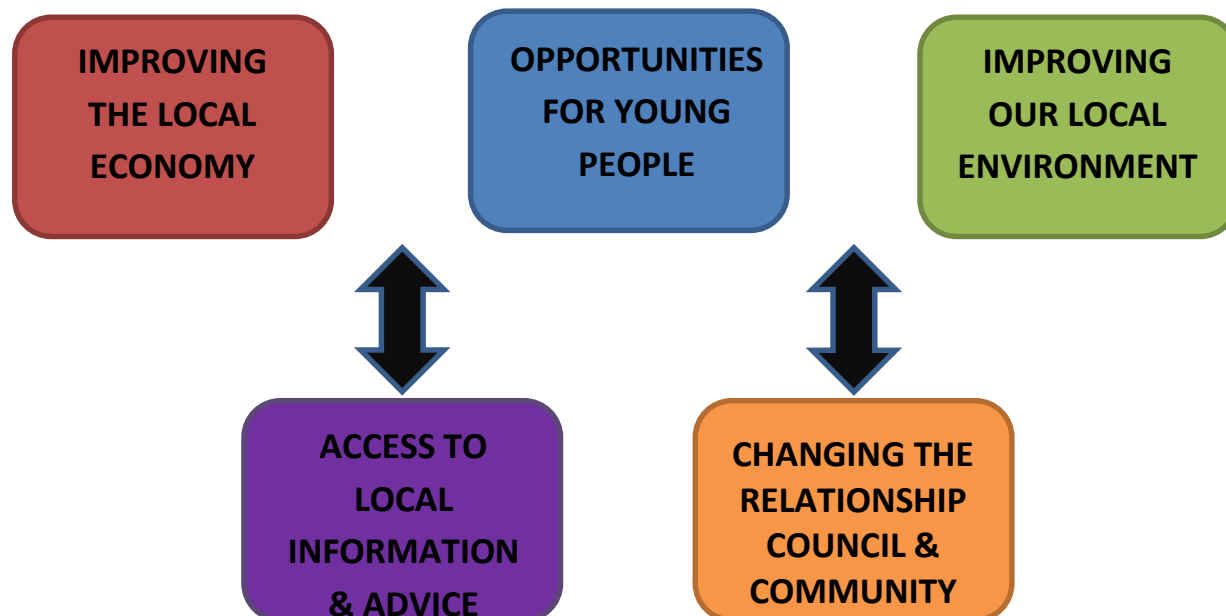


Table 1 below shows the Providers that have now been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives of South Area Council.

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

Table 2 below shows the projects currently under development.

	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving our Local Environment	Provision of signs for cleaned up sites 'Maintained by Volunteers'	Taylor made Signs	£375.00	Currently on order	Not applicable
Access to Local Information & Advice	Production of Practitioner Support Pack for Veterans	May not be needed as information already exists elsewhere	£0.00 (would have been £2,000 if funding still required)	Work with existing providers of information underway	Not applicable – would be one off cost if required
Opportunities for Young People	Provision of 39 week Fire Cadet course for 16 young people	South Yorkshire Fire & Rescue Service	£12,157.81	Currently being negotiated with SYFR – likely to be Easter 2016	Pilot programme – would be re-commissioned only if funding available & impact assessment satisfactory
Opportunities for Young People	Provision of 1 week Achieving Respect & Confidence (ARC) course for 14 young people at risk of offending	South Yorkshire Fire & Rescue Service	£5,000	Currently being negotiated with SYFR – likely to be Easter 2016	Pilot programme – would be re-commissioned only if funding available & impact assessment satisfactory
Opportunities for Young People	Youth Asset Mapping project & survey	Forge Community Partnership	£5,000	Mapping events to start February 2016 & report completed April 2016	Not applicable – one off piece of work to inform future work to support young people
Cross cutting across all themes	Health & Wellbeing Asset Mapping Conference	In house by South Area Team	£1,000	To be confirmed – Spring 2016 Currently working with Be Well Barnsley team to develop	Not applicable – one off piece of work to inform future work with health & wellbeing in the area

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

Outcome Indicators	Achieved to date	
Number of small environmental projects completed	496	(455)
Number of large environmental projects completed	31	(22)
Number of litter picks completed	1423	(1178)
Number of fly tipping incidents dealt with	84	(80)
Number of Xmas projects completed	13	(8)
Number of Fixed Penalty Notices issued – littering	805	(626)
Number of Fixed Penalty Notices issued – dog fouling	62	(39)
Number of Parking PCNs issued	74	(150)
Number of targeted dog fouling & littering operations completed	136	(113)

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

Access to Local Information & Advice

Outcome Indicators	Achieved to date	Previous
Number of clients seen & in receipt of information & advice	1268	(1006)
£ of benefits gained as a result of the advice received	£989,907.59	(£792,395)
£ of unmanageable debt dealt with through financial settlements	£964,772.18	(£765,378)
Number of cases where homelessness was averted	28	(21)
Number of clients referred to other specialist help	427	(314)
Number referred to Credit Union or other money management help	165	(127)
Number of community groups visited to promote advice services	100	(89)

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

Improving the Local Economy

Outcome Indicators	Achieved to date	Previous
Number of local businesses approached to complete survey	238 (completed)	238
Number of local businesses completing survey	88 (completed)	88
% of local spend achieved by projects	94%	94%
Number of quotations sourced for local business courses	56 (completed)	56
Number of business courses commissioned	16 (completed)	16
Students hours commissioned on business courses	1493 (completed)	1493
Number of students attending business courses to date	30	21
Number of student hours completed to date	90	
Number of student places booked onto future courses	75	72

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged	140	(102)
Number of young people engaged in volunteering	6	(6)
Number of new community groups established	4	(1)
Number of community groups supported (including schools)	16	(81)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	14	(12)
Number of local businesses encouraged to maintain own environment	143	(131)
Number of young people referred to restorative justice provision	10	(5)
Income received from enforcement activity to Area Council in £	£41,394	(£29,844)

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



Opportunities for Young People

	to date
Number of Summer Internship places filled & initial interviews completed	41
Number of students completing Summer Internship workshops & placement	37
Number of 5 Year Plans tailored to student needs developed	33
% of students reporting an increase in motivation about the future	80%
% of students reporting increased confidence about future plans	88%
% of students reporting increased knowledge about opportunities available to them	72%
% of students reporting increased awareness of own skills & how to use them	72%

NB: Full evaluation report will be available in late December 2015, and will be attached to Area Council Performance Management report in February 2016

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div style="background-color: #c00000; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Local Economy</div> <div style="background-color: #663399; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 5px;">Access to Local Advice</div> <div style="background-color: #ff9933; color: white; padding: 5px; text-align: center; border-radius: 10px;">Changing Relationship</div>		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	

Comprehensive Quarter 6 (September - November 2015) monitoring reports were completed by Barnsley Citizens’ Advice Bureau and BMBC Welfare Rights and a Quarter 6 contract review meeting will be held on 11th December [after this report is produced].

The project continues to be extremely well used, with over a 50% increase in clients since the previous quarter for both Welfare Rights and Citizen’s Advice services. The teatime sessions continue to be extremely busy, reflecting the fact that the majority of those seen are in work and require help with in-work benefits or other issues.

For the service as a whole, the majority of clients continue to seek help for debt or help with benefits as described above. There has also been a significant rise in this quarter of people seeking help with housing and relationship issues. However, the most worrying trend has been a marked increase in homeless clients (or those about to become homeless) seeking advice on finding somewhere to live. This is reflected in the numbers – 7 cases of homeless averted in this quarter alone, compared to 21 in the fourteen months prior to that.

Phil and Zoe have continued to publicise their project to a range of community groups and have also used the Neighbourhood Networks to promote their services. There have been strong links made with the three local Foodbanks – at Darfield, Wombwell & Hoyland. Volunteers supporting the Foodbanks have been made aware of the services available and have referred a number of clients. Fliers promoting the service are also now included in food parcels given out.

Zoe and Phil are also working with the Hoyland/Rockingham Ward Alliance on their Winter Warmer Pack project, which provides a pack of warm clothing and food to those in fuel

poverty. They have already identified clients from their caseloads who are in fuel poverty and have offered to help to distribute the packs to these people before Xmas.

In terms of the future of the project, the current contract ends in mid June 2016. Because the Area Council funding is currently only guaranteed until March 31st 2017, this would not enable us to go out to tender for a full year – and anything less than a year is not considered good commissioning practice. As the Area Council has indicated that it would like to continue to fund this project whilst funding remains available, I have been able to secure a waiver report for the project to enable it to continue to 31st March 2017 without going out to tender. This allows continuity for a further 10 months for two staff who have worked really hard to gain trust and credibility locally, and also means that any future redesign of the project (assuming funding is available) can take into account the broader restructure of welfare provision in Barnsley which is currently under development following large cuts to both Citizen’s Advice and Welfare Rights funding of their mainstream services.

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

Tidy Team – Forge Community Partnership/Anvil CIC

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

Comprehensive Quarter 4 (June – August 2015) monitoring reports were completed by Forge Community Partnership/Anvil CIC in November 2015 and a full contract review meeting will be held on 9th December

Running alongside this, the Tidy Team Steering Group (comprising Anvil staff, elected members & Ward Alliance representatives, Enforcement staff and the South Area Council Manager) has continued to meet to identify priorities for the Tidy Teams to tackle, joins up the Teams' work with that of other services and acts as a 'critical friend' to the project. The Steering Group is due to meet on 10th December.

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

Much progress has been made in terms of the two areas where the project was not previously meeting its targets – work with schools and new community groups created. As previously reported, this was in part a difficulty in gaining access to the schools, but was also partly due to the team under-reporting new groups they had brought together because they were not 'formal' groups with a constitution etc. The yellow rating will remain in place until the targets set are met, which the team are well on the way to achieving (3 new community groups this quarter from a target of 4, and support to 14 schools and community groups from a target of 20).

Highlights for this quarter have included:

- A heavy focus on 'Team Xmas' with the team heavily supporting the new Wombwell Xmas Event (run this year by the Ward Alliance for the first time), a new and improved Birdwell Xmas Tree event, the erection of Frosty and Friends at Hoyland and support to community groups at Hemingfield and Elsecar to sort out Xmas trees and lights
- Continued support to the Martha's Garden group, including help to host a very well attended Halloween celebration
- Work with the new Wombwell Community Garden group to host a community consultation event about the Garden on a local landlocked area. Unfortunately, the weather on the day kept many people away and a repeat event is planned, to which the Tidy Team will contribute
- Support to a newly established Birdwell Resident's Action Group (BRAG) when the old group stepped down, including support to promote their Xmas event
- Another major cleanup at Milton Ponds alongside volunteers, to clear and trim the top pond
- Continued support to the Friends of Darfield Churchyard and the new Billingley Parish Council group with local cleanups
- Work with ASOS at Grimethorpe (which is just inside Darfield ward boundary) to explore working with staff there to keep the grounds and surrounding public areas clear of litter, which is currently an issue for those living near the site.

The shift away from the Tidy Team 'doing for' the public and the move towards 'doing with' communities, volunteers and other partners continues to grow, and can be seen in the increased numbers of volunteers recruited – 38 this quarter alone. Some of these volunteers are vulnerable and require intensive 'hands on' support from members of the Tidy Team.

Environmental Enforcement – Kingdom Security

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

As a result of their extension to contract until March 2016, Kingdom produced comprehensive Quarter 5 (August – October 2015) monitoring reports and a full contract review and end of Year 1 meeting was held on 9th November 2015.

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

Key highlights for Quarter 4 of this project have included:

- A continued increase in the numbers of tickets for littering and dog fouling – a total of 202 tickets in the last quarter – an average of 67 tickets per month against the 52 tickets per month achieved in the first year. This has been due in part to an increase in targeted operations based on intelligence from staff, the public and other partner organisations like Berneslai Homes.
- An increased number of PCN fines for parking – 74 this quarter; again due in part to targeted operations
- A current payment rate for fines of 76% (which is above the average in areas across the country patrolled by Kingdom) although the real rate will be higher because of the rules which allow up to 90 days to pay and possibly longer if the person appeals.
- Since those cases coming to court have been 100% successful to date, this means that the payment rate will ultimately be almost 100% - with a very small number who have moved away and cannot be chased the only exceptions to this
- Income raised from Littering and Dog Fouling FPNs at the end of the first year of the contract is currently £41,394 – with more to come in after the 90 day period
- We are still awaiting final data from BMBC Parking Enforcement about the level of income generated from parking PCN notices. We know from them that 99 tickets issued have been processed, but are still awaiting information about whether this is





at the lower rate of £35 for those who pay promptly or the full rate of £70 for those who do not. This means that income of between £3,465 or £6,930 will have been generated as of November 2015.

- 5 young people have been referred to restorative justice in the last quarter. Kingdom staff are now taking part in the restorative litter picks being undertaken – please see Appendix 2 of this report for details

The South Area Council has already decided to approve a further procurement of this service from 1st April 2016, on a year-on-year basis for as long as funding is available and the service is still needed. A joint tender specification with the North, North East, Central and Dearne Area Councils was advertised on Yortender at the end of November as five ‘lots’ and will be assessed during December and January, in plenty of time for the new contract to start on 1st April 2016 The joint ‘lots’ tender means that that one provider will be appointed to all five areas, but that they will still be separately contract managed by the five Area Councils/Area Council Managers.

The review of current core Parking Enforcement Services has now been finalised and was appended to the tender specification. This should enable a clear working relationship between the provider from the 1st of April and BMBC Parking Enforcement Services, building on the strong progress made in working relationships between the two over the past few months.

Local Business Survey & courses for local businesses

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

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

- IT skills
- Social Media and Marketing

- Health and Safety
- First Aid
- Website Development
- Business Development

As a result of specifications being drawn up for the courses, contracts were awarded to Northern College (IT skills, Website Development, Social Media & Marketing) Emergency Response (First Aid, Health & Safety) and BBIC (Business Development)

A total of 16 separate short courses based on businesses identified needs and totalling 1493 student hours have now been put together. The shortest courses last just 3 hours and the longest 12 hours, depending on the subject. If the courses were full, then the student hour cost would be extremely competitive at £11.15 per student hour.

Unfortunately, despite extensive promotion of the courses with those taking part in the original business survey and with businesses across the four wards, takeup of course places continues to be very poor.

There are currently 75 students booked onto current and future courses; this represents around one third of the available places. However, only about 50% of those booked on have been attending the courses, despite a reminder phone call a few days prior to the start of the course, which has been very disappointing. Those who have attended have been extremely positive about the courses and cannot believe that their fellow businesses aren't 'queuing around the block' (as one student put it) for such high quality free provision.

The courses in the New Year have a full page 'spread' in the first edition of the Community Magazine #Love Barnsley going out in mid December and it is hoped that this will also boost numbers booking onto courses. The South Area Team will also be going another full round of promotion (posters, social media, face to face calls, promotion through Neighbourhood Networks etc) in the New Year – hoping that businesses are making New Year's resolutions to join up – but also being mindful that the team has many other pieces of work to complete and cannot spend unlimited hours promoting only one project.

Summer Internship Programme – C&K Careers



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

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

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

Following extensive preparation work with the schools and with the individual young people taking part prior to the programme (reported in the previous report of September 2015), the 2 week courses comprising one week employability skills and one week work experience started at the end of July and ran throughout the summer holidays at the Core in central Barnsley. This venue was chosen deliberately as an ‘adult’ venue to underline the fact that the course was about the wider world rather than the confines of school.

A Celebration Event was held in September for students, their parents and others with an interest in the programme, including the employers who had offered work placements. Over 100 people attended, and the young people were presented with certificates by the Deputy Mayor. The South Area Chair welcomed those attending and congratulated the young people on their fantastic achievements.

Three young people were brave enough to speak about their experiences at the event – and credited the programme itself with giving them the confidence to speak in public. The biggest cheer of the night was when Cllr Stowe announced that the programme would be re-commissioned for another year, with many parents expressing gratitude that younger siblings would also get the chance to take part.

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

A full evaluation report (including full feedback from the young people who took part) will be available in late December 2015 and will accompany the South Area Council Manager's Performance Management report in February 2016.

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

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

As a result of this, the number of places on the course next year has been reduced slightly to 50, on the advice of C+K Careers as outlined above.

Following approval for a 2016 Internship Programme, a revised joint tender specification has been pulled together with the North and North East Area Councils (with whom the 2015 contract was jointly run) and at time of writing is out on Yortender with a closing date of mid December, to enable the contract is awarded in late February at the latest. This will allow the appointed provider plenty of time to gain access to the schools for the preliminary work needed, something which proved difficult and time consuming across the board this year.

Kate Faulkes

South Area Council Manager

8th October 2015