

COMMUNITY SAFETY & ENFORCEMENT SERVICE

South Area Council Funded post – Housing & Environment Officer

Written report:

The first quarter of the new financial year has understandably brought about a new way of working and different challenges. My role as a housing and environment officer has developed and I have found myself dealing with a lot of welfare issues due to the COVID-19 situation. Tenants are regularly struggling for food and to cover household bills, there is massive amounts of poverty that I have seen first-hand. It is fulfilling being able to offer support to the most vulnerable parts of our communities during such unprecedented and challenging times. I have met lots of residents and tenants who are struggling massively with poverty which is seemingly then having an impact on their mental health and well-being. I have spent lots of time with these residents in the hope of providing even just a little bit of company and reassurance, as well as essential items.

Whilst carrying out welfare visits I have, as much as possible, continued to target hotspot areas in the South providing information and encouraging tenants to use their waste and recycle bins to prevent a build-up of waste. Particularly in Darfield where I have spent a lot of time over the past 6 months or so visiting regularly, engaging with tenants and ensuring they know their waste collection days, have sufficient bins and also ensuring they know I will be checking that waste does not accumulate in gardens. I feel the regular engagement has allowed me to continue the work and try to prevent any deterioration in the results already gained.

Managing tenants' waste has been difficult during times when bin collections were suspended and the whole country was in lock down, creating more waste at home, without the usual facility of collections. It has meant I have tried to be a visible presence and encourage tenants and residents to think about what waste they are creating and how they are dealing with it. Over the past few weeks I have been going out and about doing more and more proactive work and with collections now resumed and the recycling centres open I can engage with tenants once again and continue to improve the lives and environments within our communities.

In terms of my case load I have kept in regular contact with tenants, visiting the most vulnerable with weekly food parcels provided by the Salvation Army, Goldthorpe. This has proved successful in not only providing essential items to them but continued to build on the strong relationship between the South Area Council and tenants. I am now delivering 7 food parcels each week to these tenants. I am still waiting to re-home the tenant with no hot water supply and there have been recent developments in the relationship between mother and daughter so now I am working with them independently and they will move into separate accommodation. This continues to be a very time intensive case study and has been delayed by COVID-19, although I am hopeful both tenants will be moved by the end of the summer.

I have been doing weekly proactive walk-about particularly in Wombwell, Darfield and Elsecar and last week I spent time with Councillor Frost looking at waste issues in and around the Blythe Street area of Wombwell.

During this quarter I have assisted with delivery of leaflets, around 500 delivered in and around Hoyland with information for residents about the contact centre and volunteering services. I also delivered around 200 private sector leaflets in the South Area providing specific COVID-19 advice for tenants who may be having disrepair or landlord issues.

I have conducted 7 welfare checks across the south Area providing advice and reassurance to residents who have accessed the befriending services, during this I have identified further needs and been able to signpost to other services.

CASE STUDY:

Just prior to lockdown an elderly couple living in Elsecar were victims of a burglary. Late one evening masked men forced their way into the couple's property, unbeknown at the time it was the wrong address, this caused a lot of distress to the couple and family who are unable to come and offer support due to restrictions.

My colleague initially provided victim support however due to lockdown she was unable to visit them in person to offer advice and reassurance. They had no family or friends visiting and so I was asked to make contact with them to see if there was any support that could be offered. This has become a regular reassurance visit and I have visited the couple every week during lockdown. I was present when the insurance company attended to ensure their vulnerability was recognised and they are now waiting for a new door to be fitted. As a service we have provided alarms for the windows and doors and I have done joint visits with the local PCSO's. Whilst spending time chatting with the couple I found out they still use solid fuel and it is kept in the cellar. Both of them have mobility issues and it is a struggle to get the coal up, light the fire and keep it clean. As a result of discussions with them and other family members a referral to the warm homes team was completed and they are in the process of applying for a heating system to be installed. I have also made a referral to the equipment and adaptations team as there are steep stairs in the property and they would benefit from a stair lift.

The couple and the family have been really appreciative of the advice and support offered and I feel that even though this is a privately owned property it is an excellent example of the signposting and support that is available to all residents via the South Area.

CASE STUDY:

During COVID-19 my role has involved supporting vulnerable residents across the South Area who are in need of essential items, support and friendship. I was asked to visit a gentleman a, Elsecar who was not answering calls from the befriending service and there were concerns for him as he had previous mental health issues. He is a Berneslai Homes tenant.

On visiting him he described how he has struggled with his mental health for number of years and as such he rarely leaves his home unless to collect medication or to take his dog for a short walk. He said he has no family or friends nearby and appeared to be very isolated and lonely.

As I have done with all visits I asked if he was okay for food, money and the basic essentials. He said he would normally get an online delivery shop but due to a hospital stay and COVID-19 he had not been able to get one and had gone for weeks without a delivery. After some persuasion he agreed for me to bring him a food parcel and also asked if there was any contact numbers for 24/7 support as he said it is during the night he struggles a lot.

I was initially under the impression he was already being supported by Mental Health but after a couple more visits to check on his welfare it appears he has had previous input from them but he isn't currently receiving any support or has anyone as a point of contact.

I then attended after a discussion with Dawn Grayton as she was struggling to get hold of him again and had concerns about his well-being. The tenant had had no electricity for around 3-4 days and as a result had to throw away a lot of the fresh food I had brought him. His phone was partially charged. He had no money to put electricity on until his PIP payment.

After contacting Dawn we arranged for the Salvation Army to provide him with an emergency £10 Payment which I put onto his electricity at the post office, along with a food parcel.

I had quite a lengthy chat with him after about debt, support and how to start moving forward and as a result he has been referred to CAB, social services and Humankind. I continue to visit him regularly and drop food parcels off and spend time chatting with him. He is very appreciative of the time spent supporting him.

South Area Council - Private Sector Rented Housing Management and Enforcement Project

2019/2020 Milestones, Outcomes & Interventions: Performance Targets

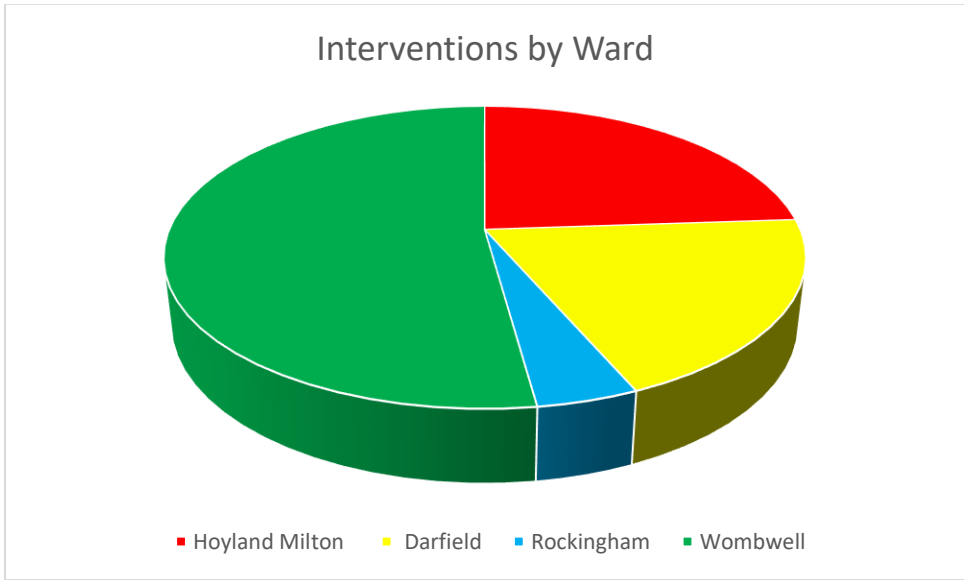
Milestones

2019/2020 Milestones	Targets
6 month review undertaken	30 th September 2019
Case studies and reports submitted	Quarterly
Attendance at tidy team steering group	2 per year
Attendance at Ward Members briefings and or Ward Alliance as appropriate	One per quarter

2020 /2021 Activity Intervention Targets

	Q1 April-June 20 Target	Q1 April-June 20 Actual	Q2 Jul –Sept 20 Target	Q2 Jul – Sept 20 Actual	Q3 Oct – Dec 20 Target	Q3 Oct – Dec 20 Actual	Q4 Jan – March 21 Target	Q4 Jan – March 21 Actual	Year Total Target	Year Total Actual
No. of initial contact made	100	51	100		100		100		400	
No. of vulnerable households identified	10	18	10		10		10		40	
No. of internal physical property inspections carried out	10	0	10		10		10		40	
No. of properties improved because of service intervention	8	0	8		8		8		32	
No. of informal requests for action to landlords	8	1	8		8		8		32	
No. of formal notices-private landlords	-	-	-		-		-		-	
No. of people sign posted to other services	8	11	8		8		8		32	
No. legal prosecutions / action	-	-	-		-		-		-	
No. of CPN Written Warnings Issued	-	-	-		-		-		-	
No. of CPN issued	-	-	-		-		-		-	
No. of Fly tipping cases	-	2	-		-		-		-	

No. of interventions in Hoyland Milton	25	11	25		25		25		100	
No. of interventions in Darfield	25	9	25		25		25		100	
No. of interventions in Rockingham	25	2	25		25		25		100	
No. of interventions in Wombwell	25	24	25		25		25		100	



Outcome Indicators

Outcomes: Improve the physical/living conditions of private rented stock in wards within the South Area Council boundary

Reduce the levels of crime and anti-social behaviour related to private rented sector housing in wards within the South Area Council boundary

Reduce the levels of littering and fly-tipping in and around the private rented housing stock

	Q1 April-June 20 Target	Q1 April-June 20 Actual	Q2 Jul –Sept 20 Target	Q2 Jul – Sept 20 Actual	Q3 Oct – Dec 20 Target	Q3 Oct – Dec 20 Actual	Q4 Jan – March 21 Target	Q4 Jan – March 21 Actual	Year Total Target	Year Total Actual
No. of geographically targeted publicity campaigns undertaken	1	2	1		1		1		4	
No. of contacts with household waste on premises	20	14	20		20		20		80	
No. of households directly supported with responsible waste disposal/recycling	20	14	20		20		20		80	
No. of households making improvements during service intervention	15	1	15		15		15		60	
No. of ASB contacts	-	-	-	-	-	-	-	-	-	
No. of ASB general letters	-	-	-	-	-	-	-	-	-	
No. of ASB Written Warning	-	-	-	-	-	-	-	-	-	
No. of Section 21 Notices *****	-	-	-	-	-	-	-	-	-	
No. of Fly tipping Prosecutions.	-	-	-	-	-	-	-	-	-	

Social value objectives

	Q1 April-June 19 Target	Q1 April-June 19 Actual	Q2 Jul –Sept 19 Target	Q2 Jul – Sept 19 Actual	Q3 Oct – Dec 19 Target	Q3 Oct – Dec 19 Actual	Q4 Jan – March 20 Target	Q4 Jan – March 20 Actual	Year Total Target	Year Total Actual
No. of FT jobs created and recruited to	0	0	0	0	0	0	0	0	0	
No. of work experience placements	-	-	-	-	-	-	-	-	-	
No. of volunteers/ participants taking part in community clean ups	-	-	-	-	-	-	-	-	-	
% of local spend	90%	100%	90%	100%	90%	100%	90%	100%	90%	