

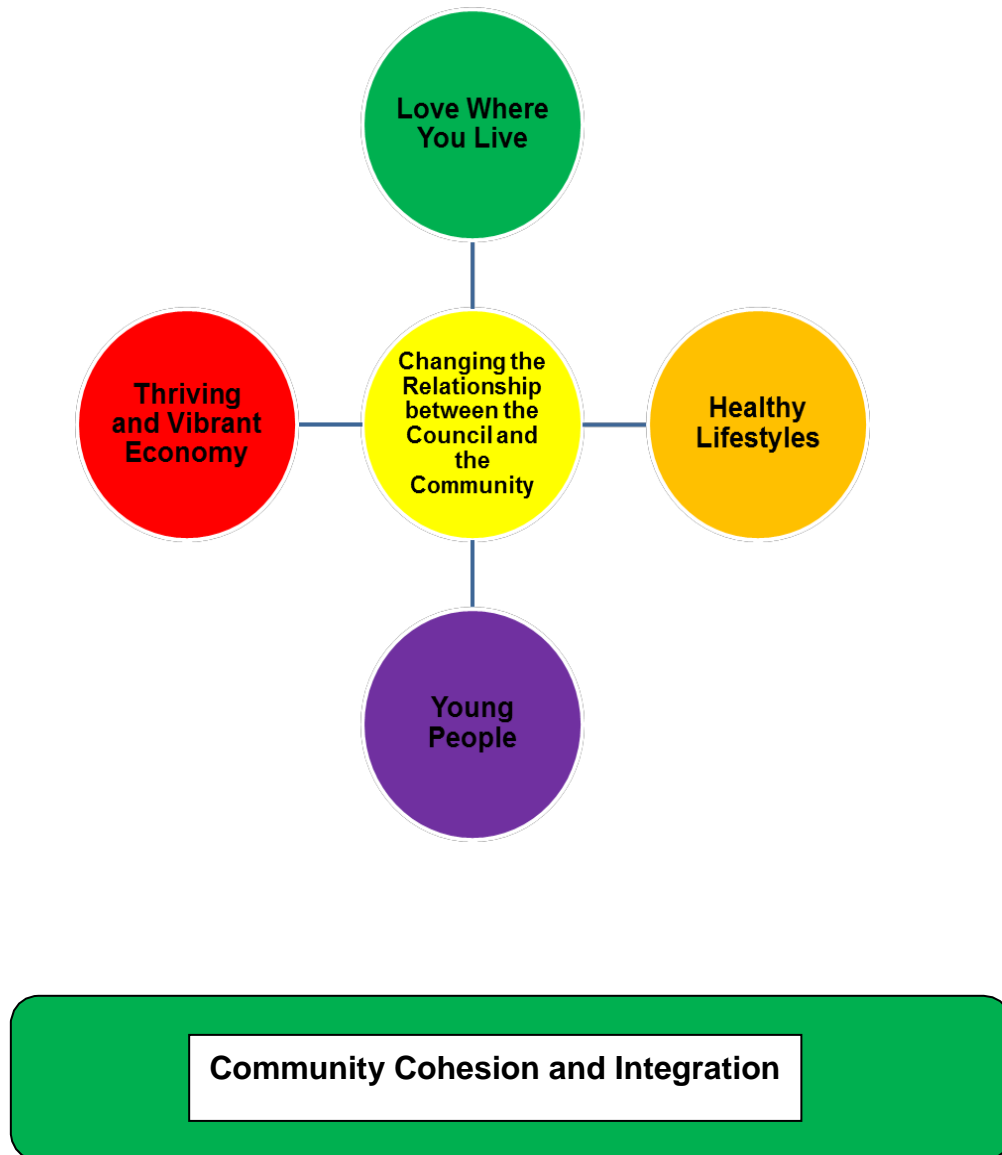
NORTH EAST AREA COUNCIL

Project Performance Report



Introduction

The North East Area Council Priorities



The North East Area Council

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 several 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:

Private Sector Housing and Environment Management Project
Quarter Four 1st April 2020 to 30th June 2020

➤ Healthy Holidays Area Team Report

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

**Private Sector Housing and Environment Officer
Quarter 4 April 1st, 2020 to June 30th, 2020**

**Private Sector Housing and Environment Officer
Quarter 4 report April 2020– June 2020**

Quarter 4 has changed our way of working in a way none of us ever expected. My role is primarily proactive so once the lockdown began, it was difficult to carry out my usual day to day work, particularly as I was unsafe to drive for the first six weeks due to an ongoing knee injury. Managing peoples' expectations was key when discussing complaints due to the restrictions, for example with dumpit sites being closed and skip hire firms either closed or fully booked for months. Waste was building up for many people as whole households were now at home all day every day and some people understandably struggled to manage, so a lot of emphasis was placed on recycling effectively, to give them the best chance of keeping waste under control.

Due to my knee injury however, I was unable to carry out proactive patrols to look for issues in gardens and disrepair in properties and the number of property inspections this year is greatly reduced as a result of this and the lockdown.

I instead picked up reactive work to assist the service. As well as this, I contacted current and former clients by telephone to ensure they were safe and well during the lockdown and to see whether they needed any assistance. These calls were so numerous that I did not record them on Civica, but they made up a large amount of my time in the first few weeks of the quarter (case study 1).

As the lockdown eased and my knee improved, it was easier for me to visit properties to at least assess/reassess situations. My visits throughout this quarter have remained low however, due to nine weeks of either being unable to drive or being on paternity leave and my proactive work was massively impacted as a result.

I picked up thirty-four cases of waste on premises and served six Community Protection Notice written warnings to households that did not comply with my informal requests. Additionally, informal letters were sent to a further nineteen householders regarding waste in gardens, with informal advice given over the telephone to five residents. The remaining cases were empty properties or did not justify enforcement action.

I have also picked up eight ASB/Neighbourhood nuisance cases, two illegal waste transfer sites, one animal nuisance case and one complaint re persistent burning. Only the burning complaint has so far been closed.

A planned community event as a follow up to the Ghandi Backs clean-up operation that took place in January, had to be cancelled due to Covid-19. I hope to be able to organise a follow up in quarter 2.

I carried out some letter drops in Grimethorpe and Cudworth regarding waste in gardens/fly tipping and a positive response has been received from residents.

Partnership work is ongoing with the Environment Agency due to two cases of illegal scrap yards in the region. Because of the Coronavirus restrictions, they have been unable to visit the problem sites, but I have been able to assist them where possible due to my own visits to gather evidence against the perpetrators. I have worked on two cases with South Yorkshire Police this quarter, due to problem tenants in a street in Cudworth and issues on unregistered land.

No property inspections were carried out in quarter 4, again due to the restrictions brought about by Coronavirus, but two problems were resolved quickly and easily with landlords, following telephone discussions with landlords.

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

Mental Health Access Team – 2 people referred for various complaints

Citizens Advice Bureau – 3 people referred for various issues

Council tax and benefits – 2 people referred regarding council tax and housing benefit entitlements

Community Mental Health Team – 1 person referred due to anxiety issues

Barnsley COVID-19 contact center – 12 people referred for emergency help with food and medication supplies, following proactive telephone calls

Total number of cases opened between 1st April and 30th June 2020 - 48

Total number of cases currently open/under investigation – 58

Total number of cases closed between 1st April and 30th June 2020 – 17

Case Study 1

At the beginning of lockdown, I had just returned to work following sick leave with a damaged knee since February, on crutches in the house and unable to drive for safety and insurance reasons. I couldn't get out and initially concentrated on catching up with ongoing work and existing tenants. Being unable to get out and about seriously restricted the usual proactive work I do in the area, door knocking on streets, checking hotspots and engaging with residents' face to face. I instead checked on my existing vulnerable/ongoing clients and telephoned them to make sure they were ok, not struggling with the lockdown restrictions, had no problems with their landlord and that they were able to get food and medication etc. I then went back over my previous records and contacted as many people as I could to do the same.

As this was at the beginning of the lockdown, people were really struggling to get what they needed, and I was able to help a lot of people register with the BMBC helpline for food packages. Many of these people were not aware of the help they could get and one or two were running out of food quickly, with no money to get any more. With the food banks closed, they were struggling. I was able to provide a lot of signposting for people and kept a virtual eye on many to ensure they were ok. Some needed help with online supermarket delivery slots or telephone numbers and others needed to know how the apps used to order their shopping online actually worked.

Many others were perfectly fine and had everything they needed but appreciated the telephone call to check on them. Others were genuinely lonely and were just happy for someone to talk to.

Some of those I spoke to were people I had helped in the past, but others were people I had taken formal action against in the form of CPNs, but again they appreciated the contact. Some of them had problems managing their waste due to the house being full all day every day, with children and parents all at home from school and work.

I have kept in regular contact with a few private tenants and will continue to do so for the foreseeable future.

Case Study 2

I received a telephone call direct from a member of the public with whom I have had previous contact. He called to tell me that several properties nearby were having regular fires in their back garden, having had waste stored there for a while. Normally a regular spot for me to visit and monitor, I had been unable to do so because of my knee injury and the lockdown. The gentleman said that the fires were happening almost daily and up to 10 pm some days. He wasn't sure what was being burned but said there were lots of bangs and black smoke at times and the fire service had been called out several times over the past few weeks.

I called to the properties to assess the situation and take photographs of each of the nine rear gardens. Evidence of recent burning was found in three and a lot of household waste found in these and other gardens too. I returned home and contacted the landlords of the properties to request immediate intervention. I served CPN written warnings on three properties to stop burning and to remove the waste from the gardens as well. Two of the

properties are owned by the same landlord and I was able to get him to work with his tenants to resolve matter. The third is owned by a distant landlord but she immediately contacted her tenant to try to put a stop to their burning and waste accumulation. Warning letters were sent to all the properties on the same section of the road, advising against burning, accumulating waste and warning of the penalties faced for ignoring the advice. Informal letters were sent to two properties requesting removal of smaller accumulations of waste. Recycling centres are now open and although busy, many legal waste removal services never stopped working.

On my return from paternity leave, I revisited the site. Waste had been removed from all but one garden and according to the complainant, fires had stopped, again except for one (the same) property. The case is now progressing to a CPN and the landlord has been informed of the situation. I have asked him to manage his tenants accordingly and advised that if the situation does not improve, I may act against him as the landowner.



Case Study 3

I received a call from a resident at the beginning of the lockdown, who reported problems with her neighbours. The caller alleged that her neighbours were taking/dealing drugs, not complying with social distancing requirements, having house parties, were smashing up their premises, were accumulating a large amount of bad smelling waste in the rear yard and that the house was overcrowded and noisy. The letting agency was operating a skeleton service because of the lockdown and advised me they were unable to take any action against their tenant as they were not allowed to visit. I contacted the owners of the property who live in the Middle East and although they were concerned that the agents were not handling the matter to their or my satisfaction, they were unable to really do a lot given their distance and the restrictions. I involved South Yorkshire Police who were able to visit regarding the drugs allegation but were unable to do anything about the social distancing issue as the people were gathering on private land.

The letting agents insisted there were only two people living in the property, although the complainant alleged there were at least four, possibly five people there. Their response was that they could only email the tenant to advise they'd received a complaint. I advised the agents and the owner that if necessary, we could apply for a closure order, but that was met with silence.

Given that I was unable to drive yet due to my injury, I had no choice but to escalate the matter to a Case Management Officer to take further action. Further threats of a closure order were made to the letting agency as a result and they finally accepted there may be people living in the property that shouldn't have been. Only one person was legally living in the house and he had not given permission for the other four to live there. Following our threats to close the property, a broken window was boarded up, the locks were changed, all waste was removed and the one tenant who should have been living there was now the only person with a key. He was not happy living there anymore as he felt

intimidated due to the threat of the others returning to the house and he was moved out within a couple of days to another property in the area, by the letting agents. The anti-social behaviour stopped once the locks were changed and the house is being monitored but remains empty for the time being.



Case Study 4

I received a telephone call regarding an elderly gentleman who was shielding from Covid-19 and could not leave his property. He was trying to make the most of the good weather by spending a lot of time in his garden with his wife. Unfortunately, the next door neighbour was at home as well and was spending his time in his garden, burning gardening waste for up to seven hours a day. The shielding gentleman suffers with ill health and breathing difficulties and was therefore unable to even open his window due to the smoke. He wasn't burning the "wrong" material, but he was doing it for an unacceptable length of time. The complainant had spoken to his neighbour about it, but the conversation had no effect. The neighbour even moved his burner across his garden and next to the complainant's boundary.

I wrote to the person in question and asked that BMBC's pollution team do the same, to try and tackle the issue with different legislation - the Environmental Protection Act 1990, Clean Air Act 1993 and the Anti-social Behaviour, Crime and Policing Act 2014. My letter warned of the penalties faced under the Acts and that further, more formal action would follow if necessary.

I received a telephone call from the complainant a few days later and he was ecstatic to tell me his neighbour had not only stopped burning waste but had also dismantled his burner and moved it away from his boundary wall. I asked him to keep my telephone number and contact me again should the matter reoccur but hopefully the letters sent will mean no further issues.

Incidentally, I also checked a couple of times with the complainant that he was able to get assistance during the lockdown with food and medicine. He assured me at the beginning and the conclusion of the matter that his daughter was helping him out and that he did not need to use the emergency volunteers.

Healthy Holidays

Grimethorpe Activity Zone (GAZ) Summer School Holiday Scheme 2020

Thanks to support from the North East Area Council. GAZ was able to deliver a programme of activity sessions for children and young people from Grimethorpe, during the 2020 Summer school holidays. Due to Covid -19 restrictions and due to the size of our centre, we restricted the number of young people who could attend to 8 per session and we used an invite only policy for attendance. Parents and young people could register an interest to attend through Facebook or by telephone. From this we put together groups, considering ages and friendships.



and we used an invite only policy for attendance. Parents and young people could register an interest to attend through Facebook or by telephone. From this we put together groups, considering ages and friendships.

We put in place a Covid-19 safety plan, this included. procedures for use of the building, equipment, activities and first aid. We had a sanitizing schedule where all tables, chairs, worktops, activity equipment and art equipment were sanitized between each session.

Due to restrictions, we were unable to deliver some activities, but we still managed to deliver a good range. These included, various arts and crafts, games and competitions, pool, quizzes, and bingo. We also provided free refreshments for all who attended. The sessions were very well received by the community and we received a lot praise and thankyou from many people.

Outputs

Number of sessions	24
Young people involved	34
Total attendance	171

Volunteers We were able to recruit 2 new volunteers to help with the scheme. 1 volunteer worked 28 hours and 1 worked 18 hours

Case Study

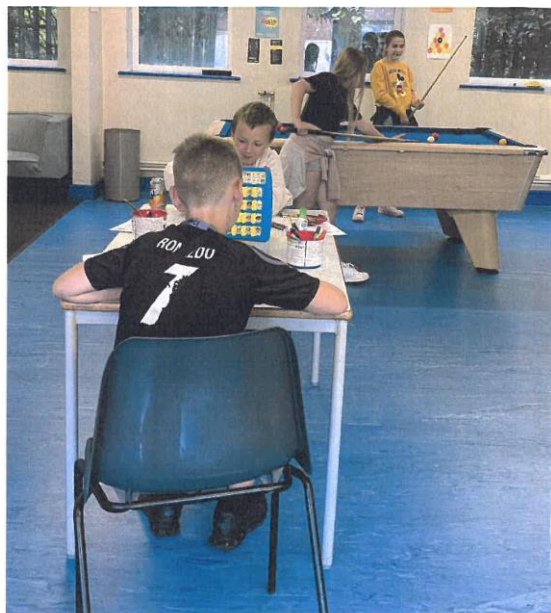
When xxx first came to our sessions, his guardians explained that he had moved to the village to live with them at the beginning of the year, just before the COVID 19 pandemic and that he had not left the house for almost 6 months. He had told them that he did not want to go out as he did not know anybody. They said he was unhappy, and they were very worried about him. They had brought him to GAZ hoping that we could help him by providing him with activities and by helping him to meet other young people.

When he first came to us, he was a very quiet boy and he shied away from conversation with others. We put a plan together for one of our workers to take time to get to know xxx and to gently encourage him to join in games and competitions and gradually introduce him to other young people. Little by little he started to gain more confidence and get along with some of the others and the more sessions he came to the more he fitted in with the others. He now gets involved



with group activities and arrives to clubs with other young people that he has made friends with during the session.

At the end of our Summer programme his guardians thanked us for what had done. They told us that he now has good friends, who he goes out with, he is now happier living with them and that he really looks forward to coming back to GAZ when we start our after-school sessions. Xxxx told us that he had really enjoyed the sessions and he looked forward to coming to our centre in the future.



The Exodus Project

Camp 1 – 8 children aged 8-11 (Social distancing required restricted numbers)

Camp 2 – 8 children aged 8-11 (Social distancing required restricted numbers)

Camp 3 – 10 children aged 8-11 (Social distancing required restricted numbers)

Camp 4 – 4 young people aged 11-15 (Social distancing required restricted numbers and two pulled out due to this being a day trip and travelling time was off putting for them)

Setting: Where did the event take place?

3 Kidz Klub day camps took place at Jenny's Field – South Hiendley
1 Youth Group day camp was a day trip to Scarborough

Activity: What activity did you undertake?

The 8-11's day camps at Jenny's Field all involved crafts, water slide, pond activities with pedalos, last man standing, inflatable games and a bike trek.



The Youth Group day trip involved Foot Golf, beach games, swimming in the sea, fish and chips and amusements

Bike trek



As ever, our work aims to grow the confidence and aspirations of children and young people in Cudworth, Brierley and beyond. All day camps were both entertaining and educational. In the current circumstances, all those who attended were delighted to be able to do something more adventurous in their leisure time having spent such a long time in “lockdown” and away from school. As ever we got some great feedback from the children and their parents.

Ending: What is different now? Sharing quotes from children and parents is a good way of illustrating the impact of your support, as well as the photos supplied with this report:

“Poppy absolutely loved it, she was shattered and fell asleep as soon as she got in. Thank you 😊”

“Brilliant photos thank you Josh had a fantastic day”

“R Olivia loved it 😊”

In addition, we appreciated the flexibility offered with this fund to buy something that would enhance our day camps this summer. The purchase of two pedalos greatly enhanced this summer’s camps and will be a great asset for future camps for these groups.

Ad Astra



Ad Astra delivered activity packs and lunch bags for 5 weeks during the six-week summer break in the Royston Ward.

30 lunch bags and activity packs were delivered each Tuesday for 5 weeks. Starting week commencing 20th July and finishing week commencing 17th August.

Week 1 - arts and crafts activity packs

Week 2 - sports bags

Week 3 - happy wellbeing packs

Week 4 - local area bags with lots of additional items

Week 5 - science experiment packs

Each week every child received a reading book

On week 3 Ad Astra organised a litter pick and family picnic following social distancing guidelines



Caroline Donovan
North East Area Council Manage
September 2020

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