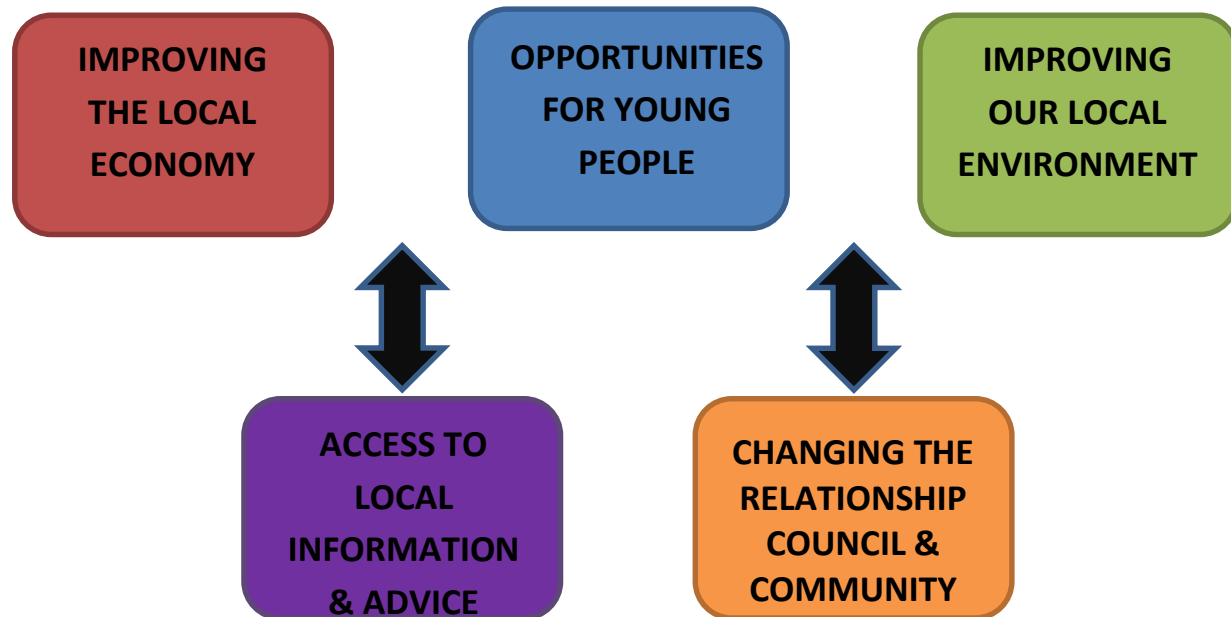


SOUTH AREA COUNCIL
Performance Management Report

February 2016

INTRODUCTION

South Area Council Priorities



	Service	Provider	Contract Value/length	Contract start date	Recommissioning date if applicable
Improving the Local Economy	Business survey & courses for local businesses	Northern College, BBIC & Emergency Response training	£4,000 for survey £20,000 max for courses	Sept 2014 for survey Summer 2015 for courses	Project not recommissioned due to poor take-up on courses
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	Waiver currently being sought for extension to current contract from August 2016 – March 2017
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	Re-tendering process now complete & Kingdom Security appointed to new 1+1 year contract from 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	Waiver report now signed off to extend current contract to March 2017
Opportunities for Young People	Summer Internship Programme	C&K Careers	£45,000 20 months (includes follow up time)	9 th March 2015	C+K Careers now recommissioned to deliver 2016 after full tendering process

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	Funding not now needed as information already exists elsewhere	£0.00 (would have been £2,000 if funding still required)	Work with existing providers of information underway via local Veteran Support Group	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	Waiver report now signed off to award work to SYFRS and work ongoing to set up pilot programme
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	As above
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	580	(496)
Number of large environmental projects completed	45	(31)
Number of litter picks completed	1543	(1423)
Number of fly tipping incidents dealt with	85	(84)
Number of Xmas projects completed	13	(13)
Number of Fixed Penalty Notices issued – littering	1131	(805)
Number of Fixed Penalty Notices issued – dog fouling	68	(62)
Number of Parking PCNs issued	258	(224)
Number of targeted dog fouling & littering operations completed	29	(136)

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

Access to Local Information & Advice

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

NB: Figures are unchanged from the previous report because the next quarterly contract figures are not due to be provided until mid March 2017

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	38	30
Number of student hours completed to date	204.30	90
Number of student places booked onto future courses	9	75
NB: Cumulative totals – previous figures are in brackets for comparison		

Changing the relationship between the Council and & the community

Outcome Indicators	Achieved to date	Previous
Number of adult volunteers engaged	158	(140)
Number of young people engaged in volunteering	6	(6)
Number of new community groups established	6	(4)
Number of community groups supported (including schools)	108	(97)
Number of jobs created locally	14	(14)
Number of apprenticeship opportunities created locally	16	(14)
Number of local businesses encouraged to maintain own environment	151	(143)
Number of young people referred to restorative justice provision	19	(10)
Income received from enforcement activity to Area Council in £	£53,466	(£41,394)
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%

PART B - SUMMARY PERFORMANCE MANAGEMENT REPORT FOR EACH SERVICE

One Stop Shop Advice sessions – CAB & Welfare Rights

<div>Local Economy</div> <div>Access to Local Advice</div> <div>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 - December 2015) monitoring reports were completed by Barnsley Citizens' Advice Bureau and BMBC Welfare Rights and a Quarter 6 contract review meeting was held on 11th December. As such, most of the information outlined below was included in the previous report in December 2015. New information will be available after the next quarterly contract review to be held on 11th March 2016.

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, including those about to become homeless.

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 helped to distribute the packs, which also include a flier advertising their services.

This project has now been extended until 31st March 2017 using a waiver to standing orders previously agreed by the South Area Council. 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 underway following large cuts to both Citizen's Advice and Welfare Rights funding of their mainstream services.

As outlined in detail in the paper 'Social Return on Investment' to be presented to the South Area Council on 19th February 2016, the project has recently undergone a Social Return on Investment (SROI) analysis done by consultants currently helping BMBC staff to learn this important methodology for measuring the impact of the projects funded by Area Councils. Although those involved with the project were aware that the SROI level was likely to be high, the outcome of £28.81 for every £1 invested (one of the highest the consultants had encountered) surprised everyone and confirms the South Area Council's decision to continue to fund this work.

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

Tidy Team – Forge Community Partnership/Anvil CIC

<div>Children & Young People</div> <div>Improving Environment</div> <div>Changing Relationship</div> <div>Local Economy</div>		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	●

Comprehensive Quarter 6 (November 2015 – January 2016) monitoring reports were completed by Forge Community Partnership/Anvil CIC in February 2016 and a full contract review meeting will be held on 9th March 2016.

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 last met on 28th January 2016 and discussed possible solutions to the massive increases in litter and fly tipping, including promotion through the Neighbourhood Networks of the high profile fly tipping prosecutions coming to court in the near future, a campaign promoting greater use of Freecycle, and another encouraging the public to phone in where enforcement activity is required.

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.

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. Some of these volunteers are vulnerable and require intensive 'hands on' support from members of the Tidy Team. 2 new volunteers have also come forward as a result of the recent Tidy Team feature in the new Community Magazine.

However, the project remains an 'amber' for meeting its targets, given that it is still falling short on two of its targets – groups supported (13 met from a target of 20 per quarter) and new groups (2 from a target of 4 per quarter). However, there is real progress being made towards meeting the second target and a number of new informal groups are starting to emerge with the Team's help.

One of the issues in meeting the targets which has been raised by Forge is the sudden explosion in amounts of littering and dog fouling which has happened over the past few months, and which means that much more time has been spent on cleanup and litter picking activities in response to requests.

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 small Xmas event
- Work with the new Wombwell Community Garden group to host a further consultation and volunteering event to be held in late February to attract more volunteers to the group – a number have already been recruited, but bad weather meant that the previous consultation event held in October was poorly attended
- Support to the newly established Birdwell Resident's Action Group (BRAG) to identify a range of local environmental projects to be developed during Spring 2016
- Work with ASOS at Grimethorpe (which is just inside Darfield ward boundary) following complaints from neighbours about the enormous amount of litter at nearby bus stops. The company has already installed bins on its site, but Tidy Team

will now be piloting attendance at new staff induction sessions to attempt to reduce the littering problems, working with staff to do litter picks on and near the site, and working alongside increased enforcement activity from Kingdom Security.

- Did a cleanup on the area on the Trans Pennine Trail recently walked by comedian Jo Brand on her Hell Of A Walk to ensure that the area looked at its best on TV!
- Help with the delivery of Winter Warmer letters and Winter Warmer Packs to vulnerable or elderly residents, in support of the Hoyland Milton and Rockingham Ward Alliance
- Discussions with Derek Bell about the new method for recruiting and training of Snow Wardens by BMBC, to see if the Tidy Team can help to make the process more 'user friendly'

Environmental Enforcement – Kingdom Security

Improving Environment		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	●
Local Economy	Milestones achieved	●
	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 6 (November 2015 – January 2016) monitoring reports and a full contract review is due to be held in mid February.

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 6 of this project have included:

- A continued increase in the numbers of tickets for littering and dog fouling – a total of 332 tickets in the last quarter alone – an average of 110 tickets per month against the 52 tickets per month achieved in the first year. This has been due in large part to an increase in targeted operations based on intelligence from staff, the public and other partner organisations like Berneslai Homes.
- Top hotspot areas remain the same – Broomhill car park area, Bradberry Balk Lane, Connects car park in Wombwell and Welland Crescent at Elsecar, all of which continue to be targeted for special operations on a regular basis

- 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
- In addition, 58 individuals who have been fined are currently paying in instalments, which means that the final payment will be delayed.
- Income raised from Littering and Dog Fouling FPNs at the end of the first year of the contract is currently £53,466 – 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..
- 9 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

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 separate Area Council 'lots'. Two providers submitted a tender for the work and both were interviewed on 21st January 2016 by a panel of three Area Council Managers (including the South Area Council Manager) and a representative of NPS who supported the process but was not involved in the scoring of applicants.

Kingdom Security, the provider who currently hold the existing South Environmental Enforcement contract were awarded the new contract from 1st April 2016, for one year in the first instance, with the option of a second year if Area Council funding is still available and the service still required. This means that there will be no break in service between the old and new contracts, and ensures that trained staff are retained.

Local Business Survey & courses for local businesses

<div>Local Economy</div> <div>Changing Relationship</div>		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	N/A
	Milestones achieved	●
	Outcome indicator targets met	●
	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, take-up of course places continues to be very poor, with low numbers of businesses booking on the courses and only around 50% of those booked on actually attending on the night.

A full page spread in the first edition of the Community Magazine #Love Barnsley (which went out in mid December) and a full promotional campaign on social media, posters, TV screens etc. by the South Area Team has yielded a small number of extra students, but figures continue to be low.

From 213 student places available over a possible 1493 student hours, only 38 places have currently been taken up with a total attendance of 204.30 hours. This represents a take up of approximately 17.8%. A further 9 students are booked on the final courses in the programme which start over the next couple of weeks; some of whom may not attend.

The students who do attend continue to find the standard of the courses extremely high and are rating them as invaluable to their future business plans – and many have continued to express astonishment that the courses are so poorly attended by their fellow businesses. A review of the courses with providers has revealed that many of them struggle to engage businesses in their own programmes; to the point where Northern College has now abandoned its formal taught courses for businesses entirely and now offers only drop-in sessions, which seem to attract better attendance because they offer more flexibility to smaller businesses which are already stretched. This may be an area to explore further if the South Area Council decides to consider funding similar activity for small businesses in the future.

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 to take place in summer 2015. 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 has taken place prior to and during the course itself during last summer, the contract with C&K lasts for 20 months, finishing in November 2016. This will ensure that C&K staff retain 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.

The 2 week courses comprising one week employability skills and one week work experience started at the end of July 2015 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.

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.

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 45 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 45, on the advice of C+K Careers as outlined above.

Following approval by the South Area Council for a 2016 Internship Programme, a revised joint tender specification was pulled together with the North and North East Area Councils (with whom the 2015 contract was jointly run) which went out to tender during November 2015. Five providers submitted a tender proposal; four of whom were interviewed by the three Area Council Manager (supported by NPS) on 13th January 2016. C+K Careers were successful in retaining the contract, and will run the Summer 2016 programme on very similar lines to that delivered in 2015.

Kate Faulkes

South Area Council Manager

9th February 2016