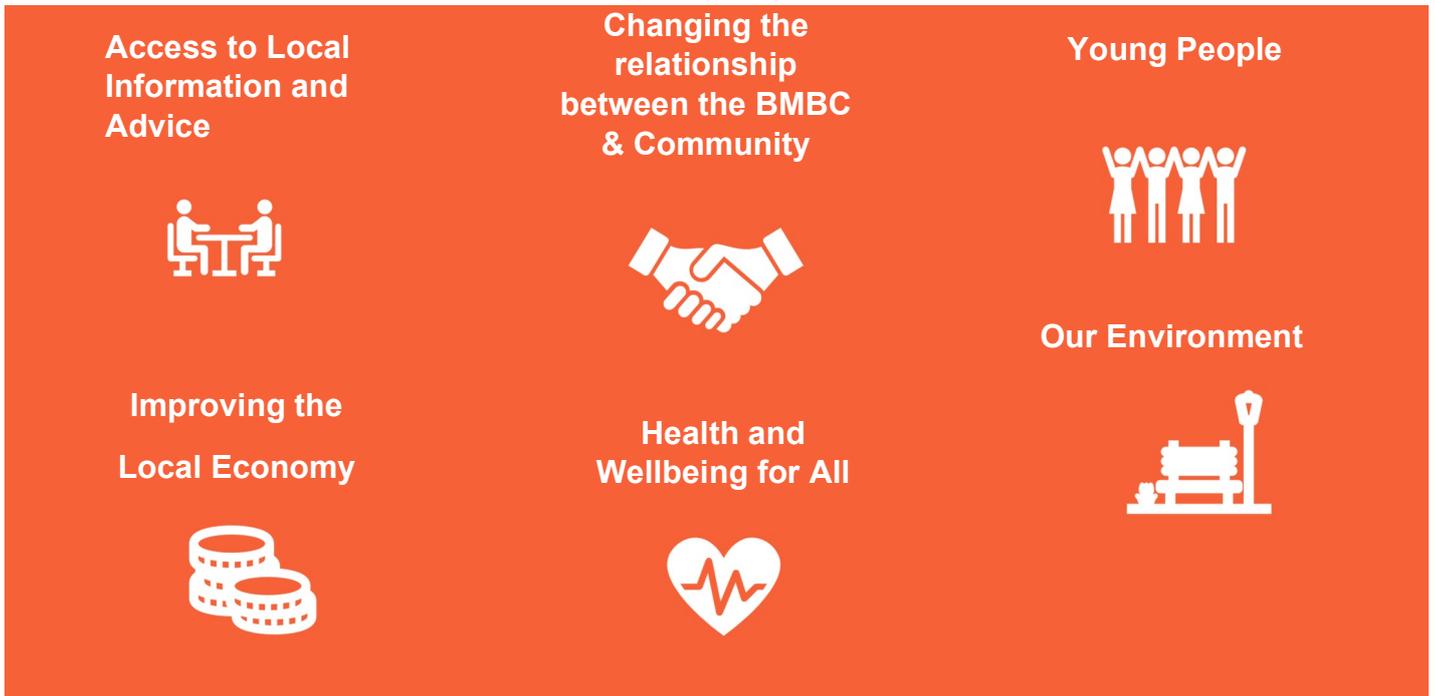


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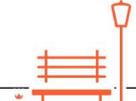
South Area Council Q1 Performance Report

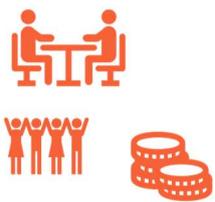


Area Council Priorities



These providers listed below have been appointed to deliver a series of services that address the priorities and deliver the outcomes and social value objectives for the South Area Council during 2020/21

Provider	Service	Contract Value/length	Contract end date	Priority
Twiggs – Tidy Team	Environmental, volunteering and education service	£181,721 per annum	Funded for 3 years commenced on 1 st April 2021	 
Age UK	Social Isolation	£59,935 per annum	Funded until October 2023	 

District Enforcement	Environment Enforcement	£18,220	Funded until March 2022	
BMBC	Environmental Enforcement	£5,000	Ongoing	
BMBC	Private Sector Housing Enforcement	£33,528 per annum	Funded until September 2022	
CAB	Advice Services Contract	£83,000 per annum	Funded until June 2024	

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.

Commissions



BARNSLEY
Metropolitan Borough Council

Private Sector Housing Enforcement

Changing the Relationship between BMBC and the Community

The Private Sector Housing Officer has seen a change over the past three months as lockdown has eased and people are out and about more. They have also been able to be out and about more in our communities meeting people and now back working in Hoyland Police station which allows good joint working with the neighbourhood team based there. This has resulted in a large increase in workload, predominantly waste in gardens which is in turn leading to information regarding disrepair in properties. As people have been in lockdown, with limited access by tradesmen, they have been regularly finding properties that do not have current gas safety certificates or electric checks. Cases are therefore becoming more complex due to the multitude of issues that have developed over lockdown within each property. The office has continued to work closely with colleagues in Berneslai Homes and walkabouts are now being carried out again with 5 so far jointly with Elected Members. Other ward areas are coming up over the next couple of months. This has resulted in 39 interactions with both private rented and owner occupier properties with issues mainly seen being waste in gardens or advice and support.

The Private Sector Housing Officer has continued intensive work on College Terrace, Darfield and have completed inspections of all 16 properties, with landlords now completing the required works. A day of action is planned in the next couple of weeks where BMBCs commissioned Tidy Team, Twiggs, and community members to complete the final stages of weeding and cleaning up as well as preparation for fitting CCTV. One landlord was issued a notice resulting in the area being fly tipped on now being fenced off and cleared. Tenants are really pleased and support the work the officer has been doing. That combined with CCTV will hopefully reduce and eliminate the fly tipping problems around these properties. A bin audit allowed to advise tenants regarding their waste and recycling facilities and to educate them on the use of these and all contaminated bins have now been collected which has made a big improvement to the area.

The Blythe Street and surrounding areas of Wombwell is also a regular area worked on. A bin audit has resulted in advice to residents and tenants and the collection of contaminated bins. Recently a fly tipping case occurred in broad daylight on the footpath in the residential area. A local resident informed the Private Sector Housing Officer straight away who attended and cordoned the area off. Neighbourhood services attended and organised collection of the hazardous materials. Investigations are ongoing to prosecute the offenders.

Housing Enforcement



65 – No of contacts made

14 – No of physical inspections

12 – No of properties making improvement due to service interventions

6 – No of informal requests for action to landlord

11 – No of formal notices – private landlords

6– No of people signposted to other services

1- No of fly tipping cases dealt with

23- No of households directly supported with responsible waste disposal / recycling

(ones in green have achieved target, Blue have no targets attached)

Private Sector Housing Officer CASE STUDY 1:

An elected member contacted me to say they had been in touch with a tenant who was having disrepair issues in the property and didn't know what to do as her landlord lived abroad. He was refusing to answer her emails and she had no other way of contacting him. She had pigeons roosting in her loft and other disrepair issues.

I attended and completed an inspection of the property, the main issue was that there had been no maintenance at the property, in particular the roof was in a very bad condition leading to leaks and pigeons roosting in the loft. The ceiling in the bedroom where the pigeons were roosting had collapsed into the bedroom resulting in the faeces all falling onto the carpet. There was no gas safety certificate, no tenancy agreement, and no electrical safety certificate. The house was in a really poor condition and the tenant and her young family didn't know where to turn. My initial contact was with a relative of the landlord, however once the scale of the problems were realised the landlord took over dealing with the issues. Being abroad meant limited contact via email and as a result of no progression in terms of dealing with the pigeons I served an Environmental Protection Notice on the landlord requiring they complete the works within a month. The landlord arranged a plasterer to fix the bedroom ceiling however it was done to such a poor standard that droppings continue to fall through the gap at the edge of the ceiling. As I write, the notice has expired, and the work is nearing completion. Pest control have removed around 300 dead pigeons, loft insulation and bags and bags of waste. This is an example of an ongoing case.



Private Sector Housing Officer CASE STUDY 2:

An end terraced property came to my attention as there was an accumulation of waste at the side. On speaking with the tenant, it became apparent that she had a vermin problem in the property, specifically downstairs in the kitchen. They were getting through under the sink and through loose skirting board (see pictures below). We discussed the rear garden, and she was advised to remove the pile of burnt cans, sofa and to clean up the garden and yard area. The tenant disclosed she was struggling financially as she had lost her job and was unsure how to claim benefits or find another job. I contacted the landlord and completed an inspection of the property and the landlord carried out all required works. I then spoke to the South Area Council service commissioned through CAB and did a referral for support with benefits and income. I also got the tenant a regular food parcel and contacted the Salvation Army who supported the tenant with gas and electricity payments. The South Area Council Tidy Team service, Twiggs, came out and cleared the area around the property, weeding and clearing litter that was onto the highway. This made it look a lot cleaner resulting in less people throwing litter down. All tenants on the row were leaving their bins out after being emptied which looked unsightly and was resulting in members of the public using the bins and contaminating them. On speaking with one tenant, she claimed she could not access her rear garden with the bin. After speaking with all landlords and tenants everyone was aware of the access rights. A letter drop was completed along the row advising tenants of the waste and recycling responsibilities along with my details for any issues either in their properties or with the bins.

As a result of my input the tenant has sorted out Universal Credit payments and is looking for new employment, there is no more vermin getting into the property and it is in much safer condition. The overall well-being of the tenant has massively improved. I have recently been asked to support the tenants' parent who is also struggling with disrepair issues and am in the process of working with them also. After noting the state of this particular garden, the other gardens in the row are also now being targeted for improvement and tenants being contacted regarding disrepair. The entire row of tenants are now taking their bins back to their own gardens once emptied allowing them to use them properly.



Tidy Team



Improving our Local Environment

Tidy Team



- 12 – Large environmental projects
- 36 – Litter picking events
- 43 – Community Clean ups
- 2 – Intergenerational projects
- 568- Volunteering hours
- £7,673.68– Cashable volunteering
- 29 – Existing Community groups supported
- 29 – groups supported to reinstate
- 322 – Groups supported with advice and guidance
- 0 – Number of steering group meetings
- 73 – People supported to reduce isolation
- 4 – targeted opportunities for young people
- 669 – bags of rubbish collected

(ones highlighted in green have achieved target)

Example of projects supported:

1. 15/04/2021 – Loxsley Gardens, Wombwell

Working with local volunteers Sabeena and Doreen we cut the grass and strimmed around the raised bed edges. This was a to support them as the lawn mower which the group use on this site is broken so it was taken by our team and sent off to be fixed by their repair company.



2. 28/04/2021 – Wombwell Park, Wombwell

Working with volunteer Sabeena and 1 more sustained volunteer in Wombwell park. We carried out a litter clearance around the Cross Street entrance. A regular action day has been arranged with the group on the 1st Tuesday of every month.

Litter Picked – 1 sack.



3. 28/04/2021 – Foundry Gate Estate Park We removed a dead mountain ash from the grass area and pruned back shrubbery. We restarted scraping back the blocks and removed the tree ties which were choking the now established trees. This was supporting local dedicated volunteer Sharon.



4. 28/04/2021 – Cortonwood TPT Entrance

We trimmed back prickly growth for improved access and a tidy appearance. This was done to support sustained volunteers who clear litter along the trail. While here we also took away sacks of waste collected left by local volunteers.

Litter Picked – 3 sacks



Example of groups supported:

1. Mates of Milton.

29/04/2021 – Supplied with 100 sacks.



24/05/2021 - Assisting volunteer Alan at the Mates of Milton pond, Hoyland. Grass cut and strimming completed, along with clearing path along pond edge. 1.5 hours with 1 adult volunteer. The 'Mates' meet Thursdays at 10am - arranged to assist in future events.



27/05/2021 - First 'official' meet with the volunteers of Mates of Milton. Diane the group coordinator and 5 more of the group. Supporting their activities by strimming two large banking's on each side of the bottom fishing lake (2 hours). The volunteers carried out various tasks including litter picking, weeded raised planters and weeding pathways. Our next visit, it is proposed to clear another banking and prepare an area in the shape of a butterfly and plant with wild flora. **4 Twiggs Tidy Team hours. 12 Volunteer hours. 6 new adult volunteers.**



10/06/2021 - Rubbing down planters, staining and painting fencing. We mowed bankings, lawn areas and strimmed overgrown grass. **7 adult volunteers. 14 volunteer hours. 4 Twiggs staff hours.**



24/06/2021 - Litter picking, planting bedding plants, whacking down brambles and grass, mowing & strimming. **5 adult volunteers. 10 adult volunteer hours. 5 Twiggs Staff.**



Wath, West Melton & Brampton Litter Pickers.

24/03/2021 – Delivered supply of 50 purple sacks.

12/04/2021 – Collected 6 sacks and disposed of waste Valley Park meadow gate, Wombwell.



13/04/2021 – Delivered supply of 50 purple sacks.

14/04/2021 – Collected 23 purple sacks of waste from Cortonwood bypass.



05/05/2021 – Delivered supply of 50 sacks.

06/05/2021 – Worked with the group as they conducted a litter clearance. We assisted by reinstating a pavement area where they worked.



Owd Martha's Yard Community Garden.

06/05/2021 - We assisted the group by cutting back the overgrown entrance to give a nice welcoming appearance. Coffee and cakes were kindly donated by Staniforths Bakery. Regular arrangement for the first Thursday morning of the month.



07/05/2021 – **Assisting 6 volunteers.** Footpath clear up at rear entrance to Owd Martha's Yard in Hoyland. Footpaths and curb edges all tidied and hedges cut back to make public footpath more accessible. All green waste cleared distributed within the local area to naturally decompose.



Owd Martha's Yard
It was lovely to meet and work along side you. Your support is very much appreciated 🌻🌿

Like · Reply · Message · 7 w



20/05/2021 - **Assisting 6 adult volunteers.** Cut, strimmed and cleared the entrance area to enhance the visual appearance to their community garden area. Also helping collect donated flags from nearby house to be used to make a path at a later date.

02/06/2021 – **Assisting 3 adult volunteers.** Volunteers tending to raised beds, lawn edge strimmed and path edge reinstated to enhance the garden area. Arrangements to collect some packing crates to be used as planter and deliver pm 3/6/21

3 volunteer hours. Twigg staff 1 hour. 3 adult volunteers.



03/06/2021 – **Assisting 11 adult volunteers.** Weeding, planting, entrance area cut and strimmed and general maintenance of community space. Also supplied 5 wooden crates courtesy of Distinction Doors of Tankersley that are to be utilised as planters. **33 volunteer hours. Twigg staff 3 hours. 11 adult volunteers.**



Note from Alison Richardson from Owd Martha's Yard
Hiya
Thank you for your help today it's very much appreciated.
Kind regards
Alison
Sent from my iPhone

17/06/2021 - **Assisting 9 volunteers.** Footpaths weeded, raised beds maintained, bedding plants installed, litter picking (1bag), verges and grass areas cut & strimmed. Next visit scheduled to strim and clear an overgrown part of the community garden. 9 adult volunteer. 18 volunteer hours. 2.5 Twiggs staff hours.



Diane Hardy
Looks fabulous a fantastic asset to our community thanks to all xxxc

Love · Reply · Message · 53 m



RHS & Loxley Community Garden

18/05/2021 - Assisting volunteers from the group to help get the area back under control. Very long grass cut, strimmed around perimeter and obstacles. Supervising Doreen to try out their mower after being sent away for an MOT. **Assisting 1 Volunteer.**



Friends of Wombwell Cemetery

26/05/2021 – **Assisting 1 volunteer**

Introductions with group coordinator Karen - regular meet had been cancelled due to weather, but future support will follow on Wednesdays. Today grass was cut around the two on-site chapels.



09/06/2021 - Wombwell Cemetery. Friends of Wombwell Cemetery Volunteers maintain the inside chapel area and run a community tea and charity shop. Activities included cutting and strimming the outside areas, clearing the flower bed of weeds, edged it and turned the soil. **9 adult volunteers. 18 adult volunteer hours. 5 Twiggs staff hours.**

Wombwell Womblers

13/05/2021 - **Assisting 1 volunteer** (Andrea, the coordinator of the group). We cut back overhanging brash footpath, strimmed and litter picked.

Identified a location within the area to clear around a seat. Will arrange an event via Wombwell Womblers and volunteers.

3 bags, tyre and road cone removed.



21/05/2021 – Members of Wombwell Womblers attended our event on the TPT at Brampton Canal. Volunteers collected 18 bags of litter and various other items. We assisted by cutting back overgrown trees and shrubs to 'reveal' a couple of wooden benches, strimmed vegetation either side of the steps entrance and reinstate paths. All green waste reintroduced. Another event will be arranged in the near future. **6 adult volunteers. 2.5 hours. 5 Twiggs Staff hours.**



24/06/2021 – Supporting Wombwell Womblers down in and around Pit Pond car park. Clearing overgrown paths, strimming, bramble clearing/reducing, tree pruning, ditch clearing and fly tip removal. 20 bags collected and few items of fly tip - artificial Xmas tree. **4 adult volunteers. 8 adult volunteer hours. 4 Twigg staff hours.**



Birdwell Cemetery Volunteers (Jez)

21/06/2021 – A good morning at Birdwell Graveyard supporting volunteer Jez. 3 hours strimming through the ‘jungle’ whilst volunteer clearing and burning branches, etc. Whole roadside cleared of weeds, debris and litter to enhance the appearance of the graveyard to mourners and visitors.



28/06/2021 - Supporting volunteers at Birdwell Cemetery. Strimming ‘The Forth Bridge’. 2 adult volunteers. 3 volunteer hours. 3 Twiggs staff hours.



Friends of Wombwell Park

22/06/2021 - Supporting Friends of Wombwell Park. Activities included litter picking (8 bags), clearing pathway walkthroughs, weeding flower beds, grass cutting, strimming and clearing curb edges. 9 adult volunteers, including local residents and Age UK. 24 adult volunteer hours. 7 Twiggs staff hours.



Partnership working examples:

11/05/2021 – Acting on the request from Lucy Raynor, Environmental Officer, BMBC, on area between 243 and 245 Cemetery Road, Jump. Reinstated footpath, strimmed and cleared area and litter picked 3 bags.



10/05/2021 – Neighbourhood Services BMBC. 1x Bag Holder delivered to Jackie Miller as Neighbourhood Services were unable to help volunteer with her request for equipment due to Covid restrictions and home working.

04/06/2021 - 18 bags and fly tipping collected supporting BMBC after receiving complaints from independent volunteers that it had been reported but still not collected.



14/06/2021 - Clarney Avenue, Darfield. Cllr Pauline Markham contacted on behalf of a resident and asked us to take a look at an overgrown public footpath, badly littered and had lots of broken glass. Area cleared of weeds, litter and all broken glass removed. 6 bags of contaminated green waste. 3 Twiggs staff hours.



Request from Councillor Frost, footpath cleared at the bottom of the car park off Snowden Terrace, Wombwell. Overgrown shrubs, weeds and cleared pathway edges reinstated to facilitate easy use by pedestrians.



Apprenticeship progress:

South Area Team Leader:

"Lewis is hard working, listens to your advice and watches what and how you do tasks. Using his own initiative putting this into practice. He interacts and happily makes conversation with both public and volunteers and on numerous occasions it has been said what a great young man he is and that you don't get young people like him very much 🍷. On my behalf, he is a pleasure to work with am more than happy to work and mentor him."

Lewis, South Area Apprentice:

"Personally I think the start of my apprenticeship has gone well in this industry due to I have liked every activity I've taken part in. Also all the volunteers have been really nice to be around. I have enjoyed learning about the equipment and how to use them and look forward to expanding my knowledge with the company."

Schools supported:

27/05/2021 - What a great afternoon with 'The Select 5' at Greenfield Primary School. After initial planning with the Headmaster and their form tutor, the children were given a masterclass in vegetable bed preparation. They eagerly hand weeded, spread and incorporated organic material in the form of horse manure, and covered with bark chip mulch. Then they planted young pea plants which were kindly donated from the nursery section. All in all a fantastic effort from all - even an ant's nest didn't put them off. On our next visit in two weeks, more selected pupils will be planting more vegetable seeds.



10/06/2021 – Second visit to Greenfield Primary School we weeded a couple of the raised beds that had onions and beetroot growing. Then in another bed we planted French beans and carrots. All we're given a good water to give them a good chance to germinate. **7.5 young volunteer hours. 3 Twiggs Staff hours.**



Supporting Older People

Access to Local Information and Advice

Report of the 'Better Together Service' period April 2021 – June 2021:

There are two Social Inclusion Workers in post supporting Hoyland/ Milton and Rockingham, Wombwell and Darfield. They each provide 32.5 hours per week over 5 days. We also have 1 Information and Advice Worker who provides 7.25 hours per week to the South area.

Covid 19 has severely impacted the delivery and certain milestones of this service. However, more meaningful, alternative, and useful ways of supporting the older vulnerable community have been completed. While maintaining the service aims of tackling social isolation and loneliness, we are very aware that the pandemic has left many older people facing deteriorated mobility and balance and mental health problems. We are focusing on creating activities that address these issues before winter, as you will see below. The Better Together service has served many older people and groups in the South Area who are very appreciative of the work that has been carried out.

1:1 Working

The team continue to work in the community of the South area providing support to people who are 50+ and vulnerable. The number of service users that have been supported in this quarter is -

130 residents consisting of 88 Female and 42 Males. New referrals: 27.

The Social Inclusion workers continue to telephone befriend, supported by the Volunteers. We are also carrying out garden befriending and home visits following Covid Guidelines.

Activity Intervention Target

(ones in green have achieved target)

Age UK



27 – Number of service users referred

4 – No of new Good Neighbour relationships

60 – Increase No of people engaged in physical activity

12 – No of Community Car journeys

0 – Number of Community Groups/services visited ref Dementia Friendly

0 – Number of shops/ businesses worked with to become Dementia Friendly

3 – Number of Community Events- Hoyland Milton

3– Number of Community Events- Hoyland Milton

2 – Number of Community Events- Hoyland Wombwell

19 – Social Media releases

	Quarter Actual
Increase in number of people accessing local services- <i>People supported by service to access services</i>	14
Increase number of people accessing local group activities- <i>People supported to access activities and those joining new groups</i>	144
Number of solutions developed involving isolated and vulnerable older people i.e. transport schemes, improved communications	7
Increase number of people reporting improved levels of loneliness and isolation- <i>Perception Surveys</i>	0
No. of people who can travel independently as a result of this service (including people with disabilities)	0
Number of people referred to Area Council commissioned services and projects	3
No. of people supported to tackle fuel poverty	10
Number of intergenerational projects delivered, or opportunities created	2
Number of celebration events/ activities	5
No of people supported into work / employability skills (No target set)	0

Social Value Objectives

	Quarter Actual
Benefit Gains I&A	£20,501.04
No of new groups created inc. Digital and Men's	3
No of existing groups supported	5
No of groups supported to become more inclusive	1
No of clients signposted for IT skills / functional skills (No target set)	3
No of new volunteers	3
Total no of volunteers in service	76
Total no of volunteer hours (new and existing volunteers)	166
Number of local people involved in Age Friendly	0
Number of Age Friendly Events	0
% of contract price spent locally	98%

Groups Case Study, Date: 05/07/2021

Ward Area : Hoyland Milton/Rockingham

Summary

After a meeting with the Walking For Health Coordinator from NHS Walk Well, a Community Health Walk in Elsecar for people aged 50+ was set up in April following government guidelines. This was advertised via Elsecar Heritage Centre, Heritage Connects, GP Surgeries, Social Prescribing, Age UK Barnsley Facebook page, and other social media sites.

The meeting point for the walk is at the Heritage Centre car park which is accessible by public transport and rail links and also handy for car drivers. The car park is free and the centre has toilet facilities along with cafes for refreshments. The walks are aimed at the older person who wish to walk on a regular basis, but would not do so on their own, and do not want to join some

of the existing walks on offer from other groups as they cover a longer distance and time. The Health Walk is inclusive and a great way of socialising whilst being active.

The first walk attracted 20 people, with the following walks to date averaging 9 to 14 people.

Key Learning Points

- Develop good working relations with other organisations e.g. Walking For Health to deliver a service for the community
- Good advertising/promotional material to attract members is vital
- Assess chosen location for suitability and variation of walks

Who Was Involved?

- Social Inclusion Worker
- Walking For Health Coordinator
- Volunteer

Outcomes of Project

- Inclusion worker has now completed training to be a Walk Leader
- Participants have commented on how much better they feel doing some form of exercise in lovely surroundings
- A few of the participants have discovered new places to walk that they didn't know existed
- Opportunities made for more groups to be set up within the South

Next Steps

- To maintain interest and promote the walk
- To encourage a participant(s) in the group to be trained as a walk leader(s)
- Possibility of setting up new groups in the South

Individual Case Study, Date: 30/6/21

Ward Area: Darfield

Summary

The clients initially contacted the I and A service for a means tested benefit check as they were concerned about their finances.

Benefit check was undertaken, and some entitlement identified. From the discussion, it was felt relevant for one, potentially both clients, to look at disability benefits. Discussion was also had regarding Power of Attorney given the client's memory issues and also clients signposted to Able Team regarding heating difficulties within their home. Information offered about Social Inclusion Team.

Telephone appointments were held to complete 2 Attendance Allowance forms. After initially being turned down, one client's Attendance Allowance was awarded at the higher rate. Additional benefit application for Carer's Allowance completed and Council Tax Support will be applied for once all other benefits in place.

Key Learning Points

- Importance when doing benefit checks of discussion around potential for eligibility to disability benefits and offering range of benefit checks to show different outcomes.
- When memory problems are raised, good time to discuss options around Power of Attorney and future planning.

- Support that can be required around Mandatory Reconsideration and challenging benefit decisions

Background

The clients are husband and wife who are both in their 70s and live together in their own home. The wife is the main Carer for her husband, who has ongoing memory difficulties which are getting progressively worse. The wife herself has some ongoing health conditions.

Initially the client enquired about means tested benefits and having a benefit check completed, as she was concerned about their finances. The initial benefit check indicated some entitlement to help with their Council Tax, but the discussion also identified the potential for the husband, and potentially the wife, to look at claiming disability benefits and if appropriate Carer's Allowance. This would lead on to greater benefit gains.

Given the husband's needs, discussion was also held regarding Power of Attorney and information was given about how to complete the forms. The clients also spoke about difficulties heating their home and they were signposted to Able/Warm Homes Team at Barnsley Council for support in this area. Information was also given on Warm Homes Discount and their eligibility when in receipt of Council Tax Support. Information was also given on Age UK Barnsley Social Inclusion Project due to potential for isolation through the wife's caring role for her husband.

Telephone appointments were held to complete Attendance Allowance forms for both the husband and the wife, as additional needs were identified for her through the discussions. Initially the husband's Attendance Allowance claim was rejected but the wife was given information as to their appeal rights and supported to do this. This appeal was ultimately successful with the client being awarded the higher rate of Attendance Allowance. The client's wife was supported to complete a Carer's Allowance form.

Once the outcome of the wife's Attendance Allowance application is known, the benefit check will be completed again to look for any additional entitlement towards Pension Credit and Council Tax Support application will be completed and full backdates requested.

Who was Involved:

Claire Wright, Information and Advice Worker
Beth Hopkin, Information and Advice Team Manager

Any unplanned outcomes

Initially the male client's Attendance Allowance was turned down but this was successfully challenged by the clients.

What could have been done better

More questioning of clients in terms of ability to manage Mandatory Reconsideration process for Attendance Allowance. The clients on the telephone stated and viewed as being capable of completing this but when seen face to face, difficulties were identified, and additional support required.

Next Steps

Outcome of some pieces of benefit work not yet known so further benefit check and benefit applications still required prior to file being closed.

Civil & Environmental Enforcement

Our Environment



This quarter, 15 FPN's have been issued, 4 of which are for Dog Fouling offences and 11 for Littering. We have also issued 8 PCN's for parking in the area (8 in Wombwell).

During this quarter BMBC's Parking services have changed the equipment and software they use. As a result, District Enforcement have had to change systems and equipment and software so that this is in line with and compatible to BMBCs systems which officers report into. These changes have reduced the number of tickets being able to be issued, systems and equipment are now in place and training has taken place so that officers are back up and fully running.

The officers spent a significant amount of time this quarter patrolling hotspot areas for parking, littering and dog fouling, investigating a number of ongoing issues, a number which have come out of intelligence from Councillors, and have been working to improve the understanding of issues, provide a visible deterrent at key times and change people's behaviour.

Activity Interventions

Environmental Enforcement



- £450 - FPN's Revenue Raised
- 263 – Hours Patrolling
- 1 - No of targeted Parking operations
- 19 - No of tasking targeting Parking/Dog fouling/Litter
- 90 - % of contract spent patrolling

Case Study South: Apr – Jun 2021.

Woodhead Lane/Wombwell Woods

Complaints about dog fouling and littering in this particular area of the South has been on the increase throughout the recent pandemic, with the area, also being a hotspot area for fly-tipping. The volunteer

group who help run the fishing pond in Wombwell Woods were also keen for some patrols to take place in the local area.

The officers over the quarter carried out numerous patrols of Woodhead Lane as well as the pathways leading down to the woods from the car park near the entrance. It was witnessed by the officers that the area can be very popular with young adults who meet up in their cars at various times of the day, often depositing litter from the local takeaways, particularly early evenings.



During the quarter 6 FPN's for Litter have been issued in the area, including one for throwing a bag of dog faeces. A further 4 FPN's were also issued for actual Dog Fouling offences, but by carrying out their patrols on foot, it should be noted that the officers also acted as a visible deterrent to other's walking their dogs in the area who may not have picked up after their dogs.

The officers also made numerous reports on the Councils fly-tipping reporting page as to the locations of various sites along the length of Woodhead Lane, where fly-tipping had taken place.



Citizens Advice Barnsley

Access to Local Information and Advice



During this quarter of the project (1st April to 30th June 2021) advisors assisted a total of **115** client contacts. Out of this figure there were 60 unique clients and 55 repeat clients.

The top 3 enquiries were benefits, employment and housing issues. However, there were still high levels of enquiries relating to relationships, debt, legal and consumer issues.

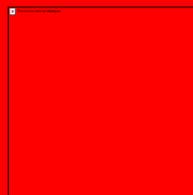
Of the 115 client contacts, 23 were from Darfield, 37 were from Hoyland Milton, 22 were from Rockingham and 33 were from Wombwell.

Barnsley Citizens Advice

115 people supported

£43,228 of debt managed

£50,394 Benefit gain



Barnsley Citizens Advice CASE STUDY 1

Client is single, works full time and resides in a privately rented property which they moved into in December 2018.

Client signed the original tenancy agreement which was not renewed. Tenancy has therefore rolled over into a periodic tenancy agreement. Client wishes to move out of the property and has given the landlord 1 month notice. Their landlord has replied that the notice period is 3 months. However, the client is unsure what the tenancy agreement states in relation to notice.

Advised client that we need to check the tenancy status to ensure what the actual legal rights were. From our information system, it has been identified that the client only needs to give 1 months' notice if they have a periodic tenancy, and they pay their rent each calendar month.

Advised client of an example of a notice letter that the client can use with the landlord and information in relation to notice and what the tenancy agreement says during a periodic period.

Client felt better armed having established their situation and were equipped to write the correct notice for the landlord. Client to return if they require further assistance.

Barnsley Citizens Advice CASE STUDY 2

Client is single (recently separated from partner, with various issues including domestic violence). Client resides in a private rented property with a tenancy held jointly with the former partner, with their dependent child. Client is currently self-employed but due to COVID has a vastly reduced income. Client has multiple debts and is struggling currently to pay for everything. They would like to know what their options are going forward.

Fully advised client on how to deal with the joint tenancy going forward so that the client has secure accommodation for themselves and their child. Client was given several options in doing this and will be speaking to their landlord to resolve the tenancy situation.

Assisted client to complete a full benefit check and advised client what benefits, reductions and support is available. Client advised that they are fully capable of dealing with this themselves and do not require further assistance in this area.

Client has multiple debts which include catalogues, credit cards and utilities etc. Explained to the client the differences between priority and non-priority debts and the options that the creditors have for recovering the debts and any enforcement action they may take.

Went through and explained to the client all the various options that are available to them for dealing with the debts, but the client advised that they are anticipating that they will receive an inheritance in the next year or so. The client would like time to consider the options given and the impact of those options on the inheritance.

Clients advised that they felt able to deal with the debt situation now that they have been advised of the options available to them and the implications, along with consequences of those options and currently do not need any further assistance from ourselves. They thanked us for all the information given and said they would return if they needed further information or assistance. This highlights that clients once informed are able and wish to deal with their issues themselves without ongoing or action being taken by CAB.