



BARNSELY
Metropolitan Borough Council

Corporate Plan Performance Report

OUR PRIORITIES

**THRIVING &
VIBRANT ECONOMY**

**PEOPLE ACHIEVING
THEIR
POTENTIAL**

**STRONG &
RESILIENT COMMUNITIES**

Working together for a brighter future, a better Barnsley

Working together – with our communities

A brighter future – people achieve their potential

A better Barnsley – our residents think and feel we are making a difference together

2016/17 Quarter 1 (April – June)

About this report

This report summarises our performance against the priorities and outcomes in Quarter 1 (Q1) of 2016/17. It details the practical steps we have taken to improve performance and the second year of our current corporate plan.

Key

The report uses the following symbols and colours to illustrate our progress towards targets set against our headline indicators for each quarter. The background shows how well we have performed. Performance against the indicators is summarised in the title of each of the outcomes in the report. Where applicable, the indicators have also been assigned a RAG based upon progress towards the target set for the year.

RAG rating (Red, Amber and Green)

For performance indicators

For outcomes

	Performance against indicator met the target for the year		Performance against majority of indicators met the target for the year
	Performance has narrowly missed the target for the year		Performance is mixed, some indicators achieved targets and others did not
	Performance did not meet the target for the year		Performance against majority of indicators did not meet the target for the year

For outcomes, financial performance against budget set is also taken into consideration.

This report is best viewed or printed in colour.

All information included in the tables is based on performance in Q1. Where the information included in the tables includes a target, this will be for the full year, e.g. from 1st April 2016 to 31st March 2017. Indicators based on annual data will only be included when new data becomes available. Data included in this report is the latest available. Due to the number of indicators monitored we show a balanced selection each quarter in this report, however the Outcome RAG ratings are based on all indicators for that outcome; not just the ones shown.

This report includes a summary of our revenue budgets and capital programmes and their associated performance for Q1. Revenue budgets reflect everyday spend whilst the capital programme is generally for one off expenditure usually on physical assets such as town centre redevelopment. A more detailed report on the finance information in this report can be found within the relevant cabinet reports.

Priorities and Outcomes for Barnsley

Our corporate plan for 2015 to 2018 includes three priorities that we work towards to create a healthier, safer, and more prosperous borough. It also includes the 12 outcome statements below, which highlight the issues we face and what we aim to achieve by working in partnership with other organisations and people.

Although our current corporate plan comes to an end in 2018, we know that the challenges we currently face will continue and we have started planning beyond that date. Our 2020 Outcomes Framework identifies what we want to achieve for the people of Barnsley over the next four years. Progress against the 2020 framework will be shared in these performance reports. We are also in the process of updating our corporate plan.

Outcomes



1. Create more and better jobs and good business growth
2. Increase skills to get more people working
3. Develop a vibrant town centre
4. Strengthen our visitor economy
5. Create more and better housing
6. Every child attends a good school and is successful in learning and work
7. Reducing demand through improving access to early help
8. Children and adults are safe from harm
9. People are healthier, happier, independent and active
10. People volunteering and contributing towards stronger communities
11. Protecting the borough for future generations
12. Customers can contact us easily and use more services online

THRIVING & VIBRANT ECONOMY

92% Of retail units are occupied in the town centre

£15 million
Total private sector investment

435 Private sector jobs created

9 Businesses relocated to Barnsley

4.3% 16-18 year olds NEET

170 New build homes completed

59 Posts within the council workforce are apprentices

980
Apprenticeship placements supported



1. Create more and better jobs and good business growth

BARNSELY Local Plan

Our Local Plan is out for consultation until 19th August 2016. The plan identifies land for housing, business and employment growth developments. We kept 77% of our land as greenbelt by developing existing sites, such as old factory and school sites. All of those sites are now fully developed and our only option for economic growth is to develop on greenbelt land. However, we are committed to protecting 74% of greenbelt land.

Economic growth

The Office for National Statistics reported in April that the number of jobs available in Barnsley is at its highest level in 14 years, with year on year growth being recorded for the last three years. This growth has provided Barnsley residents with greater access to local employment opportunities.

In Q1, we supported nine companies to relocate to Barnsley, including relocations to

J36, Ashroyd and Goldthorpe Business Parks, the Digital Media Centre and Barnsley Business Innovation Centre. This secured over £14 million of private sector investment into Barnsley.

The Ernst & Young UK attractiveness survey for 2016, ranks Barnsley in the top 20 destinations outside London for Foreign Direct Investment (companies from outside of the UK investing in Barnsley), which reinforces the profile of Barnsley as a place for business. During 2015/16 Barnsley recorded six investment projects and recorded a seven year high for businesses relocating to Barnsley. This makes us a strong investment area in the global marketplace, highlighting that we are developing the right infrastructure, skills and networks. Improving our transport links is increasingly important to ensure we continue to attract global business interest. We are making improvements at Junction 36, see Outcome 11 for more information.

The £4 million Launchpad programme (delivering start up support across Sheffield City Region) was launched in Q1. Barnsley Launchpad team is based at the Digital Media Centre, and has ensured a smooth transition between start up programmes. We supported 36 business starts in Q1, from a variety of industries, including: retail, beauty and larger growth sectors.

Enterprising Barnsley supported the growth of 44 businesses and accessed over £161,200 of Regional Growth Funding (RGF) during Q1. This was awarded to three companies, attracting over £1.3 million of private sector investment and creating 17 new jobs in Barnsley. A further £163,600 in RGF grants is currently under consideration. We expect further private sector investment and employment opportunities in 2016/17.

In Q1, we made 28 referrals to a combination of Sheffield City Region and Leeds City Region (Skills Hub / Skills Bank) and secured over £26,200 worth of skills investment for Barnsley businesses. This funding will assist Barnsley businesses to upskill their employees through training and development.

Development at Ashroyd Business Park is now complete. Universal Components are moving into the 165,000 square foot advanced

logistics facility. We are continuing to look for funding to support new speculative developments at the remaining strategic employment sites in Barnsley.

Work is underway on a £17.1 million highways scheme to unlock up to 200 hectares of new land identified in the emerging Local Plan. This will provide sufficient employment land to accommodate the amount of new jobs Barnsley needs over the next 20 years.

J36 R-evolution @ Gateway 36

We invest in speculative developments to increase and support business growth in Barnsley. Our Property Investment Fund (PIF) is one of the flagship initiatives in our Jobs and Business Plan. We use the PIF to support speculative developments. One such development is 'R-evolution @ Gateway 36' and Junction 36 of the M1.

Three units at this site are now complete. Thanks to our ongoing marketing of the space, one of the units is under offer and due to complete this September. The remaining two units are also receiving a number of quality enquiries. We are also working with Harworth Estates at M1 J36 to develop a 75,000 square foot industrial property, which is due for completion this September.

Performance Indicator	2015/16	Q1	Annual Target
Business growth - number of businesses supported to expand (by the Council) (Quarterly)	313	44	170
Planning - speed of processing planning applications - Major (Quarterly)	81.6%	100%	80.0%
Number of business starts (Quarterly)	121	36	140
Number of private sector jobs created following council support (Quarterly)	1387	435	1150
Inward investment - number of businesses relocating to Barnsley (Quarterly)	23	9	15

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report at the end of this quarter.

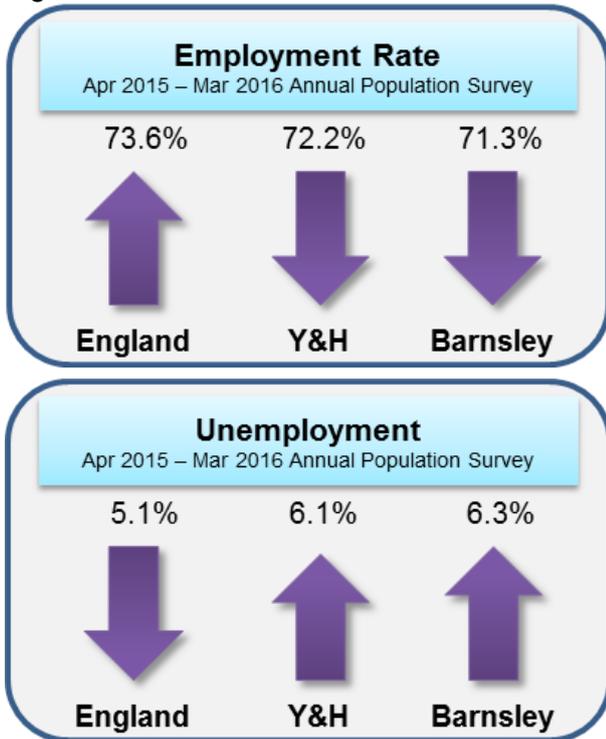
Capital – No significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
439	439	0	14,734	14,544	-190

2. Increase skills to get more people working

Employment and skills

We know there are still lots of people out of work in Barnsley, with some facing multiple barriers with no or low skills and long term health conditions. Although skill levels and GCSE attainment are improving, they remain a concern. Our economy still has lower skills and lower than average workplace earning, compared with other areas in the Sheffield city region.

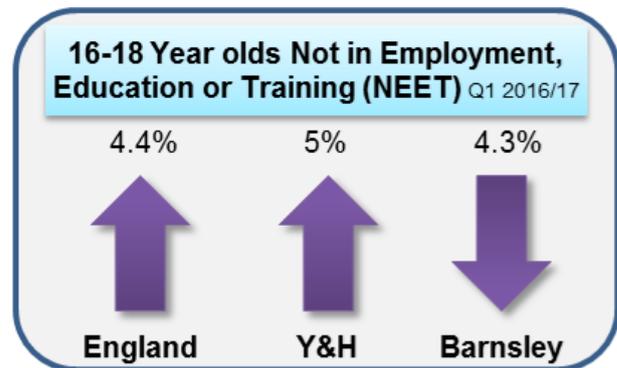


Young people not in education, employment or training

Our improving NEET performance demonstrates our commitment to ensuring that all young people in Barnsley receive the best information, advice and guidance to help them to access appropriate education, employment and training. Our performance puts Barnsley just below the England average of 4.4%, and well below the regional average of 5%. Comparison to Q1 last year shows an overall reduction in NEETs of 1.5%.

Our Targeted Information Advice and Guidance (TIAG) team work hard to strengthen our links with education providers. Many young people who remain NEET have complex support needs. By working with other specialist groups, we can improve the support available to them. We are now working successfully with organisations like therapies for anxiety, depression and stress.

The North Area TIAG team worked with Keepmoat and Yorkshire Housing on a two day DIY skills training session for a group of young people. They gained practical experience and learned about construction and the skills needed. Two young people, who were NEET for at least six months, were selected from the group and put forward for an interview with a builder. One of them was successfully appointed. The session ended with all candidates being presented with a certificate of participation.



The proportion of 16-18 year olds whose participation in employment, education or training was not known fell from 5.8% in April to 4.5% in June. This puts Barnsley in line with the region and well below the England average of 6.6%.

91.8% of 16 and 17 year olds are participating in learning. This is similar to national, regional and statistical neighbours. From September 2016, we will only monitor NEETs aged 16-17 years and no longer include 18 year olds, which is a government reporting decision. Therefore, our current performance is good. The Peer Review Process and the Careers Education, Information, Advice and Guidance (CEIAG) Network are working with schools to promote participation in learning post-16 to young people and their parents/carers.

We are working with colleagues across the Leeds and Sheffield City Regions (LCR, SCR) and our colleagues in schools to identify the skills needed for the future workforce. We referred 439 individuals in to LCR and SCR jobs projects. Personal job coaches support 18 to 24 year olds to seek and maintain employment. To date, the programmes have had 215 starts and supported 89 young people into work.

Support for vulnerable people

We are working with partners to identify pathways into training and employment for vulnerable residents, including individuals with learning disabilities, mental health issues, care leavers and people in long-term care. To ensure that our young people leaving long term care and care leavers are fully supported, we hold a monthly employment, training and education (ETE) panel in partnership with Virtual School and TIAG colleagues. We are working with post 16 partnerships, to widen access for young people to include opportunities within all areas of the council. We are also trying to expand these opportunities to private companies who have contracts with us. 18 young people out of 40 positively engaged in ETE by the end of Q1 (45% total).

Apprenticeships

There are 100 apprentice placement opportunities within the council (3.2%) Of these, 59 posts are currently filled. The increase follows the development by the North East Area Council, of an extra 12 apprentice opportunities delivered via a contract with Barnsley Community Build. Further recruitment is expected at the start of Q2 to target current school leavers to fill opportunities including ring fenced care leaver placements and supported apprenticeships.

We expect the number of filled apprenticeship placements to continue to rise in Q2, as school leavers start on apprenticeships from July and before the Employer Apprenticeship Levy comes into effect (see below). We are waiting for further government guidance regarding the level of funding and support available.

Participation in apprenticeships for 16-18 year olds has increased to 12.6% in Q1 from 11.2% at Q4. We are exceeding the current regional average of 10.1% and England average of 7.6%. In May 2016 we had 27% of apprentices on an advanced level qualification.

An Employer Apprenticeship Levy will shortly be introduced of 0.5% of an employer's pay bill, if it is more than £3 million. This will be via PAYE. Employers will be able to claim incentives back for engaging apprentices and for their achievement. Employers committed to apprenticeships could potentially claim back more than the levy paid. We estimate that up to 56 Barnsley companies may be affected by the Apprenticeship Levy and we will be supporting businesses going forward.

Green-works

We recently entered into an agreement with Green-works, a horticultural service that supports people with learning disabilities. They support individuals to access meaningful experiences to maximise their independence, personal development, health and well-being and employability skills using community based learning. We have been given access to land within the grounds of Cannon Hall, where Green-works can extend their current service offer by working with us.



Performance Indicator	2015/16	Q1	Annual Target
Number of young people not in employment, education or training (NEETs) - aged 16-18 (Quarterly)	4.9%	4.3%	4.4%
Apprenticeship take-up (Quarterly)	10.5%	12.6%	10.5%
Number of apprentice placements within the Council - proportion of workforce (Quarterly)	2.7%	3.2%	2.5%

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report at the end of this quarter

Capital – no capital budget

Revenue Budget (Net)	Forecast	Variance
1,397	1,397	0

Capital Budget (Net)	Forecast	Variance
0	0	0

3. Develop a vibrant town centre

Barnsley markets



May Day Green Market

Markets staff worked with traders to encourage mobile payments, social media presence and on-line shopping in order to enhance the quality of the offer for customers in the May Day Green market. This will now be rolled out to support traders within the main market halls. The May Day Green market will open in September.

Deadline Digital continues to document the redevelopment of the markets and recently flew a drone over the completed building. To continue our redevelopment journey they will document the existing markets with a fly through of the space. See footage here: <https://vimeo.com/deadlinedigital/barnsley-central-offices-demolition/video/171982580>

Footfall

Three cameras to record footfall in Barnsley town centre are now installed and operational. They are located in Queen Street, outside Marks & Spencer and Market Hill. This is the first full quarter we have used the footfall statistics from these cameras. To reduce double counting, we will only be reporting on the camera from Queen Street, which reflects the most accurate indication of visitors across all areas of the town. In Q1, we recorded 1,458,665 people. Although we only use one camera to measure footfall to avoid double counting of visitors, the other two provide valuable information to monitor movements within the town centre and other analytical data relating to footfall.

Occupancy

Despite ongoing redevelopment work within the town centre, occupancy levels for retail units remains above target at 92%. This is a slight reduction compared to Q4. A number of businesses relocated within the town centre. Premises have since been re-occupied but are not yet open for business due to refurbishment. The occupancy level within the market hall fell in Q1. This is partly due to a number of traders ceasing following receipt of their compensation payments. This may continue in to Q2.

Stalls on the open market continue to be in demand, with a waiting list on all the traditional market days. At the request of the National Market Traders Federation, we now run a marked day on a Monday. At present this is on average 50% let.

Independent retailers

The number of independent retailers in the town centre has fallen. This was expected and is partly due to the reduction of traders in the market halls, as stallholders on tenancy agreements are included in the statistic. We are in discussions with replacement tenants.

Anti-social behaviour (ASB)

During Q1, the number of ASB incidents reported in the town centre increased significantly (compared to the same time last year). This is due to the high visibility patrols by the Police and our officers, which are having a positive impact for town centre users and businesses. Reporting and identification of issues is being encouraged to enhance our intelligence picture. We take positive action towards anyone in breach of the PSPO (Public Spaces Protection Order) and provide a very visible presence in locations within the town centre which were identified as intimidating. We now have a clear evidence based picture about the issues within the town centre and know more about what is happening, who is involved and the impact on customers and businesses. There were 220 formal interventions and 144 people were approached for breaching the PSPO. 122 directions to leave the area were served as well as 20 alcohol seizures, 10 fixed penalty notices and 14 people reported on summons.



Victoria Arcade

Our Economic Development team supported the arcade to develop its marketing and events programme, along with a number of small capital schemes. These schemes and events were funded by the businesses themselves with further financial support from the landlord.

New signage and the painting of the Arcade roof made the location more welcoming and visible to customers. The recent Alice in Wonderland event saw the businesses join together to promote the Arcade with themed window dressing, entertainment and competitions to encourage new footfall.

Performance Indicator	2015/16	Q1	Annual Target
Footfall in Barnsley town centre (Quarterly)	6,421,882	1,458,665	6,100,000
Occupancy levels of retail units in the town centre (Quarterly)	92.8%	92%	90%
Town centre behaviour - number of ASB incidents (Quarterly)	898	280	900
Number of independent retailers in the town centre (Quarterly)	74%	65.8%	82.5%

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report at the end of this quarter.

Capital – No material variance. Schemes are 97.6% on target.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
-143	-143	0	25,299	24,693	-606

4. Strengthen our visitor economy

Value of media coverage

The Advertising Value Equivalent (AVE) measures the amount of media coverage generated from activities and calculates the cost as if we had paid for advertising. During Q1, we calculated the AVE at £212,570. This equates to a reach of almost one million people. Culture and Visitor Economy consistently achieves media coverage outside of Barnsley, supporting our key objective of improving perceptions of Barnsley and civic pride. Our social media presence continues to grow and it allowed us to tie into not only local events, but also national and international events such as International Archives Day in June. We currently have over 23,000 followers on social media.

Ping festival

The Ping Festival took place in Q1, with table tennis tables situated at locations across Barnsley. The project had a strong public health link, and is designed to increase physical activity and social connectedness.



Somme commemoration project

As part of the Somme Commemoration a temporary installation outside Barnsley Town Hall has been created by artists Musson and Retallick and also features medals made by local school children.



Heroes at Experience Barnsley

'Heroes', a touring exhibition from the Jorvik museum in York, opened in April. It has been very popular with younger audiences. We ran creative activity workshops alongside the

exhibition. The interactive children's area supplied with the exhibition has been a big draw and we have seen families return several times.



Cannon Hall



Our wedding showcase event was a great success, bringing together local suppliers and over 950 visitors. They witnessed the house dressed for a wedding and were able to talk to suppliers. In April, we went out to procure new catering suppliers and now have a choice of four, providing more choice and ultimately more income. We have now secured 23 of wedding bookings throughout this year and next. Another event is planned in September.

We have now installed EPOS (Electronic point of sale) at Cannon Hall. This will provide us with effective stock management and reporting functions and will allow us to see income for events, weddings and space management at the touch of a button.

We are reviewing parking charges at Cannon Hall, and considering customer incentives to help us compete with other car parks at the Farm and Garden Centre.

Ironworks at Elsecar

We have attracted new organisers to the Ironworks after reviewing the booking process and introducing on and off peak rates. We have made a lot of progress towards making the booking system consistent and implementing robust systems to manage bookings and monitor income.

Archives

Archives were awarded £51,500 by the Heritage Lottery Fund for 'The joy of sound and vision' project. The project, which runs until August 2017, will catalogue and make

available our varied sound and film archives, many of which were donated by the public during the creation of Experience Barnsley. The award attracted lots of press interest and we staged a launch event in June.

Barnsley museums learning team

In May, our Museums Learning team featured in a special edition of a national trade publication by the Arts Council England that focussed on museums and schools. The article highlighted the team as an example of good practice, due to the sustainability of the service and new ways of working. The learning services are not core funded, and have created a self-sustaining business.

The team has supported the development of 19 new primary sessions across our five sites; Cannon Hall, Cooper Gallery, Worsbrough Mill, Experience Barnsley and Elsecar Heritage Centre. We are currently developing a joint teacher's panel with Yorkshire Sculpture Park, around potential shared opportunities for outdoor learning. The team also now offer a consultancy service to other organisations, using our experience to contribute to the learning provision of others.

'Mayhem to Monument' at the Cooper Gallery

A retrospective exhibition of the work of Barnsley artist Graham Ibbeson, opened in May at the Cooper Gallery, and has brought excellent feedback and income generation through the sale of works.

Cooper Gallery redevelopment

The new exhibition spaces at the Cooper Gallery officially opened during Q1. To mark the memorable occasion, people were invited to be amongst the first to look around the transformed galleries and explore the recently constructed outdoor space.

Lots of free family fun activities took place throughout the day and local Barnsley bard, Ian McMillian opened the Galleries highly regarded collections to the public.

Artist, David Cross, was commissioned to create eye-catching artwork for display along with other inspirational paintings from the Gallery's collection.



Performance Indicator	2015/16	Q1	Annual Target
Visitor numbers at museums (Quarterly)	1,214,317	285,935	1,200,000
Visitors' estimated contribution to economy (Quarterly)	£26,161,758	£6,150,000	£25,800,000
Commercial income to the council (visitor economy) (Quarterly)	£334,067	£90,955	£470,000

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report at the end of Q1, though there remains a challenge to achieve the cultural income target over the year.

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance
1,538	1,538	0

Capital Budget (Net)	Forecast	Variance
308	300	-8

5. Create more and better housing

New build housing



170 new homes completed

We started building 220 new homes in Q1, which is promising but still insufficient to meet Local Plan target of 1,110 homes per year. The shortfall is not unique to Barnsley and when looking at the percentage of new homes added to the overall housing stock, Barnsley continues to see a healthy increase of over 5%.



1700 homes planned at J37

We are reviewing all the land that we own to see if any could be used for more housing. We are also looking into how we can make better use of the information we collect to better understand the housing market in Barnsley.

Affordable housing



24 affordable homes

This includes five homes acquired as part of our empty homes scheme. 19 homes were also completed using Section 106 funding secured from property developers through the planning process, and ten of these were acquired by Berneslai Homes at Hartcliffe Road, Penistone. The remaining nine were acquired by Leeds and Yorkshire Housing Association at Barnsley Road, Wombwell. Planned completions for Q2 include the Council House Build schemes at Roy Kilner Road, Wombwell and Green Street at Worsbrough (41 units), plus the Lamb Lane scheme (24 units).

Changes in government policy, pose significant challenges to providing affordable housing. These include:

- Rent reductions on social housing, amounting to one percent a year for the next four years

- Housing and Planning Act Legislation, extends the right to buy and enforces a sales levy on the councils higher value houses as they become vacant
- Affordable Housing Prospectus focuses on shared and low cost home ownership, rather than affordable rented homes. This will significantly impact on opportunities to deliver affordable homes in Barnsley in future.

Berneslai Homes - Barnsley decent homes standard

We are on track to meet our target of 98.4% for the proportion of council housing stock meeting decency standards. This is a result of our continued investment in the delivery of the decent homes programmes.

Empty homes returned to use

No long term empty homes were returned to use during Q1. Seven properties are in the process of being purchased under the Home and Community Agency (HCA) empty homes programme, five of which are scheduled to be returned to use as council housing in Q2.

We have reviewed the Goldthorpe Clusters programme, which specifically focuses on bringing clusters of empty homes in Goldthorpe back into use. This scheme will be relaunched in Q2. It will have an initial focus on addressing the waiting list for assistance, which built up while the scheme was suspended, pending the review. There are seven applications for assistance now being progressed within this scheme.

Two new project managers responsible for empty homes will start during Q2. This will allow us to focus on the delivery of our two capital schemes, as well as to work more proactively with our colleagues in community safety and the area councils to bring a fully comprehensive approach to tackling the issue of empty homes.

Performance Indicator	2015/16	Q1	Annual Target
Number of new build homes completions (Quarterly)	738	170	800
Number of affordable homes delivered (Quarterly)	179	24	150
Empty homes returned to use (Quarterly)	19	0	30
Berneslai Homes - % of housing stock meeting Barnsley Decent Homes Standard (Quarterly)	98.1%	98.4%	96%

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report at the end of this quarter.

Capital – a number of Housing Revenue Account (HRA) schemes slipped in Q1. The largest of these relates to the rephasing of £7.8 million of the total plan of £14.3 million relating to the HRA Residential Investment Fund (RIF) which support our strategic housing objectives. The approach and principles on how the RIF will be expended have been under consideration. This work concluded in Q1 and we are currently developing a programme that will be delivered over five years.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
1,000	1,000	0	45,202	32,672	-12,530

PEOPLE ACHIEVING THEIR POTENTIAL

33 Families achieving significant and sustained improvement

Children's achievement in Key stage 2 - combined reading, writing, mathematics - **52%**

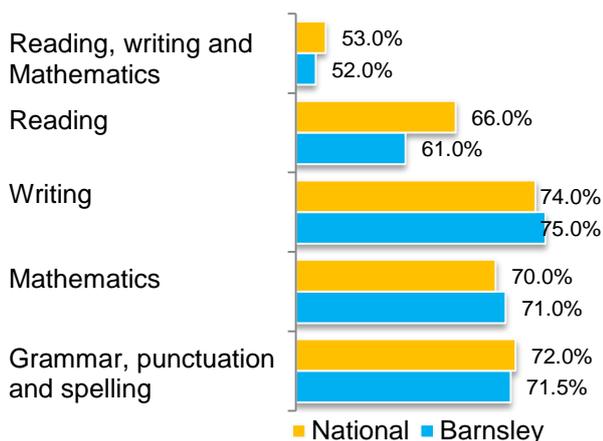
0 Delays reported by Barnsley hospital in the transfer of care attributable to social care

9.3% Of children with a child protection plan have had one for a second or subsequent time



6. Every child attends a good school and is successful in learning and work

2016 Key Stage 2 (KS2) results



The government have introduced a new scoring and assessment system for KS2. These provisional results may therefore be subject to change as adjustments are made. Although the results show good progress in most areas, they do highlight that we need to do more to raise reading attainment levels, which we will support schools with.

The new assessment system is very different to the assessment used up to 2015. The government introduced a more challenging curriculum for primary pupils in 2014 and the results reflect those changes. This means we cannot compare our latest results with those for previous years. However, the latest results do show continued improvement and a narrowing of the gap between Barnsley and the national average.

The government now reports KS2 results using a scaled score for reading, grammar, punctuation and spelling, and mathematics. The scaled score runs from 80 to 120, with 100 being the expected standard. Writing is assessed by teacher assessment so is reported as the proportion of pupils achieving the expected standard according to the current assessment framework. As this is the first year of the new scoring system, we have not set a target for our KS2 indicator.

School Ofsted inspections

Ofsted completed two inspections of Barnsley primary schools during Q1. Ofsted judged one school, Oakhill Primary Academy, to be inadequate, after previously judging to require improvement. Oakhill is a stand-alone converted academy. This inadequate judgement means that the Regional Schools Commissioner will now ask



another Academy Trust to take over the governance of the school and put in place an improvement plan.

The inspections that took place in Q1 did not change the proportion of primary schools rated as either good or outstanding (Wilthorpe school was also inspected and remained 'good'). No inspections of secondary schools took place during Q1.



Make Your Mark

This is the UK Youth Parliament's annual ballot of youth views, which gives young people their say on what is debated by Members of Youth Parliament (MYPs) in the House of Commons. Last year, almost a million young people voted, making it the largest youth consultation of its kind in the UK. 8,951 votes from our area counted towards the result, putting Barnsley top regionally with the highest turnout at 39.2%.

The chosen campaigns for this year are 'Don't Hate, Educate' and 'Improving Mental Health Services'. Barnsley's MYPs and Youth Council members campaigned to challenge negative attitudes around race, religion and promote integration in their communities. gathering signatures on petitions, designing banners and posters and holding information stalls and raising awareness of the campaign and issue in school assemblies.

Dan Jarvis MP supports the campaign and has promised to raise the issue in Parliament on behalf of the Youth Council shortly.

The Youth Council hosted the 'Don't Hate, Educate' Immortals Music Event for young people which took place at the O Zone in June. Over 70 young people attended and everyone had a great evening.



Performance Indicator	2015/16	Q1	Annual Target
Schools and settings (Primary) judged Good or Outstanding (Quarterly)	79.2%	79.2%	83%
Schools and settings (Secondary) judged Good or Outstanding (Quarterly)	50.0%	50.0%	60%
Early Years and Childcare settings judged Good or Outstanding (Quarterly)	88.0%	88.0%	89%
% of pupils achieving the expected standard or above in combined KS2 reading, writing and maths (Annual)	New indicator	52.0%	Not set

Funding for this Outcome (£000s)

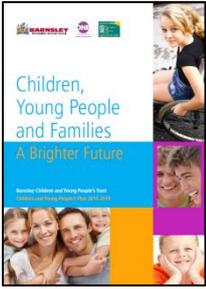
Revenue – no significant variance reported against this outcome.

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
8,696	8,696	0	6,839	6,839	0

7. Reducing demand through improving access to early help

Children, Young People and Families Plan



The Children, Young People and Families plan, was approved by cabinet in Q1. This sets out how we will promote the health and wellbeing of children, young people and families in Barnsley and deliver better outcomes for children and young people.

We consulted young people on what they felt our priorities for the plan should be. Some of the issues raised included:

- “Start in primary school to educate young children more to help them when making decisions, particularly in drugs and alcohol”
- “Need improved mental health services for young people in Barnsley. Waiting times are too long – it’s stupid and wrong that children in care are waiting so long to get any help”
- “Need more activities to help young people to make healthy lifestyle choices to stop young people taking drugs and getting in trouble with the police”

We know we need to provide help at an earlier stage. We want to support families to make the best choices for their children. We work with partners to provide early help to children, young people and families with needs that aren't being met by services available to everyone, like health and schools.

One way we will do this is through our new family centres, which we launched in Q1. This introduced a new way of providing early help. These bring together workers from different services, including schools, police, social care, private and voluntary sector services.

Where a family has additional needs, we make sure they can access the support they need, at the earliest possible stage to prevent problems becoming so great that they more specialist support further down the line.

Think Family Programme

We use funding from the national Troubled Families initiative to support our Think Family programme. This aims to develop new ways of working with families with multiple complex

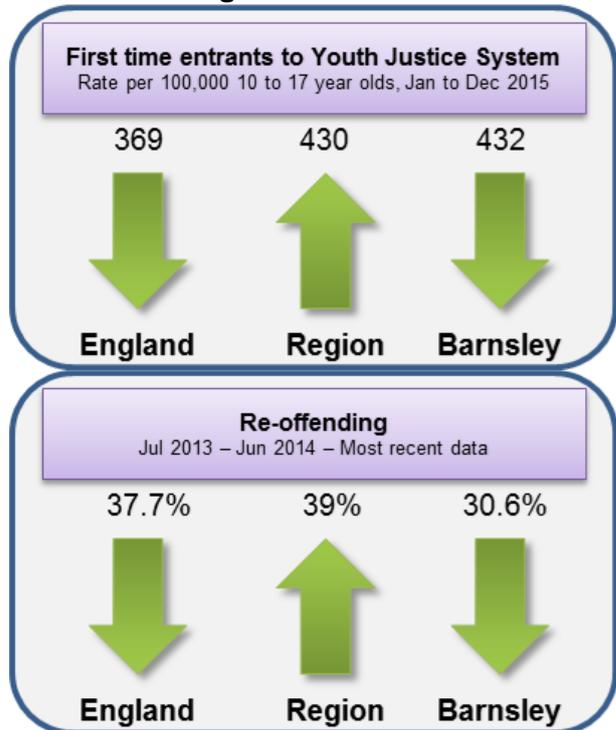
needs. A number of early help interventions are delivered, including debt advice and tenancy support. We also work with children’s social care and offender services to help families comply with statutory service plans.

Our government set target is for 2,210 families to achieve significant and sustained improvement by 2020. We aim to have 596 families attached to the programme this year. In Q1, there were 269 new families, bringing the total to 801. In Q1, we have made improvement claims to central government for 33 families, against a target of 25.

Anti poverty

In Q1, the ‘My Living’ store in Wombwell opened. This offers electrical and household goods using an affordable credit scheme. With our partners (including Jobcentre Plus and Revenues and Benefits), we are working on a partnership response for vulnerable residents affected by the new benefit cap, planned for autumn 2016.

Youth offending



Our re-offending performance puts us 14th nationally, amongst the best performing councils.

We have developed some innovative parenting and family support initiatives in recent years. These have focussed on supporting young people we think are most likely to re-offend. Our parenting workers are based alongside case managers; this helps to support families to parent their children better. We now involve partners in our case planning process; this helps us develop a common understanding of the priorities of each case.

We are fortunate to have a team of specialist staff who bring a lot of expertise to our casework. Having specialist and case manager staff based in the same location has had a real impact on the needs and behaviours of the young people we work with. The latest re-offending data shows the strength of our partnership model and the benefits of our choices to invest in parenting and family support, alongside the provision of a range of specialist staff.

Performance Indicator	2015/16	Q1	Annual Target
Young offenders - first-time entrants to the Youth Justice system aged 10-17 years (rate per 100,000) (Annual)	434	432 (Jan – Dec 2015)	500
Re-offending by young offenders as a proportion of total young offenders cohort (Quarterly)	31.0%	30.6%	33%
Troubled Families - Number of claims made to DCLG for Significant and Sustained Improvement (6 monthly)	82	33	100

Funding for this Outcome (£000s)

Revenue – no significant variance.

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance
6,561	6,548	-13

Capital Budget (Net)	Forecast	Variance
1	1	0

8. Children and adults are safe from harm

Adult safeguarding

An annual report for 2015/16 was recently discussed by the Barnsley Adult Safeguarding Board. This highlights a number of achievements over the year, as well as areas for further improvement. One area we need to improve is how quickly we respond to adult safeguarding concerns.



Where we start a formal safeguarding enquiry, we need to make those decisions within 24 hours

of receiving a concern. This ensures that the individual concerned is protected as soon as possible. We achieved that in 62.3% of cases in Q1. This is some way short of our target and plans are in place to improve performance. We are also reviewing our safeguarding processes to make sure they are as customer focussed as possible, which will help to iron out any issues which may currently be affecting our timeliness.

At the end of the adult safeguarding process, we hold an outcome meeting. These help us to understand whether we have protected the individual concerned. These meetings need to take place within 23 weeks of the enquiry starting. We achieved that in 69% of cases in Q1, again some way short of our target. 27 outcome meetings were held, eight were outside the timescale. This can happen where external agencies are involved in investigations, such as the Police or Crown Prosecution Service.

Delayed transfers of care

So far this year, no patients have been delayed in their transfers from Barnsley hospital into our adult social care services. We are however looking into a small number of delays that have been reported by other partners.

Permanent admissions to care

We are performing well in minimising the permanent care admissions for those aged over 65. There were 70 admissions in Q1. We know the population in Barnsley is ageing, which will make it more difficult to reduce the number of admissions. To help with this, we work with our partners to commission a range of alternative support and early interventions, including our reablement service which supported 237 people in Q1.

Q1 saw six permanent admissions for adults aged between 18 and 64. This is higher than expected and will make it harder for us to achieve our annual target of 16 admissions. We will continue to review these admissions closely to make sure we have fully explored all other options first.

Children's social care assessments

Social workers complete statutory assessments of children if they are thought to be 'in need' or suffering 'significant harm'. We aim to complete 85% of these assessments within 45 days. Our performance in Q1 was 58%; lower than the end of last year, which was 64%.



Our Children's Social Care (CSC) service continues to receive a high volume of contacts, many of which are from agencies wanting to pass on information. We have worked hard with our partners to try and reduce inappropriate contacts and referrals to CSC, as well as reducing the high numbers of assessments being undertaken. However, timeliness is still a concern. Analysis of our performance shows that our assessments are more in depth and take longer, when compared to our closest statistical neighbours.

We have a management action plan to support our social workers to complete assessments in a more timely way, as well as ensuring that the right children are receiving a statutory assessment. A Multi Agency Safeguarding Hub (MASH) is also now in place at Worsborough health centre. This will provide more opportunities to share information with partners more quickly, which will help to improve assessment timescales. Setting up the MASH meant we had to relocate some of our staff to Worsborough;

this will have contributed to the decline in timeliness of our assessments.

Child Protection Plans

Children are made the subject of child protection plans (CPP) when they are thought to be at risk of harm. This might be from physical abuse, sexual abuse, emotional abuse or neglect. It helps to keep a check on the work being done with these children.

The number of children with a CPP in Barnsley has increased. At the end of Q1, 436 children were subject to a CPP, a 33% increase on the same period last year. Despite the increase, we have seen a reduction in the proportion of children becoming the subject of a CPP for a second or subsequent time. Our target for this is 10% and in Q1, we achieved 9.3%. This indicates that we are now responding more appropriately to the needs of children at the first opportunity.

Child placements

We have also seen a rise in the number of looked after children, which was 308 at the end of Q1. We know that children in our care benefit from stable placements with local foster carers. This year, we aim for 62% of our looked after children to be in internal fostering placements. Making sure we have enough placements is vital. It is more difficult if looked after children numbers increase. At the end of Q1, 49.2% of looked after children were in internal fostering placements.

To help us meet our target, we reviewed our Placement and Sufficiency Strategy to account for the recent increase. We are also continuing to promote the benefits of becoming a foster carer to people in Barnsley.

Preventing violent extremism



In Q1, we consulted on four Prevent referrals, ranging from a market stall holder showing extremist material to other vendors, to a 14 year old being exposed to right wing groups. We devised a draft Prevent referral pathway, which puts individuals at the heart of the process. We are now consulting partners to ensure we have the right processes in place.

Training and awareness raising on Prevent continued throughout Q1:

- Two thousand council staff completed online Prevent training
- Four multi-agency Workshops for Raising Awareness of Prevent (WRAP) were attended by 120 people in Q1.
- Approximately 200 teachers from four schools received WRAP training.
- Northern College staff, youth offending staff and adult skills and community training staff all received WRAP training.

Homelessness

Our Housing Options Advice and Homeless Prevention service aims to prevent homelessness through early engagement and support, not just to those who are statutorily homeless. Our recent focus on has reduced the number of recorded homeless cases and we have supported more people to maintain their accommodation. This is a demand led service. Numbers and type of people approaching it can vary every month. In Q1, five cases were confirmed as homeless. This is below the quarterly target of 8.75. We have also prevented homelessness in 115 cases.

Anti-social behaviour (ASB)

We saw a lower than expected increase in ASB in Q1. We are more likely to hit our annual performance target if this trend continues. The recent increase relates to a rise in recorded incidents in the town centre. We have seen improvements outside the town centre, with less ASB in Kendray and Elsecar in particular. Incidents increased significantly in those areas last year. We used a coordinated approach to address those problems.

Whilst we always aim to resolve situations informally, there are occasions when we cannot avoid formal and legal action. During Q1, we dealt with 86.8% of cases without needing legal action. However, we dealt with two serious cases where this was not possible. Threats of violence were made, with victims left feeling vulnerable and frightened. In these cases, whilst the police were looking to prosecute offenders for actual or threatened violence, we applied for immediate injunctive protection for the victims, providing clear legal protection. We also initiated follow up tenancy action in one of these cases.



Foster Care Fortnight

Barnsley Football Club and our fostering team joined forces in Q1 to encourage more people to consider becoming foster carers, as part of this year's Foster Care Fortnight.

Every 20 minutes in the UK, a child comes into care in need of a foster family, meaning that 9,070 new foster families are needed in the next 12 months alone. Players from the football club highlighted this by sharing their favourite twenty minutes from the last year. Their message was clear – more local foster carers are needed for Barnsley children. Both in Barnsley and nationally, there's a particular need for carers who can look after children over the age of ten, brothers and sisters and children with disabilities who can't live with their birth families for a variety of reasons.

Cllr Margaret Bruff, Cabinet Spokesperson for People (Safeguarding) added: "It's thanks to the dedication and commitment of our exceptional foster carers that children are able to stay close to their schools, friends and family. We're delighted to have the support of Barnsley FC as we continue to search for new people with the right skills and circumstances to create more local foster placements."

Performance Indicator	2015/16	Q1	Annual Target
Permanent admissions to residential and nursing care - people aged 65+ (Quarterly)	294	70	314
Permanent admissions to residential and nursing care - people aged 18-64 (Quarterly)	16	6	16
Percentage of assessments for children's social care carried out within 45 days of referral (Quarterly)	64.0%	58.4%	85%
Children becoming the subject of a Child Protection Plan for a second or subsequent time ever (Quarterly)	15.8%	9.3%	10%
Children placed in internal fostering as a % of all placements (Quarterly)	45.3%	49.2%	62%
% of children placed within 20 miles of home address (Quarterly)	91.6%	90.3%	92%
Volume of anti-social behaviour incidents dealt with (Quarterly)	12,515	3,198	13,000
Adult Safeguarding – % of Section 42 decisions made within 24 hours (Quarterly)	New indicator	62.3%	100%
Adult Safeguarding – % of Section 42 enquiry outcome meetings held within 23 weeks of commencement (Quarterly)	New indicator	69.2%	95.0%

Funding for this Outcome (£000s)

Revenue – The reported significant overspend mainly consists of: adult social care demographic growth pressures relating to older people and people with disabilities and mental health (£3.3m); and children social care pressures relating to looked after children placement costs £2.4m (out of authority residential care & fostering costs) and the legal costs associated with children's safeguarding £0.4m

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
62,115	68,615	6,500	733	733	0

9. People are healthier, happier, independent and active

BE WELL BARNLSLEY Be Well Barnsley (BWB) was launched in November 2015. 2015/16 quarterly reports recorded combined Health Trainer and BWB data. Q1 2016/17 represents the first reporting period for the new integrated service. 826 people achieved their health goals through BWB during Q1, which included healthier eating, weight loss, stopping smoking, increasing physical activity and improving mental health and wellbeing. Out of the 826 people, 136 stopped smoking, 167 adults lost weight and 34 families completed healthy eating programmes. There are currently 800 people within the service who are working towards health goals and their successes will be reflected in future reports.



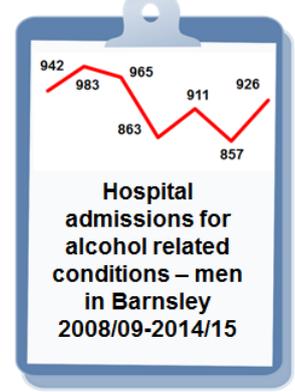
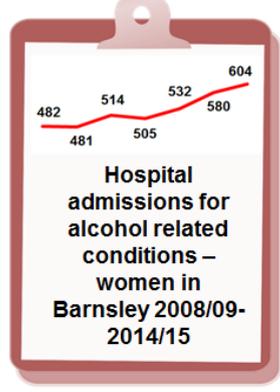
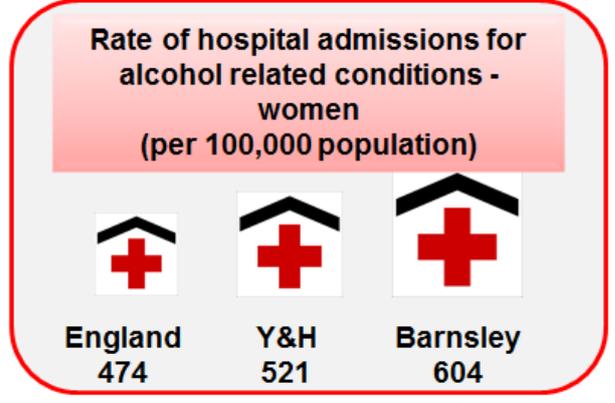
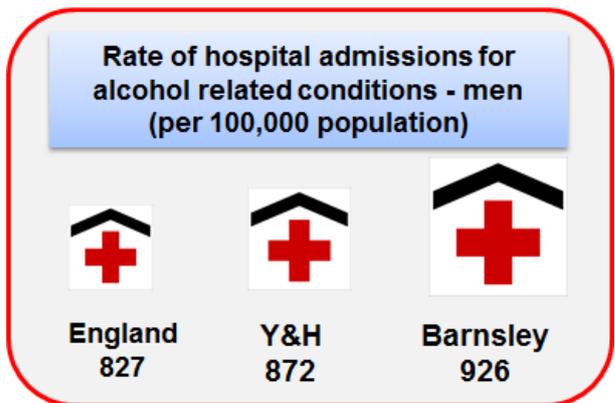
Alcohol

Reducing the Strength is a national initiative designed to tackle problems associated with street drinking. It involves asking shops to remove low price, high strength alcohol products from sale. We visited town centre retailers to promote the initiative and suggested that the sale of single cans of alcohol could be voluntarily stopped. A number of retailers have already contacted us and we hope that more will join us in Reducing the Strength!



In Barnsley, alcohol related health problems are increasing every year. They particularly affect our most deprived communities and contribute to health inequalities. Many health problems can be caused by alcohol misuse, including: physical and mental health issues, homelessness, child developmental problems and domestic abuse. It can also result in unemployment and loss of productivity in the workplace.

We worked with our health, council, research, education and voluntary sector colleagues from across South Yorkshire and Bassetlaw to develop a region wide Sustainability and Transformation Plan. This addresses the challenges facing our health and care services and seeks to improve the health of our local populations. Part of this work will be to create an alcohol alliance to address issues such as affordability, availability and acceptability of alcohol use with an overall vision of creating a society where sensible alcohol use is viewed as the norm.



Phoenix Futures - Hospital liaison service

We commission this service to provide advice, support and guidance to individuals who have attended Barnsley hospital due to alcohol related issues. One lady was admitted to hospital with recurrent falls and liver disease.

She usually drank between two glasses and two bottles of wine per day, but did not experience withdrawal symptoms on days she did not drink alcohol. She suffered from depression, took anti-depressant medication and there was no community mental health involvement.

The service advised her on the dangers of drinking with liver disease, and had additional appointments with her before her discharge from hospital. She received two further home visits from the service that supported and encouraged her to reach 45 days abstinence.



Performance Indicator	2015/16	Q1	Annual Target
Be Well Barnsley: Number of people who achieved their personal health goal (Quarterly)	1,429	826	4,000
Trans Pennine Trail usage (Quarterly)	388,046	122,533	415,000
Hospital admissions for alcohol-related conditions, all ages, directly age standardised rate per 100,000 population (Annual)			
• Men	857	926	771
• Women	580	604	522

Funding for this Outcome (£000s)

Revenue – no significant variance.

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
1,839	1,839	0	1,211	1,182	-29

STRONG & RESILIENT COMMUNITIES

£47,000
worth of hours
completed by
1,402
Volunteers

We created
175
volunteering
opportunities

98.5% of
waste diverted
from landfill

90 homes
benefitted from
the energy
efficiency
scheme



10. People volunteering and contributing towards stronger communities

Fit Reds

North-East area council commissioned local charity Reds in the Community to deliver the 'Fit Reds' programme in Shafton and Carlton.

The nine week healthy lifestyle programme, delivered in partnership with Person Shaped Support, focussed on fitness, football and informative sessions. It was designed to help and support overweight and inactive males to make positive lifestyle changes. Using Barnsley Football Club as a hook, Fit Reds supports men to make positive lifestyle changes and become more physically active, as well as increasing their knowledge and skills about leading healthy lifestyles.

The programme consisted of a series of two-hour workshops, delivered over nine weeks. In the first half of each workshop, community health trainers provide participants with information on diet, nutrition, physical activity, weight management, health issues and safe alcohol use.



Fit Reds Participants

In the second half of each workshop, qualified coaches deliver physical activity sessions. The coaches provide a challenging activity programme, which can be personalised to respond to individuals with different physical activity needs and abilities.



100%
OF PARTICIPANTS HAVE INCREASED
THEIR WEEKLY PHYSICAL ACTIVITY

71.4%
OF PARTICIPANTS HAVE DECREASED
THEIR BLOOD PRESSURE



55.6%
REDUCED NUMBER
OF UNITS CONSUMED
PER WEEK

93.3%
OF PARTICIPANTS HAVE MADE A WEIGHT
LOSS ON THE PROGRAMME.



Love Where You Live

The third annual volunteers' month in June was a fantastic success. It reflected the aim of our 'Love where you Live' (LWYL) campaign in celebrating and promoting volunteering in Barnsley. You can find out more about LWYL at www.facebook.com/LWYLBarnsley or via the area team pages for your community. We are seeing increasing coverage on social media, with the LWYL Facebook page up to 811 likes and a further 4,778 likes across the area team pages.



We are continuing to promote Barnsley as a 'city of service'. This year, many of our local groups working alongside our area teams focussed on building 'community centred approaches to health and wellbeing'. This has included: volunteer days at local parks, galas with an emphasis on building new community groups and social networks, and community growing projects to promote better diet and more active lifestyles.

In Q1, seven genuinely new Community Groups were created and in operation with more being developed and due to come online in Q2. Some examples of the groups are;

Worsbrough After School Provision (WASP) is a group that deliver youth work activities in Worsbrough. They have secured £10,000 from Big Lottery Awards For All. This funding

means that the young people of Worsbrough will continue to be able to access high quality youth activities for the next year. The Elim Community Group delivers conversational English classes in the Kingstone area. The group is run by volunteers and offers a range of community support activities to individuals whose first language is not English. Tea Talk & Tarts is a Central Ward women's group which meets at Central Library and provides a space for women (and children) to meet which is safe for conversation and invited speakers i.e. Pathways. The group meet fortnightly. Bright Sparks is a fun and informal support group for children with additional needs and their families. They Meet every Friday 4 to 5:30 at the Valley Community Centre Cudworth.



Spring Fest



Central area council team, in partnership with the ward alliances, aimed high for volunteers month and came up with the idea of 'Spring Fest'. This was a two week health and wellbeing festival, which encouraged local people in the five wards of Central, Dodworth, Kingstone, Stairfoot, and Worsbrough to "get inspired to be healthy and active and get inspired to help others".

The festival began with a day of activities and a market place event at Barnsley town hall. This was followed by a fortnight of local activities and volunteering opportunities. 133 people attended the event, of which 45 people said they would like to know more about events in their area. Over 20 ward alliance members and 10 councillors helped plan and deliver the launch event, with over 150 volunteer hours recorded.

This was a great way to promote the activities and volunteering opportunities being delivered by partners and local groups. It inspired more people to consider participating in local activities and volunteering roles, supporting our focus on early help and prevention.

Employee Supported Volunteering (ESV)

Voluntary Action Barnsley continues to work with Barnsley companies and public services to promote ESV. Ten companies were involved in Q1, with 141 people contributing 987 hours of staff time (up 17% from the previous quarter). We supported our own employees to undertake 49 ESV days in Q1.

XPO Logistics delivered 270 hours of volunteering in one week alone, supporting five community groups. This included the Milefield School project to refurbish a caretaker's bungalow and develop an outdoor community learning facility. Sash Windows, Symphony Kitchens, Wickes, Henry Boot and Keepmoat all provided support. Volunteer it Yourself helped young people to get involved and gain NVQ skills. Henry Boot also donated £10,000 of goods, including equipment and bricks for our new community donation bank.

Friends of Wilthorpe Park

Wilthorpe Park in the Old Town ward now has an improved play area, supported by £42,000 secured from external funders.

This year, Wilthorpe Park is entering into the parks category for Yorkshire In Bloom for the first time and we have high hopes of it doing well. You can find out more about the work of the Friends group on their Facebook page: [Friends of Wilthorpe Park](#). It is also our first park in partnership with a local business, under our 'Park Partner' sponsorship agreement. Barnsley Norse will make a financial contribution to the Friends group to help them continue their work, as well as being involved in the future development of the park.



Opening day for the new play equipment at Wilthorpe Park.

Volunteering opportunities

Working with communities, customers and partners helps to build strong and resilient communities. We created 175 new volunteering opportunities in Q1. These are available within our Rights of Way team, breastfeeding support and libraries teams.

Local spend

We spent 50% of our budget locally in Q1. Area council local spend continues to be positive with all area councils exceeding 80%. We recognise that spending money with local companies helps to boost the economy of Barnsley and we always try to do this where possible.



My Barnsley Too

My Barnsley Too, the forum for disabled people, held its Open Day and Annual General Meeting in Q1 at the Better Barnsley shop in the town centre. Over 50 disabled people attended to hear about the forum and to help plan its priorities for the year ahead. The group agreed to focus on:

- Improving access to public transport for disabled people.
- Raising awareness and understanding about disability hate crime and how to report it.
- Supporting work to promote Safe Places for disabled people and others.
- Helping local venues and attractions to be more accessible to disabled people.
- To help Barnsley town centre become more accessible and inclusive.
- Promoting jobs and skills opportunities for disabled people.

The forum were delighted so many new people attended and volunteered to join the steering group, helping to spread the word about the group.

Performance Indicator	2015/16	Q1	Annual Target
Number of new volunteers (Cumulative)	New indicator	88	1,100
Increase in the number of new community groups (Cumulative)	New indicator	7	44
Percentage of Area Council expenditure local to Barnsley (Quarterly)	83%	85%	88%
Proportion of BMBC spend spent locally (Quarterly)	49%	50%	45%

Funding for this Outcome (£000s)

Revenue – there are no significant variances to report.

Capital – no capital budgets.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
5,311	5,311	0	0	0	0

11. Protecting the borough for future generations

R-evolution @ Gateway 36



Highways Improvements at Junction 36

Major road infrastructure works started in Q1 at Junction 36 of the M1 at Birdwell. This supports the major development and investment at that site, which is attracting new businesses and investment into Barnsley, and is expected to generate 14,000 new jobs for Barnsley by 2033. Improving the road network is important in ensuring that the site is accessible and traffic congestion minimised. The Sheffield City Region (SCR) Investment Fund supports this work.



We are working with South Yorkshire Passenger Transport

Executive and local bus operators to improve bus services. We want services to be better coordinated, efficient and integrated. This will help us to meet the needs of people living, working and visiting Barnsley. Our proposals will help to improve access in and around Barnsley, as well as ensuring that bus services are financially sustainable for fare payers and bus operators.

HS2 rail plans

The number of people travelling by train has doubled over the last 20 years. However, there has been limited investment in rail in recent years, resulting in increasingly overcrowded journeys. HS2 is designed to resolve these issues by:

- easing congestion on important commuter routes,
- providing extra space for local and regional services, and
- reducing road traffic.

HS2 is a crucial project and everyone should benefit. It is a great opportunity for Barnsley, especially now we are seeing positive changes regionally with employment and

housing growth. The Northern Powerhouse Rail Network route will support our plans to provide better infrastructure and stimulate the growth of more and better jobs and homes.

Reduction in nitrogen dioxide at Burton bus corridor

We monitor the levels of nitrogen dioxide at various locations in Barnsley, as part of our efforts to improve air quality. Since the bus corridor scheme at Burton Road/Wakefield Road was completed in 2013, traffic congestion and emissions at that location reduced by 30%. Thanks to the success of this, we are proposing to remove the air quality management at that location later this year, subject to consultation with residents and stakeholders.

Local environment improvements



In 2007, the bridge that crossed the river at Worsbrough canal basin was washed away during floods. Using funding provided by various

partners, a new bridge was constructed above any future flooding levels. This allows safe access to Woolley Bank wood and the surrounding areas..

Energy from waste initiative award



The BDR (Barnsley, Doncaster and Rotherham) Waste Partnership won the award for best energy from

waste initiative at the recent National Recycling Awards. The partnership sends waste to a waste management facility at Manvers, where it is turned into energy. In Q1, Barnsley diverted 98.5% of waste from landfill and produced enough energy from waste to power an estimated 2,906 homes.

Renewable energy

In Q1, 3% of our energy came from renewable sources. We generate most of our renewable and low carbon energy during the winter, due to our increased use of biomass fuel and heat pumps. We use renewable energy to help protect Barnsley for future generations and make every penny count.

Recycling

The estimated recycling rate for Q1 is 50.7%. In the summer, when grass is growing quickly, we expect recycling to be high and then decrease as the year goes on. The recent European football championships will also have helped to increase recycling.

Q1 collection and disposal costs per bin type



Fly tipping

Fly Tipping



Cleared within
7 days

We are still concerned about the amount of fly tipping. We had 1,082 reports of fly tipping in Q1, compared to 3,187 for the whole of 2015/16. We will address this by reviewing our reporting, enforcement and clearance practices. We will also start a media campaign shortly.

Better Homes Barnsley

We remain the best performing council in the Leeds City Region for this project. We made a great start to 2016/17, with energy efficiency measures installed in 90 homes in Q1. Many of these were supported by a specific funding source, which supported insulation in the rear extensions of older terraced properties. This funding has now ended and it is unlikely we will see the same level of completions in Q2. Marketing and promotion of the scheme is a priority and we continue to explore all funding opportunities. We recently made a funding bid to the Leeds City Region Growth fund, which could support solid wall insulation in up

to 50 households in fuel poverty over the next two-years.

This is not our only area of home energy efficiency activity. In relation to council housing, Berneslai Homes, as part of their capital investment programme, carried out energy upgrade and energy efficiency works benefitting 376 households during Q1.

Licensing

We successfully moved our licensing duty office from the Civic to the Library and we have introduced an appointment system, which is benefitting everyone.

We worked with taxi drivers in Q1 to support them through their safeguarding training, with the aim of all taxi drivers completing this by September. All taxi drivers who support home to school transport have completed their training. We have also given all of our licensing committee safeguarding training.



During Q1, we revoked a taxi driver licence for repeatedly smoking in the vehicle. This sent out a strong message to the taxi industry that we will revoke licenses where licensing conditions were breached.

Food safety and hygiene

Regulatory services carried out 160 inspections, and 12 advisory visits during Q1. We issued 126 warning letters within the food industry and we are currently investigating two complaints regarding items found in food.

Tobacco enforcement

An operation using tobacco sniffer dogs revealed three hidden concealment areas in shops, where remote controlled hydraulic mechanisms lowered cupboards hidden in the ceilings. Within these we found approximately 12,000 illegal cigarettes, which we seized. Undercover underage sales operations also led to children being sold nicotine e-cigarettes in two local shops.

Animal health



60% of stray dogs are not microchipped

Employee excellence awards – Outstanding contribution award

We gave this award to dog warden Adam Nippers, who exceeded expectations, dealt with challenging situations and shown excellent behaviour over and above the requirements of his normal duties.

Employee excellence awards

– Adam Nippers

“The Excellence Awards are a great idea. They show that our work is recognised and that our colleagues are interested in the work we’re doing.

Although the council has had to reduce the number of people while the workload is still there, colleagues and volunteers are still delivering and making a real difference across Barnsley”.

Employee excellence awards – Innovation award

This award provides colleagues with the opportunity to submit ideas and suggestions about how we can improve our services. It promotes ways to work smarter and save money. The award was won by our Environment & Transport service, who sold our old equipment on Ebay, generating income where we would previously have had to pay to dispose of the equipment.

Performance Indicator	2015/16	Q1	Annual Target
Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes) (Quarterly)	126	90	133
Increase in council-led energy efficiency and renewable energy produced (Energy Produced From Waste) (Quarterly)	7,534	2906	9,250
% of household waste diverted from landfill (Quarterly)	New indicator	98.5%	96.5%
Reports in fly tipping incidents (Quarterly)	3,187	1,082	3,600
Traffic signal faults fixed within 24 hours (Quarterly)	New indicator	95%	95.0%

Funding for this Outcome (£000s)

Revenue - The overspend is as a result of a shortfall income generated with Neighbourhood services following the loss of a major contract. There is also a projected shortfall in income from recyclable materials due a continuing fall in forecast tonnages for kerbside collected paper together with lower national and global commodities prices for glass, metals and plastics.

Capital – The increase is predominantly due to new highways schemes, particularly around planned maintenance and resurfacing schemes, as part of the agreed 2016/17 work plan, reported in Q1. Extra funding for these schemes has already been approved by Cabinet.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
22,647	23,301	654	8,283	14,211	5,928

12. Customers can contact us easily and use more services online

Digital activity

Online customer contacts have increased, thanks to new online services from our Planning and Waste Management services, as well as the recent successes of our Benefits and Taxation team. We are working



36.6% of all contacts were online

hard to improve our website for the benefit of our customers so that they can access the services and information they need online, anytime.



46% of all contacts were by telephone



Our Device Doctors are now well established. They provide support across Barnsley and particularly to vulnerable people, helping them to access information and services online. To date, they have provided 221 digital support sessions. The sessions are so popular that there are waiting lists in some areas. In Q1, our champions ran 31 sessions across Barnsley, with over 130 attendees. Sessions included Citizens Advice, Device Doctor, support for IT beginners and getting online, Job Club and supporting councillors to use their devices. They are advertising on the web and working with partners and libraries across Barnsley.

Customer feedback

Our first annual customer feedback report was presented to Cabinet in June. It provides important information about what our customers told us, as well as their

expectations and experiences of the services they received. The annual report is available to view on our website:

<http://barnsleymbc.moderngov.co.uk/documents/s10557/Appendix.pdf>

During Q1, we received 107 complaints, 20 of which related to adults and children's social care services (managed within statutory complaints management legislation). We also managed 436 customer contacts. The majority were recorded as requests for service and not dealt with as formal complaints. 69% of all complaints were resolved within the agreed timescale. 64 were closed via early resolution and 91% of these were resolved within 2 working days. Of the 43 complaints that required an investigation, 44.4% were resolved within the agreed timescale. We received 114 compliments in Q1.

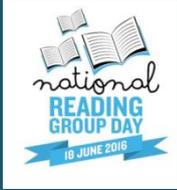
Employee excellence awards - Team of the year: Goldthorpe library

One of our core values is 'we're a team', because it's so important to work together to achieve the same goal. This award recognises teams and groups of employees who showed outstanding commitment to their work, demonstrating exceptional performance, effort and attitudes.

Employee excellence award - Team of the year – Goldthorpe library

"We're so proud of our award. As a team we aim to deliver an excellent customer-focused service. The award recognises that we're achieving this so we feel valued and appreciated for the work we do."

Barnsley libraries



National reading group day

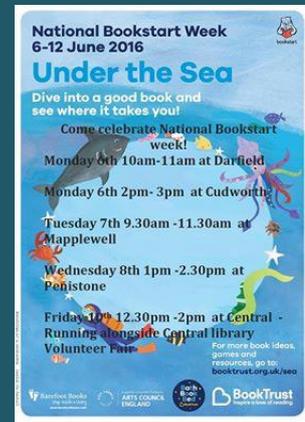
Barnsley got on board with National Reading Group Day this June, by showcasing and promoting some of the reading groups who regularly meet at our libraries.

Our Libraries service supports reading groups' activities by making multiple copies of chosen books available for borrowers. The Barnsley Libraries Facebook page also regularly makes suggestions of both newly-published books and established authors for reading groups to consider.

National Bookstart Week – Under The Sea!

Barnsley's libraries also took part in Bookstart Week this June, putting on a range of activities for young readers, on this year's theme of "Under The Sea".

Activities included story and rhyme sessions for toddlers at Worsbrough library, while creative youngsters were kept occupied with book-related fun and arts and crafts at Wombwell, Dodworth, Darfield, Cudworth and Mapplewell & Staincross libraries.



Performance Indicator	2015/16	Q1	Annual Target
Total number of complaints received by the Council (Quarterly)	384	107	+/-20%
Total number of compliments received by the Council (Quarterly)	542	114	+/-20%
Self service via BMBC/third party websites as a % of all contacts tracked and monitored by the Customer Service Business Unit (Quarterly)	26.4%	36.6%	40%
Complaints - percentage of responses provided within agreed timescales (Quarterly)	71%	69%	90%

Funding for this Outcome (£000s)

Revenue – no significant variance.

Capital – no significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
3,188	3,188	0	580	580	0