



**BARNSLEY**  
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 2 (July – September)**

## Our Priorities and Outcomes

We will work with our partners, residents and communities towards our Priorities and Outcomes below to achieve a brighter future, a better Barnsley.



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

## Our Corporate Plan Performance Report

This report tells you about our achievements against our priorities and outcomes for Quarter 2 (Q2) and what we need to improve upon. To help make this clear, we use the colours and arrows in the key below along with written information to describe our progress and also take into account financial performance where available to RAG (Red, Amber, Green) rate Outcomes. It's therefore better to view the report in colour.

### Key

Performance indicator RAG		Outcome RAG		Direction of travel	
	Meeting or exceeding target		Majority of indicators in the Outcome met the target		Improving performance
	Within 10% of target		Some indicators in the Outcome achieved targets, others did not		Performance static
	10% or more below target		Majority of indicators in the Outcome did not meet the target		Declining performance

The information included in this report is the latest available and is based on our performance in Q2 (unless there is a time delay for data being published for the indicator). Where a target is included, this is for the full year, e.g. from 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017.

We have included a summary of our revenue budgets (every day spend) and capital programmes (one off expenditure) and their performance for Q2. A more detailed report on the finance information in this report can be found within the relevant cabinet reports.

# THRIVING & VIBRANT ECONOMY

## 1. Create more and better jobs and good business growth

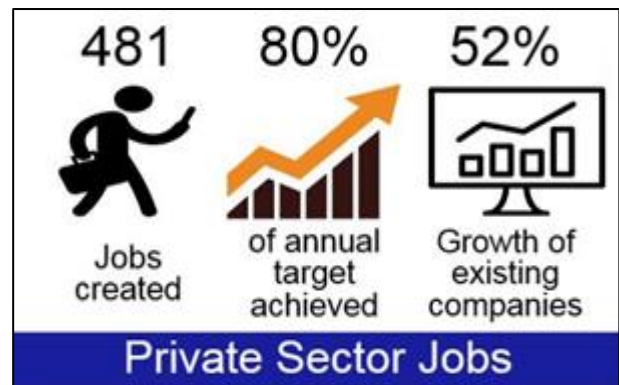
### Council of the Year award

We won Local Authority of the Year at the Insider Yorkshire Property Industry Awards. This recognises our innovative risk taking and support for development and growth in relation to projects like the £50 million development in the town centre, the £17 million work to unlock employment land at Junction 36 of the M1 and the innovative



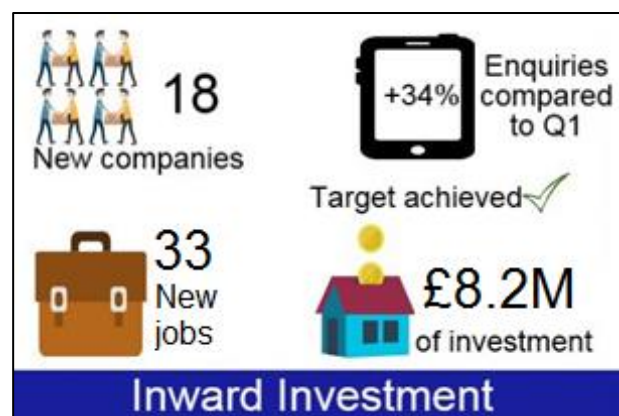
Property Investment Fund.  
Insider Yorkshire Property Industry Awards

working with people who are considering becoming self-employed, as well as new business owners keen to grow their companies. We provide a wide range of business advice, workshops, seminars, one-to-one coaching and mentoring services. Given the amount of support we've provided to potential new businesses already this year, we are confident that we will hit our target of 140 new business starts by the end of Q4.



### Property Investment Fund (PIF)

In order to stimulate speculative development we offered innovative solutions to developers via our PIF, which is detailed in our Jobs and Business Plan. This private/public partnership working has led to the development of 230,000sqft of speculative industrial space over two sites, as well as giving Harworth Estates the confidence to build an additional 75,000sqft unit along with over 20,000sqft of new food retail space.



We supported 42 companies to expand during Q2, meaning 51% of our annual target has been achieved.

Our Enterprising Barnsley team supported 25 new companies in Q2 and 61 so far this year which is 44% towards our annual target. Although this is slightly below target, we are

Performance Indicator	Q1	Q2	DoT	Annual Target
Business Growth – number of businesses supported to expand (by the Council) (Quarterly)	44	42	↓	170
Number of business starts (Quarterly)	36	25	↓	140
Number of private sector jobs created following council support (Quarterly)	435	480.5	↑	1150
Inward investment - number of businesses relocating to Barnsley (Quarterly)	9	18	↑	15

### Funding for this Outcome (£000s)

Revenue - the adverse variance largely relates to a shortfall in anticipated planning fees.

Capital - the underspend of £7.068 million mainly relates to re-phasing the M1 junction 36 scheme due to a delay in signing legal agreements with Sheffield City Region.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
506	602	96	14,734	7,666	-7,068

## 2. Increase skills to get more people working

### Apprentice opportunities

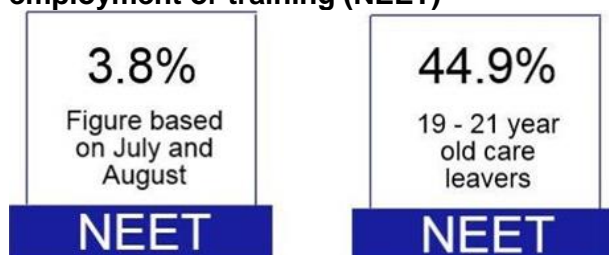
We have supported 107 apprentice placements so far this year, representing good performance, and equal to 3.4% of our workforce. We targeted school leavers in Q2, which contributed to this figure.

training and employment (ETE) panel and pathway plans.

### Adult Skills and Community Learning

Adult learners have been successful in achieving qualifications.

### Young people not in education employment or training (NEET)



September is a transition month for young people. School and further education leavers are enrolling, others are starting training or jobs. As a result, our data on NEETs is still being updated.

### Improving employment opportunities

A new service supporting six young people on the autistic spectrum to live independently will focus on gaining paid employment as part of their overall support. We are still below our target for 19 to 21 year old care leavers involved in education, employment or training. We are addressing this through our education,



## Apprenticeships



Lewis, a student from Greenacre College who has learning difficulties, impressed the North East Environmental Team (a local service commissioned through the Area Council) a great deal whilst he was volunteering with them. They had asked Barnsley Community Build to see if he could be considered as an apprentice volunteer. Due to the entry criteria, an apprenticeship would not usually be possible but Lewis was successful. He decided to join the North East Area Council environment team that serviced Monk Bretton and Royston. He was credited as an asset to the team. Lewis has now secured full time employment which is also testimony to our Environmental Team and his support worker at Greenacre College.

Performance Indicator	Q1	Q2	DoT	Annual Target
Number of young people not in employment, education or training (NEETs) - aged 16-18 (Quarterly)	4.3%	3.8%	↑	4.4%
Apprenticeship takeup (Quarterly)	12.6%	12.0%	↓	10.5%
Improving employment opportunities for those who are most vulnerable - adults with learning disabilities (Quarterly)	2.6%	2.7%	↑	6.5%
Improving employment opportunities for those who are most vulnerable – care leavers aged 19, 20, 21 (Quarterly)	45.0%	41.0%	↓	65.0%
Number of apprentice placements within the Council – proportion of the workforce (Quarterly)	3.2%	3.4%	↑	2.5%

### Funding for this Outcome (£000s)

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

Capital - no capital budgets.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
1,613	1,637	24	0	0	0

### 3. Develop a vibrant town centre

**May Day Green Market** was officially opened in September by Mayor, Cllr Linda Burgess. The launch was a huge success, with good attendance despite poor weather, and marked the first major milestone of the town centre redevelopment. Entertainment in the town centre helped families to enjoy a day of free fun, with helter skelter rides, side shows and games.

*May Day Green Market*



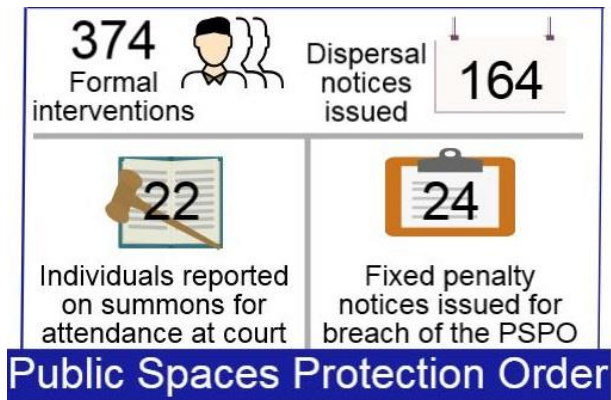
The first 50 people through the door received a £5 shopping voucher, encouraging footfall and spend in the markets.

May Day Green market houses 84 stalls, a café, free Wi-Fi and public toilets. It will be home to more than 40 traders for the next two years. Feedback from traders has been excellent. They are delighted with their stalls and trading environment. Businesses are reporting a significant increase in trade.

We used social media extensively to promote the launch, with over 46,000 people viewing our video. We have now built on this and commissioned videos promoting the market halls; the first one, promoting the meat and fish market, reached 42,000 people in the first 24 hours. These can be found on the [barnsleymarket](https://www.facebook.com/barnsleymarket) Facebook page.

**Town Centre Anti-Social Behaviour (ASB)**

Although Q2 saw a fall in reported incidents, there was an increase compared to Q2 last year. This is largely due to the increased police and council enforcement presence to report incidents in the town centre, raising public confidence by taking positive action to address concerns. We have had a number of complimentary reports from trades people and town centre users about their feelings of safety, with confidence in the daytime returning.



Performance Indicator	Q1	Q2	DoT	Annual Target
Occupancy level of open market within town centre (Quarterly)	100.0%	100.0%	➔	95.0%
Town centre behaviour - number of ASB incidents (Quarterly)	280	242	⬆	900

**Funding for this Outcome (£000s)**

Revenue - no significant variance.  
 Capital - underspend relates to re-phasing of elements of the town centre scheme into future years specifically the demolition of the multi-storey car park.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
-166	-168	-2	24,694	10,772	-13,922

## 4. Strengthen our visitor economy

### Review of our summer programme

The 2016 annual Mayor's Parade, with the theme of 'Best of Barnsley', attracted a record of 55 groups taking part and 3,000 spectators.

#### Annual Mayor's Parade



Barnsley by the Sea ran for six days per week over the summer. It attracted approximately 15,500 visitors. Entertainment was provided on the busiest trading days, with nearby Ping table tennis tables proving very popular.

#### Barnsley by the Sea



### Visitors

Compared with Q2 last year, visitor numbers were lower, especially at Cannon Hall. This affected our income in Q2, which is now below target and remains a challenge. We are confident that upcoming events, such as the Flavours Food Festival at Elsecar, and the Cooper Gallery's Pablo Picasso exhibition in

January will contribute to increasing our visitor numbers and income.

### Electronic Point of Sale (EPOS)

Our EPOS system is now live at Cannon Hall, other sites will follow by March 2017. It has vastly improved stock management and audit controls and allows us to produce weekly sales reports. Once installed at all sites, we will be able to monitor performance centrally which will help us to increase income.

### Funding

We created plans to secure external funding for our museums in Q2. We submitted a £60,000 Heritage Action Zone (HAZ) application to Historic England for Elsecar. If successful, we will be able to use Historic England's experience to help us bring sustainable development to this area. We designed the HAZ to complement an expected £12 million Heritage Lottery Fund project for the village which, subject to funding, will be completed in 2022-3.

We worked with Rotherham Council on an expression of interest for the newly launched Great Place Scheme. Run jointly by Heritage Lottery Fund, Arts Council and Historic England, this scheme will fund projects in areas with a commitment to embed arts, culture and heritage in local plans and decision-making. The focus of our joint bid for £1.3 million is Elsecar and Wentworth Woodhouse.

These areas are of immense importance, but their potential for international recognition have not yet been realised. In partnership with Rotherham, we have the chance to create a major visitor attraction, which will create opportunities for economic growth and prosperity. This is a critical first step towards a long term partnership, which will have a substantial social and economic legacy.

Performance Indicator	Q1	Q2	DoT	Annual Target
Visitor numbers at museums (Quarterly)	285,935	380,046	↑	1,200,000
Visitors' estimated contribution to economy (Quarterly) (£000s)	£6,150	£8,186	↑	£25,800
Commercial income to the council (visitor economy) (Quarterly) (£000s)	£91	£59	↓	£470

### Funding for this Outcome (£000s)

Revenue - the overspend of £114,000 mainly relates to increased costs of specific cultural events and an anticipated shortfall in the cultural income target for the year.  
Capital - no variance to report.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
1,758	1,872	114	437	437	0

## 5. Create more and better housing

### Empty homes returned to use

Our end of year target to return 30 empty homes to use will be a challenge. By Q2, we have returned only three homes back to use. We are working on a further six empty homes, as part of the Homes and Communities Agency programme (HCA), three of which are expected to be occupied in December. Our Goldthorpe Cluster programme, which uses grant funding to help empty property owners with the cost of refurbishing them, is taking forward 12 expressions of interest. We aim to have a further four homes ready in December, making seven in total.

We have set up a working group to review this area of work. We know we need to do more if we are going to increase the number of homes we return to use.

Berneslai Homes have an acquisition programme for homes empty for less than six months. By the end of Q2, six properties had been acquired and were added to the stock of council houses.

### New homes delivered

In Q2, there are estimated to be 239 new home completions, with a year to date estimated total of 456. We are currently on track to deliver against the 2016/17 target of 800 units. The contribution of Affordable Housing to the new build completions target, over 25%, remains significant. However, recent changes to the HCA's Affordable Housing Programme means a significant reduction in new affordable housing is anticipated over the next 12 months.

Site activity across the borough is positive. There are currently 42 sites of over 10 properties being built. Further to recent cabinet approval, we are commencing delivery of 32 new homes (28 for sale) from April 2017 at Longcar Lane. This will be a pilot for future council led developments

### Affordable homes delivered



The homes include properties that are part of the Council House Build programme, properties that have been purchased and homes delivered by the HCA's Affordable Housing programme.

### Stalled sites

We have reviewed sites where land has been purchased but not developed (stalled sites). Our work with housing associations and developers has resulted in work starting on sites in Darfield and Wombwell. These sites will deliver 60 homes. A site at Elsecar, which had stalled for a number of years, is now awaiting planning permission for 30 homes. We have worked to help the sale of two privately owned sites, which will deliver around 80 homes.



Performance Indicator	Q1	Q2	DoT	Annual Target
Number of new build home completions (Quarterly)	217	239	↑	800
Number of affordable homes delivered (Quarterly)	24	70	↑	150
Empty homes returned to use (Quarterly)	0	3	↑	30

### Funding for this Outcome (£000s)

Revenue - there are no significant variances to report.

Capital - the underspend of £2.039 million mainly relates to delays in obtaining the Secretary of State's approval for Compulsory Purchase Orders which is holding up the Goldthorpe Empty Homes scheme.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
1,065	1,043	-22	34,010	31,971	-2,039

# PEOPLE ACHIEVING THEIR POTENTIAL

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

### GCSE attainment

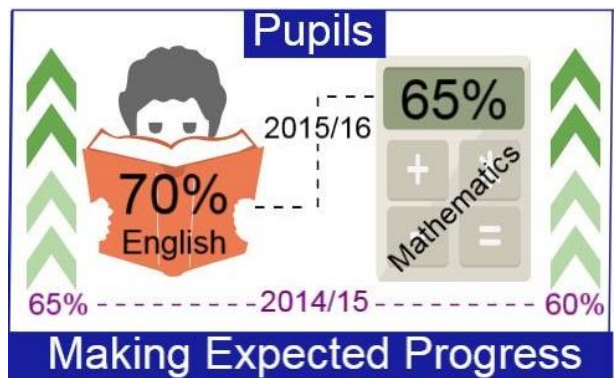
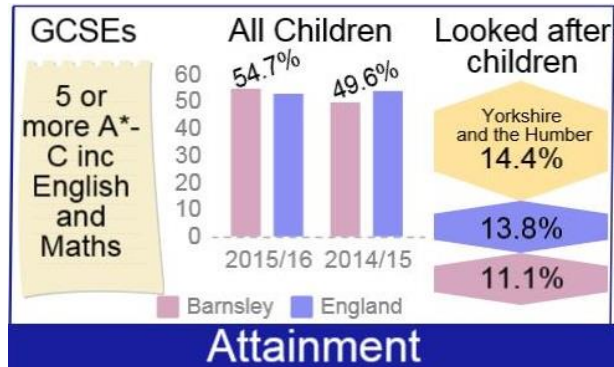
As we reported in Q1, the Government has made significant changes to how they assess pupil performance in schools. However, for Key Stage 4, schools have continued to report on GCSE outcomes. This allows us to compare performance with previous years.

### Barnsley Alliance Improvement Strategy

One of the main ways we support schools to improve is through the Barnsley Alliance. We have worked with the Alliance to develop a new improvement strategy, focused on the following priorities:

- Improve attainment and achievement
- Improve the quality of teaching and learning so that it is consistently good or better
- Close the achievement gap between vulnerable groups and their peers
- Improve behaviour and attendance, and reduce the proportion of persistent absence
- Improve leadership capacity, empowering leaders at all levels to develop.

We will report back regularly on the progress the Alliance makes towards these priorities.



### New Goldthorpe primary school sets high standards

The new school accommodates 310 pupils and has classrooms which can be opened up for outdoor lessons and activities. The unique design, developed through our partnership with Robertson and NPS Barnsley involved Head teacher Sarah Fields and her staff in the design process. An opening ceremony included a special assembly for the pupils with special guests Ian Macmillan, Barnsley poet, and cartoonist Tony Husband.

Performance Indicator	Q1	Q2	DoT	Annual Target
Achievement of 5 or more A*-C GCSE or equivalent including English and Maths (Annual)	N/A	54.6%	↑	54.0%
Number of looked after children achieving 5+ GCSEs at grades A*-C (including English and Maths) (Annual)	N/A	11.1%	→	11.0%

### Funding for this Outcome (£000s)

Revenue - no significant variance reported.

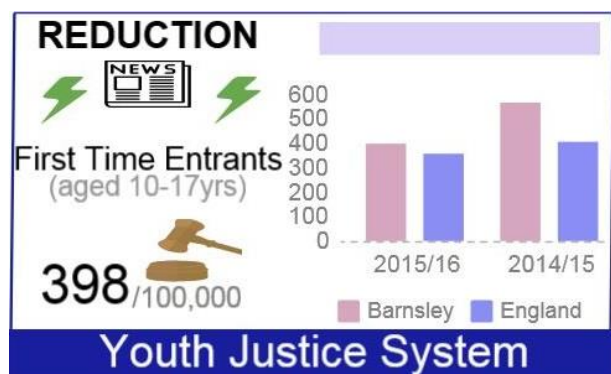
Capital – the variance relates to slippage on a number of school related schemes.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
8,901	8,909	8	6,839	6,586	-253

## 7. Reducing demand through improving access to early help

### Youth Offending

As we continue to reduce the number of first time entrants to the youth justice system, we expect our re-offending performance to fluctuate. For example, figures released in Q2 (covering October 2014 to September 2015) show an increase of 2.3% on the same period the previous year. This is due to the smaller number in the cohort overall. Despite this, our performance is still better than the averages for England and South Yorkshire.



The achievements of our Youth Offending Team were praised following a recent inspection by Her Majesty's Inspectorate of Probation (HMIP).

Inspectors found that the team performed well and had a highly skilled and determined staff.

They identified that the team was committed to the young people they worked with and understood the issues they needed to overcome to reduce or stop their offending.

Inspectors identified that the service could improve by putting more plans in place for victims, as well as by developing other strategies to increase compliance with court sentences. The service is currently exploring these recommendations.

### Troubled Families

Barnsley is participating in Phase 2 of the national Troubled Families programme, using the funding to develop new ways of working with families with multiple and complex needs. A range of interventions are delivered, including accessing specialist input for issues such as debt, domestic violence and family mediation.

In Q2, an additional 152 families became attached to the programme, bringing the current total to 421 families against our target of 596. We have submitted claims for significant and sustained improvement for 58 families so far this financial year, including 10 that achieved continuous employment.

### Early Help Support

A mum and her two children were referred to our Family Intervention Service due to concerns about child A's anger issues, poor school attendance and behaviour in school.

We completed an Early Help Assessment with mum and developed a plan to help the family. Mum attended a parenting group and was helped to address her mental health needs. Child A was helped in school and referred to Child and Adolescent Mental Health Service (CAMHS). Child B was referred to Barnardo's sibling support service. Thanks to our support, mum's mental health improved and she can now enforce rules and boundaries. Child A displays less anger and is no longer physically violent towards mum.

### Troubled Families

A young woman who was on out-of-work benefits, and dealing with mental health issues, referred herself to us for support. Our Think Family Employment Advisor helped her to complete a CV, which supported her to take up a voluntary work experience placement. Having previously suffered with anxiety and lack of confidence, the support we provided helped her to look forward to starting her work placement, and to engage with training through Barnsley College.

The work placement subsequently led to an offer of paid work. The young woman is now enjoying her job and training, and growing in confidence about her future and ability to support her family financially. Our support has also helped with her mental health issues, as she is feeling less anxious and needs less medical support.

Performance Indicator	Q1	Q2	DoT	Annual Target
Young offenders - first-time entrants to the Youth Justice system aged 10-17 years (rate per 100,000) (Quarterly)	432	398	↑	500
Re-offending by young offenders as a proportion of total young offenders cohort (Quarterly)	30.6%	31.7%	↓	33.0%
Troubled Families - Number of claims made to DCLG for Significant and Sustained Improvement (6 monthly)	33	25	↓	100
Customer Access Team contact volumes (Quarterly)	12,252	12,779	↓	44,542

### Funding for this Outcome (£000s)

Revenue - no significant variance.

Capital - no variance to report.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
6,708	6,686	-22	1	1	0

## 8. Children and adults are safe from harm

### Barnsley Safeguarding Awareness Week

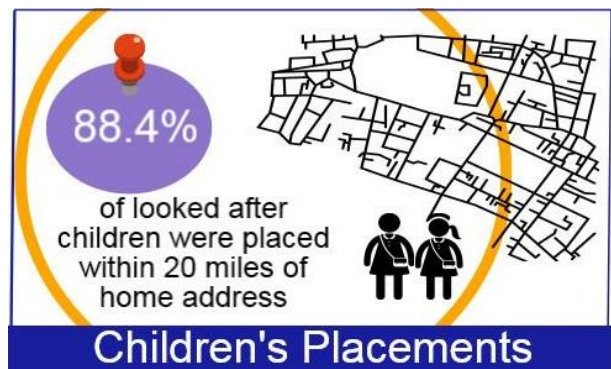


Barnsley's first ever Safeguarding Awareness Week (SAW) took place in Q2. It was launched by the Police Crime Commissioner for South Yorkshire, Dr Alan Billings. Over 50 colleagues from across the partnership attended the launch event.

The SAW aimed to raise awareness across the public and people who work in Barnsley of how to safeguard vulnerable children and adults. A whole range of activities took place during the week, supported by the emergency services, NHS, family centres and multi-agency safeguarding trainers.

### New Safeguarding Hub

Worsbrough Health Centre now provides a base for our new multi-agency safeguarding hub (MASH). This supports agencies to work together to provide a service to support families and keep children safe from harm. The MASH, which opened in Q2, is now the single point of contact for all safeguarding concerns regarding children and young people in Barnsley. It brings together expert professionals from services that have contact with children, young people and families, and makes the best possible use of their combined knowledge to keep children safe from harm.



### Adult Social Care Outcomes Framework

This framework, known as ASCOF, measures performance locally and nationally of social care services for adults. Data for 2015/16 was published by the NHS in Q2. This allows us to compare our performance against other areas. ASCOF data include results from our annual social care user survey, which 387 people in Barnsley completed this year.

People using our services rate the support we provide very highly: 95.7% said our services helped them to have a better quality of life. 95.2% said our services helped them feel safe. These are the best results in the region and much better than the national average.

The ASCOF data shows that people discharged from hospital in Barnsley

experience fewer delays than in other areas. However, we know delays are increasing and we have already hit our target for this year of 8 patients affected by delays. We are working with our partners in the NHS to continue to keep delays to a minimum.

The ASCOF results also highlight areas where we know we need to improve. Of the service users that tried to find information or advice, 76.7% found it very easy or fairly easy. This is unchanged from the previous year. We are working hard to improve the information we make available online. Plans are in place to significantly improve access to good information and advice Borough wide as a work stream of the implementation of our customer service strategy.

### **Shared Lives**

Shared Lives Plus and NHS England have created an opportunity for an innovative family based initiative to help older people be cared for at home. NHS England are investing £1.75 million, alongside existing funding from Clinical Commissioning Groups (CCGs) to expand local Shared Lives schemes. In Q2, our Shared Lives service was one of six organisations who successfully secured some of that funding.

Barnsley Shared Lives has been awarded funding for three years. This development represents a major new direction for the service, we will work in partnership with the NHS to test the Shared Lives approach for

older people with physical health needs, to reduce the time people need to stay in hospital, improve hospital discharges, reduce unplanned admissions and reduce frequent users to A&E departments.

### **Anti-Social Behaviour (ASB)**

There has been an increase in recorded incidents of anti-social behaviour across Barnsley. Types of ASB which have seen a particular increase include secondary arson (such as bin fires), low level criminal damage and rowdy behaviour. Planned responses to ASB have targeted specific areas such as Kendray and the town centre.

Phase 1 of the Community Safety Review has been concluded, and work is taking place on the design of an integrated community safety structure, based on our Area Council arrangements, to deliver an integrated approach to addressing the needs of people with multiple problems.

### **Homelessness**

Our Housing Options Advice and Homelessness Prevention service focused on early engagement in Q2. They provided housing related advice and maximised the prevention of homelessness. The service had contact with 303 households in Q2, with only two cases of recorded homelessness. The numbers of preventions has been assisted by piloting assessment beds in Holden House, which has given the team a local and accessible option for people at risk of homelessness.

### **Anti-Social Behaviour in Cudworth**

Recent months have seen increasing reports of ASB in the Cudworth area. Our analysis identified that these incidents were increasing in severity, with resulting impact on residents and businesses. In response to this trend, we introduced a co-ordinated plan to target individuals and families, to achieve behaviour change through a combination of support and threat of enforcement. Our support workers were also assigned to victims of anti-social behaviour to address their needs and concerns. This approach has had a noticeable impact, with the number of reported incidents decreasing significantly, and also positive feedback has been received from victims originally affected by these problems.

Performance Indicator	Q1	Q2	DoT	Annual Target
Delayed transfers of care attributable to social services (rate per 100,000) (Quarterly)	6	2	↑	8
Percentage of assessments for children's social care carried out within 45 days of referral (Quarterly)	58.4%	77.0%	↑	85.0%
Children placed in internal fostering as a % of all placements (Quarterly)	49.2%	46.1%	↓	62.0%
% of children placed within 20 miles of home address (Quarterly)	90.3%	88.4%	↓	92.0%
Volume of anti-social behaviour incidents dealt with (Quarterly)	3,198	3,425	↓	13,000
Intensive ASB case management - proportion resolved at formal stage (Quarterly)	86.8%	93.6%	↑	90.0%
Number of recorded homelessness cases (Quarterly)	5	2	↑	35
Adult Safeguarding – % of Section 42 Decisions made within 24 hours (Quarterly)	62.3%	77.8%	↑	100%
Adult Safeguarding – % of Section 42 Enquiry outcome meetings held within 23 weeks of commencement (Quarterly)	69.2%	72.7%	↑	95.0%

#### Funding for this Outcome (£000s)

Revenue - the reported significant overspend mainly comprises of increased demographic growth pressures in social care. £3.0m relates to older people (aged 65+) and people with disabilities and mental health (aged 18-64). A further £3.4m relates to children's social care pressures as a result of increased overall numbers of Looked After Children (LAC) and specifically higher numbers of LAC taking up more expensive external residential care and fostering placements.

Capital – the variance relates to slippage on a Children's Centre scheme.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
60,239	67,680	7,441	733	627	-106

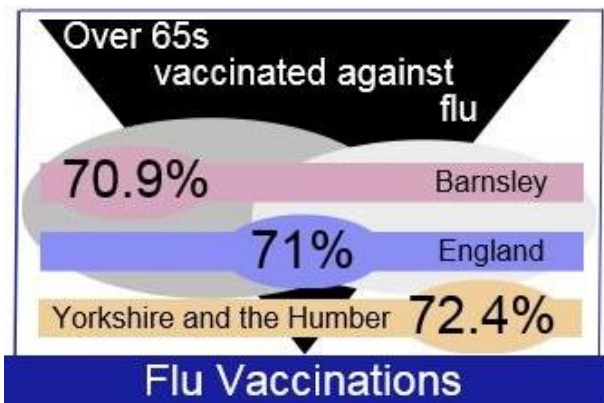
## 9. People are healthier, happier, independent and active

**Be Well Barnsley (BWB)** continues to work with a range of agencies to increase referrals, including GP practices, mental health teams, drug and alcohol services and Barnsley Hospital, as well as self referrals. The service is working with three GP Practices that would like a Be Well Advisor in their practice, this should increase their referrals in Q3. The service has also engaged with local schools and businesses, delivering healthy eating courses to parents and children. In Q2, 589 personal health plans were achieved by local people, these included:



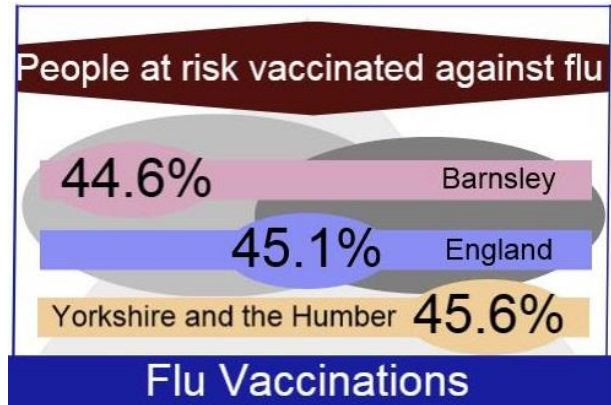
Although the number of people achieving their health goals in Q2 is lower than in Q1, more than 800 people are still actively engaged with BWB. There is some timelag in completions data being made available, also a programme of activity for an individual will often span more than one quarter; and some people will miss appointments during the summer months, so will not achieve their goals during Q2.

### Flu Vaccination



The World Health Organisation recommends that 75% of eligible adults over 65 and those

aged 6 months to 65 years who are in an at risk group should be vaccinated against flu. Uptake rates in 2015/16 were low in children aged four and under but good in those receiving vaccination in schools. Take up of flu vaccinations have declined over the last four years. Reasons for low uptake include mild winters, myths that the vaccine doesn't work or that you can catch flu from it.



Increasing flu vaccination uptake is a priority for Barnsley Clinical Commissioning Group (CCG).

Early data from the start of the 2016/17 flu campaign shows an improvement in uptake compared to this time last year. Targets for the national flu programme for 2016/17 are 55% for at risk groups.

We are raising awareness of flu by media campaigns and have a local Vaccination and Immunisation Improvement plan which involves working with GPs, ensuring that those who are vulnerable to flu, housebound individuals and residents of care homes are offered a vaccination.

Children's centres, early years settings, housing staff, Be Well Barnsley and the voluntary sector are also promoting flu vaccinations. There is a national expectation that 75% of health and social care staff will be vaccinated. We are refunding staff in key services for vaccinations obtained in pharmacies. The CCG is funding vaccination of people who are morbidly obese (a group that are recommended to be vaccinated but not currently included in the national programme).



### Hate and Harassment Stakeholder Event

Held on September 21<sup>st</sup>, this event was well attended and included a good cross-section of the community, including representatives from the Equality Forums, the Youth Council and from Targeted Youth Services. Participants explained they had seen an increase in hate and harassment incidents following the Brexit decision, mainly verbal abuse and mostly these have not been reported. We explored the reasons for not reporting and how to raise awareness and increase reporting in the future.

A delegate from Barnsley Together, the Race Equality Forum, recently assisted our Prevent Officer in delivering training to a local school.

### BME Jobs and Skills Fair

The first Black and Minority Ethnic (BME) event of this type was held on July 13<sup>th</sup> and attracted many partner organisations who provided information and advice around job seeking, recruitment, qualifications and Disclosure and Barring Service.

Most enquiries related to qualifications gained in other countries and their UK equivalents. This has prompted discussions around how to provide this information to our potential job applicants.

### Fit Farm 4 week course at Wigfield Farm

Wigfield Farm worked with Be Well Barnsley to develop a 4 week course for families over the summer. The aim was to improve the health and wellbeing of Barnsley families, as well as increasing the numbers of people visiting the farm.

Feedback from those attending the course included:

*“Great activities to keep us busy and healthy in the hols.”*

*“An enjoyable experience, both for the children and the grandparents.”*

*“This has been a really enjoyable programme. We have loved coming each week and enjoyed all the activities. Feeding the Meerkats fruit and vegetables was fab. Thank you.”*



Performance Indicator	Q1	Q2	DoT	Annual Target
Be Well Barnsley: Number of people who achieved their personal health goal (Quarterly)	826	589	↓	4,000
% of eligible adults aged 65+ who have received the flu vaccine (vaccinated between 1st September and 31st January of the financial year) (Annual)	N/A	70.9%	↓	75.0%
% of individuals aged between six months and 65 years who are in a clinical risk group (flu vaccinated between 1st September and 31st January of the financial year) (Annual)	N/A-	44.6%	↓	75.0%

### Funding for this Outcome (£000s)

Revenue – the underspend of £153,000 is predominantly caused by vacancies in Customer Services and Safer, Stronger & Healthier Communities.

Capital - no significant variance.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
2,423	2,270	-153	1,416	1,416	0

# STRONG & RESILIENT COMMUNITIES

## 10. People volunteering and contributing towards stronger communities



### Friends of Broadwater

This volunteer group, established in July 2016, holds weekly events and works directly with the Bolton on Dearne voluntary action group.

The group is mainly made up of young people who enjoy keeping active and giving something back to their community. The Dearne Area Team have supported them, offering guidance and providing them with tools to support events, such as local environmental clean-ups.

### Community Groups

In Q2, we supported 11 new community groups to set up. Darton Afternoon Club is an example of a community initiative which is going from strength to strength. It was established with support from the Darton West Ward Alliance and local volunteers. It now has 60 members attending the monthly sessions. The group started out with two volunteers and now has 15 who regularly help out.

Older people who attend the group see it as a life saver. It gives them a reason to go out and meet people, and feel part of the community. Many new friendships have been established. The group has been shortlisted for Community

Group of the Year in this year's Proud of Barnsley Awards.

### Community Gardens

Local areas have got on board with our community garden projects, which aim to bring people together to brighten up their local environment, or grow their own vegetables.

The Goldthorpe scheme aimed to improve the high street and surrounding areas. The group linked successfully with local businesses to get support for the scheme. They secured £500 from the horticultural society.

The project resulted in some attractive new planting boxes for the high street area, making it a more appealing and inviting environment for local shoppers.

### Goldthorpe High Street



The Wombwell community garden was set up as a place for green-fingered residents to 'grow their own'. Residents worked with the Ward Alliance and Berneslai Homes to create the garden, which has 18 growing beds, all occupied by local people.

As well as providing a source of healthy food, this project promoted physical activity and

social interaction. Many participants had got to know neighbours they hadn't really spoken to before. The gardeners now provide mentoring and peer support for each other.

There are future plans to hold 'cook and eat' sessions and organise community events, to continue the good work and further cement community co-operation.

#### Wombwell Community Garden



We contributed approximately £4,148 of 'cashable value' through Employer Supported Volunteering during Q2, by getting involved in activities such as befriending and buddying, helping out in charity shops and warehouses, and environmental improvements.

For example, a team from Human Resources spent a day helping Voluntary Action Barnsley (VAB) and Tesco in the Community to transform an outdoor space at Oakhill Primary School.

Performance Indicator	Q1	Q2	DoT	Annual Target
Love Where You Live - numbers of people engaged in volunteering in communities (Quarterly)	1,402	1,205	↓	4,500
Love Where You Live - cashable value of volunteer hours (Quarterly) (£000s)	£47	£106	↑	£253
Number of new volunteers (Quarterly)	88	203	↑	Target under review
Increase in the number of new community groups (Quarterly)	7	11	↑	Target under review
Council employer supported volunteering scheme - number of days taken up (Quarterly)	49	25	↓	175
Percentage of Area Council expenditure local to Barnsley (Quarterly)	85.0%	88%	↑	88%
Proportion of BMBC spend spent locally (Quarterly)	50.0%	52%	↑	45%

#### Funding for this Outcome (£000s)

Revenue - no variance to report.

Capital - no variance to report.

Revenue Budget (Net)	Forecast	Variance
6,000	6,000	0

Capital Budget (Net)	Forecast	Variance
21	21	0

## 11. Protecting the borough for future generations

### Waste collection

Our services faced some significant challenges in Q2. In a number of areas we experienced difficulties completing rounds on the scheduled day of service, resulting in increased customer contacts and complaints. To address this, we implemented a six week plan to examine key areas of concern. This included two additional vehicles to support the service. We also reviewed the capability of our current fleet. We recruited additional operatives and improved our communications to customers, updating our website and informing the contact centre about issues. We have also put additional measures in place to ensure that the disruptions experienced over the summer do not happen again.

In July, only 54.4% of household grey bin waste rounds were completed on the scheduled day, by September this had risen to 97.9%. We have also seen the following improvements:



### Environmental update

Ferrybridge processes waste that we cannot recycle at our main waste treatment facility. In Q2 9,854 tonnes of Refuse Derived Fuel (RDF) was processed and sent to Ferrybridge. This provided 3,032 homes with enough electricity for a whole year. This is a 26% increase on the amount of RDF produced in Q2 last year. The increase is due to the plant now being fully operational. The provisional landfill diversion rate for Q2 is 97.3%. This is up on the same period last year, which was 94.3% and within our target.

### Grass cutting over the summer

In the first half of the year we received an increase in grass cutting requests due to the warmer weather providing perfect conditions for strong grass growth. We used revised cutting equipment to help maintain 100% performance when cutting grass at our main sites.



### Yorkshire in Bloom Award Winners

Barnsley is celebrating its growing reputation in the Yorkshire in Bloom awards, receiving 21 awards this year, including gold and joint category winner for Town/City Centre award for the third year running. Barnsley has won numerous gold and silver gilt awards and we were recognised for our work with the community.

### Fly tipping

We have seen an increase in fly tipping over the last few years, with 4029 incidents recorded in 2015/16. This cost us £250,000 to collect and dispose.

In Q2 we successfully prosecuted a local man for fly tipping offences. He was charged and sentenced to 36 weeks custody, suspended for 12 months plus expenses.

We have set up a task and finish group to consider the issues of fly-tipping across the borough. It will look at what we are doing to tackle this problem, as well as what contribution our partners are making.

Our enforcement officers work with the Neighbourhood Services teams to gather evidence. We have now placed a number of

bright yellow 'No Fly Tipping' signs in 31 locations across Barnsley. We have also invested in new surveillance equipment. This will enhance our fly tipping enforcement by gaining video evidence of offenders for use in prosecutions.

### Better Homes Barnsley scheme

We have retained our position as the top-performing council participating in this scheme. 26 properties received energy efficiency measures in Q2, with 116 so far this year. The target for 2016/17 has been increased to 158 to reflect greater confidence and certainty. We were recently awarded £339,000 from the Leeds City Region Local Growth Fund. This will part fund energy efficiency works to at least 37 homes in the Cemetery Road area of Barnsley. This area was selected because of the high incidence of fuel poverty.

Performance Indicator	Q1	Q2	DoT	Annual Target
Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes) (Quarterly)	90	26	↑	158
Increase in council-led energy efficiency and renewable energy produced (Energy Produced From Waste) (Quarterly)	2,877	2,945	↑	9,250
% of household waste diverted from landfill (Quarterly)	98.1%	97.3%	↓	96.5%
Reports in fly tipping incidents (Quarterly)	1,082	937	↑	3,600

### Funding for this Outcome (£000s)

Revenue – the significant overspend is due to a fall in the level of projected income to be generated from the Neighbourhood Services team following the loss of a major contract together with a forecasted shortfall on the income generated from recyclable material.

Capital – the variance relates to slippage across a number of schemes and specifically on cycle routes.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
26,439	27,737	1,298	14,211	13,633	-578

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

### Digital activity

The proportion of customer contacts made online continues to increase. It stood at 37.9% by the end of Q2, against our annual target of 40%.

We are improving our online forms to improve online take-up, for example in our waste management services. Contact Centre staff are encouraged to promote online options when speaking to customers on the phone. Our future plans to improve our digital offer include providing a larger range of online 'apply, book and pay' services, making them available for customers at any time.

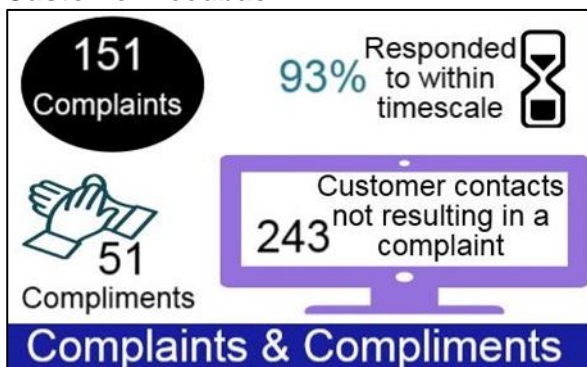
### Barnsley & Rotherham Business Awards

The Digital Team won "Highly Commended" as a runner up in these recent awards - Berneslai Homes had submitted the "Device Doctor" sessions as a joint nomination with BMBC.

The assessment criteria for the award took into consideration: has this approach supported the local community; what was the nature of the contribution provided, in terms of time, skills and resources; what impact has this made on the local community; and how does it improve understanding of local needs and the increasing awareness and participation of staff.



### Customer Feedback



In Q2 we received 151 complaints. Following a significant amount of training and support given to business units, we are pleased to report that in Q2, 93% of complaints were responded to within the timescales agreed with complainants. This is great news, as it is

a significant improvement from Q1. It is the first time we have hit our 90% target. This has a positive impact on service delivery, as customer complaints are a critical part of services' learning and identifying opportunities to drive for improvement.

### Summer Reading Challenge

Our libraries and their young readers were enthusiastic participants in this national initiative. The aim of the challenge is to get children between the ages of four and 11 to read at least six books over the summer holidays, picking up cards and prizes along the way, and being awarded a medal and certificate at special award ceremonies at their local libraries at the end of September.

The award ceremony at Hoyland library attracted a special guest to present the prizes – local Egyptologist, Joann Fletcher.

### Barnsley Libraries on Social Media

Barnsley Libraries run a lively and successful Facebook page, which is used as a place to provide information about the service, about events and achievements, and to get local people, adults and children alike, engaged with the enjoyment of reading.

At the end of Q2, the page had been "liked" by 1542 people, including 200 new users who had come on board during that quarter.

An average of 55 people per day were clicking into posts on the page, ranging from single figures on some days to 283 on 12<sup>th</sup> September, the day that Central Library re-opened after the recent closure due to the town centre fire.

People accessing the page and seeing the posts there (without necessarily following external links posted there) averaged 1006 per day during Q2.

The most popular types of posts included: those about library opening times and the pop-up library; reading groups; the Summer Reading Challenge; 'quotes of the week' and reading suggestions; other clubs in libraries such as chess and Lego.

Performance Indicator	Q1	Q2	DoT	Annual Target
Total number of complaints received by the Council (Quarterly)	125	151	↓	+/-20%
Total number of compliments received by the Council (Quarterly)	121	51	↓	+/-20%
Self service via BMBC/third party websites as a % of all contacts tracked and monitored by the Customer Service Business Unit (Quarterly)	36.6%	37.9%	↑	40.0%
Complaints - percentage of responses provided within agreed timescales (Quarterly)	69.0%	93.0%	↑	90.0%

### Funding for this Outcome (£000s)

Revenue - no variance to report.

Capital – the variance relates to slippage on a Customer Services project.

Revenue Budget (Net)	Forecast	Variance	Capital Budget (Net)	Forecast	Variance
3,602	3,602	0	580	470	-110