

◀ OUR VISION ▶

WORKING TOGETHER FOR

A BRIGHTER FUTURE

A BETTER BARNSELEY

Corporate Plan Performance Report
Q2 2017/18



CLEAR VISION AND VALUES • CUSTOMER FOCUS • COMMERCIAL AND BUSINESS ACUMEN • EFFECTIVE DELIVERY OF PROJECTS AND PROGRAMMES • INNOVATIVE AND MANAGED RISK TAKING • LEARNING ORGANISATION • LEADERS AT EVERY LEVEL • FLEXIBLE WORKFORCE • WORKING TOGETHER • ENABLING OTHERS

Our Corporate Plan Performance Report

This report shares our achievements against our priorities and outcomes for quarter 2 (Q2), and what we need to improve upon. We structure our report around the four quarters of the financial year, as follows:

- Q1 – April to June
- Q2 – July to September
- Q3 – October to December
- Q4 – January to March

We recommend that this report is viewed in colour. We allocate a RAG (red, amber or green) rating to all our indicators to highlight performance against targets. We also apply a RAG rating to our financial performance and performance overall against our corporate plan outcomes.

The information included is the latest available and is based on our performance in Q2 2017/18 (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 1st April 2017 to 31st March 2018.

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.

Key



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		

Performance indicator RAG		Outcome RAG	
	Meeting or exceeding target		Majority of indicators in the outcome met the target
	Within 10% of target		Some indicators in the outcome achieved targets, others did not
	10% or more below target		Majority of indicators in the outcome did not meet the target

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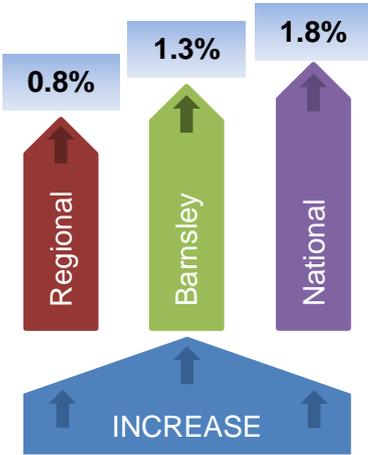
THRIVING & VIBRANT ECONOMY

1. Create more and better jobs and good business growth

Increase in Jobs

Barnsley companies have seen an increase in the number of jobs. This is the first time this has happened since 2014. The increase is above the regional average, but below the national average.

Job Growth

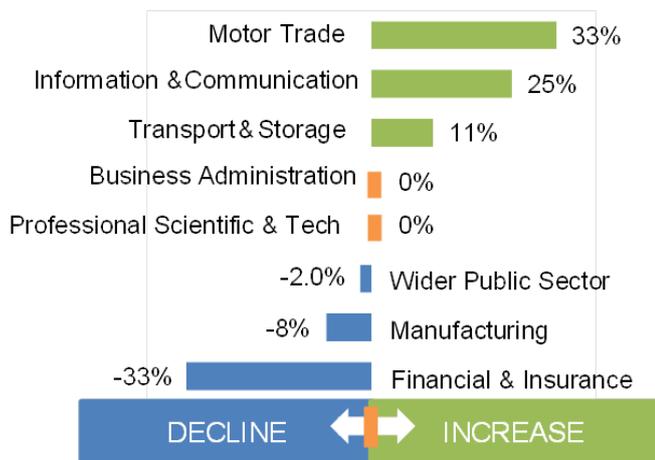


Overall job growth is due to a 4% increase in the number of part time jobs. Part time job numbers have also increased regionally, by 3.3%, and 4.1% nationally.

We are concerned that full time job numbers remain static. In some key

sectors, there has been no job growth and a decline in others, as shown below.

Sectors with Job Growth / Decline



Private Sector Jobs

During Q2, we supported the creation of 198 private sector jobs, which is 62% of our increased annual target. Of the jobs created in Q2, 27% are

associated with the growth of Barnsley's large companies and inward investors.

Business Starts

We supported 36 new businesses to start trading in Q2, an increase on Q1. Increased awareness of our Launchpad programme has led to more enquiries for assistance. Launchpad is funded by the European Regional Development Fund. It provides free help to entrepreneurs in the region who are thinking of setting up their own business. In Q2, Launchpad developed a social media marketing plan to engage with potential clients and business related workshops are being provided every week. The workshops on web based trading and ecommerce are the most popular.

Business Growth

We supported 69 companies to expand in Q2, achieving 76% of our extended annual target. Support from the European Structural Investment Fund (ESIF) Small Medium Enterprise (SME) Project and Enterprising Barnsley allows us to help more businesses to expand.

In Q2, over £395,000 of Regional Growth Funding (RGF) was awarded to a Barnsley company, with our support. This resulted in over £1.5 million of private sector investment and the creation of 12 jobs. With £700,000 in RGF grants currently under consideration, further private sector investment and employment opportunities are expected in this financial year.



We made five referrals in Q2 to the Sheffield City Region's Skills Bank. If successful, these could create over £17,600 worth of skills investment for Barnsley based companies.

Inward Investment

Ten companies relocated to Barnsley in Q2, occupying over 28,890 square foot of floorspace. This created 28 new jobs and brought over £1.5 million of private sector investment into Barnsley. The inward investors have let space at our last remaining Property Investment Fund R-evolution unit, Claycliffe Business Park, Longfields Court and within our own managed workspace units.

As there is over 35,209 square foot of accommodation under offer, additional inward investment should be secured. Enquiries for premises decreased in Q2 and remains 6% below the same period last year. This is due to a decreasing supply of commercial industrial premises in Barnsley. Currently, 30% of all enquiries cannot be progressed as there no suitable premises are available.

We are working with developers to apply for funding to address this gap. For example, we are jointly approaching the ESIF, the Enterprise Zone Fund, the £10 million Joint European Support for Sustainable Investment in City Areas (JESSICA) as well as a second round of Private Initiative Finance.

Planning Applications

In September, the Department for Communities and Local Government published experimental data showing performance against measures which aim to assess the quality of planning

decision making. The data shows the percentage of decisions allowed on appeal against the overall number of decisions made. If 10% of planning decisions are allowed on appeal, the applicant would have the choice of having their application decided by the Planning Inspectorate. Between July 2014 and June 2016, we had 47 appeals and seven were allowed. This shows that we are applying sound judgement when determining the outcome of planning applications.

Business Centres

We are managing our business centres on a commercial basis, streamlining the property management process to reduce costs and maximise income. Working closely with stakeholders, we will implement an approach that balances the requirements of all parties, maximising income, encouraging start-up businesses and contributing to Barnsley's economic growth.

We have already changed the charges at the centres and increased marketing activity to limit lengthy vacancies. We are identifying cost savings linked to utilities and repairs. We have introduced bespoke agreements for business start-ups and established businesses. We have streamlined debt recovery processes to identify issues at the earliest opportunity, with the intention of providing support and advice where necessary.

We are engaging with stakeholders and occupants to improve customer service. Future expressions of interest for space will be considered based upon business support, development and employment generation.

Dragons' Den Success for Launchpad Client Claire Gelder



A Barnsley-based entrepreneur, who received support from Enterprising Barnsley's Launchpad team, has bagged a £50,000 deal from business tycoons following her appearance on BBC TV's Dragons' Den. The Dragons pledged their support to help Ms Gelder inspire a new generation to take up macramé, knitting, weaving and crochet. The pastimes will be given a 21st century make over! Following the show being aired, Enterprising Barnsley's Launchpad team supported Claire with social media, public relations support and help with building a Customer Relationship Management system.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Business growth - number of businesses supported to expand (by the Council)	196	80	69	195
Planning - speed of processing planning applications - Major	94.6%	83.3%	90.9%	80.0%

Number of business starts	130	31	36	140
Number of private sector jobs created following council support	1,375	736	198	1,500
Inward investment - number of businesses relocating to Barnsley	43	15	10	40
Business Rates collection rate	97.3%	97.8%	97.7%	97.4%

Funding for this Outcome

Revenue – The £150,000 underspend is mainly due to increases in planning income as a result of increases in planning fees, this is showing as a reduction against the overall budget.

Capital – A net variance of £294,000 in 2017/18 for Outcome 1 relates in the main to slippage of the Strategic Business Parks Economic Plan scheme. Slippage from 2017/18 to 2018/19 has occurred due to delays in the adoption of the Local Plan which needs to align as closely as possible to the business case of the scheme.

Revenue Budget (Net)	(£000s) Out-turn	Variance	Capital Budget (Net)	(£000s) Out-turn	Variance
1,788	1,638	-150	8,306	8,012	-294

2. Increase skills to get more people working

More and Better Jobs



The More and Better Jobs Task Force has defined ten employability competencies that can be applied within any organisation, sector and at every level. The Task Force has designed an Employer Promise based on three types of offer to cover getting ready for work, getting into work and getting on in work. We are hoping to establish a web based employer portal in support of the Employer Promise. It will provide a method of coordinating employer promises with support bodies and house a range of employer resources.

Apprenticeships

In Q2, the number of apprentice placement opportunities in the council fell slightly from 3.2% to 3.0%, but remains above the target of 2.5%. Apprenticeship take-up for 16 to 18 year olds in Q2 was 10.2%, slightly below target of 10.5%. Apprenticeship take-up for 16 to 17 year olds in Barnsley is 12.8%, higher than for Yorkshire and Humber, 9.7%, and nationally, 6.8%.

Workforce Skills

In Q2, 49 skills deals were secured and valued at £490,105 and includes a £309,812 contribution from the Skills Bank. Five Barnsley companies have deals in appraisal and a further 65 are in the pipeline. The majority of deals are for small companies in the buildings, materials and engineering sectors.

Workplace Health

Four new businesses have engaged with the Workplace Health Charter programme. Seven organisations have had follow on visits and one was re-assessed. 14 businesses attended Workplace Health Champion Training in Q2. The quarterly Workplace Health Champion Network attracted 29 champions from a variety of businesses.

Unemployment

The unemployment claimant rate remains at 2.4%. Regional and national rates are 2.2% and 1.9% respectively. Since March 2017, we have seen a slight improvement regionally and nationally, but this has not been the experience in Barnsley.

Young people aged 18 to 21 years continue to be at the highest risk of unemployment. It is too early to assess the impact of the Jobcentre Plus Youth Obligation scheme, which only began in April 2017, and requires people aged 18 to 21 who receive Universal Credit to participate in work focussed support from the start of their benefit claim.

The percentage of people who are unable to work due to long term health conditions is reducing. In 2016, 35.7% of people in Barnsley were claiming long term sickness benefits; this has now reduced to 32.6%. Despite this reduction, claims for this type of benefit are higher than the region, 23%, and the national average (22%).

Employment for Vulnerable Groups

Barnsley continues to lag behind regional and national levels for employment of vulnerable groups.

In Q2, there was a reduction to 2.5% in the percentage of people with learning disabilities who access our services and who are in employment. This is because one person is no longer eligible for the cohort and there has been an increase in the number of learning disability service users who are not in employment. 2016/17 data shows Yorkshire and Humber levels for this indicator at 6.7% and 5.7% for England.

In Q2, we have made progress on interventions that focus on vulnerable groups and those with multiple barriers to employment. We are developing a Supported Employment proposal, based on our Pathways to Success model for young people, which includes supported placements, traineeships and an apprenticeship programme. The new provision will focus on people with learning disabilities. We aim to provide fully supported and flexible temporary employment opportunities for around 17 individuals per year.

Not in Education, Employment or Training (NEET)

September is a transitional month and much of data is based on estimates. Further analysis and comparison is difficult until confirmed data has been submitted. Unconfirmed data, based on a September estimate for 18 year olds who are NEET for Q2, is 4.8%. This is 0.2% below our annual target and 0.5% below Q1 performance. NEET data for 16-17 year olds is also an estimate. Latest available comparative data from August data showed NEET or Not Known levels at 7.1% for Barnsley, 18.4% for Yorkshire and Humber and 14.9% nationally.

Care Leavers in Employment Education and Training (EET)

Considerable collaborative work has taken place in Q2 between the Young People's Skills and Enterprise Service and Children's Social Care in order to improve performance and increase the proportion of care leavers engaging in education, employment or training. This has been successful, resulting in improved performance in Q2 and at 59%, is higher than our target and the national average of 49%.

Adult Skills and Community Learning (ASCL)

In the academic year 2016/17, 87% of adult learners who took qualifications with ASCL achieved them. The success of learners on Award qualifications has improved by 4.5% up to 93.5%. The achievement rate in the Award in Life and Living Skills which is undertaken by learners with learning difficulties and/or disabilities was 92.7%.

The success of learners achieving Certificate qualifications has improved by 2.2% up to 88.3%. There was an excellent achievement rate of 93.1% in the Certificate in IT User Skills (ECDL Extra Level 2).

The success of learners on Diploma qualifications has improved by 9.5% to 96%. The achievement rate of 93.8% in the Diploma in Specialist Support for Teaching and Learning in Schools Level three was outstanding. Other qualifications which are offered to encourage people back into learning had a success rate of 97.4%, an increase of 4.1% from the previous year. Comparative data will be available in January.

An OFSTED inspection of ASCL in December 2016 judged that the service requires improvement. As a result, a detailed service improvement plan, monitored by the Improvement and Governing Board, is in place. Our recent self-assessed judgment is that overall, reasonable progress has been made and that our actions are already having a beneficial impact on learners. We are also improving ways for leaders and managers to have meaningful information on learners' progress as recommended by OFSTED.



Greenacre School students given opportunity to shine

Greenacre pupils Sally Jenkinson and Lee

Thornton recently completed a work experience placement with the Code Green IT team. The Mayor presented a certificate of completion to Sally and Lee at the town hall, recognising the good impression they both made during their time with the team. Sally was given the opportunity to work in an office which she enjoyed. This has had a positive impact on Sally's social and emotional development. Lee was supported by Darren Noble who helped him learn new skills and develop his abilities. This has promoted self-esteem and independence. Lee has enjoyed working as part of a team and has been highly engaged and motivated.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Apprenticeship take-up	11.4%	11.8%	10.2% (Estimate)	10.5%
Improving employment opportunities for those who are most vulnerable - adults with learning disabilities	2.8%	2.8%	2.5%	3.2%
Improving employment opportunities for those who are most vulnerable – care leavers aged 19, 20, 21	42.0%	47.0%	59.0%	52.0%
Proportion of young people not in employment, education or training (NEETs) - aged 16-17	New	6.5%	8.5% (Estimate)	6.8%
Percentage of young people not in employment, education or training (NEETs) – aged 18	New	5.3%	4.8% (Estimate)	5.0%
The number of apprentice starts each year as a % of the council's workforce on payroll	New	0.0%	0.1%	2.3%
Number of apprentice placements within the Council – proportion of Council's workforce	3.3%	3.2%	3.0%	2.5%

Funding for this Outcome

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

Capital – No Capital Budgets

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
1,269	1,272	3

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
0.00	0.00	0

3. Develop a vibrant town centre

Town Centre Footfall

Footfall remains encouragingly high despite three development sites close to the town centre precinct. Town centre events such as Barnsley by the Sea, the Luminarium and the Mayor's Parade have also supported this.

TEC demolition



Town Centre Development

The demolition of the TEC building created a significant rise in social media posts as visitors shared their images of the work. This has helped to send the message that our redevelopment plans are progressing well and that Barnsley is still open for business.

Glass Works

In September, planning permission was granted for the next phase of the Glass Works development. This is a £130 million scheme which we have funded and will include 25 new retail units and ten family friendly restaurants. Cineworld and Superbowl UK signed 20 year leases for units within the Glass Works earlier this year.

Market Redevelopment Progress

The Metropolitan Centre is now a skeleton and elements of the rebuild have commenced. New lift pits have been created, the floor in the basement has been raised to accommodate the markets service area and the new steelwork for the atrium roof light installed.

The Meat and Fish Market is due to relocate to Cheapside in spring 2018 to enable the demolition of the old building and allow the creation of part of the new shopping boulevard and retail space.

Existing traders have been allocated their new units and the final stall designs will form the basis of their rental agreements. We have hired refrigeration counters to ensure both quality and

consistency of design and to support traders by reducing their initial outlay. A brochure offering the remaining units has been designed and we are working towards securing the final tenants prior to the New Year.

Atrium roof light installation



We are developing plans for the Market Kitchen café in the new market. We are progressing stall allocations for the existing cafes. Design meetings will take place to agree individual layouts.

Market Kitchen concept



Market Occupancy Levels

Market stall occupancy is increasing and a number of new traders have now taken up occupation in May Day Green Market and Market Parade. Two of the young traders who took part in our Youth Markets have now moved on to become permanent traders.

National Youth Market

As part of the National Love Your Local Market campaign, we held a series of youth markets to support the start-up and development of businesses owned by young entrepreneurs. We encouraged the stallholders to apply for one of the 50 places available at the National Youth Market (NYM) competition in Manchester.

Five stallholders from Barnsley were selected to take part and won three of the five prizes including overall winner.

Diana Terris, Chief Executive with NYM winner Rose Dyson



Retail Unit Occupancy Levels

In Q2, occupancy levels were above target. The Victorian Arcade is now fully occupied following the relocation of Ice Queenz ice cream parlour relocating from a gazebo in the town centre.

Town Centre Anti-Social Behaviour (ASB)



The British Parking Association has awarded Barnsley Interchange with the Safer Bus Station award, making it one of only 13 bus stations in the country to hold the title. According to a recent survey, 76% of passengers reported that they feel fairly or very safe whilst in the interchange. ASB has reduced significantly. In June 2017, there was only one incident recorded, which is lower than any month since March 2015.

A group of individuals continue to be responsible for the largest proportion of repeat breaches of the Public Space Protection Order (PSPO) in the town centre. We are developing plans for specific individuals, which combine criminal and ASB enforcement. This includes the use of bail conditions, injunctions and criminal behaviour orders, alongside offers of support in order to contain and prevent further crime and ASB.

We have made significant environmental improvements at Hayes Croft and Peel Parade car park. In partnership with retailers and other services, we are focusing on improving George's Yard and Wellington Street Car Park. These are often less obvious areas of the town centre, but attract graffiti and antisocial behaviour.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Footfall in Barnsley town centre	7.2M	1.7M	1.7M	7.0M
Occupancy levels of retail units in the town centre	90.9%	95.6%	96.0% (Estimate)	90.0%
Occupancy level of town centre markets	80.0%	88.2%	94.0%	95.0%
Number of dispersal instructions in town centre PSPO area	345	96	55	345
Proportion of dispersal instructions in town centre PSPO area that are repeats	New	9.6%	18.0%	10.0%

Funding for this Outcome

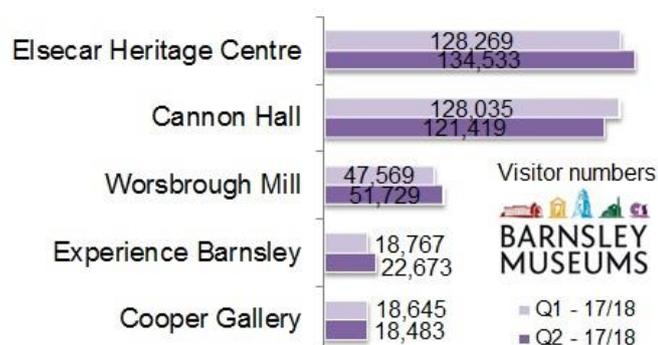
Revenue – There are no significant variances to report at the end of this quarter

Capital – There are no significant variances to report at the end of this quarter

(£000s)		
Revenue Budget (Net)	Out-turn	Variance
235	236	0

(£000s)		
Capital Budget (Net)	Out-turn	Variance
26,805	26,805	0

4. Strengthen our visitor economy



Visitors to Museums

Whilst there has been a decrease in museum visitors compared with Q2 last year, we are on track to achieve our annual target. Some of the summer exhibitions at town centre venues did not perform as well as expected and the weather affected venues such as Cannon Hall and Worsborough Mill. Elsecar had the most visitors and had record attendance at the Elsecar by the Sea event. We anticipate higher numbers of visitors during Q3 due to Joann Fletcher's Egypt programme at three of the museum sites.

The Parks for People team continue to progress works at Cannon Hall and planning for the investment at Elsecar alongside the Heritage Action Zone is quickly moving forward. Work on

The Great Place Scheme in partnership with Rotherham Council will commence in Q3.

Luminarium on Market Gate Car Park



Luminarium

The Luminarium, which was installed on Market Gate Car Park in September, was very popular. Online tickets sold out in advance and there was steady footfall over the four days. There were 2,191 advance sales, 1,709 walk ups, 113 visitors to the free preview and 700 aged under three, making a total of 4,713 attendees. This was in line with an expected average of 150 visitors per hour.

Results from a survey of Luminarium visitors indicate that nearly 40% did not normally come in to the town centre, with some travelling from Harrogate, Skipton, Manchester and Nottingham. There were significant numbers of young families and a range of groups of individuals with special

needs. Approval ratings were also very high with nearly 90% of respondents rating the event 8/10 or higher.

The Luminarium attracted widespread media coverage for Barnsley, notably a live broadcast on BBC TV's Look North. The event raised the profile of Barnsley, attracted new audiences, and demonstrated there is a very high level of interest

in events of this nature. This success will inform the types of event which are provided in the future.

Visitor Economy Strategy

Our Visitor Economy Strategy has been approved by Cabinet and we are working on the action plan for strengthened partnership working to deliver economic benefits for Barnsley.

Hear My Voice



This is a programme of creative writing and poetry designed to engage and inspire people. It is funded by Barnsley TUC Training Ltd and delivered by Barnsley Museums Learning. As part of a new event for National Poetry Day, 'On The Buses'. Poet Ray Hearne and musicians Ralph Dartford and Jacqui

Wickes travelled on buses for the day. The poets and musicians had a fantastic day interacting with customers, creating new works, and entertaining passengers. Ian McMillan created a new poem which was put onto social media.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Visitor numbers at museums	1.2M	341,285	348,837	1.2M
Visitors' estimated contribution to economy	£25.4M	£7.3M	£7.5M	£25.8M

Funding for this Outcome

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

Capital – There are no significant variances to report at the end of this quarter

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
1,804	1,781	-23

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
1,781	1,848	67

5. Create more and better housing

New Build Homes

During Q2, 250 new build homes were completed. Currently, there are 25 sites upon which over 25 homes can be built. These sites have the capacity to deliver 3,825 new houses in total. There are also three new schemes in the pipeline at Wombwell, Brierley and Bolton-on-Dearne.

An application for £20million in grant funding was made to the Homes and Communities Agency's (HCA) Housing Infrastructure Fund in September 2017 to unlock barriers to development, address abnormal infrastructure requirements and accelerate the building of over 2,000 new homes across two sites in Barnsley.

The marketing campaign for our flagship housing development at Longcar Lane was launched in September 2017. Interest in the development has

been strong and we have taken some plot reservations already. Works are planned to start in Q3 after surface water drainage issues are resolved.

Affordable Homes

An additional 40 affordable homes were completed in Q2 meaning 65% of the annual target has already been achieved. 125 new affordable homes were due to be completed in Q4; however, highways and drainage complications on site have delayed progress. This will impact on the number of affordable homes completed within 2017/18.

Empty Homes Returned to Use

Four empty properties were returned to use during Q2 making 13 this year to date against a target of 30. Two homes needed extra work due to

asbestos and probate issues. There are currently 25 properties in the pipeline and 11 are due to be completed in Q3. It is anticipated that National Empty Homes week in October will generate additional interest in the support we can offer to property owners. We have been allocated £995,000 in funding from the HCA for a new Empty Homes programme to begin in April 2018.

Berneslai Homes Average Property Void Time

Whilst the majority of long term empty housing is usually privately owned, occasionally our own

housing can be empty for over six months. Berneslai Homes take action to ensure that as few properties as possible fall into this category and have returned four of our long term empty homes to use so far during 2017/18.

In Q2, the average property void time was 25.5 days, which continues to exceed our target of 22.5 days. During Q2, we let 23 properties that had been empty for a minimum of 10 weeks.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Number of new build homes completions	865	216	250 (Estimate)	880
Number of affordable homes delivered	160	58	40	150
Empty homes returned to use	17	9	4	30
Berneslai Homes - % of housing stock meeting Barnsley Decent Homes Standard	97.3%	96.0%	96.3%	96.0%
Berneslai Homes average property void time (in days)	22.6	25.5	25.5	22.5
Berneslai Homes rental collection rates	98.5%	98.0%	98.1%	96.0%
Council Tax collection rate	95.8%	95.8%	95.9%	96.4%

Funding for this Outcome

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

Capital – The net variance of £844,000 is made up of various schemes across the Housing Revenue Account and Place Directorate. One of the larger variances relates to a Berneslai Homes scheme at Hoyland Common where there are increased costs of £456,000 due to the need for bespoke installation methods and complex issues regarding the removal of asbestos.

(£000s)			(£000s)		
Revenue Budget (Net)	Out-turn	Variance	Capital Budget (Net)	Out-turn	Variance
1,084	1,106	22	27,255	28,099	844

PEOPLE ACHIEVING THEIR POTENTIAL

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

In 2016, the Government introduced a new way of reporting attainment at Key Stage 4, or GCSE level. Pupils now receive a one to nine score for every grade they receive at GCSE. Based on the previous scoring system, an A grade would be equivalent to seven points, with 4 for a C grade.

The Attainment 8 measure looks at a pupil's total score for a number of key subjects, which fall into three separate groups:

- English and maths – scores for these subjects are doubled
- The three best scores in English Baccalaureate (EBacc) subjects, which include: English, mathematics, geography or history, sciences and a language
- Scores for the remaining EBacc subjects, or other approved qualifications

Progress 8 looks at the difference between a pupil's forecast and actual Attainment 8 score. This is then averaged out for the whole cohort to give a score for the school. Progress 8 is intended to prioritise the attainment of all pupils at GCSE, as everyone's progress will count. Scores for Progress 8 are reported as either plus or minus the national average, e.g. -0.5 would be half a grade below the national average.

The average attainment 8 score for Barnsley pupils was 43.7 in 2016/17 in comparison to the national figure of 44.2. Although attainment 8 scores saw a decline across the board nationally from 2015/16 due to the impact of reformed English and Mathematics qualifications, Barnsley saw a lower reduction at -3.7 in comparison to -4.3 nationally, meaning that the gap with national is now just 0.5 points.

For Progress 8, the score for Barnsley in 2015/16 was -0.22, below the average. In 2016/17, this score improved and is now -0.16, which is in line with Doncaster but below Rotherham and Sheffield.

Basics, which includes pupils achieving 4-9 in English and mathematics is 59.1%, which is better

than the national average (58.5%). Barnsley outperforms Doncaster (58.1%), Sheffield (58.9%) and Rotherham (58.7%) for this measure.

 **Ofsted**
At the end of Q2, 83.4% of pupils in Barnsley attended schools rated either good or outstanding by Ofsted. This is an improvement on Q1 (83.2%), thanks to an improved rating for one school (Mill Academy). 83.5% of primary pupils were in the best rated schools at the end of Q2, compared with 46.3% of secondary pupils. The rate of improvement needs to increase if we are to achieve our target to narrow the gap to the national average.

Early Years

We know that high quality childcare provision is available for families in Barnsley (96% of early years and childcare settings were judged good or outstanding by Ofsted at the end of Q1). Evidence clearly shows that children who attend good quality childcare settings are more likely to have the social and emotional skills necessary to be school ready.

September saw the start of the new school year. Each year, there are some children that are not ready. Help is available from our Early Help for Families Services where this is the case.

We know that children develop at their own pace and as long as parents and carers help them to develop their self-care and self-regulation skills, the rest will come in time.

Our Early Help for Families Service supports parents and children through the transition from toddlerhood, pre-school years and on into later childhood. Help and advice is available through our Family Centres, where play group sessions and nursery sessions can help prepare children and their families for starting school.

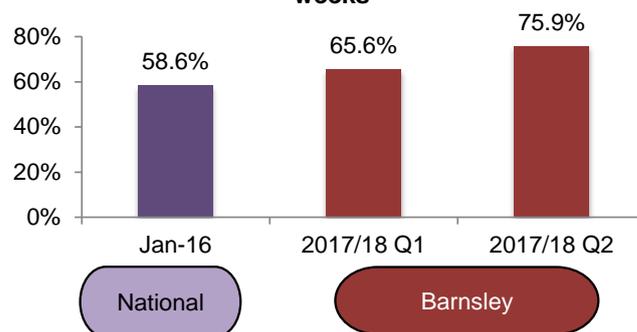
September also saw the introduction of an extra 15 hours of free childcare for some three and four year olds. As well as helping children to develop and be ready for school, this also helps families reduce their childcare costs and gain employment. Our latest figures show that 97% (3,761) of Barnsley children aged three to four are benefitting from funded early education.

Education, Health and Care Plans (EHCP)

An education, health and care plan is a legal document stating the support that a child or young person with special education needs would require in order to make good progress in their education. Our performance continued to improve in Q2 with 75.9% of all new plans completed. This figure is

above our annual target of 50% and above the latest national average of 58.6% (January 2016).

**Education, Health and Care Plans
excluding exceptions completed within 20
weeks**



Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Average Attainment 8 score per pupil	New	Not for Collection	43.7	Narrow gap to national average
Average Progress 8 score per pupil	New	Not for Collection	-0.16	Narrow gap to national average
Proportion of pupils attending all schools and settings judged Good or Outstanding by Ofsted	New	83.2%	83.4%	Narrow gap from 2016/17 actual to 2020 target
Achievement of deprived and vulnerable pupils at KS2	New	Not for Collection	45.0%	Narrow gap to national average
Achievement of deprived and vulnerable pupils at KS4	New	Not for Collection	34.5	Narrow gap to national average
Education, health and care plans completed within 20 weeks, excluding exceptions	New	65.6%	75.9%	50.0%
Take up of two year old childcare/education offer	New	75.0%	74.5%	75.0%

Funding for this Outcome (£000s)

Revenue – The £471,000 overspend mainly relates to the Home to School Transport Service, which has experienced a significant rise in demand over the past two years. This overspend is due to a delay in the implementation of a number of actions (e.g. travel training) and an increased demand for Home to School Escorts resulting in the need to use relief staff on a permanent basis. This overspend excludes the cost pressure (£5 million) in the ring-fenced schools budget, due to increasing number and cost of Special Educational Needs (SEN) high needs pupils placed in out of authority independent schools (due to lack of suitable and appropriate local provision). This cost pressure is being addressed through the draft SEND commissioning strategy.

Capital – No significant variance.

Revenue (£000s)		
Budget (Net)	Out-turn	Variance
7,779	8,250	471

Capital (£000s)		
Budget (Net)	Out-turn	Variance
5,600	5,585	-15

7. Reducing demand through improving access to early help

Direct Payments

Over the last year we have worked with a range of providers to develop new support to live at home services, which were introduced this autumn. These offer personalised care and support to enable people to remain in their own homes for as long as possible, reducing the need for permanent residential or nursing care. We spend over £8 million a year on services like this.

A number of new providers have started working in Barnsley to deliver these services. In some cases, people who already receive a service have seen their providers change. Some people are now using direct payments to allow them to remain with their existing provider. This is something we forecasted, but more people have taken this option than we expected. As a result, the figure rose from 42.9% in Q1 to 53.4% in Q2, well above our target of 41%.

Young People Offending

After increasing in 2016, the rate of Barnsley young people entering the Youth Justice System for the first time has fallen. Data for April 2016 to March 2017 shows a rate of 355 per 100,000 for 10 to 17 year olds. Our performance remains better than the South Yorkshire average (379 per 100,000), but it remains above the national

average (321). Further improvement is necessary if we are to achieve our target. We are working with our partners in the Police to improve performance, but this is proving to be a challenge at a time of reducing budgets and increasing levels of crime nationally.

Troubled Families

Sixty claims for significant and sustained improvement have been identified for submission to the Department for Communities and Local Government (DCLG) by the end of Q2 which is 60% of the annual target. New DCLG guidance is expected by December 2017 which may have an impact on future target setting.

Assisted Living Technologies (ALT)

Although new connections continue to be low, Q2 performance is an improvement on Q1. The Assistive Living Technology Champion is now in post and is expected to have a further positive impact, although this may not be realised until later in the year.

Colleagues from health and social care will be encouraged to adopt the 'Think ALT First' approach when dealing with referrals for support with assisted living technologies.



Social Inclusion Project

Despite always being fit and healthy, a client has recently suffered from anxiety and is unable to use a bus by herself which has left her feeling down and isolated. In January the bus service that she used stopped. Her daughter and son in law contacted Age UK as they were due to go away for a month but were worried about leaving her. Social Inclusion workers, who are part of Age UK Barnsley and funded through Penistone Area Council, introduced her to a volunteer community car scheme driver who lived on her street who could take her shopping and pick up her pension. Two other volunteers dropped in a couple of times per week on days when she wouldn't see anyone else. She has made lasting friendships as a result of meeting the volunteers.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Young people aged 10-17 entering the Youth Justice System for the first time (rate per 100,000)	350	369 (Jan to Dec 2016)	355 (Apr 2016-Mar 2017)	321 per 100,000
Percentage of clients in receipt of direct payments	42.5%	42.9%	53.4%	41.0%
Troubled Families - Number of claims made to DCLG for Significant and Sustained Improvement	88	Not for Collection	60	100

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Net New Connections to Assistive Living Technologies	310	-37	19	359
Proportion of clients completing reablement episodes with no long term needs	56.0%	54.0%	59.0%	55.0%
Referral rate into children's social care (per 10,000 population aged under 18)	New	136	109	In line with or below 694.5 per 10,000

Funding for this Outcome

Revenue – The £87,000 underspend relates to £56,000 from Healthier Communities contract savings and staffing savings of £29,000.

Capital – No significant variance.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
5,603	5,516	-87

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
0	0	0

8. Children and adults are safe from harm

Carers Strategy

We launched our new strategy to help deliver improved outcomes for carers in Q2. We define a carer as someone who looks after a person; a family member or friend because that person would not be able to be safe and well without that help. We have worked with carers, partners and other stakeholders to put together our new strategy called Barnsley Cares, available via this link:

<http://barnslymbc.moderngov.co.uk/documents/s22538/Appendix%201.pdf>

The strategy focuses on the following three aims, as defined by carers:

- Becoming informed and empowered
- Being individually resilient
- Providing high-quality care

The strategy will help us work towards these aims, whilst also highlighting areas where carers need further support, assistance and recognition. We also know that employers have a role in supporting carers within the workforce. As a large employer, we will be assessing how 'carer friendly' our current policies are.

There are a number of different ways that we can directly support carers. For some of those, we need to complete an assessment of the carer's

needs. However, this is usually added onto our assessments for the people carers care for. We need to get better at completing assessments just for carers. In Q1, we only completed 11 carer assessments. By the end of Q2, we have completed 44 carer assessments. This is slightly lower than the same point last year, but we are encouraging staff to offer separate assessments to carers.

Delayed Transfers of Care

This report now includes a new indicator to track our performance on delayed transfers of care. This is where a timely discharge from hospital is prevented. Delays can occur for many reasons; we focus in this report on delays that arise due to things we can control, these are delays attributable to social care. This can include delays in completing assessments, or in finding suitable residential or nursing home accommodation.

We now report on these delays as a rate of hospital beds delayed on a daily basis. This is in line with the Government's new Better Care Fund, which supports closer integration between health and social care partners, including hospitals and councils. In 2016/17, there was on average 0.7 beds delayed per day per 100,000 people over 18 in Barnsley. So far this year, our performance remains strong, with just 0.2 per 100,000 beds

delayed in Q1. We expect to receive figures for Q2 in November this year. Q1 performance is in line with the target set for us by the Government of no more than 0.5 per 100,000. In comparison, the national rate remained at roughly 5 per 100,000 between January and July this year.

We expect a restructure of our Assessment and Care Management service, completed in Q2, to help us to further improve our performance in this area by strengthening joint working between health and social care teams. This will help us to improve our support for people with complex needs, avoiding unnecessary hospital admissions.

Permanent Admissions to Care

We aim to support people to remain in their own homes, rather than move into residential or nursing care. At the end of Q2, we are forecasting to spend just over £30 million to support people in residential and nursing care this year.

To help minimise that cost, our target is to have no more than 703 per 100,000 permanent admissions to care for those aged 65 and over. This is equivalent to 321 people being admitted to care. If we achieve our target, our performance will be in line with our statistical neighbours. So far this year, we have had 187 admissions. At the same point last year, we only had 137 admissions. Unless we see a significant improvement in the second half of the year, it is very likely we will exceed our target.

Neglect Strategy



Neglect is one of the main reasons behind why children enter the social care system. This is the case both locally and nationally. In Q2, we launched a dedicated neglect strategy, with associated training packages.

The strategy is available via this link: <https://www.barnsley.gov.uk/media/6099/neglect-strategy-print.pdf>.

Children and young people have a right to live in an environment where they are loved, feel valued and are cared for. This ensures they can reach their potential and have aspirations. If children are not safe, they cannot be healthy, happy, achieve or reach their full potential.

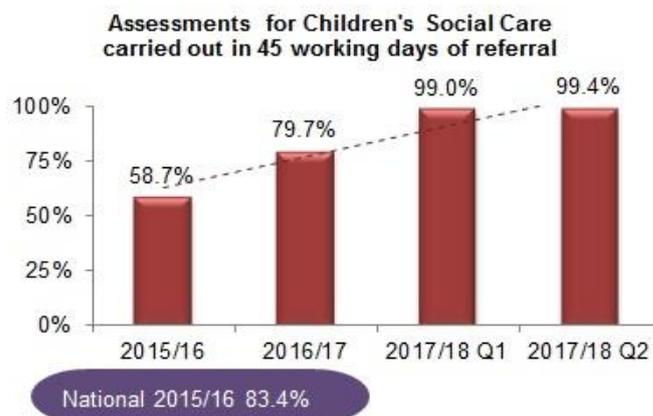
Neglect comes in many different forms, from emotional neglect to severe deprivation. It creates lasting damage and has long-term consequences for the young people and families involved. The strategy aims to encourage a whole family

approach and to underline the importance of recognising the impact neglect can have on adolescents, from anti-social behaviour to poor educational achievements and longer-term mental health problems.

The strategy helps us and our partners to raise awareness of neglect. It will also help us to improve the safeguarding duty of all relevant agencies with regards to neglect, encouraging a whole family approach to tackling the root causes.

Children's Social Care Assessment Timescales

We have continued our strong performance on assessment timescales. In Q1, we completed 99% of assessments for children's social care in 45 days. In Q2, we achieved that timescale for 99.4% of assessments. We have had no assessments completed outside timescales since January. The chart below shows our performance in comparison to the national average (based on 2015/16, which remains the most recent data available).



Child Protection Plans

We make children the subject of child protection plans (CPP) where we think they are at risk of harm. This might be from physical abuse, sexual abuse, emotional abuse or neglect. It helps us to keep a check on the work being done with these children. Wherever possible, we try to minimise the number of children who become subject to a CPP more than once. In 2016/17, 28 children had more than one CPP, which is equal to 10.3%. In Q2, we've seen a significant improvement to just 1.4%. This is our best performance so far and relates to just one child. There will always be some children for whom more than one CPP is appropriate. However, if this proportion stays low, it is a sign that we are getting it right first time in most cases.

Placements for Looked After Children

In 2016/17, we spent £12.5 million on placements for looked after children. At the end of the year, we

looked after 292 children. A small proportion of whom were placed in one of our three residential homes, all of which are currently rated as good or outstanding by Ofsted.

One of the ways we can reduce our spending, whilst maintaining or improving the quality of placements, is to reduce our use of Independent Fostering Agencies (IFA). We have to buy IFA placements because we do not have enough of our own foster carers to meet demand.

Fostering Campaign



Last year, 137 looked after children were cared for by our own foster carers, with 84 in IFA placements. This year, we have reduced the number of IFA placements to 73. Some of these are long term placements and we would not want to move children unnecessarily. For the remainder, we are trying to find suitable long term in house placements.

We track our performance by monitoring the proportion of looked after children in our own fostering placements, which at the end of Q2 was

52.4%. This remains well short of our target for the year of 67%.

We are working hard to raise awareness of fostering to families in Barnsley. Our fostering team dedicated their summer to attending events across Barnsley, as part of an initiative to attract more local carers for looked after children. More information is available via this link: <https://www.barnsley.gov.uk/news/fostering-s-summer-searching-the-borough/>

Anti-Social Behaviour (ASB)

Across Barnsley, in Q2, there were 2,270 reported incidents of ASB 756 on average per month. The breakdown of incidents was as follows: 71.1% 'nuisance', 19.7% 'personal' and 9.2% 'environmental'.

Since October 2016, The Police have been improving the way that cases are categorised after having identified that officers were closing crimes incorrectly. There has now been a reduction in personal incidents as these are now correctly being recorded as criminal offences before the incident is closed. The full effect that the new recording practice has had is not yet known and it would not be accurate to state that ASB has actually reduced.

Homelessness

There has been an increase in applications from single customers who are homeless as a result of parents, family and friends being unwilling to accommodate them. In addition there was a small increase in applications from customers who are leaving prison or remand. Regionally, work is being undertaken to review pathways out of prison and linking up services to meet needs on release. This is likely to have contributed to earlier referrals and, therefore, more applications for this group.

This reflects the national picture and further analysis is needed on an on-going basis to understand links to changes in Welfare Reform.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Permanent admissions to residential and nursing care - people aged 18-64	19	5	7	21
Permanent admissions to residential and nursing care - people aged 65+	309	110	77	321
Delayed transfers of care attributable to social services (rate per 100,000)	New	0.2	Available November	0.5 per 100,000

Percentage of assessments for children's social care carried out within 45 days of referral	79.7%	99.0%	99.4%	90.0%
Repeat referrals to children's social care within 12 months	New	18.6%	17.1%	20.0%
Children becoming the subject of a Child Protection Plan for a second or subsequent time ever	10.3%	10.8%	1.4%	10.0%
Children placed in internal fostering as a % of all placements	52.9%	52.0%	53.1%	67.0%
Volume of anti-social behaviour incidents dealt with	11,531	2,319	2,270	12,550
Intensive ASB case management - proportion resolved at formal stage	92.8%	53.8%	90.0%	90.0%
Number of recorded homelessness cases	26	14	19	35
Adult Safeguarding – % of Section 42 Decisions made within 72 hours	New	91.7%	88.9%	85.0%
Number of carers receiving a separate assessment	New	11	44	No target set

Funding for this Outcome

Revenue – The overspend for this Outcome is due to the planned cost reduction savings of £400,000 in Adult Social Care not yet being fully realised and Children's Social Care pressures of £500,000 relating to the cost of Looked After Children placements. These pressures are partly offset by an underspend within Day Opportunities and Area Council procurement savings.

Capital – A net variance of £86,000 relates in the main to slippage of the Better Care Fund Scheme within the People Directorate. Delays in the upgrade of IT systems and technology have resulted in slippage of budget from 2017/18 to 2018/19.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
69,141	69,846	705

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
525	439	-86

9. People are healthier, happier, independent and active

Feeling good with Health and Wellbeing Board's new film



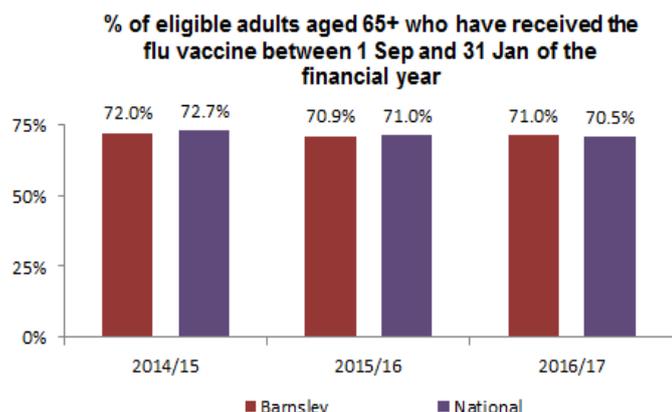
We are all living longer, which is great news if you have good physical and mental health. But sadly, this is not the case for many people living in

Barnsley. That's why a short animated film <https://www.youtube.com/watch?v=TPvbFR5mjY4&feature=youtu.be> has been produced by the Barnsley Health and Wellbeing Board. This shows residents the approach being taking to improve health and wellbeing in Barnsley. Feel Good Barnsley explains how we need to do things differently, to stay healthy for longer. Having good health and wellbeing contributes significantly to feeling good about ourselves, and is possibly the most important part of a happy life. More information about the Health and Wellbeing Board is available here:

Seasonal Flu Vaccination

In 2016/17, 71% of the Barnsley population aged 65 and over were vaccinated; this is slightly lower than the national target of 75% but greater than the current average across England of 70.5%. Work is well underway for the 2017/18 flu vaccination campaign and we are setting out additional measures to increase coverage. Barnsley Public Health continues to work on our local seasonal flu action plan which focuses on promoting flu vaccination by:

- increasing awareness among those who work with the 'at risk' eligible population
- working with colleagues to promote the importance of having a flu vaccination
- encouraging Barnsley care homes to also offer vaccination for staff
- promoting the flu vaccination and raising awareness of the children's programme
- offering vaccinations to our staff with direct patient contact, or those in business critical roles



Reducing the Strength

A team from Public Health and our Place directorate worked together to set up a new initiative called Reducing the Strength. This is designed to tackle the problems associated with street drinking, by asking retailers to remove from sale the low price, high-strength alcohol products. We visited retailers in the town centre to explain the benefits of removing from sale all cheap beers, lagers and ciders (above 6.5% alcohol by volume). We also suggested that the sale of single cans was voluntarily stopped by retailers.

We have designed a scheme to track which premises are selling single cans. This is our 'Can Marking Scheme'. It aims to identify where cheap super strength beer cans that end up as litter were originally sold, via a batch code. Over time, we could use data from this scheme to review the licenses of the premises.

Challenge, Leadership, Results (CLear) local tobacco control assessment

Although the overall adult smoking prevalence in Barnsley is falling it is still significantly worse than the England average. The CLear is an approach to improving local tobacco control in England. The improvement model provides local government and its partners with a structured, evidence-based approach to achieving excellence in local tobacco control. The model comprises of a self-assessment questionnaire, backed by a challenge and assessment process from a team of national experts and peer assessors, followed by a report of their findings and recommendations.

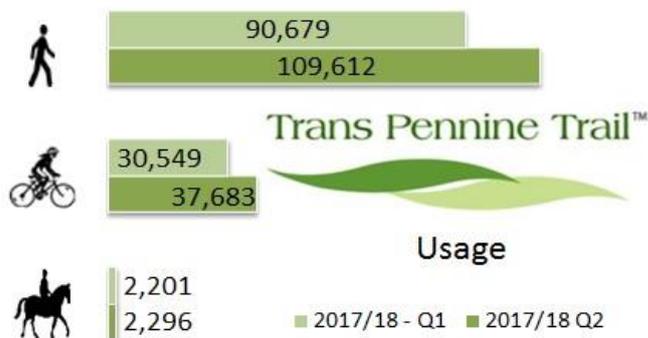
A peer assessment team visited Barnsley in July 2017 for a second time. An improved score of 70% was given. The score at the last visit in 2013 was 40%. Initiatives that the team noted in particular were: Smoke Free Barnsley Campaign, work with trading standards and the Barnsley Stop Smoking Service.

Be Well Barnsley

We have revised the Be Well Barnsley programme. New measures will be in place from October. The aim is to treat 4% of the Barnsley smoking population, equating to 2,090 people annually. This measures the number of people who have said to South West Yorkshire Partnership Foundation Trust that they want to stop smoking. Also measuring those who have said they want to quit smoking and who have set a quit date (SAQD). This is taken as a percentage of those who have SAQD and will therefore change month by month.

We are taking the current service provider through a cost reduction exercise over the next 12 months and this will significantly reduce the service.

Trans Pennine Trail



There has been a 5% increase in people using the Trans Pennine Trail (TPT) in Barnsley compared with Q2 2016/17. This could be due to the Tour de France, Tour de Yorkshire and Criterion cycle events held in the town centre that has provided

the opportunity to promote both the TPT and cycling. We also promote the TPT at regional events such as the Great Yorkshire Show, Cheshire Show, Southport Air Show and locally at the Penistone Show.

We estimate that in Q2, walkers using the TPT spent £578,257; cyclists £430,905; and people on horseback £23,718; resulting in a potential £1 million contribution to the local economy.

Healthy Lifestyles

This is a community food growing, cook and eat project occupying land on the Great Houghton Parish Council allotments site in the North East Ward. The project aims to encourage local volunteers to learn to grow great tasting local fruit and vegetables and enjoy eating them together. It is run by the Great Houghton Village Welfare Committee, working in partnership with local primary school and community groups.

Work started on the project in July 2017 and volunteers have been actively involved in digging

out an area for the poly tunnel, and helping to plant various vegetables and herbs which were then used in the cook and eat sessions at the centre. Twenty eight year four children from Sandhill primary school designed the layout of the project.

This Health and Wellbeing intergenerational project not only encourages community cohesion, it also promotes practical, traditional skills and healthy eating.

Healthy Lifestyle project North East Ward



Encouraging young people towards a healthier lifestyle



In July, Keswick Road allotment was an overgrown wasteland. This changed when local residents, Keith and Bob Naylor saw the potential in the area and contacted their local Councillors for permission to go in the allotment. After 12 weeks of work; the long grass has been; the soil rotavated, beds made and fruit trees planted. Keith and Bob plan to get local children to come and get involved in growing fruits and vegetables and learn about a healthier lifestyle.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Trans Pennine Trail usage	414,282	123,429	149,591	416,000
Percentage of eligible adults aged 65+ who have received the flu vaccine (vaccinated between 1 st September and 31 st January of the financial year)	70.9% (2015/16)	N/A	71.0% (2016/17)	75.0%

Funding for this Outcome

Revenue - No significant variance.

Capital - No significant variance.

Revenue Budget (Net)	(£000s) Out-turn	Variance
2,543	2,517	-26

Capital Budget (Net)	(£000s) Out-turn	Variance
1,730	1,729	-1

STRONG & RESILIENT COMMUNITIES

10. People volunteering and contributing towards stronger communities

Volunteering

Volunteering numbers continue to grow, helped by a number of summer holiday related programmes across Barnsley.

The number of people engaged in Q2 has risen by 21.7% from Q1 with the number of new volunteers doubling. The combined figures of 211 in Q1 & 447 in Q2 (a total of 658) have already exceeded the half year target of 550. This has generated £78,116 of cashable volunteer hours during Q2 which is below the expected target of £93,500 but an improvement of over 10% on Q1 figures. The Q2 figure equates to 20.8% of the annual target figure.

The number of new volunteering opportunities created by the Council decreased slightly in Q2.

New Community Groups

Although there has been a slight decrease in new groups established from Q1 (down from 10 to 8) the service overall is still well on target with over 50% of the annual target of 30 already achieved by the end of Q2.

The recently formed Stairfoot Station Heritage Park group was launched in August with support from Stairfoot Ward Alliance and Central Area Team. The aim of the group is to commemorate and celebrate the industrial heritage and culture of the Stairfoot basin. The group plans to transform part of the Trans Pennine Trail at the Old Stairfoot Station into a Heritage Park, and to collect historical documents, memorabilia.



Local volunteer looks after his community

Terry Dixon volunteered his time to support the elderly people on his estate in Wilthorpe. Terry's efforts were recognised when he was awarded a Community Champion award by the Old Town Ward Alliance. He was also asked if he could offer his services to the Royal Voluntary Service.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Love Where You Live - numbers of people engaged in volunteering in communities	6,156	1,752	2,132	6,000
Love Where You Live - cashable value of volunteer hours	£365,079	£68,258	£78,116	£374,000
Number of new volunteers	780	211	447	1,100
Increase in the number of new community groups	33	10	8	30
Council employer supported volunteering scheme - number of days taken up	178	37	46.5	200
Number of volunteering opportunities created by the Council	900	317	172	900
Proportion of BMBC spend spent locally	53.0%	53.1%	51.0%	54.0%

Funding for this Outcome

Revenue - No significant variance.

Capital - No capital budgets.

Revenue Budget (Net)	(£000) Out-turn	Variance
4,801	4,809	8

Capital Budget (Net)	(£000) Out-turn	Variance
5	5	0

11. Protecting the borough for future generations

#EverybodyThink

We were awarded Social Media Campaign of the Year at the UK Public Sector Communication Awards for our #EverybodyThink campaign to tackle fly tipping.

The campaign launched in December 2016 has so far resulted in a 16% reduction in fly tipping, compared to the same time last year. The campaign forms part of our long-term strategy to change behaviour and improve the local environment for residents and visitors to Barnsley.

Everybody Think Award Winners!



Flytipping Enforcement

We revised our fly tipping enforcement strategy in April 2017 in order to focus our limited resources on higher impact cases. As a result, we are able to filter the volume of cases and identify those where the impact is greatest either in terms of hot-spot locations or prolific offenders. Based on intelligence, CCTV has been deployed at a number of key hotspots throughout Barnsley and is regularly relocated to allow coverage of as many priority locations as possible.

Up to September 2017, the equipment has captured footage of a number of fly-tips in

progress. Four cases have already been referred for further investigation and three are already likely to result in a prosecution or fixed penalty of up to £300. As part of the #EverybodyThink campaign, we released footage of flytipping taking place on social media. As a result, our Facebook posts reached 74,357 and engaged 38,556 people, which is really positive news.

CCTV still of flytipping in progress



It cost taxpayers £58 million to clear up over one million incidents of flytipping in England in 2016/17. Including disposal expenses, flytipping removal cost Barnsley £72,008 in Q2. 98% of incidents were cleared within seven days.

#EverybodyThink – a little bit of recycling makes a big difference

As part of Recycle Week we have been asking people to think if they're really recycling everything they can. Research from Recycle Now reveals that almost 90% of packaging in the UK is recycled



from the kitchen, compared to just over 50 per cent from the bathroom. Our current recycling rate is 49.6% which is around 2% lower than last year.

There has been less waste disposed of at the Household Waste and Recycling Centres (HWRC) since the introduction

of the HWRC permits, which has had an impact upon our recycling rates.

If every household in Barnsley recycled...

 2 more toilet roll tubes, this could power a local primary school for 3 days

 1 more soap dispenser, this could power Barnsley Hospital for 8 days

 1 more bleach bottle, this could power a local primary school for 28 days

For recycling hints and tips see our [Facebook](#) and [Twitter](#) page

Energy Efficiency Better Homes Barnsley

During Q2, 59 homes benefitted from energy efficiency measures under our Better Homes Barnsley scheme. This means we have exceeded our annual target of 95, which we set to reflect the amount of funding we expected at the time.

Most of the new energy efficiency installations were made at homes on Cemetery Road, as part of a project to reduce fuel poverty. We expect further home energy efficiency measures to be completed due to the Warm Homes, Healthy People project. Subject to a successful funding bid, there is the possibility of increasing the number of energy efficient homes further in Q4, as part of the Warm Homes programme. The outcome of the bid is expected at the end of October.

Scarbrook, the contractor who installs boilers, awarded a free boiler to Better Homes Barnsley in recognition of the number of referrals we have generated through the promotion of the Better Homes Able to Pay boiler offer. A competition to win the boiler was held during the Mayor's Parade.

We continue to promote the Better Homes Barnsley scheme and have established links with the My Best Life social prescribing service provided by South Yorkshire Housing.

Waste Management/Fleet Services

We have taken delivery of 11 new refuse collection vehicles (RCVs). As part of the #Everybody Think campaign, one of the RCVs has been wrapped with before and after fly tipping scenes. This vehicle was on display at the Penistone Show in September.

Another vehicle will be wrapped with messages to promote recycling. The space on the side of the

other RCVs will be offered as promotional space and an advertising package for external customers will be available soon.

New Refuse Collection Vehicle



The new RCVs meet the latest Euro 6 emission standards. Safety features built in to these vehicles include:-

- 360 degree camera and recording system
- Advanced emergency braking
- Lane departure warning
- Reversing radar safety system.
- Rear steering to assist with manoeuvrability.

All features are for enhanced safe systems of working for these vehicles and a better working environment for the drivers and crew.

A61 Birdwell Junction Improvement

This scheme opened to traffic in September, following a 15 month construction period. The works were delivered on time and to budget. At the recent full council meeting in September, the completed works were praised for the significant impact the scheme has had on relieving congestion, improving air quality and also creating the opportunity for housing and commercial investment to come to the area.

Completed Works at Birdwell Junction



Q2 - Collection and disposal costs per household



Household Waste Diverted From Landfill

There has been an improvement in the amount of waste diverted from landfill. However, we are still underachieving in this area due to building works at our Waste Transfer Station which are impacting upon efficiency.

Repudiation rates

Repudiation rates refer to the percentage of insurance claims that are made in relation to highways or footways that are either denied or paid. The repudiation rate is currently at 46.2% due to there being a number of claims upon which a decision on liability is still to be made.

Completion of Cemetery Road Home Insulation Project under Better Homes Barnsley



In Q2, 41 properties on Cemetery Road were improved with energy efficiency measures under the Better Homes Barnsley scheme. The project was funded by Leeds City Region Local Growth Fund, Energy Company Obligation funding, and match funding from Berneslai Homes for the 27 council properties that formed part of the scheme. Wall insulation, room in roof insulation and loft insulation were installed. This has increased Energy Performance Certificate ratings of the properties and should reduce resident's fuel bills. There has been positive feedback and residents say their homes feel warmer. A full evaluation study will be carried out in November by Groundwork's Green Doctor team to assess the full benefits of the scheme.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes)	152	40	59	95
Increase in council-led energy efficiency and renewable energy produced (Energy produced from waste)	9,944	2,570	2,624E	9,250
% of household waste diverted from landfills	95.8%	93.0%	95.7%	96.5%
Reports in fly tipping incidents	4,064	863	872	3,600
Reports of fly tipping incidents per 1,000 households	New	8.0	8.1	33.6
Air quality nitrogen dioxide levels (micrograms per cubic metre)	36	37	37	40
Average duration of all works on our principal and major road network (days)	3.8	4.3	3.9	4.0
Repudiation rates %	90.0%	71.3%	46.2%	83.0%
Percentage of BMBC energy derived from renewable sources	15.0%	4.0%	6.0%	17.0%

Funding for this Outcome

Revenue - Waste disposal costs are showing an overspend of £927,000 due to the fall in market prices for recyclable materials and the ongoing costs associated with the procurement of new and replacement household wheeled bins. Highways Engineering and Transport are showing saving of £282,000 against budget mainly due to savings in energy costs following the replacement of some street lighting with LEDs.

Capital – No significant variance.

(£000s)		
Revenue Budget (Net)	Out-turn	Variance
25,707	26,287	579

(£000s)		
Capital Budget (Net)	Out-turn	Variance
17,529	17,529	0

12 Customers can contact us easily and use more services online

New web app makes it easier to contact us

We launched a new free web app in Q2, making access to services faster and more efficient for residents who use mobile devices to access our website.



We are the first UK council to use a web app facility, which turns our website into an easy to use app. It can be installed on the home screen of any Android/iPhone device and gives quick access to popular forms and sections of our website. Users can get alerts to notify them of bin collection days, report issues and search for jobs.

Users can get alerts to notify them of bin collection days, report issues and search for jobs.

We developed the app after statistics showed that over half of Barnsley residents now access our website on a mobile device. It is part of our priority to support and encourage more people to access services online. It uses innovative technology whilst also avoiding the large cost associated with creating bespoke apps for both Android and Apple products.

Compliments and Complaints

We received 121 compliments for all our services in Q2. This is compared to 81 for the same period last year.

Compliments received



121 in Q2
2017/18



81 in Q2
2016/17

Complaints received



70 in Q2
2017/18



151 in Q2
2016/17

We received 70 complaints for all our services in Q2, compared with 151 in Q2 last year. We handled 49 as early resolution complaints and 21 required a formal investigation. 67% of the total number of complaints met the agreed timescale.

Analysis shows that of the 49 early resolution complaints received, 71% were resolved within two working days, a decrease of 18%. Of the 21 complaints that required an investigation, 57% were resolved within the agreed timescale, a decrease of 38%.

Our Customer Feedback and Improvement Team receive an increasing number of customer contacts that are not actually complaints, but more appropriately categorised as service requests. These still need to be dealt with and resolved through liaison with other services. Work is underway to reduce these contacts.

Digital Activity

In Q2 we completed an audit of data collected for Family Information Services and Adult Social Care online resources. These are both included in our Q2 figures. In future, we will only measure actual customer interactions, rather than attempted interactions.

We have made progress towards the goals set out in the Customer Service Strategy. 94 telephone numbers published on our website have either been absorbed by one single number, or are being removed completely. Even though this has increased the number of services our call centre now handles, the actual volume of calls is decreasing. This is due to the work carried out on the website and the increased use of e-Forms. We are now looking to identify areas which can benefit most from increased self-service.

Our Digital Champions continue to work with the public to increase the online skill base, and helped over 550 people in Q2 to get online.

Broadband

Currently, 71% of the Sheffield City Region is covered by superfast broadband against a government target of 95% for the end of the financial year. At present, there are some delays in the deployment of broadband and we are working to address these. Take up of superfast broadband is at 25% which exceeds the contractual target of 20%.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Annual Target
Total number of complaints received by the Council	464	57	70	+/- 20%
Total number of compliments received by the Council	458	76	121	+/- 20%
Self service via BMBC/third party websites as a % of all contacts tracked and monitored by the Customer Service Business Unit	39.4%	42.6%	46.4%	50.0%
Complaints - percentage of responses provided within agreed timescales	86.0%	91.0%	67.0%	90.0%
Percentage of premises able to access superfast broadband across Sheffield City Region	New	66%	71%	95%

Funding for this Outcome

Revenue – The overall underspend of £213,000 is largely attributable to vacancy retention along with a range of savings which include overachievement of income and cost capitalisation.

Capital – No significant variance.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
3,372	3,158	-213

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
806	749	-57