



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

YEAR END

2015/16 Quarter 4 (January – March)

About this report

This report summarises our performance against the priorities and outcomes in Quarter 4 (Q4) of 2015/16. It details the practical steps we have taken to improve performance and the first year of our new corporate plan.





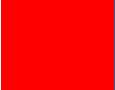
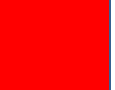
Key

The report uses the following symbols and colours to illustrate our progress towards targets set against our headline indicators for each quarter. The background shows how well we have performed. Performance against the indicators is summarised in the title of each of the outcomes in the report. The indicators have also been assigned a RAG at year end based upon if the target has been met (green) or not, (red). In certain circumstances, an amber RAG has been assigned.

RAG rating (Red, Amber and Green)




For performance indicators

For outcomes

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

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

The Direction of Travel (DoT) shows how we performed against the previous quarter:

	Performance is improving
	Performance is remaining static
	Performance is declining

This report is best viewed or printed in colour.

All information included in the tables is based on performance in Q4. Where the information included in the tables includes a target, this will be for the full year, e.g. from 1st April 2015 to 31st March 2016. Indicators based on annual data will only be included when new data becomes available. Data included in this report is the latest available, therefore, some Q3 figures may have been revised.

This report includes a summary of our revenue budgets and capital programmes and their associated performance for 2015/16. Revenue budgets reflect everyday spend whilst the capital programme is generally for one off expenditure usually on physical assets such as town centre redevelopment. A more detailed report on the finance information in this report can be found within the relevant cabinet reports.

Priorities and Outcomes for Barnsley

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



Outcomes

1. Create more and better jobs and good business growth
2. Increase skills to get more people working
3. Develop a vibrant town centre
4. Strengthen our visitor economy
5. Create more and better housing



6. Every child attends a good school
7. Early targeted support for those who need it
8. Children and adults are safe from harm
9. People are healthier, happier, independent and active



10. People volunteering and contributing towards stronger communities
11. Protecting the borough for future generations
12. Customers can contact us easily and use more services online

THRIVING & VIBRANT ECONOMY



23 businesses relocated to Barnsley during 2015/16



Completion of 179 affordable homes in 2015/16



1,214,317 visitors to museums contributing an estimated £26.2m to the economy during 2015/16




1,387 private sector jobs created during 2015/16 following Enterprising Barnsley support

1. Create more and better jobs and good business growth

Enterprising Barnsley

Our Enterprising Barnsley team have achieved all of our targets for 2015/16, with some exceeding our expectations.

20th ANNIVERSARY
 This outstanding performance was highlighted during Q4 when our Enterprising Barnsley team won the top award in the prestigious 'Driving Growth' category at this year's 20th anniversary of the Local Government Chronicle (LGC) awards.

Driving Growth Award Presentation



The LGC Awards identify, celebrate and help share the finest examples of innovation and quality delivered by councils on a daily basis.

We faced stiff competition from ten other councils.

This award is particularly important to us as we continue to develop a thriving and vibrant economy by encouraging more business start-ups, supporting new business ideas and creating more job opportunities for local people.

LGC Editor, Nick Goulding said: *"This year we have had near record levels of entries and judges have been hugely impressed by councils' ingenuity in response to today's tough challenges. The quality of work featured in the LGC Awards is testament to councils' dedication to improvement."*

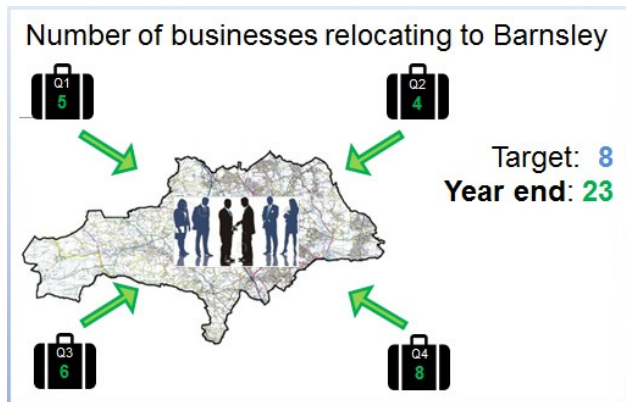
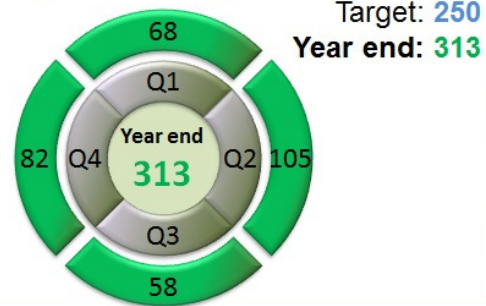
Our Enterprising Barnsley project continues to support Barnsley based businesses with their growth plans. They offer a wide range of services to businesses looking to start up, expand, invest and relocate.

Barnsley is certainly becoming an attractive destination for companies. An additional eight companies moved into Barnsley during Q4, meaning that we supported 23 companies to relocate during 2015/16 against a target of eight. This is our highest level recorded in seven years and demonstrates the success of the team.



Almost 805,000 square feet of commercial space has been occupied during 2015/16. 44% of this space has been taken by companies inwardly investing into Barnsley, bringing £32 million in private sector investment in premises, equipment and machinery. These companies have been secured through the successful letting of space at Valley Park Wombwell, Park Springs Grimethorpe and Platts Common industrial estates and also successful lettings at Barnsley Business Innovation Centre (BBIC).

Business growth: Number of businesses supported (by the council)



Over £213,000 from the government's Regional Growth Fund (RGF) has been awarded to four Barnsley companies during Q4, which will ensure over £1.2 million of private sector investment and creation of 17 new jobs. With a further £91,700 in RGF grants under consideration, we can expect further private sector investment and employment opportunities during 2016/17.

A further 170,000 square feet of industrial accommodation is currently under offer. Additional inward investment will be secured during 2016/17.

During 2015/16 we supported the creation of 1,387 private sector jobs, well above our target of 1,100. This includes the creation of an additional 59 private sector jobs during Q4, 37% of these were as a result of companies such as MOBA relocating to Barnsley.

Number of business starts:



centreforcities This is the second year of excellent performance, where we have been ranked in the top 10 cities for private sector employment growth in the Centre for Cities report. We expect continued employment growth during 2016/17 from existing Barnsley based companies as well as companies relocating to the recently completed industrial development at the M1, Junction 36 R-evolution site.

26 new companies started trading with our support during Q4, which has resulted in our target of 120 being achieved. This included intensive support during the year for the companies receiving help via the E-commerce Accelerator Programme, run by business start-up experts Enterprise Nation, which supports businesses setting up online. An example is a venture set up by a local couple with the help of Enterprising Barnsley. 'Oh sew sweet' set up a shop including a café with the aim of teaching people traditional material and craft skills. The success led the couple to open a second web based business with support from the e-commerce programme and they now have a global customer base.

We have supported 313 businesses to grow during 2015/16, exceeding our annual target of 250. This includes supporting 82 new companies during Q4, taking us well above our target.

Planning application processing for both Q4 and the year-end remains above the 80% target.

R-evolution Business Park



The R-evolution site was launched this quarter, situated on 15 acres of land strategically located by Junction 36 of the M1. The site has been designed to meet the region's rising demand for new industrial units. Three units ranging from 13,000 square feet to 30,000 square feet have been built and are available for lease. We have supported this development by using our Property Investment Fund, which is one of the flagship initiatives identified in the Barnsley Jobs and Business Plan launched in 2014. R-evolution @ Gateway 36, will create more than 450 new jobs, in addition to having the potential to add £20 million in Gross Value Added to the local economy. Further development is also planned for the site, including the construction of a speculative 75,000 square foot unit and roadside uses including a hotel, pub and drive-thru restaurant.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Business growth - number of businesses supported to expand (by the council) (Quarterly)	68	105	58	82	↑	313	250
Planning - speed of processing planning applications - Major (Quarterly)	82.4%	87.5%	82%	85.7%	↑	81.6%	80%
Number of business starts (Quarterly)	24	47	24	26	↑	121	120
Number of private sector jobs created following council support (Quarterly)	366	667	295	59	↓	1,387	1,100

Funding for this Outcome (£000s)

Revenue – The overspend relates to a historic shortfall in Skills Funding Agency Grant in the Adult Skills service, this is offset by vacancy management within the service.

Capital – There is a net underspend of £0.205 million, relating to slippage on various schemes.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
115	315	200	5,662	5,457	-205

2. Increase skills to get more people working

Apprenticeships

We have exceeded our target for 2015/16, achieving 10.5% at year-end, representing 815 young people supported on the apprenticeship scheme. This is above the Yorkshire and Humber average of 9.3% and the England average of 7.1%, as well as our target of 9.5%.



Our support for apprenticeship success rates was highlighted in the 'Centre for Cities' Report 2016.

<http://www.centreforcities.org/wp-content/uploads/2016/01/Cities-Outlook-2016.pdf>

Two recently announced government initiatives will impact on the number of apprenticeships in Barnsley. These include the setting of a public sector target that 2.3% of the workforce will be apprentices. Large employers, with staff costs over £3 million, will receive an apprentice levy of 0.5% of their staff costs. The cost to us will be in excess of £300,000. The apprenticeship levy will be used to fund projects for apprenticeship growth.

Young People Not in Employment, Education or Training (NEET)

Although we have not achieved our target, the level of NEET performance for Barnsley 16-18 year olds has seen a real improvement since the beginning of the year, ending at 4.9%, placing us in line with the national average. In Q1, the 16-18 NEET level was 5.8% and had been at that static level for some time. We have achieved this through changing and improving our support, reviewing our Targeted Information, Advice and Guidance (TIAG) team and piloting new initiatives such as the Really NEET College. The Really NEET College started an innovative community based study project in Q3. A positive start saw 10 of the 12 young people continue on the project. This follows the success of a pilot involving 20 young vulnerable learners as part of the Dame Kelly Holmes Trust – Get on Track programme.

[Get On Track | Dame Kelly Holmes Trust](#)

Our TIAG team have been using the Better Barnsley shop within the town centre as a central location to assist young people to get into education, employment or training. This started in February, with team members available to support young people and an attractive notice board displaying the latest vacancies. This helped to increase the number of young people accessing the service. We are also extending this to signposting to services for adults. This support is also available at various community locations to support ease of access for our services.

Supporting Vulnerable Groups into Employment, Education, Training (EET)

During 2015/16, 19 of the 24 care leavers aged 19 years were in employment, education or training, meeting our target for this year. The 20 and 21 year old groups did not meet the targets, however, as some individuals in these groups were not available for work due to pregnancy, illness or disability. We are

continuing to improve our work within the Future Directions team, which offers support to children leaving care. We have improved communications between our TIAG team, social care, and EET providers by holding monthly panel meetings. This is delivering positive outcomes and we are seeking to improve and develop this further during 2016/17. This should lead to a continued increase in the number of care leavers actively engaged in EET.

We are working closely with other departments to identify and agree further ways to increase the number of opportunities into paid employment to improve the support offered to individuals with learning disabilities.

We are working with councils across South Yorkshire to develop a joint approach to supporting vulnerable people back into work. This will influence the new Work and Health Programme and give us the potential to access European funding to improve the service provision locally.

The Overview and Scrutiny Committee (OSC) is an elected member committee of the Council. The OSC work readiness task and finish group undertook a site visit to our Adult Skills and Community Learning service at Wellington House. The purpose of this was to understand what the service is doing to improve work readiness skills in Barnsley and how this is helping people to gain employment. As a result of this visit, the OSC commented that our service demonstrates improvement despite the challenges and uncertainties around future funding. Councillors also feel there is good partnership working between agencies and good leadership of the service. Managers have an understanding of the service and how and where to make improvements.

Adult Skills and Community Learning Social Media

We are successfully using social media (Facebook, Twitter) to promote our services within Barnsley. www.facebook.com/Barnsley-Adult-Skills-Community-Learning-752312388223220 twitter.com/BarnsleyASCL

We have used targeted Facebook campaigns, which have typically reached over 3,000 users each time.

One campaign promoted apprenticeship vacancies within the service to young people

and their parents. This resulted in an increase in enquiries and applications to these positions.

job opportunities and advice amongst JOBs customers in the group.

The service also created its own closed group for use with the Leeds City Region funded Job Opportunities Barnsley (JOBs) project, which supports young people into employment. This Facebook group allows the instant sharing of

Adult Skills and Community Learning

Elaine and Sandra are our Curriculum Information and Support Officers for Adult Skills and Community Learning. Part of their role is to provide personalised support to learners on our courses with a range of activities such as career planning or advice, CV writing, job applications, volunteering, or finding the right support for a particular problem. Learners have accessed this service over 100 times for one to one appointments so far this academic year, to discuss a particular issue or for a specific outcome.



Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Number of young people not in employment, education or training (NEETs) - aged 16-18 (Quarterly)	5.8%	5.1%	4.3%	4.4%	↓	4.9%	4%
Improving employment opportunities for those who are most vulnerable - adults with learning disabilities (Quarterly)*	2.4%	3.1%	2.6%	2.6%	→	2.6%	2.8%
Improving employment opportunities for those who are most vulnerable - care leavers aged 19 (Annual)**	62.5%	70.5%	Not Collected	79%	↑	79%	60%

* Q4 figure is estimated

** This indicator changed to annual reporting from Q2 in line with statutory returns

Funding for this Outcome (£000s)

Revenue – The underspend relates to vacancy management.

Capital – No Capital Budget

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
1,280	1,025	-255	-	-	-

3. Develop a vibrant town centre

Better Barnsley Project

The Better Barnsley Project to redevelop our town centre, commenced during Q1. In February 2016, we appointed Henry Boot Construction Limited as the main contractor for the Better Barnsley Project, with Turner & Townsend as the Development Management Organisation (DMO). Henry Boot will deliver the construction phase, which will include the construction of retail, leisure and market space, including areas for food and drink and a new library. Turner and Townsend will be lead consultant for this project and will manage the retail lettings along with securing the necessary private sector investment.

Better Barnsley Project Team



Demolition was completed at various sites throughout the year. The old Zero Ice site demolition was completed in Q2, recycling the majority of materials. Work commenced on the old CEAG commercial site during Q3 and the new Market Gate Car Park at this site is now almost complete. This is scheduled to open in early spring.

The car park will be the first in Barnsley to use a new mobile app for payment, which will enable customers to pay for their parking via their mobile phone, as well as the more traditional methods of payment. The car park is being promoted to shoppers to encourage customers into the markets and in time, the new retail heart of the town.

Market Gate Car Park on former CEAG site



The car park will also be the first to feature the distinctive 'B' shaped information signs. Customers certainly will not miss its unique and colourful design with directional and events information on its interactive screens. The sign has been designed to promote the new town centre development.

Demolition of Central Offices

This was completed during Q4. The entire demolition project was recorded with video footage via drones and photographs, by local company Deadline Digital. They recorded the journey of this major change to our town centre landscape. These images were posted on social media and have attracted significant interest, with many posts reaching well in excess of 1,000 views. The link below shows videos of the redevelopment to date, and more will be added throughout the construction phases. vimeopro.com/deadlinedigital/barnsley-central-offices-demolition.

May Day Green Market

With the former Central Offices now cleared, contractor Hagues have commenced building the new May Day Green Market.

Temporary Market Artist Design



The steelworks for the new building are being provided by local firm, Billington. Further details of the redevelopment can be viewed in the #BetterBarnsley shop on Cheapside.

Footfall Counters

Footfall performance in the town centre is below target this year. This is mainly due to technical issues with counters. The data collected this year does not reliably represent footfall in the town centre. Three new footfall counters have now been installed; the main camera is situated at the intersection of May Day Green, Cheapside and Queen Street. The information from this camera will be used from Q1 of 2016/17 to create an accurate indication of visitors to the town.

Victorian Arcade

A further three independent retailers were attracted to the recently renamed Victorian Arcade during Q4, bringing our annual outturn for independent retailers within the town centre to 74%. This is below our year end target of 82.5% for independent retailers.

To continue the improvement works for the arcade, its retailers asked the arcade landlord to refurbish the Victorian roof, painting and repairing it, and they are currently in the process of buying new signage.

The marketing and promotions group run by the independent retailers from the Victorian Arcade continues to grow from strength to strength. The group are active in promoting new events delivered by the retailers themselves, the most recent being an Alice in Wonderland and Mad Hatter's Tea Party event to promote the Arcade at Easter.

Retail Occupancy

Retail occupancy levels within the town centre have consistently remained above target throughout the year, with an overall annual outturn of 92.8%, which is above our 90% target. Occupancy slightly increased during Q4 due to the three new retailers joining the Victorian Arcade, taking the levels to 93%. This is encouraging performance considering the town centre is going through major redevelopment.

Town Centre Anti-Social Behaviour (ASB)

Incidents of ASB within the town centre remain an issue. Targeted partnership working with South Yorkshire Police is critical to ensure that these incidents do not damage our reputation. Although we have achieved our target this year and kept below 900 ASB reports, ASB is 7.7% higher than the end of 2014/15 and remains a challenge.

At the start of this year there were significant issues of ASB in and around the Interchange. Targeted, proactive and intensive patrolling of these areas resulted in a reduction of ASB. Concerns remain that problems could re-emerge due to resources being effectively focused at Peel Square, where the majority of our current issues take place.

We introduced a Public Spaces Protection Order (PSPO) in March. This has contributed towards our intelligence gathering regarding our most significant ASB offenders. The PSPO has provided us and the police with an additional tool for managing ASB, however, it is not going to resolve the issue.

During the launch of the PSPO, there was increased attention within the town centre from our enforcement team and the police with a significant number of direct interventions. This level of activity may be difficult to sustain, due to other areas within Barnsley also requiring interventions.

To support our enforcement services we are working with other town centre staff, offering training to empower them to challenge unacceptable behaviour.

Although the initial results of the PSPO show a reduction in the number of recorded incidents, we are now aware of other issues which will need intervention. We are working with the police to address these issues. We are also working with our partners to develop a town centre 'code of conduct', which will clearly set standards and expectations of conduct within the town centre.

Look North Fundraiser Comes to Barnsley

During March 2016, BBC Look North presenters Harry Gratton and Paul 'the weatherman' Hudson travelled through Barnsley on their Yorkshire fundraiser for Sport Relief.

Their three-legged walk covered over 120 miles across North, South and West Yorkshire with the highlight, we believe, being their arrival in Barnsley town centre at the Town Hall!



Crowds turned out to welcome them and they kindly posed for photographs and presented their report from the Town Hall featuring highlights from their walk through the borough. Barnsley featured over two days showcasing the beautiful attractions and warm local welcome that greeted them on their journey.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Occupancy levels of retail units in the town centre (Quarterly)	93.5%	93.1%	92%	93%	↑	92.8%	90%
Town centre behaviour - number of ASB incidents (Quarterly)	220	195	248	235	↓	898	900
Number of independent retailers in the town centre (Quarterly)	75%	67%	72%	74%	↑	74%	82.5%

Funding for this Outcome (£000s)

Revenue – The overspend relates to reduced stall income and multi-storey car park income due to ongoing town centre building works.

Capital – There is a net underspend on capital schemes of £6.471million. This is in part due to the late appointment of the main contractor (February 2016) on the town centre redevelopment scheme but the works are now expected to be completed in 2016/17.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
-321	-275	46	12,253	5,782	-6,471

4. Strengthen our visitor economy

Visitor numbers at Barnsley museums are continuing to grow, with strong performance during Q4. The early Easter and a mild winter helped and we welcomed over 1.2 million visitors, which is above our 1.1 million target. This has contributed an estimated £26.2m to the local economy.

Experience Barnsley attracted 78,000 people this year, which is above the 50,000 target. We saw increased visitor numbers during February and March 2016 as a result of the 'Meet The

Harveys' display, which connected local people to their heritage through high quality exhibitions. This drove footfall to Experience Barnsley and to the town centre.

Easter at Cannon Hall Museum saw the opening of 'A Family of Artists: The De Morgan Collection and Cannon Hall'. This is a stunning exhibition of paintings and decorative arts, and is a five year loan from the De Morgan Foundation.

Visitor numbers remain consistently high in our archive department. Outreach events and social media activity has attracted further visitors. The Dearne Valley landscape partnership has engaged new audiences with a variety of innovative events.

Through the Visitor Economy Forum, our events team are working closely with partners to coordinate a Barnsley wide programme of events. This will provide support to improve coordination and standards of delivery. A new comedy festival took place in April to extend the season, as we identified that there were limited events from January to May. We are looking forward to positive results from this.

We continue to develop our museum attractions to improve the visitor experience. During Q1 of 2016/17, we will officially open our new Cooper Gallery extension and progress the Parks for People Project, Restoring the Glory; Revealing the Secrets, at Cannon Hall. This is in its formal development phase to secure funding from the Heritage Lottery Fund. The resulting project, which is anticipated to be around £3.5 million, will be delivered between late 2016 and early 2020.

Barnsley Museums and Heritage Trust was launched in February 2016. The trust has been established as a fundraising body for Barnsley Museums. It will not have responsibility for operating the museums or managing staff. The main objective is to raise money to support the venues, collections, activities and programmes run by the service. Funds raised will enable our attractions to grow and establish new and innovative ways of working together.

The Department for Education confirmed £87,000 of funding to support Barnsley Museums Learning Programme for schools during 2016/17. We are one of only 10 councils in the country to be selected, and the only one in Yorkshire, which is a mark of the service's quality and excellence. The funding will ensure that we are able to continue to offer exceptional learning experiences to school children.

The Visit Barnsley website continues to grow and all partners have signed up for a further

year. Partners have attended a number of events to raise the profile of Barnsley as a visitor destination, including Great for Groups and The British Travel and Tourism Show.

Income generation is below target at the end of 2015/16, despite the increase in visitor footfall. However, the year end income is higher than anticipated during Q4, with lots of good work taking place to improve our performance in this area. We are £86,000 short of our target income of £420,000 for cultural events. The shortfall in income generation this year will be met by balancing the budget in other areas from the service.



The income target for 2016/17 is £470,000 and will be a challenge. Substantial planning work has taken place to increase income in 2016/17, with a focus on weddings and venue hire at the Ironworks, Elsecar. We have reduced our all day parking rate at Cannon Hall and introduced our own special offers to encourage more people to visit. There is new signage to promote this to users.

An electronic point of sale system has now been added to all of our shops. This will transform the administration of the retail business and improve our service.

Service Please!

Barnsley Arts, Museums and Archives received £43,000 from the Heritage Lottery Fund for an exciting project, 'Service Please! Digitisation and Display of the Barnsley British Co-operative Society Archives'. The project focused on cataloguing and digitising the archive, enabling the collections to be accessible to the public for the first time.



At the heart of the project there was a focus on collecting stories, memories and experiences about the histories of local village and community life based around the Co-op. Through uncovering stories of working and shopping at the Co-op, exploring the history of the company in Barnsley from its origins in 1862, and by displaying local people's stories and objects through a community exhibition, this project engaged a great number of people with their heritage.

The Co-op catalogue will be a flagship collection on the new collections database when this launches, linking to images and research of objects and archives so users can delve deeper into the collections and history.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Visitor numbers at museums (Quarterly)	337.1K	431.5K	226.4K	219.2K	↓	1.2m	1.1m
Visitors' estimated contribution to economy (Quarterly)	£7.3m	£9.3m	£4.9m	£4.7m	↓	£26.2m	£23.5m
Commercial income to the council (visitor economy) (Quarterly)	£82.6K	£64.0K	£93.1K	£94.3K	↑	£334.1K	£420K

Funding for this Outcome (£000s)

Revenue – The overspend is largely related to a shortfall in Cultural Services income.

Capital – There is a slight underspend of £0.047m across several schemes.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
1,462	1,552	90	1,224	1,177	-47

5. Create more and better housing

Affordable Homes

We have delivered 179 affordable homes this year, which is above our target of 150. This includes homes acquired by Berneslai Homes as new affordable provision, homes delivered as part of the Council House Build Programme, and homes delivered via the Homes and Communities Agency (HCA) Affordable Housing Programme.

In Q4, we delivered 37 affordable homes. 30 of these have been completed as part of the HCA Affordable Housing Programme, five bungalow units at Matlock Road, Athersley and 20 bungalows and five houses at Aldham House Lane, Wombwell. We have also delivered seven homes as part of the acquisition and empty homes schemes.



There have been delays on some of the schemes to deliver affordable homes. These will now be completed in 2016/17. They include schemes at Kilner Road, Royston; Lamb Lane, Monk Bretton; and Newstead Road, Athersley. We are unlikely to be able to sustain this level of delivery in future due to legislation changes, financial pressures and the lack of sites available to deliver additional schemes.

We returned 19 empty homes to use during 2015/16, which is below our target of 24. There have been some issues with changes to eligibility criteria and the management of these projects due to resources. These are currently being addressed and we anticipate meeting our target of 30 in 2016/17, with 14 properties already being progressed.

New Home Build Completions

There were 300 new home completions during Q4, resulting in 738 completions during 2015/16. This is below our 800 target.

This is despite the granting of approval for several large planning applications for new housing sites in the past two to three years. We expect the number of completions to improve in future as sites with planning permission are built upon, following the adoption of the local plan, which will release additional land for employment and housing.



The 738 home completions will generate upwards of £700,000 in council tax to support front line service delivery.

Housing Zone Submission

We recently submitted a revised proposal to the Homes and Communities Agency to designate sites around the M1 J36 (Hoyland and Wombwell growth zone) as a Housing Zone. This is a strategic growth area from both an

economic and housing perspective. Sites included within the Housing Zone proposal could deliver over 5,000 new homes over the Local Plan period and strategically align with investments in the M1 J36 Birdwell roundabout. This is a multi-million pound infrastructure investment, funded via the Sheffield City Region Investment Fund and the phased delivery of the new business parks.

We have recently obtained planning approval to progress our own mixed use housing development at Longcar Lane. We hope that this development of 32 two, three and four bed units will be a pilot for future council led developments, funded via a suite of innovative investment models.

BMBC Landlord Accreditation Scheme

During 2015/16 membership has remained relatively static with only four new members, bringing the total to 135. During 2016 a membership fee of £50 per year will be introduced which could lead to an initial reduction in membership. Responsibility for the delivery and promotion of the scheme will pass to Berneslai Homes to complement their existing private sector housing management service. We will however, continue to work with them to promote the benefits of membership and expand the scheme.

Berneslai Homes

At year end, 98% of our housing stock met our decency standards, which is above our 96% target. This is a result of continued investment in the decent homes programmes to improve the condition of our housing stock.

At year end we are achieving an average of 19.4 days from a home becoming vacant to the new tenant taking residence. Therefore, void property turnaround figures are well below the 22.5 day target, which is positive performance.

Berneslai Homes rental collection rates remain high and well above target at 98%. However, Berneslai Homes continue to highlight that the pending roll-out of Universal Credit threatens to have a significant impact on rental collection rates. This is being monitored and processes will be put in place to manage this.

Affordable Homes

A £2.2 million development at Aldham House Lane includes 20 one and two-bed bungalows and five two-bed houses. The new homes have been built to Level three of the Code for Sustainable Homes which aims to reduce both running costs and carbon emissions, ensuring that the homes are affordable to live in as well as to rent.

The adapted bungalows have built-in features to support customers with mobility issues now and into the future, including full wet rooms. The development was made possible through our strong working partnerships with a number of Yorkshire-based companies. The project has been part-funded with a grant from the Homes and Communities Agency.



Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Number of new build homes completions (Quarterly)	122	81	235	300	↑	738	800
Number of affordable homes delivered (Quarterly)	42	8	92	37	↓	179	150
Empty homes returned to use (Quarterly)	5	6	7	1	↓	19	24
Berneslai Homes - % of housing stock meeting Barnsley Decent Homes Standard (Quarterly)	96.4%	96.8%	96.8%	98.1%	↑	98.1%	96%
Berneslai Homes average property void time (in days) (Quarterly)	16.9	18.2	18.3	19.4	↓	19.4	22.5

Funding for this Outcome (£000s)

Revenue – The underspend relates to vacancy management.

Capital – There is a net underspend of £0.996m this variance is in the main due to the Housing Market Renewal (Beever St) scheme (-£1.428m). This is due to a delay in the approval to progress the compulsory purchase order of the site.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
1,137	1,049	-88	27,372	26,377	-995

PEOPLE ACHIEVING THEIR POTENTIAL



88% of early years and childcare settings judged good or outstanding in Q4



Healthy life expectancy was 57.5 years for men and 56.3 years for women in 2012-14



92% of looked after children placed within 20 miles of their home address in 2015/16



294 permanent admissions of people aged over 65 into residential or nursing care in 2015/16

6. Every child attends a good school

Educational Attainment

It is important that children achieve at school to help them to be active citizens and make a positive contribution to society in adult life. We therefore routinely monitor attainment at different levels of the education system. Validated data for 2015 has recently been released, allowing us to see how Barnsley children achieved last year and where improvements need to be made.

Early Years – the key measure for early years outcomes is the proportion of children reaching expected levels across a range of early learning goals, referred to as reaching a ‘good level of development’. 63% of children in Barnsley achieved a good level of development in 2015, a 7% increase on the previous year and moving closer to national average, which stood at 66%. We will continue to provide targeted early years support for Family Centres and early years’ settings.

Key Stage 2 (end of primary school) – the key measure of attainment at this stage is the proportion of children achieving level four or above in reading, writing and maths. In 2015 79% of Barnsley pupils achieved this compared with 76% in 2014, and against a 78% target. The gap with national average has also reduced to just 1%. 19% of pupils achieved above the expected level in 2015, compared to

24% nationally. We have established School improvement reviews to monitor progress where there is concern about the pace of improvement within maintained schools and academies.

Key Stage 4 (GCSEs) – 49.6% of students achieved five A*-C GCSE grades including English and maths. This is an improvement of 2.5% since 2014, although this remains below the 54% target. The improvement has reduced the gap to the national figure of 53.8%. A significant issue for us is the range between different schools, with results varying from 33% to 72%. Poorly performing schools are being supported to review their improvement plans and priorities, and schools will be reviewing how they can target their resources effectively to the right combination of subjects and the right pupils. Support for individual schools has been commissioned by the Barnsley Alliance as well as training on target improvement areas such as maths.

Looked after children – 11% of looked after children in Barnsley achieved five or more GCSEs at grades A*-C (including English and maths), in line with the target set. There are only a very small number of looked after pupils undertaking GCSEs each year and we try to help all of these children achieve.

A level results – we measure achievement at A Level as the average point score of all pupils undertaking these exams. Students receive 300 points for the highest grade (A*), down to 150 for the lowest (E). In 2015, the average score in Barnsley was 639.1, lower than the 665 target, although this is increasing over time. We remain below both regional and national average in terms of achievement. To support A Level aspirations, progression and achievement, an A level strategy group has been established between Barnsley College and Penistone Grammar school.

Inspection Outcomes

The percentage of secondary schools rated good or outstanding by Ofsted remains the same as Q3, at 50%, as there have been no further inspections since the last quarter. Only one more school needed to be rated good or outstanding to achieve our target. Of the five schools still requiring improvement, all are receiving support through the Barnsley Alliance and are making progress in improving teaching, learning and outcomes. Improvement in English is more evident than in maths, where schools continue to experience recruitment challenges. The Barnsley Alliance Leadership and Management programme includes a focus on improving recruitment and retention of teachers locally, as well as improving subject leadership, including leadership of maths.



Our contribution to school improvement in Barnsley costs £20.45 per pupil this year.

The proportion of primary schools that are rated good or outstanding by Ofsted stands at 79.2%, compared with 80.5% in Q3, due to one school moving from a good rating to 'requires improvement'. Support for 27 primary schools has been brokered through the Barnsley Alliance to help address priorities for improvement. This includes schools that may currently have a good or outstanding judgement but where some risk has been identified in maintaining this grade.

The percentage of early years and child care settings judged good or outstanding remained at 88% at the end of December 2015, against an 86% target, and 3% higher than national and

regional figures. 16% of these settings were rated as outstanding. We hope these figures will increase again once final 2015/16 figures are released as several settings were inspected during the January to March 2016 period.

Allocation of School Places

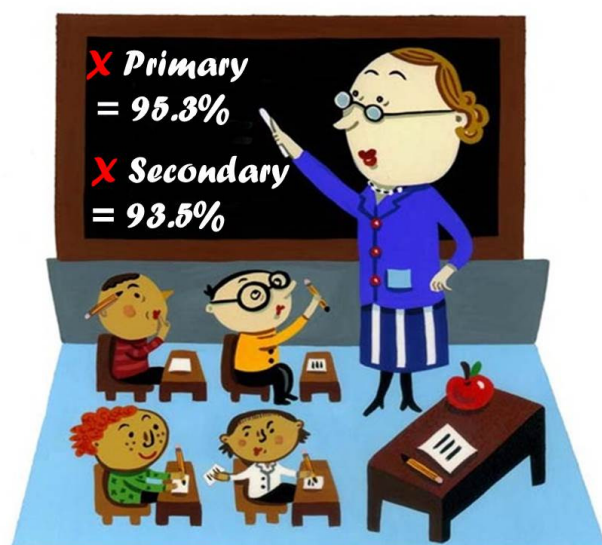
In March and April 2016, parents received notification of the school their child(ren) had been allocated to for September 2016. This year 95.3% of children got their first choice of secondary school, in comparison with 90.6% last year. 89.8% of children got their first choice of primary school. In all, nearly 99% of children got their first, second or third choice secondary school, while this figure stood at 96% for primary schools. Out of almost 2,400 secondary applications processed, only 28 children did not get one of their three choices, while over 2,800 primary applications saw 98 without one of their three choices. All have been allocated a place in a school for September.

Attendance

Improving school attendance is integral to raising pupils' levels of achievement and improving their life chances. Parents are legally responsible for making sure that their child gets a full-time education, either in school or through other suitable arrangements, and for making sure that they attend regularly and are not taken out of school unnecessarily. We are responsible for making sure that parents fulfil their responsibilities.

Over the last 12 months, the attendance rate at primary schools has been 95.3%, slightly under the target of 96%. Attendance at secondary schools was also below the 95% target, finishing the year at 93.5%. We work hard to ensure children attend school, and provide an Education Welfare service to support this. The team are qualified and experienced in working with schools to develop systems, procedures and interventions to improve attendance and reduce persistent absence. Where engagement does not bring about improved attendance, we will take the necessary action to secure improvements in the long-term, which could include prosecution and imprisonment.

School attendance



Family Mediation and How This Can Help Improve School Attendance

Due to poor school attendance, a family that was already supported by other services worked with a mediator. Help was provided to re-establish links with school. Family circle mediation meetings were held and a family plan established to sustain the family's commitments to change and progress.

The young person involved completed the whole of the last term of school with only one exclusion. They report feeling much more confident and happy and that they are starting to enjoy school and are becoming more socially accepted with peers.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Achievement of 5 or more A*-C GCSE or equivalent including English and Maths (Annual)	Not Collected	Not Validated	Not Collected	49.6%	↑	49.6%	54%
Average point score per A level student (FTE) (Annual)	Not Collected	Not Validated	Not Collected	639.1	↑	639.1	665
Primary school attendance (Annual)	Not Collected	Not Collected	Not Collected	95.3%	↓	95.3%	96%
Secondary school attendance (Annual)	Not Collected	Not Collected	Not Collected	93.5%	↓	93.5%	95%
Schools and settings (Primary) judged Good or Outstanding (Quarterly) [^]	80.5%	80.5%	80.5%	79.2%	↓	79.2%	83%
Schools and settings (Secondary) judged Good or Outstanding (Quarterly) [^]	40%	40%	50%	50%	→	50%	60%
Early Years and Childcare settings judged Good or Outstanding (Quarterly)	88%	88%	89%	88%	↓	88%	86%
Percentage of pupils achieving Level 4 or above in Key Stage 2 reading and maths test and writing (Annual)	Not Collected	Not Validated	Not Collected	79%	→	79%	78%

[^] Due to a change in methodology it is not possible to RAG rate previous quarters

Funding for this Outcome (£000s)

Revenue –The underspend relates to savings on contracts that the Council commissions with providers for services in this area.

Capital – There is a net underspend of £2.507m. This variance is in the main due to various Additional Pupil Places schemes (-£1.378m) which have been slipped into 2016/17 primarily as a result of abnormal works required on site clearance for new classrooms. There is also an underspend on Building Schools for the Future (-£0.479m) schemes which largely relates to work for contract variations slipping beyond original timescales.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
8,183	8,137	-46	8,572	6,065	-2,507

7. Early targeted support to those who need it

Early Help for Adults

Preventing, reducing and delaying the need for care is critical in maintaining the independence of vulnerable people and those who have temporarily lost the ability to support themselves. Early help ensures that scarce social care resources are used to best effect, targeted at those who most need them for as long as they need them. We have established an early help group as part of the Stronger Communities Partnership, focussing on improving the offer and determining what works and where investment is needed. The group is planning an exercise to analyse what might work to prevent the need for care and develop an investment strategy. Self-service options and promoting self-care are key elements of this approach. We expect this to result in a reduction in contacts for adult social care, alongside a fall in admissions to care homes.

Early Help through Family Centres

A family were identified to family centres following a referral by the local health team. Concerns related to home conditions, home safety, parenting routines and behaviour management. The family consisted of young parents and two children under five years old, and they lived with their maternal aunt.

We provided support to address home conditions, safety and setting routines and boundaries with the children. Initially, the family were unwilling to engage in an early help assessment but by developing a trusting relationship informally, they progressed to a stage where they were willing to engage in a more formal assessment of their needs.

The family started to reflect and recognise their own areas of need. Outcomes included: a successful application for free two year early education; a diagnosis of autism for one child; specialist support being accessed, resulting in improvements to that child's concentration, speech, coordination and personal, social and emotional development; engagement in adult learning for both parents; and involvement in volunteering.

Early Help for Young People and Families

Work is underway to prepare for the changes to our family centres and the Targeted Youth

Support Service from April 2016. Services and resources have been brought together to develop a more effective early help pathway for children and families from pre-birth to 25, targeting need through early intervention and prevention. The new service model will support work with the whole family. Over time it will be delivered in partnership with a range of agencies and communities to provide an early help offer that is accessible and makes sense to families.

Early Help for Families brochure



Access to one to one or specialist support services for pre-birth to 19 is now available through a single point of referral, with combined resources allocated through a multi-agency expert panel. Whilst these changes are introduced, services will remain unaffected and will continue to be available across Barnsley.

Troubled Families

2015/16 started the second phase of the government's national five year Troubled Families Programme. In Barnsley we are using this funding to improve the support we give to families with complex and multiple needs. This is a payment by results programme, which means that in order to access the programme funding, we have to show that the support we deliver makes significant and sustained improvements for families against set criteria.

The number of new families that meet the programme criteria and were supported as of 31 March 2016 was 532. The original target set for 2015/16 was 420. Due to our outstanding performance, the target was extended by 100

families in Q3 and the revised target of 520 was met and exceeded. 82 successful claims have been made to date for families where significant improvement against their identified Troubled Families criteria has been sustained, bringing in additional funds to support this work in Barnsley.

Youth Offending

Between October 2014 and September 2015, 91 children entered the criminal justice system for the first time, equating to a rate of 434 per 100,000 children. This is a significant improvement from a rate of 651 per 100,000 in September 2014 and we have achieved our 500 per 100,000 target. Our performance is better than the South Yorkshire average; however this remains above the average of 376 per 100,000 for England.

There has been a slight increase in levels of re-offending between April 2013 and March 2014 (31%), however we have achieved our 33% target. This is the latest data available as there is a time lag in the collection of re-offending data. As we continue to make progress in reducing the number of young people involved overall, those young people who we are working with are more likely to have complex needs that require greater partnership support to address offending behaviours. As a result, the proportion that go on to re-offend will be more likely to fluctuate. Despite the increase, our re-offending rate continues to be better than South Yorkshire (36.2%) and national (38%) averages, both of which are showing an increase over time.

We have also seen a reduction in the number of young people from Barnsley going to prison over the same period. This change has come through improved compliance with court orders and as a result of fewer young people being convicted for more serious offences. Where young people do enter custody, our Youth Offending Team has recently been commended by the Youth Justice Board for its timely provision of needs assessments and identification of risk factors to allow suitable placements for that young person.

Through our work with young people we recognise that educational attainment and attendance is a critical outcome. Young people attending school and achieving not only have a much better future, but good attendance suggests that important parts of the rest of their

life are going well. The majority of young people completing court orders this academic year have maintained or significantly improved their attendance by, on average, 14%. A smaller number of young people have seen their attendance decline by, on average, 10%.

Addressing Offending Behaviour

Through our work with a young person sent to custody, we began to work with their family to understand the broader reasons for the offending behaviour. As a family new to our community and to our country we recognised that it would be easy for them to become isolated, and we realised that the younger children in the family were not receiving pre-school support from Family Centres and from Health colleagues. We liaised with colleagues in the local Family Centre and with health staff to ensure that the children received the right support from those services.

We also identified that the school age children were not known to us and not attending school. Working with the parents we identified suitable schooling in the local area and supported parents to apply for the place. As English wasn't their first language, this work included helping them to access information in a format they could understand. At the end of our work with the older child, several months later, the school age children were attending full time and making great progress.

New Operating Model for Adult Social Care

We successfully implemented the first phase of our new adult social care operating model in April 2015. The next phase of implementation of the operating model is well underway, supported by refreshed and strengthened governance arrangements. We are focusing on the following areas:

- Reviewing the full end to end customer journey to ensure that the business process is as efficient and effective as possible, whilst remaining customer focused. We have already held a number of workshops and changes have been captured, which will feed into policies and procedures, workforce development, information technology and performance.
- Reviewing a number of assessment tools that support the business.

- Developing and launching our digital self-service options, including: a screening portal; online financial assessment; and eMarketplace.
- Producing a robust training plan to support the model and this phase of implementation.
- Ensuring a robust adults' early help offer is in place to support the model, effectively reducing demand for adult social care.
- Undertaking a skill mix and capacity planning review to ensure that the service has the right staff numbers and skills in the right teams.

Operating model development team



Think Family Employment Advisor

James left school without any qualifications. He suffers from anxiety and dislikes going out alone, as he had been bullied at school. James was referred to the Think Family Employment Advisor who signposted and went with James to an event, where a number of providers were available. There he met David who works for an organisation which works with young people not in education, employment or training.

James has now signed up for a football coaching trial at Barnsley football ground. David accompanied him on his first day, but after that he found the confidence to travel alone, which is significant progress. His Mum has also benefitted as she feels she can focus on herself and has asked for support to move forward towards work.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Troubled Families - number of families on programme (Cumulative)	Not Collected	150	371	532	↑	532	520
Young offenders - first-time entrants to the Youth Justice system aged 10-17 years (rate per 100,000) (Annual)	Not Collected	434	Not Collected	Not Collected	→	434	500
Re-offending by young offenders as a proportion of total young offenders cohort (Quarterly)	31.5%	28%	29.9%	31%	↓	31%	33%

Funding for this Outcome (£000s)

Revenue – The underspend relates to increased staff vacancies and turnover changes as a number of schools/governor-led children centres have transferred back into council ownership/management, a consequence of the early years/children centres reconfiguration.

Capital – No significant variance.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
9,156	8,593	-563	9	8	-1

8. Children and adults are safe from harm

Adult Safeguarding

Significant improvements have been made to multi-agency safeguarding in Barnsley with the appointment of an independent chair of the Adult Safeguarding Board, alongside a refreshed approach by all partner agencies. A new sub group structure, focusing on pathways and partnerships, and performance and quality assurance, brings added focus on the way multi-agency safeguarding is carried out. A refreshed approach to Making Safeguarding Personal is planned with additional training and a review of practice. The creation of a dedicated safeguarding board manager for adults has added expertise and capacity. Improvements to safeguarding performance and quality are expected in 2016/17.

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS) were designed to provide a legal framework for individuals residing in care homes or admitted to hospital, who are unable to give their consent to this. The subjects of DoLS authorisations may have impaired cognition due to a learning disability, dementia, a head injury, or other factors that mean they lack the necessary mental capacity to decide whether or not to accept care and/or treatment at the proposed establishment.

When the safeguards were introduced in 2009, the government predicted that very few people would meet the criteria for such an assessment. Various cases at the Court of Protection over the following years tested the concept of what constituted a DoL, until a landmark case in March 2014, referred to as the Cheshire West case. This test has broadened the threshold for meeting the DoLS criteria immeasurably, and every council in the country is attempting to cope with significantly increased referrals.

Each assessment can take anywhere between four and eight hours to complete and we receive approximately 90 per month. We have put in place a plan to deal with the referrals.

Permanent Admissions to Care

Avoiding permanent admissions to residential and nursing care is a good measure of how well we are working with our partners to reduce dependency on adult social care services.

Wherever possible, people prefer to stay in their own homes and maintain their independence.

To minimise permanent admissions, we work with our partners to commission a range of alternative support and early interventions. Our reablement service performs well; we also provide assistive technology, as well as aids and adaptations. Good quality homecare that supports people to maintain their independence in their own home for as long as possible is crucial to supporting avoidance of permanent admissions to care. In 2016/17 there will be new contracts put in place for homecare in Barnsley to deliver improved services.

There will also be a review of existing Extra Care services in Barnsley in 2016/17 to make sure we are maximising the benefits of having the right model of accommodation and support services; as a desirable option for the ageing population of Barnsley, that can prevent and delay the need for permanent admissions to care.

As the proportion of the population over the age of 65 increases, alongside an increase in the number of adults with learning disabilities, this places extra strain on social care services. Despite that, we have been able to achieve both of our targets for permanent admissions this year. 294 people over the age of 65 were admitted, just below our target of 296. 16 people between the ages of 18 and 64 were admitted, below our target of 20. In both cases, our performance this year has seen a reduction on the rate of admissions seen in previous years.

Awards



We are pleased to announce that our Social Care Workforce Development Unit has achieved Grade 1 in the Skills for Care and National Skills Academy Endorsement Framework.

Delayed Transfers of Care

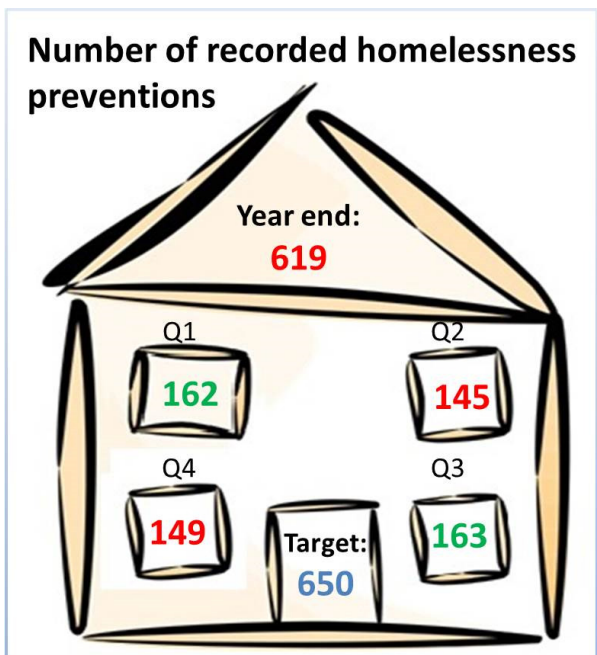
Barnsley adult social care is a top performer in avoiding unnecessary delays in people leaving hospital. We have seen an increase in delays this year; between April 2015 and March 2016, eight patients had their transfers from hospital into care delayed through factors that we control. This means we have failed to meet our

annual target of five patients. The increase locally has also been seen in other areas and relates to increasing pressures within the health and social care system.

Despite this, our performance continues to compare well against our regional neighbours and statistical comparators. Compared to those local authorities most similar to Barnsley, we are ranked second.

Homelessness

Our Housing Options service focuses on homelessness prevention and working with partners to improve the number of homelessness preventions through the provision of advice and guidance. In 2015/16 there were 619 preventions, which does not meet the target of 650 for this year. However the service is demand led and therefore we cannot control the number of requests for support. As in previous years, the numbers of homelessness applications have been subject to seasonal variation, with increased statutory homelessness cases during the winter period again being seen in Q4.



Anti-Social Behaviour

Anti-social behaviour incidents have risen by 3.8% this year and this trend is likely to continue. Anti-social behaviour in the town centre has been widely documented over the past year. Reports increased in the period leading up to the implementation of the Public Space Protection Order (PSPO) as people were encouraged to report. They may also have felt more empowered to report incidents as they felt that the reports would support action to address the issue. In addition, problems have emerged in specific neighbourhoods and have contributed to increased reporting. In the Kendray area the issues relate to groups of young people gathering during weekends and evenings and causing damage to property. In Athersley North and other parts of Barnsley problems with off road biking have caused significant nuisance to residents. This is often linked to vehicle crime. Goldthorpe, Grimethorpe and Elsecar have all seen increases in housing and environmental related anti-social behaviour linked to behaviour of tenants.

Reducing anti-social behaviour remains a priority for our council and its partners as it impacts on the cohesion of our communities, the quality of life of our residents and the prosperity of our town. We are currently rethinking our approach to anti-social behaviour and considering how we might better align and design our resources. We will focus on early intervention and intensive intervention will be


Homelessness Prevention

A lady approached us as she had been served Notice of Eviction for rent arrears of over £2,000.

The family were due to be evicted in six days. She had lived in a four bedroom house for the last two years and had got into arrears because of the benefit cap. She had previously been to court, and had not kept to the payment plan, as she had been prioritising other debts.

The Citizens Advice Bureau helped her to apply to suspend the eviction so that they could work with her to manage her debt. She was granted six weeks suspension via the courts on condition that she kept to the payment plan.

She managed to pay over the amount of the payment plan during the six weeks and the landlord agreed to cancel the court case. She is now working with the Citizens Advice Bureau to have her other debts consolidated so that she does not get into rent arrears again.



deployed where appropriate to tackle established problems.

Domestic Abuse

We work with partners to actively manage Domestic Abuse and Sexual Violence (DASV). We strive to empower those affected by DASV, particularly those at high risk of abuse and violence but also those who suffer over a prolonged period, often spanning years. This is done through a monthly meeting called a Multi-Agency Risk Assessment Conference (MARAC), where information is shared on the highest risk cases between the police, health, child protection, housing, Independent Domestic Violence Advisors (IDVAs) and other specialists. In Q4, 84 victims were managed by the partnership, this is slightly less than in Q3 (103). The proportion of cases where we have worked with the victim in the past has decreased from 33% in Q3 to 30% in Q4.

In 2015/16 there were 2,171 repeat incidents of domestic abuse recorded by the police. The 2,207 target has been achieved, but we recognise that this level is still unacceptable.

Protecting Vulnerable Residents from Scammers

Regulatory Services are involved in the National Scams Project, which commenced in Q4 and focuses on protecting vulnerable people from scams. 17 high risk individuals have been identified. These are mainly elderly people who have already responded to scams and are often identified after raids on offender's accommodation, where the victims have sent money or personal account details. A further 300 individuals have been identified who require advice and guidance in order to avoid becoming a victim of scammers.

Children's Social Care Assessments

Social workers carry out statutory assessments of children if they are considered to be 'in need' or suffering 'significant harm'. We aim to complete 85% of assessments for children's social care within 45 days. Our performance against this indicator shows that we completed 64% of assessments within the timescale, well below our target.

Delays in assessment timescales have been caused over the last year by the significant volume of assessments being undertaken, a direct result of the high numbers of contacts

and referrals to Children's Social Care Services. We have provided extra capacity to address the volume of work and have carried out a service review, realigning resources to priority areas. This has resulted in no assessments awaiting allocation, as well as a reduction in the number of assessments overall. Fewer assessments have ended with no further action, a sign that our initial action to direct contact away from social care to more appropriate agencies is working. Regular oversight and auditing of management decisions also provides us with reassurance that decisions taken are appropriate.

Despite these positive steps, more work needs to be done to ensure that assessments are completed within the 45 day period. Work will continue in 2016/17 to improve this.

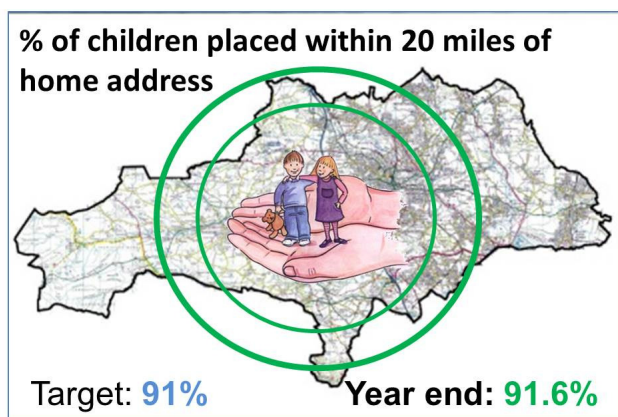
Child Protection Plans

Children are made the subject of a child protection plan when they are thought to be at risk of harm. This might be from physical abuse, sexual abuse, emotional abuse or neglect. It helps to keep a check on the work being done with these children. We aim for less than 11% of children who have previously had a child protection plan to have more than one, as we need to protect children and get it right the first time. However for 15.8% of children made subject to a plan over the last year it was not their first. During the first half of the year, the proportion of children receiving more than one plan was high, but decreases were seen during the second half of the year. A contributory factor for this is the high number of children with a child protection plan, which stands at 422 for the current year. This has been influenced by improved assessments and identifying families in a timely way. We have improved how we manage cases and we are now confident that children receive the quality services they need at the right time.

Child Placements

This year has seen an increase in the numbers of children who are looked after, rising from 248 at the end of June 2015 to 285 at the end of March 2016. When a child enters our care, they might be placed with foster parents, in a residential home or with family members, amongst other options. They might also be placed for adoption. Where possible, we try to make sure that looked after children are placed close to home. 91.6% of Barnsley children in

care were placed within 20 miles of their home address at the end of Q4, just above our 91% target for the year.



In 2015/16 we aimed to place 52% of children with foster carers supported by the council. Unfortunately we did not meet our target, with only 45.3% of

children being placed with internal foster carers. This is partly due to an increase in the number of looked after children in Barnsley this year, meaning we have had to use more costly external placements. Our Placement and Sufficiency Strategy is being refreshed to take the additional numbers into consideration.

Looked after children in Barnsley are provided with consistent and stable care placements, with 79% of children living in the same placement for two years or more, compared to only 68% nationally. This has been achieved by carefully matching children with the right carers and supporting children and their carers.

Sometimes children need a more permanent placement, such as adoption. Adoption is the legal process of finding new families for children whose birth parents can no longer care for them, and gives children the long-term security that family life can offer. Recently, the government published new figures on how long it takes for children to be adopted in Barnsley. The key messages from this were:

- The average time between a child entering care and moving in with their adoptive family in Barnsley increased slightly from 505 days to 510 days following a reduction over the previous three years. Of the closest comparable councils to Barnsley, only one

has performed better, and the national figure stands at 593 days.

- The amount of time between us receiving a court authority to place a child and deciding on a match to an adoptive family increased slightly to 242 days from 225, and is still above the latest government target of 121 days. There is a mixed picture across the country.
- The proportion of children entering care and then moving in with their adoptive families within 16 months stood at 52% for Barnsley, compared to 47% nationally.

It is sometimes difficult to find places that meet the needs of some of our children. For those children who have more recently been granted a court authority (since 2014) the wait is only 96 days. We continue to try to find all children an adoptive home where a court authority has been granted.

Taxi Drivers and Illegal Facebook Taxis

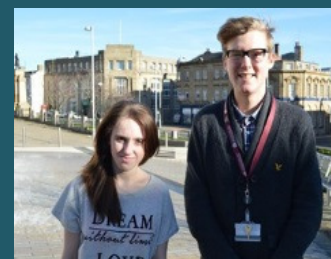
Work recently started with licensed taxi drivers to raise awareness of safeguarding and reduce any risks to residents through mandatory training. The training is being delivered by Sheffield Futures, which is an independent charitable organisation forming part of a national working group delivering child sexual exploitation/safeguarding training to licensed drivers. This training will be extended to other licensing activities including food takeaways and the hospitality sector as part of the 'Operation Make Safe' campaign led by South Yorkshire Police. We have also delivered eight safeguarding awareness training sessions for home to school transport licensed drivers, and roll out of this training will continue in 2016/17. We have removed nine taxi driver licences on safeguarding grounds and will continue to take proactive action.

The Facebook taxi campaign is still online and joint operations with the police and taxi drivers are ongoing. Advertising campaigns and talks to schools to highlight the issues also continue. As part of this campaign we carried out taxi enforcement operations at night with the police, and also for home to school transport at appropriate times. This campaign is proving successful and we are hoping for some convictions in Q1.

Pledge to Looked After Children Relaunch

Two Barnsley teenagers sat alongside decision-makers at Barnsley council as Cabinet members considered a report relating to the wellbeing and aspirations of young people in care and care leavers.

Lorraine Simpson and Patryk Pawlewicz, 18, (pictured) introduced two reports to the meeting - Review of the Barnsley Pledge to Children and Young People in Care. The pledge to children in care and care leavers informs young people about the level of care and services they can expect from the council as their corporate parent.



Following wide-ranging consultation, including input from Barnsley Care4Us Council which researched best practice in other local authorities, the pledge has been updated and is being published in a new format more suited to its audience. Having introduced the report and answered questions, Lorraine invited councillors to sign a poster-size version of the pledge.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Number of repeat domestic abuse incidents (Quarterly)	538	580	520	533	↓	2,171	2,207
Permanent admissions to residential and nursing care - people aged 65+ (Quarterly)	67	77	77	73	↑	294	296
Permanent admissions to residential and nursing care - people aged 18-64 (Quarterly)	1	4	9	2	↑	16	20
Delayed transfers of care attributable to social services (rate per 100,000 18+) (Quarterly)	0	2 - 1.07	3 - 1.61	3 - 1.61	→	8 - 4.8	5 - 0.178
Adults with learning disabilities in stable accommodation (Quarterly)	83.1%	95.8%	95.7%	95.4%	↓	95.4%	88%
Percentage of assessments for children's social care carried out within 45 days of referral (Quarterly)	66.3%	57.9%	67.4%	65.7%	↓	64%	85%
Children becoming the subject of a Child Protection Plan for a second or subsequent time ever (Quarterly)	21.5%	30.6%	9.9%	9.8%	↑	15.8%	11%
Children placed in internal fostering as a % of all placements (Quarterly)	46.5%	47.5%	47.2%	45.3%	↓	45.3%	52%
% of children placed within 20 miles of home address (Quarterly)	Not Collected	89.9%	89.4%	91.6%	↑	91.6%	91%
Number of recorded homelessness preventions (Quarterly)	162	145	163	149	↓	619	650

Funding for this Outcome (£000s)

The overspend is mainly attributable to: increased numbers of looked after children, leading to increased costs of external placements (residential and fostering); agency staff costs in children assessment and care teams; and demographic / demand cost pressures in adult social care (relating to increases in the number and care cost of older people, learning disabilities and mental health). The above pressures have been offset through the use of uncommitted resources during the year. An extensive review is being carried out to determine options for addressing the budget pressures, more details are provided in the final 2015/16 finance report.

Capital – No significant variance.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
59,183	63,491	4,308	46	3	-43

9. People are healthier, happier, independent and active

Healthy Life Expectancy

Healthy life expectancy relates to the average number of years a person would expect to live in “good” health.

Latest data published for the period 2012-2014 shows that males in Barnsley have a Life Expectancy (LE) at birth of 78.4 years and a Healthy Life Expectancy (HLE) of 57.5 years. This gives an expected period of not being in a good state of health of 20.9 years.

For women in Barnsley, LE at birth is 81.8 years and a HLE of 56.3 years, giving an expected period of not being in a good state of health of 25.5 years. Although women have a higher life expectancy, they experience a longer time in poor health than men. For example, women are more likely than men to be living with disabling conditions (hypertension, arthritis, respiratory disease) while men are more likely to suffer fatal conditions.

Healthy life expectancy in Barnsley is amongst the worst in England. Out of 150 councils (where 1 is the best) Barnsley ranks 147th for women and 143rd for men.

Reducing the healthy life expectancy gap is one of the long-term outcomes in our Public Health Strategy. Priorities focus on prevention and early intervention to reduce smoking and alcohol misuse, increase physical activity, reduce the risk of cardiovascular disease and cancer, and support people with long term conditions. <https://www.barnsley.gov.uk/public-health-strategy>.

Life and healthy life expectancy gap

	Life expectancy at birth	Healthy life expectancy at birth	GAP	% of life spent in “good” health
Barnsley	81.8	56.3	25.5	68.9%
England	83.2	64.0	19.2	76.9%
Yorkshire & Humber	82.2	61.8	20.6	75.0%
			(In years)	
Barnsley	78.4	57.5	20.9	71.4%
England	79.5	63.4	16.1	79.7%
Yorkshire & Humber	78.7	61.4	17.3	78%

Smoking

The latest local data from December 2015 shows that 23.7% of Barnsley residents over the age of 18 smoke. The number of smokers in Barnsley is slowly falling but is still higher than regional and England averages. We hope to see this reduce further with the help of the Smokefree Barnsley Tobacco Alliance, whose aim is to reduce smoking prevalence by 1% each year.

A key area of work of the Tobacco Alliance is to reduce smoking in pregnancy. The number of pregnant Barnsley women who smoke is falling but is significantly higher than regional and national averages. Latest data for 2014/15 shows that 20.4% of Barnsley women smoke at time of delivery compared to the England and regional averages of 11.4% and 15.6% respectively.

Our Regulatory Services have a number of ongoing investigations; including selling of nicotine e-cig liquid to underage children and counterfeit and illicit cigarettes. It is important

that we remove these from circulation as they can be harmful to health.

Breathe 2025 Champions



Chloe Parkinson, Liam Tate and daughter Charlie are the Breathe 2025 champions for Barnsley.

Breathe 2025 is a 10 year campaign to see the next generation of children in Barnsley born and raised in a place free from tobacco, where smoking is unusual.

Chloe gave up smoking with support from the Specialist Stop Smoking Midwife. “When I booked in, the midwife told me the facts about smoking and the harm it can do to your baby. I was really shocked. I thought the baby was protected in a bit of a bubble but that’s really not the case”.

Be Well Barnsley

A snapshot of activity for the new integrated wellbeing service at the end of February 2016 showed that 575 people have achieved their health goal, and 864 people are currently on their journey to achieving personal health goals. In addition, 220 people have quit smoking and a further 223 are working towards quitting on a four week programme. 512 individuals are receiving individual weight management interventions or are taking part in weight management groups. 150 people have already achieved a 3% to 5% weight loss. 26 families have completed healthy eating/healthy weight courses, with a further 25 families on their way to completing.

Teenage Pregnancy

The latest 2014 data shows a continuing reduction in the number of females under 18 years who become pregnant, from 41 per 1,000 females in 2013 to 36 per 1,000 in 2014. Barnsley’s 2014 rate is higher than the regional and national rates of 26.4 and 22.8 respectively and compared to 15 other comparator authorities, is the third highest.

Public Health are working with partners to continue reducing numbers and closing the gap between the Barnsley and England average by increasing access to contraception choices, delivering sex and relationship education and the provision of the contraceptive card (C-card) scheme across Barnsley.

Self-Directed Support/Direct Payments

Self-directed support describes how individuals and families can have informed choice about how their social care support is provided. We now expect this to be the default option for vulnerable adults with care and support needs. 90.3% of service users received self-directed support in Q4, which exceeds our annual target of 85%.

Direct payments are made to service users to enable them to buy their own social care support, rather than decisions being made on their behalf. In Q4, 39.8% of vulnerable adults in need of care were using direct payments, which put us amongst the best performing councils and in the top 25% nationally.



Providing direct payments and self-directed support costs us £312.92 to provide per service user per week.

A Guide to Older People's Services in Barnsley

A new guide to older people's services in Barnsley is available online. We have produced the guide to tell members of the community about the care and support services for older people and their carers who live in Barnsley.



Available at the Older People's services webpage, the guide includes general information, together with contact details for organisations that people can get in touch with for further advice and help. The guide is available via this link: www.barnsley.gov.uk/services/health-and-social-care/adult-social-care-and-support/how-to-get-help/

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Health Trainers: Number of people who achieved their health goal (Quarterly)	468	335	275	351	↑	1,429	1,400
Smoking prevalence (age 18+) (Quarterly)*	23.8% (Jun 2015)	23.8% (Sept 2015)	23.7% (Dec 2015)	Not Collected	↑	23.7% (Dec 2015)	23.6%
Proportion of people using social care who receive self directed support (Quarterly)	77.7%	83.9%	81.8%	90.3%	↑	90.3%	85%
Proportion of people using social care who receive direct payments (Quarterly)	31.7%	36.3%	37.9%	39.8%	↑	39.8%	40%
Number of new people using assistive technology (Quarterly)	326	258	341	380	↑	1,305	1,500
Trans Pennine Trail usage (Quarterly)	106.7K	139.8K	66.7K	74.9K	↑	388K	400K
Healthy life expectancy at birth - Male (Annual)	56.3 (2011-13)	Not Collected	Not Collected	57.5 (2012-14)	↑	57.5 (2012-14)	57.3
Healthy life expectancy at birth - Female (Annual)	56.2 (2011-13)	Not Collected	Not Collected	56.3 (2012-14)	↓	56.3 (2012-14)	57.1
Under 18 conceptions - rate per 1,000 women aged 15-17 years (Annual)	Not Collected	Not Collected	Not Collected	36.3 (2014)	↑	36.3 (2014)	40

*Data source from Q1 2016/17 will be the Public Health Outcome Framework to ensure consistency and accuracy in reporting and enable us to compare our performance with other local authorities. This will mean that our performance for this indicator in 2016/17 will not be comparable with that of 2015/16.

Funding for this Outcome (£000s)

Revenue – Underspend relates to vacancy management within Healthier Communities.

Capital – Net underspend of £0.165m, relating to slippage on several schemes.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
3,557	3,144	-413	908	743	-165

STRONG & RESILIENT COMMUNITIES



£252,000 worth of
volunteer hours
completed in 2015/16



24.6% of contacts
completed online in
2015/16



Only 2% of principle
roads in need of
maintenance in Q4



503 additional vehicles
given an Eco-Star
rating in 2015/16

10. People volunteering and contributing towards stronger communities



Our volunteers embraced the national 'Clean for the Queen' Campaign in March 2016. Despite the snow, volunteers organised 20 events over the weekend.

This involved 350 volunteers, who clocked up an amazing 2,500 hours equating to a cash value of more than £27,000. The events attracted 42 new volunteers.

Repainting the changing rooms at Rotherham Road playing fields



The clean-up of Rotherham Road playing fields captured the community spirit. 66 volunteers took part in the clean up event arranged at Smithies, 55 bags of litter were collected from the field and the changing rooms painted.

Our efforts have been uploaded onto the National 'Clean for the Queen' website www.cleanforthequeen.co.uk

A lucky volunteer finds a pair of false teeth at Penny Pie Park!



Love where you **Live**

Our Love Where You Live volunteering campaign was shortlisted as a finalist in the 2015 LGC Awards, reflecting the fantastic efforts of the thousands of volunteers now involved in regular social action in Barnsley.

In 2015/16, 3,200 people engaged in volunteering contributing a total of 22,645 volunteer hours, equating to an economic value of £252,000. A staggering 5,000 bags of

rubbish have been collected helping to improve our local environment.

20% of residents have told us that they would like to be involved in volunteering, yet only half of these are already involved. The largest interest was in volunteering projects to improve the environment or becoming involved in local decision making.

Area Council Commissions

The Area Councils have recently published their annual reviews which capture the wide spectrum of activity that is commissioned and the work of the Ward Alliances, all of which contribute to this priority. Examples are highlighted below and the full reviews are available at

<https://www.barnsley.gov.uk/services/community-and-volunteering/your-local-area-and-ward/>

Work Experience With The North East Area Council – Dominic’s Story

Dominic spent two weeks in the North East Area Office to gain hands-on experience and learning about the North East Area Council.



He was involved in many different aspects, for example, report-writing, completing funding applications, attending community meetings, Cabinet and an achievement awards ceremony. He was also involved in painting, planting trees, football coaching, and cleaning up the local community as part of the Clean For The Queen initiative.

He reported back that some of the things he learned included: *“everyone must value their community and help make it a safe and enjoyable place to be”* and *“the Area Council is a great organisation working to benefit everyone that lives in the area for the better”*.

Royal Voluntary Service (RVS) Reducing Loneliness and Isolation in Older People

The service aims to provide practical help and support to older people, to help them to engage in social activities, shopping and small jobs

about the house and garden. Support is often targeted at critical times such as following bereavement or dealing with failing health.

Staff and volunteers visit people to give advice and information, and where relevant put together a support plan which will begin the process of reintegrating people back into being active members of their community. The role of the service is two-fold; to put together a package of support which will help the older person to find a way out of loneliness and isolation, and to offer advice and signposting around other sources of help such as social groups, travel solutions, benefits advice, aids and adaptations etc. There have also been a number of “spinoffs” from the service including the establishment of several new volunteer led social/luncheon clubs for older people.

Happy diners at the new volunteer-led Worsbrough Luncheon Club



North East Area Environment Team apprenticeship scheme

A 17 year old came to Barnsley Community Build through Greenacre College. He was keen to work on a local initiative and was given the opportunity to join the North East Environment Team for a trial period. Although he was quite shy at the beginning he blossomed into a valued member within a fortnight. His confidence has grown and he has learnt a number of new skills. Since joining the team he has taken part in a number of community initiatives, some of them during the normal working day, but some at weekends when he has given up his spare time.

Cudworth Peace Garden project awarded funding

The Cudworth Environment Group has been successful in its bid for £10,450 of grant funding from the Department for Communities and Local Government's pocket parks scheme.

This money will allow the conversion of a disused and overgrown bowling green at Cudworth Park into a "pocket peace garden" for use by the community. The pocket park will be a place of remembrance to commemorate the Battle of the Somme, and will also function as a wildlife garden, event and play space, and somewhere for people to meet and relax.



The Environment Group put the scheme together with the help of Parks Services and the North East Area Team. Parks Services will assist the group in putting the plans into action.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Love Where You Live - number of people engaged in volunteering in communities (Cumulative)	947	2,316	2,850	3,200	↑	3,200	2,500
Love Where You Live - cashable value of volunteer hours (Quarterly)	£54.0K	£131.5K	£38.8K	£27.7K	↓	£252.1K	£150K

Funding for this Outcome (£000s)

Revenue – Small underspend related to part year staff vacancies.

Capital – No capital budgets.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
5,559	5,534	-25	-	-	-

11. Protecting the borough for future generations

Barnsley, Doncaster and Rotherham (BDR) Waste Partnership



The BDR waste partnership continues to be one of the highest performers nationally.

In recognition of this we have been shortlisted for three Materials Recycling World (MRW) National Recycling awards. The categories are:

- Best Energy from Waste
- Best Private Public Sector Partnership
- Best Communications Award

The estimated recycling rate for the year is 48%. This is below our annual target of 52%.

This is due to technical changes in the way that waste is now treated and recycled, along with bringing the new Manvers plant up to optimal operational efficiency. From a resident's perspective, kerbside collections have actually increased. We have collected an additional 1,300 tonnes of household waste from grey bins, 380 tonnes of extra cardboard and an additional 590 tonnes of glass, cans and plastic over the year. Green waste is heavily dependent upon the weather therefore this has reduced by 600 tonnes. Paper collection also reduced over the year by 350 tonnes.

This year we have benefitted from the successful implementation of the BDR waste facility which came on line in Q2. There has been a reduction in the cost of disposing of grey

bin waste now we are using the BDR waste facility. This is reflected in the unit cost to collect and dispose of grey waste reducing each quarter.

The plant at Ferrybridge processes waste that cannot be recycled at our main waste treatment facility and turns it in to fuel. During Q1 the plant was going through commissioning and some initial operational issues were resolved. Therefore, the commissioning work which took place during Q1 has directly impacted on the year end figure, as the energy produced at the plant is totally dependent upon the amount of waste the plant treats. Our target for 2015/16 was to produce enough energy from waste to power 9,253 houses, however at year end we have produced enough energy to power an average of 7,534 houses, reflecting the impact of commissioning during Q1.

Q4 Collection and disposal Costs per bin type



Fly Tipping

We are experiencing a rise in incidents of fly tipping across Barnsley. There have been 4,501 reports of fly tipping this year compared to 2,981 reported incidents during 2014/15. Dealing with the increase of fly tipping issues has meant resources have been diverted from other key front line services to pay for the cleaning of these sites. A report from our Overview and Scrutiny Task and Finish Group highlights the issues and challenges ahead. The report makes a number of recommendations that are targeted at changing behaviour in relation to fly tipping, we will be

focusing on this as a key area for improvement during 2016/17 including: increased campaigns to raise awareness, signs and cameras at hotspot locations and joint working between various council departments.

Regulatory Services and Waste Management Joint Project at Landfill Sites

Landfill sites produce gas for up to 25 years after they have been closed. There are a number of former landfill sites across Barnsley which Regulatory Services have been monitoring for a number of years. This included the pumping out of the gas at some of these sites to stop it migrating to nearby houses. We used capital funding to review these sites in a project with Waste Management, which has resulted in just one site still generating gas. The other sites are therefore not producing gas and are safe. The remaining site continues to be monitored. Another risk of pollution at these sites comes from the bottom of the landfill sites where poisonous and harmful pollution can build up which can affect the water systems. The final report concluded that there was no risk of this at the former landfill site in Cudworth North. This site was focused upon due to having a stream running alongside which could have been affected.

Increase in Energy Efficiency of Private Sector Homes

Although we have not achieved our target of supporting 221 households to take out energy efficiency measures under the Better Homes Barnsley Scheme, we have ended the year as the best performing local authority regarding the private sector part of the scheme. We supported 126 residents to make energy efficiency improvements in their homes. We are below target due to funding issues and changes in eligibility criteria, which have made it harder for people to afford the scheme. We will continue to promote this scheme and support residents during 2016/17 and already have 85 customers signed up for installations.

During Q3 we secured funding to install first time central heating into 150 low income households. To date we have installed 31 first time central heating systems, which is part of the government Central Heating Programme.

It is important to note that the Better Homes Barnsley Scheme is not the only area of home energy efficiency activity that we support. As part of the capital investment programme, more

than 2,000 of our council houses benefitted from energy upgrades and energy efficiency works during 2015/16.

Eco Stars (Efficient, Cleaner Operation) Fleet Recognition Scheme

ECO Stars actively engages with commercial vehicle operators at a local level, with the specific aim of assisting and encouraging them to reduce their impact on air quality and the wider environment. The scheme rates vehicles and the road transport operation using star rating criteria to assess levels of operational and environmental performance. Our target for 2015/16 was to support 20 new operators and gain 500 new vehicles. We have achieved both of these targets and the scheme has been shortlisted for the Low Carbon Champions Awards and entered for the sustainability category at the Chartered Institute of Highways and Transportation Award 2016. Other local authorities are still in the process of launching their eco stars scheme, which puts us in a good position.

Principal Roads Network

This year we have invested over £1 million in our principal road networks, resurfacing 45,345 square metres of carriageway, including substantial lengths of the A616, A629 and A6135. The junction of the A635 Doncaster Road and Neville Avenue was also reconstructed to improve capacity. The existing surfacing had deteriorated to such an extent that the traffic signals were not working to their optimum. The works have not only provided a smooth, quieter running surface but will also protect the carriageway for future years. The chippings that were excavated from the carriageway were recycled, and used to re-surface the car park of Dunford Parish Community Centre and create pathways at Springvale Community Garden.

Barnsley Cycle Hub

Since the official launch in January 2016, there have been 150 customer interactions over a variety of outcomes, from fob registrations to workshop servicing. The hub is now acquiring a 'regular' customer base. Requests have varied from fixing a flat tyre to building a wheelset for a customer. The Dr. Bike checks have also been a good referral source for workshop repairs.

The Hub is a collection point for the Barnsley CycleBoost loans and this is working well. Handovers are delivered by a Bikeability trained instructor.

The hub is a collection point for bike donations and since January there have been eight. The majority of these have been unsuitable for refurbishment and will be recycled, but three will be refurbished and sold on through the Hub.

E-bike business loans are due to be rolled out in April. So far, take up for this has been good, with Barnsley Hospital and Premier Foods offering employees another phase in 2016.

Regulatory Services – Examples of Enforcement

Nationally it was recognised that glass companies were receiving conflicting advice due to regulators from different local authorities setting different rules regarding their pollution. This resulted in the forming of a Glass Link group of regulators which we have lead and managed, which includes representatives from various local authorities and the Department for Environment, Food and Rural Affairs (DEFRA). This was a major piece of work, however was an excellent example of joint working and sharing of information to obtain consistency in regulatory approaches. As a result of this work we have issued companies with a revised permit to allow them sufficient time to make changes to their operations in line with regulations, to ensure that we do not put the company at financial risk and to protect jobs.

We are working in partnership to serve notices at two sites where horses are being illegally grazed. Two horses have already been removed from a site at Monk Bretton after we were unable to resolve the issue informally with the owner. The owner has since paid all expenses and found suitable privately managed grazing land elsewhere.

Microchipping of dogs became mandatory in April 2016. To support this change in legislation our Dog Warden Service ran two microchipping events where 153 dogs were microchipped or microchips were updated. Further events are planned to support dog owners.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes) (Quarterly)	1	7	95	31	↓	126	221
Condition of principal roads - percentage in need of maintenance (Annual)	Not Collected	Not Collected	Not Collected	2%	↑	2%	4%
Percentage of household waste recycled (Quarterly)	52.9%	51.1%	44.6%	38.6%	↓	48%	52%
Eco Stars – Number of new operators	5	6	2	7	↑	20	20
Eco Stars – Number of additional vehicles	132	195	9	167	↑	503	500

Funding for this Outcome (£000s)

Revenue – The underspend relates to the service additional waste Private Finance Initiative credits and increased sales to private companies.

Capital – Net underspend of £2.598m. The variance is in the main due to various Highway Maintenance Schemes which have been slipped into 2016/17.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
23,718	23,610	-102	34,340	31,743	-2,597

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

Self Service

The percentage of self service transactions completed during Q4 has fallen slightly to 27.9% due to an increase in telephone calls in Q4 as residents queried council tax bills. We have also seen an increase in calls relating to Waste Management Services due to issues with missed bins. The actual number of self service transactions has steadily increased during each quarter of this year, with customers making over 84,000 digital requests, reports and applications.

New E-forms Improve Customer Experience

We have simplified the process for ordering replacement or additional bins. Residents were finding it difficult to use the website to order bins and up to 80% of online forms were being abandoned before completion, resulting in residents calling the Contact Centre. Contact

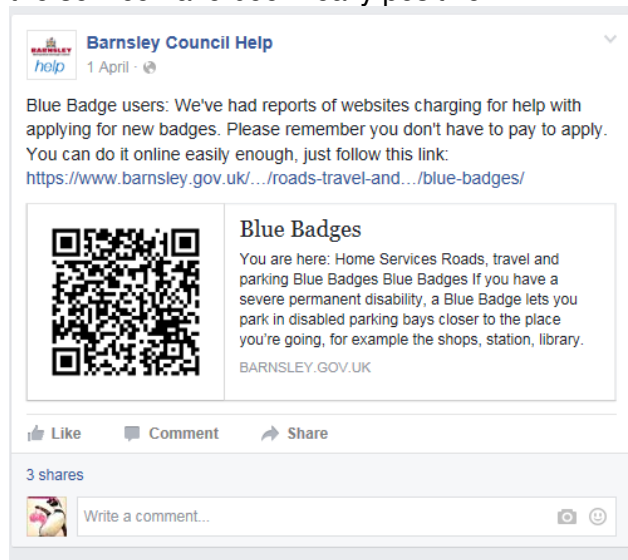
forms have been simplified and streamlined and we are pleased to say that feedback has been great. 90% of residents who start the online process now go on to complete the transaction online.

Barnsley Council Help Facebook Page and Twitter Feed

The Barnsley Council Help Facebook page and Barnsley Help Twitter feed ([@Barnsley Help](#)) launched at the end of February 2016 and provides another digital access channel for our customers. The feeds are monitored during business hours and queries responded to within 24 hours. Customers are encouraged to send their queries and they are dealt with in the same way as they would have been by calling the Contact Centre. Once a query has been resolved, we follow up and encourage customers to access relevant information and

self-serve options already available on [barnsley.gov.uk](https://www.barnsley.gov.uk) in the future.

The initial response to this digital access channel has been fantastic. There have been over 300 public interactions and some of the feedback and comments from customers using the service have been really positive.



Complaints

58 customer complaints were received during Q4. However, the Customer Feedback Team have received a total of 266 additional customer contacts during the final quarter of which 50 were treated as comments, and 202 were concerns which were not treated as complaints.

Our performance in responding to customer complaints has improved significantly this quarter, achieving 79% against agreed timescales, compared to 67% in the previous quarter. Improvement is due partially to the decrease in volume of complaints received in Q4 but can largely be attributed to the efforts of the Customer Feedback team and investigating services to improve our performance.

Dearne Advanced Learning Centre and the Digital Champions

Four tech-savvy Dearne ALC students spent a week at the council on work experience, when they worked with the IT, Service Development and Digital Champions team. They gained hands-on experience of putting their technical skills into practice at Goldthorpe Job Club where they helped local residents to get online. The students then applied their skills to a practical project, designing and coding a website for young people, about community

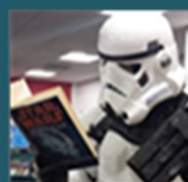
involvement and anti-social behaviour in the Dearne.

The placement proved to be beneficial for the council teams, the school and the students themselves. Jess Leech, the Careers & External Enrichment Leader at Dearne ALC, reported back that the students had enjoyed their placement and that their parents also passed on their thanks. Jess said that "such fantastic opportunities are hard to come by and we really appreciate the support".

World Book Day at Barnsley Libraries and Schools

World Book Day was celebrated in libraries and schools across Barnsley, with many children dressing up as characters from their favourite books; the Acorn Centre library in Grimethorpe welcomed children from Ladywood Primary School in fancy dress. The children took part in crafts and received a goody bag to take home.

Barnsley Library Strikes Back



Barnsley Central Library hosted a Star Wars themed day, which proved to be a great success with both visitors and participants.

Sentinel Squad arrived dressed in character, and spent the day participating in photo opportunities with budding storm-troopers and Jedi of all ages. Entertainment was provided by dance troupe Street Fusion, and by author Nathan Robinson. There were also stalls featuring local artists, local businesses including the Comic Vault and even a cake stall.

Feedback has been very positive, with many attendees posting their pictures on Facebook and leaving comments on the Barnsley Libraries page. *"we honestly can't thank them enough"*.

Our Schools Catering service also got into the spirit of the occasion, with a World Book Day themed menu. Pupils at Summer Lane Primary School had an extra treat, when the Head of Kitchen made a book-themed cake for each class to enjoy for their lunchtime dessert.

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Total number of complaints received by the council (Quarterly)	143	81	102	58	↑	384	+/- 20%
Total number of compliments received by the council (Quarterly)	73	127	247	95	↓	542	425
Self service via BMBC/third party websites as a % of all contacts tracked and monitored by the Customer Service Business Unit in the council (Quarterly)*	24.1%	25.3%	28.6%	27.9%	↓	26.4%	30%
Complaints - percentage of responses provided within agreed timescales (Quarterly)	68%	70%	67%	79%	↑	71%	90%

*Target was changed within Quarter 3 to reflect previous good performance and to provide additional challenge

Funding for this Outcome (£000s)

Revenue – No significant variance.

Capital – The variance is in the main due to the Libraries Management Information System which is to be progressed in 2016/17, in line with the development of the Beacon.

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
3,322	3,422	100	341	138	-203



406 volunteering opportunities created during 2015/16



49% of our budget spent locally in 2015/16

Equality and Diversity – Social Care and Equipment Event

We held an event to raise awareness of services available to Deaf people. A Deaf actor performed common scenarios in social care settings to encourage Deaf people to suggest improvements. The event highlighted the need for more Deaf people to become carers and as a result, three Deaf people volunteered to be trained in 'People Moving People'. Our Workforce Development Unit has designed a training course for the volunteers.

Renewable Energy

In 2015/16, 14% of BMBC energy was derived from renewable sources against a target of 15%. Renewable energy comes from solar, biomass and low carbon heat sources. Our solar installations have performed well, however, faults and the weather have affected the output of renewable heat installations.

Area Council Spend Local to Barnsley

During 2015/16, 83% of Area Council budgets were spent with organisations local to Barnsley. This improves on 2014/15 figure of 82%.

Workforce Statistics

Overall sickness absence levels have decreased during 2015/16. We are committed to managing sickness absence. This is supported by our Wellbeing and Targeted Intervention Advisors and reflects our flexible workforce future council characteristic.

We are working with our managers and employees to support the achievement of level two qualifications. 89.3% of our workforce already have qualifications above level two. This contributes to our vision of being a learning organisation.

National Apprenticeship Week 14-18 March



Barnsley celebrated being in the top three places in the country for apprenticeship starts. Events have been held by various organisations to celebrate apprenticeships and inform young people and employers how they can provide a pathway from education into employment.

The number of apprenticeship placement opportunities we supported in Q4 has risen to 2.7%, exceeding our target of 2.5%. Two of our apprentices have already obtained jobs within the council and will complete their qualifications. We plan to advertise eight apprenticeship opportunities during Q1.

Council Networks to Support Apprentices and Supervisors

Two networks have been formed by the Young People's Skills and Enterprise Team to support apprentices and their supervisors. The Apprentice Network, launched in January with Diana Terris, allows apprentices to keep in touch, share experiences and gain further knowledge and support with progression routes. The Supervisors' Network provides an opportunity to share experiences, good practice, and take part in training. For more information email SEEsupport@barnsley.gov.uk



Volunteering Opportunities

During Q4, we created 106 new volunteering opportunities, 35 of these were in parks and 16 in libraries. Our target to create 200 volunteering opportunities during 2015/16 has been greatly exceeded and stands at 406.

Employer Supported Volunteering (ESV)

Employer Supported Volunteering (ESV) is a term used to describe all forms of volunteering carried out by employees which is supported by their employer. It is about organisations freeing

up time for their employees to undertake volunteering.

The benefits of ESV include:

- Helping the Council to link with its communities to get a better understanding of their issues and needs.
- Improved links with communities.
- Helping to develop community and voluntary sectors.
- Developing the skills of employees, including leadership, communication, project management, team working and community engagement.
- Increasing an employee's confidence, self-esteem, motivation, morale and experience.
- Enabling employees to make new friends and contacts.

A total of 29.5 ESV days, representing approximately 847 hours, have been

contributed by departments across the council during Q4. This is a total of 133 days for the year. ESV days taken up was a new indicator for 2015/16 and targets for 2016/17 are being revised.

Employee Supported Volunteering



David Robinson - Head of System Management, Information Technology Barnsley MBC
 "The team helped create some natural weaved fencing, fitted way markers and cut back overgrown trees in Oxspring. Everyone did a fantastic job and you can really tell the difference to the area. Along with some other regular volunteers we had over 45 people on this great ESV event"

Performance Indicator	Q1	Q2	Q3	Q4	DoT	2015/16	Annual Target
Percentage of Area Council expenditure local to Barnsley (Quarterly)	81.6%	85%	87%	87%	→	83%	80%
Percentage of BMBC energy derived from renewable sources (Quarterly)*	2%	4%	8%	14%	↑	14%	15%
Proportion of BMBC spend spent locally (Quarterly)	36%	39%	49%	46%	↑	49%	45%
Forecast efficiency savings - % of approved target (Quarterly)	94.7%	93.2%	95.4%	95.6%	↑	95.6%	100%
Council Tax collection rate (Quarterly)	95.9%	96.2%	96.2%	96%	↓	96%	96.5%

*New, more accurate, methodology used from Q4

Funding for this Outcome (£000s)

Revenue – Overspend due to increased premises costs and inflation costs. Offset by part year vacancies in the service. Capital – No capital budgets

Revenue Budget (Net)	Actual	Variance	Capital Budget (Net)	Actual	Variance
-2,408	-2,394	34	-	-	-