

◀ OUR VISION ▶

WORKING TOGETHER FOR

A BRIGHTER FUTURE

A BETTER BARNESLEY

Corporate Plan Performance Report
Q3 2017/18



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

Our Corporate Plan Performance Report

This report shares our achievements against our priorities and outcomes for quarter 3 (Q3), and what we need to improve upon. We structure our report around the four quarters of the financial year, as follows:

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

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

The information included is the latest available and is based on our performance in Q3 2017/18 (unless there is a time delay for data being published for the indicator). Where a target is included, this is for the full year, e.g. from 1st April 2017 to 31st March 2018.

We have included a summary of our revenue budgets (every day spend) and capital programmes (one off expenditure) and their performance for Q3. A more detailed report on the finance information in this report can be found within the relevant cabinet reports.



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

Key

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

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THRIVING & VIBRANT ECONOMY

1. Create more and better jobs and good business growth

Business Growth

We supported 55 companies to expand in Q3 and have therefore exceeded our annual target of 195. We supported over £23,000 to be accessed from the Regional Growth Fund (RGF). This was awarded to a Barnsley company, resulting in over £118,100 of private sector investment and three new jobs. A further £700,000 in RGF grants is under consideration; we expect further private sector investment and employment opportunities in 2018. Five referrals to Sheffield City Region (SCR) Skills Bank were made in Q3, ensuring over £46,400 worth of skills investment for Barnsley businesses.

Urban Innovation Actions (UIA)

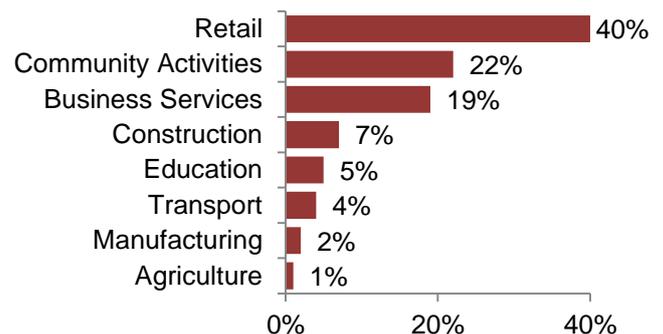
UIA is a funding programme currently focused on jobs and skills. We are working with Barnsley College, Internet of Things (IoT) Tribe and others to develop the Digital Campus project by accessing this fund. The Digital Campus has developed from the Tech Town initiative and will deliver more digital jobs and businesses.

Business Starts

Our Launchpad Service supports anyone in Barnsley who is looking to start a business. It supported 33 new businesses to begin trading in Q3. There has been a 14.9% increase in the number of new businesses in Barnsley since 2016. This is the fourth highest increase in our region and a level of growth that is greater than the 7.0% regional and 8.2% national levels.

These successes should be treated with caution as they help to highlight a number of wider economic and social issues. There has been a rapid growth in self-employment in Barnsley which is positive but it is important that we support the creation of businesses with future growth potential and avoid displacing existing businesses.

Business start-up analysis



Internet of Things (IoT)

The IoT is a network of physical devices, e.g. vehicles, home appliances and other items, which can connect and exchange data. IoT Tribe North is an IoT Accelerator. It supports 10 businesses in their early start-up stage to get their products and services financed, and potentially to market. It is supported by Innovate UK, and works in partnership with our Digital Media Centre (DMC) and the London based Capital Enterprise.

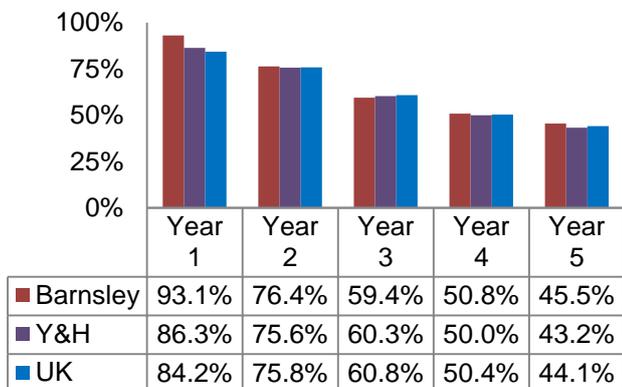
The programme has attracted significant sponsorship from global companies. The start-ups will receive business coaching, mentoring, HR and financial advice, technical support and more during their 12 weeks at the DMC. The DMC will support them to connect with local and regional digital networks, as well as with companies that may be interested in their technology. The start-ups include UK and overseas based companies. They cover technology in the fields of smart buildings, smart consumer products, industrial IoT and more. A number of the companies have already attracted investment. At the end of the programme, the businesses will demonstrate their products in Barnsley and London, and pitch at a London investor day for further investment in their companies.

Business Survival

So far in 2017/18, we know that at least five companies in Barnsley have closed; two of which were in Q3, resulting in a loss of 204 jobs in total.

The most recent 2016 data shows that the level of business closures in Barnsley is 6.9%, which is below the regional, 13.7%, and national, 15.8%, levels. The graph below shows that Barnsley has a higher one, two, four and five year survival rate for businesses that started in 2015, 2014, 2012 and 2011.

Business Survival Rates



Despite these positives, the graph also shows that companies that have been trading for three years may need support. As our Launchpad programme currently only targets new businesses within the first two years of trading, we are submitting a proposal to the Ministry of Housing, Communities and Local Government to extend the programme to include provision of support for businesses in their third year of trading.

Private Sector Jobs

We supported the creation of 254 private sector jobs in Q3, which means we have achieved 79%

of our annual target. 63% of the 1,188 jobs created to date are within companies already located in Barnsley, with 28% from businesses relocating to the area, and 9% via business start-up support. The creation of new jobs has been in companies that are expanding their commercial floor space operations. There is less job growth in companies that are not expanding physically.

Inward Investment

In Q3, 12 businesses relocated to Barnsley meaning that we have already achieved 92.5% of our annual target. These businesses have occupied over 15,000 sqft of floor space, helping to create over 25 new jobs and bringing in over £12.1 million of private sector investment.

Over 102,644 sqft of accommodation is currently under offer and we expect to secure additional inward investment. By the end of Q3, 14% of the total floor space uptake can be linked to inward investment activity. Enquiry levels for commercial premises have started to increase and are now 2% higher than the same period last year.

The diminishing supply of available quality properties and the lack of new premises coming onto the market remains an issue. This is affecting our efforts to attract inward investors and retain businesses within Barnsley. We are awaiting approval for funding to undertake a second phase of our Property Investment Fund (PIF2) scheme. This would accelerate inward investment and growth amongst Barnsley based companies.



RDS Global moves into Digital Media Centre (DMC)

RDS Global Ltd has moved into office space at the DMC, with the support of our business development arm Enterprising Barnsley. RDS Global employs 30 staff across two offices in Derby and Filey. Last year, its turnover grew from £2m to £2.5m. The Barnsley office will provide tailored network services, including IT support, cloud, hardware and consultancy solutions to a number of blue chip companies. The company’s move to Barnsley created three new digital jobs. Phil Harvey, managing director at RDS Global, said “The team at Enterprising Barnsley has gone above and beyond for us with a detailed support programme and we’re looking forward to implementing the strategy. We were really wowed by the DMC, not only by the fantastic building, but the culture, people, networking opportunities and impressive business support”. For more information on RDS Global visit: <https://rds-global.com/>

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Business growth - number of businesses supported to expand (by the Council)	196	80	69	55	195

Planning - speed of processing planning applications - Major	94.6%	83.3%	90.9%	100%	80.0%
Number of business starts	130	31	36	33	140
Number of private sector jobs created following council support	1,375	736	198	254	1,500
Inward investment - number of businesses relocating to Barnsley	43	15	10	12	40
Business Rates collection rate	97.3%	97.8%	97.7%	97.6%	97.4%

Funding for this Outcome

Revenue – The underspend relates mainly to increases in planning fee income from major projects, such as the Glassworks scheme.

Capital – The significant underspend relates to delays in a number of schemes. A significant part of this (£1,800,000) relates to the Barnsley Property Investment Fund Phase 2. The start of this has been delayed, due to agreements with developers taking longer than expected. This work is now due to start in 2018/19.

Revenue Budget (Net)	(£000s) Out-turn	Variance	Capital Budget (Net)	(£000s) Out-turn	Variance
1,786	1,670	-116	8,012	4,387	-3,625

2. Increase skills to get more people working

More and Better Jobs

Our More and Better Jobs Taskforce has launched Barnsley's 10 Work Readiness Competencies Framework. These competencies are what Barnsley businesses have said are the essential skills, attitudes and behaviours needed to do well in work. We have been designing an electronic portal to help local employers to sign up to an Employer Promise which will support people to get ready for, get into and to get on in work.

Helping Vulnerable People Find and Sustain Work

In Q3, we continued work to help vulnerable people to get and sustain employment by integrating their personal and employment support. We are creating a Local Integration Board, which will support people's journey into work and help to resolve any complex problems as they progress.

We worked alongside Sheffield City Region to secure funding to support people with mental and physical health barriers to find and sustain work. A health-led employment trial will be launched in January. As a result, South Yorkshire Housing Association will support people with mild to moderate mental health conditions and musculoskeletal conditions.

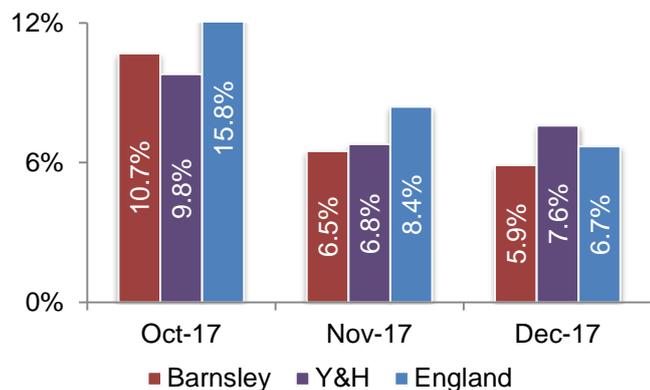
Improving Employment Opportunities for those who are Most Vulnerable - Adults with Learning Disabilities

At 2.5%, our performance in this area remains low in comparison with regional and national benchmarks. Nationally, 5.7% of adults with learning disabilities are in employment. An improvement plan is in place and plans are in development for a supported employment pilot for adults with a learning disability, which will help them to secure sustained employment.

16-17 Year Olds NEET and Not Known (NK)

In Q3, 7.7% of 16 to 17 year olds were either not in employment, education or training (NEET), or we did not know their situation. This is a reduction from Q2, as well as a 0.6% reduction from the same point last year. Although this is above our target of 6.8%, we are showing significant progression towards reducing the percentage.

NEET and NK performance



In September 2017, we did not know the destinations of 16% of those in school Y13. By the end of December 2017, this had reduced to 4.7%. We achieved this by intensive follow up activity, led by our Targeted Information Advice and Guidance (TIAG) team. This improved performance also resulted from enhanced data sharing and partnership working with providers.

Employment, Education or Training (EET)

Q3 saw an increase in the proportion of 19 to 21 year old care leavers in EET. This is thanks to improvements in joint working, following training in September.

Employment

Out of work benefit claimant levels increased slightly in Q3, rising to 2.6% from 2.5% in Q2. These figures include Universal Credit and legacy Job Seeking Allowance claimants. Universal Credit has now been fully introduced in Barnsley, although not across the UK as a whole. Universal Credit includes a wider range of claimants than previous figures for Job Seekers Allowance. Individuals continue to be included in the figures until they earn enough to no longer need working benefits. Until Universal Credit is rolled out across the whole country, we are unable to make any accurate comparisons nationally or with neighbouring areas.

Adult Skills and Community Learning (ASCL)

A high proportion of the population has few or no qualifications and a low proportion of the population has higher level qualifications. This drives our commitment to provide our ASCL service. The service works with other local providers and agencies to support progress into or towards employment, or self-employment. We focus our efforts on the lower levels of learning (up to level two). These levels provide individuals with the skills they need to progress, either to a higher level of learning with another provider, or into employment.

Following the Ofsted inspection in December 2016, which judged our ASCL service to require improvement, we are making good progress in improving the quality of teaching, learning and assessment and the impact this has on the outcomes of participants. Quality assurance checks of our observation team identified that they are making judgements in line with Ofsted requirements. Learners on our courses are more able to articulate their understanding of British values, and the risks they face in modern life (including those of radicalisation and extremism). The introduction of processes to support learner attendance by earlier intervention by our learning support team, helps people to stay in learning and achieve their goals.

UK's Proposed Shared Prosperity Fund

We are involved in national work on this new fund, which will be the successor to the European Structural Investment Fund (ESIF). The Local Government Authority and Local Enterprise Partnerships are lobbying for this fund to be able to share money out at a local level and to be at the same level as the current ESIF.

Apprenticeships

Apprenticeships for 16 to 18 year olds in Barnsley fell from 12.7% in Q2 to 10.3% in Q3. By the end of Q3, the number of apprentice placement opportunities in the council had slightly reduced, from 3% to 2.7%, however, this remains above the target of 2.5% and is due to apprentices completing their placements. We expected the reduction, following implementation of the apprentice reforms and apprenticeship levy last April. Our apprenticeship levy is currently funding 13 apprenticeships, the equivalent of 0.2% apprentice starts on our payroll, against a target of 2.3%. We are working with services and training providers to progress those apprenticeships for which we are awaiting further information and start dates.

Progressing in Work

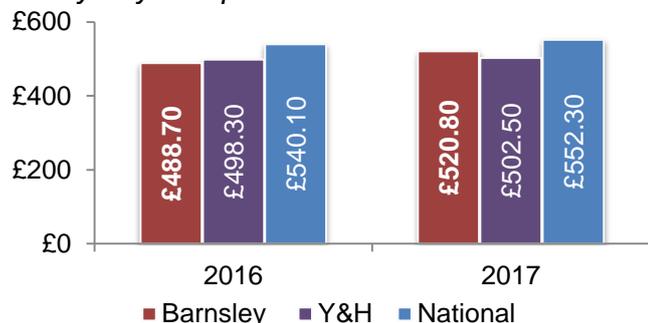
Skills and wellbeing play key roles in supporting people to sustain and progress in employment. This helps people to achieve their potential and to secure economic growth and higher productivity locally. We continued to see improvements in Q3:

- Since Q2, a further 13 Skills Bank training deals have been approved for five Barnsley employers, representing over £138,960 in extra investment. An additional 396 employees received training.
- More Barnsley companies than ever have gained the national award in workplace health. This includes XPO Logistics, which gained

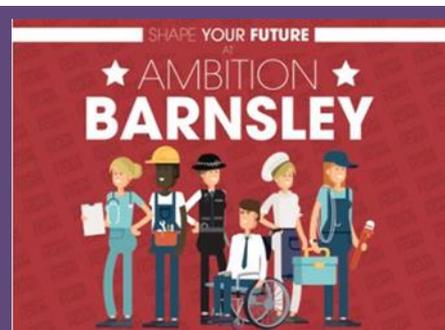
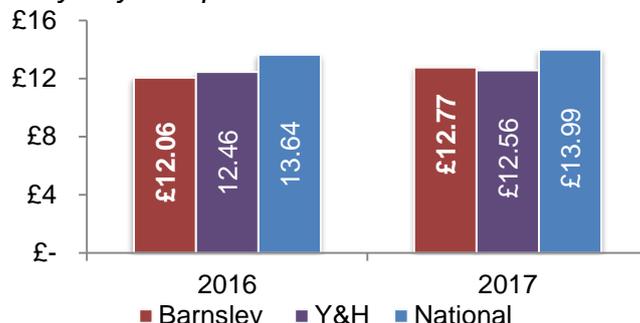
excellence in all eight themes of the award criteria. This is the first company nationally to ever achieve this level.

- Hourly and weekly pay has now overtaken regional levels and the gap is closing between national pay levels.

Weekly Pay Comparisons for Full time Workers



Hourly Pay Comparisons for Full time Workers



Raising ambitions at Barnsley's Annual Event for Young People

The annual Ambition Barnsley event, run by I Know I Can (IKIC), was held in Q3. The day provided a chance for Barnsley's young people (aged 13 to 19) to discover the options available after leaving school. Ambition Barnsley is the biggest event in the local careers calendar and demonstrates our commitment to raising aspirations. Information was provided on apprenticeships, vocational courses and foundation learning, A-Levels, volunteering, employment and business start-up. Local professionals, and some of the region's major employers, were on hand to offer advice and answer questions.

Partners on the day included Barnsley College, Dearne Valley College, Independent Training College, Barnsley Football Club, Higher Education Progression Partnership, Henry Boot, the Royal Navy and the Advanced Manufacturing Research Centre.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Proportion of young people not in employment, education or training (NEETs) or not known (NK) - aged 16-17	New indicator	6.5%	8.5%	7.7%	6.8%
Percentage of young people not in employment, education or training (NEETs) - aged 18	New indicator	5.3%	4.8%	3.9%	5.0%
Apprenticeship take-up	11.4%	11.8%	12.7%	10.3%	10.5%
Improving employment opportunities for those who are most vulnerable - adults with learning disabilities	2.2%	2.8%	2.5%	2.5%	3.2%
Improving employment opportunities for those who are most vulnerable – care leavers aged 19, 20, 21	42.0%	47.0%	59.0%	61.3%	52.0%

Number of apprentice placements within the council - proportion of workforce	3.3%	3.2%	3.0%	2.7%	2.5%
The number of apprentice starts each year as a % of the council's workforce on payroll	New indicator	0.0%	0.1%	0.2%	2.3%

Funding for this Outcome

Revenue – No significant variances to report

Capital – No capital budget

(£000s)		
Revenue Budget (Net)	Out-turn	Variance
1,269	1,270	1

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

3. Develop a vibrant town centre

Christmas Trading

Barnsley town centre businesses and shops opened late in the lead up to Christmas. We extended free parking to encourage town centre shopping. Shoppers were entertained by bands and street entertainers on Saturdays in December, as part of our Super Saturdays promotion. This attracted extensive social media and press coverage. The Christmas issue of our B magazine featured independent stores in the town. It included events and exhibition information to encourage visitors to extend their visit, and was well received by both customers and businesses.

Footfall in Barnsley Town Centre

Footfall in Q3 was lower than Q2, which is similar to the trend we saw last year. However, around 235,000 fewer people visited Barnsley in Q3 2017/18, compared with Q3 last year. This is likely to be linked to national customer spending levels, poor weather and the impact of the town centre redevelopment on customer retention. Nationally, the Christmas period was challenging for town centre retailers, due to customers continuing to choose to shop online. To counter this, we encouraged shoppers to use our ShopAppy app, a retail shopping site which enables independent Barnsley businesses to have an on-line presence. We used social media to remind people that we are open for business.

We had to cancel our Christmas lights switch on event, arranged for the first late shopping night, due to adverse weather. This had a significant impact on our promotions and footfall.

Occupancy Levels of Town Centre Retail Units

Q3 retail occupancy data is not yet available. We expect little change in occupancy, as there are few vacant units. The December opening of Ice

Queenz, a unique ice cream parlour, means that the Victorian Arcade is now fully let.

Occupancy Levels of Town Centre Markets

There are some vacant stalls in May Day Green and Market Parade. However, a number of new traders have made enquiries and these are being progressed. Market Square accommodates eight stalls, but due to the works on the new market, these are proving increasingly difficult to keep occupied. We will continue to promote these stalls for new business.

Markets Development

The new market is provisionally fully allocated. We are operating a waiting list for the main market halls. Work has started to move traders to the pre-let agreement stage, which will allow them to start designing their individual units. The new meat and fish market has five vacant units, which we are marketing to external providers.

Food Standards Authority (FSA) Audit

We received an audit report from the FSA relating to the Food Hygiene part of our Regulatory Services. An action plan to address the recommendations in the report, including work to reduce a backlog of food safety inspections, had already been started upon. In accordance with the FSA's Food Law Code of Practice, when food premises are inspected they receive a score and are categorised A-E. (With A being the highest risk and E being the lowest risk). This determines the frequency of inspection based on the risk associated with the premises. It takes into account the type of food being handled, the method of processing, number of people being served and confidence in the management at the premises. Currently, there are no Category A or B premises

overdue for inspection. Our target date to clear the backlog is the end of December 2018.

media campaign will be expanded to encourage people to dispose of litter and chewing gum responsibly.

ShopAppy

This is a digital social enterprise, which allows customers to buy local products online. We have promoted this to encourage spending in town centre independent shops. It can be used to purchase products and services from 23 businesses in Barnsley, including retailers in the Victorian Arcade and markets. Customers can either choose to click and collect direct from the retailer or pick up their goods from the DMC. Find out more here: <https://shopappy.com/>



Design for Glassworks and public square



Town Centre Plans

The Glassworks development scheme includes a brand new public square and comprehensive improvements to the existing public realm. The main square, at the heart of the Glassworks, will feature terraces made from AstroTurf and stone, providing space to host events. There will be a cascading water pool, family-friendly outdoor dining venues and some permanent outdoor market stalls. These will create a vibrant and bustling new destination. Our #EverybodyThink

Public Space Protection Orders (PSPO)

The total number of town centre dispersals reduced in Q3. Repeat breaches still represent a high proportion of overall breaches, compared to Q1 and the target of 10%, although these also reduced from 10 in Q2 to 7 in Q3. This is positive news and confirms sustained reductions in general town centre anti-social behaviour (ASB). It also means that we need to implement a more tailored approach in tackling persistent ASB offenders. We are currently working to achieve this with our partners.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Footfall in Barnsley town centre	7,175,431	1.7M	1.7M	1.6M	7,000,000
Occupancy levels of retail units in the town centre	95.6%	95.6%	96.0%	95.4% Estimate	90.0%
Occupancy level of town centre markets	80.0%	88.2%	94.0%	91.4%	95.0%
Number of dispersal instructions in town centre PSPO area	345 - retrospective collection New indicator	96	55	46	345
Proportion of dispersal instructions in town centre PSPO area that are repeats	New indicator	9.6%	18.0%	15.0%	10.0%

Funding for this Outcome

Revenue – No significant variances to report.

Capital – The significant underspend in Q3 relates mainly to delays on the Better Barnsley Phase 1 Scheme. There have been a number of delays, mainly linked to the demolition of the Training and

Enterprise Council (TEC) building site and the preparatory works relating to the demolition of the multi-storey car park.

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

	(£000s)	
Capital Budget (Net)	Out-turn	Variance
27,808	17,461	-10,347

4. Strengthen our visitor economy

Tour de Yorkshire

We announced in December that we had secured a stage start for the Tour de Yorkshire, as well as a substantial amount of the route in May 2018. Hosting this international event is an opportunity to engage with residents and businesses, raising the profile of Barnsley and impacting positively on the local economy.

TdY announcement promotional events



Barnsley Museums

There was a 4% increase in visitors to our museums in Q3, compared to the same period in 2016/17. Our events programme, and the food festival at Elsecar Heritage Centre, attracted a high volume of visitors and helped to support the onsite businesses. All the commercial units at the centre are currently let and there is a waiting list for space. This means we can select tenants with the best offer for our visitors.

Over 1,000 people visited Santa at Worsbrough Mill, a 27% increase in visitors compared with the same period last year. Experience Barnsley visitor numbers were 17% higher, reflecting the popularity of the Ancient Egypt exhibition.

Ancient Egypt in Yorkshire: A Season of Exhibitions, Events and Activities

In Q3, we launched three exhibitions about Egypt and Yorkshire, which were accompanied by learning programmes, activities and study days. The exhibitions were curated by Professor Joann Fletcher of the University of York and attracted over 8,000 visitors. Born and raised in Barnsley,

Joann is a renowned Egyptologist and a patron of Barnsley Museums and Heritage Trust (BMHT).

The temporary exhibition at Experience Barnsley featured over 200 Egyptian artefacts, brought together from museum collections across Yorkshire. It has been our most successful exhibition since the museum opened in 2013. It attracted over 1,300 visitors in its first week and talks and tours led by Joann were fully booked.

Egyptian Artefacts at Experience Barnsley



The goddess Isis by Ernest Harold Jones



At the Cooper Gallery, we exhibited artworks by Ernest Harold Jones, born in Barnsley in 1877. His paintings and drawings provide a record of Egyptian civilization. We are grateful to Carmarthenshire Museum for the loan of these artworks.

Our third exhibition, based at Cannon Hall Museum, consisted of photographs of Yorkshire monuments that were inspired by Ancient Egypt.

Successes

We have attracted local, regional and national visitors, raised our profile and gained many supporters. Key points include:

- Effective cross site promotion using our Ancient Egypt theme
- Developing a working relationship with Joann Fletcher and the prospect of new projects with other academics and specialists
- The introduction of study days for adult learners with an interest in Ancient Egypt
- The themed merchandise was very successful
- We received a high level of donations and sign up to the BMHT information emails
- Digital examination of objects through 3D scanning and augmented reality was able to be offered
- Building relationships with other museums and galleries

Museums in Schools

Our museums were visited by 29 schools in Q3, making 68 to date in 2017/18. In addition, all schools in Barnsley benefited from a range of new resources linked to the Egypt exhibition at Experience Barnsley.

In Q3, 1,120 pupils from schools in areas of low engagement with culture (defined by having no take up of Artsmark and higher than national average of pupil premium) visited our museums. In addition, 2,344 pupils attended on an informal learning basis, e.g. school-led visits, bringing the total to 9,700 to date for 2017/18. Primary schools often visited both the Experience Barnsley Museum and the Cooper Gallery on the same day.

Pupils engaged in Egypt related activities



Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Visitor numbers at museums	1,178,276	341,285	348,837	277,702	1,200,000
Visitors' estimated contribution to economy	£25.37M	£7.35M	£7.51M	£5.98M	£25.80M

Barnsley Archives and Local Studies

This service was awarded accredited status by the National Archives in Q3. This is a quality standard that recognises good performance in areas of archive service delivery. This is a milestone for our service and acknowledges our dedication in making collections easily accessible to researchers.

Barnsley Archives and Local Studies



Biodiversity of Parkland and Reservoir Inspires Poetry

Our Museum Learning Team has been developing their creative writing programme with pupils from Highgate Primary Academy, The Hill Academy and Oakwell Rise Primary Academy (who are working towards their Explore Arts Awards). The pupils worked with the team at Elsecar Heritage Centre to explore and be inspired by the biodiversity of the parkland and reservoir. They then worked with published writers and poets Conrad Burdekin and Suzannah Evans to produce unique poems. Their work will culminate in three individual films, directed by the pupils and created by the Wayne Sables Project. They will be screened for parents and carers in the spring.

Funding for this Outcome

Revenue – No significant variances this quarter.

Capital – No significant variances this quarter.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
1,803	1,811	8

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
1,344	1304	-40

5. Create more and better housing

New Build Homes

In Q3, 266 new homes were completed. This was due to an unusually high level of completions on some sites. Completions aren't expected to stay at this level as starts on site have fallen to around 200.

Flying the Flag for Affordable Housing

Our Planning Team featured in the National Planning Magazine in Q3 due to our decision to refuse a planning application that did not include affordable housing and raised concerns about highway safety. Our decision was backed by the Planning Inspectorate, acting on behalf of the Government. We continue to strive for more affordable housing developments in Barnsley.

Affordable Homes

So far in 2017/18, we have delivered 125 affordable homes. This is 83% of our annual target of 150. This consists of homes delivered as part of the Council House Build Programme, property acquisitions, homes delivered via the Homes and Communities Agency's (HCA) affordable housing programme and section 106 obligations (where developers are required to make a contribution towards affordable homes).

There are currently 125 new homes being built via the Affordable Homes Programme (AHP) on sites in Barnsley. The majority of these will be completed in 2018. A Registered Social Landlord house building scheme is due to start on site in

2018/19, as well as six council house build schemes, which will produce 28 homes in total.

Empty Homes Returned to Use

In Q3, we returned 13 empty homes to use. Seven were returned via our Goldthorpe Clusters programme and six as part of the HCA Empty Homes programme. This brought our year to date total to 26. A further 19 properties are in the pipeline, of which seven are due for completion by the end of Q4. We are therefore on track to achieve our 2017/18 target of 30, and make a strong start in delivering against our next empty homes contract with the HCA, which will run from 2018 to 2021.

Decent Homes Standard

In Q3, 96.3% of council housing stock met decency standards. This is thanks to our continued investment in the Decent Homes programmes.

Berneslai Homes Average Property Void Time

In Q3, the average time for re-letting an empty home was 25.2 days. This does not meet our target of 22.5 days, but is an improvement on Q2. Our empty council properties are always re-advertised and lettings campaigns are used for difficult to let properties.



Blenheim View Housing Development Launched

Met Homes Barnsley, a trading name of BMBC, has begun work on our new housing site. Representatives from BMBC, NPS Barnsley, Berneslai Homes, Saul Construction and Haybrook Estate Agent attended the launch in December. The development will provide 32 high-quality homes. 28 of the houses will be private properties for sale via Haybrook. The remaining four properties will be let by Berneslai Homes at an affordable rent level. The site will complement the ongoing regeneration work in Barnsley and allow us to invest in further affordable housing activity.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Number of new build homes completions	865	268	228	266	880
Number of affordable homes delivered	160	58	40	27	150
Empty homes returned to use	17	9	4	13	30
Berneslai Homes - % of housing stock meeting Barnsley Decent Homes Standard	97.3%	96.0%	96.3%	96.3%	96.0%
Berneslai Homes average property void time (in days)	22.6	25.5	25.5	25.2	22.5
Berneslai Homes rental collection rates	98.5%	98.0%	98.1%	98.3%	96.0%
Council Tax collection rate	95.8%	95.9%	95.9%	96.0%	96.4%

Funding for this Outcome

Revenue – No significant variances at the end of the quarter.

Capital – The underspend mainly relates to the Barnsley Homes Scheme (£783,000) at Athersley South. Condition surveys carried out before work started identified that a lesser extent of works were needed than previously expected on the 378 properties on the scheme.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
1,082	1,067	-15

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
29,187	28,429	-758

PEOPLE ACHIEVING THEIR POTENTIAL

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



Virtual Reality for Children in Care Support

We launched our new virtual school website in Q3: www.barnsley.gov.uk/virtualschool. This will help us to promote educational outcomes for children in our care. The website includes the following information:

- what the virtual school is, its aims and how it supports educational outcomes for children in care
- how children in care can get the best out of their learning, where they can get help and who can support them
- how foster carers can support the educational engagement of children in their care
- how school designated teachers can support them in fulfilling their statutory duties to promote the education of children in care
- how social workers can best fulfil their role as lead professional in promoting positive educational outcomes for children in care.

The website includes a welcome note written by a young person in care. The initial idea for the design of the website also came from a child in care's involvement in Takeover Day, when they took over the role of Virtual School Head for the day. The Care4Us Council, a forum where children who are, and have been in care have a say, has also contributed to ideas for content.

The website includes a section to celebrate achievement, and a space for children in care to share their top learning tips with other children.

Special Education Needs and Disability School Placement Sufficiency Strategy

We completed and launched this strategy in Q3. It sets out how we plan to make sure there are enough places in local schools for children with special educational needs and disabilities (SEND).

We know Barnsley has a higher proportion of SEND children, when compared to regional and national averages. We also know too many SEND children are placed outside Barnsley. This is because we don't have enough places in mainstream or special schools locally to meet their needs. One result of this is that the funding we use for these placements, known as the 'Higher Needs Funding element' of our schools funding, is not enough to cover the costs of the placements we need.

We want more placements to be available locally, giving parents more choice and helping to improve value for money. We also want to support local schools to better meet the needs of SEND children. This would reduce the need for more specialist placements. Ultimately, this will mean we have better quality places, which will help SEND children to achieve the best possible outcomes.

The timeliness of our work on Education, Health and Care Plans (EHCPs) has declined in Q3. Last quarter, we completed 75.9% within 20 weeks (excluding exceptions). Performance has fallen to 60.0% in Q3. This is as a result of our staff needing to spend more time on supporting school places for SEND. If successful, the strategy outlined above will help us to improve our timeliness for EHCPs.

Ofsted



At the end of Q3, 67.7% of pupils were attending Barnsley schools rated either good or outstanding by Ofsted. This is lower than performance in Q2 (70.9%). Two secondary schools were inspected during Q3; Kirk

Balk Academy was inspected in Q3 and rated as requires improvement, Darton College was also

inspected and was rated as inadequate, having previously been rated as good.



Barnsley celebrates 'outstanding' childcare

Our childcare services team held a celebration event in the Town Hall in recognition of its highest Ofsted rated childcare settings.

A total of 38 local childcare settings have achieved the highest Ofsted rating of 'Outstanding' and we welcomed them to celebrate their achievement with the Mayor.

Of the 96% childcare settings rated as either good or outstanding, 20% are rated as outstanding, which is higher than the England average of 17% and the Yorkshire and Humberside average of 13%, as of August 2017.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Early Years and Childcare settings judged Good or Outstanding	95.0%	96.0%	No data published in Q2	96.0%	Maintain at 2016/17 level
% of pupils achieving the expected standard or above in combined KS2 reading, writing and maths	53.0%			59.0%	Maintain in line with national average
Average Attainment 8 score per pupil	44.0			44.0	Narrow gap to national average
Average Progress 8 score per pupil	-0.22			-0.15	Narrow gap to national average
Attainment 8 score of disadvantaged pupils at KS4	38.0			34.8	Close the gap between disadvantaged pupils in Barnsley and Other pupils Nationally
Proportion of pupils attending all schools and settings judged Good or Outstanding by Ofsted	New	70.3%	70.9%	67.7%	Narrow gap from 2016/17 actual to 2020 target (tbc)
Education, health and care plans excluding exceptions completed within 20 weeks	New	65.6%	75.9%	60.0%	50.0%
Take up of two year old childcare / education offer	New	75.0%	74.5%	77.0%	75.0%

Funding for this Outcome (£000s)

Revenue – The overspend relates to the increasing cost of the Home to School Transport Service, which has seen a significant rise in demand over the past two years. The overspend also relates to delays in implementing measures to reduce the cost of the service (e.g. travel training), together with an increasing demand for Home to School escorts, resulting in the need to use relief staff on a permanent basis.

Capital – The underspend relates mainly to slippage of work to extend the junior block at Penistone St

John's school. Due to the complexities of the scheme, consultation has taken longer than planned. The proposed start date of the scheme was January 2018, but this has now slipped to April 2018, with an expected completion date of October 2018.

(£000s)		
Revenue Budget (Net)	Out-turn	Variance
7,777	8,542	765

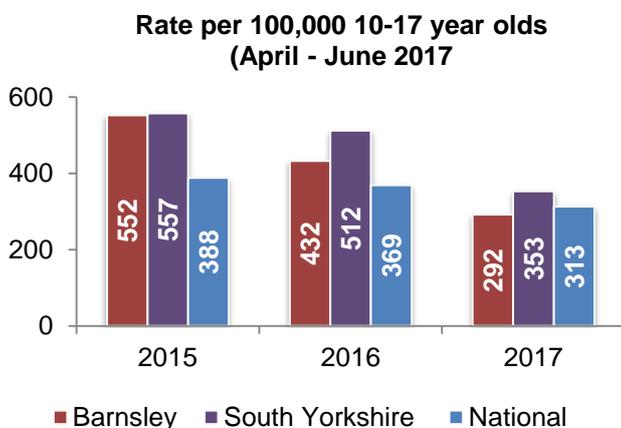
(£000s)		
Capital Budget (Net)	Out-turn	Variance
6,275	5,073	-1,202

7. Reducing demand through improving access to early help

Young People Offending

After increasing in 2016, the rate of Barnsley young people entering the Youth Justice System for the first time has now fallen for two quarters in a row. The latest data, which covers July 2016 to June 2017, shows a significant improvement with a rate of 292 per 100,000 for 10 to 17 year olds. This is our best ever performance and below our target for the year (321 per 100,000). It is also below the national (313) and South Yorkshire averages (353). We have also significantly narrowed the gap to the best performing group of councils nationally.

Young people entering the justice system for the first time



Assisted Living Technologies (ALT)

There were 287 new installs in Q3 but 271 removed, giving a net figure of 16 installs. Performance continues to be well below target. Activities are planned to help increase new connections, but these will need time to take effect.

The main focus of improvement work relates to Adult Social Care (ASC). This includes the creation and delivery of a training plan to all first line support staff (Customer Access Team) and social care workers in ASC. This is to ensure that ALT is the first service considered, instead of home care packages, where appropriate. Also, we will support ASC and the Brokerage team to incorporate ALT into their charging model. We will also use our local data to create case studies to justify cost savings arising from ALT, instead of using home care or care home settings.

We plan to update our website to reflect ALT's push for independent living, as an alternative to home care. This involves creating and embedding an interactive catalogue, making it simpler for service users to see what we offer, with content taken from our referral guide. We will also make our referral process simpler and more secure by developing an e-form.

Direct Payments

We highlighted in Q2 the significant increase in the take up of direct payments amongst adult social care clients in Barnsley. This related to a change in suppliers of support to live at home services. Many people chose to remain with their existing providers, which they were only able to do by managing their own care through direct payments. That trend continued in Q3, with performance reaching a high of 55.8%. This is well above our target (41.0%), and more than double the performance of our statistical neighbours, who only reached 24.4% in 2016/17.



A taste of success for fruit and veg voucher project

Alexandra Rose Charity and Barnsley Council celebrate as their Rose Vouchers for Fruit and Veg Project won the Early Intervention Award at the Children and Young People Now Awards 2017, held in November 2017.

The award recognises the project as the initiative that has intervened early and most effectively with children and young people at risk. The project helps families on low incomes to buy fresh fruit and vegetables, while developing the skills and confidence to give their children the healthiest start in life. Over 100 families are currently registered and supported through partnerships with local family centres, ensuring engagement with existing activities and wrap-around support focused on health and wellbeing, such as support groups, health services, social activities, advice services and Healthy Start vouchers and vitamins.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Young people aged 10-17 years entering the Youth Justice system for the first time (rate per 100,000)	350	369 (Jan-Dec 2016)	355 (Apr 2016-Mar 2017)	292 (Jul 2016-Jun 2017)	Narrow gap to top quartile nationally [321]
Referral rate into children's social care (per 10,000 population aged under 18)	New indicator	136	109	148	In line with or below 694.5 per 10,000
Adult Social Care reviews completed on clients who have been on long term support for 12 months or more	New indicator	Not for collection	Not for collection	68.8%	tbc
Percentage of clients in receipt of direct payments	42.5%	42.9%	53.4%	55.8%	41.0%
Net New Connections to assistive Living Technologies	310	-37	19	16	359
Proportion of clients completing reablement episodes with no long term needs	56.0%	54.0%	59.0%	55.0%	55.0%

Funding for this Outcome

Revenue – The underspend relates mainly to £130,000 via Healthier Communities (£42,000 Contract Savings and £88,000 vacancy retention).

Capital – No capital budget

Revenue Budget (Net)	(£000s) Out-turn	Variance
5,600	5,486	-114

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

8. Children and adults are safe from harm

Adult Social Care Benchmarking

During Q3, the Government published a range of information that allows us to benchmark our social care performance against other areas. That included the 2016/17 Adult Social Care Outcome Framework (ASCOF) data. ASCOF measures how well care and support services across the country achieve the outcomes that matter most to people. The data used for ASCOF comes from the systems we use to manage social care cases, as well as from surveys undertaken with care users and their carers. There are a number of areas which show strong performance locally, as well as a handful that show where we need to improve. The areas of strong performance in 2016/17 are listed below:

- High levels of satisfaction with care and support provided
- Greater take up of options to control and manage care
- A higher proportion of people aged over 65 still at home 91 days after discharge from hospital into reablement or rehabilitation services.
- Almost three quarters of all carers feel they have been included in discussions about the person they care for
- Over three quarters of people who access services feel safe, with 95% feeling that services have helped them to feel more safe and secure
- Continued strong performance in minimising delayed transfers of care from hospitals. Barnsley remains one of the best performing areas nationally

The areas where we know we need to make improvements are as follows:

- Low levels of people with learning disabilities, or in contact with mental health services, in employment
- Very few people offered reablement or rehabilitation on discharge from hospital
- Fewer carers taking up direct payments
- Fewer carers felt they had as much social contact as they would like

More information on the performance of our adult social care services is available in our Local Account for 2016/17. This includes information about improvements we made to our services in 2016/17, as well as further improvements we're planning to make in the future.

The Local Account is available via this link www.barnsley.gov.uk/services/our-council/our-performance/adult-social-care-performance/

Local Account



Permanent Admissions

We aim to support people to remain in their own homes, rather than move permanently into residential or nursing care. We know that more people are admitted to residential or nursing care in Barnsley, when compared to the national or regional averages. In 2016/17, 718.1 per 100,000 over 65 year olds were permanently admitted to care in Barnsley, compared with a national rate of 610.7 per 100,000. Compared to our closest statistical neighbours average (734.2 per 100,000), our performance was better. However, we have seen an increase in permanent admissions since April 2017. This reflects a change in the way we report our performance. From April, we now also include those adults that we support but who fund their own care.

Efficiency of Social Care

We have seen continued good performance in both our adult and children's social care services. We have maintained a high standard throughout the year to date for our children's social care assessments in 45 days, with performance staying at 99% or above in Q3. We have also seen the proportion of adult safeguarding decisions remain above target for three quarters. These two indicators demonstrate that we are taking prompt action where concerns are identified for vulnerable children and adults.

Two further indicators help to confirm the strong performance of our children's social care services. We are seeing much lower numbers of children referred to us more than once in a 12 month period. That dropped to 15.9% in Q3, well below

our 20% target. Similarly, we have seen a significant reduction in the proportion of children with a second or subsequent child protection plan, which stood at 2.1% in Q3. Our performance historically for this indicator has been much closer to 10%. This performance shows that we are getting our response for vulnerable children right first time.

Children placed in internal fostering as % of all placements

Performance declined in Q3 and we are not on track to achieve our target of 67%. We are continuing to try and increase the number of foster care placements in Barnsley.

Anti-Social Behaviour (ASB)

In 2017, there were 348 ASB incidents recorded across Barnsley in the weeks before and after Halloween, known as the 'Dark Nights' period. The same period in 2016 recorded 456 incidents; therefore there was a 24% reduction in 2017. Other than Mischief Night, there was a reduction every day in ASB over the 'Dark Nights' period.

Through the re-designed triage and assessment function, there is now a far more effective prioritisation and deployment to problem areas. This has allowed our case management team to have a better understanding of problems from the start of their involvement. This also helps us to achieve an earlier resolution before problems become too entrenched. The proportion of cases then resolved before reaching the legal stage has increased. Robust enforcement action still remains an option where other interventions have failed.

Homelessness

The number of recorded homelessness cases for Q3 remains steady; there was no significant change in recorded cases from Q1 and Q2. It is likely that the number of recorded homelessness cases in Q4 will stay at this level. However, we expect a decrease in the number of recorded homelessness cases from April 2018 onwards. This is as a result of the introduction of the Homelessness Reduction Act which will place a duty on the Council to act sooner and to prevent homelessness.

Suicide Prevention

On average in England, 13 people take their own lives every day. For every death, another six to 60 people are thought to be affected directly. Relationships break down, careers suffer and mental health worsens.

The latest published Barnsley age-standardised mortality rate from suicide and injury of undetermined intent for all persons is 10.8 per 100,000, similar to the England average. There is now a multi-agency Suicide Prevention Group, audit and local action plan. This was recognised as an example of good practice by Public Health England.

There has also been an Overview and Scrutiny Committee meeting on suicide prevention, held in response to the Commons Health Select Committee recommendation.

A successful Suicide Prevention Day social media campaign #AlrightPal? reached over 31,000 people, with town centre barbers helping to promote it.

#AlrightPal? Social Media Campaign





Fostering delighted with North East Area Council Partnership

The working partnership between our fostering team and the north east Area Council contributed to an increase in fostering enquires over the last six months. A new initiative, trialed by our fostering team, has seen them focus the majority of their recruitment activities and marketing upon the north east area of Barnsley. The campaign started with an area wide flyer and poster drop in local shops, retailers and community buildings, followed by access to all community fairs and galas, as well as support via social media and simply being vocal about their support has contributed to some significant results.

12 months before the campaign, our fostering team received a total of 85 fostering enquires. Since the launch of the innovative just six months ago, they have achieved 82 enquires already. Of these 82 enquiries, 14 have come directly from the North East Council area.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Permanent admissions to residential and nursing care - people aged 18-64	19	6	7	5	Below 14.4 per 100,000 (21 admissions)
Permanent admissions to residential and nursing care - people aged 65+	309	140	108	72	Rate below 703 per 100,000 (321 admissions)
Delayed transfers of care attributable to social services (rate per 100,000)	New indicator	0.16	0.35	Available Feb	0.5 per 100,000
Percentage of assessments for children's social care carried out within 45 days of referral	79.7%	99.0%	99.4%	99.3%	90.0%
Children becoming the subject of a Child Protection Plan for a second or subsequent time ever	10.3%	10.8%	1.4%	2.1%	10.0%
Children placed in internal fostering as a % of all placements	52.9%	52.0%	53.1%	50.5%	67.0%
Volume of anti-social behaviour incidents dealt with	11,531	2,319	2,270	1,801	12,550
Intensive ASB case management - proportion resolved at formal stage	92.8%	53.8%	90.0%	94.0%	90.0%
Number of recorded homelessness cases	26	14	19	17	35
Average time (in days) between a child entering care and moving in with their adoptive family, for children who have been adopted (reported as a three-year average)	491	not for collection	not for collection	434	426
Repeat referrals to children's social care within 12 months	New indicator	18.6%	17.1%	15.9%	20.0%

Adult Safeguarding - % of Section 42 Decisions made within 72 hours	New indicator	91.7%	88.9%	91.3%	85.0%
Suicide Prevention - Age standardised mortality rate for suicide and injury of undetermined intent per 100,000 population – all persons	10.6	not for collection	not for collection	10.8 (2014-2016)	9.9
Number of carers receiving a separate assessment	112	11	44	59	no target set

Funding for this Outcome

Revenue – The overspend can be explained by the following: cost pressures in adult social care of £200,000 (increased care packages cost); and children social care pressures of £800,000 (relating to looked after children residential care placements). These pressures are partially offset by an underspend, due to vacancy retention within the Safer Communities Business Unit.

Capital – The underspend relates mainly to slippage of the Better Care Fund – Community Equipment & Adaptation scheme, due to delays in procurement of equipment. This scheme is now due to be delivered during 2018/19.

Revenue Budget (Net)	(£000s) Out-turn	Variance
69,143	69,887	743

Capital Budget (Net)	(£000s) Out-turn	Variance
439	385	-54

9. People are healthier, happier, independent and active

Life Expectancy and Healthy Life Expectancy

The Office for National Statistics published new data on life expectancy and healthy life expectancy in Q3, which shows improvements for both indicators in Barnsley for both males and females. Despite the improvement, both remain below the England and regional average.

Investing in prevention, early intervention and addressing unhealthy lifestyles will help us to support residents to stay healthy and independent.

Director of Public Health Report 2017



Tuesday



Our 2017 Director of Public Health Annual Report called 'A day in the life of' is based on diaries of local residents made during one day in November 2017. The report will be published in early 2018 and will look at people's daily challenges and how that

affects their physical and mental health. It will highlight issues and describe how to help individuals, their family and friends live better.

Smoking Prevalence

The drive to make smoking invisible impacts on every part of our organisation. From supporting the development of smoke free markets through to smoke free play parks and smoke free schools. Work continues with Public Health England to develop licensing policies for tobacco sales. Every part of the council has a crucial role to play to achieve our Tobacco Alliance action plan 2020 outcome to reduce adult smoking prevalence to less than 18%.

Barnsley Pals Centenary Square



The latest smoking prevalence data shows 2% reduction in adults smoking in Barnsley, falling from 22.5% in 2014 to 20.6% in 2016.

We have been nominated for the Public Health Local Government Council (LGC) Award for inspiring a smoke free generation by prioritising a range of programmes, making smoking invisible in front of children.

Excess Weight in Children

The latest data (2016/17) shows that 97.8% of Reception and 96.6% of Year 6 pupils took part in the National Childhood Measurement Programme (NCMP). Overall, this data shows that the proportion of Barnsley children in both reception (81.0%) and Year 6 (66.6%) who are a healthy weight is significantly higher than regional and national averages. The proportion of reception (16.8%) and Year 6 (31.2%) children in Barnsley who are of excess weight is significantly lower than regional and national averages. It is important to note that the proportion of underweight Barnsley children in reception (2.2%) and Year 6 (2.3%) is significantly higher than the regional and national averages.

During 2018/19, we will develop our Food Strategy to focus on tackling sugar, fat and salt. We will also start work to supporting achieving its vision, which is “Nourishing our town: good food for all”. All of our directorates will have a part to play. For example, we plan to work with our School Catering Service to increase the nutritional value in school meals, and will continue to work with our Planning Department to address the increase in takeaways across Barnsley.

We consulted the public on our Food Strategy at the Flavours Food Festival last October. This identified that there was interest in diversifying the food offer in Barnsley town centre and ensuring healthy options were easily available.

Excess Weight in Adults

The percentage of adults (aged 18+) classified as overweight or obese indicator in Barnsley is 71.0%, slightly above our target of 70.4%. This is also significantly higher than the England average. This latest data for the period 2015-16 is estimated from the Active Lives Survey. It uses a different way of calculating excess weight and cannot be compared to previous years.

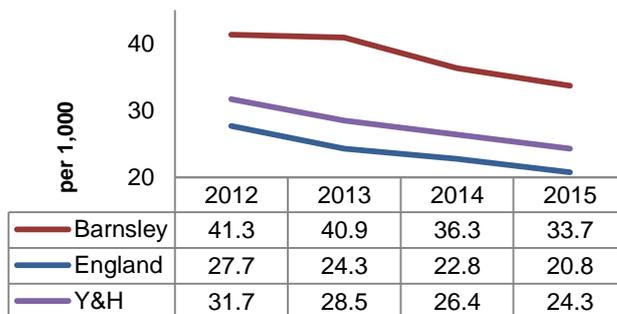
Under 18 Conceptions

The latest data (2015) shows a continuing reduction in the number of females (under 18 years) who become pregnant, from 36.3 per 1,000 females in 2014 to 33.7 per 1,000 in 2015.

Barnsley’s 2015 rate is however higher than the regional and national rates of 24.3 and 20.8 respectively.

Our challenge is to not only maintain but accelerate the current downward trend in teenage pregnancy, narrowing the gap further. To do this, we are taking part in the Design in Public Sector Programme for councils, run in partnership with the Design Council and the Local Government Association. A small multi-agency team are attending six workshops over a six month period. This is to develop a proposal to tackle teenage pregnancy in Barnsley, using design methods and techniques. Part of this involves gaining insight from research, including undertaking interviews with teenage parents. Locally, the Preventing Teenage Pregnancy Partnership has also been set up to ensure wider participation of stakeholders and develop and implement an action plan.

Under 18 Conceptions age 15-17



From 2012 to 2015, the reduction in conceptions across England has been 6.9 per 1000. In Barnsley, this has been slightly greater at 7.6 per 1000, showing the gap is slowly closing.

Hospital Admissions for Alcohol-related Conditions

In Barnsley, the levels of alcohol related health problems are increasing year on year. This is particularly affecting our most deprived communities which contribute to health inequalities across Barnsley. The problems relating to alcohol misuse include: physical and mental health issues, a range of social issues including homelessness, child development and domestic abuse. It can result in unemployment and loss of productivity in the workplace.

Barnsley’s hospital admissions rates for alcohol related conditions for men (987 per 100,000) and women (746 per 100,000) are significantly higher than the England average.

During 2018/19, we will develop a programme of partnership work to tackle the availability and affordability of alcohol, as well as the acceptability of its misuse in Barnsley. This will include a revised alcohol strategy and the development of an alcohol alliance to deliver the actions from the strategy. We will also work with our partners to address the rise in alcohol related hospital admissions.

Working in partnership with other council teams, we continue to roll out 'Reducing the Strength'. This aims to remove from sale high strength, low cost alcohol. This works through the Disorder & Licensing Operational Group; a multi-agency tactical partnership to effectively manage 'problem premises'. With support from this group, we will develop proposals for a cumulative impact policy for off licenses. This will aim to reduce the negative impacts associated with late-night supplies of alcohol.

Food Standards Authority (FSA) Audit

We received an audit report from the FSA relating to the Food Hygiene part of our Regulatory Services. An action plan to address the recommendations in the report, including work to reduce a backlog of food safety inspections, had already been started upon. In accordance with the FSA's Food Law Code of Practice, when food premises are inspected they receive a score and are categorised A to E, with A being the highest risk, and E being the lowest risk. This determines the frequency of inspection based on the risk associated with the premises. It takes into account the type of food being handled, the method of processing, number of people being served and confidence in the management at the premises. Currently, there is no category A or B premises overdue for inspection. Our target date to clear the backlog is end December 2018.



Best Bar None (BBN)

Public Health is leading the relaunch of the Best Bar None (BBN) Scheme in Barnsley. BBN is an annual accreditation scheme with National Awards supported by the Home Office which is aimed primarily at promoting responsible management and operation of alcohol licensed premises. A launch event was held in November 2017 attended by licensees, Councillors, council officers and representatives from South Yorkshire Police.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Healthy life expectancy at birth - Male	57.0 (2013-15)	not for collection	not for collection	58.6 years (2014-2016)	58.0
Healthy life expectancy at birth - Female	57.4 (2013-15)	not for collection	not for collection	59.8 years (2014-2016)	58.0
Life expectancy at birth (male)	77.9 (2013-15)	not for collection	not for collection	78.2 years (2014-2016)	79.0
Life expectancy at birth (female)	81.6 (2013-15)	not for collection	not for collection	81.9 years (2014-2016)	82.5
Smoking prevalence in adults (age 18+)	21.3%	not for collection	not for collection	20.6% (2016)	19.0%
Excess weight in children - 4-5 year olds	23.6% (2015-16)	not for collection	not for collection	16.8% (2016-17)	21.6%
Excess weight in children - 10-11 year olds	35.1% (2015-16)	not for collection	not for collection	31.2% (2016-17)	33.1%
Excess weight in adults (PHOF new definition - % of adults (18+) classified as overweight or obese)	n/a	not for collection	not for collection	71.0% (2015-16)	70.4%

Trans Pennine Trail usage	414,282	123,429	149,591	n/a	416,000
Under 18 conceptions - rate per 1000 women aged 15-17 years	36.3 (2014)	not for collection	not for collection	33.7 (2015)	32.0
Hospital admissions for alcohol-related conditions (narrow definition), all ages, directly age standardised rate per 100,000 population - Men	926 (2015)	not for collection	not for collection	987 (2015-16)	833
Hospital admissions for alcohol-related conditions (narrow definition), all ages, directly age standardised rate per 100,000 population - Women	604 (2015)	not for collection	not for collection	746 (2015-16)	543

Funding for this Outcome

Revenue - The underspend relates to staff turnover and vacancy retention.

Capital - The underspend relates mainly to slippage across various Section 106 funded schemes. A significant part of the underspend relates to the development and refurbishment of nine play spaces across Barnsley, which has been delayed and will now commence during 2018/19.

Revenue Budget (Net)	(£000s)	
	Out-turn	Variance
2,552	2,454	-98

Capital Budget (Net)	(£000s)	
	Out-turn	Variance
1,823	1,193	-630

STRONG & RESILIENT COMMUNITIES

10. People volunteering and contributing towards stronger communities

Volunteering

We have already met our target for 6,000 people engaged in volunteering and contributing, with 6,105 taking part by the end of Q3. This is close to what we achieved in the whole of last year, with Q4 still to come.

Q3 shows a slight increase in new volunteers on previous quarters. We have already met the annual target of 1,100 new volunteers, with a total to date of 1,126.

Volunteers – Feeding Barnsley Project



We achieved a new high point for the cashable value of volunteering hours in Q3. The increase in volunteer numbers is partly responsible for this,

but also the fact that volunteers are offering more time: 10,096 hours in Q3, compared with 7,811 in Q2. The overall figure to date of £265,501 is currently around £108,000 short of the annual target; hence the amber rating. We expect a high figure in Q4 from volunteering for the Great British Spring Clean, which could see the target being met or exceeded.

60% of all volunteering opportunities created by the council were within our arts and heritage service, with our Parks Service being a major contributor at 25%. As of Q3, we have met 80.4% of the target.

In terms of Employer Supported Volunteering (ESV) it is intended to do a soft relaunch, in April, with a priority to make it easier to record and capture ESV.

Community Groups

Our performance in helping to create new community groups has remained positive throughout the year. This reflects the work of our Area Teams, who also spend a significant amount of their time supporting existing community groups. We are well on track to meet the annual target of 30 having already achieved 28.



Volunteering in the Community

Sabeena is a mum of twin girls, who found that she had some spare time when her children started school. She was introduced to volunteering by a member of the Friends of Wombwell Park, whom she met at her local library. It was at a Friends of Wombwell Park meeting that Sabeena was introduced to one of the South Area Teams Community Development Officers (CDO). The CDO quickly realised that Sabeena was really keen and had lots of skills to offer. With support from the CDO, Sabeena gained the confidence to get involved in the community. She is now a valued community representative on the Ward Alliance. Not satisfied to leave it there, amazingly Sabeena is now trying to get a project set up to look at basic skills sessions for parents with a local school and through the Wombwell Ward Alliance. Reflecting on her work Sabeena said "Volunteering gives me a sense of fulfilment. I feel I am putting something back into the community and making a difference".

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Love Where You Live - numbers of people engaged in volunteering in communities	6,156	1,752	2,132	2,221	6,000
Love Where You Live - cashable value of volunteer hours	£365,079	£68,258	£78,116	£119,127	£374,000
Number of new volunteers	780	211	447	468	1,100
Increase in the number of new community groups	33	10	8	10	30
Council employer supported volunteering scheme - number of days taken up	178	37	47	37	200
Number of volunteering opportunities created by the Council	900	317	172	235	900
Proportion of BMBC spend spent locally	53.0%	53.1%	51.0%	50.4%	54.0%

Funding for this Outcome

Revenue – No significant variances to report

Capital – No significant variances to report

Revenue Budget (Net)	(£000) Out-turn	Variance
4,945	4,958	12

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

11. Protecting the borough for future generations

Waste and Recycling

There was a 2% increase in the amount of waste diverted from landfill in Q3. The amount of energy produced from waste has declined slightly from Q2, but we are still on course to reach our target.

We currently predict around a 2% fall in the recycling rate from 2016/17. This is mainly due to the introduction of Household Waste and Recycling Centre permits, which has led to a 14% reduction of recyclable waste arriving at our sites. There was a also poorer growing season compared to last year, which led to a 6% reduction in the amount of green waste collected. Also, street sweeping waste can no longer be classed as composting so this cannot be included in our recycling rate.

The recycling that we can control has been very positive this year. We are on track to increase the tonnage of brown bin waste (glass and plastic) by 3.8%, and cardboard recycling at the kerbside by 5%.

Bin Collections

Following the Christmas and New Year period, all domestic waste collections were made, although some were late due to difficult weather conditions.

Bin Collection Costs each household per quarter



Bin Charges for Housing Developers

In November, we began charging housing developers £99 per property to supply and deliver a set of waste and recycling bins. We have received five pre-applications from developers to

build 383 properties. This will generate nearly £38,000 in income once the properties are built.

Flytipping

The number of flytipping reports has decreased. We have warned fly tippers that they risk being caught on CCTV, prosecuted and fined up to £50,000 for disposing of waste and unwanted items illegally. As part of our #EverybodyThink campaign to tackle fly tipping, we are sharing CCTV images of suspicious behaviour and asking for information that could help to identify the flytippers. Sharing the '[Mattress Men](#)' footage resulted in identifying, interviewing and fining all those responsible.

In Q3, the campaign reached 193,096 people, with 42,859 engagements, on social media through our Facebook, Twitter and Dumpit and Scarper's Facebook page. We gained media coverage that reached 2,246,485 people, worth £60,953 in terms of advertising value equivalent. This included a feature on BBC Breakfast and Look North bulletins, with interviews from Paul Castle, Paul Brannan and members of our flytipping team.

Air Quality

The rolling annual average for recorded Nitrogen Dioxide (NO₂) concentrations at our air quality monitoring station was 35 micrograms per cubic metre, which is better than our target of 40. The monitoring station is located on the A628 Dodworth Road at Pogmoor Crossroads. In Q3, we submitted a Department for Environment, Food and Rural Affairs (DEFRA) air quality grant bid to continue the successful ECO Stars fleet recognition scheme. We will know the outcome of the bid in Q4.

Energy Efficiency of Private Sector Homes

In Q3, a further 19 households benefited from measures under the Better Homes Barnsley scheme. This gives a year to date total of 118, above our 2017/18 target of 95. Take up fell in Q3 because our Q2 figures included properties in the fully-funded Cemetery Road project to tackle fuel poverty. In Q3, we did not have a fully-funded offer, meaning that customers had to contribute to the cost of the energy efficiency measures, although this was still subsidised by grant funding for qualifying low income households.

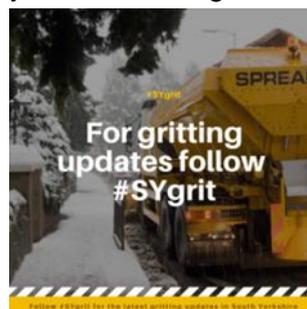
We expect an increase in energy efficient private sector homes in Q4. This is because the grant budget to support eligible households (to meet part of the cost of the installations) has been topped up. In addition, the first round of installations under the national Warm Homes

programme, aimed at getting households connected to the gas network, will begin. These installations will be fully-funded, making it more likely that households will take advantage of the scheme. Also, we received £1,000 in external funding to run a Winter Warmth campaign in conjunction with National Energy Action. We launched the campaign in early December. It will allow us to increase promotion of the scheme to generate more interest.



Winter Maintenance

By the end of December, we had gritted 287 times and used 2,326 tons of grit. By the same point last year, we had gritted 144 times and used 1,058



tons of grit. This increase is due to the prolonged period of freezing temperatures over the winter. All our grit bins have been cleaned and replenished. Grit has also been delivered to the community snow wardens.

Building Bridges

A new footbridge and boardwalk has been built on the boundary of Barnsley and Kirklees. The work was needed after stream banks were damaged by livestock. Using funding from the Peak and Northern Footpath Society, our Countryside Rangers and apprentices built a recycled stone clapper bridge and boardwalk link to assist walkers to cross the stream and waterlogged land.

Improving our Borough

We've been working throughout Barnsley to clean up principal town centres and clear detritus, litter and weeds from the primary routes into the town. We've also cut back vegetation encroaching onto footways and ensured road signs are visible. Litter bins have been installed as part of the town centre improvement works and pre and post football match clearances have taken place.

We have two new compact sweepers, which we will use to improve the appearance of primary routes into Barnsley and our principal town centres. Our new Green Machine sweeper will be based in the town centre, making litter collection and debris removal faster. We will trial a scrubbing machine shortly to see if we can improve the appearance of the stone paved areas across our town.

New compact sweeper



Help for Green Community Projects

The Renewi (formerly Shanks) Corporate Social Responsibility Fund supports communities surrounding the award-winning waste treatment

facility at Manvers. It helps up to four local projects a year, through volunteer time and/or money. Applications are now invited for 2018.

Repudiation Rates

This is the proportion of closed insurance claim cases made in relation to footways and highways which have been successfully denied. Performance improved in Q3 due to more open cases being settled in our favour. So far in 2017/18, 74 claims have been made, of which, 14 have been successfully repudiated; 10 have been settled with the remaining 50 claims still undetermined. The time taken to close a claim is dependent upon a number of factors, not all of which are within our control. It is anticipated that once the outstanding claims are concluded, the repudiation rate will improve. It should be noted that although performance of this measure is under target, it does not provide a full picture of the nature of individual claims, the cost of successful claims and the number of claims received compared with previous years. As a result, we will be reviewing the measure prior to the start of the 2018/19 financial year.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Percentage of household waste diverted from landfill	95.8%	93.0%	95.7%	97.9%	96.5%
Reports in fly tipping incidents	4,064	863	872	799	3,600
Reports of fly tipping incidents per 1,000 households	New indicator	8.0	8.1	7.4	33.6
Air quality nitrogen dioxide levels (micrograms per cubic metre)	36	37	37	35	40
Average duration of all works on our principal and major road networks (days)	3.80	4.3	3.9	3.9	4.0
Percentage of BMBC energy derived from renewable sources	15.0%	4.0%	6.0%	11.0%	17.0%
Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes)	152	40	59	19	95
Repudiation rates (The percentage of insurance claims relating to highways and footpaths which were refused by the council)	90.0%	71.3%	46.2%	58.3%	83.0%
Increase in council-led energy efficiency and renewable energy produced (Energy produced from waste)	9,944	2,570	2,624	2,434	9,250

Condition of principal roads - percentage in need of maintenance	2.0%	not for collection	not for collection	1.0%	4.0%
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Funding for this Outcome

Revenue – The overspend is linked to an increase in waste disposal costs (£932,000), due to a fall in market prices for recyclable materials and the ongoing costs of procuring replacement household wheeled bins. This has been offset by a saving of £533,000 for Highways Engineering and Transport which relates to lower energy costs following replacement of some street lighting and staff vacancies. The remaining savings relate to small staff changes in Regulatory Services, Car Parking, Neighbourhoods and the Transformation Team.

Capital – The underspend relates to changes in costs for various highways schemes. A significant part of this (£597,000) relates to a reduction in anticipated costs for our Carriageways Planned Maintenance Scheme. We reviewed our carriageway surface treatment. This led to an underspend, which we will use to partly offset funding reductions in future years.

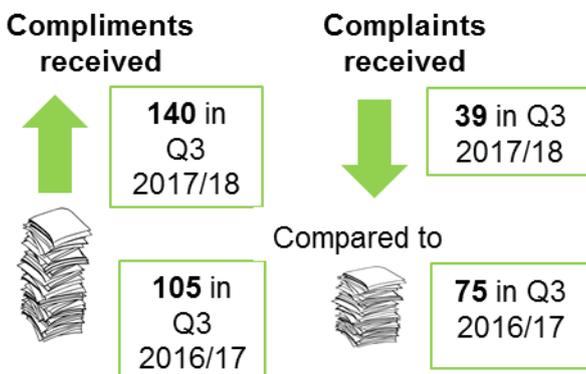
Revenue			Capital		
	(£000s)			(£000s)	
Revenue Budget (Net)	Out-turn	Variance	Capital Budget (Net)	Out-turn	Variance
25,704	25,865	161	17,521	16,350	-1,171

12 Customers can contact us easily and use more services online

Complaints and Compliments

20 formal and 19 early resolution complaints were registered in Q3. There was also a positive increase in the number of compliments registered. Of the 39 complaints registered, eight have yet to receive a response, but are still within timescale. 100% of early resolution complaints were resolved within the two working day timescale. 83% of formal complaints were resolved within the agreed timescales. However, two cases exceeded their agreed timescales, due to difficulty identifying the root causes and resolving the complaint.

Whilst the improvements generally are positive, it is not until Q4 (end of year) that the total figures can be verified.



booking for births and deaths, with 44.5% of appointments booked in the first month being completed online. Christmas saw an unprecedented 7,600 people checking their bin collection days through the website.

Free Web App

We have launched a new free web app, making access to services faster and more efficient for residents who use a mobile device to access the council website. It can be installed on the home screen of any android/iPhone device and gives quick access to popular forms and sections of the current website. Users are able to get alerts to notify them of bin collection days, report issues and search for jobs.

We are the first authority in the UK to use a web app facility to reduce the number of telephone numbers we publish on our website. The proportion of self-service transactions increased largely due to a steady reduction in face to face contacts. Whilst everything appears to be on target for the end of year, we expect higher call volumes in Q4 due to Council Tax and rent enquiries.

Channel Shift

The percentage of self-service customer transactions continues to increase, as e-forms and online services become more popular. Q3 saw the launch of the online Registrars appointment

Broadband

The latest data available relates to Q2. Broadband coverage across South Yorkshire (SY) is achieving the Government target of 95%. Take up

of broadband is 26.6%, which exceeds the contractual target of 20%. The Superfast Broadband programme began in September 2014 and will complete at the end of 2018. The overall programme target for premises passed with Superfast Broadband across SY is 95,201. At the

end of Q2 2017/18, 78,085 premises had been passed since the beginning of the programme meaning that this target is likely to be achieved.

Performance Indicator	2016/17	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Annual Target
Total number of complaints received by the Council	464	57	70	39	+/-20%
Total number of compliments received by the Council	458	76	121	140	+/-20%
Self service via BMBC/third party websites as a % of all contacts tracked and monitored by the Customer Service Business Unit	39.4%	42.6%	46.4%	48.5%	50.0%
Complaints - percentage of responses provided within agreed timescales	86.0%	91.0%	67.0%	94.0%	90.0%
Premises able to access superfast broadband across South Yorkshire	New indicator	4,656	10,804	available in Q4	45,500
High speed broadband - coverage - number of cabinets	56	7	5	available in Q4	33

Funding for this Outcome

Revenue – The underspend mainly relates to vacancy retention, along with a range of savings which include overachievement of income and cost capitalisation.

Capital – The underspend mainly relates to delays in a number of schemes within the Communities Directorate. A significant part of the underspend (£296,000) relates to the Customer Services Project, which is now to be completed in 2018/19 due to delays with web chat capability and IT developer resources.

Revenue Budget (Net)	(£000s) Out-turn	Variance
3,400	3,250	-149

Capital Budget (Net)	(£000s) Out-turn	Variance
749	324	-425