

OUR VISION  
WORKING TOGETHER FOR  
A BRIGHTER FUTURE  
A BETTER BARNSELY

# Corporate Plan Performance Report

THRIVING &  
VIBRANT ECONOMY



PEOPLE ACHIEVING  
THEIR  
POTENTIAL



STRONG &  
RESILIENT COMMUNITIES



Quarter 1 2018/19

## Welcome to Our Corporate Plan Performance Report

The council's Corporate Plan for 2017-20 sets out what we aim to achieve over the next three years to improve outcomes for our customers and the community. It explains what we want to do, how we plan to do it, and how we'll measure whether we're on track to achieve it. We feel that specific areas warrant greater attention, emphasis, and possibly resources, to influence other areas of activity and make the greatest impact overall, so this is where we'll focus our performance management and reporting arrangements to keep a closer eye on how well we're doing.

**Our three main priorities are:**



Each priority is broken down into outcomes, which are long term and sustainable benefits that support the overall success of the priority. For each outcome there are performance indicators (PIs) which are the activities that we measure to understand whether we're on track to achieve it.

This report provides an overview on how we are performing for the quarter. It should be read in partnership with the accompanying performance dashboards and presentation (links to each available on the last page of this report).

Throughout the document you will see that some of the figures are coloured differently. This “RAG Rating” indicates how we are performing against our targets and is explained below, where figures are not coloured, there are no targets set but we still want to monitor our performance



*Performance is more than 10% below target for this point of the year*

*Performance has been satisfactory and within 10% of the target for this point of the year*

*Performance against indicator is in line with targets or better for this point of the year*



## Outcome 1 - Create more & better jobs & good business growth

**36** new businesses were started with our assistance

We supported **99** businesses to expand

**468** private sector jobs were created with our support, 78% of these jobs were in companies already based in Barnsley.

**11** businesses relocated to the borough helping to create 91 jobs and secure over £10.3million of private sector investment

We helped three companies to access funding totalling **£54,000** which led to **£270,000** private sector investment and 10 new jobs

### Capitol Park Welcomes Gem Imports

Gem Imports have recently moved to a new high specification 75,000 sqft logistics facility at Capitol Park, M1 Junction 37. The company specialises in Far East sourcing, supplying over 1,000 products to UK and EU markets. It is run by co-founder of Poundworld Retail Ltd, Christopher Edwards Junior. Our Enterprising Barnsley team has supported the company. So far 20 staff have been recruited and rapid growth is expected.



**85.7%** of major planning applications were processed despite the highest quarterly number of applications in four years

## Outcome 2 – Increase skills to get more people working

### Employment opportunities for those with learning disabilities have increased to **3%**

Although this is still below the 3.2% target, this is the highest performance for two years and suggests progress is being made.

A Learning Disability ETE panel has been established

Referrals are now being progressed

Job placements have been identified and will be matched to appropriate candidates

### Adult Skills & Community Learning

Following an OFSTED judgement of “requires improvement” in December 2016, qualification achievement rates are predicted to be higher and the quality of teaching, learning and assessment is now judged to be good. A recent OFSTED visit supported this self-assessment. Inspection is now anticipated during the autumn term.

For the third quarter in a row, the out of work benefit claimant count has increased and is now **4,885**, equal to **3.2%** of the working age population

### Barnsley's Not in Employment Education or Training (NEET) and Not Known average for 16 and 17 year olds is **5.5%**

England average = 5.8%; Yorkshire and Humber average = 5.6% and statistical neighbour averages = 6.4%

**57.9%** of care leavers aged 19, 20 & 21 are in education, employment and/or training

### IKIC Big Challenge Awards



Kasey's Kakes won the Best Secondary Business Award at this year's I Know I Can (IKIC) Big Challenge Awards. The Wood Workshop won the Best Primary Business Award.

The ceremony marked the end of the challenge which has given young people the chance to experience what it is like to set up and run a business. The competing teams have traded throughout the year and have been supported by their schools as well as mentors from the business community.





# BARNESLEY

Almost **1,775,740** people visited the town centre in Q1 which is an increase in footfall of over 66,486 compared with Q1 last year

Town centre markets are **85%** occupied. Reductions are due to businesses not relocating to the new market

**91%** of town centre retail units are occupied. 3 former market traders have relocated into vacant shops. 4 new businesses recently opened

BARNESLEY MARKETS

VALUE · QUALITY · TRADITION

## Barnsley Youth Market

The market took place in June, with four young champions selected to go forward to the Yorkshire Youth Market which is taking place in Leeds in August.

One overall champion was selected on the day – Emily Roberts of Emi B Designs who will not only represent Barnsley at the regional final, but also the National Final in Stratford-upon-Avon in August and September.



**15** dispersal instructions in town centre Public Spaces Protection Order area. Only **1** was a repeat.

## Outcome 4 – Strengthen our visitor economy

### Man Engine

An 11.2 metre mechanical Cornish Miner attracted an audience of 6,000 at Elsecar and Wentworth. The Advertising Value Equivalent of media coverage was £65,516



- 5% decrease on visits to our museums year on year attributed to cold temperatures, and limited road and pedestrian access during Q1
- Construction works at Cannon Hall resulted in an expected reduction in footfall, but targets are being met.
- There was a 7% increase in footfall at Elsecar Heritage Centre.
- Experience Barnsley has seen growth of 13% year on year
- Visitor numbers have increased at Worsbrough Mill following its appearance on BBC's Countyfile.

**324,362** visitors to our attractions contributed an estimated **£6.98million** to the local economy

### Tour de Yorkshire – Stage 2 Start

- Attracted approximately 26,000 spectators 
- Two large scale land art installations brought widespread media attention
- Social media reached 1,047,475 and engaged 38,989 people.
- Media coverage reached 1,932,426 and had an Advertising Value Equivalent of £96,988.
- Spectator spend is estimated to be worth £549,610 to the local economy.

### May the Toys be With You Exhibition

- The exhibition attracted 8,938 visitors
- Shop takings increased by 86% over the exhibition period and donations by 500%
- 20% of visitors who left feedback were men in the 25-44 age group, amongst our hardest to reach audience





## Outcome 5 – Create more & better housing

**43** Empty homes returned to use

**96.1%** of housing stock meets Barnsley Decent Homes Standard

Barneslai Homes average property void time **18.4 days**

Barneslai Homes rental collection rates **98.2%**

**20** affordable homes completed. Fewer than expected due to delays on a scheme in Darfield



**275** new build homes completions. Work on 270 homes commenced throughout the borough. Work continues on our Met Homes scheme, Blenheim View.

### Local Plan Update

In April the Local Plan Hearings resumed. The inspector confirmed that the plan was capable of being found sound subject to necessary modifications. A consultation is now inviting comments on these modifications.

The revised National Planning Policy Framework contains proposals for a housing delivery test. Councils failing to meet the housing delivery target test figure will be expected to produce action plans. The figure recently published for Barnsley was 898 and although this will change annually, if around 900 homes are built each year or continue to grow in line with the recent trend, the delivery test figure should be exceeded.



## Outcome 6 – Every child attends a good school and is successful in learning & work

- **63.9%** of Barnsley pupils achieved the expected standard or above in provisional combined Key Stage 2 reading, writing and maths for 2017/18. This is a significant improvement from 2016/17. There is now only very small gap to the national average (64%).
- Provisional data also shows **69.9%** of Barnsley pupils achieved a good level of development in the Foundation Stage, an improvement from 68.5% last year
- Take-up of the 2 year old childcare / education offer reached **79%** in Q1, improving from 77% at the end of 2017/18.

### *School is the place to bee!!*

We launched our new campaign in Q1 to remind parents that school is the place to “bee” for their children. Adverts will be shared on new starter leaflets in September to reinforce the importance of school attendance and punctuality, even for Barnsley’s youngest learners.



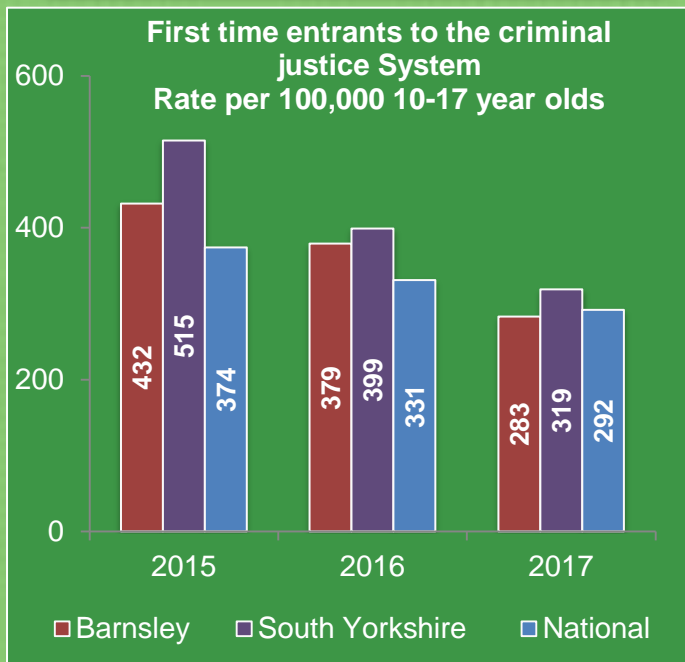
**96%** Early Years and Childcare settings judged Good or Outstanding by Ofsted, above the national (94%) and regional (95%) averages

The proportion of pupils attending schools judged Good or Outstanding by Ofsted fell to **69.9%**, from 70.4% at the end of 2017/18



## Outcome 7 – Reducing demand through improving access to early help

Fewer of our young people are entering the criminal justice system for the first time. Our performance is now below the national and regional averages.



### Social Care Peer Challenge

A Peer Challenge of our Children’s Social Care Integrated Front Door was undertaken in June by East Riding council, supported by the regional sector led improvement programme. The review team concluded that in Barnsley;

- Thresholds are fully understood by staff
- Early Help is having a significant impact on preventing children from needing to be referred to Social Care
- Decision making at the Front Door is strong and consistent
- Assessments were of an extremely high quality, evidencing effective partnerships, good information sharing and critically a real focus on the lived experience of the child
- Barnsley’s workforce is experienced, confident, and staff consider themselves to be well supported in their work
- We saw evidence of strong, supportive and visible leadership



**77.7%** of our adult social care reviews completed within timescales – a significant improvement from 53% in Q1 last year.



**60%** of our adult social care clients complete reablement episodes with no long term needs

## Outcome 8 – Children & adults are safe from harm

### Foster Care Fortnight

Our fostering team supported the annual national 'Foster Care Fortnight' campaign in May to raise awareness of fostering.

Our team regularly promote fostering via social media [#ProudToSupportFostering](#) as well as [#BarnsleyCarersForBarnsleyChildren](#).



**86%** of Adult Safeguarding Section 42 decisions made within 72 hours – a fall from 87.1% at the end of last year.

**79** people aged 65+ admitted to residential and nursing care, much lower than the 148 admissions in Q1 last year.

- **39.6%** of children's social care assessments were carried out within 20 days, better than the national (35.2%) and regional (38.5%) averages (2016/17 data)
- The proportion of repeat referrals to children's social care rose to **22.2%** - now above all comparators (2016/17 data)
- **80.2%** of children were placed in a family fostering placement – on track to achieve target (82%)



- **100%** customer feedback received in for positive victim focus for ASB
- **38.5%** Safer Neighbourhood Service cases dealt with using informal early intervention
- **34** successful homelessness preventions



**SAFER BARN斯LEY  
PARTNERSHIP**



## Outcome 9 – People are healthier, happier, independent and active

### Alcohol

**609** hospital admission episodes for alcohol-related conditions in females & **955** episodes (per 100,000 population) for males in 2016/17

During 2018/19, a programme of work will be developed to tackle the availability, affordability and acceptability of alcohol in Barnsley.

This will include the Best Bar None scheme; the nightlife marshal service; along with workshops and a self-assessment to identify gaps locally. This work will inform the refreshed alcohol action plan leading to a Barnsley alcohol strategy.



**73.1%** of adults (aged 18+) classified as overweight or obese

#AchievingBarnsley

The proportion of eligible adults aged 65+ who received the flu vaccine in 2017/18 (**72.6%**) is the same as the national average



- Barnsley's 2017 smoking prevalence rate of **18.2%** in adults aged 18+ is the largest reduction in recent years. Although this remains higher than the England rate of 14.9% the gap is closing
- **6.4%** of the smoking population are currently undergoing treatment to stop smoking. Our local target is 4%
- **59%** of smokers receiving treatment with a 'quit date' quit within 4 weeks





# STRONG & RESILIENT COMMUNITIES

## Outcome 10 – People volunteering and contributing towards stronger communities

**2,771** people volunteered in their communities, **620** were new volunteers

**£145,743** cashable value of volunteer hours in Q1

### Penistone Asylum Seeker & Refugee Support Group

The Penistone Area has a history of supporting refugees and displaced people specifically in the two World Wars. In late 2017 a new group formed to continue that tradition.



They have delivered events for refugees and asylum seekers at the Penistone Paramount, Penistone St John's Church and Wigfield Farm, organised the collection of food, clothes and toiletries, and held events for Refugee Week.

The group are also actively involved in wider initiatives with Barnsley Council, the Refugee Council and the City of Sanctuary project.

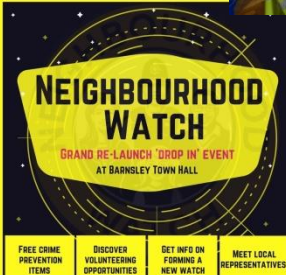
**#StrongerBarnsley**

Congratulations  
Silkstone CARE Group

Over 30 years of volunteering  
for the local community -  
a true inspiration!



The Queen's Award  
for Voluntary Service  
The MBE for volunteer group





## Outcome 11 – Protecting our borough for future generations

**44** households have received energy efficiency measures from Better Homes Barnsley

**Better Homes  
Barnsley**

Air quality nitrogen dioxide levels **33** microgrammes per cubic metre

**898** Reports of fly tipping, 3.4% higher than in Q1 last year, this is a seasonal trend

During Q1, we have made prosecutions and seized vehicles believed to be involved in fly tipping.

- Our Dumpit and Scarper anti flytipping campaign has reached over 50,000 people already this year with over 3,500 engagements.



**97.4%** of household waste diverted from landfill

**48.4%** BMBC spend spent locally

**4.4** days is the average duration for works on principal and major roads

contributing to this are; highway schemes at Cundy Cross, foul sewer repairs at Dearne Road, Bolton on Dearne, both these schemes have now been completed.

**1.4M** Funding secured from Department for Transport's Safer Roads Fund to carry out works on the A628 between Hoylandswaine roundabout and Flouch during 2019/20.

The assessment considered the potential risk and severity of collisions on a road, rather than taking a 'worst first' approach.

**96%** of signal faults (traffic lights) fixed within 24 hours

**90%** Category 1 pot holes were repaired within 24 hours

### Digital Champions

The council's Digital Champions continue to run regular sessions in community venues such as libraries or job centres, to help people gain the skills and confidence to access services and information online.

**2283** People, **230** sessions, **907** hours



116



24



3



784



54



60

Frontline Staff Support = **33**

Miscellaneous = **1209**



### Superfast South Yorkshire



**38%** take up of superfast broadband

**96.5%** coverage of superfast broadband across South Yorkshire

Good feedback is being received, with one satisfied resident stating *“Because of SFSY I now receive a super 40 Mbps and I am very pleased. Thank you”*.

### “Pin in a map”

The ‘Pin in a Map’ reporting platform is now live. It allows customers drop a pin at the location of a problem.

The form also has the functionality to add detail and photographs giving service up to date information on the highway and customers can immediately see the status of their issue.

#StrongerBarnsley





# ONE COUNCIL

*Our “One Council” Priority includes the things that we want to achieve to ensure that we are running our council as efficiently as we can, enabling us to provide the best possible outcomes for our district and its residents.*



Employee Excellence Awards 2018

**Employee Excellence Awards – Staff are recognised for demonstrating our vision and values and going the extra mile.**

A free 6 week online basics course run by our digital champions helps residents who have very little, or no experience of using technology get online. In Q1 the course completion rate was 86%. An average of 93% increase in confidence across a number of key areas (i.e. email, online forms, Internet safety).

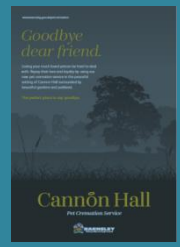


**Learn My Way**

**Digital Champions are helping us to be an Enabling Organisation**

**Commercial & Business Acumen - Pet Crematorium**

This innovative idea demonstrates how we are becoming more commercially aware in order to generate more money for public services. Work has commenced on the building of a small scale cremator in a secluded, non- public area at Cannon Hall. From October 2018 Customers will be offered a cremation service, together with the opportunity to scatter ashes or place a small plaque within a designated woodland area.



**Digitalfirst**

Digital Customer Services are demonstrating our Customer Focus and are working to improve the way we transact with Barnsley residents, making it easier for them to get in touch using new and innovative technology solutions. It aims to create both new and improved ways to contact us with never before seen eForms, improved web app capabilities, support for voice assistant technologies (e.g. Amazon Echo, Google Home, Apple HomePod), automated chat bots with machine learning, a customer portal



**Some of things we've done together in Q1 with our partners, communities & residents**



## Finance Data - Spend Per Outcome

Outcome	Budget	Out-turn	Variance	% variance	Commentary
Outcome 1	1,440,816	1,432,794	(8,022)	-1%	Major Projects have had a reduction in overhead costs
Outcome 2	1,335,979	1,336,103	125	0%	Balanced position as per Q1
Outcome 3	431,169	431,210	40	0%	Balanced position as per Q1
Outcome 4	1,018,636	1,018,679	44	0%	Balanced position as per Q1
Outcome 5	1,281,333	1,252,193	(29,139)	-2%	Staff Savings in Planning & Building Control Support
Outcome 6	3,901,736	4,412,687	510,951	13%	Increased requirement for Home to School Transport
Outcome 7	6,518,711	6,511,566	(7,146)	0%	Balanced position as per Q1
Outcome 8	72,354,202	71,744,162	(610,041)	-1%	Vacancy savings, combined with realignment of services and increased income
Outcome 9	3,629,907	3,631,497	1,590	0%	Balanced position as per Q1
Outcome 10	4,788,387	4,797,039	8,652	0%	Balanced position as per Q1
Outcome 11	26,673,271	26,924,460	251,189	1%	Waste Disposal costs offset by savings on Construction Services, Highways etc
Outcome 12	3,365,058	3,361,766	(3,293)	0%	Balanced position as per Q1
One Council	28,301,101	27,941,503	(359,598)	-1%	Staff savings pending restructure



# Contact us

If you have any additional questions about our corporate performance, please contact us at:  
[BusinessImprovement&Intelligence@barnsley.gov.uk](mailto:BusinessImprovement&Intelligence@barnsley.gov.uk)

In addition to this report, we have published a [Data Table](#) which provides the detail around all of our corporate performance indicators. These are the activities that we measure to understand whether we're on track to achieve against our overall outcomes and priorities.

