

OUR VISION
WORKING TOGETHER FOR
A BRIGHTER FUTURE
A BETTER BARNLSLEY

Corporate Plan Performance Report

THRIVING &
VIBRANT ECONOMY

PEOPLE ACHIEVING
THEIR
POTENTIAL

STRONG &
RESILIENT COMMUNITIES



Quarter 4 January – March 2019
& Year End 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 Data table (a link to which is 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.

	<i>Performance is more than 10% below target for this point of the year</i>
	<i>Performance has been satisfactory and within 10% of the target for this point of the year</i>
	<i>Performance against indicator is in line with targets or better for this point of the year</i>

Corporate Plan Score Card Year End 2018-2019



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		

The ratings are based upon the performance indicators that relate to each Corporate Plan outcome to provide a rounded picture of performance, including financial performance. At year end, individual indicators are mostly given either a red or green RAG dependent upon targets being met or not. In exceptional cases we may assign an amber rating where the target is missed by a narrow margin.

- R** Performance against majority of indicators is below target for this point of the year
- A** Performance is mixed, some indicators will be on track to achieve targets and others will require improvement to achieve targets
- G** Performance against majority of indicators is in line with targets for this point of the year

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

We've helped **145** new businesses to start trading and supported **287** businesses to expand in 2018/19. Our work with the private sector has created **1,275** jobs for the borough. Of the 369 jobs created in Q4, 53% are due to continual growth of the borough's large companies and 12% have been from inward investment.

Since April 2018, **40** companies have chosen to relocate to Barnsley. The 6 inward investors in Q4 have helped to create over 45 new jobs and secure over £700,000 of private sector investment into the borough.



We have won a Local Government Chronicle (LGC) Award for our TechTown project in the Future Places category sponsored by Future Cities Catapult. The group, formed as part of the URBACT funded TechTown Action Planning Network, has been led by Barnsley Council via the Digital Media Centre and Enterprising Barnsley team for the last three years. This network comprises 11 small and medium-sized towns and cities across the EU, led by Barnsley, to explore how to grow digital jobs and businesses.

"A great story that shows what can be done to transform a post-manufacturing landscape by bringing together local people, European learning and technology partners. The journey from coal to code is in great shape. We liked the clarity of getting on with it rather than spending a huge amount of time creating strategy; nevertheless the actions are very strategic". LGC Judges.

TechRevolution

Two visitors from Schiedam, near Rotterdam, spent two days shadowing the Enterprising Barnsley team to see the team's work in action and identify best practice that could be transferred to their town. The work focuses on the Digital Media Centre and the Enterprising Barnsley business support programme. This is part of a network of seven European towns with similar economic circumstances, who learn from our 'good practice' in digital economic development.



NHS blood Centre handover at Capitol Park



In January; a major new NHS facility was handed over at Capitol Park Dodworth. NHS Blood and Transplant is responsible for blood, organ, tissue and stem cell donation. The new centre will be home to many functions including specialist laboratories, specialist nurses in organ donation and support services.

Chris Sims, for NHS Blood and Transplant, said: "We expect the facility to be open by summer 2020. Barnsley will be a great place from which to deliver our life saving and life enhancing work and will allow us to develop the services we provide to hospitals in the region."

£10m expansion programme and relocation to Enterprise 36, Barnsley



William Rowland has signed an agreement with Barmston Developments to acquire land and build a state of the art new manufacturing facility at Enterprise 36 in Barnsley.

This will involve relocation from the company's current Meadow Street, Sheffield premises to a new 6.5-acre site close to Junction 36 of the M1.

Outcome 2 – Increase skills to get more people working

Employment Rates

The latest figures for February 2019 show that the claimant count had increased to **3.5%**. Despite this, employment in the borough increased to **70.7%**; a higher increase than the region and nationally. The apparent contradiction could be due to the number of people suffering from long term health conditions and claimants for Universal Credit which include people who are working, but are on a low wage.

'Pathways', our European Social Fund project, has supported 130 people to date and so far 8 have moved into employment. The 'Working Win' project has engaged with 130 individuals with mild to moderate mental health conditions or musculo-skeletal conditions, 15 of these have secured employment.

Well@Work South Yorkshire

Barnsley Council, and the other South Yorkshire councils, are offering free support for businesses to achieve accreditation to a new South Yorkshire award. The Be Well@Work Award provides a framework for businesses to work towards building good practice in workplace health and wellbeing. An event took place at the New York Stadium on March 6th to launch the offer to businesses. 50% of the 120 attendees were Barnsley businesses. The event included a number of excellent case studies and concluded with businesses that had achieved the award receiving their certificates. Three local businesses achieved Be Well@Work Award Silver level - Distinction Doors, TLC Home Care and Jump Primary School.

4.9% of our 16 & 17 year old cohort are **Not in Employment Education or Training or Not Known**. Barnsley outperforms national and regional averages and the improvements in the borough are taking place at a faster rate.

Employment opportunities for those with learning disabilities is at 3.2%

We are working with ten candidates on the Supported Employment pilot for Learners with Learning Difficulties and/or Disabilities to complete their applications and obtain paid employment with job coach support. 20 others are seeking employment with our help. 11 of our services and three external companies are providing placements. We anticipate a further six people will be in paid employment by the end of June.

The percentage of care leavers who are in education, training or employment is 63.1%

I Know I Can (IKIC) Barnsley Big Challenge

This year's Barnsley Big Challenge has seen young people once again set up their own businesses and run them across the academic year. The initiative aims to open young people's eyes to the possibilities of running their own business whilst allowing them to develop skills that will stay with them and be useful in all walks of life around finance, team work, ideas development and decision making.



Over 90 teams from both primary and secondary have been selling their products throughout the competition and are now in the process of submitting their business reports.

Throughout the year the teams have had the opportunity to sell their products in the new indoor market. It has given them the opportunity to sell their products directly to the public and be amongst the market traders, learning from them and developing their own offer.



Between April 2018 and March 2019, there were 139 apprenticeships started, equating to 2.65% of our workforce (council and maintained schools)

The latest data shows that **7.5%** of 16 & 17 year olds in Barnsley were on an apprenticeship. Barnsley's performance is stronger than regional (7.1%) and national (5.3%) averages.

Outcome 3 – Develop a vibrant town centre

A recipe for success – Barnsley's restaurants offered the chance to be part of Best Bar None



Our successful Best Bar None (BBN) scheme is looking to grow its membership this year with the inclusion of a best dining experience category, so restaurants are also encouraged to take part. The category aims to promote healthier options among restaurants. The benefits of participation in the scheme for food businesses will include all the benefits of the BBN scheme, as well as helping food

businesses meet the increasing demand for healthier and more environmentally conscious food consumption. Best Bar None is an Accreditation Scheme supported by the Home Office which is aimed primarily at promoting responsible management and operation of alcohol licensed premises. There are currently 22 venues in the town centre signed up for the 2019 Best Bar None scheme in Barnsley.

The number of dispersal instructions issued in the town centre **Public Spaces Protection Order (PSPO)** in the year was **34** but still well under the annual target due to proactive policing and better partnership working. There have been **4** repeat instructions.

Footfall in Barnsley town centre has increased to **6.7 million** in 2018/19 compared to 6.3 million in 2017/18. **91%** of town centre units are occupied and **86%** of market stalls.

Young Entrepreneurs



Three of the young 2018 Barnsley Youth Market participants have now opened permanent premises in Barnsley. Sian Fall took part in the 2017 and 2018 youth markets in Barnsley and also represented Barnsley at the National finals in both years. Sian has now taken over Toasted in the Victorian Arcade.

Rose Dyson of Pura Cosmetics is opening a manufacturing base on Race Common Road. Rose won the National Youth Market for Barnsley in 2017 and championed Barnsley in 2018.

Last year's Barnsley Youth Market winner and highly commended National finalist, Emily Roberts has opened her sewing school and fabric shop just off Summer Lane. Emi B Designs offers adult and children's classes, 'Crafternoon Tea's' for hen parties or birthdays as well as a drop-in Makers Lounge.

Plans for the 2019 Barnsley Youth Market are underway, with the regional final taking place in York on 1 August and the National final in Stratford Upon Avon in September.

Barnsley Market

In January, we were finalists at the Great British Market Awards for Britain's Favourite Market. The National Vote was open throughout October and November, but we only ran our campaign in November as the new market opened. We were delighted to come 6th in the national public vote. Barnsley Market hosted BBC Radio 4 for interviews with stallholders and the team to discuss the success of the Market and how Barnsley is bucking the national trend. The interviews were broadcast on BBC Radio 4 Sunday breakfast show, gaining valuable publicity. We also hosted a public relations event in the market to celebrate the launch of the lunchtime ShopAppy Click and Collect point inside the new market, again gaining publicity across the borough and wider region.



BARNESLEY MUSEUMS

Artists and Adventurers: Women Who Dared to Create



Opening in September 2018 at the Cooper Gallery, the exhibition started as an exploration of the fine and decorative artworks made by women in the collections at Cannon Hall Museum and the Cooper Gallery. A revealing insight in itself into the volume and nature of artworks by women held in a public collection.

It was also a chance to explore the stories of individual women and encourage audiences to compare these with opportunities and challenges for women today. We achieved this in partnership with art students from Barnsley College who created their own artworks in response to the pieces and themes on display at the Cooper Gallery. Selected finished works went on display at Cannon Hall Museum as part of the 'Cracking Ceramics!' project space, funded by the Esmée Fairbairn Collections Fund through the Museums Association.

The Trans Pennine Trail has been very popular over the last 3 months; visitor numbers are 20% higher than the same period last year; a reflection of the unseasonably good weather. Overall spend by visitors has contributed an estimated £7Million to the local economy.

Over **1.24M** people have visited our museums between April 2018 and March 2019, contributing an estimated **£26.9M** to the local economy. **Visitor numbers were the highest on record between January and March across our museums!**

- 71% more people visited Cannon Hall between January and March than the same period in the previous year. This is due the improvements to the lakes and grounds and the good weather.
- The popularity of Worsbrough Mill has continued. There has been year on year growth in visitor numbers for the last six years.
- Elsecar Heritage Centre witnessed an 11% growth in the 3 months to March compared to the previous year. There have been over 500,000 visitors in 2018/19, which maintains six years of significant growth.
- The current exhibition program at the Cooper gallery has sustained strong visitor numbers throughout its duration, This quarter the Astronomy Photographer of the Year programme in conjunction with the Royal Observatory attracted significant numbers of visitors and high profile media coverage to the Cooper gallery.
- Experience Barnsley was the only venue to see a slight fall in visitor numbers, however, the Graham Ibbeson Kes Sculpture and the opening of the new café provided a boost to visitor numbers towards the end of the period.
- The National Trust are preparing to open Wentworth Castle Gardens to the public in summer, this will provide a significant boost to the visitor economy in the area.



Outcome 5 – Create more & better housing

1090 homes
have been built
167
were affordable
homes

96.2%
of housing stock
meets Barnsley
Decent Homes
Standard

20.3 days
is the Berneslai
Homes average
property void
time

97.8%
Berneslai Homes
rental collection
rate

Empty Homes Returned to Use

Our work with property owners and partners has returned **252** empty properties back to use since April 2018. The success is a result of direct intervention, enforcement, advice and support. Our annual target of 93 has been significantly exceeded.



The number of long term empty properties across the borough has reduced significantly over the last two years at a time when nationally, the number of empty homes has actually increased. Building on this success our plans set out an enhanced programme which will broaden the support available to put empty properties back into use.

The 2018-2021 programme has seen recruitment of a dedicated Empty Homes Officer who will work with new and existing partners to deliver the programme, including:

- Purchasing empty homes which are repaired and brought back into use as social housing.
- Ongoing advice and support - tailored to meet the specific needs of each empty home owner's circumstances. This could range from how to sell the property, advice on refurbishment, probate or how to go about being a landlord.
- Financial support - helping empty home owners bring their empty property back up to the relevant standard.
- Greater use of the council's enforcement powers to enforce the sale of properties to recover debts and bring properties back into use.

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

School Attendance

Attendance at secondary schools in Barnsley fell slightly in the 2017/18 academic year to **93.6%**. The rate also decreased nationally, but the gap between Barnsley and the national average has widened.

Attendance at primary schools in Barnsley fell to **95.4%** from 95.5%. The rate also decreased nationally, falling to 95.8% in 2017/18. Our target is to be in line with, or better than, the national average was not achieved.

Early Years

Take up of two year old's entitlement to free childcare / education is **70%**. We are working to improve the promotion and awareness of the entitlement.

A new online system has been implemented which allows early years settings to apply for places on behalf of families who have limited access to the internet.

Education, Health and Care Plans

74.1% (183 of 247) plans were completed within 20 weeks without exceptions in the 12 months to March 2019. Our target was 85.0%

Kings Oak Primary Learning Centre is Outstanding



Kings Oak Primary Learning Centre is celebrating its first 'Outstanding' Ofsted report - and has joined a select group in being deemed outstanding in every area.

The centre received the judgement in its most recent report which praised the school's leadership and its 'inspirational' principal.

Alison Wilks, principal since the school opened in 2005 said; *"To be rated Outstanding in every area is a credit to the brilliant team of people that work at the school, and it is well deserved. They have a relentless drive and determination. To get outstanding in all areas is the icing on the cake."*

The school was rated as 'Good' in its first inspection, in 2007, before being deemed 'Satisfactory' and then attaining a 'Good' judgement in its last report in 2012. In all, 22% of Barnsley's 77 primary schools are rated as Outstanding overall according to Ofsted, and Kings Oak joins 17 of these in being rated as Outstanding in every area.

Ofsted Ratings – Education



98% of our early years and childcare settings received ratings of good or outstanding from Ofsted, this is above national and regional comparators.

The proportion of pupils attending schools judged good or outstanding by Ofsted was **70.1%** in the year to March 2019.

Outcome 7 – Reducing demand through improving access to early help

Troubled Families Programme



630 claims have been made to the Ministry of Housing, Communities and Local Government for families on this programme who have made 'Significant and Sustained Improvement' against the target of 150.

Referral rate in to Children's Social Care

We aspire to bring our annual referral rate for children's social care in line with our statistical neighbours (*610 per 10,000 population aged under 18*).

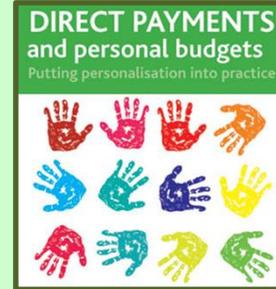
Although we have seen a slight increase, rising from 505.4 in 2017/18 to **536.3** by the end of March 2019, we fell short of our target. However, we are confident that this is a true reflection of the level of need in Barnsley.

Youth Justice



The number of young people (aged 10-17 years old) entering the Youth Justice system for the first time has been falling for a number of years in Barnsley. The latest data shows a rate of **263** per 100,000 young people, a 23% reduction on the same period last year.

Direct Payments



48.8% of adult social care clients were in receipt of direct payments at the end of March. Although we have not achieved our target, we do perform well against other areas, so for example the average for our similar neighbours in 2017/18 was just 28.1%.

Re-Ablement

55.6% of people accessing re-ablement completed the programme and now have no long term needs. This missed our target of 57.5%



Timeliness of Adult Social Care Reviews

We have improved the timeliness of our adult social care reviews significantly over the last 2 years.

We aimed towards 80% of reviews to be completed on time in the year; however we have not achieved this as **76.2%** of reviews were completed on time compared to our target of 80%

Outcome 8 – Children & adults are safe from harm

19.6% of referrals in to Children's social Care were repeat referrals against our target of 17.9%

38% of assessments for children's social care are carried out within 20 days of referral.

7.3% of children were subject to a child protection plan for a second time is our best ever performance and below all other local authorities (based on 2017/18 comparator data).

81.5% of children were placed in family fostering placements.

It takes on average **467** days between children entering care to moving in with their adoptive families, which is more than our target of 415.

34% of Safer Neighbourhood Service cases dealt with using informal early intervention. Our target for the year was 50%

We have **100%** positive victim focused customer feedback received in relation to Anti-Social Behaviour (ASB).

House reported for Antisocial Behaviour closed for three months



Barnsley Council and South Yorkshire Police's Safer Neighbourhood Service have had a house temporarily 'closed' for three months. The house, in Bank Street, Worsbrough is now subject to a closure order, after it was granted at Barnsley's Magistrates' Court. This order was approved under the Anti-social Behaviour, Crime and Policing Act 2014. It means no one is allowed to enter the house, except people authorised by Barnsley Council, for three months.

The notice was served after the council and police received a high volume of calls linked to the address. The calls reported fly tipping, theft of wheelie bins, off-road bikes, criminal damage, fighting and other types of anti-social behaviour.

385 people aged 65+ have been permanently admitted to residential and nursing care this financial year. **21** people aged between 18 and 64 have been permanently admitted to residential and nursing care during 2018/19.

In 2017/18, **94.8%** of people who access services said those services helped them to feel safe and secure. This places Barnsley as the third best performing area nationally.

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



Barnsley Scheme is Best Bar None!

Barnsley has picked up the award for 'Best New Scheme' in this year's prestigious 'National Best Bar None Awards'. The Awards took place at a reception at the House of Lords in February. The judges felt that the scheme's focus on public health was commendable, and initiatives in this vein have included awarding bonus points to licensed premises for offering five low sugar non-alcoholic options, as well as signposting local drug and alcohol support services. Barnsley has also introduced a People's Choice award to give consumers the chance to engage with the scheme and vote for their favourite pub. National Coordinator for Best Bar None, Mick McDonnell, said: *"Barnsley Council is clearly focused on regenerating the area to create a modern and vibrant town centre and Best Bar None plays a crucial part in that strategy. Very few schemes are led by the public health agenda and the measures that Barnsley has put in place to adopt a sensible drinking culture and to ensure that pubs, bars, and clubs understand their role in that is admirable. We look forward to seeing the scheme going from strength to strength."*

Are you Contactless?



In 2017, 'A Day in the Life of', our Director of Public Health Annual Report found more people wrote about loneliness, social isolation and the importance of connections

with others than any other subject. The report, for 2018 'Are you Contactless?' has been written in direct response to this. The recommendations of the report focus on changing the way we connect in an increasingly digital world. The report highlights many examples of the great work taking place across the borough that supports interaction between people.

Julia Burrows, Director of Public Health, said: *"We are the most digitally connected generation in history but we need to rethink how we connect with others in this new world to address the increasing loneliness we are seeing"*.

Make Smoking Invisible



Our Smokefree Schools programme was shortlisted for the Public Health category at this year's LGC Awards. 62 schools out of 80 primary schools are taking part with plans in place to encourage the rest of the schools to become smokefree by Summer 2019. As well as displaying the signage and informing parents, some schools have run launch events which attracted local media.

Churchfield Primary went officially smokefree on 28 February 2019 with their launch event being attended by Dorothy Hyman, The Mayor and other local Elected Members. Other programmes under development for 'Make Smoking Invisible' include; extending the smokefree playpark in Elsecar to the entire park, Smokefree Elsecar Heritage Centre, Smokefree Highstreets in Hoyland, Smokefree College and Smokefree Hospital.

Fizz Free February



We asked people of all ages, but in particular families with young children, to ditch sugary drinks for 28 days and #gofizzfree. Fizz Free February is a great way to reduce sugar intake by cutting out fizzy drinks. Going fizz free for all of February can help families on their way to drinking less sugary drinks for the rest of the year too.

Outcome 10 – People volunteering and contributing towards stronger communities

10,569 people volunteered in their communities and **1,764** were new volunteers.

£1,032,760 cashable value equivalent of volunteer hours for 2018/19.

This is a **new best** for this indicator and also demonstrates that in addition to new volunteers, existing volunteers contribute massively in giving increasing amounts of time to supporting their communities.

Tea-riffic community workshop at Owd Martha's Yard



Residents were invited to get involved with tea workshops at the Owd Martha's Yard community garden during March. The project provided a fantastic opportunity to develop skills in gardening and horticulture from the UK's leading gardening charity the Royal Horticultural Society. Delivered in partnership with My Best Life Social Prescribing team and the Barnsley Council South Area team, the sessions aimed to bring communities together. The exclusive series of workshops were inspired and designed around tea, offering activities such as crafting teapots, as well as growing and planting tips with recipes in mind.

Rosanna inspires great efforts at the Central Area 551 event



The Love Where you Live Campaign ran a clean-up event as part of the Great British Spring Clean on Saturday 23 March. The event was in response to a letter sent to the Mayor, Cllr Steve Green late last year from nine-year-old Rosanna Holmes. In her letter she stated how the litter and general waste was ruining our beautiful borough and that action needed to be taken. From this the Central Area 551 event was set up to cover five

different starting points and five different litter picking routes. Rosanna and her family attended the event which was organised by our Central Area Team in conjunction with Central, Kingstone, Stairfoot and Worsbrough Ward Alliances. They were all delighted and very proud that Rosanna's letter had resulted in social action and such a fantastic event. In total 155 bags of rubbish were collected on the day along with piles of rubble and general waste items. It was a fantastic team effort and has made a significant difference to the area.

Funding for 'green' projects



The Renewi Corporate Social Responsibility Fund supports communities surrounding the award-winning waste treatment facility at Manvers, helping up to four projects a year with cash and/or volunteer time.

Groups can apply for up to £3,000 a year if they are within 3.5km (as the crow flies) of the Manvers facility, and up to £1,000 a year if they are further away but still within the three council areas of Barnsley, Doncaster and Rotherham. Projects can apply for 90% funding, with groups providing 10% matched funds. Groups can also apply for up to 30 hours per year of volunteer time to support their schemes, providing they match the volunteer hours. Last year's fund supported a variety of projects which helped hundreds of children and adults across Barnsley, Doncaster and Rotherham, including many with special needs, learn how to grow their own food and cook nutritious meals. Earlier projects have benefitted an allotment group helping people with learning disabilities, cookery sessions for children in foster care, and a volunteer horticulture training programme to help the unemployed back into work.

Outcome 11 – Protecting our borough for future generations

BDR Waste Partnership launches composting campaign



A major campaign is being launched to encourage more people to help the environment by composting their kitchen and garden waste.

The Barnsley, Doncaster and Rotherham (BDR) Waste Partnership are organising competitions with prizes to get homes, schools and community groups started. There will be a poster competition for schools and a social media competition for residents. Although the waste treatment facility at Manvers diverts 96% of Barnsley, Doncaster and Rotherham household waste from landfill, composting at home gets more use out of garden waste, saves space in bins and money on fertilisers for the garden.

Infant and junior school children in Barnsley, Doncaster and Rotherham will have the opportunity to design a poster to promote composting at their school and at home. Six schools will win a compost bin and gardening equipment.

96.9% of household waste was diverted from landfill

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

94% of category 1 pot holes were repaired within 24 hours

190 properties have benefitted from energy efficiency works in the 12 months to April 2019



Energise Barnsley has had a strong start to 2019. The community energy society, with Berneslai Homes and Barnsley Council, delivered a 'Social Impact

Report'. This described the local projects it has helped through the 'Solar Community Fund'. This is the extra money generated from solar panels.

In 2018, the fund supported two local charities who provided energy advice clinics and support to help people to 'live well' in the winter months. The fund also helped Gateway Church in Barnsley to run 'Healthy Cooking Courses for those on a Low Income' helping residents to budget and eat well. They also installed LED lights at Dearne Playhouse helping them to save money on their electricity bills.

Building on this success, the Department for Business, Energy and Industrial Strategy (BEIS) announced at The Future Build Conference that Energise Barnsley had been chosen as one of 13 collaboration groups to share £8.57million. The BEIS award will now allow Energise Barnsley to fit a further 49 smart batteries in homes with air source heat pumps. The project can also start to design smart time of use tariffs, to reduce tenant electricity bills.

Reports of Fly Tipping increased in 2018/19



Fly tipping reports increased to **3614**

We continue to encourage people to report fly tipping when they see it and we have made it easier to report, we continue to pursue enforcement opportunities and by making these high profile we believe people have more confidence in reporting.

In the 12 months to the end of March, 8 vehicles were seized for environmental offences. Four have been crushed. New fixed penalties to deal with a wider range of environmental offences have been introduced.

A Barnsley man received a fine and costs totalling £1362.50 for illegally disposing of waste. Although he was not the person depositing the waste, he was charged with knowingly causing controlled waste to be deposited.

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.

931 People, 198 sessions, 629.5 hours training

Attendees by session type Q4

 4	 63
 17	 426
 8	 278

Misc = 76 Staff = 59

42.5% take up of superfast broadband
97.3% coverage of superfast broadband across South Yorkshire



New 'Love Volunteering' app



Finding the perfect volunteering opportunity is about to get a whole lot easier with the new 'Love Volunteering' app. The web-based app will be the new home for volunteering activities in the borough, making it simpler to find ways to #LoveIt by getting involved in the community. With options to filter opportunities by location or activity types, people can volunteer to support causes that interest them.

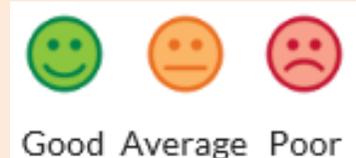


GovMetric Ratings Q4

Govmetric measures customer satisfaction and gathers informal customer feedback which can be used to inform service improvement and deliver customer excellence.

Overall Good Rating = 50%

Face to Face = 96%
Web = 26%
E-forms = 68%



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.



Our Learning for the Future Accredited Centre delivers vocational qualifications. The Centre has embraced our #DigitalFirst agenda through the

introduction of OneFile, which is a web-based e-portfolio solution which can be accessed anytime and anywhere via a mobile app. This removes the need for learners to produce paper portfolios and has resulted in significant savings in paper, printing and storage costs. The solution also provides accurate up-to-date performance data regarding progress and learners are able to access and complete work at their own pace. A further benefit is that assessments can be undertaken virtually, reducing travel costs and enabling us better use resources to support more learners in the future.

Research & development @the Skunkworks



The new Skunkworks Research & Development group will investigate, design and prototype digital solutions for council and town priorities. The Skunkworks main areas of focus are currently:

- Rolling out The Things Network Barnsley which aims to give borough wide network coverage for Internet of Things devices, i.e. long range Wi-Fi for smart sensors.
- Improving and commercialising our visitor sign in system that's now available in our town centre offices, Barnsley Digital Media Centre and Smithies Depot.
- Creating our electronic meeting room screens product to remove the need for paper slips being printed and placed outside meeting rooms each evening.
- Developing our hot-desking solution that helps to identify where busy / free desks are at any given time, on any floor, in any building.

Sickness absence was **7.84** days per full time employee (FTE) for 2018/19, which is a slight reduction on last year. short term sickness absence reduced slightly to 3.4 days and long term sickness absence increased to 4.45 days.

Our staff undertook **222** days of Employer Supported Volunteering, an increase of 50 compared to last year.

334 Complaints and **502** Compliments received by our Customer feedback & Improvement Team. **78%** of complaints were responded to within agreed timescales.

100% of forecast efficiency savings have been achieved in the financial year.

The annual Council Tax Collection Rate was **96.03%**

The business rates collection rate was **97.7%**

Local spend was **47%** for 2018/19.



Finance Data - Spend Per Outcome

Outcome	Budget	Out-turn	Variance	% variance	Commentary
Outcome 1	1,707,806.68	1,659,285	-48,521	-2.8%	Staff savings in Development management combined with a reduction in Planning fee income
Outcome 2	1,337,737.56	1,337,257	-480	0.0%	Balanced position
Outcome 3	576,527.21	563,079	-13,448	-2.3%	Staff Savings within the Markets Team
Outcome 4	1,027,088.45	1,013,898	-13,190	-1.3%	Vacancies within Culture
Outcome 5	1,390,273.10	1,349,802	-40,471	-2.9%	Staff Savings in Housing, Planning & Building Control Support
Outcome 6	13,442,314.22	13,943,154	500,840	3.7%	Increased requirement for Home to School Transport
Outcome 7	6,684,311.33	6,302,149	-382,162	-5.7%	Vacancies and turnover savings
Outcome 8	72,589,802.56	69,062,464	-3,527,338	-4.9%	The continued use of one off funding by the Government combined with vacancy retention
Outcome 9	3,742,030.64	3,847,186	105,155	2.8%	Income shortfall against School Catering partly offset by staff savings
Outcome 10	4,629,474.29	4,572,549	-56,926	-1.2%	Part Year vacancies on Localities (Area Council's & Ward Alliances)
Outcome 11	24,526,472.01	24,082,102	-444,370	-1.8%	Savings on Construction Services, Highways etc. combined with overachievement of income
Outcome 12	3,434,213.47	3,471,487	37,274	-1.1%	Increases in license costs and changes in the contracting arrangements

Contact us

If you have any additional questions about our corporate performance, please contact us at:
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.

<https://www.barnsley.gov.uk/services/our-council/our-performance/how-we-measure-our-performance/>

