

OUR VISION
WORKING TOGETHER FOR
A BRIGHTER FUTURE
A BETTER BARNSLEY

Corporate Plan Performance Report

THRIVING &
VIBRANT ECONOMY

PEOPLE ACHIEVING
THEIR
POTENTIAL

STRONG &
RESILIENT COMMUNITIES



Quarter 1 April – June 2019

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 Quarter 1



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.

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		

- 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 **31** new businesses to start trading and supported **67** businesses to expand in Q1. Our work with the private sector has created **308** jobs for the borough. Of the jobs created in Q1, 44% are due to continual growth of the borough's large companies and 14% have been from inward investment.

Since April 2019, **11** companies have chosen to relocate to Barnsley. This has helped to create over 44 new jobs and secure over £500,000 of private sector investment into the borough.

Digital Innovation Grant (DIG) Proposal

DIG is a demand led voucher scheme designed to help small and medium sized businesses to develop their use of digital technology. By exploiting the digital technologies, businesses can access new markets, promote their products and services more effectively and develop new cost effective ways of working. A full business plan has been submitted for a 3 year, £2.1m programme which will be managed and delivered by Barnsley Council on behalf of the South Yorkshire Local Authorities. The project will sit under the Sheffield City Region Growth Hub and will be promoted via the Business Growth Specialists and SY LA business support teams.



Launchpad



The Launchpad team delivered their first outreach "pop up business school" in Thurnscoe, this is a four day course which covers all the essentials of starting a business, as well as a day specifically designed to assist local residents in creating an on line business presence. The success of this first event has led to proposals for further outreach delivery throughout the year. A "Start Up Saturday" event which provides a condensed taster programme over 8 hours combining advice and support on all areas of starting a business with the opportunity to network is being planned for the autumn.

Creating capacity for inward investment

22% of all inward investment enquiries closed due to lack of available premises which is constraining economic growth. Seven schemes have now been approved for Sheffield City Region and private finance initiative funding. We anticipate 536,000 sq.ft of speculative development will take place in the next twelve months. Some of these sites are Ashroyd Business Park Maple Road and Capitol Park. This will improve enquiry conversion rates and secure investment and jobs for the Borough.



Warehouse unit on Enterprise 36 snapped up

The new 41,500 sq ft warehouse unit at Enterprise 36 in South Yorkshire has been sold to label printing specialist Dura ID Solutions. The deal follows on the back of the sale of Unit 4 to Williams Rowlands in April, leaving just two options available - a unit of 77,000 sq ft available for sale or to let, which is due for completion in January 2020, and a fully prepared plot which has planning for 100,500 sq ft. Enterprise 36.

This is located along the M1 Corridor in Tankersley and is being developed by Barmston Developments, a joint venture between Wilton Developments and Clugston Estates, which began work in March 2019 to speculatively build Units 2, 3 and 4. Barmston Developments is being supported by Barnsley Council's Property Investment Fund and their Enterprising Barnsley investment team, which has provided help and advice alongside specialist business coaching to Dura ID.

Outcome 2 – Increase skills to get more people working

Between April 2019 and June 2019, there were 10 apprenticeships started, equating to **0.21%** of our workforce (council and maintained schools).

At the end of Q1, 9.2% of 16 & 17 year olds in Barnsley were on an apprenticeship. Comparator data shows that Barnsley's performance remains stronger than regional and national averages.

The percentage of care leavers who are in education, training or employment is **50%**

This is 9 of 18 care leavers. Engagement was lowest for 18 year olds (40%) and highest for 21 year olds (55.6%). This performance is lower than the same period last year (57.0%).



Well@Work South Yorkshire

Following the launch of the be Well@Work offer to businesses, this quarter has concentrated on marketing the offer. Visits have taken place to a number of new businesses that are interested in undertaking elements of the offer. At the end of Q1; 4 businesses have achieved the Well@Work award, 67 businesses are engaged for some element of the offer. We have had 24 requests for Health Needs assessments and 12 have been completed. 4 workshops have been delivered and attended by over 70 people on topics such as Employee Resilience and the Workplace Champion Network.

Employment opportunities for those with learning disabilities is at **5.8%**



30 out of 515 clients with learning disabilities received long-term support and were in paid employment at the end of Q1, Work provides social inclusion and integration and the workers are role models promote the idea that we can all contribute to the world of work. These individuals now have greater financial independence. The next steps for the service are to continue to develop further work opportunities and move more of the 30 people from the scheme into permanent paid employment outside of the current offer. To support this, we are developing video clips to share with employers and a marketing brochure to show the benefits the service offers and the support employers can receive to bring in new workers who have support needs outside of the current workforce but who can be a real asset to the organisation.

Pathways Programme

Lesley came to Cudworth Centre of Excellence as she had recently left her job after seven years. She had not had to look for work for a long time and felt she needed help and support. Her primary concern was getting back into work quickly as she did not want to claim benefits. The world of applications, CVs, cover letters, speculative letters, job profile and online applications was new to Lesley. Heath met with Lesley several times and in that time they completed a CV template and worked through her career history and developed a "functional CV" that reflected her employment record. He went through how to upload her CV to several different job search sites and Lesley started to apply for jobs as soon as this was done. Lesley received immediate responses from her applications and was back in work within a few weeks in another cleaning role. Heath has continued to contact Lesley as part of BMBCs commitment to "in work support" and everything is going well with her new employer.

"It was very difficult leaving my previous job after all that time and when I started to look at how job search had changed I was pretty clueless about where to start. Thankfully Heath was on hand to show me how to do this. He was patient with me as I was worried about the future. It's a worry at 53 having to look for work but I'm so glad to have had someone there to help. . ."

Outcome 3 – Develop a vibrant town centre

Henry Boot Scoops Prestigious Award for Market Work



Henry Boot Construction won the Collaboration of the Year award at the National Federation of Builders (NFB) awards for its work on our famous Barnsley Market. They scooped the prestigious award after being commended for the partnership with Barnsley Council in keeping 100 market stalls trading throughout the redevelopment of the town centre and the refurbishment of the Metropolitan Centre, now part of The Glass Works.

The NFB said: "Creativity, excellent risk management and exemplary collaborative working saw 100 market stalls continue trading throughout. Well done!"

Footfall in Barnsley town centre was **1.5 million** in Q1, over 275,000 less than the same period last year. **90%** of town centre units are occupied and **85%** of market stalls (against our target of 95%).

Armed Forces Day



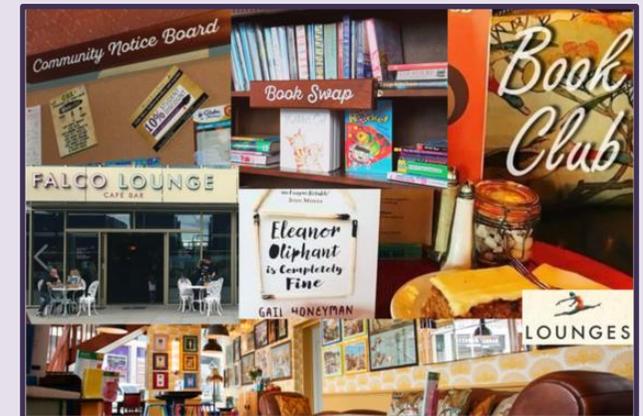
Barnsley Market played a key role in the town centre celebrations for Armed Forces Day on Saturday 29 June. The market was dressed with bunting, 1940's music played throughout the day and stallholders joined in by dressing in 1940's clothing on the day. Sue Round from the Barnsley National Market Traders Federation Group said 'The traders all looked brilliant and the atmosphere was buzzing in the market.'

First site opens at The Glass Works



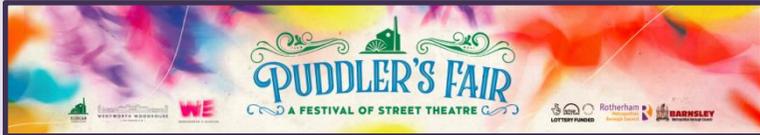
Falco Lounge was the first site to open at The Glass Works, creating 30 jobs for local people. The name is a loving nod to the Barnsley based story of Kes, with Falco being the Latin genus for the falcon family.

The Lounge is a family friendly space, which connects to The Lightbox, allowing customers to move freely between the two. There's a fine selection of games and books, colouring pencils and pads, and full menu just for Little Loungers!



THRIVING & VIBRANT ECONOMY

Outcome 4 – Strengthen our visitor economy



The event set out to bring street theatre performers from around the world to perform at Elsecar, alongside other local performers who engaged the audience with the heritage of Wentworth, Elsecar, Barnsley and Rotherham.

The day began with an amazing performance from Horizon Community College students, followed by a full programme of professional acts that regularly perform in Covent Garden and at Glastonbury. The event featured two areas for static performances alongside walk about performers. Despite the rain the event attracted over 3,000 people with brilliant feedback from those attending; many of whom stayed for the whole day. One group of people left the site saying that their faces hurt from spending the whole day smiling! Feedback from professional performers was also incredibly positive about the Elsecar experience. Additional food and drink traders were brought in to supplement the regular offer and all reported strong sales on the day.



The April Fools comedy fest got the events programme off to a good start with audience totals of 1,161 across 12 nights - an average of 96 per show.



The Tour de Yorkshire attracted 16,000 spectators, raising the profile of the borough through significant multi media coverage including international TV coverage and strong engagement on social media.

BARNSELEY MUSEUMS



A total of **367,213** people have visited our museums During Q1, contributing almost **£8M** to the local economy.

Visitors to our museums increased by 13% compared to Q1 last year. This is an additional 42,851 visitors. Strong performance during April and the Easter holidays supported by a varied museum programme helped push visitor numbers to a record quarter 1 high.

10,715 visitors have attended Wentworth Castle Gardens which reopened to the public in June. The Exhibition at Cannon Hall attracted 13,000 people and high profile exhibitions such as Kapow at the Cooper Gallery and Tins at Experience Barnsley attracted 11,000 and 25,000 respectively.

During Q1, we have seen a 14% increase in TransPennine Trail usage to **173,031** compared to Q1 last year.



Outcome 5 – Create more & better housing

96%
of our housing
stock meets
Barnsley Decent
Homes Standard

45 empty properties
have been brought
back to use since April
2019. That's almost
50% of our annual
target achieved in Q1
already

Better Homes Barnsley secures further funding



We have been successful in a bid for more than a quarter of a million pounds from the National Grid's Warm Homes Fund. This means that the council can continue to deliver first-time gas

central heating systems to a further 123 private sector households on low incomes over the next two years. The funding will also be available to landlords, who will be asked to contribute £750 towards the cost. All works will be delivered through the existing Better Homes Barnsley scheme. This funding will be used alongside the new Affordable Warmth capital programme to help tackle fuel poverty and increase energy efficiency and reduce fuel bills for residents, particularly in the homes of those who also have a long-term illness.

335 New homes have been built in Q1; **37** of these are affordable homes



8 affordable bungalows completed in May on Beaver Street in Goldthorpe as part of the Council Build Programme. The bungalows are suitable for older people and those with mobility issues and comprise: seven 2 bed, 3 person bungalows and one 3 bed, 5

person bungalow. They have been designed to widen the housing choice in the area to meet local housing needs. 5 section 106 homes were acquired by Yorkshire Housing from Barratts in Royston. A further 7 bungalows were acquired by Sanctuary Housing Association at Willow Heights Thurnscoe and 6 bungalows completed as part of a new build acquisition in the Borough. 11 second hand acquisitions have also been acquired and let via Choice Based Lettings.

21.9 days
is the Berneslai
Homes average
property void
time

96.9%
Berneslai Homes
rental collection
rate

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

Ofsted Ratings – Education



98% of our early years and childcare settings received ratings of good or outstanding from Ofsted at their last inspection; this is above national and regional comparators. 20% received the highest 'Outstanding' outcome and 78% achieved a 'Good' outcome.

The proportion of pupils attending schools and settings judged good or outstanding by Ofsted dropped to **69.9%** due to one primary school moving from 'outstanding' to 'requires improvement', against our target of 90%.

A number of schools are currently converting to Academies, making them exempt from inspection for a several terms. This has made it difficult to have a positive impact on this indicator.



Work Inspiration Week

Barnsley students spent a week in June visiting employers to get first-hand experience in the workplace and learn about the range of exciting local career opportunities as part of I Know I Can's Work Inspiration Week. Local employers provided insights in to their industries.

Career talks from a variety of employers were on offer to the 180 pupils from Outwood Academy Carlton and Penistone Grammar School who embarked on the half-day visits as well as practical challenges. Providers included: Museum Service Facilities management company Amey, The Civic, Henry Boot, Kier, MKB Solicitors and Turner and Townsend in Sheffield.

Take up of two year old's entitlement to free childcare / education is currently

68%. 28 more children are accessing places in the Summer Term 2019 compared to the same period in 2018; but 189 more families are now eligible. We have delivered multi agency training workshops to front facing professionals for example; Health Visitors, Job Centre+ staff, Housing Officers, 0-19 teams, and family centres. We are refreshing marketing materials and devising a targeted social media campaigns. Further engagement is planned, and will include weekly childcare surgeries at the Library@TheLightbox and targeted outreach through Family Centres.

Special Educational Needs and Disabilities (SEND) Survey

Parents of children and young people aged 0-25 with Special Educational Needs and Disabilities (SEND) were invited to complete a survey during Q1 to give their thoughts on how well the council and health services identify young people with SEND, how they meet their needs and how effectively they improve outcomes for them. The results will be used to help improve services and will be made available to parents and carers on the local offer.

81.8% of Education, Health and Care Plans (36 plans) were issued within 20 weeks without exception. The number of plans issued in Q1 is slightly less than Q4.

Outcome 7 – Reducing demand through improving access to early help

Project launched to tackle child criminal exploitation in South Yorkshire



Child criminal exploitation (CCE) is now an acknowledged problem, with gangs luring children to engage in activities such as drug distribution through so-called county lines arrangements, where narcotics are trafficked from big

cities to smaller communities. A project has been set up to provide targeted early intervention for young people on the cusp of or experiencing CCE, not those who may already be involved in the Youth Justice system. Doncaster, Rotherham and Barnsley are all involved in the project, which is being launched with a £703,000 grant secured from the Government by Police and Crime Commissioner, Dr Alan Billings. Each of the three authorities is matching the funding, to create a scheme designed to step in and help children and young people at risk of getting drawn into criminal gangs where they could be exploited by hardened offenders.

Youth Justice

Although the number of young people (aged 10-17 years old) entering the Youth Justice system for the first time has been falling, the latest data (Dec 18) shows an increase to **280** per 100,000 young people. This is above the regional and national average. This represents an actual increase of 4 young people entering the system for the first time.

The number of young people reoffending and the number of re-offences has decreased. There were 32 young people in the Q1 cohort, 13 of these reoffended with total of 42 re-offences. In terms of the number of re-offences by cohort, this is the lowest since Q1 2015 and is below England and Yorkshire averages, but still just above the South Yorkshire average.

Direct Payments



47.6% of adult social care clients were in receipt of direct payments in Q1; this is 2.8% less than the same period last year but still above our target.

Re-Ablement

51.8%, (72) re-ablement clients completed the programme in Q1 with no long term needs



Timeliness of Adult Social Care Reviews

We have improved the timeliness of our adult social care reviews significantly over the last 2 years. In 2019/20 we aim to complete 83% of reviews on time, however we are not currently achieving this as performance stands at **74.8%**. Work is underway to address performance and service remains confident they will meet the year-end target of 83%.

Outcome 8 – Children & adults are safe from harm

Safer Neighbourhood Service – support



Complaints were received about rubbish and disrepair around a property. The Safer Neighbourhoods Team made contact with Equity Housing and the DWP and arranged a joint visit with the occupier. A number of problems became apparent including further disrepair, no heating or hot water, hoarding and financial problems. Immediate repairs were carried out to stop the flow of water from the toilet cistern as

the ball cock had broken, and the over flow pipe was discharging water for over 18 months. South Yorkshire fire & Rescue were then able to supply and fit smoke alarms & heat detectors throughout the property and give advice to the occupier so that he was then able to clear an emergency exit point within the property. The occupier was referred to Dial & CAB as he was at risk of his home being repossessed and there was also significant fuel debt and arrears with council tax and water. A referral was made to the Warm Homes team to support the occupier to have a new gas meter fitted to the property with credit and to support him with having a new heating system fitted.

In Q1, we successfully prevented homelessness in **139** cases.

There were **1,242** anti-social behaviour incidents reported in Q1 with concerted efforts to reduce ASB in the town centre.

75 people aged 65+, and **3** people aged between 18 and 64 have been permanently admitted to residential and nursing care in Q1, both below our targets.

Delayed transfers of care attributable to Social Services was **0.3** per 100,000 population for April and May.

90.8% of Adult Safeguarding Section 42 decisions were made within 72 hours.

Our Offer to Care Leavers



We updated our local offer for care leavers. We developed this jointly with care leavers in

Barnsley. It is available for all young people leaving care until they reach 25. It sets out the advice, support and guidance available to help them get the best start to their adult lives. The local offer will make it easier for care leavers to access the help they're entitled to. This includes support with finances, accommodation, education, training, health etc. It will help care leavers to make the most of the services we provide.

23.8% of the 698 referrals in to children's social care were repeat referrals in Q1 against a target of 18%.

253 (**37.5%**) of the 677 assessments for children's social care were carried out within 20 days of referral in Q1, 2% above our target figure.

63 of 71 (**88.7%**) of Section 47 investigations proceeded to initial child protection conference within 15 days.

7 children (**9.5%**) were subject to a child protection plan for a second time in Q1.

235 Looked after Children were in family fostering placements at the end of Q1, this is

78.6% of all looked after children. We have a target of 87%.

Adult Social Care Outcomes Framework (ASCOF)

The ASCOF measures how well care and support services achieve the outcomes that matter most to people. For the period 2018/19 Barnsley's performance across each of the eight areas measured including the overall satisfaction of people who use Adult Social Care services is strong and for the majority of indicators Barnsley's performance has improved compared to the previous year. Regional and National data will be published in Autumn allowing us to compare our performance with others. The data is used locally to set priorities for care and support, measure progress and strengthen transparency and accountability.

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

Flu vaccinations



Barnsley's 2018/19 seasonal flu uptake rates for the over 65's, under 65 years who are at risk, pregnant women and two to four years olds are **higher** than the England rates. More than three quarters of children in Reception and Years 1 to 4 were vaccinated in 2018/19. Flu vaccination uptake remains a priority

for 2 & 3 year olds and those with an underlying health condition, particularly those with a respiratory condition. We are leading a campaign to encourage health and social care staff to have the vaccination to protect themselves and the vulnerable residents they work with.

Teenage Pregnancy

The rate of pregnancy for young people aged 18 in Barnsley is **29.1** per 1,000 aged under 18. This is significantly higher than the regional and national rates; however rates in Barnsley continue to reduce. The multiagency Teenage Pregnancy Partnership have made some significant improvements over the past 12 months including access to, and support from the teenage pregnancy midwife up until the age of 21 and continuity of care from maternity services. A pathway between sexual health and maternity services is also available. Every secondary school in Barnsley is now engaging in the public health commissioned offer of relationships and sex education. A large number of pharmacies also now offer free emergency contraception to those under the age of 25.

82.6% of adults aged 18 and over in Barnsley do not smoke. Smoking prevalence in Barnsley has fallen in recent years (from 24.4% in 2012 to 17.4% in 2017 which is the latest data available). The latest reduction in rate is higher than those seen in the England and Yorkshire & Humber rates. Our target is for 84% of adults not to smoke.

Barnsley Hospital goes smoke Free



The 'QUIT' programme was launched at Barnsley Hospital, in partnership with BMBC, on Friday 31 May, which was also World No Tobacco Day. The Hospital went smokefree across its entire site and is supporting everybody who smokes to stop - including staff - to create a Hospital free from tobacco and smoking. The hospital will ensure it

promotes health and prevention of disease by minimising harm from smoking, saving hundreds of lives in Barnsley every year. All patients attending the hospital will be asked their smoking status and provided with free support to quit. The smokefree site was supported by new signage around the Hospital and our Mayor (Cllr Pauline Markham) attended the launch to show her support.

Make **Smoking** Invisible



STRONG & RESILIENT COMMUNITIES

Outcome 10 – People volunteering and contributing towards stronger communities



2,800 people volunteered in their communities in Q1; **518** were new volunteers. This is well above our target so far.

£143,759 equivalent cashable value of volunteer hours

Mapplewell Beer Festival

The Festival was organised by the community of Mapplewell and Staincross, with the aim of raising funds for Christmas motifs in Mapplewell. The event was run and delivered entirely by volunteers; there were 40 people who volunteered their time over the weekend. The event was a huge success with over £12,000 being raised. Entertainment was provided over the weekend by local singers and bands.

The event attracted a lot of people into the village and people came from all over Yorkshire (many of them had never heard of Mapplewell before). Local businesses reported that they had a huge increase in footfall in their shops and did some of their best trading to date. 50 sponsors contributed towards this event by sponsoring a barrel, the t-shirts or the glasses. They also attended the pre-meetings and gave their time at the event to volunteer.



370 people volunteered for Barnsley Museums in Q1; completing **4,047** hours with a cashable equivalent of **£24,675**

BARNSELY MUSEUMS



51 people volunteered with Barnsley Libraries in Q1 completing **729** volunteer hours across 17 libraries.

Junior Wardens Scheme – Central Area



The Scheme promotes good citizenship, environmental awareness including road and rail safety, the impact of littering or

graffiti, and also promotes community liaison to facilitate an understanding of the positive benefit of pro-social behaviour. 84 children from the Central Council area have completed the Junior Wardens Scheme over the past year, with all reporting that the scheme has had a positive impact on their lives. The latest Junior Wardens are from Forest Academy, Ward Green Primary and Worsborough Common Primary. The children learn to appreciate the work done in the locality and break down 'barriers' between young people and the statutory agencies and promote a positive image of young people to the public. Feedback from teachers of children who have previously undertaken the scheme show a significant improvement in their academic work, personality development and an appreciation of the services being provided by the local agencies. The latest OFSTED report from one of the participating schools refers to the Junior Wardens scheme as being a positive asset to the school.

Outcome 11 – Protecting our borough for future generations



34 properties have benefitted from energy efficiency works in Q1. We are behind target but performance is strong in comparison to other local authorities in the Better Homes Yorkshire scheme.

Average Duration of Works on Principal / Major Routes was 4.56 days in Q1.

The highest impact was from Cadent Gas works (50 days), BMBC tree clearance works on Dearne Valley Parkway (40 days) and BMBC works replacing signs on Sheffield Road, Hoyland (39 days). Our target is 4 days.

In Q1, we derived enough energy from waste to power **2,670** homes.

4% of the energy used by the Council was derived from renewable sources.

CO₂ emissions have continued to fall from the 2012 baseline giving a total reduction of **45%**, well above our target of 30%.

99.9% of category 1 pot holes were repaired within 24 hours

96% of signal faults (traffic lights) fixed within 24 hours which is just below our target of 97%

In Q1 there were **8.01** fly tipping incidents recorded per 1,000 population. This is equivalent to 885 reports. We have seen quite a high number of reports in Q1, but this is in line with the national trend. We are doing some fantastic work in the task and finish group to help identify key hotspot areas to help reduce the impact of fly tipping in these areas.

Clean Air Day



On Thursday 20 June, Clean Air Day saw Barnsley Council, Barnsley Hospital, Summer Lane primary school and St Mary's CE Primary school come together to inspire people to improve air quality. This year's Clean Air Day theme was anti-idling; this encouraging people to turn their car engine off and not sit stationary for long periods with the engine running. Barnsley Hospital, along with Barnsley Council had an information stand

on the day to highlight the issues of anti-idling and the health benefits of low air pollution. Summer Lane Primary and St Mary's CE Primary schools will each had a Clean Air Day assembly in the morning, before their sports day. Air quality in Barnsley has improved in recent years, but road transport is still a major cause of air pollution. We are working towards improving air quality and have received national awards for schemes.

98.1% of household waste was diverted from landfill in Q1.

96.7% of all refuse collections were made on the scheduled day in Q1, despite having to suspend green rounds for one day due to vehicle issues.

Outcome 12 – Customers can contact us easily and use more services online

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.

335 People, 108 sessions, 190 hours training

Attendees by session type Q1



145

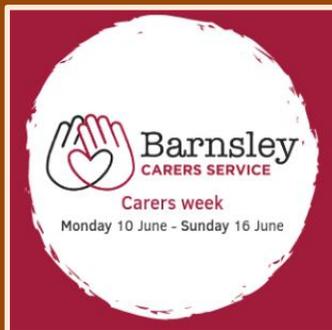


29



78

Misc. = 103



Carers Week – Connecting people online

We continue to support carers across the borough with the launch of a new online resource as part of carers' week in June 2019. This annual campaign highlights the challenges carers face and recognises the contribution they make to families and communities throughout the UK by providing support and resource.

This year's focus is to connect carers, either to services, family, or technology. This will provide the support needed to encourage carers to acknowledge their health and well-being while carrying out

their caring role. We joined forces with national charity 'Carers UK' to offer support via an online platform that can be accessed 24 hours a day seven days a week. At a click of a button, carers in Barnsley can have free access to 'Digital Resource for Carers'. This is an online environment that hosts a range of resources to help manage care.

New Council Tax Guidance for Residents with disabilities

Our Benefits and Taxation Team launched two new videos for people with disabilities in relation to Council Tax Support. The first is designed to be accessible for residents with Learning Disabilities and can be found [here](#). The second video is in British Sign Language, and can be found [here](#).

63.2% of contacts with the council were made online compared to 50% last year.

45.3% take up of superfast broadband. There were 52,131 live connections out of a possible 114,990.



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.

Compliments linked to our values Q1



76 Compliments and **88** Compliments were received in Q1. In Q1 last year it was 87 and 78 respectively.

Our staff undertook **72.5** days of Employer Supported Volunteering; this is similar to the same period last year.

100% of forecast efficiency savings have been achieved in Q1

The Council Tax Collection Rate in Q1 was **95.8%**

The business rates collection rate was **97.8%**

Sickness absence was **1.85** days per full time employee (FTE) in Q1, which is an increase on last year. Short term sickness absence increased to 1.13 days and long-term sickness absence decreased slightly to 0.72 days.

More Digital Firsts at Smithies!



Four more members of staff have just completed their IT course down at Smithies depot and gained their first IT qualification...and they're hoping to continue and learn more. Here they are pictured with Lesley Beckwith, the tutor from Adult Skills. When asked about their experience, the comments made were “I didn't have a clue before I attended the course and I've learnt a lot - Lesley has been brilliant”.

DigITal Hub goes live



As part of #DigitalFirst; the DigITal HUB was launched in April 2019. It has provided the flexibility for users to create IT service requests or log incidents at any time of the day, without having to call the Service Desk. The Knowledge documents in the HUB offer the user the option of self-help (where appropriate) and valuable informational videos in using our technology and tools.

The HUB is at the core of an ongoing IT continual improvement process (which includes the removal of paper based forms and the automation of requests) moving the Council ever closer to the #DigitalFirst utopia.



Finance Data - Spend Per Outcome

Outcome	Budget	Out-turn	Variance	% variance	Commentary
Outcome 1	1,575,791	1,527,607	48,184	-3%	Staff savings in Development management combined with a reduction in Planning fee income
Outcome 2	1,349,780	1,349,779	0	0%	Balanced position
Outcome 3	105,892	105,892	0	0%	Balanced position
Outcome 4	1,835,735	1,869,307	33,572	2%	Income shortfall relating to Cultural sites, events & car park income
Outcome 5	1,314,399	1,318,604	4,205	0%	Balanced position
Outcome 6	10,059,162	10,074,676	15,514	0%	Balanced position
Outcome 7	5,770,856	5,763,054	7,801	0%	Balanced position
Outcome 8	80,215,939	77,478,230	2,737,709	-3%	Early delivery of future years' efficiencies, combined with increasing levels of non-recurrent Government funding
Outcome 9	6,833,589	7,143,926	310,338	5%	Income shortfall against School Catering
Outcome 10	4,884,437	4,884,592	155	0%	Balanced position
Outcome 11	24,840,375	25,210,822	370,447	1%	The current overspend is mainly due to a fall in the market price of recyclates and delays in the delivery of the transfer loading station
Outcome 12	2,655,264	2,727,329	72,065	3%	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 [here](#) 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/>

