

Corporate Plan Performance Report

**THRIVING &
VIBRANT ECONOMY**

**PEOPLE ACHIEVING
THEIR
POTENTIAL**

**STRONG &
RESILIENT COMMUNITIES**



Quarter 2 July – September 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 (Red, Amber or Green) 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.

We have highlighted the PIs that are RAG rated as red throughout the report.

	<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 2



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 **33** new businesses to start trading and supported **25** businesses to expand in Q2. Our work with the private sector has created **237** jobs for the borough. 51% of jobs created in Q2 were associated with inward investment activity, and 12% came from the borough's large companies.

Since July 2019, **9** companies have chosen to relocate to Barnsley. These investors have occupied over 257,000 sqft of floorspace, helping to create over 120 new jobs and securing over £1.3 million of private sector investment into the borough.

Digital Innovation Grants



A full business plan has been submitted for a 3 year £2.1m programme. 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. The project will be managed and delivered by Barnsley Metropolitan Borough Council (BMBC) on behalf of the South Yorkshire Local Authorities (SYLA), and will be promoted via the Business Growth Specialists and SY LA business support teams.



Launchpad

The team have delivered a number of proposed up business schools” in Thurnscoe. The programme is normally delivered from the Digital Media Centre, but, recognising that it is not always easy for residents to get to the town centre, the team have devised a four day school which covers all the essentials about 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. In addition to this, the team also recognise that they need to provide a service for residents that are normally at work in the week. To combat this the Launchpad team have created their “Start Up Saturday” event which provides a condensed taster programme over 8 hours.

Creating capacity for inward investment

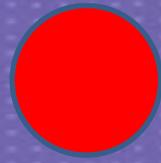
29% of all inward investment enquiries closed due to lack of available premises and the ongoing issue of lack of stock continuing to constrain economic growth. To address the constrained stock levels seven schemes have now been approved for Sheffield City Region and private finance initiative funding. We anticipate 536,000 sq.ft of speculative development will take place in the next twelve months. Some of these are Everil Gate Lane, Ashroyd Business Park Maple Road, and Capitol Park. This will improve enquiry conversion rates and secure investment and jobs for the Borough. To further strengthen the range of property a third round of PIF funding is anticipated to be launched in the winter of 2019.

Planning Applications

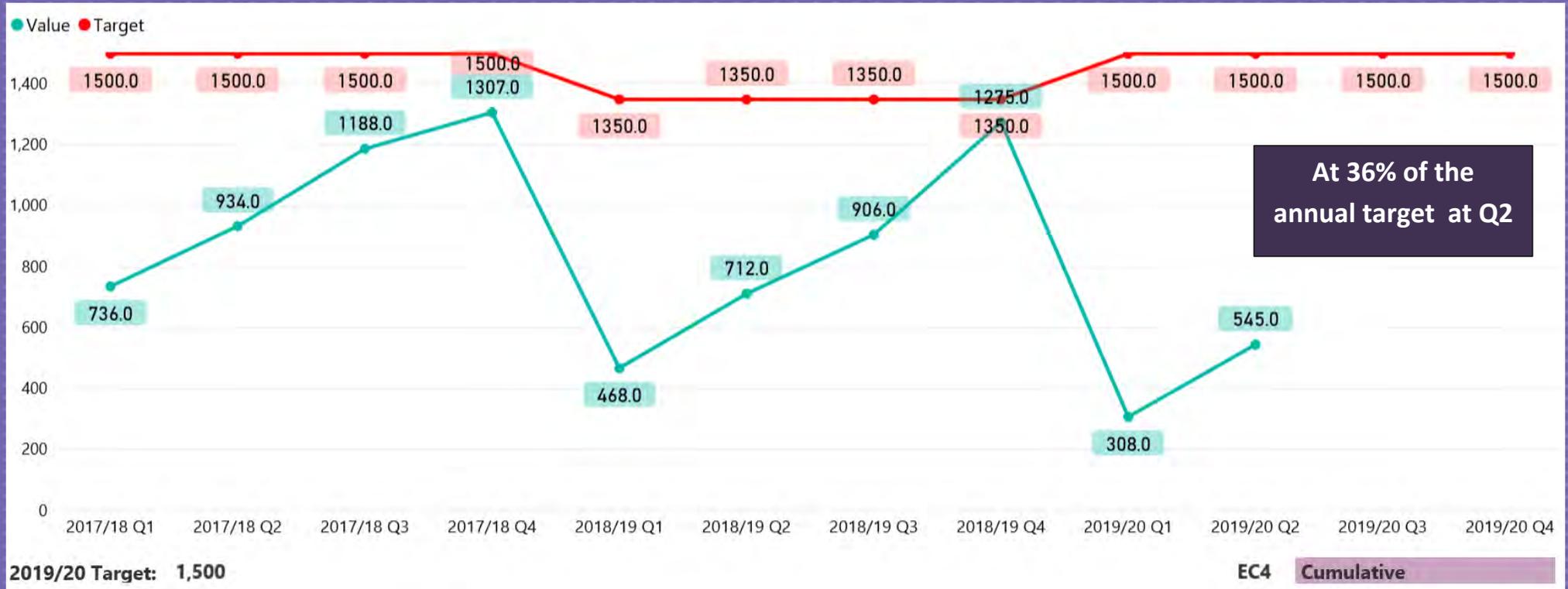
Performance in determining major planning applications is exceptional at Q2 with **100%** of applications being determined within the prescribed timescale, or an alternative date agreed with the applicants.

Hoyland North Masterplan Framework

In Q2, we launched consultation to help shape the future of Hoyland Common. A number of sites have been allocated for development in the local plan and members of the public were invited to view the draft framework at Hoyland library, attend two public events held in August and give their views via an online questionnaire. These views will be considered in preparing the final draft.



EC4: Number of Private sector jobs created



A continued subdued level of growth is projected for the remainder of the year with a number of large companies operating at maximum peak employment levels and predicting no major job growth. The lack of uncertainty associated to BREXIT, together with the ongoing effects of squeezed profit margins has resulted in businesses continuing to focus upon implementing wider efficiency measures, (in an aid to increase productivity levels) to help remain competitive. Such activity continues to see planned capex investments delivering minimum or no future job growth in local workforce levels and in some circumstances will result in an overall net contraction in workforce numbers, resulting in employment levels being constrained.

Timely delivery of new employment sites and associated inward investment activity will be seen as key in helping to deliver further progress against this indicator. There are also plans to undertake a deeper analysis in this area, by way of a performance follow up report, to understand issues and opportunities for moving this forward.

Outcome 2 – Increase skills to get more people working

Between July and September 2019, 11 apprenticeships started, equating to **0.44%** of our workforce. There are 12 additional apprenticeships awaiting starts with providers which will be included in the next quarterly report.

The number of 16 & 17 year olds on apprenticeships is currently performing well. At Q2 the percentage of young people engaged in an apprenticeship is **11.3%**. This exceeds last years' figure for the same month by 3.3%. Comparative figures for Yorkshire and Humber and National performance are 8.3% and 5.9% respectively.

Employment opportunities for those with learning disabilities is **5.3%**

In Q2, we have secured a further 9 new job opportunities making the total now 23, with the opportunity to add more in School's catering, Cannon Hall and Norse. There has been an increase in the eligible clients from 518 last quarter to 530 this quarter which has affected the % increase, the team have continued to support clients into paid employment.

The percentage of care leavers who are in education, training or employment is **60%**

This is 18 of 30 care leavers. Engagement was lowest for 21 year olds (50%), compared with 66.7% for both 19 year olds and 20 year olds. Whilst performance has improved since Q1, it is slightly lower than the figure reported at the same time period last year (62.5%) and remains below target.

9.1% of our 16 & 17 year old cohort are Not in Employment Education or Training or Not Known. Barnsley continues to outperform the regional average. Latest data for August shows Yorkshire and Humber at 12.2%

Well@Work South Yorkshire



In Quarter 2 there have been an increasing number of businesses progressing with the Be Well@Work Award. A total of 37 businesses requested the Health Needs

Assessment and 17 requested the logon details to the Create Wheel, an increase on Q1 figures. Business engagement is improving and there is better joining up between services internally, particularly with the Enterprising Barnsley Team.

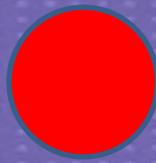
The Panel met in July to select the Be Well@Work Annual Awards finalists.

Air League: Soaring to Success

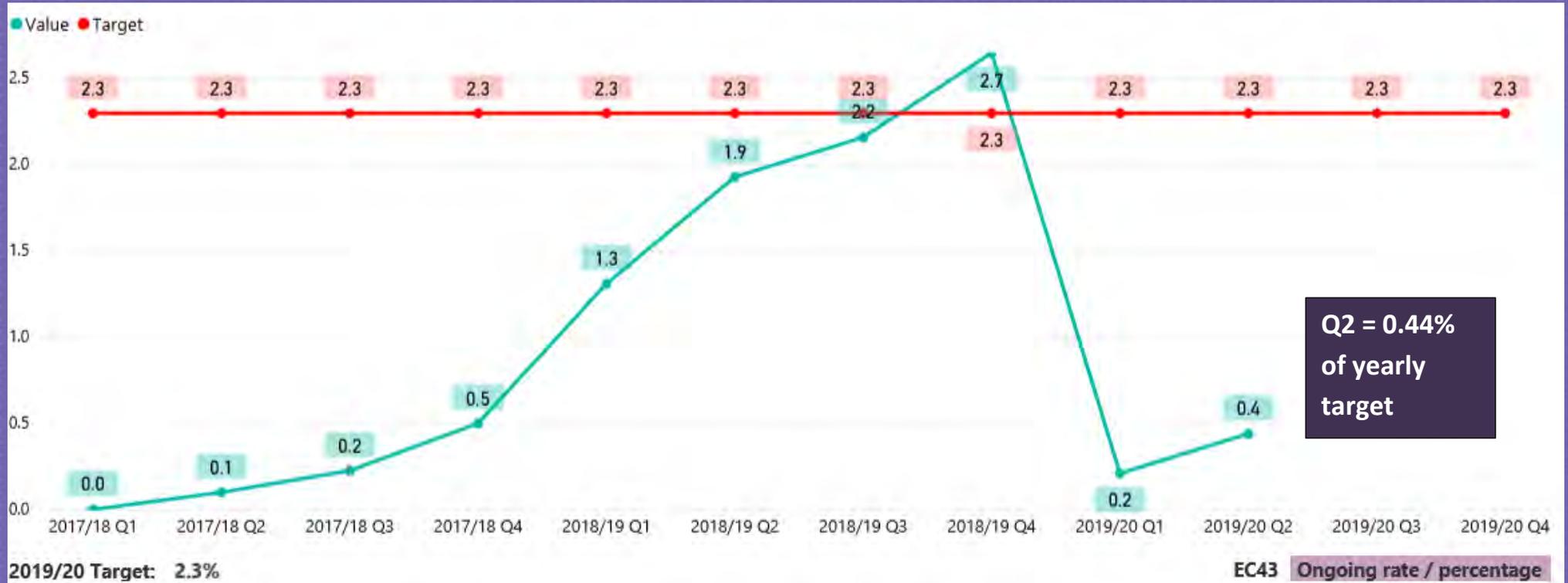
The Young People's Skills and Enterprise team (YPSE) have been working in partnership with The Air League to provide young people from across the borough with the opportunity to learn more about the aeronautical industry from a careers perspective. The programme started with an Introduction to Aviation event, the team organised transport for 1000 year 9 Barnsley students, who received a taste of what the industry has to offer. Delivered at Barnsley Football Club, over three days we had representatives from DHL Freight, Rolls Royce Engineering, British Airways and the Air League talking and delivering workshops to the young people around their roles in the industry.

Across four stages of the programme students have been able to experience a flight in a glider, have tutorial flights in a light aircraft and spend time honing their skills on a flight simulator. For many of the young people who took part was a once in a lifetime opportunity, for others this was the first time they had experienced flight. In the words of one of the students: "It was creative, got people involved and made me want to become a pilot in the future. This was very inspirational and useful for looking into aviation"





EC43: Number of apprentice starts each year as a percentage of the Council workforce



21 apprentices are currently on programme from a total of 4780 employees. This currently equates to 0.44% starts against the annual 2.3% required. We also have an additional 12 apprenticeships that have already started in Quarter 2 and we are waiting for training providers to finalise payments which will be included in the next quarter report. Plans to deliver another Future Leaders programme in 2019/20 (for 48 employees) have been approved by the Organisation Improvement Board and will commence later in 2019. These starts will contribute to the 2019/20 apprenticeship target. In addition, an Apprenticeship Strategy is now in place to look at actions to encourage apprenticeships in council services and maintained schools in order to achieve the 2.3% target.

Outcome 3 – Develop a vibrant town centre

Dancing Town

The Dancing Town event took place in Barnsley town centre across 10 days in August. It included two weekends of entertainment and a mid-week programme delivered by local dance schools, gym instructors from Barnsley Premier Leisure, professional dance schools, and workshops delivered by stars of the West End. There was also an appearance from George Sampson – winner of Britain's Got Talent – who delivered two An impressive marquee 20m x 15m structure housed a professional dancefloor, lighting rig and PA system was erected in Mandela Gardens, providing the perfect environment to host Dancing Town, and encourage people to visit an underutilised area of the town centre and was attended by over 4,000 people. The event received very positive local and regional media coverage and extensive social media reach.



Footfall in Barnsley town centre was **1,521,420** in Q2.

86% of town centre units are occupied and **82%** of market stalls (against our target of 95%).

Barnsley Town Centre Races 2019

In July Barnsley turned into a cycling town! After hosting the world's elite cyclists at the Tour de Yorkshire earlier in the year, many of the same riders returned to battle it out on the 1.1km course around the town centre at the Barnsley crit. The HSBC National Circuit for both the men's and women's race elite took place on 19th July and saw some of the most talented cyclists in the region go wheel to wheel in front of thousands of spectators. The public were able to watch the riders along the entire race circuit. There was also the opportunity for everyone to experience the course for themselves during the community ride.

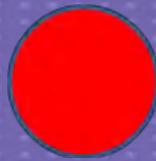


Photos © Scott Bairstow Photography

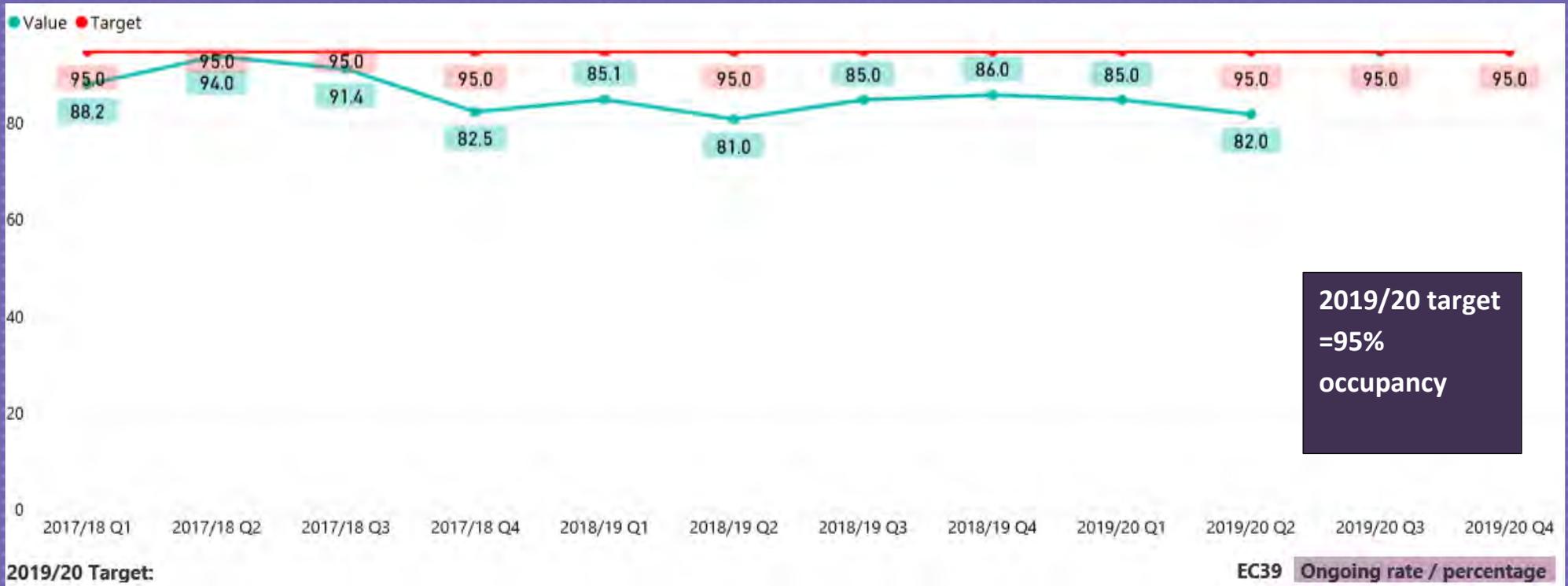
Barnsley's Big Weekend

In July we celebrated 'Barnsley's Big Weekend'. Along with the grand opening of the Library@the Lightbox, other events included the Mayors Parade, dinosaurs roaming the town centre, a 5k run, Pride Barnsley, Destination Barnsley, dancing, bands, a climbing wall, and sports activities – all in one weekend!





EC39: Occupancy level of town centre markets



**2019/20 target
=95%
occupancy**

Occupancy of the market remains a challenge on the first floor. We have recently received invest to grow funding to look at options for the 1st floor and the reduced rents (reduced by 50% from 1 September) will hopefully help in terms of targeting new traders. However, the main priority for the team at the moment is to get Market Kitchen operational (fully let). After that, the team will really focus on proactive trader recruitment.

Outcome 4 – Strengthen our visitor economy

The Caravan Gallery – Wombwell Pride of Place Project

Barnsley Museums invited artists and photographers Jan Williams and Chris Teasdale to bring their unique mobile gallery, The Caravan Gallery, to the streets of Wombwell. The bright yellow caravan - a lovingly reincarnated 1969 Bluebird Europe – was resident on Wombwell High Street on market days from mid September, with further appearances at Wombwell Library and at Elsecar. Around 400 people visited the Caravan Gallery during its residency, mostly passers-by, many of whom made return visits.



Elsecar By the Sea

This year, an estimated 12,000 people attended and explored the different things happening across the village.



Feedback was extremely positive, new audiences were brought here, our independent businesses reported record levels of trade, and the atmosphere was incredible. Perhaps most pleasing of all so many local families told us how much it meant for them. Not everyone can get away on holiday, but for thousands of local children, we brought the seaside here to South Yorkshire for a special end to their summer.

BARNLSLEY MUSEUMS



A total of **428,729** people have visited our museums during Q2, contributing just over £8M to the local economy. The combined contribution to the economy from the 6 Barnsley venues including Wentworth Castle Gardens is **£9.5M**

Visitors to our museums increased by 11% compared to Q2 last year. This is an additional 38,894 visitors. With the inclusion on Wentworth Castle Gardens, this increases to 24% and 81,785 additional visitors. Strong summer performances and engagement with diverse audiences have maintained the Q1 growth. The combined attractions are on course to exceed targets and establish new annual records.

Transpennine trail usage at Q2 is at **191,252**. Our figures over the summer have seen a large increase in the number of cyclists and horseriders.



Barnsley Museum Summer Holiday Activities

Barnsley Museums provided a comprehensive school holiday programme this summer; 7,200 took part in 39 different events and 7 self-led activities across the five museum sites. Activities ranged from baking to pond dipping and virtually everything in between. The most popular events at Experience Barnsley saw almost 1,000 people attend, these were the Reds Day in collaboration with Barnsley Football Club and the Archaeology day. Activities were aligned to the summer exhibitions which included Kapow (Original Comic Book Art) at the Cooper Gallery, Mythical Creatures at Cannon Hall and Tins Tins at Experience Barnsley.



Outcome 5 – Create more & better housing

Celebrating 100 years of council housing

Barnsley homes celebrated their 100 years of council housing in August at the Library @ the Lightbox. The public were invited to come and view the council housing exhibition and celebrate one of the town's great assets with their families and friends. There were touching tenant stories, videos and photos from the past and present, as well as memorabilia.



Empty Homes Week

Barnsley Council celebrated National Empty Homes Week from in September. During the week the Empty Homes team shared their successes on Facebook and hosted an event at the Library @ the Lightbox. Since the Empty Homes Programme began in April 2018, the council has helped to bring over 300 empty properties back into use.



196 New homes have been built in Q2; 26 of these are affordable homes



There were 8 property completions via the Council Build Programme at Baden Street in July. 4 s106 properties were completed by MET homes at the Blenheim View development and 12 properties were completed via a refurbishment programme at Keresforth close. There were also 2 acquisitions via the HE funded Empty Homes programme. To mark the completion of the homes at Keresforth close an event was attended by the new tenants of the properties, Mayor Councillor Pauline Markham, Cabinet Spokesperson for Regeneration and Culture Councillor Tim Cheetham and staff from Barnsley Council and Berneslai Homes. To mark the occasion a tree was planted, which will grow and develop with the scheme.



Outcome 6 – Every child attends a good school and is successful in learning and 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 is **69%** at Q2. Although two schools improved their rating to 'Good', the percentage is now based on the January 2019 census figures and therefore shows a slight reduction from Q1.

School Music Festivals

Children from across Barnsley took part in two music festivals at the Metrodome in July, hosted by Barnsley Music Education Hub. The Key Stage Two music festival saw over 1,600 young people from 37 schools perform, whilst the Barnsley Schools Vocal Festival featured 450 children, from a total of 15 school choirs.



76% of Education, Health and Care Plans (38 plans) were issued within 20 weeks without exception. 50 new EHC plans were issued in Q2 and total number of plans completed within 20 weeks is higher than at Q1.

Big Kids School Challenge

In August, the Early Help team shared tips for parents and carers of young children about to start school for the first time. School readiness information was shared via the councils Facebook page and Twitter account related to the development of the whole child, including their social and emotional skills, physical skills, communication skills and cognitive skills. Families were encouraged to support their children to develop skills to manage things like getting along with other children, following instructions, and communicating their needs. We have seen an increase in the number of children who are school ready to **70.4%** in 2019.



Take up of two year old's entitlement to free childcare/education has increased this quarter and the figure is currently **75%**.

This follows targeted work to identify families who were eligible but had not applied. Social media campaigns, and outreach work by family centres to encourage take up and address barriers to take up has seen an increase in the numbers of families accessing provision.

Free Childcare

is available for your 2 year old

Choose 1 of the 3 ways to apply

- 1 Apply online using the BMBC Citizen Portal
- 2 Drop in to one of weekly childcare surgeries running Monday mornings at the library @ The Lightbox anytime between 9am and 12noon
- 3 Pop along to your local childcare setting and ask them to help with an assisted application

How do I apply online via the BMBC Citizen Portal?

- Search 'Barnsley Family Service Directory'
- Click 'Barnsley 100'
- Click on 'Family Information'
- Then click on 'Free Childcare for eligible two year olds'
- Read all the information before you click to apply at the bottom of the page.
- Usually you start you will need your personal insurance number.

Using the Citizen Portal

If you have older children you may already have a citizen portal account when you applied for their school place. You can log on using the same email and password.

If you have not used the Citizen Portal before click 'Register'.

65.9% of pupils in Barnsley are achieving the expected standard or above in combined KS2 reading, writing and maths. At KS4 we have increased our positive gap with all schools nationally in terms of a standard pass in The Basics and for the first time ever we are above all schools nationally in terms of a strong pass in The Basics.



Outcome 7 – Reducing demand through improving access to early help

Pilot of early help sessions in the Dearne



A number of organisations in Barnsley are working together to deliver a series of drop-in sessions called 'Talking Point'. The sessions are being piloted in the Dearne and include support and guidance from Adult Social Care, BMBC Customer Services, Safer Neighbourhoods/South Yorkshire Police, community health service SWYPFT, Bernslei Homes, LiveWell Barnsley, My Best Life Social prescribing and the Digital Champions. Residents will be able to access a range of early help support promoting independence and wellbeing, as well as advice about concerns and increased awareness of what support is available in Barnsley. Advisors from each service will be on hand throughout the sessions to discuss any queries residents have, as well as to offer solutions and guidance going forward.

Youth Justice

Data for Q4 2018/19 shows a rate of **255** per 100,000 young people entering the Youth Justice system. This is a slight increase (3.1%) on the same quarter in the previous year but a reduction in the figure reported in Q1. However, the first time entry rate (per 100,000 population) for Barnsley remains above the regional and national figures which have both seen a reduction since December 2018. Overall performance remains flat and as per target. The data refers to 55 young people, down from 59 reported in Q1.

Troubled Families

The number of claims made to DCLG for significant and sustained improvement is **286** at Q2.

Stronger Communities – Early Help



In September we launched our All Age Early Help Annual Plan, detailing how we'll be working together and sharing resources to ensure our communities get the right support, at the right time to tackle problems early. Progress will be monitored through the Stronger Communities Partnership Board.



Direct Payments

47.7% of adult social care clients were in receipt of direct payments in Q2. This is now above the the year end target of 45%.

Re-ablement

54% of re-ablement clients completed the programme in Q2 with no long term needs



Timeliness of Adult Social Care Reviews

Performance has improved slightly in Q2 and we are now achieving **81%** of adult social care reviews completed on time. This falls just short of the year end target of 83% which service remains confident they will meet.

Outcome 8 – Children and adults are safe from harm

Safeguarding Awareness Week 2019

Safeguarding awareness week took place in July 2019 around the theme of 'your choices and rights'. A launch event saw colleagues join together at Barnsley Sixth Form College to celebrate how partners are working together to keep



people of all ages safe from harm. A number of invited partners attended the launch, including representatives from Barnsley Council, Berneslai Homes, local schools, Barnsley Hospital, Barnsley College, Public Health and Barnsley Clinical Commissioning Group.

A market place 'wrap-around' event took place before and after the main launch event and was an opportunity for partner agencies to find out more about each other's services.

In Q2, we successfully prevented homelessness in **146** cases.

194 people aged 65+, and **8** people aged between 18 and 64 have been permanently admitted to residential and nursing care in Q2, both above target for the quarter.

There were **1,190** anti-social behaviour incidents reported in Q2, a reduction of 14% compared with the same period last year.

Delayed transfers of care attributable to Social Services was **0.4** per 100,000 population for July and August.

97% of Adult Safeguarding Section 42 decisions were made within 72 hours.

16.7% of referrals in to children's social care were repeat referrals in Q2 against a target of 18%. Managers have been closely monitoring potential re-referrals which has helped bring our referral rate back within target. This is the lowest reported rate within the last two years.

40.8% of assessments for children's social care were carried out within 20 days of referral in Q2, 5% above our target figure.

60 of 65 (**92.7%**) Section 47 investigations proceeded to initial child protection conference within 15 days. This is well above the year end target and the best performance reported to date.

8 children (**8.7%**) were subject to a child protection plan for a second time in Q2.

90.5% of looked after Children were in family fostering placements at the end of Q2, against our target of 90.7%.

Operation Duxford



Operation Duxford was one of the most successful held to date. The SNS Shared Accommodation Team and SYP engaged with at least 80 tenants, residents and landlords in the Dodworth Road and Springfield St area. Issues identified included tenants being evicted without a valid notice, 3 insecure properties, and 6 empty properties in a very poor state of repair. There were other examples of poor landlord practices

including taking rent in cash with no receipt and not giving tenancy agreements. The team were able to offer advice and ongoing support to tenants, and logged several disrepair issues, with 6 disrepair cases now under investigation. The team also made 17 arrests for a number of offences including possession of drugs with intent to supply, burglary, possession of weapons, failure to attend court and driving whilst disqualified. Nine vehicles were seized for no insurance or tax. Overall the team engaged with over 3,600 members of the public during the operation, and the police recruitment stall resulted in 60 referrals.

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

Hospital Admissions for Alcohol-Related Conditions

2017/18 data shows a rate of **978** men per 100,000 population who were admitted to hospital for alcohol-related conditions. This is significantly higher than the England rate of 809.

The rate for women is **628** per 100,000, again significantly higher than the National rate of 473.

This data relates to any admission to hospital where the main cause can be attributed to alcohol.



Illicit Tobacco

There have been 2 successful prosecutions relating to illicit Tobacco in Q2. One offender was fined £10k and another received 220hrs community service. In addition, at the end of Q2, we have seized over 16000 illicit cigarettes/hand rolling tobacco.



Best Bar None



Best Bar None promotes responsible drinking and higher professional licensing standards in bars, pubs, hotels, clubs and entertainment venues. Over the summer, officers trained as BBN assessors evaluated pubs, clubs and eateries in the town centre as part of this year's accreditation scheme. There are now 22 accredited venues, an increase of 60% on last year, which is testament to the commitment of town centre establishments in raising the bar for a great, safe night out in Barnsley.

Beat the Street

Beat the Street Barnsley set out to increase physical activity levels and improve health and wellbeing amongst residents, specifically school children and their families, over six weeks in June and July. Beat the Street aims to encourage people to make small behaviour changes such as walking or cycling to school, participating in lunchtime walks or by just spending more time in their local parks and greenspace.

A total of **25,363** adults and children took Part, contributing to the following outcomes:

10% increase in adults now active

8% decrease in adults being inactive

7% decrease in children being inactive

£2.06m value in savings in healthcare and productivity based on NICE return on investment tool)

£24.03 Return on Investment for each £1 Invested.



Suicide Rate

The rate of suicide in Barnsley has decreased from the last reporting period. At **9.2** the rate is lower than Yorkshire & Humber and England rates and joint second lowest when compared with statistical neighbours. This is the lowest rate since the 2008-10 reporting period.

Air Quality Levels

The rolling annual average nitrogen dioxide gas (NO2) **concentrations recorded at Q2 is 31** microgrammes per cubic metre. During Q2, the Council has also published its 2019 Air Quality Annual Status Report, available on the Council's air quality webpage.



PE 66 & 67: Hospital admissions for alcohol-related conditions - Males



The narrow measure includes admissions where the main reason for admission is a condition which can be caused (in full or in part) by alcohol, such as ethanol poisoning. Some specific secondary reasons are also included, such as car accidents, alcoholic liver disease, and unintentional injury. The narrow measure estimates the number of hospital admissions which are primarily due to alcohol consumption and provides the **best indication of trends in alcohol-related hospital admissions**.

Across the last five years, narrow admissions in Barnsley have been consistently above the national level and have risen by 15.9% whilst average rates for England as a whole have reduced by 1.3% across the same period.



PE 66 & 67: Hospital admissions for alcohol-related conditions - Females



Women in Barnsley have the highest hospital admission rates across 15 neighbouring boroughs in the Yorkshire & Humber region. Comparatively, men have the third highest rates.

The Barnsley Alcohol Action Plan 2018-2021 outlines our vision and priorities related to alcohol across the coming years. Some key outcomes include; a reduction in the number of alcohol-related hospital admissions, a reduction in young people's alcohol consumption, and an increased awareness and understanding of alcohol-related harm across the whole population.

Outcome 10 – People volunteering and contributing towards stronger communities



2,653 people volunteered in their communities in Q2
This is a small fall in numbers since the last quarter which reflects the increased time spent by the teams in developing new groups than supporting individual volunteering activity.

521 were new volunteers, a small increase on the last quarter.

Volunteering activity in Q2 equates to **£158,425** equivalent cashable value

4506 volunteer hours were completed for Barnsley Museums in Q2; with a cashable equivalent of £60,876

BARNSELY MUSEUMS

Volunteering and Skills Development – Barnsley Museums

Shannon Birds left Barnsley Museums in July 2019 pursuing a career in the commercial archaeology sector. Her time with us, starting as a volunteer, has enabled her to develop the skills and knowledge base she needed to progress to her new role.

She began volunteering for Barnsley Museums in May 2017 alongside studying for a Master's Degree in Medieval History. In December 2017 Shannon joined the Visitor Services team as a VSA, working four days a week.

Shannon says:

“I am passionate about historical objects and their ability to tell stories about the people, cultures, and technologies of the past. I have loved being able to work closely with and handle these objects. As well as enjoyment, the skills I have developed during my time at Barnsley Museums are numerous.”



Jump Park Gala

Jump Environmental Group held their first Gala in Jump Park. It was their second event designed to promote the group, recruit volunteers and encourage social cohesion within the village. The group is run by a small core group who are reliant on grants and donations to develop their projects. The gala was used as a tool to raise funds, their final figure was £390.00 (£340 on the day and £50 in donations), and this money can be used towards future projects. They also wanted to promote the work of the group and recruit new volunteers. A core group of 6 volunteers helped to organise the event supported by the Area Team and the South Area Tidy Team.

The group recruited a new volunteer who helps them with their monthly litter picks. On the day 4 new volunteers turned up to help with the gala, this included 3 qualified first aiders who remained on site for the duration of the event and one who helped with setting up and returned to help clear up.



Outcome 11 – Protecting our borough for future generations



54 properties have benefitted from energy efficiency works in Q2. The council's performance remains strong in comparison to other local authorities in the Better Homes Yorkshire scheme.

Average Duration of Works on Principal / Major Routes was 5.21 days in Q2.

There have been extensive Virgin Media works carried out in the Royston/Carlton/Cudworth area which has impacted significantly on Q2 figures. These works are scheduled to be complete by the end of the year, so this should improve the figure.

In Q2, we derived enough energy from waste to power **2,960** homes.

6% 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%.

99.87% 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 Q2 there were **8.81** fly tipping incidents recorded per 1,000 population. The number of instances has increased when compared to the previous 2 financial years. October will mark a year since the introduction of the new pin on map reporting system. The ease of reporting may explain the increase in reported cases. **100%** of reported cases were removed in Q2.

Recycle Week

In September we supported #RecycleWeek – a National campaign to celebrate recycling. Throughout the week we shared recycling hints and tips on social media and invited the public to send in their own. Our Chief Executive, Sarah Norman had a great morning as she hit the streets with one of our recycling collection crews to see first-hand how good we are at recycling in Barnsley. Despite the rain, Sarah enjoyed supporting the crew and learnt lots about recycling on her way.



78% of the total highways cost (revenue and capital) is spent directly on carriageway and footway repairs

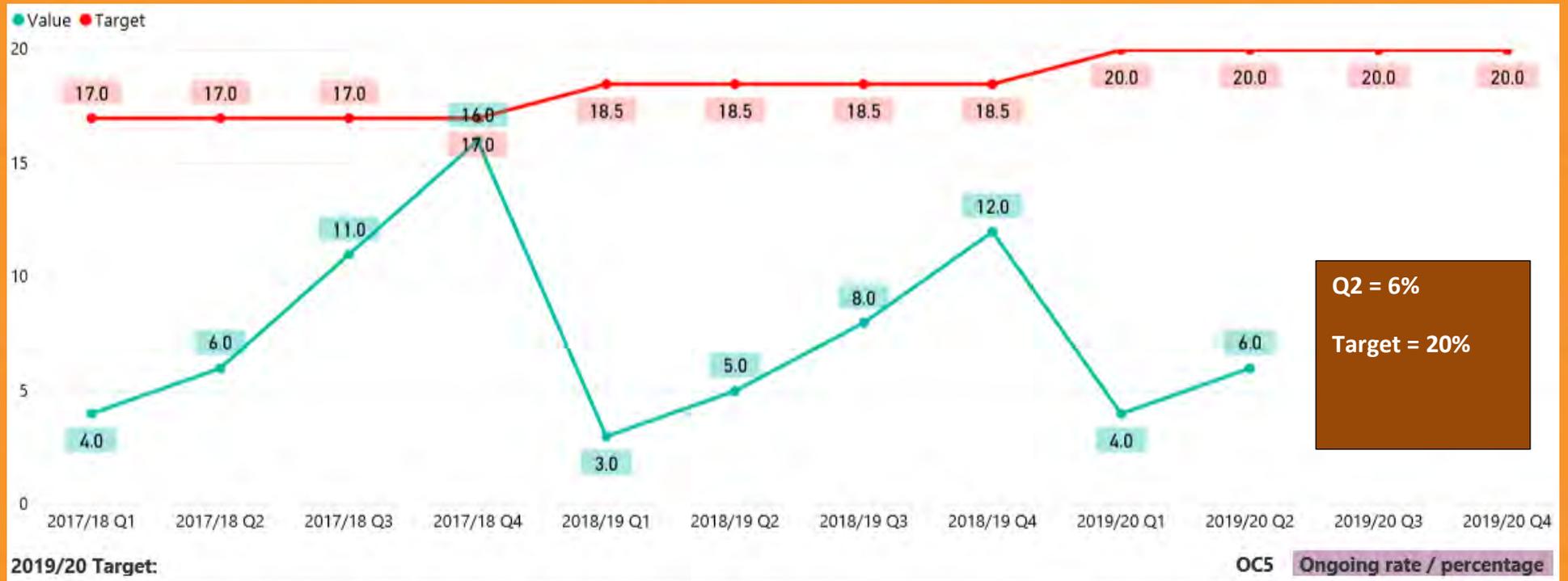
Total cumulative expenditure over Q1&Q2 for Highways & Engineering was £11.295M of which £8.781M was spent on Highway repairs.

97.58% of household waste was diverted from landfill in Q2.

96.7% of all refuse collections were made on the scheduled day in Q2. Performance was particularly strong in September after dropping below target in August. Measures have been put in place to monitor round completion in greater detail to identify and tackle issues.



OC5: Percentage of BMBC energy derived from renewable sources



Total generation from renewables is 91,007 MWh by end of Q2 which equates to 6% of total projected annual energy use. This figure is typical compared to previous years as generally most of our renewable plant is biomass and heat requirement is greater in Q3 and Q4. Previous issues with BSF schools installations appear to have been mainly resolved with 8 out of 11 installations performing well going into heating season compared to only 2 for Q2 2018-19. Maintenance issues appear to be being resolved relatively quickly with downtime and failures kept to a minimum. Berneslai Homes have two installations with persistent faults and have 9 out of the 11 installations they manage performing as expected going into heating season.

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

Superfast Broadband

Take up of superfast broadband is at **48.59%** at Q2. There were 56,179 live connections out of a possible 115,611. Take up of Openreach fibre in commercially covered areas of South Yorkshire is at 56.68%. Take-up has been bolstered by a radio campaign, and AdVans deployed in target areas.



Blue Badge Applications move online



In July Customer Services went live with online payments for Blue Badges using the national gov.pay system; enabling applicants to apply for it, pay for it and upload any supporting evidence in one transaction. This has had huge success with **1745** people choosing to pay online, if this trend continues over the next 12 months nearly 7000 applicants will choose to go online to pay for their Blue Badge rather than phone to make a payment. Previously, applicants had no other option than to call to make a payment so this change has undoubtedly led to a significant reduction in calls in to the Contact Centre.



Sitemorse ranking



The Sitemorse Index is an independent audit of the quality of public sector websites. It provides a benchmark as to how websites are performing. In Q2, barnsley.gov.uk climbed 181 places on the index and was ranked 80th.

This places Barnsley within the top 15% of Councils audited.

Digital Champions

The council's Digital Champions continue to run regular sessions in community venues to help people gain the skills and confidence to access services and information online.

556 People, 126 sessions, 229 hours training

Attendees by session type Q2

digitalfirst Members **118**

get online **55**

Learn My Way **246**

Voice Assistant Technology **73**

65.1% of contacts with the council were made online as the increasing use of digital contact options continues.

Siteimprove

Siteimprove is a quality assurance tool that checks the councils website for accessibility, Search Engine Optimisation (SEO), policy and analytics. Our overall quality assurance score is 96% and the overall 'digital certainty score' for BMBC is 93.2% against an industry benchmark of 79%.



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 Q2



61 Compliments and **167** Compliments were received in Q2. In Q2 last year it was 99 and 123 respectively.

Our staff undertook **32.5** days of Employer Supported Volunteering.

100% of forecast efficiency savings have been achieved in Q2

The Council Tax Collection Rate in Q2 was **95.97%**

The business rates collection rate was **98.85%**

The proportion of total BMBC influenceable spend spent with locally based suppliers is at **55.9%** at Q2.

Sickness absence was **1.84** days per full time employee (FTE) in Q2, consistent with Q1 figures. Short term sickness absence decreased to 0.68 days and long-term sickness absence has increased slightly to 1.16 days.

New Pod e-learning

The Financial Services team have developed an Introduction to Financial Awareness in Local Government e-learning course to help give employees an understanding of the financial framework in which we operate and to ensure that as a council we can continue to meet future challenges.

The course covers:

- Introduction to Local Government Finance
- The Budgetary Control Cycle
- Responsibilities of a budget holder
- Financial regulations
- Finance and Commercial Competency framework

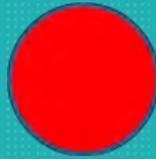


#Digitalfirst

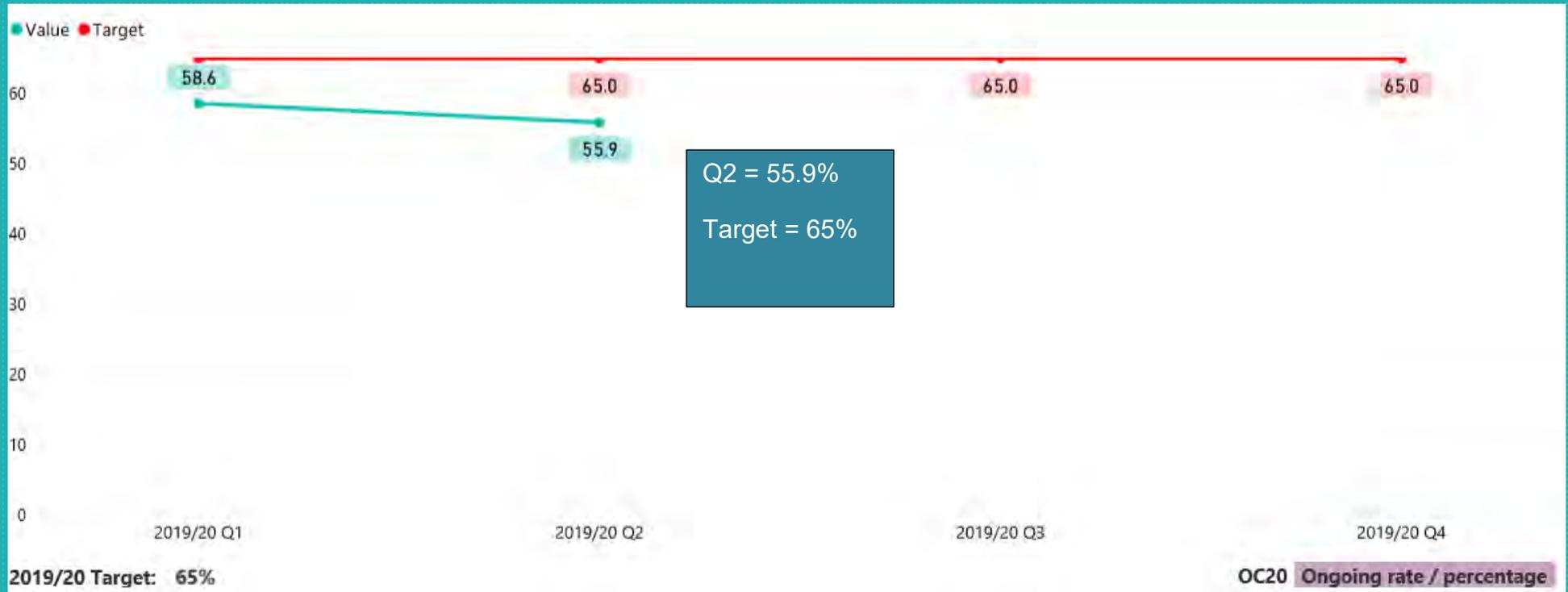


Enabling Technology

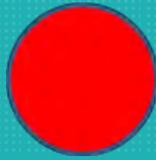
The goal of the Enabling Technology work stream is to build the foundations for a range of Digital First services that will not only benefit our citizens but also empower our teams and make the most effective use of our resources. We'll be implementing our Enabling Technology Workstream that will see an upgrade of our core IT over the next 12 months. Enabling Technology will provide us with much more stable, modern and reliable infrastructure to support our digital future in terms of growth.



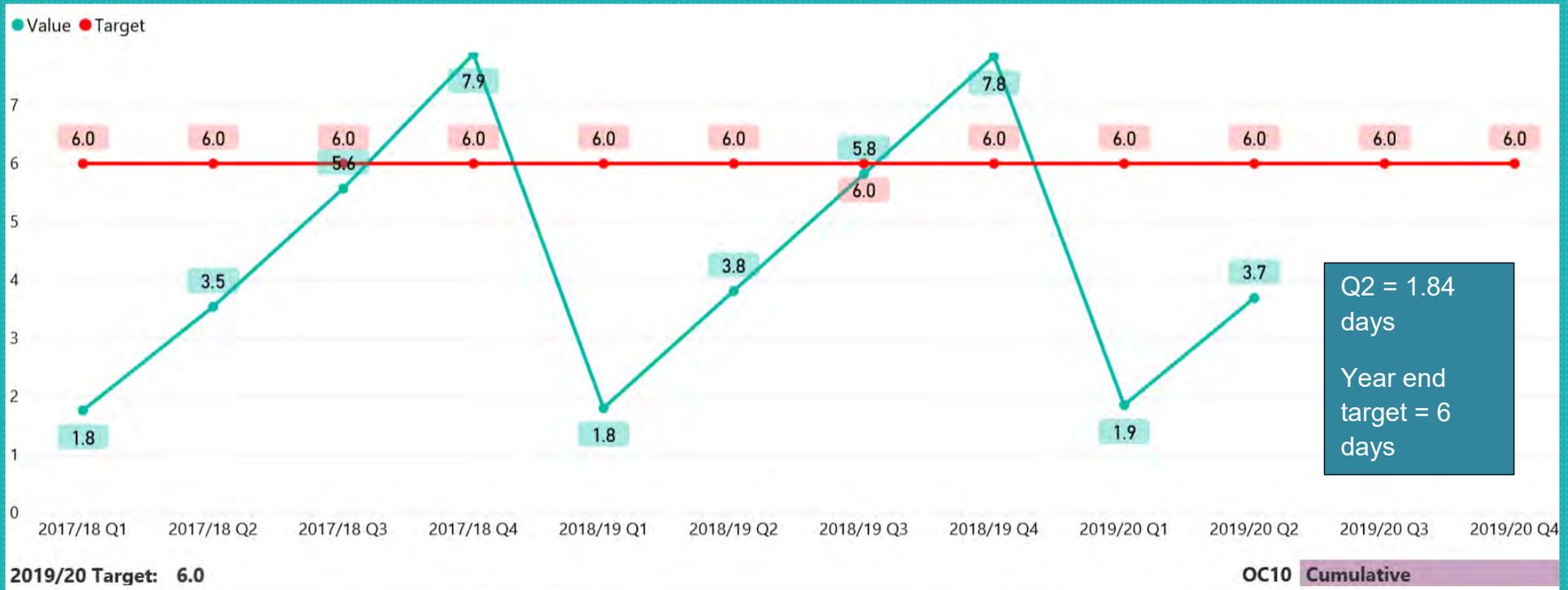
OC20: The proportion of total BMBC influenceable spend spent with locally based suppliers



An action plan has been developed aimed at increasing our local spend percentage. Particular emphasis will be put on assessing our 3 quote process for expenditure between £10,000 and £70,000 and ensuring that two of the three quotations gathered are from local providers



OC10: Total sickness absence - number of days per FTE employee



Sickness absence is lower than the figure for Q2 in 2018/19 (2.02) but is now on course to be slightly outside of the target of 6 days per FTE for the year, hence the Red RAG rating.



Finance Data - Spend Per Outcome

Outcome	Budget	Out-turn	Variance	% variance	Commentary
Outcome 1	1,675,875	1,633,447	42,429	-3%	Staff savings in Development management combined with a reduction in Planning fee income
Outcome 2	1,349,403	1,348,613	790	0%	Balanced position
Outcome 3	286,074	285,907	168	0%	Balanced position
Outcome 4	1,835,224	1,870,488	35,264	2%	Income shortfall relating to Cultural sites, events & car park income
Outcome 5	1,361,536	1,413,884	52,348	4%	Staff earmarkings in Strategic Transport
Outcome 6	10,250,722	10,508,105	300,842	3%	Additional cost of Home to School transport due to increased pupil numbers and a 15% increase in in-borough transport costs
Outcome 7	6,131,921	5,961,990	167,660	-3%	Staff turnover and vacancies within the service combined with underspends relating to contracts, and additional RSI funding
Outcome 8	79,944,112	76,917,728	3,028,414	-4%	Increased client contributions/income, health funding and direct payments claw back
Outcome 9	5,304,474	5,372,776	76,899	1%	Income shortfall against School Catering
Outcome 10	4,880,533	4,873,427	6,457	0%	Balanced position
Outcome 11	26,197,681	26,583,744	333,116	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	3,200,517	3,306,202	105,684	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/>

