

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 4 January – March 2020

## 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 have extended the plan through to April 2021. 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 Year End 2019-2020



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 in Q4 resulting in 96% of the annual target being achieved. We have also supported **37** businesses to expand, achieving 94% of the target. Our work with the private sector in Q4 has created **638** jobs for the borough, which means we have met and over-achieved this target. 26% of jobs created in Q4 were associated with the boroughs SME businesses, compared to 45% coming from the boroughs large companies. 22% were associated with inward investment activity. The support of the Enterprising Barnsley programme continues to make a significant contribution towards the ongoing rebalancing of the economy, with 40% of all jobs created being classed as "better jobs".

In Q4, **12** companies have chosen to relocate to Barnsley. Despite Brexit uncertainty and COVID-19 implications, 97% of this target has been achieved. These investors have occupied over 217,350 sqft of floorspace, helping to create over 142 new jobs and securing over £10.1 million of private sector investment into the borough.

### CityFibre Broadband investment

CityFibre, the UK's third national digital infrastructure platform, have announced their plans for a full fibre commercial rollout in Barnsley as part of its up to £4bn Gigabit City Investment Programme. The rollout will benefit Barnsley residents and businesses, bringing forward much welcomed private investment into the borough. With full-fibre broadband enabling speeds of 1 Gigabit (1000Mbps), this investment will provide a future-proof network that will support the digital needs of homes, businesses, and 5G next generation mobile networks for generations.

### Planning Applications

**100%** performance in Q4, resulting in a 2019/20 outturn of 95.7% against a target of 85%. The number of major applications in Q4 was below average, based on the past 5 years, but all were determined within time.

### Inward Investment

By the end of Q4, 55% of the total floorspace uptake has been attributed to Inward Investment activity.

Inward investment has been secured through the successful lettings at PIF Funded Enterprise 36, and the long term vacant unit at Fall Bank Industrial Estate, together with a number of smaller units at Mitchells Enterprise Centre, and MWS accommodation at Kendray, Oakwell, BBIC and the DMC. Over 39,111 sqft is currently under offer, so it is clear that additional inward investment will be secured by the end of the financial year.

Despite this high performance, 31% of all enquiries closed due to no premises being available and the ongoing issue of lack of stock continuing to constrain economic growth.

### Covid-19 Support to Businesses

In order to quickly support and protect businesses in Barnsley, Barnsley Council has to date paid out over £19M to over 1762 businesses in Barnsley in business grants ahead of receiving money from central government which arrived on Thursday 2 April. Working with the council's finance team, a process was quickly established to drive grant enquiries to an online form, resulting in faster payouts to support Barnsley's economy and hardworking residents who found themselves needing support.



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

A total of 24 apprentices started on the programme in Q4, equating to **1.11%** of our workforce. We also have an additional 4 apprenticeships that started in Quarter 3 but are still awaiting training providers to finalise payments.

The number of 16 & 17 year olds on apprenticeships is currently performing well. At Q4 the percentage of young people engaged in an apprenticeship is **7.6%**. In terms of benchmark comparator data (Nov 2019), Barnsley continues to outperform Yorkshire and Humber at 6.9% and national at 5.1%.

Working in partnership with Social Care on our joint participation target for Care Leaver's aged 19, 20 and 21, we have achieved a year-end return of **65.6%** participation against a target of 65% and an improvement of 3.1% on 2019 data.

Engagement was lowest for 21 year olds (52.2%), compared with 70.8% for 20yr olds and 76.5% for 19yr olds. Performance for this indicator is reported cumulatively; therefore the figure for Q4 incorporates the cohort of care leavers from Q1 to Q3 also. The year-end outturn of 65.6% will likely place Barnsley ahead of most benchmark comparators, but this will not be confirmed until October upon publication of national DfE data.

Q4 performance on employment opportunities for those with learning disabilities is **5.5%** which means that results are now above target and far closer to national performance.

To support young people's participation in learning, the TIAG Team, with our MI officer, have been working hard throughout December, January and February to track the destinations of all Y12 and Y13s resident in the borough in readiness for the annual publication of the NEET Scorecard. Using a variety of methods, including an intensive evening call centre approach, we have managed to achieve a 3-month average (Dec 19, Jan & Feb 20) of **4.1%** which is 0.8% below 2019 data which may possibly place Barnsley in the 2nd Quintile promoted from quintile 3 (based on Scorecard data from 2019).

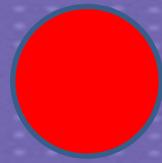
### Pathways to Progression

In February, our TIAG Team worked with the Construction Skills Village, to deliver a CITB Health, Safety and Environment Test to a group of young people who were NEET in order to support them to gain employment. The HSE Test is a pre-requisite for any individual applying for a Construction Skills Certification Scheme (CSCS) Card in order to gain work in the industry. Working with Construction Skills Village tutors and supported by TIAG Personal Advisers, young people were supported to gain an insight into the industry and different occupational sectors as well as the skills and knowledge they need to work safely in the industry. Twelve young people attended and all of them passed the HSE Test. Work is now underway to help them apply for their CSCS card before they can start to gain work in the industry.

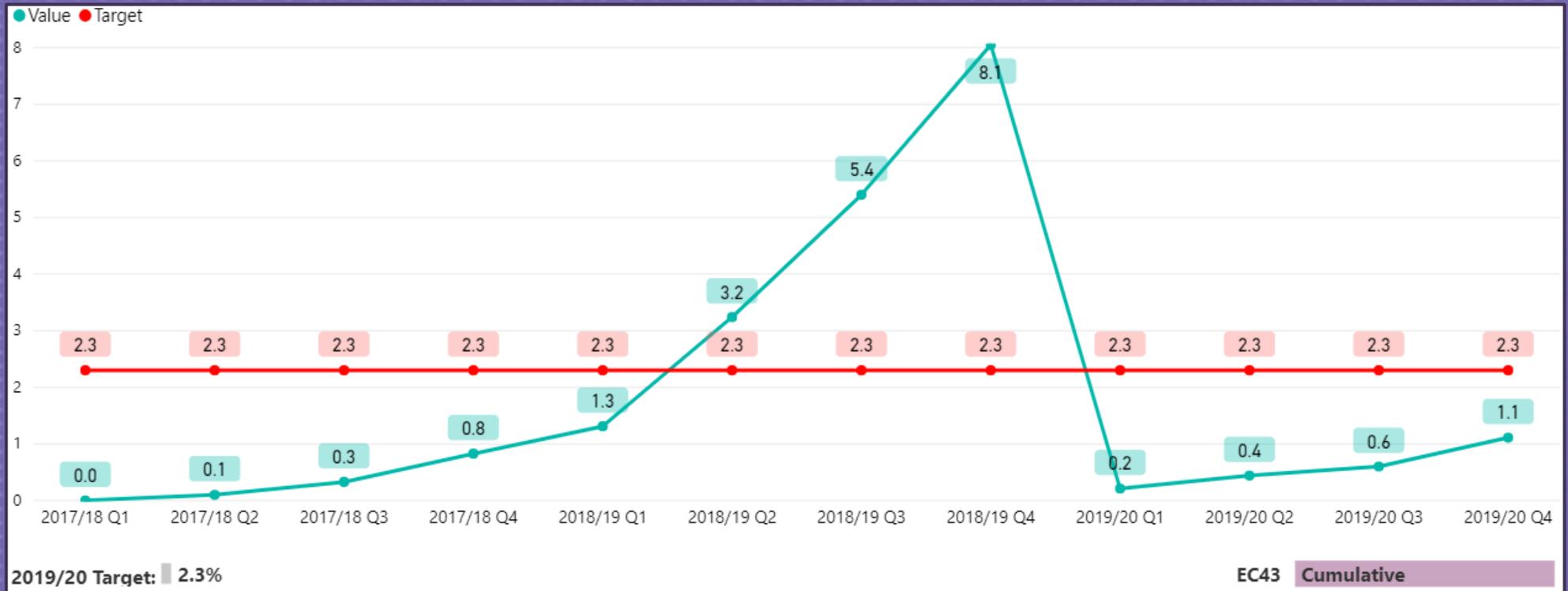
The percentage of the working age population with a Level 2+ qualification is at **71.9%** which means we continue to close the gap with regional and national figures.

The percentage of the working age population with a Level 3+ qualification is 51.7%, surpassing the target of 48% and continuing to close the gap with regional and national figures.

The percentage of the working age population with a Level 4+ qualification is **26.6%** taking us over the target of 24%



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



48 Employees have been selected to undertake the Future Leaders programme, which was scheduled to commence before the end of Q4. Due to the COVID-19 outbreak it has been impossible to start this programme and a decision has been made to delay this until further notice.

We also have an additional 6 apprenticeships that should have started in Quarter 4 but due to the COVID-19 outbreak this has not been possible. This means we have not been able to achieve 2.3% Public Sector Target for 2019/20.

## Outcome 3 – Develop a vibrant town centre

Unfortunately the impact of COVID-19 has had a significant impact on the town centre footfall in March. We have fallen short of the target as a consequence of this. Footfall was **1,470,102** in Q4.

**87%** of town centre units are occupied and **83%** of market stalls (target 95%). Occupancy was steadily increasing as the market establishes itself and the Glassworks scheme starts to come online. Market Kitchen is 100% occupied. There is now a growing interest in the ground floor Food Hall and Q4 saw some additional lets in this location. The rent reduction on the first floor has seen two new units let and we are looking to develop a youth enterprise zone in this location to develop interest in remaining units.

### Purple Flag Status for the Town Centre

Barnsley town centre continues to set itself apart from other high streets having been awarded with prestigious Purple Flag status. This identifies the town centre as offering an entertaining, diverse, safe and enjoyable night out. Barnsley joins only three other towns in the Yorkshire region to gain Purple Flag status; those include Leeds, Sheffield and Halifax.

The Purple Flag has a number of benefits for towns, with the associated raised profile and public image contributing to increased expenditure and lower crime and anti-social behaviour as well as a more successful and diverse economy in the longer term.

The accreditation was achieved thanks to a number of measures put in place by Barnsley Council, including tackling binge drinking.



### Market Kitchen features in Yorkshire Good Food Guide

In January, Market Kitchen featured in a great piece in the Yorkshire Good Food Guide, highlighting the overwhelmingly positive response we have seen so far. The article concludes “It’s safe to say that the public has truly embraced the new site, and with an ever-expanding range of customers, Bansley’s Market Kitchen caters for anyone and everyone. With the rest of the development set for completion in 2021, named in honour of the town’s industrial heritage, watch this space as The Glassworks puts Barnsley firmly on the cultural map.”

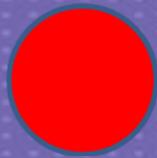
February saw the Opening of Meze – an Offshoot of the popular local Mediterranean/Turkish restaurant the Lemon Tree.



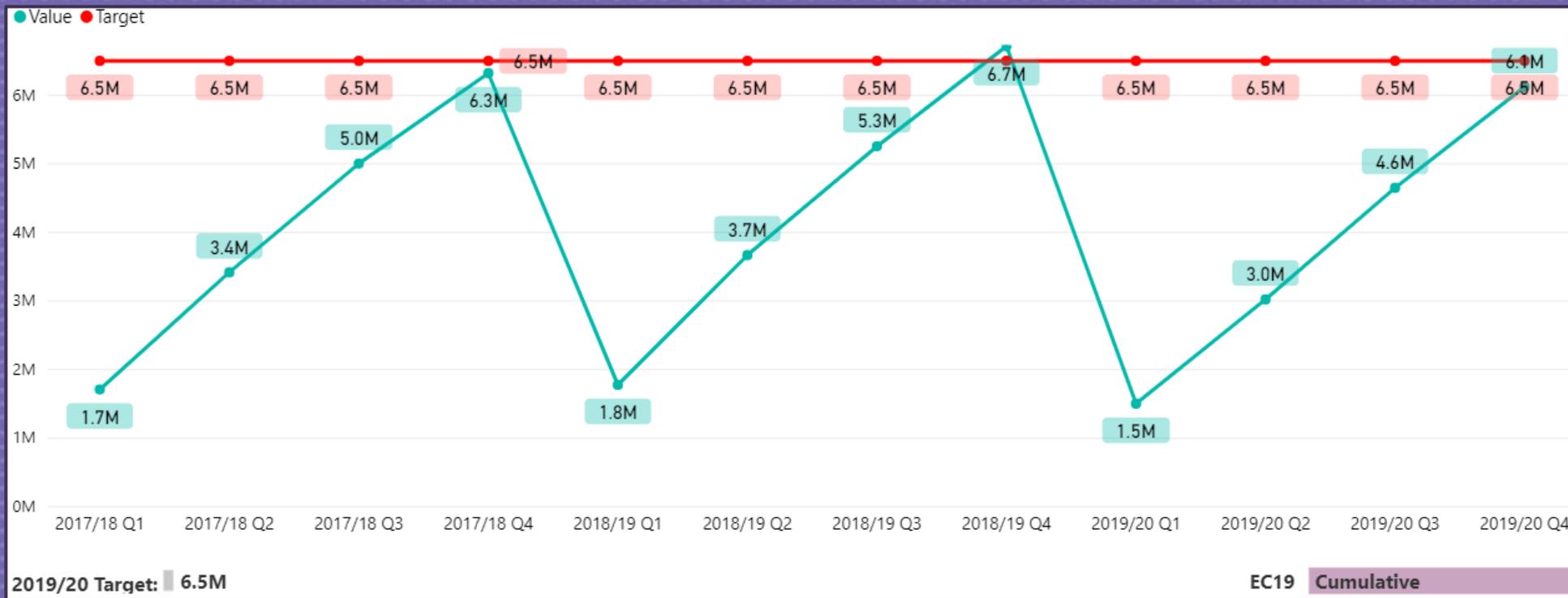
### Tour De Yorkshire Roadshow

A number of Tour de Yorkshire pre-event activities took place in February and March including the first Tour De Yorkshire roadshow with Welcome to Yorkshire. The roadshow was held at the Town Hall and included discussions on the event information and information on how residents could get involved in the race passing through Town. Barnsley would have hosted the Women’s stage 2 and men’s stage 3 on Saturday 2<sup>nd</sup> May, but the tour has now been postponed following the outbreak of the coronavirus.

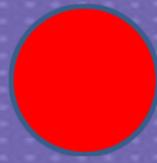




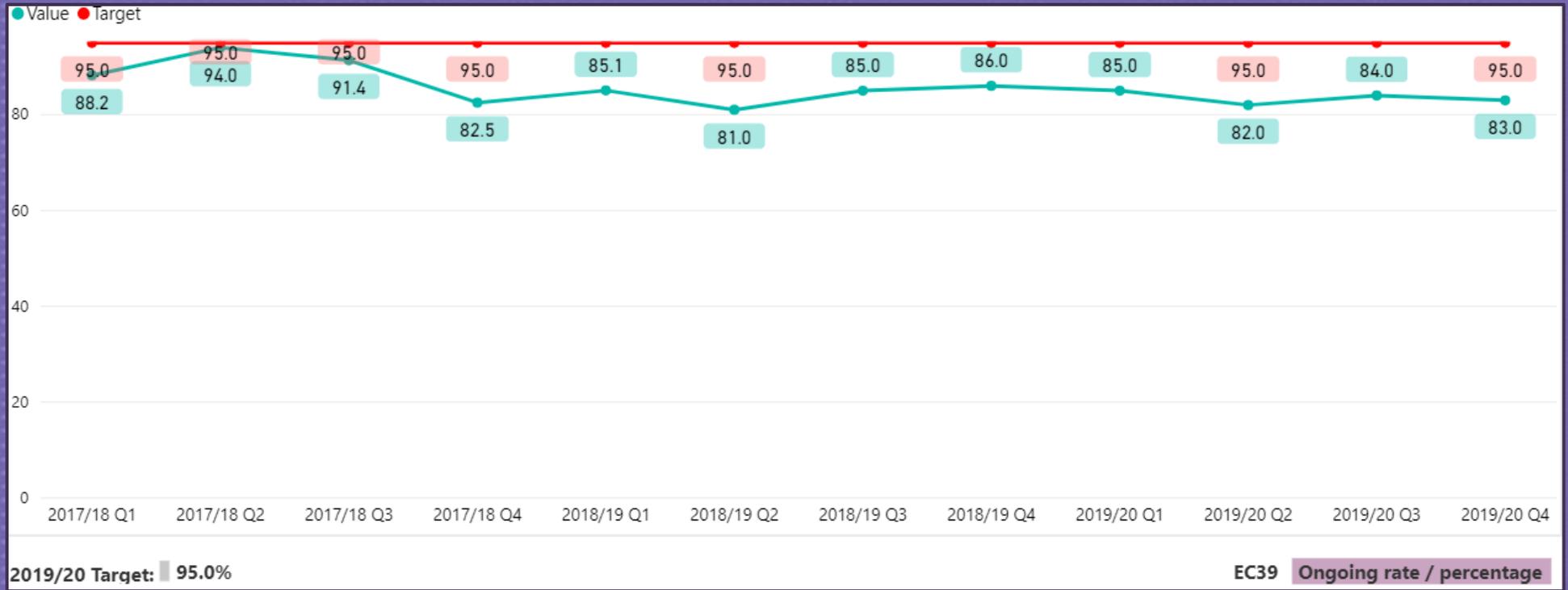
## EC19: Footfall in Barnsley Town Centre



Since November 2019 with the opening of Market Kitchen footfall had been showing an increase on the previous year. Had this growth continued into March we would have achieved 1,710,812 for this quarter, taking the annual to 6,360,172 just short of the annual target.



## EC39: Occupancy level of town centre markets



There is a slight decrease since Q3 in the overall position due to the closure of a some businesses, and the delayed openings of some new businesses following the COVID-19 non-essential business closures.

### BARNSELEY MUSEUMS

Barnsley Museums has witnessed a record breaking year and has welcomed over 1.3 million visitors across its venues with the addition this year of Wentworth Castle Gardens.

Quarter 4 performance was heavily affected by Covid-19 and extremes of weather both of which led to site closures across the six venues. Covid-19 closures led to a loss of between 40,000-70,000 visitors in March. Wentworth Castle Gardens has exceeded its targets during Quarter 4 and continues to build on its positive start. The service as a whole shows year on year growth of over 5%.

A total of **212,140** people visited our museums contributing an estimated **£4.6 million** to the local economy. Wentworth Castle Gardens contribution to the overall quarter 4 figures was £406,381.



Transpennine Trail usage was **76,677** at Q4. The year-end out-turn is 535,970 against a target of 420,000. Despite the very wet winter of 2019/20, and also the Covid-19 restrictions during mid to late March, figures still show an overall increase in TPT usage when compared with the same period in 2018/19.



### 'Age of Revolution – animating the Earl's Great Engine'

The Barnsley Museums Learning team worked with Year 5 pupils from local school Jump Primary on this 'Age of Revolution' project to animate and project the internal workings of the Newcomen Beam Engine onto the external wall of its building at Elsecar Heritage Centre. Working with creative artists Wayne Sables and Steve Pool, pupils used iPads to draw and animate their own versions of the engine, before using projection mapping software to produce the final product. The pupils' work was showcased at a celebration event at Elsecar Heritage Centre where the projections and films created during the project were shown.



### Cooper Cottage Development

The Cooper Cottage was an unused derelict building to the rear entrance of the Cooper Gallery in Barnsley. The building was transformed thanks to funding from Arts Council England, and Barnsley Museums and Heritage Trust. A new flexible multifunctional space was created downstairs allowing for provision of a new café, gallery space for artists to display and sell their work and space for small self-contained events in the cottage itself or in the garden. Three artists' studios were created for rent in the upstairs area which provide much needed facilities for local artists and support for the creative industries in Barnsley. The public garden to the front of the cottage was transformed by the addition of infrastructure to allow for digital art forms such as film commissions, thereby extending the gallery offer and creating a more vibrant space.



## Outcome 5 – Create more & better housing

**263** New homes have been built in Q4, exceeding our year-end total by 66. **76** of these are affordable homes.



Affordable homes completions consist of:

- 54 units at Catherines Walk, Athersley South
- 10 units at Bondfield Crescent, Wombwell
- 4 remainin Council build bungalows, Royston
- 8 units from Berneslai Homes acquisition scheme.

**23.84 days**

is the Berneslai Homes average property void time. At the end of this year we see the lowest year-end void rent loss figure that has ever been reported.

**97.48%**

Is the Berneslai Homes rental collection rate

**96%**

of our housing stock meets Barnsley Decent Homes Standard

**28**

empty properties have been brought back into use in Q4. This year we have exceeded the target by 40 properties.

### Affordable Homes Spotlight – Catherine's Walk Athersley

These have been developed by Leeds and Yorkshire Housing Association. This scheme of 54 affordable homes (49 affordable rent and 5 shared-ownership) completed in March 2020.

In line with the Council's nominations agreement, all of the affordable rented homes were allocated to applicants on the Council's housing register.



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

### Ofsted Ratings – Education

The proportion of pupils attending schools and settings judged good or outstanding by Ofsted is **73.4%**. This is an improvement on the Q3 figure of 68.2% but remains below the latest available national figure of 84.4%. However it is above the regional figure of 70.4% which is based on inspections up to the end of March 2020. 78.6% of primary school pupils attend settings that are judged good or outstanding whilst 63.4% of secondary school pupils now attend good or outstanding settings (6 out of 10 schools).

Early Years settings in the Barnsley borough continue to achieve above national average outcomes at their Ofsted inspections.

Currently, **99%** of childcare providers have either a good or outstanding outcome compared to 96% nationally and 97% regionally.

Take up of two year old's entitlement is now at **73.4%** taking us just over target. We have an action plan in place to increase take up during the forthcoming financial year.

Barnsley's Attainment 8 score increased from 42.5 to **44.1** in 2019 and is now just -0.6 points below the national average of 44.7. The increase of 1.6 points seen by Barnsley is higher than the increase seen nationally (+0.2), regionally (+0.3) and our statistical neighbour average (+0.4).

Barnsley's Progress 8 score increased from -0.15 to **-0.08** in 2019 but remains below the national average of -0.03 for state funded schools. There was no change in the regional average of -0.02 but an increase in the statistical neighbour average from -0.27 to -0.22.

The validated data shows that the Attainment 8 score of our disadvantaged pupils increased from 33.9 in 2018 to **35.8** in 2019. As a result the gap to the national average for all pupils has closed from -10.6 to -8.9.

**65.9%** of Education, Health and Care Plans were issued within 20 weeks without exception. Although this is a decrease from the figure reported in Q3 it remains above the latest available national average of 60.1%.

Attendance in Barnsley Primary schools for the academic year 2018/19 was **95.5%**. This is an improvement on 95.4% in 2017/18. However, there was a greater national increase to 96.0% resulting in the gap to national increasing to -0.5 percentage points.

Attendance in Barnsley Secondary schools for the academic year 2018/19 was **93.5%** - a decrease of 0.1 percentage points on 2017/18 whilst national remained at 94.5%. As a result the LA is now -1 percentage point below national.

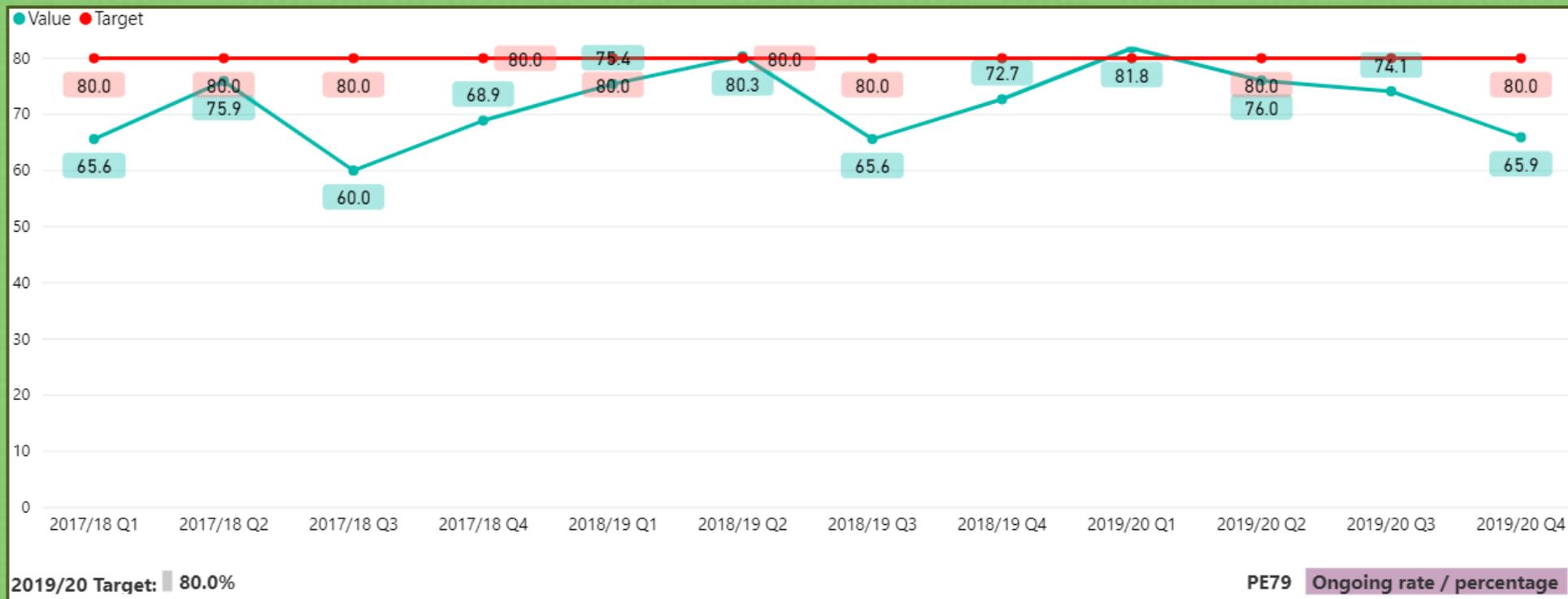
**4** schools had a KS4 progress score that was above average. This is an improvement on the 3 schools in 2018.

**41.5%** of Barnsley students achieved a strong pass in The Basics in 2019, an increase of 2.3 percentage points on the previous year. This increase puts Barnsley above the national average of 40.1% for the very first time.

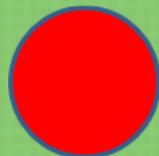
**3** Barnsley secondary schools had a KS4 progress score that was classed as below average. This is an improvement on 2018 when 4 schools were below average.



# PE79: Education Health and Care Plans (excluding exceptions) completed within 20 weeks



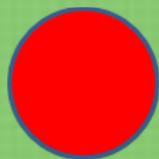
The target for 2019/20 was ambitious and well above the latest national benchmark. Timeliness of plans remains a key focus of our SEND Improvement plan and the council's additional investment to increase capacity is expected to lead to an improvement in performance to ensure that we continue to maintain this positive position. Local data covering the period we will be benchmarked against shows a further increase and it is highly likely that we will remain above national once 2019 data is published later this year.



## PE4: Primary School Attendance



Despite the slight improvement in the attendance of pupils in Barnsley Primary schools the gap with national has increased. Improving attendance is a focus area of the Barnsley Alliance Improvement Strategy and the recruitment of an Education Welfare Officer for SEND pupils will support this further.



## PE5: Secondary School Attendance



There was a slight decrease in the attendance of pupils in Barnsley Secondary schools in comparison to no change nationally. Improving attendance is a focus area of the Barnsley Alliance Improvement Strategy and the recruitment of an Education Welfare Officer for SEND pupils will support this further.

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

### Reduction on first time entrants into Youth Justice System

Latest available data shows that **34** young people entered the Youth Justice system for the first time (October 2018 to September 2019). This is a reduction on the 56 pupils reported for the same period the year before.

In terms of the rate per 100,000 of the age 10-17 population, at 157, Barnsley is below the England average of 220 and the Yorkshire average of 229. Barnsley also saw a much greater reduction in comparison to the previous year at -41.3% in comparison to -12.9% for England and -11.9% for Yorkshire.

### Troubled Families

The number of claims made to DCLG for significant and sustained improvement is **389** at Q4.

### Re-ablement

**53%** of re-ablement clients completed the programme in Q4 with no long term needs. This measure is above target.

Barnsley is also performing above the national average for patients still at home 91 days following reablement at 90.5% (National figure 82.4%).



### Direct Payments



**42.5%** of adult social care clients were in receipt of direct payments in Q4. The spot purchase project has meant a reduction in the number of those receiving a direct payments, therefore we have not met the target for this year.

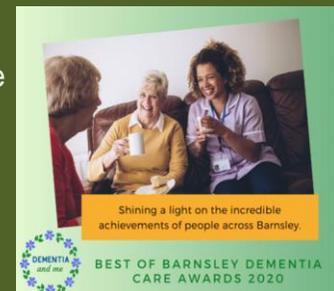
### Timeliness of Adult Social Care Reviews

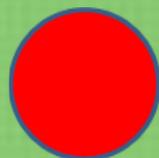
Current performance represents a marked improvement across the year so far. Barnsley's performance of **92.8%** far exceeds the national average of 61% and is currently the second best performance among regional ADASS groups.

### Barnsley Dementia care services celebrated at awards ceremony

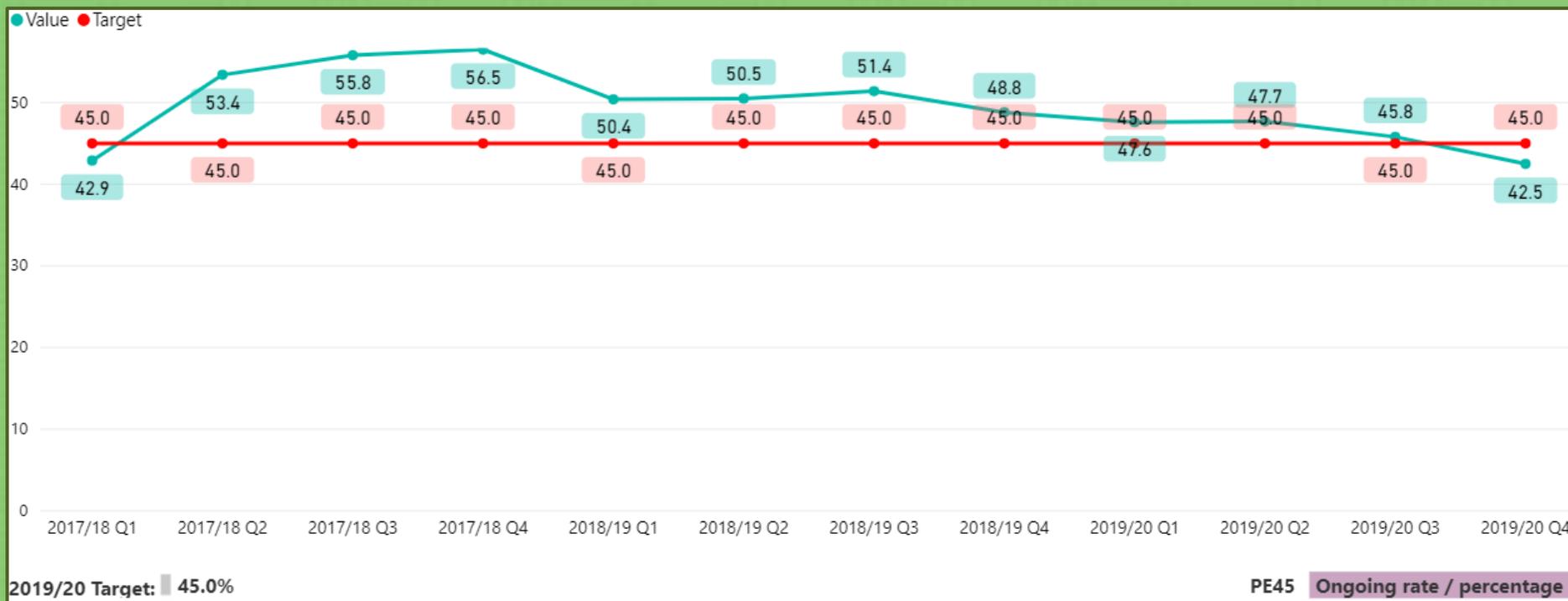
Barnsley's first-ever Dementia awards ceremony was held in January and saw professionals and volunteers in the health and social care sectors come together at Barnsley Metrodome to celebrate the best of Barnsley Dementia care services.

National, regional and local speakers brought delegates up to date with the latest dementia research and future plans. There was also a discussion on what services are doing to meet the needs of people living with Dementia and their carers in Barnsley. The day finished with an awards ceremony for categories like 'Best of Barnsley Residential Care Manager Award' and 'Best of Barnsley Dementia Support Volunteer Award'.





# PE45: Percentage of clients in receipt of direct payments



We have seen a drop in Q4 to 42.5% which means we have missed the year-end target by 7.5%.

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

**12.3 %** of referrals in to children's social care were repeat referrals in Q4 against a target to remain under 18%. This is the lowest reported re-referral rate for more than two years and marks a significant improvement in performance, highlighted by year-to-date data which is below target at 17%.

**28.7%** of assessments for children's social care were carried out within 20 days of referral in Q4. Performance has deteriorated from Q3 and consequently year-to-date performance has dropped to 34.2%, taking us just under the target of 35%

Excellent performance continues on S47 investigations with 92 of 102 **(90.2%)** proceeding to initial child protection conference within 15 days. This is well above the year end target, and the last six months has seen some of the best performance ever recorded. For the year to date, 89.4% were held within timescales, well above the year-end target of 60%.

12 children **(12.8 %)** were subject to a child protection plan for a second time in Q4. Performance improved slightly in Q4 after spiking in Q3, but is still above the 10% year-end target.

**91.7%** of looked after Children were in family fostering placements at the end of Q4, against our target of 90.7%.

In Q4, we have successfully prevented homelessness in a further **148** cases. Our year-end figure is 606 against a target of 240.

### Speak Up Campaign

Barnsley Council is reminding residents that IDAS (Independent Domestic Abuse Services) are supporting vulnerable people at risk of harm during social isolation. IDAS is a commissioned service in Barnsley who provide advice and guidance to people and their families that suffer from domestic abuse.



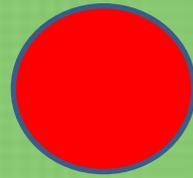
We have seen an increase in anti-social behaviour incidents in Q4 to **1,206**, although we are still well within target for the year. The figures do not show a dramatic increase in any particular ward, with exception of an increase in the PSPO area. The Council in partnership with SYP has taken prompt and decisive intervention measures to respond to a spike associated in ASB specifically involving young people in the town centre. Key locations including the library, interchange and fast food outlets were identified and a full list of individuals involved for whom we have developed intervention plans.

During this recent period of lockdown, there have been increased reports of ASB from members of the public reporting groups of people who are not abiding by the social distancing guidelines. With the development of an online portal to report COVID-19 related incidents, we expect to see a decrease at Q1 of 2020/21.

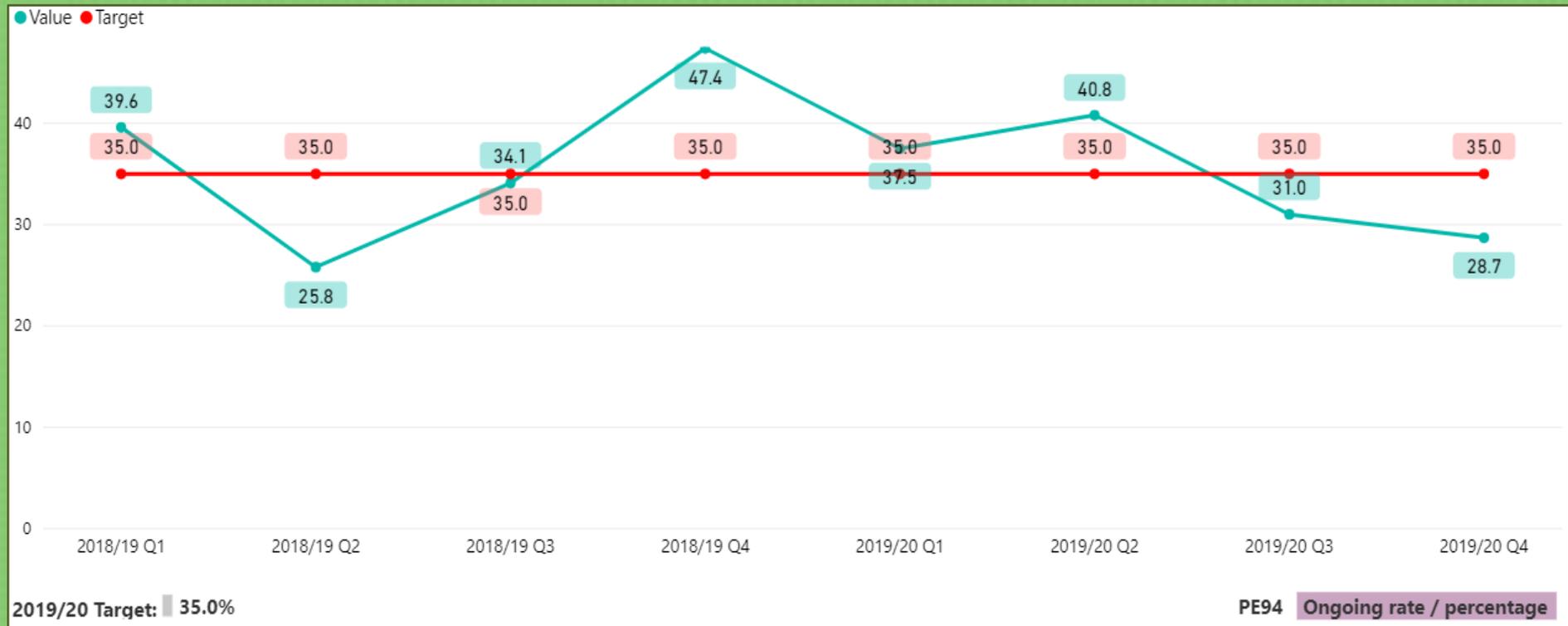
**364** people aged 65+, and **15** people aged 18-64 have been permanently admitted to residential and nursing care in Q4. Both of these are within target at year-end.

Delayed transfers of care attributable to Social Services was **0.3** per 100,000 population at Q4 against a target of 0.7. Performance ranks in the top 15 authorities nationally.

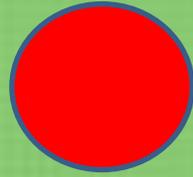
**94.9%** of Adult Safeguarding Section 42 decisions were made within 72 hours. Performance has been above target for the whole of the financial year. The average time of one day to make a decision represents the best performance among regional ADASS groups.



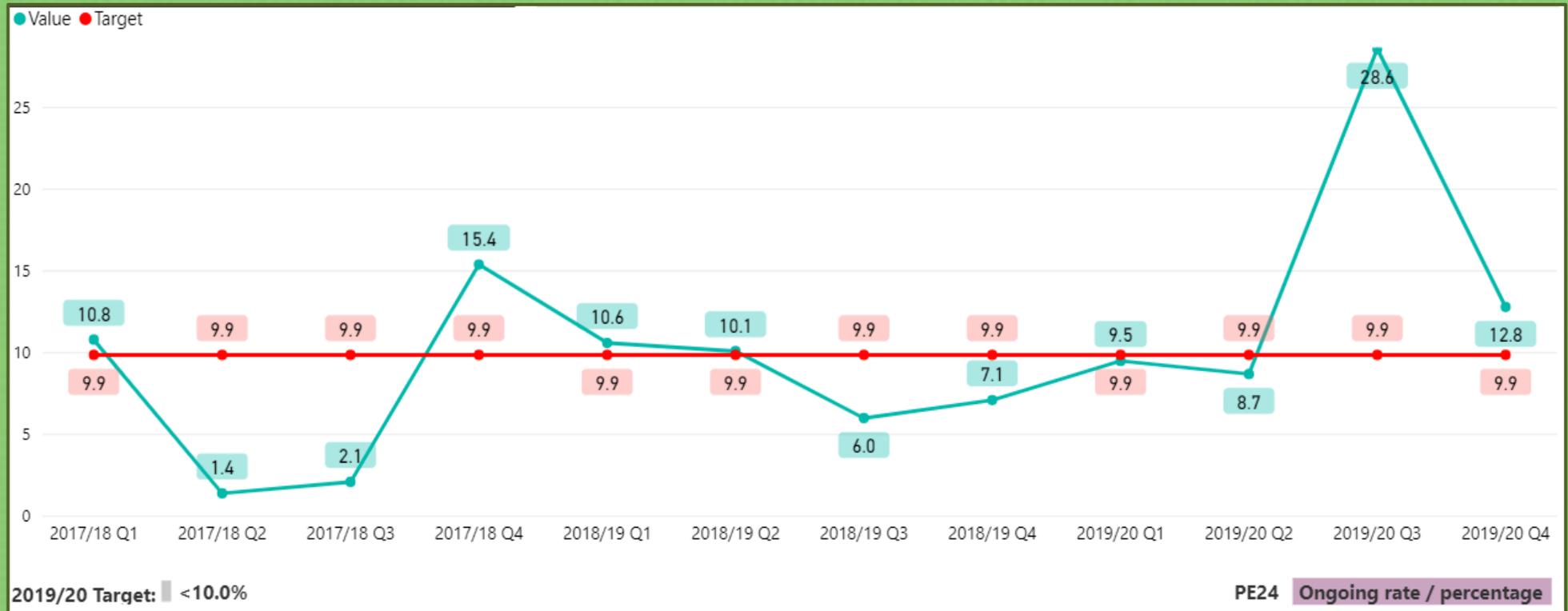
## PE94 Percentage of assessments for children's social care carried out within 20 days of referral



Performance has deteriorated from Q3, falling slightly to 28.7% in Q4. Consequently, year to date performance (12 months) has now dropped to 34.2%; just below the year-end target of 35%. However, performance still outranks statistical neighbours (26.4%) and the national average (32%) based on the latest statistical return publications. It is also worth noting that the national timescale is 45 days and we achieved 99.1% performance against this national standard.



## PE24 Children becoming the subject of a Child Protection Plan for a second or subsequent time ever



Performance is understood by service, correlating with the general overall increase in CP numbers throughout Q3. Barnsley has performed better than comparators with less subsequent CP plans than statistical neighbours (21%) and the national average (20.8%) based on the latest statistical return publications.

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

### Decayed Missing or Filled Teeth (DMFT) in Five Year Olds

Oral health is an integral part of health and wellbeing. A healthy mouth and smile means that people can eat, speak and socialise without pain or discomfort. Data taken from the National Dental Epidemiology Survey (2018-2019, PHE) of 5-year-old children has produced the following findings:

- At 39.6%, Barnsley is the second highest for the prevalence of dental decay (DMFT) in 5-year-old children in the Yorkshire and Humber region. The national average is 23.4%.
- Sheffield, Barnsley and Doncaster have the three highest prevalence rates for DMFT across Yorkshire and the Humber.

There has been an increase in DMFT prevalence since 2015. Previously 30.2% of 5-year olds in Barnsley experience tooth decay, this has now increased to 39.6% in 2019.

The number of decayed teeth per child has risen from 1.1 to 1.6 between 2015 and 2019. Barnsley's DMFT rate (1.6) is double the national average of 0.8.

### Flu Vaccination Uptake

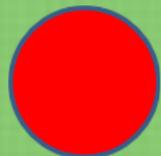
Increasing the uptake of flu vaccination can prevent death, illness, hospital admissions and ease winter pressures on services. We supported this year's Stay Well This Winter campaign by promoting flu immunisation and offering employees the opportunity to take up a flu vaccination. Government policy recommends that those aged over 65 years and those people who are in at risk groups are immunised against flu. The ambition is for 75% of the population over 65 years of age to be immunised each year. Barnsley achieved a provisional rate in 2019/20 of **73.1%** which is slightly lower than the Y&H rate of 73.7%, but higher than the England rate of 72.4%.



### Teenage Conception Rate Per 1,000 15 to 17 Year Olds

Barnsley's 2018 teenage conception rate of **26.3** per 1,000 is higher than the regional and national rates of 19.6 and 16.7 per 1,000 respectively. Whilst we have a high rate in the region, comparing confidence intervals against all the other South Yorkshire local authorities shows that our rate is not significantly different than Sheffield, Doncaster and Rotherham. The current rate is the lowest since 1998 and represents a 56.3% reduction. The rate has decreased rapidly in the past few years and our aspirational target of 31 per 1,000 has been exceeded.

We are updating our teenage pregnancy and sexual health strategy that will be launched at Barnsley's first ever sexual health conference later in the year. The re-commissioning of Spectrum as our provider for integrated sexual health services has presented a fantastic opportunity to retain our relationships and sexual health education (RSE) offer for Barnsley secondary schools. This offer is well received by school staff and students alike. 2080 year 9's (13/14 year olds) received RSE input from Spectrum last year. Evaluations are completed with students at the beginning and end of interventions. 2.63% of students could name five or more methods of contraception at the beginning of the intervention, this rose to 79.25% by the end of the intervention. Good quality RSE is widely evidence based to be a protective factor for teenage conceptions. The new teenage pregnancy strategy will encompass a range of updated evidence-based interventions, including support for parents and professionals to talk to young people about relationships and sex and wider support for young families to improve health and wellbeing outcomes. The new contract with Spectrum will work on the engagement of pharmacies to provide free, emergency hormonal contraception (EHC) to young women under the age of 25. Early engagement with the LPC around this has been promising and this will ensure young people can access emergency contraception when they need it most.



## PE93 Percentage of 5 year olds who are free from obvious dental decay

### We have:

- Implemented supervised tooth brushing clubs in six BMBC family centres.
- Ad hoc outreach, plus distribution of tooth brushing packs delivered by 0-19 to Primary Schools in areas of need.
- Held a Fizz Free February campaign.
- Prioritised oral health as a health need with the Gypsy and Traveller Health Visitor

### We are:

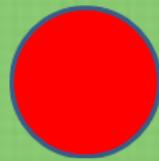
- Continuing investigation into water fluoridation.
- Distributing oral health packs at mandated Health Visit contacts at 1 year and 2.5 years.
- Looking to establish additional targeted supervised tooth brushing clubs in Early Years and School settings dependent upon the outcome of the PHE national consultation on this subject.
- Investigating the potential of a targeted fluoride varnishing programme.

Unfortunately, the onset of Covid-19 has meant that some of our oral health work has had to be put on hold.

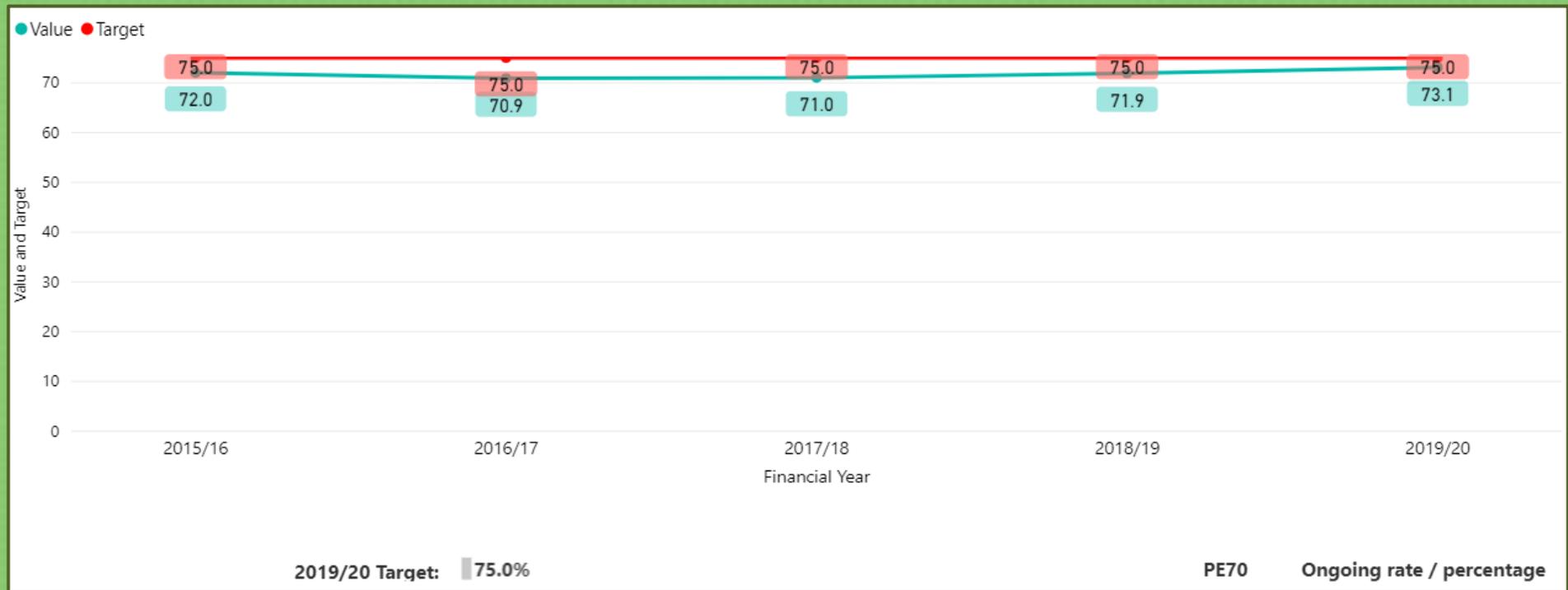


### What could we do?

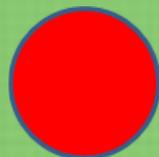
- Through Flexible Commissioning the 0-5 population have been agreed as one of the three priority groups, with dental practices encourage to deliver oral health promotion to this group. This phase of the commission was meant to take shape autumn 2020, but due to Covid-19, it is fair to presume these developments may be delayed. BMBC could work closely with NHSE and practices to design and co-ordinate the oral health promotion.
- From considering the Return On Investment information from PHE, we could look to fund a targeting fluoride varnish programme. The varnish programme is not routinely offered by all dental practices.



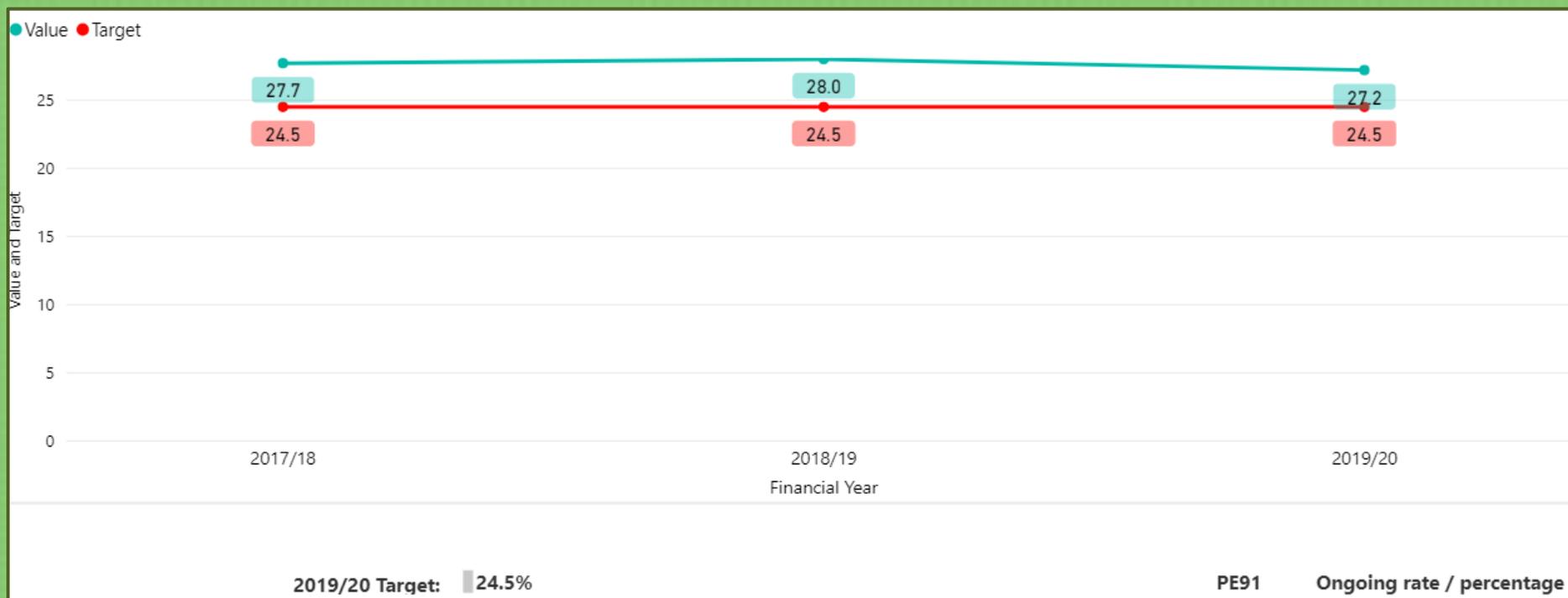
## PE 70 Percentage of eligible adults aged 65+ who have received the flu vaccine



The 2019/20 figure of 73.1% is currently a provisional figure, published by PHE on 26 March 2020, so could potentially change slightly when the final report is published.



## PE 91 Percentage of inactive people (less than 30 mins activity each week)



This is a nationally collected metric with data released twice in the year. 2019 data is based on the Active Lives Survey (ALS) measure (November 2018-19) which includes adults 16+ and is considered the most accurate measure of physical activity levels. The target of 24.5% is aspirational based on the national average in the ALS. We have seen a decrease of 4% in inactivity levels since the last Active Lives data release (November 2017-18). This level of decrease is joint highest with Doncaster who are a Sport England Local Delivery Pilot (10m investment).

Previous time points have used the figure included in the Public Health Outcomes framework which is a smaller cohort of the Active Lives Survey based on adults 19+. We will be using the full Active Lives measure in 2020/21.

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

**1,620** people volunteered in their communities in Q4.

It is likely that the take-up new volunteering in the this quarter will be properly reflected in Q1 due to the COVID-19 response where we will see a huge amount of new volunteers emerging to respond to the needs of their communities. We will be able to truly reflect some of this through the work we have been doing as a Council with Community Responders but also through the significant amount of people who have responded through their own means. This will show a huge amount of people who have started volunteering in their local communities who may not have done prior to this.

**302** were new volunteers, an increase on the last quarter.

Volunteering activity in Q3 equates to **£103,474** equivalent cashable value, with the total for the year just missing the annual target.



**2,718** volunteer hours were completed for Barnsley Museums in Q4, with a cashable equivalent of £36,270.

At year-end the total volunteering hours across Barnsley museums



2019-2020 has been a record-breaking year for the Penistone Ward Alliance, allocating more funding to community groups than ever before. The aim of the Penistone Ward Alliance is to support strong and resilient communities through advice, support and

funding. A total of **7,667** volunteer hours committed to Penistone Ward Alliance funded projects.

### SWAT – (Stairfoot Ward Alliance Team) in Action – Joint Environmental Day Hoyle Mill Lane

The Stairfoot Ward Alliance agreed to organise and deliver at least 6 Environmental Days over the year. Working with all our partners (community groups, contracted providers and BMBC officers) an environmental day was arranged in February. The Area Team helped to co-ordinate the day, doing all the planning, inviting the various partners to attend and advising them of what their role would be on the day, doing the risk assessments, signing in sheets and promoting the day to local people. It was important to help promote the work of the Stairfoot Ward Alliance and its partners, clean up a difficult area and to promote volunteering in the area.

A huge difference was made to this area as a result of this initiative, with over 50 bags of rubbish being collected, graffiti removed from some areas, 'no dog fouling signs' being sprayed on the pavements, and a particularly bad alley-way being cleared of dog fouling. 16 volunteers attended the day and information about the District enforcement team and Friends of Stairfoot Group was posted in all the letter boxes.



## Outcome 11 – Protecting our borough for future generations

Average Duration of Works on Principal / Major Routes was **3.68** days in Q4.

Durations reduced this quarter, Virgin Media installations were largely completed and durations actively challenged to reduce highway occupation.

In Q4, we derived enough energy from waste to power **3,345** homes. We are on track to comfortably exceed the annual target with our projected figures.

**18%** of the energy used by the Council was derived from renewable sources. There are still persistent issues with some biomass installations which have prevented us from achieving the target.

**94.8%** of household waste was diverted from landfill. This is based only on January's figures.

**88.3%** of all refuse collections were made on the scheduled day

Covid-19 has had a massive impact on round completion in March. Green and Blue Rounds had to be turned off for a period of time due to the loss of staff because of Covid-19.

The rolling annual average NO2 concentration recorded at our Pogmoor air quality monitoring station was **30** microgrammes per cubic metre for quarter 4 2019-20.

This monitoring station is located adjacent to the A628 Dodworth Road at Pogmoor Crossroads.

A further **55** properties have benefitted from energy efficiency works in Q4.



Following the recovery plan introduced last quarter, installs under the Better Homes Barnsley scheme have increased to a figure of 140 for year end, a shortfall against the expected target of 285.

CO2 emissions have continued to fall from the 2012 baseline of 46,310 tonnes to currently 25,360 tonnes giving a total reduction of **45%**.

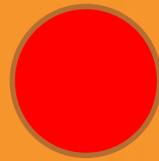
**97.5%** of category 1 pot holes were repaired within 24 hours

**94%** of signal faults (traffic lights) were fixed within 24 hours which below our target of 97%

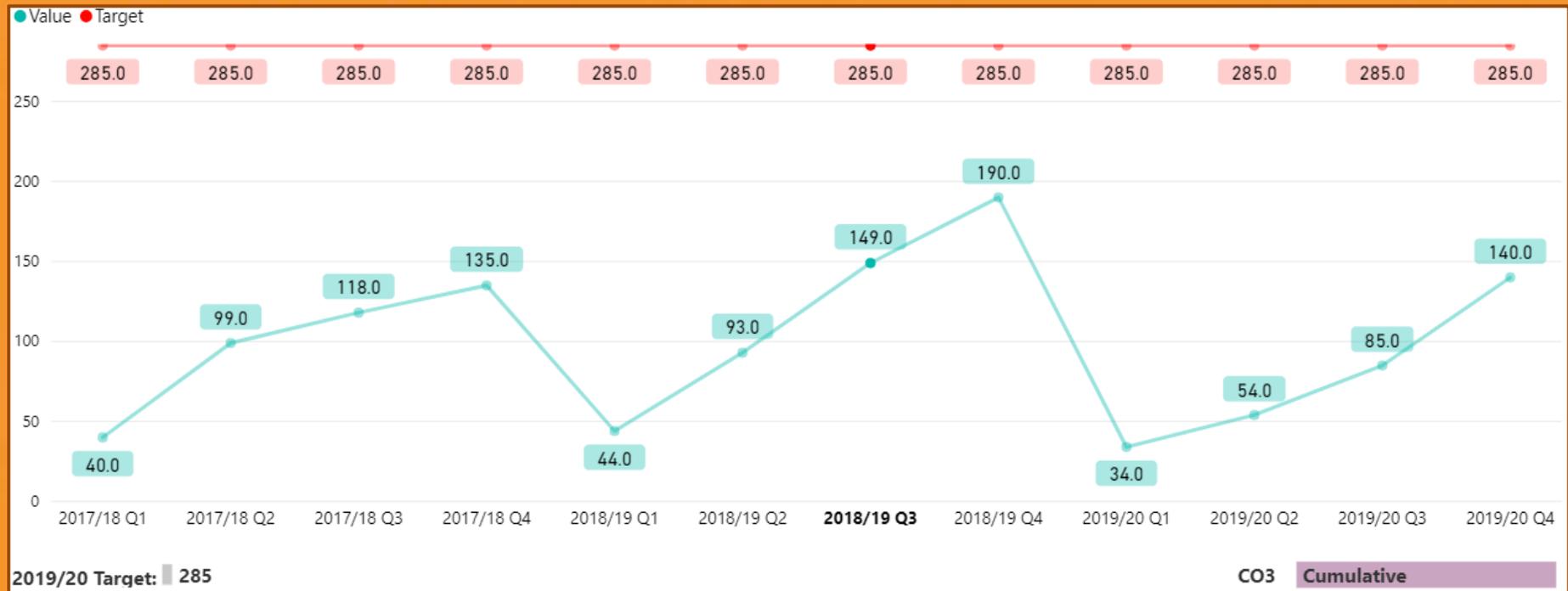
The percentage of total highways service cost spent directly on highway repairs (carriageway and footway) is **82.5%** at Q4. This is the average level of performance against this indicator, as measured by APSE.

In Q4 there were **10.19** fly tipping incidents recorded per 1,000 population.





# CO2 Increase in energy efficiency of private sector homes (Energy Efficiency Better Homes)

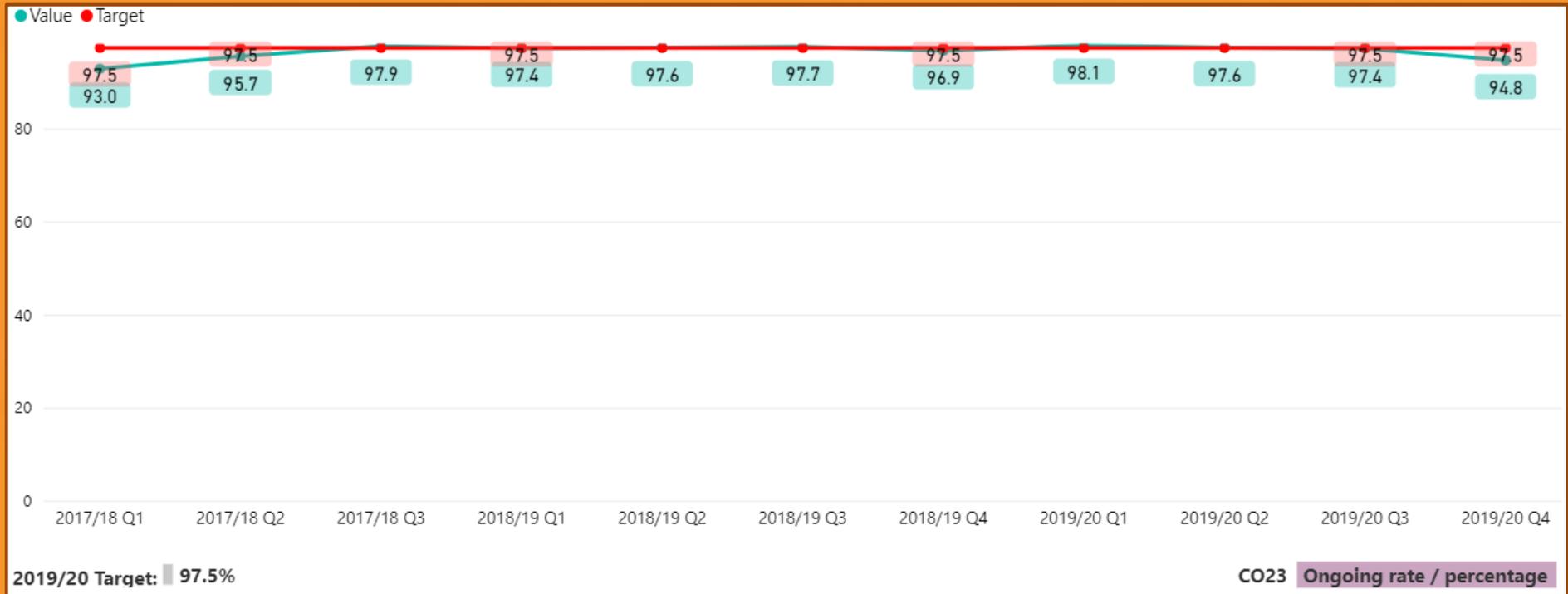


Discussions have been held with Engie, the delivery partner of Better Homes around the issues we have experienced during the year that have led to the failure of Engie to deliver the agreed number of measures. A contract variation has been negotiated that will allow the council to go out to tender to work with other contractors in an attempt to boost delivery of energy efficiency measures moving forwards and also attract additional external funding.

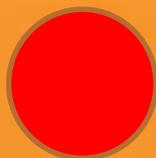
The council will remain in contract with Engie for delivery of the warm homes fund first time central heating systems, which is due to run until August 2021.



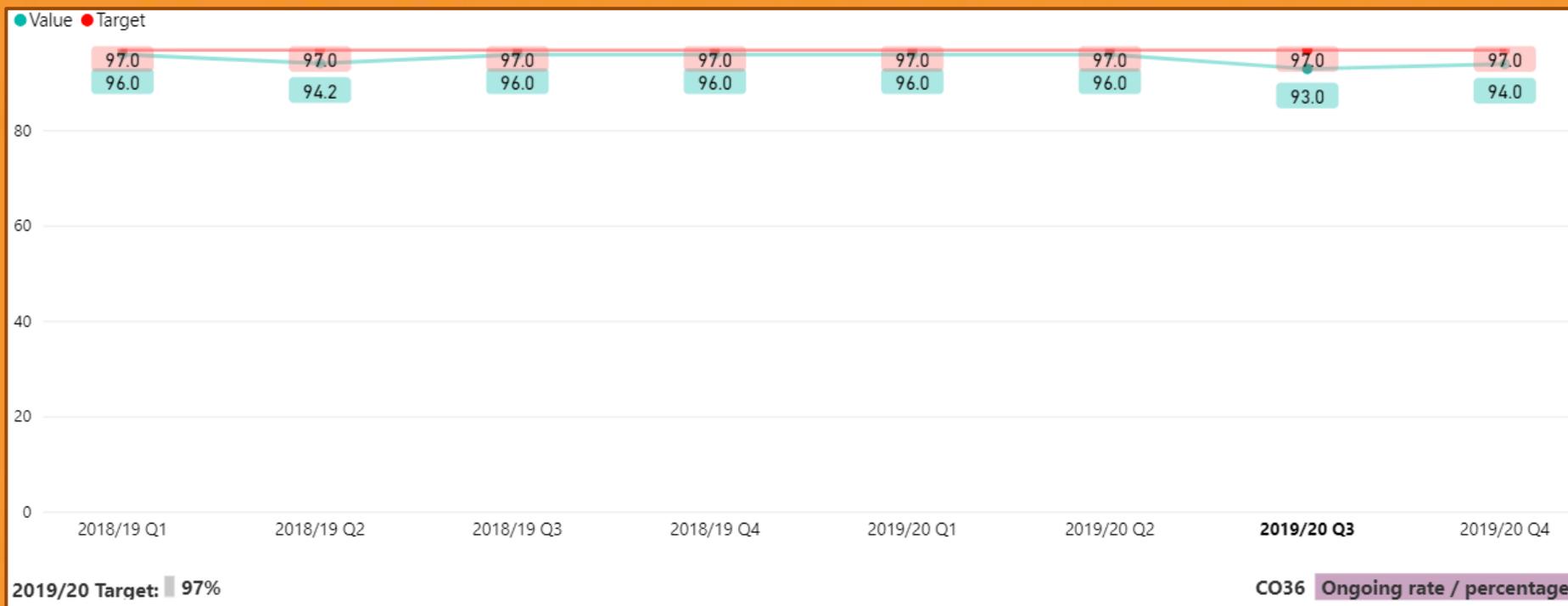
# CO23 Percentage of household waste Diverted from landfill



A decrease in Q4 means we have narrowly missed the year-end target. We have yet to receive figures for February and March so this is based on just January's figures. We expect a further decrease in household waste diverted from landfill due to the impact of COVID-19.



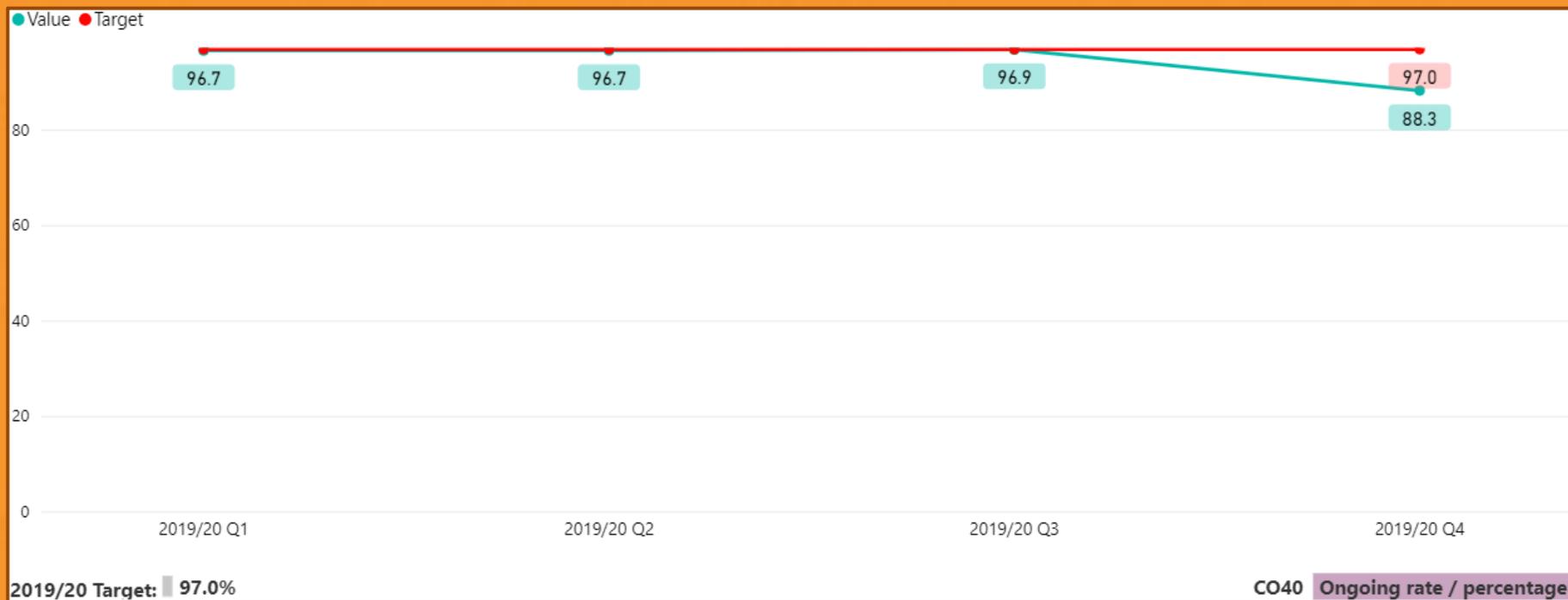
## CO36 Percentage of signal faults (traffic lights) fixed within 24 hours



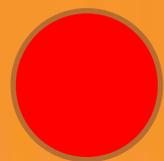
We continue to maintain traffic signals to a high standard but the traffic signal industry in general is struggling to recruit qualified and experienced field maintenance engineers. Council engineering staff are also under more pressure to deliver capital projects, external development works and sit on various project boards and this directs their time and focus away from working on the maintenance contract and faults.



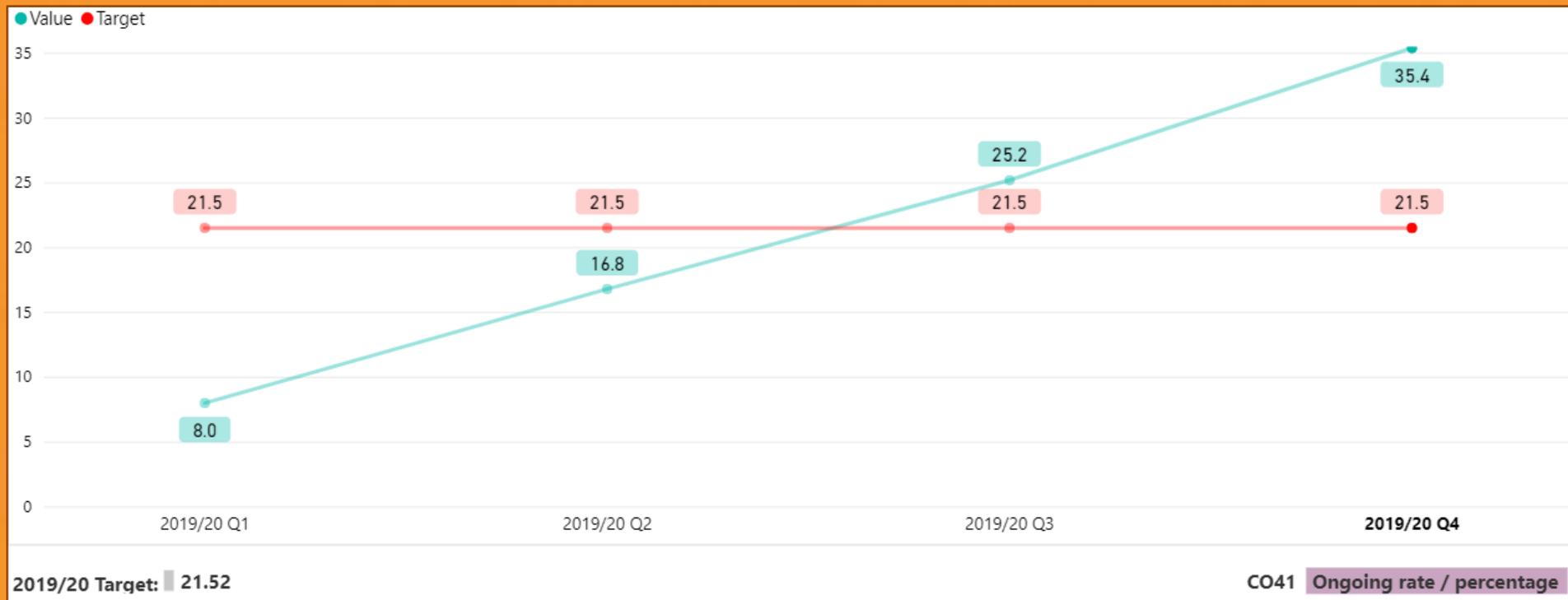
## CO40 Percentage of all refuse collections made on the scheduled day



Q4 performance impacted by Covid-19. Waste Services have brought in and trained staff from other services however not in time to prevent the drop below target for round completion. Year-end performance is 94.2%.



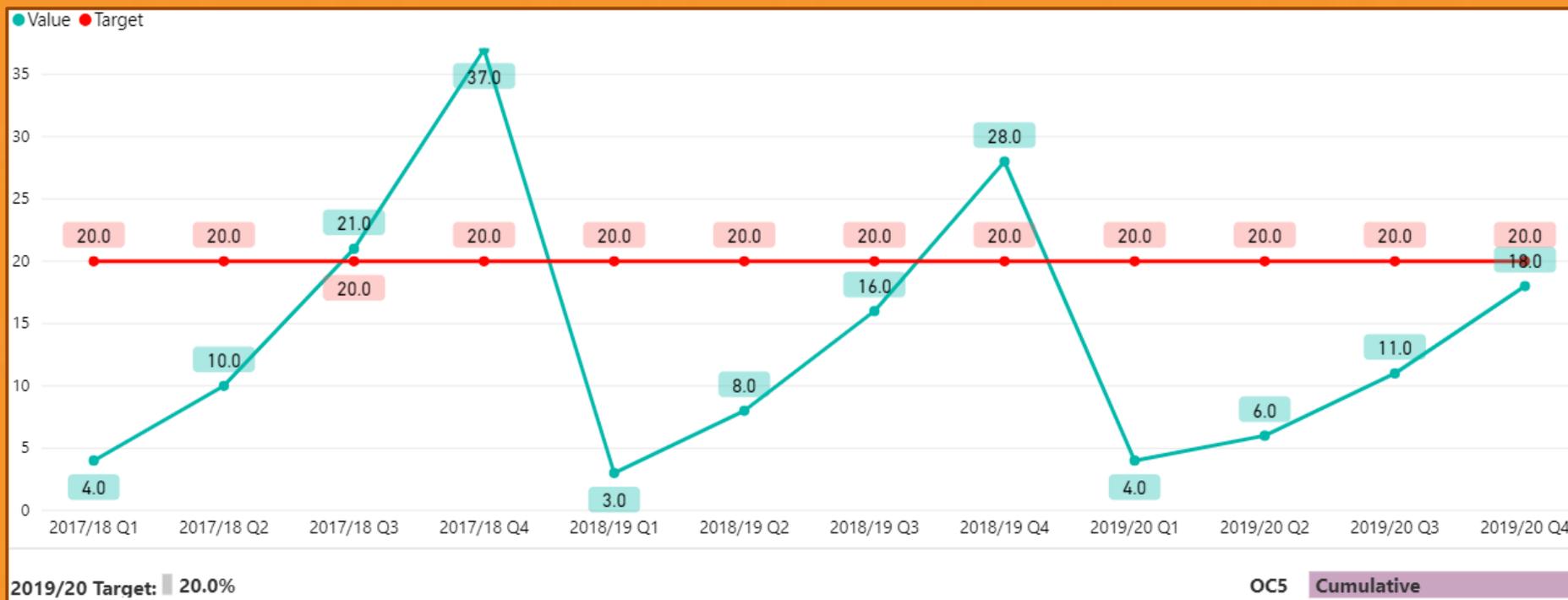
# CO41 Reports of flytipping per 1,000 households



We saw a rise of reported cases in January however, year on year we have seen an improvement in both February and March. Neighbourhood services continue to remove nearly all cases within the 5 day SLA and we are taking a progressive approach to tackling fly tipping in the 2020/21 year.

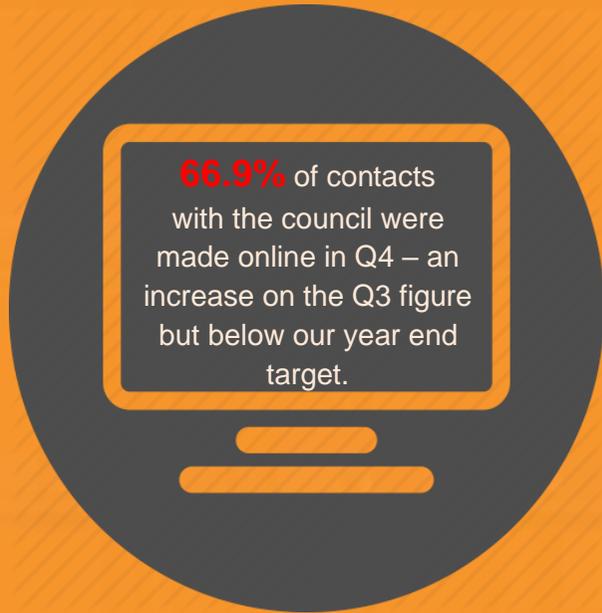


## OC5 Percentage of BMBC energy derived from renewable sources



Overall performance has been much improved since 2018. There are still persistent issues with some biomass installations which have prevented us from achieving the target. There has been a downward trend in total energy consumption for the past few years so if this continues it is likely that the final out-turn figure may be 19-20%. The above figure is based on an estimated out-turn, we will receive the final figure at the end of May.

## 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 to help people gain the skills and confidence to access services and information online.

**1944** People, **202** sessions,  
**423** hours training

Attendees by session type Q4:

**1744**

**108**

**33**

**64**

### Improving the Fly-tipping Collection Service

Our customers wanted a better way of reporting fly tipping and we have made significant progress in this area over the last two years, introducing 'pin on a map' reporting and web chat so that customers can now report fly-tipping through self-service, web chat, Facebook or Twitter. Since 17/18 we have had a year-on-year increase in the completion of online forms from 47% to 77.4%, and in December 2019 we amended the text used in communications to educate and to thank people for reporting fly tipping.

This is an extract of some of the comments we have received in the last year:

- *“Very effective way to lodge a complaint and hopefully will also be responded to effectively”*
- *“Website is much more user friendly”*
- *“Having lived in a dozen different areas, this is by far the best fly tipping reporting tool I have used. Barnsley Council take a bow. Have you thought about selling it?”*



### Superfast Broadband

Take up of superfast broadband now at **54.27%**

There are currently 64,827 live connections across South Yorkshire, out of 119,455 total deployment. Take up of Openreach fibre to the cabinet in commercially covered areas of South Yorkshire is 60.93%.

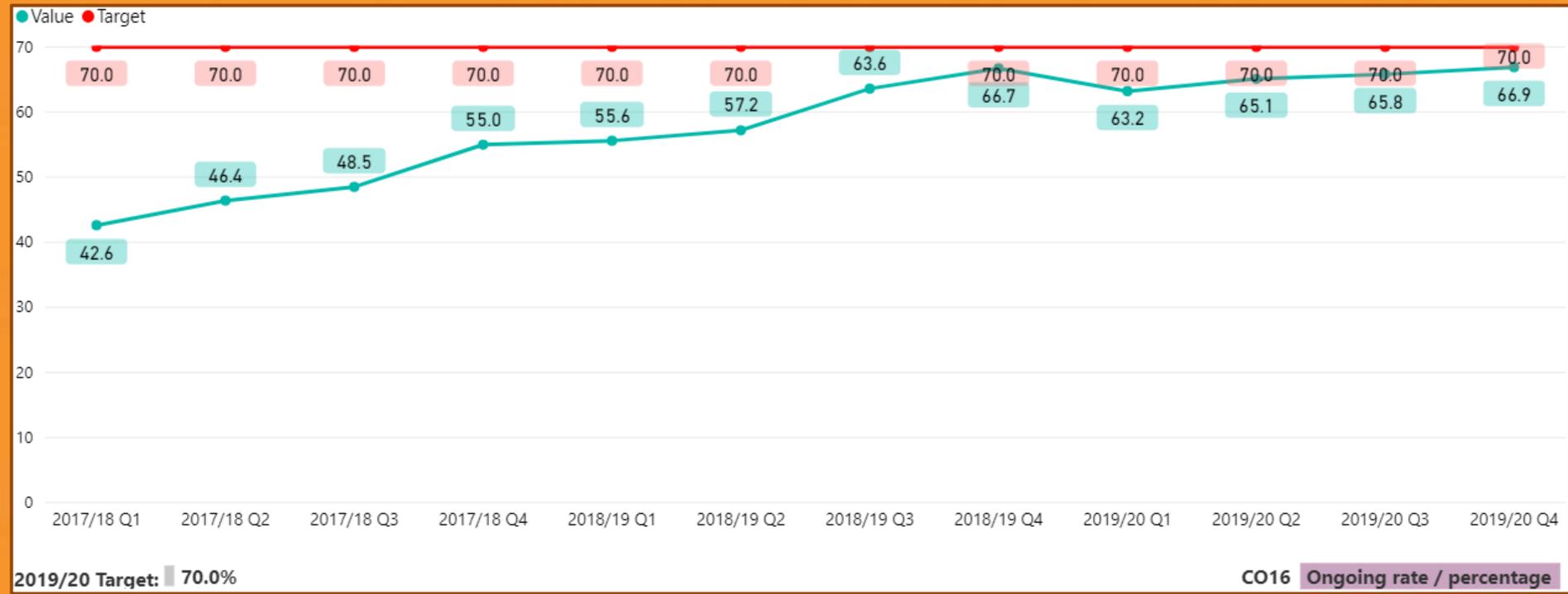


The Digital Certainty Index shows how we're performing on accessibility, SEO and quality assurance each quarter since 2017. Our current overall score is 93.7%





# CO16 Self service via BMBC/third party websites as a percentage of all contacts tracked and monitored by the Customer Service Business Unit



Whilst performance has improved significantly since Q1 of 2017/18, we have fallen short of our target of 70% at year-end, with similar performance to that seen in 2018/19.

# 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 Q4



## NOTE:

\*Compliments and complaints data not available in Q4 due to redeployment of staff linked to Covid-19\*

Our staff undertook **28** days of Employer Supported Volunteering in Q4, with the year end total of 193 under our 220 target.

**100%** of forecast efficiency savings have been achieved in Q3

The Council Tax collection Rate in Q3 was **95.85%**

The Business Rates collection rate was **98.26%**

The proportion of total BMBC influenceable spend spent with locally based suppliers is - **\*data not available yet for Q4\***

Sickness absence was **2.04** days per full time employee (FTE) in Q4 taking our year end total to over 6.

Long term sickness was 1.18 days per FTE employee and short-term sickness was 0.85 days.

## Barnsley Council achieves Investors in People (IIP) Gold accreditation for the second time

In March we announced that once again we have been awarded the prestigious Investors in People (IIP) Gold accreditation. The council was first awarded its nationally recognised IIP Gold status in 2016, which recognises good employers committed to excellence in business and people management. The accreditation process involved a staff survey, plus meetings between staff and the IIP external assessor.

Chief Executive, Sarah Norman said:

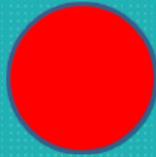
“We received our first gold accreditation in 2016 and since then we’ve continued to demonstrate significant progress and improvements over the last three years. It’s a real testament to the hard work and commitment of our staff in achieving our priorities of a brighter future – a better Barnsley. I want to thank all staff for their continuous efforts to provide quality services to our communities.”

Cllr Alan Gardiner, Cabinet spokesperson for Core Services, added:

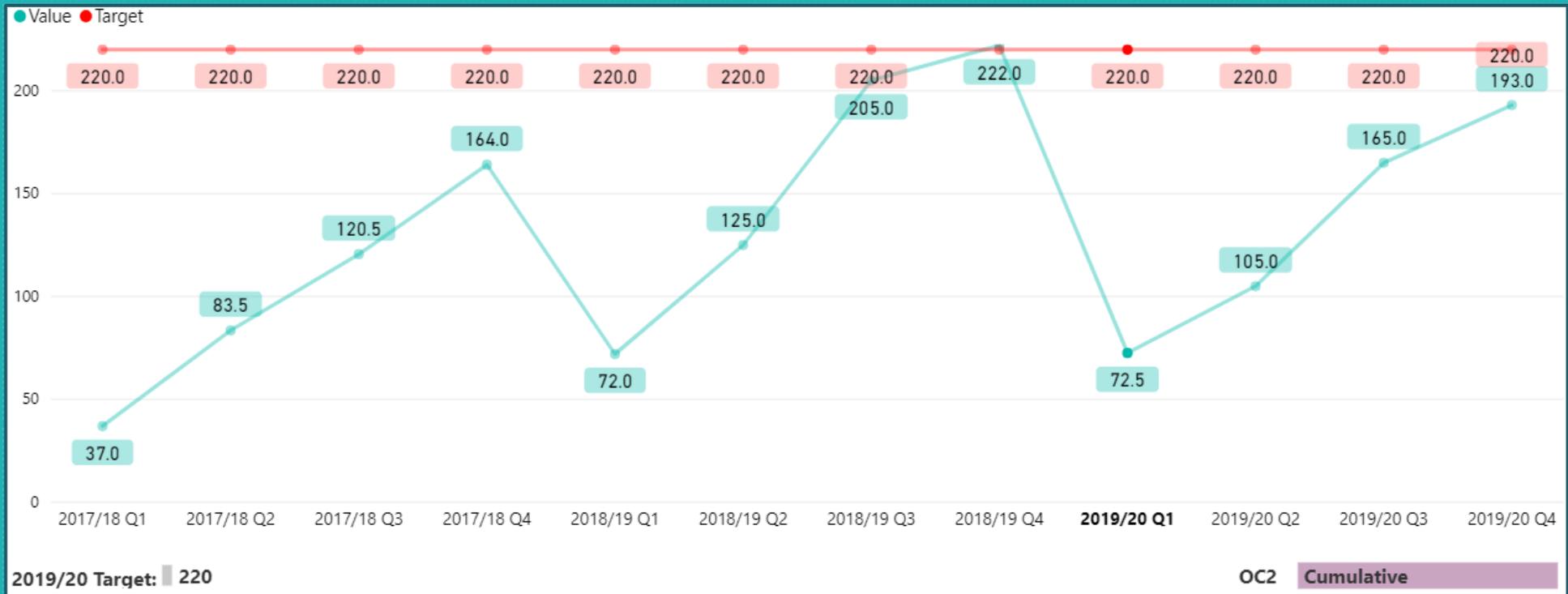
“These fantastic results not only highlight the great things we’re doing to support our employees, but it also helps us to focus on areas where we can make further improvements and work aspirations. We strive to be a high performing council, and with our committed workforce and continuous improvement plan, I’m confident that we’ll achieve these aspirations.”



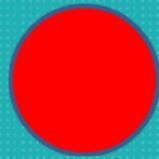
**WE  
HAVE  
BEEN  
AWARDED  
GOLD  
ACCREDITATION**



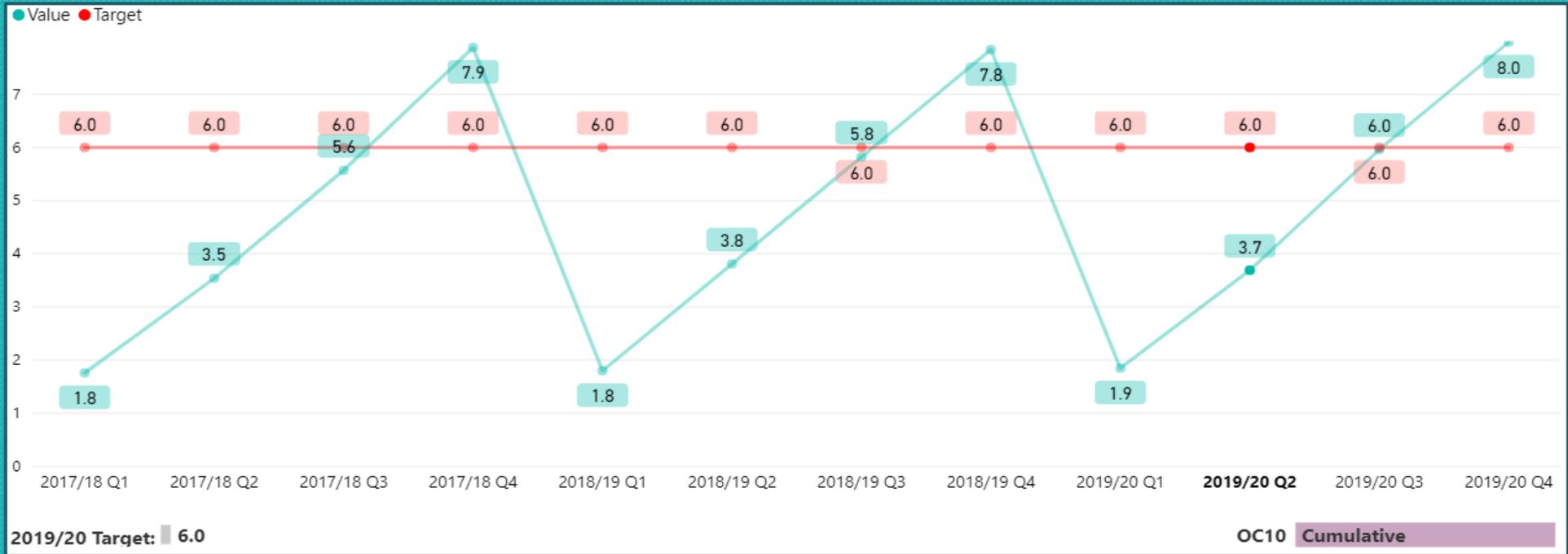
## OC2 Employer Supported Volunteering scheme – number of days taken up



Whilst Q4 performance is an improvement on 2018/19 figures at 28 days, the overall total falls short of target (88%). The impact of Covid-19 means that employees will not have had opportunity to undertake their ESV days in Q4.



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



Q4 performance is 2.04 days, which brings our year-end total to 7.98 days. This is a slight increase from 7.84 in 2018/19.



## Finance Data - Spend Per Outcome

Outcome	Budget	Out-turn	Variance	% variance	Commentary
Outcome 1	1,949,677	1,865,328	84,339	-4%	Staff savings in Development management and Economic Strategy along with underspend on projects
Outcome 2	1,386,877	1,382,685	4,192	0%	Balanced position as per Q4
Outcome 3	44,600	114,211	158,811	-356%	Lower than anticipated market rents
Outcome 4	2,401,132	2,239,190	169,942	-7%	Vacancy factor, overachievement of grant funding & underspend on Town Centre Marketing Programme
Outcome 5	1,448,083	1,167,538	280,545	-19%	Staff turnover and mat leave savings
Outcome 6	10,486,168	11,063,706	577,538	6%	Additional cost of Home to School transport due to increased pupil numbers and a 15% increase in in- borough transport costs combined with Inclusion services increased Use/Cost of agency staff
Outcome 7	6,259,561	5,774,765	484,796	-8%	Staff turnover and vacancies within the service combined with underspends relating to contracts, and additional RSI funding
Outcome 8	79,779,928	76,465,141	3,314,787	-4%	Increased client contributions/income, health funding and direct payments claw back
Outcome 9	5,616,439	4,139,344	1,477,094	-26%	Resources required to ensure the successful delivery of the service's 4 Year Plan
Outcome 10	4,982,477	4,837,063	145,414	-3%	Unspent funding to support the delivery of a range of contracts / initiatives across Area Council
Outcome 11	23,782,602	23,794,682	12,080	0%	Balanced position as per Q4
Outcome 12	2,957,533	3,099,736	142,203	5%	Increases in staffing costs and standby payments

# Contact us

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

In addition to this report, we have published a data table [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/>

