

**Healthy
Barnsley**

**Learning
Barnsley**

**Sustainable
Barnsley**

**Growing
Barnsley**

**Enabling
Barnsley**

Barnsley Council Corporate Plan Performance Report

Quarter 3: October – December
2021



BARNSELEY
Metropolitan Borough Council

Welcome to Our Corporate Plan Performance Report

Our [Council Plan for 2021 to 2024](#) sets out what we aim to achieve over three years. Our plan gives us a clear direction to recover from the COVID-19 pandemic and build our borough back better and fairer. It focuses on how we collectively deliver our services across the council to best support residents, communities, partners and business. 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.

The Council Plan has been developed alongside the work that has taken place for the [Barnsley 2030](#) project through a series of activities with residents, businesses, employees and other key stakeholders across the borough to build a picture of what Barnsley is like now and what we want it to be like by 2030.

We have five new priorities which are supported by 12 Outcomes: 63 Critical Success factors (Key Performance Indicators) have been aligned to the Outcomes to allow us to assess our performance against each Outcome.

Our priorities

- Healthy Barnsley – People can access all the care and support they need, at the right time and in the right place.
- Learning Barnsley – The opportunities available for young and adult learners mean that everyone can fulfil their learning potential, helping them build the skills they need to get into work and progress their careers.
- Growing Barnsley – Barnsley is an inclusive place where everyone can find suitable employment, live in a high-quality home that's right for them, and access the fast and affordable digital resources they need.
- Sustainable Barnsley – Protecting our borough for future generations
- Enabling Barnsley – Our priority to ensure that our council is modern, inclusive, efficient, productive and high-performing.

Barnsley the place of possibilities

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This report is a supplementary narrative report to the quarterly dashboard which provides more detail in relation to performance for the quarter.

It is important to review the quarterly dashboard report in addition to reading this narrative report, as it provides a detailed review of each of our Critical Success Factors including a red, amber and green (RAG) rating. This RAG rating is applied to each of our Critical Success Factors (CSF), which tracks our progress to achieving our vision of Barnsley, the place of possibilities.

Each CSF falls under one of our 12 Outcomes, which in turn feeds into one of our five priorities (Healthy, Learning , Growing, Sustainable and Enabling Barnsley).

We track the progress of each CSF over the year and report on them quarterly where applicable, and provide commentary on the progress of the indicator. Reviewing the online dashboard will help to provide context on where we are achieving our targets, and where there are areas for improvement.

The online dashboard is available via this [link](#)

Our Council Plan Performance Framework.

Across these new Priorities, we have set out the Outcomes that describe our intentions for the next three years, to ensure that we focus on Barnsley as a place of possibilities. Over the next few pages you will read about some of our achievements across the Priorities.

For a detailed review of our progress against each Priority, please take a look at our online dashboard report which is available [Link](#)

Barnsley - the place of possibilities

Healthy Barnsley

People are safe and feel safe.

People live independently with good physical and mental health for as long as possible.

We have reduced inequalities in health and income across the borough.

Learning Barnsley

People have the opportunities for lifelong learning and developing new skills including access to apprenticeships.

Children and young people achieve the best outcomes through improved educational achievement and attainment.

People have access to early help and support.

Growing Barnsley

Business start ups and existing local businesses are supported to grow and attract new investment, providing opportunities for all.

People have a welcoming, safe and enjoyable town centre and principal towns as destinations for work, shopping, leisure and culture.

People are supported to have safe, warm, sustainable homes.

Sustainable Barnsley

People live in great places, are recycling more and wasting less, feel connected and valued in their community.

Our heritage and green spaces are promoted for all people to enjoy.

Fossil fuels are being replaced by affordable and sustainable energy and people are able to enjoy more cycling and walking.

Enabling Barnsley

We are a modern, inclusive, efficient, productive and high-performing council

1. People are safe and feel safe
2. People live independently with good physical and mental health for as long as possible
3. We have reduced inequalities in health and income across the borough



Barnsley Council's 0-19 Public Health Nursing Service rated as Outstanding

Our 0-19 Public Health Nursing Service, who provide health visiting and school nursing services, has been rated as Outstanding in a recent Care Quality Commission (CQC) inspection. This is the first CQC inspection the service has had since transferring from the NHS into Barnsley Council under the direction of our Public Health service in 2016. During the CQC visit, the inspection team spoke to staff, partners and families who use the service. They looked at our records and policies and observed meetings and clinics and found several areas of outstanding practice. This included feedback from service users which was consistently positive, and people thought the service they received exceeded their expectations. Julia Burrows, Director of Public Health for Barnsley, said: "This service is all about early prevention and empowering families to take control of their health. We want every child and young person in Barnsley to have the best possible chance of enjoying life in good physical and mental health. Our health and social care services are coming together so you can get the right care and support you need."



Operation Duxford

In November, we joined forces with South Yorkshire Police and other partner agencies to support Operation Duxford. More than 130 officers, came together and took part in the police operation across Barnsley to pro-actively tackle criminality and engage with the local community. Among this were visits to 12 care facilities, six pop-up police stations set up across the districts for people to approach and talk to officers, two antisocial behaviour surveys carried out to canvas opinion on issues among residents, four litter hotspot clear-ups, and rough sleeper safeguarding patrols. The force's off-road bike team ORBIT was on patrol between Hoyland, Worsbrough, Wombwell and Cudworth. They seized a quad bike near Netherwood School after antisocial behaviour complaints and another near Kirk View in Hoyland. 12 arrests were made, and 27 stop and searches were carried out. 8 vehicles were seized under Operation Takeaway, knives and other dangerous weapons were taken off the district's streets. 25 hotspot visits were made by our Neighbourhood Wardens. 65 members of the public were signed up to the Smart Water property protection scheme.

Safeguarding Awareness Week 15-19 November 2021



We joined forces to deliver, in a hybrid way, the first South Yorkshire Safeguarding Awareness Week. Barnsley Adult and Children's safeguarding boards in partnership with health, emergency services, the voluntary sector and others raised awareness of what safeguarding means, the many situations in which it can arise and importantly signpost people to the right type of organisations that can offer help and support. We ran a number of public and professional events. The week aimed to make people aware of this support available, particularly if they are being hurt, abused or think they are being taken advantage of.

Barnsley Foster carers win national fostering accolade



Paul and Michael Atwal – Brice, who foster for Barnsley Council have won a prestigious UK fostering award. The couple, who have been foster carers in Barnsley for over a decade, were awarded the president's award at the Fostering Network's annual Fostering Excellence Awards for their outstanding contribution to foster care.

Adult Social Care Market Shaping



Cabinet approved the new Market Position Statement. A new digital presentation of the Councils commissioning intentions has been used that will allow Commissioners to update the document and hopefully reach a wider audience of Providers. The Market Position Statement sets out the priorities for the Council and clarifies our intentions to improve our offer around preventative support as well as ensuring that, where people do need support, we have the right quality and capacity across Barnsley. The Directorate was able to secure funding through the SY&B Integrated Care System to bring forward the implementation of the National Living Wage into the contracted independent care sector from April 2022 to December 2021.

Learning Barnsley

4. People have the opportunities for lifelong learning and developing new skills including access to apprenticeships
5. Children & young people achieve the best outcomes through improved educational achievement & attainment
6. People have access to Early help and support



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European Social Fund (ESF) project Success



We loved hearing the great feedback from the first pilot of the ESF success project. Four adults that are not currently in work got stuck into a two-week placement to learn more about trades in the construction industry. The placement is aimed at improving confidence and developing employability skills. It covered practical skills, such as: building (bricklaying, mixing mortar, rendering, pointing), electrical (circuit boards, light switches, sockets, junction boxes, transformers), tiling (preparation, tile cutting, floor tiling). One participant's parent said: "I enjoyed everything about the course. I gained so much confidence to follow my dream of pursuing my love for construction and never giving up."

Success at South Yorkshire Teaching Partnership Awards



Chloe Gelder, a social worker in the Children's Directorate won learner / student of the year at the South Yorkshire Teaching Partnership Awards. The award was won for all of her hard work when she was a student with us, and now she is fully qualified. Suzi Rockett, Chloe's practice educator said "Congratulations Chloe, what a fabulous start to your social work career". Place Based Services were awarded runner up team of the year. Place based services support adults and young people with a learning disability in supported activities, independent travel training, and employment and volunteering. They did fantastic work over lockdown, offering support to those who needed it and staying in touch with those who normally use their services. Thanks to their brilliant work over the past 18 months, they've also been nominated for the Municipal Journal Award.

Barnsley Libraries book-drops the entire borough to celebrate Libraries Week 2021



We celebrated national Libraries Week, back in October and our libraries marked this occasion with the Barnsley Libraries Book Drop initiative. Libraries Week is an annual showcase and celebration of the best that libraries have to offer. This year's theme, 'Taking Actions and Changing Lives', has celebrated the nation's much-loved libraries and the significant role they play in their community as a driver for inclusion, sustainability, social mobility and community cohesion. As part of the celebration, Barnsley Libraries dropped around 300 books across the borough for residents to find and keep. This has included local parks and squares, benches and bus stops. The book that our library service gave away as part of the book drop was the brilliant *The Baby is Mine* by Oyinkan Braithwaite, which The Reading Agency has kindly gifted.

Celebrating Barnsley Music Education Hub's youngest pupil to achieve Grade 8 Award



Barnsley Music Service are proud to announce that Skye Stokes, has achieved a Grade 8 Award distinction (the equivalent of an A-Level pass) in the Baritone at just 12 years old. Since first picking up a musical instrument at Greenfield Primary school, Skye has grown as a musician and a young person. She said: "Playing an instrument has given me a huge boost in confidence and important skills for learning and studying. It's simply the best fun and so rewarding."

Joint Area SEND Inspection

The outcome of the Joint Area SEND Inspection was published in November. The report presented the findings of Ofsted and Care Quality Commission in terms of how well the borough meets its responsibilities for children and young people aged 0 to 25 who have special educational needs and disabilities (SEND). The report highlighted that whilst we have made significant progress over the last two years, with clear strengths. However, we know that there is still more for us to do, particularly strengthening the voice and strategic influence that parent carers have and improving early support and provision for children. We are committed to building on our strengths and the progress we have made to transform and improve SEND services in the borough

Send Space



The SharePoint webpage, designed to support SENCOs in day-to-day practice, is now live. SEND Space was launched in November 2021 after consulting with a working party of SENCOs to gather an understanding of what would help them carry out their roles. Resources, links to useful websites, referral forms, training sites and much more can now be accessed by all SENCOs across the borough. All the information that a SENCO needs to support their role can now be found in one place. Initial feedback is very positive with one advantage being a 'time saver'! Another advantage will be for the site to be accessible to EIS professionals who will understand what is available on the site and will be able to direct SENCOs to useful information and resources.

Growing Barnsley

7. Business Start ups & existing local businesses are supported to grow and attract new investment providing opportunities for all
8. People have a welcoming safe and enjoyable town centre and principal towns as a destination for work, shopping, leisure and culture
9. People are supported to have safe warm and welcoming homes



Fuel Poverty Awareness Day

3rd December 2021 was Fuel Poverty Awareness day, which aimed to raise awareness of the support available for people who are struggling to heat their homes. A team was in Barnsley Market engaging with residents, giving useful tips and telling them about help they can get to heat their homes affordably this winter.



One of the UK's first permanent Covid Memorials unveiled in Barnsley

A Bronze memorial sculpture was unveiled in the Town Centre to commemorate those who have lost their lives or loved ones during the continuing pandemic, as well as serving as a tribute to key workers and unsung heroes. 'Reverence' features seven figures cast in bronze, including a young girl, older man, volunteer, nurse, carer, police officer and a teacher. The inspiring figures span all generations and communities and represent the real, ordinary people who have been affected, and continue to be affected, by the pandemic. The unique artwork has been created by acclaimed sculptor Graham Ibbeson in collaboration with Lockbund Foundry, with poet Ian McMillan providing the emotive words 'Barnsley's fierce love holds you forever in its heart'. Drawings of key workers by local school children have been turned into a stunning bronze panel, which decorates the plinth. The sculpture is one of the first permanent Covid memorials in the world and unique because it features ordinary working people who are hugely under-represented in public art. 'Reverence' is part of a wider project of remembrance and reflection organised by Barnsley Council and partners including Barnsley Hospital, Berneslai Homes, and the region's emergency services. An exhibition linked to the Covid Memorial Project will be on display in the new Gallery @ The Glass Works, allowing for ongoing reflection and messages of commemoration and support.

Crime and antisocial behaviour

You said... Reports of drug and alcohol related anti-social behaviour in town.

We did... Operation

Voyager On 1 December, Barnsley Central NPT were joined by colleagues from other Barnsley NPTs, Barnsley Council Trading Standards, Town Centre Wardens and search dog Roscoe. Ten stop-searches were conducted and five people were found in possession of controlled drugs. Barnsley Recovery Steps staff were on hand to offer help and advice. In addition, Trading Standards are seeking to prosecute two shops who were found with 6000 illegal cigarettes.



More and Better Jobs: A Week of Workshops



The More and Better Jobs Taskforce recently held a series of workshops to give key stakeholders their say on how we can work together to deliver a strategy that truly provides More and Better Jobs for Barnsley, developed and delivered by the council's Employment and Skills team. The workshops explored the nature of working life in 2030. They discussed how we could shape our planning and provision to meet the needs of the future workforce. The Chair of the More and Better Jobs Taskforce, Sarah Harrison, said: "Our shared vision for Barnsley is for it to be a place of possibilities for all. We aspire to provide a great place to learn, live and work, where businesses can grow, and residents have access to lifelong learning. This will only be achieved by working together towards our common goal to enable residents to get ready for, get into, and get on in good work, regardless of their background or starting point." The outcomes of the workshops will be taken forward through existing partnerships and will build on existing activities to maximise impact.

The Seam – Digital Campus



Work has formally commenced this quarter on detailed design work for the first phase of The Seam – Digital Campus, part funded by national Future High Street Funding. The initial phase of works concentrates on the delivery of infrastructure by March 2024, providing the foundations for the wider site to be developed. Phase 1 will include the provision of a new multistorey car park, active travel hub, high quality public realm, and the potential delivery of high quality homes in the heart of the Town Centre. Consultation will be taking place in January and February 2022 to help shape the proposals as we move into delivery.

Property Investment Fund set to further boost economic growth



Barnsley Council has launched the third stage of the Property Investment Fund scheme to help boost further economic growth. This follows the success of the first phases, that have created over 400,000 sqft of commercial property, providing jobs across the borough. This scheme has worked with local property developers and succeeded in attracting major global companies to the area while also supporting local businesses to expand. Despite the impact of the pandemic, Barnsley is experiencing some of the highest ever levels of uptake for commercial property. The PIF scheme will make sure we have a future supply of suitable business premises.

Sustainable Barnsley

10. People live in great places, are recycling more and wasting less, feel connected and valued in their community

11. Our Heritage and green spaces are promoted for all people to enjoy

12. Fossil fuels are being replaced by affordable and sustainable energy & people are able to enjoy more cycling and walking



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Successful School Streets project

Since the beginning of summer, our School Streets project has provided safer, healthier and greener journeys to school to as many as 3,000 children and their families. We've hosted a total of ten school road closure events encouraging families to leave their car at home and walk, scoot or cycle to school instead. The project has been delivered using funding from the Department for Environment, Food and Rural Affairs (DEFRA). Temporary road closure trials have removed high volumes of vehicle



traffic and transformed roads outside schools into enjoyable places for people to live, work, learn and play. Children have been able to play more, parents have spent more time together, and teachers were building better relationships with residents, parents and pupils. The physical and mental wellbeing of the whole school community has benefited from increased physical activity and reduced vehicle emissions. Eliminating vehicle traffic outside schools has improved road safety and empowered more families to walk, scoot or cycle to school. Nationally, around 46% of primary-aged pupils are driven to school, but less than 30% of pupils arrived at school by car during the first three events that we've hosted. Not only did at least 70% of all pupils (roughly 10% more than usual) walk, scoot or cycle to school on the day of the road closure, but the majority of those that arrived by a car parked further from the school gates and enjoyed a short walk to school as a result of the closures.

Plastic pots, tubs and trays can now be recycled in your brown bin



From Tuesday 7 December 2021 you'll be able to recycle plastic pots, tubs and trays in your brown bin. Pop these in along with your glass bottles and jars, food tins, drinks cans, foil trays and plastic bottles. This is part of our ongoing work to improve the service that residents receive and make sure we're recycling as much as we can. With an increased use of

plastic packaging and our ongoing commitment to reducing general waste, driving down climate emissions and improving recycling rates, this will allow us to take a positive step towards a more sustainable Barnsley.

Further investment in electric vehicle charging points

It is proposed that the council will take a leading role in a £1.8m South Yorkshire-wide investment programme funded through the South Yorkshire Mayoral Combined Authority. The South Yorkshire Electric Vehicle Charging Point Programme will create up to another 30 Electric vehicle charging spaces in Barnsley through an estimated 15 new dual electric chargers. These will be among an estimated 109 chargers installed across South Yorkshire capable of charging 218 vehicles at once. Market Gate and John Street car parks in Barnsley town centre will be fitted with three chargers each. The remaining chargers will be installed in locations close to areas of housing where residents do not have access to their own off-street parking and would not be able to have their own charger installed. This is in addition to the 20 dual chargers cabinet approved earlier this year which are located on nine different car parks across the borough.



Programme of Sustainability events



Following the success of our previous sustainability events, we added some more sessions in the run-up to the UN's COP26 Climate Change Conference. The aim of the sessions was to highlight the work going on in Barnsley to tackle climate change and how we can all make our lives more sustainable. The sessions included outdoor volunteering events in Goldthorpe and Cannon Hall, and online webinars on sustainable eating.

Two Green Flag Awards for the Borough



Elsecar Park and Local Nature Reserve and Worsborough Mill and Country Park are celebrating after winning Green Flag awards. This is the 14th year in a row at Elsecar and the first time since 2014 for Worsborough. Elsecar Park has over 18 hectares including a Tee Pot café, smoke-free play area, local nature reserve and reservoir.. Elsecar Reservoir Local Nature Reserve, one of the borough's natural heritage sites, is a popular spot for anglers, bird watchers and walkers with links to the Trans Pennine Trail. Some of the major improvements at Worsborough have included management of the recently designated 'Site of Special Scientific Interest' wet woodland where the willow has been controlled to allow for reed bed expansion, as well as orchard creation, meadow conservation, invasive species removal, willow weaving and ancient woodland management. As well as all of this, the Mill has re-opened alongside a new and improved shop, visitor space and micro bakery that will provide fresh bread from the flour milled on site.

Enabling Barnsley

Our council is modern, inclusive, efficient, productive and high-performing



UK IT Industry Award

UK IT
INDUSTRY
AWARDS

Digital First has been shortlisted for Best Public Sector IT project of the year in the UK IT industry awards. The programme ran between 2018 and 2021 and transformed the way we all work and was vital in enabling us to deliver services throughout the pandemic. This is a huge achievement as the awards are considered the largest and most well known event in the IT industry and is run by the Chartered Institute for IT and computing . Finalists were chosen from over 250 entries with independent judging from IT leaders across the country.

Corporate Debt Team Highly Commended



The Corporate Debt Team were “Highly Commended “ in the Most Improved Team Category at the Institute of revenues, Rating and Valuation (IRRV) Awards. The team has demonstrated continuous improvement, enabling us to deliver an excellent customer-facing service and deliver positive outcomes for the council.



Fraud Awareness week

We supported International Fraud Awareness Week between Sunday 14 November and Saturday 20 November. We supported the week at a local level in Barnsley with our own Fraud Awareness Campaign – Spot It, Stop It. Fraud is a serious crime that can affect anybody. We’re seeing new fraudulent activity and scams hitting us every day which makes this campaign more relevant today than ever.

The campaign was rolled out across the borough to reach all residents, businesses and organisations with a number of activities taking place throughout the week:

- A ‘Spot it, Stop It’ social media campaign was rolled out providing residents with vital information, advice and top tips about all aspects of fraud - ranging from phone scams and identity theft to cyber-crime and phishing.
- We held two Fraud Awareness events in the town centre - the first event was on Wednesday 17 November at Market Parade, followed by an event on Friday 19 November at the Library @ the Lightbox. These events had members of the Corporate Anti-Fraud team, Trading Standards and IT on hand to provide help and advice. Trading standards shared examples of counterfeit goods and IT provided information about cybercrime, identity theft and phishing.
- The campaign also focussed on raising awareness of [council-related fraud](#) - such as misuse of blue badges, unlicensed or illegal taxis, and council tax fraud, to encourage residents to report any instances to us.
- An internal campaign was also rolled out to council employees to support and help staff take a proactive stance against fraud through training, increasing awareness of fraud, and how to spot it and deal with it.



Mindful Employer

MINDFUL
EMPLOYER

We have been approved for the Mindful Employer Charter for another 2 years. We are committed to culture change to create a supportive and open culture where colleagues feel able to talk about mental health confidently and support the mental wellbeing of all staff. We have made an ongoing commitment to:

- Provide non-judgemental and proactive support to staff experiencing mental ill health
- Not make assumptions about a person with a mental Health Condition and their ability to work
- Be positive and enabling towards all employees and job applicants with a mental health condition
- Support line managers in managing mental health in the workplace
- Ensure we are fair in the recruitment of new staff in accordance with the Equality Act 2010
- Make it clear that people who have experienced mental ill health will not be discriminated against and the disclosure of a mental health problem will enable both the employee and employer to assess and provide the right level of support or adjustment.

Launch of Manager and Employee Hubs

In Q3 we launched our new manager and employee hubs, which are areas of the intranet where we have gathered all of the necessary information that everyone needs to do their job, The employee hub gathers a number of items from forms and policies to wellbeing. The Managers hub has all of the tools and information that staff in management roles need to support them.

