Corporate Plan Performance Report

‘Working together for a brighter future, a better Barnsley’
Working together – with our communities
A brighter future – people achieve their potential
A better Barnsley – our residents think and feel we are making a difference together

2014/15 – Quarter 4 (Year End)
About this report

The purpose of this report is to assess how we have contributed to progress against the three priorities for Barnsley, as set out in the Corporate Plan and below. The report also includes some of the key facts about the borough and helps to outline some of the work that we do.

Our 3 priorities

We undertake other work that is not directly associated with these three priorities. However, this report just focuses on the progress made against these; providing an overview of the contribution that we make to improving people's lives and the state of the borough.


The report summarises progress made in Quarter 4, as well as focusing on our performance against the priorities of the Corporate Plan for 2012 to 2015. It details the practical steps taken to improve performance against the agreed priorities, outcomes, and targets. It includes evidence from the key indicators identified for each of our 18 ‘we will’ outcome statements.

Key

The report uses the following symbols to illustrate progress we have made towards the targets set against the headline indicators:

- Performance above or in line with targets
- Performance has been satisfactory but did not fully reach the target
- Performance well below the target
- Indicator under construction, awaiting target setting for the next year or changes to data collection
- Indicator not applicable for target setting either due to the fact that it is a baseline year and/or the nature of the indicator is not appropriate to set a target
- Indicator information not available due to the infrequency and/or timing of the availability of the performance information

All information included in the tables is based on performance for the year to date, rather than just performance in Q4. In addition, where the information included in the tables includes a target, this will be for the full year, e.g. from 1st April 2014 to 31st March 2015.
3 priorities for Barnsley

Our Corporate Plan for 2012 to 2015 includes the three priorities that we work towards to create a healthier, safer, and more prosperous borough. It includes ‘we will’ outcome statements; these highlight the issues we face and what we aim to achieve by working in partnership with other organisations and people.

Thriving and vibrant economy

We have developed a long-term plan to grow the economy for the borough. We are keen to work with and support the private sector to create better conditions, helping to safeguard existing jobs and businesses and stimulate additional growth. We want to ensure there are greater employment opportunities for Barnsley residents: to help the local economy, provide positive role models for young people, and reduce the extent of worklessness and poverty across the borough.

Citizens achieving their potential

It is important for the future of the borough that children, young people, and adults have the right skills and qualifications to access employment and other opportunities, whether in Barnsley or elsewhere. Equally, improving physical, mental, and emotional wellbeing is crucial if people of all ages are to thrive and achieve their full potential. This will be an increasingly important part of what we do; cutting across many services and functions. Where children and adults are vulnerable and/or at risk of harm, we have a crucial role in protecting and safeguarding their safety.

Strong and resilient communities

We are clear that our reducing resources means that we need to look for different ways of doing things, alongside changing expectations of what can be delivered, when and why. This requires a different relationship with the communities of Barnsley, resulting in us taking a more enabling role. It will involve our partners, communities, and individuals taking greater responsibility for delivering services differently, or doing more for themselves.

This important area informs much of what we are trying to achieve. It will reduce dependency on our services and introduce greater independence and self-reliance. The revised area governance arrangements are particularly important to changing the relationship with our communities; however, there are also many others such as volunteering.
Barnsley, a borough that works to:

Our Corporate Plan for 2012 to 2015 included the following 18 outcome statements, to help explain how we aimed to achieve the three priorities.

<table>
<thead>
<tr>
<th>Priority</th>
<th>We will work to:</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Create the conditions for economic growth and greater prosperity</td>
</tr>
<tr>
<td>2.</td>
<td>Create more jobs and businesses through appropriate provision of business, enterprise and employment programmes</td>
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<tr>
<td>3.</td>
<td>Reduce worklessness amongst those currently unemployed and increase skills levels of our current and future workforce</td>
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<tr>
<td>4.</td>
<td>Develop a vibrant Town Centre</td>
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<td>5.</td>
<td>Prioritise the economic renewal of Goldthorpe and the wider Dearne area</td>
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<tr>
<td>6.</td>
<td>Significantly strengthen our visitor economy by further developing our key cultural assets and events</td>
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<tr>
<td>7.</td>
<td>Improve the quality of learning and leadership in schools to support better educational attainment levels</td>
</tr>
<tr>
<td>8.</td>
<td>Ensure high quality partners are engaged in our new relationship with schools</td>
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<tr>
<td>9.</td>
<td>Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed</td>
</tr>
<tr>
<td>10.</td>
<td>Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum</td>
</tr>
<tr>
<td>11.</td>
<td>Make the improvement of people’s health and wellbeing everybody’s business, with an emphasis on prevention and the contribution that all services can make</td>
</tr>
<tr>
<td>12.</td>
<td>Prioritise the reduction of health inequalities between different parts of the borough and the borough and the rest of the country</td>
</tr>
<tr>
<td>13.</td>
<td>Ensure that we play a strong part in keeping the borough clean, green and safe, and work with others to improve community safety</td>
</tr>
<tr>
<td>14.</td>
<td>Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley</td>
</tr>
<tr>
<td>15.</td>
<td>Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering</td>
</tr>
<tr>
<td>16.</td>
<td>Ensure customer services and the citizen experience of access is improved – we are a successful customer service organisation and our plans facilitate greater self-help</td>
</tr>
<tr>
<td>17.</td>
<td>Engage local communities in helping them shape the decisions and services in their neighbourhood</td>
</tr>
<tr>
<td>18.</td>
<td>Ensure we operate fairly and demonstrate total commitment to equalities in policy and practice</td>
</tr>
</tbody>
</table>

We have based this report around the above priorities and outcome statements, focussing on what we achieved against agreed targets between 2012 and 2015, and performance in the most recent quarter (January to March 2015).
We continue with our plans to grow the economy for the borough, working with and supporting the private sector to create better conditions and infrastructure. We want to make sure there are more job opportunities for Barnsley residents, to help the local economy, provide positive role models for young people, and reduce the extent of worklessness and poverty across the borough.

The Jobs & Business Plan is already beginning to show a positive impact on the local economy with Barnsley having had the largest increase in private sector jobs in the country at 9.4% growth. At the end of this quarter, key targets have been achieved including the number of businesses supported, financial investment, number of business starts and jobs created.

A combination of different initiatives and a more buoyant economy has seen youth unemployment in Barnsley continue to fall. We recognise our skill levels, particularly level 3 and above, remain a significant barrier to employment and career progression and we will continue to work to reduce the gap from the national average. NEET performance remained very good throughout the last three years, but most recently, the figure for 16 to 18 year olds rose to 5.6%, which is above our target of 4%. This is an area we will continue to focus our efforts to ensure that young people are offered a wide range of quality choices for learning and engagement.

There has been significant progress on the redevelopment of the town centre and work has now begun on the development of the town centre plan. We continue to strengthen our visitor economy and cultural events including extending the cooper Gallery and restoration of the Cannon Hall park and gardens. Visitor numbers and estimated spend has exceeded the target and we have seen more than a million visitors this year alone.
1. We work to create the conditions for economic growth and greater prosperity

Working with our partners, we have made significant progress against this outcome, providing the foundations for long term sustained economic growth in Barnsley.

Key strategic projects now underway:
- Junction 36 Hoyland – funding now secured for major infrastructure works to unlock significant new employment land, which has the potential to create up to 7000 new jobs.
- Property Investment Fund – new fund designed to stimulate speculative development. Deals are already secured on two developments, which will begin in 2015.
- Goldthorpe School – a key regeneration project in the town, due to begin construction in 2015 and complete in 2016.
- Superfast Broadband – Barnsley have been leading on the delivery of a £26m rollout of superfast broadband across the Sheffield City Region.

The Jobs & Business Plan is beginning to have a positive impact on the local economy as evidenced by the recent Centre For Cities – Cities Outlook Report 2015 that showed that Barnsley had the largest increase in private sector jobs in the country at 9.4% growth. This is further supported by performance data at the end of Q4, where key annual targets including the number of businesses supported, financial investment, number of business starts and jobs created have all been achieved.

We are looking to embrace future opportunities and initiatives that will contribute to the sustained economic growth of Barnsley. Identified priorities include:
- attracting inward investment to grow our business base and jobs;
- progressing the provision of three strategic business parks;
- delivering the Better Barnsley Programme, which will improve the energy efficiency of private sector homes.

New Build Homes

Against our target to support the completion of 800 new homes this year, we have achieved 697. We also expected work to start on 800 new homes, whereas work only started on 544. This slow progress is not due to a lack of planning permissions being granted (planning approval was granted for 2,540 new homes in the last 12 months), but is an indication of the time lag between planning approval and development commencing on site. We will continue to focus on this important area over the next three years of our new corporate plan.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of businesses supported to expand</td>
<td>762</td>
<td>700</td>
<td>✔</td>
</tr>
<tr>
<td>Inward investment - Financial investment</td>
<td>£54.7m</td>
<td>£52m</td>
<td>✔</td>
</tr>
<tr>
<td>Planning applications – Major</td>
<td>91%</td>
<td>80%</td>
<td>✔</td>
</tr>
<tr>
<td>Planning applications – Minor</td>
<td>87%</td>
<td>80%</td>
<td>✔</td>
</tr>
<tr>
<td>Planning applications – Other</td>
<td>88%</td>
<td>80%</td>
<td>✔</td>
</tr>
<tr>
<td>New build homes starts</td>
<td>544</td>
<td>800</td>
<td>✗</td>
</tr>
<tr>
<td>New build homes completions</td>
<td>697</td>
<td>800</td>
<td>✗</td>
</tr>
<tr>
<td>Affordable homes delivered</td>
<td>186</td>
<td>150</td>
<td>✔</td>
</tr>
</tbody>
</table>
2. We work to create more jobs and businesses through appropriate provision of business, enterprise and employment programmes

Enterprising Barnsley
In the last three years, Enterprising Barnsley has provided bespoke coaching support to increase the stock of new businesses and private sector jobs in Barnsley. Highlights include:

- 762 businesses receiving over 6,000 days of customised business coaching support
- 3,451 private sector jobs created
- 276 new businesses created

Recognition
Our governance and audit performance was recognised this year in an exemplary report in response to a European Court of Auditors inspection of business support activity.

Increased Economic Performance
The financial sustainability of new business starts is increasing. 91% of new businesses survive their first 12 months in Barnsley, compared with 90.1% regionally and 91.2% nationally. 76.9% of Barnsley businesses survive at least two years, compared with 74.2% regionally and 75.6% nationally.

Barnsley’s new businesses are also performing well. Between 2013 and 2014, there was a 4.9% growth in business with a turnover of up to £49,000 in Barnsley. This ranked fourth best out of 21 councils in Yorkshire & Humber.

Barnsley’s employment rate exceeds regional and national rates. In December 2014, figures from the Office for National Statistics Annual Population Survey revealed that Barnsley had an employment rate of 72.6%. This is equivalent to 105,500 residents of working age being in employment. At that time, Barnsley’s employment rate was higher than both the regional (70.2%) and national (72.1%) rates.

Business Enquiry Conversion Rate
Against our annual target of 31%, 29% of business enquiries were successfully converted. The majority of the successful enquiries relate to the speculative development of premises at the M1 J36 Enterprise Zone. Additional successful conversions relate to support provided by Enterprising Barnsley to help businesses continue to grow and expand.

We know that there is currently a lack of available property and fewer new premises coming onto the market. This could potentially affect our future efforts to attract inward investors and retain existing businesses. This

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Case Study – Gateway 36

Work has started on an industrial unit development which could bring 450 jobs to Barnsley and is predicted to add up to £20m to the local economy. UK property regeneration company Harworth Estates is working with us to develop R-evolution @ Gateway 36, on the site of the former Rockingham mining site boasting 15 acres of land, to meet the area’s rising demand for new industrial units.

The first phase received a £4.9m loan through the European funded JESSICA Urban Development Fund, as well as Growing Places capital. This will ensure the construction of the initial site infrastructure and the first three units totalling 65,000 sq ft which will be available for lease and is expected to be completed by the end of the year.

Occupiers will have access to business support through our investment team, including free guidance on access to finance, recruitment and training as well as the potential to receive business growth coaching from the Enterprising Barnsley programme.
is confirmed by the fact that 18% of all enquiry non conversions this year related to a lack of appropriate sites and premises to meet the needs of companies.

We will seek to address these issues over the course of our next corporate plan, encouraging investment in property and providing business support programmes to help to continue to secure inward investment and retain existing business.

Acknowledgement

The successes achieved over the last three years were possible thanks to the financial commitment from the council and the European Regional Development Fund.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Number of business starts</td>
<td>133</td>
<td>125</td>
<td>✔</td>
</tr>
<tr>
<td>Number of jobs created</td>
<td>1153.5</td>
<td>1000</td>
<td>✔</td>
</tr>
<tr>
<td>Business enquiry conversion rate</td>
<td>29%</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>New additional commercial space available</td>
<td>85,193 m²</td>
<td>84,000 m²</td>
<td>✔</td>
</tr>
</tbody>
</table>

Case Study – Free e-commerce project

Entrepreneurs wanting to set up their own online business are invited to join a free fast-track e-commerce accelerator in Barnsley. The Click programme is being delivered by UK business start-up experts Enterprise Nation, and is funded by Enterprising Barnsley.

Hosted at Barnsley’s Digital Media Centre (DMC), Click will provide 12 eligible businesses with eight weeks of intensive support and technical know-how to help them turn their business idea into a successful online reality. This will be followed up with at least 12 months of mentoring for each business as they form part of a new e-commerce hub based at the DMC. Businesses will be provided with free access to this shared workspace for the duration of the programme.

Emma Jones, founder of Enterprise Nation, said: “The UK has seen record numbers of people starting a business over the last four years. It’s a growing trend and it is important that we encourage and support enterprise across all regions.

“Enterprising Barnsley has been quick to embrace this to support local economic growth. By delivering an intensive boost to businesses here over the coming months, we hope it will make a big difference by driving ambition and sowing the seeds for future growth and collaboration in the borough.”

During Click's eight week intensive programme, businesses will learn how to write a business plan and research the market; create a website and attract visitors to browse and buy; protect intellectual property and trade online covering all legal requirements.

The course will help businesses to develop and promote a brand and build a reputation; make sales on and off line with a high profile pop-up; get business basics in place including logistics, sales, marketing, social media and finances and make useful connections to support growth.
3. We work to reduce worklessness amongst those currently unemployed and increase skill levels of our current and future workforce

**Young People Not in Education, Employment or Training (NEET)**

Our NEET performance has remained relatively stable throughout the last three years. In 2012, 5.2% of 16 to 18 year olds were not in employment, education or training. By 2013, that had increased slightly to 5.4%, compared with 5.8% regionally and 5.6% nationally. Despite the increase, our performance was still close to the best 25% of local authorities nationally. This reflects the positive impact of our work with young people, offering a wide range of quality choices for learning and engagement.

Most recently, the figure rose again slightly to 5.6%, which is unfortunately above our target for this year of 4%. Although national and regional figures have yet to be published, the most recent comparisons (November 2014 to January 2015) show that we are slightly below the national average of 5.3%, but just ahead of the regional average of 5.7%. Our NEET performance can be influenced by a range of factors, including the proportion of young people whose destination is not known. Recently, our not known cohort reduced by 0.2% to 4.6%, this in turn has contributed to the slight increase in NEET.

Our success in minimising NEETs in comparison to regional and national averages in recent years relates to the continuing practice of allocating caseloads of young people to personal advisers, who work with families and local networks to provide support and track progress. We have also strengthened our relationships and data sharing with all Barnsley secondary schools and academies. We also introduced an early intervention tool, which schools use to identify young people at risk of becoming NEET. This provides vital support for a smoother transition into post 16 education or training.

A key issue for young people that become NEET is to remove any barriers to participation, including:

- low skill levels in particular attainment at level two;
- a lack of commitment to attend school or other training programmes;
- poor environmental factors such as poor housing, poor health, and crime;
- vulnerable groups such as children leaving care face particular barriers and, as we highlighted in our Q3 report, are provided with additional support, which includes apprenticeship places within our services.

**Youth unemployment**

The past three years has seen a significant fall in youth unemployment in Barnsley. In 2012/13, 12.6% of 18 to 24 year olds were not in employment, education, or training. By the end of 2014/15, the figure had fallen to just 5.3%. This improvement has narrowed the gap regionally and nationally. It was achieved by a combination of different initiatives and a more buoyant economy.

In Barnsley, the Job Centre now has two advisory teams dealing solely with 18 to 24 year old claimants. They introduced weekly interventions to support this group into employment. The Department for Work and Pensions Youth Contract also provides the following:

- support for employers to arrange voluntary work experience placements;
- an apprenticeship Work Coach, supporting young people applying for apprenticeship vacancies;
- promotes volunteering to gain valuable experience;
- sector based work academies, bespoke training or work experience packages for employer recruitment. This offers a guaranteed job interview for participants, as well as the offer of a National Career Service interview for all 18 to 24 year olds.
- traineeships have supported those who are at pre-apprenticeship level.

**JOBs (Job Opportunities Barnsley)** also supports young people aged 18 to 24 years old who are finding it difficult to access employment. It works with young people who have been unemployed between 16 and 39 weeks that are referred by the job centre. Young people are offered a 'job buddy' to help address any barriers to employment that need to be overcome. The programme offers a 'back to work bonus' scheme to those who sustain employment for 6 months. JOBs is
funded jointly by Leeds and Sheffield City Regions, plus a contribution from our own economic plan. To date, the project has worked with 104 young people and placed 14 into work. This is slightly behind target but reflects the fact that JOBs supports those young people that need the most help to gain employment.

First for Apprenticeship Hub – Barnsley (FAB)
FAB provides a vital route into the labour market through apprenticeships. Funding from Leeds City Region (LCR) has enabled FAB to support local small and medium enterprises who want to recruit apprentices.

Since its launch in October 2013, FAB has engaged over 181 employers against a target of 202. 73 apprenticeships have started and a further 81 are pending, which is short of the challenging target of 235 by the end of September this year.

FAB has created an excellent presence in Barnsley, working in partnership with schools and providers along with providing support to the 'I Know I Can' initiative.

Qualifications and Skills
Skill levels in Barnsley remain a significant barrier to employment and career progression. Attainment at level two (including Maths and English), remains a priority. In 2012, 62.1% of the Barnsley population had at least a level two qualification, rising to 67.2% by December 2014. As a result, the gap between Barnsley and the national average has narrowed.

There was also a slight improvement in the proportion of young people achieving a level three qualification at age 19, rising from 45% in 2012 to 47% in 2014. There has also been improvement in the proportion of working age adults with a level three qualification, rising from 43.7% in 2012 to 45.5% in 2014. Unfortunately, this is below our target of 47.2% for this year.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of young people not in employment, education or training (NEETs) – 16-18</td>
<td>5.6%</td>
<td>4%</td>
<td>✗</td>
</tr>
<tr>
<td>% of young people not in employment, education or training (NEETs) – 18-24</td>
<td>5.3%</td>
<td>5%</td>
<td>✓</td>
</tr>
<tr>
<td>Job Seeker's Allowance claimants, as a % of the working age population</td>
<td>2.7%</td>
<td>3.5%</td>
<td>✓</td>
</tr>
<tr>
<td>Percentage of working age population with Level 2+ qualification</td>
<td>67.2% (2014)</td>
<td>66%</td>
<td>✓</td>
</tr>
<tr>
<td>Percentage of working age population with Level 3+ qualification</td>
<td>45.5% (2014)</td>
<td>47.2%</td>
<td>✗</td>
</tr>
<tr>
<td>Percentage of working age population with Level 4+ qualification</td>
<td>22.6% (2014)</td>
<td>23%</td>
<td>✓</td>
</tr>
<tr>
<td>Of those pupils who did not achieve GCSE A*-C or equivalent in English &amp; Maths at age 16, how many had subsequently achieved this by age 19</td>
<td>20.5% (2014)</td>
<td>17%</td>
<td>✓</td>
</tr>
<tr>
<td>Percentage in age group with Level 2+ qualification by age 19</td>
<td>81% (2014)</td>
<td>81%</td>
<td>✓</td>
</tr>
<tr>
<td>Percentage in age group with Level 3+ qualification by age 19</td>
<td>47% (2014)</td>
<td>47%</td>
<td>✓</td>
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</tbody>
</table>
4. We work to develop a vibrant Town Centre

We have made significant progress on the redevelopment of the town centre. We awarded the asbestos removal contract to AA Woods. Since then, work has commenced on site with the erection of a hoarding around the old Central Office building. The hoardings will be used to show signage, directing customers to the Market Halls to encourage footfall. The contract is expected to take 18 weeks.

We awarded the demolition contract to Hague Plant, a local firm from Sheffield. They will use a ground breaking method of demolition with BROKK remote controlled robotic demolition machines, which take down the building from the inside out. The robots have cameras attached, which will capture images that we can use to update people on progress. Hague Plant will be on site from April and will start demolition work on the old Carpetworld building to create their site compound.

The former Training and Enterprise building will shortly be wrapped as part of a unique and ground breaking display, which will promote the project and celebrate some of the businesses Enterprising Young People have helped start-up. This will incorporate Augmented Reality, which will be a global first for a building wrap. When the passing public hold their mobile phones or tablets up to the wrap, the cameras will automatically open on their devices. The images they see on the building wrap will then become ‘live’. When they touch the appropriate section of their screen, either a video will start to show, or they will be directed to a website.

Work has also started on the development of a town centre plan. We will develop this in partnership with our key town centre stakeholders. The plan will help to maximise the investment benefits of Better Barnsley, adopting a holistic approach to planning for the town’s vibrancy. It will be developed over the next nine months and provide a long term strategy for the town centre.

The Better Barnsley newsletter circulation continues to grow, with over 1,300 people registered to receive weekly updates on the ongoing work. The Better Barnsley shop unit has been incredibly successful and we have used it for several workshops with targeted groups. Examples include the visually impaired, young people and disability groups. These have helped us to gain valuable feedback on the early stages of the proposals.

**Case Study – Young people get careers guidance at Industry Day**

Over 550 pupils, parents and carers took part in an industry day to discover what skills local employers want from school leavers.

Organised by Business in the Community on our behalf, the ‘I Know I Can’ industry day gave teenagers an insight into work and career opportunities. Pupils met representatives from local businesses and the National Careers Service.

Cllr Tim Cheetham, our spokesperson for People (Achieving Potential), said: “This day was put on to help young people make decisions about their futures. I am pleased that so many, supported either by their school or parents and carers, attended.”

“We had many positive comments from employers about how engaged with the event the young people were, so we are proud of how they represented themselves and Barnsley.”

**Town Centre Events**

We delivered a number of successful events in the town centre this year, bringing thousands of visitors into Barnsley. This includes our Christmas lights switch on and events linked to Tour de France, including the continental market and Mayor’s Parade. Events like this have also contributed to high levels of town centre footfall, but unfortunately we fell short of our target of 7 million, ending the year on 6.85 million.
Retail Unit Occupancy
Occupancy levels fell slightly during the first half of the year but recovered during the second half. Despite this, occupancy levels at the end of the financial year fell short of the 95% target and currently stand at 94%.

However, considering the ongoing redevelopment of the town centre, maintaining high levels of occupancy is a success. This reflects the work we are undertaking to maximise occupancy, which includes developing a website to market retail opportunities in the town centre.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Footfall in Barnsley town centre</td>
<td>6.85 million</td>
<td>7 million</td>
<td></td>
</tr>
<tr>
<td>Occupancy of retail units in the town centre</td>
<td>94%</td>
<td>95%</td>
<td></td>
</tr>
</tbody>
</table>

5. We work to prioritise the economic renewal of Goldthorpe and the wider Dearne area

Goldthorpe School
We have worked closely in recent months with Robertson, the contractor appointed, to finalise the design and development of the new Goldthorpe School. The planning board approved an application for the school in April and work will start on site in the early summer.

Robertson are committed to maximising their use of local labour and businesses. In February, we held a successful Meet the Developer day, with over 80 local businesses attending the event. Robertson are also committed to taking on two apprentices and providing work placements through local schools and colleges.

Housing
We are continuing to work with the community to develop and deliver the Goldthorpe Masterplan, which identifies a variety of regeneration priorities and projects for the area. Despite Government funding ending part way through the programme, we have continued to fund elements of the plan ourselves or by seeking new funding. This has included a wide range of initiatives such as:

- Purchase and demolition of poor quality housing and shops, at a cost of £6.5m.
- Site clearance in preparation for the new primary school.
- Support to re-house residents locally, including providing interest free loans that some residents have taken up.
- Delivery of the Empty Homes Programme and returning 204 empty homes back to use by March this year, including providing 27 empty homes grants.
- Leading on the Barnsley Landlord Accreditation Scheme. This promotes good practice in private rented sector housing and has over 130 landlords as members, 44 of who own 98 properties within Goldthorpe.
- Delivery of the ‘Our Street’ programme, a publically funded multi-agency project addressing poor housing standards and tenancy issues across ten priority streets in Goldthorpe.
- Berneslai Homes continue to improve our housing stock, with 360 homes refurbished to date at a cost of £5.5m.
- Yorkshire Housing has started work on six new two-bedroom disability adapted bungalows in Highgate, at a cost of £1.4m, which is due for completion in Spring 2016.
- Approval was granted earlier this year for the clearance and re-provision of new affordable homes at 1-37 in Beever Street, at a cost of around £2m. We worked with the Area Council and local community to develop a mini-master plan for the regeneration of the street and surrounding pre-1919 terraced houses in Goldthorpe. This will include development of housing sites to improve gateways into the village and provide high quality new homes.

New Build Homes in Goldthorpe
We have achieved our target of 20 new Council Tax band C and D properties in Goldthorpe, with 10 properties completed in Q4. Whilst this target has been achieved, conditions remain challenging and we did not achieve our target of 16 new Council Tax band A or B properties, with only 10
completed. Both targets were extremely challenging under current market conditions. Our Housing Growth team continues to work proactively with developers and land owners to bring new sites forward.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of empty residential properties in Goldthorpe</td>
<td>189</td>
<td>199</td>
<td>✓</td>
</tr>
<tr>
<td>Number of new build homes in Goldthorpe added to the Council Tax register (bands A and B)</td>
<td>10</td>
<td>16</td>
<td>✗</td>
</tr>
<tr>
<td>Number of new build homes in Goldthorpe added to the Council Tax register (band C and above)</td>
<td>20</td>
<td>20</td>
<td>✓</td>
</tr>
<tr>
<td>Number of targeted property-related enforcement actions carried out in Goldthorpe</td>
<td>90</td>
<td>80</td>
<td>✓</td>
</tr>
</tbody>
</table>

6. We work to significantly strengthen our visitor economy by further developing our key cultural assets and events

We have recently been awarded a grant of £108,500 by the Arts Council England, from their Museums Resilience Fund. This will contribute to the outcomes of our Governance Review, and bolster our fundraising activity in 2015/16.

There has been further good news with an additional award of £108,000 Department for Education funding via the Arts Council. This will support our award winning learning service for schools for one further year.

The extension of the Cooper Gallery made good progress and remains on track with the appointment of the build contractor. Construction work is due to start on site this Spring.

We have received permission to start work on the restoration of Cannon Hall Park and Gardens, after receiving a grant of £2.8m in January from the Heritage Lottery Fund. We have started recruitment for a lead consultant and are currently setting up a project steering group.

The Archives and Local Studies Service at the Experience Barnsley Discovery Centre, continues to go from strength to strength. It has become the most heavily used archive service in South Yorkshire, with visitors accessing it from across the world. In particular, the use of original archives by the public increased massively, due in part to over a hundred new collections made available to researchers during 2014-15. These include the records of local schools, businesses, families, organisations, churches, trusts and hospitals.

Architects have produced a conservation management plan for Hemingfield Colliery, working closely with the community group that now own the site. A steering group including officers, Councillors and the National Union of Mineworkers met to plan the 150th anniversary in 2016 of the Oaks Disaster and a conservation management plan for the site will be developed. Briefs have been developed to deliver the DVLP website, a land management plan at Worsbrough Country Park and the archaeology programme. Building work has been carried out to create new office space for the DVLP team at Elsecar Heritage Centre.

Following the Our Glass exhibition at Experience Barnsley, we have recently opened ‘The Brilliant and Bizarre’ exhibition at the Town Hall. Featuring fantastic museum objects and archives, the exhibition not only demonstrates the rich and varied heritage of Barnsley, but also the generosity and pride of the people who contribute to the collections.

Visitor numbers and their estimated spend contribution to the local economy has significantly exceeded our annual target. For the first time ever, we have seen more than a million visitors in a year, which is a tremendous achievement in tough times. This success can be linked to our improved
marketing, as well as continuing to invest in and develop the visitor offer, for example: the restoration of the Newcomen Beam Engine at Elsecar and a programme of exhibitions and events at all venues.

**Our Performance Journey**

We have secured a total of £9.4m in external funding over the last three years, which will support a range of capital and revenue improvements. This funding has transformed venues and services, supporting changes that would otherwise have been impossible. We have been entrepreneurial, enhancing the visitor experience but also identifying new commercial opportunities to ensure greater sustainability, thereby maintaining free access to our museums. The knock on effect on the visitor economy is clear; directly delivering on the aims of the Destination Management Plan and the Job & Business Plan.

**Acknowledgement**

There are a range of funders to thank including Heritage Lottery Fund, European Regional Development Fund, Arts Council England, Esmee Fairbairn Foundation, East Peak Innovation Partnership, Paul Mellon Foundation and English Heritage.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor numbers at museums</td>
<td>1,020,802</td>
<td>900,000</td>
<td>✔</td>
</tr>
<tr>
<td>Visitors’ estimated contribution to the economy</td>
<td>£21.9m</td>
<td>£19.3m</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Case Study – Our Glass: the History of Glass Making in Barnsley and the Dearne Valley**

The Dearne Valley Landscape Partnership (DVLP) focuses on the historic buildings and landscapes of the area, working with local communities to protect, preserve and enhance the area. Within this project is a strand focusing on the arts and exhibitions. There are planned to be four major exhibitions, one of which was the ‘Our Glass’ exhibition which ran at Experience Barnsley earlier this year.

The story of glass making in Barnsley and the Dearne Valley stretches back over three and a half centuries and still continues today. To tell this story, the team drew on a wide range of collections from Barnsley, Doncaster and Rotherham Museums, Cawthorne Victoria Jubilee Museum, Ardagh Glass and local private collectors.

The exhibition ran for eight weeks at Experience Barnsley and had 3310 visitors. Feedback included: ‘It really shows children like me how important it is to know about our town and its history.’ CJ; ‘I worked at Redfearsns (later Ardagh) from 1966 to 2007. Excellent exhibition, brought back many memories.’ D. Wood

The exhibition received good local press coverage in the Barnsley Chronicle, Yorkshire Post, Doncaster Free Press and on Dearne FM.

A ‘pop-up’ version of the exhibition has already been displayed at Conisbrough Library, Wath-upon-Dearne Library and the Turner Museum of Glass (Sheffield University) and been seen by over 2500 people. It is also booked to go to the bottle fair at Elsecar Heritage Centre, RSPB Old Moor, Thurnscoe Library and Goldthorpe Library.

An online version of the exhibition is available to view at [www.discoverdearne.org.uk](http://www.discoverdearne.org.uk)

The Dearne Valley Landscape Partnership is supported by the National Lottery through the Heritage Lottery Fund.
Citizens Achieving Their Potential

Executive Summary

It is important for the future of Barnsley that we continue to help children, young people and families achieve their potential by supporting them to access better education, employment and training, whilst protecting and safeguarding the most vulnerable and those at risk of harm.

We have seen good progress against targets of homelessness cases, adoption timescales, adult safeguarding referrals and the number of admissions to care for people aged under 65. Recognising there is more work to do to reduce the permanent admissions of people aged 65+ to residential and nursing care. There has been a continual increase in the numbers of people receiving direct payments, and benefitting from the choice, control and flexibility this offers. We will continue to progress this to achieve our target.

We are making progress on raising education standards overall. However, we recognise we have more work to do supporting the achievement of five or more A*-C GCSE or equivalent, including English and Maths especially for children in care. The quality of early years provision in Barnsley has improved over the last three years, with 85% now judged good or outstanding by Ofsted, above regional and national averages. Our primary schools have also seen impressive improvements, with 81% rated good or outstanding by Ofsted. This reflects the national average and is better than the regional average. We are committed to continue supporting the recent improvement in secondary schools to ensure that all pupils in Barnsley have access to a good local school.

Last November, the Government lifted the improvement notice it placed on our social care and looked-after children services in 2012. This follows the improved rating of our services after the Ofsted inspection in June. Timeliness of assessments for children’s social care has however fallen below our target. We recognise this is due to a rise in demand of more than 2,649 referrals above the previous year. We will continue to improve our performance with robust management arrangements and tracking of cases.
7. Improve the quality of learning and leadership in schools to support better educational attainment levels

The 2013/14 key stage results for Barnsley schools showed that attainment has improved over the last three years.

In the Early Years Foundation stage, the proportion of children achieving a good level of development increased from 50% in 2013 to 56% in 2014. However, performance regionally and nationally improved at a faster rate, which resulted in the gap locally widening slightly.

The proportion of pupils achieving level two or above at key stage one improved year on year in Barnsley between 2012 and 2014, increasing from 84% to 88%. Performance remains below the national average of 90%, but gaps are closing for reading which reduced from 4.3% in 2012 to 2.3% in 2014, writing reduced from 4.3% in 2012 to 3.8% in 2014 and maths reduced from 3.6% in 2012 to 2.4% in 2014.

After falling slightly between 2012 and 2013, key stage two attainment in Barnsley improved in 2014, matching the regional average of 76% achieving level four or better. However, a 3% gap remains to the national average of 79%.

Progress between key stages one and two has improved and is now above the national average for reading, writing and maths. This means that Barnsley children are now better prepared for their transition to secondary school. One of our main priorities is to work with schools to improve the standard of boys writing at the end of key stage two.

Due to changes in the way GSCE results were reported in 2014, making a direct comparison with previous years is now difficult. However, based on results achieved by pupils, key stage four attainment improved from 45.3% in 2012 to 50.2% in 2014.

Attainment of children in care at GCSE continues to be a concern. Between 2012 and 2015, no children in care achieved five GCSEs at grades A to C in Barnsley, including English and Mathematics. Nationally, 12% of children in care achieved that benchmark in 2013/14. Changes to the GCSE syllabus and a reduction in the value of vocational qualifications contributed towards this issue.

We work with schools to ensure good levels of school attendance in Barnsley. In 2013/14, primary school attendance was 95.6%, close to regional and national averages (both 96.1%). Secondary school attendance in Barnsley during the same period was 93.7%, compared with 94.6% regionally and 94.8% national. Our performance for secondary school permanent exclusions is the best nationally (0%). This has been the case since 2012 and is because we look at a range of alternative options, such as relocation to other more suitable schools, referral to a pupil referral unit or referral to a special school.

We are aware that in 2013/14, levels of persistent absentees in Barnsley’s primary and secondary schools were higher than regional and national averages. 2.4% of primary pupils were classed as persistent absentees, compared with 2% regionally and 1.9% nationally. Similarly, 7.9% of secondary pupils were persistent absentees, compared with 5.9% regionally and 5.3% nationally.

However, school attendance rates for children in care in Barnsley are better than regional and national averages. In 2014, only 3% of sessions were missed, compared with 3.6% regionally and 3.9% nationally. This reflects the positive work of our ‘virtual headteacher’ and good working relationships with schools, which Ofsted recognised during its inspection last June.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achievement of 5 or more A*-C GCSE or equivalent including English and Maths</td>
<td>47.1%</td>
<td>55%</td>
<td>✗</td>
</tr>
<tr>
<td>Number of looked after children achieving 5+ GCSEs at grades A*-C including English and Maths</td>
<td>0%</td>
<td>17.2%</td>
<td>✗</td>
</tr>
</tbody>
</table>
8. Ensure high quality partners are engaged in our new relationship with schools

The new Barnsley Schools Alliance Board met for the first time in March this year. The new board reflects government policy for improving performance through a school-to-school support model.

In March, it was agreed that the joint head teacher chairs of the board will work together to refresh the previous Challenge Board Plan, which had five overarching priorities:
- Raising attainment and achievement
- Narrowing the gap for disadvantaged pupils
- Improving the quality of teaching
- Improving attendance
- Improving leadership capacity at all levels

School leaders will need to make sure that their development plans address issues affecting GCSE attainment. This will include continuing to track pupils’ progress and offering tailored support and interventions.

We have strengthened our virtual headteacher role to help improve outcomes for children in care. The board and virtual headteacher will work together to visit schools attended by children in care that are taking GCSEs.

Last November, the Barnsley Champions programme was launched to help improve the attainment of pupils for whom English is an additional language. Horizon Community College and Queen’s Road Academy developed an on-line resource to support schools to create lesson plans, as well as helping teaching assistants working with pupils that recently arrived in Barnsley from abroad.

The quality of early years provision in Barnsley has improved steadily over the last three years. In 2012/13, Ofsted judged 79% of settings either good or outstanding. The latest data from Q2 shows this had increased to 85%, which is above the latest regional and national averages.

Primary schools in Barnsley have seen similarly impressive improvements. In 2013/4, 70% were rated good or outstanding by Ofsted, compared with 81% in the most recent figures (Q4). That equals the national average and is 3% better than the regional average.

Despite improvements in Ofsted’s rating of Barnsley’s secondary schools (they rated 20% either good or outstanding in 2013/14, compared with 40% in Q4); there is still significant room for improvement. Nationally, Ofsted rated 72% of secondary schools as good or outstanding, with the figure at 61% regionally. The board are committed to ensuring that all pupils in Barnsley have access to a good local school.

Our two special schools (Springwell and Greenacre) support children and young people of all ages. In the latest classifications from 2014, Ofsted judged both schools outstanding. This is an improvement on the 2012 position when Ofsted rated one school as outstanding and the other as good.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
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<tbody>
<tr>
<td>Primary schools and settings judged good or outstanding</td>
<td>81% (63/77)</td>
<td>81%</td>
<td>✔</td>
</tr>
<tr>
<td>Secondary schools and settings judged good or outstanding</td>
<td>40% (4/10)</td>
<td>60%</td>
<td>✗</td>
</tr>
</tbody>
</table>
9. Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed

**Youth justice service**

The period between 2012 and 2014 saw positive improvements in our youth justice performance. This is especially the case for first time entrants to the youth justice system, which fell from 981 per 10,000 in 2012, to 643 per 10,000 by 2014. This level of improvement is greater than most of our statistical neighbours. A change in the way minor offences are dealt with has contributed towards this improvement. Many offenders are now dealt with through restorative or diversionary interventions, which mean they do not receive a criminal record. Over the same period, the re-offending rate for young people fell from 35.8% to 34.9%.

We are constantly looking for ways to improve our performance. One example is the diversion scheme referred to in our Q3 report, which is designed to nip potential offending in the bud, offering young people and their families support at a much earlier stage.

Another example is the development of parenting interventions and in particular Parenting Orders. These have helped us successfully engage with parents, making significant changes in their lives and helping them to parent better.

The development of the Multi-Systemic Therapy (MST) team has also helped us to improve performance. The MST team works closely with the Youth Offending Team to prevent young people going to custody or into care. The team recently received an award from MST Services for ‘best team of the quarter’, chosen from more than 500 teams internationally.

The use of custody has remained consistent during the period of this report, although there have been some spikes in usage levels. Through regular liaison with the court, we know that they have confidence in our community sentences and agree that custody is a last resort. Our levels for the most recent period are below the Yorkshire and England average.

**Raising the Participation Age**

The 2008 Education and Skills Act raised the participation age for young people. From September 2013 onwards, young people have to continue in education and learning until they are 17 years old. From summer 2015, that will be extended to 18.

This does not necessarily mean that young people have to stay in school; it can include full-time education at college, an apprenticeship or employment, combined with part time education or training. By participating in education or training beyond the age of 16, young people will have opportunities to gain qualifications and experience, which can significantly improve their employment and earnings prospects.

Like all councils, we have a duty to ensure sufficient places are available to meet the needs of young people and to encourage them to participate. Working alongside our partners, we achieved a participation rate of 91.4% in June 2014, the highest level in South Yorkshire. Our improvement from 2013 was 1.8%, higher than the national average of 1.3%.

Councils are required to find education and training places for 16 and 17 year olds; this is known as the September Guarantee. Thanks to this, young people in Barnsley are able to access a good range of training and education opportunities. In 2013 and 2014, we were the third best performing council nationally. We offered 99.3% of all 16 and 17 year olds training and education in 2014. This was supported by our ‘I know I Can’ initiative.

An external review of the Barnsley Participation plan (2012-15) was undertaken in 2013. This highlighted the strengths of our approach. This includes personalised support for those not participating, delivered by our Targeted Information, Advice and Guidance Service. It also highlighted the effectiveness of the Raising the Participation Age Provider Group, which co-ordinates the range and availability of learning opportunities. Finally, the work of the Data Group was commended. This provides up to date and accurate information to support early intervention and retention strategies of our schools and learning providers.

We know we need to make more changes if we are to achieve full participation, including:
addressing the issue of young people in jobs without training;
• the reduction in participation rates from Year 12 to Year 14;
• participation of vulnerable groups, e.g. young people with learning difficulties and disabilities; teenage parents; young carers and young offenders;
• the need for clearer and distinct pathways to progression.

We also know that we need to research why young people choose not to engage in education, employment or training (NEET). This work is underway and the conclusions will be shared shortly. We already know two of the main reasons though: firstly, there are not enough jobs for young people locally; secondly, too many young people live in poverty and lack formal qualifications, which reduces their employment prospect and makes them more likely to become disengaged from the labour market.

**Troubled Families Programme**

Phase one of the Troubled Families programme started in 2012 and drew to a close in March this year. The programme required us to work with a number of families that met at least two of the following criteria:
• Poor school attendance;
• Involvement in youth crime or anti-social behaviour;
• Adult family members who are dependent on out of work benefits;

Additional local criteria, based on families experiencing domestic violence, substance misuse, low income, family breakdown; parental mental ill health also supported the identification of target families.

Some families meeting the criteria were often a concern to a number of services and represented a high cost to the public purse.

The programme aimed to turn around the lives of families; e.g. getting adults into work, children into school and reducing crime and anti social behaviour in communities.

During this first phase, we used a range of mechanisms to support families. Dedicated workers provided practical ‘hands on’ support, ensuring that we considered the needs of the whole family, as well as those of individual members.

Our most recent figures confirm that we have turned around the lives of 81.5% of the 645 targeted families. The Government identified this as strong performance and we are on track to reach 100% once our final performance for phase one is confirmed.

Thanks to our strong performance, the Government invited us to be an ‘early starter’ for the next phase of the programme, which runs from April this year to March 2020.

This phase will support a change for our ‘Think Family’ Programme, moving towards an early help and whole family approach, which will reduce reliance on services and build resilience within families and communities. The next phase will focus on:
• adults and young people at risk of worklessness;
• children not attending school regularly;
• parents and children involved in crime and anti-social behaviour;
• children who need help;
• families affected by domestic violence and abuse;
• parents and children with a range of health problems.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of care leavers in employment, education and training at age 19, 20, 21</td>
<td>19 = 59%   20 = 56.5% 21 = 76.5%</td>
<td>19 = 55% 20 = 55% 21 = 75%</td>
<td>✔️</td>
</tr>
<tr>
<td>Troubled families - Number of families supported</td>
<td>820 (Q2)</td>
<td>645</td>
<td>✔️</td>
</tr>
<tr>
<td>Number of troubled families 'turned around'</td>
<td>526 (81%)  (Q2)</td>
<td>645</td>
<td>😞</td>
</tr>
</tbody>
</table>
10. Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum

Safeguarding and social care, our improvement journey
In June 2012, our safeguarding services were judged by Ofsted to be ‘inadequate’ and our looked after children services ‘adequate’. Subsequently, the Department for Education issued an improvement notice in November 2012. We reported in Q3 that this notice had been lifted in November 2014, following the improved rating of ‘Requires Improvement’ awarded by Ofsted in June 2014.

We achieved this improvement by using a whole system approach, as set out in our Continuous Service Improvement Framework. This involved partnership working, careful improvement planning, and introduction of new management and leadership arrangements, working practices, systems, cultural changes and revised policies within the social care system.

Our improvement journey began with immediate corrective action by re-structuring operational teams to follow the service journey of the child. We placed particular emphasis on the quality of front line practice, with managers supporting workers to secure better outcomes for children and young people. Additionally, the implementation of a new electronic data system in 2013 allowed us to monitor performance in a timely and accurate manner, allowing us to take corrective action quickly when required.

The appointment of a new Director for Children’s Services in June 2013 brought more robust challenge and improved systems of governance, performance management and stronger leadership throughout the service.

In the last year, we introduced revised and, more appropriate thresholds for intervention and support for children. We also introduced: an improved offer of ‘early help’ preventative support for children who might otherwise be at risk of ‘significant harm’, better workforce training and development and improved engagement and participation of children and young people. We have also improved the experiences of children in care, including reducing adoption timescales.

We achieved this improvement in our overall judgement in the context of budget reductions, as well as the more rigorous and unannounced Ofsted inspection process. Barnsley is one of only a small number of councils to have improved under this tougher inspection regime.

However, we recognise the need to continue improving. Thanks to the improvements we have achieved so far, we are better placed to judge our own effectiveness and identify the further improvements required to be judged as ‘Good’ by the time of the next inspection. These include:

- more efficient ways of addressing enquiries to the service
- improved services for children at risk of sexual exploitation
- improved audit quality
- better processes for addressing domestic abuse
- positive feedback from the opinions of children and young people, including younger children in care
- better communication with parents and carers to explain support available for disabled children in need.

An external review of our progress will be commissioned by the Children’s Trust and Safeguarding Children’s Board partners in September 2015.

Children’s Social Care Assessments
As previously highlighted, our performance for the completion of social care assessments for children within 45 days has fallen below the target of 85% to 72% at the year end. This was due to a substantial increase in demand for social care services: we received 4,871 referrals in 2014/15 (62.4% going onto assessment), compared with 2222 in 2013/14 (75.4% going onto assessment). We are striving to improve our performance via robust management arrangements and tracking of cases. This will assist us in completing quality assessments in a timelier manner.

Special Educational Need (SEN) Assessments
We aim to meet the statutory target of 100% completion of SEN statements within the 26
weeks target. However, we have fallen short this year and met the timescale in 95.1% of cases with exceptions and 79.6% without exceptions. This is due to a number of reasons, including missed health appointments, delayed health reports, issues with securing suitable placements. As previously highlighted, we have also seen higher than average caseloads this year, including increasingly complex cases.

**Reablement / Rehabilitation services**
Against a target of 89%, 81% of older people were still at home 91 days after discharge into reablement or rehabilitation services, which is slightly lower than our performance in 2013/14 of 83%.

We have also seen a slight shortfall in the number of people accessing our Home Assessment and Reablement (HART) service. 641 people were supported, against a target of 660.

We have reviewed our Intermediate Care pathways and expect to see improved outcomes in this area as a result. We will monitor implementation of the new pathways and provide updates in future reports.

**Admissions to residential care**
296 people over the age of 65 were permanently admitted to residential or nursing care this year, taking us over our target of 281. Individuals who were no longer able to fund their own care, as well as people transferring from NHS funded care contributed to an increase in cases funded by the council.

**Adult Safeguarding Referrals**
The single most far-reaching development in the protection of vulnerable adults will be the implementation of the Care Act 2014, which came into force in April this year. It establishes the first statutory framework for adult safeguarding. Our work to implement the act started some time ago to ensure we were better equipped to prevent abuse and respond when it occurs.

Alongside the implementation of the Care Act, the Local Government Association and the Association of Directors of Adult Social Services introduced a radical new approach to safeguarding vulnerable adults. ‘Making Safeguarding Personal’ aims to introduce a more outcome focussed approach, rather than just completion of a set process. This will help to put people at the centre of our work and improve outcomes for people experiencing abuse or neglect. The key emphasis is to develop a real understanding of what people want to achieve, then agreeing, negotiating and recording their desired outcomes. The final step is to work out how they can be achieved and measured.

**Homelessness**
Our Housing Options Advice & Homeless Prevention Service aims to prevent homelessness through early engagement those needing support, not just those who are statutorily homeless. The number of homeless cases continues to fall from 34 cases last year to 32 cases in 2014/15. Over the last four years, this has reduced by 50%. We achieved this by focussing on homelessness prevention casework. In future, we will strongly encourage our partners to provide information relating to any homelessness prevention casework they are involved with. Factors outside our control can affect levels of homelessness, including the impact of welfare reforms and high demand for social housing.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of older people still at home 91 days after discharge from hospital into reablement/ rehabilitation services.</td>
<td>81%</td>
<td>89%</td>
<td>✗</td>
</tr>
<tr>
<td>Number of adults safeguarding referrals*</td>
<td>361</td>
<td>+/-20% (year-end target)</td>
<td>✔</td>
</tr>
<tr>
<td>Number of recorded homelessness cases</td>
<td>32</td>
<td>&lt;50</td>
<td>✔</td>
</tr>
<tr>
<td>Permanent admissions of people aged 65+ to residential and nursing care</td>
<td>296</td>
<td>&lt;281</td>
<td>✗</td>
</tr>
</tbody>
</table>

*Status for this indicator compares Q4 2013/14 and Q4 2014/15, as the target relates to the overall year-end position
### Permanent admissions to residential and nursing care for people aged 18-64

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<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of individuals accessing HART service</td>
<td>641</td>
<td>660</td>
<td>❌</td>
</tr>
<tr>
<td>Percentage of assessments for children’s social care carried out within 45 days of referral</td>
<td>72%</td>
<td>85%</td>
<td>❌</td>
</tr>
<tr>
<td>Percentage of SEN statements completed in time**</td>
<td>a) 95.1%</td>
<td>a) 100%</td>
<td>❌</td>
</tr>
<tr>
<td></td>
<td>b) 79.6%</td>
<td>b) 100%</td>
<td></td>
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</table>

**(a) Excluding statements not completed due to unavoidable external circumstances. (b) Percentage of all statements without the above exclusion.

### Case Study – Mr and Mrs D

Mrs D was admitted to hospital after deterioration in her health and several falls. She has Parkinson’s Disease which affects her mobility and communication.

Mrs D was discharged with support from her husband and the Home Assessment and Reablement (HART) service, with four daily home visits provided to identify their level of ongoing support needs.

Mrs D needed a lot of support with her husband being her main carer. HART provided support to Mr D to manage their daily routine safely. Mr D never left his wife alone and was anxious leaving her in another room, due to her high level of risk when trying to get up from a chair etc. Mr D rushed his daily shower to get back to check on his wife, putting himself at risk due to hurrying and being anxious.

The Careline service with a falls package was provided, including a falls detector, bed and chair sensors. This provides Mr D with peace of mind; if his wife gets into difficulty, it automatically alerts the Careline monitoring centre. Mr D is also immediately alerted and supported by an additional 24 hour home response team to help mobilise Mrs D (if required). This has reduced Mr D’s level of anxiety whilst supporting Mrs D’s needs.

After 4 weeks, Mr and Mrs D no longer need support from the HART service and are benefiting from a reduced traditional support package with a Careline falls package service.

### 11. Make the improvement of people’s health and wellbeing everybody’s business, with an emphasis on prevention and the contribution that all services can make

#### Childhood Obesity

The National Child Measurement Programme (NCMP) measures the weight and height of children in reception class, aged 4 to 5 years and year 6, aged 10 to 11 years. The data allows analysis of prevalence and trends in the following weight categories: underweight; healthy weight; overweight; obese or a combination of overweight and obese.

We use the NCMP data to help us understand if the right support is available to help families maintain a healthy weight. It also helps to raise parents’ awareness of childhood obesity, their own child’s weight status, and the potential health impacts.

In Barnsley, the School Nursing service weigh and measure children, as well as offering brief intervention to parents and carers of children who fall into the underweight, overweight and obese categories. They provide personalised advice on how to help their child achieve and maintain a healthy weight.

We are committed to addressing childhood obesity. Help currently available for families of overweight and obese children includes the Change4life weight management programme. This is a free five week programme to educate children and their parents about healthy eating and exercise. It involves weekly sessions...
covering age appropriate healthy eating, physical activities and behaviour change ideas. There is also the paediatric consultant at Barnsley Hospital that sees obese children and young people on a one to one basis, mainly from GP referrals.

From November 2015, Barnsley’s new integrated wellbeing service ‘Be Well Barnsley’ will commence. It will include weight management for children, young people and families.

**Summary of performance**

The latest NCMP figures were published in December 2014. For all the indicators (underweight, healthy weight, overweight and obese), Barnsley is not significantly different to the national average in both reception or year six. The rates of combined overweight and obese has slightly dropped for both groups from the 2012/13 results. In reception, 22% of children measured in 2013/14 were either overweight or obese. In year six, this rate was one in three (33.6%). The proportion of obese children in year six (20.5%) was more than double that of reception (8.9%).

**Health Trainers**

Since 2011/12, our commissioned Health Trainer Service has delivered over 1,300 activity sessions with over 13,000 participants. This year alone, the service supported 1,502 people to achieve their health goal by the end of February, surpassing our target for the fourth year in a row.

Introduced in 2004, the health trainer service is now an integral part of the wider public health workforce. Nationally, health trainers have supported over half a million people to make positive lifestyle changes, in areas such as smoking, physical activity, alcohol, diet and emotional issues. Using brief advice, goal setting and by organising groups and events, health trainers empower individuals to make positive lifestyle changes and embed healthy choices within communities.

People access the service due to a range of issues, including those at risk of cardiovascular disease and stroke (referred through the Health Check programme), reducing obesity, building emotional resilience and reducing social isolation.

**Direct Payments**

There has been a continual increase in the numbers of people in receipt of a direct payment, and benefitting from the choice, control and flexibility of which direct payments offer. In 2012/13, just 20.1% benefitted from direct payments, increasing to 29% by 2014/15. This is however some way short of our target of 40% this year.

Our new ‘Target Operating Model’ will establish a new brokerage and support team to carry out the support planning function, as well as supporting people with the planning process. We expect the new model to promote the take up of direct payments. It will also ensure we offer a holistic approach, and that the planning process includes both eligible and non-eligible needs. The plan will also include a section with information and advice about keeping independent.

In advance of the act being implemented, we have designed new assessments designed for both service users and carers. These both include the new national eligibility criteria. We have also developed a new Indicative Budget Allocation system, which we will use alongside the assessment process to give a transparent up front budget allocation.

**Drug and Alcohol Treatment services**

Local figures indicate that Barnsley continues to have high levels of successful completions for drug and alcohol users from the integrated treatment system. However, the national data base has been out of action since October last year and is only now coming back on line. This means that Q3 and Q4 figures will not be available until June.

Work has begun on commissioning the substance misuse system that will run from April 2016, after the current contracts expire. Although there is less funding available, we will work hard to ensure that our recent successes are sustained, as they deliver real benefits to those in recovery and their local communities, including:

- An increasing number of people are achieving accredited qualifications whilst in the treatment system, whether they relate to environmental project work (e.g. the partnership work in the Dearne) or employment preparations e.g. Skills for Moving On.
• The treatment system trains and encourages volunteers, but also uses them to support projects or act as peer-mentors. We also have volunteers working for the Drug and Alcohol Action Team and our Engagement team, acquiring valuable experience and for some moving on to paid employment.

• Supporting carers who are often hidden and stigmatised, as are their loved ones. These carers can be ‘kinship carers’ caring for their grandchildren and focussed work is delivered to support them and safeguard vulnerable children.

• Working to engage and listen to service users and carers using the Praise and Grumble process.

• Maintaining the Recovery forum and supporting The Hub drop-in, to enable their participation in the development and improvement of services.

• Ensuring adult treatment services ‘Think Family’ and address and minimise the impact of parental substance misuse; from the provision of specialist midwifery services to supporting parental responsibility and confidence as part of the recovery process.

Landlord Accreditation

Although a number of landlords joined our accreditation scheme this year, increasing the total to 132, we fell short of our target of 166. We held an event in March to kick-start the recruitment process for the coming year. We also consulted members on the introduction of an annual membership fee of £50. 21% responded, with 33% stating that they would not be willing to pay a membership fee. This suggests that some 44 members will leave the scheme. We will make best use of available resources to continue to promote the scheme and expand membership during 2015/16.

Empty Homes returned to use

Despite falling just short of the annual target, we have made very good progress with 12 long-term empty properties returned to use in Q4. This left us just two short of the target for 2014/15. Work has already begun to identify properties for the 2015/18 Empty Homes Programme. Assistance available under this scheme was publicised at the Empty Homes and Landlords event held in March, which attracted 160 attendees.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excess weight in children in reception class</td>
<td>22.2%</td>
<td>21.1%</td>
<td>✗</td>
</tr>
<tr>
<td>Excess weight in children in Year 6</td>
<td>33.6%</td>
<td>33.3%</td>
<td>✔</td>
</tr>
<tr>
<td>48 hour access to sexual health services</td>
<td>97.5%</td>
<td>95%</td>
<td>✔</td>
</tr>
<tr>
<td>NHS Health Checks: Percentage of people offered a Health Check who received one</td>
<td>86.3%</td>
<td>80%</td>
<td>✔</td>
</tr>
<tr>
<td>Health Trainers: Number of people who achieved their health goal</td>
<td>1502</td>
<td>1400</td>
<td>✔</td>
</tr>
<tr>
<td>Proportion of people using social care who receive self-directed support</td>
<td>83%</td>
<td>85%</td>
<td>☹</td>
</tr>
<tr>
<td>Proportion of people using social care who receive direct payments</td>
<td>29%</td>
<td>40%</td>
<td>✗</td>
</tr>
<tr>
<td>Number of people using assistive technology</td>
<td>1305</td>
<td>1000</td>
<td>✔</td>
</tr>
<tr>
<td>Number of landlords / managing agents in BMBC accreditation scheme</td>
<td>132</td>
<td>166</td>
<td>✗</td>
</tr>
<tr>
<td>Private sector housing - number of legal interventions</td>
<td>212</td>
<td>98</td>
<td>✔</td>
</tr>
<tr>
<td>Social housing - number of legal interventions</td>
<td>490</td>
<td>To maintain</td>
<td>✔</td>
</tr>
<tr>
<td>Empty homes returned to use</td>
<td>23</td>
<td>25</td>
<td>☹</td>
</tr>
</tbody>
</table>
12. Prioritise the reduction of health inequalities between different parts of the borough, and the borough and the rest of the country

Life expectancy of the Barnsley population has been one of our key performance indicators over the last three years. During that period, data released shows that female life expectancy improved from 80.9 years in 2009-11 to 81.6 in 2011-13, against a target of 81.7. We can see a similar improvement in male life expectancy, which rose from 77.4 to 78.1 years, against a target of 78.2 years.

Improving the life expectancy of people in Barnsley is a major focus of our Public Health service. One of the ways we aim to achieve those improvements is through increasing levels of physical activity.

The physical and psychological benefits of physical activity are well documented and include promoting a healthy heart, protecting against cardiovascular disease and stroke, reducing obesity and preventing chronic illness. Staying active can also help lift mood, reduce stress and anxiety, and reduce the risk of depression and dementia.

In July 2014, the Tour de France brought thousands of spectators onto the streets and inspired people of all ages to experience the joys of cycling. Data from our Tour de France Legacy groups suggest that more people are cycling for sport, daily commuting and active recreation.

Last year, we commissioned the Barnsley Men’s Health Group to support a group of sedentary men to complete the Coast-2-Coast Cycling Challenge. Those taking part attended group training sessions before the event to increase their overall fitness. All those attending reduced their weight, felt fitter, increased their self-confidence and met new friends.

In December last year, we commissioned the ‘Junior Park Run’. This now takes place at Locke Park every Sunday morning, with over 50 children taking part each week. This is an excellent way of introducing children, some as young as four years old, to physical activity with the aim of inspiring them to continue being active throughout their lives.

The Chief Medical Officer recommends that adults undertake 150 minutes of moderate activity per week, in bouts of 10 minutes or more. The overall amount of activity is more important than the type, intensity or frequency.

Since January 2009, Sport England have used their Active People Survey to assess levels of participation in physical activity across the country. The latest published data from 2013 suggests that 52.6% of Barnsley adults achieved the 150 minutes of physical activity per week. This is significantly lower than the England average of 55.6%. 35.8% of Barnsley adults are defined as physically inactive, which again is significantly higher than the England average of 28.9%.

We know that more needs to be done to encourage everyone in Barnsley to become physically active. We will shortly publish our new ‘Sport & Active Lifestyle Strategy’, which will set out our vision to increase physical activity across Barnsley.
13. Ensure that we play a strong part in keeping the borough clean, green and safe, and work with others to improve community safety

Overall recorded crime and antisocial behaviour in Barnsley increased in 2014/15. Overall crime rose by 4.6% and antisocial behaviour by 3%, compared with the previous year. However, the level of crime in 2013/14 was at its lowest point for 20 years. Compared with our neighbours in South and West Yorkshire, levels of crime and antisocial behaviour in Barnsley are lower.

In the coming year, there will be significant changes in the way neighbourhood policing works in Barnsley. There are currently nine Safer Neighbourhood teams based across Barnsley. From this year, we will move to two local policing units, combining existing Police resources from the Safer Neighbourhood Teams and Duty Teams. Also this year, offender management services will be provided by a new Community Rehabilitation Company, rather than the current combined Probation Service. We will need to monitor the impact of these changes on levels of recorded crime.

The Community Safety and Enforcement Service has performed well during the year against its targets, achievements include:

- We are the first in Yorkshire to use the new injunctive powers, contained within the Anti Social Behaviour Crime and Policing Act 2014. Unlike previous injunctions, these can be used to prohibit and prescribe behaviours aimed at reducing the impact of anti social behaviour on others. This is a significant extra power, which would only be used where previous interventions have failed.
- Over 150 Community Protection Notices (CPN) used since October 2014 to resolve lower level nuisance issues, with a current compliance rate of over 90%. CPNs allow us to formally intervene at a much earlier stage in certain problems, making sure perpetrators are clear of the consequences of not complying.
- Self-financing model of environmental enforcement for the Town Centre, with 3,326 fixed penalty notices issued this year, providing a projected surplus in income, which we can use to address priority environmental issues.
- We are the first area in the north of England to combine lower level enforcement responsibilities into a single service approach at a neighbourhood level, supported by Area Councils. One example of which is action taken to address littering, dog fouling and parking offences, which in some areas are being discharged by different services, combined with other observation intelligence gathering and reassurance roles. This service is currently delivered in partnership with Kingdom Securities. A number of other councils have

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<th>Annual Target</th>
<th>Status</th>
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<tbody>
<tr>
<td>Life expectancy at birth – Female</td>
<td>81.6 (2011-13)</td>
<td>81.7</td>
<td>✔</td>
</tr>
<tr>
<td>Life expectancy at birth – Male</td>
<td>78.1 (2011-13)</td>
<td>78.2</td>
<td>✔</td>
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Case Study – Breeze

British Cycling are offering training to women in Barnsley who want to help inspire other women to get on their bikes and enjoy the fun, fresh air and freedom offered by cycling.

British Cycling’s Breeze network is the biggest programme ever to get more women riding bikes for fun. It relies on a group of volunteers to bring the programme to life. Breeze empowers women to change the face of cycling for good and leave a lasting legacy in their area.

Councillor Jim Andrews, cabinet spokesperson for Public Health, said: “It’s great that British Cycling are holding Breeze champion training in Barnsley. Not only is cycling a great form of exercise, it also encourages positive emotional health and wellbeing which can help to reduce stress and improve people's mood and self esteem.”
contacted us to discuss replicating this approach
• We are one of the first areas nationally to introduce proactive housing and estate management, combined with dedicated enforcement into more challenging areas of private rented accommodation.
• Attracted significant external investment to help tackle priority and emerging community safety and enforcement issues.
• We are the first council to implement a combined approach with the Police to target families placing high levels of demand on public funds, due to crime and antisocial behaviour. We achieved initial reductions of around 40% in levels of reactive demand.

Household Waste Recycling
Our household waste recycling rates have increased year on year, from 48.5% in 2012/13 to 52% in 2014/15. Our performance is ahead of both regional and national averages.

Missed Bins
The significant increase in the number of missed bins reported over the course of this year was due to changes made to recycling services early in 2014. We have since seen a reduction in the number of missed bins reported, as people become more familiar with the new collection patterns.

Sites falling below acceptable standards for Detritus
We set a target for the year of 6.5% for this indicator. Unfortunately, at the year end 8% of sites inspected fell below acceptable standards. This reflects changes we have had to make to our street sweeping services, which can lead to a build up of detritus.

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<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
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<tbody>
<tr>
<td>Average no. of days for ASB Enforcement Team to respond to complaints of anti-social behaviour</td>
<td>&lt;1 day</td>
<td>1 day</td>
<td>✔</td>
</tr>
<tr>
<td>% of household waste recycled</td>
<td>52.85%</td>
<td>52%</td>
<td>✔</td>
</tr>
<tr>
<td>Number of missed bins</td>
<td>12,457</td>
<td>To reduce</td>
<td>😞</td>
</tr>
<tr>
<td>Environmental enforcement - fixed penalty notices issued</td>
<td>3,326</td>
<td>364</td>
<td>✔</td>
</tr>
<tr>
<td>Environmental and planning enforcement - number of formal and legal interventions</td>
<td>141</td>
<td>13</td>
<td>✔</td>
</tr>
<tr>
<td>Percentage of sites that fall below an acceptable standard in terms of Litter</td>
<td>5.14%</td>
<td>6.5%</td>
<td>✔</td>
</tr>
<tr>
<td>Percentage of sites that fall below an acceptable standard in terms of Detritus</td>
<td>3.52%</td>
<td>6.5%</td>
<td>✔</td>
</tr>
</tbody>
</table>

Case Study - Area Councils address littering and dog fouling concerns
Area Councils joined forces with a private sector enforcement this year to address low-level anti-social behaviour such as littering and dog fouling. In response to concerns of local residents, five Area Councils are targeting individuals who fail to clean-up after themselves.

In partnership with Kingdom Securities, additional enforcement officers started patrolling streets in August 2014. The officers are attached to our community safety team and work alongside their local safer neighbourhood team. Most of the time they wear uniforms, but they can also wear ‘plain clothes’ at times. The also wear body cameras while on duty, so that all enforcement activity can be monitored.

It costs the council over £1.2 million a year to clean-up litter and dog mess.
Strong and Resilient Communities

Executive Summary

Working together with the community, customers and partners remains key to reducing the dependency on council services by creating stronger communities. Since the launch of the ‘Love Where You Live’ campaign, communities have come forward to be involved in the volunteering campaign, particularly around challenges to promote pride in the environment and encourage better health. 200 events have taken place involving 2,393 volunteers and a staggering 38 tonnes of litter and rubbish have been collected by the volunteers. As part of this campaign, 39 companies were involved over the past year, including 178 council staff.

The six area councils and 21 ward alliances established in 2013, recognising the need to develop a new relationship between the council and community and build strong and resilient communities are working well. Each one has now created a neighbourhood action plan to identify local priorities based upon community consultation and engagement with a theme across each one around pride in the environment.

The network of Equality Forums has continued to develop with membership increasing, attendance at events and in engagement activities increasing and the number of members volunteering to become involved also increasing.

We continue to see increases in the contributions from the business communities, whether that be in relation to equipment or time from employees.

Our work in the Dearne area is progressing well. The Dearne Approach Steering group are leading the development of one action plan for the area. Our social media movement is going from strength to strength.

2,393
People engaged in volunteering in their local communities

£138,000
“Cashable value” of volunteer hours

303
New volunteering opportunities put in place by the Council

470
Community projects supported

330
Community groups supported

692
Membership of equality forums
14. Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley

**Carer Involvement**

Thanks to match funding from the Clinical Commissioning Group, we had £104,000 to fund the Carers Grant this year. We successfully allocated all funding to 47 organisations and carers, against the Health and Well Being Board Carers Strategy objective (young people and adults).

Carers are actively involved in reviewing and allocating the Carers Grant, as well as our innovation fund. To date, over 500 carers have benefited.

Carers involvement also continues in planning, delivery and evaluation of services. Over the last year, this has included:

- Co-producing a Carers Strategy.
- Informing the new carers guide and our Local Account review document.
- Participating in consultations on issues such as dementia, the Carers Act, and the assessment of carers.

Finally, 681 carers received services this year as a result of assessments or reviews we completed.

**Service user involvement**

Adult social care service users involvement continues in the planning and delivery of services, as follows:

- Assessed provider list for vulnerable adults, evaluation panel.
- Assessment and care management system review.
- Drug and alcohol treatment system changes.
- Formation of the service user and carer board.

**Skills for Moving On programme**

During 2015, 23 learners achieved a level two accreditation from the ‘Skills for Moving On’ programme. Six of the participants now volunteer with our services and nine others have secured placements in provider services. Previous graduates have gone on to undertake further courses and accredited programmes at Northern College.

**Healthwatch**

The Healthwatch board are setting out plans for the upcoming financial year. They have 1577 members, 682 (43%) of whom are children and young people. They are now entering their third year and plan to become independent in 2016/17. Healthwatch will continue to provide opportunities to engage for individuals using health and social care services locally. Healthwatch are also generating income in their own right and securing other work, including the mental health pathway and Access to Children and Adolescent Mental Health Services (CAMHS).

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**Case Study - Carers**

One carer said “I truly and honestly believe my life would be in a very different place right now if I hadn’t received funding from the Carers Grant to help with my childcare costs. As a mother and carer, it’s hard to juggle home life and have time to do things that are important for you as an individual.

Often carers suffer as a result of not having the means to break away from home and have some quality time out. I was so fortunate to get the funding for my child to go to day nursery so I could seek some relaxing time away from home for my well-being, which as a result had led me in to the voluntary sector. Without the continued support from the Carers Grant, there’s absolutely no way I would be in the position I am now both physically and mentally.”

**Case Study - Skills for Moving On**

One participant said “I have really enjoyed this course; I have learned lots of new information. My confidence has grown so much and I’ve met some amazing people. I’m moving on to do the peer mentor programme provided by Phoenix Futures before I start my placement with the hospital liaison team. Hopefully I will then move on to university.”

Another course participant said “I didn’t do anything at school but the learning has been made so easy. I cannot believe I now have a level two qualification and I’m down to do another one at Northern College. I feel really excited and motivated for my future.”
15. Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering

In 2013, our application to take part in the UK Cities of Service programme was successful. The programme aims to promote volunteering that makes an impact, linked to local challenges. This resulted in the launch in 2014 of the ‘Love Where You Live’ campaign, which celebrates and promotes volunteering across Barnsley. Since the launch, communities have come forward to be involved in the volunteering campaign, particularly around challenges to promote pride in the environment and encourage better health.

200 events have taken place across Barnsley so far involving 2,393 volunteers, which equates to 12,453 volunteering hours and an economic value of £138,000. A staggering 38 tonnes of litter and rubbish have been collected by volunteers.

In Q4, volunteers took part in National Community Clean Up Day. As part of the campaign, 22 different events were held, involving over 330 volunteers, equating to 835 volunteer hours. Over 12 tons of litter were collected. One of the events involved Dodworth Junior Wardens, who collected 40 bags of litter at Higham. Volunteers at Worsborough Mill finished off a series of supported volunteer days with a litter pick.

More young volunteers were involved in a litter pick at Thurnscoe Park, where the Goldthorpe Development Group have led a sustained programme of community action tidy ups throughout the area. Well done to all the volunteers who made the day such a success and continue to make Barnsley a better place to live.

Last year saw the start of the Let’s Grow element of the Love Where You Live campaign. This aims to improve people’s health and wellbeing through participation in community growing initiatives. Six community growing sites are being developed across Barnsley, with complementary ‘Growing Networks’ bringing together interested groups, local businesses and public services. Plans to introduce a Community Asset Bank are well underway following donations from a local landscape gardener, which have been distributed to the Let’s Grow Dearne Community Allotment at Highgate. The project is funded from both ward alliance and devolved ward budgets.

The project aims to provide a community asset, where adults with learning difficulties can carry out therapeutic work to improve their health and wellbeing. Produce grown will be given to the local foodbank, community shop and to those less fortunate in the community. Members of the allotment will also be able to use the fresh produce themselves, helping to contribute to healthy diet and lifestyles.

**Council Volunteering Opportunities**

We are continuing to develop volunteering opportunities across our directorates. The latest figures show that 303 opportunities were created over the year to date, with 24 opportunities in the last quarter. A number of these were developed by childhood services, including volunteering roles such as; reception duties, administration, nursery assistants and outreach assistants.

Further opportunities have developed as a result of the services commissioned by Area Councils, including:
• Volunteer Befrienders, working on a project to reduce isolation and loneliness amongst older people in Central area council
• Healthy Eating Champions in North area council, linked to the Health Inequalities project
• Advice Volunteers working at the One Stop Shop in South area council, and further volunteers working alongside the area council Tidy Teams.

IKIC Young Volunteers
We established an ‘I Know I Can’ Young Volunteers programme in 2014/15, which includes an induction and training programme and work placement opportunities across the service. 120 young people have registered to become an IKIC Volunteer, 75 of whom have received induction training including safeguarding, health & safety and what it means to be a volunteer. Over 300 volunteering hours have been registered with the scheme.

Employer Supported Volunteering
As part of the Love Where You Live campaign, Voluntary Action Barnsley are working with Barnsley companies to develop Employee Supported Volunteering schemes. They are also developing connections with communities to generate appropriate volunteering opportunities.

39 companies were involved over the past year, including 178 staff contributing 1344 volunteer hours, including our own staff and in future Berneslai Homes as well.

More information about Love Where You Live is available through our social media sites: 
www.facebook.com/LWYLBarnsley
twitter.com/LWYLBarnsley
Sporting Penistone: video about this story on YouTube

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<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of new volunteering opportunities created by the council</td>
<td>303</td>
<td>200</td>
<td>✔</td>
</tr>
</tbody>
</table>

Case Study – Tree-mendous volunteers
Young business people from the Junior Chamber International (JCI) and Voluntary Action Barnsley (VAB) worked with our Parks Services team to plant saplings near Kendray in March. JCI managed to plant 550 trees, supporting our Dearne Valley Green Heart Nature Improvement Area - a three year pilot to improve biodiversity.

Our Biodiversity Officer, Trevor Maine, said “this is a significant contribution towards the Nature Improvement Area. The trees will encourage wildlife, while also alleviating flooding and climate change. The trees are all native broad-leaved species grown in the UK”.

Kathryn Brookes from JCI said “It’s been a fab day. The team got stuck in and I can’t believe we planted 550 trees. We will be able to come back in years to come and see how much they have grown”.

Martin Sugden from VAB added: “It’s great to involve local companies through Employee Supported Volunteering schemes. We welcome the support of JCI; this is the third year we have planted trees in Barnsley and it’s making a real difference to the area for future generations.”
16. Ensure customer services and the citizen experience of access is improved - we are a successful customer organisation and our plans facilitate greater self-help

We have previously highlighted our efforts to encourage customers to access information on our services online. This has proved to be successful, we have seen a 63% increase in web page usage over the last three years. This suggests that our customers are now more able to help themselves. Work is underway to refresh our website to ensure that we meet the needs of our customers, making information easier to find and providing simple to use online transactions. This work will continue throughout the coming year.

Telephone contacts are still a key method of contact for our customers. However, we will encourage and support our customers to self-serve wherever possible. Against a target to reduce telephone contacts by 15% this year, we achieved a reduction of 6%, alongside a 46% reduction in face to face contacts this year. As more customers self-serve, reductions in telephone and face to face contacts will continue.

Complaints
The number of complaints received this year rose by 64%, compared to the previous year. A significant proportion of complaints related to our Environmental Services, following the changes to kerbside bin collections. Although complaints have increased, they provide us with important opportunities to identify ways to improve our services. In April 2015, we centralised the management of complaints, compliments and comments within our new Customer Services Business Unit. This will give us the opportunity to highlight hotspots and areas of concern, which impact on our customers’ experience of service delivery.

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<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status*</th>
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<tbody>
<tr>
<td>Number of web pages viewed</td>
<td>1,713,734</td>
<td>1,548,559 (+15% of 2013/14 outturn)</td>
<td>✔</td>
</tr>
<tr>
<td>Number of telephone transactions with the Council</td>
<td>672,659</td>
<td>607,524 (-15% of 2013/14 outturn)</td>
<td>✗</td>
</tr>
<tr>
<td>Number of face to face transactions with the Council</td>
<td>31,875</td>
<td>55,971 (-5% of 2013/14 outturn)</td>
<td>✔</td>
</tr>
</tbody>
</table>

17. Engage local communities in helping them shape the decisions and services in their neighbourhood

Area Councils & Ward Alliances
Recognising the need to develop a new relationship between the council and community and build strong and resilient communities, we introduced new area governance arrangements in 2013, which include six area councils and 21 ward alliances. The area councils represent a localised model of governance, including a commissioning budget for local services, whilst the ward alliances bring local elected members together with Barnsley citizens to respond to local challenges and grow a culture of community action and enterprise.

In assessing Barnsley’s challenges and identifying where volunteers can make a difference, our ward alliances have undertaken a process of neighbourhood action planning to identify local priorities, based upon community consultation and engagement. A common theme across all wards was ‘Pride in the Environment’. During Q4, ward alliances continued to identify projects and initiatives to help deliver their priorities. 76 projects received funding through the ward alliance fund or devolved ward budget in Q4, bringing the total for the year to 330. We supported a further 31 community groups to develop, totalling 330 groups for the year. We also supported 470 community projects this year.

During 2014/15, each area council has also produced an area review, capturing their programmes of work and the growing social action taking place in communities. The area reviews provide a number of case studies featuring examples of community action. The quality of applications to ward alliances is
continuing to improve reflecting genuinely community led projects and links with the Love Where You Live campaign promoting social action across the borough. See the following links for the area reviews: Central Area Council Dearne Area Council North Area Council North-East Area Council Penistone Area Council South Area Council

Spotlight on the Central Ward Alliance
The Central ward alliance has ten members in total, including seven community members from across the Central ward area. These members represent a range of different voluntary, community and faith groups. Over the past six months emphasis has been placed on addressing quality of life, young people and promoting positive lifestyle changes. The Hope House Church act as the Central host organisation for the Neighbourhood Network, which engages the wider community.

To improve and encourage different communication methods across the ward a number of notice boards have been installed at suitable locations across the area. A newsletter for the Oakwell area has also been written by two ward alliance members with help from the Area Team, and a new Oakwell Residents group has been established.

As a result of ward alliance and Love Where You Live involvement, two other new community groups have also been established: the Tennyson Road Group and Little Millers Environmental Group who are continuing to deliver Love Where You Live/Ward Alliance activities independently. A number of health and wellbeing projects have also been taken forward by Central ward alliance. These include a Swap, Eat and Cook project, Coffee and Conversation sessions and a potential project called ‘On Your Bike’. All three projects have been developed by ward alliance members and delivery will be led by volunteers.

Case Study – Employee Supported Volunteering to Community Champion

A key role for the ward alliances is building community action to help address local priorities. A great example of this has been the work of Jane Ripley, who through her involvement in our ‘employee supported volunteering scheme’ was inspired to volunteer in her local area.

Jane wanted to look after her local park but was reluctant to do so on her own. With the support of our area team, Jane led a successful flier campaign to kick start community action. Over 20 local residents attended the first meeting and they were all keen to get involved straight away in improving their area.

Jane is now the Chair of the Penny Pie Park Community Group which organises regular litter picks, Love Where You Live events and community galas. The group have secured funding to make improvements to the park and Jane has also become a Ward Alliance representative and is actively working with other members of the group to look at how they can address some of the alliance priorities.

This role has enabled her to make connections with other groups in the area and look at how groups across the ward can work together. Having harnessed Jane’s enthusiasm and passion for her local area and volunteering, the Dodworth ward now has an active community champion.
18. Ensure we operate fairly and demonstrate total commitment to equalities in policy and practice

Equality Forums
The network of Equality Forums continued to develop over the year. Membership increased, as well as attendance at events and in engagement activities. The number of members volunteering to become delegates or sit on steering groups or management committees for example also increased.

We are now developing the Equality Forums in partnership with the Police, Barnsley College, Barnsley Hospital, Berneslai Homes and SY Fire and Rescue who now all jointly fund the forums’ Support Service and coordinate engagement activity through the Barnsley Reach Partnership Agreement.

Equality Scheme
Our Equality Scheme comes to an end in May 2015 and so the services have been working to develop a new scheme for the period 2015-18. The aim is for the new scheme to build on the achievements of the current one which include:

- We have successfully involved disabled and deaf people in “walkabouts” and other planning activities so they could better understand the plans for the redevelopment of the town centre and to have their say on the designs.
- Worked with the My Barnsley Too Disability Forum to investigate the impacts of austerity and welfare reform on disabled people in Barnsley. The findings were presented to the Overview and Scrutiny Committee and have informed the priorities for this Equality Scheme.
- We have worked with partners and stakeholders to train front-line employees on the impact of welfare reforms, to raise public awareness of how welfare changes will affect them, and to support the development of new schemes such as the Food Bank and Welfare Assistance Schemes.
  - We helped to increase volunteering in the borough through initiatives such as Love Where You Live and by developing the capacity of the local community through a Community Organiser training programme.
  - We have launched and developed a network of Equality Forums, involving hundreds of local people to help us and other providers to improve their services and better meet the needs of Barnsley’s diverse communities. We now have a partnership agreement with other key public sector partners to contribute towards the cost of the forums’ support and further development.
  - In March 2014 the Deaf Forum hosted jointly, with Healthwatch Barnsley, their first large scale conference, attended by over 80 people, to discuss health issues affecting Deaf people.
  - Established Community Equality Grants have been implemented over this last year with 21 separate projects being supported with small grants to help them develop projects and events that bring communities together and to challenge inequalities.
  - We have been working with our equality forums to plan how we can improve access to Council services. As a result we have prioritised making sure more information is produced in Easy Read and for Deaf people to be able to contact us by text message or by British Sign Language Video link. We are making sure that our website is as accessible as possible and that there are real alternatives for people who cannot use the internet.
  - Development of the first Barnsley Hate and Harassment Strategy lead to a significant increase in the number of reported incidents in Barnsley, which demonstrates that more people know how to report incidents and have more confidence that their complaint will be taken seriously.
  - Increased the proportion of our workforce who are disabled from 1.9% to 4.3%. We have also increased the percentage of the
workforce who are female in higher paid jobs.

- We have published Equality Profiles for every ward in Barnsley, outlining the diversity of each ward in terms of ethnicity, age, disability and religion for example. These will help us plan better at a local level.

- The Lesbian, Gay, Bisexual and Transgender (LGBT Forum) has worked closely with us to plan a celebration of equal marriage which became legal on 29th March 2014 for the first time in the UK. They have also been involved in discussions relating to Public Health, hate crime and cultural events.

- Throughout the lifetime of the 2012-15 Equality Scheme, we have had to make budget reductions which will have an impact on the services provided to local people. We have ensured that all budget reduction proposals undertake an Equality Impact Assessment (EIA) - where we consider how the proposed budget reduction would affect people from different sections of the local community such as disabled people, young people, older people or the BME communities in Barnsley.

**Adults with Learning Disabilities in Employment**

This year has seen an increase in the number of adults with learning disabilities (supported by our Community Learning Disability team) that are in employment. By Q4, 4.7% were in employment, compared with 2.8% at the start of the year.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of adults with learning disabilities in employment</td>
<td>4.7%</td>
<td>2.8%</td>
<td>✔️</td>
</tr>
<tr>
<td>Membership of equality forums</td>
<td>692</td>
<td>To maintain</td>
<td>✔️</td>
</tr>
</tbody>
</table>

(509 in 2013/14)
Corporate Health – Sustainable Future Council

We are clear that in order to deliver our priorities and better outcomes for our customers and communities we need to work differently. Whilst the ‘Strong and Resilient Communities’ priority will be crucial to achieving a different way of doing things, there are other things that describe ‘how’ as an organisation we are going to ensure that we improve and change – these cut across all that we do and include a number of key areas that underpin our day to day work. These will be crucial for the development of the organisation as a whole as it evolves and moves forward, amidst the constant need to improve and change.

This section provides an indication of the ‘health’ of the council. It includes the following themes:

- **Customers**: types of contact with the council, complaints, and compliments;
- **People**: sickness, performance and development reviews, training plans and apprentice placements;
- **Resources**: budget monitoring; collection of council tax and business rates.

The corporate health indicators provide an assessment of the performance and effectiveness of key aspects of council management. They relate to how we interact with customers, managing people, finance and other assets.

### Customers

See Outcome 16 for our latest analysis of customer contacts (including complaints) across our major access channels: web, telephone, and face to face.

The volumes reported here for complaints and compliments are from our current Customer Relationship Management (CRM) system. As highlighted in Outcome 16, from April 2015 the new CRM system will provide more detail on what our customer needs. It will make access to richer information possible, creating a much more informative view of performance.

Cabinet will shortly consider a report on our performance in relation to complaints and compliments.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of complaints received by the council*</td>
<td>901</td>
<td>+/-20% (year-end target)</td>
<td>☒</td>
</tr>
<tr>
<td>Number of compliments received by the council*</td>
<td>385</td>
<td>+/-20% (year-end target)</td>
<td>✔</td>
</tr>
</tbody>
</table>

* NB. We have based the status for these indicators on a comparison between Q4 this year and the same period in 2013/14. This is because the targets relate to the overall year-end position.

### People

**Performance and Development Reviews (P&DRs)**

P&DR completions in Q4 remained at 81%, which could be due to managers postponing the completion of out-of-date P&DRs in advance of the agreed P&DR timetable for 2015/16. Whilst the year end out-turn is lower than the target of 85%, it is significantly higher than the year end figure for 2013/14 of just 39%. P&DR completions for 2015/16 will be monitored through the provision of monthly reports to the Senior Management Team. Support will also be provided to directorate management teams to identify and address any issues that may be impacting on completions.

**Sickness**

This year has seen a reduction in levels of long term and total sickness amongst our employees. Long term sickness fell from 6.07 full time equivalent (FTE) days per person in 2013/14 to 5.36 this year, still short however of our target of 5 days. Similarly, total sickness fell from 11.07 FTE days to 10.4, but again short of our target of 9 days. Short term sickness levels were unchanged at 5 FTE days, again short of our target of 4 days.
The reduction in long term absence could be due to the impact of our Wellbeing Advisors who are supporting managers to use our absence procedures to address areas of concern and offer appropriate interventions to employees.

**Apprenticeships**
The number of apprenticeship placements reduced again in Q4, giving a year end out turn of 69. In addition, 25 of 47 corporate apprenticeship placements remain unfilled.

The reduction in the number of apprenticeship placements has resulted in a further decrease in the percentage of apprentices as a total of the workforce, down from 2.14% in Q3 to 2% in Q4. Whilst this is disappointing, it is recognised that the huge reorganisation to implement our Future Council structure has had a significant impact on apprenticeship recruitment, particularly as managers were keen to ensure new service structures were in place before looking to recruit apprentices. However, existing placement supervisors have indicated that they are committed to apprenticeships and are keen to recruit to vacant placements from April. In addition, responsibility for the corporate apprenticeship programme has transferred to our Skills, Employability and Enterprise team. They have already identified opportunities to expand and enhance our apprenticeship offer.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of employees with a current P&amp;DR</td>
<td>81%</td>
<td>85%</td>
<td>X</td>
</tr>
<tr>
<td>Short term sickness absence - FTE days per employee</td>
<td>5.0</td>
<td>4.0</td>
<td>X</td>
</tr>
<tr>
<td>Long term sickness absence - FTE days per employee</td>
<td>5.36</td>
<td>5.0</td>
<td>X</td>
</tr>
<tr>
<td>Total sickness absence - FTE days per employee</td>
<td>10.4</td>
<td>9.0</td>
<td>X</td>
</tr>
<tr>
<td>Number of apprentice placements within the council*</td>
<td>69</td>
<td>96</td>
<td>X</td>
</tr>
<tr>
<td>Apprentice placements as a percentage of total workforce</td>
<td>2.0%</td>
<td>2.5%</td>
<td>X</td>
</tr>
</tbody>
</table>

*Please note: the placement figure includes young people undertaking apprenticeship frameworks provided by Adults & Communities Workforce Development Team, on behalf of partner organisations.

**Resources**
The corporate finance outturn report for the year identifies a slight improvement in the overall variation from budget at a service level, reflecting the actions taken by directors in relation to previously reported issues.

There are still a number of operational service issues that remain a concern. These relate to overspends in our Community Learning Services, a reduction in Moorland Plastics income and higher than anticipated social care staffing costs, linked to the Ofsted improvement plan. The latest position reflects the impact of plans put in place to deal with these issues, both in the short and medium term, with ongoing impacts being managed within the resource envelopes agreed as part of Future Council.

These pressures have been offset by one-off underspends in Adults and Communities and Core Services.

Capital project spend remains on track, however there are some major schemes over the planning period where there is a degree of uncertainty around phasing. We will need to monitor these during the coming year. We intend to undertake a full review of the Capital Programme during the next period.

The well-known deliverability issues for five of the 2014/15 KLOEs remain at year-end. However, we have now addressed each of these as part of Future Council. We will continue to monitor implementation.
Our Council Tax collection rates continued to improve over Q4 and is slightly above the rate assumed within the overall budget for 2014/15. With regard to NNDR, collection rates remained volatile over Q4 and although being higher than the metropolitan authority average, came in some 1% below that assumed in the budget. We will need to closely monitor this during 2015/16, and any changes reflected within the updated MTFS.

The number of active users on our Business Intelligence remained disappointing. This needs to improve if we are to become more business-like and commercially aware as the Future Council. We are rolling our training on a new system introducing improvements in the tools available for managers, which should see improvement.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Q4 2014/15</th>
<th>Annual Target</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forecast operational expenditure for the year - % variance from budget</td>
<td>99.8%</td>
<td>100%</td>
<td>✔</td>
</tr>
<tr>
<td>Forecast capital programme spend - % variance from planned spend</td>
<td>88%</td>
<td>90%</td>
<td>❌</td>
</tr>
<tr>
<td>Forecast efficiency savings - % of approved target</td>
<td>95.5%</td>
<td>100%</td>
<td>❌</td>
</tr>
<tr>
<td>Council Tax collection rate</td>
<td>95.96%</td>
<td>95%</td>
<td>✔</td>
</tr>
<tr>
<td>Business Rates collection rate</td>
<td>97.2%</td>
<td>98.2%</td>
<td>😬</td>
</tr>
<tr>
<td>Percentage of budget managers utilising Business Intelligence to inform decision making</td>
<td>30%</td>
<td>80%</td>
<td>❌</td>
</tr>
<tr>
<td>Berneslai Homes property average void time</td>
<td>23.61 days</td>
<td>23.5 days</td>
<td>✔</td>
</tr>
<tr>
<td>Percentage of BMBC energy derived from renewable sources</td>
<td>15.4%</td>
<td>13%</td>
<td>✔</td>
</tr>
<tr>
<td>Proportion of BMBC spend spent locally</td>
<td>40.25%</td>
<td>44%</td>
<td>❌</td>
</tr>
</tbody>
</table>