

Corporate Performance Report

Quarter 3 2024 - 2025



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Progress since previous quarter

The two indicators that were chosen by SMT as **areas of focus** in the previous quarter are outlined below for review

Core – PDR Completion Rates

66.80% ▼

Q3 Performance

67.10%

Previous Quarter

Executive Narrative

This indicator has seen a further **decrease** of 0.3%.

We continue to promote the completion of annual PDRs and have also started reviewing the PDR process to ensure it aligns with the needs of our organisation and its people. We have conducted two focus group discussions to collect insights and ideas from a diverse group of individuals in both front-line and office-based roles. The outcomes are being collated, with the main takeaway being that the existing 'one size fits all' approach is ineffective for most people. We are examining capabilities within POD (existing e-system) and other Microsoft tools that can help us develop a model and process that will be effective for everyone in the future. This will include how PDR aligns to other supervision processes within services.

Communities – Temporary Accommodation

118 ▲

Q3 Performance

125

Previous Quarter

Executive Narrative

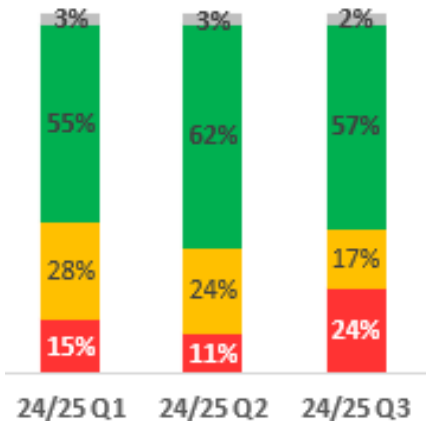
This indicator has a low polarity; therefore, improvement is shown as the number decreases towards zero.

The total number of placements into temporary accommodation has reduced by 7 in Q3, from 127 to a reported 118 showing that **improvements** have been made in this area.

Although placements into B&B's have increased overall during this quarter, the number of families placed into B&B's have remained static at 30. Placements across all temporary accommodation are up 35% on the same period in the last year.

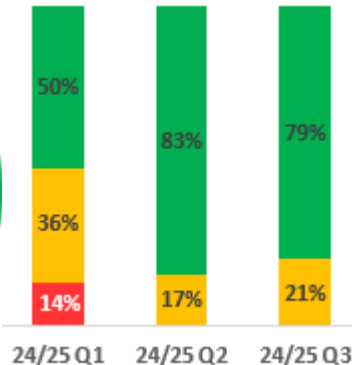
All priorities - Quarter 3 2024/25

CSFs reported - 42



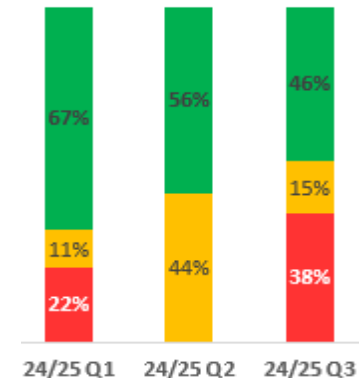
Learning Barnsley

CSFs reported - 14



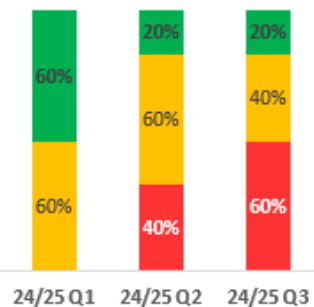
Healthy Barnsley

CSFs reported - 13



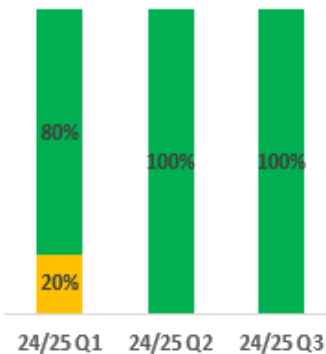
Enabling Barnsley

CSFs reported - 6



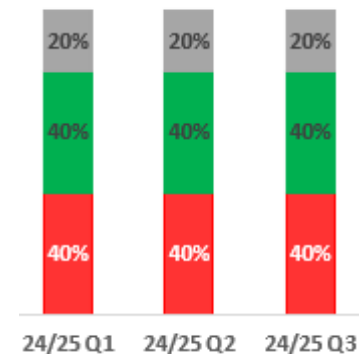
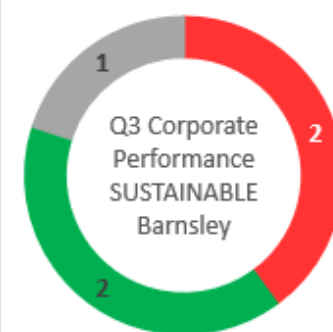
Growing Barnsley

CSFs reported - 4



Sustainable Barnsley

CSFs reported - 5



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The 1 grey indicator in **Sustainable Barnsley** is related to an indicator in Children’s Social Care that does not yet have a target.

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Learning Barnsley

LEARNING BARNsLEY	Directorate	Polarity	Q3 Target	Q1	Q2	Q3	DOT
Early Years and Childcare settings rated Good or Outstanding by Ofsted	Children's	High	98.00%	96.20%	95.00%	95.70%	↑
Number of Visits to Libraries (Digital & Physical)	Communities	High	170000	159980	185447	165353	↓
Secondary School Attendance	Children's	High	91.00%	86.30%	92.50%	90.90%	↑
Annual council expenditure against the apprenticeship levy and/or transference of levy funds	Core	High	90.00%	86.00%	91.00%	91.00%	→
Number of Assessments completed within 28 Days of Contact.	Adults	High	65.00%	54.50%	60.80%	65.30%	↑
Number of Suspensions in all Schools	Children's	Low	5250	1983	3065	5191	↑
Care Leavers aged 19-21 engaged in Education, Employment or Training	CSC	High	55.00%	55.60%	65.00%	62.30%	↓
Number of Contacts that resulted in Reablement	Adults	High	350	382	420	401	↓
Percentage of Children on SEN Support in Schools	Children's	High	11.60%	12.58%	12.58%	12.70%	↑
Percentage of Specialist and Younger Occupant Care Home Providers rated Good or Outstanding	Adults	High	70.00%	81.50%	78.00%	78.00%	→
Primary School Attendance	Children's	High	94.10%	93.60%	94.90%	94.90%	→
Proportion of Educational Settings judged Good or Outstanding by Ofsted	Children's	High	93.00%	94.50%	94.50%	94.44%	↓
Take up of 2 year old Childcare for those eligible through Economic Criteria	Children's	High	77.00%	78.00%	78.88%	77.86%	↓
Young People aged 10 - 17 years entering the Youth Justice System for the First Time	Children's	Low	29	8	16	17	↓

EXECUTIVE NARRATIVE

Secondary School Attendance

Data reported this quarter is derived from DfE's Pupil Attendance in Schools statistical release (9th Jan 25), covering the period September to December 2024. Quarter 2 should not be used in comparison with latest outcomes, due to it only representing one months worth of data, therefore the direction on travel is based on performance against Q1. When comparing latest outcomes with quarter 1, there has been an increase in attendance rates in secondaries. Whilst we are below national averages for this period, which is reported at 92% for the same period, we are aware of the five schools facing challenges and continue work to support them.

Number of visits to libraries (Digital and Physical)

Q3 is always a quiet period due to seasonal variation and the closure of branch libraries over the Christmas period. In addition, Darfield and Goldthorpe libraries have been closed for refurbishment for the entirety of the quarter, and Worsbrough library was closed for a 7-day period for roof repairs. In Q3 of 2022/2023 only one library was closed for refurbishment. During Q3 there has been a small increase in e-audio, e-magazines and e-newspapers compared to the previous quarter.

Number of Suspensions in all Schools

The figures reported are cumulative across the year, therefore the direction of travel is based on the indicator performing better than the target. There is continued improvement in the reduction in suspensions and pleasing to note that we performed 0.5% better than quarterly target. The service are regularly meeting with CEOs and Trusts to embed and support the agenda. The data shows that suspensions up to the end of quarter 3 were recorded as 5191 across schools compared to a target of 5250.

Number of Contacts that resulted in Reablement

We are above the quarterly target set and on track to meet the yearly target. We have continued to see an increase in community referrals coming into the service along with hospital referrals. The service is supporting new people who would have otherwise had a long-term package of care.



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Healthy Barnsley

HEALTHY BARNLSLEY	Directorate	Polarity	Q3 Target	Q1	Q2	Q3	DOT
Proportion of Service Users completing Reablement with no Long Term Needs	Adults	High	84.00%	85.11%	78.70%	67.60%	↓
Child Mortality rate 1- 17 year olds	Public Health	Low	10.40	-	-	12.80	
Suicide Rate (persons).	Public Health	Low	10.00	-	-	14.20	
Healthy Life Expectancy at Birth - Females	Public Health	High	60.10	-	-	52.64	
Healthy Life Expectancy at Birth - Males	Public Health	High	55.90	-	-	52.87	
Percentage of Child Protection for whom a Visit has taken place within 10 Working Days	CSC	High	95.00%	86.50%	94.00%	94.60%	↑
Percentage of Assessments for Children's Social Care carried out in 45 working days of Referral	CSC	High	85.00%	81.96%	83.00%	82.10%	↓
Proportion of Section 42 Safeguarding Enquiries where a Risk was Identified, and the Reported Outcome was that this Risk was Reduced or Removed	Adults	High	95.00%	96.30%	93.80%	94.90%	↑
Number of Overdue Reviews	Adults	Low	400	480	369	325	↑
Number of Adults aged 65+ whose Long-Term Support Needs are met by Admission to Residential and Nursing Care Homes (per 100,000 population)	Adults	Low	190	110	95	143	↓
Number of Adults aged 18 to 64 whose Long-Term Support Needs are met by Admission to Residential Nursing Care Homes (per 100,000 population)	Adults	Low	5	4	2	2	→
Percentage of Older Persons Care Home Providers rated Good or Outstanding	Adults	High	70.00%	70.70%	73.00%	79.00%	↑
Proportion of Contacts where the Outcome is Information, Advice or Signposted	Adults	High	7.50%	15.31%	35.50%	35.59%	↑

EXECUTIVE NARRATIVE

■ Proportion of service users completing reablement with no identified needs

Due to the nature of people's complexity and the no criteria to reside in hospital, people are being discharged earlier, and we are seeing a higher acuity of people coming through the reablement service, therefore this impacts on their ability to recover so people are needing longer term packages of care. We are also seeing that people in the community are also coming to the service with more complex and long-term health conditions.

■ Suicide Rate (persons)

Suicide rates are calculated annually as opposed to quarterly. Data is released by ONS in September and the figure provided is calculated on a 3-year average. Barnsley's rate saw a decrease from 15.4 per 100,000 (2020-2022) to 14.2 per 100,000 in 2021-2023. Suicide prevention remains a priority for Public Health and there are large programmes of work associated with this which include community mental health grants, training and specialist bereavement support. There is also lots of work being undertaken across South Yorkshire's Integrated Care Board to combine efforts where appropriate.

■ Healthy Life Expectancy at Birth

The latest published ONS data, based on a revised methodology illustrates a decline in our HLE data for Males and Females. Barnsley now ranks lowest in England for female HLE and second lowest for male HLE. Some of the levers to improve this data lie at the national government level, but we also have local strategies and programmes to address the wider determinants of health and tackle the economic decline. These include the Barnsley Place Partnership, a new Health and Wellbeing Strategy, the Pathways to Work commission, and the More Money in Your Pocket campaign. Additionally, new healthcare delivery methods like the town centre Community Diagnostic Centre and the Health on the High Street ambition aim to bring health and wellbeing activities into the heart of Barnsley town centre.

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Growing Barnsley

GROWING BARNsLEY	Directorate	Polarity	Q3 Target	Q1	Q2	Q3	DOT
Anti-Social Behaviour Incidents per 1,000 population	Communities	Low	4.50	4.60	4.38	3.91	↑
Number of Private Sector Jobs created	G&S	High	169	281.5	194.5	213.0	↑
Town Centre Anti-Social Behaviour Incidents	Communities	Low	125	93	88	74	↑
Town Centre Footfall	G&S	High	1923998	2390032	2380000	2467353	↑

EXECUTIVE NARRATIVE

■ Anti-Social Behaviour incidents per 1,000 population

Volumes have reduced by 11% (116 incidents) since the previous quarter. During Q3 there were 321 incidents reported relating to Rowdy Behaviour, followed by 192 incidents relating to off road biking. Both of these offence types have pleasingly seen a reduction between October 24 and December 24 and therefore indicating a downward trend for Q3.

Rowdy behaviour has seen a 32% decrease since October, with a 38% reduction in off road biking. Numerous successful off road biking operations throughout the year, and joint operations such as Civitas will have contributed to achieving the target. Off road biking continues to be a priority for communities, raised at PACT meetings.

■ Town Centre Anti-Social Behaviour Incidents

The total number of incidents has seen a decrease of 14 since the previous quarter. The majority of cases (55) are due to rowdy / inconsiderate behaviour. There were also 8 reports of begging / vagrancy. This continued decrease will have been contributed to by the numerous successful operations throughout the year including Civitas and the continuing use of the PSPO dispersals.

■ Town Centre Footfall

Q3 got off to a slow start in October 2024 but showed significant improvement in November and December despite the adverse weather conditions. November attracted substantial crowds for the Remembrance Service and the two-day Barnsley's Bright Nights Festival. In December, the Christmas Market returned; although it was cut short due to Storm Darragh. December experienced higher than anticipated festive footfall, exceeding expectations despite the challenges.



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Sustainable Barnsley

SUSTAINABLE BARNsLEY	Directorate	Polarity	Q3 Target	Q1	Q2	Q3	DOT
Number of New Homes Delivered	G&S	High	225	154	152	164	↑
Total Number of Placements to Temporary Accommodation	Communities	Low	100	99	125	118	↑
Household Recycling	G&S	High	45.00%	39.70%	51.60%	51.70%	↑
Visits to Museum Service Grounds, Outdoor Sites, and Parks	G&S	High	400000	493506	550545	501842	↓
Percentage of Looked After Children who are placed less than 20 miles from their Home Address	CSC	Low	-	85.80%	85.30%	86.20%	↓

EXECUTIVE NARRATIVE

Number of New Homes Delivered

The decline in net completions is due in part to national conditions, deriving from inflation and mortgage conditions. This has seen some stability in recent months with interest rates slowly declining. The change in government over the summer (2024) and changes to the planning system may result in a more buoyant economy moving forwards, translating to additional housing. House building remains one of the Council's key objectives and the Council has fed into changes proposed at a national level. We are continuing to work strategically at a regional level with neighbouring authorities. Work is underway to unlock problematic sites and there is a clear narrative from central government that house building is a key component to economic growth.

Total number of placements to temporary accommodation

The total number of placements into temporary accommodation has reduced by 7 in Q3, from 127 to a reported 118. Although placements into B&B's have increased overall during this quarter, the number of families placed into B&B's have remained static at 30. Placements across all temporary accommodation are up 35% on the same period in the last year.

Household Recycling

As per Q1 and Q2 the improvement in the recycling rate is attributed to the change HWRC contractors and the increase in recyclable materials accepted on site.

Percentage of Looked After Children who are placed less than 20 miles from their home address

Quarterly targets will be set for the 25/26 reporting year. Targets were unavailable this year due to this being a new measure. Trend data from the current year will be used to support the calculation of the target in 25/26.

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ENABLING BARNSLEY	Polarity	Q3 Target	Q1	Q2	Q3	DOT
PDR Completion Rates	High	95.00%	69.10%	67.10%	66.80%	↓
Sickness Days per FTE	Low	2.12	1.92	2.22	2.66	↓
Performance against Overall Budget	High	100.00%	98.00%	98.00%	97.00%	↓
Percentage of BME Employees	High	3.50%	3.15%	2.60%	3.10%	↑
Percentage of Disabled Employees	High	15.20%	14.20%	13.80%	13.90%	↑
Percentage of Complaints Upheld	Low	65.00%	12.60%	57.00%	41.00%	↑

EXECUTIVE NARRATIVE

Percentage of BME Employees

The overall Council figure for Q3 shows a marginal upward trajectory from the previous quarter, from a reported 2.6% to 3.1%. Work is ongoing to support with the development of key procedural documents that will support a further increase in this indicator.

Sickness Days per FTE

Mental health continues to be the highest reason for absence in Q3 for every directorate. It has increased in Growth & Sustainability, Place Health & Social Care and Public Health & Communities, and fallen slightly in Core and Children's Services. The second highest reason for absence is musculoskeletal followed by gastrointestinal and then injury and fracture. This is the same as in Q2. All have increased except gastrointestinal which has had a slight decrease of 31 days.

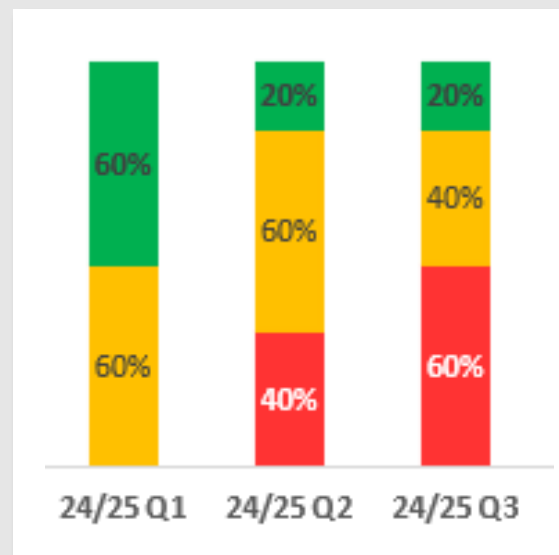
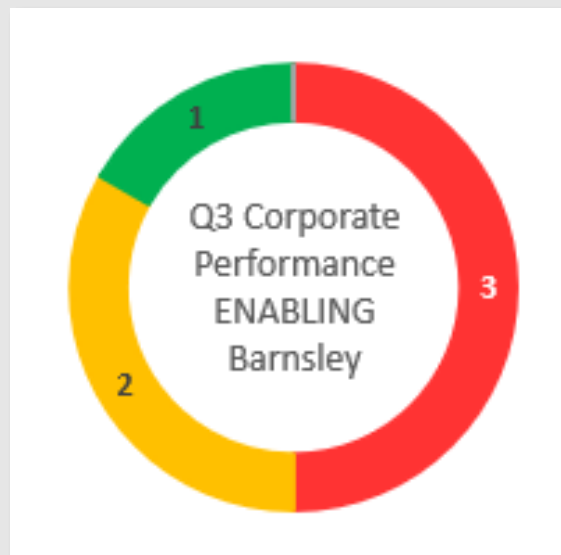
Absence due to mental health has increased, albeit at a slower rate, from quarter 2 from 3,063 days to 3,587 days (increase of 524 FTE days lost).

Percentage of Complaints Upheld by Barnsley Council

The total number of complaints received during Q3 (116) is correct at time of reporting, however this is subject to change due to further data input. Not all complaints received during the quarter have received an outcome at the time of submission therefore the output for Q3 is also subject to change.

The figure of 41% shows a decrease of 16 percentage points on the figure reported in the previous quarter (57%) which is positive as it shows that whilst complaints are still being received, the amount where fault is being found is reducing.

A Core Services example for the nature of complaints show that of the 5 complaints received, 3 were upheld and 2 were upheld in part. The nature of these complaints related to communication (3), workforce attitude (1) and process and procedure not being effective (1).



AREA OF HIGHLIGHT

Dan Harper / Ben Hawley

NUMBER OF PRIVATE SECTOR JOBS CREATED

The strong performance in Quarter 3 and throughout 24/25 is due to a large increase for demand in Logistic & Warehousing, as well as good performance due to expansion in the food manufacturing sector. Feedback from Enterprising Barnsley's Key Account Managers demonstrates that businesses investing in their workforce is as a result of winning new business and expanding contracts with their current customer base. Inward investment has had a significant impact in the last quarter, with businesses such as Anderson Power Generation LTD moving to the borough, bringing with them 25 jobs from Humberside. The performance demonstrates the good work of the Enterprising Barnsley team in supporting businesses to expand and invest in the borough.

Intelligence gathered suggests that businesses are assessing their plans for the financial year 25/26, with significant concern being raised in relation to the changes outlined in the Autumn budget, namely the National Insurance increases, changes to business rate relief, Living Wage increases and new Employment Law legislation.

The Enterprising Barnsley team will continue to work with businesses to support them during the next financial year and the council is investigating what further support could be put in place to support businesses in sectors that are particularly impacted by the budget.



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AREA OF HIGHLIGHT

Julie Chapman

PROPORTION OF CONTACTS WHERE THE OUTCOME IS INFORMATION, ADVICE OR SIGNPOSTED

In Q3 staff training has taken place which has enhanced staff's knowledge of how to have really good conversations with service users at the point of contact. This has led to a firm identification and clear understanding of peoples needs. Performance is showing that there are more service users that have an outcome of information/advice and signpost instead of No Further Action



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AREA OF FOCUS

HEALTHY LIFE EXPECTANCY

Anna Hartley

The latest published ONS data, based on a revised methodology illustrates a decline in our HLE data for Males and Females. Barnsley now ranks lowest in England for female HLE and second lowest for male HLE. Some of the levers to improve this data lie at the national government level, but we also have local strategies and programmes to address the wider determinants of health and tackle the economic decline. These include the Barnsley Place Partnership, a new Health and Wellbeing Strategy, the Pathways to Work commission, and the More Money in Your Pocket campaign. Additionally, new healthcare delivery methods like the town centre Community Diagnostic Centre and the Health on the High Street ambition aim to bring health and wellbeing activities into the heart of Barnsley town centre

Healthy Life Expectancy (HLE) is the average number of years an individual is expected to live in good health.

On average, people in Barnsley get sick and disabled earlier in their lives than anywhere else in England. Current HLE in Barnsley published by the Office for National Statistics (ONS) for the time period 2021-23 is **53 years for males and females**. Compared to all other areas we rank 150th/151 for males and 151st/151 for females. The highest HLE in England is 70/71 years in Wokingham, so people living in Barnsley have 17 fewer years of healthy life which means much fewer healthy years to spend active time with their families or continue in their career.

HLE is calculated using life expectancy and a self-reported measure of health.

The new 2024 HLE method uses self-reported health data from the Annual Population Survey (APS) and deaths data and inputs these data into a Logistic Regression model. This model uses patterns in the APS data to predict the likelihood (probability) of someone reporting "good health."

This calculation can be affected by two key factors:

- 1) Higher death rates from Covid-19 heavily affected our HLE data due to premature deaths
- 2) The APS is self-reported and could be subject to bias

What makes health?

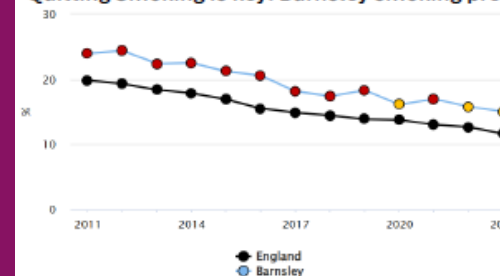


- The NHS only accounts for 10-20% of good health.
- The rising cost of living has left many unable to afford the essentials to maintain good health. i.e. a warm home.
- Housing problems relating to overcrowding, affordability, and non-decent accommodation.
- Access to healthy options i.e. healthy, affordable food and safe exercise.
- Supportive neighbourhoods.

Our unemployment rate is linked with our poor health – For every 10% increase in an area's employment rate, healthy life expectancy increases by 5 years ([The Health Foundation](#)).

Living in cold, damp, and unsafe homes negatively affects people's health. A recent housing stock condition survey of the borough's private owned properties found many serious hazards to health existed (Barnsley [Housing strategy](#) 24-28).

Quitting Smoking is key: Barnsley smoking prevalence is reducing, in 2023 15% of residents smoked



- Smoking is the most serious risk factor for poor health.
- We have seen our smoking rates significantly reduce in recent years.
- We will see the benefits of this in the coming years as this translates into less tobacco-related illness in Barnsley (which could improve HLE)

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AREA OF FOCUS

Julie Chapman

PROPORTION OF SERVICE USERS COMPLETING REABLEMENT WITH NO LONG-TERM NEEDS

Due to the nature of people's complexity and the no criteria to reside in hospital, people are being discharged long-term, and we are seeing a higher acuity of people coming through the reablement service, therefore this impacts on their ability to recover so people are needing longer term packages of care. We are also seeing that people in the community are also coming to the service with more complex and long-term health conditions.

Reablement service community pathway has been extended to allow people who are new to ASC to receive a period of reablement as well as people who may have already been identified with having longer term care needs but through the offer of the reablement service may benefit from a reduction in the support they need long term.



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