



**Doncaster
Council**

Delivering for Doncaster 2019-20

Quarter 2



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INTRODUCTION

Doncaster Council strives to provide the best services for people living in, working in and visiting Doncaster. To ensure we continue to improve, and find where we need to improve, we produce this 'Delivering for Doncaster' booklet that is reported and discussed at Cabinet every quarter.

The report is organised by our Priority Themes: Living; Working; Learning; Caring; Connected Council






Each Theme is structured to show:







- How we are getting the basics right – This is our performance against a set of key service standards that we believe matter to the communities we work in and communicate with. These have been identified in conjunction with our Elected Members who represented the people in their constituencies.
- Progress on our **Transformation and Change Programmes**. These are projects and programmes that we deliver with our partners and make up the Doncaster Growing Together Portfolio.

UNDERSTANDING THE PERFORMANCE SYMBOLS

The direction of travel looks at whether things have improved; stayed the same; or become worse. The purple arrow is the preferred direction of travel. The blue arrow is long trend and shows the current value compared over the last three year

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER

Performance	Finance
 OK – Performance on target	An overspend of less than 0.5%
 Warning – Performance mostly on target	An overspend between 0.5% and 1%
 Alert – Performance below target	An overspend of more than 1%
 Information Only – These performance indicators do not have targets	
 Unknown – These performance indicators are unable to assess a traffic light rating due to missing data.	

  Improvement	  Same as last time	  getting worse
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SERVICE STANDARDS

86.5% Of people feel that our service have made them feel safe and secure

Target 85%



86.5% Of adults with learning disabilities who live in their own home



Target 80.9%



49.6 Days is the waiting time for completion of assessments



Target 42 days



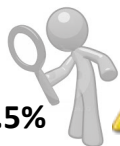
36.4% of people using social care receive a direct payment



Target 30.7%



62.6% Say information about our services is easy to find



Target 65.5%



6.1% Of eligible population aged 40-74 received an NHS Health Check



Target 2.5%



1,150 Of Doncaster adults currently live in residential care



Target 1.170

(As at September 2019)



Doncaster's Place Plan has been refreshed. Since the Place Plan was introduced, three years ago, lots of changes have been put into place – shared geographical boundaries, joint commissioning, joint teams and a Provider Alliance.

Over the last few months, new models of care are being piloted. These are the new **integrated neighbourhood delivery** model of care for people living with frailty within the Thorne area; and **Local Solutions for Families**, with an emphasis on early help, for families needing support in Denaby and in Hexthorpe. We've taken a different, more innovative approach and we've been working with local people to get this right. Our ambition is to expand from these initial areas of focus and develop joined up community-based support for people and their families. An important element of this work is really valuing the resources and support that already exist in communities and neighbourhoods, so that people can be supported to find solutions themselves, rather than being dependent on public services. That will enable our teams to provide more intensive support to the people who need it most.



The **Complex Lives Team** participated in the CEO Sleepout event at the Keepmoat Stadium on 7th October, supporting the charity that raises awareness and funding to address homelessness and poverty. The event raises funds by organising sleep-out events across the UK and encourages business leaders and the leadership community to sleep out for a night. This of course doesn't solve homelessness on its own but reinforces the message across all sectors that decisive action is needed to deal with deep rooted issues.

Funds raised at the event will be equally divided between Real Help Doncaster, Club Doncaster Foundation and CEO Sleepout Charity, enabling the money raised to be used to help Doncaster people

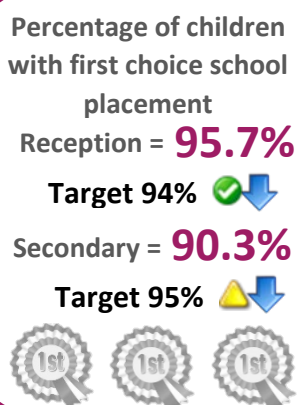
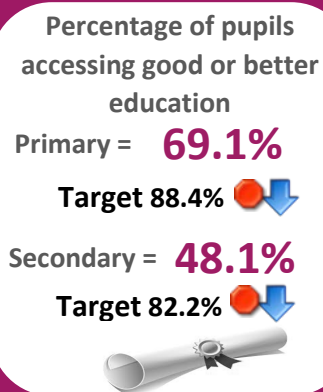
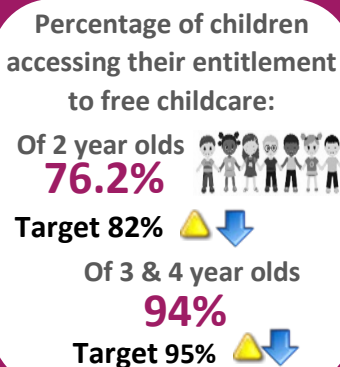
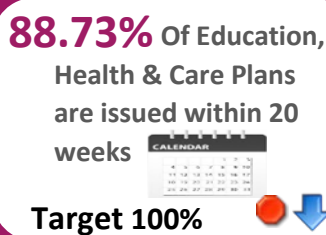
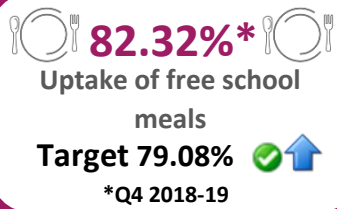
The **Your Life Doncaster** all-age transformation programme is delivering on its vision to ensure that Doncaster residents are empowered to look after their own health and wellbeing, whilst knowing that support is always available from us, our partners, and the community if they need it. This quarter, the number of people accessing information relating to living independently on the Your Life Doncaster website rose by 15%. Our customers are using the website more consistently than ever before, with visitor numbers being comparable to heavily promoted periods across the last quarter.

The number of people in Doncaster being referred to the Integrated Support and Assessment Team (ISAT) upon calling the council has reduced over quarter 2. The implementation of strengths-based conversations at the Integrated Front Office has meant that a reduction of 13 requests for support has occurred between quarter 1 and quarter 2, whilst the number of customers being signposted to services in their community has risen by 5.82%, or around 40 people.

Doncaster residents are to be supported to **live independently** in their own homes for as long as possible, and this quarter the number of older people entering permanent residential care per month decreased by 35%. The numbers taking up direct payments has further increased, which is a significant ongoing improvement from this time last year.

Learning – Residents have the knowledge and skills for life, creativity and employment

SERVICE STANDARDS



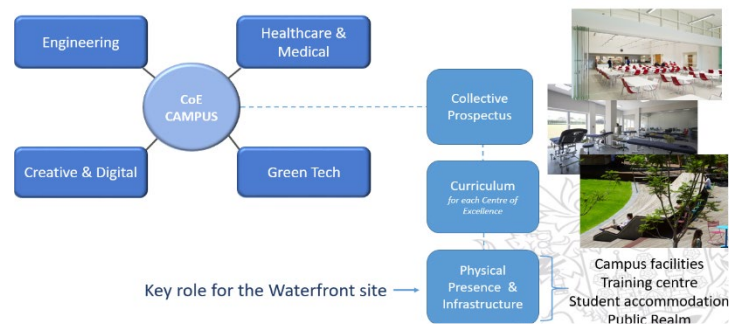
Opportunities Doncaster The 'Building Solid Foundations' priority is progressing well with 66% of all primary schools engaged in some form of opportunities area sponsored maths interventions. Additional tailored support to secondary schools has been provided under the 'Brilliant teaching' approach following their curriculum reviews, with a key focus on disadvantaged pupils. The Careers Hub has made substantial progress in terms of schools engaging with the Gatsby benchmarks, with summer 2019 seeing Doncaster schools exceed the national average points score for the first time ever.

Education & Skills 2030 Strategy: We are currently developing a long-term strategy which sets out how we intend to improve education and skills for residents of all ages over the next decade. We have engaged in a wide programme of consultation to ask members of the public, educators, businesses, and other key stakeholders what our priorities should be. This feedback has been checked alongside the Doncaster Talks consultation and the final strategy, which includes 6 priorities and 19 aims will be published in spring 2020.

University City: Four joint Centres of Excellence are being developed as part of a collective prospectus, including Health & Medical, Engineering, Creative & Digital and Green technology. Work has now started on the Health & Medical offer, linked to the NHS Long Term Plan and Interim People Plan,

which shows the gap in training and apprenticeships that we need to help fill over the next 10 years. Work is underway to develop a new campus, student accommodation and training/teaching facility on the Waterfront site. Other Waterfront developments will also support University City and help create an effective learning community.

University City – Centres of Excellence



High Melton Academy: The new special effects equipment for the joint Doncaster Colleges and 360 Degrees Media venture was delivered in September. It will be used in Doncaster College until the High Melton development is up and running.



New Hybrid FE Model: Damian Allen delivered Doncaster Council's first ever TEDx lecture about how Doncaster can perform beyond expectation by developing a new approach to Higher Education. This is built on the idea that action should be socially-situated embedded. We all have a sense of origin, identity and belonging and we should harness this to

develop a place-based form of Higher Education which is accessible to all and meets the needs of a growing, inclusive economy. Doncaster is transforming economically and major investment in local skills and capabilities is critical to our success. This includes diversifying our economic industry mix to bring in more quality businesses and jobs to ensure the hybrid model works effectively.

Education Inclusion: Ash Hill received an Inclusion Quality Mark and was the first secondary to achieve this. The Premiere Advisory Group met with primary heads to agree a new process for devolving SEND early intervention funds to schools and devising a toolkit for SEND good practice. This will be piloted before Christmas. The development of the Communication and Interaction Free School (Bader School) contract has now been signed with Wilmott Dixon.

SERVICE STANDARDS

91.09% Of highways meet the required standard for cleanliness



Target 95%



90% Of grass cutting works completed against programme



Target 96%



Maintained road surfaces:

96%

Of Non-Principal classified road surfaces

Target 96%



98%

Of Principal classified roads

Target 98%



50.8%

Of household domestic waste is recycled

Target 50%



91% Of fly tips are investigated and removed within 7 days



Target 85%

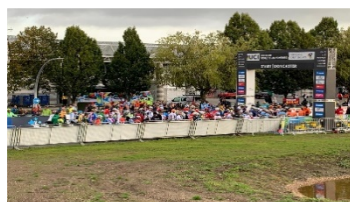


The average number of days to process a new Housing Benefits claim is



19.06 days

Target 21 days



Get Doncaster Moving (GDM) Programme - In September, we hosted a start for the prestigious UCI Road World Championships cycling event from our new closed Cycle Circuit at the Dome. The races went through villages in the north east of the borough, where micro-grants to local community groups helped people of all ages to join in the fun & there was a best-dressed window competition for businesses along the route. Leeds Beckett University will be carrying out research to see if big sporting events encourage more people to become physically active.

Housing (Homes for All) Programme - Even though we have record numbers of homes being built, we are promoting 'stalled' sites to private developers. We have been talking to local people, looking at our information & visiting other areas, to help us decide the best options for housing for people with disabilities or who are older. We have also started to consider how these and our social house building programmes can help transform local areas. The new Homelessness & Rough Sleeping Strategy will consider our approach to prevention and support.

Doncaster's **Draft Local Plan**, which details how future housing & employment sites will be developed, reached a significant milestone. It was published & technical comments on whether it is legally 'sound' requested, before it is submitted to Government for approval.

Our **Complex Lives team** continues to help people into accommodation and supports those with addictions or mental health problems, offending background or suffer from family breakdown. The headline statistics include a 76% reduction in rough sleeping when comparing August 2018 to August 2019 which equates to a 52% reduction in rough sleeping nights in a year. The impact of criminal gangs supplying drugs to vulnerable people accessing Complex Lives Alliance continues to be a high risk. South Yorkshire Police have recently lead on a number of recent high profile operations to reduce the supply of drugs.

Our **Vibrant Town Centres** saw the culmination of the weekly Friday Night Live sessions, as the DN1 Festival got into full swing and, at its peak, had around 3500 in attendance at the Market Square all perfectly coinciding with the end of St Leger Festival and summer long celebrations. Cast hosted Rise – a free outdoor spectacular at Sir Nigel Gresley Square, *It's not every day you see a woman the size of a three-storey building walking down*

the streets of Doncaster and around 4000 people got to see it. Nigel Gresley Square also saw the declaration of Climate Emergency, attended by schools and partners

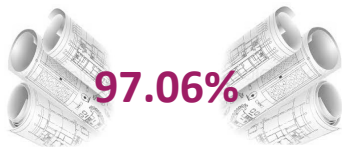



Through Arts and Culture work continues in Edlington, Askern and Mexbrough delivering creative and physical activity to improve loneliness, a sense of place and mental health. Activities include Dance On, which aims to reduce the risk of falls. Doncaster Talks teamed up with six local creatives to capture responses as they were on tour around the borough.

In response to our declaration of a **Climate and Biodiversity emergency** at Full Council in September we have convened a local commission on climate change that will advise the Council and partners on the most appropriate targets and activity we can take locally to mitigate and adapt to climate change. The group has broad representation across public agencies, young people, local businesses, Voluntary Community and faith sector and local activists. The commission met for the first time in September and will continue to meet until April 2020 receiving evidence and forming recommendations across a whole raft of topic areas culminating in a final public report in spring 2020. We will also be looking to hear local people's views in a listening exercise between November and February which will also inform the commission's final report

SERVICE STANDARDS

Processing of planning applications:
MAJOR APPLICATIONS



Target 94% 



100%


Of Licensing Act (2003)
applications processed
within statutory
timescales

Target 100% 



97.02%


Of non-domestic rates
collected

Target 97.50% 



13.2%

Of people with a
learning disability have
been helped into work

Target 6.7% 

Delivering **Inclusive Growth** for the people of Doncaster remains our mission and delivering our six drivers is still at the heart of our efforts.

Transforming the town's expanding **Civic and Cultural Quarter** is evidence of progress in the area of improving Doncaster as a place to live, work, visit and invest

Work has continued during the last quarter on several projects in this area of the town, including the new **Central Library and Museum**.

The impressive new building will provide space for a new central library, museum, art gallery, rail heritage centre and a range of other exceptional facilities.

The wonderful new creative and learning space will become another great attraction in the heart of Doncaster's expanding Civic and Cultural Quarter when it is completed in summer 2020.



Adding to the transformation of this area, a **new cinema and restaurant complex** is beginning to take shape. The venue's structure is almost complete on land next to CAST. The development will see the opening of an impressive six screen cinema complemented by 5 restaurant units. Ros Jones, Mayor of Doncaster, said: **"It's great to see the cinema and restaurant complex starting to take shape. It is far more than just the skyline in Waterdale being transformed as we**

deliver high quality facilities and attractions across our town centre which will be a big draw for residents and visitors".

The next development in this area will be the **University Technical College (UTC)** following approval of plans submitted. The development will comprise a five-storey teaching block and three-and-a-half-storey sports hall, with dining below, and a four-storey lecture theatre with a roof terrace. A multi-use games area (MUGA) is also planned for the western corner of the site.

Paul Stockhill, owner and managing director of Agemaspark Ltd, an employer partner of the UTC, said

"This bespoke building will be a fantastic environment that will attract students from across the region who are keen to develop the skills needed for a career in engineering or creative and digital design."



Doncaster like many Local Authorities have been preparing and planning extensively for a potential increase in EU regulations and trade barriers as a result of **Brexit**. Our Inclusive Growth Strategy highlights the importance of internationalisation of our businesses, which presents significant opportunities for our economy, and we continue to drive and provide the framework to support all our businesses achieve their full growth potential.

SERVICE STANDARDS

The average number of days lost through sickness absences per employee is

9.38 days

Target 8.50 days

The average number of days to process a new Council Tax Support Application is

20.85 days



Target 21 days

Customer Services Initial contact

Online
52,563

Face to Face
12,128

Phone
40,569

Our Council Tax collection rate is



94.78%

Target 95%

Freedom of Information



96% Of requests are responded to within timescale

Target 95%

The Council and its partners continue on the journey of significant transformation; and to ensure our priorities are achieved and we deliver for Doncaster it is vital that we have the **right people, with the right skills and behaviours** in place to deliver the change required. To support this, a range of succession planning initiatives have taken place across the organisation. Where skills shortages have been identified, traineeships and career progression posts have been established. To help address the age profile a number of flexible retirements have taken place, allowing the creation of apprenticeship posts so knowledge can be transferred and career pathways introduced.



APPRENTICESHIPS

Apprenticeship starts reached 76 by the end of quarter 2, against an overall target of 164 for the year, offering 73 different apprenticeships across the organisation, with 40% at higher/degree level. In addition, bespoke recruitment campaigns have been undertaken and events held engaging over 1,300 residents to encourage them into local government careers and apprenticeships

The Performance and Development Reviews (PDR) Scheme continues to provide a useful mechanism to ensure staff are clear on their objectives, are performing well and have appropriate development to fulfil their roles effectively. PDR completion rates for this quarter achieved 97% for all staff against a target of 95%.

Managing staff health and wellbeing is also a key aspect of the Council's performance management framework. The sickness absence rate for the quarter was 9.38 days per full time equivalent employee, which is slightly above the outturn for quarter 1 of 9.34 days and remains slightly above the corporate target of 8.50 days.

As part of our commitment of promoting a culture of inclusion and diversity, the Council continues to raise awareness and provide help and support through a range of diversity and inclusion events to employees, which this quarter included the annual National Suicide Prevention Day and supporting the Pride procession of unity.



The '**Doncaster Talks**' listening exercise took place over the summer across the Borough with residents, businesses and local organisations. We had over 3,600 individual responses that will help shape the refresh of Doncaster's long term plan called 'Doncaster Growing Together'.



Inclusion & Fairness Forum

The **Inclusion & Fairness Forum (I&FF) Leadership Team** supports the Team Doncaster Strategic Partnership to increase understanding of the challenges related to inclusion and fairness of local people from all walks of life. The Inclusion & Fairness Forum Leadership Team consists of an independent Chair, Rev Dolly Agoro, and a Vice Chair, Akeela Mohammed DL. The Inclusion & Fairness Forum Leadership are in the process of producing an Action plan to highlight key areas of focus for the coming Year. Feedback from the 'Doncaster Talks' initiative will

help shape the action plan so look out for more information on the Team Doncaster website: www.teamdoncaster.org.uk.