Council Plan 2020 - 2024

Identifying and supporting those most in need and helping people to help themselves

South Gloucestershire Council

South Gloucestershire Council — *Delivering* for you

COUNCIL PLAN 2020–2024

Action Plan 7

Council Plan Priority 2

Identifying and supporting those most in need and helping people to help themselves

Our commitment to you

We will ensure people have access to the best possible information, advice and guidance to support themselves and their families

Background

Providing relevant information, advice and guidance in a clear and easily accessible way supports and empowers individuals and families to seek out the most appropriate support and, where appropriate, can help them to help themselves. This approach also supports our wider aim to reduce inequalities in our communities by helping to ensure that all parts of our communities can access the support and help they need.

In Autumn 2019 we launched our new 'Find information for adults, children and families' website. The website, which was co-produced with the support of key partners and representatives from the communities we serve, aims to provide a digital 'one stop shop' for information on all aspects of family life; enabling people to make informed decisions and choices. We have processes to ensure the 'Find information' website is up to date and accurate and as a testament to its value, in a recent review, Ofsted found that the new online SEND Local Offer which is presented on the site 'provides access to high quality information that is easy for parents and carers to navigate and understand'.

Going forward, we have plans to enhance the service:

- We will work with our partners including VCSE organisations and community aid groups to raise awareness of the 'Find information' website, in particular the new online SEND Local Offer, and our local offer for care leavers.

- We will continue to involve our communities in developing content by asking them what information they need and working with them to ensure this is presented in an easy to find and understand format. This includes working with diverse communities and their representatives, such as those with specific communication needs, to ensure our information is fully accessible.

- We will work to grow our online directory of services and groups so that people can access appropriate support and activities in their local area.

We know that not everyone is online. Therefore, in conjunction with our IAG offer we will ensure our telephone and in-person services continue to provide the same high quality consistent service. Our Customer Contact section, comprising of our Libraries, One Stop Shop and Corporate Contact Centre resolves over 500,000 enquiries each year, with over 95% of those enquiries being either resolved or redirected at first point of contact.

How we will measure our success

Action	Measure of success	Delivery date
Complete audit of CAH services content on main Council website and consider what is suitable for further inclusion on the new 'Find information' platform.	A full content audit undertaken and final decision approved on case-by-case basis with service leads.	December 2020.
Work with Council service areas, partners and external providers to ensure IAG content on the 'Find information' website remains accurate.	Content will be sent to services at least once annually for an expert review and any necessary amendments.	Ongoing. Progress report produced annually in Autumn.
Finalise and implement a Continuous Improvement Plan, to include an ongoing usability testing schedule for the IAG platform, and an outline for how engagement and satisfaction with 'Find information' will be monitored.	Continuous improvement plan will be signed off and implementation will have begun.	By April 2021
Support the delivery of refreshed information, advice and guidance for early years.	To be determined	To be determined
Work with our communities and representative groups to understand what information and advice is needed and develop this in partnership with them. Explore new ways of working, such as virtual engagement and website testing, to support this.	Established conversations with communities are in place and IAG is being developed to meet the needs identified	Ongoing. Progress report produced annually in Autumn.

Key Performance Indicators	Current Performance	Target
Number of page views on new IAG web platform continue to grow over next 12 months.	Implementation phase over previous 9 months has seen over 150k page views.	Pending - baseline needs to be established when implementation of IAG website is complete.
Increasing and sustained levels of awareness of and satisfaction with the IAG offered by 'Find information'.	Data sources not yet identified, and no baseline established.	Pending - baseline needs to be established when implementation of IAG website is complete.

The KPIs highlighted in yellow are those of significant public interest which will be given priority attention through the reporting process for the Council Plan.

Ensuring this Action Plan remains relevant

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Council Plan Priority 2

Identifying and supporting those most in need and helping people to help themselves

Our commitment to you

We will shift the balance of support towards prevention

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Background

Our ambition is to work proactively with individuals and communities in a way which prevents the development of complex health and social care needs and reduces social and health inequalities. People will have the information they need to make decisions about their own health and wellbeing and will then be able to retain control over their day to day lives and wellbeing. This does not mean re-prioritising essential resources from our primary care services which are relied on by our residents but investing in opportunities to intervene before such services become necessary and ultimately minimise the pressure on those front-line resources over the longer term.

By way of example of the potential impact; Making the case for prevention (The Kings Fund, 2014) presented some examples of the return on investment in prevention:

- Every £1 spent on motivational interviewing and developing supportive networks for people with alcohol or drug addiction returns £5 to the public sector in reduced health care, social care and criminal justice costs.
- Every £1 spent on drugs treatment saves society £2.50 in reduced NHS and social care costs and reduced crime.
- Every £1 spent on improving homes saves the NHS £70 over 10 years.

Our recent activity:

- The Council is engaged as part of a South Gloucestershire collaborative locality leadership group and five associated Primary Care Networks. Together we will develop new joined-up governance to drive forward collaborative work.
- We have reviewed local population health data and agreed priorities for the South Gloucestershire collaborative locality leadership group.
- Our adult social care teams are aligned to GP Practices and to NHS Community Services so that we can work effectively together. These local teams work with people to find solutions to difficulties they are facing and develop individual plans which draw on local community support as well as formal services.
- Our Public Health and Wellbeing Division provides a comprehensive range of prevention programmes (focused on issues including sexual health, drugs and alcohol, mental health, healthy eating etc.) with supportive communications to raise awareness and seek to modify behaviour amongst the general public.
- We work with partners and communities to consider the wider determinants of health, including action to reduce inequalities.

In order to maximise opportunities for prevention across the wider health and care system a Healthier Together Bristol, North Somerset & South Gloucestershire (BNSSG) Population Health, Prevention & Inequalities (PHPI) programme is in place with South Gloucestershire Council Chief Executive Dave Perry as the Executive Sponsor.

The purpose of the PHPI programme is to bring together different local organisations to embed a population health approach. The group will take a forensic approach to reducing health inequalities with a focus on:

- **Prevention** – influencing local social and economic determinants of health and inequalities, and maximising opportunities for improving health e.g. screening and immunisations, cardiovascular disease prevention programmes including NHS Health Checks and stop smoking support, public mental health and wellbeing including drug and alcohol support, and actions to address wider determinants of health including domestic violence, climate change and air quality

- **Health inequalities** - reducing inequalities in health, considering socio-economic determinants and health outcomes perspectives.

The next phase is to work closely with our statutory and voluntary sector partners to develop focused local approaches that make best use of resources and have greatest impact in addressing local needs. In line with our other commitments, this includes making information and advice accessible to enable people to help themselves and to target resources to those most in need to address health inequalities.

How we will measure our success

Action	Measure of success	Delivery date
Work with statutory partners and voluntary sector partners to develop a local strategy which will support individuals with complex conditions who frequently present to services and those with higher intensity needs. This work will be informed by the population health level outcomes being developed via the Health and Wellbeing Board	Reduction in numbers of individuals with more than x (to be defined) presentations pa to A&E/ GP	Timetable to be assessed pending short-term Covid-19 implications
Work with statutory and voluntary sector partners to develop resources and networks within communities and localities, building on what worked well during the early months of Covid-19	Increased numbers of people who following assessment and short-term intervention do not need ongoing long-term social care services	Timetable to be assessed pending short-term Covid-19 implications
Develop a local strategy with statutory partners and voluntary sector partners to address the long-term impacts of increased mental health and trauma presentation across all services as a result of Covid-19.	To be developed	Timetable to be assessed pending short-term Covid-19 implications
Develop a strategy to address loneliness and isolation, specifically focusing on people living with long term conditions, carers and older people.	System measure to be agreed for work system May include GP contacts due to isolation Reduction in number of carers reporting as socially isolated (National Carer's survey)	Timetable to be assessed pending short-term Covid-19 implications
Focus prevention on CYP and families. We will do so via the Early Help Strategy.	Outcomes in Early Help Strategy	Timetable to be assessed pending short-term Covid-19 implications
The Council will identify the budget to be used for agreed prevention activities	% of budget agreed	March 2022
Develop options which will enable people to remain in their own home (or move to a different home) and reduce the need for care home admission in later old age	Reduction in the number of people who move into residential care	Timetable to be assessed pending short-term Covid-19 implications

Key Performance Indicators	Current Performance	Target
Reduction of avoidable admissions to hospital	*Officers preparing data and KPIs have been engaged in emergency Covid-19 response work and these KPIs will be revisited over coming months	
Number of people not needing long term care to follow on from short term support		
Mortality rate from causes considered preventable		
Healthy life expectancy		
Differences in life expectancy and healthy life expectancy between communities		

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Council Plan Priority 2

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Our commitment to you

We will support the most vulnerable adults to maintain and promote their independence

Background

The number of older residents is increasing, both in absolute terms and as a proportion of the population. Office for National Statistics (ONS) population projections suggest South Gloucestershire's population is set to continue its upward trend, rising to 318,400 in 2037, with the largest increases in those aged 65 and over (69%) and those aged over 85 (184%).*

South Gloucestershire is on the whole a relatively affluent area with pockets of deprivation. Nearly 18% of the South Gloucestershire population are among the 40% most deprived nationally in terms of income, and 62% of South Gloucestershire residents are among the 40% least deprived.*

The council prioritises early support to help people retain or regain their skills and confidence in living safely, healthily and independently and to prevent or delay loss of independence wherever possible. We recognise that there are significant cost and demand pressures within adult social care and our work to support vulnerable adults retain their independence will be complemented by our commitments to prevention and to improve the accessibility of our Information, Advice and Guidance offer. Further research is being conducted on the merit of growth bids which relate to supporting vulnerable adults to remain independent and reduce their need for long term care.

The council provides or commissions services to support independence and has a well-developed Occupational Therapy service that works with individuals to provide the equipment and aids to maintain independence at home. We work closely with NHS partners so people can access rehabilitation and enablement following a period in hospital or illness at home.

The model of hospital discharge introduced during the Covid-19 crisis means that assessment for long term care does not take place in an acute hospital setting, but in the person's own home or in a temporary care home placement. We saw how this provided opportunities for individuals to continue their recovery during a period of rehabilitation or enablement to build everyday life skills and thus promote their longer-term independence.

Adult Social Care staff and the Housing Lead Occupational Therapist work closely with private sector housing, HomeChoice, and local housing providers to promote housing that supports independence by removing environmental barriers. This includes minor adaptations to the home, major grant funded adaptations to a person's home and encourages the incorporation of technology to support independence.

We see great potential in aligning Technology Enabled Care (TEC) with in-person support to help vulnerable people live well and safely at home. For example, during the Covid-19 outbreak, we saw increased use of Assistive technology (AT) such as smart

phones and smart speakers to support independence, helping people to stay in touch and to access community support and services. We will build on this trend, providing a source of advice and guidance for TEC at home and across other settings such as Extra Care housing.

The service is working closely with statutory and voluntary sectors partners and is looking to put in place a service offer that aligns with the model of 'hospital at home' and more accelerated hospital discharge.

How we will measure our success

Action	Measure of success	Delivery date
Adult Social Care will create a Technology Enabled Care (TEC) Hub within the service and embed consideration of TEC at all decision points about someone's care and support. The Hub will enable more people to access TEC to help them live safely and well at home. Smartphones and home management devices have been part of many people's lives for some time but we have yet to achieve the step change possible in the use of TEC to promote and sustain independence. Covid-19 has increased the use of technology to keep in touch and to access support. We will build on this trend providing a source of advice and guidance about TEC at home and across other settings such as extra care housing and supported living, Adult Social Care is working with statutory and voluntary sector partners so that we put in place a care and support offer that aligns well with NHS care at home	Number of packages of care that include TEC	September 2021
Work collaboratively with the NHS and voluntary sector partners to provide a period of recovery and enablement after discharge from hospital or crisis at home, rather than placement in a residential/nursing home.	Reduction in number of placements to residential and nursing homes.	March 2022
We will work with colleagues across the Council so that people can easily access information about healthy ageing – actions they can take and where to go for further information and support in their community. Stories of individuals positive experiences in taking action to maintain independence and being active in their community will be shared	Increasing number of 'Life examples' used to encourage others, and increasing webpage hits to view these	March 2022
The Council will work with other members of the Health and Wellbeing Board and with the committees of the Healthier Together programme so that promotion of independence and wellbeing is a partnership priority	To be discussed with Health & Well Being Board	March 2022

Key Performance Indicators	Current Performance	Target
Proportion of older people who are still at home 91 days after discharge from hospital	89%	89%
Permanent admissions to residential and nursing care per 100,000 pop aged 18 – 64 and aged 64 plus (Results to be broken down further for regular reporting)	657	600

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Our commitment to you

We will enable communities to work together to help improve their lives and address the problems that are important to them

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Background

The council welcomes the positive contribution Voluntary, Community and Social Enterprise sector (VCSE) organisations and Town & Parish Councils make to our local communities. Further, we know that by working together we achieve much more for the benefit of residents and communities than the council could in standing alone.

We provide funding for some of these bodies, work hard at maintaining relationships with them and have both an operating compact between the public and VCSE sectors and a Charter with Town & Parish Councils. In the past few years, we have twice won the national Compact award for Working in Partnership, and in 2019 were winners of Locality's national Keep It Local Award, in recognition of the council's commitment to partnership working. This provides a solid base on which to build and improve further through delivery of this action plan.

Our commitment to this is summarised in the council's adopted Keep It Local pledge:

"We believe in the power of community. That's why we understand the best way to tackle the challenges we face as an authority and create transformative local services for our residents is to Keep it Local.

This means we will work to harness the local potential that exists in our towns, villages and parishes by building strong local partnerships, sharing power and maximising local strengths.

In doing so, we can use public resources to invest in the local economy and support community capacity; and provide services which intervene early to reduce long-term costs and drive down pressure on our public services.

Recent years have seen a trend towards outsourcing services at scale, which has crowded out local community organisations. Our council aspires to a different way: to Keep it Local."

A new South Gloucestershire Deal

South Gloucestershire has a vibrant and thriving Voluntary, Community and Social Enterprise (VCSE) sector with strong leadership and a range of significant infrastructure and community anchor groups. The response to Covid-19, especially the contribution of small, informal Mutual Aid groups, demonstrates just how much people are prepared to do for each other and their communities where they have a direct concern over the topic. Many of our current arrangements involve larger, more formal groups that can feel remote from the issues people want to get involved in.

Going forward therefore, the council and our partner organisations must also recognise the strength of these informal, spontaneous groupings where people and communities have taken the lead, to help them solidify and amplify their impact for the longer term.

To do this we should create and crystallise a new relationship with the VCSE; with Town & Parish Councils; and with residents so the relative contributions and responsibilities of all parties are clear for everyone to understand. At a high-level this might be presented as a new 'South Gloucestershire Deal' which will be defined through refreshed versions of the VCSE Compact and the Town & Parish Council Charter.

To make this relationship effective we need to ensure all parts of the council understand and follow our agreed best practice, creating consistency of engagement and treatment for all parts of the VCSE and Town & Parish Councils.

Working together to overcome challenges

Many VCSE groups in South Gloucestershire are highly dependent on the council for funding. Together we have consciously sought to develop their sustainability, and although that approach has been successful, there is work we need to do to help VCSE groups be more independent.

Challenges related to Covid-19 and changes in demand and available support are placing pressure on some groups. We will work to find innovative ways of overcoming these challenges together.

VCSE Groups and Parish & Town Councils can play a major role in helping us to make an impact on the wider challenges that face us all and form the context for the Council Plan: including giving our future generations the best start in life; addressing our climate emergency; and in identifying and resolving inequality in all its forms.

We need to strengthen the support enabling our communities to identify local priorities, and to work together in a variety of ways to be able to address these issues and improve their quality of life.

Over the last five years the council has transferred 26 property assets to local community groups and organisations, enabling them to help improve health, social and cultural wellbeing; meet local needs; and create sustainable communities. We will look to continue this programme where it provides benefit and is sustainable for the groups involved. We will work with those groups to enhance their chances of success.

Our proposed approach to community conversations supports this Action Plan and builds on the stronger connections between the general public and the council, health service and other public sector bodies that have arisen in responding to Covid-19. The proposals are about deep local engagement with all aspects of our communities, enabling the council to play an active leadership role in supporting our communities, and will result in improved relationships; understanding; knowledge; and trust. This will ultimately result in tailored engagement and service delivery that is appropriate for our communities.

How we will measure our success

Action	Measure of success	Delivery date
Hold a series of community conversations based on communities of interest and place and develop a 'South Gloucestershire Deal' providing a new reciprocal understanding of roles and responsibilities and laying out joint expectations and agreement between the council and residents.	South Gloucestershire Deal adopted:	September 2021
Refresh the Town and Parish Council Charter (consistent with the South Gloucestershire Deal) and deepen the partnership between SGC and the T&PCs including working with the T&PC forum.	Revised Town and Parish Council Charter adopted. Annual report of Charter demonstrating the strength of partnership through performance indicators (to be agreed).	July 2022
Refresh the COMPACT between the public and voluntary sectors, within a new framework setting out relationships and terms and conditions of funding between these sectors incorporating lessons from Covid-19 and from the South Gloucestershire Deal.	Framework adopted.	July 2022
a) Synchronise negotiated funding of major VCSE groups (including infrastructure groups) with current contracts expiring March 2021 extended to March 2022 so all are coterminous. b) Trial a negotiated outcomes co-production version of two of these arrangements c) Review budgets in light of Covid-19 (e.g. welfare and debt advice) d) Plan a co-production process ready for April 2022 based on agreed outcomes framework and monitoring mechanisms	Negotiated programme implemented (to take effect from 01/04/2022) Agreements (including success criteria methods) operating Decision on budgets taken Process agreed, tested, implemented	December 2021 March 2022 December 2020 December 2021
Work with the Keep It Local Group to agree and implement arrangements to secure the long-term viability of key local VCSE groups of interest and place.	Implementation of agreed arrangements and number of groups still operating at end of the Council Plan	March 2021 – March 2024
Work with external equality groups and staff equality groups to improve results in the areas they have identified as most important to them (educational attainment of BAME, disabled, and SEND pupils; diversity of council management and leadership)	Pending topic identification	To be determined
Transfer to the ownership of local community groups council assets identified through local consultation (community conversations as above)	Proportion of Assets transferred to Community ownership operating sustainably	March 2022

Support communities to bring forward Neighbourhood Plans where they consider this will help them become more self-resilient and self-sustaining in the future.	Number of adopted Neighbourhood Plans	March 2024
Facilitate development of neighbourhood partnerships based on co-terminous boundaries e.g. of Primary-Care networks to deliver clear access to services with 'no wrong door'.	Proportion of South Gloucestershire with active local networks/ partnerships	March 2023
Implement longer term community conversation proposals as part of a robust community engagement and development approach where we work with communities to identify local issues and opportunities and shape local actions, building on good practice that already exists.	Frameworks, communication and conversation channels are in place and active dialogue with communities is live. Best practice is shared and helping to shape service delivery.	April 2021 onwards
Review the most appropriate civic structures to support local communities fulfilling and directly contributing to their ambition	Communities have the appropriate local governance structures to maximise their contribution and influence	2021

Key Performance Indicators	Current Performance	Target
Amount (£) brought in from external sources by VCSE groups to deliver local priorities	New indicator – methodology needed	Baseline to be set
Benefits (possibly financial) secured through preventative early intervention work.	New indicator – methodology needed	Baseline to be set
Extent to which people are involved in civic engagement (participation in democratic processes, consultations and activism). People's involvement in social action to, for example, - improve or create a new service/amenity - stop the closure of a service/amenity, or - organise a community event.	New indicator(s) to be assessed through surveys	To be developed
% residents actively involved in their local community	23%	46%
% residents doing more in their community than they did last year	14%	28%
% residents who believe they can influence what happens in their community	16%	32%
Extent to which people take part in formal volunteering	29% of residents had volunteered in local organisations at least once a month over the last year (Viewpoint 2020)	40%

Proportion of Assets transferred to Community ownership that are operating sustainably	In development	80%
Number of adopted Neighbourhood Plans	0	5

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Action Plan 11

Council Plan Priority 2

Identifying and supporting those most in need and helping people to help themselves

Our commitment to you

We will ensure that people feel safeguarded and supported in our care, at home and in their communities

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Background

Our vision for safeguarding in South Gloucestershire is that children and adults thrive, reach their full potential and live their lives safe from harm (violence, abuse, neglect, exploitation). To achieve this vision, we will work together and with local communities to improve outcomes and to ensure South Gloucestershire is a place where safeguarding is everybody's business. Arrangements to protect and safeguard individuals at home, in their communities and in our care is critical to their quality of life. We have several good practices locally but need to better join up work carried out by the Local Authority and our partners.

The safeguarding of vulnerable children, young people and young adults leaving care is the core work of Children's Social Care and there is legislation and national good practice guidance governing how we work, including strategic oversight via the Children's Partnership. Ensuring good quality and safe care is a key priority for Adult Social Care. The Local Safeguarding Adults Board helps us to maintain a strong focus on partnership working and will continue to have a role in ensuring that safeguarding in South Gloucestershire is effective.

Our response to Domestic Violence and Abuse (DVA) has been identified within the council and across our partners as a priority area to be improved. While some of our ways of working are highlighted as national best practice, we have identified improvements, which could make our contributions more effective. Our joined-up oversight of arrangements to deal with DVA in South Gloucestershire and future planning needs to be improved. As well as better supporting victims we also need to focus on breaking the cycle of offending by preventing DVA and working directly with perpetrators.

Our effective partnership working has driven down local crime rates compared to those elsewhere. The pattern of crimes and the priorities to be addressed are ever changing, for example, we had very low levels of youth knife crime three years ago, but this is now a significant concern both nationally and locally. We also need to be responsive to other emerging concerns and priorities for communities which have been heightened during the period of the Covid-19 pandemic, including tackling hate crime, easing community tensions and improving race relations.

Much of the on-the-ground work in this area is undertaken by partner organisations, but the council has a key role in supporting those partners to ensure local people live their lives safe from harm.

How we will measure our success

Action	Measure of success	Delivery date
Improve effectiveness of cross-council and partnership working to safeguard individuals and communities using all available resources and opportunities via identified priorities and planning		
Increase use of communications, particularly social media, in ensuring that the principle of safeguarding being everybody's business is embedded throughout the council and South Gloucestershire	Internal Pulse and external surveys show people are aware of safeguarding; what the council does and their responsibilities, and how to discharge them.	April 2021
Promote a shared and consistent understanding across South Gloucestershire about circumstances which should be reported as a safeguarding concern, so that the right information gets to the right people and a prompt response made	Percentage of referrals made which reach the threshold for intervention.	July 2021
Share learning from Child Safeguarding Practice Reviews and Safeguarding Adults Reviews with each organisation and test the impact of this learning	Mutli agency audits show policy and practice have been amended in line with learning points.	July 2021
Ensuring we are enabling support at the right time, in the right place, in the right way, for all our children and young people, particularly via our Early Help services, our Access and Response Team (ART) and our Care Leaving service		
Implement a new partnership programme to support children and families where there is a risk of exploitation to ensure all professionals supporting young people understand contextual abuse and how to develop clear pathways to support them. Review how the Adult Safeguarding framework is used to support and protect young people aged 18+ at risk of or who are being exploited.	Pathway introduced 11/2020 and reviewed 5/2021 and 6 monthly thereafter.	Nov 2020
Implement support to all children and young people, via a multi-agency and cross council approach, to meet any identified need as a result of the impact of Covid-19	Multi agency group to design and deliver trauma informed training for staff and support for young people.	Oct 2021
Reviewing the quality of response to safeguarding adults referrals both at home and in a care setting		
Develop approaches and pathways across the council and with partners for addressing risks to well-being and safety where the criteria for a statutory safeguarding enquiry is not met	• Initial new partnerships and pathways established • % of people who report feeling safe in their home and their community	April 2021 Annual Survey
Review staffing to ensure we have the right number of staff to effectively meet need in the context of Covid-19	Team arrangements agreed and training programme in place.	April 2021

Establish an effective Domestic Violence and Abuse Partnership Board and drive forward improvements to ensure effective delivery of services to both victims and perpetrators		
Commission services for victims, including Safe Accommodation Services (Refuge) which are accessible to all	Provision per 100,000 or National standard met / exceeded	April 2023
Agree and implement new Multi-Agency Risk Assessment Conference (MARAC) arrangements to support high risk victims of domestic abuse	A reduction in repeat victimisation rate following revised Multi-Agency Risk Assessment Conference (MARAC) arrangements for vulnerable victims of domestic abuse	April 2021
Introduce national DRIVE domestic abuse perpetrators programme	A reduction in number of repeat DVA offences carried out by perpetrators	April 2021
Review the patterns of crime, disorder and community tensions and use this information to prioritise actions		
Actions to be agreed and published annually in line with results of the review	Recorded levels of priority crimes remain below national, South-West and Avon and Somerset averages and public confidence in feeling safe is increased	January 2021

Key Performance Indicators	Current Performance	Target
Percentage of safeguarding referrals made which reach the threshold for intervention.	To be confirmed	To be confirmed
Percentage of people referred who achieved the outcomes identified at outset	To be confirmed	To be confirmed
Repeat victimisation rate following a Multi-Agency Risk Assessment Conference for vulnerable victims of domestic abuse	12%	28% – 40% (This is a national target which assumes 28% as a minimal threshold)
Reduction in number of repeat DVA offences carried out by perpetrators on the DRIVE programme.	No figures available - new scheme to be introduced	To be confirmed
Total recorded crimes per 1,000 population	61.2 crimes per 1,000 residents, which was lower than the national, South-West and Avon and Somerset averages	Recorded levels of priority crimes remain below national, South-West and Avon and Somerset averages

Percentage of residents who agree Police and other public services are successfully dealing with crime and anti-social behaviour in the local area	39% (figure for 2018/19)	42%
Percentage of residents feeling safe outside in the local area	80% (figure for 2019/20)	85%
Percentage of residents who feel anti-social behaviour is a problem in their area	8%	8%

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