

- To celebrate
- To watch
- Flagged as risk
- ↑ Positive DoT
- ↔ No change in DoT
- ↓ Negative DoT

Business Intelligence

Progress towards our Equality Objectives (Q3 2020/21)

Planning policies that shape inclusive growth, attract investment and secure infrastructure for healthy, mixed and prosperous neighbourhoods in a way that helps tackle the climate emergency. The housing crisis and persistent socio-economic inequalities

Projects	RAG	DoT
Engagement and consultation programme for Local Plan agreed for 2021	G	↔

More people can live independently in their own homes and communities. Young people with disabilities are well prepared for adulthood, and have a smooth transition. North Somerset is recognised as a pioneer in the use of new technology to maximise independence. Technology Enabled Care Strategy is addressing future social care challenges

Projects	RAG	DoT
Deliver North Somerset's Maximising Independence transformation programme	G	↑
Expand the shared lives scheme	A	↓
Review and update the Carers Strategy	G	↔
Improve the transitions for young people through the new Integrated Transitions Team	G	↔
Adopt and implement strategy to combat loneliness and social isolation	G	↔

Measures	Actual	Year-End Target	DoT
Overall satisfaction of people who uses services with their care and support (Adult Social Care Survey)	69.4%	>68%	↑
The number of people in permanent care home placements age 65+ remains stable	769	875	↔
The number of people in permanent care home placements age 18 - 64 remains stable	198	204	↔
The number of young people and adults placed in supported accommodation	542	tbc	↑
The number of shared lives placements	91	96	↑
The percentage of adult social care users who have as much social contact as they would like (18+ years) (Adult Social Care Survey)	47.7%	43%	↑

Children and young people gain the knowledge and skills they need to flourish as adults. More children with special educational needs attend local schools

Projects	RAG	DoT
Implement the Specialist and Alternative Education Provision review, including expanding local SEND provision	A	↔

Measures	Actual	Year-End Target	DoT
The number of new SEND school places to be commissioned in the next five years based on agreed capital schemes	20	20	↑

Outcomes for Care Leavers are improving and young people who have been looked after are consistently well supported through to independence

Projects	RAG	DoT
Recommission supported accommodation for care leavers	G	↑

Measures	Actual	Year-End Target	DoT
The percentage of care leavers who are EET (in education, employment or training) (aged 19 - 21 years)	44%	>65%	↔
The percentage of care leavers who are EET (in education, employment or training) who are education / work ready (aged 19 - 21 years)	56%	>70%	↔
The percentage of care leavers who are in suitable accommodation	89%	>90%	↔

A range of strategies and initiatives are in place which together will reduce inequalities over the long term, including action plans for areas ranked in the 10% most deprived in England. Outcomes for those with the poorest life chances have begun to improve

Projects	RAG	DoT
Analyse the factors causing some small areas to have persistent high levels of deprivation and develop action plans with partners to address them	G	↑
Area Based Action Plans in place by 2021	G	↑

Measures	Actual	Year-End Target	DoT
The percentage of adults classified as overweight or obese	62.1%	<61%	↑
The percentage of physically active adults	71.1%	>72%	↔
Maintain the number of four-week smoking quit	267	>400	↓
The number of children and families open to Early Help and CSC where domestic abuse is the predominant factor <small>(note: figures currently do not include Early Help)</small>	276	n/a	n/a
The number of contacts referred to Children's Social Care where domestic abuse is the predominant factor	343	n/a	n/a
Child Poverty indicator: The percentage of children in child poverty in the most deprived areas	22.0%	n/a	↔
KS4: The gap between FSM and Non-FMS Attainment 8 score	15.4	<15.8	↑

More residents have basic digital skills and can take advantage of national programmes to improve broadband speeds and roll out 5G

Projects	RAG	DoT
Updated Digital strategy in place by 2021	A	↔

Measures	Actual	Year-End Target	DoT
The percentage of interaction channels shifted to digital	33.0%	60%	↔
The percentage of customers satisfied with online services	35.0%	40%	↓

A menu of opportunities for residents and communities to engage at a level which suits them best. Wide-ranging informative and accessible communications with residents. Consistent, timely and good quality engagement in decisions, service design and financial planning. Best practice has become common practice

Projects	RAG	DoT
Adopt and deliver Employment and Skills strategy	G	↔
Deliver an employment gateway for those accessing employment or skills support	G	↔

Measures	Actual	Year-End Target	DoT
The percentage of adults with learning difficulties in paid employment	8.7%	10%	↔
The percentage of adults in contact with secondary mental health services in paid employment	12.2%	10%	↔

The Council is recognised as a good employer. It gets the most from its staff and has the right people and skills to deliver its objectives. Plans are in place to address any workforce challenges.

Projects	RAG	DoT
Refresh staff values and behaviours framework	completed	
Seek renewal of Disability Confident Leader Status	G	↔
Develop new People strategy, aligned to the new Corporate Plan	A	↓
Review appraisal process	A	↓
Review and refresh learning and development offer across whole organisation	A	↓

North Somerset's residents enhance their skills and benefit from economic growth, demonstrated by increased levels of economic resilience and inclusion in our communities

Projects	RAG	DoT
Develop and implement a whole organisation Engagement and Consultation strategy	A	↔
Review Communications strategy	A	↔

Key Projects

Project	Overall RAG	Progress made as at Quarter 3
Engagement and consultation programme for Local Plan agreed for 2021	GREEN	Consultation on Choices for the Future concluded in December 2021. Responses being assessed prior to engagement with Councillors to agree preferred spatial strategy.
Deliver North Somerset's Maximising Independence transformation programme	GREEN	The vision for Adults' Support & Safeguarding has been fully embedded and is now being demonstrated in new ways of working including increased resolution in Single Point of Access and the majority of care act assessments being undertaken remotely and by way of zoom, FaceTime and teams' meetings. Strengths based assessment training is being undertaken as is defensible decision making and this is being reflected in the outcome of assessment where we are seeing more use of family connections and the community and voluntary sector. The use of technology and telecare is also increasing.
Expand the shared lives scheme	AMBER	The expansion of the shared lives scheme has been significantly delayed by Covid - the ability to recruit / monitor / train new carers and implement new initiatives has been hard during the pandemic because of the restrictions. Despite this a few new placements have been made; but there is further work to undertake to understand the referral numbers from operational teams which are currently low - either as a result of the pandemic, or because the service offered does not match the current need profile. The service has not reduced during the period and remain steady with some small growth.
Review and update the Carers Strategy	GREEN	The Strategy Group has been set up and has good engagement from a wide range of stakeholders. Engagement has started with carers to ensure co-production. Strategy will be linked to NHS Long-Term Plan and NHS England Carers Partnerships Manager is supporting with this. Strategy will also link to P&C's Social Isolation and Loneliness Strategy.
Improve the transitions for young people through the new Integrated Transitions Team	GREEN	Staff in adult care transitions team were used in a different way during the 2020 Covid lockdowns and this delayed some of the work. The team is now fully back in place and has clear overview of the cases being referred from children's services and planning these for transition at the age of 18 into adult social care. Further work does need to be undertaken with children's colleagues to ensure all potential transitions to adult social care are captured.

Project	Overall RAG	Progress made as at Quarter 3
Adopt and implement strategy to combat loneliness and social isolation	GREEN	Minor delay fulfilling all strategy recommendations as they stand, due to pandemic. However, the development of the North Somerset Together Network and the North Somerset Wellbeing Collective (locality partner via CAB) has opened other community led avenues that have taken the recommendations forward in a more community engaged/progressive, person centred way. Also, the continuing development of NHS and Council Social Prescribing services, together with the Council's Wellness service (akin to social prescribing in the way it works with clients) and the Personalisation agenda, has continued to provide a wider range of preventative services - Face2Face and digital to reduce social isolation and loneliness. We have working links with Carers strategy/services and Public Health-Mental Health initiatives as these are priority groups. So, minor delay has been fortuitous.
Implement the Specialist and Alternative Education Provision review, including expanding local SEND provision	AMBER	All projects, with the exception of Baytree, have been delivered or are on track. Awaiting external approvals, which are having a significant impact on the project's delivery.
Recommission supported accommodation for care leavers	GREEN	The plan is to work differently with existing providers remodelling services to meet need. Through existing spot contracts to deliver good quality services, with good outcomes for young people based in a holistic model of need. Underpinned through continuous planning with operational colleagues.
Analyse the factors causing some small areas to have persistent high levels of deprivation and develop action plans with partners to address them	GREEN	Continued pandemic response pressures has limited capacity to review factors and develop evidence-based recommendations to tackle inequalities. The North Somerset Health and Wellbeing Strategy and Action Plan development has progressed using Council and external stakeholder staff. This includes reviewing intelligence about higher needs in some communities, potential priority actions and methods to achieve change, including collaboration with the voluntary and community sector.
Area Based Action Plans in place by 2021	GREEN	Paper being brought to CLT on 3 February 2021 to agree revised timeline for strategy and action plan with the aim of publication in July 2021. This will also be presented to the Health and Wellbeing Board on 18 February for agreement.
Adopt and deliver Employment and Skills strategy	GREEN	Strategy adopted; delivery is in progress.
Deliver an employment gateway for those accessing employment or skills support	GREEN	Funding successfully secured and delivery started. Project renamed to Opportunity North Somerset, focusing on creating employment hubs across North Somerset.

Project	Overall RAG	Progress made as at Quarter 3
Develop and implement a whole organisation Engagement & Consultation strategy	AMBER	The new Business Insight, Policy and Partnerships service is under review to ensure resources are available across the service for all areas of work. Consultation and Engagement is being picked up as part of that. Once a resource is confirmed an initial priority will be to develop the engagement and consultation strategy.
Review Communications strategy	AMBER	Focus on pandemic comms meant strategy development slipped in 2020. Draft strategy developed which now needs reframing to reflect revised corporate plan in light of pandemic. Despite this regular engagement on comms strategic approach happening with Exec. Members and CLT.
Updated Digital strategy in place by 2021	AMBER	Meeting to take place the week commencing 25 January 2021, to pull together content gained from services.
Refresh staff values and behaviours framework	completed	Completed.
Seek renewal of Disability Confident Leader Status	GREEN	Work not yet commenced on re-accreditation.
Develop new People strategy, aligned to the new Corporate Plan	AMBER	Work not yet commenced on re-write, development as of Quarter 4.
Review appraisal process	AMBER	Work not yet commenced on re-write, development as of Quarter 4.
Review and refresh learning and development offer across whole organisation	AMBER	Work not yet commenced on re-write, development as of Quarter 4.

Reportable Measures

National benchmarking data is intended to provide a comparison of local data against the latest national data wherever possible. Where the data has not yet been published the latest available data has been given.

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
The number of refugee households resettled	n/a					2		n/a	Local measure
The percentage of settings with positive CQC inspections	71.7%					80%			Local measure
The number of social prescriptions	n/a					tbc		n/a	Local measure
The value of social prescriptions	n/a					tbc		n/a	Local measure
Overall satisfaction of people who uses services with their care and support (Adult Social Care Survey)	68.1%	69.4%				>68%	Green	n/a	England, 64.3% South West, 67.1%
The number of people in permanent care home placements age 65+ remains stable	875	782	768	769		875	Amber	n/a	Admissions to residential and nursing care homes per 100,000 NSC, 594.5 England, 599.5 South West, 617.8

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
The number of people in permanent care home placements age 18 - 64 remains stable	204	198	194	198		204	Amber	n/a	Admissions to residential and nursing care homes per 100,000 NSC, 17.5 England, 16.1 South West, 28.4
The number of young people and adults placed in supported accommodation	n/a	384	455	542		tbc		n/a	Local measure
The number of extra care housing schemes	tbc					tbc		n/a	Local measure
The number of shared lives placements	91	85	88	91		96	Amber	n/a	Local measure
Social isolation: the percentage of adult social care users who have as much social contact as they would like (18+ years) (Adult Social Care Survey)	43.1%	47.7%				>43%	Green	n/a	England, 45.9% South West, 46.6%
The percentage of care leavers who are EET (in education, employment or training) (aged 19 - 21 years)	46.5%	37.0%	43.0%	44.0%		>65%	Amber	41 / 93	England, 53% South West, 53%
The percentage of care leavers who are EET (in education, employment or training) who are education / work ready (aged 19 - 21 years)	63.9%	51.5%	55.0%	56.0%		>70%	Red	41 / 73	
The percentage of care leavers who are in suitable accommodation	93.5%	88.0%	88.0%	89.0%		>90%	Green	82 / 92	England, 85% South West, 85%

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
Child Poverty indicator: The percentage of children in child poverty in the most deprived areas	22.3%			22.0%		not targeted		8,540 children	England, 31.0% South West, 25.0%
Citizens Panel: The percentage of residents who agree that they will have enough money, after housing costs, to meet basic living costs	n/a					Baseline year			Local measure
Healthy life expectancy at birth (male)	65.5					>65.0 (south west average)		n/a	England, 63.4 South West, 65.0
Healthy life expectancy at birth (female)	65.2					>65.3 (south west average)		n/a	England, 63.9 South West, 65.3
Inequality in life expectancy at birth (male)	9.7					<7.4% (south west average)		n/a	England, 9.5 South West, 7.4
Inequality in life expectancy at birth (female)	9.6					<5.7% (south west average)		n/a	England 7.5 South West, 5.7
The percentage of adults classified as overweight or obese	66.4%	62.1%				<61%	Amber	n/a	England, 62.3% South West, 61.3%
The percentage of physically active adults	71.1%	71.1%				>72%	Amber	n/a	England, 67.2% South West, 71.8%
Maintain the number of four-week smoking quit	531	105	190	267		>400	Green	n/a	Local measure

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
EYFS: The gap between FSM and Non-FMS achieving at least the expected standard in all ELGs	22.0%			DNA		<22%	DNA	n/a	England, 17% South West, 22%
KS1: The gap between FSM and Non-FMS achieving the expected standard (reading)	20.0%			DNA		<20%	DNA	n/a	England, 18% South West, 19%
KS1: The gap between FSM and Non-FMS achieving the expected standard (writing)	24.0%			DNA		<24%	DNA	n/a	England, 19% South West, 22%
KS1: The gap between FSM and Non-FMS achieving the expected standard (maths)	20.0%			DNA		<20%	DNA	n/a	England, 17% South West, 20%
KS2: The gap between FSM and Non-FMS achieving the expected standard (combined)	30.0%			DNA		<30%	DNA	n/a	England, 21% South West, 24%
KS4: The gap between FSM and Non-FMS Attainment 8 score	15.8			15.4		<15.8	Green	n/a	England 13,.8 South West, 16.3
The number of children and families open to Early Help and CSC where domestic abuse is the predominant factor (note: figures currently do not include Early Help)	n/a	341	303	276		not targeted		n/a	Local measure
The number of contacts referred to Children's Social Care where domestic abuse is the predominant factor	n/a	445	308	343		Not targeted		n/a	Local measure
The number of new SEND school places to be commissioned in the next five years based on agreed capital schemes	18	18	18	20		20	Green	n/a	Local measure

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
The percentage of adults with learning difficulties in paid employment	14.0%	8.8%	8.95%	8.7%		10%	Red	tbc	England, 5.6% South West, 5.4%
The percentage of adults in contact with secondary mental health services in paid employment	11.0%	13.7%	11.3%	12.2%		10%	Green	tbc	England, 9% South West, 11%
Citizens Panel: The percentage of residents who have trust in North Somerset Council	n/a					Baseline Year			Local measure
Engagement measure: The number of consultation engagements	n/a					Baseline Year		n/a	Local measure
Engagement measure: The number of social media engagements	n/a					Baseline Year		n/a	Local measure
Citizens Panel: openness measure	n/a					Baseline Year			Local measure
Citizens Panel: the percentage of residents asked to what extent do you think North Somerset Council acts on concerns of local residents	n/a					Baseline Year			Local measure
Citizens Panel: The percentage of residents who agree that North Somerset Council keeps residents informed about the services and benefits it provides	n/a					Baseline Year			Local measure
Staff Survey: The percentage of staff who recommend the council as an employer	55.0%					>55%			Local measure

Measure	Year End 2019/20	2020/21				Year-End Target	Predicted Year-End Status	Numerator / Denominator	National benchmarking
		Q1	Q2	Q3	Q4				
Reduce the gender pay gap	n/a					tbc			Local measure
Disability Confident Leader Status maintained	Maintained					Maintained		n/a	Local measure
Staff Survey: The percentage of staff who agree that there is equality of opportunity for development	73.0%					>73%			Local measure
The percentage of interaction channels shifted to digital	DNA	DNA	34%	33.0%		60%	Amber	n/a	Local measure
The percentage of customers satisfied with online services	38.0%	27%	40%	35%		40%	Red	n/a	Local measure
Citizens' Panel: The percentage of residents with digital skills	n/a					Baseline Year			Local measure