



How are we doing?

It's time to judge how your Council has performed

Every year, the Council should explain to its residents how it has performed. We do this by measuring what we have achieved against specific targets that were set 12 months ago. This report shows how we performed against some of these targets.

Behind the facts and figures are thousands of real-life stories about local people. This performance report helps to demonstrate how our services help change people's lives. We are proud the Audit Commission has judged that overall we 'perform

well' and provide good services with 'promising prospects, which will continue to improve'.

However, due to the state of the national public sector deficit and government cuts it is clear there will be challenging times ahead and that tough decisions will have to be made when it comes to prioritising services. We are keen to avoid any impact on frontline services, but where external grants are withdrawn or reduced there will inevitably be some changes to these services.

Changing Lives together

Every day we are striving to make Bath and North East Somerset an even better place to live, work and visit. We support thousands of people to change their lives through the services we provide.

These are the main challenges of our Changing Lives campaign:

- Improving the availability of affordable housing
- Addressing the causes and effects of climate change
- Building communities where people feel safe
- Improving school buildings
- Promoting the independence of older people
- Sustainable growth
- Improving the life chances of children and young people
- Improving transport and public spaces

To watch Changing Lives stories on video, visit: www.bathnes.gov.uk/changinglives

Can we fight climate change?

Pensioner Lin Patterson from Bath enthusiastically recycles all her rubbish. "I recycle all my plastic, glass, tin and paper. I also compost uncooked food, I use a water butt and take things to the recycling depot," she says. "Climate change is happening. By recycling we're able to reduce the effects and the Council makes it so easy for us."

How did we do?

- ✓ 100,400 kilowatt hours of electricity were saved last year by using energy-saving equipment in Bath Central Library and Avon Street car park.



More than 560,000 vehicles visit the Council's three household recycling centres every year, reducing landfill waste and reducing harmful greenhouse gases.



How did we do?

- ✓ 96% of our area did not have a litter problem; the target was 93%.
- ✓ 100% of abandoned vehicles are removed within 24 hours; the target was 90%.

Can we improve transport and public spaces?

Sally from Bath was hit by a car while crossing the road outside her secondary school. A new crossing was built there as part of the Council's campaign to make all our children's journeys to school safer. "Crossing the road was difficult after the accident because I kept thinking I'd be hit again but now we have the crossing it's much easier," says Sally.

100% of schools now have a travel plan setting out how they intend to increase sustainable transport use for school journeys.

Can we improve children's lives?

If parents aren't able to care for their children, the Council uses 60 fostering households to look after approximately 145 children. Carey and Andy Meredith from Salford have fostered for three years. "I won't pretend it's easy," says Andy. "You see them come into care in terrible states but the way they develop with nurturing and caring makes it the most rewarding thing I've ever done."

How did we do?

- ✓ The Council continues to review 100% of child protection cases within required timescales. We have hit our target since we started reporting in 2003/4.
- ✓ 75% of 19 year olds who had been in Council care are now in education, employment or training, meeting the 75% target.
- ✗ 95% of our schools are accredited with 'Healthy Schools' status – not quite meeting our target of 97%.

2,107 children aged under four have been helped in the past year by one of Bath and North East Somerset's nine children's centres.

Watch these real-life stories on video to find out more about these

Can we help older people?

Mavis Godsell, 79, from Farmborough, had a long stay in hospital after falling at home. The Council's Home Care Plan helped Mavis quickly regain independence. "They certainly put me back on the road to recovery," she says. "The girls were absolutely wonderful." Council Home Care Teams help more than 250 people a year regain living skills and confidence after stays in hospital.



How did we do?

- ✓ 147 people completed the Passport to Health fitness scheme promoting independence for the elderly. The target was 82.
- ✓ 201 people joined physical activities on the Get Active Scheme (target 200).
- ✓ 3,461 people aged 60 and above completed learning courses – well above the target of 2,300.
- ✗ The proportion of older people getting rehabilitation care like Mavis was slightly below target at 89.6%. The target was 91%.

Our Home Care Team help more than 250 people a year regain daily living skills and confidence following, for example, a hospital stay.



How did we do?

- ✓ 151 affordable houses were provided this year – an increase of 36% on last year. Our target was 115.
- ✓ The Homefinders Scheme helped 94 households hold tenancies for six months or more. The target was 90.

369 extra affordable homes were made available to families in the last three years.

Can we help people find homes?

After an accident, Radstock resident Richard Sheridan became very ill, his marriage broke down and he lost his home. "I ended up on the street," he says. The Council's Homefinders Scheme helps homeless people find private rented accommodation. They provided Richard's deposit and advance rent. "They gave me self-respect again. You cannot put a price on that," he says.

Can we improve school buildings?

Mum Jo Bayliss says new school buildings at Fosse Way School helped her daughter: "Georgina was very anxious before and didn't feel she fitted in. But new school buildings motivate children. Now Georgina has made friends and made fantastic progress."

How did we do?

- ✓ 2,159 children are being taught in five brand-new schools with state-of-the-art teaching facilities built by the Council in the last five years.
- ✓ Following building improvement work, 3,106 secondary school children enjoy better sports facilities and improved teaching areas.



A brand-new £27-million school opened at Writhlington this year. It includes state-of-the-art facilities for more than 1,200 pupils.

There is still room for improvement

This annual report shows how we are performing against our local priorities for improvement. While our overall progress is good, there are some targets we did not meet, these include:

- 16 to 18 year olds not in education, employment or training: 4.3% against a target of 4%. We are performing well nationally against this particular target.
- Proportion of adults on probation who have re-offended within three

months: 18.5% against a set target of 17.6%.

■ Achieving independence for older people once discharged from hospital: 89.6% against a target of 91%.

We will continue to work with our partners to improve our results, particularly in these areas.

Residents are able to read more detailed information about action we are taking to improve our results over the next two years on our website.

Go to www.bathnes.gov.uk and look for Service Plans in the Performance part of the Council and Democracy section.



How did we do?

- ✓ The area's robbery rate has fallen this year to eight crimes per 1000 people. It was just under 12 last year.
- ✓ In cases of domestic violence dealt with by the Council, the proportion of repeat incidents was 26.3%.
- ✗ There were 512 assaults linked to alcohol.

Can we make people feel safer?

Lisa Brown from Bath was a victim of domestic violence; however, she turned her life around thanks to Southside, backed by the Council. Lisa says: "I was very lonely; I was scared. Southside gave me very good support and never judged me. They were always there for me. Now I'm a stronger person." Each year Southside helps more than 300 cases such as Lisa's.

Each year over 300 adults and children at risk of domestic violence contact Council-supported services for help.



How did we do?

- ✓ 201 businesses in the Creative Industries and ICT sectors were intensively assisted (target 200).
- ✓ 122 businesses were intensively assisted in Norton Radstock. Our target was 81.
- ✓ 63.01% of major planning applications were decided within 13 weeks. Our target was 60%.
- ✓ 65.6% of minor planning applications were decided within eight weeks. Our target was 65%.
- ✗ 77.64% of 'other' planning applications were decided within eight weeks. Our target was 80%.

Can we help local businesses to grow?

Malcolm Ricks was unemployed and in financial difficulty when the Council's business partners, GWE Business West and Business Link, stepped in to help him to set up a business. "It was absolutely marvellous," he says. "Within an hour they'd really inspired me. Now I have several regular customers for my gardening work, including Iford Manor.

"My self-esteem and motivation are 200 times stronger than they were."

Last year the Council provided advice and support to 80 new business start-ups and training to 200 local businesses.

Are we providing Value for Money?

Value for Money is about spending well, spending wisely and, whenever appropriate, spending less. To this end, we believe that we are an authority that delivers strong value for money to its residents.

When judged against other unitary authorities Bath & North East Somerset Council has the fourth lowest spend per head nationally, and performance is well above average for most services and among the best for key services such as those for Children & Young People.

What does this mean for you exactly?

Here are some specific examples of how we have performed well for modest investment:

1. Our results at GCSE are consistently excellent, with almost two thirds of our pupils achieving A*-C grades or equivalent including English and Maths, whilst funding for our schools is in the lowest third of all councils. We also have one of the lowest rates of persistent absence in the country.
2. In terms of road safety, Bath and North East Somerset has low accident figures for both adults and children. This has been achieved by raising awareness and developing strategies for using the road safely, all achieved with a lower than average spend.
3. Residents are successfully being offered and supported to take up flexible, personalised services, such as home care and direct payments. Our customers, such as Mavis, are extremely satisfied with our performance which is amongst the best in the country.
4. Finally, we are very proud that 91% of Bath and North East Somerset residents are 'satisfied' or 'very satisfied' living in their community and with the wider environment (Area Assessment 2009).

| Services we provide | B&NES spending | UK average |
|---|----------------|------------|
| Adult Social Care | £303.00 | £302.00 |
| Children's Services (excluding schools) | £259.01 | £301.53 |
| Culture & Sport | £105.87 | £99.78 |
| Environmental Services | £80.82 | £79.27 |
| Housing & Council Tax | £50.34 | £67.86 |
| Benefits Administration | £203.29 | £168.99 |

Source: Audit Commission Value for Money Profile 2008/2009