

# END OF MARCH (Q4 18/19) CORPORATE PERFORMANCE CABINET REPORT



**SOMERSET**  
County Council



## Our Vision 'Improving Lives'



### The County Council Vision

Our Vision is all about improving lives by creating:

- A thriving and productive County that is ambitious, confident and focussed on improving people's lives.
- A County of resilient, well-connected and compassionate communities working to reduce inequalities.
- A County where all partners actively work together for the benefit of our residents, communities and businesses and the environment in which we all live.
- A County that provides you with right information, advice and guidance to help you help yourself and targets support to those who need it most.

### Business Plan

Our Business Plan explains how we will work towards this Vision over the next three years.

The Business Plan contains four strategic outcomes that show what the Council will focus on to deliver its Vision and improve lives. Beneath each strategic outcome sits four key priorities and a range of activities. By lining up these activities, priorities and strategic outcomes with the Vision we can plan ahead, monitor progress and above all ensure that we are working within our financial means.

To view our interactive online business plan please go to [www.somerset.digital/businessplan](http://www.somerset.digital/businessplan)

### Meeting the Council's challenges: sustainability, quality and focus

Underpinning the four strategic outcomes is the fact that the Council must be confident and capable if it is to deliver the Vision and Business Plan. These organisational priorities fall into three broad categories and a set of activities that will equip it to deal with the challenges, and grasp the opportunities, ahead. The Council will use them to develop and deliver its service plans and thereby underpin the outcomes in the business plan.

***Our Vision sets out what we want for Somerset.  
Our Business Plan explains how we will achieve this.***

## Our Vision 'Improving Lives'



### Outcome 1

A county infrastructure that drives productivity, supports economic prosperity and sustainable public services

#### Key Priorities

- Ensure that the Council is financially sustainable
- Enable economic and housing growth
- Create the climate for enterprise and innovation that businesses need to grow and collaborate.
- Deliver the Heart of the South West Productivity Strategy and influence the local Industrial Strategy for the benefit of Somerset.



### Outcome 2

Safe, vibrant and well-balanced communities able to enjoy and benefit from the natural environment

#### Key Priorities

- Support development of stronger communities including working with them to increase their resilience.
- Work with partners and communities to protect and enhance the environment, manage our water better and produce less waste.
- Make sure that Somerset remains a safe place to live, work and visit.
- Support and promote enjoyment of Somerset's heritage, culture and natural environment



### Outcome 3

Fairer life chances and opportunity for all

#### Key Priorities

- Tackle inequalities and poor social mobility across Somerset so everyone can realise their potential and give more to our economy and society.
- Maintain the Council's focus and commitment to make Somerset a place where all children are healthy, safe, and have good physical and emotional wellbeing.
- Ensure all children in Somerset have access to high quality schools, high quality educational, professional and support services, teachers and leadership teams.
- Equip Somerset's workforce of the future with the skills they need, and enable them to aspire and achieve in Somerset's economy.



### Outcome 4

Improved health and wellbeing and more people living healthy and independent lives for longer

#### Key Priorities

- Explore, define and implement robust health and social care integration
- Focus efforts towards improving health and wellbeing outcomes, especially for those in greatest need.
- Foster an environment which promotes healthier choices and support people to take responsibility for their own health and wellbeing.
- Support people to remain independent and within their homes and communities, without formal social care support wherever possible and for as long as possible.

Meeting the Council's challenges: sustainability, quality and focus

## Purpose of the Report

This report reflects the Council's ongoing progress towards the priorities laid out in the Business Plan. The measures used to support this report come from across the Council and are a subset of the measures monitored monthly by SLT.

This report sets out the key activities and measures used to check our performance for the year against the priorities we are working towards.

Further detail is given in relation to a set of business performance indicators covering finances, customer focus, and our workforce.

This report does not contain details of the numerous other activities ongoing in each service area that also contribute to delivering what is important and will make a difference to all in Somerset.




Further information about how the Council monitors and reports on performance can be found on the Council website ([www.somerset.gov.uk](http://www.somerset.gov.uk))

For any other information please contact the Planning and Performance Team at [Performance@somerset.gov.uk](mailto:Performance@somerset.gov.uk)

## Key to KPI ratings used

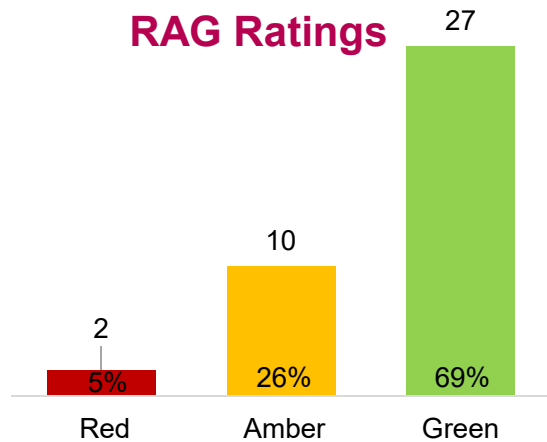
This report includes Key Performance Indicators (KPIs), where progress is assessed against targets and project updates.

Performance is shown using Performance Ratings, progress is shown in terms of Direction of Performance (DOP) through the use of arrows.

Performance Ratings	
<b>G</b>	Performance is on or exceeding target. Project is on target.
<b>A</b>	Performance is off target but within tolerance. Project requires attention.
<b>R</b>	Performance is off target and outside tolerance. Project is off target.
<b>B</b>	Metric discontinued. Project is closed.
Direction of Performance	
	Performance is improving. Project has achieved a milestone.
	Performance is steady. Project is progressing.
	Performance is declining. Project has missed or at risk of missing milestones.

# High level Summary

	RAG Rating			Direction of Performance*		
	G	A	R	↑	→	↓
A county infrastructure that drives productivity, supports economic prosperity and sustainable public services	8	4	1	2	1	0
Safe, vibrant and well-balanced communities able to enjoy and benefit from the natural environment	7	2	0	3	3	0
Fairer life chances and opportunity for all	3	1	1	4	0	1
Improved health and wellbeing and more people living healthy and independent lives for longer	9	3	0	9	1	2
<b>TOTAL</b>	<b>27</b>	<b>10</b>	<b>2</b>	<b>18</b>	<b>5</b>	<b>3</b>



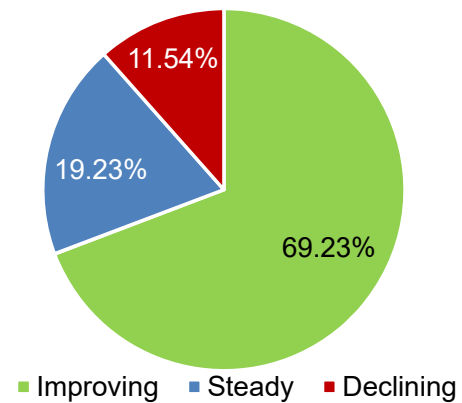
**69%**  
of measures rated as on or exceeding target



**69.23%**  
of measures rated as improving

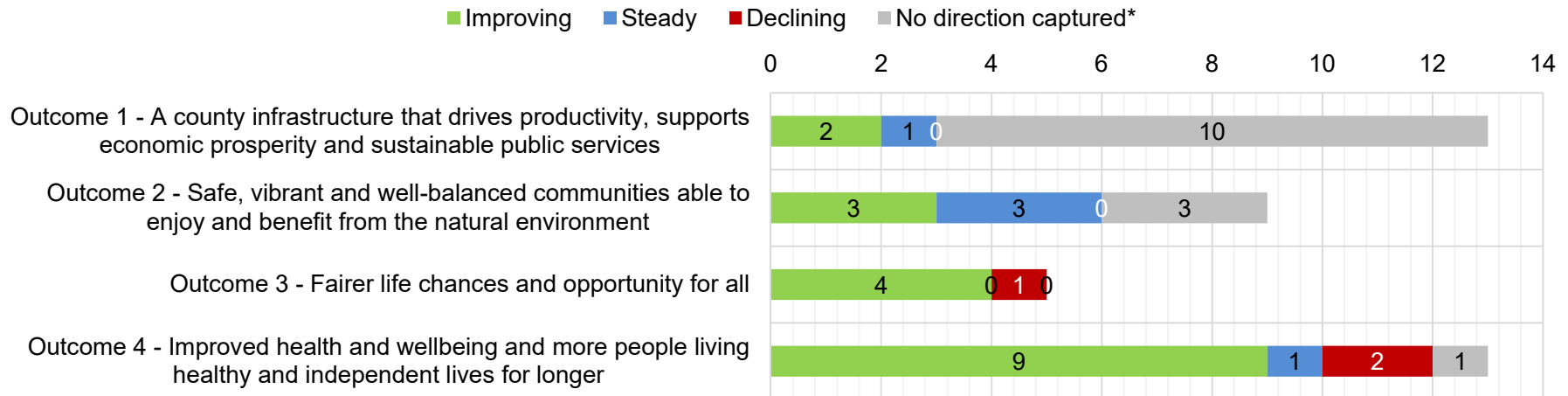
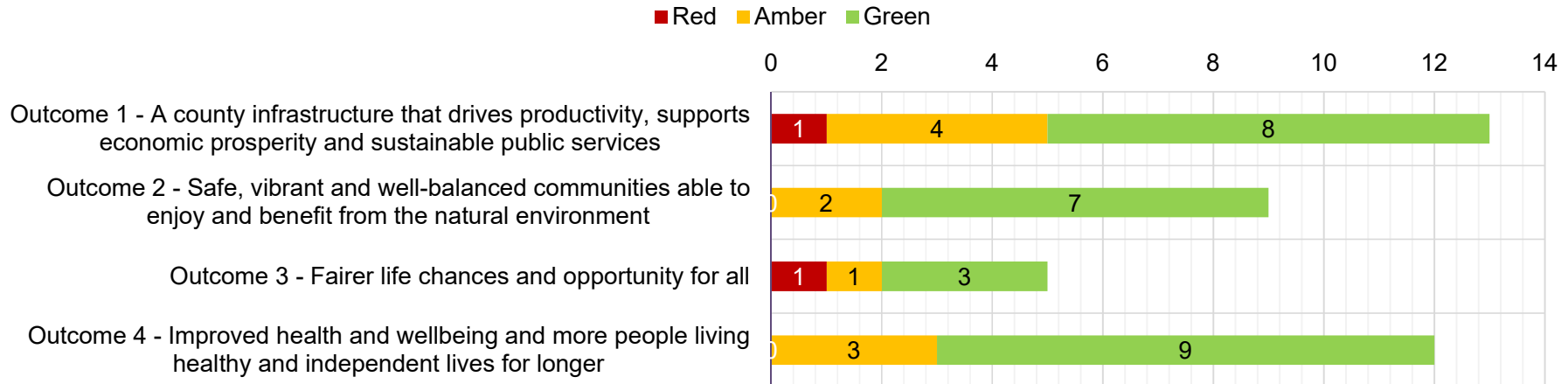


## Direction of Performance



\*Not all measures carry a direction of performance therefore total numbers will not match total number of RAG ratings

# Summary by Vision Outcomes



\*Not all measures carry a direction of performance therefore total numbers will not match total number of RAG ratings



## The Projected Delivery of the 2018/19 MTFP Proposals

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	Q2 18/19	Q3 18/19	Q4 18/20
Red Uncontrolled	£ 2,042,428 7.79%	£ 1,040,000 3.96%	£ - 0%
Red Controlled	£ 3,049,200 11.63%	£ 2,764,128 10.54%	£ 3,911,628 15%
Green	£ 7,153,692 27.30%	£ 6,328,472 24.13%	£ - 0%
Blue	£ 13,962,280 53.28%	£ 16,099,000 61.37%	£ 22,295,972 85%
	£ 26,207,600	£ 26,231,600	£ 26,207,600

- **Red (uncontrolled):** This means the saving has been identified as being at risk of delivery and plans to replace the saving have not yet been agreed
- **Red (controlled):** This means the saving has been acknowledged as undeliverable and the consequences are being managed through offsetting measures.
- **Green:** The saving is on track for delivery.
- **Blue:** The saving has been delivered.

To date 85% of the MTFP1 & 2 savings have been delivered. This leaves 15% of savings which have been absorbed via service underspends.

The Financial Imperative Programme has successfully supported the delivery of 98% of the £12.79m additional in-year savings approved by Cabinet in September 2018, by the close of the financial year.

- In addition, 72% of the adjusted original 18/19 MTFP savings (£13.42 m) approved by Full Council in February 2018, amounting to £9.72m, have also been delivered. Of the remaining 28% (£3.7m), £949k is being delivered in full in 2019/20 with budgets reduced accordingly, and the remaining £2.75m has been reset as part of the new base budget for 2019/20.
- The financial imperative approach has enabled the delivery of a balanced budget for 2019/20 with the identification and development of a further £15.1m of savings proposals as part of the 2019-22 Medium Term Financial Plan.

The Medium Term Financial Plan (MTFP) sets the funding for the County Vision and the use of those funds is then monitored throughout the year to ensure delivery of Council objectives and actions within the resources available. Any MTFP savings that are not delivered and are not replaced by mitigating proposals will impact on the overall financial position for the current year and possibly into future years.



## Embed our People Strategy

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### Next Steps:

- Finalise Delivery Plan for People Strategy, review prioritisation of initiative roll-out to complement / support the organisations Transforming Lives work. Delay in completing the plan due to conflicting deadlines. HR manager service planning session held April 2019 to focus on this.
- Upon full sign off Delivery Plan will be published and engage / communicated with staff.
- Monitor progress and provide updates via appropriate channels (both 'formal' i.e. scorecards, and 'informal' e.g. Our Somerset blogs and the like)

## Libraries Redesign

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The future of Somerset's Libraries Service was decided by Cabinet on 5 November 2018:

- 19 existing library buildings are to continue to be funded and managed by SCC
- For 13 of the remaining 15 library buildings, expressions of interest were received to take part in Community Library Partnerships.
- 9 libraries are to be managed by community organisations from 1 April. 6 of these are to continue to be staffed by Library Service Staff and 3 by volunteers
- 4 libraries are to transferred to Community Library Partnership by 1 July 2019.
- The workforce redevelopment continues with all frontline staff interviewed for the new roles in February and March.



The Connecting Devon and Somerset (CDS) programme continues with its work helping rural communities access superfast broadband across the region. The contractor Gigaclear has incurred delays which were no fault of CDS and has issued public apologies for its failures. CDS has placed Gigaclear on notice of default while requiring it to work up an updated plan for delivering on its obligations that is satisfactory to both CDS and Government and has advised Gigaclear that the situation cannot continue indefinitely.

Discussions with funders continue and in recognition of representations made by the Department for Culture Media and Sport (DCMS) and CDS, there has been positive response from HM Treasury which is finalising an agreement for a funding extension with DCMS as part of the Spending Review process.

#### **Project Update:**

- All 6 lots were awarded with 5 of the 6 lots being awarded to Gigaclear (GC) and Lot 4 awarded to Airband.
- Although project mobilisation commenced GC mobilisation was delayed and the collapse of Carillion impacted the mobilisation.
- GC continued to work with Telent (a Carillion company) and provided a mitigation plan including the appointment of a second T1 contractor - MacNicholas.
- GC was informed that the change request delivery timeline must be met to comply with funding requirements. A remedial plan was provided in March 2018 which had impact on the delivery. These proposals suggested that slippage would be corrected by June 2020.
- Gigaclear has not achieved the milestones in the revised March 2018 plans. GC has confirmed that it will not be able to make the target dates.
- Grant funders have been updated on the changes which may be required to the funding profile.
- Ongoing discussions with GC regarding the current status of the remedial plan and associated technical, financial and contractual changes which may be required. Discussions have commenced with grant funding partners who have indicated a willingness to extend funding timelines, but this is subject to assurance and treasury approval.
- Airband has commenced build and is proceeding largely on track given the later start of its contract. AB CR has now been approved and is completed.

#### **Milestones and Next steps:**

- CDS has placed GC on notice of default while requiring it to work up an updated plan for delivering on its obligations that is satisfactory to both CDS and Government.
- Discussions with funders continue.

Once these conversations have taken place agreement can be reached on the way forward.

### Completion of Colley Lane, Bridgwater

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The project is on programme and proceeding as planned. Crossways Bridge over the canal has been installed. Marsh Lane has been closed to allow works to progress adjacent to Crossways Bridge. Access for residents/businesses will be maintained over the old swing bridge until Somerset Bridge (over the River Parrett) is open to the public.

### Completion of Junction 25 of the M5

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SCC have now entered in contract with Alun Griffiths. We are working through the details of this scheme in preparation for starting in March 2019. Public drop-in events are being organised so we can meet people and go through the plans in more detail.

### Completion of Western Corridor, Yeovil

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The project continues to progress on-programme and on budget. The Westlands Through-about signalised junction was the latest phase of the project to be switched on the 7th February 2019. Work is continuing at Copse Rd, it is anticipated that that the traffic signals at the new junction will be switched on shortly w/c 25th Feb 2019. Work to construct the new retaining wall on the northern side of Preston Road (opposite Asda) is on-going, programmed for completion March 2019. A southbound road closure is currently in-situ on Western Avenue, allowing construction of the new cycleway between Lufton and Copse Road to commence. Stourton Way cycleway is largely complete.

Fibre optic communication cabling work has commenced (Lysander to Bluebell).

Night time road closure orders are scheduled to be published Feb 19, for work at Preston Road Roundabout commencing 11th March lasting approximately 6.no weeks.

**Project/Programme Update (latest position):**

Transport for the South West Peninsula is an emerging Shadow Sub National Transport Body (SSTB). It is a partnership of local authorities and other key partners and agencies. It has been convened to provide a single overview, and to engage with government, on strategic transport priorities across the region and to work towards securing the necessary investment funding. The SSTB will also develop a business case for the establishment of a statutory sub national body that will receive devolved powers from central government.

It is being recommended to the 3rd October and 8th November meetings that there is no single lead authority but that the governance roles are shared among the authorities. This is thought to better present a united front. Somerset CC is taking the lead on governance. Cornwall CC will take on the technical lead role. A set of key messages, narrative, leaflet and website are being agreed to support the formal launch in November.

It has now been agreed that the Shadow Body will be known as 'Peninsula Transport'.

**Milestones:**

19th September - Directors Meeting to approve draft constitution and collaboration agreement

3rd October - Informal Board meeting to ratify constitution and collaboration agreement and agree content of stakeholder leaflet.

5th November - all authorities formally sign off governance, collaboration agreement and budget

8th November - first formal meeting of the Shadow Board to adopt governance and budget arrangements .

Next board meeting on 3rd July 2019 which will agree prioritisation of scheme for MRN/LLM Regional Evidence base and agree approach for developing Economic Connectivity Review

**Next steps:**

Gain agreement to governance arrangements; gain budgetary approval; agree content of stakeholder leaflet . Formal adoption of the Communications and Engagement Plan at the Nov 8th meeting will lead to the start of activity, including a website and social media accounts

## Completion of Station improvements

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**Taunton Station** - The project is currently on time and on budget for delivery. A public launch event took place in early November. A contract is due to be awarded in the new year for the detailed design and construction.

**Bridgwater Station** - The project is currently on time and on budget for delivery. GWR are progressing with the development of the design.

## New Enterprise Centres

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### Project/Programme Update (latest position):

Work is ongoing to progress SCC's programme of new enterprise centres, combining work to secure external funding for schemes in the programme alongside SCC's capital investment and programme management of the delivery of these schemes. Highbridge enterprise centre phase 2 was completed in 2018 and is now available for occupancy with initial tenants secured. Funding packages are in place for phase one of new enterprise centres at Wells and Wiveliscombe but, due to costs pressures identified at the construction tender phase, the designs of both schemes have been amended and revised planning permission is being sought in both cases. We have submitted a full business case for ERDF funding for the first phase of an enterprise centre on SCC owned land in Bruton to MHCLG and are in dialogue about this.

### Milestones:

- Full business case for Bruton enterprise centre phase 1 submitted to MHCLG – November 2018
- Planning application for Bruton enterprise centre phase 1 validated by SSDC – December 2018
- Revised planning applications submitted to MDC and TDBC for phase 1 of Wells and Wiveliscombe enterprise centres – January 2019

### Next steps:

- Decisions on revised planning applications for phase 1 of Wells and Wiveliscombe enterprise centres – estimated summer 2019
- Commencement of development of phase 1 of Wells and Wiveliscombe enterprise centres – late 2019
- Completion of development of phase 1 of Wells and Wiveliscombe enterprise centres – late 2020

**SEIC phase 1:**

3000m<sup>2</sup> of flexible office, meeting and informal networking space developed on land at Woodlands Business Park, Bridgwater. Construction completed 2015. SCC procured a Management Operator to manage the Centre and provide business support services to businesses wishing to work in the low carbon energy and nuclear sector. SWMAS Ltd a consortium of Somerset Chamber of Commerce & Business West was appointed Operators of the Centre in 2016. Currently there are 40 tenants (100% occupancy) and over 100 SMEs have been provided with business support.

**SEIC phase 2:**

2000m<sup>2</sup> of flexible office, meeting and light industrial workspace has been developed adjacent to Phase 1 on the site at Woodlands business Park, Bridgwater. Funded by SCC, HotSW LEP Growth Deal and European Regional Development Funding (ERDF).

## Milestones:

- Full funding package secured. (ERDF element resilient to Brexit as Treasury financial cover is in place for the programme.)
- Construction commenced on site September 2017.
- Operator procurement event held for prospective operators in May 2018 and publication of tender being organised for spring 2019, progress has been restricted due to long term absence of commissioning manager and a frozen post but is being addressed through short term arrangement to add to capacity for this particular area. In addition interim arrangements are being put in place to respond to interest in occupancy prior to the operator being appointed.
- Construction completed and handed over to SCC end of November 2018.

## Next Steps:

- Procurement exercise underway to secure a Management Operator for both SEIC phases 2 and 3
- Centre to open Autumn 2019

**SEIC phase 3:**

Phase 3 of SEIC completes the campus of buildings to support low carbon energy innovation in Somerset. The building is planned to provide office, light industrial and demonstration space suitable for non-destruction testing, robotics etc.

## Milestones:

- Site purchased, and planning permission granted

## Next Steps:

- Submit full business case to secure Heart of South West Growth Deal funding
- Procure suitable management operator for SEIC phases 2 and 3

**Project/Programme Update (latest position):**

The project comprises development of a 2,398 m<sup>2</sup> research, design and innovation centre in Yeovil to support the aerospace and associated high-value design and engineering technology supply chains.

Funding is now in place from European Regional Development Fund and the LEP to finance the build of the centre. Work on site is due to commence in July 2019. Along side this SCC will be initiating the commissioning process for the centre operator and working closely with the LEP Leonardo Helicopters and other partners to promote opportunities arising from the centre.

**Milestones:**

- Full business case for iAero (Yeovil) Centre approved by Heart of the South West -- LEP and £3,832,785 Growth Deal 3 funding awarded subject to conditions being met December 2018
- ERDF pre-funding agreement conditions met and £3,049,240 ERDF funding agreement for the iAero (Yeovil) Centre received by SCC – January 2019
- Lease negotiations with Leonardo for site

**Next steps:**

- SCC and Leonardo Helicopters to finalise and enter into land lease agreement for iAero site – May 2019
- Construction contract between SCC and Wilmott Dixon, under the Scape Major Works Framework, to be completed – July 2019
- Procurement process to appoint an operator for the iAero (Yeovil) Centre – Estimated completion Spring 2020
- Centre build completed July 2021



The current status for this programme in Quarter 4 is AMBER. Two actions not completed sufficiently to rate the programme as completed.

**The main successes of the programme and what they achieved**

- Stronger relationship with the voluntary sector has achieved an improved partnership approach and better joint working.
- Team Around the School achieved a county wide recognition, addressing needs early and promoting partnership working.
- Advocacy for parents has become stronger due to the nature of the partnership with parent forums and groups including Somerset Parent Carer Forum.

**The areas that were not progressed as well as expected and any barriers.**

- The Local Offer, although implemented, is not as robust as required due to lack of capacity and resource. This has been agreed to take into the new Plan.
- Inclusive Communities Charter mark has not yet progressed beyond education due to lack of capacity and resource.





Programme 6 reports a status in Q4 of GREEN There has been progress in all areas of programme 6, improving staff capacity to improve outcomes for children. This is evidenced in the 2017 Ofsted Inspection of Requires Improvement. Continued improvement towards Good and beyond can be seen in the outcome of the Ofsted monitoring visit for Early help and assessment in January 2019.

### **The main successes of the programme and what they achieved**

#### **Improved permanent leadership capacity.**

- Enabled the service to make consistent and continuous improvement, embedding a learning culture so that children's needs are better understood and prioritised

#### **Improved permanent social work staffing**

- Progress has been steady in recruiting and retaining a permanent social work workforce, so children can more often build a relationship with one member of staff and tell their story once.

#### **Developed and embedded an adolescent edge of care service**

- Supporting families to care for their children at home and responding rapidly in crisis, including the use of Family Group conferencing to sustain family change.

### **The areas that were not progressed as well as expected and any barriers.**

#### **Ensuring that the emotional and mental health needs of children are appropriately addressed.**

- There is a national crisis in children's emotional health. The local partnership has not yet established an agreed and sufficiently robust shared system for assessing and responding to these needs early. This work is ongoing at a strategic level.

#### **Improve placement sufficiency and stability for children in care**

- There is some evidence over recent months of improved placement stability for children in care with the county figure for children in placement for over 2 years, now (March 19) standing at 63% compared to 56% at the same point in 2018. However, this is still significantly below the national average of 70%.
- Too many children are placed more than 20 miles from their home address due to a lack of access to appropriate fostering and residential placements in Somerset. The in house fostering service and the commissioning service continue to work with council foster carers, local providers and the Peninsular consortium to address this issue sustainably.



In 2018/19 we have:

- carried out 210 scam victim interventions and 25 scam victim visits
- taken 96 safety samples
- undertaken 275 Animal Health, Welfare and Disease Visits at Markets
- undertaken 296 Farm Visits (risk assessed using earned recognition)
- Issued 1 special safety at sports grounds certificates
- We still continue to post messages most days on social media. And we continue to release press articles and email newsletters to consumers and businesses.

Multi-Agency Risk Assessment Conference (MARAC)



<b>Description</b>	The number of high risk domestic abuse cases that are discussed as part of a MARAC process							
<b>Target</b>	450 by the end of Q4							
	<b>Q4 17/18</b>		<b>Q1 18/19</b>		<b>Q2 18/19</b>		<b>Q3 18/19</b>	
	669		611		531		471	
	G	→	G	↑	G	↑	G	↑

**Commentary and actions to be taken**

Somerset County Council is leading a multi-agency effort to transform the response to high risk domestic abuse victims. Currently, all high risk victims are referred in to a Multi-Agency Risk Assessment Conference (MARAC), a multi-agency meeting that takes place each month, however, a lengthy review and audit of this process has found that this may not always be a proportionate nor timely response. In addition, national funds for resourcing MARAC has ended, meaning that is no longer a sustainable model in its current form.

A new model has been agreed and a number of measures have been put in place to monitor the success and quality of the process. In short, the new process will enable safety planning to take place in a more flexible way, allowing the lead practitioner to decide the method for ensuring that all agencies relevant to each case, has the opportunity to participate in supporting the victim. The new model began a phased implementation in November 2018. A new specialist domestic abuse worker has started a new triage role and will soon be sat in the Multiagency Safeguarding Hub (MASH). It is envisaged that rather than having multi-agency conversations at scheduled meetings, these essential conversations will be had in the MASH and so, reducing the demand for face to face MARAC meetings which are resource intensive. The objective is therefore to see a reduction in cases that are heard at MARAC meetings.

The end of year target has been revised in Q3 2018/19 to reflect this; nevertheless, it should be noted that whilst the target aspires to see a reduced number of cases being discussed at MARAC meetings specifically, we do not wish to see a reduction in high risk cases being reported. This is measured elsewhere

### Proportion of safeguarding pathway decisions made within 2 working days (Adults)

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<b>Description</b>	Time taken between safeguarding contact being received and pathway (triage) decision being made.						
<b>Benchmarking</b>	This is a local measure. The average for 17/18 was 98.7%.						
<b>Polarity</b>	Higher is better	<b>Target</b>	95%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
100%	100%	100%	100%	100%	100%	100%	100%
G	→	G	→	G	→	G	→

#### Commentary and actions to be taken

A validation exercise was completed during September. This identified a small number of recording errors which have now been corrected. As a result of this performance for the whole year to date continues at 100%.

### Proportion of safeguarding enquiries completed within 60 working days (Adults)

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<b>Description</b>	The target is for Safeguarding enquiries to be completed within 60 working days. This measure shows the proportion of enquiries that are completed within this timescale.						
<b>Benchmarking</b>	This is a local measure. As it is a new measure this year we don't have performance data for previous years.						
<b>Polarity</b>	Higher is better	<b>Target</b>	97%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
93.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A	→	G	↑	G	→	G	→

#### Commentary and actions to be taken

Following our review of enquiry timescales we implemented an escalation process for all enquiry completions to ensure that enquiries do not exceed unreasonable timescales. This view was taken on a risk management basis with the premise that all enquiries should be completed at the earliest opportunity proportionate to the level of concern raised. It was judged that no enquiry should exceed 60 working days, with the understanding that there will be some enquiries that are outside of our control that may exceed 60 working days. Since September there have been no enquiries that have exceeded the 60 working day target.



<b>Description</b>	Increased awareness of VCSE Strategic Forum initiative via increased number of social media followers and users accessing website						
<b>Activity</b>	Actively engage with the VCSE through the Strategic Forum and website to ensure that initiatives are shaped and co-produced together						
<b>Polarity</b>	Higher is better	<b>Target</b>	Increased social media following and website users				
<b>Social Media Followers</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
	240	264	276	285	299	314	322
<b>Website Hits</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
	125	184	264	162	108	100	70

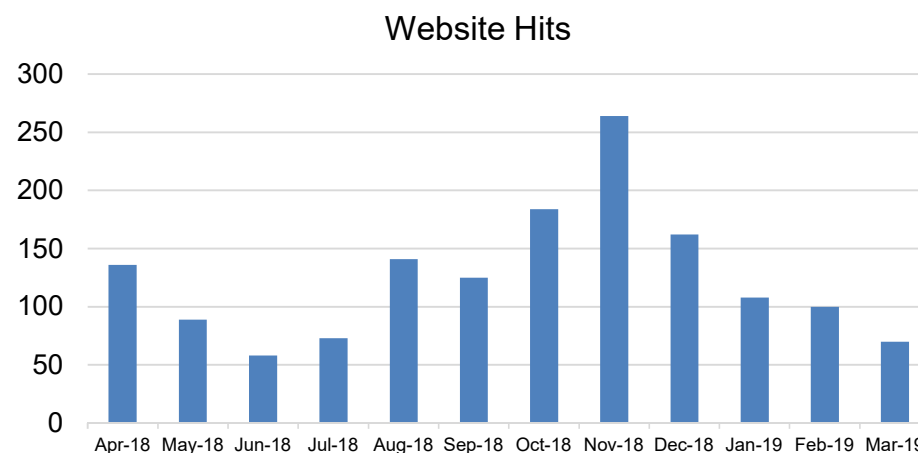
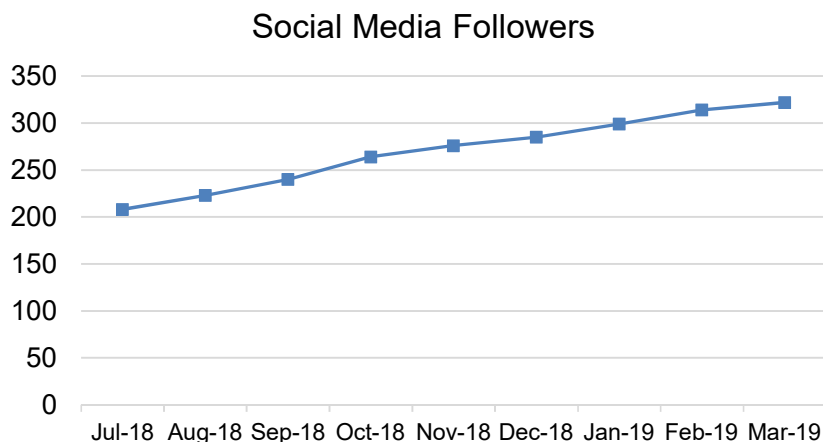
**Commentary and actions to be taken**

The Voluntary, Community and Social Enterprise Sector Strategic Forum initiative was set up in April 2015. Feedback regarding the Forum and website launched in 2018 continues to be positive.

The last VCSE Strategic Forum took place on Wednesday 6 March 2019 with a focus on Neighbourhoods and Safer Communities. Throughout January and March in conjunction with the Richmond Group a series of workshops were held to explore collaboration and closer links between commissioners and the voluntary sector. We are planning a VCSE Leaders Conference for Friday 21 June and are keen to revisit VCSE representation on key boards and partnerships.

The new VCSE Strategic Coordinator is now in post.

Commissioners are asked to share any relevant updates impacting on the sector with the Stronger Communities Team via [communities@somerset.gov.uk](mailto:communities@somerset.gov.uk). Items can then be discussed at future forum meetings or circulated via the Website and VCSE networks.



## Residual household waste (kg per household) sent to landfill each year

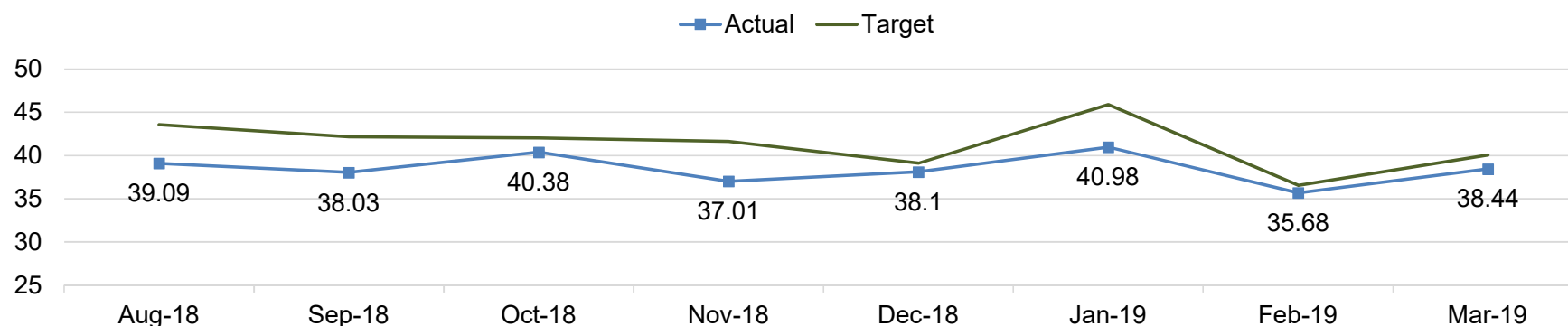
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**Description** Indicator measuring the number of kilograms of household waste collected that is not sent for reuse, recycling or is not composted or anaerobic digestion per head of the population. This includes a reduction in the amount of black bag wastage either through increased reuse and recycling or decrease in overall waste collected.

<b>Polarity</b>	Lower is better	<b>Target</b>	Target is modelled throughout the year				
	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
<b>Actual</b>	38.03	40.38	37.01	38.1	40.98	35.68	38.44
<b>Target</b>	42.18	42.03	41.62	39.11	45.9	36.55	40.06

Reported Monthly these are actual figures, all figures are standalone monthly not cumulative as in previous years.



## Somerset Rivers Authority Flood action plan

A



### Project/Programme Update (latest position):

The Somerset Rivers Authority continues to fund an extensive programme of works across the County to deliver an extra level of flood protection. There are approximately 80 schemes in progress.

At the March SRA Board meeting 28 further schemes were approved for 2019-20.

Local Enterprise Partnership funded, schemes and subject to some challenges to delivery. Delivery partners are working through these but there is a risk that some project timeframes may slip.

### Next Steps:

The Environment Agency are pressing ahead towards delivery of the next Phase of the River Sow / Kings Sedgemoor Drain Enhancement Scheme in Autumn 2019.

The River Parrett Internal Drainage Board will commence public consultation on the Oath to Burrowbridge Pioneer Dredging scheme.

### Notable Milestones:

Public Consultation on Environmental Statement for Oath to Burrowbridge to commence April / May

## CYPP 4 - Building Skills for Life

A



Programme 4 reports a status in Q4 of AMBER. We have made progress against the identified actions for 2016- 2019; however; outcomes at Key Stage 2 and 4 and, in particular in relation to the performance gap between disadvantaged pupils and their peers, have not improved as we would have hoped.

### **The main successes of the programme and what they achieved**

- Development of Team Around the School model achieved a greater understanding amongst partners of threshold arrangements and individual agencies roles and responsibilities and pressures. Individual case studies have demonstrated the impact of early identification and joint problem solving.
- Post 16 work including development of transition panels and talent academy means better working arrangements with schools, colleges and employers.

### **The areas that were not progressed as well as expected and any barrier**

- Not successfully reduced the gap between disadvantaged learners and their peers; due to capacity and resource
- The Current KS 4 curriculum with its focus on Progress and Attainment 8 is considered to be a block for some pupils achieving to their potential. This national issue has led to increased elective home education (EHE) and exclusions

## CYPP 5 - Providing help early and effectively

A



The reported status for this programme in Quarter 4 is AMBER. Two actions not completed sufficiently to rate the programme as completed

### **The main successes of the programme and what they achieved**

- Phase 1 and 2 of the Family Support Service have been completed and the transfer of Public Health Nursing (PHN) into Somerset County Council (SCC) took place on the 1 April 2019. The public consultation led to a decision to retain getset Level 2 for 1 further year.

### **The areas that were not progressed as well as expected and any barrier**

- Public Health Nursing was not integrated with getset due to SCC's financial imperative.



<b>Description</b>	Support the West Somerset Opportunity Area Action Plan to increase social mobility and opportunity in the district through education and employment
<b>Aims</b>	<ul style="list-style-type: none"> <li>• Increase the number proportion of children achieving a good level of development at the end of the foundation stage to at least 70% by 2021.</li> <li>• Outcomes at key stage 2 will be in the top half of the Country and the attainment gap will be half what it was in September 2017 by 2021.</li> <li>• Increase the number of young people gaining 3 levels of qualification, by 2021 West Somerset should be equal to the strong results for the best performing areas of the County.</li> <li>• Increasing the number of apprenticeship and successful completion in line with the rest of Somerset</li> </ul>

**Commentary and actions to be taken**

The programme started in October 2017 and completes in August 2020.

**Progress update:**

- Health visitors delivering Horizon support for Mums with mental health issues.
- Somerset Library service working in partnership with community groups to provide access to books and technology.
- Maths and SEND training being well received across West Somerset. Over 100 Teaching Assistants funded to attend training.
- Settings are engaged and receiving positive feedback from Staff , along with additional requests for additional training.
- Attendance Officer and policy now in place – already showing a marked increase in attendance
- Vocational offer now up and running at the West Somerset College with good interest for next years cohort.
- Positive levels of engagement with the community in the launch of the Skill up service.
- Digital Teens programme launched.
- Funding will be received from the DFE in the Spring to fund activities in the summer term as the OA programme is based on academic years.

## Development at 2-2.5 year check

R



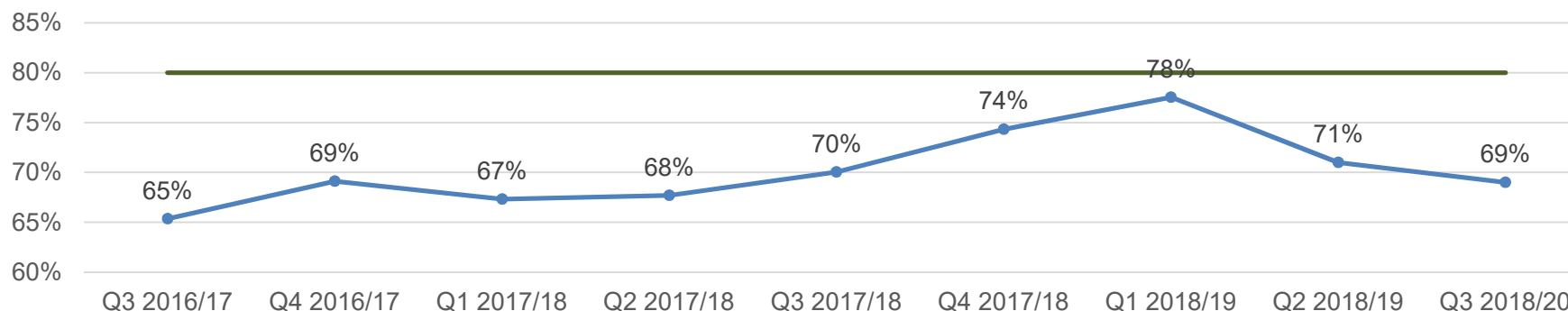
<b>Description</b>	Proportion of children at or above an expected level of development of those who have an Age and Stages Questionnaire score at 2-2.5 year review												
<b>Polarity</b>	Higher is better	<b>Target</b>	80%										
<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>						
69%	67%	68%	70%	74%	78%	71%	69%						
N/A	↑	N/A	↓	N/A	↑	N/A	↑	A	↑	A	↓	R	↓

### Commentary and actions to be taken

- The measure will help monitor child development to observe changes in population health from year to year. It supports assessment of the effectiveness and impact of services for 0-2-year olds and planning of services for children age 2 and beyond. The Ages and Stages Questionnaire-3 (ASQ-3) covers five domains of child development: communication, gross motor skills, fine motor skills, problem solving and personal-social development. All the Somerset health visiting teams have been trained in the use of the ASQ-3 assessment. Health visiting teams should have been using ASQ-3 as part of Healthy Child Programme two-year reviews from April 2015.

Please see <https://www.gov.uk/government/publications/healthy-child-programme-0-to-19-health-visitor-and-school-nurse-commissioning> for more information.

- Work in 2018-19 was focused on data quality and this has been successful. For example, compared with the start of the year 900 more children have an outcome reported over twelve months. The apparent drop in performance over the past three quarters is a reflection of this and we have a more accurate picture of our performance, albeit at a lower level than we have previously thought.
- We are now focusing on the identification of children who are not achieving their age expected level of development and providing advice and support to parents, to resolve this before they start school. Identifying more children in need does provide opportunity for services to support children and their families to facilitate their developmental skills.





## Health Visitor mandated contacts

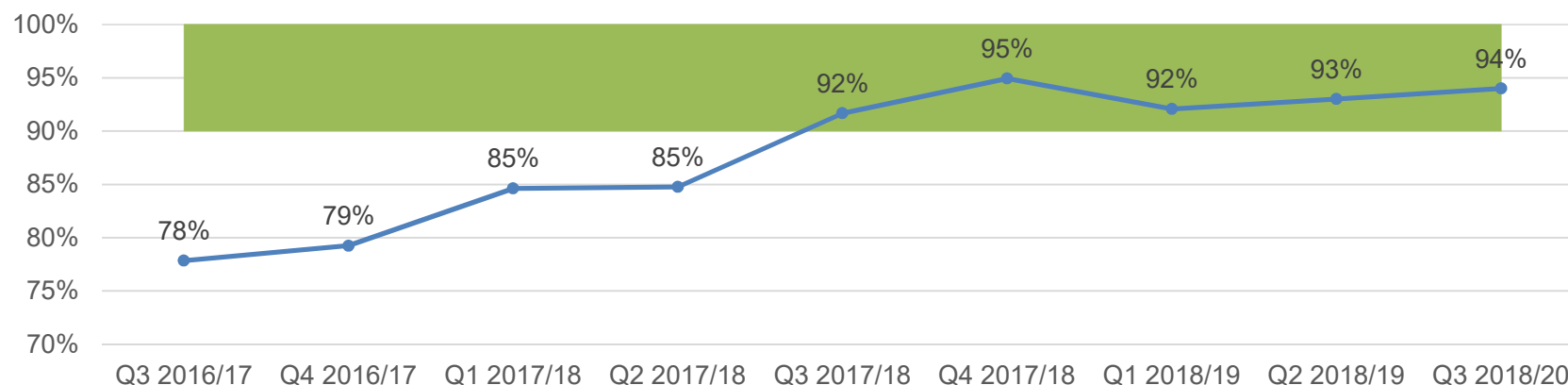
G



<b>Description</b>	Proportion of all infants receiving a new born visit within 14 days														
<b>Polarity</b>	Higher is better		<b>Target</b>	>90%											
<b>Q4 2016/17</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Q3 2017/18</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>								
79%	85%	85%	92%	95%	92%	93%	94%								
N/A	↑	N/A	↑	N/A	→	G	↑	G	↑	G	↓	G	↑	G	↑

### Commentary and actions to be taken

- Health Visitors lead the delivery of the Healthy Child Programme. They use strength-based approaches, building non-dependent relationships with families to support behaviour change, promote health and wellbeing, protect health and to keep children safe.
- This is the only workforce that has the opportunity of engaging with all families, often in their own homes; this is essential for early identification of needs and implementation of evidence-based interventions to resolve needs before they become worse and require statutory or specialist intervention.
- Health visitors have a key role in identifying additional health needs and risks e.g. maternal mental health difficulties, developmental concerns, domestic abuse and difficulties in transitioning to parenthood. As part of universal health visiting services, all families are offered five key visits: Antenatal, New born visit, 6 – 8 weeks, 9 – 12 months, 2 – 2 ½ years. With additional support where needs are identified.
- Somerset all families are offered a new birth visit. We will continue to engage with families to promote the uptake of the new birth visit within 14 days of their baby's arrival and work is underway with maternity services to ensure antenatal care is more joined up and communication is improved between midwifery and health visiting services.
- The proportion of children receiving a visit has been above the target of 90% in every quarter since Q3 2017/18.





Overall significant progress has been made and outcomes for children improved. Some objectives have not been as fully achieved as others, as detailed in the full plan report

#### **The main successes of the programme and what they achieved**

- an active health, care and education group established focused on improving the health and well-being of children and young people
- health and well-being of children more prominent within the health and care strategy 'Fit for Our Future' than in previous plans, before this CYPP
- we have a perinatal mental health service resourced and in place. It is already supporting women and their babies in Somerset
- The Somerset infant feeding and nutrition strategy has resulted in the system across Somerset ensuring that now 51% of babies are breastfed at least up to 6-8 weeks (up from 49% in 2015/16). This equates to an additional 110 babies per year being breastfed. The community support model alongside health services, has resulted in a statistically significant increase in breastfeeding rates amongst the most deprived communities in Somerset
- During the CYPP an additional 1000 babies have been born smoke free. The smoking at the time of delivery prevalence is now 11.7% from 14.4% at the start of the plan
- The Somerset School Well-being framework has been developed and launched and 54 schools have fully adopted this whole school approach to health and well-being,
- A full PHSE CPD programme has been developed and launched annually, this is ahead of the legal requirement for schools to deliver relationship and sex education (RSE) by September 2019

#### **The areas that were not progressed as well as expected and any barrier**

- The system continues to struggle to have a multiagency pathway in place to support parents with children who are exhibiting challenging behaviour. Professionals need to be more confident to challenge parents, that there is nothing medically wrong with their child and to give them self help tips to manage their children rather than to refer onto services, who do not have the capacity or skills to support these parents

### CYPP 3 - Improving emotional health and wellbeing



This programme holds the status of 'None' given in Quarter 4.

#### The main successes of the programme and what they achieved

- Improved operational delivery of CAMHS Tier 3 teams and rapid improvement in CAMHS East as a result of the CQC inspection.
- CAMHS RTT performance is one of the best among Mental Health Trusts in England consistently over 85% however still falling short of 95% CCG commissioners target
- Reduction to zero of CYP in Tier 4 bed outside Somerset through intensive community support which includes success of Community Eating Disorder Service
- Investment in Acute Psychiatric Liaison Service
- Further development of Enhanced Outreach Service
- One-off investment in expanding and promoting Kooth Online Counselling
- Limited and continual activity in rolling out Emotion Coaching and Mental Health First Aid

#### The areas that were not progressed as well as expected and any barrier

- Lack of Tier 2 targeted services and school / youth counselling

### CYPP 7 - Embedding a Think Family approach across the workforce

A



#### The main successes of the programme and what they achieved

- Think Family Strategy which was co-produced by a multi-agency group and sparked the multi-agency roadshows that are now in their third round.
- Agreement with Gloucester University and Yeovil College to offer a Somerset based Social Work degree programme. Incentives offered to make the degree more attractive.
- Appointment of a Recruitment and Engagement Officer focused on Children's Social Care. Much energy and enthusiasm has made strong links with new starters and intended leavers in order to establish what needs to change in order to make SCC CSC a great place to work. A number of locums have been converted to permanent staff and leavers have remained as a result of this employee's commitment to the cause. Work with VisitSomerset and Community Care has also created opportunities.
- Involvement in CYPP Planning Days have given real insight into the requirements of young people in Somerset and focused energy on what needs to happen to meet the need.

#### The areas that were not progressed as well as expected and any barrier

- Being able to have a Workforce Board that encompasses all agencies has not been possible as the internal focus has required maximum effort.
- Financial constraints have impacted by directing resource onto other areas of focus. However, the budget has now been rebased and should enable a more realistic way forwards.

Percentage of adults with LD who live in their own homes

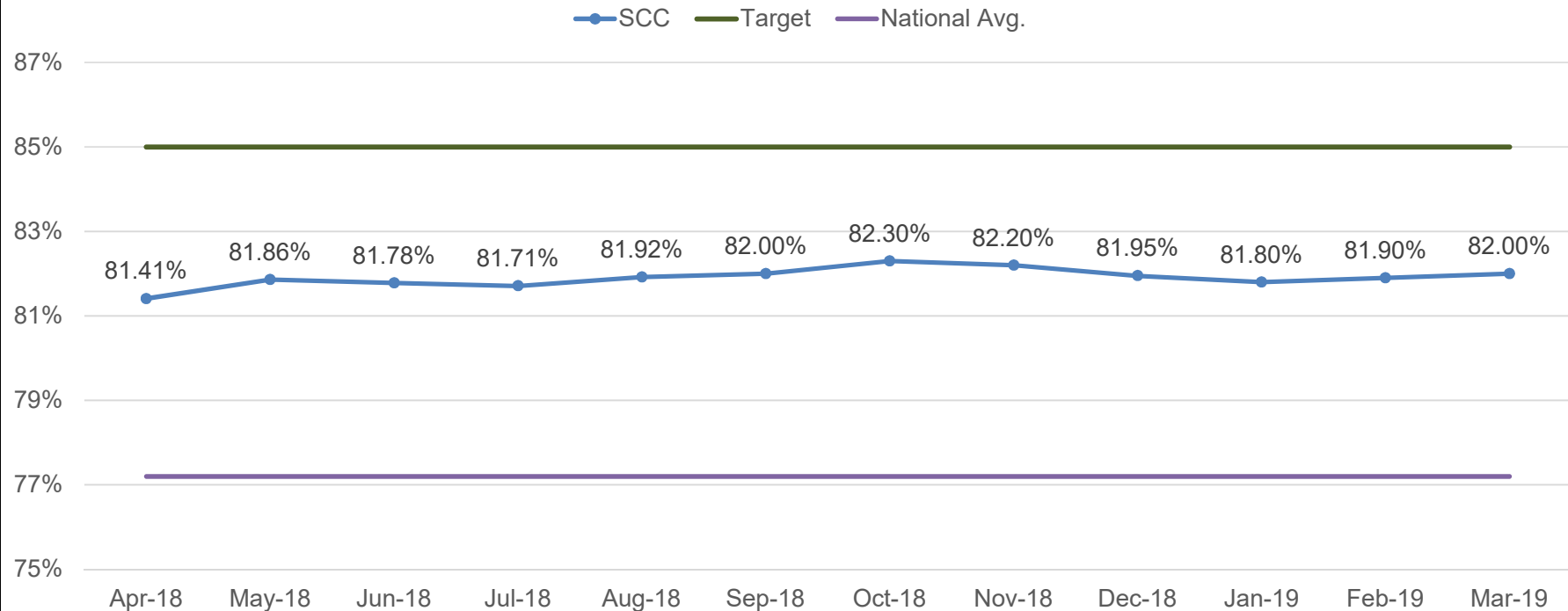
A



<b>Description</b>	National ASCOF measure which records the proportion of people with LD and receiving support from the Council that live in their own home.						
<b>Benchmarking</b>	Somerset's 17/18 outturn was 85.1%. National average for 17/18 was 77.2%.						
<b>Polarity</b>	Higher is better	<b>Target</b>	85%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
82%	82%	82.30%	82.20%	81.95%	81.80%	81.90%	82.00%
A	↑	A	↑	A	↓	A	↓

**Commentary and actions to be taken**

Local performance remains stable, with Somerset's figures remaining above the 2017/18 national average of 77.2%.



## Percentage of Good/Outstanding CQC Rated Provision (Adult Social Care)

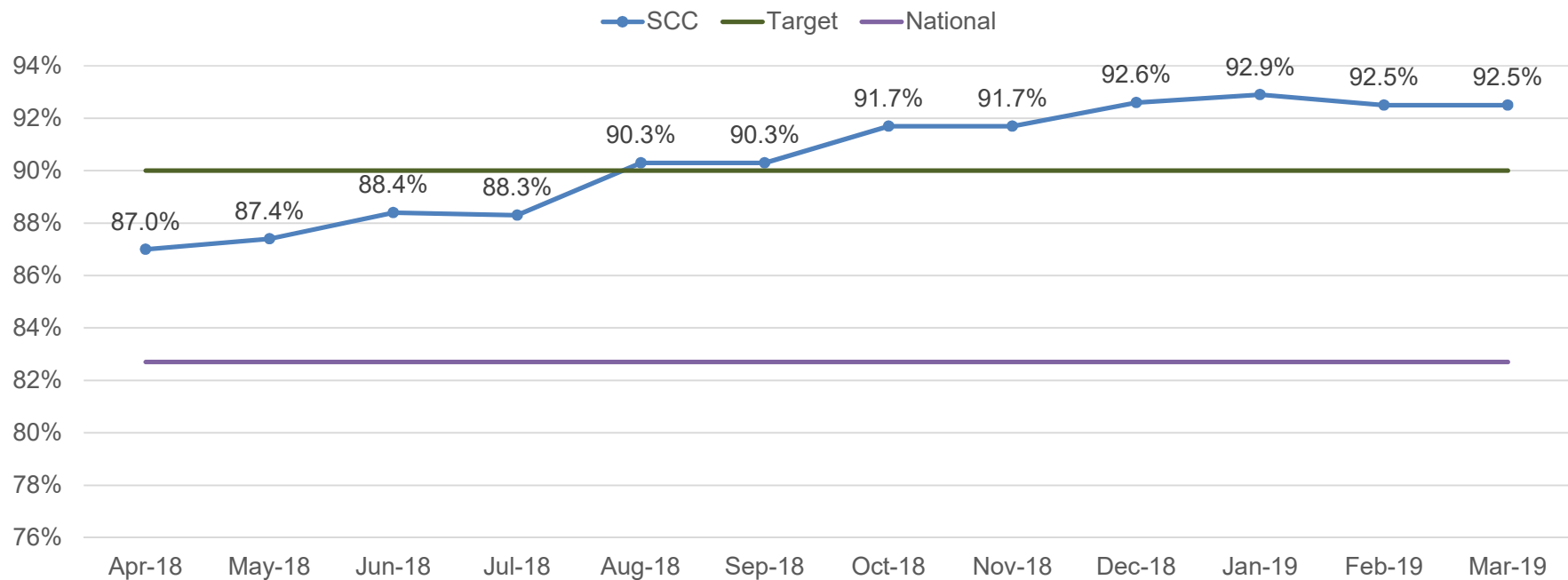
G



<b>Description</b>	Data provided by Care Quality Commission (CQC) showing the proportion of provisions rated Good or Outstanding						
<b>Benchmarking</b>	Somerset's March '18 position was 87.5%. National comparator figure is 82.7%						
<b>Polarity</b>	Higher is better	<b>Target</b>	90%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
90.3%	90.3%	91.7%	91.7%	92.6%	92.9%	92.5%	92.5%
A	↑	G →	G ↑	G →	G ↑	G ↓	G →

### Commentary and actions to be taken

Steady progress saw this measure achieve the target for the first time in August and this performance has been sustained through to December. The national comparator figure is 83.3% and we also exceed regional average. We continue to hold regular meetings with the Care Quality Commission and our CCG partners to monitor, manage and support the provider market.



**Percentage of users using self-directed support (given a personal budget or in receipt of a direct payment)**

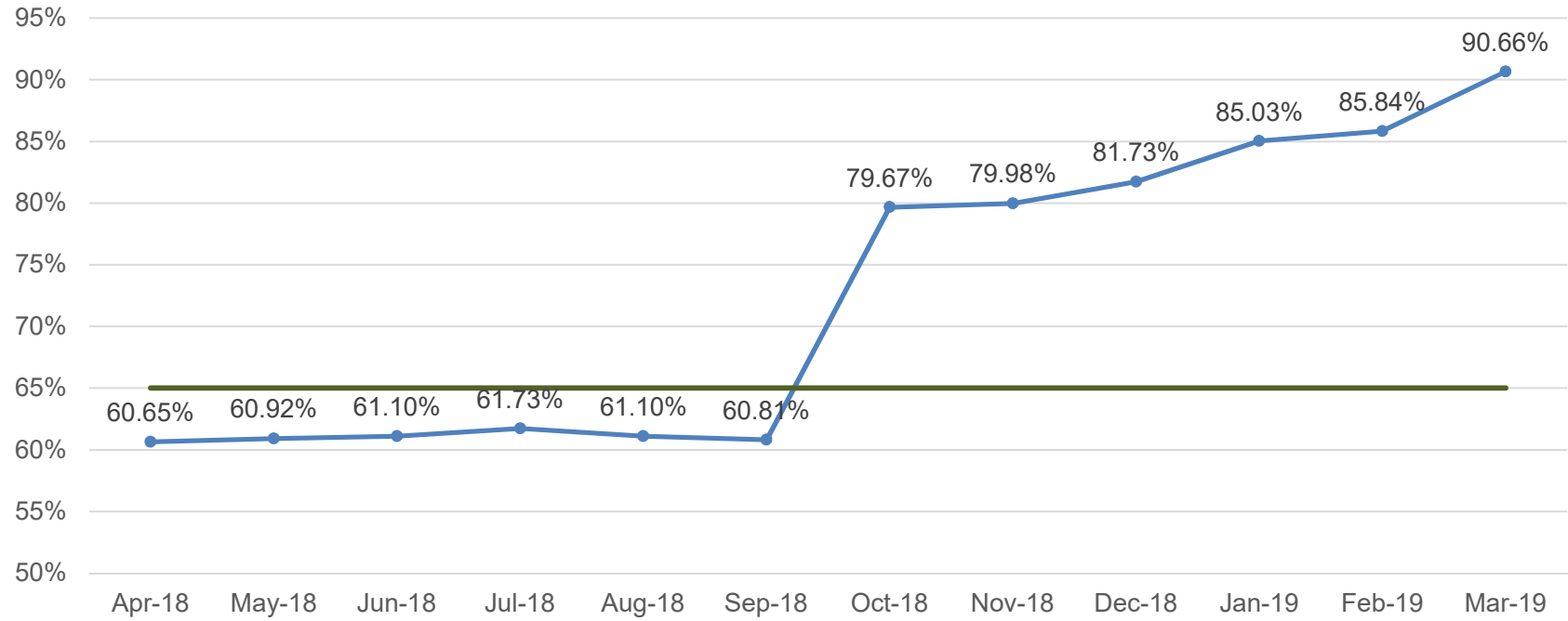
G



<b>Description</b>	National ASCOF measure which records the proportion of eligible people in receipt of either a personal budget or a direct payment						
<b>Benchmarking</b>	Somerset's 17/18 outturn was 59.17%. National average for 16/17 was 89.4%.						
<b>Polarity</b>	Higher is better	<b>Target</b>	65%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
61.10%	60.81%	79.67%	79.98%	81.73%	85.03%	85.84%	90.66%
G	↑	G	↑	G	↑	G	↑

**Commentary and actions to be taken**

As the adults service embeds its 'Strengths Based Practice' it ensures that everyone has a personalised service including as appropriate a personal budget. Including this approach during the annual review process has further ensured a improvement in our recorded performance.





## Delayed Transfers Of Care (DToC) - Whole System (% of lost bed days per day)

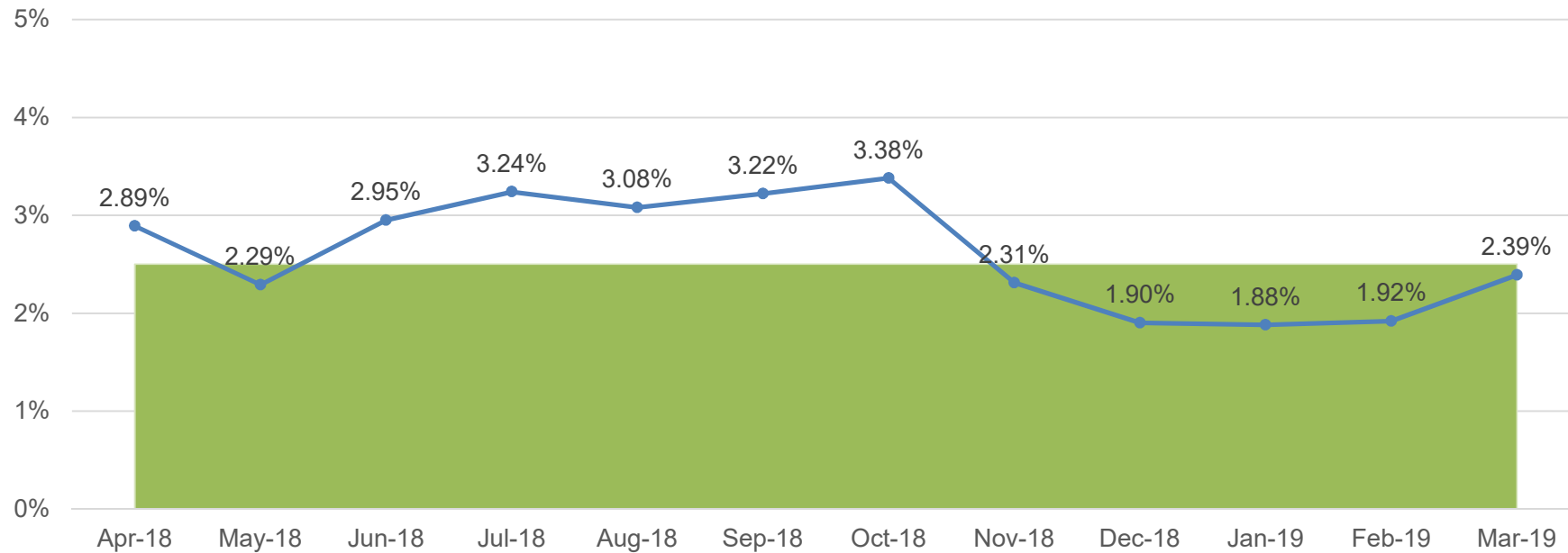
G



<b>Description</b>	The proportion of the total available 'bed stock' that was unavailable due to delays														
<b>Benchmarking</b>	Outturn figure for March '18 was 3.02%														
<b>Polarity</b>	Lower is better	<b>Target</b>	2.5%												
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>								
3.08%	3.22%	3.38%	2.31%	1.90%	1.88%	1.92%	2.39%								
A	↑	A	↓	A	↓	G	↑	G	↑	G	↑	G	↓	G	↓

### Commentary and actions to be taken

Delayed Transfer of Care (DToC) measure looking at all delays (i.e. Health, Social Care and Both). There are a variety of factors that impact on this measure, which include the availability of packages of home care, the robustness of the social care resource in the east of the county, and system flow challenges through Home First pathways. Performance in December is fantastic with the lowest ever recorded system DToC figure. This has been achieved via a number of factors including, increased Home First capacity, focussed work on supporting and monitoring people on the HF pathways, a greater focus on community hospital delays, utilising community agents to assist discharge and improved partnership working with the acute discharge teams.





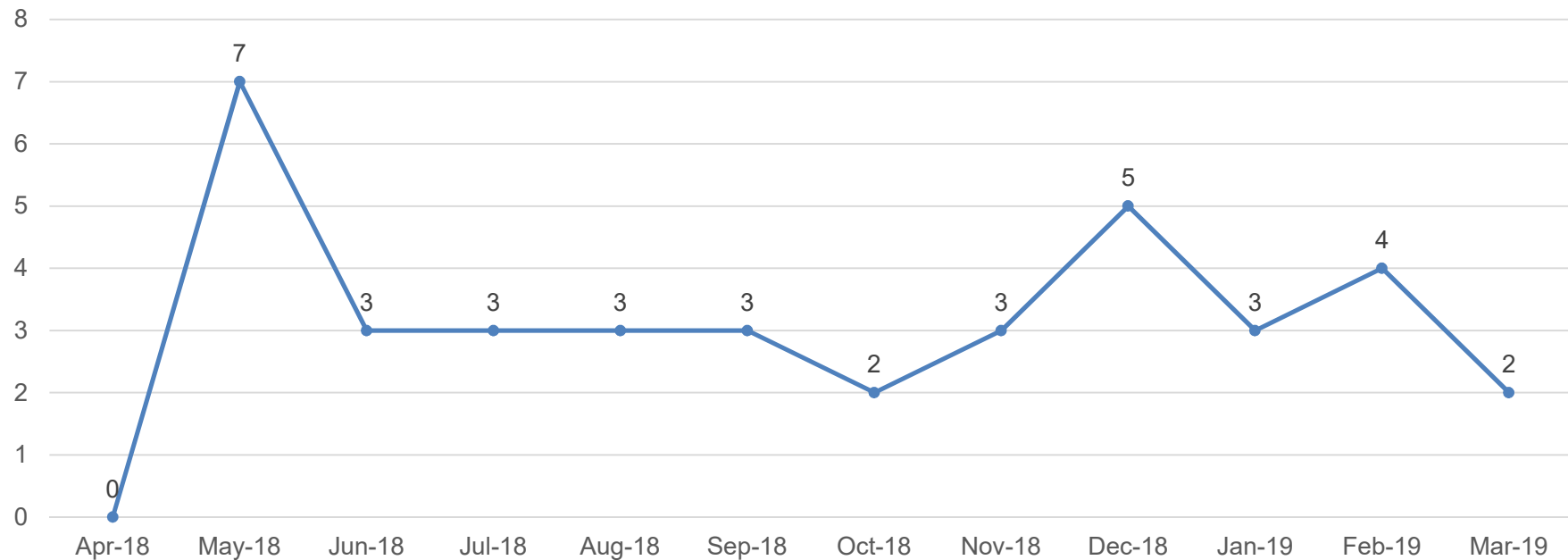
## No of new placements in Residential and Nursing Care in month (18-65)

A



<b>Description</b>	The number of permanent placements of younger adults (aged 18-64) in Residential and Nursing care.										
<b>Benchmarking</b>	Somerset's 17/18 outturn was 20.8 placements per 100,000 population. National average for 16/17 was 12.8 placements per 100,000 population.										
<b>Polarity</b>	Lower is better	<b>Target</b>	<20								
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>				
3	3	2	3	5	3	4	2				
A	→	A	↑	A	↓	R	↓	A	↑	A	↑

**Commentary and actions to be taken**  
Practice change is resulting in lower admissions to residential and nursing provision for adults under 65 years compared with the previous year's outturn; this is in line with our Promoting Independence Strategy.



## No of new placements in Residential and Nursing Care in month (65 +)

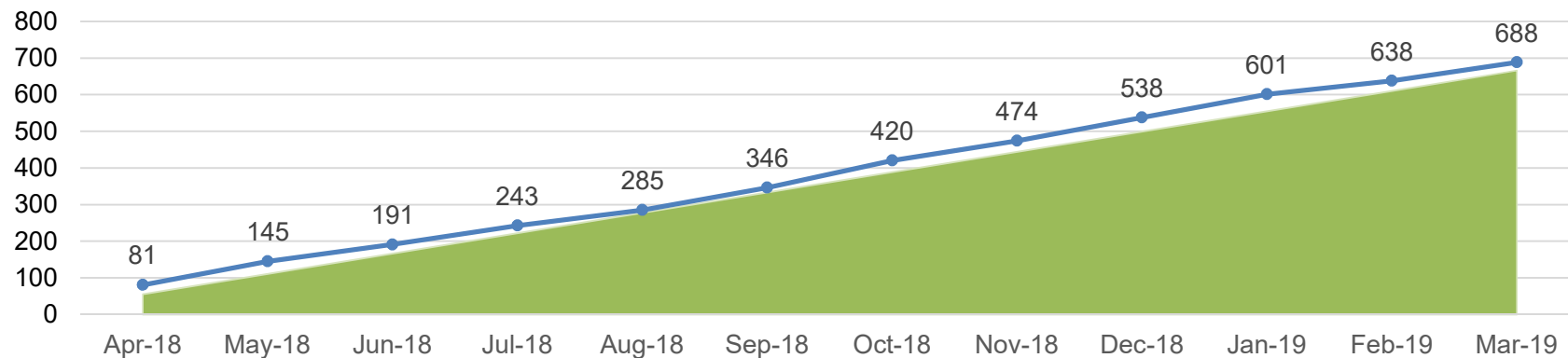
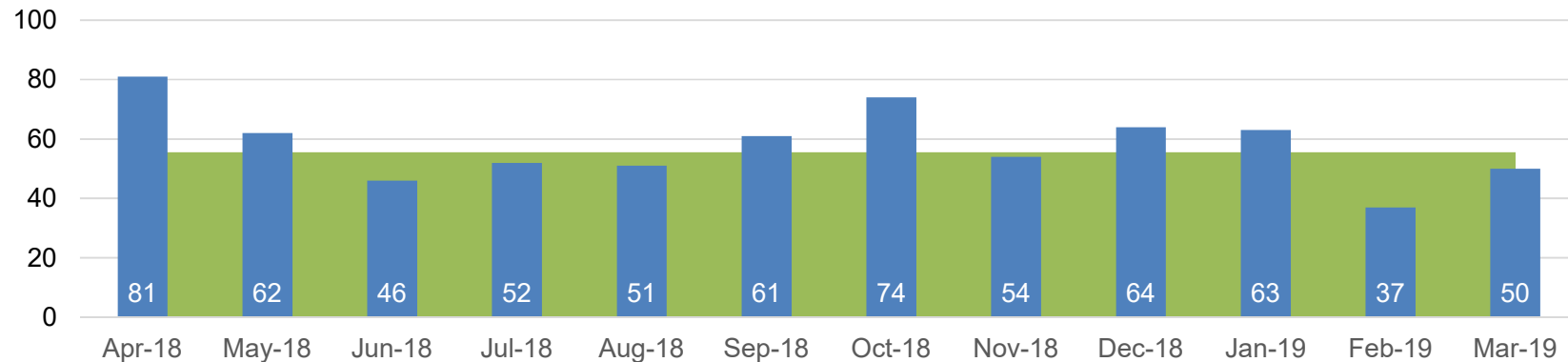
G



<b>Description</b>	The number of permanent placements of older adults (aged 65+) in Residential and Nursing care.						
<b>Benchmarking</b>	Somerset's 17/18 outturn was 690.3 placements per 100,000 population. National average for 16/17 was 610.7 placements per 100,000 population.						
<b>Polarity</b>	Lower is better	<b>Target</b>	no more than 666 placements for year end, 55.5 per month.				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
51	61	74	54	64	63	37	50
G ↑	G ↓	G ↓	G ↑	A ↓	G ↑	G ↑	G ↓

### Commentary and actions to be taken

Monthly average across the first nine months of the year is 55 - this is well within the target of 56. If the daily average rate continues at this level then we will come in under target (approx. 492 placements per 100,000 population compared to a target of 520)



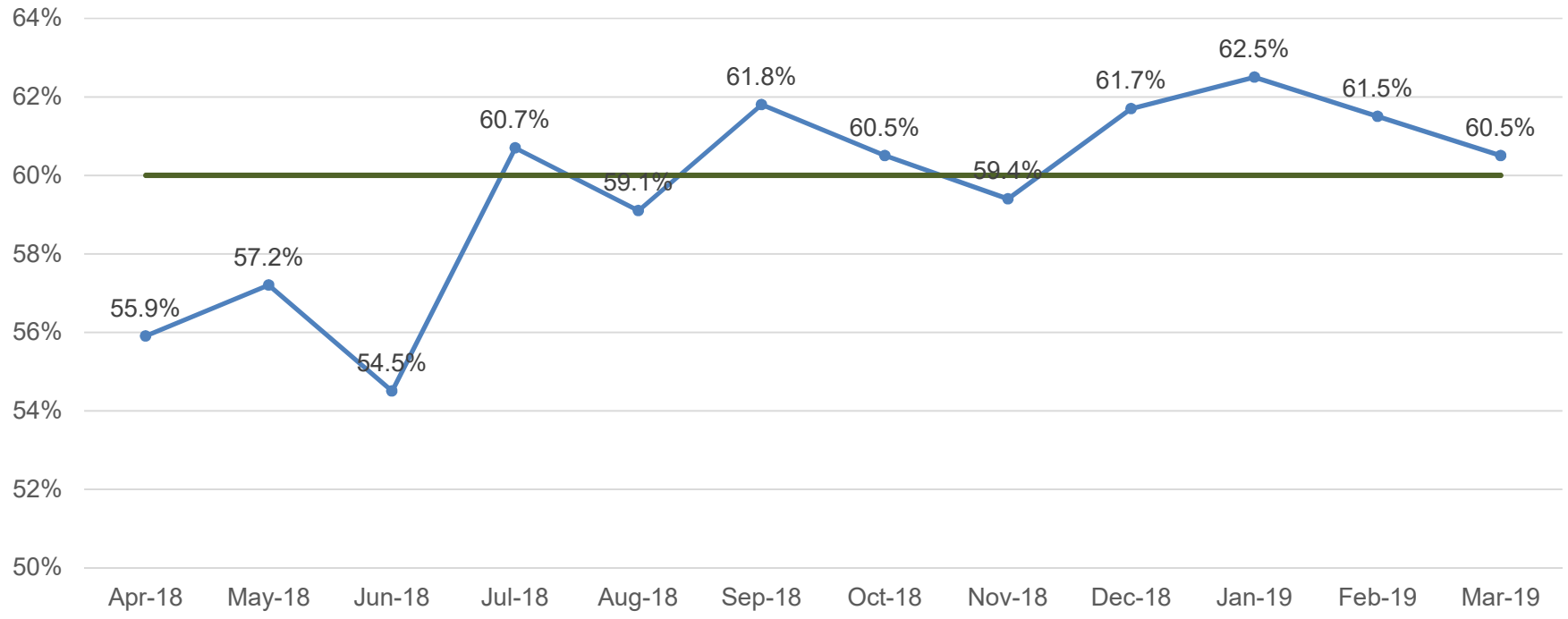
Proportion of total contacts handled resolved with no costed service by Somerset Direct

G



<b>Description</b>	The proportion of all contacts handled by Somerset Direct where the recorded outcome was 'Signposted' - i.e. the call was resolved without the need to pass the call to a social work team (Adults Services)						
<b>Benchmarking</b>	Outturn for 17/18 was 53.8%						
<b>Polarity</b>	Higher is better	<b>Target</b>	60.0%				
<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>
59.10%	61.80%	60.50%	59.40%	61.70%	62.50%	61.50%	60.50%
G ↓	G ↑	G ↓	G ↓	G ↑	G ↑	G ↓	G ↓

**Commentary and actions to be taken**  
 Target is 60%. July was the first month where the target was achieved. Since then the average across 6 months from July to December was 60.5%. This measure has a direct impact on the volume of contacts that are passed to operational teams



## Breastfeeding continuation

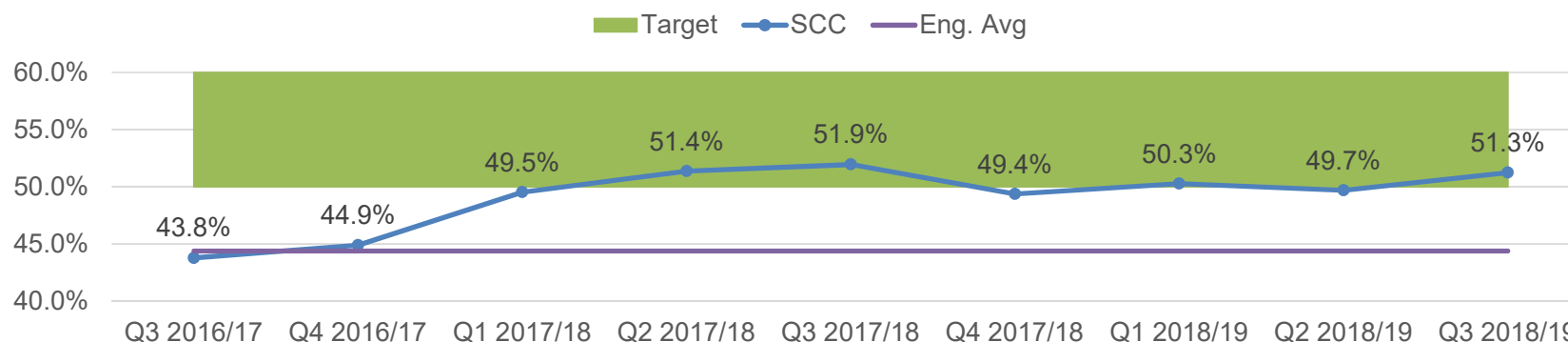
G



<b>Description</b>	Percentage of all infants due a 6-8 week check by a health visitor that are totally or partially breastfed.																									
<b>Polarity</b>	Higher better		<b>Target</b>		>50%																					
<b>Q4 2016/17</b>	<b>Q1 2017/18</b>		<b>Q2 2017/18</b>		<b>Q3 2017/18</b>		<b>Q4 2017/18</b>		<b>Q1 2018/19</b>		<b>Q2 2018/19</b>		<b>Q3 2018/19</b>													
44.91%	49.54%		51.38%		51.95%		49.37%		50.28%		49.70%		51.25%													
A	↑		A		↑		G		↑		G		↓		A		↑		G		↓		G		↑	

### Commentary and actions to be taken

- Increases in breastfeeding are expected to reduce illness in young children, have health benefits for the infant and the mother and result in cost savings to the NHS through reduced hospital admission for the treatment of infection in infants. Breast milk provides the ideal nutrition for infants in the first stages of life.
- There is evidence that babies who are breast fed experience lower levels of gastro-intestinal and respiratory infection. Observational studies have shown that breastfeeding is associated with lower levels of child obesity. Mothers who do not breastfeed have an increased risk of breast and ovarian cancers and may find it more difficult to return to their pre-pregnancy weight.
- The proportion of children breastfed at age 6-8 weeks old in Somerset remains above target and the overall rate for 2017/18 was 50.6% above target and compared with a reported England average of 44.4%.
- Breastfeeding rates are significantly lower in areas of increased deprivation and therefore the breastfeeding data is being used for the first time to support the development of the Somerset Breastfeeding strategy; to identify key areas of the county for targeted work and to highlight inequalities, with lower rates amongst babies in more deprived and urban areas.
- Health Visitors are trained to support parents with all aspects of infant feeding including support with breastfeeding. In addition, a multi-faceted approach is used in Somerset to promote and sustain breastfeeding including a 'Positive about Breastfeeding' scheme for local organisations and businesses, breast feeding volunteer champions and the promotion of baby wearing to promote feeding and attachment through sling libraries.
- Statistically improved prevalence in breastfeeding rates at six weeks in most deprived areas. Funding has been received to extend sling library.



## Number of GP practices receiving NHS health checks data electronically

A



### Description

The NHS Health Checks programme is a mandated public health service. On completion of the health check the results of the check can be sent directly to GP Practices who will receive the read coded health check results through the pathology EDT system, which can then be added to the patient record. The application also supports the use of nhs.net to securely send a letter with the individual's results and any recommended follow-up to the practice. Practices that have not signed up to receive a paper copy of the read coded results and GP letter, which would then have to be manually entered into the patient record. Having an increased number of practices signed up to the Electronic Data Transfer (EDT) process assures us that the results of the health checks are received by a practice.

### Polarity

Higher is better

### Target

increase the number by 10%

Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
33 of 66	33 of 66	34 of 66	34 of 66	34 of 66	34 of 66	34 of 66	34 of 66
A →	A →	A ↑	A →	A →	A →	A →	A →

### Commentary and actions to be taken

Electronic data transfer is the best method to ensure the results of the health check are received by the GP Practice. This allows for follow up action with those who demonstrate cardio-vascular disease risks (e.g. type 2 diabetes or hypertension) or have a high risk of a cardiovascular event (e.g. stroke or heart attack).

Following a novation of contracts the NHS Health Checks programme is commissioned from Thrive Tribe. They have continued to contact practices to increase the uptake of electronic data transfer to GP practices. Most recent action from Public Health has been to work with partners from the Clinical Commissioning Group and Commissioning Support Unit to resolve technical barriers. The willingness of GP practices to sign up to the process is continuing to be addressed through the Cardio-vascular disease prevention board, comprised of representatives across Somerset's health providers.

We are hoping to see progress with more practices signing up over coming months.



**SOMERSET**  
County Council

## Contact us



If you have any specific questions or comments on this publication please contact the Planning and Performance Team on 0300 123 2224, or email [performance@somerset.gov.uk](mailto:performance@somerset.gov.uk)