

**Corporate Strategy - End of Year Review 2022/23**

This document provides an end of year review of the Council's progress against the Corporate Strategy. In particular, it captures the successes and achievements in what has been a rebuilding year for local government following three years of Covid-19 driving management and response.

**Contents**

<b>Executive Summary and 2022/23 Highlights</b>	<b>3</b>
<b>1. Introduction and Context</b>	<b>4</b>
<b>1.1 Corporate Strategy 2020-2024</b>	<b>4</b>
<b>1.2 Links to the Council's Financial Strategy and Priorities</b>	<b>5</b>
<b>1.3 Community Contribution Fund</b>	<b>5</b>
<b>2. Delivering our Commitments</b>	<b>6</b>
- Preparing for the Future	6
- Delivering for Local Residents	6
- Focusing on Prevention	7
<b>3. Our Core Policies</b>	<b>7</b>
- Tackling the Climate and Ecological Emergency	7
- Giving People a Bigger Say	8
<b>4. Council Performance</b>	<b>9</b>
<b>4.1 Achievements and Successes</b>	<b>9</b>
<b>4.2 Strategic Performance Indicators</b>	<b>10</b>
<b>4.3 Corporate Delivery Programme 2022/23</b>	<b>11</b>
<b>4.4 Inspections</b>	<b>13</b>
<b>4.5 Resident Satisfaction</b>	<b>14</b>

<b>5.</b>	<b>Health and Wellbeing</b>	<b>15</b>
5.1	Living Safely with COVID-19	15
5.2	Support for Refugees	17
5.3	Community Wellbeing Hub and Warm Spaces	17
<b>6.</b>	<b>Local Economy</b>	<b>18</b>
6.1	Economic Output	18
6.2	Business Stocks	18
6.3	Employment	19
6.4	Wages	19
6.5	Economic Inactivity	20
6.6	Claimant Count	20
<b>Appendices</b>		<b>21</b>
<b>Appendix 1 - Additional Successes and Outcomes from 2022/23</b>		<b>21</b>
<b>Appendix 2 - Q4 2022/23 Strategic Performance Indicator Report</b>		<b>24</b>

## Executive Summary

2022/23 is the first full Council year since 2019/20 that residents and businesses across Bath and North East Somerset have been free from the restrictions imposed on their lives and livelihoods to manage the pandemic.

This review sets out the progress we have made over the last 12 months as we transitioned from response mode to living safely with COVID, while continuing to deliver the commitments set out in the Corporate Strategy to improve people's lives. This includes rebuilding the local economy, managing new and emerging challenges around the cost of living crisis, and addressing the legacy issues left by the pandemic on health and community services.

In common with local authorities up and down the country, the Council spent 2020/21 and 2021/22 delivering an effective and dynamic response to the Covid-19 pandemic to protect life, contain and mitigate the impact of the emergency, and build the conditions for an effective and sustainable recovery, particularly for our local economy.

Three years on, we have transitioned to living safely with covid as part of our everyday lives, allowing us to look back over the last 12 months and share some notable achievements:



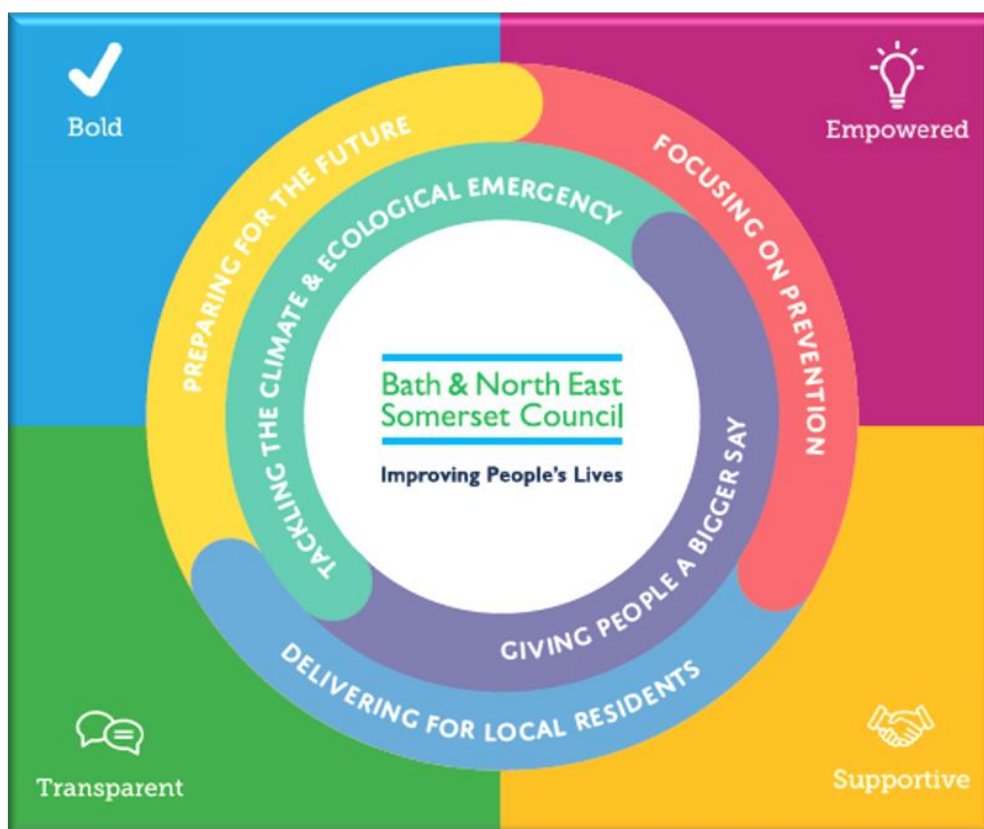
## 1. Introduction and Context

This section provides a brief overview of the Corporate Strategy, setting out the priority areas for delivery, with this review focusing on the final year of the 2020-2024 strategy.

### 1.1 Corporate Strategy 2020-2024

The Council has **ONE** overriding purpose - to **improve people's lives**. This may sound simple but it brings together **everything** we do, from cleaning the streets to caring for our older people. It is the foundation for our **Corporate Strategy** and we ensure that it drives our commitments, spending and service delivery.

Since 2020, the Strategy has formed the overarching strategic guide for future changes, setting out in partnership with other local public sector agencies what we plan to do, how we plan to do it, and how we will measure our performance. To translate our purpose into commitments, we identified **TWO core policies** - **tackling the climate and ecological emergency** and **giving people a bigger say**, and **THREE principles** - **preparing for the future**, **delivering for local residents** and **focusing on prevention**. Collectively, these shape everything we do.



The Strategy was originally adopted by Full Council in February 2020 and subsequently updated to incorporate the Council's response to the impacts of COVID-19 through its core policies and commitments. 2023/24 marks the final year of the current Strategy. With the local election in May and a new set of manifesto commitments to consider, a new Strategy will be drafted in the latter half of 2023 however it's core purpose will remain the same - to **improve people's lives**.

## 1.2 Links to the Council's Financial Strategy and Priorities

Full Council agreed the Medium Term Financial Strategy and Budget for 2023/24 at its meeting on 12<sup>th</sup> February 2023. The budget focuses on delivery of the Corporate Strategy to ensure our commitments are realistic and achievable, with areas of strategic priority and focus over the next two years to include:

- ➔ Further investment to deliver more **effective transport schemes** across the council area, with a particular focus on creating liveable neighbourhoods, prioritising active travel and reducing reliance on the car for commuting and short journeys.
- ➔ Continued investment to **support the most vulnerable** people in our communities.
- ➔ Continued commitment to address the **climate and ecological emergency**, investing in energy and reductions in vehicle usage.
- ➔ Focus on **supporting the local economy** to recover from the impact of the pandemic and rising inflation, regenerate local high streets and increase the diversification of the economy away from dependence on retail, hospitality and tourism.
- ➔ Support the **Business Change programme** to modernise the Council with a focus on improved asset management and flexible working.

## 1.3 Community Contribution Fund

The **Community Contribution Fund** was launched in March 2021 as a pilot scheme offering residents the chance to pay into a good causes fund to help local charity, community and voluntary groups reduce inequalities in the area.

As of 10<sup>th</sup> January 2023, over **460** individual donations had been received, with the total amount donated reaching **£36,095.32**. The scheme attracted more donations within the first financial year, however this downward trend in charitable giving has been seen across the sector. The table below summarises the donations and grants that have been made in the two years that the fund has been running:

Year of Scheme	Grants Allocated by Panel of Councillors
<b>2021/22</b> <b>Total Donated</b> <b>£30,019.55</b>	Grants allocated to 14 community organisations working to reduce inequalities. Projects funded included those that supported people's mental health; provided emergency medical supplies; invested in refurbishment of community facilities; mentoring; support for families; training; group therapy and youth provision.
<b>2022/23</b> <b>Total Donated</b> <b>£6,075.55</b> <b>(as at 10/01/2023)</b>	Grants of £250 offered to community organisations from October 2022 in support of community-run Warm Spaces registered with the Council. Applicants can use these to help support their additional utility costs or to help run activities. 20 applications have been approved by the panel and further applications are expected.

It is recommended that the scheme continues into 2023/24.

## 2. Delivering our Commitments

The Corporate Strategy contains 24 commitments under its three corporate principles. A selection of success stories for each principle are set out below:

### Preparing for the Future

#### Council's first new social rent properties in 30 years ready for tenants

- The first affordable homes for social rent owned directly by the Council in nearly three decades are being advertised to potential tenants. The former council offices at 117 Newbridge Hill have been converted into seven one and two-bed affordable and energy efficient apartments.

#### Keynsham Recycling Hub contractor supports the local economy

- Apprenticeship opportunities, skills training, community support and engaging with educational and community initiatives are being provided by the contractor Farrans working on the new Keynsham Recycling Hub as part of a deal with the Council.

#### Our future ambition: new prospectus for Bath and North East Somerset

- A celebration of Bath and North East Somerset and the ambition for the district in the future is captured in a new [Place Prospectus](#). Intended as a 'living' record to be updated as projects develop, it outlines the key regeneration schemes already under way and a vision to realise the potential of the area.

#### Council partners with Bath College to help employees improve their maths skills

- Businesses are being encouraged to help staff develop their numeracy skills and confidence by signing up for a new national training initiative to be delivered by Bath College in partnership with the Council.

### Delivering for Local Residents

#### New separated cycle lanes and bus stops opened

- New separated cycle lanes have been opened in Bath on the A36 Beckford Road, and the A4 Upper Bristol Road. A new type of bus stop called a bus stop boarder has also come into use at both locations. This operates by the cycle lane running between the bus stop and the pavement. Pedestrians have priority at the bus stops and people using the cycle lane must stop to allow bus passengers to get on or off the bus.

#### New bike hangars to be installed in Bath

- New lockable storage hangars for 24 bikes will be installed in three Bath residential areas as part of a £30,000 two-year trial funded by the Transport Improvement Plan to provide secure, on-street parking facilities for residents. Each hangar can accommodate six bikes, with each parking space costing £42 a year to rent during the trial period.

#### Free internet access for all with new 'Hublets' at council libraries

- Thirty self-service Samsung tablets or 'Hublets' have been installed at the Council's three main libraries. Residents with Libraries West membership can use them for free internet browsing, access to e-books, newspapers and magazines and other library apps. The tablets are ideal for people who are new to using touch-screen technology and will help more people to access digital services.

#### Relaunch of Discovery Card Programme

- The Council has relaunched the Discovery Card programme, giving residents of Bath and North East Somerset free access to Council owned Heritage Sites, including the Roman Baths, Fashion Museum, Parade Gardens and Victoria Art Gallery, as well discounts with participating local attractions and businesses.

## Focusing on Prevention

**Libraries offer warm welcome** - Libraries across Bath and North East Somerset are offering a warm welcome to residents struggling with rising energy costs this winter. As well as offering a warm space where people can access free Wi-Fi, browse books and download eMagazines and eAudiobooks, the libraries can provide information on how to save energy at home and signpost people to partner services offering advice and information on money matters, benefits, jobs, wellbeing services and food support.

**Results of B&NES school health and wellbeing survey** - A survey of children in the area shows around two thirds of students across Bath and North East Somerset are satisfied with their lives at the moment. The survey covered topics such as mental and emotional health and wellbeing, including bullying; relationships and sexual health; substance use; healthy eating; physical activity; and future aspirations. More than 6,500 pupils from more than 50 schools across the district participated in the survey.

**Help available for rough sleepers in Bath and North East Somerset** - All year round is being offered across the area for people who sleep rough or are at risk of becoming homeless. The Council and Homeless Partnership agencies are offering a room for anyone who needs it in severe weather at any time of the year, while a number of cafés have signed up to help rough sleepers by providing warm spaces and a hot drink during the day, while Manvers Street Hostel is providing takeaway breakfast, lunch and dinner.

**Positive outcomes for thousands of families in B&NES** - The Connecting Families team is celebrating ten years of success helping families improve their lives. Since it was set up in 2012, the team has supported 1,723 families including 1,365 children and 927 adults, with support ranging from getting children back into education, housing support and help with issues such as alcohol and substance misuse, with the aim of achieving better outcomes for the whole family.

### 3. Our Core Policies

Our core policies are embedded in everything we do and as we have responded to the pandemic and prepared for our recovery, we have ensured our work on the climate and ecological emergency and giving people more say has been embedded in our response.

The following achievements are based on the [Climate & Ecological Emergency Progress Report 2022/23](#).

Headline Figures for B&NES	Baseline	Latest	Change
<b>Area-wide Emissions</b>	<b>1063.3 ktCO<sub>2</sub></b> (2005)	<b>599.6 ktCO<sub>2</sub></b> (2020)	44% ↓
<b>Council Emissions</b>	<b>8,330 tCO<sub>2</sub></b> (2010/11)	<b>2,644 tCO<sub>2</sub></b> (2021/22)	68% ↓
<b>Renewable Energy Capacity</b>	<b>21 MW</b> (2019)	<b>29 MW</b> (2022)	8 MW ↑

**Average per person emissions** in B&NES are **3.1 tCO<sub>2</sub>** (2020), 20% lower than the UK average of 3.8

## Tackling the Climate and Ecological Emergency

### [Council adopts ground-breaking planning framework](#)

Bath and North East Somerset has become the first council in England to successfully adopt an energy-based net zero housing policy as part of its commitment to tackle the climate emergency. The Council will also impose net zero operational carbon standards for new major non-residential developments.

[Roman Baths](#) - An innovative emissions-reduction scheme means that spa water from the Roman Baths is being used to decrease the Council's carbon footprint. Installation of high-grade stainless steel energy blades in the King's Spring have allowed for a new 100 kilowatt heat system (the equivalent of heating 20 or 30 average domestic homes) to provide carbon neutral heat to the Baths Complex and the Clore Learning Centre.

[Council to use low emission thermal road repair technology](#) - The Council has invested in a new carbon saving road repair system to help reduce emissions as it improves and maintains roads in the area. The process reuses existing road surface material and there is no excavation of material that then needs to be disposing of, making the process zero waste. By eliminating the need for power tools road repairs can be made faster, noise levels are reduced, and carbon emissions are significantly lower.

[Bathscape](#) - The council-led Bathscape Landscape Partnership Scheme has continued to deliver nature, heritage, equal access, health and education outcomes. Three new areas of wildflower meadow have been sown, habitat management practical volunteer days run weekly, and a programme of outdoor wildlife, walking and training events have attracted over 2000 local residents. In addition, the sixth Bathscape Walking Festival took place in September, with over 1,400 people joining one or more of the 60+ walks, supported by over 30 volunteers giving 350 plus hours of their time.

### [Phase 1 of new Recycling Hub completed](#) -

The Council is developing a state-of-the-art waste and recycling facility at Pixash Lane, Keynsham. The first phase has been completed and the new Reuse and Recycling Centre opened on 17 April 2023. The hub will expand public recycling provision, make it easier for people to recycle and help reduce general waste and operational costs.

[Expansion of electric vehicle charging points](#) - 30 new electric charging points have been made available following the expansion of the Revive vehicle charging network to help reduce transport emissions. The charging points are being installed at eight locations across the district including 16 rapid (50kW) and 14 fast (22kW) public charging bays. The new charge points bring the total number of charging bays provided by the Council across Bath & North East Somerset to 50.

### [Work to start on B&NES Liveable](#)

[Neighbourhoods](#) - Extensive public engagement has taken place on the introduction of 'Liveable Neighbourhoods'. Residents have put forward a range of measures to be considered, including safer crossings, wider pavements, improved seating and public space, and a range of traffic-calming measures. Three pilot road closures are in place, and five residents' parking zones have been implemented. Detailed designs for 15 neighbourhoods are almost ready for publication.

[Somerset Valley Social Prescribing](#) - The Council has been awarded £1.6m from Active Travel England to deliver an innovative new Active Travel Social Prescribing Hub in the Somerset Valley. The new hub will promote social prescribing (supports mental health and physical wellbeing in a holistic way) through health professionals and self-referrals into a range of active travel interventions, such as walking and cycling, as an alternative or in addition to prescribing medication. There are additional benefits from encouraging behavioural change away from using cars, i.e., reduced carbon emissions, traffic congestion, improved air quality.



[Chew Valley Trail](#) - A new 2.7km all-weather path allows more people to take in the sights of Chew Valley Lake and enjoy the benefits of being outside. The new path on the northern section of the lake opened in spring 2022 and has made the Chew Valley Trail accessible for pedestrians and cyclists to enjoy. A 840m off-road shared use path gives people of all ages traffic free access to the section between Woodford Lodge and Walley Court Road.

[Great Avon Litter Pick](#) - More than 120 bags of litter were collected from the banks of the River Avon in Bath and North East Somerset by volunteers and local organisations as part of the Great British Spring Clean 2022. One hundred and seventy people of all ages came together to clear the litter using equipment provided by the Council including 70 litter pickers, 30 children's pickers, sacks, gloves and high vis jackets.

Examples of successful consultations to **Give People a Bigger Say** are set out below:

### Giving People a Bigger Say

[North East Somerset Area Forums explore preparing for the future and community resilience](#)

- Residents in Chew Valley joined local partners to discuss key issues for their community including the cost-of-living crisis and planning for the future. It also explored what liveable neighbourhoods mean for the area and how the local plan links with a new Health and Wellbeing Strategy to make it easier to live healthier lives.

[Have your say on new sports facilities at Odd Down](#)

- The Council has allocated £700k of investment to upgrade Odd Down Sports Ground and is asking residents to have their say on which facilities they think are most important - proposed improvements include a new gym, a fitness studio that will double as a community space, a climbing facility and Padel tennis courts.

[Residents help allocate more than £420k for community projects](#)

- Eleven neighbourhood projects in Bath will share over £420,000 in community funding following a public consultation to help choose the recipients. Projects supported include a new food pantry, parks improvements and better community facilities for carers.

[Cabinet considers Citizens' Panel report on active travel schemes](#)

- The Citizens' Panel was commissioned earlier this year to consider active travel in and around Bath. Their report requests adoption of four guiding principles developed by the panel, along with confirmation of next steps for Bath Valley Floor to Claverton Down cycle route.

[Tell us what young children need from library services in B&NES](#)

- Parents and carers of children aged 0 to 11 have been invited to have their say on what they want from library and information services across the area.

[Help shape the new designs for five Bath parks](#)

- Proposed improvements for five council-owned green spaces in the Foxhill area of Bath have been revealed with residents invited to have their say on the new designs.

## 4. Council Achievements and Performance

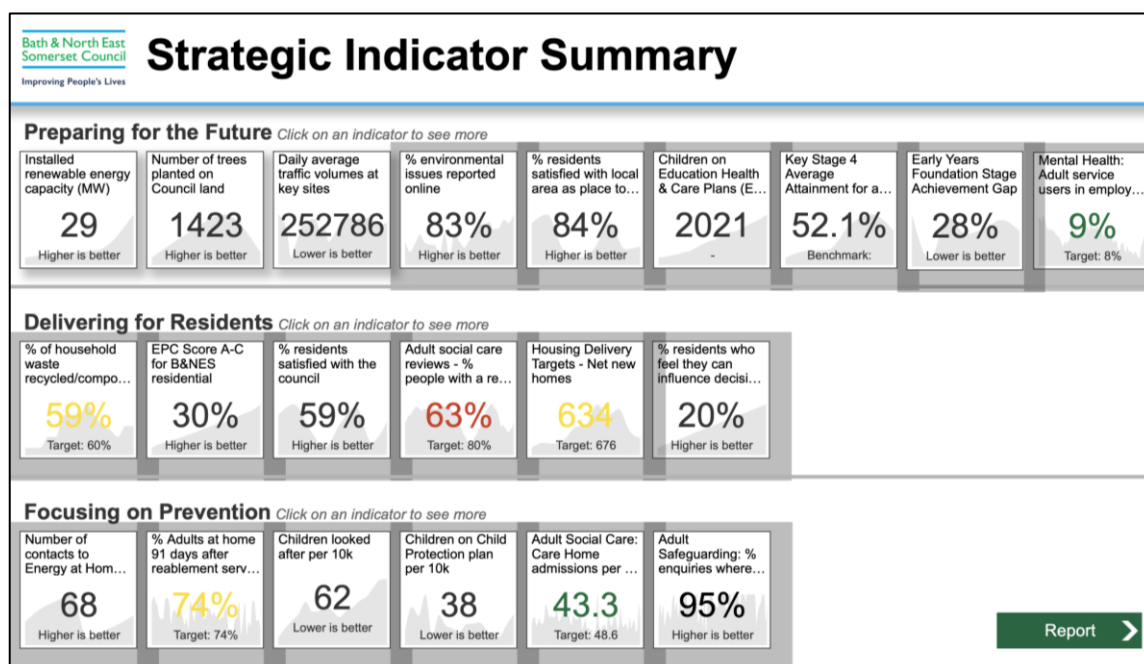
### 4.1 Achievements and Successes

2022/23 has been a rebuilding year, both for the Council and for Bath and North East Somerset, and we are doing a great job! **Appendix 1** captures our Achievements and Successes over the last 12 months, with the following table highlighting notable achievements for each Directorate:

Directorate	Achievements and Success in 2022/23
Adult Social Care	➔ 5 Extra Care Housing units rated as good by CQC
Business Change & Customer Services	➔ Libraries for Life initiative created, creating pathways for the lifetime of a customer
Children & Young People and Education	➔ Ofsted has undertaken several school inspections this year, all judged as 'good'
Finance	➔ Distributed £1.9m in Household Support Fund payments to help residents with energy costs and free school meals
People & Policy	➔ Community Wellbeing Hub support with cost-of-living crisis and helping people out of hospital
Place Management	➔ First Bath Christmas market since 2019 with over 200 traders, 500,000 visitors, £50m city-wide income and its highest ever approval rating - 95% of visitors would consider returning to visit again
Public Health	➔ Success in securing a programme of free holiday activities for all children and young people aged 5-16 years old who receive benefits related free school meals
Regeneration & Housing	➔ Opened Bath Quays South and bridge bringing new businesses and jobs to Bath
Sustainable Communities	➔ Opened World Heritage Centre and education zone with strong post-Covid recovery for Roman Baths

## 4.2 Strategic Performance Indicators

The **Strategic Performance Indicator Set** (SPIS) is a set of 21 indicators selected by Directors from over 200 national and local performance measures to enable Members to focus on some key areas of delivery. They are part of the Council's Integrated Reporting Framework and themed to follow the key principles in the Corporate Strategy.



The chart above summaries the end of year returns for the SPIS, while the full Q4 Strategic Indicator Performance Report is available in **Appendix 2**. With the exception of data for traffic volumes, all of the indicators are as up to date as they can be. Key points to note:

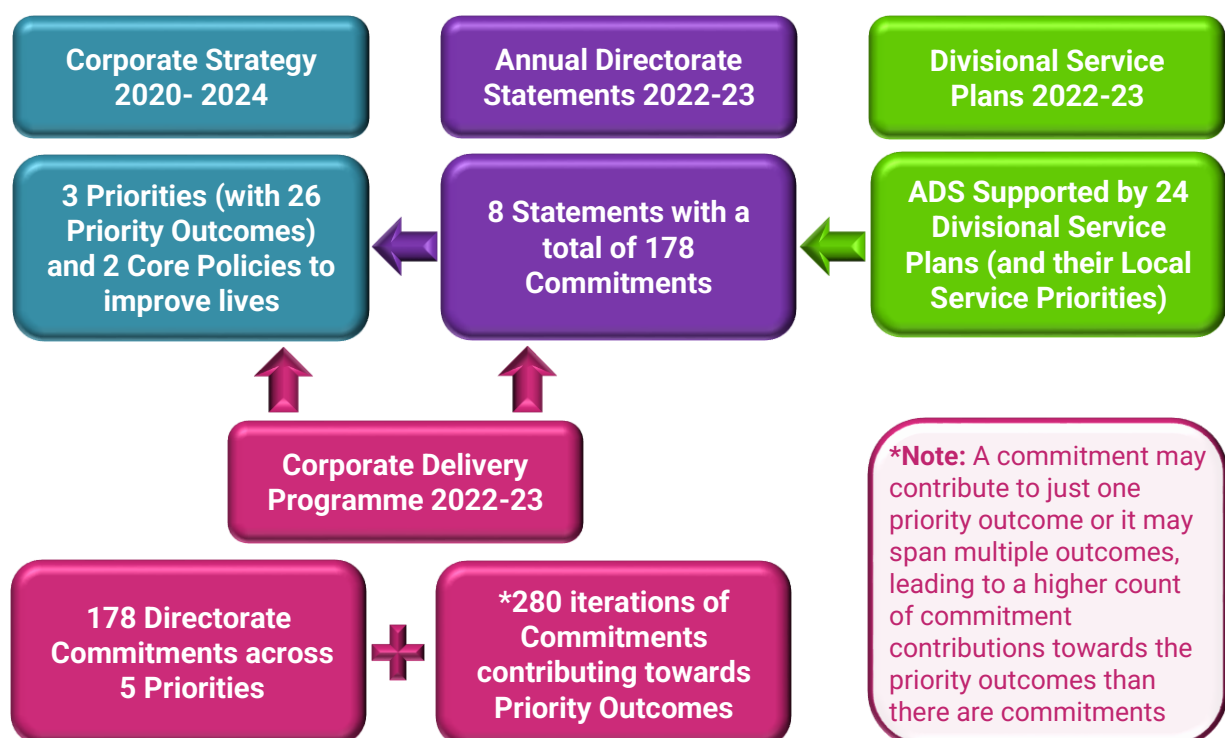
- ➔ The tree planting indicator has seen a huge decrease. Planting over the last two years has utilised the sites that could accommodate large numbers of trees. The focus now is on planting more individual high value specimens to maintain the quality of tree stock.
- ➔ Installed renewable energy capacity has new data for the first time since the methodology was reviewed and has increased as anticipated. A combination of the Council's own initiatives and large planning applications moving to development have delivered additional capacity.
- ➔ Admissions to care homes have reduced slightly compared to the last published figure, while the rate of Adult Safeguarding enquiries has dropped to 90% compared to 95%. A lot of data cleansing took place prior to the statutory submission, which is likely to be the cause.

We have recently undertaken a quality assurance review of the indicator set to ensure the measures remain relevant and representative of the priorities and core policies in the Corporate Strategy, and also reflect the Council’s response to emerging issues around the national cost-of-living crisis. This is likely to result in a revised and expanded set of indicators for the 2023/24 financial year to align with next year’s revised budget. Any revisions to the set will be finalised as part of the new Corporate Strategy in 2023/24.

### 4.3 Corporate Delivery Programme 2022/23

Nearly three quarters of the Directorates’ 178 commitments have been completed, successfully delivering 208 contributions towards the Corporate Strategy’s priority outcomes.

The **Annual Directorate Statements** set out the high level commitments by Directorates to help achieve delivery of **Corporate Strategy’s** key priorities (with the support of their respective **Divisional Service Plans**), with the **Corporate Delivery Programme** reporting progress against the commitments, providing a direct monitoring and reporting link to the Corporate Strategy.



Directors provided a RAG rating and commentary for each of the commitments in their Annual Directorate Statements (ADS) setting out their progress at the end of March 2023. These updates have been used to create an end of year report for the Corporate Delivery Programme.

A summary of overall performance is shown below. The figures under the 'status of commitments column' represent the percentage of Directorate commitments that are red, amber or green, with the corresponding count in brackets:

Corporate Strategy Priority	No of Commitments in ADS	Status of Commitments at End Q4		
		Red	Amber	Green
Preparing for the Future	37	2.7% (1)	27.0% (10)	70.3% (26)
Delivering for Local Residents	27	3.7% (1)	18.5% (5)	77.8% (21)
Focusing on Prevention	51	3.9% (2)	31.4% (16)	64.7% (33)
Climate and Ecological Emergency	25	0	20.0% (5)	80.0% (20)
Giving People a Bigger Say	38	0	26.3% (10)	73.7% (28)
<b>Total</b>	<b>178</b>	<b>2.2% (4)</b>	<b>25.8% (46)</b>	<b>72.0% (128)</b>

A few highlights from the Corporate Delivery Programme report are captured below:

- ➔ **New school buildings planned and developed in line with our climate priorities** - The Two Rivers School has been completed and is one of the most environmental schools in the country. All other school expansions are planned in line with the Council's climate change expectations.
- ➔ **Increased outreach opportunities** - Over 400 outreach events took place in 2022/23 with the Mobile Library making nearly almost 1,000 stops across B&NES, 1,000 hours were spent reading to people at home through the Libraries at Home service and 60 Volunteers gave us almost 3,000 hours of their time to support Council initiatives.
- ➔ **Libraries for Life initiative** - many events and initiatives have been put in place to create a community offer to follow the lifecycle of a resident:
  - New sensory space in Bath Central Library as well as a lego room
  - Warm welcome initiatives in place and well used (see Section 5.3 for more details)
  - Supported our Ukrainian refugees with various activities and resources
  - Over 300,000 people visited our Libraries and Information & Advice centres in 2022/23, taking out over 400,000 books and other items, while over 8,000 new members joined the library
  - Over 150,000 eBooks, eMagazines and eNewspapers were checked out
  - We reached over 600,000 residents across all key social media platforms.

## 4.4 Inspections

**Ofsted** - Children's Services were inspected by [Ofsted](#) in March 2022, resulting in an overall effectiveness rating of **Good**. Ofsted concluded that children in Bath and North East Somerset receive a **good service** and that despite the challenges of COVID-19 and increasing demand, senior leaders have been effective in strengthening services since Ofsted's last inspection in 2017. Substantial investment by political and senior leaders and an effective model of social work practice have played a key part in this. Practitioners are creative, thoughtful and effective in making children safer, and keeping families together whenever possible.

Ofsted Judgement	Grade
The impact of leaders on social work practice with children and families	Good
The experiences and progress of children who need help and protection	Good
The experiences and progress of children in care and care leavers	Good
<b>Overall effectiveness</b>	<b>Good</b>

In addition to the above Ofsted rating, all of the schools inspected in 2022/23 have been rated as **Good**.

**Local Government Association (LGA)** - In May 2022, the LGA completed a peer review of the B&NES Community Safety & Safeguarding Partnership (BCSSP), with the following key messages:

- ➔ B&NES has been brave and innovative combining the three partnerships of adults, children and community safety. In doing this, it had demonstrated its ambition for an all-age approach, brought partners together and broken down silos with an aspiration of achieving better outcomes for all.
- ➔ The strength of the partnership through the challenging period of the pandemic was evident and the commitment by all partners to this approach is aspirational for B&NES residents and was commended.
- ➔ The reality and challenge of delivering and balancing the three areas was not underestimated, and credit is given to the committed, hard working and passionate colleagues who are making a difference.
- ➔ Partners should remain committed and continue to evolve and provide evidence of good practice from which others can learn. The LGA has stated it wishes to use this peer review as a case study and to share good practice nationally.

There were no surprises in the findings and it is reassuring that the BCSSP recognises its strengths and areas for consideration, and had already started addressing some of these areas. The BCSSP agreed with the recommendations and has developed an action plan, which will be implemented and monitored by the Executive Group.

**Care Quality Commission (CQC)** - There are 38 active care homes in Bath and North East Somerset, eight of which are managed and run by the Council (3 care homes and 5 extra care homes). The CQC has carried out inspections on seven of the care homes in B&NES over the last 12 months, resulting in three homes being rated as 'Good', three as 'Requires Improvement', and one as 'Inadequate'.

#### Care homes inspected in 2022/23:

Care Home	Type of Care Provided	Date of Inspection	CQC Rating	Council Run?
Kingfisher Lodge	Residential and Nursing Care	06/06/2022	Good	N
Avondown House	Extra Care Housing with Personal Care	20/06/2022	Good	Y
Stratton House	Residential with Personal Care	12/08/2022	Good	N
Whitehaven	Residential with Personal Care	25/04/2022	Requires Improvement	N
Combe Lea CRC	Residential with Nursing and Personal Care	26/09/2022	Requires Improvement	Y
Greenhill House	Nursing Care for Physical Disabilities	18/10/2022	Requires Improvement	N
Charlton House CRC*	Residential with Nursing and Personal Care	31/10/2022	Inadequate	Y

\*The inspection of Charlton House was prompted by a number of safeguarding concerns. The Council has subsequently taken remedial action including immediate staffing changes to improve the quality of care provided, reporting concerns about the actions of agency staff to the relevant regulatory body, and closing the home to new admissions focus on delivering the best possible care to permanent residents. The issues raised in the CQC report have been discussed with residents and their families, and an action plan has been agreed, which has been approved by the CQC.

Two further care homes in Bath and North East Somerset have a rating of **Requires Improvement** (Bloomfield and St Teresa's Nursing Home), however they were inspected on 15<sup>th</sup> and 29<sup>th</sup> September 2020 respectively and are awaiting further inspection. Neither home is run by the Council.

The rest of the care homes in B&NES are currently rated as **Good**.

## 4.5 Resident Satisfaction

### Satisfaction with Local Area

Between October and December 2022, the Council carried out its Voicebox 31 Survey to obtain residents' views on a range of topics to help shape the area and improve local services. The survey was sent to a random sample of 3,977 residents, resulting in 1,063 completed surveys, a response rate of 27%.

## Summary of findings:

**84%** = The percentage of those **satisfied with their local area** as a place to live **remained the same** as the previous year. This is higher than the national rate (75%), while the level of satisfaction locally has been broadly stable since 2017.

**59%** = The percentage of those **satisfied with the way the Council runs things** **increased** from 52% in 2021 and is similar to the level reported in 2019 (58%).

**34%** = The percentage of those **agreeing that the Council provides value for money** **increased** from 31% in 2021 and is similar to the level reported in 2019 (35%)

## Relative Priorities

The table below shows which things the respondents think are **most important in making their local area a good place to live** and those that are **most in need of improving**:

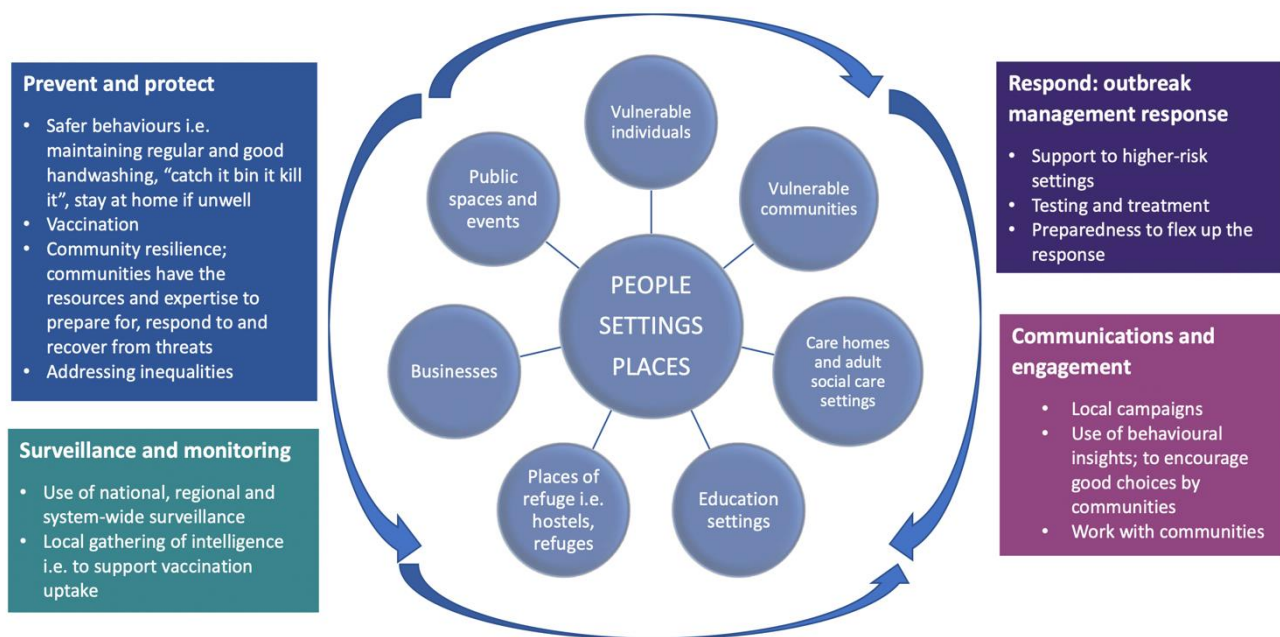
Most Important	Least Important
Access to nature and green spaces	Social inequalities
Most in Need of Improving	Least in Need of Improving
Road and and pavement quality	Cultural and heritage facilities
Most Important AND Most in Need of Improvement	Least Important AND Least in Need of Improvement
1. Public transport	1. Cultural and heritage facilities
2. Affordable decent housing	2. Social inequalities
3. Health services	3. Sports and leisure facilities

## 5. Health and Wellbeing

### 5.1 Living Safely with COVID-19

Over the last 12 months, the Council has been guiding local communities on how to live safely with covid. The [B&NES Living Safely and Fairly with COVID-19 Plan](#) sets out a framework for how individuals, employers and institutions can collectively prevent, protect and respond to COVID-19 in the coming years.

The plan is part of the Council's overall response to emergencies and does not replace the existing Major Incident Plan. It's aim is to harness the capacity of the Council, working with communities and partners, to enable residents of Bath and North East Somerset to live safely and fairly with COVID-19, while retaining resilience and capabilities to respond to new variants, outbreaks and any resurgence of COVID-19.



It is also vital to maintain and build upon what was achieved during the pandemic, such as strong partnerships and new ways of working, and nurture the considerable capacity and resilience provided by volunteers and volunteer networks and the wider community. These will continue to be essential in responding to existing and future threats, including the cost of living crisis that is undoubtedly impacting upon people’s health and wellbeing. Increasing prices, food and fuel poverty, debt, and the loneliness and social isolation that come with these pose a very real threat to public health, and will again have the biggest impact on the most vulnerable.

Public Health’s annual report, [‘Extraordinary Times, Extraordinary People - A Time Like No Other’](#), summaries the devastating impact of the pandemic, describing it as “the largest and most enduring pandemic in living memory”, and explains how “COVID-19 has exposed and magnified health inequalities, resulting in poorer health outcomes for some of the worst off in our society”.

As we’ve shifted to living safely with COVID-19, the lasting challenges for the NHS and social care are considerable. There are significant consequences for all essential service delivery, with very high unmet demand in health and social care for patients, while health and social care professionals are coping with the cumulative stress of the pandemic and impact on their own mental health and wellbeing.

Conversely, the challenge of the situation has brought about rapid change and innovation of a scale that would have been unimaginable just two years ago. New ways of working have been adopted at pace, and communities and partners across sectors have pulled together with unity and determination. So, the pandemic is also a story of hope, with huge collective action by residents and communities to look after one another.

In common with local authorities across the country, we are currently in the process of gathering evidence to support the Covid-19 public inquiry.



## 5.2 Support for Refugees

Following the Russian invasion of Ukraine last February, the Council provided a swift and co-ordinated response to welcome Ukrainian refugees in our area, working with a wide range of services and partners, including schools, local health services, and groups such as Julian House and Bath Welcomes Refugees. The **Homes for Ukraine** scheme has seen a generous response from local residents who have offered their homes to support people in need, building on the success of the Council's previous work with our partners on the Syrian and Afghan refugee resettlement. The latest scheme figures are as follows:

**142** = **Sponsor homes** across Bath and North East Somerset

**240** = **Ukrainian guests** being hosted in 126 sponsor homes

**24** = **Ukrainian guests** on their way to 16 sponsor homes

**55** = **Ukrainian guests** (19 families) have moved into private rented accommodation

**54** = **Ukrainian guests** have decided to return to Ukraine / leave UK / leave B&NES

There is a comprehensive **checking process** in place for all sponsor homes and to date, **84%** (119) of the current active sponsors have passed all the necessary checks. Within the scheme, the Council has completed circa **800** checks: 400+ DBS checks on over 200 households, 200+ accommodation checks, and 180+ welfare checks. There is also **sponsor support** available and 16 host families have signed up to Refugee Host Support, while 54 sponsors have requested additional support with cost of living payments.

As mentioned above, Bath and North East Somerset continues to provide safe haven to Syrian and Afghan refugees. So far **105** refugees from Syria and Afghanistan have been welcomed to the area under the UK Resettlement Scheme and Afghan Resettlement and Assistance Programme. Six more people are due to arrive in the coming weeks.

## 5.3 Community Wellbeing Hub and Warm Spaces

Initially established to provide help and assistance during the Covid pandemic, the [Community Wellbeing Hub](#) now provides a central place for local residents to access a range of services to improve their health and wellbeing, including support with the cost-of-living crisis and helping people out of hospital.

A key initiative is the provision of Warm Spaces, designated public areas within the local community that offer people a space to stay warm. Around 50 organisations across the district, ranging from churches and libraries to sports clubs and more, have pledged to welcome anybody needing somewhere warm (see [directory](#) of warm spaces). Local people using Warm Spaces can expect a guarantee of respect, dignity and warmth. All registered 'Warm Spaces' agree to the [B&NES Warm Spaces Charter](#) upon registering:

- ➔ You'll get a warm welcome as well as Warm Space
- ➔ Everyone is treated equally, with dignity and respect
- ➔ Your Warm Space will be a safe space
- ➔ We'll not tell anyone about you needing a Warm Space
- ➔ It doesn't matter why you need a Warm Space.

## 6. Local Economy

In light of a challenging global and national economic backdrop, Bath and North East Somerset saw a small decline in business stocks and the employment rate for residents in 2022. The number of economically inactive residents has also risen in the past year, including those who want a job. More positively, unemployment and claimant count rates continue to fall, while both jobs and wage levels in B&NES increased.

Economic output data is not available for 2022, but the most recent release shows COVID having a relatively larger negative impact on the local economy compared to the national average.

### 6.1 Economic Output

Economic output data is not readily available at local authority level. The latest Office for National Statistics (ONS) estimate of Gross Value Added (GVA) for Bath and North East Somerset was £4.21 bn in 2020. GVA was estimated to have dropped by 5.7% from 2019 to 2020, while GVA for the UK as a whole dropped by 3.6% over the same time period, indicating that B&NES economic output was more affected by COVID-19 than the average for the UK.

*Source: ONS Regional GVA and GVA estimates for other areas (2020)*

### 6.2 Business Stocks

There were a total of 8,535 businesses located in B&NES as of 2022, a reduction of 100 compared with the previous year. This 1.2% reduction in our business stock was slightly higher than the 1.1% reduction for the West of England, while the UK as a whole saw a negligible rise of 0.1% in the same time period. The size breakdown of businesses in B&NES is broadly in line with both the West of England and UK.

Size	B&NES	West of England	UK
Micro (0-9)	88.5%	88.2%	89.5%
Small (10-49)	9.7%	9.6%	8.6%
Medium (50-259)	1.5%	1.7%	1.5%
Large (250+)	0.5%	0.5%	0.4%

*Source: ONS Inter-Departmental Business Register (2022)*

## 6.3 Employment

The Business Register and Employment Survey showed B&NES' employment grow from 89,000 in 2020 to 94,000 in 2021, a 5.6% increase which was significantly higher than jobs growth in both the West of England (3.6%) and Great Britain (3%) .

Using a separate data source to track 2022 employment growth, (the Inter-Departmental Business Register), employment in B&NES grew from 86,550 in 2021 to 89,450 in 2022, a 3.4% increase. While this figure is positive for B&NES, regional and national figures are unavailable for comparison.

The top six employment sectors in B&NES are:

1. human health and social work activities
2. education
3. wholesale and retail trade
4. accommodation and food services
5. professional, technical and scientific activities
6. information and communication

Health, accommodation and food services, and information and communication are the three sectors that have experienced the most significant employment growth in the past decade.

ONS Annual Population Survey shows the employment rate for B&NES residents has fallen from 79.7% in 2021 to 74.8% in 2022, while the employment rates for both the West of England (80.9%) and UK (75.4%) have risen in the past year. Whilst this data is of concern, it should be noted that the Annual Population Survey is an estimate and subject to large confidence intervals, especially at a more localised level.

**Sources:** *ONS Inter-Departmental Business Register (2021 and 2022), ONS Business Register and Employment Survey (2020 and 2021), ONS Annual Population Survey (2022)*

## 6.4 Wages

Median full-time weekly wages for workplace jobs in B&NES rose to £635 in 2022, a 10.4% increase on the previous year. This growth led to B&NES' workplace wages closing the gap with both the West of England (£662) and UK (£640).

Likewise for residential jobs in B&NES, median full-time wages increased by an impressive 19.9% to £699. This growth far outpaced both the West of England (£652) and UK (£640), with median full-time weekly pay now higher for B&NES residents. This trend is likely to be at least partially explained by opportunities arising from remote working, allowing more B&NES residents to access higher paid employment opportunities both in London and abroad. More information on this should come to light following full publication of the 2021 Census results.

Please note that like the Annual Population Survey, the Annual Survey of Hours of Earnings is liable for large confidence intervals at local authority level, hence it gives indications of trends rather than precise data.

**Source:** ONS Annual Survey of Hours and Earnings (2021 and 2022)

## 6.5 Economic Inactivity

While the B&NES employment rate has fallen in the past year, this is not down to rises in unemployment. The primary driver of fallen employment has been a rise of economically inactive\* B&NES residents. The Annual Population Survey estimates there to be 27,700 economically inactive residents in B&NES in 2022, 23.3% of the working age population. The economically inactive rate was 17.9% in 2021. In the West of England (19.7%) and Great Britain (21.6%), economic inactivity stayed relatively constant. 71.8% of those who are economically inactive in B&NES do not want a job, while 28.2% would like a job. The percentage of economically inactive residents wanting a job has increased in the past year.

*\*Economically inactive include students, carers, people who are long-term sick and retirees, among other groups.*

**Source:** ONS Annual Population Survey (2022).

## 6.6 Claimant Count

The B&NES JSA claimant rate has fallen in the past year and currently stands at 1.8%, very close to pre-COVID levels. The claimant rate in both the West of England and UK sit higher than B&NES, and have not fallen as quickly since COVID.

Date	JSA Claimant Rate		
	B&NES	West of England	UK
February 2020	1.7%	2.1%	3.0%
February 2021	4.0%	5.0%	6.4%
February 2022	2.4%	3.1%	4.2%
February 2023	1.8%	2.5%	3.7%

**Source:** ONS Claimant Count - Claimant rate = proportion of population aged 16-64 claiming Job Seekers Allowance.

### Appendix 1 - Achievements and Successes during 2022/23

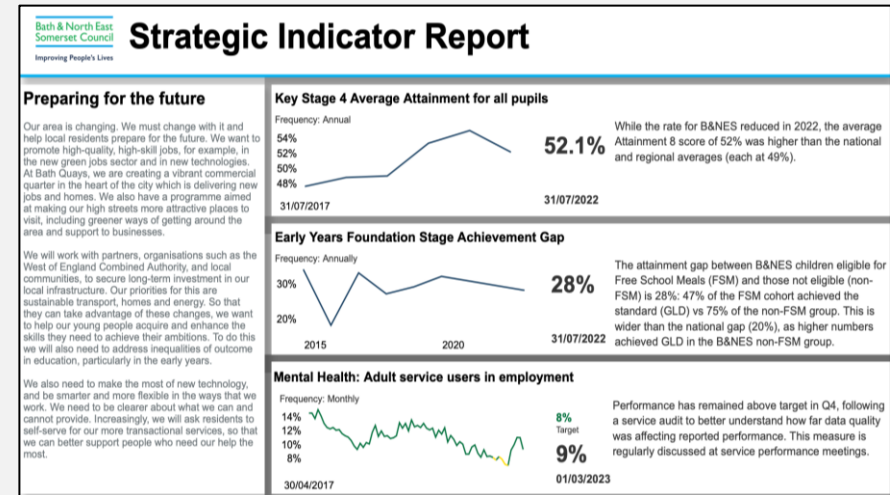
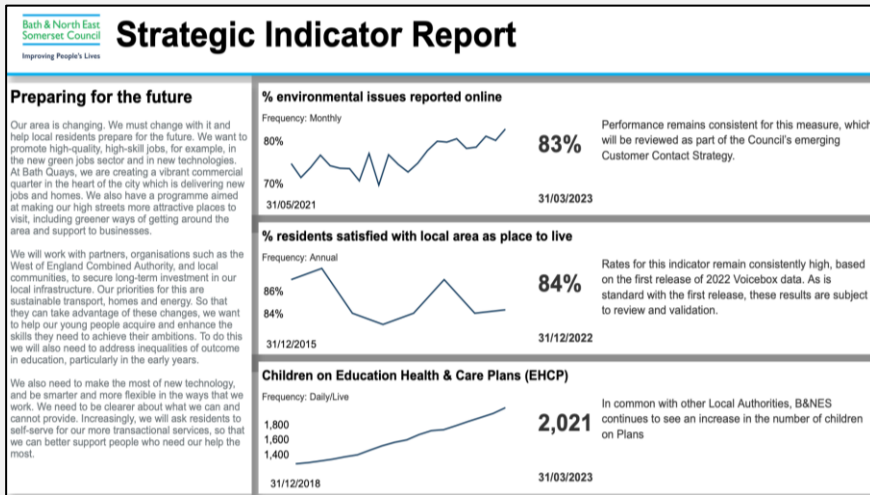
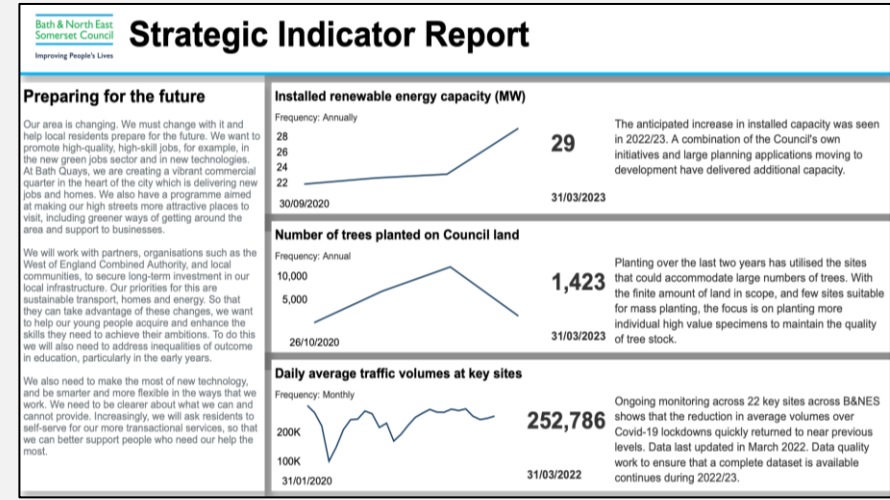
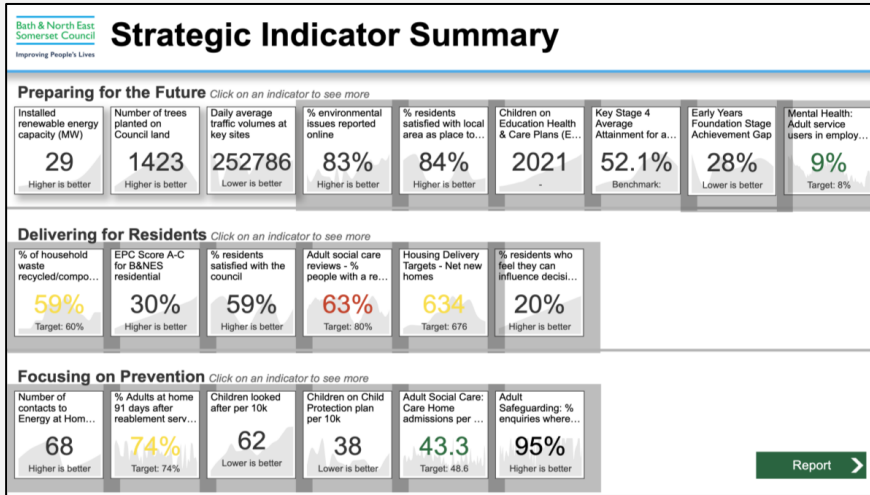
The following table provides a summary of additional achievements and successes by Directorate that collectively demonstrate how the Council is contributing towards its priorities, commitments and core policies set out in the [Corporate Strategy 2020-2024](#).

Directorate	Achievements and Success in 2022/23
<b>Adult Social Care</b>	<ul style="list-style-type: none"> <li>➔ Extra Care Housing - 5 x units rated as good by CQC</li> <li>➔ Started community service transfer arrangements following Cabinet decision</li> <li>➔ Built good relationships with Integrated Care Board and HCRG</li> </ul>
<b>Business Change &amp; Customer Services</b>	<ul style="list-style-type: none"> <li>➔ Keynsham Civic Centre - on time, on budget, changing our culture</li> <li>➔ Business Change Hub established</li> <li>➔ Highways redesign seeing more people go online</li> <li>➔ Libraries for Life initiative created, creating pathways for the lifetime of a customer</li> <li>➔ Created warm spaces in our libraries and delivered a 'winter welcome'</li> <li>➔ More community spaces and events in our libraries and more mobile library outreach</li> </ul>
<b>Children &amp; Young People and Education</b>	<ul style="list-style-type: none"> <li>➔ Youth Offending has changed to Youth Justice following engagement with young people</li> <li>➔ 'Good' Ofsted rating received in April</li> <li>➔ Ofsted has undertaken several school inspections this year - all judged as 'good'</li> <li>➔ 2 x LGA peer reviews have come back as a good rating</li> <li>➔ Fostering families - request from DfE to include in care review as an example of good practice</li> <li>➔ Council to become a foster-friendly employer</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>➔ Completed roll out of 2,000 laptops</li> <li>➔ Attracted 27 new tenants generating £852k of new income</li> <li>➔ Distributed £1.9m in Household Support Fund payments to help residents with energy costs and free school meals</li> <li>➔ Provided £162k in Welcome Payments to all families housed under the Homes for Ukraine scheme</li> <li>➔ Processed over 5,000 Local Welfare Support applications, an increase of 33% from 2021</li> </ul>
<b>People &amp; Policy</b>	<ul style="list-style-type: none"> <li>➔ Homes 4 Ukraine Scheme - 350 guests welcomed</li> </ul>

Directorate	Achievements and Success in 2022/23
	<ul style="list-style-type: none"> <li>➔ Community Wellbeing Hub support with cost-of-living crisis and helping people out of hospital</li> <li>➔ Constitution Refresh agreed by full Council</li> <li>➔ Implementation of Clear Review to 2000 staff</li> <li>➔ Successful recommission of Domestic Abuse IDVA services</li> </ul>
<b>Place Management</b>	<ul style="list-style-type: none"> <li>➔ In figures, 17,612 FixMyStreet reports completed, 21,800 tonnes of recycling collected, 2,638 potholes repaired, and 114,995m<sup>2</sup> of highways resurfaced,</li> <li>➔ CAZ Stage 2 Air Quality requirements met</li> <li>➔ Cleveland Bridge successfully reopened</li> <li>➔ Active travel schemes in Lower Bristol Road and Beckworth Road</li> <li>➔ Successful outcome from York St public inquiry as part of City Centre Security scheme</li> </ul>
<b>Public Health</b>	<ul style="list-style-type: none"> <li>➔ Review of Health and Wellbeing Board arrangements complete</li> <li>➔ Creation of Health and Wellbeing Strategy ongoing with excellent cross-council and wider partner working</li> <li>➔ Also excellent joint working across Public Health and Sustainable Communities on Local Plan and Economic Strategy</li> <li>➔ Funding secured for active travel social prescribing initiative in the Somer Valley, working with Active Travel team</li> <li>➔ Significant national funding secured to work through local partnership to improve drug and alcohol treatment and recovery system</li> <li>➔ Success in securing a programme of free holiday activities for all children and young people aged 5-16 years old who receive benefits related free school meals</li> <li>➔ Work with the Integrated Care Alliance to agree use of Integrated Care System health inequalities funding for B&amp;NES - good network of proposals developed and good links with Integrated Care Board developing</li> <li>➔ Success in securing an operator to provide golf in the Approach open space in Bath</li> <li>➔ Management of Covid - advice and support to prevent and manage outbreaks, and significant distribution of COMF to community organisations and council teams to support the transition to living safely with Covid</li> </ul>
<b>Regeneration &amp; Housing</b>	<ul style="list-style-type: none"> <li>➔ Opened 2 x high street hubs in Keynsham and Midsomer Norton and completed cultural activity programme</li> <li>➔ Completed Keynsham Civic Centre construction project budget</li> </ul>

Directorate	Achievements and Success in 2022/23
	<ul style="list-style-type: none"> <li>➔ Completed purchase of post office for Fashion Museum and secured feasibility work</li> <li>➔ Established and launched our affordable housing RP brand B&amp;NES Homes</li> <li>➔ Completed first Council housing for social rent at 117 Newbridge</li> <li>➔ Opened Bath Quays South and bridge bringing new businesses and jobs to Bath</li> <li>➔ Redesigned property function and recruited into Heads of Service to establish a Corporate landlord model</li> <li>➔ Published Place Prospectus and Milsom Quarter Master Plan</li> </ul>
<b>Sustainable Communities</b>	<ul style="list-style-type: none"> <li>➔ Opened World Heritage Centre and education zone</li> <li>➔ Strong post-Covid recovery for Roman Baths</li> <li>➔ First Ecological Emergency action plan</li> <li>➔ Local Plan Partial Update adopted, new Local Plan started and Economic Strategy underway</li> <li>➔ Held Equalities summit - <a href="#">video</a></li> <li>➔ Opened Chew Valley Lake trail</li> <li>➔ Renewable energy care homes</li> <li>➔ Worked with 15 communities to design neighbourhood</li> </ul>

## Appendix 2 - Q4 2022/23 Strategic Performance Indicator Report





**Bath & North East Somerset Council**  
Improving People's Lives

## Strategic Indicator Report

### Delivering for residents

Access to housing, and getting around our area are key local concerns. We are determined to secure more affordable and social housing, improve the quality of rented housing, make our housing stock green and tackle fuel poverty.

We will also facilitate significant improvement of the transport infrastructure and encourage behaviour change to forms of transport other than the private vehicle. This will enable a major shift to walking, micro mobility (cycling), car-sharing, buses, and rail.

Alongside the introduction of the Clean Air Zone, we have wider ambitions for a more pedestrian-friendly city centre and reducing the impact of cars in residential streets through better traffic management, and reductions in 'rat-running'.

To support this, we need to understand the views and needs of our local communities. We are committed to improving how we involve local people in our decision making, such as on local transport schemes, ensuring that they have a greater say in how their services are designed, funded and run.

**% of household waste recycled/composted**

Quarterly

60% Target  
**59%**  
31/03/2023

When considered alongside the below-target amount of waste produced per household, the service is progressing towards its zero waste ambition. Please note that the indicator is now reported as a 12-month average as the target is measured at annual intervals.

**EPC Score A-C for B&NES residential**

Annual

30%  
31/03/2023

Shows the % of properties with a satisfactory energy efficiency rating. Trend shows a positive direction of travel.

**% residents satisfied with the council**

Annual

59%  
31/12/2022

Satisfaction with the council increased by over 7% in the latest results, based on the first release of 2022 Voicebox data. As is standard with the first release, these results are subject to review and validation.

**Bath & North East Somerset Council**  
Improving People's Lives

## Strategic Indicator Report

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**Adult social care reviews - % people with a review**

Monthly

80% Target  
**63%**  
31/03/2023

Pressure across the health and social care system is impacting on timeliness of reviews. Providers are prioritising initial assessments and any reviews carried out are risk stratified to ensure that the waiting list is managed to avoid needs being left unmet.

**Housing Delivery Targets - Net new homes**

Annual

676 Target  
**634**  
31/03/2022

While the net new homes delivered in 2022 were below the annualised target, the cumulative supply over the Core Strategy period exceeds the requirement. The Local Partial Plan Update has allocated additional sites to mitigate any future shortfall.

**% residents who feel they can influence decisions about their local area**

Annually

20%  
31/12/2022

There has been a small increase in the proportion of people who feel that they can inform decisions made by the council, based on the first release of 2022 Voicebox data. As is standard with the first release, these results are subject to review and validation.

**Bath & North East Somerset Council**  
Improving People's Lives

## Strategic Indicator Report

### Focusing on Prevention

Having a clear approach to prevention is essential to improving people's health and wellbeing, sustaining the social care and health services we all value and rely on, and strengthening our local economy. For example, properly insulated homes are cheaper to run and help prevent cold-related ill health as well as contributing to addressing the climate emergency. Bath's Clean Air Zone is also a good example of how we are preventing ill health through reducing air pollution.

People should receive the support they need in the most efficient, effective and timely way, reducing demand for later and more costly interventions. Everyone has a part to play and our residents should be supported to stay healthy, live well and be independent for as long as possible, making good choices for their own health and wellbeing. For example, we can promote active travel, such as walking and cycling.

We cannot do this alone and we will need to build on our joint working arrangements with partners, voluntary organisations, parishes, and residents, through growing initiatives such as Compassionate Communities, which was exemplified in the creation of the Compassionate Communities Hub. We will always ensure that we continue to protect and support our most vulnerable residents.

**Number of contacts to Energy at Home Info Centre (cumulative)**

Quarterly

68  
31/03/2023

The new in-house service provides information and signposting for residents. The service is being actively promoted through a range of communications channels. The cumulative count has started again from the beginning of 21/22 to monitor in-year demand.

**% Adults at home 91 days after reablement service**

Quarterly

74% Target  
**74%**  
31/12/2022

Performance recovered above the targeted level despite the challenges around the complex needs of people using the services, including end-of-life patients. These challenges remain and continue to risk achievement of the target in future quarters.

**Children looked after per 10k**

Quarterly

62  
31/03/2023

Recent increases in children in care can be attributed to a small number of larger families and an increase in the requirements to support unaccompanied asylum seeking children. The latter trend is expected also to be seen nationally with National Voluntary Dispersal Scheme and is anticipated to continue to increase, locally, regionally and nationally for 2022/23

**Bath & North East Somerset Council**  
Improving People's Lives

## Strategic Indicator Report

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**Children on Child Protection plan per 10k**

Quarterly

38  
31/03/2023

Rates are low compared to similar authorities. Attributed to good management of risk and in line with our practice framework principles and values.

**Adult Social Care: Care Home admissions per 100k**

Monthly

48.5 Target  
**43.3**  
31/03/2023

Performance was on target in March 2023 but the month-on-month rate remains variable. Funding arrangements continue to be different to those in effect prior to the pandemic, so data from 21/22 onwards is not directly comparable to previous years.

**Adult Safeguarding: % enquiries where risk removed/reduced**

Quarterly

95%  
31/03/2023

The rate remains high as practice continues to minimise harm and risk.