

### Angelou Service Performance Report

The table below shows the main outcomes and Key Performance Indicators (KPIs) for the Angelou Service alongside performance data from October 2021-September 2022:

Headline Outcome	Key Performance Indicator	Performance Sept 2021-Sept 2022
Improved safety of victims of VAWG and their children	% of service users who report increased safety and feelings of safety as measured by exit surveys.	86%
Work as part of a multi-agency coordinated response to supporting victims of VAWG	% of service users who report a reduction in abuse due to the support and advice received from services as measured by closing assessments.	97%
Service users are at reduced risk of repeat victimisation and supported to live free of violence.	% of service users who are at reduced risk at case closure following the support of the services as measured by professional judgement, risk and needs assessments and closing assessments.	85%
Service users can access support and services that corresponds with their needs and identity.	% of service users from minority communities who may have additional/complex needs, experiencing multiple and/or intersecting disadvantage, and/or; protected characteristics who are meaningfully engaged in services.	56%
Service users can implement individualised safety and support plans which result in improved outcomes and quality of life for them and their children.	Following meaningful engagement with the services, % of service users who report that their quality of life has improved as measured by exit surveys and closing assessments;	85%
Service users have increased emotional and psychological well-being.	% of service users who report improved confidence in reporting abuse and/or where to access help and support as measured by exit interviews and evaluations.	97%