

COMMUNITIES SCRUTINY - Q1 OUTTURN PERFORMANCE REPORT - 2018/19

Key: Direction of Travel in last 12 months (indicative)

Improved			Worsened
Static (0.5% change)			Greyed out arrow shows last comparable direction of travel (for annually reported metrics)

Homes & Landlord Services

SPB measures

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
EC2	Paul Sylvester	BCP354	Increase the rate of homeless households helped by housing advice services to 24 per 1,000 households to prevent homelessness	Quarterly	22.05	24		6.03 (on target - 6)	There have been delays in commissioned services sending in returns for preventing homelessness which is being addressed. However this challenging target has just been met in Q1.
EC2	Paul Sylvester	BCP356	Reduce the number of households who are in Temporary Accommodation for more than 6 months	Quarterly	287	260		261 (on target)	Housing Options have focussed on moving "long stayers" out of temporary accommodation. Maintaining the level of direct offers from BCC Landlord Services and targetting households in TA has contributed to meeting this target in Q1
EC3	Tom Gilchrist	BCP307	Increase the number of disabled people enabled to live more independently through home adaptations	Quarterly	2,373	2,450		650 (above target - 613)	Performance slightly ahead of target with the number of referrals into Care Direct being at the predicted level, which is likely to continue for the remainder of the year. Performance against target should continue at this level going forward.
F1	Tom Gilchrist	BCP310	Increase the number of private sector dwellings returned into occupation to 480	Quarterly	381	480		210 (well above target - 120)	Currently well ahead of target as a result of focussed action on long term empty properties. The likelihood is that performance will reduce in quarters 3 and 4 as focussed enforcement action reduces officer availability.
EC2	Paul Sylvester	BCP352a	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly count	Quarterly	66	60		83 (well below target)	The Social Impact Bond, No First Night Out and Controlling Migration Projects were established to help people off the streets. 23 beds have been provided through temporary use of BCC buildings. There is a 20 bed commissioned assessment centre alongside coordinated links to three volunteer run shelters. High demand for supported accommodation and difficulty moving people on into the social and private sectors means that people wait over three months to move into supported accommodation. We hope the MHCLG funding to reduce rough sleeping and assist in move on will have an impact this coming winter.
EC2	Paul Sylvester	BCP352b	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	Annual	86	75		N/A	The Social Impact Bond, No First Night Out and Controlling Migration Projects are established to help people off the streets. 23 beds have been provided through temporary use of BCC buildings. There is a 20 bed commissioned assessment centre alongside coordinated links to three volunteer run shelters. High demand for supported accommodation and difficulty moving people on into the social and private sectors means that people wait over three months to move into supported accommodation. We hope the MHCLG funding to reduce rough sleeping and assist in move on will have an impact this coming winter.
EC4	Pam Wharfe	BCP305	Increase the percentage of local authority tenants who are satisfied with the service they have received from the council	Annual	n/a	77%	N/A	N/A	Survey results out in Q4

Housing Services cntd.

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
	Gillian Durden	TBC	Improve energy ratings of Council homes: reduce number of properties with EPC rating of F to 0, and with E to less than 30%.	Quarterly	n/a	EPC of F = 0, EPC of E reduce 30%	N/A	EPC of F/G = 5. EPC of E: 402 (below target 376)	This measure has replaced SAP as it is a more detailed look at the energy rating of council homes and therefore can show better when homes are improved. About 1.5% of properties have an EPC rating of E or below. Almost all of the improvements we want to make will have been offered to tenants before – and have been refused – and we are passing the addresses over to our partner organisation CSE to work with the tenants to understand the reasons for refusal/ try to get them to accept the improvements. Draughtproofing and LED lightbulbs are also going to be targeted at the worst performing homes where other improvements are refused. Over the next few months we will carry out further analysis of all our stock as part of the affordable warmth strategy.
	Gillian Durden	TBC	Reduce number of homes that are non decent to less than 5%	Quarterly	n/a	<5%	N/A	5.1% (below target)	Because of the way this figure is calculated, the number of decent homes decreases throughout the calendar year, but will then increase when measured again at the end of Q4. A major reason for homes failing due to category 1 hazards. Where we identify such hazards in surveys we ensure they are rectified as a priority, but we assume that other similar homes may have the same issues so extrapolate across all our stock. Other common reasons for failures are kitchens or rewire work which are due, but not yet undertaken or where the tenant has refused work. A number of properties failing for old roofs, but we may not have the condition data for all of them and they may still be in acceptable condition.
	Pam Wharfe	Project	Improve the Tenant Experience including replacement of housing management system	Quarterly	Caution	N/A		see comment	The go-live for the Cx housing system has been rescheduled to mid-September to allow for further time to fix and test outstanding issues with the product particularly in the Rent Module functionality. Training has been successfully rolled out for Response Repairs, Planned Maintenance and Estates teams in preparation and a schedule of refresher sessions arranged for August and September. Digital services have gone live with the new web site and are now working on the integration with Cx ready for the September implementation.
	Be McCarroll	DCM370	% tenancies sustained beyond 12 months (to include total number of new tenancies)	Quarterly	97.2%	98%	↓	96% (below target)	96% 275 tenancies due to be one year old in period. 263 were still current, exchanged, became use and occupation or ceased after 12 months. There were 352 new tenants through HCB this quarter
	Zara Naylor	DCM371	% repairs completed in one visit	Quarterly	87%	86%	↓	86% (on target)	Between April and June 20311 tasks were completed. 17471 were completed right first time, 2151 were incomplete, 512 were follow ons and 177 resulted in a callback.
	Be McCarroll	DCM372	Maximise the rent income to housing delivery (total debt outstanding)	Quarterly	£10.7m	£10.2M	↑	£10.3M (below target)	Total Debt 10.30m. The removal of the rent free weeks has led to a flatter profile for current arrears thus reducing total debt outstanding from previous outturn.
	Stuart Pattison	DCM373	% of tenants who were satisfied with the way their ASB case was dealt with	Quarterly	51%	55%	↓	44.6% (well below target)	Of 74 responses, 44.6% were very or fairly satisfied how their case was dealt with. There was a 30% reduction in the number of responses on the previous quarter owing to changes in legislation having an impact on data collection. This has been resolved for quarter 2 where we anticipate satisfaction rates to increase.
	Zara Naylor	DCM375	Reduce the number of empty council properties to 250 by 2020 (true void figure)	Quarterly	348	325	↑	341 (below target)	341 True voids. (This excludes 13 other voids, 4 of which are new builds, 8 are intended for TA/Leasing and 1 is to be demolished, giving a total of 354 voids).
	Be McCarroll	DCM376	Reduce loss of gross rental income through voids	Quarterly	£1.66m	£1.7M	↑	£0.44M (below target - £0.425M)	Current performance indicates this target is achievable.
	Zara Naylor	DCM374	To reduce average times for standard relets to 5 weeks (35 days) by 2020	Quarterly	44 days	39 days	↑	40 days (below target)	This is showing an improvement but the service has started on a review of the end to end process for council empty properties. Initial scoping of this work has shown that there is more that can be done to reduce the relet time. A full project looking at this area is planned to start in November.

Housing Services cntd.







Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
	Tom Gilchrist	DCM783a	Number of rented properties improved through discretionary property licensing	Quarterly	523	600	↑	118 (above target - 100)	Performance slightly ahead of target as inspections are being focussed at properties as current licenses expire and are due for renewal.
	Tom Gilchrist	DCM783b	Number of rented licensable Houses in Multiple Occupation improved through mandatory licensing	Quarterly	314	350	↑	122 (well above target - 65)	Performance is ahead of target as officers are inspecting and issuing mandatory licenses early in preparation for the extension of mandatory licensing in October. Undertaking work early in the year will build flexibility for the rush of additional license applications expected in the 3rd quarter.
	Tom Gilchrist	DCM780	No. of homes where a serious hazard is resolved	Quarterly	384	300	↓	85 (above target - 75)	Performance slightly ahead of target. There continues to be a large number of complaints of poor housing conditions in the PRS and this target reflects action which has been taken to resolve serious hazards
	Tom Gilchrist	DCM784	Private rented properties improved	Annual	1,090	1,150	↑	304 (above target - 288)	Performance here is both above target and an improvement on the same period a year ago.
	Tom Gilchrist	DCM785	Average no. of days to resolve service requests in the private rented sector	Quarterly	20 days	19 days	↑	6 days (well above target)	Performance well ahead of target as a result of increase of resources now recruited and in place to respond to private rented enquiries.
	Paul Sylvester	DCM755	Reduce the number of households in temporary accommodation	Quarterly	517	450	↑	523 (well below target)	This is an area of high concern for the service and while it is a problem generated in the wider housing market the service is focussing on reducing the number of households in the highest cost accommodation and with colleagues in housing delivery on getting a better supply of affordable permanent accommodation. The implementation of the Homelessness Reduction Act in Q1 has increased numbers approaching the council for help. It should also be noted that performance has improved from 585 during the same period last year.
	Paul Sylvester	DCM788	Number of families in B&B for longer than 6 weeks	Quarterly	1	0	↑	0 (on target)	No families have been in B&B accommodation for longer than 6 weeks, meeting target.

Communities Services

SPB measures

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
WOP2	Tia Corkish	BCP328	Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 days	Quarterly	86.8%	90%	↑	83.7% (below target)	Much improved performance against same Q1 period last year (64%), with similar numbers of complaints received. We are performing at close to target.
WOP2	Tia Corkish	BCP327	Increase the percentage of Freedom of Information Requests (FOIs) to which we respond within 20 working days	Quarterly	80.5%	90%	↑	76.4% (well below target)	Performance is vastly improved compared to 58.5% in Q1 period last year, on top of a 73% increase in volumes of FOI's received.
	Kate Murray	TBC	Number of visitors to all library sites - an indication of service and building use	Quarterly	1,442,669	NO TARGET - MONITOR ONLY	↓	347,035	We count visitors by people counters in the larger sites and a snap survey in other sites. Library use varies from visiting the building, using the space, using the free public computers, attending Storytime's and children's activities, borrowing items or attending events, surgeries and groups. We also have substantial electronic resources that are accessed through the website 24/7. Q1 2017/18 = 359,247
	Kate Murray	DCM849a	Increase % satisfied with the Library service (QoL) - library members	Annual	71.0%	75%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
	Kate Murray	DCM849b	Increase % satisfied with the Library service (QoL) non-members	Annual	34.0%	35%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019




Communities Services cntd.

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
	Pete Anderson	TBC	Operations Centre - telecare - Alarm calls answered within 1 minute	Quarterly	n/a	97.5%	N/A	98.7% (above target)	As the Operations centre is newly formed and in the process of setting up a new TOR, in future will set new KPI's.
	Pete Anderson	TBC	Operations Centre - telecare - User satisfaction (through annual user survey)	Annual	n/a	95%	N/A	available in Q2	on Track, awaiting return, available Q2
	Tia Corkish	DCM620	% Digital channel shift achieved for Citizens Services overall	Quarterly	27.3%	30%		29.1% (below target)	The channel migration score is calculated by comparing the number of transactions completed online against the number of inbound telephone calls, automated telephony, face 2 face visits and emails. We are only able to accurately report on the number of online transactions completed for our Local Tax, Benefits, Registrations, Repairs & Maintenance, Parking permits & Travelcard and Waste services. The channel migration score is only reflective of these services, rather than all of the services currently offered through Citizen Services. Citizen Services are actively promoting the BCC website but digital uptake is unlikely to increase unless there is further investment on the website and more services are brought online which will require significant investment from ICT.
	Tia Corkish	DCM223	Number of calls offered to the Customer Service Centre (CSC)	Quarterly	793,057	NO TARGET - MONITOR ONLY		201,412	For the number of calls offered (received) in the CSC, we monitor volumes to ensure we have the correct staffing and to meet pattern demands. For Q1, we had 189,211 calls to an advisors and 12,201 to automated telephony. We now no longer have automated telephony (since 11th May 2011). As a result, we expect calls volumes to increase in certain service such as Local Tax, Benefits and Streets - waste, highways, lighting. Q1 2017/18 - 201,506.
	Tia Corkish	DCM310	Percentage of telephone calls answered within the CSC	Quarterly	84.7%	85%		83.8% (below target)	The CSC is below target for Q1. Some of the contributors to this: turning off Inform360 (automated telephony) on 11th May. This affected Streets the most with an increase in call volumes. In June, the new telephony system (Avaya) was implemented and this came with familiarisation and system issues that contributed to call volumes as well as advisors not being available to take calls right away. In addition, we took on new staff which meant we had advisors off training and floor walking.
	Tia Corkish	DCM624	Number of visits to CSP's	Quarterly	126,135	NO TARGET - MONITOR ONLY		27,980	Face to face footfall has been decreasing since we closed the satellite CSPs 12 months ago. Although footfall is decreasing, the handling time per visit has gone up due to the nature of the visits (mainly Housing Reduction Act and Universal Credit rollout). We continue to track and monitor volumes to ensure we have the correct staffing in place in the relevant service areas. Q1 2017/18 - 32,038.
	Nick Carter	DCM584	Percentage of food establishments inspected that are broadly compliant with food hygiene law	Quarterly	94.9%	90%		93.9% (above target)	The high level of compliance reflects the efforts made to address non-compliant businesses. This figure is based on the assessment at the last inspection. The ratings are not affected by the number of overdue inspections. [Q1 a year ago was 95.9%]
	Nick Carter	DCM585	Percentage of planned programmed food interventions due that are carried out	Quarterly	54%	70% *		25.2% (well above target 17.5%)	25.2% of the visits due by the end of the year were completed by end Q1, the target for Q1 is 17.5%. This increase in performance compared to the same period last year (5.4%) reflects the additional inspectors recruited since the beginning of 2018, increased efficiency within ABS support, success in contracting out a number of low and medium rated inspections early in the year and retaining the contract inspectors. Early indications are that it will be challenging to maintain the progress in Q2 as the holiday season will have an impact on capacity, whilst the number of new businesses registrations and reactive cases remains high *70% is a local target - FSA expectation is currently 100%

Commercialisation				SPB measures					
Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
W2	Gemma Dando	BCP333	% of residents visiting a park or open space at least once a week (QoL)	Annual	55.7%	57%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019. The parks service have observed an increase in use of parks and green spaces across the city this summer and we are measuring the increase in the costs of litter and waste removal and disposal that results from this. Parks in Bristol are well used and a refresh of the Parks and Green Spaces Strategy and a new parks investment plan are being developed to recognise this use and the ambition to increase the use of parks. This will include a funding plan to maximise external investment in parks and green spaces
W3	David White	BCP334	Reduce the percentage of the population living in Fuel Poverty	Annual	12.9%	12.9%	N/A	N/A	Joint work between the energy service and health services is underway to implement an action plan to address fuel poverty. Proposals to implement a strategy and a referral pathway as part of the NICE guidelines are underway, and a funding bid has been submitted to the "warm homes fund" which tackles fuel poverty and will involve a partnership of public and third sector agencies through the "No Cold Homes" Steering Group.
EC4	Penny Germon	BCP312	Increase the % respondents who volunteer or help out in their community at least 3 times a year (QoL)	Annual	65.80%	68%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
WC4	Penny Germon	BCP315	Increase the percentage of people who feel they can influence local decisions (QoL)	Annual	25.50%	26%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
F4	Penny Germon	BCP324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	Annual	59.7%	61%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
WC3	Penny Germon	BCP323	Increase the percentage of people who see their friends and family as much as they want (QoL)	Annual	80.1%	81%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
F4	Penny Germon	BCP326	Increase the percentage of people in the most deprived areas who are satisfied with their local area (QoL)	Annual	55.7%	57%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019
WC3	Penny Germon	BCP313	Reduce the percentage of people living in the most deprived areas who lack the information to get involved in their community (QoL)	Annual	32.0%	30%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019

Commercialisation cntd.

SPB measures

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
W3	Hannah Spungin	DCM414	Improve energy efficiency from home installations	Quarterly	28	50	N/A	6 (well below target - 12)	Out-turn dependent on factors including the delivery of REPLICATE Retrofit which is currently delayed whilst awaiting sign off of ammendments submitted to the Eurpoean commission. As such a low level of delivery has been achieved.
	Richard Lowe	DCM415	Increase the energy generated by initiatives led by the Energy Service's Investment Team	Annual	117kW	130kW	N/A	N/A	Lease and commercial contract agreed between respective legal teams for a 130kW project. Installer tender evaluated. Pre-start meeting and contract signing in August.
	Gemma Dando	DCM014	Percentage of residents satisfied with parks and open spaces (QoL)	Annual	71%	75%	N/A	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019. The satisfaction in parks was high (over 80%) for over 5 years and dropped significantly in 17/18 alongside the cuts. The parks service has had to divert more resources to managing waste and litter within parks and budgets have been reducing over time, and a plan is in place for investment and external funding to try to address this drop in satisfaction. This is a challenge as the budget reductions still continue.
	Penny Germon	DCM190	Number of formal enforcement actions taken (notices, FPNs, prosecutions - noise, highways, waste, animal health, licensing enforcement) - BCC	Quarterly	640	1,000		288 (above target - 250)	Enforcement actions now include all NET enforcement activities and is made up of 218x legal notices, 43x FPNs, 17x abandoned vehicles removed 4x prosecutions, 5x Public Safety P Committee reports & 2x noise seizures, 1x Court order . Q2 will require NET to carry out more weekend monitoring events as part of Licensing Enforcement duties and the number of complaints relating to vehicle dwellers on the highway is increasing.
	Penny Germon	DCM191	Levels of engagement with community development work	Quarterly	4,700	3,750		921 (on target - 925)	The team has met its quarterly total for community building conversations across the city. Community based organisations have come together in Knowle West to develop a joint funding bid to Quartet for a community builder role which has been succesful. This role will be supported by a community development practitioner in the city council, which is a direct impact from our work. Community Development supported six community activists from across the city to organise an event for people involved in community action and 30 people took part which is a great start and they are planning another event in the Autumn.
	Penny Germon	TBC	Number of FPNs served for environmental crime by enforcement contractors	Quarterly	n/a	10,000	N/A	2,643 (above target - 2,500)	Numbers for Q1 are down compared to Q4 of 17/18, this is expected as awareness of the patrols has increased. Two new officers have been appointed and recruitment is underway for a third additional officer. Over quarter 2 the conrtactor will be expanding their FPN enforcement to assist the BCC enforcement team with enforcement of commercial waste bin.
	Penny Germon	TBC	Numbers of citizens participating in community clear ups per quarter	Quarterly	n/a	3,000	N/A	808 (above target - 750)	There have been 48 community clear ups this quarter across 16 wards, the majority in central ward and one citywide. 603 bags of rubbish 1805 hours of volunteer time.
	Penny Germon	DCM586	Percentage of all enforcement complaints resolved within six months	Quarterly	93.9%	95%		92.3% (below target)	This is a new target. Previously we were reportin noise complaints resolved or closed within 6 months. Performance in this area improved significantly in the first year of NET 17/18. We have now expanded this to include all enforcement complaints. In Q2 we will be introducing officer monthly case reviews for all high priority & cases over 3 months old to ensure that cases are being action in a timely manner.

Waste

SPB measures

Corp Plan KC Ref	Responsible Manager	Code	Title	Frequency of measure	2017/18 Outturn	2018/19 Target	12 months comparison	Q1 Out-turn	Officer Notes
W2	Jim Perkins	BCP541	Percentage of household waste sent for reuse, recycling and composting	Quarterly	46.1%	48.75%	↓	46.7% (below target)	Severe heat has impacted slightly on this indicator. Although moving in the right direction, Q1 of any 'waste year' usually overperforms due to compostable element of recycling calculation
W2	Jim Perkins	BCP542	Reduce the percentage of municipal waste land filled	Quarterly	20.8%	15.0%	↑	15% (well above target 18.5%)	Q1 target = 18.5%. New treatment contract operated by BWC since November 2017 has dramatically reduced the tonnage of residual waste being disposed of at landfill. This % is expected to continue to fall throughout 18/19
W2	Jim Perkins	BCP543	Improve street and environmental cleanliness (percentage of litter) B+ grade or better	Quarterly	47%	48%	N/A	available in Q2	No data available for Q1. As there is no reliable audit process to benchmark this indicator against, LEQSE (Local Environmental Quality Survey of England) will be carried out in Q2 to provide actual level of cleanliness.
W2	Jim Perkins	DRE544	Reduce the residual untreated waste sent to landfill (per household)	Quarterly	142.5kg	120kg	↔	50kg (well below target)	As a result of less municipal waste being disposed of at landfill, this indicator continues to reduce year on year, although it is disappointing to see that the stretching target of 30kg was not met during Q1.
W2	Jim Perkins	DRE545	Increase % of people who are satisfied with the weekly recycling service (QoL)	Annual	70.0%	85%	↓	available in Q3	The Quality of Life (QoL) survey will run in Autumn 2018. Headline results will be available in February 2019 followed by a full set of results in March 2019.
W2	Jim Perkins	BCP540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	Annual	80.0%	70%	↓	available in Q3	
W2	Jim Perkins	DRE546	Increase % of people who are satisfied with the fortnightly general household waste service (QoL)	Annual	69.0%	85%	↓	available in Q3	

BCC Business Plan and Corporate Strategy - Key Commitments

EC1	Give our children the best start in life by protecting and developing children's centre services, being great corporate parents and protecting children from exploitation or harm.
EC2	Reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a 'second night out'.
EC3	Provide 'help to help yourself' and 'help when you need it' through a sustainable, safe and diverse system of social care and safeguarding provision, with a focus on early help and intervention.
EC4	Prioritise community development and enable people to support their community.
FI1	Make sure that 2,000 new homes (800 affordable) are built in Bristol each year by 2020.
FI2	Improve educational outcomes and reduce educational inequality, whilst ensuring there are enough school places to meet demand and with a transparent admissions process.
FI3	Develop a diverse economy that offers opportunity to all and makes quality work experience and apprenticeships available to every young person.
FI4	Help develop balanced communities which are inclusive and avoid negative impacts from gentrification.
W1	Embed health in all our policies to improve physical and mental health and wellbeing, reducing inequalities and the demand for acute services.
W2	Keep Bristol on course to be run entirely on clean energy by 2050 whilst improving our environment to ensure people enjoy cleaner air, cleaner streets and access to parks and green spaces.
W3	Tackle food and fuel poverty.
W4	Keep Bristol a leading cultural city, helping make culture, sport and play accessible to all.
WC1	Improve physical and geographical connectivity; tackling congestion and progressing towards a mass transit system.
WC2	Make progress towards being the UK's best digitally connected city.
WC3	Reduce social and economic isolation and help connect people to people, people to jobs and people to opportunity.
WC4	Work with cultural partners to involve citizens in the 'Bristol' story, giving everyone in the city a stake in our long-term strategies and sense of connection.