# Communities Scrutiny Commission
## 12th March 2020

**Report of: Nick Smith, Strategic Intelligence and Performance Manager**

**Title: Communities Performance Report – Quarter 3 2019/20**

**Ward: City-wide**

**Officer Presenting Report: Nick Smith, Strategic Intelligence and Performance Manager**

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**Recommendation:**

1. For Communities Scrutiny Commission to note the progress made against Key Performance Indicators (KPIs) for Q3 2019/20 (Appendix A1).

2. For Scrutiny to consider where additional engagement with the managers of individual service areas may be appropriate.

**The significant issues in the report are:**

In terms of performance in Q3 for the services formerly in the Communities Directorate, areas of note are described on the following page.

1. **Summary**

The report and appendix are a summary of progress towards delivery of relevant areas within Bristol City Council's Corporate Strategy 2018-23 and Business Plan 2019-20 and Directorate priorities. The Performance Indicators included here are for the areas covered by Communities Scrutiny Commission, as listed in detail in Appendix A1. A list of short definitions for each measure is shown on Appendix A2.

2. **Context**

This report and appendix is to standardise a set of Key Performance Indicators (KPIs) for Communities Scrutiny Commission (CSC). This is based on the measures of success from the Business Plan 2019-20 and Directorate priorities that are linked to the CSC terms of reference, and that have data this quarter. In most cases the KPIs here will only be scrutinised by CSC, but a small number (from Public Health) also go to People Scrutiny Commission as well. [N.B. Due to the restructure of Bristol City Council in 2018 there is no standard management report with the CSC portfolio of indicators].

In terms of performance in Quarter 3 (Q3), progress can be summarised as follows:

**Performance summary:**

Taking the 26 available KPI results this quarter:
- 46% of those with targets are currently performing on or above target (12/26)
- 55% of those with a direct comparison from 12 months ago have improved (11/20)

Note – many annual citizen perception measures, based on the Quality of Life (QoL) survey, are reported here as part of Q3. Further QoL data is due in March at ward level and by equality group.

**Service Areas:**

Management of Place
- Recycling rates are still below target, but are improved on the same time last year; Bristol continues to be one of the best performing English cities for household waste recycling. Q3 data on untreated waste sent to landfill, from Bristol Waste, is still being verified.
- Perceptions around amounts of street litter have improved (asked via QoL survey), which reflect the success of a number of interventions in various localities, although are below target.
- The percentage of residents who visit a park or open space at least weekly (QoL) is above target and improved on last year.

Housing and Landlord Services
- Interventions taken by the Housing Options Service to prevent homelessness continue to exceed target. However with increasing numbers of people presenting as homeless, this is driving a rise in the number of households in temporary accommodation. There is an action plan to reduce this, including working with partners to increase the level of affordable "move on" accommodation. The number of private sector dwellings returned into occupation is above target, but below this quarter last year.
- *Note – data on numbers of rough sleepers, published in the last few days, will be included in Q4*
- Performance on rents is below target but a number of activities are in place around earlier intervention with tenants to avoid debt building up in the first place. Re-let times have dropped below target which in turn contributes to overall rents received.
- More disabled people are being enabled to remain in their homes through adaptations and installation of adaptive technologies.

Citizens' Services
- Data from the Quality of Life (QoL) survey indicates the % of respondents who volunteer or help out in their community regularly (at least 3 times a year) has increased [*note - there has been a change to how this question is recorded in the QoL survey data; the previous year outturn and target have been adjusted in line with the new methodology for consistency*].
- The percentage of people who "feel they belong to their neighbourhood" (QoL) has risen significantly; also less people have noted a negative impact locally from "gentrification".
- As a measure of social isolation, the percentage of people who "see friends and family as much as they want to" (QoL) has improved in the last year.
- *Note - As agreed by Communities Scrutiny Commission at Q2, other Citizens Services measures (re FoI requests, Complaints and Channel shift) have been re-allocated to Resources Scrutiny.*

Public Health
- The percentage of adults *in the most deprived areas* that play sport at least once a week (QoL) is below target and worse than last year, as is attendances at BCC leisure centres and swimming pools.   Implementing the new Sport & Physical Activity Strategy is intended to improve these indicators.
- The percentage of adults who do enough regular exercise each week (QoL) is above target and improving city-wide, although *in the most deprived areas* this figure is below target and worse than last year.

## 3. Policy

All  Bristol Corporate Plan (BCP) Performance Indicators contained within Appendix A1 (with yellow highlight) are performance measures from the BCC Business Plan 2019-20 (in turn based on the Corporate Strategy 2018-23), for services pertinent to the terms of reference for the Communities Scrutiny Commission.

## 4. Consultation

### a) Internal
Performance progress has been presented to relevant Executive Directorate Meetings prior to the production of this report.

### b) External
Not Applicable

## 5. Public Sector Equality Duties

5a)    Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following "protected characteristics": age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:

i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.

ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --

- remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled

people, this includes, in particular, steps to take account of disabled persons' disabilities);

- encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
- tackle prejudice; and
- promote understanding.

5b) This is a report to consider performance progress against the 2018/23 Corporate Strategy, which has had an Equalities Impact Assessment.

**Appendices:**

Appendix A1:  CSC Performance Progress Update (Q3 - 2019/20)

Appendix A2:     A list of short definitions for each measure is shown on Appendix A1

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**
**Background Papers:** None

# Communities  Scrutiny Commission – Q3 2019/20 Performance Summary

| HOUSING AND LANDLORD SERVICES | | |
|---|---|---|
| Title | Target status | DoT |
| BCP307: Number of disabled people enabled to live more independently through home adaptations | Well Above | ⬆ |
| BCP310: Increase the number of private sector dwellings returned into occupation | Well Above | ⬇ |
| BCP357: Reduce number of households in temporary accommodation | Well Below | ⬇ |

| CITIZENS' SERVICES | | |
|---|---|---|
| Title | Target status | DoT |
| BCP312: Increase the % of respondents who volunteer or help out in their community at least 3 times a year (QoL) | Above | ⬆ |
| BCP323: Increase the percentage of people who see friends and family as much as they want (QoL) | Above | ⬆ |
| BCP324: Increase the percentage of people who feel they belong to their neighbourhood  (QoL) | Above | ⬆ |

**OVERALL SUMMARY:**

**46% (12/26) PIs  are on or above  target**
**55% (11/20) PIs are better or the same than at Q3 last year**

| MANAGEMENT OF PLACE | | |
|---|---|---|
| Title | Target status | DoT |
| BCP333: Increase the percentage of residents visiting a park or open space at least once a week (QoL) | Above | ⬆ |
| BCP540: Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL) | Below | ⬆ |
| BCP541: Increase the percentage of household waste sent for reuse, recycling and composting | Below | ⬆ |

| PUBLIC HEALTH | | |
|---|---|---|
| Title | Target status | DoT |
| BCP253: Increase the number of attendances at BCC leisure centres and swimming pools | Well Below | ⬇ |
| BCP256: Increase the percentage of adults in deprived areas who play sport at least once a week (QoL) | Below | ⬇ |
| DPE136: Increase the percentage of people who do enough regular exercise wach week (QoL) | Above | ⬆ |

**DoT = 'Direction of Travel' compared to this time last year**

**Communities Scrutiny - Quarter 3 (1st April - 30th December 2019) Performance Progress Report**

| Corp Plan Link | Code | Title | +/- | 2018/19 Outturn | 2019/20 Target | Q1 Progress | Q2 Progress | Q3 Progress | Comparison over last 12 months | Officer notes |
|---|---|---|---|---|---|---|---|---|---|---|
| **G&R - Housing & Landlord Services** | | | | | | | | | | |
| EC3 | BCP307 | Increase the number of disabled people enabled to live more independently through home adaptations | + | 3,370 | 3,400 | 1,020 | 1,545 | 2,950 | ↑ | Performance well ahead of target for Q3 following a significant rise in the number of referrals being made to the service through Care Direct. This increase in demand is likely to continue in Q4 and as a result the end of year performance target likely to be exceeded. |
| WC2 | BCP308 | Increase the number of people able to access care and support through the use of adaptive technology | + | 568 | 568 | 175 | 263 | 390 | n/a | Performance slightly behind target for Q3 with the shortfall being recovered in Q4 following the introduction of the new Technology Enabled Care (TEC) service in February 2020. |
| FI1 | BCP310 | Increase the number of private sector dwellings returned into occupation | + | 537 | 490 | 167 | 355 | 407 | ↓ | Performance currently ahead of target at the end of Q3 following targeted action at the owners of long term empty properties to encourage them to bring these back into use, which has resulted in the quarterly target being exceeded. |
| EC2 | BCP352b | Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count | - | 72 | 60 | 106 | 117 | Not yet available | n/a | BCC opened a Winter Shelter on October 1st. This has had some impact in that it immediately created 30 additional bed-spaces, nevertheless the overall flow of people who end up rough sleeping is increasing, related to affordability issues, Local Housing Allowance rates and welfare reform. We have been successful in bidding for additional funding for 20/21 from the Ministry of Housing, Communities and Local Government (MHCLG). We plan to increase shelter provision year round and will build on initiatives that will assist us in helping more people off the streets. The annual count of numbers of rough sleepers will be reported at Q4. |
| EC2 | BCP353 | Increase the number of households where homelessness is prevented | + | n/a | 1,000 | 268 | 567 | 883 | n/a | Performance of the Housing Options Service is on track to meet target. We increased the number of successful preventions compared to Q1 & Q2. This is a new measure for 2019 so no trend is available. |
| EC2 | BCP356 | Reduce the number of households who were in Temporary Accommodation for more than 6 months | - | 279 | 260 | 255 | 278 | 247 | ↓ | The number of households in temporary accommodation (TA) for more than 6 months is now below target. There have been renewed efforts on moving out those who have been in TA the longest. |
| EC2 | BCP357 | Reduce the number of households in temporary accommodation | - | 524 | 500 | 513 | 545 | 573 | ↓ | The number of households in temporary accommodation (TA) has increased since the previous quarter. We have improved our prevention of homelessness this quarter, however, the number of households who are presenting as homeless or threatened with homelessness is increasing and up by 15% compared with 18/19. This is driving the increase in use of Temporary Accommodation. We have an action plan focussed on reducing TA and will be working with partners across the City to increase the level of affordable move on accommodation. |
| WOP4 | DGR372 | Maximise the rent income to housing delivery (total debt outstanding) | - | £11,450,000 | £10,500,000 | £12,008,000 | £12,135,000 | £12,111,000 | ↓ | Service level action in place to reduce current tenant arrears by reviewing high level arrears cases, supporting new tenants at start of tenancy and reviewing historical debt. Monthly planning and action meetings held with Housing Services Leadership Team to update on monthly performance and action outcomes. |
| FI1 | DGR374a | Reduce Average Relet Times | - | 90 days | 84 days | 84 days | 89 days | 89 days | n/a | Since April we have repaired 978 voids in total. We have an action plan in place to improve the standard time turnaround. |
| FI1 | DGR374b | Reduce Average Relet Times for Standard Voids | - | 67 days | 35 days | 65 days | 65 days | 59 days | n/a | Overall capacity to deliver work has continued to cause delays in turnaround times. A new contract will be in place from 1 March 2020 with on-going performance being monitored by the Housing and Landlord Services management team. Wider reviews of process have taken place and quick win solutions adopted and we expect to see improvement at the end of Q4. |
| FI1 | DGR375 | Reduce the number of empty council properties to 250 by 2020 (true voids) | - | 329 | 250 | 352 | 346 | 332 | ↓ | At the end of December we had 337 empty homes. Structural changes and adaptations are included in these figures as some of the works involved do take longer. We anticipate that some of the work being delivered as a result of a review of process, we will be able to reduce these numbers. |
| WOP4 | DGR376 | Reduce the loss of gross rental income through voids | - | £1,474,215 | £1,400,000 | £366,000 | £1,099,408 | £2,119,408 | ↓ | Performance has improved for the year to date and is above target. As part of the wider Performance Monitoring Action Plan which explores better ways of working, a pilot is being run in the north of the city (due for evaluation at the end of January 2020), but initial indications are that this has been effective resulting in reducing relet times and the subsequent void rent loss. This measure is also receiving regular focus at the monthly planning and action meetings of the Housing Services Leadership Team. |
| FI1 | DGR379 | Private rented properties improved | + | 1,493 | 1,800 | 609 | 1,124 | 1,542 | ↑ | Performance on target for Q3. This has been achieved as a result of the large number of additional staff that started working in the service in September. |
| **G&R - Management of Place** | | | | | | | | | | |
| W2 | BCP333 | Increase the percentage of residents visiting a park or open space at least once a week (QoL) | + | 49.7% | 51.0% | n/a | n/a | 52.9% | ↑ | There was an increase in those visiting parks and green spaces at 53%, an increase from 50% in 2018 and above target. |
| W2 | BCP540 | Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL) | - | 82.4% | 80.0% | n/a | n/a | 81.1% | ↑ | Although just below target there has been a improvement since 2018 when 82.4% of respondents thought that street litter was a problem locally. Programmes of targeted interventions at local levels are planned for this year in addition to on-going regular work. It is anticipated that addressing a range of issues such as graffiti, fly-tipping and street litter as part of a consolidated/simultaneous programme has a greater, more positive impact overall on a locality. |
| W2 | BCP541 | Increase the percentage of household waste sent for reuse, recycling and composting | + | 45.70% | 50.00% | 47.57% | 47.00% | 47.00% | ↑ | Although just below target, the overall rate of recycling has improved on the same time last year when 45% was reported. Recently published figures from Department for Environment, Food and Rural Affairs (DEFRA) show that Bristol's recycling rate for 2018/19 at 47.5% was the highest of the English core cities. Currently a programme of projects, service changes, and policy changes are being developed to further reduce waste and improve overall recycling. |
| W2 | DGR542 | Reduce the residual untreated waste sent to landfill (per household) | - | 130.0 kg | 120.0 kg | 32.29 kg | 60.90 kg | Not yet available | n/a | Data currently being verified |

| Corp Plan Link | Code | Title | +/- | 2018/19 Outturn | 2019/20 Target | Q1 Progress | Q2 Progress | Q3 Progress | Comparison over last 12 months | Officer notes |
|---|---|---|---|---|---|---|---|---|---|---|
| **People - Public Health** | | | | | | | | | | |
| W4 | BCP253 | Increase the number of attendances at BCC leisure centres and swimming pools | + | 2,723,628 | 2,764,482 | 663,762 | 1,305,677 | 1,912,754 | ↓ | We are working with SLM to try and increase their attendances by pushing campaigns via social media and raising the profile of their physical activity offers |
| W1 | BCP255 | Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL) | + | 56.4% | 56.9% | n/a | n/a | 55.3% | ↓ | The tackling inactivity project (funded by Sport England) has looked to address increasing physical activity levels in three deprived wards of Bristol. The project is still being worked through and although there are some fantastic stories of value being added to some individuals, the numbers are low. Much of this project and its evaluation will give us better insight into the wider issues associated with increasing physical activity in deprived wards, and establishing a coordinated whole systems approach to achieve this. We continue to work with our wider sporting network for collaboration in providing opportunities to help support reaching this target. Our newly adopted Sport and Physical Activity Strategy for Bristol will further enable all parties to focus such efforts. |
| W4 | BCP256 | Increase the % of adults in deprived areas who play sport at least once a week (QoL) | + | 36.2\% | 36.7% | n/a | n/a | 33.1% | ↓ | Although this target is under by 3.6% we are still encouraged by attendances in physical activity, many of which will be 'walking sports'. Our newly adopted Sport and Physical Activity Strategy for Bristol will enable the wider sporting network to support collaboration in providing opportunities to help encourage participation and keep it high on the agenda. |
| W1 | DPE136 | Increase the percentage of people who do enough regular exercise each week (QoL) | + | 66.1% | 66.6% | n/a | n/a | 71.1% | ↑ | The increase of 4.5% for this particular target is particularly encouraging and demonstrates that many more residents are taking opportunities to be physically active. |
| **Resources - Commercialisation & Citizens** | | | | | | | | | | |
| EC4 | BCP312 | Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL) | + | 43.0% | 44.0% | n/a | n/a | 47.6% | ↑ | There has been a change to how this question is recorded in the Quality of Life survey data; the previous year outturn and target have been adjusted in line with the new methodology for consistency. These adjusted results are now more in line with the regional average (43%) for people volunteering, though remain higher in Bristol. |
| EC4 | BCP314 | Reduce the percentage of people who lack the information to get involved in their community (QoL) | - | 28.6% | 28.0% | n/a | n/a | 27.8% | ↑ | Bristol City Council will have some impact on this through services such as communications, cultural outlets and community development. The improved result is more likely due to social media including a growing number of web platforms and apps aimed at neighbourhood networks; local community organisations and variety of media outlets including 'voice', Bristol 24/7; The Cable; Ujima; BCFM. |
| WC3 | BCP323 | Increase % of people who see friends and family as much as they want to (QoL) | + | 80.4% | 80.5% | n/a | n/a | 82.1% | ↑ | The Quality of Life (QoL) survey ran in Autumn 2019. Headline results have been issued via the QoL Priority Indicators briefing report and will be followed by full results in March. |
| FI4 | BCP324 | Increase the percentage of people who feel they belong to their neighbourhood (QoL) | + | 59.4% | 59.4% | n/a | n/a | 62.0% | ↑ | Clear increase on last year city wide, also reflected in the most deprived communities albeit to a lesser extent. This is really positive particularly given increased intolerance expressed through social media reported nationally and the national discourse re BREXIT and immigration. Positive initiatives which may be have contributed include #wearebristol Comms campaign |
| FI4 | BCP327 | Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL) | - | 28.0% | 27.0% | n/a | n/a | 21.4% | ↑ | The Quality of Life (QoL) survey ran in Autumn 2019. Headline results have been issued via the QoL Priority Indicators briefing report and will be followed by full results in March. |

| Progress Key |
|:---:|
| **Well Above Target** |
| **Above Target** |
| **On Target** |
| **Below Target** |
| **Well Below Target** |

| Improvement  Key | | |
|:---:|---|---|
| | ⬆ | Direction of travel **IMPROVED** compared to same period in the previous year |
| | = | **SAME** as previous same period in the previous year |
| | ⬇ | Direction of travel **WORSENED** compared to same period in the previous year |

[Corporate Strategy - Key Commitments](#)

| Empowering & Caring | |
|---|---|
| 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. |
| **Fair & Inclusive** | |
| 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. |
| **Wellbeing** | |
| 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. |
| **Well-Connected** | |
| 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. |
| **Workplace Organisational Priorities** | |
| WOP1 | Redesign the council to work effectively as a smaller organisation. |
| WOP2 | Equip our colleagues to be as productive and efficient as possible. |
| WOP3 | Make sure we have an inclusive, high-performing, healthy and motivated workforce. |
| WOP4 | Be responsible financial managers and explore new commercial ideas. |

# Defintions and reporting timescales for Performance Indicators

## 2019/20 Growth & Regeneration: Housing & Landlord Services

| PI ref | Measure | Frequency/period reported | Method of calculation |
|---|---|---|---|
| BCP307 | Increase the number of disabled people enabled to live more independently through home adaptations | Quarterly (Cumulative) | This measure records the number of people enabled to live more independently in their own home as the result of a home adaptation. the Home Adaptations Service operates across both the public and private housing sectors. |
| BCP308 | Increase the number of people able to access care and support through the use of adaptive technology | Quarterly (Cumulative) | This measure records the number of people enabled to live more independently in their own home as the result of the installation of Technology Enabled Care, and is linked to BCP307 which records the number of homes which has received home adaptions are part of enabling independent living. |
| BCP310 | Increase the number of private sector dwellings returned into occupation | Quarterly (Cumulative) | This measures the number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority. |
| BCP352a | Reduce the number of people sleeping rough on a single night in Bristol - Annual Count | Annual (Snapshot) | The number of people sleeping rough on a single night within the area of the authority. This count is undertaken by all local authorities and is a snapshot of a single night |
| BCP352b | Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count | Quarterly (Snaphot) | The number of people sleeping rough on a single night within the area of the authority. This is a local count done to the same methodology as the annual count and is intended to provide a snapshot each quarter. |
| BCP353 | Increase the number of households where homelessness is prevented | Quarterly (Cumulative) | This measure reports the number of households where homelessness is prevented as a result of advice provided through a dedicated Housing Advice service funded by a local authority, or in-house housing advice service, to fulfil the authority's statutory duties under section 179(1) of the Housing Act 1996 part VII, as amended by the Housing Act 2002. |
| BCP356 | Reduce the number of households who were in Temporary Accommodation for more than 6 months | Quarterly (Snaphot) | This measure reports on the number of households who were in Temporary Accommodation, including B&B, for more than 6 months as a snapshot at the end of each quarter. |
| BCP357 | Reduce the number of households in temporary accommodation | Quarterly (Snaphot) | This measure reports on the numbers of households living in temporary accommodation provided under the homelessness legislation. |
| DGR372 | Maximise the rent income to housing delivery (total debt outstanding) | Quarterly (Snapshot) | This pereformance indicator gives a snapshot figure of the total arrears outstanding to the Housing Revenue Accounts (HRA) on a given date. |
| DGR374a | Reduce Average Relet Times | Quarterly (Cumulative) | On a year-to-date basis, this measures the average number of calendar days an HRA dwelling spends vacant before it is relet. It is calculated as follows: Where A is the total number of properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. All relet properties should be included, both major/minor works , for the total period spent vacant. |
| DGR374b | Reduce Average Relet Times for Standard Voids | Quarterly (Cumulative) | On a year-to-date basis, this measures the number of days an HRA property spends void before relet if it does not require major works. Void Properties requiring major works are not be included in this calculation: Where A is the total number of standard void properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. Only 'standard' voids are included (i.e. those not requiring major works) , for the total period spent vacant. |
| DGR375 | Reduce the number of empty council properties to 250 by 2020 (true voids) | Quarterly (Snapshot) | This is a count of current number of empty properties as at the end of the measuring period. A property is classified as empty when there is no tenancy in force and the property is void. The number includes all standard voids as well as those classed as undergoing major works, or pending a decision to dispose or demolish. |
| DGR376 | Reduce the loss of gross rental income through voids | Quarterly (Cumulative) | This measure calculates the amount of rent and service charges lost through properties being vacant. Rent lost through voids is the total amount of rent which was not collectable during the period because dwellings were vacant (i.e. with no tenant liable for the rent). Properties where a formal decision to demolish has been taken should be excluded from the rent roll. Properties held for use as temporary accommodation are excluded from the calculation. Service charges include warden alarm, concierge, caretaking, communal cleaning, laundry, CCTV, Supporting People, Youth Project Council Tax |
| DGR379 | Private rented properties improved | Quarterly (Cumulative) | This is the cumulative total of all private rented properties improved through property licensing (mandatory and discretionary) and through a range of enforcement actions. |

## 2019/20 Growth & Regeneration: Management of Place

| PI ref | Measure | Frequency/period reported | Method of calculation |
|---|---|---|---|
| BCP333 | Increase the percentage of residents visiting a park or open space at least once a week (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP540 | Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP541 | Increase the percentage of household waste sent for reuse, recycling and composting | Quarterly (Snapshot) | This measures the percentage of household waste which is sent for reuse, recycling and composting. |
| DGR542 | Reduce the residual untreated waste sent to landfill (per household) | Quarterly (Cumulative) | This indicator is the number of kilograms of residual household waste collected per household. The Numerator (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion. The Denominator (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. |

## 2019/20 People: Public Health

| PI ref | Measure | Frequency/period reported | Method of calculation |
|---|---|---|---|
| BCP253 | Increase the number of attendances at BCC leisure centres and swimming pools | Quarterly (Cumulative) | This measures attendances at BCC leisure centres and swimming pools on a monthly cumulative basis. Occasionally the latest month is delayed and in those instances the month indicated in brackets. |
| BCP255 | Increase the percentage of people living in the most deprived areas who do enough regular exercise each week(QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP256 | Increase tthe percentage of adults in deprived areas who play sport at least once a week (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| DPE136 | Increase the percentage of people who do enough regular exercise each week (QoL) | Annual (Survey) | The percentage of respondents answering 'yes' to: "do you take 150 min moderate or 75 min vigorous exercise every week?" in the annual Quality Of Life survey. |

## 2019/20 Resources: Commercialisation & Citizens

| PI ref | Measure | Frequency/period reported | Method of calculation |
|---|---|---|---|
| BCP312 | Increase the percentage respondents who volunteer or help out in their community at least 3 times a year (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP314 | Reduce the percentage of people who lack the information to get involved in their community (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP323 | Increase the percentage of people who see friends and family as much as they want to (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP324 | Increase the percentage of people who feel they belong to their neighbourhood (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |
| BCP327 | Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL) | Annual (Survey) | The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol. |