

Communities Scrutiny Commission

15 October 2020



Report of: Nick Smith, Strategic Intelligence and Performance Manager

Title: Communities Performance Progress Report - Quarter 1, 2020/21

Ward: All wards

Officer Presenting Report: Nick Smith, Strategic Intelligence & Performance Manager

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Recommendation

1. For Communities Scrutiny Commission to note the progress made by Directorate teams against the relevant Key Performance Indicators (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:

The most significant performance issues against the Corporate Plan priorities are set out in Appendix 1.

Of all measures reported this quarter:

53% are on or above target

47% are performing better than at the same time last year



1. Summary

This performance progress report and appendix is part of the standard reporting arrangements around the Bristol City Council (BCC) [Corporate Strategy 2018-23 and Business Plan](#) for 2020/21. 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.

Indicators are “RAG rated” alongside management comments indicating progress of actions underway or planned to bring performance in line with target.

BCC measures and City-wide measures - For 2020/21 we have differentiated between indicators that are wholly owned by BCC, so are direct measures of our performance, and those where BCC is a key player but performance is dependent on other partners or factors. Indicators are listed accordingly.

Impact of Covid-19 – Many indicators are significantly affected, and some suspended; where relevant, targets were adjusted to take account of this. Some indicators have data but are marked as exempt from performance status for Q1 due to severe impacts. Individual details are in the management comments (Appendix A1).

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 2020-21 and Directorate priorities linked to the CSC terms of reference. In most cases the KPIs here come from the Growth & Regeneration Directorate, and are only scrutinised by CSC (not at G&R Scrutiny), but relevant ones would also go to People or Resources Scrutiny Commissions. [N.B. Due to the Council restructure in 2018 there is no standard management report with the CSC portfolio of indicators].

In terms of performance for the areas covered by CSC in Q1, progress can be summarised as follows:

Performance summary

Taking the available KPI results available and noting the BCC / City-wide differentiation:

- **53% of measures** (with established targets) **are performing on or above target** (8 of 15)
 - 40% of BCC-only measures (4 of 10)
 - 80% of city-wide measures (4 of 5)
- **47% of measures** (with a comparison from 12 months ago) **have improved** (7 of 15)
 - 40% of BCC-only measures (4 of 10)
 - 60% of city-wide measures (3 of 5)

2 measures are currently suspended for this year due to the major impact of Covid-19 and a further 11 are annual and not yet due to be reported.

Housing and Landlord Services

- There was major positive activity to re-house rough sleepers during the early part of the quarter, shown in the lowest quarterly count for several years. However, this also means

that numbers in temporary accommodation is well below target. The number of households where homelessness is prevented has risen and is well above target.

- The number able to “access care & support through the use of Technology Enabled Care” is ahead of target, as staff continued to work throughout lockdown; as restrictions are eased the number should increase as further home visits become possible.

Management of Place

- The percentage of household waste sent for reuse, recycling and composting is improved on last year, though still below target. There were major challenges in delivering waste and recycling services during the early part of the quarter as a result of C-19 with some services temporarily suspended and increased fly-tipping.

Public Health

- Attendances at BCC leisure centres and swimming pools has been suspended for Q1 due to Covid-19, as all were closed for the duration of this reporting period. The intention is to re-instate this indicator with an appropriate target later in the year, assuming re-openings are able to continue.

Resources – Citizens’ Services

- Due to COVID-19 the community development team have been supporting a community response and had to suspend normal working arrangements where they count their community building conversations. This work will re-commence next quarter.

For all divisions, attention is drawn to the commentaries where the service has indicated exception in delivery, and/or details of plans and activities underway.

3. Policy

Performance is reported as part of quarterly governance process as soon as possible after gathering all the necessary data.

4. Consultation

a) Internal

Performance progress has been presented to the Growth and Regeneration Directorate leadership teams and Cabinet Members 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) Not applicable

Appendices:

Appendix A1: Performance Progress Update (Q1 2020/21)

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

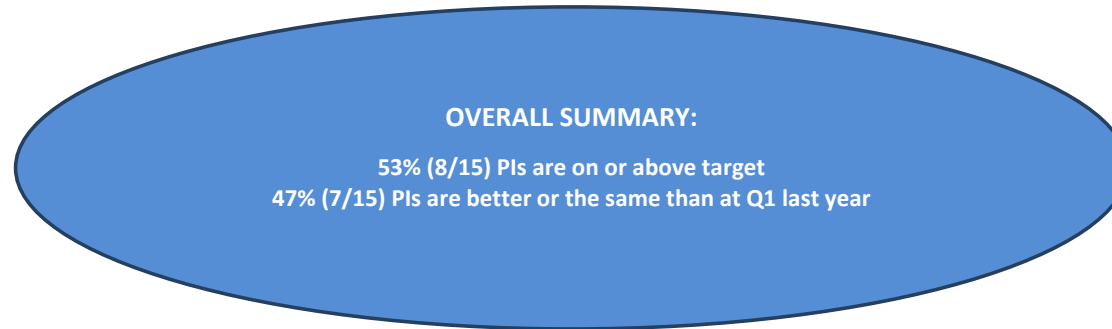
LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers: None

Communities Scrutiny Commission – Q1 2020/21 Performance Summary

HOUSING AND LANDLORD SERVICES		
Title	Target status	DoT
BCPB353: Increase the number of households where homelessness is prevented	Well Above	↑
BCPB357: Reduce the number of households in temporary accommodation	Well Below	↓
BCPB307: Increase the number of people enabled to live independently through home adaptations	Above	↓

MANAGEMENT OF PLACE		
Title	Target status	DoT
BCPC541: Increase the percentage of household waste sent for reuse, recycling and composting	Below	↑
DGRC542: Reduce the residual untreated waste sent to landfill (per household)	Well Above	↑



CITIZENS' SERVICES		
Title	Target status	DoT
BCPC311: Levels of engagement with community development work	n/a	n/a

PUBLIC HEALTH		
Title	Target status	DoT
BCPB253: Increase the number of attendances at BCC leisure centres and swimming pools	n/a	n/a

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



Communities Scrutiny - Quarter 1 (1st April - 30th June 2020) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Comparison over last 12 months	Management Notes
G&R - Housing & Landlord Services								
Bristol City Council (BCC) owned performance indicators:								
EC2	BCPB353	Increase the number of households where homelessness is prevented	+	1,241	1,100	346	↑	The number of households where homelessness is prevented is above target.
EC2	BCPB357	Reduce the number of households in temporary accommodation	-	728	700	895	↓	The increase in number of households in temporary accommodation is because of our COVID 19 response and housing people previously sleeping rough and in night shelters as local authorities were mandated by central government to provide temporary accommodation. Over 400 placements were made into hotels from 23rd March; under normal circumstances, many of these would not meet the criteria for the provision of temporary accommodation.
EC2	DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	-	292	300	304	↓	We are continuing to prioritise households in Temporary Accommodation for move on.
EC3	BCPB307	Increase the number of people enabled to live independently through home adaptations	+	4,151	3,400	674	↓	Performance way ahead of schedule for Q1, although in line with end of year target, following continuation of work throughout the Covid 19 pandemic.
F11	BCPB375	Reduce the number of empty council properties to 250 by 2020 (true voids)	-	248	250	282	↑	Void post relet period has increased due to difficulty moving during lockdown and major void repairs delayed due to contractor furlough. An improvement plan is currently being agreed between all services areas involved.
F11	DGRB374a	Reduce Average Relet Times	-	85	85	114	↓	197 properties were relet in April and May. Standard void repairs have continued to be delivered within an average of 13 days for Q1. An improvement plan is currently being agreed between all services areas involved.
F11	DGRB374b	Reduce Average Relet Times for Standard Voids	-	50	35	64	↑	This is due to the post relet repair period increasing because of the challenge of moving during lockdown. The repair period for standard voids for the first quarter average 13 days.
WC2	BCPB308	Increase number of people able to access care & support through the use of Technology Enabled Care	+	559	753	128	↓	Performance is ahead of target for Q1, as staff continued to work throughout the declaration of the pandemic. As lockdown restrictions are eased it is likely that the number of completed jobs will increase over the quarters as home visits are restarted.
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,209,000	£12,000,000	£13,108,000	↓	Performance and action outcomes are reviewed by Housing Services Leadership Team on a monthly basis and remains the upmost priority to maximise rental income. Action is focussed on tenancy sustainment and tackling non-engagers, home visits and new ICT being implemented to assist with early invention. A Universal Credit Team leader has been appointed to work with DWP and support with the increase in Universal Credit cases.
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,434,000	£1,400,000	£355,540	↑	Reduce the loss of gross rental income through voids There has been a direct correlation with the relet times and the reduction in void rent lost due to the impact of Covid 19. A service improvement action plan continues to be in place and performance and action outcomes continue to be reviewed by the Housing and Services Leadership Team to recover the position and improve relet times.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Comparison over last 12 months	Management Notes
City Wide Performance Indicators that BCC contributes to:								
EC2	BCPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	-	93	75	35	↑	The number of people sleeping rough has reduced to 2014/15 levels due to our COVID 19 response.
EC2	DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	-	98	75	Data not due	n/a	The annual count is generally done during November and will be reported at Q3. There are in-year quarterly counts which are reported below at BCP352b.
F11	BCPC310	Increase the number of private sector dwellings returned into occupation	+	499	490	109	↓	Performance is slightly ahead of target during Q1 even during the pandemic. During Q2 outcomes will start to increase as access to building materials and contractors start working again.
F11	DGRC379	Private rented properties improved	+	1,968	900	60 (target 55)	↓	First quarter outcomes have been considerably impacted by CV-19. Inspections have restarted on the 15th of June so improvements will start to feed through to Q2. Various new legislative powers now also in place which will assist with increasing outcomes. (MEES and Electrical Safety Regulations.)
G&R - Management of Place								
City Wide Performance Indicators that BCC contributes to:								
W2	BCPC333	Increase the percentage of residents visiting a park or open space at least once a week (QoL)	+	52.90%	55.00%	Data not due	n/a	The Quality of Life (QoL) survey is due to take place in Autumn 2020. Headline results will be issued via the QoL Priority Indicators briefing report in January 2021 followed by a full set of results in March 2021.
W2	BCPC540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	-	81.10%	80.00%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
W2	BCPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	46.80%	50.00%	48.00%	↑	Although not achieving target, 48% represents a positive. Seasonal and covid impact will see this continue.
W2	DGRC542	Reduce the residual untreated waste sent to landfill (per household)	-	129.00 kg	100.0 kg	11.0 kg	↑	Data is cumulative and will be monitored through the year. Primary treatment facility is in commissioning phase leading to additional landfill reliance.
Public Health								
Bristol City Council (BCC) owned performance indicators:								
W4	BCPB253	Increase the number of attendances at BCC leisure centres and swimming pools	+	2,373,178	Not set	N/A	n/a	KPI suspended for Q1 due to Covid-19, as all BCC leisure centres and swimming pools were closed. The intention is to re-instate this indicator with an appropriate target later in the year, assuming re-openings are able to continue.
City Wide Performance Indicators that BCC contributes to:								
W1	BCPC255	Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL)	+	55.3%	38.7%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
W4	BCPC256	Increase the % of adults in deprived areas who play sport at least once a week (QoL)	+	33.1%	23.2%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Comparison over last 12 months	Management Notes
Resources - Commercialisation & Citizens								
City Wide Performance Indicators that BCC contributes to:								
EC4	BCPC311	Levels of engagement with community development work	+	8,000	3,000	N/A	n/a	Due to COVID-19 the community development team have been supporting a community response and had to suspend normal working arrangements where they count their community building conversations. This work will re-commence next quarter.
EC4	BCPC312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	+	47.6%	44.0%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
EC4	BCPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	-	27.8%	28.0%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
FI4	BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.0%	60.0%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
FI4	BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	-	21.4%	25.0%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.
WC3	BCPC323	Increase % of people who see friends and family as much as they want to (QoL)	+	82.1%	70.0%	Data not due	n/a	Quality of Life (QoL) survey in Autumn 2020. Headline results will be issued in January 2021 followed by a full results in March 2021.



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 WORSENERD 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

2020/21 Growth & Regeneration: Housing & Landlord Services

PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
BCPB307	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.
BCPB308	Increase the number of people able to access care and support through the use of Technology Enabled Care	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 adaptations are part of enabling independent living.
BCPB353	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.
BCPB357	Reduce the number of households in temporary accommodation	Quarterly (Snapshot)	This measure reports on the numbers of households living in temporary accommodation provided under the homelessness legislation.
BCPB375	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.
DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	Quarterly (Snapshot)	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.
DGRB372	Maximise the rent income to housing delivery (total debt outstanding)	Quarterly (Snapshot)	This performance indicator gives a snapshot figure of the total arrears outstanding to the Housing Revenue Accounts (HRA) on a given date.
DGRB374a	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.
DGRB374b	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.
DGRB376	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.
City Wide Performance Indicators that BCC contributes to:			
BCPC310	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.
BCPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	Quarterly (Snapshot)	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.
DGRC352a	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
DGRC379	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.

2020/21 Growth & Regeneration: Management of Place

PI ref	Measure	Frequency/period reported	Method of calculation
City Wide Performance Indicators that BCC contributes to:			
BCPC333	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.
BCPC540	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.
BCPC541	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.
DGRC542	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. Numerator (X) for this indicator is total kilograms of household waste less any household waste arising 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.

2020/21 People: Public Health

PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
BCPB253	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.
City Wide Performance Indicators that BCC contributes to:			
BCPC255	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.
BCPC256	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.

2020/21 Resources: Commercialisation & Citizens

PI ref	Measure	Frequency/period reported	Method of calculation
City Wide Performance Indicators that BCC contributes to:			
BCPC311	Levels of engagement with community development work	Quarterly (Cumulative)	This measures the number of residents who actively engage in community building conversations throughout the year. This supports an approach which is based on Asset Based Community Development.
BCPC312	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.
BCPC314	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.
BCPC323	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.
BCPC324	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.
BCPC327	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.