Communities Scrutiny Commission
7th December 2020

Report of: Nick Smith, Strategic Intelligence and Performance Manager

Title: Communities Performance Progress Report - Quarter 2, 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:

Of all measures reported this quarter:
    44% are on or above target
    28% are performing better than at the same time last year

Note that all Performance indicators carry something of a 'health warning' due to the impacts of Covid-19; some targets were re-profiled in Q1 to account for the significant impacts of Covid-19, and these targets will now remain for the duration of the year. However, some indicators have been more adversely impacted than others during both the Q1 lockdown and subsequent '2nd wave', so the headline figures of "% meeting target" do not give a full picture of the current situation. Further, it is to be expected that many indicators are reporting worse outcomes than 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 (CSC), as listed in detail in Appendix A1. A list of short definitions for each measure is in 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 - This differentiates between indicators 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. Indicators are listed accordingly.

Impact of Covid-19 – Many indicators are significantly affected, and some suspended; where relevant, targets were adjusted during Q1 to take account of this. Some adjusted targets have also been profiled to reflect significantly reduced activity in the first half of the year, so a target may not be delivering in four equal quarters. Individual details are in the management comments (Appendix A1).

"Covid-19 Recovery & Renewal" is a new section added to the BCC Business Plan 2020-21 (Covid-19 Recovery edition) for Q2 onwards (published Sept 2020). 2 measures are reported here as they fall under the CSC remit (noted as "new measures" in the commentary below).

Note – formal Performance reporting looks at indicators on a quarter by quarter basis; for Covid-19 response work, other routes such as the BCC COVID-19 data site report data much more frequently.

2. Context

This report and appendix is to standardise a set of Key Performance Indicators (KPIs) for Communities Scrutiny Commission (CSC). 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 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]. Due to a further restructure in Q2, the Community Development teams are now under Public Health.

In terms of performance for the areas covered by CSC in Q2, progress can be summarised as follows:

Performance summary

Taking the 20* available KPI results available and noting the BCC / City-wide differentiation:

- **44% of measures** (with established targets) **are performing on or above target** (8 of 18)
  - 36% of BCC-only measures (4 of 11)
  - 57% of city-wide measures (4 of 7)
- **28% of measures** (with a comparison from 12 months ago) **have improved** (5 of 18)
  - 36% of BCC-only measures (4 of 11)
  - 14% of city-wide measures (1 of 7)

*Note: The 2 Covid-19 related measures are new and so have no target or comparison to last year. A further 10 measures are annual and not yet due to be reported.

Housing and Landlord Services
- There is a new measure this quarter: "Number of people housed in emergency Covid-19 accommodation who have subsequently been resettled." Following on from the major positive activity to re-house rough sleepers as a result of the emergency Covid-19 response ("Everyone In"), this reports on people's continuing housing pathways.
- The number of households where homelessness is prevented has risen and is well above target, reflecting successful outcomes to enquiries from citizens. However, numbers in temporary accommodation continue to be well below target.
- The most recent count of rough sleepers continues to show a positive decrease with levels reduced to 2014/15 levels.
- The number able to "access care & support through the use of Technology Enabled Care" is now below target, as restrictions on access for further home visits continued.

Management of Place
- There is a new measure this quarter: "Average weekly number of regulatory contacts requesting Covid-19 advice and guidance", as part of the Covid-19 recovery edition of the Business plan. This figure has increased strongly and can be seen as a reflection of local businesses taking the necessary steps to ensure compliance with Covid-secure operations, which is to be welcomed as a contribution to local businesses remaining open.
- The percentage of household waste sent for reuse, recycling and composting is still below target. The amount of kerbside waste continues to be high, linked to people staying at home more, and this impacts on the amount being recycled.

Public Health
- There was gradual re-opening of a number of fitness facilities/sports centres from August 2020, albeit with reduced hours and limited attendances in order to ensure centres are Covid-secure. A reduced interim target has been set for Q2, but may need to be reviewed due to changing guidelines.
- Community building conversations re-started during this quarter, focussed on connecting Covid-19 volunteers into their local area. Levels of engagement with community development work (now under Public Health) is now above the revised target.

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 (Q2 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 – Q2 2020/21 Performance Summary

OVERALL SUMMARY:

44% (8/18) PIs are on or above target

28% (5/18) PIs are better or the same than at Q2 last year

MANAGEMENT OF PLACE		
Title	**Target status**	**DoT**
BCPC541: Increase the percentage of household waste sent for reuse, recycling and composting	**Below**	⬇
BCPC563: Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	**37** (no target)	n/a
DGRC542: Reduce the residual untreated waste sent to landfill (per household)	**Well Below**	⬇

HOUSING AND LANDLORD SERVICES		
Title	**Target status**	**DoT**
BCPB353: Reduce the number of households in temporary accommodation	**Well Above**	⬆
BCPB357: Increase the number of households where homelessness is prevented	**Well Below**	⬇
BCPB358: Number of people housed in emergency Covid-19 accomodation who have subsequently been re-settled.	**282** (no target)	n/a

PUBLIC HEALTH		
Title	**Target status**	**DoT**
BCPB253: Increase the number of attendances at BCC leisure centres and swimming pools	**Above target**	⬇
BCPC311: Levels of engagement with community development work	**Above target**	⬇

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

Communities Scrutiny - Quarter 2 (1st April - 30th September 2020) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
Growth & Regeneration - Housing & Landlord Services									
Bristol City Council (BCC) owned performance indicators:									
CV1	BCPB358	Number of people housed in emergency Covid-19 accommodation who have subsequently been re-settled		n/a	new measure	89	282	n/a	In Q1 we were in the middle of getting everyone in and setting up emergency accommodation. In Q2 we focussed on moving people on from COVID emergency accommodation. Twice as many people moved on in Q2 compared with Q1.
EC2	BCPB353	Increase the number of households where homelessness is prevented	+	1,241	1,100	346	733	↑	The number of households where homelessness is prevented is above target
EC2	BCPB357	Reduce the number of households in temporary accommodation	-	728	700	895	910	↓	We continue to accommodate high numbers of people as part of our "Everyone In" response. The number of vulnerable single people sleeping rough and threatened with homelessness is increasing.
EC2	DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	-	292	300	304	387	↓	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	1,389	↓	Progress ahead of target for Q2 following the return to home visits and contractor availability since July. Targets weighted to Q3 & Q4, so this quarter's performance should cushion any further home visit restrictions later in year.
FI1	BCPB375	Reduce the number of empty council properties to 250 by 2020 (true voids)	-	248	250	282	257	↑	We are seeing the number of lets increase as applicants are now able to move and bid on properties which is also having an impact on our void times and rent loss.
FI1	DGRB374a	Reduce Average Relet Times	-	85	85	114	97	↓	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.
FI1	DGRB374b	Reduce Average Relet Times for Standard Voids	-	50	35	64	64	↑	A tracking spreadsheet for standard relets has been created which is updated/monitored daily by both Relets and Lettings, this enables us to advertise properties and a point of contact meeting is held twice a week.
WC2	BCPB308	Increase number of people able to access care & support through the use of Technology Enabled Care	+	559	753	128	210	↓	Performance slightly behind target following access delays to residents home in Q1 due to C-19. Performance should improve in Q3 and Q4 to meet the end of year target.
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,209,000	£12,000,000	£13,108,000	£12,909,000	↓	Tenants are being contacted by telephone, setting affordable action plans, sign posting for support where applicable and implementing new recovery policies. Proactive work focussing on Discretionary Housing Payments and Universal Credit managed payments, has resulted in a reduction in current arrears.
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,434,000	£1,400,000	£355,540	£633,000	↑	There has been a direct correlation with the relet times and the reduction in void rent lost due to the impact of Covid 19.
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	69	↑	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	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.
FI1	BCPC310	Increase the number of private sector dwellings returned into occupation	+	499	490	109	232	↓	Performance on track for Q2 following recommencement of home visits and access to contractors to complete refurbishment work in Q2 on long term empty units.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
FI1	DGRC379	Private rented properties improved	+	1,968	900	60 (target 55)	300 (target 280)	↓	Performance slightly ahead of target following an increase of inspections in Q2 following the lifting of restrictions on visiting private rented properties.
Growth & Regeneration - Management of Place									
City Wide Performance Indicators that BCC contributes to:									
CV2	BCPC563	Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	+	n/a	new measure	24	37	n/a	There was an increase in the number of cases from 306 in Q1 to 487 in Q2. This is a new measure responding to the Covid-19 Recovery and Renewal theme in the Corporate Plan.
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	Data not due	n/a	The Quality of Life (QoL) survey took 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	Data not due	n/a	The Quality of Life (QoL) survey took 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	BCPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	46.80%	50.00%	48.00%	46.00%	↓	Covid related waste trend is increasing the amount of refuse collected at the kerbside and therefore negatively impacting recycling rates.
W2	DGRC194	Numbers of citizens participating in community clear-ups per quarter	+	2,886	1,000	0	38	↓	Community litter picks resumed in September with 17 events in 13 different wards. Over 100 bags of waste and recycling collected. There was no activity during Q1
W2	DGRC542	Reduce the residual untreated waste sent to landfill (per household)	-	129.00 kg	100.0 kg	28.0 kg	65.9 kg	↓	Data is cumulative and will be monitored through the year. Primary treatment facility is in commissioning phase leading to additional landfill reliance.
People - 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	695,145	N/A	56,820 (August)	↓	Hengrove opened fitness facilities on 25th July and SLM opened fitness facilities (at four of their six sites) on August 1st. Only three SLM pools opened in August but not until the 20th. All sites have made arrangements to ensure that they are covid secure/safe and as such can only take a limited number of customers. They are also phasing their recovery and are not operating normal opening hours yet.
City Wide Performance Indicators that BCC contributes to:									
EC4	BCPC311	Levels of engagement with community development work	+	8,000	3,000	N/A	1,041	↓	The team is adapting and finding new ways to work with communities in a challenging environment. The community building conversations for this quarter have been with C19 volunteers to connect them up and into their local area and develop more sustainable approaches. Most of the team still working on Covid19 community response.
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	Data not due	n/a	The Quality of Life (QoL) survey took 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.
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	Data not due	n/a	The Quality of Life (QoL) survey took 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.
FI4	BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.0%	60.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took 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.

Corp Plan KC Ref	Code	Title	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
FI4	BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	-	21.4%	25.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took 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.
WC3	BCPC323	Increase % of people who see friends and family as much as they want to (QoL)	+	82.1%	70.0%	Data not due	Data not due	n/a	The Quality of Life (QoL) survey took 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.
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	Data not due	n/a	The Quality of Life (QoL) survey took 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.
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	Data not due	n/a	The Quality of Life (QoL) survey took 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.

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

Covid-19 Recovery and Renewal Actions	
CV1	Community and People
CV2	Economy and Business
CV3	Organisational Change
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 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.
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.
BCPB358	Number of the rough sleepers emergency housed during Covid pandemic who are subsequently re-settled	Quarterly (Cumulative)	This is the overall number recorded in the "Move On" section of the weekly return to MHCLG and is made up of: 1) people who were moved straight into settled accommodation and those who were accommodated as a result of the emergency Covid-19 response who have since been moved into settled accommodation. 2) people moved into rough sleeping pathways that sit outside of temporary accommodation
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 (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.
DGRB372	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.
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: n= B/A 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: It is calculated as follows: n=B/A 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. 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
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 (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.
BCPC357	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.
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
Bristol City Council (BCC) owned performance indicators:			
BCPB563	Average weekly number of regulatory contacts requesting COVID 19 advice and guidance	Quarterly (Snap shot)	This measure counts the number of business who request EH / Reg C-19 service requests for advice that produced through the Council customer call centre. (Inc Trading standards / Neighbourhood enforcement / Food Safety / H&S / Infectious Deiseases / Licencing)
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. 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.

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.

PI ref	Measure	Frequency/period reported	Method of calculation
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.
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.