

# Communities Scrutiny Commission

23<sup>rd</sup> November 2021



**Report of: Insight, Performance and Intelligence Team**

**Title: Quarterly Performance Progress Report (Quarter 1 2021/22)**

**Ward: All wards**

**Officer Presenting Report:** Kate Cole, Strategic Intelligence & Performance Advisor

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## **Recommendation**

That Scrutiny note the final outturn results against the relevant Key Performance Indicators (Appendix A1) and that Scrutiny members and Directors discuss measures to address any performance issues.

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

Highlighted in section 2 below, and noted within the suite of KPIs set out in appendix A1.

Of all the measures reported this quarter:

81% are on or above target

75% are performing the same or better than at the same time last year



## 1. Background context

This performance progress report and appendix is part of the standard reporting arrangements around the Bristol City Council (BCC) [Business Plan 2021/22](#). The [Performance Framework](#) and reporting arrangements for 2021/22 were approved by CLB and noted by Cabinet and OSMB in Feb-March 2021.

The Key Performance Indicators (KPIs) included here are the relevant indicators for the Communities Scrutiny Commission, as listed in detail in Appendix A1; this includes Business Plan measures (coded as BP) and others agreed with Directorate leadership teams, adjusted to reflect Scrutiny areas of responsibility. A list of short definitions for each measure is in Appendix A2.

**Please note:** Each KPI is only reported to one Scrutiny Commission. Following a Council restructure in 2018 there is no standard management report for Communities, so the suite of KPIs for each Scrutiny Commission is based on the agreed areas of Scrutiny oversight, not on management lines of reporting.

**BCC measures and City-wide measures** - This year we continue to differentiate 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 or factors. Indicators are listed accordingly.

**Impact of Covid-19** – Covid-19 renewal and recovery has been embedded into the commitments that underpin our Business Plan and is being delivered across all areas of the council. Adjusted targets are set to take account of this, including some which appear counter-intuitive compared to last year's outturn due to Covid-19 impact (see [BCC 2021/22 Performance Targets](#)). Details for individual indicators are in the management comments (see Appendix A1).

It should be noted that due to the decision pathway set out in the corporate [Performance Framework](#) and the scheduling of scrutiny commission meetings, Q1 is presented here as the most recent data available since Q2 has not yet been reported to directorate Cabinet leads.

## 2. Performance Summary

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

- **81% of all measures** (with established targets) **are performing on or above target** (17 of 21)
  - 79% of BCC-only measures (11 of 14)
  - 86% of city-wide measures (6 of 7)
- **75% of all measures** (with a comparison from 12 months ago) **have remained the same or improved** (15 of 20)
  - 85% of BCC-only measures (11 of 13)
  - 57% of city-wide measures (4 of 7)

### Housing and Landlord Services

- There has been an overall improvement in bringing empty properties (resulting from voids or relets) back into use. Although there continue to be some challenges around availability of workforce and materials, the position is better than this time last year following the first national lockdown.
- The most recent quarterly count of rough sleepers is better than target, but compared to last year when the “Everyone In” emergency housing response to Covid was in place there are now

more rough sleepers in the city. Directly related to this, the use of temporary accommodation (BPB357) is showing an improved position on last year.

- A new measure is presented this year “number of households moved on into settled accommodation”, which replaces the Covid-19 related measure in 2020 which reported on numbers housed in emergency Covid-19 accommodation who had then been resettled. As a new measure there is no direct comparison to last year, but progress is positive and above target.

#### Management of Place

- There continue to be high volumes of kerbside collections (household waste) as a direct result of home working which in turn is impacting on overall recycling rates. There are particular challenges currently related to availability of collection teams relating to both national shortages of appropriately qualified drivers as well as staff isolating due to the “pingdemic”.
- Community clean-ups (DGRC194) have resumed now that restrictions to group gatherings have changed and the Great Bristol Spring Clean took place in June with over 230 volunteers contributing 700 hours of work.

#### Communities and Public Health

- With leisure centres able to open from 12<sup>th</sup> April there has been an initial encouraging return of customers as Covid related restrictions are lifted.
- Engagement with citizens through a range of community development activities has increased positively in the last quarter, with a lot of focus on matters related to Covid (such as vaccine uptake and testing) together with wider “building back better” issues.
- Most measures here are informed by the Quality of Life (QoL) survey which will be carried out in September 2021 and reported in January 2022.

#### Digital Transformation

- The Citizen Services measure on channel shift is included for the first time; this reports on the percentage of transactions completed on-line against the number of inbound telephone calls, automated telephony, face to face visits and emails. There is an improvement on the same period last year when suspension of, or changes in service provision as a direct result of Covid-19 meant that existing on-line forms were taken out of service and citizen contact was more often made by telephone. As more standard service provision has been re-established an increased number of citizens have returned to using on-line access as this can await wait times in telephony and other queues.

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. All Business Plan KPIs contained within Appendix A1 are designed to demonstrate our progress towards the Corporate Strategy 2018-23.

### **4. Consultation**

#### **a) Internal**

Performance progress has been presented to relevant Divisional Management Teams (DMT),

Executive Director Meetings (EDM) and Cabinet Member briefings 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 2021/22)

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 2021/22 Performance Summary

### OVERALL SUMMARY:

81% (17/21) PIs are on or above target  
75% (15/20) PIs are better or the same than at Q1 last year

#### HOUSING AND LANDLORD SERVICES

Title	Target status	DoT
BPB307: Increase the number of people enabled to live independently through home adaptations	843	↑
BPB352b: Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	59	↓
BPB375: Reduce the number of empty council properties	264	↑
DGRC374a Reduce Average Relet Times	68	↑

#### MANAGEMENT OF PLACE

Title	Target status	DoT
BPC541: Increase the percentage of household waste sent for reuse, recycling and composting	43%	↓
BPC524: Reduce the residual untreated waste sent to landfill (per household)	14.2kg	↑
DGRC194: Numbers of citizens participating in community clear-ups per quarter	775	↑

#### COMMUNITIES AND PUBLIC HEALTH

Title	Target status	DoT
BPB253: Increase the number of attendances at BCC leisure centres and swimming pools	385,853	↑
BPC311: Levels of engagement with community development work	2,038	↑

#### DIGITAL TRANSFORMATION

Title	Target status	DoT
DREB225: Improve the percentage channel shift achieved for Citizens Services overall	33%	↑

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



## Communities Scrutiny - Quarter 1 (1st April - 30th June 2021) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Comparison over last 12 months	Management Notes
<b>Growth &amp; Regeneration - Housing &amp; Landlord Services</b>								
<b>Bristol City Council (BCC) owned performance indicators:</b>								
EC2	BPB353	Increase the number of households where homelessness is prevented	+	1,512	1,350	339 (q1 target 338)	↑	The number of households where homelessness is prevented is above target.
EC2	BPB357	Reduce the number of households in temporary accommodation	-	1,122	950	893	↓	The number of households in Temporary Accommodation (TA) has reduced this quarter as we have moved on many clients who were accommodated during our Everyone In initiative.
EC2	BPB358a	Number of households moved on into settled accommodation	+	n/a	1,000	277 (Q1 target 250)	n/a	The number of households moved on into settled accommodation is above target.
EC2	DGRB356	Reduce the number of households who were in Temporary Accommodation for more than 6 months	-	469	420	488	↓	The number of households in Temporary Accommodation for more than 6 months is above target and is linked to the higher number of households in Temporary Accommodation due to the pandemic.
EC3	BPB307	Increase the number of people enabled to live independently through home adaptations	+	3,120	3,400	843 (q1 target 150)	↑	Performance way ahead of targets due to the completion of outstanding home adaptation work following the easing of lockdown restrictions.
F11	BPB375	Reduce the number of empty council properties	-	220	210	264	↑	During the first quarter we saw a big increase in the numbers of properties returned for relet, we also received 21 new build properties which meant an increase in NTQs (notice to quit) from existing tenants. Contractual issues and delays to materials have also had an impact that are likely to affect Q2 performance.
F11	DGRB374a	Reduce Average Relet Times	-	71	80	68	↑	We have maintained focus on ensuring that we turnaround our empties properties as quickly as possible with really positive results for the first quarter. There are a few properties being returned for relet that have been empty or had significant impact on completing void works due to contractual planning and material delays and this is likely to show in Q2 performance. There are also high levels of absenteeism due to Covid which is hugely affecting current performance.
F11	DGRB374b	Reduce Average Relet Times for Standard Voids	-	37	35	35	=	Collectively across Letting Planned Accessible Homes and Responsive Repairs we are maintaining focus on the delivery of voids. A collective improvement plan is in place and recruitment has taken place to fill vacancies in key areas of the service, but delivery continues to be impacted by direct offer refusals contract & material delay.
F1	DGRB734c	Reduce average time of major works relets	-	92	90	79	↑	There is a collective effort to prioritise reletting our properties to include an improving performance plan and monthly focus meetings. We are aware that this performance will be impacted in Q2 because we will be returning back into use properties that have had significant delay to turnaround.

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Comparison over last 12 months	Management Notes
WC2	BPB308	Increase number of people able to access care & support through the use of Technology Enabled Care	+	511	753	166 (q1 target 50)	↑	Performance ahead of target following an increase in referrals into the service. Hopefully this will continue into Q2 with the lifting of Covid restrictions.
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,790,000	£12,000,000	£12,996,000	↑	Effective use of Rentsense has seen an increase in prompt completion from 40% to just under 80% of recommendations. This enables proactive & targeted debt management; officers are also now carry out door step visits to encourage debt discussions & engagement in a proactive manner.
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,144,000	£1,200,000	£243,000	↑	We continue to see the benefits first realised during lockdown which resulted in improved performance due to there being fewer voids. Whilst realised in Q1, voids are now on a steep increase with our ability to manage them severely impacted by the pandemic (currently 7 staff short) so we anticipate reduced performance during Q2 & leading into Q3. However we continue to work closely with voids colleagues and have an action plan in place to support this work, with a clear desire to aim to bring things back under control by Q3.
<b>City Wide Performance Indicators that BCC contributes to:</b>								
EC2	BPC352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	-	43	60	59 (q1 target 60)	↓	The number of people rough sleeping as measured on our bi-monthly street count in May was 59. An increase from the previous quarter but still significantly lower than the pre-pandemic peak of 130
EC2	DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	-	50	60	Annual measure Data not due	n/a	Annual survey is due in October/November 2021
FI1	BPC310	Increase the number of private sector dwellings returned into occupation	+	445	450	99 (q1 target 80)	↓	Performance slightly ahead of target which is good given that during the first part of the first quarter pandemic restrictions were still in place.
FI1	DGRC379	Private rented properties improved	+	1,171	1,200	274 (q1 target 200)	↑	Performance slightly ahead of target, mainly as a result of the increase in property licensing inspections and response to housing disrepair enquiries.
<b>Growth &amp; Regeneration - Management of Place</b>								
<b>City Wide Performance Indicators that BCC contributes to:</b>								
W2	BPC333	Increase the percentage of residents visiting a park or open space at least once a week (QoL)	+	60.3%	60.0%	Annual measure Data not due	n/a	Over the past few months there has been a continual increase in visitors to Parks & Green Spaces. The value of outdoor spaces has risen considerable due to the COVID pandemic and lockdown rules have heightened the appreciation for local parks and green spaces. All facilities within parks are now open for business and as restrictions have lifted since the 19th July health, leisure activities and events are returning to Parks.
W2	BPC540	Reduce percentage of people who feel that street litter is a problem in their neighbourhood (QoL)	-	82.4%	80.0%	Annual measure Data not due	n/a	A wide range of campaigns and activities are in progress or planned across the year to reduce street litter and deliver overall improvements to the street scene. These include the Great Bristol Spring Clean and the Big Tidy.
W2	BPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	45.0%	50.0%	43.0%	↓	Recycling continues to be negatively impacted as the overall volume of household waste has gone up exponentially over the last year due COVID related home working and therefore proportionally less is getting recycled as a percentage of the overall waste stream.

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Comparison over last 12 months	Management Notes
W2	BPC542	Reduce the residual untreated waste sent to landfill (per household)	-	122.5 kg	100.0 kg	14.2kg	↑	The contract to treat bulky waste is now in steady state with the primary treatment facility which was commissioned last year operating well, therefore reducing the amount of untreated residual waste that goes to landfill.
W2	DGRC194	Numbers of citizens participating in community clear-ups per quarter	+	531	750	775	↑	This quarter's activity includes numbers from the postponed Great Bristol Spring Clean which took place from 28 May to 27 June which coincided with the relaxation of distancing and congregation guidelines. Over 230 volunteers contributed 700 hours of their time to 98 events. The reported number also includes those residents conducting litter picks using equipment given to them on long term loans. Citizen participation was severely reduced in 2020-21 due to lockdowns and ongoing restrictions on group gatherings.

### People - Communities and Public Health

#### Bristol City Council (BCC) owned performance indicators:

W4	BPB253	Increase the number of attendances at BCC leisure centres and swimming pools	+	399,343	695,145	385,853	↑	Leisure facilities were allowed to reopen on Monday 12th April. Attendances have been encouraging and slowly increasing as the restrictions associated with the Covid roadmap recovery are lifted.
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#### City Wide Performance Indicators that BCC contributes to:

EC4	BPC311	Levels of engagement with community development work	+	4,394	5,000	2,038	↑	The team has over achieved target for this quarter. The conversations ranges from transitioning current residents supported by us. The team also had conversations with local residents on Covid-19 vaccine uptake, testing and community leadership of the local engagement programmes. We are also having conversation on building back better with local residents volunteers and local partners on post Covid-19 community themes such as connecting residents support youth and elders digital inclusion and food provision. The conversations also include engaging with residents on start up activities post-covid.
EC4	BPC312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	+	47.2%	47.2%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in January 2022
EC4	BPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	-	30.5%	30.0%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in January 2022
FI4	BPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.8%	62.0%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in January 2022
WC3	BPC323	Increase % of people who see friends and family as much as they want to (QoL)	+	73.2%	76.0%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in January 2022

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Comparison over last 12 months	Management Notes
W1	BPC255	Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL)	+	55.2%	55.2%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in Jan '22. Work is being undertaken including liaison with social prescribing in the most deprived areas of the city
W4	BPC256	Increase the % of adults in deprived areas who play sport at least once a week (QoL)	+	27.5%	27.5%	Annual measure Data not due	n/a	This measure is updated annually through the Quality of Life survey. Headline results for 2021/22 will be available in Jan '22. Partnerships are being explored and strengthened with emphasis on working with seldom heard groups in deprived areas.

#### Resources - Digital Transformation

#### Bristol City Council (BCC) owned performance indicators:

WOP2	DREB225	Improve the percentage channel shift achieved for Citizens Services overall	+	27.8%	30%	33%	↑	There has been an improvement with channel shift in this quarter's reported figures for two reasons. Citizens continue to access services online where traditionally they would have called the contact centre but when contact volumes are high and resulting in longer waiting times on-line access can be more convenient. The figures for transactional services such as Waste are now available and also included.
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Progress Key
Significantly better than target
Better than target
On Target
Worse than target
Significantly worse than target

Improvement Key	
↑	Direction of travel <b>IMPROVED</b> compared to same period in the previous year
=	<b>SAME</b> as previous same period in the previous year
↓	Direction of travel <b>WORSENE</b> D compared to same period in the previous year

Directorate	
PE	People
G&R	Growth and Regeneration
RE	Resources

[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.

## Definitions and reporting timescales for Performance Indicators

### 2021/22 Growth & Regeneration: Housing & Landlord Services

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BPB307	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.
BPB308	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 BPB307 which records the number of homes which has received home adaptations are part of enabling independent living.
BPB353	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.
BPB357	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.
BPB358a	Number of households moved on into settled accommodation	Quarterly (Snapshot)	The number of single and family households that have moved from any form of temporary or supported accommodation or who have been housed into settled accommodation as a result of being owed a homelessness duty. (This includes households that have not entered temporary accommodation.)
BPB375	Reduce the number of empty council properties	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.
DGRB374c	Reduce Average Relet Times for major work voids	Quarterly (Cumulative)	On a year-to-date basis, this measures the number of days an HRA property spends void before relet where major works are required. Where A is the total number of major work void properties relet in period, and B is the total number of calendar days these properties spent void prior to relet. Only 'major' voids are included (i.e. those not requiring standard 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:

BPC310	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.
BPC352b	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.

### 2021/22 Growth & Regeneration: Management of Place

PI ref	Measure	Frequency/period reported	Method of calculation
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BPC333	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.
BPC540	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.
BPC541	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.
BPC542	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.
DGRC194	Numbers of citizens participating in community clear-ups per quarter	Quarterly (Snapshot)	Numbers of citizens participating in community clear ups per quarter

### 2021/22 People: Communities and Public Health

PI ref	Measure	Frequency/period reported	Method of calculation
<b>Bristol City Council (BCC) owned performance indicators:</b>			
BPB253	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.
<b>City Wide Performance Indicators that BCC contributes to:</b>			
BPC255	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.
BPC256	Increase the 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.

PI ref	Measure	Frequency/period reported	Method of calculation
BPC311	Maintain 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.
BPC312	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.
BPC314	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.
BPC323	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.
BPC324	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.

## 2021/22 Resources: Digital Transformation

### Bristol City Council (BCC) owned performance indicators:

DREB225	Improve the percentage channel shift achieved for Citizens Services overall	Quarterly (Snapshot)	This measures the channel migration shift of transactions completed online as a percentage of the overall number received which also include inbound telephone calls, automated telephony, face to face visits and emails.
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