

# Communities Scrutiny Commission

21<sup>st</sup> February 2022



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

**Title: Quarterly Performance Progress Report (Quarter 2 2021/22)**

**Ward: All wards**

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

**Contact Telephone Number:** N/A

## **Recommendation**

That Scrutiny note the progress made against the Key Performance Indicators (KPIs) for Q2 2021/22 (Appendix A1) and that Scrutiny members and relevant managers / 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:

57% are on or above target

65% 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).

## 2. Performance Summary

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

- **57% of all measures** (with established targets) **are performing on or above target** (12 of 21)
  - 50% of BCC-only measures (7 of 14)
  - 71% of city-wide measures (5 of 7)
  
- **65% of all measures** (with a comparison from 12 months ago) **have remained the same or improved** (13 of 20)
  - 62% of BCC-only measures (8 of 13)
  - 71% of city-wide measures (5 of 7)

### Housing and Landlord Services

- There continues to be a high level of use of temporary accommodation (TA) as an ongoing legacy of COVID-19 and the requirement to move people off the streets, but the situation has worsened as there are more people in TA than compared to the same period last year. Stays of longer than 6 months also remain significantly high and worse than last year, also reflecting the ongoing lack of accommodation and the increasing gap of affordability in the private rented sector when compared to the Local Housing Allowance. This has resulted in continued additional budget pressures which will need addressing in future.
- The overall throughput time for dealing with relets has improved since last year as there is now better access to properties to progress work; however there continue to be issues around supplies and the availability of workforce so performance is below. However despite this, the

situation in respect of loss of gross rental income due to voids has improved and this measure is above target.

- All metrics relating to private housing and accessible homes are showing above target, with improved performance on this time last year, except for private rented sector dwellings returned into occupation.
- The most recent quarterly count of rough sleepers is just below target, but improved when 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.

#### 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) continue to see an increase in the numbers of people participating with the reopening and the relaxation of distancing and congregation restrictions. The reported number also includes those residents conducting litter picks using equipment given to them on long term loans.

#### 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 continued with increased contacts made; conversations included matters such as social action in neighbourhoods, access to green spaces and place making with economic growth.
- Most measures here are informed by the Quality of Life (QoL) survey; this was carried out in September 2021 with the [Priority Indicators](#) briefing report published in January 2022. More detailed information on the measures pertinent to the remit of this Commission will be presented in the Q3 performance report.

#### Digital Transformation

- The Citizen Services measure on channel shift continues to deliver above target; 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 (Q2 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 – Q2 2021/22 Performance Summary

### OVERALL SUMMARY:

57% (12/21) PIs are on or above target  
65% (13/20) PIs are better or the same than at Q2 last year

### HOUSING AND LANDLORD SERVICES

Title	Target status	DoT
BPB308: Increase number of people able to access care & support through the use of Technology Enabled Care	284	↑
BPB353: Increase the number of households where homelessness is prevented	672	↓
DGRB356: Reduce the number of households who were in Temporary Accommodation for more than 6 months	524	↓
DGRB374a: Reduce Average Relet Times	84	↑

### MANAGEMENT OF PLACE

Title	Target status	DoT
BPC541: Increase the percentage of household waste sent for reuse, recycling and composting	42%	↓
BPC542: Reduce the residual untreated waste sent to landfill (per household)	46kg	↑
DGRC194: Numbers of citizens participating in community clear-ups per quarter	2,577	↑

### COMMUNITIES AND PUBLIC HEALTH

Title	Target status	DoT
BPB253: Increase the number of attendances at BCC leisure centres and swimming pools	885,755	↑
BPC311: Levels of engagement with community development work	4,410	↑

### 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 2 (1st April - 30th September 2021) Performance Progress Report

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 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)	<b>672</b> (q2 target 675)	↓	Marginally below target but on track to meet target for the year.
EC2	BPB357	Reduce the number of households in temporary accommodation	-	1,122	950	893	<b>987</b>	↓	The number of households in Temporary Accommodation is increasing. Homelessness presentations are still high. Supported move on accommodation coming on line during the next few months will have a positive impact.
EC2	BPB358a	Number of households moved on into settled accommodation	+	n/a	1,000	277 (Q1 target 250)	<b>294</b> (q2 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	<b>524</b>	↓	The number of households in Temporary Accommodation for more than 6 months is significantly below target and is linked to the higher number of households in Temporary Accommodation (BPB357) 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)	<b>1,632</b> (q2 target 600)	↑	Performance well ahead of target. Performance is weighted towards the 3rd and fourth quarter so hopefully the annual target will be exceeded.
F11	BPB375	Reduce the number of empty council properties	-	220	210	264	<b>228</b>	↑	There are monthly meetings to focus on long term major voids to ensure that focus is maintained on keeping the overall numbers of empty properties as low as possible. However, there are continuing issues with internal, external and material capacity that will always influence the ability to deliver to this target.
F11	DGRB374a	Reduce Average Relet Times	-	71	80	68	<b>84</b>	↑	Year to date average time is 74 days (above target). During September 6 long standing voids were completed which has had an impact on the turnaround, however it is expected that this number will increase due to capacity to deliver. The criteria definition for voids is currently under review to ensure allow teams the maximum opportunity to deliver to target. e.g. house conversions where a property becomes two units to have new unique property reference numbers.
F11	DGRB374b	Reduce Average Relet Times for Standard Voids	-	37	35	35	<b>54</b>	↑	Year to date average time is 47 days (significantly below target). The reduction from August is due to the work of the Lettings Team reducing the post letting period. Average standard repair period 12 days but it is expected that this will increase because of resource and supply chain issues.
F1	DGRB734c	Reduce average time of major works relets	-	92	90	79	<b>89</b>	↓	Year to date average time is 89 days ( above target); this figure is unlikely to improve for October as there are additional long term voids being returned this month that will continue to impact the team's ability to reduce completion timescales.

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 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)	284 (q2 target 263)	↑	Performance slightly ahead of target.
WOP4	DGRB372	Maximise the rent income from council housing (total debt outstanding)	-	£12,790,000	£12,000,000	£12,996,000	£12,961,000	↓	The use of Rentsense and our focused person-centred approach continues to support effective rent management. Processes for effective rent management continue to be under review, including in relation to debt collection. It is important to take a psychologically informed approach on this, and we recognise that in many cases where debt is chased in isolation the consequences are to create additional pressures on housing, social services, welfare support, health agencies and the charity sector. This will be carefully considered as part of the process review
WOP4	DGRB376	Reduce the loss of gross rental income through voids	-	£1,144,000	£1,200,000	£243,000	£559,000	↑	There is a continuing focus on the turnaround of empty homes as this directly impacts on rent loss. Challenges around workforce and materials availability continue to have a negative impact on performance although performance is still above target.
<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)	62 (q2 target 60)	↑	The number of people rough sleeping as measured on our bi-monthly street count in September was 62. An increase from the previous quarter but still significantly lower than the pre-pandemic peak of 130. Additional winter shelter provision will be in place from 1st October.
EC2	DGRC352a	Reduce the number of people sleeping rough on a single night in Bristol - Annual Count	-	50	60	Annual measure Data not due	Annual measure Data not due	n/a	Annual survey is due in October/November 2021.
F11	BPC310	Increase the number of private sector dwellings returned into occupation	+	445	450	99 (q1 target 80)	216 (q2 target 210)	↓	Performance slightly ahead of target for the number of empty properties brought back into use.
F11	DGRC379	Private rented properties improved	+	1,171	1,200	274 (q1 target 200)	740 (q2 target 550)	↑	Performance well ahead of target following a successful recruitment process All vacancies now filled. Inspections of licensed properties and housing complaints now being undertaken in accordance with within the team inspection targets.
<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	Annual measure Data not due	n/a	The value of outdoor spaces rose considerably during the pandemic and the demand for parks and Green Spaces continued. All facilities within parks continue to remain open, with COVID safe measures in place. The Quality of Life (QoL) survey took place in Autumn 2021. Headline results will be issued via the QoL Priority Indicators briefing report in January 2022 followed by a full set of results in March 2022.
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	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. The Quality of Life (QoL) survey took place in Autumn 2021. Headline results will be issued via the QoL Priority Indicators briefing report in January 2022 followed by a full set of results in March 2022.

Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
W2	BPC541	Increase the percentage of household waste sent for reuse, recycling and composting	+	45.0%	50.0%	43.0%	42.0%	↓	Recycling continues to be negatively impacted by the exponential growth in kerbside refuse collected owing to trends in home working. The suspension of green waste collections has reduced the tonnage of garden waste sent for composting and has also having an impacted on the overall recycling rate. Compared to the same period in 2020-21 recycling has decreased by 3% from 46% to 43% whilst residual waste has increased. It is anticipated that next year the garden waste volumes will increase back to pre-covid levels as long as collections are maintain. Analysis is being undertaken to understand why tonnage through the Recycling Centres has dropped. The biggest challenge is to address the behavioural change of generating more waste at home as this will continue to impact on BCC reaching its targets in the longer term.
W2	BPC542	Reduce the residual untreated waste sent to landfill (per household)	-	122.5 kg	100.0 kg	14.2kg	46.0kg (q2 target 50kg)	↑	The Energy Recovery Centre (ERC) treatment contracts have continued to perform despite some commissioning issues at one ERC. The bulky waste contract continues to identify alternative outlets to landfill.
W2	DGRC194	Numbers of citizens participating in community clear-ups per quarter	+	531	750	775	2,577	↑	This quarter's activity has seen an increase in the numbers of people litter picking in line with the reopening and the relaxation of distancing and congregation restrictions. 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.
<b>People - Communities and Public Health</b>									
<b>Bristol City Council (BCC) owned performance indicators:</b>									
W4	BPB253	Increase the number of attendances at BCC leisure centres and swimming pools	+	399,343	695,145	385,853	885,755	↑	Business recovery and customer confidence in using leisure centres & swimming pools continues to grow.
<b>City Wide Performance Indicators that BCC contributes to:</b>									
EC4	BPC311	Levels of engagement with community development work	+	4,394	5,000	2,038	4,410	↑	The team has been working on both outbreak management and purposeful conversations with half of the conversations completed this quarter of purposeful outbreak management conversations. We had over 1,200 conversations on building back, and community conversations on wider issues ranging from social action in neighbourhoods to access to green spaces, to conversations on new development such as in Hotwells and also other place making conversations. The team started to refocus on building community and recovery where some conversations were on economic growth and community cohesion. We expect to hit the annual target.
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	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. This year's target is looking to maintain last year's performance. We know that COVID 19 volunteering will go down but community based activity is opening up. Many connections established as a result of COVID 19 referrals are being sustained informally. WhatsApp groups and Facebook pages which facilitate neighbourly acts have also kept going. In terms of more formal volunteering the CanDo Bristol website has over 10,000 members. It is being used by community and voluntary projects all over the city to successfully recruit volunteers.





Corp Plan KC Ref	Code	Title	+/-	2020/21 Outturn	2021/22 Target	Q1 Progress	Q2 Progress	Comparison over last 12 months	Management Notes
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	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. Social media, free newsletters, noticeboards, public venues such as libraries and shops, online newsletters from community organisations and social and neighbourly networks are all part of the community information exchange. They are all important and generated by communities for communities. The main barriers to accessing information are digital exclusion, not being able to get out and about or printed media being inaccessible to individuals. We know that some people are looking to reconnect whilst others are not ready. A key role for Community Development and the C19 Volunteer Hub has been to connect people to things that are happening in their local area.
FI4	BPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	+	62.8%	62.0%	Annual measure Data not due	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. The pandemic has helped to build connections but has also caused real isolation and disconnection for some people. In Hartcliffe the Community Development Team have been working with local residents to welcome new BME residents into the neighbourhoods and make sure there are local connections. The team is looking to formalise systems with Housing and resettlement teams to support a more consistent approach.
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	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. Vaccines and end of restrictions will have led to more face to face connectivity. This should lead to an increase. However it is also possible face to face is happening but less often than online or that face to face is happening in addition to online.
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	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. 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	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. 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%	33%	↑	The number of citizens that are accessing services online continues to be high, a number of these citizens traditionally would have used traditional methods of contact such as telephone and face to face. Transactional services such as Waste are most popular for self-service.
------	---------	---	---	-------	-----	-----	-----	---	---

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

Polarity	
+/-	This shows whether a higher or lower figure is preferred for a measure i.e. do we hope to see a bigger/increasing or a smaller/reducing number? The title of a measure may also express this e.g. "Increase the number of affordable homes" has a positive (+) polarity; "Road safety: reduce the number of people killed or seriously injured" has a negative (-) polarity.

[Corporate Strategy - Key Commitments](#)

<b>Empowering &amp; Caring</b>	
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.
<b>Fair &amp; Inclusive</b>	
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.
<b>Wellbeing</b>	
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.
<b>Well-Connected</b>	
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.
<b>Workplace Organisational Priorities</b>	
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.
---------	---	----------------------	--