

Tier 1: Business Plan measures 2025-2028 Performance Framework measures - 2026-27 update						
Code (2026-27)	Title of Performance metric or Action	Business Plan?	Type of measure	Reporting Tier	Directorate* / Division	Committee remit*
1.1.1	We will work with schools and community partners to deliver Bristol Future, a city-wide approach to breaking the link between deprivation and poorer educational results. From Early Years to Post-16, settings will be consistently supported to boost inclusion, improve attendance and raise attainment	1.1	Corporate Action	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
1.1.2	We will work with partners to fully deliver on our SEND and Inclusion Strategy, including funding and supporting better mainstream inclusion and increasing the supply of specialist places in the city. We will adapt our approach when national government launch their long-term SEND plans later in 2025	1.1	Corporate Action	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
1.1.3	We will expand our targeted support for young people who are – or are at risk of being – not in education, employment or training (NEET). We will provide earlier support for secondary school aged young people, especially in areas of deprivation	1.1	Corporate Action	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
BPOM230b	KS2 - increase the % of disadvantaged pupils at KS2 achieving the expected standard in RWM	1.1	Outcome Measure	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
BPOM231d	Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged	1.1	Outcome Measure	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
BPPM127	Reduce % of pupils persistently absent i.e. for more than 10% of the year	1.1	Metric	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
BPPM225e	Increase the percentage of Final EHCPs issued within 20 weeks excluding exception cases	1.1	Metric	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
BPPM263a	Reduce % of young people of academic age 16 to 17 years who are NEET	1.1	Metric	Tier 1 (Business Plan)	C&E - Education & Skills	CYP
1.2.1	We will work with the Mayoral Combined Authority and employers to boost employment opportunities into key sectors such as construction, health and green skills. We will prioritise personalised employment support and community learning for communities who face additional barriers to employment	1.2	Corporate Action	Tier 1 (Business Plan)	C&E - Education & Skills	Ec&S
1.2.2	Develop a locally targeted economic plan for South Bristol which brings together existing assets and programmes to maximise their impact and identifies new opportunities to boost business development and jobs growth	1.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	Ec&S
1.2.3	We will work with partners, residents and communities to develop a new 10-year Culture Strategy which will set out a One City approach to boosting access to the diverse culture and creative offer across the city	1.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	SR
BPOM041	Improve the overall employment rate of working age population	1.2	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	Ec&S
BPPM268a	No. of job seekers registered & provided career advice&employment support via Bristol Skills Connect	1.2	Metric	Tier 1 (Business Plan)	C&E - Education & Skills	Ec&S
BPPM505	Percentage of procurement spend with 'Micro Small and Medium sized Enterprises' (MSME's)	1.2	Metric	Tier 1 (Business Plan)	Resources - Finance	Ec&S
1.3.1	We will prioritise attracting investment into regeneration across Temple Quarter and Central Bristol to deliver new homes, employment opportunities and improved transport infrastructure. We will plan to maximise space for commercial and industrial opportunities, opening opportunities for small businesses and creating space for much needed housing	1.3	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	Ec&S

1.3.2	We will work with residents and communities to develop plans for the regeneration of key priority areas such as Lawrence Hill, Filwood and Hartcliffe. We will prioritise the delivery of affordable homes, thriving high-streets, green spaces and community facilities	1.3	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	Ec&S
2.1.1	We will complete inspections and works within target for the seven main health and safety compliance areas for our council housing. These areas are asbestos, electrical safety, fire safety, gas safety, lifts, water safety, and damp and mould	2.1	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
2.1.2	We will work with residents to design and deliver enhanced walking and cycling measures as part of our wider strategy to deliver clean air, particularly for those who are most significantly impacted	2.1	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
2.1.3	We will take a One Council approach to improving access to healthy food and activity through 'Why Weight? Pledge'. We will particularly focus on communities and groups who experience the poorest health outcomes	2.1	Corporate Action	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
BPOM253	Reduce the percentage of children with excess weight (10-11 year-olds)	2.1	Outcome Measure	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
BPOM259	% of households in the most deprived areas using a food bank or charity in the last year (QoL)	2.1	Outcome Measure	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
BPOM281a	Prevent increase in life expectancy gap between men living in deprived & wealthy areas of Bristol	2.1	Outcome Measure	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
BPOM281b	Prevent increase in life expectancy gap between women living in deprived & wealthy areas of Bristol	2.1	Outcome Measure	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
2.2.1	We will work with partners to develop and deliver our early help strategy for children, young people and families. This includes our Best Start in Life offer, expanding our Family Hub offer, improving data sharing with partners, developing our youth offer and piloting our approach in South Bristol	2.2	Corporate Action	Tier 1 (Business Plan)	C&E - Strategic Improvement and Collaboration	CYP
2.2.2	We will test new approaches to prevention in adult social care. We will explore piloting local and regional approaches to both creating environments which keep people independent and healthy, and supporting people as early as possible when they need it	2.2	Corporate Action	Tier 1 (Business Plan)	A&C - Commissioning (ASC)	ASC
2.2.3	We will develop a stronger partnership approach to homelessness prevention and develop new ways of working with the wider sector to reduce the number of households and individuals who are homeless or rough sleeping	2.2	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
BPOM211	Reduce % of children living in poverty (low income families)	2.2	Outcome Measure	Tier 1 (Business Plan)	C&E - Strategic Improvement and Collaboration	CYP
BPPM047	Percentage of Repeat Referrals to children's social work	2.2	Metric	Tier 1 (Business Plan)	C&E - Children & Families	CYP
BPPM260	Reduce the average wait time for an initial Care Act Assessment	2.2	Metric	Tier 1 (Business Plan)	A&C - Adult Social Care	ASC
2.3.1	We will support children to remain safely at or as close to home as possible through earlier engagement and support with families, improving our recruitment and retention of foster carers, and increasing the supply of good quality housing for children in care and care leavers	2.3	Corporate Action	Tier 1 (Business Plan)	C&E - Strategic Improvement and Collaboration	CYP
2.3.2	We will work with our housing delivery partners to increase the supply and improve the quality of supported living schemes for adults with learning disabilities and mental health needs. We will focus on enabling Registered Providers to purchase and upgrade homes to meet people's specific needs	2.3	Corporate Action	Tier 1 (Business Plan)	A&C - Commissioning (ASC)	ASC

2.3.3	We will develop our city-wide approach to delivering health, care and wellbeing support within neighbourhoods. We will work to consolidate and strengthen the city's existing community-based activity, with an emphasis on consistent neighbourhood presence	2.3	Corporate Action	Tier 1 (Business Plan)	A&C - Communities & Public Health	PHC
BPPM202	Decrease the percentage of children in care placed out of area	2.3	Metric	Tier 1 (Business Plan)	C&E - Children & Families	CYP
BPPM218	Improve the % of 19 - 21 year old care leavers in EET (statutory return - recorded around birthday)*	2.3	Metric	Tier 1 (Business Plan)	C&E - Children & Families	CYP
BPPM307	Increase the number of people enabled to live independently through home adaptations	2.3	Metric	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	ASC
3.1.1	We will improve the quality of the information on condition of our homes and use that data to determine how we invest in our estates in the long-term	3.1	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
3.1.2	We will co-produce with residents a 'resident voice' strategy which sets out our approach to resident involvement, engagement, consultation and scrutiny	3.1	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
3.1.3	We will deliver the first stage of our long-term Heat Decarbonisation Strategy for our council homes. We will focus on making sure our homes are ready for the installation of low carbon heating and will proactively replace gas boilers that are nearing the end of life	3.1	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
BPPM001	Increase the overall satisfaction of residents with BCC as their landlord (TSM TP01)	3.1	Metric	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
BPPM321	% of response repairs completed within target timescale time	3.1	Metric	Tier 1 (Business Plan)	HSG - Housing Property	HHD
BPPM368	Reduce the proportion of homes that do not meet the Decent Homes Standard (TSM RP01)	3.1	Metric	Tier 1 (Business Plan)	HSG - Housing Property	HHD
3.2.1	We will directly deliver new social and affordable housing for the city through the council's Housing Revenue Account Business Plan. We will maximise the use of council owned land and assets, and the use of Homes England and Right to Buy receipts	3.2	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
3.2.2	We will work with our Registered Provider partners and developers – including Goram Homes – to increase our supply of social and affordable housing. We'll take a proactive role in ensuring all affordable housing delivery is supported through a One Council approach. We will develop a longer-term delivery plan during 2027	3.2	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
3.2.3	We will pursue the creation of a council owned Registered Provider to increase the supply of local and high-quality temporary accommodation and supported housing. The creation of a company would be completed if a Full Business Case is approved	3.2	Corporate Action	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
BPOM425	Increase the number of affordable homes delivered in Bristol	3.2	Outcome Measure	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
BPPM353	Increase the number of households where homelessness is prevented or relieved	3.2	Metric	Tier 1 (Business Plan)	HSG - Housing & Landlord Services	HHD
3.3.1	We will deliver our program of capital investment to improve play provision, increase food growing opportunities and improve access to green space in areas where satisfaction levels are lower. We will work with residents and communities when making decisions on improvements	3.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	PHC
3.3.2	We will listen to communities and library users to develop and deliver a new Library Strategy. The strategy will focus on how we can provide well run libraries which reach into communities and meet a range of needs and opportunities in the future	3.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	PHC

3.3.3	We will work with partners – including young people and their communities – to prioritise the safety of public spaces and reduce serious youth violence. We will do this through more effective sharing of information with partners and working with young people to make improvements within their communities	3.3	Corporate Action	Tier 1 (Business Plan)	C&E - Children & Families	CYP
BPOM213	Reduce incidents of serious violence involving children and young people	3.3	Outcome Measure	Tier 1 (Business Plan)	C&E - Children & Families	CYP
BPOM334	Improve the percentage of residents satisfied with parks and open spaces (QoL)	3.3	Outcome Measure	Tier 1 (Business Plan)	G&R - Management of Place	PHC
BPOM555	Improve street and environmental cleanliness (percentage meeting acceptable standard)	3.3	Outcome Measure	Tier 1 (Business Plan)	G&R - Property, Assets & Infrastructure	ENV
BPPM545	Reduce the number of incidents of flytipping that are reported and removed	3.3	Metric	Tier 1 (Business Plan)	G&R - Property, Assets & Infrastructure	ENV
4.1.1	We will deliver significant changes to transport routes in the city centre to make it easier to take public transport, walk, wheel and cycle. This includes improving road layouts to open up improved bus routes, introducing new segregated cycle lanes and introducing new pedestrian spaces	4.1	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.1.2	We will develop business cases for Resident Parking Zones expansion and a Workplace Parking Levy to support reinvestment into a wider range of travel improvements which support more accessible, reliable, affordable and sustainable choices	4.1	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.1.3	We will draw in funding to remove barriers to accessible travel and transport for Disabled people and work with Disabled people to identify the most impactful changes to new and existing transport projects	4.1	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
BPOM474	Increase the number of journeys on Park & Ride into Bristol	4.1	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	TC
BPOM475	Increase the number of passenger journeys on buses	4.1	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	TC
BPOM476	Increase the number of people travelling actively to work by walking and cycling (QoL)	4.1	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.2.1	We will enable the delivery of major improvements to the Portway and the A37/A4018 to support more reliable bus travel and safer cycling, wheeling and walking routes between areas further out of the city centre	4.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.2.2	We will deliver our program of local transport changes – including School Streets, traffic calming and installing cycle lanes – across the city to make it safer and more accessible for residents to get to work, school and leisure opportunities	4.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.2.3	We will work with the Mayoral Combined Authority and operators to provide supported bus services so that areas with fewer transport options have more reliable and affordable options available	4.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	TC
4.3.1	We will secure funding to deliver major repairs to the city's harbour infrastructure. This includes vital upgrades to the harbour's lock gates, the Underfall Yard Sluices, bridges and the ferry landing stage at Cascade Steps	4.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	Ec&S
4.3.2	We will secure funding to support the refurbishment and repair of major roads to support our wider travel and regeneration objectives	4.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	TC
4.3.3	We will carry out our proactive and reactive repair programmes and deliver our extensive resurfacing to prevent damage to roads and footpaths as part of our wider road safety strategy	4.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	TC
BPOM120	Road Safety: reduce the number of people killed or seriously injured in road traffic incidents	4.3	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	TC

BPPM119	Reduce the percentage of bridges where unprogrammed maintenance should be considered	4.3	Metric	Tier 1 (Business Plan)	G&R - Management of Place	TC
BPPM170	Increase satisfaction with the condition of road surfaces (NHT Satisfaction Survey)	4.3	Metric	Tier 1 (Business Plan)	G&R - Management of Place	TC
BPPM171	Number of potholes reported (indicative of road network condition)	4.3	Metric	Tier 1 (Business Plan)	G&R - Management of Place	TC
5.1.1	We will work with our City Leap partners to expand the Bristol Heat Network to connect thousands of new residential and commercial properties to low-carbon heat and hot water	5.1	Corporate Action	Tier 1 (Business Plan)	G&R - Property, Assets & Infrastructure	ENV
5.1.2	We will carry out works to the council's most carbon-emitting buildings to significantly reduce the amount of carbon emissions from the council's estate. Works include replacing old heating systems, draught proofing, installation of smart building controls and insulation works	5.1	Corporate Action	Tier 1 (Business Plan)	G&R - Property, Assets & Infrastructure	ENV
5.1.3	We will work with partners like Core Cities and the Local Government Association to secure more national and international investment for large scale carbon reduction projects	5.1	Corporate Action	Tier 1 (Business Plan)	Resources - Policy, Strategy & Digital	ENV
BPOM433	Reduce the total CO2 emissions in Bristol City (k tonnes)	5.1	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
BPPM420a	Reduce the council's direct emissions of carbon dioxide (tonnes of CO2 equivalent)	5.1	Metric	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
5.2.1	We will engage with communities and businesses to complete designs for our city's flood defences and be on course to receive appropriate approvals to start works	5.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	Ec&S
5.2.2	We will deliver improvements to the city's natural landscape to support the city's wider flood strategy and provide new protection against extreme heat. These improvements will be guided by the development and delivery of a Green and Blue Infrastructure Strategy for the city	5.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
5.2.3	We will improve the resilience of council operations and services so we are able to support residents and communities who are most at risk of the impacts of climate change	5.2	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
5.3.1	We will work with communities to deliver the Bristol Nature Together project to improve the quality and access of natural spaces in the city. We will fund and support local communities to lead on improvements within their neighbourhoods	5.3	Corporate Action	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
5.3.2	We will deliver a pilot to explore ways of managing our parks and green spaces to increase the amount of land that is managed for nature	5.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	PHC
5.3.3	We will lead and partner on a range of tree planting projects, focusing our schemes where there are opportunities to plant trees in the three wards - St. George Central, Bishopston and Ashley Down, Easton - where the tree canopy is lowest	5.3	Corporate Action	Tier 1 (Business Plan)	G&R - Management of Place	PHC
BPOM330	Increase the percentage of citizens who have created space for nature (QoL)	5.3	Outcome Measure	Tier 1 (Business Plan)	G&R - Economy of Place	ENV
BPOM335	Increase the city's tree canopy cover	5.3	Outcome Measure	Tier 1 (Business Plan)	G&R - Management of Place	ENV
BPPM336	Increase % of Council's land managed for the benefit of wildlife	5.3	Metric	Tier 1 (Business Plan)	G&R - Management of Place	ENV

***Key to abbreviations used**

Directorates: A&C= Adults & Communities / C&E= Children & Education / G&R= Growth & Regeneration / HSG= Housing

Policy Committees: ASC = Adult Social Care / CYP = Children & Young People / Ec&S = Economy & Skills

ENV = Environment & Sustainability / HHD = Homes & Housing Development / PHC = Public Health & Communities

SR = Strategy & Resources / T&C = Transport & Connectivity

Tier 1: Performance Board (high level) metrics 2025-2028 Performance Framework measures - 2026-27 update					
Code (2026-27)	Title of Performance metric or Action	Type of measure	Reporting Tier	Directorate* / Division	Committee remit*
PB100a	Average weekly cost of service users (aged 18-64) in long term care [SNAPSHOT]	Metric	Tier 1 Performance Board	A&C - Commissioning (ASC)	ASC
PB100b	Average weekly cost of service users (aged 65+) in long term care [SNAPSHOT]	Metric	Tier 1 Performance Board	A&C - Commissioning (ASC)	ASC
PB101	Improve the average wait time for a Section 42.1 (Safeguarding) enquiry decision	Metric	Tier 1 Performance Board	A&C - Adult Social Care	ASC
PB109	IT Security Monitoring Score	Metric	Tier 1 Performance Board	Resources - Policy, Strategy & Digital	SR
PB110	System availability rate for key IT systems during working hours	Metric	Tier 1 Performance Board	Resources - Policy, Strategy & Digital	SR
PB124	% of major planning applications processed within 13 weeks or as agreed	Metric	Tier 1 Performance Board	G&R - Economy of Place	Ec&S
PB125	Improve the Bristol Schools' pupil attendance rate	Metric	Tier 1 Performance Board	C&E - Education & Skills	CYP
PB324a	Increase the % of applicants offered a place at a preferred school - Reception	Metric	Tier 1 Performance Board	C&E - Education & Skills	CYP
PB324b	Increase the % of applicants offered a place at a preferred school - Secondary transfer	Metric	Tier 1 Performance Board	C&E - Education & Skills	CYP
PB340	Proportion of all homes for which all required gas safety checks have been carried out	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB341	Proportion of all homes for which all required fire risk assessments have been carried out	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB342	Proportion of homes for which all asbestos surveys or re-inspections have been carried out	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB343	Proportion of homes for which all required legionella risk assessments have been carried out	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB344	Proportion of homes for which all required communal lift safety checks have been carried out	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB345	Proportion of homes for which all required electrical safety checks have been carried out.	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB346	% of damp & mould cases rectified within target timescale	Metric	Tier 1 Performance Board	HSG - Housing Property	HHD
PB357	Reduce the number of households in temporary accommodation	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB370	Rent arrears as a % of the annual rent debit across all Housing Directorate Services	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB374a	Reduce average relet times (all properties)	Metric	Tier 1 Performance Board	HSG - Housing & Landlord Services	HHD
PB541	Increase the percentage of household waste sent for reuse recycling and composting	Metric	Tier 1 Performance Board	G&R - Property, Assets & Infrastructure	ENV
*Key to abbreviations used Directorates: A&C= Adults & Communities / C&E= Children & Education / G&R= Growth & Regeneration / HSG= Housing Policy Committees: ASC = Adult Social Care / CYP = Children & Young People / Ec&S = Economy & Skills ENV = Environment & Sustainability / HHD = Homes & Housing Development / PHC = Public Health & Communities SR = Strategy & Resources / T&C = Transport & Connectivity					

Tier 1: Organisational Health Metrics (OHMs) 2025-2028 Performance Framework measures - 2026-27 update					
Code (2026-27)	Title of Performance metric or Action	Type of measure	Reporting Tier*	Directorate / Division	Committee remit*
OHM001	Reduce the % of complaints escalated from Stage 1 to Stage 2 (BCC)	Metric	Tier 1 (OHM)	Resources - Legal & Democratic Services	SR
OHM002	Increase the % of Freedom of Information (Fol) requests responded to within 20 working days (BCC)	Metric	Tier 1 (OHM)	Resources - Legal & Democratic Services	SR
OHM003	Increase the percentage of invoices paid on time (date received) (BCC)	Metric	Tier 1 (OHM)	Resources - Legal & Democratic Services	SR
OHM004	Increase compliance rates with Subject Access Request (SAR) deadlines (BCC)	Metric	Tier 1 (OHM)	Resources - Legal & Democratic Services	SR
OHM005	Increase the percentage of agreed management actions implemented within agreed timelines (BCC)	Metric	Tier 1 (OHM)	Resources - Internal Audit & Risk	SR
OHM006	Reduce spending on agency staffing (BCC)	Metric	Tier 1 (OHM)	Resources - Finance	SR
OHM007	Increase procurement compliance (BCC)	Metric	Tier 1 (OHM)	Resources - Finance	SR
OHM008	Percentage of agreed savings delivered in year (BCC)	Metric	Tier 1 (OHM)	Resources - Finance	SR
OHM009	Revenue Budget Forecast Variance (BCC)	Metric	Tier 1 (OHM)	Resources - Finance	SR
OHM010	Increase % of all Equality Action Plan actions reporting expected progress (or better) (BCC)	Metric	Tier 1 (OHM)	Resources - Policy, Strategy & Digital	SR
OHM011	Reduce the average number of working days lost to sickness absence (BCC)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM012	Maintain appropriate employee turnover (BCC)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM013	Reduce the percentage of projects/programmes remaining in exception for more than 3 months (BCC)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM014	Increase the Staff Survey "Employee engagement score" (BCC)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM016	Reduce the gender pay gap (BCC only)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM017	Reduce the ethnicity pay gap (BCC only)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM018	Reduce the disabled pay gap (BCC only)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM019	Reduce the Lesbian Gay & Bisexual pay gap (BCC only)	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
OHM020	Increase corporate mandatory training completions for all staff	Metric	Tier 1 (OHM)	Resources - Workforce & Change	SR
*Key to abbreviations used Reporting Tier: OHM = Organisational Health Metric Policy Committees: SR = Strategy & Resources					

Tier 2 - 2025-2028 Performance Framework measures

(Tier 2 reported to Committee, listed by Committee: 2026-27 update)

Code (2026-27)	Title of Performance metric or Action	Committee remit*	Type of measure	Reporting Tier	Directorate* / Division
ASC002	Increase the percentage of adults receiving direct payments	ASC	Metric	Tier 2	A&C - Adult Social Care
ASC003	Increase the % of young people who have received transitional planning from (YATS) Transitions	ASC	Metric	Tier 2	A&C - Adult Social Care
ASC005	% of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	ASC	Metric	Tier 2	A&C - Commissioning (ASC)
ASC007	Increase % of adults with learning difficulties known to social care who are in paid employment	ASC	Metric	Tier 2	A&C - Adult Social Care
ASC020	Percentage of adult social care service users who feel that they have control over their daily life	ASC	Outcome Measure	Tier 2	A&C - Adult Social Care
ASC022a	Reduce the percentage of contacts to Adult Social Care (aged 18-64) starting services	ASC	Metric	Tier 2	A&C - Adult Social Care
ASC022b	Reduce the percentage of contacts to Adult Social Care (aged 65+) starting services	ASC	Metric	Tier 2	A&C - Adult Social Care
ASC023a	Number of service users (aged 18-64) in long term care[Snapshot]	ASC	Metric	Tier 2	A&C - Commissioning (ASC)
ASC023b	Number of service users (aged 65+) in long term care [Snapshot]	ASC	Metric	Tier 2	A&C - Commissioning (ASC)
ASC025	Maintain % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	ASC	Metric	Tier 2	A&C - Commissioning (ASC)
HSG220	Increase number of people able to access care & support through the use of Technology Enabled Care	ASC	Metric	Tier 2	HSG - Housing & Landlord Services
CE022	Percentage of Single Assessments for children's social care completed within 45 days	CYP	Metric	Tier 2	C&E - Children & Families
CE041	Percentage children becoming the subject of a child protection plan for a second/subsequent time	CYP	Metric	Tier 2	C&E - Children & Families
CE068	Increase the percentage of children placed with in-house provision	CYP	Metric	Tier 2	C&E - Children & Families
CE071a	Stability of placement of Children in Care: number of moves	CYP	Metric	Tier 2	C&E - Children & Families
CE071b	Improve the stability of placement of Children in Care: length of placement	CYP	Metric	Tier 2	C&E - Children & Families
CE080	Increase the take-up of free early educational entitlement for 3 & 4 year olds	CYP	Metric	Tier 2	C&E - Education & Skills
CE083	Percentage of children achieving a good level of development at Early Years Foundation Stage	CYP	Metric	Tier 2	C&E - Education & Skills
CE127a	Reduce % of pupils severely absent i.e. for more than 50% of the year	CYP	Metric	Tier 2	C&E - Education & Skills
CE128a	Number of children missing education	CYP	Metric	Tier 2	C&E - Education & Skills
CE128b	Number of children electively home educated	CYP	Metric	Tier 2	C&E - Education & Skills
CE200	Increase the percentage of children in care who have a full time suitable educational provision	CYP	Metric	Tier 2	C&E - Education & Skills

CE222	Increase the take-up of free early educational entitlement by eligible 2 year olds	CYP	Metric	Tier 2	C&E - Education & Skills
CE225f	Number of new EHC Plans finalised in the period for the first time	CYP	Metric	Tier 2	C&E - Education & Skills
CE226	Number of new EHC needs assessment requests received	CYP	Metric	Tier 2	C&E - Education & Skills
CE227	Number of live EHC Needs Assessments	CYP	Metric	Tier 2	C&E - Education & Skills
CE232	No. of children with an EHCP requiring a special school placement	CYP	Metric	Tier 2	C&E - Education & Skills
CE243	Number of pupils excluded	CYP	Metric	Tier 2	C&E - Education & Skills
CE244	Reduce the overall rate of suspensions	CYP	Metric	Tier 2	C&E - Education & Skills
CE245d	Reduce suspension rate for Black Caribbean Mixed white & black Caribbeans GRT in secondary schools	CYP	Metric	Tier 2	C&E - Education & Skills
CE262	Number of young people aged 17-21 engaged in Bristol youth guarantee	CYP	Metric	Tier 2	C&E - Education & Skills
CE264	Improve the % of 16/17 year olds meeting their duty to participate in Employment, Education or Training (EET) (Sept Guarantee)	Ec&S	Metric	Tier 2	C&E - Education & Skills
CE269	No of adults aged 19+ who progress from all employment support activities into employment or better	Ec&S	Metric	Tier 2	C&E - Education & Skills
CE270	Increase experience of work opportunities for priority groups	Ec&S	Metric	Tier 2	C&E - Education & Skills
CE271	Increase no. of people with learning difficulties/autism receiving support via We Work for Everyone	Ec&S	Metric	Tier 2	C&E - Education & Skills
CE300a	Improve the percentage of young people of academic age 16-17 years in learning	Ec&S	Metric	Tier 2	C&E - Education & Skills
GR104a	Commercial property vacancy rates for high streets and local centres	Ec&S	Outcome Measure	Tier 2	G&R - Economy of Place
GR105a	Track the number of entrepreneurs or businesses engaged who are from disadvantaged neighbourhoods	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR141	Increase the number of organisations headquartered in Bristol which are Living Wage accredited	Ec&S	Outcome Measure	Tier 2	G&R - Economy of Place
GR204	Reduce the % of planning appeal decisions allowed	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR210a	Customer Satisfaction with Development Management	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR210b	Customer Satisfaction with Building Regulations	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR315	The percentage of Listed Building consents determined within 8 weeks	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR331	Percentage enforcement cases closed (where a breach is identified) where formal notices were served	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR331a	Reduce number of open enforcement cases where a breach has been identified	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR338	Building Regulations Full Plans applications decisions notified within statutory time limits	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR349a	Improve the percentage of "5 day notices" decisions issued within the statutory timescale	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR349b	Improve the percentage of S211 applications determined within 6 weeks	Ec&S	Metric	Tier 2	G&R - Economy of Place
GR417a	Maintain the proportion of new business registrations per 1000 working age population	Ec&S	Outcome Measure	Tier 2	G&R - Economy of Place
GR417b	Maintain the percentage survival rate of new businesses	Ec&S	Outcome Measure	Tier 2	G&R - Economy of Place

GR194	Numbers of citizens participating in community clear-ups per quarter	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR415a	Number of Bristol City Leap projects approved for delivery on the Council's estate	ENV	Outcome Measure	Tier 2	G&R - Property, Assets & Infrastructure
GR420e	Reduce the rate of gas consumed within BCC's operational estate	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR420f	Increase the (total) proportion of electric vehicles within the fleet	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR436	Reduce Bristol City Council's use of pesticides	ENV	Metric	Tier 2	G&R - Economy of Place
GR477	Increase the number of EV charging points installed by or on behalf of the council within Bristol	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR480	Increase the % of monitoring sites that meet the annual air quality target for nitrogen dioxide	ENV	Outcome Measure	Tier 2	G&R - Economy of Place
GR548	Number of sessions of community payback activity delivered (waste and street scene)	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR549	Reduce total household waste	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR556	Reduce the number of dropped roads (refuse & recycling)	ENV	Metric	Tier 2	G&R - Property, Assets & Infrastructure
GR430a	Increase the number of new homes delivered in Bristol	HHD	Outcome Measure	Tier 2	G&R - Economy of Place
HSG013a	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG013b	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG014a	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG014b	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG015a	Anti-social behaviour cases relative to the size of the landlord	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG015b	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG016a	Repairs completed within target timescale (Emergency responsive repairs)	HHD	Metric	Tier 2	HSG - Housing Property
HSG016b	Repairs completed within target timescale (Non-Emergency responsive repairs)	HHD	Metric	Tier 2	HSG - Housing Property
HSG114	Evictions (number)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG115	Mutual exchange decisions made within 42 days (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG116	Tenancy audits completed within time (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services

HSG117	Tenancy turnover (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG121	Housing Ombudsman determinations (severe maladministration/ maladministration) (number)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG122	Ombudsman Complaints upheld	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG123	Stage 1 complaints upheld (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG124	Stage 2 complaints upheld (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG140	Rent lost due to empty properties (void loss) (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG141	Rent lost due to empty properties (void loss) (£)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG153	Number of Right to Buy completions	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG170	Capital works cost recovery from leaseholders (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG171	Service charge collection (%)	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG203	Number of licensing inspections carried out in the quarter	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG302	Number of households moved on into settled accommodation	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG322	Households with children in Temporary Accommodation per 1,000 households	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG340	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG341	People sleeping rough over the month who are long term	HHD	Metric	Tier 2	HSG - Housing & Landlord Services
HSG403	Number of disrepair cases	HHD	Metric	Tier 2	HSG - Housing Property
HSG404	Number of active disrepair cases	HHD	Metric	Tier 2	HSG - Housing Property
HSG405	Percentage of Overdue Work Orders	HHD	Metric	Tier 2	HSG - Housing Property
HSG421	Reduce empty council houses as a percentage of total stock	HHD	Metric	Tier 2	HSG - Housing Property
HSG440	% of council Housing Health & Safety Rating System (HHSRS) failures rectified within target timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG441	% of council homes that have a Housing Health & Safety Rating System (HHSRS) failure	HHD	Metric	Tier 2	HSG - Housing Property
HSG460	% of active damp & mould cases having an inspection undertaken within target timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG501	Increase the % of Council homes with an EPC rating of C or higher	HHD	Metric	Tier 2	HSG - Housing Property
HSG503	% of Structural inspections and servicing completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property

HSG504	Ratio of Capital to Revenue spend on the maintenance of existing homes	HHD	Metric	Tier 2	HSG - Housing Property
HSG600	% of communal and flat entrance door inspection undertaken within time	HHD	Metric	Tier 2	HSG - Housing Property
HSG601	% of homes with a compliant CO and smoke detection in place	HHD	Metric	Tier 2	HSG - Housing Property
HSG602	Total number of Housing-related Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	HHD	Metric	Tier 2	HSG - Housing Property
HSG610	% fire safety component inspections completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG611	% of all fire remedial actions completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG612	Domestic Properties with an in-date Solid Fuel Certificate.	HHD	Metric	Tier 2	HSG - Housing Property
HSG620	% of gas remedial works completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG621	Reduce number of tenanted properties where BCC have capped the gas supply	HHD	Metric	Tier 2	HSG - Housing Property
HSG630	% of Legionella remedial works completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG631	% of monitored water outlets	HHD	Metric	Tier 2	HSG - Housing Property
HSG641	% of electrical remedial works completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG642	Number of Non-Domestic Properties with a satisfactory EICR within due date.	HHD	Metric	Tier 2	HSG - Housing Property
HSG650	% of high risk lift remedial works completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG651	% of mechanical & electrical (M&E) inspections and servicing completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG660	% of asbestos remedial works completed within timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG701	Number of Mandatory Occurrences reported to the Building Safety Regulator	HHD	Metric	Tier 2	HSG - Housing Property
HSG702	Regulatory interventions by the Fire Service, Building Safety Regulator and Regulator of Social Housing	HHD	Metric	Tier 2	HSG - Housing Property
HSG703	% building safety cases for Higher-Risk Buildings reviewed by the Building Safety Regulator and marked as compliant	HHD	Metric	Tier 2	HSG - Housing Property
HSG704	% of building safety cases that are drafted ready for inspection	HHD	Metric	Tier 2	HSG - Housing Property
HSG721	Fire incident investigations completed within target timescale	HHD	Metric	Tier 2	HSG - Housing Property
HSG722	% of Fire Risk Assessments Reviewed within timescales	HHD	Metric	Tier 2	HSG - Housing Property
HSG723	Person Centred Fire Risk Assessments (PCFRAs) completed (number)	HHD	Metric	Tier 2	HSG - Housing Property
HSG800	Total no. of starts-on-site of affordable housing units specialist or supported homes for the city	HHD	Outcome Measure	Tier 2	HSG - Housing & Landlord Services
GR490c	Number of visitors to all library sites	PHC	Metric	Tier 2	G&R - Management of Place
PHC150	Number of hate crimes	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC153	Track the number of Anti-Social Behaviour incidents reported	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health

PHC180	Maintain the levels of engagement with community development work	PHC	Metric	Tier 2	A&C - Communities & Public Health
PHC200a	Improve healthy life expectancy for men	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC200b	Improve healthy life expectancy for women	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC251	Increase the number of attendances at BCC leisure centres and swimming pools	PHC	Metric	Tier 2	A&C - Communities & Public Health
PHC260	Reduce the percentage of the population living in Fuel Poverty	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC263	Reduce the Suicide Rate per 100000 population	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC266	Reduce the rate of alcohol-related hospital admissions per 100000 population	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC280a	Increase breastfeeding rates in the most deprived areas in Bristol	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC282	Prevalence of excess weight (overweight and very overweight) in children 4-5 yrs (Year Reception)	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC287	Reduce the % of people aged 15 and over presenting with HIV at a late stage of infection in the UK	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC290	Increase the uptake of first dose of MMR vaccine by age 2	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC291	Increase the percentage coverage of MMR2 vaccination coverage in 5 year olds	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC294	Percentage of food establishments which are broadly compliant with food hygiene law	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC513	Increase the number of adults in drugs and alcohol structured treatment	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC514	Increase the percentage of continuity of care for prison leavers within 3 weeks of release	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC528	Smoking in pregnancy: Reduce the percentage of women smoking at time of delivery	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
PHC568	Reduce drug-related deaths per 100000 population	PHC	Outcome Measure	Tier 2	A&C - Communities & Public Health
RE477	Increase the percentage of new contracts which contain Social Value commitments	SR	Metric	Tier 2	Resources - Finance
RE506	Increase the percentage of employees who are aged 16-29	SR	Metric	Tier 2	Resources - Workforce & Change
RE517	Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 days	SR	Metric	Tier 2	Resources - Legal & Democratic Services
GR007	Increase the overall satisfaction with Highways and Transport	TC	Metric	Tier 2	G&R - Economy of Place

GR118	Reduce percentage of Principal roads where maintenance should be considered	TC	Metric	Tier 2	G&R - Management of Place
GR128	Increase the distance of cycle paths physically separated from motorised traffic and pedestrians	TC	Metric	Tier 2	G&R - Economy of Place
GR169	Non-principal classified roads where maintenance should be considered (%)	TC	Metric	Tier 2	G&R - Management of Place
GR353	Satisfaction with the local bus service	TC	Outcome Measure	Tier 2	G&R - Economy of Place
GR354	Satisfaction with the condition of bus stops	TC	Outcome Measure	Tier 2	G&R - Economy of Place

***Key to abbreviations used**

Directorates: A&C= Adults & Communities / C&E= Children & Education / G&R= Growth & Regeneration / HSG= Housing

Policy Committees: ASC = Adult Social Care / CYP = Children & Young People / Ec&S = Economy & Skills

ENV = Environment & Sustainability / HHD = Homes & Housing Development / PHC = Public Health & Communities

SR = Strategy & Resources / TC = Transport & Connectivity