Performance Metrics and Targets

2025–2026

Corporate Performance metrics - 2025-26 Targets

Introduction

This Performance Metrics and Targets document accompanies the Bristol City Council (BCC) Business Plan and Performance Framework 2025-28, in order to make BCC corporate performance more transparent. In line with the new approach to performance reporting, it lists targets for all Tier 1 performance metrics (reported to the Performance Board, including from the BCC Business Plan 2025-28) plus Tier 2 performance metrics that go to Policy Committee:
- Tier 1: Business Plan (BP) / Performance Board (PB) high level / Organisational Health Metrics (OHMs)
- Tier 2 metrics reported to Policy Committee, listed by Committees

Note - City Outcome measures are not listed here as they are monitoried against past results, not targets.

Quarterly performance reports are produced every three months to show progress throughout the year (where data is available) and reported to senior council officers (culminating in the new Performance Board) and publicly to elected members via BCC Policy Committees. They are publicly available on our Performance webpage.

1a) Tier 1 Business Plan (BP) metrics

Code (2025-26)	Title of Performance metric or Action	BP	Directorate* / Division	Committee remit*	2024/25 outturn	2025/26 Q4 Target	Notes
Priority 1 - Improving equity of outcomes in education and employment							
BPPM127	Reduce % of pupils persistently absent i.e. for more than 10% of the year	1.1	C&E - Education & Skills	CYP	21.6%	**21.0%**	
BPPM225e	Increase the % of final Education & Health Care Plans (EHCPs) issued within 20 weeks, excluding exception cases	1.1	C&E - Education & Skills	CYP	17.4%	**46.4%**	
BPPM263a	Reduce % of young people of academic age 16 to 17 years who are not in education, employment or training (NEET)	1.1	C&E - Education & Skills	CYP	7%	**5%**	
BPPM268a	No. of job seekers registered and provided with career coach advice and employment support through Bristol Skills Connect	1.2	C&E - Education & Skills	EcS	NEW	**432**	
BPPM505	Percentage of procurement spend with 'Micro Small and Medium sized Enterprises' (MSME's)	1.2	Resources - Finance	EcS	59.1%	**59.1%**	
Priority 2 - Supporting children's, families' and adults' health and wellbeing							
BPPM047	Reduce percentage of repeat referrals to children's social work	2.2	C&E - Children & Families	CYP	23.0%	**20%**	
BPPM260	Reduce the average wait time for an initial Care Act Assessment	2.2	A&C - Adult Social Care	ASC	57 days	**42 days**	
BPPM202	Decrease the percentage of children in care placed out of area	2.3	C&E - Children & Families	CYP	31.9%	**28%**	
BPPM218	Improve the % of 19 - 21 year old care leavers in employment, education and training (EET) (statutory return)	2.3	C&E - Children & Families	CYP	62%	**65%**	
BPPM307	Increase the number of people enabled to live independently through home adaptations	2.3	HSG - Housing & Landlord Services	ASC	4,170	**4,180**	
Priority 3 - Creating safe, healthy neighbourhoods and affordable, safe and good quality homes							
BPPM01	Increase the overall satisfaction of residents with BCC as their landlord	3.1	HSG - Housing & Landlord Services	HHD	63%	**76%**	
BPPM321	% of response repairs completed within target timescale time	3.1	HSG - Housing & Landlord Services	HHD	N/A	**90%**	
BPPM368	Proportion of homes that do not meet the Decent Homes Standard	3.1	HSG - Housing & Landlord Services	HHD	7.7%	**3.6%**	

BPPM353	Increase the number of households where homelessness is prevented	3.2	HSG - Housing & Landlord Services	HHD	1,687	**1,548**	see note 1
BPPM545	Number of incidents of flytipping that are reported and removed	3.3	G&R- Property Assets & Infrastructure	ENV	10,268	**10,250**	see note 2
Priority 4 - Making it easier, greener and safer to travel into and around Bristol							
BPPM119	Reduce the percentage of bridges where unprogrammed maintenance should be considered	4.3	G&R - Management of Place	T&C	62%	**0%**	see note 3
BPPM170	Increase the satisfaction with the condition of road surfaces (NHT Satisfaction Survey)	4.3	G&R - Management of Place	T&C	26%	**26%**	see note 4
BPPM171	Number of potholes reported (indicative of the road network condition)	4.3	G&R - Management of Place	T&C	N/A	**1,000** (Q1-3) **1,500** (Q4)	
Priority 5 - Accelerating climate action and nature recovery							
BPPM420a	Reduce the council's direct emissions of carbon dioxide (tonnes of CO2 equivalent)	5.1	G&R - Economy of Place	ENV	7,209 Tonnes	**5,000 Tonnes**	
BPPM336	Increase % of Council's land managed for the benefit of wildlife	5.3	G&R - Management of Place	ENV	17.3%	**18%**	
*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 / EcS = Economy & Skills ENV = Environment & Sustainability / HHD = Homes & Housing Development / PHC = Public Health & Communities SR = Strategy & Resources / T&C = Transport & Connectivity							

1b) Tier 1 Performance Board high level metrics

Code (2025-26)	Title of Performance metric or Action	Directorate* / Division	Committee remit*	2024/25 outturn	2025/26 Q4 Target	Notes
PB100a	Average weekly cost of service users (aged 18-64) in Tier 3 (long term care) [snapshot]	A&C - Commissioning (ASC)	ASC	£913	**£913**	
PB100b	Average weekly cost of service users (aged 65+) in Tier 3 (long term care) [snapshot]	A&C - Commissioning (ASC)	ASC	£632	**£632**	
PB101	Improve the average wait time for a Section 42.2 (Safeguarding) enquiry decision	A&C - Adult Social Care	ASC	6 days	**5 days**	
PB109	IT Security monitoring score	Resources - Policy Strategy & Digital	SR	N/A	**80%**	
PB110	System availability rate for key IT systems during working hours	Resources - Policy Strategy & Digital	SR	N/A	**98.5%**	
PB124	% of major planning applications processed within 13 weeks or as agreed	G&R - Economy of Place	EcS	94.2%	**90%**	
PB125	Improve the Bristol Schools' pupil attendance rate	C&E - Education & Skills	CYP	91.9%	**93.1%**	
PB324a	Increase the % of applicants offered a place at a preferred school - Reception	C&E - Education & Skills	CYP	99.4%	**99%**	see note 5
PB324b	Increase the % of applicants offered a place at a preferred school - Secondary transfer	C&E - Education & Skills	CYP	96%	**96%**	see note 6
PB357	Reduce the number of households in temporary accommodation	HSG - Housing & Landlord Services	HHD	1,685	**1,705**	see note 7
PB370	Rent arrears as a % of the annual rent debit across all Housing Directorate Services	HSG - Housing & Landlord Services	HHD	N/A	**8%**	
PB371	% compliance with the social landlord health & safety related statutory requirements	HSG - Housing & Landlord Services	HHD	N/A	**100%**	see note 8
PB374a	Reduce average relet times (all properties)	HSG - Housing & Landlord Services	HHD	82 days	**70 days**	
PB541	Increase the percentage of household waste sent for reuse recycling and composting	G&R- Property Assets & Infrastructure	ENV	44.8%	**45%**	see note 9

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1c) Tier 1 Organisational Health Metrics

Code (2025-26)	Title of Performance metric or Action	Directorate* / Division	Committee remit*	2024/25 outturn	2025/26 Q4 Target	Notes
OHM001	Reduce the percentage of complaints escalated from Stage 1 to Stage 2 (BCC)	Resources - Legal and Dem Services	SR	9.3%	5%	
OHM002	Increase the % of Freedom of Information (FoI) requests responded to within 20 working days (BCC)	Resources - Legal and Dem Services	SR	75.0%	90%	
OHM003	Increase the percentage of invoices paid on time (date received) (BCC)	Resources - Legal and Dem Services	SR	90.1%	91%	
OHM004	Increase compliance rates with Subject Access Request (SAR) deadlines (BCC)	Resources - Legal and Dem Services	SR	74.0%	90%	
OHM005	Increase the percentage of agreed management actions implemented within agreed timelines (BCC)	Resources - Finance	SR	98%	90%	
OHM006	Reduce spending on agency staffing (BCC)	Resources - Finance	SR	N/A	Establish baseline	see note 10
OHM007	Increase procurement compliance (BCC)	Resources - Finance	SR	97.2%	97.7%	
OHM008	Percentage of agreed savings delivered in year (BCC)	Resources - Finance	SR	100%	90%	
OHM009	Revenue Budget Forecast Variance (BCC)	Resources - Finance	SR	N/A	Establish baseline	see note 11
OHM010	Increase % of all Equality Action Plan actions reporting expected progress (or better) (BCC)	Resources - Policy Strategy & Digital	SR	82%	90%	
OHM011	Reduce the average number of working days lost to sickness (BCC)	Resources - Workforce & Change	SR	9.5 days	9 days	
OHM012	Maintain appropriate staff turnover (BCC)	Resources - Workforce & Change	SR	9.4%	10-15%	
OHM013	Reduce the percentage of projects/programmes remaining in exception for more than 3 months (BCC)	Resources - Workforce & Change	SR	N/A	10%	
OHM014	Increase the Staff Survey "Employee engagement score" (BCC)	Resources - Workforce & Change	SR	78%	80%	see note 12
OHM015	Reduce the level of risk for all Health & Safety risks (BCC only)	Resources - Workforce & Change	SR	N/A	Establish baseline	see note 13
OHM016	Reduce the gender pay gap (BCC only)	Resources - Workforce & Change	SR	3.67% points	3.5% points	
OHM017	Reduce the race pay gap (BCC only)	Resources - Workforce & Change	SR	6.02% points	5.8% points	
OHM018	Reduce the disability pay gap (BCC only)	Resources - Workforce & Change	SR	4.50% points	3% points	
OHM019	Reduce the Lesbian Gay & Bisexual pay gap (BCC only)	Resources - Workforce & Change	SR	6.31% points	5% points	

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2) Tier 2 Performance metrics - at Policy Committee

Code (2025-26)	Title of Performance metric or Action	Directorate* / Division	Committee remit*	2024/25 outturn	2025/26 Q4 Target	Notes
ASC002	Increase the percentage of adults receiving direct payments	A&C - Adult Social Care	ASC	20.5%	21%	
ASC003	Increase the % of young people who have received transitional planning from (YATS) Transitions	A&C - Adult Social Care	ASC	54%	60%	
ASC005	% of older people at home 91 days after discharge from hospital into reablement/rehabilitation	A&C - Commissioning (ASC)	ASC	88.7%	88%	
ASC007	Increase % of adults with learning difficulties known to social care who are in paid employment	A&C - Adult Social Care	ASC	4.3%	5%	
ASC022a	Reduce the percentage of contacts to Adult Social Care (aged 18-64) starting services	A&C - Adult Social Care	ASC	3.5%	3.5%	
ASC022b	Reduce the percentage of contacts to Adult Social Care (aged 65+) starting services	A&C - Adult Social Care	ASC	7.4%	7.4%	
ASC023a	Number of service users (aged 18-64) in Tier 3 (long term care) [Snapshot]	A&C - Commissioning (ASC)	ASC	2,812	2,812	
ASC023b	Number of service users (aged 65+) in long term care [Snapshot]	A&C - Commissioning (ASC)	ASC	2,764	2,764	
ASC025	Maintain % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	A&C - Commissioning (ASC)	ASC	96%	92%	see note 14
GR308	Increase number of people able to access care & support through the use of Technology Enabled Care	HSG - Housing & Landlord Services	ASC	1,175	1,140	see note 15
CE018	Increase the % of Children in Care who had a CIC Review within required timescales [snapshot] *	C&E - Children & Families	CYP	89%	92%	
CE022	Percentage of Single Assessments for children's social care completed within 45 days	C&E - Children & Families	CYP	80%	85%	
CE041	Percentage children becoming the subject of a child protection plan for a second / subsequent time	C&E - Children & Families	CYP	26%	25%	
CE059	Increase % of Successful outcomes in Family Help	C&E - Children & Families	CYP	N/A	tbc	see note 16
CE067	Percentage of audited children's social work records rated good or better	C&E - Children & Families	CYP	65.5%	70%	
CE068	Increase the percentage of children placed with in-house provision	C&E - Children & Families	CYP	47%	52%	
CE071a	Stability of placement of Children in Care: number of moves	C&E - Children & Families	CYP	8%	8%	
CE071b	Improve the stability of placement of Children in Care: length of placement	C&E - Children & Families	CYP	66%	71%	
CE080	Increase the take-up of free early educational entitlement for 3 & 4 year olds	C&E - Education & Skills	CYP	91.4%	94%	
CE083	Percentage of children achieving a good level of development at Early Years Foundation Stage	C&E - Education & Skills	CYP	68.7%	71%	
CE127a	% of pupils severely absent i.e. for more than 50% of the year	C&E - Education & Skills	CYP	3.4%	3%	
CE200	Increase the percentage of children in care who have a full time suitable educational provision	C&E - Education & Skills	CYP	86.8%	90%	
CE219a	Dental checks for Children in Care	C&E - Children & Families	CYP	65%	79%	
CE219b	Health assessments for Children in Care (Snapshot)	C&E - Children & Families	CYP	90%	92%	
CE222	Increase the take-up of free early educational entitlement by eligible 2 year olds	C&E - Education & Skills	CYP	63.9%	68%	
CE244	Overall rate of suspensions	C&E - Education & Skills	CYP	15.6%	11.3%	

CE245d	Reduce suspension rate for black Caribbean, mixed white & black Caribbeans and Gypsy, Roma & Traveller (GRT) pupils in secondary schools	C&E - Education & Skills	**CYP**	71.9%	**42.4%**	see note 17
CE253	Increase the participation of Children in Care in reviews (Snapshot)	C&E - Children & Families	**CYP**	94%	**95%**	
CE262	Number of young people aged 17-21 engaged in Bristol youth guarantee	C&E - Education & Skills	**CYP**	N/A	**130**	
CE264	Improve the % of 16 /17 year olds (academic age) meeting their duty to participate in employment, education and training (EET) - Sept Guarantee	C&E - Education & Skills	**EcS**	93%	**93%**	see note 18
CE269	No of adults aged 19+ who progress from all employment support activities into employment or better	C&E - Education & Skills	**EcS**	943	**943**	
CE270	Increase experience of work opportunities for young people from priority groups	C&E - Education & Skills	**EcS**	6,747	**5,000**	see note 19
CE271	Increase no. of people with learning difficulties/autism receiving support via We Work for Everyone	C&E - Education & Skills	**EcS**	183	**175**	see note 20
CE300a	Improve the percentage of young people of academic age 16-17 years in learning	C&E - Education & Skills	**EcS**	88.4%	**93%**	
GR105	Track the number of entrepreneurs or businesses supported who are from disadvantaged neighbourhoods	G&R - Economy of Place	**EcS**	29%	**33%**	
GR204	Reduce the % of planning appeal decisions allowed	G&R - Economy of Place	**EcS**	43%	**35%**	
GR210a	Customer Satisfaction with Development Management	G&R - Economy of Place	**EcS**	36%	**50%**	
GR210b	Customer Satisfaction with Building Regulations	G&R - Economy of Place	**EcS**	84%	**84%**	
GR315	The percentage of Listed Building consents determined within 8 weeks	G&R - Economy of Place	**EcS**	85%	**85%**	
GR331a	Reduce number of open enforcement cases where a breach has been identified	G&R - Economy of Place	**EcS**	N/A	**200**	
GR338	Building Regulations Full Plans applications decisions notified within statutory time limits	G&R - Economy of Place	**EcS**	100%	**100%**	
GR349a	Improve the percentage of "5 day notices" decisions issued within the statutory timescale	G&R - Economy of Place	**EcS**	95.9%	**90%**	see note 21
GR349b	Improve the percentage of S211 applications determined within 6 weeks	G&R - Economy of Place	**EcS**	99.8%	**90%**	see note 22
RE477	Increase the percentage of new contracts which contain Social Value commitments	Resources - Finance	**EcS**	N/A	**50%**	
GR194	Numbers of citizens participating in community clear-ups per quarter	G&R-Property Assets & Infrastructure	**ENV**	6,332	**4,000**	see note 23
GR420e	Reduce the amount of gas consumed within BCC's operational estate	G&R-Property Assets & Infrastructure	**ENV**	N/A	**Establish baseline**	see note 24
GR420f	Increase the proportion of electric vehicles within the fleet	G&R-Property Assets & Infrastructure	**ENV**	N/A	**6.9%**	
GR436	Reduce Bristol City Council's use of pesticides	G&R - Economy of Place	**ENV**	1,185 Litres	**1,185 Litres**	
GR477	Increase the number of electric vehicle (EV) charging points installed by or on behalf of the council within Bristol	G&R-Property Assets & Infrastructure	**ENV**	N/A	**153**	
GR548	Number of sessions of community payback activity delivered (waste and street scene)	G&R-Property Assets & Infrastructure	**ENV**	N/A	**96**	

GR549	Reduce total household waste	G&R-Property Assets & Infrastructure	**ENV**	337.4kg	**320kg**	
GR556	Reduce the number of dropped roads (refuse & recycling)	G&R-Property Assets & Infrastructure	**ENV**	N/A	**10,000**	see note 25
GR352b	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	HSG - Housing & Landlord Services	**HHD**	82	**75**	
GR358a	Number of households moved on into settled accommodation	HSG - Housing & Landlord Services	**HHD**	1,682	**1,600**	see note 26
GR377a	Proportion of homes rated Energy Performance Certificate (EPC) C and above	HSG - Housing & Landlord Services	**HHD**	N/A	**75%**	
GR379	Reduce empty council houses as a percentage of total stock	HSG - Housing & Landlord Services	**HHD**	1.29%	**0.85%**	
GR490c	Number of visitors to all library sites	G&R - Management of Place	**PHC**	1,032,131	**1,100,000**	
PHC180	Maintain the levels of engagement with community development work	A&C - Communities & Public Health	**PHC**	10,750	**10,750**	
PHC251	Increase the number of attendances at BCC leisure centres and swimming pools	A&C - Communities & Public Health	**PHC**	2,619,191	**2,619,191**	see note 27
RE506	Increase the % of young people (16-29) in the Council's workforce	Resources - Workforce & Change	**SR**	12.7%	**13%**	
RE517	Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 days	Resources - Legal and Dem Services	**SR**	92%	**90%**	see note 28
GR007	Increase the overall satisfaction with Highways and Transport	G&R - Economy of Place	**T&C**	45%	**50%**	
GR118	Reduce percentage of Principal roads where maintenance should be considered	G&R - Management of Place	**T&C**	9.9%	**10%**	see note 29
GR128	Increase the distance of cycle paths physically separated from motorised traffic and pedestrians	G&R - Economy of Place	**T&C**	5.49miles	**N/A**	see note 30
GR169	Non-principal classified roads where maintenance should be considered (%)	G&R - Management of Place	**T&C**	11.3%	**10%**	

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Explanations for selected metrics / counterintuitive targets

The below are explanations for targets of specific note or where the direction of travel is not as expected.

Note	Title of Performance metric or Action	Reporting Tier	Committee remit*	Comment
1	Increase the number of households where homelessness is prevented	Tier 1 (Business Plan)	HHD	Change in methodology aligned to government reporting has led to a slight decrease in preventions target
2	Number of incidents of flytipping that are reported and removed	Tier 1 (Business Plan)	ENV	The new reporting process FixMy Street makes it simpler to report flytipping so reports are rising. [Note - multiple reports of same issue may be counted separately]
3	Reduce the percentage of bridges where unprogrammed maintenance should be considered	Tier 1 (Business Plan)	T&C	A full compliment of staff should ensure positive progress against target this year, so the full target of 0% has been set
4	Increase the satisfaction with the condition of road surfaces (NHT Satisfaction Survey)	Tier 1 (Business Plan)	T&C	As there is no additional funding, the target is set to maintain performance levels.
5	Increase the % of applicants offered a place at a preferred school - Reception	Tier 1 (High-Level)	CYP	Target set in line with national average. Note the impact of new place planning changes is unknown
6	Increase the % of applicants offered a place at a preferred school - Secondary transfer	Tier 1 (High-Level)	CYP	Target set in line with national average. Note the impact of new place planning changes is unknown
7	Reduce the number of households in temporary accommodation	Tier 1 (High-Level)	HHD	We are continuing to see increasing presentations for homelessness so the target is set to reflect that.
8	% compliance with the social landlord health & safety related statutory requirements	Tier 1 (High-Level)	HHD	This is a new composite metric from several regulatory metrics - each one has a 100% target.
9	Increase the percentage of household waste sent for reuse recycling and composting	Tier 1 (High-Level)	ENV	As there is no additional funding, the target is set to maintain performance levels.
10	Reduce spending on agency staffing (BCC)	Tier 1 (OHM)	SR	New metric for 2025/26. Details are still being confirmed, but is expected to show a % reduction over the year.
11	Revenue Budget Forecast Variance (BCC)	Tier 1 (OHM)	SR	New metric for 2025/26. Details are still being confirmed, but is expected to show a % range for acceptable variance.
12	Increase the Staff Survey "Employee engagement score" (BCC)	Tier 1 (OHM)	SR	Note this is a composite measure from 3 Staff Survey questions
13	Reduce the level of risk for all Health & Safety risks (BCC only)	Tier 1 (OHM)	SR	New metric for 2025/26. Details are still being confirmed
14	Maintain % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	Tier 2	ASC	Same target as last year as 92% is already very high performance
15	Increase number of people able to access care & support through the use of Technology Enabled Care	Tier 2	ASC	Caution is being applied due to some uncertainty around the continued level of funding streams this year
16	Increase % of Successful outcomes in Family Help	Tier 2	CYP	New metric for 2025/26 - Definition is on hold pending new Government guidance
17	Reduce suspension rate for black Caribbean, mixed white & black Caribbeans and Gypsy, Roma & Traveller (GRT) pupils in secondary schools	Tier 2	CYP	Target set in line with national average (latest available DfE data, 23/24)
18	Improve the % of 16 /17 year olds (academic age) meeting their duty to participate in employment, education and training (EET) - Sept Guarantee	Tier 2	EcS	Many young people are engaged in other programmes which do not count towards the % in employment, education and training (EET)
19	Increase experience of work opportunities for young people from priority groups	Tier 2	EcS	Target reduced due to funding constraints, and priority to focus on young people at risk of being "not in employment, education and training" (NEET) with more complex needs
20	Increase no. of people with learning difficulties/autism receiving support via We Work for Everyone	Tier 2	EcS	Based on contractual targets with our funder – figures now only include Bristol residents rather than West of England
21	Improve the percentage of "5 day notices" decisions issued within the statutory timescale	Tier 2	EcS	90% or over is good performance
22	Improve the percentage of S211 applications determined within 6 weeks	Tier 2	EcS	90% or over is good performance
23	Numbers of citizens participating in community clear-ups per quarter	Tier 2	ENV	Last year was an anomaly, with an unusally high outturn
24	Reduce the amount of gas consumed within BCC's operational estate	Tier 2	ENV	New metric for 2025/26. Details are still being confirmed, but is expected to show a % reduction over the year.
25	Reduce the number of dropped roads (refuse & recycling)	Tier 2	ENV	New KPI for 2025/26 measuring waste (refuse & recyling) road collections missed. Target set is to be no more than 10,000 individual roads missed over the year (which is c2.8% of all collections)
26	Number of households moved on into settled accommodation	Tier 2	HHD	Last year significantly exceeded target of 1,350, so 1,600 this year is reasonable
27	Increase the number of attendances at BCC leisure centres and swimming pools	Tier 2	PHC	Target set to maintain same performance as last year
28	Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 days	Tier 2	SR	90% or over is good performance; last year exceeded the target set.
29	Reduce percentage of Principal roads where maintenance should be considered	Tier 2	T&C	As there is no additional funding, the target is set to maintain performance levels.
30	Increase the distance of cycle paths physically separated from motorised traffic and pedestrians	Tier 2	T&C	Data is biennial (measured every 2 years) so no data due until 2026/27

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