

Performance Metrics and Targets

2026 - 2027



Corporate Performance metrics - 2026-27 Targets

Introduction

This updated Performance Metrics and Targets document accompanies the Bristol City Council (BCC) Business Plan and Performance Framework 2025-28, in order to keep BCC corporate performance transparent. In line with the approach to performance reporting, it lists targets for all Tier 1 performance metrics (reported to the BCC 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 monitored 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 BCC 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 (2026-27)	Title of Performance metric or Action	BP	Directorate / Division*	Committee remit*	2025/26 target	2025/26 outturn	2026/27 Yr end 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	21.0%	21.2%	20.0%	note 1
BPPM225e	Increase the % of final Education & Health Care Plans (EHCPs) issued within 20 weeks, excluding exception cases	1.1	C&E - Education & Skills	CYP	46.4%	6.8%	46.1%	note 2
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	5%	7%	5%	note 3
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	432	438	432	n/a
BPPM505	Percentage of procurement spend with 'Micro Small and Medium sized Enterprises' (MSME's)	1.2	Resources - Finance	EcS	59.1%	67.3%	67.3%	n/a
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	20%	25.3%	22%	note 4
BPPM260	Reduce the average wait time for an initial Care Act Assessment	2.2	A&C - Adult Social Care	ASC	42 days	44 days	35 days	n/a
BPPM202	Decrease the percentage of children in care placed out of area	2.3	C&E - Children & Families	CYP	28%	32.1%	30%	note 5
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	65%	59%	63%	note 6
BPPM307	Increase the number of people enabled to live independently through home adaptations	2.3	HSG - Housing & Landlord Services	ASC	4,180	4,093	4,200	n/a
Priority 3 - Creating safe, healthy neighbourhoods and affordable, safe and good quality homes								
BPPM001	Increase the overall satisfaction of residents with BCC as their landlord	3.1	HSG - Housing & Landlord Services	HHD	76%	63%	65%	note 7
BPPM321	% of response repairs completed within target timescale time	3.1	HSG - Housing & Landlord Services	HHD	90%	72.7%	80%	n/a
BPPM368	Proportion of homes that do not meet the Decent Homes Standard	3.1	HSG - Housing & Landlord Services	HHD	3.60%	17.95%	10.0%	note 8
BPPM353	Increase the number of households where homelessness is prevented or relieved	3.2	HSG - Housing & Landlord Services	HHD	1,548	1,533	1,600	n/a

BPPM545	Number of incidents of flytipping that are reported and removed	3.3	G&R- Property Assets & Infrastructure	ENV	10,250	11,746	13,000	note 9
Priority 4 - Making it easier, greener and safer to travel into and around Bristol								
BPPM119	% of bridges where planned inspections are achieved	4.3	G&R - Management of Place	T&C		147%	100%	note 10
BPPM170	Increase the satisfaction with the condition of road surfaces (NHT Satisfaction Survey)	4.3	G&R - Management of Place	T&C	26%	31%	26%	note 11
BPPM171	Number of potholes reported (indicative of the road network condition)	4.3	G&R - Management of Place	T&C	1,000 (Q1-3) 1,500 (Q4)	2,521	1,000 (Q1-3) 1,750 (Q4)	note 12
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	5,000 Tonnes	6,159 Tonnes	4,500 Tonnes	n/a
BPPM336	Increase % of Council's land managed for the benefit of wildlife	5.3	G&R - Management of Place	ENV	18%	18.2%	18.2%	note 13
*Key to abbreviations used [For Notes - see last page] 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 S&R = Strategy & Resources / T&C = Transport & Connectivity								

1b) Tier 1 Performance Board (PB) high level metrics							
Code (2026-27)	Title of Performance metric	Directorate* / Division	Committee remit*	2025/26 target	2025/26 outturn	2026/27 Target	Notes
PB340	Proportion of all homes for which all required gas safety checks have been carried out	HSG - Housing & Landlord Services	HHD	100%	98.94%	100%	n/a
PB341	Proportion of all homes for which all required fire risk assessments have been carried out	HSG - Housing & Landlord Services	HHD	100%	87.96%	100%	n/a
PB342	Proportion of homes for which all asbestos surveys or re-inspections have been carried out	HSG - Housing & Landlord Services	HHD	100%	98.86%	100%	n/a
PB343	Proportion of homes for which all required legionella risk assessments have been carried out	HSG - Housing & Landlord Services	HHD	100%	100.00%	100%	n/a
PB344	Proportion of homes for which all required communal lift safety checks have been carried out	HSG - Housing & Landlord Services	HHD	100%	97.50%	100%	n/a
PB345	Proportion of homes for which all required electrical safety checks have been carried out.	HSG - Housing & Landlord Services	HHD	92%	75.60%	100%	n/a
PB346	% of damp & mould cases rectified within target timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
PB100a	Average weekly cost of service users (aged 18-64) in long term care [SNAPSHOT]	A&C - Commissioning (ASC)	ASC	£913	£962	£995	note 14
PB100b	Average weekly cost of service users (aged 65+) in long term care [SNAPSHOT]	A&C - Commissioning (ASC)	ASC	£632	£663	£686	15
PB101	Improve the average wait time for a Section 42.1 (Safeguarding) enquiry decision	A&C - Adult Social Care	ASC	5 days	5 days	5 days	n/a
PB109	IT Security Monitoring Score	Resources - Policy, Strategy & Digital	S&R	80%	80.40%	80.0%	16
PB110	System availability rate for key IT systems during working hours	Resources - Policy, Strategy & Digital	S&R	98.5%	99.00%	98.5%	17
PB124	% of major planning applications processed within 13 weeks or as agreed	G&R - Economy of Place	Ec&S	90%	89.10%	90%	n/a
PB125	Improve the Bristol Schools' pupil attendance rate	C&E - Education & Skills	CYP	93.1%	91.90%	93.1%	18
PB324a	Increase the % of applicants offered a place at a preferred school - Reception	C&E - Education & Skills	CYP	99%	99.00%	99%	n/a
PB324b	Increase the % of applicants offered a place at a preferred school - Secondary transfer	C&E - Education & Skills	CYP	96%	97.00%	97%	n/a
PB357	Reduce the number of households in temporary accommodation	HSG - Housing & Landlord Services	HHD	1718	1935	1950	19
PB370	Rent arrears as a % of the annual rent debit across all Housing Directorate Services	HSG - Housing & Landlord Services	HHD	8.00%	12.14%	10%	n/a
PB374a	Reduce average relet times (all properties)	HSG - Housing & Landlord Services	HHD	70 days	80 days	70 days	n/a
PB541	Increase the percentage of household waste sent for reuse recycling and composting	G&R - Property, Assets & Infrastructure	ENV	45%	46.90%	47	n/a
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1c) Tier 1 Organisational Health Metrics (OHMs)

Code (2026-27)	Title of Performance metric	Directorate* / Division	Committee remit*	2025/26 target	2025/26 outturn	2026/27 Target	Notes
OHM001	Reduce the % of complaints escalated from Stage 1 to Stage 2 (BCC)	Resources - Legal & Democratic Services	S&R	5.00%	12.50%	5.00%	n/a
OHM002	Increase the % of Freedom of Information (Fol) requests responded to within 20 working days (BCC)	Resources - Legal & Democratic Services	S&R	90.00%	90.30%	90.00%	note 20
OHM003	Increase the percentage of invoices paid on time (date received) (BCC)	Resources - Legal & Democratic Services	S&R	91.00%	92.82%	91.00%	21
OHM004	Increase compliance rates with Subject Access Request (SAR) deadlines (BCC)	Resources - Legal & Democratic Services	S&R	90.00%	75.10%	90.00%	n/a
OHM005	Increase the percentage of agreed management actions implemented within agreed timelines (BCC)	Resources - Internal Audit & Risk	S&R	90.00%	91.00%	90.00%	22
OHM006	Reduce spending on agency staffing (BCC)	Resources - Finance	S&R	10.00%	39.00%	10.00%	23
OHM007	Increase procurement compliance (BCC)	Resources - Finance	S&R	97.70%	94.80%	97.00%	n/a
OHM008	Percentage of agreed savings delivered in year (BCC)	Resources - Finance	S&R	90.00%	92.70%	90.00%	24
OHM009	Revenue Budget Forecast Variance (BCC)	Resources - Finance	S&R	5.00%	-0.90%	5.00%	25
OHM010	Increase % of all Equality Action Plan actions reporting expected progress (or better) (BCC)	Resources - Policy, Strategy & Digital	S&R	90.00%	90.10%	90.0%	26
OHM011	Reduce the average number of working days lost to sickness absence (BCC)	Resources - Workforce & Change	S&R	9.00 days	9.40 days	9.00 days	n/a
OHM012	Maintain appropriate employee turnover (BCC)	Resources - Workforce & Change	S&R	12.50%	9.90%	10% - 15%	n/a
OHM013	Reduce the percentage of projects/programmes remaining in exception for more than 3 months (BCC)	Resources - Workforce & Change	S&R	10.00%	7.00%	10.0%	27
OHM014	Increase the Staff Survey "Employee engagement score" (BCC)	Resources - Workforce & Change	S&R	80.00%	80.00%	84.0%	n/a
OHM016	Reduce the gender pay gap (BCC only)	Resources - Workforce & Change	S&R	3.50% pts	3.57% pts	3.4% pts	n/a
OHM017	Reduce the ethnicity pay gap (BCC only)	Resources - Workforce & Change	S&R	5.80% pts	6.70% pts	6.4% pts	n/a
OHM018	Reduce the disabled pay gap (BCC only)	Resources - Workforce & Change	S&R	3.0% pts	4.8% pts	4.6% pts	n/a
OHM019	Reduce the Lesbian Gay & Bisexual pay gap (BCC only)	Resources - Workforce & Change	S&R	5.0% pts	7.5% pts	7.2% pts	n/a
OHM020	Increase corporate mandatory training completions for all staff	Resources - Workforce & Change	S&R	80.00%	74.50%	80.0%	28

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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

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[For Notes - see last page]

2) Tier 2 Performance metrics - at Policy Committee (in Committee order)							
Code (2026-27)	Title of Performance metric	Directorate* / Division	Committee remit*	2025/26 target	2025/26 outturn	2026/27 Target	Notes
ASC002	Increase the percentage of adults receiving direct payments	A&C - Adult Social Care	ASC	21.00%	20.50%	21.0%	n/a
ASC003	Increase the % of young people who have received transitional planning from (YATS) Transitions	A&C - Adult Social Care	ASC	60.00%	50.80%	55.0%	n/a
ASC005	% of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	A&C - Commissioning (ASC)	ASC	88.00%	86.10%	88.0%	note 29
ASC007	Increase % of adults with learning difficulties known to social care who are in paid employment	A&C - Adult Social Care	ASC	5.00%	4.10%	5.0%	n/a
ASC022a	Reduce the percentage of contacts to Adult Social Care (aged 18-64) starting services	A&C - Adult Social Care	ASC	3.50%	2.10%	2.1%	n/a
ASC022b	Reduce the percentage of contacts to Adult Social Care (aged 65+) starting services	A&C - Adult Social Care	ASC	7.40%	5.80%	5.8%	n/a
ASC023a	Number of service users (aged 18-64) in long term care[Snapshot]	A&C - Commissioning (ASC)	ASC	2,812	2,788	2,780	n/a
ASC023b	Number of service users (aged 65+) in long term care [Snapshot]	A&C - Commissioning (ASC)	ASC	2,764	2,703	2,690	n/a
ASC025	Maintain % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	A&C - Commissioning (ASC)	ASC	92.00%	96.10%	92.0%	30
HSG220	Increase number of people able to access care & support through the use of Technology Enabled Care	HSG - Housing & Landlord Services	ASC	1140	1143	1,180	n/a
CE022	Percentage of Single Assessments for children's social care completed within 45 days	C&E - Children & Families	CYP	85.0%	85.0%	86.0%	31
CE041	Percentage children becoming the subject of a child protection plan for a second/subsequent time	C&E - Children & Families	CYP	25.0%	30.0%	25.0%	32
CE068	Increase the percentage of children placed with in-house provision	C&E - Children & Families	CYP	52.0%	47.0%	47.0%	33
CE071a	Stability of placement of Children in Care: number of moves	C&E - Children & Families	CYP	8.00%	7.00%	7.0%	34
CE071b	Improve the stability of placement of Children in Care: length of placement	C&E - Children & Families	CYP	71.0%	77.0%	72.0%	35
CE080	Increase the take-up of free early educational entitlement for 3 & 4 year olds	C&E - Education & Skills	CYP	94.0%	91.4%	93.0%	n/a
CE083	Percentage of children achieving a good level of development at Early Years Foundation Stage	C&E - Education & Skills	CYP	71.0%	68.7%	74.0%	n/a
CE127a	Reduce % of pupils severely absent i.e. for more than 50% of the year	C&E - Education & Skills	CYP	3.0%	3.5%	3.3%	36
CE128a	Number of children missing education	C&E - Education & Skills	CYP	N/A	324	Monitor only	n/a
CE128b	Number of children electively home educated	C&E - Education & Skills	CYP	N/A	842	Monitor only	n/a
CE200	Increase the percentage of children in care who have a full time suitable educational provision	C&E - Education & Skills	CYP	90.0%	85.3%	90.0%	n/a
CE222	Increase the take-up of free early educational entitlement by eligible 2 year olds	C&E - Education & Skills	CYP	68.0%	63.9%	65.2%	n/a
CE225f	Number of new EHC Plans finalised in the period for the first time	C&E - Education & Skills	CYP	N/A	375	Monitor only	n/a
CE226	Number of new EHC needs assessment requests received	C&E - Education & Skills	CYP	N/A	380	Monitor only	n/a
CE227	Number of live EHC Needs Assessments	C&E - Education & Skills	CYP	N/A	1236	Monitor only	n/a
CE232	No. of children with an EHCP requiring a special school placement	C&E - Education & Skills	CYP	N/A	273	Monitor only	n/a
CE243	Number of pupils excluded	C&E - Education & Skills	CYP	N/A	57	Monitor only	n/a
CE244	Reduce the overall rate of suspensions	C&E - Education & Skills	CYP	11.3%	11.4%	12.3%	37
CE245d	Reduce suspension rate for Black Caribbean Mixed white & black Caribbeans GRT in secondary schools	C&E - Education & Skills	CYP	42.4%	56.3%	56.6%	38
CE262	Number of young people aged 17-21 engaged in Bristol youth guarantee	C&E - Education & Skills	CYP	130	143	135	n/a
CE264	Improve the % of 16 /17 year olds meeting their duty to participate in Employment, Education & Training (EET) (Sept Guarantee)	C&E - Education & Skills	Ec&S	93.0%	94.6%	93.0%	39

CE269	No of adults aged 19+ who progress from all employment support activities into employment or better	C&E - Education & Skills	Ec&S	943	975	1000	n/a
CE270	Increase experience of work opportunities for priority groups	C&E - Education & Skills	Ec&S	5000	7148	6000	n/a
CE271	Increase no. of people with learning difficulties/autism receiving support via We Work for Everyone	C&E - Education & Skills	Ec&S	175	377	350	n/a
CE300a	Improve the percentage of young people of academic age 16-17 years in learning	C&E - Education & Skills	Ec&S	93.0%	90.2%	93.0%	n/a
GR105a	Track the number of entrepreneurs or businesses engaged who are from disadvantaged neighbourhoods	G&R - Economy of Place	Ec&S	33.0%	33.0%	25.0%	40
GR204	Reduce the % of planning appeal decisions allowed	G&R - Economy of Place	Ec&S	35.0%	25.0%	30.0%	41
GR210a	Customer Satisfaction with Development Management	G&R - Economy of Place	Ec&S	50.0%	27.0%	Monitor only	42
GR210b	Customer Satisfaction with Building Regulations	G&R - Economy of Place	Ec&S	84.0%	86.0%	85.0%	n/a
GR315	The percentage of Listed Building consents determined within 8 weeks	G&R - Economy of Place	Ec&S	85.0%	95.0%	90.0%	43
GR331	Percentage enforcement cases closed (where a breach is identified) where formal notices were served	G&R - Economy of Place	Ec&S	N/A	5.00%	Monitor only	44
GR331a	Reduce number of open enforcement cases where a breach has been identified	G&R - Economy of Place	Ec&S	200	159	Monitor only	45
GR338	Building Regulations Full Plans applications decisions notified within statutory time limits	G&R - Economy of Place	Ec&S	100.0%	99.6%	99.0%	46
GR349a	Improve the percentage of "5 day notices" decisions issued within the statutory timescale	G&R - Economy of Place	Ec&S	90.0%	96.3%	90.0%	47
GR349b	Improve the percentage of S211 applications determined within 6 weeks	G&R - Economy of Place	Ec&S	90.0%	99.8%	90.0%	48
RE477	Increase the percentage of new contracts which contain Social Value commitments	Resources - Finance	Ec&S	50.0%	48.4%	50.0%	n/a
GR194	Numbers of citizens participating in community clear-ups per quarter	G&R - Property, Assets & Infrastructure	ENV	4000	6457	5,000	49
GR420e	Reduce the rate of gas consumed within BCC's operational estate	G&R - Property, Assets & Infrastructure	ENV	N/A	94.90 kWh/m2	90.24 kWh/m2	50
GR420f	Increase the (total) proportion of electric vehicles within the fleet	G&R - Property, Assets & Infrastructure	ENV	6.9%	29.3%	31.4%	51
GR436	Reduce Bristol City Council's use of pesticides	G&R - Economy of Place	ENV	1,185 Litres	1,101 Litres	1,101 Litres	n/a
GR477	Increase the number of EV charging points installed by or on behalf of the council within Bristol	G&R - Property, Assets & Infrastructure	ENV	153	149	Monitor only	52
GR548	Number of sessions of community payback activity delivered (waste and street scene)	G&R - Property, Assets & Infrastructure	ENV	96	98	96	53
GR549	Reduce total household waste	G&R - Property, Assets & Infrastructure	ENV	320.0 kg	339.0 kg	320kg	n/a
GR556	Reduce the number of dropped roads (refuse & recycling)	G&R - Property, Assets & Infrastructure	ENV	10,000	11,425	10,000	n/a
HSG013a	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG013b	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG014a	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG014b	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG015a	Anti-social behaviour cases relative to the size of the landlord	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG015b	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG016a	Repairs completed within target timescale (Emergency responsive repairs)	HSG - Housing Property	HHD	N/A	N/A	99%	n/a
HSG016b	Repairs completed within target timescale (Non-Emergency responsive repairs)	HSG - Housing Property	HHD	N/A	N/A	75%	n/a
HSG114	Evictions (number)	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG115	Mutual exchange decisions made within 42 days (%)	HSG - Housing & Landlord Services	HHD	N/A	N/A	100%	n/a
HSG116	Tenancy audits completed within time (%)	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG117	Tenancy turnover (%)	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a

HSG121	Housing Ombudsman determinations (severe maladministration/ maladministration) (number)	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG122	Ombudsman Complaints upheld	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG123	Stage 1 complaints upheld (%)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG124	Stage 2 complaints upheld (%)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG140	Rent lost due to empty properties (void loss) (%)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG141	Rent lost due to empty properties (void loss) (£)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG153	Number of Right to Buy completions	HSG - Housing & Landlord Services	HHD	n/a	N/A	Monitor only	n/a
HSG170	Capital works cost recovery from leaseholders (%)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG171	Service charge collection (%)	HSG - Housing & Landlord Services	HHD	n/a	N/A	Target tbc	n/a
HSG203	Number of licensing inspections carried out in the quarter	HSG - Housing & Landlord Services	HHD	n/a	N/A	2,450	n/a
HSG302	Number of households moved on into settled accommodation	HSG - Housing & Landlord Services	HHD	1600	1620	1,660	n/a
HSG322	Households with children in Temporary Accommodation per 1,000 households	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG340	Reduce the number of people sleeping rough on a single night in Bristol - BCC quarterly Count	HSG - Housing & Landlord Services	HHD	75	71	65	n/a
HSG341	People sleeping rough over the month who are long term	HSG - Housing & Landlord Services	HHD	N/A	N/A	Target tbc	n/a
HSG403	Number of disrepair cases	HSG - Housing Property	HHD	N/A	N/A	Target tbc	n/a
HSG404	Number of active disrepair cases	HSG - Housing Property	HHD	N/A	N/A	Target tbc	n/a
HSG405	Percentage of Overdue Work Orders	HSG - Housing Property	HHD	N/A	N/A	25%	n/a
HSG421	Reduce empty council houses as a percentage of total stock	HSG - Housing Property	HHD	0.85%	1.27%	1%	54
HSG440	% of council Housing Health & Safety Rating System (HHSRS) failures rectified within target timescale	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG441	% of council homes that have a Housing Health & Safety Rating System (HHSRS) failure	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG460	% of active damp & mould cases having an inspection undertaken within target timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG501	Increase the % of Council homes with an Energy Performance Certificate (EPC) rating of C or higher	HSG - Housing Property	HHD	75.00%	67.70%	70%	n/a
HSG503	% of Structural inspections and servicing completed within timescale	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG504	Ratio of Capital to Revenue spend on the maintenance of existing homes	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG600	% of communal and flat entrance door inspection undertaken within time	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG601	% of homes with a compliant CO and smoke detection in place	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG602	Total number of Housing-related Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG610	% fire safety component inspections completed within timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG611	% of all fire remedial actions completed within timescale	HSG - Housing Property	HHD	N/A	N/A	85%	n/a
HSG612	Domestic Properties with an in-date Solid Fuel Certificate.	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG620	% of gas remedial works completed within timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG621	Reduce number of tenanted properties where BCC have capped the gas supply	HSG - Housing Property	HHD	N/A	N/A	200	n/a
HSG630	% of Legionella remedial works completed within timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG631	% of monitored water outlets	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG641	% of electrical remedial works completed within timescale	HSG - Housing Property	HHD	N/A	N/A	75%	n/a
HSG642	Number of Non-Domestic Properties with a satisfactory EICR within due date.	HSG - Housing Property	HHD	N/A	N/A	70%	n/a
HSG650	% of high risk lift remedial works completed within timescale	HSG - Housing Property	HHD	N/A	N/A	65%	n/a
HSG651	% of mechanical & electrical (M&E) inspections and servicing completed within timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a

HSG660	% of asbestos remedial works completed within timescale	HSG - Housing Property	HHD	N/A	N/A	85%	n/a
HSG701	Number of Mandatory Occurrences reported to the Building Safety Regulator	HSG - Housing Property	HHD	N/A	N/A	Monitor only	n/a
HSG702	Regulatory interventions by the Fire Service, Building Safety Regulator and Regulator of Social Housing	HSG - Housing Property	HHD	N/A	N/A	0	n/a
HSG703	% building safety cases for Higher-Risk Buildings reviewed by the Building Safety Regulator and marked as compliant	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG704	% draft building safety case reports completed for Higher-Risk Buildings	HSG - Housing Property	HHD	n/a	N/A	Target tbc	n/a
HSG705	% of building safety cases that are drafted ready for inspection	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG721	Fire incident investigations completed within target timescale	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG722	% of Fire Risk Assessments Reviewed within timescales	HSG - Housing Property	HHD	N/A	N/A	100%	n/a
HSG723	Person Centred Fire Risk Assessments (PCFRAs) completed (number)	HSG - Housing Property	HHD	N/A	N/A	Monitor only	n/a
GR490c	Number of visitors to all library sites	G&R - Management of Place	PHC	1,100,000	1,065,252	1,100,000	n/a
PHC180	Maintain the levels of engagement with community development work	A&C - Communities & Public Health	PHC	10,750	11,315	10,750	55
PHC251	Increase the number of attendances at BCC leisure centres and swimming pools	A&C - Communities & Public Health	PHC	2,619,191	2,744,761	2,799,656	n/a
RE506	Increase the percentage of employees who are aged 16-29	Resources - Workforce & Change	S&R	13%	13%	13.8%	n/a
RE517	Increase the percentage of stage 1 non-statutory complaints that we respond to within 15 days	Resources - Legal & Democratic Services	S&R	90.0%	90.0%	90.0%	n/a
GR007	Increase the overall satisfaction with Highways and Transport	G&R - Economy of Place	T&C	50%	47%	50.0%	n/a
GR118	Reduce percentage of Principal roads where maintenance should be considered	G&R - Management of Place	T&C	10.0%	10.2%	10.0%	56
GR128	Increase the distance of cycle paths physically separated from motorised traffic and pedestrians	G&R - Economy of Place	T&C	N/A	N/A	8.49miles	57
GR169	Non-principal classified roads where maintenance should be considered (%)	G&R - Management of Place	T&C	10.0%	11.2%	10.0%	58
*Key to abbreviations used [For Notes - see last page] 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 S&R = Strategy & Resources / T&C = Transport & Connectivity							

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	Reduce % of pupils persistently absent i.e. for more than 10% of the year	Tier 1 (Business Plan)	CYP	Data reported to an academic year. As final outturn for the current academic year is not yet known, targets are based on estimated year end performance and national data. [For Q1 & Q2 of financial year 2026/27 this metric reports against 2025/26 target as the academic year is 6 months later]
2	Increase the % of final Education & Health Care Plans (EHCPs) issued within 20 weeks, excluding exception cases	Tier 1 (Business Plan)	CYP	Drop in timeliness seen nationally in the last year. The 2026/27 target is set to be in line with the national average, with the intention of achieving at least upper quartile performance nationally in future. This is part of the improvement journey towards the statutory expectation of 100% for this metric (NB only 4 Local Authorities met this in the last year, not including City of London and Isles of Scilly)
3	Reduce % of young people of academic age 16 to 17 years who are not in education, employment or training (NEET)	Tier 1 (Business Plan)	CYP	This metric is aimed to reduce further in future years, with a target of at least matching the national average (currently 3.6%)
4	Reduce percentage of repeat referrals to children's social work	Tier 1 (Business Plan)	CYP	This target is part of an effective safeguarding system targetting top quartile performance within 3 years. National average is 23%
5	Decrease the percentage of children in care placed out of area	Tier 1 (Business Plan)	CYP	This target is set against a challenging national picture. Bristol's Statistical Neighbour average is 32% so a reduction to 30% is an ambitious target
6	Improve the % of 19 - 21 year old care leavers in employment, education and training (EET) (statutory return)	Tier 1 (Business Plan)	CYP	The national average for Care leavers in Education, Employment & Training is 54%. Bristol has historically performed significantly better than this so have set an ambitious target (63%) which would be a return to a previous best performance and is above top quartile nationally (60%)
7	Increase the overall satisfaction of residents with BCC as their landlord	Tier 1 (Business Plan)	HHD	Target set to exceed last year's resident satisfaction level and Core Cities average (was 60%)
8	Proportion of homes that do not meet the Decent Homes Standard	Tier 1 (Business Plan)	HHD	This figure rose substantially during last year as many more stock condition surveys were done and a more robust calculation of the decency figure.
9	Number of incidents of flytipping that are reported and removed	Tier 1 (Business Plan)	ENV	For 2026/27 a new Service Level Agreement has been agreed between Bristol Council Housing, Waste Client and Bristol Waste Company. This results in additional resource funded which is expected to lead to more fly-tipping removed and an increased confidence in reporting.
10	% of bridges where planned inspections are achieved	Tier 1 (Business Plan)	T&C	This metric tracks the planned bridge inspection process, which is the key way to reduce the % of bridges where unprogrammed maintenance needs to be considered. Additional resource last year allowed more inspections to be done.
11	Increase the satisfaction with the condition of road surfaces (NHT Satisfaction Survey)	Tier 1 (Business Plan)	T&C	Target to align with national average from the previous years NHT public satisfaction survey
12	Number of potholes reported (indicative of the road network condition)	Tier 1 (Business Plan)	T&C	Q4 target and scoring parameter adjusted to account for adverse weather condition across winter months causing significantly more damage to the road network
13	Increase % of Council's land managed for the benefit of wildlife	Tier 1 (Business Plan)	ENV	The project delivering the land management change that underwrites the metric over-performed in Yr 1; Yr2 will be a consolidation of this. Further improvement relies on a further resource commitment beyond the project term of Oct 26.
14	Average weekly cost of service users (aged 18-64) in long term care [SNAPSHOT]	Tier 1 (High-Level)	ASC	The target set is after inflation is applied
15	Average weekly cost of service users (aged 65+) in long term care [SNAPSHOT]	Tier 1 (High-Level)	ASC	The target set is after inflation is applied
16	IT Security Monitoring Score	Tier 1 (High-Level)	S&R	This is the "Microsoft Secure Score", covering the council's Microsoft 365 and Defender environment. 80% or above is considered good performance, which was slightly exceeded last year.
17	System availability rate for key IT systems during working hours	Tier 1 (High-Level)	S&R	Whilst 100% availability is the aspiration, 98.5% or above is considered good performance; last year slightly exceeded this target.
18	Improve the Bristol Schools' pupil attendance rate	Tier 1 (High-Level)	CYP	Data reported to an academic year. As final outturn for the current academic year is not yet known, targets are based on estimated year end performance and national data. [For Q1 & Q2 of financial year 2026/27 this metric reports against 2025/26 target as the academic year is 6 months later]
19	Reduce the number of households in temporary accommodation	Tier 1 (High-Level)	HHD	The 2026/27 target has been set to hold the number of households in temporary accommodation to almost the current figure. Ultimately the Council's aim is to reduce these numbers significantly, but a number of external factors have led to this rising sharply in recent years.
20	Increase the % of Freedom of Information (Fol) requests responded to within 20 working days (BCC)	Tier 1 (OHM)	S&R	This is in line with the ICO standard of 90%
21	Increase the percentage of invoices paid on time (date received) (BCC)	Tier 1 (OHM)	S&R	Growth is intended however, this year the target will remain static to ensure trend and will be reviewed 2027/28.
22	Increase the percentage of agreed management actions implemented within agreed timelines (BCC)	Tier 1 (OHM)	S&R	90% is standard in internal audit practices across all sectors and represents a stretch yet achievable benchmark. This target promotes a high standard of accountability and provides headroom for legitimate delays due to operational complexities and dependencies.
23	Reduce spending on agency staffing (BCC)	Tier 1 (OHM)	S&R	This metric is linked to the BCC Workforce Strategy. 10% indicates appropriate reduction; 39% last year was exceptional reduction.

24	Percentage of agreed savings delivered in year (BCC)	Tier 1 (OHM)	S&R	There is an ambition to achieve savings delivery at a high percentage, but 90% delivery is in line with our budget setting parameters and delivery contingency.
25	Revenue Budget Forecast Variance (BCC)	Tier 1 (OHM)	S&R	5% is in line with budget management principles
26	Increase % of all Equality Action Plan actions reporting expected progress (or better) (BCC)	Tier 1 (OHM)	S&R	90% or over is good performance; last year slightly exceeded this target.
27	Reduce the percentage of projects/programmes remaining in exception for more than 3 months (BCC)	Tier 1 (OHM)	S&R	This measures how quickly we recover projects in difficulty - not how many go into exception. The 10% target reflects a controlled position where issues are surfaced early and resolved through effective governance and issue ownership, maintaining delivery confidence and protecting outcomes.
28	Increase corporate mandatory training completions for all staff	Tier 1 (OHM)	S&R	This is a new metric. 80% target rate is consistent with benchmark of other organisations in 2025/26. A review of corporate mandatory training is underway.
29	% of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	Tier 2	ASC	The metric has been influenced by the increasing complexity of referrals. The current target is being maintained for now to review performance over the year.
30	Maintain % of BCC regulated CQC Care Service providers where provision is rated 'Good or Better'	Tier 2	ASC	92% is exceptional performance
31	Percentage of Single Assessments for children's social care completed within 45 days	Tier 2	CYP	Bristol has been slightly below the national average of 86% for the past couple of years. These targets are ambitious and aim to reach top quartile performance (90%) within 3 years
32	Percentage children becoming the subject of a child protection plan for a second/subsequent time	Tier 2	CYP	Bristol had challenging performance in this measure last year however in 2024/25 25% was achieved which is in line with the national average. Aiming to return to national average this year
33	Increase the percentage of children placed with in-house provision	Tier 2	CYP	This target is set to match last year's outturn next year, and then increase in subsequent years
34	Stability of placement of Children in Care: number of moves	Tier 2	CYP	Target set to hold at 7% as performance is already good here and better than top quartile (8%; lower is better) (national average is 10%)
35	Improve the stability of placement of Children in Care: length of placement	Tier 2	CYP	Performance is well above the national average and target (72%) is set for top quartile nationally and higher than previous year target (was 71%), Maintaining this level would be a good outcome (national average is 69%)
36	Reduce % of pupils severely absent i.e. for more than 50% of the year	Tier 2	CYP	Data reported to an academic year. As final outturn for the current academic year is not yet known, targets are based on estimated year end performance and national data. [For Q1 & Q2 of financial year 2026/27 this metric reports against 2025/26 target as the academic year is 6 months later]
37	Reduce the overall rate of suspensions	Tier 2	CYP	Target set to be no more than the latest Core City average (2024/25). Core Cities provide a more meaningful comparator than the national average as they are also large urban areas with similar demographics and levels of need. Note - Data reported to an academic year. [For Q1 & Q2 of financial year 2026/27 this metric reports against 2025/26 target as the academic year is 6 months later]
38	Reduce suspension rate for Black Caribbean Mixed white & black Caribbeans GRT in secondary schools	Tier 2	CYP	Target set to be no more than the latest Core City average (2024/25). Core cities provide a more meaningful comparator than the national average as they are also large urban areas with similar demographics and levels of need.
39	Improve the % of 16 /17 year olds meeting their duty to participate in Employment, Education & Training	Tier 2	Ec&S	Target set to the same as previous year target (NB to be at least this level)
40	Track the number of entrepreneurs or businesses engaged who are from disadvantaged neighbourhoods	Tier 2	Ec&S	This is new metric focussing on business partner organisations engaged rather than actively supported.
41	Reduce the % of planning appeal decisions allowed	Tier 2	Ec&S	Target is to keep this to no more than 30%, which is a low rate of appeals allowed.
42	Customer Satisfaction with Development Management	Tier 2	Ec&S	Metric is now monitor only as response rates to the Development Management satisfaction survey has been very low, so no target set.
43	The percentage of Listed Building consents determined within 8 weeks	Tier 2	Ec&S	Target of 90% reflects strong commitment to excellent service delivery.
44	Percentage enforcement cases closed (where a breach is identified) where formal notices were served	Tier 2	Ec&S	Metric is now monitor only, so no target set.
45	Reduce number of open enforcement cases where a breach has been identified	Tier 2	Ec&S	Metric is now monitor only, so no target set.
46	Building Regulations Full Plans applications decisions notified within statutory time limits	Tier 2	Ec&S	Target set to 99% (rather than 100%) to make it more realistically achievable.
47	Improve the percentage of "5 day notices" decisions issued within the statutory timescale	Tier 2	Ec&S	Target of 90% reflects strong commitment to excellent service delivery.
48	Improve the percentage of S211 applications determined within 6 weeks	Tier 2	Ec&S	Target of 90% reflects strong commitment to excellent service delivery.
49	Numbers of citizens participating in community clear-ups per quarter	Tier 2	ENV	A target of 5,000 (which is 1,000 more than the previous year target) represents very good performance.
50	Reduce the rate of gas consumed within BCC's operational estate	Tier 2	ENV	The definition had been interpreted inconsistently across teams feeding into this metric, leading to previous data being reported too low. This has been amended here, and a single team now has complete oversight of the process and has recalculated the outturn for the past two years (NB 2025/26 was 94.90 not 68.23 kWh/m2 as reported). Title also clarified as "rate" not "amount".
51	Increase the (total) proportion of electric vehicles within the fleet	Tier 2	ENV	This metric is now reporting the total proportion of electric vehicles in the Council's fleet (previously was the % increase)
52	Increase the number of EV charging points installed by or on behalf of the council within Bristol	Tier 2	ENV	Metric is now monitor only, so no target set.
53	Number of sessions of community payback activity delivered (waste and street scene)	Tier 2	ENV	Target retained same as last year (based on 8 sessions per month)

54	Reduce empty council houses as a percentage of total stock	Tier 2	HHD	Sector benchmarks indicate void rates of around 0.46%. This 1% target reflects an improvement from 1.29% last year, recognising that while there is some dependency on repairs, void performance is largely driven by lettings processes.
55	Maintain the levels of engagement with community development work	Tier 2	PHC	This target is maintained from 2025/26, which was exceeded last year. The target is based on team numbers and capacity which have not changed.
56	Reduce percentage of Principal roads where maintenance should be considered	Tier 2	T&C	Adjustment to account for gradual decline of the road network due to national funding shortfall
57	Increase the distance of cycle paths physically separated from motorised traffic and pedestrians	Tier 2	T&C	Metric is measured every 2 years. 2024/25 figure was 5.49 miles
58	Non-principal classified roads where maintenance should be considered (%)	Tier 2	T&C	Adjustment to account for gradual decline of the road network due to national funding shortfall
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