

Quarter 3 2024/25 - Overview of performance

Background

This report provides an update as of quarter three (end of December 2024) on the progress measures in the council’s shared vision for Bournemouth, Christchurch and Poole. More detail is available in the [performance dashboard](#).

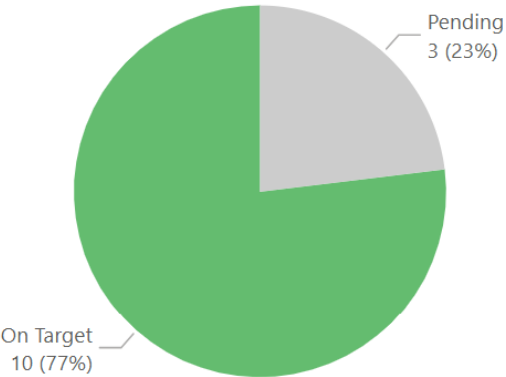
Q3 overall

- 30 Measures are on target
- 7 measures require monitoring
- 0 measure require action
- 16 are pending a RAG status

Our Place & Environment

Vibrant places where people and nature flourish, with a thriving economy in a healthy, natural environment.

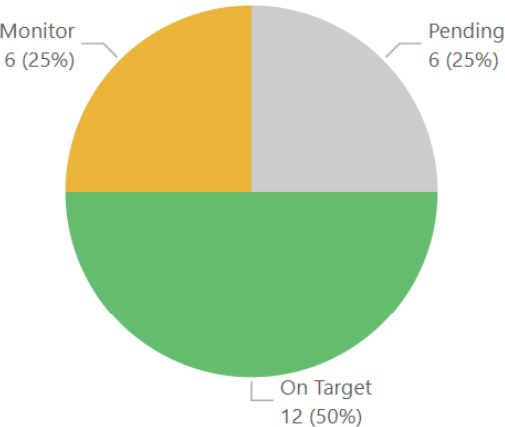
Summary of Measures



Our People & Communities

Everyone leads a fulfilled life, maximising opportunity for all.

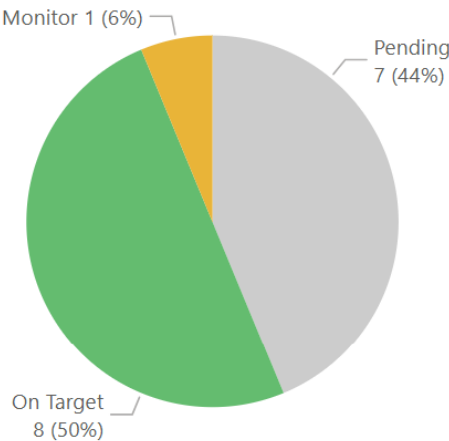
Summary of Measures



Our Approach

We are an open, transparent and accountable Council, putting our people at the heart of our services.

Summary of Measures



More detail about each measure is set out in the following tables.

Note: As new data comes in, the number of pending measures will decrease, ensuring that by the end of the fourth quarter, all measures will have a definitive RAG status.

Explanation of performance tables

- **Frequency:** How often new data is available
- **High or low figure is better:** Whether good performance is a higher figure or a lower figure.
- **Baseline figure:** A reference point from which the latest progress can be monitored. The time period the baseline data relates to is noted.
- **Target:** The performance level (goal) the council is aiming to achieve. Rationale for target levels are provided in the performance dashboard.
- **Direction of travel & RAG:** This column shows whether performance is improving, declining or remaining at the same level compared to the previous update. This is indicated by a directional arrow.

Whether the Q3 data is on target is shown by the RAG rating:

- **Red:** Performance has not met its target and has reached a level of intervention at which action is required to improve performance.
- **Amber:** Performance is not on target but has not reached a level at which action is needed. This requires monitoring to ensure performance stays on track.
- **Green:** Performance has met or exceeded its target.
- **Pending:** RAG rating not set. This could be because more data is needed to set targets to know if performance is on track, or new data is not yet available.
- **Commentary:** Provides further detail on performance.

Our Place and Environment

There are currently thirteen measures that sit under the six ambitions of 'Our Place and Environment' priority. Three of these are measured **annually** and ten are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
People and places are connected by sustainable and modern infrastructure								
PE1A.1	Increase the total number of sustainable passenger trips in the BCP area per year	Quarterly	High	24.5M (September 2024)	26.14M (March 2025)	24.85M (December 2024)	↑	The number of bus passengers continues to increase.
PE1A.2	Increase the number of publicly available Electric Vehicle (EV) charge points	Quarterly	High	207 (September 2024)	220 (March 2025)	212 (December 2024)	↑	We have worked through 98% of our standard EVCI works in Car parks now, Charging hubs including their own Substations are currently on-going across the next six months which will keep the numbers going upwards. We have also now been confirmed for LEVI funding which will be getting 7kw chargers installed on-street across the next four years. This should commence from May/ June onwards throughout BCP.
Our communities have pride in our streets, neighbourhoods and public spaces								
PE2B.1	Increase the number of Fixed Penalty Notice's served for fly tipping and littering offences	Quarterly	High	866 (September 2024)	486 (December 2024)	618 (December 2024)	↓	618 fixed penalties issued including: - 594 littering fines - 19 waste duty of care notices - 5 fly tipping fines Fly tipping enforcement was placed on hold pending a review of the policy, for Cabinet in February. Numbers reduced due to time of year and reduced footfall in locations such as town centres. Seasonal footfall trends affect numbers of FPNs issued from Autumn-Winter. A target on enforcement should not be set as enforcement is a last resort following engagement and education, however, for the purpose of a required target, previous year's figures are used.
PE2D.1	Reduce levels of police recorded ASB	Quarterly	Low	2,625 (June 2024)	2,601 (December 2024)	1,878 (December 2024)	↑	ASB is seasonal and therefore an annual oversight is better. Q3 shows an ongoing reduction in reported ASB.
PE2D.2	Increase enforcement outcomes relating to street-based ASB	Quarterly	High	2,092 (September 2024)	3,410 (March 2025)	1,905 (December 2024)	↓	Including: <ul style="list-style-type: none"> • Number of CSAS incidents attended : 1346 • Number of alcohol seizures : 51 • Number of dispersals : 493 • CPW – 7 • CPN – 1 • ASBI – 2 • Closure – 5
PE2A.1	Increase the percentage of residents who are satisfied with their local area as a place to live	Annual	High	78% (December 2023)	84% (March 2025)	Annual – next update March 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
PE2B.2	Increase residents satisfaction with street cleaning	Annual	High	49% (October 2023)	54% (March 2025)	Annual – next update March 2025	–	LGA data shows that national average performance across local authorities for street cleansing satisfaction is 57% satisfied which is an ongoing downward trend. APSE data indicates that our budget is under resourced for the geographic and demographic profile of the area, and we are not as well funded as other local authorities. This follows seasonal response and Cleaner, Safer Greener funding being removed.
Our inclusive, vibrant and sustainable economy supports our communities to thrive								
PE3A.1	Increase the number of businesses in the BCP area	Quarterly	High	15,370 (September 2024)	15,400 (March 2025)	15,495 (December 2024)	↑	UK Business count has BCP at 15,495 for 2024 up from 15,370 in 2023
Revitalised high streets and regenerated key sites create new opportunities								
PE4A.1	Increase footfall across our three Town Centres	Quarterly	High	25,705,170 (September 2024)	22,000,000 (March 2025)	23,346,422 (December 2024)	↓	Funding has now been confirmed for 25/26 for the footfall system.
PE4B.1	Increase the percentage of all major planning applications determined on time	Quarterly	High	81 (September 2024)	78 (March 2025)	83 (December 2024)	↑	Overall performance remains good and is on target. There have been on going challenges with regards to resource levels and recruitment is on-going. We have been successful in recruiting, but it has taken time and extra resource from senior members of the team to on board and train new staff members. This will however afford greater stability in the planning team moving forward. Looking forward to Q4 the goal is to increase the number of applications determined in time to a higher level.
PE4B.2	Increase the percentage of all non-major planning applications determined on time	Quarterly	High	88 (September 2024)	92 (March 2025)	90 (December 2024)	↑	Overall performance remains good and has improved since last quarter but is marginally below. There have been on going challenges with regards to resource levels and recruitment is on-going. We have been successful in recruiting, but it has taken time and extra resource from senior members of the team to on board and train new staff members. This will however afford greater stability in the planning team moving forward. Looking forward to Q4 the goal is to increase the number of applications determined in time to a higher level and meet the target.
Climate change is tackled through sustainable policies and practice								
PE5E.1	Increase the percentage of waste diverted from landfill	Quarterly	High	88.81% (September 2024)	90% (March 2025)	95.72% (December 2024)	↑	BCP Council waste officers continue to work closely with our contractors to encourage the diversion of waste from landfill. This quarters result is the highest ever achieved and although

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								we would like it to remain this high there is always the ongoing risk of unplanned outages at Energy from Waste facilities.
PE 5A.1	Reduce the tonnes of greenhouse gas emissions from our vehicles and buildings.	Annual	High	12,911 (March 2024)	Carbon Neutral by 2030	Annual - next update June 2025	—	<p>March 2024: The tCO2e emissions figure is for the 2032/24 financial year. Since the decision was taken to cease procurement of emissions-free green electricity, it was accepted that emissions would increase by approximately 4,000 tCO2e. In addition, several sites were added to the corporate energy contract, further increasing energy consumption.</p> <p>However, emissions have reduced overall since last year, as a result of improved performance in many sectors, most notably a reduction in the use of gas.</p> <p>The measure will be updated in June 2025.</p>
Our green spaces flourish and support the wellbeing of both people and nature								
Measures under discussion with Green Space and Conservation team.								

Our People and Communities

There are twenty four measures that sit under the seven ambitions of ‘Our People and Communities’ priority. Eight are measured **annually**, fifteen are measured **quarterly** and one is collected **every two years**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
High quality of life for all, where people can be active, healthy and independent								
PC1A.2	Increase the percentage of people with a learning disability living independently in settled accommodation	Quarterly	High	72.70% (September 2024)	80% (March 2025)	74.8% 607/811 (December 2024)	↓	<p>Working Age Adult (learning disability) Framework to be tendered Spring 25 to maximise opportunities for supported Living.</p> <p>Ongoing work with Housing to develop to Strategic Housing Plan to inform specialist housing development.</p> <p>The risk for the target not being reached by the year-end is low. This evaluation is based on there being 55 people with an unknown accommodation status. Based on previous experience that these 55 people will be in settled accommodation the year-end outturn is expected to be in the 81.6%. The ALDS has been asked to address the “unknown” status.</p>
PC1A.3	Increase the percentage of people with a mental health disability living independently in settled accommodation	Quarterly	High	36.90% (September 2024)	54% (March 2025)	51% 153/300 (December 2024)	↑	<p>Strategic Review of MH Care and Supported Accommodation has commenced which will design housing pathway which will meet this need.</p> <p>Working Age Adult (mental health) Framework to be tendered early summer to maximise procurement opportunities for supported Living.</p> <p>Ongoing work with Housing to develop to Strategic Housing Plan to inform specialist housing development.</p> <p>The risk for the target not being reached by the year-end is low. This evaluation is based on there being 68 people with an unknown accommodation status. Based on previous experience if at least 10 of the 68 people with unknown accommodation are in settled accommodation the year-end outturn will be 54%. The CMHT have been asked to address the “unknown” status.</p>
PC1B.1	Increase the number of registrations from people in the most deprived areas accessing health and wellbeing support (LiveWell Dorset)	Quarterly	High	333 (September 2024)	259 (December 2024)	279 (December 2024)	↓	The service continues to reach clients living in our most deprived neighbourhoods, and registrations to the service continue to be increased compared to the previous year. In quarter 3 this year, 35% of registrations were from clients living in our most deprived neighbourhoods.
PC1A.4	Increase the percentage of Adult Social Care users who are satisfied with the care and support they receive	Annual	High	69.7% (March 2024)	69.7% (December 2024)	Annual - next update due March 2026	–	The outturn for 2024 is not yet available and we are awaiting feedback from NHS England
PC1A.1	Increase the percentage of residents who have a good satisfaction with life	Annual	High	82% (December 2023)	83% (March 2025)	Annual – next update March 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.
PC1C.1	Increase the percentage of physically active adults	Annual	High	71.5% (May 2024)	National benchmark	Annual - next update March 2025	↑	May 2024: The updated figure for adults physical activity received in May is for the 2022/23 financial year. Performance has improved by 4.2% since 2021/22 and is above the England average of 67.1%

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
PC1C.2	Increase the percentage of physically active children and young people	Annual	High	51.30% (May 2024)	National benchmark	Annual - next update March 2025	↓	May 2024: The updated figure for children and young people's physical activity received in May is for the 2022/23 financial year. Performance has declined by 5.3% since 2021/22 but is still above the England average of 47%.
PC1A.5	Increase the percentage of carers who are satisfied with the care and support they receive	Every Two Years	High	35.5% (March 2024)	37.6% (March 2026)	Biannual - next update March 2026	–	<p>This is a new corporate measure, and the baseline has not been RAG rated. Target and intervention levels need to be set.</p> <p>Overall satisfaction has increased from 34.7% in 2021/22 to 35.5% in 23/24. Data is next available in 2025/2026.</p> <p>The Target for this biennial indicator, which is next reported in 2025/26 is based on the SW average (37.6%) from 2023/24 and the intervention is based on the England average (36.7%) from 2023/24.</p>
Working together, everyone feels safe and secure								
PC2A.1	Reduce levels of police recorded serious violent crime	Quarterly	Low	312 (September 2024)	363 (December 2024)	305 (December 2024)	↑	We have seen a slight decrease in sexual offences and a significant decrease in GBH offences this quarter. We have seen a rise in rapes although only back to the level of Q1, so it may have been that Q2 was unusual.
PC2B.1	Increase the percentage of residents who feel safe in their local area during the day	Annual	High	89% (December 2023)	89% (March 2025)	Annual – next update March 2025	–	It is proposed that the target should be maintaining the high levels of perception of safety in the local area during the day.
PC2B.2	Increase the percentage of residents who feel safe in their local area after Dark	Annual	High	53% (December 2023)	55% (March 2025)	Annual – next update March 2025	–	It is proposed to try to increase the perception of safety after dark in the local area. When this indicator is analysed by areas within BCP, there are varying perceptions.
Those who need support receive it when and where they need it								
PC3C.1	Increase the number of individuals entering drug treatment	Quarterly	High	3,127 (September 2024)	2,968 (December 2024)	Next update March 2025	↔	<p>The reporting system via central government is always about 8 – 12 weeks behind so Q3 data is expected in March 2025.</p> <p>Data is for over 18 year-olds only who have consented for government to receive their information.</p> <p>The overall target for 2024-25 is 3,041.</p>
PC3A.1	Increase the percentage of Education Health Care Plans issued within 20 weeks	Quarterly	High	85.6% (September 2024)	100% (March 2025)	88.4% (December 2024)	↑	Compliance against the timescale has continued to rise in Q3 from previous and is significantly above national average. SEND Team restructure has now landed and recruitment is taking place to the strategic management roles to ensure stability and leadership. Risks have been noted due to the continuing rise in demand in this area with requests for EHCNA increasing significantly from 23/24 to 24/25. Capacity to deliver on timeliness may be affected by ability of advice providers, particularly Educational Psychology, having the capacity to deliver against the demand. This has been raised strategically and is being carefully monitored.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
PC3B.1	Reduce the attainment gap and improve learning outcomes for vulnerable children and young people at all key stages	Annual	Low	50.1 (September 2024)	46.1 (March 2025)	Annual – next update December 2025	↔	September 2024: Performance as shown from the now available data is above target and above SW and National rates, which have worsened.
Good quality homes are accessible, sustainable and affordable for all								
PC4B.1	Reduce the number of homeless households in bed and breakfast	Quarterly	Low	159 (September 2024)	40 (March 2025)	49 (December 2024)	↑	A significant effort to increase families move on to alternative settled housing and into newly acquired settled housing has seen the overall households in Bed & Breakfast fall well below target. Whilst reductions in demand from families was also recorded, the number of households prevented from becoming homeless also saw a positive increase.
PC4A.1	Reduce the number of people rough sleeping	Quarterly	Low	74 (September 2024)	62 (March 2025)	61 (December 2024)	↑	A further reduction in rough sleeping was reported at the end of the quarter, with an increase in housing offers away from the street being made for people with complex needs into homes acquired through the Single Homeless Accommodation Programme with accompanying support. The count represents a 3% reduction in rough sleeping on the previous year.
PC4C.1	Increase the number of both completed new affordable and social rented homes	Quarterly	High	133 (September 2024)	120 (March 2025)	195 (December 2024)	↑	End of Quarter 3 (October - December 2024) Includes newbuild and acquisition homes all affordable tenures.
Local communities shape the services that matter to them								
PC5A.1	Increase the percentage of residents who feel they can influence decisions affecting their local area	Annual	High	23% (December 2023)	35% (March 2025)	Annual – next update March 2025	-	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.
Employment is available for everyone and helps create value in our communities								
PC6A.1	Increase the number of jobs created and/or safeguarded through Government and/or external funding	Quarterly	High	76.5 (September 2024)	61 (March 2025)	381 (December 2024)	↑	As of Jan 25 (Q1, Q2 and Q3 combined), end of projects reports submitted by businesses claimed 240.5 jobs safeguarded and 140.5 created so 381 combined (cumulative total). The reason for this drastic increase is that businesses that received a UKSPF grant were required to submit their end of project report and evidence by 31 December 2024. As such, many of these jobs were reported in Q3.
PC6A.2	Increase the uptake of supported employment for those with learning disabilities	Quarterly	High	4.4% (September 2024)	4.5% (March 2025)	4.3% (December 2024)	↓	The Supported Employment Review has been agreed as one of the six priorities of the co-produced Day Opportunities Strategy. Our Fulfilled Lives, strengths-based approach in ASC ensures that employment is explored with those people who are able to work.
PC6A.3	Increase the uptake of supported employment for those with mental health issues	Quarterly	High	1.5% (September 2024)	2.6% (March 2025)	1.3% (December 2024)	↔	The Supported Employment Review has been agreed as one of the six priorities of the co-produced Day Opportunities Strategy. Our Fulfilled Lives, strengths based approach in ASC ensures that employment is explored with those people who are able to work.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
Skills are continually developed, and people can access lifelong learning								
PC7A.1	Reduce the number of children missing education	Quarterly	Low	235 (September 2024)	285 (March 2025)	181 (December 2024)	↑	<p>Q3 data shows decrease in CME rate from Q2 - this is lower than National rate and opposite to the rise seen nationally from Q2 to Q3. This continues to positively sit below the target rate for the year.</p> <p>Data accuracy has been improved by the MIT Team. School Attendance and CME Teams have been working consistently with schools to ensure grip and quick response times when children raised as CME. Additional capacity agreed within CME Team to ensure ability to provide timely response to new cases.</p>
PC7B.1	Reduce the number of primary school aged children excluded from school	Quarterly	Low	0.04 (September 2024)	0.05 (March 2025)	0.03 (December 2024)	↑	<p>Q3 figures have decreased compared to Q2 and continue to positively remain below the target rate of 0.05%. On 13.01.25 Schools Forum agreed to the proposals made for the delivery of the Innovation Fund to support mainstream schools with inclusive practice. A final approval by DfE for part of the £2.8 million is currently pending, to enable full implementation over 2025/26.</p>
PC7B.2	Reduce the number of secondary school aged children excluded from school	Quarterly	Low	0.30 (September 2024)	0.18 (March 2025)	0.19 (December 2024)	↑	<p>Q3 figures have reduced from Q2 but still remain slightly over the target rate of 0.18% and will require a further reduction across Q4 to bring this in line.</p> <p>As with primary exclusions on 13.01.25 Schools Forum agreed to the proposals made for the delivery of the Innovation Fund to support mainstream schools with inclusive practice. A final approval by DfE for part of the £2.8 million is currently pending, to enable full implementation over 2025/26.</p>

Our Approach

There are sixteen measures that sit under the seven principles of 'Our Approach' priority. Seven are measured **annually** and nine are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
Working closely with partners, removing barriers and empowering others								
A1A.1	Increase the number of assets transferred to communities	Annual	High	0 (March 2024)	To be confirmed	Annual – next update March 2025	–	March 2024: This is a new corporate measure, and the baseline has not been RAG rated. A target and intervention level need to be set. The baseline value has been set at zero. Only those assets transferred to the community since 1 April 2024 will be included in the measure.
Providing accessible and inclusive services, showing care in our approach								
A2B.1	Increase in customer interactions via the council's digital platforms	Quarterly	High	86% (September 2024)	85% (March 2025)	85% (December 2024)	↓	
A2A.1	Increase the proportion of people who use care services who find it easy to find information about services	Annual	High	68.8% (2021/22)	68% (March 2025)	Annual – next update March 2025	–	This is a new corporate measure. In addition to the target of 68% (using 2022/23 outturn) we have applied an intervention level of 67.6%, which is from the Southwest 2023/24 average.
A2A.2	Increase levels of trust in the council	Annual	High	40% (December 2023)	50% (March 2025)	Annual – next update March 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.
Using data, insights and feedback to shape services and solutions								
A3B.1	Increase satisfaction with the way the council runs things	Annual	High	41% (December 2023)	56% (March 2025)	Annual – next update March 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.
A3A.1	Reduce the number of upheld Ombudsman complaints per 10,000 of the population	Annual	Low	6.5 (September 2023)	4.7 (March 2025)	Annual – next update March 2025	–	September 2023: This is a new corporate measure, and the baseline has not been RAG rated. There were 38 investigations for the period between 1 April 2022 to 31 March 2023. 68% of complaints investigated were upheld. This compares to an average of 72% in similar organisations. In 100% of cases the Ombudsman was satisfied we had successfully implemented the Ombudsman's recommendations. This compares to an average of 99% in similar organisations. In 12% of upheld cases the Ombudsman found we had provided a satisfactory remedy before the complaint reached the Ombudsman. This compares to an average of 13% in similar organisations.
Intervening as early as possible to improve outcomes								

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
A4A.1	Increase the percentage of children and young people who do not need to return for Early Help (targeted support) within 12 months	Quarterly	High	89% (September 2024)	85% (March 2025)	89% (December 2024)	↔	In terms of where the service is at, the service has recently undergone a restructure with roles and positions now imbedding. Whilst the impact is not significant, there is some impact on services when restructures occur, and as staff adapt to changes. In terms of the data, we continue to see small numbers of re-referrals therefore families needing more than one episode of intervention from the Early help and Targeted Intervention Service, which indicates the services provided are meeting the needs of children and families. In addition to this, our partners are now undertaking Early help Assessments, and this too is an evolving, maturing system with agencies based within the communities they serve being able to work alongside families to identify and address needs.
Developing a passionate, proud, valued and diverse workforce								
A5B.2	Increase the percentage of equality monitoring data collected from staff	Quarterly	High	41.54% (September 2024)	47.69% (March 2025)	40.81% (December 2024)	↓	<p>Development of the new EDI dashboard , launched in September, has enabled us to capture new statistics for gender identity (not previously included). This has the effect of adjusting the report parameters and the overall completion rate appears lower, but this is an adjustment to factor in the collection of the new criteria. The target has been reset for this.</p> <p>The new dashboard also includes reporting on completion of EDI data by Directorate, enabling HRBPs to target hotspots of non-completion.</p> <p>A Communication campaign to encourage completion of EDI data by employees was launched in August. New portal developed to capture EDI data from those without devices to upload onto Dynamics is now live.</p> <p>40.81% overall completion rate.</p> <ul style="list-style-type: none"> - Disability: 62.14%. - Ethnicity: 61.79%. - Marriage/Civil Partnership: 11.75%. - Gender Identity: 11.92% - Religion: 48.47%. - Sexual Orientation: 48.78%
A5C.1	Increase the number of successful candidates from underrepresented groups for council jobs	Quarterly	High	1.41% (September 2024)	4% (March 2025)	4.61% (December 2024)	↑	Out of 2195 applicants to BCP Council this quarter, 9.79% declared a disability in their equalities monitoring questionnaire in the application form. When looking only at the 125 candidates who were successful in the recruitment process, the % of candidates declaring disability is 14.4%. The differential between overall applicants and successful candidates for this underrepresented group remains a positive number for this quarter.
A5B.1	Increase levels of employee engagement	Annual	High	60% (March 2024)	62% (March 2025)	Annual – next update Summer 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025.
Creating an environment for innovation, learning and leadership								

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q3 Data	Direction of travel & RAG	Commentary
A6B.1	Increase the number of current council employees supported to undertake apprenticeships	Quarterly	High	99 (September 2024)	84 (March 2025)	97 (December 2024)	↓	In the previous quarter, we had a significant increase in colleagues starting apprenticeships, but in the recent quarter, we have had 5 apprentices successfully complete their apprenticeships and 1 existing colleague start one. We are currently working on a new intake of Social worker apprentices for Sept 25, information sessions are starting this month for this. We continue to encourage colleagues to consider and utilise apprenticeships instead of paying for training where possible. We still plan to work on career pathways where we will be looking to utilise apprenticeships where possible.
A6B.2	Increase the total number of apprentices employed specifically on apprenticeship contracts by the council	Quarterly	High	35 (September 2024)	36 (March 2025)	36 (December 2024)	↑	We have increased by one apprentice since the last period of reporting. Target has been reset as we have exceeded our original target.
Using our resources sustainably to support our ambitions								
A7A.2	Increase the percentage of successful grant applications	Quarterly	High	25% (September 2024)	15% (December 2024)	67% (December 2024)	↑	Four successful bids. Two awaiting outcomes. Two bids pending.
A7A.3	Increase the percentage of business rates collected	Quarterly	High	70.98% (November 2024)	73.5% (December 2024)	81.09% (December 2024)	↑	
A7A.4	Increase the percentage of council tax collected	Quarterly	High	62.99% (September 2024)	73% (December 2024)	79.95% (December 2024)	↑	Slightly behind December 23 result, due to system conversion in November and a large backlog was created whilst no system was available (3-4 weeks).
A7A.1	Increase the percentage of residents who think the council provides value for money	Annual	High	21% (December 2023)	36% (March 2025)	Annual – next update March 2025	–	This is pending because the target refers to the data retrieved in our next annual engagement survey which isn't due until April 2025. Target and intervention levels are being set ahead of new data becoming available.