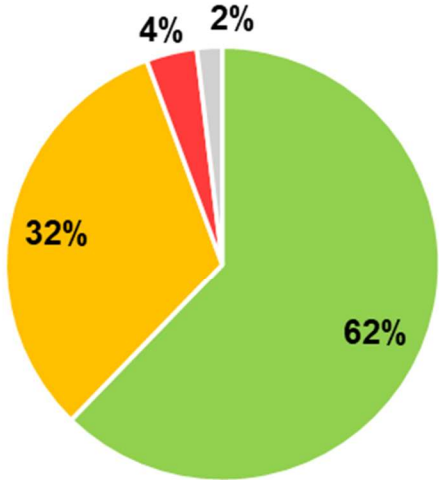


# Quarter 4/ End of Year 2024/25 - Overview of performance

This report provides an update as of quarter four and the end of the 2024/25 year on the progress measures in the council’s shared vision for Bournemouth, Christchurch and Poole. More detail is available in the [performance dashboard](#).

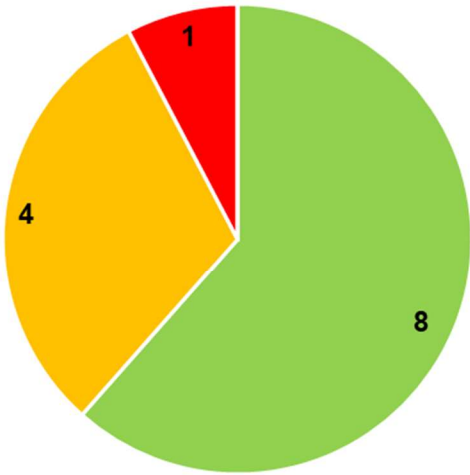
## Q4/End of Year overall

- 33 Measures are on target (green)
- 17 measures require monitoring (amber)
- 2 measures require action (red)
- 1 measure is pending a RAG rating (grey)

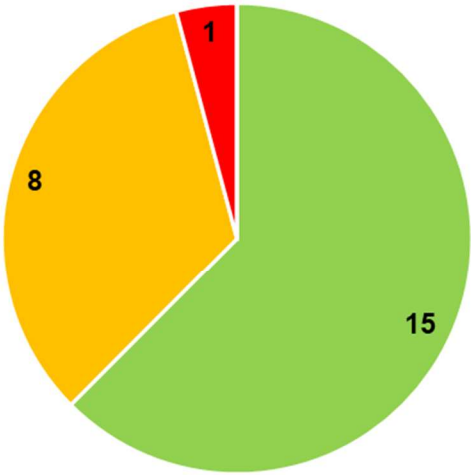


Across the three corporate priority areas, this breaks down into:

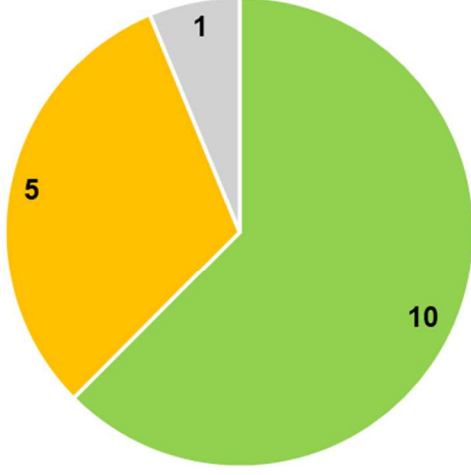
### Our Place and Environment



### Our People and Communities



### Our Approach



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

## 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	Q4 Data	Direction of travel & RAG	Commentary
<b>People and places are connected by sustainable and modern infrastructure</b>								
PE1A.1	Increase the total number of sustainable passenger trips in the BCP area per year	Quarterly	High	23.6M (March 2024)	26.14M (March 2025)	24.93M (March 2025)	↑	The number of people using buses in the BCP council area continues to increase, the change in the national fares cap from £2 to £3 could reduce the rate of increase in passenger numbers but many fares are below this level locally, so a significant impact is not anticipated. As the initiatives which are due to be delivered as part of our Bus Service Improvement Plan continue to be progressed it is anticipated that bus patronage will continue to rise. Economic influences can impact the extent that people use buses, and this could be relevant to the 2025/26 period based on current economic circumstances.
PE1A.2	Increase the number of publicly available Electric Vehicle (EV) charge points	Quarterly	High	212 (December 2024)	220 (March 2025)	220 (March 2025)	↑	We have been working through the permissions to install the hub sites, these are working through with legal and planning, so these should start rolling out very soon. The Local Electric Vehicle Infrastructure (LEVI) Fund tender is due to close next week for suppliers to install a minimum of 375 dual socket chargers to areas of Bournemouth, Christchurch and Poole without off street parking. We are also putting together a cabinet report for decision in July, for the option of rolling out a gully charging trial. We have around six people who are currently interested in this. We have almost completed our current run of Electrical Vehicle Charging Infrastructure (EVCI) with our chosen partner. We will work with them to explore the possibility of expanding on-street charging capabilities at additional shop locations and area hubs for fast and rapid chargers.
<b>Our communities have pride in our streets, neighbourhoods and public spaces</b>								
PE2B.1	Increase the number of Fixed Penalty Notices (FPNs) served for fly tipping and littering offences	Quarterly	High	2,652 *cumulative figure (March 2024)	2,827 *cumulative figure (March 2025)	3,214 *cumulative figure (March 2025)	↑	Cumulative figure for 24-25: 3,214 Fixed Penalty Notices issued. Prior year 2,570 issued. Increase of 644 (25%) over the year.  Q4 512 fixed penalties issued including: <ul style="list-style-type: none"> <li>• 505 littering fines</li> <li>• 4 waste duty of care notices</li> <li>• 3 flytipping fines</li> </ul> Flytipping enforcement was reviewed in early 2024 and a new approach adopted to include education and awareness, improved communication with residents and robust waste enforcement. This has supported an increased level of action which is positive in protecting our environment from the blight of fly tipping and littering.
PE2D.1	Reduce levels of police recorded antisocial behaviour (ASB)	Quarterly	Low	2,625 (June 2024)	2,601 (March 2025)	1,548 (March 2025)	↑	Whilst Police recorded ASB data is showing a continued decrease, one aspect – drugs-related ASB – is showing a rise, particularly in Bournemouth, and this is currently being looked at in more detail with a view to actioning going forwards.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PE2D.2	Increase enforcement outcomes relating to street-based antisocial behaviour (ASB)	Quarterly	High	3,254 *cumulative figure (March 2024)	3,410 *cumulative figure (March 2025)	7,339 *cumulative figure (March 2025)	↑	<p>Cumulative figure for 24/25: 7,339 enforcement actions undertaken. Prior year 3,254 actions undertaken, increase of 4,085 over the year. This is due to increased resource from Department of Transport (DfT) pilot of additional officers.</p> <p>Street based enforcement stats Q4 2024:</p> <ul style="list-style-type: none"> <li>• Number of incidents attended by CSAS: 1,029</li> <li>• Number of alcohol seizures: 26 (25 adult 1 minor)</li> <li>• Number of dispersals: 482</li> <li>• Community Protection Warning – 20</li> <li>• Community Protection Notice – 7</li> <li>• Anti-Social Behaviour Injunction – 3</li> <li>• Premises Closure Order – 1</li> </ul>
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)	75% (March 2025)	↓	<p>Figures show a small decrease between 2023 and 2025, and the target was not met. The Council continues to review its use of resources and work in partnership with other organisations to invest in and improve the area, despite challenging operating and financial conditions of the last few years.</p>
PE2B.2	Increase residents' satisfaction with street cleaning	Annual	High	49% (October 2023)	54% (March 2025)	48% (March 2025)	↓	<p>Figure shows a slight decrease, and the target was not met. Next public satisfaction survey due Autumn 2026.</p> <p>Budget setting public engagement survey results Autumn 2024 show 22% of residents surveyed wanted spending increased to support clean streets.</p> <p>The Council continues to provide statutory, daily, cleansing services within its core revenue funding, following the removal of enhanced temporary funding.</p> <p>Work is underway to identify funds to support phased replacement of damaged or poorly sited public litter and dog waste bins.</p>
<b>Our inclusive, vibrant and sustainable economy supports our communities to thrive</b>								
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)	↑	<p>No new data in Q4 – UK Business count has Bournemouth, Christchurch and Poole at 15,495 for 2024 up from 15,370 in 2023.</p>
<b>Revitalised high streets and regenerated key sites create new opportunities</b>								
PE4A.1	Increase footfall across our three Town Centres	Quarterly	High	23,346,422 (December 2024)	22,000,000 (March 2025)	18,419,124 (March 2025)	↓	<p>Figures expected for the Jan - March time period. Bournemouth, Christchurch and Poole high streets are experiencing difficult economic conditions which are reflective of the UK nationally. UK Shared Prosperity Fund extension projects are due to begin in May 2025 in the Town Centres and additional interventions such as the Bournemouth Citizens' Panel in June 2025. A fortnightly leadership meeting between the MP and senior officers is now in place to ensure a joined up approach and a Town Centre vision in development.</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PE4B.1	Increase the percentage of all major planning applications determined on time	Quarterly	High	83% (December 2024)	78% (March 2025)	85% (March 2025)	↑	We remain on target, performance remains strong despite challenges presented by integrating a new IT system and capacity constraints in Q4. The council exceeds the national benchmark of 60%.
PE4B.2	Increase the percentage of all non-major planning applications determined on time	Quarterly	High	90% (December 2024)	92% (March 2025)	84% (March 2025)	↓	<p>Performance has dipped a little in Q4 but is still on target in terms of overall percentage determined on time for the year, which needs to be within 70%.</p> <p>The dip in Q4 is associated with the need to integrate a new IT system as well as a challenging period in terms of capacity of staff resources.</p> <p>It is anticipated performance will increase in the next quarter once the new IT system has bedded in and we have new members of staff joining the team.</p>
<b>Climate change is tackled through sustainable policies and practice</b>								
PE5E.1	Increase the percentage of waste diverted from landfill	Quarterly	High	96% (December 2024)	90% (March 2025)	92% (March 2025)	↓	The landfill diversion rate has reduced slightly due to one of our waste disposal contractors diverting waste to a new landfill site rather than an Energy from Waste facility. We will continue to monitor as we continue to plan for a new contract which is due to start in September 2027.
PE 5A.1	Reduce the tonnes of greenhouse gas emissions from our vehicles and buildings (tCO2e).	Annual	Low	13,165 (October 2023)	Carbon Neutral by 2045	12,911 (October 2024)	↑	<p>The tCO2e emissions figure is for the 2023/24 financial year. Scope 1 &amp; 2 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 next year's data is collected at the close of the financial year, analysis carried out and the figures made available during Q2 of 25/26 financial year.</p> <p>There is a lot of work to do to reach our Net Zero targets by 2030 and, while various programmes of work are on track, there are considerable global economic, political and environmental challenges.</p> <p>We will build in a 6-month review against our current annual reporting regime.</p>
<b>Our green spaces flourish and support the wellbeing of both people and nature</b>								
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	Q4 Data	Direction of travel & RAG	Commentary
<b>High quality of life for all, where people can be active, healthy and independent</b>								
PC1A.2	Increase the percentage of people with a learning disability living independently in settled accommodation	Quarterly	High	75% (December 2024)	80% (March 2025)	79% (March 2025)	↑	<p>We have maximised opportunities to de-register residential homes. Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care.</p> <p>Working Age Adult Framework to be tendered spring 2025 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>Work continues to address updating the records of people with an unknown accommodation status.</p> <p>On target RAG status applied as Q4 outturn is within the acceptable margin of error of the target.</p>
PC1A.3	Increase the percentage of people with a mental health disability living independently in settled accommodation	Quarterly	High	51% (December 2024)	54% (March 2025)	55% (March 2025)	↑	<p>We have maximised opportunities to de-register residential homes. Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care.</p> <p>Strategic Review of Mental Health Care and Supported Accommodation started to design housing pathway and meet need.</p> <p>Working Age Adult Framework to be tendered spring 2025 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>Work continues to address updating the records of people with an unknown accommodation 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	279 (December 2024)	379 (March 2025)	291 (March 2025)	↑	<p>Registration numbers are below that of the same quarter of the previous year. However, the service continues to reach clients living in our most deprived neighbourhoods 33% which is above our 25% target.</p>
PC1A.4	Increase the percentage of Adult Social Care users who are satisfied with the care and support they receive	Annual	High	62% (March 2024)	62% (March 2025)	59% (March 2025)	↓	<p>This measure looks to understand how satisfied people are with the services they receive from adult social care. It might be influenced by many different external factors, not all within the control of the council. Regardless, it's important to the council to measure service users satisfaction levels. We will be undertaking further analysis to understand the results especially through any written feedback we received. The council will work with other services where applicable to improve satisfaction levels, continuing to take a person-centred approach.</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PC1A.1	Increase the percentage of residents who have a good satisfaction with life	Annual	High	82% (December 2023)	83% (March 2025)	70% (March 2025)	↓	This was taken from the residents' survey 2024. The next survey will be undertaken in Autumn 2026. Data shows a decrease in percentage of residents who are satisfied with life since December 2023.
PC1C.1	Increase the percentage of physically active adults	Annual	High	69% (May 2024)	64% (March 2025)	70% (March 2025)	↑	<p>The March 2025 figure represents physically active adults (at least 150 minutes a week) across Bournemouth, Christchurch and Poole (BCP), for the 2023/2024 financial year. Compared to the previous year, there has been a slight increase in physically active adults. This follows an upwards trend. The BCP area figure surpasses the England national average of 63.7% by 6.5 percentage points.</p> <p>Sport England emphasises that being active not only benefits physical health but also helps manage medical conditions, reduce anxiety, improve self-esteem, and bring diverse communities together.</p> <p>The next Active Lives Adult Survey report will be published in April 2026. This will cover the period from November 2024 to November 2025.</p>
PC1C.2	Increase the percentage of physically active children and young people	Annual	High	51% (May 2024)	48% (March 2025)	61% (March 2025)	↑	<p>The March 2025 figure represents physically active children and young people's (an average of 60 minutes a day or more) for the 2023/2024 academic year. Compared to the previous year, there has been a (nearly) 10% increase in physically active children and young people. In addition, the figure for Bournemouth, Christchurch and Poole surpasses the England national average of 47.7% by over 13 percentage points.</p> <p>Sport England emphasises that being active not only benefits physical health but also helps manage medical conditions, reduce anxiety, improve self-esteem, and bring diverse communities together.</p> <p>The next Active Lives Children and Young People Survey report will be published in December 2025. This will cover the 2024/25 academic year.</p>
PC1A.5	Increase the percentage of carers who are satisfied with the care and support they receive	Every Two Years	High	36% (March 2024)	38% (March 2026)	Biannual - next update March 2026	↑	<p>This is a biennial indicator derived from a survey. Next due for reporting in the 2025/26 year.</p> <p>The RAG rating refers to the baseline. Overall satisfaction has increased from 34.7% in 2021/22 to 35.5% in 2023/24 however remains below target.</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>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
<b>Working together, everyone feels safe and secure</b>								
PC2A.1	Reduce levels of police recorded serious violent crime	Quarterly	Low	1,530 *cumulative figure (March 2024)	1,452 *cumulative figure (March 2025)	1,354 *cumulative figure (March 2025)	↑	On a rolling 12 months we are seeing a decrease in serious crime across Bournemouth, Christchurch and Poole. The total police recorded serious violent crime for 2024/25 was 1,354, a reduction of 176 Serious Violent incidences compared to the figure of 1,530 for 2023/24.
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)	87% (March 2025)	↓	The target is about maintaining the high levels of perception of safety in the local area during the day. The percentage has dropped slightly since 2023 and is slightly below target.  On target RAG status applied as the latest data is within the acceptable margin of error of the target.
PC2B.2	Increase the percentage of residents who feel safe in their local area after dark	Annual	High	53% (December 2023)	55% (March 2025)	54% (March 2025)	↑	This measure is demonstrating work that aims to increase the perception of safety after dark in the local area. When this indicator is analysed by areas within Bournemouth, Christchurch and Poole, there are varying perceptions. The data shows a slight increase in residents' perception but is slightly lower than the target.  On target RAG status applied as the latest data is within the acceptable margin of error of the target.
<b>Those who need support receive it when and where they need it</b>								
PC3C.1	Increase the number of individuals entering drug treatment	Quarterly	High	3,156 (December 2024)	3,044 (March 2025)	3,203 (March 2025)	↑	Data is for over 18 year-olds only who have consented for government to receive their information.  Official data for Q4 will not be available and in the public domain until mid-May / early June 2025. This is due to data having to go through a data cleansing process. Local data is indicating that BCP will exceed its target for a rolling 12 months. Official data is reporting that BCP at 31 <sup>st</sup> January were 3,176 in treatment in a rolling 12 month period.
PC3A.1	Increase the percentage of Education Health Care Plans issued within 20 weeks	Quarterly	High	88% (December 2024)	100% (March 2025)	90% (March 2025)	↑	Despite the 100% target, performance remains high and is higher than national and regional averages (50.3% and 33.4% respectively).
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 (September 2025)	Annual – next update December 2025	↔	This is an annual figure which has been added September 2024.  September 2024: Performance as shown from the now available data is above target and above SW and National rates, which have worsened.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
<b>Good quality homes are accessible, sustainable and affordable for all</b>								
PC4B.1	Reduce the number of homeless households in bed and breakfast	Quarterly	Low	49 (December 2024)	40 (March 2025)	48 (March 2025)	↑	<p>Figures remained consistent with the previous quarter, illustrating positive performance in keeping families out of B&amp;B, with a functional target of zero being maintained despite strong demand.</p> <p>Progress has been made in preventing B&amp;B placements across all cohorts, particularly single people. An uplift in Government grant for Homelessness services in 2025/26 will enable existing services to be maintained, whilst providing an opportunity to test and trial new ways of preventing homelessness, specifically for young people and families.</p>
PC4A.1	Reduce the number of people rough sleeping	Quarterly	Low	61 (December 2024)	62 (March 2025)	44 (March 2025)	↑	<p>Reductions in rough sleeping to the lowest levels in 18 months have been reported this quarter, which is supported by fewer people reported over the course of the preceding months. Performance remains improved compared to the same period the previous year.</p> <p>Demand from people threatened with rough sleeping remains consistently high, with new interventions targeting more swift action for those new to the street.</p> <p>Supported housing delivery programmes are due to come online over the course of the next quarter, which is expected to further impact positively should demand not further increase.</p>
PC4C.1	Increase the number of both completed new affordable and social rented homes	Quarterly	High	195 (December 2024)	120 (March 2025)	186 (March 2025)	↓	186 confirmed delivery at year end (Q4). Down from last year but over target for this year.
<b>Local communities shape the services that matter to them</b>								
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)	30% (March 2025)	↑	Figures show a positive increase, however the target was not met. Work continues to empower communities and encourage residents to engage with the democratic process to influence decisions affecting their local area.
<b>Employment is available for everyone and helps create value in our communities</b>								
PC6A.1	Increase the number of jobs created and/or safeguarded through Government and/or external funding	Quarterly	High	381 (December 2024)	61 (March 2025)	421 (March 2025)	↑	Final end of project reports submitted by businesses. Total jobs created and safeguarded via UKSPF funded projects in 24/25 are 421 (135.5 created and 285.5 safeguarded). This is an increase on last year and above the target.
PC6A.2	Increase the uptake of supported employment for those with learning disabilities	Quarterly	High	4.3% (December 2024)	4.5% (March 2025)	4% (March 2025)	↓	<p>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.</p> <p>This measure is RAG rated green as it's within 1% of the target (based on tolerance levels and margins of error).</p>



Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PC6A.3	Increase the uptake of supported employment for those with mental health issues	Quarterly	High	1.5% (December 2024)	2.6% (March 2025)	1.1% (March 2025)	↓	<p>The outturn is 1.1%, which is below Intervention Level.</p> <p>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 Adult Social Care ensures that employment is explored with those people who can work.</p> <p>As of 24 April 2025, there were 6 people recorded as seeking work and if successful would mean that the Intervention Level of 1.5% was at least achieved.</p> <p>Recent efforts to update the case management system aim to eliminate unknown employment records, resulting in more efficient records and a better understanding of this support area.</p>
<b>Skills are continually developed, and people can access lifelong learning</b>								
PC7A.1	Reduce the number of children missing education	Quarterly	Low	181 (December 2024)	285 (March 2025)	162 (March 2025)	↑	<p>This measure shows the number of children of compulsory school age who are not registered pupils at a school and are not receiving suitable education otherwise than at a school. Q4 data shows a decrease in CME rate for the second consecutive time - this is lower than National rate. This continues to positively sit below the target rate for the year. Data accuracy has been improved. School Attendance and CME Teams have been working consistently with schools to ensure grip and quick response times when children raised as CME.</p>
PC7B.1	Reduce the number of primary school aged children excluded from school	Quarterly	Low	0.03 (December 2024)	0.05 (March 2025)	0.034 (March 2025)	↓	<p>Remains below target but has increased compared to Q3. The Inclusion Service have liaised closely with school leaders to ensure supportive plans are in place for children who potentially could be excluded from a school. The Service has provided funding for support and alternative provision where appropriate.</p>
PC7B.2	Reduce the number of secondary school aged children excluded from school	Quarterly	Low	0.19 (December 2024)	0.18 (March 2025)	0.34 (March 2025)	↓	<p>Additional funding has been given to 19 schools to help prevent permanent exclusions. Additionally, when a child has been permanently excluded, we challenge schools where appropriate. Monitoring of children with more than one suspension will help improve early identification. Going forward the Children's Wellbeing and Schools Bill will hold academies to account. With the development on our Belonging strategy, we will build a system that enables young people feel a strong sense of belonging in their schools and settings so that they achieve and thrive.</p>

## Our Approach

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

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
<b>Working closely with partners, removing barriers and empowering others</b>								
A1A.1	Increase the number of assets transferred to communities	Annual	High	0 (March 2024)	–	1 (March 2025)	–	Hengistbury Head Outdoor Education Centre completed in February 2025. 6/7 being worked through for 2025/26.
<b>Providing accessible and inclusive services, showing care in our approach</b>								
A2B.1	Increase in customer interactions via the council's digital platforms	Quarterly	High	85% (December 2024)	85% (March 2025)	80% (March 2025)	↓	Whilst Q4 saw a reduction in the percentage of interactions completed online, the overall outturn for the financial year is 87% which exceeds target.
A2A.1	Increase the proportion of people who use care services who find it easy to find information about services	Annual	High	64% (March 2024)	68% (March 2025)	68% (March 2025)	↑	This indicator outturn for 2024/25 (derived from a survey) is not yet available as still in ratification process and subject to change. Benchmarking for England and the Southwest will be made available circa October 2025 and this will determine future target setting.  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)	48% (March 2025)	↑	Figures show a positive increase, however the target was not met. Work continues to improve levels of trust in the council.  On target RAG status applied as the latest data is within the acceptable margin of error of the target.
<b>Using data, insights and feedback to shape services and solutions</b>								
A3B.1	Increase satisfaction with the way the council runs things	Annual	High	41% (December 2023)	56% (March 2025)	48% (March 2025)	↑	Figures show a positive increase, however the target was not met. Work continues to improve the way the council runs things, despite challenging operating conditions.
A3A.1	Reduce the number of upheld Ombudsman complaints per 100,000 of the population	Quarterly	Low	0.75% (December 2024)	1.5% (March 2025)	0.25% (March 2025)	↑	11 complaints remain open with the Ombudsman, but we anticipate remaining within target. 1 case across BCP was upheld in this period from a total of 17 concluded complaints.
<b>Intervening as early as possible to improve outcomes</b>								
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% (December 2024)	85% (March 2025)	91% (March 2025)	↑	There has been much work undertaken within Children's Social Care to ensure our practice is robust, thorough and responsive to needs. This included ensuring that we have a strong Early help partnership, and that our assessment and planning is meeting the needs of our children and families. As a result of ensuring the right service at the right time, and the right support provided to meet the need, it has resulted in less children and families needing further input from our targeted support services. The improvement noted is one of the outcomes of our overall improvement work within BCP Children's Services, and our wider network.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
<b>Developing a passionate, proud, valued and diverse workforce</b>								
A5B.2	Increase the percentage of equality monitoring data collected from staff	Quarterly	High	41% (December 2024)	48% (March 2025)	65% (March 2025)	↑	The communication campaign launched in August 2024 has steadily increased EDI data completion rates. A new portal to capture EDI data from employees without devices is now live. People Business Partners are working on plans with services to improve data capture, resulting in an overall 64.81% completion rate. Further actions are being reviewed to increase this rate.
A5C.1	Increase the number of successful candidates from underrepresented groups for council jobs	Quarterly	High	1.4% (September 2024)	4% (March 2025)	2% (March 2025)	↑	Out of 2,093 applicants to BCP Council this quarter, 12.24% declared a disability in their equalities monitoring questionnaire in the application form. When looking only at the 359 candidates who were successful in the recruitment process, the % of candidates declaring disability is 14.2%. The differential between overall applicants and successful candidates for this underrepresented group is not as high as the last quarter.
A5B.1	Increase levels of employee engagement	Annual	High	60% (March 2024)	62% (Autumn 2025)	Annual – next update Autumn 2025	–	This measure is pending as the baseline has not been RAG rated. The baseline data has been used to inform the next target, which is based on data from the council's next annual engagement survey scheduled for Summer 2025, with results anticipated in Autumn 2025.
<b>Creating an environment for innovation, learning and leadership</b>								
A6B.1	Increase the number of current council employees supported to undertake apprenticeships	Quarterly	High	97 (December 2024)	84 (March 2025)	116 (March 2025)	↑	We have had a significant increase in colleagues undertaking apprenticeships over the past 3 months and have significantly exceeded this quarter's target. We are increasingly using apprenticeships to enhance colleagues' qualifications and ensure cost-effective training. We encourage colleagues to choose apprenticeships over paid training when appropriate. We also continue developing career pathways and seek to use apprenticeships whenever possible.
A6B.2	Increase the total number of apprentices employed specifically on apprenticeship contracts by the council	Quarterly	High	36 (December 2024)	36 (March 2025)	34 (March 2025)	↓	The number of apprentices has reduced by two since the last reporting period due to the apprentices completing their programme and securing permanent employment with the council.
<b>Using our resources sustainably to support our ambitions</b>								
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	98% (March 2024)	98% (March 2025)	96% (March 2025)	↓	Although the collection % is slightly down on the previous year the Collection team have collected £12,000,000 more than last year, despite a system conversion and a temporary structure to operate from. This is why an on target RAG rating has been applied.
A7A.4	Increase the percentage of council tax collected	Quarterly	High	96% (March 2024)	97% (March 2025)	95% (March 2025)	↓	Target was not met, but only by a small margin, mainly due to a system conversion creating a large backlog and a temporary structure to operate from. Therefore, an on target RAG rating has been applied.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
A7A.1	Increase the percentage of residents who think the council provides value for money	Annual	High	29% (December 2023)	36% (March 2025)	33% (March 2025)	↑	<p>Figures show a positive increase, however the target was not met. Work continues to improve efficiency and value for money despite challenging operating conditions, as well as efforts to explain to residents where the Council spends its money.</p> <p>On target RAG status applied as the latest data is within the acceptable margin of error of the target.</p>