

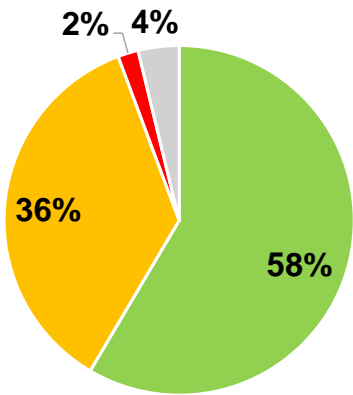
# Quarter 1 2025- 26 - Overview of performance

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](#).

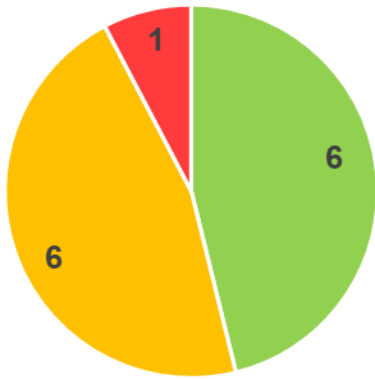
## Q1 Overall

- 31 Measures are on target (green)
- 19 measures require monitoring (amber)
- 1 measure requires action (red)
- 2 measures are pending a RAG rating (grey)

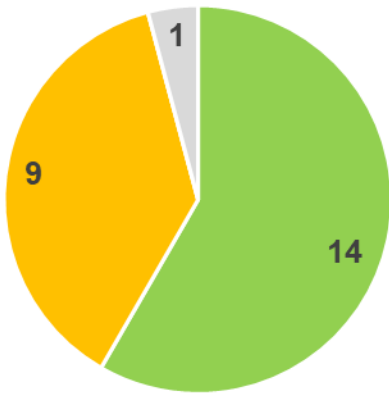
Across the three corporate priority areas, this breaks down into:



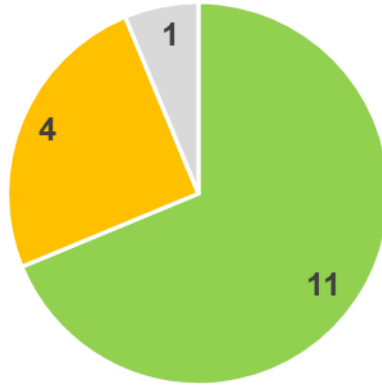
### Our Place and Environment



### 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	Q1 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	24.15M (June 2024)	27.71M (March 2026)	24.85M (June 2025)	↑	Bus patronage has shown an increase for the 12 months to June 2025 compared to the 12 months to June 2024. For April, May and June 2025 compared to April, May and June 2024 there has been a slight reduction in passenger numbers. Note that taking the rolling 12 months to June 2025 the figure still remains higher than to June 2024.
PE1A.2	Increase the number of publicly available Electric Vehicle (EV) charge points	Quarterly	High	220 (March 2025)	220 (June 2025)	220 (June 2025)	↔	The Electrical Vehicle Charging Infrastructure (EVCI) numbers have not increased due to legal delays with the charging hubs and with the ongoing works towards the award of The Local Electric Vehicle Infrastructure (LEVI) Fund. There will be a lot of work in Q2 towards the hubs and doing the preparation to start installing LEVI chargers. The main growth will proceed in Q3 & Q4 and will then carry on for every quarter for 36 months.
<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	512 (March 2025)	844 (June 2025)	760 (June 2025)	↑	760 fixed penalty notices issued including: <ul style="list-style-type: none"> <li>• 7 PSPO offences</li> <li>• 1 flyposting</li> <li>• 7 fly tipping</li> <li>• 9 waste duty of care</li> <li>• 736 litter</li> </ul>
PE2D.1	Reduce levels of police recorded antisocial behaviour (ASB)	Quarterly	Low	1,548 (March 2025)	1,775.5 (June 2025)	2,370 (June 2025)	↓	Figure shows number of police recorded incidents. Drugs ASB is still rising, and actions are being taken to address this but overall ASB on a rolling 12-month basis is showing a decrease. There are some seasonal issues that increase the number of ASB at certain times of the year which include the significant rise in footfall in BCP at certain times of the year.
PE2D.2	Increase enforcement outcomes relating to street-based antisocial behaviour (ASB)	Quarterly	High	1,568 (March 2025)	1,926 (June 2025)	1,475 (June 2025)	↓	Street based enforcement stats for Q1: <ul style="list-style-type: none"> <li>• Number of CSAS incidents attended: 920</li> <li>• Number of alcohol seizures: 40</li> <li>• Number of dispersals: 498</li> <li>• CPW: 22</li> <li>• CPN: 3</li> <li>• ASBI: 1</li> <li>• Closure: 1 full order, 4 closure notices</li> </ul> Numbers are lower than target and baseline due to the end of grant funding, which in turn has reduced staff

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
								numbers. However, 197 enforcement outcomes per officer is higher than in 2024 which was 136.
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)	↓	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.
PE2B.2	Increase residents' satisfaction with street cleaning	Annual	High	49% (October 2023)	54% (March 2025)	48% (March 2025)	↓	Figure shows a slight decrease, and the target was not met. Next public satisfaction survey due Autumn 2026.  Budget setting public engagement survey results Autumn 2024 show 22% of residents surveyed wanted spending increased to support clean streets.  The Council continues to provide statutory, daily, cleansing services within its core revenue funding, following the removal of enhanced temporary funding.  Work is underway to identify funds to support phased replacement of damaged or poorly sited public litter and dog waste bins.
<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)	15,500 (December 2025)	15,495 (December 2024)	↑	No new data – UK Business count has BCP at 15,495 for 2024 up from 15,370 in 2023. Data is released by NOMIS annually usually in the autumn. 2025 data expected autumn 2025
<b>Revitalised high streets and regenerated key sites create new opportunities</b>								
PE4A.1	Increase footfall across our three Town Centres	Quarterly	High	21,88M (June 2024)	18M (June 2025)	21,74M (June 2025)	↓	Performing similarly to last year which is a positive when looking at the national trends for High Street footfall. Slightly behind target but on track for a positive summer.
PE4B.1	Increase the percentage of all major planning applications determined on time	Quarterly	High	85% (March 2025)	78% (June 2025)	88% (June 2025)	↑	Performance is strong and is steadily increasing from previous quarters. It is anticipated that this will continue to improve now we have implemented the single IT system and have stability in terms of staff recruitment with no current vacancies.
PE4B.2	Increase the percentage of all non-major planning applications determined on time	Quarterly	High	84% (March 2025)	92% (June 2025)	83% (June 2025)	↓	Performance has dipped slightly from the previous quarter. This is due to recruitment of new members of staff at the more junior level. It takes some time to develop and train the staff to a point where they can work independently. It is anticipated that performance will increase over the year as the levels of experience in the team grow.
<b>Climate change is tackled through sustainable policies and practice</b>								

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
PE5E.1	Increase the percentage of waste diverted from landfill	Quarterly	High	92% (March 2025)	90% (March 2026)	89.07% (June 2025)	↓	The landfill diversion rate has reduced slightly due to one of our waste disposal contractors diverting waste to a landfill site rather than an EfW facility due to operational reasons.
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>
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	Q1 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	79% (March 2025)	80% (March 2026)	81.2% (June 2025)	↑	<p>We have maximised opportunities to support the transition of individuals – particularly those with learning disabilities or mental health needs – into settled, supported accommodation.</p> <p>Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care. Working Age Adult Framework to be tendered spring 2025 to maximise procurement opportunities for supported living. Ongoing work with Housing to develop the Strategic Housing Plan to inform specialist housing development. Work continues to address updating the records of people with an unknown accommodation status. Strategic Housing Plan now completed by PPL (Private Public Ltd) and subgroups being set up by Housing to take forward specific developments by primary support groups. Framework due out this year to provide the care and support against each property.</p>
PC1A.3	Increase the percentage of people with a mental health issue living independently in settled accommodation	Quarterly	High	55% (March 2025)	70% (June 2025)	70.8% (June 2025)	↑	<p>We have maximised opportunities to de-register residential homes i.e. to support the transition of individuals – particularly those with learning disabilities or mental health needs – into settled, supported accommodation.</p> <p>Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care. Working Age Adult Framework to be tendered spring 2025 to maximise procurement opportunities for supported living. Ongoing work with Housing to develop the Strategic Housing Plan to inform specialist housing development. Work continues to address updating the records of people with an unknown accommodation status. Strategic Housing Plan now completed by PPL (Public Private Ltd) and subgroups being set up by Housing to take forward specific developments by primary support groups. Framework due out this year to provide the care and support against each property.</p>
PC1B.1	Increase the number of registrations from people in the most deprived areas accessing health and wellbeing support (LiveWell Dorset)	Quarterly	High	538 (June 2024)	515 (June 2025)	257 (June 2025)	↓	<p>The service continues to reach clients living in our most deprived neighbourhoods. Registration numbers are below that of the same quarter of the previous year. However, the proportion reached - 37% is comparable and above our 25% target of registrations from clients living in our most deprived neighbourhoods. The same quarter the previous year had a greater number of registrations which has set a higher target for this quarter. The number of registrations living in the most deprived neighbourhoods was at 50% of registrations for the same quarter the previous year.</p>
PC1A.4	Increase the percentage of Adult Social Care users who are satisfied with the care and support they receive	Annual	High	62%	62%	59%	↓	<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</p>



Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
				(March 2024)	(March 2025)	(March 2025)		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.
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	70.20% (March 2025)	64% (March 2025)	71.50% (June 2025)	↑	<p>The June 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 no change in physically active adults. This follows an upwards trend. The BCP area figure surpasses the England national average of 67.4% by 4.1%.</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 is expected to 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</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
								the intervention is based on the England average (36.7%) from 2023/24.
<b>Working together, everyone feels safe and secure</b>								
PC2A.1	Reduce levels of police recorded serious violent crime	Quarterly	Low	307 (March 2025)	313 (June 2025)	333 (June 2025)	↓	On a rolling 12-month period we are still seeing a decline in serious violence.
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	3,203 (March 2025)	3,127 (June 2025)	3,195 (June 2025)	↓	Drugs performance is on a rolling 12-month basis, and lags about 8 weeks from date of submission. Drugs information is submitted to a national database.
PC3A.1	Increase the percentage of Education Health Care Plans issued within 20 weeks	Quarterly	High	89.70% (March 2025)	70% (June 2025)	58.54% (June 2025)	↓	This measure shows of all EHCPs issued in the quarter the percentage of those that were issued within timescale. Performance has dropped since the last quarter due to the previously anticipated effects of delays to Educational Psychology Advice being completed as a result of service capacity limitations. However, this figure still remains above national average at 46.4%. A capacity management plan is in place to manage the backlog and ensure timeliness matches at least national average while still addressing older assessments.
PC3B.1	Reduce the attainment gap and improve learning outcomes for children and young people in receipt of free school meals	Annual	Low	50.1 (September 2024)	35 (March 2026)	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	Q1 Data	Direction of travel & RAG	Commentary
PC3D.1	Ensure that the timeliness of assessments to determine the child's needs is conducive with offering the right service at the right time to children, young people and their families	Quarterly	High	94% (March 2025)	85% (March 2026)	95% (June 2025)	↑	This measure shows that child and family's needs are assessed in a timely fashion. Plans and services are implemented without delay. The percentage of assessments completed by Social Care that were completed within timeframe remains high for the 5th quarter in a row. Performance outstrips our statistical neighbours and other Good LAs by at least 5 percentage points. We are consistently high performers in this area.
<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	48 (March 2025)	40 (June 2025)	44 (June 2025)	↑	Families in B&B have continued to be maintained at a 'functional zero' level for a further quarter, with homelessness prevention interventions continuing to demonstrate improving performance. The majority of the single person households in B&B are seeking specialist housing solutions in either supported housing or other specialist housing environment. A Specialist & Supported Housing Strategy is in development which is expected to further assist reduced B&B dependency through new commissioned and specialist housing delivery arrangements.
PC4A.1	Reduce the number of people rough sleeping	Quarterly	Low	44 (March 2025)	50 (June 2025)	49 (June 2025)	↓	Expected seasonal increases in rough sleeping have been found in the past quarter, with marginally higher numbers of new people sleeping roughly for only a few nights before moving on. In comparison to the same period last year, rough sleeping has reduced by a third (63 in Jun 24), illustrating the relentless efforts of BCP Homelessness Partnership in supporting a reduction in rough sleeping for those who have been rough sleeping for the longest time. Specialist housing solutions provided by the Council's SHAP (Single Homeless Accommodation Programme) and delivery partners have been critical to the success.
PC4C.1	Increase the number of both completed new affordable and social rented homes	Quarterly	High	65 (June 2024)	0 (June 2025)	0 (June 2025)	↓	100 homes by end of March 2026 on target. No new homes completed or purchased this quarter. 9 new homes at Craigmoor Avenue, Grants Close Bournemouth and High Street Christchurch due for completion in August to November 2025. Further build completions expected at Hillbourne and Templeman House in early 2026. 154 affordable homes currently under construction
<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)	—	Funding no longer available so data is no longer available for this measure. A request for this measure to be removed is going to the next Corporate Strategy Delivery Board.



Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
PC6A.2	Increase the uptake of supported employment for those with learning disabilities	Quarterly	High	4% (March 2025)	4.5% (March 2026)	4.6% (June 2025)	↑	<p>The Supported Employment Review has been agreed as one of the six priorities of the co-produced Day Opportunities Strategy. Out Fulfilled Lives, strengths based approach in ASC ensures that employment is explored with those people who are able to work. Dorset Work Matters is a joint project between Dorset HealthCare and Dorset Mental Health Forum and helps people who are accessing mental health services to find paid employment. Employment specialists have been working with people to reconnect them with their passions, interests, and skills, and use this as a focus for them to find employment. The employment specialists are skilled at working with employers to negotiate personalised reasonable adjustments and to ensure that the right support is in place to sustain.</p> <p>The individual placement support workers have received an expansion in their funding over the next 5 years. The funding will include an extra 5 IPS workers and a new team lead.</p>
PC6A.3	Increase the uptake of supported employment for those with mental health issues	Quarterly	High	1.1% (March 2025)	2.6% (March 2026)	2.6% (June 2025)	↑	<p>The Supported Employment Review has been agreed as one of the six priorities of the co-produced Day Opportunities Strategy. Out Fulfilled Lives, strengths-based approach in Adult Social Care ensures that employment is explored with those people who are able to work. Dorset Work Matters is a joint project between Dorset HealthCare and Dorset Mental Health Forum and helps people who are accessing mental health services to find paid employment. Employment specialists have been working with people to reconnect them with their passions, interests, and skills, and use this as a focus for them to find employment. The employment specialists are skilled at working with employers to negotiate personalised reasonable adjustments and to ensure that the right support is in place to sustain.</p> <p>The individual placement support workers have received an expansion in their funding over the next 5 years. The funding will include an extra 5 IPS workers and a new team lead.</p>
<b>Skills are continually developed, and people can access lifelong learning</b>								
PC7B.1	Reduce the number of primary school aged children excluded from school	Termly	Low	0.019% (September 2024)	0.01% (March 2026)	0.012% (March 2025)	↑	<p>This measure shows the percentage of children who were permanently excluded in primary schools during the Spring term. Children who experience a permanent exclusion from school, miss vital time from their educational learning. For some children this disruption can be significant and have a profound impact on their progress and future outcomes. 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. We are working collaboratively with children, young people and their families, as well as school leaders and other partners to develop a Belonging Plan to ensure that the priorities set out in our Belonging Strategy are delivered and impactful. We have also secured funding to commission 'The Difference' (an educational charity) to develop whole-school inclusion and support with the development of a three-tier Alternative Provision model. We will also utilise grant funding to collaboratively</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
								develop high-quality ordinarily available provision across the conurbation. The rate of primary age permanent exclusions remains below national comparators but in line with regional comparators.
PC7B.2	Reduce the number of secondary school aged children excluded from school	Termly	Low	0.153% (September 2025)	0.082% (March 2026)	0.137% (March 2025)	↑	This measure shows the percentage of children who were permanently excluded in secondary schools during the Spring term. We are working collaboratively with children, young people and their families, as well as school leaders and other partners to develop a Belonging Plan to ensure that the priorities set out in our Belonging Strategy are delivered and impactful. We have also secured funding to commission 'The Difference' (an educational charity) to develop whole-school inclusion and support with the development of a three-tier Alternative Provision model. We will also utilise grant funding to collaboratively develop high-quality ordinarily available provision across the conurbation.

## 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	Q1 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	Raise the proportion of interactions that come from online platforms	Quarterly	High	80% (March 2025)	85% (March 2026)	71% (June 2025)	↓	<p>Although the data suggests there has been a drop in the use of self-service there have been changes in the use of the Dynamics CE system which has historically been used to capture this data which have impacted the trend line.</p> <ul style="list-style-type: none"> <li>Some services are no longer processed via Dynamic CE but by other systems (for example, the management of Beach Hut bookings). Reporting of this type of activity is therefore not included in the current figures.</li> <li>The platform itself has been updated and in the process of moving services from the old version of the software to the new version, some self-serve options have been streamlined to simplify journeys for customers and improve efficiency.</li> <li>Changes to the website, which reviewed all service content, may have driven down the need for some enquiries.</li> </ul> <p>Now that the new Dynamics platform is in place with improved functionality to support the roll out of self-serve options the aim is</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
								to actively channel shift activity away from phone lines and on to self-serve options.  A programme is being put together to underpin delivery. This will form part of the Customer Strategy refresh, which is currently being scoped now that the transformation programme has delivered the technological advances to the underlying systems
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 percentage of upheld Ombudsman complaints per 100,000 of the population	Annual	Low	0.75% (December 2024)	1.5% (March 2025)	0.25% (March 2025)	↑	
<b>Intervening as early as possible to improve outcomes</b>								
A4A.1	Decrease the percentage of Children and Young People returning to Early Help (targeted support) within 12 months	Quarterly	Low	9% (March 2025)	15% (March 2026)	13% (June 2025)	↓	This measure shows that Early Help (targeted support) is having a positive impact on the lives of children. The data is based on Level 3 Targeted Intervention which is part of the Early help system. During Q1, we remained on target, with a continued low volume of re-referrals into the service. This trend reflects a positive picture, suggesting that the interventions delivered through BCP Early Help and Targeted Intervention service, and the broader EH partnership are effectively addressing the needs of children and families at the earliest opportunity. Notably, the low numbers of repeat interventions highlights the impact and sustainability of our current approach. The introduction of clear pathways across the wider EH partnership is progressing well. These developments are strengthening multi-agency collaboration and enhancing the consistency of support offered
<b>Developing a passionate, proud, valued and diverse workforce</b>								
A5B.2	Increase the percentage of equality monitoring data collected from staff	Quarterly	High	65%	70%	64.49%	↓	Slight reduction in overall completion rates. Directors reminded of the importance to encourage colleagues to complete their EDI data.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
				(March 2025)	(June 2025)	(June 2025)		Overall completion rate: 64.49%  Disability completion rate: 76.5% of colleagues have provided this data Ethnicity completion rate : 76.25% of colleagues have provided this data Marriage/Civil Partnership completion rate: 47.64% of colleagues have provided this data Gender Identity completion rate : 49.24% of colleagues have provided this data Religion completion rate: 68.5% of colleagues have provided this data Sexual Orientation completion rate: 68.79% of colleagues have provided this data
A5C.1	Increase the number of successful candidates from underrepresented groups for council jobs	Quarterly	High	1.96% (March 2025)	6% (June 2025)	4.8% (June 2025)	↑	We had 6,883 total applications to jobs from 1 April – 30 June 2025. Out of the 4,699 candidates who responded 480 marked themselves as having a disability (10.21 % of those who responded). 26 of those 480 candidates were offered a job role (5.41% of the total). A significant positive uplift has been seen in the differential between overall applicants and successful candidates for this underrepresented group, compared to 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	116 (March 2025)	121 (June 2025)	123 (June 2025)	↑	On target with this. Colleagues continue to be encouraged to utilise apprenticeships as cost effective development opportunities. We are currently encouraging colleagues to undertake the coaching apprenticeship to further develop our internal coaching offer to support our colleagues.
A6B.2	Increase the number of newly recruited colleagues into apprenticeship posts	Quarterly	High	34 (March 2025)	40 (June 2025)	39 (June 2025)	↑	Since the last reporting period, a further 5 apprentices have joined the Council, building on last quarter and only narrowly missing target this time.
<b>Using our resources sustainably to support our ambitions</b>								
A7A.2	Increase the percentage of successful grant applications	Quarterly	High	100% (March 2025)	92% (June 2025)	100% (June 2025)	↔	2 bids both successful. £95,000 awarded by Environment Agency for Debris Screen Health and Safety works. £6,222,000 awarded by Environment Agency for Poole Bridge to Hunger Hill flood defence works.
A7A.3	Increase the percentage of business rates collected	Quarterly	High	31.89% (June 2024)	24.5% (June 2025)	31.65% (June 2025)	↑	The % collected at the end of quarter 1 is on target to achieve annual in year collection rate of 97.9%

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q1 Data	Direction of travel & RAG	Commentary
A7A.4	Increase the percentage of council tax collected	Quarterly	High	27.94% (June 2024)	27.94% (June 2025)	27.25% (June 2025)	↓	The % collected at the end of quarter 1 is on target to achieve annual in year collection rate of 96.4%
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>