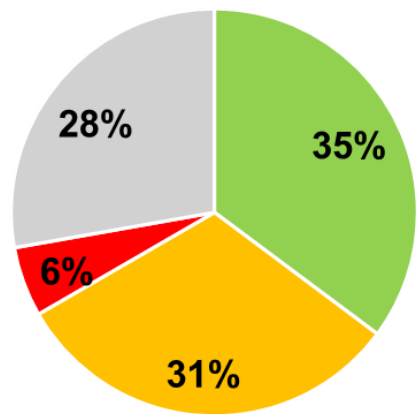


Quarter 2 2025-26 - Overview of performance

This report provides an update of quarter two in the 2025/26 year on the progress measures in the council’s shared vision for Bournemouth, Christchurch and Poole. More detail is available in the [performance dashboard](#).

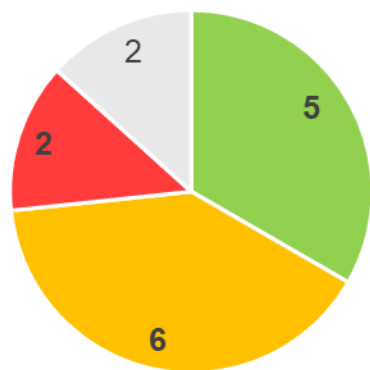


Q2 Overall

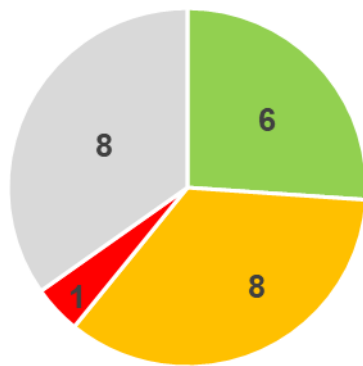
- 19 Measures are on target (green)
- 17 measures require monitoring (amber)
- 3 measure requires action (red)
- 15 measures are pending a RAG rating (grey) mostly due to these being annual or bi-annual measures

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 Q2 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, such as with annual or biannual measures.
- **Commentary:** Provides further detail on performance.

Our Place and Environment

There are currently fifteen measures that sit under the six ambitions of 'Our Place and Environment' priority. Two of these are measured **annually** and two measured **biannually** and are shaded grey unless being reported in Q2, and eleven are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 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	24.85M (June 2025)	27.71M (March 2026)	24.84M (September 2025)	↔	The number of bus passenger trips shows a very slight decline from the previous quarter. The increase in the national fares cap from £2 to £3 is affecting bus patronage and lack of noticeable growth in the national economy is also a factor.
PE1A.2	Increase the number of publicly available Electric Vehicle (EV) charge points	Quarterly	High	220 (June 2025)	240 (September 2025)	265 (September 2025)	↑	The number of council and public electric vehicle (EV) chargers has increased to 265, exceeding the target. Earlier delays were caused by procurement and contract issues, but these have now been resolved and site programming is underway. The Local Electric Vehicle Infrastructure (LEVI) bid secured 1,100 charging sockets and six rapid charging hubs, with the first hub now set to be operational in early 2026 and more to follow. A homeowner charging gulley trial is also starting imminently, supported by £93,000 in grant funding. Despite previous setbacks, these developments provide a strong foundation for delivering EV infrastructure across the area.
Our communities have pride in our streets, neighbourhoods and public spaces								
PE2B.1	Increase the number of Fixed Penalty Notices (FPNs) served for fly tipping and littering offences	Quarterly	High	760 (June 2025)	844 (September 2025)	1.43K (September 2025)	↑	1428 fixed penalty notices issued including: 8 PSPO offences 17 flytipping 3 waste duty of care 1400 litter The increase in FPNs issued this quarter is due to additional mobile resource to support visitor influx.
PE2D.1	Reduce levels of police recorded antisocial behaviour (ASB)	Quarterly	Low	2,370 (June 2025)	1,775.5 (September 2025)	2,573 (September 2025)	↓	There is a slight rise in anti-social behaviour (ASB) data for the last quarter compared to the same quarter last year. There is joint work currently being done between the Police and BCP Council around writing an ASB strategy and a new strategic ASB group is being formed.
PE2D.2	Increase enforcement outcomes relating to street-based antisocial behaviour (ASB)	Quarterly	High	1,475 (June 2025)	1,926 (September 2025)	1,069 (September 2025)	↓	Street based enforcement stats Q2: Number of CSAS incidents attended: 632 Number of alcohol seizures: 22 Number of dispersals: 344 Early intervention notices: 10 Support referrals:34 Community Protection Warnings (CPW) – 23 Community Protection Notices (CPN) – 1 Anti-Social Behaviour Injunctions (ASBI) – 1

								Closure – 2 We have seen an overall year-on-year reduction in anti-social behaviour statistically and a quarterly reduction in the new metrics being tracked over the summer period, which bucks the previous years' trends. As such individual engagements and enforcement will be lower.
PE2A.1	Increase the percentage of residents who are satisfied with their local area as a place to live	Biannual	High	75% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
PE2B.2	Increase residents' satisfaction with street cleaning	Biannual	High	48% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
Our inclusive, vibrant and sustainable economy supports our communities to thrive								
PE3A.1	Increase the number of businesses in the BCP area	Annual	High	15,495 (December 2024)	15,500 (December 2025)	15,600 (September 2025)	↑	The number of enterprises measure tracks the size of the business stock in the BCP Council area and is Office of National Statistics (ONS) data (UK Business Counts).
PE3B.1	Increase non-financial support given to BCP-based businesses	Quarterly	High	0	475 (March 2026)	280 (September 2025)	↑	The businesses supported is a new measure, agreed at the Corporate Strategy Performance Board on 11 November 2025 and tracks the number of BCP based businesses that are supported. Support includes enquiries received and responded to, and attendance at events.
PE3C.1	Increase in the creation of new business enterprises	Quarterly	High	0	30 (March 2026)	9 (September 2025)	↑	The new enterprises measure is new, agreed at the Corporate Strategy Performance Board on 11 November 2025, and tracks the number of new enterprises (businesses) set up following our UKSPF funded 'Ignite' business start-up courses. There are courses for both BCP residents and BCP based university students.
Revitalised high streets and regenerated key sites create new opportunities								
PE4A.1	Increase footfall across our three town centres	Quarterly	High	21.74M (June 2025)	20M (September 2025)	22.54M (September 25)	↑	As expected, the summer season delivered a strong footfall performance, amounting to 22.5 million visits to Bournemouth, Christchurch, and Poole town centres in Q2, reflecting the area's enduring appeal as a summer destination. This represents a significant improvement compared to the Q1 figures with an additional 2 million visitors. The growth is particularly positive given that town centre footfall has generally faced static or declining trends post-Covid, driven by changing consumer habits, increased online shopping, and economic pressures. Achieving sustained growth in this metric is challenging, making these results a positive indicator of the resilience of BCP's visitor economy.
PE4B.1	Increase the percentage of all major planning applications determined on time	Quarterly	High	88% (June 2025)	80% (September 2025)	69% (September 2025)	↓	Planning application determination data is sourced from central government and provides year-to-date quarterly performance updates. 32 major planning applications were determined in Q2, although throughput and total number of decisions is high in terms of the number of

								decisions issued in time, performance has dipped in Q2. This has been in part due to issuing decisions on a number of older applications where the applicant had been unwilling to agree to an extension of time. Other factors which have influenced this is staff sickness which reduced capacity to handle and determine major planning applications. This has been highlighted to the planning team and the team managers will be working closely with the senior planning officers to ensure performance increases in Q3.
PE4B.2	Increase the percentage of all non-major planning applications determined on time	Quarterly	High	83% (June 2025)	92% (September 2025)	88% (September 2025)	↑	Performance has increased in Q2 and remains strong in this area. Staff recruited earlier in the year have now had time to establish themselves within the team and the department is seeing the benefits of a period of stability. It is anticipated that performance will continue to improve and meet targets.
Climate change is tackled through sustainable policies and practice								
PE5E.1	Increase the percentage of waste diverted from landfill	Quarterly	High	89.07% (June 2025)	90% (March 2026)	86.25% (September 2025)	↓	A temporary decrease in our landfill diversion rate is due to a decision made by our waste contractors to send residual waste to landfill rather than to Energy from Waste (EfW) facilities. This decision was taken during a period when EfW facilities were undergoing scheduled maintenance resulting in a shortage of available capacity. We will monitor this situation although we believe Q3 & Q4 will show some improvement.
PE 5A.1	Reduce the tonnes of greenhouse gas emissions from our vehicles and buildings (tCO2e).	Annual	Low	12,911 (October 2024)	Carbon Neutral by 2045	13.4% reduction in 2024/25 against annual reduction in 23/24	↑	Progress has been made during 2024/25, showing an overall reduction in emissions by 13.4%, this has been achieved by retrofit investment on the corporate estate, increased purchase of Hydrotreated Vegetable Oil, investment in the electric vehicle fleet and more accuracy in the revised staff travel survey.
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 three measures that sit under the seven ambitions of ‘Our People and Communities’ priority. Eight are measured **annually**, twelve are measured **quarterly**, two are **termly** and one is collected **everytwo years**. Annual/biannual measures are shaded grey unless being reported in Q2.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 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	81.2% (June 2025)	80% (March 2026)	79.7% (September 2025)	↓	We have maximised opportunities to de-register residential homes i.e., to support the transition of individuals – particularly those with learning disabilities (LD) or mental

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								health (MH) needs – into settled, supported accommodation. Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care. A Working Age Adult Framework is to be tendered Spring 2025 to maximise procurement opportunities for supported living. Ongoing work with Housing to develop a 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. Supported Housing Commissioning is currently working with housing and development to increase specialist accommodation capacity through the specialist housing strategy. We have a development due in March 2026 which will provide 13 MH and 13 LD one bed (2 person) flats. Allowing us to nominate either for one person or couples. We are also working through a consultation pre planning on another development that will provide an additional 12 one bed flats for LD. Planning to go in 2026.
PC1A.3	Increase the percentage of people with a mental health issue living independently in settled accommodation	Quarterly	High	70.8% (June 2025)	70% (September 2025)	70% (September 2025)	↔	We have maximised opportunities to de-register residential homes i.e., to support the transition of individuals – particularly those with learning disabilities (LD) or mental health (MH) needs – into settled, supported accommodation. Commissioning is refocusing on developing appropriate supported accommodation to divert people away from residential care. A Working Age Adult Framework to be tendered in Spring 2025 to maximise procurement opportunities for supported living. Ongoing work with Housing to develop to a 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. Supported Housing. Commissioning is currently working with housing and development to increase specialist accommodation capacity through the specialist housing strategy. We have a development due to come online March 2026 which will

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								provide 13 MH and 13 LD one bed (2 person) flats. Allowing us to nominate either for one person or couples. We are also working through a consultation pre planning on another development that will provide an additional 12 one bed flats for LD. Planning to go in 2026.
PC1B.1	Increase the number of registrations from people in the most deprived areas accessing health and wellbeing support (LiveWell Dorset)	Quarterly	High	257 (June 2025)	267 (September 2025)	222 (September 2025)	↓	The service continues to reach clients living in our most deprived neighbourhoods. Registration numbers are below that of Q2 2024/25, however the proportion reached – 30% – is higher than Q2 2024/25 and is above our 25% target of registrations from clients living in our most deprived neighbourhoods. Q2 2024/25 had a greater number of registrations which has set a higher target for this quarter. Reasons for a reduction in registration numbers includes the loss of the ability to direct targeted marketing and communication campaigns via social media, the loss of the Public Health Dorset website and the organisation's social media account no longer being used. To resolve this, a number of campaigns are planned through targeted marketing and alternative social media advertising. LiveWell Dorset has changed the basis on which the indicator is constructed, now looking at the 20% most deprived neighbourhoods locally when previously it was looking at the 20% most deprived neighbourhoods nationally, which increases the target audience quite significantly.
PC1A.4	Increase the percentage of Adult Social Care users who are satisfied with the care and support they receive	Annual	High	59% (March 2025)	62% (December 2025)	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new information is available. New information should be available in March 2026.
PC1A.1	Increase the percentage of residents who have a good satisfaction with life	Annual	High	70% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
PC1C.1	Increase the percentage of physically active adults	Annual	High	71.50% (June 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. When new national averages are released, we will be able to set our target.
PC1C.2	Increase the percentage of physically active children and young people	Annual	High	61% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. When new national averages are released, we will be able to set our target.
PC1A.5	Increase the percentage of carers who are satisfied with the care and support they receive	Biannual	High	36% (March 2024)	38% (March 2026)	-		This is a biannual measure not reported at Q2 so it has been marked as 'pending' until new data is available. New data should be available in spring 2026.
Working together, everyone feels safe and secure								

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
PC2A.1	Reduce levels of police recorded serious violent crime	Quarterly	Low	333 (June 2025)	313 (September 2025)	363 (September 2025)	↓	The figures were slightly higher in July than last year (137 to 122) but almost identical figures for August and September. The highest volume of serious violence is still sexual violence, and some work is being done to monitor public place sexual violence in a more comprehensive manner. The partnership structure for managing serious violence is changing also with a new Serious Violence Multi-Agency action group being formed with a police officer leading which is a change from our current serious violence delivery group structure.
PC2B.1	Increase the percentage of residents who feel safe in their local area during the day	Annual	High	87% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
PC2B.2	Increase the percentage of residents who feel safe in their local area after dark	Annual	High	54% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
Those who need support receive it when and where they need it								
PC3C.1	Increase the number of individuals entering drug treatment	Quarterly	High	3,195 (March 2025)	3,127 (June 2025)	3,156 (June 2025)	↓	Q2 actual figures will not be available until end of November (the verified data via central government is about 8 – 12 weeks after the end of the quarter). Drugs activity can only be reported via verified data which is in the public domain Due to the government time lag in finalising publicly available figures, quarterly reporting for this measure will be one quarter behind. Since verification, we can now report that the actual Q1 figure is 3,156 adults in treatment. Q2 figures will be reported in full at Q3 and will be updated as soon as available on the live Corporate Performance dashboard.
PC3A.1	Increase the percentage of Education Health Care Plans issued within 20 weeks	Quarterly	High	58.54% (June 2025)	70% (September 2025)	24.60% (September 2025)	↓	Since September 2024, we have been unable to resource the Educational Psychology (EP) team sufficiently to keep up with the number of requests for Education Health and Care Needs Assessments and Plans. BCP are showing an increase in the rate of Initial Requests per 10,000 population (0-25) between 2020 and 2024 with a rate of 105.7 in 2024 compared to 41.3 in 2020. BCP are above all the comparators in 2024 (Eng 88.1, SW 95.9 and SN 93.4). In 2024 our 20-week timeliness improved as a result of a cash injection to resource the EPS at the level which was required for them to meet the demand for EP assessments. Once this resource was spent, it has contributed to, but is not wholly accountable for, the extended timescales seen with the 20-week process more recently. From August 2025 the EP Team are prioritising assessments for children based on vulnerability factors

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								weighed against enough new requests to enable the ECHP process to be completed in line with national average performance. The notable dip in performance in Q2 may be attributed in part to previous prioritisation of EP assessments which focussed only on a child's vulnerability factors. There were also some delays with BSO functions which are now resolved. Another factor is historic turbulence in staff turnover at EHCCO level which is now stabilising.
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 (Sept 2024)	35 (March 2026)	50.60 (September 2025)	↔	Provisional data collected locally is provided, national data will be published in the Autumn term, and the measure will be updated accordingly when available. BCP Council schools are significantly above national, regional and SN benchmarks from the previous year. However, we are unable to provide a direct comparison until the 2024/25 national benchmarking data is released by the Department for Education. There is a slight improvement on the previous year, based on the BCP Council provisional data.
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	95% (June 2025)	85% (March 2026)	96% (September 2025)	↑	This performance is significantly above national benchmarks (85%) and has remained consistently higher than all comparator authorities for an incredible eight consecutive quarters. Such positive performance is a direct reflection of the commitment of staff to children and families, and the clear processes in place to ensure consistency and timely assessments.
Good quality homes are accessible, sustainable and affordable for all								
PC4B.1	Reduce the number of homeless households in bed and breakfast	Quarterly	Low	44 (June 2025)	40 (September 2025)	65 (September 2025)	↓	Households in bed & breakfast have increased in the past quarter, with the Housing service experiencing the highest level of demand during this period in the past 5 years. Homelessness demand has increased by 9% over the past year, with more recent drivers coming from no-fault evictions from the private rented sector. The impact of the future legislative changes in this market are forecast to continue to have a homelessness impact. Additional central Government grant resources will be focused on supporting the homelessness prevention agenda, with targeted interventions supporting household most likely to be at risk.
PC4A.1	Reduce the number of people rough sleeping	Quarterly	Low	49 (June 2025)	50 (September 2025)	66 (September 2025)	↓	The overall prevalence of rough sleeping continues to show reductions from the same period last year with an 11% reduction. Whilst seasonality continues to influence the total count, the profile of those rough sleeping has seen a marked change. There are 75% fewer people rough sleeping long term. Those new to rough sleeping are only seen a few times before they are helped into alternative accommodation, meaning that people are staying on the street for a shorter time. There are fewer people on the street now who are long term rough sleepers due to a concentrated effort by the council and

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								partners to find them the homes and support they need to prevent the risk of returning to the street.
PC4C.1	Increase the number of both completed new affordable and social rented homes	Quarterly	High	0 (June 2025)	100 (March 2026)	2 (September 2025)	↑	100 homes completed by end of March 2026 on target. 2 new homes completed this quarter at Craigmoor Avenue. 7 new homes at Grants Close, Bournemouth and High Street Christchurch due for completion in November 2025. Further build completions expected at Hillbourne and Templeman House in early 2026. 152 affordable homes currently under construction.
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	30% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
Employment is available for everyone and helps create value in our communities								
PC6A.2	Increase the uptake of supported employment for those with learning disabilities	Quarterly	High	4.6% (June 2025)	4.5% (March 2026)	4.7% (September 2025)	↑	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 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 work. The individual placement support workers have received an expansion in their funding over the next 5 years. The funding will include an extra 5 Individual Placement and Support (IPS) workers and a new team lead.
PC6A.3	Increase the uptake of supported employment for those with mental health issues	Quarterly	High	2.6% (June 2025)	2.6% (March 2026)	2.4% (September 2025)	↓	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 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

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								reasonable adjustments and to ensure that the right support is in place to sustain work. The individual placement support workers have received an expansion in their funding over the next 5-years. The funding will include an extra 5 Individual Placement and Support (IPS) workers and a new team lead.
Skills are continually developed, and people can access lifelong learning								
PC7B.1	Reduce the number of primary school aged children excluded from school	Termly	Low	0.012% (March 2025)	0.01% (March 2026)	0.012% (September 2025)	↔	Data from Summer 2025 is currently latest available, showing 0.012%, which is in line with national averages and equivalent to 3 permanent exclusions, the same as the Spring term. It should be noted that the low number of children that are excluded from primary school can result in this indicator fluctuating greatly when in reality the number of children does not significantly change. Analysis of primary aged children excluded in the 2024/25 academic year highlighted that: - 92% (11 of 12) children either had an EHC Plan or were in the process of being assessed for one. - 92% (11 of 12) children were open to or had been referred to Children's Social Care or Targeted Family Support Services, however, only 38% of those referred accepted the offer of support. This demonstrates that children with additional support needs are more likely to be excluded and suggests that sufficiency issues and current challenges assessing the needs of children with special educational needs may be a factor in the increase of primary aged children being excluded. The following actions have been taken to address the rise in primary aged children being excluded. - Additional funding has been secured to commission The Difference, a nationally respected organisation that has successfully supported schools and Local Authorities to reduce exclusions, to work with our schools to develop inclusive practice that will reduce exclusions. - A three-tier alternative provision model, that focuses on early intervention and preventing exclusion is being co-designed with schools and other stakeholders. - An Alternative Provision Panel at which schools can request additional resources to support children that are at risk of exclusion has been established.
PC7B.2	Reduce the number of secondary school aged children excluded from school	Termly	Low	0.137% (March 2025)	0.082% (March 2026)	0.067% (September 2025)	↑	Data from the Summer 2025 is currently latest available, showing 0.067%, equivalent to 7 permanent exclusions, a decrease from 0.137% (35 permanent exclusions) in the Spring term. Although this indicator suggests improvement, data for the full academic year 2024/25 would indicate the BCP rate of

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								exclusion from secondary schools continue to remain high and significantly above the national average. 53% of exclusions in 2024/25 were of children with identified special education needs. There was a 48% increase between 2023/24 and 2044/25 of the number of children being excluded for drug and alcohol-related issues. The following actions have been taken to prevent children from being excluded. - We have commissioned 50 places for school leaders on 'The Difference's' Inclusion Leadership Programme. The Difference are a national education charity, which works with MATs and LAs to reduce lost learning. - A three-tier alternative provision model, that focuses on early intervention and preventing exclusion is being co-designed with schools and other stakeholders. - An Alternative Provision Panel at which schools can request additional resources to support children that are at risk of exclusion has been established.

Our Approach

There are sixteen measures that sit under the seven principles of 'Our Approach' priority. Six are measured **annually** and are shaded grey unless being reported in Q2 and ten are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 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	1 (March 2025)	6 (March 2026)	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. New data should be available in March 2026.
Providing accessible and inclusive services, showing care in our approach								
A2B.1	Raise the proportion of interactions that come from online platforms	Quarterly	High	71% (June 2025)	85% (March 2026)	78% (September 2025)	↑	Now that the new Dynamics platform is in place with improved functionality to support the roll out of self-serve options, the aim is to actively channel shift activity away from phone lines and on to self-serve options. A programme is being put together to deliver these changes. 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. A deep dive is taking place into all aspects of the contact centre, a proportion of which will focus on increasing self-service.
A2A.1	Increase the proportion of people who use care services who find it easy to find information about services	Annual	High	68% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. New data and a new target should be available in March 2026.
A2A.2	Increase levels of trust in the council	Annual	High	48% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
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)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.
A3A.1	Reduce percentage of upheld Ombudsman complaints per 100,000 of the population	Quarterly	Low	0.25% (March 2025)	0.25% (September 2025)	0.21% (September 2025)	↑	During the last quarter the Ombudsman made 16 decisions relating to BCP complaints. Of these, 15 were not upheld, leaving one case which was upheld. This equals the same number that was upheld in the previous quarter meaning performance has not changed. The low number of upheld complaints reflects improved complaint handling at stage 1, and the commitment to a more centralised approach to complaints training
Intervening as early as possible to improve outcomes								

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
A4A.1	Decrease the percentage of Children and Young People returning to Early Help (targeted support) within 12 months	Quarterly	Low	13% (June 2025)	15% (March 2026)	10% (September 2025)	↑	The most common closure reasons preceding re-referral in Q2 were the Level 1 and Level 4, which suggests that both early closure and escalating needs are key drivers of re-referral, which has remained consistently low. The focus remains on the wider Early Help network to continue to provide intervention, therefore Level 1 closures may indicate that some children's needs were underestimated or support ended too soon/ was not effective, while Level 4 step-ups reflect children and families whose needs intensified needing a higher level of support/ intervention. We are strong performers in this area indicating that our level 3 support works well and meets the needs of most families.
Developing a passionate, proud, valued and diverse workforce								
A5B.2	Increase the percentage of equality monitoring data collected from staff	Quarterly	High	64.49% (June 2025)	70% (September 2025)	65.56% (September 2025)	↑	Slight increase in overall completion rates. People and culture have now devised a way to import Equality, Diversity and Inclusion (EDI) information captured on the Recruitment System to Dynamics F&O which should ensure no data provided by colleagues is missed going forward. Director of People and Culture to emphasise to DSG members the importance of encouraging colleagues within their service to complete their EDI data. Overall completion rate: 65.56% Disability completion rate: 76.75% of colleagues have provided this data Ethnicity completion rate: 76.54% of colleagues have provided this data Marriage/Civil Partnership completion rate: 50.23% of colleagues have provided this data Gender Identity completion rate: 51.25% of colleagues have provided this data Religion completion rate: 69.16% of colleagues have provided this data Sexual Orientation completion rate: 69.43% of colleagues have provided this data
A5C.1	Increase the number of successful candidates from underrepresented groups for council jobs	Quarterly	High	4.8% (June 2025)	6% (September 2025)	3.92% (September 2025)	↓	Out of the 3,897 applicants who responded this quarter, 11.03 % declared a disability (430 applicants). Out of those applicants successful in the recruitment process, the % of candidates declaring a disability is 14.95 % (16 applicants). The differential between overall applicants and successful candidates for this underrepresented group remains a positive figure for the last quarter.
A5B.1	Increase levels of employee engagement	Annual	High	60% (March 2024)	62% (September 2025)	63% (September 2025)	↑	Employee engagement continues to trend upward, exceeding our target for 2025. Starting from a baseline of 60% in 2024, we set an ambitious goal of 62% and achieved 63%, reflecting a sustained improvement in engagement levels across the organisation. This progress is thanks to the hard work of services across the Council, which have focused on improving engagement. Individual data shows

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q2 Data	Direction of travel & RAG	Commentary
								significant improvement, largely attributed to the rollout of the new Performance Framework and the associated impact of creating dedicated time for discussions around Learning and Development opportunities. In addition, the certainty and successful delivery of the Pay and Reward Programme is believed to have played a vital role in contributing to this increase, reinforcing confidence and fairness across the workforce.
Creating an environment for innovation, learning and leadership								
A6B.1	Increase the number of current council employees supported to undertake apprenticeships	Quarterly	High	123 (June 2025)	126 (September 2025)	126 (September 2025)	↑	In the last quarter, 11 existing colleagues successfully completed their apprenticeships and 4 withdrew from their programmes, which accounts for the slightly lower increase to normal, although we remain on target.
A6B.2	Increase the number of newly recruited colleagues into apprenticeship posts	Quarterly	High	39 (June 2025)	40 (September 2025)	39 (September 2025)	↔	The number of apprentices employed since the last reporting period has not changed and remains on target.
Using our resources sustainably to support our ambitions								
A7A.2	Increase the percentage of successful grant applications	Quarterly	High	100% (June 2025)	92% (September 2025)	99.64% (September 2025)	↔	Total of 6 bids, all 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 Defences. £1,501,000 awarded by Arts Council England for Museum Estate and Development Fund. £73,000 awarded by Veolia for Queens Park Play Area. £376,000 awarded by Arts Council England for Poole Museum. £93,000 awarded by DEFRA for King Charles III England Coast Path.
A7A.3	Increase the percentage of business rates collected	Quarterly	High	31.65% (June 2025)	49% (September 2025)	57.04% (September 2025)	↑	This remains on target.
A7A.4	Increase the percentage of council tax collected	Quarterly	High	27.25% (June 2025)	49% (September 2025)	52.9% (September 2025)	↑	The % collected at the end of quarter 2 is slightly less than last year, but in excess of any intervention level.
A7A.1	Increase the percentage of residents who think the council provides value for money	Annual	High	33% (March 2025)	-	-		This is an annual measure not reported at Q2 so it has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, so new data will be available when the next survey takes place.