

Positive Exception Performance Report:

Please use this report to highlight outstanding performance during the last quarter, the factors that drove the good performance, and the reason it is important.

This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase the number of publicly available Electric Vehicle (EV) charge points

2025/26 Q2 outturn: 265	Quarterly Target: 240
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Reason for level of performance (what drove success?):

The number of available Council and public Electric Vehicle (EV) chargers has increased to 265 in the latest Government figures. As soon as we commence the Local Electric Vehicle Infrastructure Work, which is imminent, we will exceed targets.

It took longer than expected to meet the target this quarter as procurement took much longer than expected due to staffing issues at the time. The procurement of local electric vehicle infrastructure grant (LEVI) was delayed and although we have made the award three months late, we still needed to iron out the contract amendments between both parties. The programming of sites ready for delivering is on-going.

The outcome of the local electric vehicle infrastructure grant (LEVI) bid was excellent news for BCP Council moving forward, we had set a minimum of 750 7kw charging sockets and the winning bidder Connected kerb came in at 1100 charging sockets, 550 dual charger bollards for streets without off-street parking.

The six charging hubs have been delayed due to the supplier, the first of these was finalised last week (Littledown) with more hubs following very soon. These will be multiple rapid charging locations with their own substation (when required) including Seldown which will power the two new electric buses arriving at the end of this financial year for route one.

The homeowner chargers that will be installed through the charging gulley programme trial is about to commence, this was held up by waiting for the grant funding that we now have of £93,000, awarded last Thursday 30th Oct. We can use £1,200 towards each installation. We are starting with a ten-gulley trial, which we hope to expand out after an agreed timescale. After all the various delays, we now have a great foundation to deliver on all fronts.

Completed by: Martin Jolly

Date: 13th November 2025
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Service Unit Head approval: John McVey

Date: 13th November 2025
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Exceptional Performance Report

Please use this report to explain the reasons for performance meeting or exceeding target, what was achieved, why did it happen, and what the next steps are/could be. This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase the number of Fixed Penalty Notice's served for fly tipping and littering offences

2025/26 Q2 outturn: 1428	Quarterly Target: 844
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Reason for level of performance:

The summer months see an increase in visitor numbers and anecdotal concerns regarding litter in key locations such as beaches and open spaces. As such, Public Protection and Wise Ltd work together to ensure maximum resourcing in Q2 to ensure litter enforcement was robust. This year WISE Ltd also supported enforcement of the Coastal Public Spaces Protection Order for issues such as urination and fires.

Actions/Next steps:

Public Protection and Wise Ltd will continue to monitor footfall trends to ensure robust enforcement of environmental crime. There is also a communications campaign in progress to educate around the impact and enforcement in relation to flytipping

Learnings to share:

Planned resourcing that is scaled up based on predicted demand

Completed by: Sophie Sajic

Date: 19/11/25

Exceptional Performance Report

Please use this report to explain the reasons for performance meeting or exceeding target, what was achieved, why did it happen, and what the next steps are/could be. This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

Increase footfall across our three town centres

2025/26 Q2 outturn: 22.54m	Quarterly Target: 18m
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Reason for level of performance:

The summer season has delivered a strong footfall performance across Bournemouth, Christchurch, and Poole, reflecting the area's appeal as a summer destination. Quarterly figures show significant improvement in what is typically a challenging metric.

This success is underpinned by targeted interventions from the Economic Development team, including:

- Strategic Support: Continued backing for the four Business Improvement Districts (BIDs) and proactive engagement with key stakeholders such as Legal & General, Savills, and a broad network of independent businesses.
- Branding Initiatives: The "Support Local" campaign has reinforced town centre identity and demonstrated the Council's commitment to local businesses.
- Events and Community Empowerment: By supporting third-party events and enabling communities to develop their own, the Events team has fostered a sense of ownership and vibrancy. Groups such as Powerhouse, Poole Quay Events Forum, and Christchurch Chamber are advancing plans with Council support.

These combined efforts have strengthened town centre resilience and contributed to a positive visitor experience.

Actions/Next steps:

Sustaining strong footfall across Bournemouth, Christchurch, and Poole during the festive season while mitigating weather-related risks is a big focus and concern but key interventions have been put in place to help with mitigation.

Festive Activities

- The launch and promotion of Christmas lights in all three town centres to attract visitors
- Supporting seasonal events to create a festive atmosphere and increase dwell time

Events

- Collaboration with community groups and BIDs to curate festive events
- Ensure event calendars are widely promoted across Council channels and partner networks

Small Business Saturday (6th Dec)

- Delivery of a public-facing campaign highlighting local businesses and asking the public to identify their favourite shops and local experiences
- Provide further 'Support Local' stickers to amplify reach

Learnings to share:

Working together works - Partnering with BIDs, local businesses, and community groups makes events and interventions stronger and more successful

Consistent messaging helps - The "Support Local" campaign showed that clear, joined-up marketing brings more awareness to town and district centres

Events bring people in - Seasonal events are key for footfall. Planning early and promoting well makes a big difference

Data helps us react quickly - Tracking footfall means we can change plans and target marketing if needed

Weather matters - Bad weather can reduce footfall, good weather helps us as a conurbation. Having consistent online messaging helps keep people engaged

Completed by: Hannah Porter

Date: 13.11.25

Positive Exception Performance Report:

Please use this report to highlight outstanding performance during the last quarter, the factors that drove the good performance, and the reason it is important. This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard):

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.

2024/25 Q4 outturn: 94%	2025/26 Q1 outturn: 96%	2025/26 Q1 target: 85%
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Reason for level of performance (what drove success?):

The dedication and professionalism of our social work teams continue to shine through in our assessment timeliness, with an outstanding 96% of assessments completed within the statutory 45 working day timeframe. This performance is not only significantly above national benchmarks (85%) it has remained consistently higher than all comparator authorities for an incredible seven consecutive quarters. Such sustained excellence is a direct reflection of an unwavering commitment to children and families, and an ability to deliver timely, high-quality interventions even in the face of complex and demanding caseloads.

Quarter 1 has seen further improvement, with the average time to complete assessments reduced to just 21 working days—two days faster than the previous quarter and four days quicker than the same period last year. This remarkable progress is a testament to the relentless focus on efficiency and the ability to adapt and refine practice to meet the needs of the community. It speaks volumes about the skill, energy, and determination of our social work teams, who continue to go above and beyond to ensure that every child receives the support they need without delay.

Most impressively, 59% of assessments were completed within 20 working days—an extraordinary achievement that places us 28.8 percentage points above the national average of 30.2%. This result is not just a number; it represents the real impact of teams that are deeply committed to safeguarding and early intervention. Their hard work, resilience, and passion for making a difference are driving transformative outcomes for children and families across the directorate. We are immensely proud of their achievements and grateful for their continued excellence.

Reason for significance:

These improvements in assessment timeliness are profoundly important to the children and families in Bournemouth, Christchurch, and Poole (BCP), as they directly impact the speed and quality of support provided during critical moments in their lives. When assessments are completed quickly and efficiently, it means that children experiencing vulnerability or risk are identified sooner, and the right interventions can be put in place without delay. This can be life-changing—ensuring safety, stability, and access to services that promote wellbeing and development.

Completed by: Nigel Burton

Date: 10/09/2025

Exceptional Performance Report

Please use this report to explain the reasons for performance meeting or exceeding target, what was achieved, why did it happen, and what the next steps are/could be. This report will make up part of the overall corporate performance report presented to Cabinet.

Indicator Description (taken from performance scorecard): <i>Decrease the percentage of Children and Young People returning to Early Help (targeted support) within 12 months</i>	
2025/26 Q2 outturn: 10%	Quarterly Target: 15%

Reason for level of performance:

The Early Help and Targeted Intervention Service (EH&TIS) place resilience and empowerment at the heart of their work with families. This can be evidenced in the robust performance shown against the percentage of children and young people being re-referred into BCP Early Help Services. We can see from the data that the majority of re-referrals in Q2 are families that are returning for support at least 2 years after their initial referral, with some coming back 3 and 4 years later. This indicates that the reasons for re-presentation are likely to be novel ones rather than a repetition of prior support needs which would be expected, given the fluctuating needs of some families, however 10% re-referrals is testament to the majority of families being supported to build resilience, strong networks and that have learnt the extent of their own capability.

It is also worth noting the improvement in performance between Q1 and Q2, where re-referral rates have dropped by 4percentage points from 14% in Q1 to 10% in Q2. This is further evidence of the ability of the EH&TIS to maintain performance over time in an area that evidences sustainable change for the families we work with.

There are several contributory factors to the consistent performance of EH&TIS against the decrease in % of children and young people returning to EH&TIS within 12 months:

The right help at the right time:

EH have strong processes in relation to their practice standards and graduated response. This allows sound decisions to be reached in relation to threshold, ensuring that families are receiving the correct service for their needs, with minimal points of handover or duplication. Once families are allocated to a lead professional, Early Help Support Workers (EHSW) build discussions on closure in from the very start of the work, ensuring that families have the opportunity to share what success looks like for them and can then work with us to not only reach their goals, but to develop the resilience to achieve the same result without our support.

Strong holistic assessment and planning:

EHSW's work with families to create robust assessments with the child's voice at the centre. Significant effort is put into assessing and analysing family strengths and needs, supporting families to create a plan that involves a network that can be utilised when things become difficult. Families own their assessment and are an integral part of planning and family network meetings. Putting families at the heart of this work ensures that they are invested in their own outcomes and contributes to a lower level of re-referrals.

A passionate workforce:

EHSW's and their management teams are passionate about what they do. There has been significant change within the area of Early Help, with staff teams being reconfigured, new skills being required and new processes to adjust to. Teams have successfully compartmentalised and, in doing so, have ensured

that the tide of change has not affected the high quality and level of service that families receive. EHSW's are passionate advocates of families' autonomy and of their strengths. They ensure their voices are heard and that they have the support that they need around them to truly thrive. When families know that they are capable, they are less likely to experience learned helplessness and require services in the future.

Strong Partnerships:

Our EH Strategy focuses on the power of networks, both within families and as professionals. We work with families to build their personal networks of professionals, community, friends and family but we also know the power of our EH Partnership network and where families might benefit from services outside of the EH&TIS. Our Early Help Advice Point is able to effectively triage families being referred into services, whether for the first time or subsequently, and to ensure that they are signposted to the correct service to best meet their needs. These conversations are based upon the families' wishes and feelings and, again, are built on the premise that where a family feels they have choice and are autonomous, they are more likely to engage and have successful outcomes.

Actions/Next steps:

These improvements in re-referral numbers are profoundly important to the children and families in BCP, as they reflect that families are receiving the right support at the right time. When re-referral rates are low, we know that families that previously sought support have built resilience and autonomy, that they are advocating for themselves and finding their own solutions without the need for intervention from professionals. This is our goal for all our families, and we will work towards continual improvement in this area to ensure the best outcomes for our families.

Learnings to share:

The re-referral numbers are very low and have remained consistently so. The most common closure reasons preceding re-referral in Q2 were closure to Universal services at Level 1 and escalation to services at statutory Level 4. There is not enough data to indicate a trend and further analysis of data over a longer period would be required to assess whether early closure and escalating needs were the drivers of re-referral. It is also worth noting that across our system, we would expect some families to experience challenges beyond the scope of EH that require statutory intervention. Equally, we would expect a number of families to experience some issues 'going it alone' as this is a big step. A pattern in either would be concerning but, at this point and with the data we have, there is no pattern that indicates that there is an issue with the timeliness of closure or a lack of impactful work being delivered.

We will monitor the trends to ensure that any patterns are identified and analysed at the earliest opportunity.

Completed by: Nina Wilson – Service Manager

Date: 13/11/2025

Service Unit Head approval with date:

Nigel Burton - Head of Service for MASH, Assessment and Out of Hours Teams

Date 13/11/2025