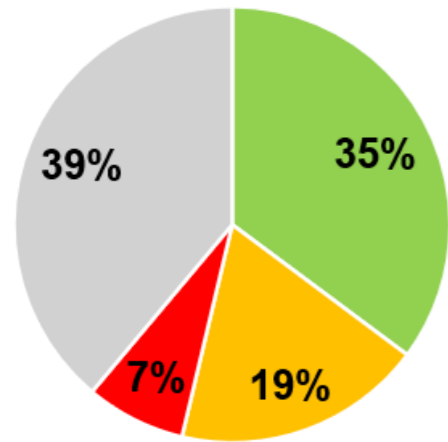


Quarter 4 2025-26 - Overview of performance

This report provides an update of quarter four 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](#).

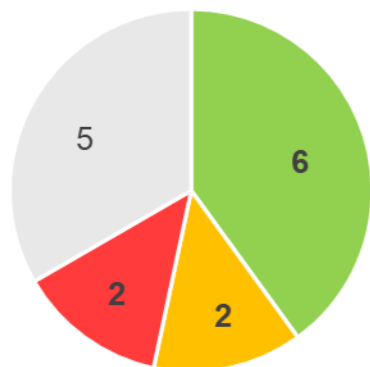


Q4 Overall

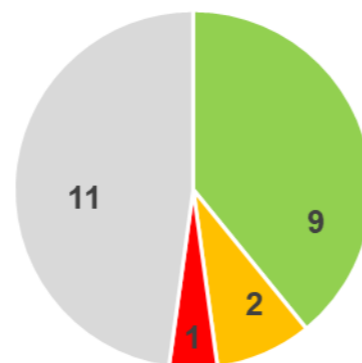
- 19 Measures are on target (green)
- 10 measures require monitoring (amber)
- 4 measures require action (red)
- 21 measures are pending a RAG rating (grey) mostly due to these being annual or bi-annual measures

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

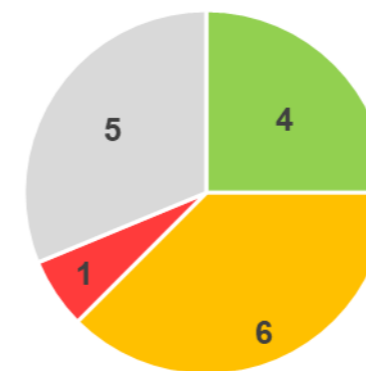
Our Place and Environment



Our People and Communities



Our Approach



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

RAG rating: ● Action Required ● Monitor ● On Target ● Pending

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 Q4 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. Four of these are measured **annually** and are shaded grey unless being reported in Q4, and eleven are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 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	24.58M (December 2025)	27.71M (March 2026)	24.52M (March 2026)	↓	<p>This indicator, measured using the number of bus passenger trips, has slightly underachieved based on the set target.</p> <p>Challenges and risks to this indicator are to an extent dependent on external factors including the economy and even the weather. The cost of living remains an issue both in terms of influencing travel demand for discretionary spending - leisure and entertainment as well the actual cost of bus fares. The very wet winter evident in this 4th quarter period will not have helped generate additional bus journeys.</p> <p>Looking forward to 2026/7 the main Bournemouth station to town centre bus priority scheme - funded through the Bus Service Improvement Plan (BSIP) will be delivered. The priority provided to buses on this high frequency bus corridor and the enhanced passenger facilities - such as shelters and information provision when complete are intended to attract more bus passengers. There may be a slight dip in numbers during the actual construction period but this is uncertain.</p>
PE1A.2	Increase the number of publicly available Electric Vehicle (EV) charge points	Quarterly	High	290 (December 2025)	340 (March 2026)	395 (March 2026)	↑	<p>The latest Office for Zero Emission Vehicles (OZEV) figures show that overall, the BCP Council area has delivered a significant increase in the number of publicly available chargers, moving rapidly up from 220 chargers available to the public in January 2025 up to 395 available in January 2026.</p> <p>We are now into delivery phase of the Local Electric Vehicle Infrastructure (LEVI) scheme which will benefit all areas of Bournemouth, Christchurch & Poole without their own off-street parking. We are currently working with Connected Kerb (the Charge Point Operator or CPO) and Scottish and Southern Electricity Networks (SEN) the Distribution Network Operator (DNO) to go through the potential year one Electric Vehicle Charging Infrastructure (EVCI) data to then go into the Traffic Regulation Order (TRO) process and start delivering over 1,100 more charging sockets across the next three to five years.</p>
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	1,357 (December 2025)	844 (March 2026)	1,087 (March 2026)	↓	<p>1,087 fixed penalty notices issued, including:</p> <ul style="list-style-type: none"> 2 Public Spaces Protection Order (PSPO) offences 1 flytipping offence 49 waste duty of care offences (safe management of waste) 1,035 litter offences

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PE2D.1	Reduce levels of police recorded antisocial behaviour (ASB)	Quarterly	Low	1,581 (December 2025)	1,775.5 (March 2026)	1,711 (March 2026)	↓	From January 2026 there is a new multi-agency ASB pillar group that is monitoring these crimes, and it has already created some actions around youth related ASB in Christchurch which has seen a rise over the last 6 months. It is good to note that drug related ASB has seen a decrease in recent months. Q4 figures are ahead of targets that were set at the beginning of the year, and although not performing as strongly as the previous quarter (1,581) this reflects seasonal trends and weather changes.
PE2D.2	Increase enforcement outcomes relating to street-based antisocial behaviour (ASB)	Quarterly	High	1,181 (December 2025)	1,926 (March 2026) (Year-end target 7,704)	946 (March 2026) (Year-end total 4,671)	↓	Street based enforcement stats Q4: Number of CSAS incidents attended: 560 Number of alcohol seizures: 2 Number of dispersals: 297 Early intervention notices: 1 Support referrals: 26 Number of closures: 3 Number of Anti-Social Behaviour Injunction: 5 Number of Community Protection Warning: 23 Number of Community Protection Notice: 3 Vulnerable Victim Assessments: 23 Case Reviews: 3 There has been a reduction in staff numbers since this period last year, however figures for the quarter are strong, showing a robust approach to street related anti-social behaviour. The enforcement outcomes show a lack of escalated behaviours and successful formal warnings being applied, but robust action where required.
PE2A.1	Increase the percentage of residents who are satisfied with their local area as a place to live	Annual	High	75% (March 2025)	-	-		This measure is not reported at Q4 and 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	Annual	High	48% (March 2026)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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	15,600 (December 2025)	-	-		This is an annual measure not reported at Q4 so it has been marked as 'pending' until new data is available, anticipated December 2026.
PE3B.1	Increase non-financial support given to BCP-based businesses	Quarterly	High	440 (December 2025)	475 (March 2026)	557 (March 2026)	↑	In Q4, 114 individual businesses have been supported, and the annual target has been exceeded, with a total of 557 individual businesses being supported this year. This quarter, the focus has been on supporting priority sector events including a FinTech workshop supporting businesses to connect with education providers, and delivering AI courses for businesses.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PE3C.1	Increase in the creation of new business enterprises	Quarterly	High	15 (December 2025)	30 (March 2026)	33 (March 2026)	↑	In Q4, 33 new businesses were created via the delivery of the final Ignite student and graduate and public-facing courses. This demonstrates the success of the Ignite programme in issuing start-up grants for new businesses, with 48 created in total over the year, which has enabled the annual target to be exceeded.
Revitalised high streets and regenerated key sites create new opportunities								
PE4A.1	Increase footfall across our three town centres	Quarterly	High	21.85M (December 2025)	-	-		Awaiting footfall data when system access and new contract is restored, updated figures to be supplied when available.
PE4B.1	Increase the percentage of all major planning applications determined on time	Quarterly	High	79% (December 2025)	80% (March 2026)	100% (March 2026)	↑	Performance has improved in Q4 with 100% of major applications having been determined in time or within an agreed extension of time. This reflects the benefit of clearing a number of the older applications in the previous quarters which has allowed the team to focus on current workload.
PE4B.2	Increase the percentage of all non-major planning applications determined on time	Quarterly	High	88% (December 2025)	92% (March 2026)	92% (March 2026)	↑	Performance is on target with the team determining a high number of non-major applications in Q4 (544 in total). Performance is steadily improving which is a reflection of the team gaining more experience and a settled period in terms of staff retention and recruitment.
Climate change is tackled through sustainable policies and practice								
PE5E.1	Increase the percentage of waste diverted from landfill	Quarterly	High	88.11% (December 2025)	90% (March 2026)	88.30% (March 2026)	↑	Performance over the year has continued to be influenced by operational decisions taken by our main waste disposal contractor, including the occasional diversion of residual waste to landfill rather than to Energy from Waste (EfW) facilities. In addition, there were periods when scheduled maintenance at EfW facilities temporarily reduced available capacity, which affected our ability to achieve target diversion rates in certain quarters. These short-term operational constraints had an impact on the overall annual diversion rate. While these decisions remain at the contractor's discretion until the current contract ends in 2027, the Council continues to work closely with them to maximise diversion opportunities wherever possible and to support improved performance, while keeping progress under close review.
PE 5A.1	Reduce the tonnes of greenhouse gas emissions from our vehicles and buildings (tCO2e).	Annual	Low	13.4% reduction in 2024/25 against annual reduction in 23/24	Carbon Neutral by 2045	-		This figure is reported annually. The figure for year 25/26 is currently marked as 'pending' until new data is available and has been analysed, anticipated at Q2 26/27.
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 **every two years**. Annual/biannual measures are shaded grey unless being reported in Q4.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 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	83.3% (December 2025)	80% (March 2026)	82.9% (March 2026)	↔	<p>Overall performance for 2025/26 shows strong improvement, with 82.9% of people with a learning disability (LD) living independently, exceeding the annual target of 80% and improving from 79.2% in 2024/25. This reflects sustained focus on settled accommodation pathways and effective partnership working.</p> <p>Key challenges continue to include limited availability of appropriate housing and pressure within supported living services. These risks have been mitigated through delivery of the Specialist Strategic Housing Strategy, including proactive system leadership to prioritise move-on and optimise use of existing provision.</p> <p>Looking ahead, 26 new flats (13 LD and 13 Mental Health (MH)/Autism) will be introduced in 2026/27, supported by assured shorthold tenancies and a nominations panel. This will further strengthen independent living outcomes while freeing capacity within short-term supported living services. New framework for LD and MH will go out in April 2026 with planned go live in November 2026 which will allow the increase in activity of procuring additional capacity of supported living and housing related support.</p>
PC1A.3	Increase the percentage of people with a mental health issue living independently in settled accommodation	Quarterly	High	69.3% (December 2025)	70% (March 2026)	75.9% (March 2026)	↑	<p>Performance in 2025/26 has significantly improved, with 75.9% of people with a mental health (MH) disability living independently, exceeding the 70% target and representing a marked increase from 54.9% in 2024/25. This demonstrates strong system progress in supporting independence and recovery-focused pathways.</p> <p>Challenges remain around housing availability and the complexity of needs for some individuals, particularly following hospital discharge. These have been actively managed through integrated working with housing, community mental health services and commissioners to prioritise appropriate move-on options.</p> <p>The introduction of new mental health accommodation in 2026/27, alongside strengthened pathway oversight, will further support sustained improvement, and help manage demand pressures across the system. New framework for</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
								Learning Disabilities (LD) and Mental Health (MH) will go out in April 2026 with planned go live in November 2026 which will allow the increase in activity of procuring additional capacity of supported living and housing related support.
PC1B.1	Increase the number of registrations from people in the most deprived areas accessing health and wellbeing support (LiveWell Dorset)	Quarterly	High	206 (December 2025)	267 (March 2026)	382 (March 2026)	↑	Registration numbers are above that of the same quarter of the previous year; the service continues to reach clients living in our most deprived neighbourhoods. The proportion reached - 28% is higher than last year's quarter and is above our 25% target of registrations from clients living in our most deprived neighbourhoods.
PC1A.4	Increase the percentage of Adult Social Care users who are satisfied with the care and support they receive	Annual	High	59% (March 2025)	-	-		This measure is not reported at Q4, so has been marked as 'pending' until new data is available, anticipated Q3 26/27.
PC1A.1	Increase the percentage of residents who have a good satisfaction with life	Annual	High	70% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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 measure is not reported at Q4 and has been marked as 'pending' until new data is available. New data will be available to report at Q1 26/27.
PC1C.2	Increase the percentage of physically active children and young people	Annual	High	61% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. New data will be available to report at Q1 26/27.
PC1A.5	Increase the percentage of carers who are satisfied with the care and support they receive	Biannual	High	36% (March 2024)	-	-		This measure is not reported at Q4, so has been marked as 'pending' until new data is available, anticipated Q2 26/27.
Working together, everyone feels safe and secure								
PC2A.1	Reduce levels of police recorded serious violent crime	Quarterly	Low	339 (December 2025)	313 (March 2026) (Year-end target 1,252)	361 (March 2026) (Year-end total 1,396)	↓	The serious violence data has included since April 2025 a new definition for business robbery, which is included in the crime types monitored. This has seen a significant rise in the recorded serious violence figures as it now includes certain types of cases that were recorded as theft (shoplifting) before. Since January 2026 there is a new Serious Violence Pillar group - multi-agency that is monitoring these figures and carrying out actions where relevant.
PC2B.1	Increase the percentage of residents who feel safe in their local area during the day	Annual	High	87% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and new data will be available when the next survey takes place.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
PC2B.2	Increase the percentage of residents who feel safe in their local area after dark	Annual	High	54% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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	3,175 (September 2025)	3,165 (December 2025)	3,277 (December 2025)	↑	<p>Due to the government time lag in finalising publicly available figures, quarterly reporting for this measure will be one quarter behind. The figures in this table are finalised data for Q3.</p> <p>Since verification, we can now report that the actual Q3 figure is 3,277 adults in treatment. Q4 figures will be reported in full at Q1 26/27 and will be updated as soon as available on the live Corporate Performance dashboard.</p> <p>Q4 Target – 3,185 Intervention - 2,389 Actual - TBC</p> <p>Q4 actual figures will not be available until mid-June (the verified data via central government is about 8 – 12 weeks after the end of the quarter). Drugs activity can only report verified data which is in the public domain.</p>
PC3A.1	Increase the percentage of Education Health Care Plans issued within 20 weeks	Quarterly	High	52.6% (December 2025)	46% (March 2026)	50.60% (March 2026)	↓	Although timeliness for issuing Education, Health and Care Plans remains above national averages, performance is showing signs of sustained pressure across the SEND system due to rising demand and caseload growth. In particular, Educational Psychology (EP) capacity is insufficient to consistently deliver the statutory timeliness required, with EP staffing levels not currently aligned to the volume and complexity of demand. The service is prioritising capacity and process improvements to protect the most vulnerable children and maintain a consistent focus on timely decision-making. Continued system-wide work will support sustainable improvement while managing rising levels of need.
PC3B.1	Reduce the attainment gap and improve learning outcomes for children and young people in receipt of free school meals	Annual	Low	50.60 (September 2025)	-	-		This measure has been marked as 'pending' until new data is available. Next provisional published update for the 2025/26 academic year will be available in Q3 2026/27.
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% (December 2025)	85% (March 2026)	97% (March 2026)	↑	Overall performance in Q4 was strong and above national average (83%) and demonstrates sustained improvement under increased demand. This demonstrates an embedded culture with a high level of timeliness and consistency. Where delays did occur, the majority were limited, with only a small number extending beyond 45 days. We continue to track and be curious with our data to ensure the best outcomes for children, young people and families. Timely assessments means that needs are

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
								identified quickly enabling services to be delivered at the earliest opportunity.
Good quality homes are accessible, sustainable and affordable for all								
PC4B.1	Reduce the number of homeless households in bed and breakfast	Quarterly	Low	66 (December 2025)	40 (March 2026)	56 (March 2026)	↑	The past quarter has seen a reduction in single people in B&B which has driven down the overall total. Families in B&B remain at functional zero, moving into and out of B&B rapidly on to alternative housing. The service has used additional government grant to bolster support officer capacity targeted at moving households on from temporary accommodation. The overall number of households in the quarter fell slightly with those accessing homelessness preventative services continuing to increase.
PC4A.1	Reduce the number of people rough sleeping	Quarterly	Low	53 (December 2025)	50 (March 2026)	40 (March 2026)	↑	Further reduction in rough sleeping was seen this quarter, demonstrating targeted action to assist those rough sleeping long term is making positive impacts upon overall numbers. The multi-agency team approach continues to demonstrate positive outcomes in housing, health and wellbeing for those assisted. The service received recognition this quarter at the National Conference on Rough Sleeping, spotlight BCPs approach to involving people with lived experiences in service review and design.
PC4C.1	Increase the number of both completed new affordable and social rented homes	Quarterly	High	9 (December 2025)	100 (March 2026)	36 (March 2026)	↑	As a council we directly deliver affordable homes. 27 new Council owned homes (for social rent) completed on 20th March. Overall, 36 homes completed in 2025-2026 financial year. Next delivery expected: 110 homes at Hillbourne, Poole (July - Sept 2026). In addition to our own direct delivery, affordable housing will continue to be delivered by the development industry and registered providers of affordable housing. Corporately we continue to work collaboratively to ensure we have the right conditions to enable this delivery. Registered Providers have delivered 389 units up to March 2026 giving an overall delivery figure of affordable Homes across Bournemouth, Christchurch and Poole as 848.
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 measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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	4.8%	4.5%	4.5%	↓	In 2025/26, supported employment uptake for people with learning disabilities reached 4.5%, meeting the annual target and improving from 4.0% in 2024/25. This reflects

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
				(December 2025)	(March 2026)	(March 2026)		<p>continued commitment to employment as a key outcome for independence and wellbeing.</p> <p>Performance challenges persist in relation to the capacity and effectiveness of commissioned supported employment provision. These risks have been addressed through targeted performance management, including focused improvement work with Community Outreach and Support Team (COAST) within Tricuro and development of a refreshed project plan to strengthen outcomes.</p> <p>Over the next period, the service will continue to work closely with providers to improve job outcomes and sustainability, alongside broader system work to embed employment as a core expectation within care and support planning. Learning Disabilities & Mental Health Supported Employment review of all commissioned packages and model of delivery to be undertaken in 26/27.</p>
PC6A.3	Increase the uptake of supported employment for those with mental health issues	Quarterly	High	2.6% (December 2025)	2.6% (March 2026)	2.6% (March 2026)	↔	<p>Supported employment uptake for people with mental health disabilities improved to 2.6% in 2025/26, achieving the annual target and increasing from 1.3% in 2024/25. This represents a positive upward trajectory following sustained underperformance in previous years.</p> <p>Challenges include workforce capacity within supported employment services and the impact of wider labour-market conditions. These have been mitigated through closer contract oversight and targeted action planning to focus on outcomes rather than activity.</p> <p>Going forward, continued collaboration with providers and health partners will support further growth in employment opportunities, alongside strengthened alignment with recovery-focused mental health pathways. Learning Disabilities & Mental Health Supported Employment review of all commissioned packages and model of delivery to be undertaken in 26/27.</p>
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	0.019% (December 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending'. Data for spring term will be available in Q2 26/27.
PC7B.2	Reduce the number of secondary school aged children excluded from school	Termly	Low	0.117% (December 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending'. Data for spring term will be available in Q2 26/27.

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 Q4 and ten are measured **quarterly**.

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 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)	0 (March 2026)	↓	Hengistbury Head Outdoor Education Centre completed in February 2025. Several Community Asset Transfers are progressing, and updated figures will follow in 26/27.
Providing accessible and inclusive services, showing care in our approach								
A2B.1	Raise the proportion of interactions that come from online platforms	Quarterly	High	83% (December 2025)	85% (March 2026)	82% (March 2026)	↓	Interaction with the council via online platforms remained stable over the quarter.
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 measure is not reported at Q4, so has been marked as 'pending' until new data is available, anticipated Q3 26/27.
A2A.2	Increase levels of trust in the council	Annual	High	48% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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 measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and 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% (December 2025)	0.25% (March 2026)	0.25% (March 2026)	↔	During the last quarter the Ombudsman made 31 decisions relating to BCP Council complaints. Of these, 29 were not upheld, 1 was partially upheld, and 1 case was fully upheld. This equals a very similar number that were upheld in the previous quarter (3) meaning performance has been similar to the last quarter and remained within target of 0.25 (previous quarter was 0.25). Although the number of Ombudsman enquiries have risen, complaints upheld has remained consistent, the Service remains within target.
Intervening as early as possible to improve outcomes								
A4A.1	Decrease the percentage of Children and Young People returning to Early Help (targeted support) within 12 months	Quarterly	Low	13% (December 2025)	15% (March 2026)	7% (March 2026)	↑	Of 27 Children and Young People (CYP) across 17 families re-referred, only 1 CYP received a full targeted support service. The other CYPs accessed other parts of the wider Early Help services. The figure is positive, the number has reduced and is lower than it was in the same data window last year. It is important to note that in this, when a request for support and intervention steps up into a statutory level 4 response, should it return to the Targeted Intervention Service (level 3) within the 6 month data window, it is counted as a "repeat"

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
								referral" which doesn't accurately describe the movement across services or thresholds. These step ups/downs impact on data, as do children who receive a level 1 or 2 Early Help response (not Targeted Intervention Service). For families receiving early help support that is not provided by the Targeted Intervention Services, their outcomes impact on data e.g. if Early help services are provided, but within 6 months they return, this will show in the data however is not directly influenced or attributed to Targeted Intervention. We would wish children and families to access early help support within their communities - it is a universal offer for all. However, for the purposes of re-referrals, it is the Targeted Intervention team and any re-referrals of children that helps us understand the effectiveness of our work and this remains positive; the number has reduced and is lower than it was in the same data window last year.
Developing a passionate, proud, valued and diverse workforce								
A5B.2	Increase the percentage of equality monitoring data collected from staff	Quarterly	High	70.62% (December 2025)	75% (March 2026)	70.38% (March 2026)	↓	<p>No recent increase in overall completion rates. People and Culture Data Team have been reporting non-completion rates to services quarterly and chasing for completion. Not yet reaching the recently increased target of 75% completion</p> <p>Overall completion rate: 70.38%</p> <p>Disability completion rate: 78.46% of colleagues have provided this data Ethnicity completion rate: 78.34% of colleagues have provided this data Marriage/Civil Partnership completion rate: 59.32% of colleagues have provided this data Gender Identity completion rate: 60.22% of colleagues have provided this data Religion completion rate: 72.86% of colleagues have provided this data Sexual Orientation completion rate: 73.06% of colleagues have provided this data</p>
A5C.1	Increase the number of successful candidates from underrepresented groups for council jobs	Quarterly	High	8.57% (December 2025)	6% (March 2026)	7.19% (March 2026)	↓	<p>Out of the (3,985) applicants who responded this quarter, 12.85% declared a disability (512 applicants). Out of those applicants successful in the recruitment process, the % of candidates declaring a disability is 7.19% (11 applicants). The differential between overall applicants and successful candidates has reduced slightly in this quarter.</p> <p>For 25/26, the number and percentage of successful applicants in the recruitment process declaring a disability are as follows. Past Q1 and Q2 figures have been retrospectively updated in the dashboard for consistency.</p> <p>Q4 – 11 / 7.19% Q3 – 6 / 8.57%</p>

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
								Q2 – 16 / 14.95% Q1 – 26 / 5.41%
A5B.1	Increase levels of employee engagement	Annual	High	63% (September 2025)	-	-		This is an annual measure not reported at Q4 so it has been marked as 'pending' until new data is available. This measure relates to a staff survey, so new data will be available when the next survey takes place.
Creating an environment for innovation, learning and leadership								
A6B.1	Increase the number of current council employees supported to undertake apprenticeships	Quarterly	High	135 (December 2025)	136 (March 2026)	123 (March 2026)	↓	During this period, a significant number of apprentices successfully completed their programme, while a smaller number of apprentices started. As a result, the overall number of apprentices decreased slightly, as fewer apprentices were enrolled than those who completed.
A6B.2	Increase the number of newly recruited colleagues into apprenticeship posts	Quarterly	High	41 (December 2025)	40 (March 2026)	35 (March 2026)	↓	Over the last quarter, the number of live apprenticeships has declined slightly. This reflects the successful completion of four apprenticeships, alongside the withdrawal of two apprentices from their programmes, who left BCP Council.
Using our resources sustainably to support our ambitions								
A7A.2	Increase the percentage of successful grant applications	Quarterly	High	99.67% (December 2025)	92% (March 2026)	99.68% (March 2026)	↑	For 25/26, a total of 11 applications were submitted and all were successful. However, not every application was awarded the full amount which explains the 99.68% success rate. For 25/26 the successful bids are: £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. £37,000 awarded by The Tree council for Stage 2 of The Trees Outside Woodland Fund application. £51,000 awarded by Environment Agency (WRFFC) for Local Levy bid for Christchurch Harbour Habitat Restoration Feasibility Study £50,000 awarded by MHCLG for Digital Planning Improvement Fundround4.2 to become an active member of the Open Digital Planning (ODP) community £598,000 awarded by DFE for SEND Intervention Support Fund

Ref	Measure	Frequency	High or low figure is better	Baseline figure	Target	Q4 Data	Direction of travel & RAG	Commentary
								£290,000 awarded by Environment Agency, Avon Beach to Highcliffe Urgent Works £51,000 awarded by Environment Agency, Christchurch Harbour Habitat Restoration Feasibility Study
A7A.3	Increase the percentage of business rates collected	Quarterly	High	81.09% (December 2025)	97.9% (March 2026)	96.81% (March 2026)	↑	11.5 million pounds more collected than last year. The % collection has increased by nearly 0.5% from previous year and given the economic climate, the reduction in retail relief it's an outstanding job by the NDR team.
A7A.4	Increase the percentage of council tax collected	Quarterly	High	78.6% (December 2025)	96.6% (March 2026)	94.77% (March 2026)	↑	Whilst recovery has been challenging, we recovered more than £24m compared to 24/25.
A7A.1	Increase the percentage of residents who think the council provides value for money	Annual	High	33% (March 2025)	-	-		This measure is not reported at Q4 and has been marked as 'pending' until new data is available. This measure relates to the Resident's Survey, and new data will be available when the next survey takes place.