

Corporate Performance Report Q4 and Annual (2023/24)

Rag Rating

Green	On or better than target	DOT	Direction of travel - comparator to previous quarter and the same quarter in the previous year
Amber	Worse than target but within target tolerance		
Red	Worse than target and outside the target tolerance		

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q4 Performance	Annual Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
The Best Start in Life for Children and Young People										
B3e	% of Schools 'Good' or 'Outstanding' OFSTED rating Special and alternative provision	Bigger is better	86%	5%	71% (31st Dec 2023)	NA	71% (30th Sep 2023)	86% (31st Dec 2022)	Data for published Ofsted reports as at 31st December 2023 (information provided twice a year - 31st December and 31st August), England 89%, West Midlands 80%. Please note that this data includes academies. Schools / settings not rated Good / Outstanding by Ofsted are receiving additional support from the School Improvement Team to address identified action points and priorities.	Children and Education
B6a	Rate of Children on a Child Protection Plan per 10,000 CYP population	Smaller is better	45	45.1 to 55	55.1	NA	59	39.9	Since the end of last quarter (December 2023) the number of Children on a Child Protection Plan has reduced from 501 (59 per 10,000) to 473 (55.1 per 10,000) although remains above statistical neighbour (48.6) and England Averages (43.2). The director of operations has undertaken discussions between operations and the safeguarding unit to consider some of the wider issues which may be impacting on CP numbers, namely timely step down from CP following intervention, effectiveness of CIN planning and the impact of the intervention hub, furthermore a full analysis of our Children on Child Protection Plans has been completed. Both measures have had a direct impact on reducing the number of Children on CP Plans from 501 to 473 over the last quarter.	Children and Education
B6c	% Care leavers that are NEET (aged 19-21)	Smaller is better	46.5%	46.6%-55%	56.70%	55.1%	58%	58%	The number of Care Leavers not engaged in employment education and training has decreased over the last quarter to 56.7%. This is still above West Midlands, England and statistical neighbour averages for 2023. A Corporate Parenting Board has been set up and has an action plan, which includes how to improve performance for this indicator and the Corporate Parenting Strategy has been co-produced with young people and partners. There are various actions taking place to improve performance including: <ul style="list-style-type: none"> •Connexions have been working closely with the Employment and Skills team to early identify those due to leave care who do not have a current destination. These young people are then 'dual supported' to look at their options of further education, Higher Education, apprenticeships or employment opportunities. •Officers from Employment and Skills continue to attend the METSEC building for weekly workshops to showcase job opportunities and support applications. •An employer experience day was held at a social value employer's premises which gave CEYP an insight to how a business works. •Corporate Parenting week due to take place between 10th-14th June and there will be an employability session which will be attended by young people and employers •Links have been made with staff at Coventry Council, who have developed bespoke approaches to help young people, including residential trips to develop confidence, and effective use of their Post 16 Advisor in their Virtual School. Work continues to understand the multiple barriers to education and employment faced by children in care and care experienced young people. This includes mental health, which requires intensive support prior to referral to Skills and Employment Services. SCT are currently addressing this barrier with the launch of the emotional wellbeing hub delivered by Barnardo's which has funding until March 25 'Bridging the Gap'.	Children and Education
B6d	% of 16s and 17s not in employment, education or training (NEET)	Smaller is better	1.75%	5%	1.90%	2.10%	2.10%	1.20%	Performance is worse than target for both the Q4 and annual figure. Our performance figures do not include 'not knows' (NK). DfE use the average combined %NEET/NK during December to February when publishing annual performance. Therefore for benchmarking purposes we can look at the annual Sandwell %NEET/NK figure which is 2.7%. Although this is a significant increase on last year's annual combined %NEET/NK figure of 1.9%, it is nevertheless the 12th best performance in England. This reflects the trend observed nation-wide of increasing numbers of young people not engaging/motivated in school due to mental health, attendance and other issues and the resultant lower attainment leading to increased number of NEET young people. Connexions have two events planned to support young people's transition Post 16. There is a Parents event in June where Y11 parents and their son/daughter will be invited to book an interview with a Connexions Personal Adviser if they have any concerns about next steps upon leaving school. In July, we will hold the Connexions Careers EXPO where school leavers and their family can come and discuss next steps with up to 30 employers, colleges, apprenticeship and training providers	Children and Education

B8c	SCT Financial performance against budget	Bigger is better	E740k Annual Surplus	5%	E4,254k deficit	NA	E3,628k deficit	E40k surplus	The financial outturn at the end of the year is significantly below target. This is due to pressure from placement demand and costs, and also pressure from transport costs. The Council is working with the CIPFA Advisory Council to look at how we collectively agree MTFs savings with SCT and how we can manage the overspend.	Children and Education
B12b	Early Help - Referrals to Social Care with no evidence of Multi-Agency Early Help in the prior 12 months	Smaller is better	<70%	70.1%-75%	84%	80% (average)	84%	72%	Performance has remained the same this quarter from the previous quarter, however performance is worse than the average for the year 2023-2024. The Council is doing lots of work with partners to look at how risks can be shared, as well as respond to national policy changes that mean many practice changes and the strengthening of governance. We are also working on developing a Partnership Practice Model.	Children and Education
B12c	Early Help - Number of Step Downs to Multi-Agency Early Help that do not return to Social Care within 12 months	Bigger is better	>80%	75%-79.9%	74.80%	82%	89%	81.30%	Performance against this indicator has fallen this quarter and is just below tolerance. This is due to a higher number of step downs from Social Care but more than 3 times the previous quarters number that stepped back up (10 vs. 27 this quarter).	Children and Education
B11c	The number of Children who receive travel assistance (that is not transport to school)	Bigger is better	201 (year-end 2023/24)	5%	187 (Q4)	NA	172 (Q3)	NA	There is a year-end target for this PI and it is also being monitored quarterly. As of 31/04/2024, there were 984.5 children using Transport and 187 receiving travel assistance (made up of 87 claiming parent mileage, 92 claiming a PTB and 8 with a travel pass). This compares to 848 on transport and 175 (made up of 63 claiming parent mileage, 108 claiming a personal transport budget and 4 with a travel pass) receiving travel assistance at the end of Q1. We continue to encourage parents wherever possible to not use transport but to claim mileage, a personal travel budget or travel pass to reduce overall costs. Increases in pupils using transport will inevitably impact on the budget, however, the SEND Travel Assistance Transformation Plan includes a range of mitigations, with monthly updates to Leadership Team and Leaders Meeting.	Children and Education
B3c	% of Schools 'Good' or 'Outstanding' OFSTED rating Primary	Bigger is better	89%	5%	87% (31st Dec 2023)	NA	87% (30th Sep 2023)	86% (31 Dec 2022)	Data for published Ofsted reports as at 31st December 2023 (information provided twice a year - 31st December and 31st August). England 91%, West Midlands 89%. Please note that this data includes academies.	Children and Education
B3d	% of Schools 'Good' or 'Outstanding' OFSTED rating Secondary	Bigger is better	80%	5%	79% (31st Dec 2023)	NA	79% (30th Sep 2023)	79% (31 Dec 2022)	Data for published Ofsted reports as at 31st December 2023 (information provided twice a year - 31st December and 31st August). England 83%, West Midlands 83%. Please note that this data includes academies.	Children and Education
B4c	% of pupils with persistent absence (10% or more sessions missed): Primary	Smaller is better	20.10% (22/23)	5%	20.2% (22/23)	NA	NA	20.6% (2021/22)	Based on published data for Primary schools for the 2022/23 year Persistent absence in Sandwell reduced in comparison to the previous year. Similar levels of persistent absence were seen for statistical neighbours (20.2%) but it remained higher than regional (17.7%) and national levels (16.2%).	Children and Education
B12a	Early Help - Number of Allocated Lead Professionals by Organization	Smaller is better and Bigger is better	Strengthening Families <60% Other Partners >40%	Strengthening Families 60.1%-65% Other Partners 35%-39.9%	62% Strengthening Families 38% Other Partners	57% Strengthening Families 43% Other Partners (average)	55% Strengthening Families 45% Other Partners	62% Strengthening Families 38% Other Partners	The proportion of Lead Professionals within Strengthening Families has increased this quarter to slightly above target but within tolerance. This is 5% above average over the year.	Children and Education
B9e	Children in Care - Same Placement for 2+ years	Bigger is better	68%	60-68%	60.80%	NA	62%	63.1%	320/526 Children in Care for over 2.5 years have been in same placement for 2+ years. This has decreased slightly on the previous quarter. Fostering, commissioning and the Children in Care service are working with intervention hub to support Children with placement disruptions to ensure Children in Care have improved placement stability. We are working on long term matching within the Trust to ensure longer term stability of our Children in Care. We would expect this PI to continue to remain in 'amber' for a number of months due to the size of the cohort of Children in Care.	Children and Education
B9f	Children in Care with 3+ moves (placement moves)	Smaller is better	9%	9-12%	9.80%	8.5%	9.2%	8.0%	9.8% of Children in Care have had 3+ Placement moves in last 12 months (79/808), this compares well with England (10%), statistical neighbour (9.5%) and West Midlands Averages (10%).	Children and Education

B6b	% children becoming subject of a CP Plan for the second or subsequent time (within two years)	Smaller is better	15%	15% to 22%	4.50%	14.60%	9.80%	TBC	As of end March 2024 the number of Children 2nd or subsequent plans within 2 years is at 4.5% (1 Child out of 22 entering on a CP Plan in March 2024). This measure will fluctuate due to low numbers entering onto a CP Plan each month.	Children and Education
B8a	Permanent vacancy rate of social workers	Smaller is better	<37%	37.1%-43%	25.0%	30.37%	24.60%	42.6%	The number of permanent social work vacancies continue to reduce, with turnover of staff also reducing, there are currently 46.7 vacancies across the social work establishment, if including agency the real vacancy rate is 13.36 workers (7.1%)	Children and Education
B12d	Early Help - Number of Children/Young People receiving intervention	NA - dependent	900-1200	<>10% of the range	1111	1083	1061	1017	There are currently 1111 young people receiving support/intervention within the Early Help space. This is slightly higher than the previous quarter, and above the average for the year 2023-2024, but still within target.	Children and Education
B9h	Children missing from placement and return interviews in time (based on accepting and completed within 72 hours)	Bigger is better	75%	65-75%	86.80%	85.00%	76.70%	81.00%	Missing return interviews remains above target at 86.8%. The main reasons for missing return interviews going out of timescale are due to the following: difficulty in contacting family/placement, family refused return home interview, multiple attempts to contact family and young person.	Children and Education
B9g	Children in Care - Health assessments (C)	Bigger is better	85%	80-84.9%	TBC	NA	NA	96.7%	The outturn for this PI will be in May 2024 for the end of 2023-24	Children and Education
The Best Start in Life for Children and Young People - Annual PIs										
B4d	% of pupils with persistent absence (> 10% absence): Secondary	Smaller is better	26.2% (2022/23)	5%	NA	27.8% (22/23)	NA	26.6% (21/22)	Based on published data for Secondary schools for the 2022/23 year Persistent absence in Sandwell increased in comparison to the previous year. This was also the case for Statistical Neighbours (28.6%), persistent absence remains above regional (27.4%) and national levels (26.5%).	Children and Education
B4e	% of pupils severely absent (50% or more sessions missed) Primary	Smaller is better	0.6% (22/23)	5%	NA	0.9% (22/23)	NA	0.9% (21/22)	Based on published data for Primary schools for the 2022/23 year severe absence in Sandwell remained the same in comparison to the previous year. Similar levels of severe absence were seen for statistical neighbours (1.0%) but it remains slightly higher than regional (0.8%) and national levels (0.7%).	Children and Education
B4f	% of pupils severely absent (50% or more sessions missed) Secondary	Smaller is better	2.4% (22/23)	5%	NA	3.4% (22/23)	NA	2.6% (21/22)	Based on published data for Secondary schools for the 2022/23 year severe absence in Sandwell increased in comparison to the previous year. This was also reflected by increases for statistical neighbours (3.3%), regionally (3.4%) and nationally (3.4%).	Children and Education
B5a	Key Stage 4: Attainment 8 - Reduce the Points gap between the LA Disadvantaged and Non-Disadvantaged pupils nationally	Smaller is better	-13.5 (2023)	5%	NA	-14.9 (2023)	NA	-14 (2022)	Attainment 8 is a measure published annually showing the average academic performance of a secondary school. It is calculated by adding together pupils' highest scores across eight government approved school subjects. In 2023 the attainment 8 of Sandwell disadvantaged pupils was 35.5 which compares positively with 35.1 nationally. Whilst performance is worse than our target, the national gap measure was larger than in Sandwell at -15.3, with West Midlands slightly smaller at -14.8. Any improvement to validated figures for 2023 outcomes would be reflected in outcomes for 2024 examinations / assessments, with initial data available in the autumn term 2024.	Children and Education
B8f	SCT Ofsted rating - ILACS (Inspecting local authority children's services)	Bigger is better	Good	NA	NA	Requires Improvement to be Good	NA	N/A	The most recent inspection was in May 2022. Whilst below the target of 'Good', performance has improved since the previous inspection in 2017.	Children and Education
B9a	Educational Attainment CIC - attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	38%	5%	NA	32% (2023)	NA	36%(2022)	Sandwell 2023 data indicates a 4 ppt decrease on 2022. National data for Children in Care increased by 6ppts between 2022 and 2023 and West Midlands data was also up by 2ppt. (National 2023 37%, West Midlands 2023 34%)	Children and Education
B9d	Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 4 or above	Bigger is better	56%	5%	NA	55% (2023)	NA	61% (2022)	Performance has dropped since last year, but this is line with national figures and West Midland figures. Nationally there was a drop in performance compared to 2022 following return to pre-pandemic grading. Subsequent years up to 2022 were atypical. Targets were set to reflect 2019 performance. (National 2022- 69% 2023 - 65%, West Midlands 2022- 67%, 2023 - 62% (provisional))	Children and Education

B3a	% of 1st, 2nd or 3rd preference for state school place Primary (Reception)	Bigger is better	97%	5%	NA	98.13% (23/24)	NA	97.17 (22/23)	Annual, data relates to Places offered for the 23/24 Academic Year and includes late applications. 23/24 comparative data not yet available. This is updated once a year in quarter 1.	Children and Education
B3b	% of 1st, 2nd or 3rd preference for state school place (Secondary)	Bigger is better	90%	5%	NA	90.68% (23/24)	NA	91.58 (22/23)	Annual, data relates to Places offered for the 23/24 Academic Year and includes late applications. 23/24 comparative data not yet available. This is updated once a year in quarter 1.	Children and Education
B4a	% Attendance: Primary	Bigger is better	93% (22/23)	5%	NA	93.4% (22/23)	NA	92.4% (21/22)	Based on published data for Primary schools for the 2022/23 year attendance in Sandwell improved in comparison to the previous year. Attendance was in line with statistical neighbours at 93.4% and close to West Midlands (93.8%) and National levels (94.1%).	Children and Education
B4b	% Attendance: Secondary	Bigger is better	91% (22/23)	5%	NA	91% (22/23)	NA	90.5% (21/22)	Based on published data for Secondary schools for the 2022/23 year attendance in Sandwell improved in comparison to the previous year. Attendance was better than statistical neighbours (90.8%) and the West Midlands Region (90.9%) and in line with National levels (91.0%).	Children and Education
B5b	Percentage point gap between LA disadvantaged and not disadvantaged pupils nationally at KS2, achieving the expected standard in reading, writing and maths	Smaller is better	-21 (2023)	5%	NA	-21 (2023)	NA	-22.1 (2022)	Sandwell 2023 data indicates a 1.1 ppt reduction in the disadvantaged gap compared to 2022. Nationally the gap reduced by 0.5 to -22.4, in the West Midlands the gap reduced by 0.8 to -20.8.	Children and Education
B8d	SCT Ofsted rating - fostering	Bigger is better	Good	NA	NA	Good	NA	N/A	Most recent inspection August 2021	Children and Education
B8e	SCT Ofsted rating - adoption	Bigger is better	Good	NA	NA	Good	NA	N/A	Most recent inspection December 2022	Children and Education
B8g	Area SEND Inspection	Bigger is better	Category 2	NA	NA	Category 2	NA	NA	The report following the inspection in July, was published in September 2023. Under the new grading system of Category 1, Category 2 and Category 3 (Category 1 being the best that can be achieved). The report stated 'Children and young people with SEND are valued in Sandwell. However, their experiences are variable due to the inconsistencies that exist across the local area partnership. Area leaders are aware of the inconsistencies and are taking appropriate action to address them'. The next full area SEND inspection will take place within approximately 3 years. The full report is available on the Ofsted website.	Children and Education
B9b	Educational Attainment CIC – KS4 attainment of English and maths at Grade 4 or above	Bigger is better	20%	5%	NA	32% (2023)	NA	30% (2022)	Sandwell 2023 data indicates a 2 ppt improvement on 2022. National data for Children in Care decreased by 2ppts between 2022 and 2023 and West Midlands data was up by 4ppt. (National 2023 20%, West Midlands 2023 20%). KS4 data in 2022 was still impacted by grading changes during the pandemic. In 2022/23 there was a return to pre-pandemic standards for GCSEs, with protection built into the grading process to recognise the disruption that students have faced. It was expected that performance in 2023 will generally be lower than in 2022. Having an increase in performance of 2ppts between 2022 and 2023 is therefore more significant. In 2019 (pre pandemic) Sandwell 15% of CIC pupils achieved Level 4+ in English and maths compared to 18% for the same group nationally, in 2022 it was 30% for CIC in Sandwell compared to 22% nationally.	Children and Education
B9c	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	56%	5%	NA	56% (2023)	NA	55% (2022)	Sandwell 2023 data indicates a 1 ppt improvement on 2022. National data increased by 1ppt between 2022 and 2023 and West Midlands data was up by 2ppt. (National 2023 60%, West Midlands 59%).	Children and Education
B1	Percentage of children achieving a Good Level of Development in the Early Years Foundation Stage	Bigger is better	NA	5%	NA	61% (22/23 AY Final)	NA	59% (21/22)	Based on published data for summer 2023 Sandwell improved by 2 ppt when compared to 2022. National and Regional data also improved by 2 ppts between 2022 and 2023 to 67% and 66% respectively. A target of 62% has been set for 2023/24.	Children and Education
B11a	% EHCP 20 week completion rate, including exceptions	Bigger is better	NA	5%	NA	49.09% (2022)	NA	74.6% (2021)	This is based on the the annual SEN2 return which collects data for 20 week timeliness during the previous calendar year. Annual 2022 calendar year data was published in June 2023 and reported in Q1 of 23/24. Annual 2023 calendar year data will be available in Q1 24/25. Performance is better than national (47.64%), regional (48.89%), and statistical neighbours (48.4%).	Children and Education

B11b	% of EHCP annual reviews completion rate	Bigger is better	TBC	5%	NA	NA	NA	NA	Awaiting clarification nationally about the definition for this measure.	Children and Education
People Live Well and Age Well										
L17b/ASCOF 4B	The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that this risk was reduced or removed (c)	Bigger is better	95% (2023/24)	92% (tolerance score)	95%	95%	94%	NA - New PI	This is a provisional Score - the final score will be available on completion of Safeguarding Adults Collection (SAC) (June 2024)	ASC
L14b/2E (formerly 1G)	The proportion of people who receive long-term support who are enabled to live in their home or with family	Bigger is better	70% (2023/24)	66% (tolerance score)	86%	86%	70%	86%	Performance is above target. For 2023/24, the data source for this measure will be the Short and Long Term (SALT) return. The year end figure reported is based on the ASCOF 1G definition (i.e. accommodation for those service users with are PSR of Learning Disability, aged 18-64).	ASC
L21b/6B	The percentage of adult social care providers rated good or outstanding by the Care Quality Commission	Bigger is better	70% (2023/24)	66% (tolerance score)	70%	70%	70%	NA - New PI	Provisional result. Performance is on target.	ASC
L1b	Engagement of faith sector in Public Health work	NA	Set up faith sector boards and recruit Faith Sector and Inclusion Health Development Officer	NA	Complete	Complete	NA	NA	The Faith Sector and Inclusion Health Development Officer recruited has been recruited and the Faith Sector Board meetings have been set up and are held bi-monthly. Each of the larger faiths in Sandwell now represented at the Faith Sector Board. New metrics to capture ongoing engagement for this indicator will be established for 24/25.	Public Health
L1d	The number of learners engaged in the use of the Sandwell Language Network to support learning English and Health literacy	Bigger is better	325	5%	366	NA	325	NA	The Sandwell Language Network providers are expected to achieved their annual target of 325 learners engaged through the academic year of 2023 - 2024.	Public Health
L1f	The release of the Healthy Aging App - directed at providing information in multiple languages	NA	To develop and release the Healthy Aging App	NA	Complete	Complete	NA	NA	The app has successfully been developed and released. The service is monitoring usage figures.	Public Health
L4b	LGBTQ+ needs assessment and Challenge fund to support outcomes.	NA	Set up the Challenge Fund and complete the Needs Assessment	TBC	Complete	Complete	NA	NA	The Needs Assessment has been completed. The Health Challenge Fund has allocated 5 small grants to CVS organisations. The service is looking at monitoring information for 2024/25.	Public Health
L4c	Inclusive cycling program	Bigger is better	Successful delivery of the programme	TBC	Complete	Complete	NA	NA	The programme was successfully delivered and now has ceased. A provider is being appointed for the summer of 2024 to deliver learn to ride sessions as part of the Cycle More Sandwell Programme and the service is looking at how this can be monitored through performance indicators.	Public Health

L6a	Towns based awareness of Public Health offer/ Stronger Sandwell - meetings held	Bigger is better	6 meetings are held each quarter for the 6 Towns in the borough	5%	6	NA	6	NA	Meetings continue to take place each quarter chaired by the Public Health Development Officer for each town.	Public Health
L8	Greenspace utilisation (physical activity in parks and open spaces)	Bigger is better	1 session per week for each of the 6 towns	5%	11 weekly sessions on offer across the 6 towns	NA	10 weekly sessions on offer across the 6 towns	NA	There were 11 weekly sessions for Q4 across the 6 towns. There were 73 new participants and 708 attendances.	Public Health
L18a/2D (formerly 2B)	The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Bigger is better	68% (2023/24)	66% (tolerance score)	To be announced	To be announced	68.30%	63.70%	Final result available on completion of Short and Long Term (SALT) return (June 2024).	ASC
L1e	The targeting of the NHS Health Checks at those most in need	Bigger is better	12000 (2 years)	5%	3,033 (25.3%)	NA - Cumulative	1,790 (14.9%)	NA	NHS Health Checks were re-established in Sandwell in Q4 2022/23 following the COVID-19 pandemic. Quarterly figures are cumulative.	Public Health
L5b	Grants to the SCVO around child wellbeing, Grants for child wellbeing for special school mental health and wellbeing	Bigger is better	NA	NA	Over £100K	NA	Over £100K	NA	A target is not applicable for this PI. The current commissioning cycle for the mental health support programme for headteachers will be available in Q1 24/25.	Public Health
L7	Sandwell Stride programme (volunteer-led walking scheme) and digital App based walking offer	Bigger is better	NA	5%	1,829	NA	1,465	NA	Walks continue to take place each week with weekly walks seeing on average 100-200 participants each week. From Jan – March 2024 there were; Number of walks: 15 Number of attendances: 1,829 total with average weekly attendance of 140 Number of newly trained leaders: 1	Public Health
L2	Number of grants provided concerning Vision 2030, Better Mental Health and Healthy Lifestyles	Bigger is better	NA	NA	Better Mental Health - 13 Vision and healthy lifestyles - 7 (3 awarded, 4 under offer)	NA - Cumulative	Mental Health - 10 Vision 2030 and Healthy Lifestyles - 25	NA	Better Mental Health - 13 (cumulative). Total annual funding committed £305,000. Vision 2030 and healthy lifestyle grants 7 applications received 4 under offer and 3 awarded. Total of £25,478 granted for Q4.	Public Health
People Live Well and Age Well- Annual PIs										
L14c/1E (formerly 3B)	Overall satisfaction of carers with social services (for them and for the person they care for)	Bigger is better	39% (2023/24)	35% (tolerance score)	NA	28.40%	NA	NA		ASC
L20a/3B (formerly 3C)	The proportion of carers who reported that they have been involved in discussions about the person they care for	Bigger is better	71% (2023/24)	65% (tolerance score)	NA	66.70%	NA	NA	Performance is below target for these measures. We are committed to improving the support to valued informal carers in Sandwell and this year we have refreshed our Carers Strategy, working in co-production with carers. Our future plans include the development of a carers hub which will be the single point of contact for carers to gain information, advise and support. Along with colleagues across the Black Country we are exploring opportunities for a carers ap to support easy access for carers to advice, information and support services. We are also recommissioning our Community Offer to ensure strong and effective support is available to carers within their own communities. Our Dementia Strategy places a clear focus on support for carers and it is continuing to drive improvements to access and support for both people with dementia but also their carers.	ASC
L20b/3C (formerly 3D1 and 3D2)	The proportion of people and carers who use services who have found it easy to find information about services and/or support (Oflog measures - 2)	Bigger is better	67% (2023/24)	64% (tolerance score)	NA	50.4% (carers) 69.6% (service users)	Annual	67.3% (2022/23)		ASC

L3	We will continue to push for improved vaccine take up, childhood vaccines, flu season and COVID boosters	Bigger is better	90%	5%	NA	MMR1 at 1 yr - 87.6% MMR1 at 5 yr - 89.9% MMR2 at 5 yr - 80.7% Flu - pregnant women - 23.9% Flu - under 65's - 33.5% Flu - over 65's - 66.1%	NA	80.40% (2021/22)	MMR1 refers to measles, mumps and rubella vaccine 1st dose. MMR2 refers to measles, mumps and rubella vaccine 2nd dose. This data set will include pregnant women, under 65s and over 65s. MMR vaccine is a lifelong vaccine whereas Flu vaccine is a yearly vaccine. There has been a focused effort in pushing vaccinations over recent months and vaccine take up has increased as a result; however these will not yet show in the figures.	Public Health
L13c	Smoking cessation uptake (smokers that have successfully quit at 4 weeks - rate per 100,000 smokers aged 16+)	Bigger is better	1808 (national average 2019/20)	5%	NA	1210 (2022/23)	NA	2,456 (2019/20)	Sandwell's rate of quitters remains above the regional rate of 890 but below the national rate of 1620 per 100,000 pop (2022/23). This reflects the shift in nature of the health inequalities focus of the current service model ensuring our most entrenched priority populations of smokers who require more intensive interventions are supported to quit. Refreshed smoking prevalence estimates show an increase in levels of smoking to well above national levels (21% versus 12.7% nationally). This requires concerted Partner wide efforts to reduce towards 2030 smokefree status ambitions.	Public Health
L14a/ASCOF 3A (formerly 1B)	The proportion of people who use services who report having control over their daily life	Bigger is better	81% (2023/24)	77% (tolerance score)	NA	79.50%	Annual	80.7% (2022/23)	Performance is just below target, but within the target tolerance.	ASC
L14b/1D (formerly 3A)	Overall satisfaction of people who use services with their care and support	Bigger is better	72% (2023/24)	64% (Tolerance Score)	NA	65.90%	Annual	71.6% (2022/23)	Performance is just below target, but within the target tolerance.	ASC
	The proportion of people who use services who feel safe	Bigger is better	77% (2023/24)	73% (tolerance score)	NA	76.70%	Annual	76.6% (2022/23)	Performance is just below target, but within the target tolerance.	ASC
L4a/ASCOF 5A (formerly 1I)	The proportion of people who use services who reported that they had as much social contact as they would like	Bigger is better	52% (2023/24)	49% (Tolerance score)	NA	54.30%	Annual	51.9% (2022/23)	Performance is above target.	ASC
L11a/C19d	Deaths from drug misuse (rate per 100,000)	Smaller is better	5 (national average 2018-2020)	n/a	NA	2.1 (2019-21)	NA	2.2 (2018-20)	Sandwell continues to remain statistically significantly lower than the current national average of 5.2 (a good thing) and latest results have improved further down to 2.1 per 100,000 population. Adulterated heroin batches in circulation earlier this year have meant ongoing work to ensure enhanced overdose prevention and harm reduction work locally and across partners.	Public Health
L11b	Hospital admissions due to substance misuse (15-24 years) (rate per 100,000)	Smaller is better	81.2 (national average 2018/19 - 2020/21)	5%	NA	38.8 (2021/22 - 2022/23)	NA	51.9 (2018/19-2020/21)	Sandwell has further reduced its rate of admissions and is now well below current regional and national rates of 45.3 and 58.3 respectively (a good thing). This reflects the preventive and educational work delivered through our Young People's Drug & Alcohol Service (Drug Education, Counselling and Confidential Advice - (DECCA)).	Public Health
L21a/6A	The proportion of staff in the formal care workforce leaving their role in the past 12 months	Smaller is better	23%	24% (tolerance score)	Annual	To be announced	NA - New PI	23.4% (2022/23)	Result available October 2024	ASC

L1a	Proportion of households in fuel poverty	Smaller is better	NA	5%	NA	20.6% (2021)	NA	20.8% (2020)	Data from 2021 is the most recent data available. The proportion of households in fuel poverty has decreased since 2020 and from 2019 when the figure was 20.9%. However, Sandwell is significantly higher than the figure for England which is 13.1%.	Public Health
L10	Number of sites that are non-compliant with the national NO2 air quality objective (40 ug/m3 per annum)	Smaller is better	0	5%	NA	NA	1 (June 2022, reported June 2023)	NA	This is an Annual indicator. The next update will be provided in Q1 2024 (June)	Public Health
L11d/C21 -	Admission episodes for alcohol-related conditions (Narrow): New method rate per 100,000	Smaller is better	494 (national average 2021/22)	5%	NA	NA	NA	427 (2021/22)	Annual figure not yet available. Sandwell is below the national average (a good thing) and reflects the work to address alcohol harms and enhanced treatment pathways between acute and community based treatment support services.	Public Health
L13a	Numbers of people physically active in Sandwell	Bigger is better	TBC	5%	NA	51.40%	NA	56.3% (2021/22)	Results from Active Lives Survey (Released April 2024), Sport England for Sandwell Inactive 38.2% - Fairly active 10.5% - Active 51.4% England comparison Inactive 25.8% - Fairly active 11.1% - Active 63.1%	Public Health
L13b	Childhood obesity	Smaller is better	28.50%	5%	NA	Not yet available	NA	34% (2021/22)	Sandwell remains above the national average for childhood obesity. The NCMP programme continues to be delivered in Sandwell with high participation rate across both Reception and Year 6 pupils, with a pro-active follow up pathway in place to offer support, sign-posting and intervention to identified families.	Public Health
L13d	Smoking at time of delivery	Smaller is better	8.8% (national average 2022/23)	5%	NA	NA	NA	9.8% (2022/23)	Annual figure not updated yet. Sandwell remains above the national average for smoking during pregnancy. Work with acute sector to ensure identification and appropriate referral into community treatment services needed.	Public Health
Strong Resilient Communities										
C10a	Forge Mill Farm Education Visits	Bigger is better	8,800 (Annual)	5%	8,254	NA	2,206 (5,737 cumulative)	NA - New PI	Following the successful launch of the new education and outreach provision at Forge Mill Farm and across Sandwell Valley Country Park a total of 8254 individuals were engaged with, including school children, community groups and low income families, 2421 of these were in the quarter 4. This is just shy of the 23/24 target of 8800. Each quarter showed significant growth on the previous quarter proving the programme is capable of meeting its targets in the final two quarters and into the next financial year. As with any new programme we expected an implementation period in which targets were difficult to meet in the first two quarters, due to the nature of school bookings needing to be made many months in advance.	Borough Economy
C14/ NI195a,b,c,d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly-posting).	Smaller is better	litter - 2.50% detritus - 6.50% graffiti - 1.50% fly-posting - 0%	5%	Litter - 6% Detritus - 17% Graffiti - 3% Flyposting - 0.5%	NA	Litter - 6% Detritus - 9% Graffiti - 1% Flyposting - 0%	Litter - 4% Detritus - 7% Graffiti - 1.50% Flyposting - 0%	All targets missed for T3, due to issues with mechanical sweeper availability. Transects identified as below standard on inspections were rectified not long after.	Borough Economy
C7a	The number of library visits in person	Bigger is better	660,000 (Annual)	5%	186,440	660,599	153,150 (474,159 cumulative)	156,450	Measures the number of people using the library service for any purpose – a general measure of busyness. Target met.	Borough Economy
C7c/L2	Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics) (c)	Bigger is better	194,000 (Annual)	5%	68,940	228,673	73,731 (159,733 cumulative)	188,667	Measures how many books or other items were borrowed by children, contributing to improving child literacy. Target met. We have increased the number of schools class visits to libraries, where children borrow items, and this will also lead to further visits and borrowing outside of school. Target met.	Borough Economy

C7d/L4	The number of community activities & events held in libraries or online (c)	Bigger is better	7,000 (Annual)	5%	3,071	10,497	2,456 (7,426 cumulative)	6,800	Measure the total amount of activities and events held in libraries, contributing to various outcomes (best start in life, health and wellbeing, literacy, culture, information, digital inclusion). Target exceeded – this is a primary driver for achieving and increasing our visits target.	Borough Economy
C7e/L6	The number of PC sessions held in libraries (c)	Bigger is better	85,000 (Annual)	5%	50,819	159,349	30,154 (108,530 cumulative)	114,606	Measures the number of desktop computer and wi-fi logins. Q4 saw a large increase, as a result of increased visits as part of Welcoming Spaces plus basic IT sessions run in each library.	Borough Economy
C10b	Forge Mill Farm Income (admissions, events, other & education)	Bigger is better	£427,250 (Annual)	5%	£547,870	NA	£428,681	NA - New PI	Performance is above target.	Borough Economy
C16a	Total recorded crime in Sandwell	Smaller is better	No target	5%	8,555	N/A - Quarterly	8,960	9,604	There were fewer incidents of total recorded crime compared to 2022/23.	Borough Economy
C16b	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	No target	5%	2,478	N/A - Quarterly	2,616	2,750	There were fewer incidents of domestic abuse incidents reported to police compared to 2022/23.	Borough Economy
C16c	The number of cases referred to Multi Agency Risk Assessment Conferences (MARAC)	Smaller is better	No target	5%	238	N/A - Quarterly	294	319	1089 cases were heard at MARAC this year, compared to 1077 last year. The repeat rate is 37.25% (Safeives recommendation of 28-40%) compared to 49% last year. MARACs are regionally co-ordinated through the Office of Police and Crime Commissioner. Demand and waiting times have been a concern throughout the year and Operation Willowbay was the police response before Christmas to deal with this concern regionally. This has reduced MARAC waiting times and to maintain this in Sandwell is commencing weekly half day MARACs from May. The OPCC also provide LAs with a budget for Domestic Homicide Reviews (DHRs). With the scope of these reviews being increased, Sandwell has seen an increase in the number of DHRs requested and the current funding allocated by the OPCC is no longer covering these costs. This is being reviewed currently with the OPCC regionally and is subject to a national government consultation. A potential regional Dynamic Purchasing System is being suggested regionally in response to this and is being reviewed by Domestic Abuse Strategic Partnership (DASP).	Borough Economy
Strong Resilient Communities- Annual PIs										
C10c	Forge Mill Farm Centre of Excellence - Play and Learning Barn Completed	Bigger is better	Project completed	5%	NA	Project to be completed in Q1.24/25	NA	NA	There has been minor slippage due to inclement weather; expected handover is now on the 3rd of June. The Play Equipment provider was appointed following tender. The start date on site 7th of May with a completion date of Friday 21st June.	Borough Economy
C5a	The number of Friends Groups working in Partnership with The Council	Bigger is better	14	5%	NA - Cumulative	14	10	NA - New PI	The annual target has been achieved.	Borough Economy
C5b	Green Space Published Programme of Works Achieved	Bigger is better	90%	5%	NA	100%	New PI	NA - New PI	Programme of work delivered.	Borough Economy
C5c	Britannia Park Town's Fund Project Completed	Bigger is better	100%	5%	NA	Completed year 2 works	New PI	NA - New PI	Completed year 2 works	Borough Economy
C5d	West Smethwick Park NLHF Project Completed	Bigger is better	100%	5%	NA	Completed for 23/24	New PI	NA - New PI	Completed for 23/24	Borough Economy
C7b/L3	The % of Meaningful gifting of BookTrust packs	Bigger is better	95%	5%		99%	95%	97%	Measures the number of packs from the BookTrust charity distributed to new families to encourage reading from the earliest age. Target met.	Borough Economy
C7f/L7	% of Library users satisfied with the service overall	Bigger is better	93%	5%	NA	93%	NA	93%	Measures customer satisfaction. This is conducted every three years and is next due to be run in 2024-25.	Borough Economy
C10d	Sandwell Valley Urban Bike Track Completed	Bigger is better	Project completed	NA	NA	100%	NA	NA	Project completed.	Borough Economy

C10e	Enabled funding target through Friends Groups	Bigger is better	£30,000	5%	NA	TBC	NA	NA	NA	Borough Economy
C10f	Visitor Services and Events Mystery Shopper Scores	Bigger is better	Annual: 80%	5%	NA	TBC	NA		NA	Borough Economy
C2a	West Bromwich Town Investment Plan delivered (target 2026)	Bigger is better	2	NA	NA	NA	NA	NA	<p>The Town Investment Plan delivery target is March 2026. Project delivery is reported as part of the Regeneration Pipeline figures.</p> <p>The requirement set by the Department for Levelling Up, Housing and Communities (DLUHC) is that West Bromwich Town Deal grant funding must be spent by March 2026. There are six projects that form part of the West Bromwich Town Deal, two have completed and four are underway at various stages of delivery and are progressing with some experiencing slight delay due to cost confirmation exercises, acquisition and consultation requirements.</p> <p>Overall Spend: The Q3 return from project leads forecasted £13.8m spend by the end of March 2024. The Q4 latest return forecasts the spend at £13.3m which results in a 7.58% underspend since last DLUHC report at Q2. Ongoing review will continue to take place to ensure slippage does not increase to above 40% (threshold set by DLUHC that triggers a deep-dive).</p>	Regeneration
C2b	Smethwick Town Investment Plan delivered (target 2026)	Bigger is better	2	NA	NA	NA	NA	NA	<p>Project delivery is reported as part of the Regeneration Pipeline figures.</p> <p>The requirement set by DLUHC is that Smethwick Town Deal grant funding must be spent by March 2026. The programme level risks are being managed and have been flagged regularly with DLUHC advisor, particularly the Grove Lane project which is undergoing CPO process and the Rolfe Street Canalside Regeneration project where a Heritage Impact Assessment has been identified as being required therefore delaying project works. Achievements include the Midland Met Learning Campus with confirmed co-funding from WMCA to enable the project to start in summer 2024.</p>	Regeneration
C2c	Rowley Regis Town Investment Plan delivered (target 2026)	Bigger is better	1	NA	NA	NA	NA	NA	<p>Project delivery is reported as part of the Regeneration Pipeline figures.</p> <p>The requirement set by DLUHC is that Rowley Regis Town Deal grant funding must be spent by March 2026. Overall, the programme level risks are being managed but have been flagged regularly with DLUHC advisor, particularly the impact of cost inflation and delivery on transport schemes.</p> <p>To date, a total amount of £17.6m has been received from DLUHC for Rowley Regis Towns Fund programme. The Q2 return forecasted £3.94m spend by the end of March 2024. The Q3 latest return forecasts the spend at £3.48m which results in a slippage of 12% since last report. This is within the 40% threshold set by DLUHC who are regularly informed of the delays and the reasons for slippages where applicable. Ongoing review will continue to take place to ensure slippage does not increase above 40%.</p> <p>Overall, risks are being managed, however there are red/ high RAG rated risks relating to Blackheath Bus Interchange and Rowley Regis Connected. Overall, outputs and outcomes are on track to deliver as per delivery plan.</p>	Regeneration
C5e	Black Patch Park Levelling Up Fund Project Completed	Bigger is better	100%	5%	NA	N/A	New PI	NA - New PI	Project now being completed in 2024/25.	Borough Economy
Quality Homes in Thriving Neighbourhoods										
CP74 / HM02	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	65%	5%	35.30%	51.7%	51.5%	72.3%	<p>This figure is below target due to the challenging housing market and the volume of cases that are presenting very late in the process. The housing market is at its most challenging for securing longer term alternative accommodation for our clients. The turnover of council properties has seen a 30% reduction over the last 12 months (meaning there are less properties becoming available) and the accessibility and affordability of private rented properties it is at its lowest point in years. This is in part due to affordability issues and also due to the very buoyant market. The service works very hard in securing properties for our clients and has one of the best offers in the country as recognised by the National Resident Landlord Association (NRLA). The increase to LHA rates in April 2024 will help bridge this gap but the market will remain very challenging for a number of years to come. Our Q4 performance on homelessness prevention is below target but we did see improvements in November, December and January months which suggests we are still having some positive impacts on the housing options within Sandwell. Unfortunately February and March saw further increases in demand and an increase in cases approaching at the point of crisis.</p>	Housing
CP79 / PR507	Number of long term empty homes brought into use (c)	Bigger is better	Q4-20	5%	5	NA	3	8	<p>There was a delay in attracting and recruiting the right person for this role earlier in the year. The new officer has been in post since September 2023 and is making good progress but has required a lead in time to understand Sandwell and the challenges around the agenda. Performance has improved with 5 new properties brought back into use in this financial year and an additional 4 properties with work in progress. We expect performance to improve exponentially and to recover to projected levels by the end of Q2 of 2024/25.</p>	Housing

H12 / HC2	The % of current tenancies with a live valid Home Check in place (in the last 3 years) (c)	Bigger is better	40%	5%	28.30%	NA	21.90%	11.40%	Home Checks completions increased in every quarter of 23/24 but not to the level to meet target. Additionally temporary resources (an additional Coordinator and six Housing Advisors) have been delayed, but it is hoped these can be resourced in 24/25, these posts will enable Housing Services Officers to focus more of their time on Home Checks. We are also exploring options of other teams assisting with home checks for next year.	Housing
H14 / BS02	Fire Safety Checks - Proportion of homes for which all required fire risk assessments have been carried out	Bigger is better	100%	5%	56.26%	NA	100.00%	100.00%	After an independent review of the data and review of the previous reporting has highlighted that data was reported against a plan to recover to 100% over three years (currently year 2 of 3). The measure should report on actual performance of FRAs completed within timescales. This will be corrected moving forward and a plan is in place to bring the service to 100% compliant by March 2025. Our policy states that reviews should be carried out after one year for high risk and three years for low risk, so this updated outcomes will be measuring performance against our policy commitments.	Housing
CP78b/SLM05	The total number of people assisted by Welfare Rights Service to claim additional benefits (c)	Bigger is better	11,000	5%	10434	NA	7521	12,635	The number of residents assisted by Welfare Rights during the Year 2023/24 was 10,434, this was 566 below the target of 11,000 (RAG rated 'RED'). This is due to the level of support our residents now need for holistic advice and guidance as well as support with benefit claims. Officers are exploring customer circumstances and situations to improve their financial capability and quality of life, this takes time, but has a long-term impact for the resident. The team are working additional hours to manage the backlog of customers needing support and benefit advice. Welfare Rights are the only provider that completes appeal and challenges unfair decisions around benefits awards to residents. As well as supporting customers through this process, they also represent them in court which takes a significant length of time. Monetary gains were £21,341,125. £2,341,125 above target of £19,000,000.	Housing
H14 / BS01	Gas Safety Checks - Proportion of homes for which all required gas safety checks have been carried out	Bigger is better	100%	5%	99.85%	NA	99.39%	98.24%	All Communal systems are in date with a valid Landlord Gas Safety Responsibilities (LGSR's). The domestic LGSR shows some 38 overdue and in the legal or access process.	Housing
H14 / RM3	The percentage of properties with a Domestic Electrical Installation Condition report (DEICR) under 5-years old (or in legal resolution)	Bigger is better	100%	5%	95.70%	N/A	95.35%	87.47%	Performance has improved since last quarter and since this time last year. We are awaiting legal process to be approved and introduced for hard access/overdue. Clarification required on how test can be completed when access granted but unable to test due to H&S implications.	Housing
CP77a / HIA2	Home Improvement Agency - Number of Disabled Facilities Grants (DFG's) approved (c)	Bigger is better	Q4 - 276	5%	278	NA	210	572	Performance is above target.	Housing
CP77b / HIA3	Number of DFG's certified as complete (c)	Bigger is better	Q4 - 220	5%	371	NA	262	431	Target exceeded significantly. Work to address the backlog of lift and hoists installations was undertaken by the new supplier during the second half of 2023-2024 resulting in the target being exceeded.	Housing
H8 / RS04	Rough sleepers bi-monthly count outturn	Smaller is better	Q4 -4	5%	3	N/A	0	3	The service continues to perform well despite increases in demand for supporting rough sleepers.	Housing
H14 / BS04	Water Safety Checks - Proportion of homes for which all required legionella risk assessments have been carried out	Bigger is better	100%	5%	100%	N/A	100.00%	100.00%	Currently at 100%, legislation asks for regular review, the system used and methods employed by the contractor suggest this is covered, further investigation is required to show this.	Housing
H14 / BS05	Lift Safety Checks - proportion of homes for which all required communal passengers lift safety checks have been carried out	Bigger is better	100%	5%	100%	N/A	100.00%	N/A	Year-end target achieved. Number of dwelling units in "Blocks" owned with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded.	Housing
CP76 / PRS04	No. of private sector properties reported to be in state of disrepair with a positive resolution (c)	Bigger is better	NA	NA	297	NA - Cumulative	246	737	The service has seen an increase in cases with a positive outcome in Q4 of the year when compared to Q3.	Housing

H14 / BS03	Asbestos Safety Checks - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Bigger is better	100%	5%	Outturn unavailable	N/A	100%	97%	An independent review of data has been carried out and identified no annual re-inspection surveys were completed as management surveys became more than a year old. This is likely to highlight areas of non-compliance. There is work undergoing to validate the data from the management surveys as to how many blocks did not require a re-inspection survey which will provide an accurate figure.	Housing
Quality Homes in Thriving Neighbourhoods - Annual PIs reported this quarter										
H1b	Number of new council homes built p.a. (Council house new build programme and the high rise programme)	Bigger is better	19	N/A	N/A	15	N/A	47	Two projects delivering the 15 new homes, as part of the Council house new build programme, have been delivered on target. The four new homes as part of the high rise programme have been delayed.	Regeneration
H1/H17/TP05	Satisfaction that home is safe (Tenant satisfaction survey)	Bigger is better	78%	5%	N/A	77%	NA	76% Yr. 22/23	Over three-quarters of tenants (77%) are satisfied that their home is safe, this being up marginally from 2002 (76%). 16% are dissatisfied with their homes safety. Tenants who do not feel safe were asked to explain why and what could be improved, and 433 tenants made comments. Dealing with outstanding or forgotten repairs attracted the most comments (19%) followed closely by damp and Mould issues. (Annual - results are from the Tenant Satisfaction Survey)	Housing
H17 / TP04	Satisfaction that home is well maintained (Tenant satisfaction survey)	Bigger is better	75%	5%	N/A	71%	NA	73% Yr. 22/23	71% of tenants feel their home is well maintained with a fifth being dissatisfied. Satisfaction in this area has fallen 2% since 2022. (Annual - results are from the Tenant Satisfaction Survey)	Housing
H17 / TP01	Satisfaction with the overall service provided (Tenant satisfaction survey)	Bigger is better	70%	5%	N/A	74%	NA	68% Yr. 22/23	Around three-quarters of tenants (74%) are satisfied, although fewer are very satisfied (35%) than fairly satisfied (39%). Just 16% of tenants are dissatisfied with the overall services provided and a further 11% are neither satisfied or dissatisfied. When looking at the results from previous surveys, satisfaction was around 80% from 2011 through to 2017. However, in 2022 this took a dip to 68% but in the current survey it has recovered somewhat to 74%. Sandwell Council operates over six towns within its district but shown here are only those areas where 20 or more responses were received, and the Sandwell PFI properties are excluded, but reported separately.	Housing
H3a	% of new builds meeting accessible and adaptable standards (Council house new build programme)	Bigger is better	100%	5%	N/A	100%	N/A	N/A	Two projects delivering the 15 new homes, as part of the Council house new build programme, have been delivered on target and meet accessible and adaptable standards.	Regeneration
H1c	Number of affordable homes delivered in total per annum (including council homes)	Bigger is better	69	N/A	N/A	Data unavailable until Autumn 2024	N/A	N/A	Data for 2023/24 is not available until confirmed after Government returns in Autumn 2024.	Regeneration
H1a	Number of new homes built each year	Bigger is better	550	NA	NA	Data unavailable until Autumn 2024	NA	340	The number of new homes built in 2022/23 was lower than expected and significantly below the year-end target. Rapid inflation, above inflation price rises for construction materials, and relatively high mortgage interest rates continues to significantly impact the pace at which new homes are being built and the number of sales. Officers are preparing a Housing Delivery Test Action Plan, which is a requirement by Government, setting out the actions that will be taken by the Council to support more house building in the borough. Major residential schemes at Fountain Lane in Oldbury and Hall Green Road in West Bromwich are close to completion and expected to contribute to 2023/24 targets. Data for 2023/24 is not available until confirmed after Government returns in Autumn 2024.	Regeneration
A Strong and Inclusive Economy										
E7a	The number of Businesses supported (c)	Bigger is better	320	N/A	487	NA - Cumulative	NA - Cumulative	409	Throughout the year of 2023/24, support was extended to a grand total of 487 businesses, which has exceeded the set target of 320 for this specific key performance indicator.	Regeneration
E7b	Business receiving Financial Assistance or Grants	Bigger is better	70	N/A	103	NA - Cumulative	NA - Cumulative	190	Since the launch of the HUB, 20 users have regularly occupied desk space. Meanwhile, the Sandwell Enterprise Programme, delivered by Aspire4, attracted 62 aspiring entrepreneurs. Among this group, four individuals successfully secured startup funding. Together all programmes have supported in exceeding the set Key Performance Indicator.	Regeneration

E11a	The number of work experience placements (c)	Bigger is better	100	5%	129	NA - Cumulative	NA	NA	During 2023 a total of 129 people have undertaken Work Experience Placements within a Sandwell MBC department. The people have been aged between 14 – 29 with the majority of placements being given to school age young people.	Assistant Chief Executive
E10	Employment rate (Nomis)	Bigger is better	N/A	5%	69.8% (Jan 23 - Dec 23)	NA	70.2% (Oct 22 - Sep 23)	63.9% (Jan 22 - Dec 22)	Data provided is the latest available. In Sandwell, of the 74.3% of people economically active, 69.8% are employed. For the West Midlands, 78.8% are economically active with 75.2% in employment and for Great Britain, 78.8% are economically active, with 75.8% in employment.	Regeneration
E11c	Number of apprentices	Bigger is better	TBC	5%	45	NA - Cumulative	50	47	There are 5 fewer apprentices than in Q3 and 2 fewer than this time last year.	Assistant Chief Executive
E11d	The number of graduates on the Sandwell Management Graduate Programme	Bigger is better	TBC	TBC	7	7	7	5	Performance has been maintained from Q3.	Assistant Chief Executive
E11b	The number of supported internships	Bigger is better	TBC	5%	NA	NA	NA	NA	Supported Internships within the council are still under development, working towards a September 2025 launch date.	Assistant Chief Executive
E1	% of council spend spent locally	bigger is better	TBC	NA	44.6%	42.4%	46.6%	NA	Whilst more money has been spent with local suppliers in Q4 compared to Q3, this accounts for a slightly smaller % of all spend.	Finance and Transformation
E2	Money spent directly with suppliers in Sandwell	bigger is better	TBC	NA	£58,548,424	£177,058,023	£45,033,525	NA		Finance and Transformation
A Strong and Inclusive Economy - Annual PIs reported this quarter										
E6d	No. of Regeneration Pipeline projects On-Site	Bigger is better	22	5%	N/A	14	N/A	N/A	Whilst there are fewer projects on site than anticipated, many are ahead of projection and moved through to project completion (13 against a target of 5). There are also projects in the delivery stage that are awaiting award of contract to move forward to the 'on site' stage. In total there are 61 projects in the Regeneration Pipeline against a forecast of 56.	Regeneration
E6a	No. of Regeneration Pipeline projects in Concept Stage	Bigger is better	19	N/A	N/A	18	N/A	N/A	19 projects were estimated to be in concept stage as part of the Regeneration pipeline. These include Sandwell Council led projects and external projects being delivered in Sandwell. It is important to note that not all pipeline projects are within council control and as such their progression through the pipeline stages is not wholly accountable to the Directorate or the Council.	Regeneration
E6b	No. of Regeneration Pipeline projects in Business Case Stage	Bigger is better	3	5%	N/A	3	N/A	N/A	3 projects were estimated to be in Business Case stage as part of the Regeneration pipeline. This target has been met.	Regeneration
E6c	No. of Regeneration Pipeline projects in Delivery Stage	Bigger is better	7	5%	N/A	13	N/A	N/A	7 projects were estimated to have approved funding to start delivery of the project. We have exceeded this target by bringing forward a further 6 additional projects to the Delivery stage. These projects may require additional work packages such as planning approval, and final cost plans prior to being on site.	Regeneration
E6e	No. of Regeneration Pipeline projects Complete	Bigger is better	5	5%	N/A	13	N/A	N/A	5 projects were forecasted to be completed by the end of March 24. We have exceeded this target as a further 8 projects have been completed.	Regeneration
E5	Local Plan progressed and successfully adopted in accordance with the timeframe set out in the Local Development Scheme (LDS) - target 'timescale achieved'	Bigger is better	Complete Regulation 18 (Draft Plan) Consultation	N/A	N/A	Regulation 18 (Draft Plan) Consultation complete	N/A	N/A	Regulation 18 (Draft Plan) consultation on the Sandwell Local Plan took place during November-December 2023. The most recent Local Development Scheme was adopted by Cabinet on 17 January 2024. The Local Plan continues to progress in accordance with the timeframe set out in the Local Development Scheme. By 2024/25 year-end the target is to have completed Regulation 19 (Publication) consultation on the Sandwell Local Plan and submit the Plan and supporting evidence to the Secretary of State in readiness for the Examination in Public.	Regeneration
A Connected and Accessible Sandwell										

A2d/DSS5	The number of road safety improvement schemes (c)	Bigger is better	20 (Annual)	5%	10	22	12 (3 in Q3)	N/A - New PI	<p>Schemes completed in quarter 4 were:</p> <ul style="list-style-type: none"> •Hamstead Road, Great Barr – Installation of dropped kerbs and tactile paving, to assist wheelchair users and visually impaired pedestrians at Hamstead Road, Great Barr •High Haden Road, Rowley Regis - Signage improvements following speeding concerns raised by local residents and ward members •Road End Road, Oldbury - Carriageway lining scheme following speeding concerns raised by local residents •Springfield Lane, Rowley Regis - Signing and carriageway lining scheme on each approach to the 'Papap' Bridge •High Street, Smethwick - Installation of tiger crossing facility near to Roslyn Close, to improve safety for pedestrians and cyclists •High Street, Smethwick - Installation of zebra crossing facility near to the Red Cow Public House, to improve safety for pedestrians •Cheshire Road, Smethwick - Installation of permanent one way system to vehicular traffic, following concerns raised by residents and local ward members about accessibility •Kilvert Road, Wednesbury - Installation of dropped kerbs and tactile paving to assist wheelchair users •Timbertree Road, Cradley Heath - Signing and carriageway lining scheme to improve road safety •Crocketts Lane, Smethwick - Signage improvements in the vicinity of the zebra crossing 	Borough Economy
----------	---	------------------	-------------	----	----	----	-----------------	--------------	--	-----------------

Connected and Accessible- Annual PIs

A8	The number of on-street residential EV charging points installed	Bigger is better	74	N/A	N/A	0	N/A	N/A	<p>Part of a Black Country wide project installing around 250 chargers. Installation rests with the commercial operator that won the contract and we don't have their installation programme yet. All 74 could go in over a single month (its only 37 sites), or could equally be spread over several months. The only certainty we have is that they are contractually obliged to deliver them by March 2024. The outturn is zero. There was a problem with the contract (it was Black Country-wide) which wasn't resolved in time to deliver during 2023/24. The Office for Zero Emission Vehicles (OZEV) have granted us an extension on our grant funding till the end of this financial year. We now have until March 25 to deliver these chargers. Construction on the first sites in Sandwell will begin in May, with the rest to follow. We are expecting the final sites to be completed in the Autumn 2024.</p>	Regeneration
A2a/HAS1	The % of our unclassified carriageways in Red Risk condition	Smaller is better	<20% (Annual)	5%	NA	19%	NA	NA	Performance is below target.	Borough Economy
A2b/HAS9	National Highways and Transportation Public Satisfaction	Bigger is better	Top 15% for maintenance (nationally)	5%	NA	3rd Nationally	NA	NA	The 2023 National Highways and Transportation (NHT) Public Satisfaction Survey concluded that Sandwell are the 3rd best nationally when it comes to the condition of highways. Sandwell is the best performer when it comes to dealing with potholes and damaged roads out of all the West Midlands Highways Alliance partners and the West Midlands Combined Authority.	Borough Economy
A2c/DSS3	Reduce number of all road traffic injuries	Smaller is better	<800 (Annual)	5%	NA	598 (provisional)	NA	NA	The provisional figure is well below target.	Borough Economy
A7a	No. of Transport projects in the Regeneration Pipeline in Concept Stage	Bigger is better	6	5%	N/A	6	N/A	N/A	The estimated target of 6 projects at Concept stage has been achieved.	Regeneration
A7b	No. of Transport projects in the Regeneration Pipeline in Business Case Stage	Bigger is better	5	5%	N/A	5	N/A	N/A	The estimated target of 5 transport projects at Business case stage has been achieved.	Regeneration
A7c	No. of Transport projects in the Regeneration Pipeline in Delivery Stage	Bigger is better	2	5%	N/A	3	N/A	N/A	This target has been exceeded by bringing forward an additional project in the delivery stage. These projects may require additional work packages such as planning approval, final cost plans etc. prior to being on site.	Regeneration
A7d	No. of Transport projects in the Regeneration Pipeline On-Site	Bigger is better	1	5%	N/A	7	N/A	N/A	This target has been exceeded with 7 transport projects being on site as of March 2024.	Regeneration
A7e	No. of Transport projects in the Regeneration Pipeline Complete	Bigger is better	1	5%	N/A	1	N/A	N/A	This target has been achieved as per forecast.	Regeneration
A5	The number of passenger journeys on public transport (bus service only)	Bigger is better	N/A	N/A	N/A	No information available/provided	N/A	N/A	Transport for west midlands do not hold this data, the bus network has numerous service providers that do not hold data specific to a local authority or boundary.	Regeneration

O1b	Average working days lost per employee due to sickness absence (FTE)	smaller is better	8.7	5%	11.35 days	NA - Cumulative	8.80 days	10.81	Performance is always cumulative to the end of each quarter. Awaiting further information from the service.	Assistant Chief Executive
O8e	Adults Contact Centre Average Wait Measure	Smaller is better	30 seconds	5%	41 Seconds	1 Minute 11 Seconds	1 Min 14 Sec	1 Minute 4 Seconds	Our Contact Centre Average wait measure has dropped by 33 seconds from our last quarter showing an improvement. However our annual average wait measure has increased slightly from 1 minute 4 seconds to 1 minute 11 seconds.	ASC
O8h	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	10.86%	10.96%	8.07%	12.39%	The Contact Centre are not responsible for the calls received by Rents and Call Out (included in these figures) as these are managed differently. Call wait time and abandonment rate have increased and targets missed in Q4 which can be attributed to several factors including vacancies, sickness, and assisting the OSS, Community Hubs and Elections face to face service. Current vacancies are 7.73%, of which 5.46% are currently on hold until further notice.	Assistant Chief Executive
O8i	Corporate Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	3 mins, 53 seconds	4 mins, 6 seconds	3 mins 11 secs	4 minutes 45 seconds	The Contact Centre are not responsible for the calls received by Rents and Call Out as these are managed differently (included in these figures). Performance is worse than target and can be attributed to several factors including vacancies, sickness, and assisting the OSS, Community Hubs and Elections face to face service. Current vacancies are 7.73%, of which 5.46% are currently on hold until further notice.	Assistant Chief Executive
O8l	SARs compliance with timescales	Bigger is better	95%	5%	85.71%	72.12%	62.07%	65.84%	Despite the increase in the number of SAR's received we have achieved a 6.28% increase in compliance during 2023/2024 where we achieved 72.12% compared to 2022/2023 where we achieved 65.84%. There are 17 SARs still open and in timescale (due to awaiting i.d., clarification or extended due to complexity). We are still working to increase this compliance rate to bring it in line with the improvements seen with our FOI requests and achieve the 95% target.	Finance and Transformation
O8n	FOI compliance with timescales	Bigger is better	95%	5%	84%	85%	92%	76%	Following an excellent Q3 where the council achieved its best ever quarterly figure of 92% there has been a dip during Q4 to 84%. The reason for this dip has been the result of a change in the approval process from February 2024 onwards whereby all FOI responses are now required to be approved by the Assistant Director for Legal and Assurance. Further to this an additional level of approval has also been added to those FOI's considered to be corporate requests with these now also requiring the review and approval of the Senior Leadership Team. This can be seen in the statistics whereby for January 2024 the council achieved a compliance rate of 90% with February 2024 at 79% and March 2024 at 76%. As this new approval process to ensure quality FOI responses is embedded, timescales should improve. Another area for improvement is Children and Education with whom we are working to improve their compliance figures. Despite these changes to the approval process we have still achieved an improvement on our previous years compliance for 2022 / 2023 where we achieved a compliance rate of 76% compared to 2023/2024 where we achieved 85%. This constitutes an improvement of 9%. We believe that the new approval requirements have now bedded in and we will continue to show continuous improvement going into 2024 / 2025.	Finance and Transformation
O8p	% of stage 1 complaints responded to in 10 working days (excl. ASC) (also service standard) (c)	Bigger is better	90%	5%	79.81%	68.57%	73% (65% cumulative)	NA	Performance is worse than target. For quarter 4 the average time taken to respond to stage 1 complaints (excl. ASC) was 9 days. Borough Economy and Housing account for a large number of complaints. Borough Economy have made significant progress in improving the response rate for Stage 1 complaints within 10 working days for Quarter 4, achieving a 12% increase. In Housing, the Resolution team have been in post since February and have been working on closing down our oldest complaints – the completion of this has affected performance in Q4 and will also have an impact on Q1 performance this year. Some complaints should also be classified as service requests, so the team are looking into this. In Children and Education, whilst there are fewer complaints, the % responded to in 10 working days was 46.97%. Many complaints are related to SEND and in particular EHCP assessments. There is a new Tribunals Officer and a Complaints Officer starting soon which will improve performance from Q2 onwards. Complaints will also be overseen by the Directorate Management Team so that performance can be monitored.	Assistant Chief Executive
O4b	Members to undertake a minimum of 10 hours of development annually	Bigger is better	50%	5%	47.20%	NA	40.20%	NA- new	Performance is below target for a variety of reasons including some clashes with other meetings and some late cancellations. Member development is a priority for 2024/25 with a wide range of support and development being planned for Members. Performance in this area should therefore improve significantly in 2024/25.	Assistant Chief Executive

O4c	Average satisfaction rating from members using the Councillor portal	Bigger is better	4.5 / 5	5%	4.08/5	4.19/5	3.93/5	3.77/5	The ratings for Q4 is based on 24 Councillor ratings. The annual return based is on 111 Councillor ratings. Over the year, there were 12 one star ratings and 3 2 star ratings. Of these, 8 were because of the quality of the overall response and 5 were because of Officer management of the case. Performance has improved since last year.	Assistant Chief Executive
O1n	Number of new formal grievance cases	smaller is better	16	5%	27	NA - Cumulative	20	32	Performance is always cumulative to the end of each quarter.	Assistant Chief Executive
O8g	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	1 minute 53 seconds	4mins 35 seconds	4mins 40 seconds	6mins 43 seconds	Performance has improved in Q4 and overall for 2023/24. Q4 will include the annual Council tax bills which were delivered around the 16th March and went to 136,000 households. This causes increased contact from residents.	Finance and Transformation
O11c	Council Tax Collection collection (c)	bigger is better	95.50%	5%	95.17%	NA - Cumulative	78.14%	95.50%	Collection is slightly down on % collected for 23/24 however recovery will still continue and the % collected will increase.	Finance and Transformation
O11d	Business Rates Collection rates (c)	bigger is better	96.14%	5%	95.02%	NA - Cumulative	80.81%	96.14%	collection is down on % collected for 23/24 however recovery will still continue and the % collected will increase.	Finance and Transformation
O11i	% of invoices paid on time	bigger is better	95%	5%	94.6%	TBC	98%	97%	March had 91% of invoices paid on time, which bought the quarterly average down. January had 96% and February had 98%.	Finance and Transformation
O11h/S166a	Rent collected as a % of rent due (including arrears brought forward)	bigger is better	Q4 - 95.00%	5%	95.98%	NA - Cumulative	94.69%	95.86%	The quarter four outturn of 95.98% has exceeded the year-end target of 95% and is an improvement on the 95.86% year end position last year. To maintain performance the service will undertake cash collection campaigns throughout 2024/25 and work closely with partner agencies to maximise income, mitigate the impact the 53rd week rent year poses for Universal Credit claimants and identify customers most in need of additional financial support.	Housing
O8d	Adults Contact Centre Abandonment Rate	Smaller is better	6%	5%	6%	4%	4%	3%	Our Contact centre abandonment rate for Q4 was 6%, in line with the target. Annually our abandonment rate is 4% which is 2% lower than target. The target is currently being achieved quarterly and annually.	ASC
O8f	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	3%	6.60%	5.60%	8.40%	Performance has improved in Q4 and overall for 2023/24. Q4 will include the annual Council tax bills which were delivered around the 16th March and went to 136,000 households. This causes increased contact from residents.	Finance and Transformation
O11e	Sundry Debt Collection (c)	Bigger is better	79.87%	5%	85.48%	NA - Cumulative	88.84%	84.47%	Collection rate at the end of February 2024 was 92.56%. However large invoices were raised in March which weren't paid and this has reduced the collection rate.	Finance and Transformation
O11f	Prior year Council Tax collection (c)	Bigger is better	93%	5%	94%	NA - Cumulative	94%	95%	The collection rate hasn't changed from Q3, but recovery of the outstanding debt will continue so the collection rate will increase over time.	Finance and Transformation
O11g	Prior year Business Rates Collection (c)	Bigger is better	96%	5%	98%	NA - Cumulative	98%	98%	The target achieved and recovery will continue on the outstanding debt.	Finance and Transformation
O3	Completion of the Audit and Assessment against the Equality Framework for Local Government (completed by June/July).	NA	July completion	NA	Completed	Completed	NA	NA	Audit and Assessment to be considered by LT on 8 Aug. Following this audit further performance measures will be consider and developed as part of the LGA Equalities Framework.	Assistant Chief Executive
O4a	Completion of the Member-Officer Relationship Survey	NA	Survey completed	NA	Completed	Completed	NA	NA	Feedback on survey completed. Further Member/Officer monitoring through focus groups to be undertaken throughout the Municipal Year	Assistant Chief Executive
O1m	Number of new formal disciplinary investigations	Smaller is better	32	5%	14	NA - Cumulative	11	21	Performance is always cumulative to the end of each quarter.	Assistant Chief Executive
O11a	Variance from budget - General Fund	Smaller is better	0%	0.5%	(£6.002m) underspend		(£2.985m) underspend	£400k overspend	Following a number of actions throughout the year the Council has a £6.002m underspend for 2023/24.	Finance and Transformation
O11b	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.5%	TBC	TBC	£1.120m overspend	£350k overspend	Performance not yet available.	Finance and Transformation
O4e	No. of Standards Complaints	Smaller is better	NA	NA	7	14	1	NA	There were 14 Standards Complaints in 2023/24.	Assistant Chief Executive

O1c	The percentage of top 5% of earners that are women	Bigger is better	TBC	TBC	53.10%	53.1%	52.6%	53.2%	Performance is slightly better than last quarter but worse than this time last year.	Assistant Chief Executive
O1d	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	TBC	TBC	22.9%	22.9%	23.6%	23.6%	Performance is slightly worse than last quarter and this time last year.	Assistant Chief Executive
O1e	The percentage of top 5% of earners who have a disability	Bigger is better	TBC	TBC	2.2%	2.2%	2.2%	1.9%	Performance has improved since this time last year.	Assistant Chief Executive
O1g	The percentage Disabled employees	Bigger is better	TBC	TBC	4.4%	4.4%	4.6%	4.3%	The Q4 outturn figure is based on count of all assignments (including multiple assignments) and will be aligned to the Annual Equality Monitoring Infographics. This will also allow for the same dataset to be used for Directorate breakdown. Previously reported figures (last quarter & last year) where based on headcount only.	Assistant Chief Executive
O1h	The percentage Ethnic Minority employees	Bigger is better	TBC	5%	25.5%	25.5%	25.9%	25.0%	The Q4 outturn figure is based on count of all assignments (including multiple assignments) and will be aligned to the Annual Equality Monitoring Infographics. This will also allow for the same dataset to be used for Directorate breakdown. Previously reported figures (last quarter & last year) where based on headcount only.	Assistant Chief Executive
O1i	The percentage leavers from Sandwell Council (aligned to WME definition from 2021/22 onwards).	Smaller is better	TBC	5%	8.8%	8.8%	6.9%	10.1%	Performance is always cumulative to the end of each quarter.	Assistant Chief Executive
O1j	The percentage new starters to Sandwell Council (include apprentices)	Bigger is better	TBC	5%	13.0%	13.0%	9.7%	10.9%	Performance is always cumulative to the end of each quarter.	Assistant Chief Executive
O8c	Satisfaction from process submissions (out of 5)	Bigger is better	NA - Establishing baseline	NA	4.52 (104,195 submission ratings)	N/A - Cumulative	4.57 out of 5 (86,838 ratings)	NA	No major changes to any process ratings which suggest processes remain stable and meeting residents needs and expectations as far as ratings on submission.	Assistant Chief Executive
O8j	The number of Ombudsman Cases Upheld	Smaller is better	NA	5%	Housing Ombudsman: 2, Local Government Ombudsman: 5	N/A	Housing Ombudsman: 1, Local Government Ombudsman: 2		N/A - Provided as information.	Assistant Chief Executive
O8k	SARs volumes	Smaller is better	NA	NA	56	225	70	162	We have seen an increase in the number of SAR's received in 2023 / 2024 where we received 225 compared to 2022 / 2023 where we received 162. This constitutes a 28% increase. This is in part due to the increased volume of HDR claims being requested via the SAR process.	Finance and Transformation
O8m	FOI volumes	Smaller is better	NA	NA	337	1148	258	1084	We have seen an increase in the number of FOI's received in 2023 / 2024 where we received 1,148 compared to 2022 / 2023 where we received 1,084. This constitutes a 6% increase.	Finance and Transformation
O8o	Numbers of complaints received	Smaller is better	NA	NA	959	3,730	908	916	N/A - Provided as information.	Assistant Chief Executive
O8q	% of stage 1 and stage 2 complaints upheld	Smaller is better	NA	NA	21%	24%	27% (26% cumulative)	Stage 1 – 243 Stage 2 – 7	N/A - Provided as information.	Assistant Chief Executive
O8r	Number of MP Enquiries received	Smaller is better	NA	NA	520	2,337	567 (1,869 cumulative)	636	N/A - Provided as information.	Assistant Chief Executive
O8s	Numbers of compliments received	Bigger is better	NA	NA	60	383	105 (323 cumulative)	111	N/A - Provided as information.	Assistant Chief Executive
O8t	Satisfaction with Member Enquiries - the average satisfaction rating of a response	Bigger is better	NA - Establishing baseline	NA	4.25 (115 ratings)	N/A - Cumulative	4.22 (87 ratings)	New KPI	Satisfaction rates where provided are good. 85% of cases were rated 4 or 5 stars, with Borough Economy & Housing amassing the vast majority of ratings (93 of the 115). Where 3 stars or below were left (18 ratings), the "quality of the final response" was most cited (8 ratings), as the reason for the lesser rating, followed by "officer management of the case" (5 ratings).	Assistant Chief Executive
O8u	Lessons learnt from Complaints	NA	NA	NA	297 complaints looked into	N/A	265 complaints looked in to at O3	NA	The numbers of complaints that CFT have looked at to see how many lessons learnt in Q4 is 297. Of these 297 complaints only 26 (8.75%) had any lessons learnt evidence attached to the investigation. This is a slight improvement on Q3.	Assistant Chief Executive
O8a	Contact by Channel (c)	NA - awaiting strategy	NA	NA	NA	T: 580,406 MS: 834,488 F2F: 56,111 E: 48,384	T: 430,204 (134,185) MS: 625,206 (204,135) F2F: 41,753 (13,051) E: 35,356 (11,804)	TBC	Provided for information.	Assistant Chief Executive

O8b	% Contact by channel (c)	NA - awaiting strategy	NA	NA	NA	T: 38% MS: 55% F2F: 4% E: 3%	T: 38% MS: 55% F2F: 4% E: 3%	TBC		Assistant Chief Executive
O5d	Number of surveys conducted through the Sandwell Consultation Hub	Bigger is better	TBC	TBC	NA	NA	71 surveys across all Directorates	NA	Updates to be provided Q1 & Q3 as this coincides with reporting to Leadership team. Q3 Directorate breakdown: ACE = 15, Children & Education = 10, Housing = 7, Regeneration = 5, Public Health = 4, Borough Economy = 2, Finance = 2, ASC = 1, L&G = 1.	Assistant Chief Executive
O4d	Member PDPs completed	Bigger is better	80%	5%	NA	NA	NA	27% (Q4 22/23)	No Member PDPs have been completed to date this year. The approach to Member PDPs will be reviewed and these will be completed following the election in May. As part of the redesign of the Member Development Plan and induction process, further work will continue to complement these plans and ensure that a process for members to identify their learning needs are created, including capturing their current skills and aligning this to suitable roles.	Assistant Chief Executive
One Council One Team- Annual PIs										
O11k	Reduction in sites from surplus property/management of Land Register.	Bigger is better	25%	5%	N/A	0%	N/A	N/A	Performance is 0% for this indicator. The council's appointed agents, Avison Young, are now moving into Phase II of the Surplus Assets Review; 57 small sites and 4 larger sites have been identified for disposal, A cabinet report will be presented in June 2024 seeking authority to dispose on the open market. Upon attaining approval the disposals will be progressed.	Regeneration
O1k	Gender Pay Gap Median	Smaller is better	0%	NA	NA	6.8%	NA	3.3%	The Gender Pay Gap has increased since last year.	Assistant Chief Executive
O1l	Gender Pay Gap Mean	Smaller is better	0%	NA	NA	2.5%	NA	0.6%	The Gender Pay Gap has increased since last year.	Assistant Chief Executive
O5b	% residents satisfied with how Sandwell Council runs things	Bigger is better	66%	NA	NA	64%	NA	NA	Performance is below target but within target tolerance.	Assistant Chief Executive
O5a	% of residents agreeing that your local area is a place where people from different backgrounds get on well together	Bigger is better	77%	NA	NA	80%	NA	NA	Performance is better than target.	Assistant Chief Executive
O5c	% residents satisfied with Sandwell as a place to live	Bigger is better	78%	NA	NA	81%	NA	NA	Performance is better than target.	Assistant Chief Executive
O1o	Employee Engagement Score (overall)	Bigger is better	TBC	TBC	NA	60%	NA	63%	Minus 3% compared to the 2022 Employee Survey. The overall response rate for the 2023 employee survey was 50% compared to 61% in 2022.	Assistant Chief Executive
O1p	I am proud to work for the council	Bigger is better	TBC	TBC	NA	67%	NA	68%	Minus 1% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1q	I would recommend this council as a good place to work	Bigger is better	TBC	TBC	NA	62%	NA	65%	Minus 3% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1r	I feel a strong sense of belonging to this council	Bigger is better	TBC	TBC	NA	53%	NA	59%	Minus 6% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1s	Considering everything, I am satisfied to be working for this council	Bigger is better	TBC	TBC	NA	71%	NA	72%	Minus 1% compared to the 2022 Employee Survey. Assistant	Assistant Chief Executive
O1t	This council motivates me to do more than is normally required in my work	Bigger is better	TBC	TBC	NA	46%	NA	52%	Minus 6% compared to the 2022 Employee Survey.	Assistant Chief Executive