

Corporate Performance Report 2024/25

Rag Rating

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| Green | On or better than target |
| Amber | Worse than target but within target tolerance |
| Red | Worse than target and outside the target tolerance |

| Growing Up in Sandwell | | | | | | | | | | |
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| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Last Quarter | This Time Last Year | Benchmark | Commentary | Directorate |
| G2 | Ensuring there are good quality childcare places for children 0-4 of working parents to take up their 30 hours funded place by September 2025 - Number of places | Bigger is better | Pending target from DFE | TBC | N/A | N/A | N/A | N/A | Scheme starts September 2025 | People (Children and Education) |
| G3 | To ensure that all working parents of children aged 4-11 have access to wraparound childcare during term if they require it - Number of new places created | Bigger is better | Pending target from DFE | TBC | N/A | N/A | N/A | N/A | Scheme starts in September 2024 | People (Children and Education) |
| G9 | Rate of Children on a Child Protection Plan at period end (Rate per 10,000) | Smaller is better | 45 | <55.0%, >45.0 | 51.3 | 55.1 | 45.2 | March 2024: Regional: 46 Stat N:51.7 National: 46.53 | The number of Children on a Child Protection Plan continues on downward trajectory for the 5th consecutive month from 526 in January 2024 to 440 this month, now at a rate of 51.3 per 10,000, slightly below Statistical Neighbour Average (51.7). The number of children subject to CP plans are being monitored closely by both the operational teams and safeguarding unit. | People (Children and Education) |
| G10 | Rate of Children in Care at period end (Rate per 10,000) | Smaller is better | 94 | <100.0, >94.0 | 96.8 | 94.1 | 95.7 | March 2024: Stat N - 96.7 National Average 77.1 | The number of children we care for has increased from 808 to 831 over the last quarter, and higher than same period in the previous year (812). The current rate of children in our care is now at 96.8 which is in line with SN Average of 96.7 (updated March 2024). There has been an increase of number of unaccompanied minors in care since June 2023 from 20 to 45 as of end June 2024 (excluding UASC the rate would be 786 – 91.6 per 10,000). There are fewer children entering care than statistical neighbours and other authorities in the West Midlands, but equally there are fewer children leaving care than statistical neighbours and other authorities in the West Midlands. To address this, we have initiated a focused project on Exit from Care to address a specific group of children needing Special Guardianship Order (SGO) assessments and discharge applications. We have also completed a review of the structures for Children We Care For (and Care Experienced Young People). As a result, we plan to implement a new structure starting in October this year, which includes the establishment of a Unaccompanied Asylum Seeking Children (UASC) hub to streamline the assessment and response for new arrivals. | People (Children and Education) |

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| G11 | % of CYP that have had 3 or more placement moves in the last 12 months | Smaller is better | 9% | <12.0%, >9.0% | 11.70% | 9.80% | 7.50% | March 2023: Regional: 10% Stat N:9.5% National: 10% | We currently have 97 Children with 3+ placement moves in the last 12 months, this equates to 11.7%. Not all placement moves are negative; a recent thematic QA review, which found that of the children who experienced placement moves in Q4 2023/24, 64% were evaluated to have had positive moves. When care arrangements do break down, children will be supported through the SMBC and Barnardo's Emotional and Mental Health and Wellbeing Hub, and early Stability Meetings are being emphasised as part of the multi-agency approach with carers, parents, and others to assess and provide the necessary support to prevent breakdowns in care arrangements. In addition, the BERRI tool is part of a separate initiative under the 'Step Aside Project', which is specifically designed to review the care needs of children and young people in residential care, and identify those who can be safely and appropriately transitioned out of residential care. While this may result in a placement move, it is focused on effective care planning rather than stability. | People (Children and Education) |
| G12a | Number of children and young people engaging in council led activities across Sandwell via Go Play, SHAPE and Child Friendly Sandwell Activity | Bigger is better | Go Play Qtr. 1 1862 HAF Qtr. 1 25% SHAPE Qtr. 707.19 | 5% | GP 1840 HAF 29% SHAPE 699 | N/A | N/A | HAF - 14% | For this indicator there is quarterly profiling to reach overall annual target due to differing levels of activity during each quarter which takes into consideration the school holiday periods. Benchmarking for HAF is a National benchmark other services are locally benchmarked. Performance for HAF is above target, Go Play and Shape are just below target at the end of Q1. | People (Children and Education) |
| G12b | Number of children and young people engaging in council led activities across the Youth Service | Bigger is better | Reach of Young People aged 11-19yrs : Q1- 621 Reach of Declared SEND Young People aged 11-25yrs : Q1- 111 Engagement of Young People aged 11-19yrs through Detached Youth Work : Q1-2100 | 5% | Reach of Young People: 639 Reach of Declared SEND Young People:110 Engagement of Young People: 2578 | N/A | N/A | N/A | Performance was above target for all three areas of the Youth Service this quarter. | People (Children and Education) |
| G13 | Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics) | Bigger is better | 41,573 (Q1) | 5% | 41,501 | 68,940 | 41,833 | NA | Slightly below target, possibly as a result of more children's items being borrowed on parents' memberships. | Place (Environment) |
| G14 | The number of free activities for children in libraries | Bigger is better | 1,767 (Q1) | 5% | 1,839 | NA | NA | NA | We are trying to increase the number of activities generally, and focusing activity provision towards children and early literacy, e.g. Play Talk Read sessions for under 5s. | Place (Environment) |
| G17 | Vacancy Rate (% of case holding social worker posts not filled by a permanent employee) | Smaller is better | 34% | ≥34% <40.0% | 27.70% | 25% | 22.70% | N/A | Out of the establishment of 187 Social Workers needed, we currently have 135.14 permanent social workers were in post as of the end of June 2024 which is a vacancy rate of 27.7 permanent Social Workers | People (Children and Education) |

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| G18 | Early Help - Number of Children/Young People receiving intervention | Within the range | 900-1200 | <>10% | 1046 | 1111 | 1138 | Q4 2023/24: Regional average: 1295 | Those open to multi-agency early help are at the lowest for nearly two years, though those open to Strengthening Families is above average for the last year (599). | People (Children and Education) |
| G19 | Out of the total number of open Single Assessments, the percentage of assessments completed within 45 working days | Bigger is better | 85% | >70.0%, <85.0 | 82.70% | 84.70% | 77% | December 2023: Regional Average: : 82.4% Stat N Average: 82.3% National Average: 83.3% | The percentage of single assessments completed within 45 working days has increased by 8.9% to 82.7% since start of the quarter and stabilised performance since last month, 307 of 371 assessments were in timescale in June 2024 this means that 64 assessments were over 45 working days. Of the 64 assessments outside of timescale, 37 (58%) of those were within one Locality (34 in two teams), 13 and 10 within other localities and 4 within CWCF service. Out of the 64 out of timescale assessments, 54 were due to Social Worker Availability (84%). This was because of staff absence, vacancies and individual social workers' performance. Delays were also noted due to managers requiring additional work to meet quality assurance standards. | People (Children and Education) |
| G29 | % of 16s and 17s not in employment, education or training/not known (NEET/NK) | Smaller is better | 2.7% | 5% | 2.60% | 2.70% | 2.30% | Statistical neighbours average 5.93% | Sandwell's annual %NEET/NK performance was 2.7%, according to DfE, 12th best performing LA in England. We have noticed an increasing number of school leavers suffering from the impact of the National Lockdown. Issues such as poor mental health and lack of motivation are evident. We have employed a NEET mentor to support our work with these young people. | People (Children and Education) |
| Contextual Measures | | | | | | | | | | |
| G31 | Proportion of children in Reception who are overweight or obese | Smaller is better | N/A | N/A | 23.1% (2022/23) | N/A | N/A | 2022/23: Regional: 22.2% National: 21.3% | Data is most recent available - NCMP data has yet to be released. Source: Public Health Outcomes Framework | People (Public Health) |
| G32 | Proportion of children in Year 6 who are overweight or obese | Smaller is better | N/A | N/A | 45.2% (2022/23) | N/A | N/A | 2022/23: Regional: 39.3% National: 36.6% | Data is most recent available - NCMP data has yet to be released. Source: Public Health Outcomes Framework | People (Public Health) |
| G33 | 18-24 claimant count in receipt of universal credit (18-24) (employment is high, but so is claimant count compared to others so this is where we need to focus) | Smaller is better | N/A | N/A | 9.5% (June 2024) | 9.5 (March 2024) | 8.8% (June 2023) | June 2024: Regional: 7% National: 5.1% | Source: Nomis | People (Public Health) |

Corporate Performance Report 2024/25

| Living in Sandwell | | | | | | | | | | |
|--------------------|--|--|--|------------------|-------------------|---|---|-----------|--|------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Last Quarter | This Time Last Year | Benchmark | Commentary | Directorate |
| L2 | Ni195 - Improved street and environmental cleanliness | Smaller is better | litter: 2.50% detritus: 6.50% graffiti: 1.50% fly-posting: 0% | 5% | N/A | Litter - 6% Detritus - 17% Graffiti - 3% Flyposting - 0.5% | litter - 4% detritus - 7% graffiti - 1.50% fly-posting - 0% (Apr -July 2023/24) | N/A | Awaiting August outturn | Place (Environment) |
| L6 | Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours | Bigger is better | 90% | 5% | 95.88% | 87.70% | 79.55% | N/A | In total there were 102 cases, of which 7 were not cleared in the 4 hour timescale. Performance for hazardous waste and fly tips is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted. When comparing to 2023/24 (Q1) the service was impacted due to industrial action. | Place (Environment) |
| L7 | Remove fly tips on public (contract maintained) land within 24 hours | Bigger is better | 90% | 5% | 93.71% | 88.40% | 80.31% | N/A | Performance for fly tips is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted. When comparing to 2023/24 (Q1) the service was impacted due to industrial action. | Place (Environment) |
| L8 | The number of new trees planted | Bigger is better | 200 | 5% | 208 | N/A | N/A | N/A | 208 trees planted in Q1. These numbers will increase in Q3 and Q4 as tree planting is seasonal. | Place (Environment) |
| L9 | The number of missed bins (not remedied within 24 hours) per 100,000 collections | Smaller is better | NA - Information only | N/A | 2,904 (46.81%) | N/A | 900 (42.57%) | N/A | We work hard to keep missed collections as low as possible, it's in the best interests of the residents and us to ensure they are kept to a minimum. | Place (Environment) |
| L11 | The number of Friends Groups in parks working in Partnership with The Council | Bigger is better | 13 | (1 group) | 13 | 14 | 8 | N/A | We are currently supporting our 13 friends groups. At quarter 4 (2023/24) we reported 14 friends groups, we had just completed setting up a new group which then didn't go ahead. | Place (Environment) |
| L14 | Private Rented Sector - Number of PRS reported to be in state of disrepair with a positive resolution | N/A | N/A | N/A | 93 | 297 | 149 | N/A | The new duty team and design is performing very well with the dedicated resources ensuring more cases are being handled and also dealt with at first point of contact. The number of concluded cases by inspectors has dipped, however, the service has a large volume of cases awaiting notices to expire before enforcement action can be taken. We will see an increase in enforcement action as a result in quarter 2. | Place (Housing) |

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| L15 | % of responsive repairs completed in timescale | Bigger is better | 95% | 5% | Emergency: 88.82% Non-emergency: 71.49% | Emergency 87.85% Non-emergency 75.80% | Emergency 92.75% Non-emergency 81.60% | Year-end 2023/24 National Median - Emergency 94.8% ; Non-emergency 81.5% - Source; Housemark. | Since seconding employees from the voids teams in late April, YTD performance on emergency repairs has increased by around one percentage point over the last quarter to 88.82%, the month of June in isolation is up to 90.66%. | Place (Housing) |
| L16 | Number of long term empty homes brought into use | Bigger is better | 10 | 5% | 8 | 5 | 0 | N/A | The outturn fell slightly short of target due to a number of those brought back in to use being long standing complex cases (spanning 3 years). The team have an additional 135 in progress at various stages so we expect this number to increase and recover in line with target by the end of Quarter 2. | Place (Housing) |
| L18a | Housing Compliance Health Check (Over 6 key areas): Gas safety checks | Bigger is better | 100% | 0% | 98.89% | 99.85% | 99.19% | Year-end 2023/24 National Median - 99.97% - Source; Housemark. | All non-compliant properties are in the legal access process where access is usually achieved once completed, currently 167 are out of date; these are all domestic properties. All communal assets are valid. | Place (Housing) |
| L18b | Housing Compliance Health Check (Over 6 key areas): Fire safety checks | Bigger is better | 100% | 0% | 89.73% | 56.26% | N/A | Year-end 2023/24 National Median - 100%/ 72.7% fully compliant - Source; Housemark. | Fire Risk Assessments are in a catch up programme due for completion in March 2025, this was an agreed 3 year programme when SMBC Policy for assessment frequency was introduced. All high risk assessments, will be in date by the end of July 24. This measure has seen significant progress since March 24 when it was recorded at 56.26%. | Place (Housing) |
| L18c | Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks | Bigger is better | 100% | 0% | 0.00% | N/A | N/A | Year-end 2023/24 National Median - 100%/ 65.3% fully compliant - Source; Housemark. | All Asbestos Management surveys were carried out with in-house resources and are reported against all blocks as required under the Control of Asbestos Regulations 2012. This includes performance of the re-inspection surveys, based on an annual review period for all known blocks where asbestos is recorded, shows all as out of date now. A program required to catch up on these is in plan, next steps are to analyse data and identify which Management Surveys, have identified ACM. A programme can then be created with the use of internal Surveyors to close this gap. | Place (Housing) |
| L18d | Housing Compliance Health Check (Over 6 key areas): Water safety checks | Bigger is better | 100% | 0% | 100% | 100% | 100% | Year-end 2023/24 National Median - 100%/ 80% fully compliant - Source; Housemark. | Relates to Water Risk Assessments for all blocks where there is shared water systems. All data is stored currently in a contractor system, showing good performance at 100%. Once a compliance system is identified moving this data into an SMBC controlled system is required. | Place (Housing) |

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| L18e | Housing Compliance Health Check (Over 6 key areas): Lift safety checks | Bigger is better | 100% | 0% | 100% | 100% | 100% | Year-end 2023/24 National Median - 100%/ 80.8% fully compliant - Source; Housemark | All Lifts in blocks owned by SMBC are consistently compliant under LOLER, (Lifting Operations and Lifting Equipment Regulations 98). | Place (Housing) |
| L18f | Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (DEICR) under 5 years old (or in legal resolution) | Bigger is better | 100% | 0% | 95.19% | 95.70% | 89.40% | N/A | An exercise is underway to determine which EICR's, (Electrical Inspection Condition Reports) are already completed, once complete any gaps will be put into a catch up programme to bring to target. Like Gas access is required into all homes, so a revised access process will be followed leading to legal intervention to gain access as required. Currently there are 1156 domestic and 147 communal assets which are non-compliant. This measure is not currently measured under the consumer standards. | Place (Housing) |
| L19 | Homes that do not meet the Decent Homes Standard (to include proxy measure modelled on stock data to date) | Smaller is better | N/A | N/A | 887 non decent/stock 26,872 3.30% | N/A | 548 non decent/stock 26,907 = 2.03% | Year-end 2023/24 National Median - 0.31%/ 25.6% fully compliant - Source; Housemark. | We continue to seek to identify the most effective means of determining our current performance in relation to achievement of the Decency Standard and associated investment requirements. Stock condition data is currently being collected. Once complete and an agreed investment strategy is in place we will be able to report more accurately. | Place (Housing) |
| L20 | Total households in Temporary Accommodation | Smaller is better | 209 (Q1) | 5% | 219 | 193 | 148 | QTR3 23/24 Per 1000 properties Sandwell - 1.29, National Average - 4.70, West Midlands - 2.96 | Due to the demand increases referenced in HM01a and HM03 the number of households in TA has increased by 69% over 2023/24 when compared to the previous year. This stabilised over the previous 10 weeks but still at a much higher end position. The council still fares very well when compared to the all England rate of households in TA per 1000 households with us performing at one quarter of the National rate and significantly better than the Regional comparator. A range of activity is underway to limit the need to temporary accommodation by securing an intended 100 properties in the private rented sector. The service is also mobilising additional in house self-contained temporary accommodation(40 units) to move people out of bed and breakfast quicker and in turn reduce the financial pressure bed and breakfast costs create. This will save an annual cost of around £750,000. This will reduce the financial pressure on the service (which is still being managed by ringfenced grants) and allow the funds to be used in securing longer term properties. | Place (Housing) |

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| L21 | Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty) | Bigger is better | 60% | 5% | 60.9% | 35.30% | 58.70% | QTR3 23/24 National Average - 52.2%, West Midlands - 53.4% | The 2022 redesign and new operating model introduced a range of impactful tools to help keep people in their homes when they presented to us at risk of homelessness. The service averages around 65% of these case being successfully prevented. When people approach early we have significant success in addressing their issues and can impact positively in these cases through our own action. The key driver on homelessness is the private rented sector is becoming increasingly more unaffordable and inaccessible. There are a range of workstreams underway to secure more private properties for homeless cases and to prevent further evictions. We expect the first tranche of these to start to come online in September. Performance has improved from the last quarter due to several factors, including a focus on cases in the triage/ assessment stage in the system. Another factor is weekly data quality reports and a focus on closing cases correctly. | Place (Housing) |
| L23 | The number of library visits in person | Bigger is better | 693,628. Q1 = 165,569; Q2 = 171,396; Q3 = 160,783; Q4 = 195,880 | 5% | 175,726 | 186,440 | 157,731 | N/A | Visits tend to increase when more activity is put on, as below (community activities and events). | Place (Environment) |
| L24 | The number of community activities & events held in libraries or online | Bigger is better | Annual target = 10,708; Q1,2,3,4 = 2,677 | 5% | 2,976 | 3,071 | 2,442 | N/A | Increasing activities is main service priority - increased pre-school, children's and cultural activities. | Place (Environment) |
| L25 | Over 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics) | Bigger is better | 230960 (annual target) Q1 = 41573; Q2 = 46192; Q3 = 73907; Q4 = 69288 | 5% | 62,127 | NA | NA | N/A | Outturn indicates a 1% increase of 2023-24. | Place (Environment) |
| L26 | Number of visits to Community Hubs | Bigger is better | NA | NA | 449 | NA | NA | N/A | This PI is being monitored for information only to understand footfall. Community Hubs is run by Corporate Customer, not Libraries; however sessions are held in 2 libraries. | Assistant Chief Executive |
| L27 | One Stop Shop – numbers of customers seen | Information | NA | NA | 8,714 | 10,655 | 11,060 | N/A | This PI is being monitored for information only to understand footfall. | Assistant Chief Executive |
| L28 | One Stop Shop – top 3 services | Information | N/A | N/A | Revs & Bens: 2,680, Housing: 1,716, Council Tax: 1,096 | Revs & Bens: 3,297, Housing: 2,029, Council Tax: 1,694 | Revs & Bens: 4,120, Housing: 1,843, Council Tax: 1,762 | N/A | This PI is being monitored for information only to understand footfall. | Assistant Chief Executive |
| L29 | The total number of people assisted by the Welfare Rights Service to claim additional benefits | Bigger is better | 2,750 | 5% | 2,884 | 10,434 | 2,475 | N/A | The number of residents assisted by Welfare Rights during the first quarter was 2,884. This was 134 above the target of 2,750. The team have reviewed internal processes to provide efficiencies, enabling officers to spend more time assisting residents. | Place (Housing) |
| L32 | Number of Databanks in Sandwell | Bigger is better | 5 | 5% | 10 | N/A | N/A | N/A | Performance in quarter 1 is consistent with meeting annual target (30). | Assistant Chief Executive |

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| L33 | % of contacts received through MySandwell | Bigger is better | N/A | N/A | 57% | 55% | 57% | N/A | Self service via MySandwell continues to attract more contact than all other contact channels combined, with 57% of all measured contact. The Digital Transformation team have a working prototype that allows a resident to review ALL outstanding repairs and check their status through the MyHousing Accounts area. This is the next project that we anticipate could have a significant impact on reduced call volumes and continue the growth of MySandwell self-service. We are working for this to be in place to impact Q4 and into next financial year. Otherwise based on previous years this is likely to remain stable. | Assistant Chief Executive |
| Contextual Measures | | | | | | | | | | |
| L34 | Total recorded crime in Sandwell | Smaller is better | N/A | N/A | 8,237 | 8,555 | 9,652 | December 2023 rate per 1,000 population: Sandwell: 113.97 Stat Neighbours average: 125.84 Regional average: 117.01 Source: ONS | An overall decrease in Total recorded crime and a reduction seen across all Sandwell Towns. | Place (Environment) |
| L35 | Domestic Abuse incidents in Sandwell reported to police | Smaller is better | N/A | N/A | 1442 | 2,478 | 2,855 | TBC | An overall decrease of domestic abuse crimes and non-crimes. | Place (Environment) |
| L36 | The number of cases referred to MARAC | Smaller is better | N/A | N/A | 181 | 238 | N/A | TBC | Although we are seeing a decrease in referrals, numbers are still high. From May 2024, working with the police and partner's Sandwell shifted from fortnightly to weekly meetings. This adjustment allows for more timely discussions of referrals, ensuring effective and prompt intervention. | Place (Environment) |
| L37 | Child Poverty Rate | Smaller is better | N/A | N/A | 47% (2022/2023) | N/A | 44.6% (2021/2022) | 2022/2023 Regional: 39% National: 30% | Data Source: https://endchildpoverty.org.uk/child-poverty-2024/ | |
| L38 | Out of work benefits rate | Smaller is better | N/A | N/A | 6.7% (June 2024) | 6.1% (March 2024) | 6.2% (June 2023) | June 2024: Regional: 5.4% National: 4% | Data Source: nomis | |
| L39 | Median income (earnings per week) | Bigger is better | N/A | N/A | £613.3 (2023) | N/A | £550.5 (2022) | 2023: Regional: £650.7 National: £682.6 | Data Source: nomis | |
| L40 | Economic inactivity | Smaller is better | N/A | N/A | 28% (March 2024) | 25.7% (December 2023) | 30.9% (March 2023) | Apr 23 - Mar 24: Regional: 21.9% National: 21.4% | Data Source: nomis | |
| L41 | Percentage of Full Fibre Broadband across Sandwell (provided quarterly by WM5G) | Bigger is better | N/A | N/A | 55.51% | N/A | N/A | Regional: 57% National: 60.54% | Figure remains slightly below UK and West Midlands percentages | Assistant Chief Executive |
| L42 | Percentage of Gigabit Broadband across Sandwell (provided quarterly by WM5G) | Bigger is better | N/A | N/A | 92.55% | N/A | N/A | Regional: 94.62% National: 79.86% | Figure is above National coverage and slightly below West Midland coverage | Assistant Chief Executive |

Corporate Performance Report 2024/25

| Healthy Sandwell | | | | | | | | | | |
|------------------|---|--|--------|------------------|----------------|--------------------|---------------------|---------------------------------|--|------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Last Quarter | This Time Last Year | Benchmark | Commentary | Directorate |
| H2 | ASCOF 3D Proportion of people using social care who receive self-directed support, and those receiving direct payments | Bigger is better | 22% | 22% | 18% | 19% | 21% | 26% - 2022/23 England Average | Performance is below target, this time last year and benchmarking stats. We have commenced a transformation project with one strand is looking at our Direct Payment pathways which will help us to ensure we are supporting citizens to purchase their own support. This includes the appointment of a consultancy to review our provision of DP to ensure that we support people to make informed choices around their provision of care. It is not anticipated that within the short-term performance in this area will improve, however, we should start to see an improvement in 12 -18 months when new practices are embedded. | People (ASC) |
| H5 | ASCOF 2A The proportion of people who received short-term services during the year - who previously were not receiving services - where no further request was made for ongoing support (Oflog) | Bigger is better | 60% | 54% | 50% | 52% | 50% | 77.5% - 2022/23 England Average | Performance is below target, last quarter and benchmarking stats. We currently have a programme of work in progress to improve our internal and externally commissioned reablement services. This includes providing more informal advice and support at the front door and having a strength-based approach in our conversations with customers so that we provide the services and interventions they need to remain healthy and independent in their own homes. Improvements to performance should be seen the next 6-12 months | People (ASC) |
| H7 | NHS Health Checks | Bigger is better | 1500 | 5% | 941 | 3,033 (cumulative) | 140 | N/A | 3,033 is the figure for 2023/24, which is short of the 6,000 annual target. The NHS Health Check contract is over two years (Feb 2023 - Feb 2025 + possible 1 year) with a target of 6,000 Health Checks per year. Under the contract, all targets for year 1 and year 2 must be completed prior to any PBR being claimed. The overall target for the 2 years is 12,000 Health Checks. The underachieved target in 2023/24 was partially due to the delays in the installation of the Software system within GP clinical systems but also because of the more focused approach the Council has taken into Q1 2024/25, targeting those who are most in need of a health check rather than a wider approach. However, given the low levels of attendance, the focus will be widened so that more health checks can take place across the borough. | People (Public Health) |

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| H8 | % community alarm alerts responded to within 1 hour | Bigger is better | 100% | 5% | 100% | 100% | 100% | N/A | In total there were 970 physical responses in Q1, of which 100% were responded to in an hour and 94% were responded to in 45 minutes. Sandwell is the only local authority locally that offers an in-house community alarm service to residents; many other local authorities rely on the ambulance service, putting more pressure on the NHS. | People (ASC) |
| H9 | Number of adults completing a tier 2 weight management programme | Bigger is better | N/A (900 Annual target, but no quarterly targets) | 5% | N/A | N/A | N/A | N/A | Q1 report has been delayed, we are waiting on Q1 and Q2 combined report. | People (Public Health) |
| H10 | ASCOF 2D The proportion of Older people (65 and over) who were still at home 91 days after discharge from hospital | Bigger is better | 68% | 66% | N/A | 67% | 66.3% (2022/23) | 82.3% - 2022/23 England Average | From April 2024 the definitions for these measures have changed. Target figures reflect our expected performance, however, these targets may need to be reviewed mid-year if the results are not as expected. Q1 results available mid-August 2024. | People (ASC) |
| H12 | ASCOF 2E The proportion of people who receive long-term support who live in their home or with family | Bigger is better | 70% | 66% | 59% | N/A | N/A | N/A | Definition for ASCOF 2E has changed for 2024/25, to include all long term service users and all Primary Support Reasons (PSRs) (i.e. category of main reason why a person is getting support, e.g. Learning Disability, Mental Health, Physical, etc. - previously just 18-64s with a PSR of Learning Disability. Current performance cannot therefore be compared to past performance). Sandwell has a lower number of residents who self-fund when compared to other neighbouring authorities that puts more pressure on the need of our residents for council support. However, over the last 5 years Sandwell has seen a marked reduction in those entering into residential care, whilst the numbers receiving home domiciliary care has increased in recent years. No RAG has been provided for this indicator as we intend to baseline with the new definition to determine if the target set is correct. | People (ASC) |
| H17 | ASCOF 4b The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that his risk was reduced or removed | Bigger is better | 95% | 93% | 95% | 95% | 93% | N/A | There's no benchmarking for ASCOF 4B. The definition for the measure changed in April 2023, so there's no comparative data yet. Performance is on target. This is also reported and scrutinised by the Statutory Safeguarding Adults Board | People (ASC) |
| H18 | (ASC) The percentage of concluded safeguarding enquiries where the individual or their representative was asked for their desired outcomes were partially or fully met | Bigger is better | 92.50% | 90% | 97% | 93% | 94% | N/A | Performance is above target. This is also reported and scrutinised by the Statutory Safeguarding Adults Board | People (ASC) |

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| H19 | Number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum) | Bigger is better | 0 | 5% | 2 (June 2023) (annual) | N/A | 1 (June 2022, reported June 2023) | N/A | <p>This is an annual PI but the information is available in Q1 each year, so it has been included in the Q1 report. Benchmarking information will not be available until September 2024 at the earliest.</p> <p>The two sites that exceeded the annual nitrogen dioxide air quality objective were Birmingham Road, Oldbury and Grafton Road, West Bromwich (next to All Saints Way, in West Bromwich). These two sites have generally bucked the overall downward trend in NO2 emissions across Sandwell. This is likely due to specific local issues, or increases in the types of more polluting vehicles using these roads, e.g. HGVs which almost all are still diesel. It is expected that these levels will reduce beneath the National objective over the next few years, but this will be reviewed again next year. If levels continue to remain high, then options for any further action will be considered.</p> <p>We are currently reviewing initiatives to further reduce NO2 emissions generally from transport, which will be included in our Air Quality Action Plan 2025 – 2030. These initiatives will be subject to stakeholder and public consultation.</p> | People (Public Health) | |
| H20 | (PH-HP) Number of care home sites meeting good standards of infection prevention control compliance. | Bigger is better | 95% | 85% | 98% | 100% | 100% | N/A | 1/87 care home audit scored in red. An action plan has been developed with the care home to improve the issues identified and a follow up visit to re audit the home will take place next Q. Risk level low. | People (Public Health) | |
| H21 | Sandwell Language Network - annual number of learners engaged | Bigger is better | 325 Learners | 90% | 400 Learners (AY - 2023/24 Annual figure) | N/A | N/A | N/A | As the reporting for Sandwell Language Network runs alongside the academic year, Q1 24/25 is included in academic year 23/24. Rolling total as of Q1 = 400 learners enrolled. | People (Public Health) | |
| Contextual Measures | | | | | | | | | | | |
| H22 | Proportion of adults who are physically active | Bigger is better | N/A | N/A | 51.4% (Nov 22- Nov 23) (released April 24) | N/A | 56.3% (2021/22) | Nov 22 - Nov 23) National: Inactive 25.8% - Fairly active 11.1% - Active 63.1% | Active Lives Survey released April 24 (data set from Nov 22 to Nov 23) in/Active 38.2% - fairly active 10.5% - active 51.4% | People (Public Health) | |
| H23 | Proportion of children and young people who are physically active | Bigger is better | N/A | N/A | 38.9% (released Dec 2023) | N/A | N/A | N/A | Active Lives Survey CYP released Dec 2023 active 38.9% - fairly active 25.0% - less active 36.1% | People (Public Health) | |
| H24 | Smoking prevalence | Bigger is better | In line with or better than National average | N/A | 21% (2022) (released Sep 2023) | N/A | N/A | 2022: National: 12.7% | Data updated annually latest release Sept 2023. Value to be entered during Q2 given Sept 24 annual release date | People (Public Health) | |
| H25 | (ASC) The dementia diagnosis rate | Bigger is better | N/A | N/A | 72.2% (Feb 24) | 71% (Dec 23) | N/A | February 2024 Regional: 61.9 % National: 64.5% | Data updated by NHSE, frequency is under review. Data published in March 24 based on Feb 24 data. 72.2% achieved. Higher than the National average which is below the National ambition of 67% | People (ASC) | |
| H26 | Self-reported wellbeing - people with a low satisfaction score | Smaller is better | N/A | N/A | 6% (2022/23) | N/A | N/A | 2022/23: Regional:5% National:6% | Available from Fingertips, Public Health Profiles | People (Public Health) | |
| H27 | Self-reported wellbeing - people with a low worthwhile score | Smaller is better | N/A | N/A | 6% (2022/23) | N/A | N/A | 2022/23: Regional:4% National:4% | Available from Fingertips, Public Health Profiles | People (Public Health) | |

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| H28 | Self-reported wellbeing - people with a low happiness score | Smaller is better | N/A | N/A | 8% (2022/23) | N/A | N/A | 2022/23: Regional:9% National:9% | Available from Fingertips, Public Health Profiles | People (Public Health) |
| H29 | Self-reported wellbeing - people with a high anxiety score | Smaller is better | N/A | N/A | 21% (2022/23) | N/A | N/A | 2022/23: Regional:23% National:23% | Available from Fingertips, Public Health Profiles | People (Public Health) |
| H30 | Smoking 4-week quits (per 100,000 population) | Bigger is better | In line with or better than National average | N/A | 1,120 (2022/23) (released March 2024) | N/A | N/A | 2022/23 Regional: 890 National: 1,620 | Data updated annually. Value to be entered during Q4 given March 25 annual release date | People (Public Health) |
| H31 | Smoking at time of delivery | Smaller is better | In line with or better than National average | N/A | 9.8% (released Nov 2023) | N/A | N/A | Released Nov 2023: National: 8.8% | Data updated annually. Value to be entered during Q3 given Nov 24 annual release date | People (Public Health) |
| H32a | Successful completion of drug treatment (opiates) | Bigger is better | In line with or better than National average | N/A | 4.6% (released Nov 2023) | N/A | N/A | Released Nov 2023: National: 5.0% | Data updated annually. Value to be entered during Q3 given Nov 24 annual release date | People (Public Health) |
| H32b | Successful completion of drug treatment (non-opiates) | Bigger is better | In line with or better than National average | N/A | 26.2% (released Nov 2023) | N/A | N/A | Released Nov 2023: National: 31% | Data updated annually. Value to be entered during Q3 given Nov 24 annual release date. | People (Public Health) |
| H32c | Successful completion of alcohol treatment | Bigger is better | In line with or better than National average | N/A | 31.6% (released Nov 2023) | N/A | N/A | Released Nov 2023: National: 35% | Data updated annually. Next release to be entered during Q3 (Nov 24 annual release date) | People (Public Health) |
| H33 | Drug-related death rate (annual, 3 years pooled) | Smaller is better | In line with or better than National average (5.1 per 100,000 pop) | N/A | 2.1 per 100,000 pop (2020-22) (released May 2024) | N/A | 2.1 per 100,000 pop (2019-21) | National average 5.1 per 100,000 pop | Data updated annually latest release May 2024: 2.1 per 100,000 pop (2020-22) latest annual outturn. 5.2 per 100,000 pop Nationally. | People (Public Health) |
| H34 | (PH-HP) Vaccine Uptake : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY) | Bigger is better | In line with or better than National average | N/A | MMR 1 dose – 24 months – 85.4% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 80.2% HPV- not available Men ACWY - not available (2022/23) | N/A | N/A | 2022/23: National average: MMR 1 dose – 24 months - 89.3% MMR 1 dose – 5 years – 92.5% MMR 2 dose – 5 years – 84.5% HPV- not available Men ACWY - not available | Data updated annually (Sept). Latest data available April 2023. Next data release September 2024. HPV & Men ACWY updated next quarter. | People (Public Health) |
| H35 | STI testing rate (rate per 100,000) | Bigger is better | In line with or better than National average | N/A | 3,940 (2023) | N/A | NA | 2023: National average: 4,100 | Data updated annually (Sept) latest release is for April 2023. New data release is in September 2024. | People (Public Health) |
| H36 | Proportion of households in fuel poverty | Smaller is better | N/A | N/A | 20.6% (2021) | N/A | N/A | 2021: National - 13.1% | 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%. | People (Public Health) |
| H37 | Infant mortality rate (per 1,000) | Smaller is better | N/A | N/A | 6.1 (2020-2022) | N/A | N/A | 2020-22: National: 3.9 | Sandwell is in the worst 25th percentile for this indicator | People (Public Health) |

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| H38 | Healthy life expectancy | Bigger is better | N/A | N/A | Women: 60 years Men: 62 years (2018-2020, ONS) | N/A | N/A | Women - rank 110/150 Men - rank 91/150 (2018-2020, ONS) | Women - rank 110/150 Men - rank 91/150 (2018-2020, ONS) For men, Rutland have the highest healthy life expectancy at 75 years, Blackpool has the lowest at 53 years. For women, Wokingham has the highest life expectancy at 71 years, and Blackpool has the lowest healthy life expectancy at 54 years. Data is from 2018-20 and the source is the ONS (https://www.health.org.uk/evidence-hub/local-authority-dashboard?utm_source=ecomms&utm_medium=email&utm_campaign=local_authority_dashboard&dm_i=4Y2,8LE65,1LERID,ZLWXI,1). | People (Public Health) |
| H39 | Premature mortality for those with severe mental illness | Smaller is better | N/A | N/A | 114.5 (2020-2022) | N/A | N/A | 2020-22: National: 111.2 | Source : Public Health outcomes framework | People (Public Health) |

Corporate Performance Report 2024/25

| Thriving Economy in Sandwell | | | | | | | | | | | |
|------------------------------|---|--|---------|------------------|----------------|---------------------|---------------------|--------------------------|---|---|------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Last Quarter | This Time Last Year | Benchmark | Commentary | Directorate | |
| T6 | The number of road safety improvement schemes | Bigger is better | 3 | 5% | 3 | 10 - Q4 22 - Annual | 3 | NA | Current schemes that were completed in the first quarter: 1.Safer Roads Fund A4030 – Major road safety intervention scheme along 2.8km of route including new pedestrian crossings, new cycle infrastructure, reduced speed limits and removal of redundant street furniture. Funded through specific DfT SRF Grant. 2.Wiltshire Way, West Bromwich – Speed cushions refreshment and redesign. 3.Pedestrian safety guard railings – Market Place Wednesbury. | Place (Environment) | |
| T7 | The % of pot holes that require urgent attention that have been temporarily or permanently repaired within 5 days | Bigger is better | 95% | 5% | 94.50% | | 93% | 65% | NA | Actual Q1 performance at 94.5% was very close to the target of 95%. Factors that influenced performance was the slight increase in pothole numbers due to weather and season conditions and the decision to freeze the recruitment of our vacant Roadworker post, which has a disproportionate impact on the ability to repair potholes as the teams work in pairs or gangs. Both these constraints should ease as we move into Q2. | Place (Environment) |
| T9 | Number of Businesses supported | Bigger is better | 70 | 5% | 183 | 211 | 40 | N/A | Between April and June 2024, a total of 183 businesses received support from the Business Growth Team. From the enquiries made during this period, 45% were specifically for startup support, aimed at helping new businesses get off the ground. Meanwhile, 32% of the enquiries were related to financial assistance, indicating a need for monetary support among the businesses in Sandwell. | Place (Regeneration) | |
| T10 | Business receiving Financial Assistance or Grants | Bigger is better | 10 | 5% | 21 | 86 | 0 | N/A | In the current quarter, a total of 21 grants have been awarded to businesses located in Sandwell. These grants were distributed through various projects, including SME Grants, Decarbonation Net Zero, and the Start-Up Grants Programme. The funding for these grants has been provided through the UK Shared Prosperity Fund (UKSPF). | Place (Regeneration) | |
| T11 | % of major planning applications decided on time (Oflog) | Bigger is better | 60% | 5% | 100% | NA | NA | Q4 2023/24 National: 83% | Performance is well above target. | Place (Regeneration) | |
| T15 | Value of grants administered through the start-up grant programme | Bigger is better | £12,000 | 5% | £11,943 | NA | NA | N/A | There were 4 grants awarded for the Start Up programme during April to June totalling a value of £11,943.96. The Start-Up Support Programme has just begun, so we expect more grants to be awarded by the end of the next quarter. | Place (Regeneration) | |

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| T16 | Number of volunteers working in VCS organisations (commissioned by the Council) | Bigger is better | N/A | N/A | 328 | 345 | 324 | N/A | The stats provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities. | Assistant Chief Executive |
| T17 | Number of people supported by VCS organisations (commissioned by the Council) | Bigger is better | N/A | N/A | 91,774 | 139,068 | 99,969 | N/A | The stats provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators. | Assistant Chief Executive |
| T18 | Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate) | Bigger is better | 7.50% | 5% | Council: 2.5%, Serco: 1.9% | N/A | N/A | N/A | Pending the completion of the Corporate Fleet Review, fleet replacements have necessarily slowed; as such movement towards this target will be limited in early 2024/25. | Place (Environment) |
| T25 | Visits to Forge Mill Farm | Bigger is better | TBC | TBC | N/A | 22,290 (98,529) | 27,557 | N/A | Data not yet available. | Place (Environment) |
| T26 | Visits to Sandwell Valley visitor centre | Bigger is better | N/A | N/A | N/A | N/A | N/A | N/A | Currently awaiting procurement of a visit counter system, we hope to have this in place for the end of quarter 2. Defer reporting and target until calculation method determined. | Place (Environment) |
| T27 | Event attendance at Sandwell Valley open space (internal and external events) (estimated) | Bigger is better | N/A | N/A | 17,929 | N/A | N/A | N/A | There has been a number of large events across the borough this quarter including Pride, the Mela, Vaisakhi and Eid events, celebrating diversity and culture. A number of new events have been added to the programme such as Congo 64 and family sports days all using council venues and land. We have also seen commemorative events such as D-Day and Armed Forces Day. | Place (Environment) |
| T28 | No of externally organised events (through event application) | Bigger is better | N/A | N/A | 67 | N/A | N/A | N/A | | Place (Environment) |
| T29 | No of event attendees at externally organised events (estimated) | Bigger is better | N/A | N/A | 73,769 | N/A | N/A | N/A | | Place (Environment) |
| T30 | Number of council organised events | Bigger is better | N/A | N/A | 9 | N/A | N/A | N/A | | Place (Environment) |
| T31 | Number of event attendees at Council organised events (estimated) | | N/A | N/A | 7,800 | N/A | N/A | N/A | | Place (Environment) |
| T32 | Visits to Leisure centres (SLT) | Bigger is better | 527,457 | 5% | 599,330 | 594,061 | 527,457 | N/A | The opening of the Sandwell Aquatics Centre has boosted the visits to leisure centres, despite the closure of Langley and Smethwick Swimming Centres and also the temporary closure of Haden Hill Leisure Centre. Q1 has shown growth at all the borough's leisure centres. | Place (Environment) |
| T33a | The number of Arts and cultural events delivered in libraries | Bigger is better | 1436 Annual - Each Q 359 | 5% | 399 | N/A | N/A | N/A | Continuing improvement, which is likely to be maintained following WMCA double-devolved investment. | Place (Environment) |

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| T33b | The number of Arts and cultural events delivered in museums | Bigger is better | 38 | 5% | 117 | N/A | N/A | N/A | <p>The closure of Oak House throughout this period has had a detrimental effect of visitor figures with regards to school groups in particular as we have not been able to offer our creative learning sessions for educational groups at Oak House throughout this quarter, and we know from experience that it is hard to win these curriculum groups back once they have gone elsewhere. Oak House is also our busiest site with regards to school activities.</p> <p>However, we have had a number of work experience project groups who have worked with us as part of our new way of offering work experience to give a more meaningful experience to both students and the museum service. We have welcomed a 3 groups of project based work experience groups one of 10, one of 20 and one of 40 students. This has been an extremely successful experiment which we will be continuing.</p> <p>The adverse weather conditions throughout the spring and early summer always contribute to lower visitor numbers particularly at our historic houses where visiting the outdoor space is an important part of the visit.</p> <p>Vandalism at Bromwich Hall has also caused us to have to cancel a family fun day.</p> | Place (Environment) |
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Contextual Measures

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|-----|---|------------------|-----|-----|----------------------------|-----------------------------|------------------------------|--|---|----------------------|
| T34 | New business births/deaths | Bigger is better | N/A | N/A | Births: 425 Deaths: 490 | Births : 365 Deaths :405 | Births : 400 Deaths : 600 | West Midlands Q1 Births: 3,955 Deaths : 4,095 | <p>Black Country business births increased by 17.9% (+220) on the quarter to total 1,450 (in Q1 2024), this matched the UK growth rate. All Black Country local authorities saw an increase with Walsall having the greatest increase at 26.3% (+75).</p> <p>Comparing Q1 2024 to Q1 2023, business births in the Black Country increased by 12.0% (+155), exceeding the increase seen across the UK (+6.1%). Black Country business deaths increased by 9.2% (+145) on the quarter, totaling 1,715 in Q1 2024. The UK rose by 17.3%. Notably, business deaths decreased on the quarter in Wolverhampton by 15.1% (-95).</p> <p>Comparing Q1 2024 to Q1 2023, Black Country business deaths decreased by 33.4% (-860). The UK decreased by 17.2%.</p> <p>Source: Economic Intelligence Unit</p> | Place (Regeneration) |
| T35 | Total Jobs | Bigger is better | N/A | N/A | 126,000 (2022) | N/A | 124,000 (2021) | 2022: Black Country : 446,000 Walsall : 102,000 Dudley : 110,000 Wolverhampton : 109,000 | 0.2% increase in total jobs in the Black Country. 2.4% increase in England. Source: Economic Intelligence Unit | Place (Regeneration) |
| T36 | Gross Value Added (total/per head/per employee) | Bigger is better | N/A | N/A | £19,750 (2022) | N/A | £18,698 (2021) | 2022: Black Country: £19,532 National: £33,227 | 5.6% GVA per head annual Change (2021-2022), the smallest % increase in the Black Country. Source: Economic Intelligence Unit (Gross value Added (GVA) is the measure of the value of goods and services produced in an area, industry or sector of an economy) | Place (Regeneration) |

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| T37 | Employment rate | Bigger is better | N/A | N/A | 69.8% (2023) | N/A | 63.9% (2022) | 2023: Regional: 75.2% | <p>Sandwell's employment rate was lower than across the West Midlands as a whole in the year ending December 2023.</p> <p>Of people aged 16 to 64 years living in Sandwell, 69.8% were employed in the year ending December 2023. This is an increase compared with the year ending December 2022 when the local rate was 63.9%.</p> <p>Across the West Midlands in the year ending December 2023, 75.2% of people aged 16 to 64 years were employed. This was higher compared with the previous year, when 73.8% of people were employed.</p> | Place (Regeneration) |
|-----|-----------------|------------------|-----|-----|-----------------|-----|-----------------|--------------------------|--|-------------------------|

Corporate Performance Report 2024/25

| One Council One Team | | | | | | | | | | |
|----------------------|--|--|--|------------------|---------------------------|---------------------|----------------------|-----------|--|-------------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Last Quarter | This Time Last Year | Benchmark | Commentary | Directorate |
| O1 | Revs and Bens Contact Centre Average Wait Measure | Smaller is better | Q1 - 5minutes 30 seconds <i>(to take into account annual billing, first recovery run)</i> | 5% | 2 minutes and 38 seconds. | 1 minute 53 seconds | 5 minutes 28 seconds | N/A | Annual bills were issued on time on March, with first installments being due in April. The team was fully staffed to deal with the demand. | Finance and Transformation |
| O2 | Revs and Bens Contact Centre Abandonment Rate | Smaller is better | 8% | 5% | 3.50% | 3% | 8.60% | N/A | The abandonment rate was significantly lower than this time last year. | Finance and Transformation |
| O3 | Adult Contact Centre Average Wait Measure | Smaller is better | 30 Seconds | 5% | 41 Seconds | 1 Minute 14 seconds | 1 Minute 4 seconds | N/A | Our Contact Centre average wait measure for Q1 was above our target at 41 seconds, this has dropped since last quarter by 33 seconds showing a significant improvement. In light of this, it has been RAG rated 'amber'. We are continuing with the ASC Transformation Programme which will review the demand and resource in the contact centre, The contact centres across SMBC are due to have the new system implemented in late September 2024, subject to testing and sign off. ASC is also commencing a digital pilot y called 'AskSarah'. This digital tool enables our customers to provide information in relation to 'aids and adaptations they require – the information then puts them through to the correct service, e.g. Occupational Therapists or the Joint Equipment Store, reducing the number of calls that go through the Call Centre. There are currently on average 50 calls a day about equipment, so the potential to reduce demand on the call centre is significant. | People (Adult Social Care) |
| O4 | Adult Contact Centre Abandonment Rate | Smaller is better | 6% | 5% | 2.40% | 4% | 3.47% | N/A | Our Contact Centre abandonment rate for Q1 was within target at 2.4%, this has dropped since last quarter by 1.6%showing improvement. | People (Adult Social Care) |
| O5 | Corporate Contact Centre Abandonment Rate | Smaller is better | 8% | 5% | 8.11% | 10.86% | 13.21% | N/A | The AR targets were slightly missed due to continued staff vacancies (12.28%) and sickness (5.2%) in the Corporate Contact Centre. 6.81% of vacancies are currently on hold as part of corporate savings, recruitment for the remaining vacancies will be advertised shortly. We have also continued to support the face-to-face delivery of services at the OSS (2 advisors daily) and at the Community Hubs in West Bromwich and Blackheath Library twice weekly each Tuesday and Wednesday (1 advisors each day). Sickness has continued to be managed as per the sickness management procedure. | Assistant Chief Executive |
| O6 | Corporate Contact Centre Average Wait Measure (also customer service standard) | Smaller is better | 3 mins 30 seconds | 5% | 3 minutes 18 seconds | 3 mins, 53 seconds | 5 mins 37 secs | N/A | Targets for Q1 were achieved despite the number of ongoing vacancies and sickness in the contact centre. | Assistant Chief Executive |

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| O7 | Corporate Contact Centre – Call satisfaction | Bigger is better | N/A | N/A | 99% | 99% | 99% | N/A | This is a new PI and no target is to be set for 2024/25. We will use the data this year to establish a baseline. Customer Satisfaction remains high for customers calling the contact centre, for those less satisfied comments were generally around back offices not responding in a timely manner, unhappy with a particular process/policy or not being able to speak to a service directly. | Assistant Chief Executive |
| O8 | Number of days taken to process Housing Benefit New Claims | Smaller is better | 22 days | 5% | 33 days | 26 days | 20 days | Q4 2023/24 West Midlands Average : 23 days DWP | There was a decrease in performance due to the number of complex claims that are received, which take longer to determine. Whilst the process takes longer, we are not receiving any complaints related to these claims. In most cases a lot of information is requested (which a Tennant has a month to provide) and there is frequent communication between the Tennant, Landlord and the Council on the status of the claim. The government is looking at providing new licensing information for Landlords related to specialist accommodation which should reduce the number of cases with unjustified rents and speed the process up for local authorities. | Finance and Transformation |
| O9 | Number of days taken to process Housing Benefit Changes in Circumstances | Smaller is better | 8 days | 5% | 8 days | 3 days | 6 days | Q4 2023/24 West Midlands Average : 3 days DWP | This is in line with the target figure and is now the majority of the work received by the Benefits team. | Finance and Transformation |
| O10 | SARs compliance with timescales | Bigger is better | 95% | 5% | 87% (71) | 85.71% | 78.26% | N/A | The following is a breakdown of performance by Executive Directorate: * Assistant Chief Executive - 100% (2) * People - 95% (44) * Finance & Transformation - 75% (12) * Place - 70% (13) These figures may change as in line with statutory allowances 9 SARs are still open and have had their target dates extended. As such these won't be included in the compliance figures until they are closed. | Finance and Transformation |
| O11 | FOI compliance with timescales | Bigger is better | 95% | 5% | 85% (267) | 84% | 80% | N/A | The following is a breakdown of performance by Executive Directorate: * Assistant Chief Executive - 100% (18) * Finance & Transformation - 98% (63) * Place - 83% (133) * People - 68% (53) | Finance and Transformation |
| O12 | Average working days for Stage 1 complaints (excl. ASC) to be responded to | Smaller is better | 10 working days | 5% | 9.76 days | N/A | N/A | N/A | For quarter 1 (April-June) the percentage of stage 1 complaints (excl. Adult Social Care) responded to within SLA is 75.53%. | Assistant Chief Executive |
| O13 | Average working days to respond to Cllr enquiries | Smaller is better | 10 working days | 5% | 6.65 days | N/A | N/A | N/A | For quarter 1 (April-June) the percentage of Cllr enquiries responded to within SLA is 83.53%. | Assistant Chief Executive |

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| O14 | Average working days to respond to MP enquiries | Smaller is better | 10 working days | 5% | 10.21 days | N/A | N/A | N/A | For quarter 1 (April-June) the percentage of MP enquiries responded to within SLA is 69.85%. In ASC the list of MP/Cllr Enquires has reduced. However, there are some delays in responding because of the complexity of the issues raised and the staffing and workforce issues. | Assistant Chief Executive |
| O15 | % of complaints received that are at stage 2 | Smaller is better | N/A | N/A | 8.54% | N/A | N/A | N/A | No target just provided as information only to see how many of our complaints received are at stage 2. | Assistant Chief Executive |
| O16 | One Stop Shop – customer satisfaction | Bigger is better | N/A | N/A | Reception Rating: 4.89 | N/A | N/A | N/A | This is a new PI and no target is to be set for 2024/2 | Assistant Chief Executive |
| O17 | MySandwell - Satisfaction from process submissions (out of 5) | Bigger is better | 4 out of 5 | 5% | 4.58 (22,200 ratings) | 4.52 (104,195 submission ratings) | 4.58 out of 5 (37,874 submission ratings) | N/A | 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 |
| O18 | MySandwell – Satisfaction following enquiry closure | Bigger is better | 4 out of 5 | 5% | 4.40 (3,375 ratings) | N/A | N/A | N/A | As far as end-to-end customer experience (rating after service provided), 85% of the total customer ratings left an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip having the greatest positive impact on customer experience. Missed collections was the single service that attracted the most negative feedback, where 49% rated their experience 1 or 2 stars, citing “not resolved to my satisfaction” being the primary reason for low ratings (customer comments are available for aN/Alysis if required). Borough Economy as a directorate have the most positive feedback. | Assistant Chief Executive |
| O20 | The percentage of top 5% of earners that are women | Bigger is better | 54% | 10% | 55% | 53.10% | 53.60% | 57% Median for West Midlands METs (Infinitats 2022-23) | The percentage of top 5% of earners that are women at the end of Q1 was 55%, which is better than the yearend target of 54%. The threshold for the top 5% earners bracket (this quarter compared to the previous quarter), moved up from SCP 43 (top of Band H) to SCP 45 (Mid-point in Band I). This has however, not affected the outturn for this measure. | Assistant Chief Executive |
| O21 | The percentage of top 5% of earners from black and minority ethnic Communities | Bigger is better | 24% | 10% | 22.10% | 22.9% | 23.60% | 20% Median for West Midlands METs (Infinitats 2022-23) | The percentage of top 5% of earners from black and minority ethnic communities at the end of Q1 was 22.1%. Performance has reduced slightly compared to the previous quarter and remains below the yearend target of 23%. The reduction is because of the threshold for the top 5% earners bracket moving up from SCP 43 (top of Band H) to SCP 45 (Mid-point in Band I). A small decrease in the number of employees in Band I or above should slide the threshold back to Band H. | Assistant Chief Executive |

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| O22 | The percentage of top 5% of earners who have a disability | Bigger is better | 3% | 10% | 2.80% | 2.2% | 1.80% | 5.5% Median for West Midlands METs (Infinitats 2022-23) | The percentage of top 5% of earners who have a disability at the end of Q1 was 2.8% and has improved compared the previous quarter but remains below the yearend target of 3.0%. The actual number of Disabled employees in the top 5% earners bracket is 5 compared to 6 in the previous quarter. The reduction is because of the threshold for the top 5% earners bracket moving up from SCP 43 (top of Band H) to SCP 45 (Mid-point in Band I). | Assistant Chief Executive |
| O23 | The percentage Disabled employees | Bigger is better | 4.50% | 10% | 4.30% | 4.4% | 4.40% | 9.5% Median for West Midlands METs (Infinitats 2022-23) | The percentage of Disabled employees at the end of Q1 is 4.3% compared to the yearend target of 4.5%. The actual number of Disabled employees has reduced from 175 to 182 in the previous quarter, which is a net reduction of 7 (-4%). Detail look at the data shows one retirement and the rest as resignations. The outturn for this measure is expected to change once reporting switches to data maintained via employee self-service in Fusion. | Assistant Chief Executive |
| O24 | The percentage Ethnic Minority employees | Bigger is better | 26% | 10% | 25.90% | 25.5% | 25.40% | 41.1% Median for West Midlands METs (Infinitats 2022-23) | At the end of Q1 this is 25.9%, which is just below the yearend target of 26%. The actual number of ethnic employees 1,063 as at the end of Q1, which is a net increase of 11 compared to the previous quarter. | Assistant Chief Executive |
| O25 | Variance from budget - General Fund | Smaller is better | 0% | 0.50% | 0.20% | N/A | £2.188m overspend | N/A | The gross budget for the General Fund is £755.382m. The Q1 forecast variance from budget for the General Fund is an overspend of £1.734m | Finance and Transformation |
| O26 | Variance from budget - Housing Revenue Account | Smaller is better | 0% | 0.50% | 1.50% | N/A | £472k underspend | N/A | The gross budget (expenditure) for the HRA is £151,109,000. There is a £2,316,500 overspend for the HRA in Q1. | Finance and Transformation |
| O27 | Council Tax Collection (Oflog) | Bigger is better | 28% | 1% | 27.86% | 95.17% | 28% | 2022/23: West Midlands - 95.55% England - 96.02% | Collection is slightly down on this time last year by 0.55%. In monetary Tems there has been an increase in collection of just over £100k compared to 23/24 | Finance and Transformation |
| O28 | Business Rates Collection rates | Bigger is better | 28% | 1% | 29.03% | 95.02% | 29% | 2022/23: West Midlands - 95.59% England - 96.76% | Collection is slightly down on this time last year by 0.41% | Finance and Transformation |
| O29 | Rent collected as a % of rent due (including arrears brought forward) | Bigger is better | 95.6% End of year, Q1 = 95.3%, Q2 = 95.4%, Q3 = 95.5%, Q4 = 95.6% | 5% | 95.56% | 95.98% | 94.93% | Year End 2023/24: National Median 96.64%/ English LA's and ALMOS >10k stock Median 96.15% | The Quarter 1 outturn of 95.56% exceeds the target of 95.30%. The team are working closely with partners to ensure effective early intervention when tackling rent arrears | Place (Housing) |
| O30 | Debt servicing as percentage of core spending power (Oflog) | Smaller is better | 12.10% | 5% | 12.31% | N/A | 9.4% (2021/22) | 2021/22 : Stat Neighbours: 11.3% (Median) England: 9% (Median) | High interest rates reflected in high interest costs in the HRA | Finance and Transformation |

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| O31 | Total debt as a percentage of core spending power (Oflog) | Smaller is better | 235.30% | 5% | 228.32% | N/A | 234.4% (2021/22) | 2021/22 : Stat Neighbours: 212% (Median) England: 226.7% (Median) | Marginally lower than target due to opening debt position lower than budgeted due to slippage in capital programme. | Finance and Transformation |
| O32 | Care experienced young people 19-21 in Employment, Education and Training (EET) | Bigger is better | 45.50% | 5% | 41.50% | 43.30% | 47.50% | West Midlands 202360% Statistical Neighbour 202358% England 202362% | 19-21-year-olds Engaging in Employment, Education and Training has decreased slightly to 41.5% from 43.3% last quarter. There are many young people within the current cohort who cannot work due to personal circumstances. These include emotional health and wellbeing barriers and affordability. Some care experienced young people find that they are worse off if they undertake an apprenticeship since it is paid at minimum wage for their age. Work is underway as part of the corporate parenting board strategy to improve Education, Employment and Training offers for our Young People, including support for mental health and emotional well-being. | People (Children and Education) |
| O33 | Care experienced young people 19-25 in Employment, Education and Training (EET) | Bigger is better | 42.60% | 5% | 41.30% | 40.60% | 46% | N/A (Dfe Measures 17-18 and 19-21 year olds as benchmarking data) | There has been a slight improvement in performance to 41.3% from 40.6% last quarter, 119/288 young people are engaged in employment education and training aged 19-25, there has been an improvement in care experienced young people aged 22-25 engaging in EET in comparison to previous quarter. | People (Children and Education) |
| O34 | Care experienced and Children in Care apprenticeships filled (borough wide) | Bigger is better | 9 | 1 | 7 | N/A | N/A | N/A | There are many young people within the current cohort who cannot work due to personal circumstances. These include emotional health and wellbeing barriers and affordability. Some care experienced young people find that they are worse off if they undertake an apprenticeship since it is paid at minimum wage for their age. Work is underway as part of the corporate parenting board strategy to improve Education, Employment and Training offers for our Young People, including support for mental health and emotional well-being. | People (Children and Education) |
| O35 | Care experienced and Children in Care apprenticeships filled (Council) | Bigger is better | 5 | 1 | 4 | N/A | N/A | N/A | | People (Children and Education) |

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| O37 | The proportion of Sandwell Care Leavers with live Housing applications at the end of the previous quarter housed in this quarter | Bigger is better | N/A | N/A | 47.37% | N/A | N/A | N/A | This is a new PI and no target is to be set for 2024/25. We will use the data this year to establish a baseline. The narrative for the housing solutions measures paints a picture of a very difficult housing climate and reducing numbers of council properties becoming available - thus increasing wait times. This measure shows a positive result with almost 50% housed in the timeframe. There are 5 care leavers in this cohort that have live applications but are not bidding and have not for some time. These are not cases where they are bidding but have not been successful. The details for these cases are being reviewed and the individuals contacted to understand why they are not bidding - in conjunction with the Childrens trust. Three additional care leavers were under offer for a property at the cutoff date for quarter one data. | Place (Housing) |
| O38 | Average applications per vacancy | Bigger is better | 10 | 10% | 10.5 | N/A | 8.60% | N/A | Performance is above target at the end of Q1. | Assistant Chief Executive |
| O39 | Percentage of vacancies filled | Bigger is better | 77% | 10% | 83.30% | N/A | 73.30% | N/A | Performance is above target at the end of Q1. | Assistant Chief Executive |
| O42 | Average working days lost per employee due to sickness absence (FTE) | Smaller is better | 2.24 | 5% | 2.83 | N/A | 2.87 days | 9.4 The Median for 19 West Midlands Authorities (Infinistats 2022-23) | Average days lost per employee at the end of Q1 was 2.83, which is marginally better than the outturn for the same period last year. However, performance is below the target threshold of 2.24 days at the Q1 stage. Housing, Regeneration and Assistant Chief Executives have all seen an increase in sickness levels compared to the same period last year. | Assistant Chief Executive |
| O43 | % of working days lost due to sickness absence | Smaller is better | 5% | 5% | 5.12% | N/A | 5.11% | 3.4% CIPD Health & Wellbeing At Work Survey 2023 | At the end of end of Q1 this was 5.12%, compared to 5.39% for the same period last year. Based on the percentage working days lost Housing, Adult Services and ACE all have higher sickness absence rate than the target of 5.5%. | Assistant Chief Executive |
| O45 | % Staff turnover | Smaller is better | <=15% | 5% | 1.90% | N/A | 8.80% | 15.2% Median for 17 West Midlands Authorities (Infinistats 2022-23) 14% Median for LGA (2020/21) | The percentage of staff turnover as at the end of Q1 was 1.9% compared to 2.8% for the same period last year. Performance is well with the yearend target of 15% or less. | Assistant Chief Executive |
| O46 | Voluntary leavers as a % of total leavers (Voluntary turnover) | Smaller is better | <= 10% | 5% | 0.80% | N/A | 4.90% | 9.41% Median for 17 West Midlands Authorities (Infinistats 2022-23) | This measures resignations specifically. The percentage of voluntary staff turnover as at the end of Q1 was 0.8% compared to 1.5% for the same period last year. Performance is well with the yearend target of 10% or less. | Assistant Chief Executive |
| O47 | % of Council Staff / Members completed child rights training | Bigger is better | N/A | N/A | N/A for Q1 | N/A | N/A | N/A | Child Rights Training is part of the Child Friendly Sandwell Project. A Member working group is taking place in August which will inform what the programme of work will look like and when this training will take place. | Assistant Chief Executive |
| O48 | Members with PDPs | Bigger is better | TBC | TBC | N/A for Q1 | N/A | N/A | N/A | The approach to member PDPs is being reviewed. A member working group will be set up to look at how PDPs are undertaken in order to get the best out of them to support members learning and development. An update will be provided as part of the Q3 report. | Assistant Chief Executive |

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| O49 | Response rate for citizenspace consultations | Bigger is better | 750 per quarter and 3000 year end | 5% | 351 | 2997 | 136 | N/A | The number of consultations differ each quarter depending on consultation activity taking place. Therefore whilst we are below target for Q1, we are confident the year-end target of 3,000 will be achieved. | Assistant Chief Executive |
| O51 | Number of School Councils engaging with the Council | Bigger is better | 50% by Q3, 100% by Q4 | 5% | N/A for Q1 | N/A | N/A | TBC | | Assistant Chief Executive |
| O52 | Children's rights impact assessments | Bigger is better | N/A | N/A | N/A for Q1 | N/A | N/A | TBC | | Assistant Chief Executive |