

Growing up in Sandwell

Ref	Outcome	Performance Indicator	Reporting Frequency	Target/s	Target Tolerance	Benchmarking	Comment	Directorate
G1	Children and young people are given the best start in life and are well prepared for school	The percentage of children achieving a Good Level of Development in the Early Years Foundation Stage	Annual	62% (AY 2023/24)	2ppts	2022/23 Academic Year: Regional: 66% National : 67%	2022/23 AY for Sandwell was 61%. Target set at 62% for 2023/24. Data available in the autumn term 2024. The target was set based on knowledge of trends and our local demographic. Typically, development in language and communication in Sandwell is lower than expected for pupils' ages and has been for a while. This poses a significant challenge for our schools due to the distance needed to catch up. This why language and communication particularly is a key priority for us.	People (Children and Education)
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	Termly	Pending target from DFE	TBC	N/A - new indicator	From April 2024 new parents will be able to access codes so that they can claim the funded hours	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	Termly	Pending target from DFE	TBC	N/A - new indicator		People (Children and Education)
G4	Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach National standard	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Annual	59% (AY 2023/24)	2ppts	2022/23 Academic Year: Regional: 59% National: 60%	2022/23 AY was 56% for Sandwell. Target set at 59% for 2023/24 - same as the Regional figure for 2022/23.	People (Children and Education)
G5		Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 5 or above	Annual	40% (AY 2023/24)	3ppts	2022/23 Academic Year: Regional: 42% National: 45%	2022/23 AY was 35% for Sandwell. Target set at 40% for 2023/24.	People (Children and Education)
G6		% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools	Bi-annual (As at 31st December & 31st August)	89% (31st December 2024)	2ppts	As at December 31st 2023: Regional: 88% National: 90%	2022/23 AY was 85% for Sandwell. Target set at 89% for December 2024.	People (Children and Education)
G7	Children and young people have good levels of attendance at school	% of pupils with persistent absence (10% or more sessions missed): Primary	Annual	18% (2023/24 AY)	1ppt	2022/23 Academic Year: Regional: 17.7% National 16.2%	2022/23 AY was 20.2% for Sandwell. Target set at 18% for 2023/24.	People (Children and Education)
G8		% of pupils with persistent absence (> 10% absence): Secondary	Annual	27% (2023/24 AY)	0.5ppts	2022/23 Academic Regional: 27.4% National 26.5%	2022/23 AY was 27.8% for Sandwell. Target set at 27% for 2023/24.	People (Children and Education)
G9	Children and young people in Sandwell are able to grow up in a safe, stable loving home	Rate of Children on a Child Protection Plan at period end (Rate per 10,000) (quarterly)	Quarterly	45	<55.0, >45.0	March 2024: Regional: 46 Stat N:51.7 National: 46.53	Q4 23/24 outturn: 55.1	People (Children and Education)
G10		Rate of Children in Care at period end (Rate per 10,000) (quarterly)	Quarterly	94	<100.0, >94.0	March 2024: Stat N - 96.7 National Average - 77.1	Q4 23/24 outturn: 94.1	People (Children and Education)
G11		% of CYP that have had 3 or more placement moves in the last 12 months (quarterly)	Quarterly	9%	<12.0%, >9.0%	March 2023: Regional: 10% Stat N:9.5% National: 10%	Q4 23/24 outturn: 9.8%	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	Quarterly	Go Play 20% annual target population 5-12yrs (7760) Qtr 1 – 24 % Qtr 2 – 40 % Qtr 3 – 24% Qtr 4 – 12% HAF 25% annual target population 4yrs-16yrs (unique participants) Qtr 1 25% Qtr 2 25% Qtr 3 25% Qtr 4 0% SHAPE 7% annual target population 4-25yrs (6429) Qtr 1 11% Qtr 2 63% Qtr 3 14% Qtr 4 12%	5%	HAF - 14%	New indicator. All targets relate to unique participations. The Go Play target is specified in the contract and relates to children in the towns they are working in only. The HAF target relates to all Free School Meal children across the borough per HAF holiday. The Shape target relates to all children.	People (Children and Education)
G12b	Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun.	Number of children and young people engaging in council led activities across Sandwell via the Youth Service	Quarterly	Reach of Young People aged 11-19yrs : Annual 1705 (Q1- 621 Q2- 706 Q3-168 Q4- 210) Reach of Declared SEND Young People aged 11-25yrs : Annual 232 (Q1- 111 Q2- 51 Q3-43 Q4- 27) Engagement of Young People aged 11-19yrs through Detached Youth Work : Annual 8,877 (Q1-2100 Q2- 2471 Q3- 2054 Q4- 2252)	5%	N/A	Reach of Young People aged 11-19yrs - unique participants Reach of Declared SEND Young People aged 11-25yrs - unique participants Engagement of Young People aged 11-19yrs through Detached Youth Work - attendances (could be a repeat engagement)	People (Children and Education)
G13		Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Quarterly	230,960 annual target Q1 = 41,573 Q2 = 46,192 Q3 = 73,907 Q4 = 69,288	5%	N/A	Q4 23/24 outturn: 68,940	Place (Environment)
G14		The number of free activities for children in libraries and museums	Quarterly	Annual target: 7,067, quarterly targets 1,767.	5%	N/A	New Indicator.	Place (Environment)
G15		Percentage of schools that have achieved the EHWB charter mark	Annual	80%	5%	N/A	Targets relate to all schools across the borough: 80% of Secondary schools have an active EHWB Charter Mark 80% of Primary schools have an active EHWB Charter Mark 80% of Specialist provisions have an active EHWB Charter Mark	People (Public Health)
G16		Number of early years setting that have achieved the EHWB charter mark	Annual	7 new settings per year	5%	N/A		People (Public Health)
G17		Vacancy Rate (% of case holding social worker posts not filled by a permanent employee)	Quarterly	34%	≥34%<40.0%	N/A	There is no benchamrking for this PI. The DfE measures vacancies which include Agency and Permanent Workers; our locally defined measure focuses purely on permanent workers. Q4 23/24 outturn: 25%	People (Children and Education)
G18		Early Help - Number of Children/Young People receiving intervention	Quarterly	900-1200	<>10%	Q4 2023/24: Regional average: 1,295	The target for this measure is a set range - poor performance is outside of either side of the range. Q4 23/24 outturn: 1,111	People (Children and Education)

G19	support, in the right place, at the right time.	Out of the total number of open Single Assessments, the percentage of assessments completed within 45 working days	Quarterly	85%	>70.0%, <85.0	December 2023: Regional Average : 82.4% Stat N Average: 82.3% National Average: 83.3% West Midlands Average – 82.4%	Q4 23/24 outturn: 84.7%	People (Children and Education)	
G20	All children and young people have the same opportunities to achieve their full potential and are supported by adults, including parents and carers, to establish high aspirations.	Educational Attainment CIC - attainment at the expected level or above in reading, writing and maths at KS2 (annual)	Annual	33% (AY 2023/24)	2ppts	2022/23 Academic Year: Regional: 34% National: 37%	2022/23 AY was 32% for Sandwell. Target set at 33% for 2023/24. There has been a decline in performance for this PI over time (36% in 2021/22 and 44% in 2018/19) so the focus is to turn this around.	People (Children and Education)	
G21		Educational Attainment CIC – KS4 attainment of English and maths at Grade 5 (annual)	Annual	15% (AY 2023/24)	2ppts	2022/23 Academic Year: Regional: 9% National: 10%	2022/23 AY was 14% for Sandwell. Target set at 15% for 2023/24. This is much higher than the Regional or National averages for last year.	People (Children and Education)	
G22		Attainment rates for those with EHCP at the expected level or above in reading, writing and maths at KS2 (annual)	Annual	6% (AY 2023/24)	1ppts	2022/23 Academic Year: Regional: 5% National: 8%	2022/23 AY was 5% for Sandwell. Target set at 6% for 2023/24.	People (Children and Education)	
G23		Attainment rates for those with EHCP attainment 8 (KS4) (annual)	Annual	14.0 (AY 2023/24)	1 points	2022/23 Academic Year: Regional: 13.0 National: 14.0	2022/23 AY was 13.2 for Sandwell. Target set at 14 for 2023/24.	People (Children and Education)	
G24		Attainment rates for those with SEN Support at the expected level or above in reading, writing and maths at KS2 (annual)	Annual	21% (AY 2023/24)	1ppts	2022/23 Academic Year: Regional: 21% National: 24%	2022/23 AY was 20% for Sandwell. Target set at 21% for 2023/24.	People (Children and Education)	
G25		Attainment rates for those with SEN Support attainment 8 (KS4) (annual)	Annual	31 (AY 2023/24)	1 point	2022/23 Academic Year: Regional: 32.6 National: 33.3	2022/23 AY was 29.8 for Sandwell. Target set at 31 for 2023/24.	People (Children and Education)	
G26		Percentage LA disadvantaged pupils Nationally at KS2, achieving the expected standard in reading, writing and maths (annual)	Annual	47% (AY 2023/24)	2ppts	2022/23 Academic Year: Regional: 46% National: 44%	2022/23 AY was 46% for Sandwell. Target set at 47% for 2023/24.	People (Children and Education)	
G27		Percentage LA disadvantaged pupils Nationally at KS4 attainment of English and maths at Grade 5 (annual)	Annual	24% (AY 2023/24)	1ppt	2022/23 Academic Year: Regional: 25% National: 25%	2022/23 AY was 23% for Sandwell. Target set at 24% for 2023/24.	People (Children and Education)	
G28		% EHCP 20 week completion rate, including exceptions	Annual	45% (2024 calendar year)	5ppts	2023 calendar year: Regional: 48.4% National: 48.4%	2023 calendar year was 32.2% for Sandwell. Target set at 45% for 2024.	People (Children and Education)	
G29	Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood.	% of 16s and 17s not in employment, education or training/not known (NEET/NK)	Quarterly	2.7%	5%	Statistical neighbours average: 5.93%	Q4 23/24 outturn: 2.7%	People (Children and Education)	
G30		Number of work experience placements	Annual	150	5%	N/A	23/24 outturn: 129	People (Children and Education)	
Contextual Measures									
G31	Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun.	Proportion of children in Reception who are overweight or obese	Annual	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	Annual	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	Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood.	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)	Quarterly	N/A	N/A	June 2024: Regional: 7% National: 5.1%	Latest outturn for Sandwell is 9.5% for June 2024. Source: Nomis We have not officially set targets for contextual measures but the following are what we would aim for: 24/25 – target 8.6% 25/26 – target 7.6% 26/27 – target 6.6%	People (Children and Education)
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Living in Sandwell

Ref	Outcome	Performance Indicator	Reporting Frequency	Target	Target Tolerance	Benchmarking	Comment	Directorate	Owner	Completed by
L1	Clean, well maintained public spaces and assets	Resident satisfaction (resident survey) - cleanliness of neighbourhood (LGA) How satisfied residents are with street cleaning	Annual	64%	5%	National: 64% (LGA June 2023)	The outturn in the Sandwell 2023 Resident Survey was 63%.	Assistant Chief Executive		Sarah Sprung/SI team
L2		NI195 - Improved street and environmental cleanliness	Quarterly	litter - 2.50% detritus - 6.50% graffiti - 1.50% fly-posting - 0%	5%	N/A	Q4 23/24 outturn: Litter - 6% Detritus - 17% Graffiti - 3% Flyposting - 0.5%	Place (Environment)		Ben Percival
L3		Household waste recycled and composted (Oflog)	Annual	30%	5%	2020/21 median: Stat neighbours: 35.5% England : 41.9%	The figure for Sandwell in 2020/21 was 27.3%	Place (Environment)		Ben Percival
L4		Residual household waste per household (Oflog)	Annual	650Kg	5%	2020/21 median per household: Stat neighbours: 590.7kg England 501.1kg	The figure for Sandwell in 2020/21 was 692.2kg	Place (Environment)		Ben Percival
L5		Recycling contamination rate (Oflog)	Annual	15%	5%	2020/21 median: Stat neighbours: 6.5% England 5.5%	The figure for Sandwell in 2020/21 was 20%	Place (Environment)		Ben Percival
L6		Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours	Quarterly	90%	5%	N/A	Q4 23/24 outturn: 87.7%	Place (Environment)		Ben Percival
L7		Remove fly tips on public (contract maintained) land within 24 hours	Quarterly	90%	5%	N/A	Q4 23/24 outturn: 88.4%	Place (Environment)		Ben Percival
L8		The number of new trees planted	Quarterly	10,000 by 2030 (1,428 each year) 2024/25: Q1- 200 Q2- 200 Q3-514 Q4-514	5%	N/A	The planting season is in Q3 and Q4 when there is wetter weather, which is why the targets have been profiled over the year.	Place (Environment)	Ben Percival	Matt Gardner
L9		The number of missed bins (not remedied within 24 hours) per 100,000 collections	Quarterly	Information only - TBC	TBC	N/A		Place (Environment)		
L10	Quality green spaces	Resident satisfaction with Green spaces	Annual	72%	5%	LGA (June 2023) 80%	The outturn in the Sandwell 2023 Resident Survey was 69%.	Place (Environment)		Ben Percival
L11		The number of Friends Groups in parks working in Partnership with The Council	Quarterly	13	1 (group)	N/A	We are aiming to support the 13 groups that we currently have. 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)	Ben Percival	Amy Robinson
L12	Residents Feel Safe in their communities during the day and at night	How safe people feel in the day (residents survey)	Annual	92%	5%	LGA (June 2023) 90%	The outturn in the Sandwell 2023 Resident Survey was 92%	Place (Environment)		Sarah Sprung/SI team
L13		How safe to people feel at night (residents survey)	Annual	65%	5%	LGA (June 2023) 71%	The outturn in the Sandwell 2023 Resident Survey was 61%	Place (Environment)		Sarah Sprung/SI team
L14	Safe and affordable homes	Private Rented Sector - Number of PRS reported to be in state of disrepair with a positive resolution	Quarterly	N/A	N/A	N/A	This indicator is for information only. Q4 23/24 outturn: 297	Place (Housing)	Nigel Collumbell	Jenny Perry / Karen New
L15		% of responsive repairs completed in timescale (TSM, benchmarkable)	Quarterly	95%	5%	Year end 2023/24 National Median -Emergency 94.8% ; Non-emergency 81.5% - Source; Housemark.	Q4 23/24 outturn: Emergency 87.85% Non-emergency 75.80%	Place (Housing)	Sarah Ager	Amarjit Shergill
L16		Number of long term empty homes brought into use	Quarterly	40 Year end/annual target Q1 = 10 Q2 = 20 Q3 = 30 Q4 = 40	5%	N/A	Q4 23/24 outturn: 5	Place (Housing)	Nigel Collumbell	Nigel Collumbell
L17		Satisfaction with the overall service provided (Tenant satisfaction survey)	Annual	74%	5%	Year end 2023/24 National Median - 69.4% - Source; Housemark.	2023/24 outturn: 74%	Place (Housing)	Nigel Collumbell	Jenny Perry / Karen New
L18a		Housing Compliance Health Check (Over 6 key areas) Gas safety checks	Quarterly	100%	0%	Year end 2023/24 National Median - 99.97% - Source; Housemark.	Legislative Compliance	Place (Housing)	Sarah Ager	Amarjit Shergill
L18b		Housing Compliance Health Check (Over 6 key areas) Fire safety checks	Quarterly	100%	0%	Year end 2023/24 National Median - 100%/ 72.7% fully compliant - Source; Housemark.	Legislative Compliance	Place (Housing)		Amarjit Shergill
L18c		Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Quarterly	100%	0%	Year end 2023/24 National Median - 100%/ 65.3% fully compliant - Source; Housemark.	Legislative Compliance	Place (Housing)		Amarjit Shergill
L18d		Housing Compliance Health Check (Over 6 key areas) Water safety checks	Quarterly	100%	0%	Year end 2023/24 National Median - 100%/ 80% fully compliant - Source; Housemark.	Legislative Compliance	Place (Housing)		Amarjit Shergill
L18e		Housing Compliance Health Check (Over 6 key areas) Lift safety checks	Quarterly	100%	0%	Year end 2023/24 National Median - 100%/ 80.8% fully compliant - Source; Housemark	Legislative Compliance	Place (Housing)		Amarjit Shergill

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)	Quarterly	100%	0%	N/A	Legislative Compliance	Place (Housing)		Amarjit Shergill
L19		Homes that do not meet the Decent Homes Standard (to include proxy measure modelled on stock data to date)	Quarterly	No target set	N/A	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)	Sarah Ager	Amarjit Shergill
L21		Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Quarterly	60%	5%	QTR3 23/24 National Average - 52.2%, West Midlands - 53.4%	Q4 2023/24 outturn: 35.3%	Place (Housing)	Nigel Collumbell	Jenny Perry / Karen New
L22	Improve outcomes for local people on local issues	Net promoter score for Libraries	Annual (First Year)	N/A	N/A	N/A	No target set given this is the first year this is being reported.	Place (Environment)		Dawn Winter
L23		The number of library visits in person	Quarterly	693,628 Year end/ annual target Q1 = 165,569 Q2 = 171,396 Q3 = 160,783 Q4 = 195,880	5%	N/A	Q4 2023/24 outturn: 186,440	Place (Environment)		Dawn Winter
L24		The number of community activities & events held in libraries or online	Quarterly	10,708 year end/ annual target Q1,Q2,Q3,Q4 = 2677	5%	N/A	Q4 2023/24 outturn: 10,497	Place (Environment)		Dawn Winter
L25		Over 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Quarterly	230,960 year end/ annual target Q1 = 41,573 Q2 = 46,192 Q3 = 73,007	5%	N/A		Assistant Chief Executive		Dawn Winter
L26		Number of visits to Community Hubs	Quarterly	N/A	N/A	N/A	No target just provided as information only to see footfall	Place (Environment)		Sam Beach
L27		One Stop Shop – numbers of customers seen	Quarterly	N/A	N/A	N/A	No target just provided as information only to see footfall. Q4 2023/24 outturn: 10,655	Assistant Chief Executive		Sam Beach
L28		One Stop Shop – top 3 services	Quarterly	N/A	N/A	N/A	Q4 2023/24 outturn: Revs & Bens: 3,297, Housing: 2,029, Council Tax: 1,694	Assistant Chief Executive		Sam Beach
L29		Residents have resilience to achieve real change in financial circumstances.	The total number of people assisted by the Welfare Rights Service to claim additional benefits	Quarterly	11,000 year end/annual target Q1 = 2,750 Q2 = 5,500 Q3 = 8,250 Q4 = 11,000	5%	N/A	Q4 2023/24 outturn: 10,434	Place (Housing)	Nigel Collumbell
L30	Residents in all parts of the borough have the skills and resources to access digital services	% of residents who have are aware of the availability of Social Tariffs (Resident Survey)	Annual	40%	5%	N/A	The outturn in the Sandwell 2023 Resident Survey was 37%	Assistant Chief Executive		Nick Garratt
L31		% of residents feel confident to complete basic tasks in the online world (Resident Survey)	Annual	65%	5%	N/A	62% (Sandwell 2023 Resident Survey)	Assistant Chief Executive		Nick Garratt
L32		Number of Databanks in Sandwell	Quarterly	30 Annual Q1 - 5 Q2 - 5 Q3 - 10 Q4 - 10	5%	N/A	More expected towards the end of the year.	Assistant Chief Executive		Nick Garratt
L33		% of contacts received through MySandwell	Quarterly	N/A	N/A	N/A	This PI is for information only until a digital strategy has been agreed.	Assistant Chief Executive		Sam Beach
L34	Residents Feel Safe in their communities during the day and at night	Total recorded crime in Sandwell	Quarterly	35000	N/A	TBC	Q4 2023/24 outturn: 8,555	Place (Environment)	Nicola Plant	Tessa
L35		Domestic Abuse incidents in Sandwell reported to police	Quarterly	11000	N/A	TBC	Q4 2023/24 outturn: 2,478	Place (Environment)	Nicola Plant	Tessa
L36		The number of cases referred to MARAC	Quarterly	1000	N/A	TBC	Q4 2023/24 outturn: 238	Place (Environment)	Nicola Plant	Tessa

L37	Residents have resilience to achieve real change in financial circumstances.	Child Poverty Rate	Annual	N/A	N/A	2022/23: Regional: 39% National: 30%	The latest data available is for 2022/23 and the figure for Sandwell is 47% Data Source: https://endchildpoverty.org.uk/child-poverty-2024/	N/A		
L38		Out of work benefits rate	Quarterly	N/A	N/A	June 2024: Regional: 5.4% National: 4%	In June 2024 the outturn for Sandwell was 6.7% Data Source: Nomis	N/A		
L39		Median income	Annual	N/A	N/A	2023 Median earnings per week: Regional:£650.7 National:£682.6	The 2023 figure for Sandwell is £613.3 Data Source: nomis	N/A		
L40		Economic inactivity	Quarterly	N/A	N/A	Apr 23 - Mar 24: Regional: 21.9% National: 21.4%	For April 23 - March 2024 the outturn for Sandwell is 28% Data Source: nomis	N/A		
L41	Residents in all parts of the borough have the skills and resources to access digital services	Percentage of Full Fibre Broadband across Sandwell (provided quarterly by WMSG)	Quarterly	N/A	N/A	Regional: 57.12% National: 60.54%	Figure for Sandwell is 55.51%	Assistant Chief Executive	Nick Garratt	Nick Garratt
L42		Percentage of Gigabit Broadband across Sandwell (provided quarterly by WMSG)	Quarterly	N/A	N/A	Regional: 94.62% National: 79.86%	Figure for Sandwell is 92.55%	Assistant Chief Executive	Nick Garratt	Nick Garratt

Healthy in Sandwell

Ref	Outcome	Performance Indicator	Reporting Frequency	Target	Target Tolerance	Benchmarking	Comment	Directorate
H1	People to lead healthy lives in their community and live well for longer	ASCOF 1a and 1b Quality of life of people who use services (Oflog)	Annual	19.5	19	2022/23: National average:19.1 - 2	2022/23 outturn was 19.5 for Sandwell.	People (ASC)
H2		ASCOF 3D Proportion of people using social care who receive self-directed support, and those receiving direct payments	Quarterly	22%	22%	26% - 2022/23 England Average	2022/23 outturn was 21.6 for Sandwell.	People (ASC)
H3		% residents self reporting improvement in their wellbeing following engagement	Annual	70%	5%	N/A	We have worked with community partners to increase their knowledge around evidence-based practise and the effective use of monitoring tools such as WEMWBS to inform this indicator	People (Public Health)
H4		Number of VCS settings that have achieved the EHWB charter mark	Annual	7 new VCS organisations per year	5%	N/A		People (Public Health)
H5	Peoples needs for care and support are reduced or prevented through early intervention and prevention programmes	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)	Quarterly	60%	54%	2022/23: National average: 77.5%	2022/23 outturn was 51.6 for Sandwell.	People (ASC)
H6		ASCOF 3C The proportion of people and carers who use services who have found it easy to find information about services and/or support (Oflog)	Annual for service users; biennial for carers	N/A	N/A	2022/23: National average: 67.2%	There are no targets for 2024/25 as we are not conducting a carers survey this financial year.	People (ASC)
H7		NHS Health Checks	Quarterly	1500 quarter 6000 per calendar year	5%	N/A	2023/24 cumulative outturn: 3,033	People (Public Health)
H8		% community alarm alerts responded to within 1 hour	Quarterly	100%	5%	N/A	The 2023/24 Q4 outturn was 100%	People (ASC)
H9		Number of adults completing a tier 2 weight management programme	Quarterly	900 per year (Cumulative) Annual target - no quarterly targets	5%	N/A	Annual target only- no quarterly targets. An outturn can be reported quarterly however.	People (Public Health)
H10	People remain as independent as possible for as long as possible and lead fulfilled lives (re-ablement)	ASCOF 2D The proportion of Older people (65 and over) who were still at home 91 days after discharge from hospital	Quarterly	68%	66%	2022/23: National average: 82.3%	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.	People (ASC)
H11		% of council new build homes meeting accessible and adaptable standards (Council house new build programme only)	Annual	100%	5%	N/A		Place (Regeneration)
H12		ASCOF 2E The proportion of people who receive long-term support who live in their home or with family	Quarterly	70%	66%	N/A - definition changed	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.	People (ASC)
H13	Carers feel supported in carrying out their caring role	ASCOF 1c Quality of Life of carers (Oflog)	Biennial	N/A	N/A	N/A	There are no targets for 2024/25 as we are not conducting a carers survey this financial year. The quality of life of Carers score was 6.9 in 2021/22 out of a score of 12.	People (ASC)
H14		ASCOF 1E Overall satisfaction of carers with social services (for them and for the person they care for)	Biennial	N/A	N/A	N/A	There are no targets for 2024/25 as we are not conducting a carers survey this financial year.	People (ASC)
H15		ASCOF 3B The proportion of carers who report that they have been involved in discussions about the person they care for	Biennial	N/A	N/A	N/A	There are no targets for 2024/25 as we are not conducting a carers survey this financial year.	People (ASC)
H16		ASCOF 4A The proportion of people who use services who feel safe	Annual	77%	73%	2022/23: National: 69.7%	2023/24 outturn was 76.7% for Sandwell.	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	Quarterly	95%	93%	N/A	The Q4 outturn for 2023/24 was 95%	People (ASC)

H18	Residents are protected from harms to their health and wellbeing	(ASC) The percentage of concluded safeguarding enquiries where the individual or their representative was asked for their desired outcomes were partially or fully met	Quarterly	92.50%	90%	N/A	Performance in Q4 2023/24 was 93%.	People (ASC)
H19		Number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum)	Annual	0	5%	N/A	We don't have the information to benchmark against other local authorities. This information is only available when local authorities publish their Annual Air Quality Status Reports (which due to requiring approval from Defra, means this information will not be available until September 2024 at the earliest). The outturn for June 2022, reported in June 2023, was 1.	People (Public Health)
H20		Percentage of care home sites not meeting infection prevention control compliance	Quarterly	95%	85%	N/A	Performance in Q4 2023/24 was 100%.	People (Public Health)
H21	Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced	Sandwell Language Network - annual number of learners engaged	Quarterly	325 Learners	90%	N/A	Monitoring by SLN Partnership (reporting runs in line with academic year Sept – Aug).	People (Public Health)
Contextual Measures								
H22	People to lead healthy lives in their community and live well for longer	Proportion of adults who are physically active	Annual	N/A	N/A	Nov 22 - Nov 23) National: Inactive 25.8% - Fairly active 11.1% - Active 63.1%	Results from Active Lives Survey. The outturn for Sandwell for November 2022 to November 2023 was 51.4%.	People (Public Health)
H23		Proportion of children and young people who are physically active	Annual	N/A	N/A	N/A	Results from Active Lives Survey. The figure for Sandwell, released December 2023 is 38.9%.	People (Public Health)
H24		Smoking prevalence	Annual	N/A	N/A	2022: National: 12.7%	Data updated annually. Value to be entered during Q2 given Sept 24 annual release date. The latest outturn for Sandwell is 21% (2022) (released Sep 2023)	People (Public Health)
H25		(ASC) The dementia diagnosis rate	Quarterly	N/A	N/A	Black Country average: 63.4%	Latest outturn for Sandwell is 72.2 (Feb 24). The national ambition is to diagnose 66.7% of the total number of people that estimates suggest are living with a form of the disease. A timely diagnosis for dementia is vital so more people get the support and care they need to live with the illness.	People (ASC)
H26		Self-reported wellbeing - people with a low satisfaction score	Annual	N/A	N/A	2022/23: Regional:5% National:6%	The latest outturn for Sandwell is 6%(2022/23).	People (Public Health)
H27		Self-reported wellbeing - people with a low worthwhile score	Annual	N/A	N/A	2022/23: Regional:4% National:4%	The latest outturn for Sandwell is 6%(2022/23).	People (Public Health)
H28		Self-reported wellbeing - people with a low happiness score	Annual	N/A	N/A	2022/23: Regional:9% National:9%	The latest outturn for Sandwell is 8% (2022/23).	People (Public Health)
H29		Self-reported wellbeing - people with a high anxiety score	Annual	N/A	N/A	2022/23: Regional:23% National:23%	The latest outturn for Sandwell is 21%(2022/23).	People (Public Health)
H30		Peoples needs for care and support are reduced or prevented through early intervention and prevention programmes	Smoking 4-week quits (check frequency)	Annual	In line with or better than National average	N/A	2022/23 Regional: 890 National: 1,620	The latest outturn for Sandwell is 1,120 (2022/23, released March 2024).
H31	Smoking at time of delivery		Annual	In line with or better than National average	N/A	Released Nov 2023: National: 8.8%	The latest outturn for Sandwell is 9.8% (released Nov 2023)	People (Public Health)
H32a	Successful completion of drug treatment (opiates)		Annual	In line with or better than National average	N/A	Released Nov 2023: National: 5.0%	Data updated annually PHOF C19a-latest release Nov 2023: outturn 4.6% versus 5.0% Nationally. Value to be entered during Q3 given Nov 24 annual release date	People (Public Health)
H32b	Successful completion of drug treatment (non-opiates)		Annual	In line with or better than National average	N/A	Released Nov 2023: National: 31%	Data updated annually PHOF C19b-Value to be entered during Q3 given Nov 24 annual release date. Outturn 26.2% versus 31% Nationally (released Nov 2023)	People (Public Health)
H32c	Successful completion of alcohol treatment		Annual	In line with or better than National average	N/A	Released Nov 2023: National: 35%	Data updated annually PHOF C19c - Value to be entered during Q3 (Nov 24 annual release date). Outturn 31.6% versus 35% Nationally.	People (Public Health)

H33		Drug-related death rate (annual, 3 years pooled)	Annual	In line with or better than National average (5.1 per 100,000 pop)	N/A	National average 5.1 per 100,000 pop	Data updated annually PHOF C19d. Data released during Q1. Latest outturn for Sandwell was 2.1 per 100,000 pop (2020-22) (released May 2024).	People (Public Health)
H34	Residents are protected from harms to their health and wellbeing	(PH-HP) Vaccine Uptake : Measles, mumps and rubella – (MMR) – 1st and 2nd dose (Quarterly) Human Papillomavirus (HPV) (annual) Meningococcal (ACWY strains) (MeN/ACWY)	Quarterly	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	Latest outturn for Sandwell (2022/23) 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 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)	Annual	N/A	N/A	2023: National average: 4,100	3,940 per 100,000 pop (2023) 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	Annual	N/A	N/A	2021: National - 13.1%	Sandwell 2021 : 20.6% Source : Public Health outcomes framework	People (Public Health)
H37		Infant mortality rate (per 1,000)	Annual	N/A	N/A	2020-22: National: 3.9	Sandwell 2020-2022: 6.1 Sandwell is in the worst 25th percentile for this indicator Source : Public Health outcomes framework	People (Public Health)
H38	Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced	Healthy life expectancy	Annual	N/A	N/A	Women - rank 110/150 Men - rank 91/150 (2018-2020, ONS)	Sandwell: 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 (rate per 100,000)	Annual	N/A	N/A	2020-22: National: 111.2	Sandwell 2020-2022: 114.5 Source : Public Health outcomes framework	People (Public Health)

Thriving in Sandwell

Ref	Outcome	Performance Indicator	Reporting Frequency	Target	Target Tolerance	Benchmarking	Comment	Directorate
T1	Residents and businesses are well connected and have a good travel experience in the borough	Reductions in killed and seriously injured by 50% by 2030	Annual	Reduction of 5%	1%	West Midlands Region Road Safety Strategy	The reduction is a 50% reduction from the 2015-2017 baseline of 121. The target is 61 by 2030. The target for 2024 is 88. The outturn for 2023 has not yet been verified but an indicative figure is 100.	Place (Environment)
T2		Percentage of local authority motorways and A roads that should be considered for maintenance (Oflog) (highlight we don't have responsibility for motorways)	Annual	2%	1%	2022/23: Stat Neighbour Median : 3% England Median : 3%	Sandwell does not have responsibility for Motorways. Performance in 2022/23 was 2%	Place (Environment)
T3		Percentage of local authority B and C roads that should be considered for maintain/Ance (Oflog)	Annual	2%	1%	2022/23: Stat Neighbour Median : 3.5% England Median : 4%	Performance in 2022/23 was 2%	Place (Environment)
T4		The % of our unclassified carriageways in Red Risk condition	Annual	19%	5%	NA		Place (Environment)
T5		National Highways and Transportation Public Satisfaction	Annual	Upper quartile	NA	All Local Authorities that participate (last year 111)	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.	Place (Environment)
T6		The number of road safety improvement schemes	Quarterly	20 annual target Q1 – 3 complete Q2 – 7 Complete Q3 – 12 Complete Q4 – 20 Complete	5%	No	2023/24 Q4 Outturn: 10, Annual: 22	Place (Environment)
T7		The % of pot holes that require urgent attention that have been temporarily or permanently repaired within 5 days	Quarterly	95%	5%	No	2023/24 Q4 Outturn: 93%	Place (Environment)
T8		Meters of new cycle network	Annual	4515m	5%	No		Place (Regeneration)
T9	Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents.	Number of Businesses supported	Quarterly	250 Annually Q1 = 70 Q2 = 60 Q3 = 60 Q4 = 60.	5%	No	2023/24 Q4 Outturn: 211	Place (Regeneration)
T10		Business receiving Financial Assistance or Grants	Quarterly	40 Annually, 10 each quarter	5%	No	2023/24 Q4 Outturn: 21	Place (Regeneration)
T11		% of major planning applications decided on time (Oflog)	Quarterly	60%	5%	Q4 23/24 England - 83%		Place (Regeneration)
T12		Number of social value delivery plans entered into	Annual	20	15%	N/A		Place (Regeneration)
T13		New apprenticeships through social value	Annual	70	5%	N/A		Place (Regeneration)
T14		New jobs created through social value	Annual	70	5%	N/A		Place (Regeneration)
T15		Value of grants administered through the start up grant programme (quarterly)	Quarterly	Annual: £150,000 Q1: £12,000 Q2: £30,000 Q3: £78,000 Q4: £30,000	5%	N/A	This is a new PI for this year. Targets have been profiled throughout the year.	Place (Regeneration)

T16		Number of volunteers working in VCS organisations (commissioned by the Council)	Quarterly	N/A	N/A	N/A	There is no target set for this indicator, it is being monitored for information only.	Assistant Chief Executive
T17		Number of people supported by VCS organisations (commissioned by the Council)	Quarterly	N/A	N/A	N/A	There is no target set for this indicator, it is being monitored for information only.	Assistant Chief Executive
T18	Sandwell will be a net zero council by 2030 and a net zero borough by 2041	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Quarterly	7.50%	5%	N/A	Target set in line with plans to replace Serco and Corporate vehicles over the next 12 months.	Place (Environment)
T19		A percentage reduction in carbon emissions within our corporate estate and across the wider borough (current measure) -8% reduction in corporate emissions and 4% reduction in wider borough	Annual	8% reduction in corporate emissions and 4% reduction in wider borough		N/A		Place (Regeneration)
T20		The number of on-street residential EV charging points installed	Annual	114	5%	N/A		Place (Regeneration)
T21		Number of homes built achieving M(4)2 standard and an EPC rating of B as a minimum	Annual	100%	5%	N/A		Place (Housing)
T22	Good homes that are well connected	Number of new council homes built p.a. (Council house new build programme and the high rise programme)	Annual	58	5%	N/A		Place (Regeneration)
T23		Number of Council homes retrofitted	Annual	N/A for 2024/25	N/A	N/A	Plans for retrofit investment are 625 properties as part of SHDF 2.1 which will be split across 2024/25 and 2025/26 with the majority being carried out in 2025/26. We are currently undertaking Stock Condition Surveys which will help us understand what our retrofit needs are. Until we have this information we are not able to commit to further retrofit works. As the number of properties we retrofit is based on future stock condition information we are not able to provide yearly targets. Similarly we are not able to provide equivalent benchmarking as retrofit across the UK is dependent on individual budget and grant funding.	Place (Housing)
T24		Satisfaction in place to live – residents survey	Annual	82%	5%	73% LGA June 2023	The outturn in the Sandwell 2023 Resident Survey was 81%.	Assistant Chief Executive
T25		Visits to Forge Mill Farm	Quarterly	TBC	TBC	N/A	Target not yet provided.	Place (Environment)
T26		Visits to Sandwell Valley visitor centre	Quarterly	TBC	TBC	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)	Quarterly	N/A	N/A	N/A	No target whilst we do further work on the events model	Place (Environment)
T28		No of externally organised events (through event application)	Quarterly	N/A	N/A	N/A	No target whilst we do further work on the events model	Place (Environment)
T29		No of event attendees at externally organised events (estimated)	Quarterly	N/A	N/A	N/A	No target whilst we do further work on the events model	Place (Environment)

T30	A thriving cultural, heritage, arts and leisure offer	Number of council organised events	Quarterly	N/A	N/A	N/A	No target whilst we do further work on the events model	Place (Environment)
T31		Number of event attendees at Council organised events (estimated)	Quarterly	N/A	N/A	N/A	No target whilst we do further work on the events model	Place (Environment)
T32		Visits to Leisure centres (SLT)	Quarterly	Annual: 2,222,224 Q1: 527,457 Q2: 574,886 Q3: 525,820 Q4: 594,061	TBC	N/A	For 2024/25, the Council has set a target to maintain the 23/24 outturn. This is due to the closure of Haden Hill Leisure Centre and the likely changes to Harry Mitchell Leisure Centre. Not all Haden Hill members have transferred to other sites but growth in visits and a full year of operation at Sandwell Aquatics Centre will help achieve this.	Place (Environment)
T33a		The number of Arts and cultural events delivered in libraries	Quarterly	1436 Annual - Each Q 359	5%	N/A		Place (Environment)
T33b		The number of Arts and cultural events delivered in museums	Quarterly	152 Annual, 38 each quarter	5%	N/A		Place (Environment)
Contextual Measures								
T34	Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents.	New business births/deaths	Quarterly	N/A	N/A	West Midlands Q1 Births: 3,955 Deaths: 4,095	Q4 23/24 Outturn for Sandwell: Births: 365 Deaths: 405	Place (Regeneration)
T35		Total Jobs	Annual	N/A	N/A	2022: Black Country: 446,000 Walsall: 102,000 Dudley: 110,000 Wolverhampton: 109,000	2022 outturn for Sandwell was 126,000 .	Place (Regeneration)
T36		Gross Value Added (total/per head/per employee)	Annual	N/A	N/A	2022: Black Country: £19,532 National: £33,227	2022 outturn for Sandwell was £19,750	Place (Regeneration)
T37		Employment rate	Annual	N/A	N/A	2023: Regional: 75.2%	2023 outturn for Sandwell was 69.8%.	Place (Regeneration)
T38	Good homes that are well connected	Number of new homes built each year (all homes)	Annual	N/A	N/A	TBC		Place (Regeneration)

One Council One Team

Ref	Outcome	Performance Indicator	Reporting Frequency	Target	Target Tolerance	Benchmarking	Comment	Directorate
O1	High quality inclusive services to all of our customers across all channels	Revs and Bens Contact Centre Average Wait Measure	Quarterly	Q1 - 5minutes 30 seconds - to take into account annual billing, first recovery run Q2,3,4 3 minutes 30 secs there after	5%	N/A	Q4 23/24 Outturn: 1 minute 53 seconds	Finance and Transformation
O2		Revs and Bens Contact Centre Abandonment Rate	Quarterly	8%	5%	N/A	Q4 23/24 Outturn: 3%	Finance and Transformation
O3		Adult Contact Centre Average Wait Measure	Quarterly	30 Seconds	5%	N/A	Q4 23/24 Outturn: 1 Minute 14 seconds	People (Adult Social Care)
O4		Adult Contact Centre Abandonment Rate	Quarterly	6%	5%	N/A	Q4 23/24 Outturn: 4%	People (Adult Social Care)
O5		Corporate Contact Centre Abandonment Rate	Quarterly	8%	5%	N/A	Q4 23/24 Outturn: 10.86%	Assistant Chief Executive
O6		Corporate Contact Centre Average Wait Measure	Quarterly	3 mins 30 seconds	5%	N/A	Q4 23/24 Outturn: 3 mins, 53 seconds	Assistant Chief Executive
O7		Corporate Contact Centre – Call satisfaction	Quarterly	N/A	N/A	N/A	No targets for 2024/25 as we are establishing a baseline. Q4 23/24 Outturn: 99%	Assistant Chief Executive
O8		We will process new housing benefit claims in 22 days	Quarterly	22 days	5%	Q4 2023/24 West Midlands Average : 23 days DWP	Q4 23/24 Outturn: 26 days	Finance and Transformation
O9		We will process housing benefit changes in circumstances in 8 days	Quarterly	8 days	5%	Q4 2023/24 West Midlands Average : 3 days DWP	Q4 23/24 Outturn: 3 days	Finance and Transformation
O10		SARs compliance with timescales	Quarterly	95%	5%	TBC	Q4 23/24 Outturn: 85.71%	Finance and Transformation
O11		FOI compliance with timescales	Quarterly	95%	5%	TBC	Q4 23/24 Outturn: 84%	Finance and Transformation
O12		Average working days for Stage 1 complaints (excl. ASC) to be responded to	Quarterly	10 working days	5%	N/A	New PI	Assistant Chief Executive
O13		Average working days to respond to Cllr enquiries	Quarterly	10 working days	5%	N/A	New PI	Assistant Chief Executive
O14		Average working days to respond to MP enquiries	Quarterly	10 working days	5%	N/A		Assistant Chief Executive
O15		% of complaints received that are at stage 2	Quarterly	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	Quarterly	N/A	N/A	N/A	No targets for 2024/25 as we are establishing a baseline	Assistant Chief Executive
O17		MySandwell - Satisfaction from process submissions (out of 5)	Quarterly	4 out of 5	N/A	N/A	Q4 23/24 Outturn: 4.52 (104,195 submission ratings)	Assistant Chief Executive
O18		MySandwell – Satisfaction following enquiry closure	Quarterly	4 out of 5	5%	N/A		Assistant Chief Executive
O20	The percentage of top 5% of earners that are women	Quarterly	Baseline 2023-24 - 53.1% Target 2024-25 - 54% Target 2025-26 - 55% Target 2026-27 - 57%	10%	57% Median for 6 out of 7 West Midlands METs (Infinistats 2022-23)	Note 1: Top 5% Earners Bracket - A slight increase/ decrease in the top earners bracket can move the threshold up or down between the top of Band H and middle of Band I. A substantial increase/ decrease in the overall workforce could also impact on the threshold for the top earners bracket.	Assistant Chief Executive	
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Quarterly	Baseline 2023-24 - 22.9% Target 2024-25 - 24% Target 2025-26 - 25% Target 2026-27 - 26%	10%	20% Median for 6 out of 7 West Midlands METs (Infinistats 2022-23)	Note 2: Disability - This is currently held in two places in SBS but will only be migrated across from the employee self-service area, which is only 50% populated. Disability data unknown and refer not to exist	Assistant Chief Executive	

O22	The Council understands and works with the community and has a diverse and engaged workforce representative of the local community.	The percentage of top 5% of earners who have a disability	Quarterly	Baseline 2023-24 - 2.2% Target 2024-25 - 3% Target 2025-26 - 4% Target 2026-27 - 5%	10%	5.5% Median for 6 out of 7 West Midlands METs (Infinitats 2022-23)	Disability status unknown and prefer not to say is excluded from this indicator. This will result in a spike in the outturn when the monitoring is switched over to Fusion, unless values with no disability information are treated as not disabled in the calculation of this measure for at least the first year of Fusion go-live. Note 3: Oracle fusion - Employees will be encouraged to review/ update their EDI information via self-service and it is expected that this will improve the quality and integrity of the data underpinning the diversity people measures with targeted communications and over time.	Assistant Chief Executive
O23		The percentage Disabled employees	Quarterly	Baseline 2023-24 - 4.4% Target 2024-25 - 4.5% Target 2025-26 - 5% Target 2026-27 - 6%	10%	9.5% Census 2021 (Sandwell Economically Active Population (16+) 20.2% ONS Annual Population Survey (Jan23-Dec23)	Note 4: Methodology - This measure will be based on count of all assignments and not the WME definition, which excludes temporary/ FTC with less than 12 months service and unknown disability/ ethnicity. The outturn for 2023-24 using the WME method was 4.6% for disability and 25.7% for ethnicity, which is a marginal difference compared to the count all assignments method. Using the count all assignments method will ensure that apprentices are included, and directorate/ service area summaries can be produced from the same dataset. The WME definition will also be followed for the annual regional benchmarking survey conducted by the West Midlands Employers Organisation.	Assistant Chief Executive
O24		The percentage Ethnic Minority employees	Quarterly	Baseline 2023-24 - 25.5% Target 2024-25 - 26% Target 2025-26 - 27% Target 2026-27 - 28%	10%	41.1% Census 2021 (Sandwell Economically Active Population (16+) 37.6% ONS Annual Population Survey (Jan23-Dec23)	Note 5: Benchmark – For this indicator benchmarking against the economically active population in the Borough has been preferred to using the median for the regional local authorities as a comparator. The two possible sources of data for this are Census 2021 and the APS (Annual Population Survey). The former is reliable but only conducted every 10 years and the latter is less reliable as it is based on a relatively small sample at regional level, which could vary for demographic breakdown, this The difference between the two data sets is more significant for disability which could also be due to the small sample size and differences in definitions. For this reason, the Census 2021 will be used to benchmark against the economically active population in Sandwell for the next 3 years and reviewed, thereafter.	Assistant Chief Executive
O25	Sustainable financial strategy and frameworks to enable controlled and coherent delivery of the council's priorities	Variance from budget - General Fund	Quarterly	0%	0.50%	N/A	Q4 23/24 Outturn: (£6.002m) underspend	Finance and Transformation
O26		Variance from budget - Housing Revenue Account	Quarterly	0%	0.50%	N/A		Finance and Transformation
O27		Council Tax Collection (Oflog)	Quarterly	Annual target: 96% Q1 – 96% : 28.41 (target 28%) Q2 – 96% : 53.49 (target 54%) Q3 – 96% : 78.14 (target 80%) Q4 – 96% : 93.29% (target 96%)	1%	2022/23: West Midlands - 95.55% England - 96.02%	Q4 23/24 Outturn: 95.17%	Finance and Transformation
O28		Business Rates Collection rates	Quarterly	Annual target: 96% Q1 – 96% :27.94 (target 28%) Q2 – 96% :56.51 (target 57%) Q3 – 96% : 82.06 (target 82%) Q4 – 96% : 96% (target 96%)	1%	2022/23: West Midlands - 95.59% England - 96.76%	Q4 23/24 Outturn: 95.02%	Finance and Transformation

O29		Rent collected as a % of rent due (including arrears brought forward)	Quarterly	Annual target: 95.6% Q1 : 95.3% Q2 = 95.4% Q3 = 95.5% Q4 = 95.6%	5%	2023/24 : National Median 96.64% English LA's and ALMOS >10k stock Median: 96.15% Source; Housemark	Q4 23/24 Outturn: 95.98%	Place (Housing)
O30		Debt servicing as percentage of core spending power (Oflog)	Quarterly	12.10%	5%	2021/22 : Stat Neighbours: 11.3% (Median) England: 9% (Median)		Finance and Transformation
O31		Total debt as a percentage of core spending power (Oflog)	Quarterly	235.30%	5%	2021/22 : Stat Neighbours: 212% (Median) England: 226.7% (Median)		Finance and Transformation
O32	An outstanding corporate parent, with all of the young people in our care reaching their full potential	Care experienced young people 19-21 in Employment, Education and Training (EET)	Quarterly	45.50%	5%	2023: Regional: 60% Statistical Neighbours: 58% National: 62%	43.3% (Q4 23/24)	People (Children and Education)
O33		Care experienced young people 19-25 in Employment, Education and Training (EET)	Quarterly	42.60%	5%	N/A (Dfe Measures 17-18 and 19-21 year olds as benchmarking data)	40.6% (Q4 23/24)	People (Children and Education)
O34		Care experienced and Children in Care apprenticeships filled (borough wide) -	Quarterly	9	1	N/A	New PI	People (Children and Education)
O35		Care experienced and Children in Care apprenticeships filled (Council)	Quarterly	5	1	N/A	New PI	People (Children and Education)
O37		The proportion of Sandwell Care Leavers with live Housing applications at the end of the previous quarter housed in this quarter	Quarterly	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	Place (Housing)
O38	An employer of choice with an engaged, high performing workforce	Average applications per vacancy - no target for yr 1	Quarterly	Baseline 2023-24 - 8.6 Target 2024-25 - 10 Target 2025-26 - 11 Target 2026-27 - 12	10%	8.6 Benchmark figure determined by 23/24 figure	The numbers of applications will be influenced by the type of jobs advertised and any notable campaigns.	Assistant Chief Executive
O39		Percentage of vacancies filled - no target for yr 1	Quarterly	Baseline 2023-24 - 73.3% Target 2024-25 - 77% Target 2025-26 - 80% Target 2026-27 - 85%	10%	73.3% Benchmark figure determined by 23/24 figure	Indicates the Council's ability to attract and hire high quality candidates.	Assistant Chief Executive
O42		Average working days lost per employee due to sickness absence (FTE)	Quarterly	Baseline 2023-24 - 11.35 Target 2024-25 - 8.7 Target 2025-26 - 8.7 Target 2026-27 - 7.5	5%	9.4 The Median for 19 West Midlands Authorities (Infinstats 2022-23)	The target of 8.7 days has been a Sandwell Council target for several years and will represent improvement upon outturn against most recent and current years.	Assistant Chief Executive
O43		% of working days lost due to sickness absence	Quarterly	Baseline 2023-24 - 5.11% Target 2024-25 - 5% Target 2025-26 - 5% Target 2026-27 - 3.4%	5%	3.4% CIPD Health & Wellbeing At Work Survey 2023	The target of 5% reducing to 3.4% in year 3 is reflective of the target for average working days lost per employee.	Assistant Chief Executive
O45		% Staff turnover	Quarterly	Baseline 2023-24 - 8.8% Target 2024-25 - <=15% Target 2025-26 - <=15% Target 2026-27 - <=15%	5%	15.2% Median for 17 West Midlands Authorities (Infinstats 2022-23) 14% Median for LGA (2020/21)	According to Gallup, 10% turnover is healthy, but every industry and every organization is different. Provided the turnover rate for Sandwell is below the regional benchmark, this will help create capacity to improve on the diversity people measures.	Assistant Chief Executive
O46		Voluntary leavers as a % of total leavers (Voluntary turnover)	Quarterly	Baseline 2023-24 - 4.9% Target 2024-25 - <=10% Target 2025-26 - <=10% Target 2026-27 - <=10%	5%	9.41% Median for 17 West Midlands Authorities (Infinstats 2022-23)	As above plus indicator description revised from: Voluntary leavers as a % of total leavers (voluntary turnover)	Assistant Chief Executive
O47		% of Council Staff / Members completed child rights training	Quarterly	N/A	N/A	N/A	New PI	Assistant Chief Executive
O48	Clear and transparent decision making and effective governance (data driven)	Members with PDPs	Quarterly	N/A for Q1	N/A for Q1	N/A	The approach to member PDPs is being reviewed	Finance and Transformation
O49	All of our residents, including our children and young	Response rate for citizenspace consultations	Quarterly	750 per quarter and 3000 year end	5%	N/A	Annual 23/24 Outturn: 2,997	Assistant Chief Executive

O51	All of our residents, including our children and young people, are active participants in influencing change – through being listened to, their opinions are heard and valued.	Number of School Councils engaging with the Council	Quarterly	50% by Q3, 100% by Q4	5%	TBC		Assistant Chief Executive
O52		Children's rights impact assessments	Quarterly	N/A	N/A	TBC		Assistant Chief Executive