

Corporate Performance Report 2024/25

Rag Rating

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

Growing Up in Sandwell

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
G1	The percentage of children achieving a Good Level of Development in the Early Years Foundation Stage	Bigger is better	62% (AY 2023/24)	2ppts	Annual	Annual	Annual	Annual	62% (AY 2023/24)	61% (AY 2022/23)	2023/24 AY: Regional 66% National 68% Stat Neigh: 64%	Performance is on target and has improved one percentage point since last year.	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	Bigger is better	457	5%	N/A	N/A	281 new places created	330 new places created (at the end of Spring Term 2025)	NA - point in time	N/A	N/A	We have created 330 Places that are operational for children of 0-4 working parents. Money has been awarded to create an additional places across Sandwell but this will require building work and expansion in the summer term and the places will be offered in September.	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 by September 2025	Bigger is better	1,444	5%	N/A	704	377 (337 new places were funded, 40 extended hours placed have been secured)	449 (379 new places were funded 70 extended hours places secured)	NA - point in time	N/A	N/A	The target is made up of new places targets and extended places targets. The new places target was set by the DfE at 529 initially, and this has been reduced to 405. The extended places remains at 1,039. The new overall target has reduced from 1,568 to 1,444. In April the Sandwell Local Authority plan was submitted and moderated by Hemsall's. This plan was then submitted to DfE and no further questions were asked of our report or any further information needed. At that point we created 379 new full wrap around places with a further 70 extended hours places created. The take up of these places will be monitored in the coming weeks and months ahead. We know that some areas in Sandwell may have more places created than the actual take up (Smethwick is one area we are closely monitoring) but we will be keeping a close eye on how the data unfolds. We do have some funding left over from our previous grant which may be accounted for in next budget or will be used to provide the sustainability of places where it is needed.	People (Children and Education)
G4	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	59% (AY 2023/24)	2ppts	Annual	Annual	Annual	Annual	59% (AY 2023/24)	56% (AY 2022/23)	2023/24 AY Provisional Regional: 59% National: 61% Stat Neigh: 60%	Performance now in line with the target and in line with regional comparators.	People (Children and Education)
G5	Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 5 or above	Bigger is better	40% (AY 2023/24)	3ppts	Annual	Annual	Annual	Annual	35% (AY 2023/24)	35% (AY 2022/23)	2023/24 AY: Regional: 42% National: 46% Stat Neigh: 42%	Published data indicates that Sandwell school performance at KS4 English and Maths at grade 5 or above still remains below National figures, with the gap similar to previous years (currently -11%). Performance in English was at grade 5 or above was 55%, 15% above that in maths at 40%, with outcomes in English demonstrating an improving trend. Improving attainment in both subject areas remains a priority, but particularly in maths. Priority Education Investment Area (PEIA) funding, one strand of which focused on maths has now come to an end. The Directorate is looking at how support to schools can be widened and improved across the borough and is developing an Education and School Improvement Strategy. More resource has been put into Peer-to-Peer support for schools recently, alongside a focus on enhancing the training and support offer for schools. The Directorate are also in the process of updating webpages so that schools have clear guidance on what offer of support is available, both core (available to all) and enhanced (either grant funded or a small financial contribution required). Services are also investigating other sources of potential funding external to the council and looking at funding options internally. Maths Hubs (a network to develop and spread excellent practice) will continue to support all eligible schools.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
G27	Percentage LA disadvantaged pupils Nationally at KS4 attainment of English and maths at Grade 5	Bigger is better	24% (AY 2023/24)	1ppt	Annual	Annual	Annual	Annual	23% (AY 2023/24)	23% (AY 2022/23)	2023/24 AY Regional: 26% National: 26% Stat Neigh: 28%	Published data indicates performance is one percentage point below target and 3ppts below regional and national data.	People (Children and Education)
G26	Percentage LA disadvantaged pupils Nationally at KS2, achieving the expected standard in reading, writing and maths	Bigger is better	47% (AY 2023/24)	2ppts	Annual	Annual	Annual	Annual	48% (AY 2023/24)	46% (AY 2022/23)	2023/24 AY Regional: 48% National: 46% Stat Neigh: 50%	Performance is above target and is in line with the regional figure, and above the national figure.	People (Children and Education)
G6	% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools	Bigger is better	89% (31 Dec 2024)	2ppts	Bi-Annual	Bi-Annual	Bi-Annual	NA - measure discontinued and alternative under review	88% (31 Aug 2024)	N/A	N/A	This measure has been discontinued and alternative is under review. Awaiting government guidance.	People (Children and Education)
G7	% of pupils with persistent absence (10% or more sessions missed): Primary	Smaller is better	18% (AY 2023/24)	1ppt	Annual	Annual	Annual	Annual	16.6% (AY 2023/24)	20.2% (AY 2022/23)	2023/24 AY: Regional: 15.8% National: 14.6% Stat Neigh: 17.2%	Please note that the figures do not include PRUs or Special Schools. Performance is better than target and has improved significantly since last year. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2024/25.	People (Children and Education)
G8	% of pupils with persistent absence (> 10% absence): Secondary	Smaller is better	27% (AY 2023/24)	0.5ppts	Annual	Annual	Annual	Annual	27.3% (AY 2023/24)	27.8% (AY 2022/23)	2023/24 AY: Regional: 26.5% National: 25.6% Stat Neigh: 26.6%	Please note that the figures do not include PRUs or Special Schools. Performance is just above target and has improved since last year. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2024/25.	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	46.6	37.3	40.7	NA - point in time	55.1	March 2024: Statistical Neighbour - 50.2 England - 41.6	The number of Children on a Child Protection Plan is at 353 at a current rate of 40.7 per 10,000, this is below March 2024 Statistical Neighbour Average (50.2) and England Average (41.6). The number of children subject to CP plans and exits continues to be monitored closely by both the operational teams and safeguarding unit.	People (Children and Education) (SCT)
G10	Rate of Children in Care at period end (Rate per 10,000)	Smaller is better	94	<100.0, >94.0	96.8	95.2	93.9	94.7	NA - point in time	94.1	March 2024 Statistical Neighbour - 95.2 England Average - 70	The number of children we care for has decreased from 829 to 822 over the last month, it is slightly higher the same period in the previous year (808). The current rate of children we care for is now at 94.7 per 10,000 which is in line with Statistical Neighbour Average of 95.2.	People (Children and Education) (SCT)
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%	10.60%	9.70%	10.20%	NA - point in time	9.80%	March 2024 Statistical Neighbour - 10% England Average - 10%	The % of children we care for that have had 3 or more placement moves in the last 12 months has increased slightly from 9.8% in February 2025 to 10.2% in March 2025, this equates to 84 Children who have 3+ moves in last 12 months and is in line with comparators (Statistical Neighbours and England averages).	People (Children and Education) (SCT)
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 20% annual target population 5-12yrs (7760) Qtr. 4 = 12 % (931) HAF 25% annual target population 4yrs-16yrs (23,000) (unique participants) Qtr. 4 = 25% (5,750) SHAPE 7% annual target population 4-25yrs (6429) Qtr. 4 = 12% (771)	5%	GP 1,840	GP 5,478	GP 3,081	GP 1964	12,363	N/A	N/A	For Go Play Activity, which includes Child Friendly Activity (137) we have met the Q4 and target and by far exceeded the annual target. For HAF, whilst we have not met the target in Q4, the cumulative target for the year has already been met. The HAF Easter Activity fell into Qtr. 1 2025/26. For Shape we have met the Q4 and annual targets. Events/projects this quarter include the Youth Forum, Safeguarding and Transition days, Shaping Youth Voice, the Steps conference and exam sessions.	People (Children and Education)
			Reach of Young People aged 11-19yrs : Annual = 1,705, Q4 = 210 Reach of Declared SEND		Reach of Young People: 639	Reach of Young People: 592	Reach of Young People: 489	Reach of Young People: 354	Reach of Young People: 2,074			All targets in Q4 have been exceeded. The cumulative targets across the year have been exceeded, even though we saw a	

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
G12b	Number of children and young people engaging in council led activities across the Youth Service	Bigger is better	Young People aged 11-25yrs : Annual = 232, Q4 = 27 Engagement of Young People aged 11-19yrs through Detached Youth Work : Annual = 8,877, Q4 = 2,252	5%	Reach of Declared SEND Young People:110 Engagement of Young People through Detached Youth Work: 2,578	Reach of Declared SEND Young People: 41 Engagement of Young People through Detached Youth Work: 2,984	Reach of Declared SEND Young People: 75 Engagement of Young People through detached Youth Work: 2,590	Reach of Declared SEND Young People: 45 Engagement of Young People through detached Youth Work: 3,188	Reach of Declared SEND Young People: 271 Engagement of Young People through detached Youth Work: 11,340	N/A	N/A	drop in Reach of Young People and Reach of declared SEND young people during Q2. compared to baseline figures from 2023/24, the Reach target for the year has seen an 18% increase, the SEND target has seen a 14% increase and the engagement of young people through detached work has seen a 22% increase.	People (Children and Education)
G13	Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	230,960 Annual target, Q4= 69,288	5%	41,501	49,601	39,496	46,394	176,992	Q4 - 68940 Annual-228,673	N/A	This quarter's outturn is down against target. However, in Q3 and Q4 last year (against which this target was set) the measure was calculated differently. The correct yearly target should have been 169,088 (Q3 38,045, Q4 39,567), resulting in targets achieved. A different method of reporting will be used in 2025-26 to improve accuracy.	Place (Environment)
G14	The number of free activities for children in libraries	Bigger is better	Annual target: 7,067, Quarterly targets 1,767	5%	1,839	2,190	2,041	2,117	8,187	N/A	N/A	The Quarter 4 and the year-end target have been met. We are 20% above target for Quarter 4 and 16% above target for the year. Significant additional funding from West Midlands Combined Authority Commonwealth Games Legacy Fund (£150k) enabled us to put on more activity, such as the literature festival and children's festivals.	Place (Environment)
G15	Percentage of schools (inc primary, secondary and specialist provision) that have achieved the Emotional Health and Well Being (EHWB) charter mark	Bigger is better	80%	5%	Annual	Annual	Annual	Annual	72%	N/A	N/A	The Sandwell Whole School Approach to Well-Being is commissioned and funded by Public Health Sandwell, in partnership with the Educational Psychology Service who have taken a lead on the background research and design and delivery of the model. The programme is intended to be delivered universally through all schools, initially developed for Primary, but now extended to Secondary. Schools that opt into the programme are awarded the Sandwell Wellbeing Charter Mark if they can demonstrate that they take a whole-school approach to emotional health and wellbeing through a process of audit, action planning and review. Performance is below target at the end of the year 2 service level agreement. The Public Health team is working with Inclusion Support to increase uptake. It is also being reviewed as part of the Healthy Schools programme.	People (Public Health)
G16	Number of early years setting that have achieved the Emotional Health and Well Being (EHWB) charter mark	Bigger is better	7 new Early Years settings per year, 14 at the end of 2024/25	5%	Annual	Annual	Annual	Annual	9	N/A	N/A	The Sandwell Whole School Approach to Well-Being is commissioned and funded by Public Health Sandwell, in partnership with the Educational Psychology Service who have taken a lead on the background research and design and delivery of the model. The programme is intended to be delivered universally through all schools, but is now being rolled out to early years settings. It has been rolled out to 9 settings to date and the end of the year 2 Service Level Agreement. The Public Health team is working with Inclusion Support to increase uptake. It is also being reviewed as part of the Healthy Schools programme.	People (Public Health)
G17	Vacancy Rate (% of case holding social worker posts not filled by a permanent employee)	Smaller is better	34%	≥34% <40.0%	27.70%	21.10%	22.39%	23.94%	NA - point in time	25%	N/A	We currently have 142.24 permanent social workers in post over a 187 establishment, this is a 23.94% permanent vacancy rate. We have 37.18 agency workers covering permanent vacancies, so the real time vacancy rate is 7.58 workers (4.1%), with 179.42 social workers in post.	People (Children and Education) (SCT)
G18	Early Help - Number of Children/Young People receiving intervention	Within the range	900-1200	<=10%	1,103	873	905	913	NA - point in time	1,111	Q4 2023/24: Regional average: 1,295	Performance is in line with the target set for this indicator. Additional work is undertaken to track this indicator monthly and work with staff groups across the partnership to improve and grow the number of babies, children and young people receiving help via a 'Team around the Family' meetings and multi-agency support.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
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%	73.30%	77.70%	86.40%	78.30%	85%	Q4 2024/25 Statistical Neighbour - 83.7% West Midlands - 83.4% England Average - 84.5%	The percentage of single assessments completed within 45 working days in Q4 is 86.4%. In March 2025 performance in relation to new assessments increased to 91.7% (220/241), with a slight decrease in review assessments on current open children 70.7% (53/75). This is now higher than England (84.5%), Statistical Neighbour (83.7%) and West Midlands averages (83.4%). Of assessments currently open as of the 31st March 2025, 99% are still within 45 working day timescale (670/677).	People (Children and Education) (SCT)
G20	Educational Attainment CIC - attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	33% (AY 2023/24)	2ppts	Annual	Annual	Annual	Annual	52% (AY 2023/24)	32% (AY 2022/23)	2023/24 AY: Regional: 37% National: 34% Stat Neigh: 35%	Performance is well above the target as well as both the regional and national figures.	People (Children and Education)
G21	Educational Attainment CIC – KS4 attainment of English and maths at Grade 5	Bigger is better	15% (AY 2023/24)	2ppts	Annual	Annual	Annual	Annual	8.2% (AY 2023/24)	14% (AY 2022/23)	2023/24 AY: Regional: 8.5% National: 9% Stat Neigh: 8%	Performance is below the target but in line with regional performance and 0.8 ppt below national performance. This is a small cohort with each child equating to approximately 2%, so each pupil that achieves the standard has a significant impact and can cause a swing in performance figures. Of the cohort, 49% were receiving SEN Support or on a EHCP. We are continuing to support the children through their Personal Education Plan meetings and workshops to ensure that children gain their Function Skills (English and Maths) Qualifications.	People (Children and Education)
G22	Attainment rates for those with EHCP at the expected level or above in reading, writing and maths at KS2	Bigger is better	6% (AY 2023/24)	1ppts	Annual	Annual	Annual	Annual	7% (AY 2023/24)	5% (AY 2022/23)	2023/24 AY: Regional: 7% National: 9% Stat Neigh: 6%	Data for 2023/24 indicates a 2 percentage point improvement from last year bringing performance to 2 percentage points below national and 1 percentage point above the target of 6% and above the performance of statistical neighbours.	People (Children and Education)
G23	Attainment rates for those with EHCP attainment 8 (KS4)	Bigger is better	14.0 (AY 2023/24)	1 points	Annual	Annual	Annual	Annual	12.8 (AY 2023/24)	13.2 (AY 2022/23)	2023/24 AY provisional: Regional: 12.2 National: 14.2 Stat Neigh: 10.6	The service has undertaken a data cleaning exercise to ensure that current data is of accurate. This has been completed and there is confidence that current outturns are correct; however, there is less confidence in last year's figures. Sandwell school performance for attainment 8 for young people with EHCPs is above regional and statistical neighbour average, but attainment remains below national average. Attainment rates for those with SEN Support attainment 8 (KS4) is also below regional and national averages. This is due to a variety of factors, one being the numbers of young people who have been issued with EHCPs but are not yet able to be placed in the most appropriate setting to meet their needs. Sufficiency work (making sure we have the right number of places in the local area) is on-going to make improvements in this area and is part of the wider SEND transformation work. Another factor is the provision of the Inclusive learning service, that focuses on work with primary schools, but less on work with secondary schools.	People (Children and Education)
G25	Attainment rates for those with SEN Support attainment 8 (KS4)	Bigger is better	31 (AY 2023/24)	1 point	Annual	Annual	Annual	Annual	28.6 (AY 2023/24)	29.8 (AY 2022/23)	2023/24 AY provisional: Regional: 32 National: 33.1 Stat Neigh: 31.6	Work is underway to reduce the timescales related to EHCPs, which will mean more children get the support they need as soon as possible. Work is also taking place to improve inclusion in schools and the service is working towards putting an Inclusion Strategy in place. In the meantime, SENCO training sessions are taking place to ensure all staff involved in SEND provision have the necessary skills and knowledge. In addition, school improvement advisors have a specific focus on SEND children, focusing on whether the learning they are receiving is appropriate, and if not, identifying actions the school needs to take to address this. Progress towards addressing the action points is then monitored during subsequent visits.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
G24	Attainment rates for those with SEN Support at the expected level or above in reading, writing and maths at KS2	Bigger is better	21% (AY 2023/24)	1ppts	Annual	Annual	Annual	Annual	21% (AY 2023/24)	20% (AY 2022/23)	2023/24 AY: Regional: 22% National: 26% Stat Neigh: 22%	Data for 2023/24 indicates a 1 percentage point improvement from last year which is in line with the target of 21%. Regional performance improved by 1 percentage point and National performance improved by 2 percentage points since last year.	People (Children and Education)
G28	% EHCP 20 week completion rate, including exceptions	Bigger is better	45%	5ppts	N/A	N/A	33.10%	32.30%	23% (Calendar Year 2024)	32.2% (2023)	2023 calendar year Regional: 48.4% National 48.4% Stat Neigh: 53.7%	The service has undertaken a data cleaning exercise to ensure that current data is of accurate. This has been completed and there is confidence that current outturns are correct; however, there is less confidence in last year's figures. Quarterly data reflects the current position. Annual data is included from the latest SEN2 return for the 2024 calendar year, benchmarking data based on SEN2 for the same period is not yet available. The number of EHCP's has increased significantly over the last year and therefore meeting targets has become increasingly difficult. However, resource has now been secured and performance is improving. Whilst there is a slight dip in the performance from Q3 - Q4, monitoring performance month on month is showing improvement, with the figure for April at 40%.	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%	5.90%	7.30%	2.10%	4.50%	Q4 - 2.5% Annual - 3.6%	Annual 2024/25 West Midlands - 7.5% Black Country - 8.7% Stats N - 7.5% National 8.1%	Our Q4 performance is two or three times better than our benchmarks. DfE publish an annual Score Card ranking LAs on the average %NEET/NK performance during the months of December, January and February. Last year, we were in quintile 1, 12th best performing in England. We again expect to be in quintile 1 when the Score Card is published. Performance is above target for the annual position, at 4.5% against a target of 2.7%. However, this is because of the increase in Q3 where performance peaked at 7.3% due to an external contractor undertaking the destinations work and not performing as well as in house (there was no payment made for this work). The Q4 figure is 2.10%, RAG rated as 'green' and is well below benchmarking figures. The DfE publish an annual scorecard and last year Sandwell was int the top quintile and ranked 12th best performing in England. We anticipate being in the top quintile again when the scorecard is published this year.	People (Children and Education)
G30	Number of work experience placements	Bigger is better	150	5%	Annual	Annual	Annual	Annual	274	129	NA	The number of work experience placements delivered was significantly higher than the target. This was in part due to the raised awareness of the programme internally and the commitment from Leadership team to support Sandwell schools.	People (Children and Education)
Contextual Measures													
G31	Proportion of children in Reception who are overweight or obese	Smaller is better	N/A	N/A	Annual	Annual	24.2% (2023/24)	Annual	24.2% (2023/24)	23.1% (2022/23)	2023/24: Regional: 23.4% National: 22.1%	The number of children in Reception who are overweight or obese has increased since the previous year. This has also been the case nationally (21.3% last year) and regionally (22.2% last year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	People (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
G32	Proportion of children in Year 6 who are overweight or obese	Smaller is better	N/A	N/A	Annual	Annual	44.6% (2023/24)	Annual	44.6% (2023/24)	45.2% (2022/23)	2023/24: Regional:38.4% National: 35.8%	The number of children in Year 6 who are overweight or obese has decreased since the previous year. This is also the case nationally (36.6% last year) and regionally (39.3% last year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. 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	9.3% (June 2024)	10% (September 2024)	10.1% (December 2024)	10.6% (March 2025)	NA- point in time	9.5% (March 2024)	March 2025: Regional: 7.8% National: 5.7%	The 18-24 claimant count has increased since last quarter and has increased since this time last year. This mirrors the picture regionally and nationally, both of which have increased since this time last year from 7.1% (regional) and 5.2% (national), although the increase has been steeper in Sandwell. Source: Nomis	

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	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L1	Resident satisfaction (resident survey) - cleanliness of neighbourhood (LGA) How satisfied residents are with street cleaning	Bigger is better	64%	5%	Annual	Annual	Annual	Annual	68%	63% (Sandwell 2023 Resident Survey)	LGA June 2024: 57%	Reported annually in June (quarter 2). Performance is better than target, and well above the LGA benchmark	Place (Environment)
L2	NI195 - Improved street and environmental cleanliness	Smaller is better	litter: 2.50%	5%	6% (Dec - Mar 23/24)	5% (Apr - July 24/25)	3.5% (Aug - Nov 24/25)	3.00% (provisional) (T3 - Dec-Mar)	N/A	6%	N/A	Target not met but the best score this year and an improvement compared to the same period in 2023/24. This is partially down to robust contract monitoring and given the trajectory, further improvements in performance are anticipated. The outturn is provisional as it still needs to be agreed with Serco.	Place (Environment)
			detritus: 6.50%		17% (Dec - Mar 23/24)	11.50% (Apr - July 24/25)	7.5% (Aug - Nov 24/25)	6.50% (provisional) (T3 - Dec-Mar)	N/A	17%		Target achieved for this period and a considerable improvement compared with the same period in 2023/24. The outturn is provisional as it still needs to be agreed with Serco.	
			graffiti: 1.50%		3% (Dec - Mar 23/24)	2.50% (Apr - July 24/25)	1.5% (Aug - Nov 24/25)	0.5% (provisional) (T3 - Dec-Mar)	N/A	3%		Target achieved for this period and an improvement compared to the same period in 2023/24. The outturn is provisional as it still needs to be agreed with Serco.	
			fly-posting: 0%		0.5% (Dec - Mar 23/24)	0.50% (Apr - July 24/25)	0.5% (Aug - Nov 24/25)	0.5% (provisional) (T3 - Dec-Mar)	N/A	0.50%		Target not achieved and slightly missed by half a percent. This has been consistent in all 3 periods during the year. The outturn is provisional as it still needs to be agreed with Serco.	
L3	Household waste recycled and composted	Bigger is better	30.00%	5%	Annual	Annual	Annual	Annual	N/A	26.8% (2023/24)	2023/24: Stat neighbours: 37.17% England : 41.83%	The annual outturn and subsequent commentary was not available at time of publication. Benchmarking data from LG Inform.	Place (Environment)
L4	Residual household waste per household	Smaller is better	650Kg	5%	Annual	Annual	Annual	Annual	N/A	655.60kg (2023/24)	2023/24 average per household: Stat neighbours: 514.12kg England 467.18kg	The annual outturn and subsequent commentary was not available at time of publication. Benchmarking data from LG Inform.	Place (Environment)
L5	Recycling contamination rate	Smaller is better	15%	5%	Annual	Annual	Annual	Annual	N/A	N/A	N/A	The annual outturn and subsequent commentary was not available at time of publication.	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%	85.60%	81.03%	83.15%	N/A	87.72%	N/A	There were 89 Hazardous waste calls in this quarter, 74 of which were cleared within 4 hours with 15 jobs failing due to access, and required equipment to collect. The overall cases are up from Q3. During these cases of hazardous waste, measures were taken as soon as the crew were on site to ensure members of the public were kept safe at all times.	Place (Environment)
L7	Remove fly tips on public (contract maintained) land within 24 hours	Bigger is better	90%	5%	93.71%	95.49%	92.80%	98.30%	N/A	88.40%	N/A	Target achieved for this period and an improvement compared to the same period in 2023/24. Fly tips are still extremely high (3,118 in Q4 compared to 2,55 in Q3) and require a significant resource to remove.	Place (Environment)
L8	The number of new trees planted	Bigger is better	Q4 - 514	5%	208	220	250	1,425	2,103	N/A	N/A	The Quarter 4 and Year-End target have been achieved. There have been large planting schemes in multiple open spaces, also individual trees planted in highway verges.	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	900 (42.57%)	495 (29.86%)	920 (44.77%)	427 (2.7%)	N/A	N/A	N/A	Missed bins fell in this quarter 4 due to fewer issues with vehicles and staff availability.	Place (Environment)
L10	Resident satisfaction with Green spaces	Bigger is better	72%	5%	Annual	Annual	Annual	Annual	76%	69%	LGA June 2024: 74%	Reported annually in June (quarter 2). 76% of residents are satisfied with parks and open spaces in their area. This is 2pp above the LGA benchmark (74%). This satisfaction is 7pp above from June 2023 (69%).	Place (Environment)
L11	The number of Friends Groups in parks working in Partnership with The Council	Bigger is better	13	(1 group)	13	13	13	13	N/A	14	N/A	The number of Friends Groups has been maintained throughout the year. The intent is to augment the current friends groups with a borough-wide Green Champions programme, to be launched in summer 2025.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L12	How safe people feel in the day (residents survey)	Bigger is better	92%	5%	Annual	Annual	Annual	Annual	91%	92% (Sandwell 2023 Resident Survey)	LGA June 2024: 91%	Reported annually in June (quarter 2). The performance outturn for this year just missed the Council target by 1% but was within the set tolerance level of 5%. Furthermore, it was 1% lower than last year's outturn. However, it did achieve the LGA benchmark target (National: LGA benchmark target 91% - LGA June 2024).	Place (Environment)
L13	How safe to people feel at night (residents survey)	Bigger is better	65%	5%	Annual	Annual	Annual	Annual	63%	61% (Sandwell 2023 Resident Survey)	LGA June 2024: 71%	Reported annually in June (quarter 2). The performance outturn for this year missed the Council target by 2% but was within the set tolerance level of 5%. However, there was an improvement of 2% compared to last year's outturn but was still 8% under the LGA benchmark target (National: LGA benchmark target 71% - LGA June 2024).	Place (Environment)
L14	% of PRS disrepair cases processed to formal notice, civil action/prosecution or closed with positive outcome within processing times	Bigger is better	75%	N/A	Stage 1: 40% Stage 2: None	Stage 1: 46.15% Stage 2: 50%	Stage 1: 48.28% Stage 2: None	Stage 1: 55% Stage 2: 100%	N/A	N/A	N/A	Improvements in performance has been steady for stage 1 despite still being behind target, however, each quarter has seen an increase in percentage points. There has been a substantial number of new staff into the service who have been undergoing a comprehensive training plan. As staff are fully trained the capacity will be there to improve performance - an additional 2 staff underwent their HHSRS training in early April 2025 so this will have a positive impact in the new financial year.	Place (Housing)
L15	% of responsive repairs completed in timescale	Bigger is better	95%	5%	Emergency: 88.82% Non-emergency: 71.49%	Emergency 90.06% Non-emergency 72.88%	Emergency 90.79% Non-emergency 73.96%	Emergency 90.6% Non-emergency 75.7%	N/A	Emergency 87.85% Non-emergency 75.80%	Year-end 2023/24 National Median - Emergency 94.8% ; Non-emergency 81.5% - Source; Housemark. Median for all Local authorities - Emergency 95.1%; Non-emergency 82.6% - Source; Regulator of Social Housing November 2024.	A dedicated team to has been created to complete Emergency and Urgent repairs. The team began new working practices on 1st April 2025 and significant improvements have been seen. A backlog contractor has been procured and is on track to be mobilised in May 2025. This contractor will complete all backlog repairs raised prior November 2024. Results for non-urgent works are expected to decrease as old backlog jobs are completed. Performance will be monitored separately for works excluding the backlog.	Place (Housing)
L16	Number of long term empty homes brought into use	Bigger is better	Q4 (Cumulative) = 40	5%	8	10	27	41	NA - cumulative	30	N/A	As noted in previous quarters, the team have been working on 160 properties/ cases at various stages of engagement and have seen significant increases in long term empty properties brought back into use over the course of the year and have now achieved the target. The data clearly shows this pattern with a significant step change from quarter 2 at 10 properties in total, to 27 at end of quarter 3 and 41 at the end of quarter 4. The 41 properties bought back into use means 116 bedroom spaces are now occupied. Of the 41 properties, 21 are now rented out to tenants to help meet the housing demands in Sandwell and if these have prevented families entering temporary accommodation; this would deliver a saving of approx. £157,000. The remaining are either occupied by family members of the owners or have been sold to new families. There is more than sufficient scope within the active cohort to hit future years targets, however, with all empty properties there is a lead in time from the point of the officers initial involvement to any relevant actions delivering outcomes, be these through positive interventions or through enforcement activity.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L17	Satisfaction with the overall service provided (Tenant satisfaction survey)	Bigger is better	74%	5%	Annual	Annual	Annual	Annual	67%	74%	Year-end 2023/24 Median for English LA's/ALMO's (excl. LDN) >20k - 66% - Source; Housemark Median for all Local Authorities - 68.2% - Source; Regulator of Social Housing Nov 24	Overall satisfaction has reduced by 7%. The key driver of satisfaction in this year's survey results was living in a home that was well-maintained, whilst timescales to complete repairs and outstanding repairs were most frequently cited as reasons for dissatisfaction. Since the survey was undertaken, we have started the procurement of a contractor to complete the outstanding repair work to our properties. We have communicated this to all of our affected tenants and will continue to provide them with updates as this work progresses. Although overall satisfaction was down this year, there were improved scores in several areas and our performance compares favourably with other large Local Authority landlords, as it did last year.	Place (Housing)
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Bigger is better	100%	0%	98.89%	99.48%	99.50%	99.90%	N/A	99.85%	Year-end 2023/24 National Median - 99.97% - Source; Housemark. Median for all Local Authorities - 99.9% Source; Regulator of Social Housing Nov 24.	Sandwell MBC have a compliance rate of 99.9% on properties where a Landlords Gas Safety Check is required. We have 88 non-complaint properties which we are actively trying to access through our process, and we are working towards achieving 100% compliance.	Place (Housing)
L18b	Housing Compliance Health Check (Over 6 key areas): Fire safety checks	Bigger is better	100%	0%	89.73%	94.41%	97.68%	100%	N/A	100%	Year-end 2023/24 National Median - 100%/ 72.7% fully compliant - Source; Housemark. Median for all Local authorities - 100% - Source; Regulator of Social Housing Nov 24.	Target achieved and a resource plan is in place to ensure maintenance. A new system is also now in place where these checks are entered and monitored.	Place (Housing)
L18c	Housing Compliance Health Check (Over 6 key areas): Asbestos safety checks	Bigger is better	100%	0%	0.00%	19.58%	79.29%	34.10%	N/A	outturn unavailable	Year-end 2023/24 National Median - 100%/ 65.3% fully compliant - Source; Housemark. Median for all Local Authorities - 100% - Source; Regulator of Social Housing Nov 24.	Following advice from an external auditor, Sandwell has employed the services of an external asbestos management company to undertake surveys to appropriate residential blocks. The decision was taken to instruct refreshed surveys to improve the quality of information held and to ensure that the reports held were in line with current HSE requirements. This is why there has been a drop in performance from Q3 to Q4. The works have been packaged into a programme which is performance measured with an anticipated completion for July 2025. The survey report records will be uploaded to the recently procured IT system which will further improve the way we record and distribute the information.	Place (Housing)
L18d	Housing Compliance Health Check (Over 6 key areas): Water safety checks	Bigger is better	100%	0%	100%	100%	100%	100%	N/A	100%	Year-end 2023/24 National Median - 100%/ 80% fully compliant - Source; Housemark. Median all Local Authorities - 100% - Source; Regulator of Social Housing Nov 24	Procured contract in place, monthly monitoring and regular compliance group meetings held and there are no issues that should affect achieving 100% moving forward.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L18e	Housing Compliance Health Check (Over 6 key areas): Lift safety checks	Bigger is better	100%	0%	100%	100%	100%	100%	N/A	100%	Year-end 2023/24 National Median - 100% / 80.8% fully compliant - Source; Housemark. Median all Local Authorities - 100% Source; Regulator of Social Housing Nov 24	SMBC Lifting Operations and Lifting Equipment Regulation reports up to date. Performance is on target.	Place (Housing)
L18f	Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (EICR) under 5 years old (or in legal resolution)	Bigger is better	100%	0%	95.19%	96.02%	96.68%	97.50%	N/A	95.70%	Nov 24 National Median - Nov 24 National Median - 99.30% (Domestic) - Source; Housemark.	100 more EICR's have been completed, however stock numbers on the system increased after more data cleansing took place. Despite this, performance has continued to improve as the no-access process is embedded and the team are pro-actively reviewing cases to gain access.	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%)	1354 non decent/stock 27689 (4.89%)	210 non decent/stock 27668 (0.76%)	293 non decent / stock 27,892 (1.1%)	N/A	N/A	Year-end 2023/24 National Median - 0.31% / 25.6% fully compliant - Source; Housemark. Median all Local Authorities - 3.64% Source; Regulator of Social Housing Nov 24	SMBC have now surveyed 7713 properties and of these 222 fail to meet the decent homes standard. As of 31st March, 71 of total stock had category 1 hazards resulting in a total 293 properties failing decency.	Place (Housing)
L20	Total households in Temporary Accommodation (TA)	Smaller is better	250	5%	219	236	242	243	N/A	193	Qtr. 2 24/25 per 1000 properties Sandwell - 1.65, National Average - 5.21, West Midlands Average - 3.37	The council still fares very well when compared to the all England rate of households in TA per 1000 households, performing at one third of the national rate and significantly better than the regional comparator. Due to the demand increases referenced in previous quarters the number of households in TA has increased by 69% over 2024/25 when compared to the previous year. This stabilised over the previous 6 months but still at a much higher end position - however, for the first time in 18 months we are within the targets set and even saw a reduction in households in TA during March when compared to February 2025. This is the first reduction in almost two years. A range of activity is underway to limit the need to use TA and even eliminate the use of B&B. This will significantly reduce the financial pressure on the service and allow the funds to be used in securing longer term properties and reinvesting back in the proven successful prevention model. The service completed a successful tender for interim accommodation in the private rented sector during quarter 4 to move families out of Bed and Breakfast Accommodation. Through this tender the service has secured 100 units to reduce the use of B&B from 140 households to only using B&B accommodation for the first few nights someone needs emergency accommodation. Not only will this ensure that families have more space and access to self-contained accommodation but between the two models referenced, the service could save up to £2m this year.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L21	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	60%	5%	60.9%	59.8%	72.4%	75.1%	68.0%	51.7%	Qtr. 2 24/25 National Average - 51.9%, West Midlands Average 52.7%	We are consistently and considerably exceeding the various benchmark positions. The service has seen some fluctuation in this measure over the course of 2024 with the main issue being addressing data quality issues. These impacted heavily in late 2023 and early 2024 which did not properly reflect the success of our prevention led model. The data quality issues do still exist to a lesser extent but the outturn is now a more truer reflection of performance. The service prides itself on the customer centered model and this has not just meant we perform well on this national measure but that we also have a TA rate per 1000 households a quarter of the national average. This is solely down to successful prevention. There are gaps however and the prevention model has been diluted over 2024 due to the volume of demand we have seen and rising caseloads for each member of the team. The aim for 2025 is for us to return to the pure version of the model and further improve the prevention of homelessness and reduce the use of TA.	Place (Housing)
L22	Net promoter score (NPS) for Libraries	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	83 (out of 100)	NA	NA	NPS was gathered at events and activities funded by West Midlands Combine Authority Commonwealth Games Legacy Fund. Surveys were conducted using electronic kiosks, and included textual feedback. The survey question "How likely is it that you would recommend the event and venue?" 345 customers rated 9 or 10; 42 customers rated 7 or 8, 40 customers rated 0 to 6.	Place (Environment)
L23	The number of library visits in person	Bigger is better	Q4 = 195,880 Annual = 693,628	5%	175,726	196,015	173,238 (544,979)	185,309	730,288	Q4 - 186,440 Annual - 660,599	N/A	The target for this quarter has not been achieved. This is mainly due to library closures within this quarter owing to building works related to the Library Plus project. However, the year-end target has been achieved. Welcoming Spaces has contributed to the visit figures.	Place (Environment)
L24	The number of community activities & events held in libraries or online	Bigger is better	Q4 = 2,677 Annual = 10,708	5%	2,976	3,020	3,294 (9,290)	3476 (12,766)	12,766	Q4 - 3,071 Annual - 10,497	N/A	Both quarter 4 (30% above target) and year-end targets (19% above target) have been achieved. Significant additional funding from West Midlands Combine Authority Commonwealth Games Legacy Fund (£150k) enabled us to put on more activity which will be difficult to sustain in 2025-26 without external funding, so focus must be on securing additional funding for 2025-26.	Place (Environment)
L25	Over 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	Q4 = 69,288 Annual = 230,960	5%	63,059	62,887	62,824 (187,878)	63,741 (246,473)	246,473	N/A	N/A	The target for this quarter has not been achieved. This is due to targets set for quarters 3 and 4 (and consequently the year) have been incorrectly set - they are vastly inflated over compared to quarters 1 & 2. Please see Q3 commentary for further information. However, the year-end target has been met, which indicates inaccurate profiling for each quarter.	Place (Environment)
L26	Number of visits to Community Hubs	Bigger is better	NA	NA	449	458	505	441	1,853	NA	N/A	The Community Hubs continue to run out of West Bromwich Library on a Tuesday and Blackheath Library on a Wednesday. The main customer queries being addressed continue to be in relation to Housing and Repairs & Council Tax. 94% were dealt with at first contact resolution, the remaining 6% had already tried other methods before attending the Community Hub. When asked how they had heard about the Community Hub, 40% of customers said that they had heard about the Hub via word of mouth, 40% were repeat customers, 13% had heard about the hub via the library staff and the remaining 7% chose 'other'.	Assistant Chief Executive
L27	One Stop Shop – numbers of customers seen	Information	NA	NA	8,714	8,154	7,054	8,414	N/A	10,655	N/A	There are several different streams customers enter when waiting to see/speak to an advisor. Many of those queues under Revenues and Benefits were relabeled as Council Tax in Q3 so from then they have been included under the Council Tax category. Revenues and Benefits conducted 2,325 face to face enquiries for the final quarter: (Council Tax 1914 and Benefits 411), the remainder was through other channels. We do not record all customers through the door only those that physically	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L28	One Stop Shop – top 3 services	Information	N/A	N/A	Housing: 3,514, Revs & Bens: 2,680, Council Tax: 1,096	Housing: 3,304, Revs & Bens: 2,668, Council Tax: 990	Housing: 2,974, Council Tax: 2,855, Education: 376	Council Tax: 3,352, Housing: 3,186, Environment: 662	N/A	N/A	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 56% of all measured contact. Growth is expected to show a lower rate this financial year compared with previous, due to a greater time investment of the Digital Team into platform infrastructure improvements. Also, new service development project benefits have been more targeted toward improving service performance and customer experience through service efficiency, over channel shift.	Assistant Chief Executive
L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits (cumulative)	Bigger is better	Q4 = 11,000 Annual = 11,000	5%	2,884	5,354	8,159	10,861	NA - Cumulative	10,434	N/A	The number of residents assisted by Welfare Rights during the fourth quarter was 2,702. This was 48 below the target of 2,750. The slight reduction in performance in the quarter is a consequence of short-term capacity issues from unplanned absence and also the resignation and retirement of two full time staff members. Despite these staffing pressures, the team has continued to focus on key promotional efforts aimed at increasing uptake of the Winter Fuel Payment and Pension Credit among eligible residents. Over the course of the year, the team's dedication has been evident, assisting a total of 10,861 residents—just under the annual target of 11,000. The team surpassed the financial gains target, securing confirmed outcomes totaling £21,020,958, exceeding the £20 million goal.	Place (Housing)
L30	% of residents who have are aware of the availability of Social Tariffs (Resident Survey)	Bigger is better	40%	5%	Annual	Annual	Annual	Annual	25%	37% (Sandwell 2023 Resident Survey)	N/A	Reported annually in June (quarter 2). The figure of 25% is based on the 53 individuals who responded that they faced barriers or difficulties in accessing the internet due to the cost of broadband packages.	Assistant Chief Executive
L31	% of residents feel confident to complete basic tasks in the online world (Resident Survey)	Bigger is better	65%	5%	Annual	Annual	Annual	Annual	84%	62% (Sandwell 2023 Resident Survey)	N/A	Reported annually in June (quarter 2). Performance is significantly better than last year and above target.	Assistant Chief Executive
L32	Number of Databanks in Sandwell	Bigger is better	30	5%	10	10	17	17	NA - Point in time	N/A	N/A	Like a foodbank but for mobile data, the National Databank provides free mobile SIM cards to help digitally excluded people get connected. People aged over 18 years old can get mobile data from their local Databank. Performance is below target this quarter but this PI is not in the gift of the Council and is run by the National Data Bank. It will be included as a contextual measure for 2025/26. For more information see the National Data Bank Website https://www.goodthingsfoundation.org/our-services/national-databank Data source: https://www.sandwell.gov.uk/resilient-residents/databanks	Assistant Chief Executive
L33	% of contacts received through MySandwell	Bigger is better	N/A	N/A	57%	57%	56%	56%	NA - Point in time	55%	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 56% of all measured contact. Growth is expected to show a lower rate this financial year compared with previous, due to a greater time investment of the Digital Team into platform infrastructure improvements. Also, new service development project benefits have been more targeted toward improving service performance and customer experience through service efficiency, over channel shift.	Assistant Chief Executive
Contextual Measures													
L34	Total recorded crime in Sandwell	Smaller is better	N/A	N/A	8,237	8,611	8,077	8,045	32,970	8,555	N/A	Total recorded crime in Sandwell remained stable in this quarter, with a slight decrease from Quarter 3 and a 6% reduction compared to the same period last year. The year-end cumulative figure of 32,970 represents a reduction of 3,308 offences compared to the previous year, equating to a 9.1% year-on-year decrease.	Place (Environment)
L35	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	N/A	N/A	1,442 Crime / 927 Non-crime	1,783 Crime / 928 Non-Crime	1,614 Crime / 943 Non-Crime	1,612 Crime 934 Non-Crime	6,451 Crime 3,732 Non-Crime	2,478	N/A	Domestic abuse crime reports in quarter 4 remained in line with quarter 3, while non-crime incidents showed a slight decrease. The year-end totals show 6,451 crimes and 3,732 non-crime incidents, with overall levels slightly lower than 2023/24, indicating continued progress in response and early intervention.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
L36	The number of cases referred to MARAC	Smaller is better	N/A	N/A	181	171	201	182	749	238	Operation Willowbay Q4: Region - 1920 Sandwell: 182 Birmingham: 799 Coventry: 334 Dudley: 188 Solihull: 106 Walsall : 144 Wolverhampton: 167	There was a slight drop in Quarter 4 from Quarter 3 and lower than the same period last year. The year-end cumulative total reflects a 29% reduction from 2023/24, likely influenced by the shift to weekly meetings, allowing earlier intervention and reducing escalation.	Place (Environment)
L37	Child Poverty Rate	Smaller is better	N/A	N/A	N/A	N/A	N/A	N/A	47% (2022/2023)	44.6% (2021/2022)	2022/2023 Regional: 39% National:30%	Child Poverty in Sandwell is significantly higher than other areas of the country. The Council will be undertaking work to understand how well we are tackling poverty and deprivation over the next few months, what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty.	
L38	Out of work benefits rate	Smaller is better	N/A	N/A	6.6% (June 2024)	7.4% (August 2024)	7.1% (December 2024)	7.5% (March 2025)	NA - Point in time	6.1% (March 2024)	December 2024: Regional: 5.8% National: 4.2%	This metric shows the number of claimants as a proportion of resident population of area aged 16-64. The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. Source: Nomis	
L39	Median income (earnings per week)	Bigger is better	N/A	N/A	£613.3 (2023)	£613.3 (2023)	£649.50 (2024)	£649.50 (2024)	NA - Point in time	£550.5 (2022)	2024: Regional: £688.40 National: £729.60	This metric shows the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Source: Nomis	
L40	Economic inactivity	Smaller is better	N/A	N/A	28% (March 2024)	28% (March 2024)	28.8 (September 2024)	29% (December 2024)	NA - Point in time	25.7% (December 2023)	December 2024: Regional: 22.5% National: 21.4%	This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis	
L41	Percentage of Full Fibre Broadband across Sandwell (provided quarterly by WMSG)	Bigger is better	N/A	N/A	55.51%	76.62%	81.22%	Data not available	Data not available	N/A	West Midlands 74.31% WMCA 80.85% UK 73.53%	Data Source: WMSG	Assistant Chief Executive
L42	Percentage of Gigabit Broadband across Sandwell (provided quarterly by WMSG)	Bigger is better	N/A	N/A	92.55%	94.57%	94.87%	Data not available	Data not available	N/A	West Midlands 89.31% WMCA 96.04% UK 85.87%	Data Source: WMSG	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	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
H1	ASCOF 1a and 1b Quality of life of people who use services	Bigger is better	19.5	19	Annual	Annual	Annual	Annual	19.3	19.5	2023/24 19.1 - England Average	The results for this PI are made up of a number of questions in a survey and are calculated by a formula that NHS England has devised. Performance has dropped since last year, although we are above the English average. The service is undertaking some analysis into why performance has dropped slightly.	People (ASC)
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%	17%	16%	16%	NA- point in time	19%	2023/24 25.5% - England Average	Data is for service users only, and currently excludes carers. 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 expect to see improvements in performance in the next 6-8 months.	People (ASC)
H3	% residents self-reporting improvement in their wellbeing following engagement	Bigger is better	70%	5%	Annual	Annual	Annual	Annual	82%	N/A - new KPI for 2024/25	N/A	This data has been gathered from the community-based mental health and wellbeing programmes we have funded over the last 12 months. Participants are asked to self-report improvements in their mental wellbeing. Performance is above target.	People (Public Health)
H4	Number of VCS settings that have achieved the Emotional Health and Well Being (EHWB) charter mark	Bigger is better	7 new VCS organisations per year	5%	Annual	Annual	Annual	Annual	2	2	N/A	The EHWB Charter mark programme was intended to be delivered universally through all schools, but is now being rolled out to early years settings and the voluntary sector as well. However, this element of the service level agreement is under-performing as should be 14 at this point across all settings. This offer and approach is being reviewed as part of the programme evaluation.	People (Public Health)
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	Bigger is better	60%	54%	50%	48%	49%	51%	NA - Cumulative	53%	2023/24 79.4% - England Average	We currently have a programme of work in progress with our transformation partner ARCC to improve our internal and externally commissioned reablement services. This includes reviewing the intermediate care pathway (such as STAR, Home-Based Intermediate Care, the hospital discharge hub and how we help people coming out of hospital and into the community). This work will inform the future operating model and service design, setting out what services will be delivered and where we will signpost customers for information and support. Part of this is having more informal advice and support at the front door and have a strength-based approach in our conversations with customers (which means working with customers to understand what they can do themselves or with the support of others (e.g. family) and what they need support with) 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 in September/October.	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	Bigger is better	69%	64%	Annual	Annual	Annual	Annual	65.10%	50.4% (carers) 69.6% (service users)	2023/24 67.9% - England Average (Service Users only)	The results for this PI are made up of a number of questions in a survey and are calculated by a formula that NHS England has devised. There is no carer survey in 2024/25, so this element of the measure will not be reported. Performance has dropped since last year and is below target. The service is undertaking some analysis into why performance has dropped. Work is underway to improve performance, one example being the 'Bridgit' app, which is a digital tool for carers that gives carers advice, information and support that launched in April 2025.	People (ASC)
H7	NHS Health Checks	Bigger is better	Quarterly -1500 Annual - 6,000	5%	941	732	508	40	2,221	1,243	N/A	The contract with the NHS Health Checks provider came to an end in mid-February 2025 and there was a planned gap in service provision until the end of the quarter. A new service that will be delivered by GP practices is being mobilised and will begin delivery in quarter 1 2025/26.	People (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
H8	% community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	100%	100%	N/A	N/A	We responded to a total of 3508 alerts April 24 to March 25, of which 3353 (95.5%) responded to in 45 mins and remainder within 1 hour.	People (ASC)
H9	Number of adults completing a tier 2 weight management programme	Bigger is better	900 Annual target for referrals and 540 for completions (60%). No quarterly targets	5%	420 referred to intervention with 73 completing 12 weeks	512 referred to intervention no further 85 week completers	485 were referred in Q3 and there were 55 12 week completers	398 were referred in Q4 and there were 2 12 week completers	1,816 referrals 215 completions	N/A	N/A	The number of people completing programme is 215 (11.8% of the 1,816 people referred to the programme). A number of participants are on the 12 week programme and have not yet completed. The contact for this programme is under performing. The Public Health Team have been meeting weekly to address the issues and targeted performance measures have been put in place. The provider has staffing issues, with current waiting time at 8 weeks which is unacceptable for participants. We are currently 4 months into Y2 delivery and will not be extending for the optional Y3 in favour of a new delivery model that is being developed in house. We will continue to work with the provider to improve performance and use the following 8 months to set up the new Adult Weight Management provision.	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%	69%	68%	70%	65%	NA	67%	2023/24 83.8% - England Average	Q4 saw an increase in the number of people who were admitted into residential /nursing care after reablement which has impacted performance figures. However, the measure does not capture if this was for the same illness/condition that the person was initially in hospital for. It is common for individuals to go to hospital with one illness or condition and come out with another. The service does ensure that reablement is provided to a high standard, as our showcase facility, Harvest View, demonstrates.	People (ASC)
H11	% of council new build homes meeting accessible and adaptable standards (Council house new build programme only)	Bigger is better	100%	5%	Annual	Annual	Annual	Annual	100%	NA	NA	The council house new build programme continues to achieve its target of 100%. Of the 12 properties delivered; 11 were built to accessible and adaptable standard (M4(2)) and 1 to full wheelchair compliance (M4(3)).	Place (Regeneration and Growth)
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%	72%	Part 1 87% - LD service users aged 18-64; Part 2 - 70% - all clients aged 18+	Part 1 88% - LD service users aged 18-64; Part 2 - 69% - all clients aged 18+	NA - Cumulative	86% (LD service users only); NA for Part 2	2023/24 81.6% - England Average (relates to Part 1 only)	Definition for ASCOF 2E has changed for 2024/25. Current performance cannot therefore be compared to past performance. 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. From 2024 to 2025, this metric has been expanded into 2 parts. Clarification was published in Q3: from this point the metric will be shown as below : part 1 - the proportion of people who received long term support with a primary support reason of learning disability, who live in their home or with family (people aged 18 to 64) part 2 - the proportion of people who received long term support who live in their home or with family (all clients, disaggregated by age: 18 to 64 and 65 and over).	People (ASC)
H13	ASCOF 1c Quality of Life of carers	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	N/A	N/A	N/A	This is collected and reported bi-annually and there will not be any results for 24/25	People (ASC)
H14	ASCOF 1E Overall satisfaction of carers with social services (for them and for the person they care for)	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	N/A	28.40%	N/A	This is collected and reported bi-annually and there will not be any results for 24/25	People (ASC)
H15	ASCOF 3B The proportion of carers who report that they have been involved in discussions about the person they care for	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	N/A	66.70%	N/A	This is collected and reported bi-annually and there will not be any results for 24/25	People (ASC)
H16	ASCOF 4A The proportion of people who use services who feel safe	Bigger is better	76.70%	73%	Annual	Annual	Annual	Annual	76.70%	76.70%	71.1% - 2023/24 England Average	Performance remains the same as last year and on target.	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%	97%	98%	98%	NA - Cumulative	95%	N/A	This is also reported and scrutinised by the Statutory Safeguarding Adults Board. There's no benchmarking for ASCOF 4B. The definition for the measure changed in April 2023, however, comparative data for 2023/24 has not been published. Performance remains above target in Q4.	People (ASC)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
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%	98%	98%	98%	NA - Cumulative	N/A	N/A	This is also reported and scrutinised by the Statutory Safeguarding Adults Board. Performance remains above target in Q4.	People (ASC)
H19	Number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum)	Smaller is better	0	5%	Annual	Annual	Annual	Annual	0	N/A	TBC	In the Q1 report it was started that there were 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). However, it has now been confirmed that these 2 sites are now compliant.	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%	100%	N/A	N/A	N/A	All care homes audits have been completed for 2024-25. Compliance of those in amber or green (scoring 85% or higher compliance) for infection prevention control across all homes in Sandwell. In Q1 one home scored below 85%, resulting in a red RAG rating. An infection prevention control action plan was put in place to support and improve measures within the home. On re-audit in the following quarter the home scored in amber and is now compliant to 85% or higher. Ensuring good infection prevention control in care homes is essential to reduce to risk of infectious diseases in care homes. This impacts on residents but also the wider system and burden to LA and the NHS.	People (Public Health)
H21	Sandwell Language Network - annual number of learners engaged	Bigger is better	325 Learners (2023/24)	90%	Annual	Annual	Annual	Annual	400 Learners (AY - 2023/24 Annual figure)	336	N/A	As the reporting for Sandwell Language Network runs alongside the academic year, Q1 24/25 is included in academic year 23/24. The outturn for 2023/24 academic year was 400. For 2024/25 the target is also 325 and to date 480 learners have been enrolled with 33 language courses delivered.	People (Public Health)
Contextual Measures													
H22	Proportion of adults who are physically active	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	48.5% (Nov 23-Nov 24 (released April 25)	51.4% (Nov 22- Nov 23) (released April 24)	Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%)	This is an annual data set collected by the Sport England Active Lives Survey	People (Public Health)
H23	Proportion of children and young people who are physically active	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	38.9% (released Dec 2023)	N/A	N/A	This is the latest data available. The Active Lives Survey CYP was released in December 2023 and showed that 38.9% were active, 25% were fairly active 25.0% and 36.1% were less active. New Sport England report/data has not yet been released.	People (Public Health)
H24	Smoking prevalence	Smaller is better	In line with national average	N/A	Annual	Annual	Annual	Annual	17.7% (2023) (released Oct 2024)	21% (2022) (released Sep 2023)	2023: National: 11.6%	Data available from Fingertips - updated annually. Next update due Oct 2025 (Q3 2025). Prevalence has reduced from 21% to 17.7% -this is good progress towards our SmokeFree Generation ambitions.	People (Public Health)
H25	(ASC) The dementia diagnosis rate	Bigger is better	N/A	N/A	72.2% (Feb 24)	72.2% (Feb 24)	74.1% (November 2024)	N/A	N/A	N/A	ICB 64.4% (May 24)	This data is no longer being provided at LA level. Whilst complex, it is possible to aggregate the data to place and in November 24 Sandwell was 74.1%. The applicable ICB Commissioning Manager has been requested to provide updates at place level to ensure the same algorithm is being applied to each place, but this has not been actioned to date.	People (ASC)
H26	Self-reported wellbeing - people with a low satisfaction score	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	6% (2022/23)	N/A	2022/23: Regional:5% National:6%	No new data available currently. ONS are reviewing the Annual Population Survey where this data is collected and have not currently confirmed when the next data release date will be. Source: Public Health Outcomes Framework	People (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
H27	Self-reported wellbeing - people with a low worthwhile score	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	6% (2022/23)	N/A	2022/23: Regional:4% National:4%	No new data available currently. ONS are reviewing the Annual Population Survey where this data is collected and have not currently confirmed when the next data release date will be. Source: Public Health Outcomes Framework	People (Public Health)
H28	Self-reported wellbeing - people with a low happiness score	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	8% (2022/23)	N/A	2022/23: Regional:9% National:9%	No new data available currently. ONS are reviewing the Annual Population Survey where this data is collected and have not currently confirmed when the next data release date will be. Source: Public Health Outcomes Framework	People (Public Health)
H29	Self-reported wellbeing - people with a high anxiety score	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	21% (2022/23)	N/A	2022/23: Regional:23% National:23%	No new data available currently. ONS are reviewing the Annual Population Survey where this data is collected and have not currently confirmed when the next data release date will be. Source: Public Health Outcomes Framework	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	Annual	Annual	Annual	Annual	1,120 (2022/23) (released March 2024)	N/A	2022/23 Regional: 890 National: 1,620	Data updated annually. 23/24 value due for release March 25 however as of April 2025 annual update still not released - to be checked again for Q1 submission	People (Public Health)
H31	Smoking at time of delivery	Smaller is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	8.9% (latest data release Nov 2024)	9.8% (released Nov 2023)	Released Nov 2024; National: 7.4%	Latest updated data release shows some improvement for Sandwell pregnant smokers - the Public Health Healthy Midwives Team has been set up to further support the gains made by our commissioned cessation provider, who have a focus on priority smokers including pregnant smokers.	People (Public Health)
H32a	Successful completion of drug treatment (opiates)	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	6.8% (latest data release Nov 2024)	4.6% (released Nov 2023)	Released Nov 2024; National: 5.1%	Sandwell has further improved its rate of successful drug treatment completions for opiates and is now statistically significantly better than the national average	People (Public Health)
H32b	Successful completion of drug treatment (non-opiates)	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	32.7 % (latest data release Nov 2024)	26.2% (released Nov 2023)	Released Nov 2024; National: 29.5%	Sandwell has further improved its rate of successful drug treatment completions for non-opiates and is now better than the national average	People (Public Health)
H32c	Successful completion of alcohol treatment	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	36.7% (latest data release Nov 2024)	31.6% (released Nov 2023)	Released Nov 2024; National: 34.2%	Sandwell has further improved its rate of successful drug treatment completions for non-alcohol and is now better than the national average	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	Annual	Annual	Annual	Annual	Annual measure: 1.6 per 100,000 pop (2021-23)	Annual measure: 2.1 per 100,000 pop (2020-22)	National average: 5.5 per 100,000 pop	Data updated annually latest release Oct 2024: 1.6 per 100,000 pop (2021-23) latest annual outturn. 5.5 per 100,000 pop Nationally. Next update due Oct 2025 (Q3 of 2025).	People (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
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	Annual	Annual	Annual	Annual	MMR 1 dose – 24 months – 86.9% MMR 1 dose – 5 years – 90.2% MMR 2 dose – 5 years – 79.4% HPV 1 dose -12/13 years (F)- 50.1% HPV 1 dose - 12/13- (M) - 53.3% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14- (M) - 43.6% (2023/24) Men ACWY - 53.5% (2021/222)	MMR 1 dose – 24 months – 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% MMR 2 dose – 5 years – 80.2% HPV- not available Men ACWY - not available (2022/23)	2023/24: England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% HPV 1 dose -12/13 years (F)- 71.3% HPV 1 dose - 12/13- (M) - 65.2% HPV 2 dose - 13/14- (F) - 62.9% HPV 2 dose - 13/14- (M) - 56.1% Men ACWY - 79.6% (2021/222)	Data updated annually (Sept 24). Regional benchmarks available here: https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/1/gid/1000043/pat/6/par/E1200005/ati/302/are/E0800028/yr/3/cid/4/tbm/1/page-options/cardo-0 For HPV, interpret with caution due to error with denominators (number of those eligible) being based on provisional figures not actual figures. There may be small over and under estimates for these figures. For further information please see: https://www.gov.uk/government/statistics/human-papillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023	People (Public Health)
H35	STI testing rate (rate per 100,000)	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	4,001 (2024) (released June 2025)	3940 (2023)	2024: National average: 4089	Data released annually. New data available (released June 2025) shows an increase in STI testing rates in Sandwell from 2023 (3940 per 100,000) to (4001 per 100,000) in the same period in 2024. Sandwell is performing well compared to the West Midlands average rate (3060 per 100,000) and moving closer to the national average rate (4089 per 100,000) in 2025. Source: Fingertips	People (Public Health)
H36	Proportion of households in fuel poverty	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	22% (2022)	20.6% (2021)	2022: West Mids: 19.6% England - 13.1%	The proportion of households in fuel poverty is significantly higher than the figure for England which is 13.1% and higher than the regional figure which is 19.6%. Source : Public Health outcomes framework.	People (Public Health)
H37	Infant mortality rate (per 1,000)	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	7.1 (2021-2023)	6.1 (2020-2022)	2021-23: England: 4.1 West Midlands: 5.9	Sandwell has a higher infant mortality rate than the England (4.1) average, and slightly below the West Midlands (5.9) average. Performance information is the latest available. Source : Public Health outcomes framework.	People (Public Health)
H38	Healthy life expectancy	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	Women: 54.8 years Men: 55.5 years (2021-2023)	Women: 62.3 years Men: 60.7 years (2018-2020)	2021-2023: West Mids: W - 60 M - 60.3 England: W- 61.9 M 61.5	Wokingham has the highest healthy life expectancy for women (71 years). Barnsley has the lowest healthy life expectancy for women (53 years). Healthy life expectancy rank of Sandwell is 144th/151 for women. Wokingham has the highest healthy life expectancy for men (70 years). Blackpool has the lowest healthy life expectancy for men (52 years). Healthy life expectancy rank of Sandwell is 141st/151 for men.	People (Public Health)
H39	Premature mortality for those with severe mental illness	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	133.3 (2021-2023)	144.5 (2020-2022)	2021-23: West Mids: 115.1 England: 110.8	This indicator is the rate of deaths per 100,000 from all causes for people with severe mental illness (referred to mental health services in the preceding 5 years) aged 18 to 74. New data is available and shows a decrease compared to the previous quarter. Sandwell performs worse than the West Midlands and England averages.	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	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
T1	Reductions in killed and seriously injured by 50% by 2030	Bigger is better	Reduction of 5%	1%	Annual	Annual	Annual	Annual	Increase of 11% (2023)	N/A	N/A	This increase matched national trends which had seen a gradual increase year on year post covid as casualty rates 'normalised' with traffic finally returning to pre-covid numbers. However this is the 2023 figure as 2024 figures are not been finally verified and published by the Department for Transport (DfT) until September 2025. Actual figures are 106 in 2022 and an increase to 117 in 2023 Sandwell's new Road Safety Strategy and action plan was launched in 2024 which is hoped will focus road safety interventions moving forward to help bring the casualty figures down.	Place (Environment)
T2	Percentage of local authority motorways and A roads that should be considered for maintenance (highlight we don't have responsibility for motorways)	Smaller is better	2%	1%	Annual	Annual	Annual	Annual	2%	2%	N/A	The annual target was achieved and the percentage of A roads that should be considered for maintenance remains consistent with the 2023/24 outturn.	Place (Environment)
T3	Percentage of local authority B and C roads that should be considered for maintenance	Smaller is better?	2%	1%	Annual	Annual	Annual	Annual	2%	2%	N/A	The annual target was achieved and the percentage of B and C roads that should be considered for maintenance remains consistent with the 2023/24 outturn.	Place (Environment)
T4	The % of our unclassified carriageways in Red Risk condition	Smaller is better	19%	5%	Annual	Annual	Annual	Annual	22%	19%	NA	The annual outturn is 3% higher than the target for the year. Increases are more likely to be seen year on year on these carriageways due to a number of factors such as: the age of the roads; traffic volume; maintenance history; lower expected annual data coverage and less frequent surveys due to the size of the unclassified road network. Weather conditions such as wet winters can also contribute to the acceleration of road deterioration. For 2025/26 additional funding has been secured from both Department for Transport (DfT) and from Council prudential borrowing. This additional funding will be targeted at arresting the deterioration in the condition of the unclassified road network and at footways in red risk condition and in need to resurfacing	Place (Environment)
T5	National Highways and Transportation Public Satisfaction	Bigger is better	Upper quartile	NA	Annual	Annual	Annual	Annual	Upper Quartile/ 3rd Nationally	3rd Nationally	Comparison of results against those that participate	The annual target was achieved, remaining in the Upper Quartile. The national ranking of 3rd was also retained.	Place (Environment)
T6	The number of road safety improvement schemes	Bigger is better	Q4 = 20 (Cumulative)	5%	3	9	12	20	NA - Cumulative	22	NA	The quarter 4 and year-end targets have been achieved. The improvement schemes completed in this quarter were: 12. Powis Avenue - Introduction of speed table. 13. Metro complimentary measures - Improved footways and drop crossings. 14. Wednesbury Town Centre - Major public realm improvements. 15. Electronic Speed Sign installation - Various locations. 16. Wiltshire Way - Speed Cushions. 17. Hall Green Primary School - Road Saide Bollards. 19. Trowse Lane / Darlaston Road - Pedestrian guard railing. 20. Fountain Lane - Road Side Bollards.	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%	95.90%	97.00%	99.00%	N/A	93%	NA	The outturn for this quarter has remained on track since being narrowly short of target in the first quarter of the year.	Place (Environment)
T8	Meters of new cycle network	Bigger is better	4515m	5%	Annual	Annual	Annual	Annual	2,381m	NA	NA	The original targets were estimated based on the information held at that point. The targets were overly ambitious, and will be revised down for future years.	Place (Regeneration)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
T9	Number of Businesses supported	Bigger is better	Q4 = 60 Annual = 250	5%	183	194	219	219	815	211	N/A	Both quarter 4 and year-end targets have been achieved and exceeded. In this quarter, the service supported 219 businesses. Of these: • 116 (53%) of enquiries were related to pre-start and start-up support, assisting new businesses in getting established. • 59 (27%) of the enquiries concerned financial assistance, marking an increase from the previous quarter and highlighting the continued demand for funding support in Sandwell. • 23 (10%) of the enquiries focused on business advice and guidance. • 21 (10%) related to a range of topics including Decarbonisation Net Zero, land and property, environment, export, innovation, pre-start advice, social value, supply chains, and workforce development.	Place (Regeneration)
T10	Business receiving Financial Assistance or Grants	Bigger is better	Q4 = 10 Annual = 40	5%	21	24	17	46	108	103	N/A	Both quarter 4 and year-end targets have been achieved and exceeded. In this quarter, a total of 46 grants were successfully awarded to businesses operating across the Sandwell area. These grants were allocated through a range of support programmes designed to meet varying business needs, including: • SME Grants scheme (11) • Decarbonisation Net Zero (DNZ) project (6) • and the Start-Up Grants Programme (29). These initiatives aim to provide targeted financial assistance to help local businesses grow, innovate, and adopt more sustainable practices. The funding for these grants was made possible through the UK Shared Prosperity Fund (UKSPF), which continues to play a crucial role in supporting economic growth and resilience within the region. The grants have helped businesses to unlock new opportunities, reduce carbon emissions, and strengthen their operational foundations during a pivotal time for local enterprise.	Place (Regeneration)
T11	% of major planning applications decided on time	Bigger is better	60%	5%	100%	100%	100%	100%	100% (35 out of 35)	NA	NA	Performance is on target, and has been throughout 2024/25.	Place (Regeneration)
T12	Number of social value delivery plans entered into	Bigger is better	20	15%	Annual	Annual	Annual	Annual	29	NA	NA	Social Value Delivery Plans are implemented as part of the planning obligations and become a condition for employment, skills and community benefits. These are usually based on project size of 10 residential units, 10,000 sqm commercial or social housing (any number of dwellings) educational and medical organisations.	Place (Regeneration)
T13	New apprenticeships through social value	Bigger is better	70	5%	Annual	Annual	Annual	Annual	77	NA	NA	This outcome is made up of new start apprenticeships, trainees, paid work-experience, and existing apprentices who are being able to finish off their qualification on a Sandwell project.	Place (Regeneration)
T14	New jobs created through social value	Bigger is better	70	5%	Annual	Annual	Annual	Annual	84	NA	NA	This outcome is made up of jobs created for people who are unemployed or at risk of unemployment. Jobs created for duration of building projects and other permanent jobs within council let contracts and/or local businesses.	Place (Regeneration)
T15	Value of grants administered through the start-up grant programme (cumulative)	Bigger is better	Q4 = £30,000 Annual = £150,000	5%	£11,943	£23,900.52 (Qtr. 2 £11,956.56)	£48,330.53 (Qtr. 3 £24,430.01)	£85,744.90	£134,075.43 + £15,924.57 (UKSPF) = £150,000.00	NA	N/A	Both quarter 4 and year-end targets have been achieved. A total of 29 start up grants were awarded through the Start-Up Programme this quarter, with funding amounting to £85,744.90. The total amount awarded for the year was £134,075.43. There was a slight underperformance as a small number of participants were unable to meet their grant deadlines. As a result of this, the unawarded funds (£15,924.57) were reallocated to another project within the UK Shared Prosperity Fund (UKSPF) programme managed by the service. This approach ensured that all available funding was utilised effectively. These grants played a vital role in helping new businesses in Sandwell to establish themselves and take the first steps on their entrepreneurial journey.	Place (Regeneration)
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	328	577	903	762	2570	N/A	N/A	The figures 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

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
T17	Number of people supported by VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	91,774	111,444	137,495	132,069	472782	N/A	N/A	The figures 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%	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	NA - Point in time	N/A	N/A	Corporate Fleet Review workstreams are underway with developments across all workstreams taking place. Data analysis and scoping of fleet reduction is imminent with the aim of reduction work with services to begin in May 2025. The replacement vehicles process is also imminent with the establishment of the replacement panel planned for July 2025. Cenex Consultants have begun their analysis into our current fleet and planning for future zero-emission vehicle transitions, to provide actionable recommendations to assist the transition also expected in July 2025. The transition of Serco's Light Commercial Vehicle fleet to Zero Emission Vehicles is now profiled to be in place for September (Quarter 2) 2025/26.	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	Bigger is better	8% reduction in corporate emissions and 4% reduction in wider borough	5%	Annual	Annual	Annual	Annual	Available in Q1 2025/26	N/A	N/A	Corporate carbon emissions in 2024 were 9.0% lower than for 2023 across the corporate estate showing a significant reduction achieved in a large part through upgrading street lighting to LED. Borough emissions for 2023 will be made available from Central Government in June 2025. It is recognised that meeting targets for Net Zero, in particular for the borough emissions, is a national challenge that will depend on Government policy as well as work by SMBC and regional partners such as the West Midlands Combined Authority. The Climate Change Strategy is to be refreshed in 2025 to shape our approach going forward.	Place (Regeneration)
T20	The number of on-street residential EV charging points installed	Bigger is better	114	5%	Annual	Annual	Annual	Annual	14	N/A	N/A	The year-end target has not been achieved due to some contractor delays resulting in remaining installations taking longer than anticipated. Likely completion of Phase 1 (74 installations) in Quarter 2 2025/26.	Place (Regeneration)
T21	Number of homes built achieving M(4)2 standard and an EPC rating of B as a minimum	Bigger is better	100%	5%	Annual	Annual	Annual	Annual	100%	N/A	N/A	The council house new build programme continues to achieve its target of 100%. Of the 12 properties delivered; 11 were built to accessible and adaptable standard (M4(2)) and 1 to full wheelchair compliance (M4(3)). All properties had a minimum EPC rating of B.	Place (Housing)
T22	Number of new council homes built p.a. (Council house new build programme and the high rise programme)	Bigger is better	58	5%	Annual	Annual	Annual	Annual	14	15	N/A	The year-end target was not met. 12 units have been delivered as part of the Council house new build programme and 2 units have been delivered as part of the high rise programme. The remaining units that were to be delivered as part of the council house new build and high rise programmes have been delayed for handover to the Council. It is anticipated that the outstanding units to meet this target will be handed over in Quarter 1 2025/26.	Place (Regeneration)
T23	Number of Council homes retrofitted	Bigger is better	N/A for 2024/25	N/A	Annual	Annual	Annual	Annual	22	N/A	N/A	22 properties have been retrofitted with fabric first measures and solar photovoltaic (PV) installations in 2024/25. This has helped to reduce fuel poverty levels, improve Energy Performance Certificate (EPC) ratings and reduce carbon emissions. This is out of the 625 properties identified on the Social Housing Decarbonisation Fund (SHDF) 2.1 Project - this project continues up to 30th September 2025.	Place (Housing)
T24	Satisfaction in place to live – residents survey	Bigger is better	82%	5%	Annual	Annual	Annual	Annual	82%	81% (Sandwell 2023 Resident Survey)	LGA June 2024: 75%	Performance is one percentage point higher than last year and is significantly above the LGA benchmark.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
T25	Visits to Forge Mill Farm	Bigger is better	Q4 - 23,405 Annual - 103,455	5%	24,753	31,209	21,380	19,518	96,860	98,529	N/A	Both the quarter 4 and year-end targets have not been achieved. This is due to the way the holiday dates have fallen with no easter holidays in March 2025 resulting in less visits compared to the same period last year which included 9 days of Easter holidays.	Place (Environment)
T27	Event attendance at Sandwell Valley open space (internal and external events) (estimated)	Bigger is better	N/A	N/A	17929 4,300 (exc SVVC)	9699 5,250 (exc SVVC)	1,000	0	10,550	N/A	N/A	No internal or external events were held on Sandwell Valley open spaces during Q4, which is typical given the seasonal nature of events and reduced activity during the winter months.	Place (Environment)
T28	No of externally organised events (through event application)	Bigger is better	N/A	N/A	67	31	10	3	111	N/A	N/A	As expected during quarter 4 (winter period), there were less external events held. It is anticipated that with the arrival of spring and summer, the number of external events will increase.	Place (Environment)
T29	No of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	73,769	52,487	16,500	1,970	144,726	N/A	N/A	Due to the reduced number of events in Quarter 4 (winter period), attendance numbers were lower than previous quarters.	Place (Environment)
T30	Number of council organised events	Bigger is better	N/A	N/A	9	7	10	1	27	N/A	N/A	As expected during quarter 4 (winter period), the council only organised one Civic event.	Place (Environment)
T31	Number of event attendees at Council organised events (estimated)	Bigger is better	N/A	N/A	7,800	2,139	18,762	90	28,791	N/A	N/A	Attendance numbers were lower in quarter 4 due to the winter period and scheduling of just one event.	Place (Environment)
T32	Visits to Leisure centres (SLT)	Bigger is better	Annual: 2,222,224 Q4: 594,061	5%	599,330	624,840 (cumulative 1,224,170)	544,185 (cumulative 1,797,822)	638,534 (cumulative 2,436,416)	2,436,416	594,061 (2,222,224)	N/A	Both quarter 4 and year-end targets have been met. Growth has continued from 2023/24, and visits have increased during quarter 4 in-line with industry trends for this quarter. The year-end cumulative is 4.4% higher than target.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	1436 Annual - Each Q 359	5%	399	414	449	461	1,723	N/A	N/A	Both quarter 4 (28% above target) and year-end targets (20% above target) have been achieved. Significant additional funding from West Midlands Combine Authority Commonwealth Games Legacy Fund (£150k) enabled us to put on more activity throughout the year.	Place (Environment)
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	Q4 = 38 Annual = 152	5%	117	192	204	79	592	N/A	N/A	Both quarter 4 and year-end targets have been achieved and exceeded. Partnership work by out projects officer has brought in capacity and extra events and activities to our sites. A focus on our AIM - adults in museum initiative to support wellbeing and tackle loneliness and using resources to put on activities when we know the majority of our visitors want to come along. We have done more events but smaller scale activities.	Place (Environment)

Contextual Measures

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
T34	New business births/deaths	Bigger is better	N/A	N/A	Births: 425 Deaths: 490 (Q2 calendar year)	Births: 415 Deaths: 270 (Q3 calendar year)	Births: 345 Deaths: 324 (Q4 calendar year)	Births: 450 Deaths: 415 (Q1 calendar year)	N/A	N/A	(Q1 Calendar Year) Dudley – B: 305, D: 335 Walsall – B: 330, D: 320 Wolverhampton – B: 340, D: 350	Black Country business births increased by 22.8% (+265) on the quarter to total 1,425 (in Q1 2025), while business births across the UK increased by 36.5%. Business births increased on the quarter in all Black Country local authority areas, with Sandwell having the largest percentage increase of 30.4% (+105). Comparing Q1 2025 to Q1 2024, business births in the Black Country decreased by 3.4% (-50, UK +2.8%). Sandwell was the only Black Country local authority with a higher rate of business births compared to the same quarter last year, with an increase of 5.9% (+25), exceeding the national increase. Black Country business deaths increased by 18.8% (+225) on the quarter, totaling 1,420 in Q1 2025 (UK +20.4%). All Black Country local authorities increased in business births since the previous quarter, with increases in Dudley (34.0%) and Sandwell (25.8%) exceeding the UK average. Comparing Q1 2025 to Q1 2024, Black Country business deaths decreased by 18.6% (-325, UK -4.4%). Dudley was the only Black Country local authority to increase compared to Q1 2024 (1.5%), all other areas decreased at a faster rate than the UK. Business births exceeded business deaths in the Black country in Q1 2025 by 5. Business births were higher than business deaths in Sandwell (by 35) and Walsall (by 10).	Place (Regeneration)
T35	Total Jobs	Bigger is better	N/A	N/A	126,000 (2022)	126,000 (2022)	126,000 (2022)	127,000 (2023)	127,000 (2023)	126,000 (2022)	2023: Black Country : 447,000 Walsall : 99,000 Dudley : 111,000 Wolverhampton : 110,000	Source: Nomis	Place (Regeneration)
T36	Gross Value Added (total/per head/per employee)	Bigger is better	N/A	N/A	£19,750 (2022)	£19,750 (2022)	£19,750 (2022)	£21,021 (2023)	£21,021 (2023)	£19,750 (2022)	2023: Black Country: £20,565 UK: £36,103	Source: Economic Intelligence Unit	Place (Regeneration)
T37	Employment rate	Bigger is better	N/A	N/A	69.8% (2023)	69.8% (2023)	69.8% (2023)	67.3% (2024)	67.3% (2024)	63.9% (2022)	2024: West Midlands: 74.1% UK: 75.5%	Source: Economic Intelligence Unit	Place (Regeneration)
T38	Number of new homes built each year (all homes)	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	615	N/A	TBC	639 properties were delivered in 2023/24.	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	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O1	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	2 minutes and 38 seconds.	7 minutes 37 seconds	3 minutes and 21 seconds.	4 minutes 54 seconds	4 minutes 38 seconds	1 mins 53 seconds	N/A	Due to additional recovery of outstanding council tax, and annual billing in March performance was down on Quarter 3. In addition changes to Council tax reduction (CTR) scheme for 25-26 reduced the level of CTR support which affected 12,000 residents and lead to increase in calls. In March 24 we received 20,000 contacts compared to 35,000 in March 25. We tried to recruit 4 additional customer service advisors but only managed to find 2 suitable candidates and after their 6 week training they started to take calls in Q4. If we had recruited 4 staff performance would have been better. We are looking to get 2 temporary staff in during Q1 of 25/26 whilst we recruit for permanent staff again who will need training etc. We have also used back office support on customer services to help deal with the demand and this continued throughout March and April 25.	Finance and Transformation
O2	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	3.50%	9.90%	7.10%	10.00%	7.80%	3.00%	N/A		
O3	Adult Contact Centre Average Wait Measure	Smaller is better	30 Seconds	5%	1 min 1 sec	47 sec	2 min 56 sec	1 min 35 sec	1 min 35 sec	1 min 8 seconds	N/A	The 'Adult Contact Centre Average Wait measure' was 1 minute 35 seconds for both Q4 and for 2024/25, above the target of 30 seconds but an improvement on 2 minutes 56 seconds in Q3. The abandonment rate was 7.7% in Q4 and 6.79% for 2024/25, again an improvement on Q3 at 13.23%. This was due to recruitment of agency staff during these months allowing us to take a bigger volume of calls and in a more timely manner. As part of the ASC transformation programme, ASC is currently reviewing and piloting alternative approaches to how the service manages calls	People (Adult Social Care)
O4	Adult Contact Centre Abandonment Rate	Smaller is better	6%	5%	3.51%	2.73%	13.23%	7.70%	6.79%	3.94%	N/A		People (Adult Social Care)
O5	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	8.11%	5.74% (6.96%)	7.50% (7.14%)	7.30% (7.18%)	7.18%	10.86%	N/A	The Q4 and annual target were achieved. Vacancy rates have reduced to (11.53%) and are currently 1.5%. Sickness levels also reduced (3.04%). During this quarter 5 advisors have attended the 2-day Customer Service Training. The Contact Centre also experienced issues with Citrix throughout January which was eventually resolved on the 6.2.25. These issues did impact performance as screens froze in the middle of processes while customers were on the call, advisors then had to restart their systems and anything input was lost and had to be re-entered. Despite this challenge performance has been maintained.	Assistant Chief Executive
O6	Corporate Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	3 minutes 18 seconds	2 minutes 29 seconds	2 minutes 38 seconds	2 minutes 13 seconds	2 minutes 39 seconds	3 mins, 53 seconds	N/A	The Q4 and annual target were achieved. We have continued to provide a face to face service at the One Stop Shop (OSS) with 2 advisors per day to help deal with footfall, as well as 1 advisor covering both the West Bromwich and Blackheath Community Hub weekly. As well as carrying out Monthly Check in's with each Advisor, Team Leaders are also coaching their teams' and identifying areas for development which is helping to improve their performance and enhance their customer services skills across the team which has been positively received.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O7	Corporate Contact Centre – Call satisfaction	Bigger is better	N/A	N/A	99%	100%	100%	99.52%	N/A		N/A	<p>At the end of each call all customers are asked if they want to take part in the Customer Satisfaction survey where the question 'are you happy with the service you have had today' is asked. The outturn is for those customers who opted to do the survey and answered this question. There are some sub questions that are asked that include; 'have we resolved your query today?', 'if not, why?', 'which service is further action required from?' 'how easy was it to get your service request resolved today?'.</p> <p>99.52% of customers who completed the survey confirm they were happy with the service delivered by the Contact Centre. 75% confirmed that their enquiry had been resolved on the day, 16.08% didn't answer this question and the remaining 8.92% said no. The main reasons why their enquiry wasn't resolved was that they were waiting for further action to be carried out by the service area or had requested a call back. The 3 top areas were Repairs, Tenancy Management and Environmental enquires.</p>	Assistant Chief Executive
O8	Number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	33 days	26 days	23 days	26 days	27 days	26 days	25 days	<p>Many new claims can be complex and take longer to determine. The Council is seeing more of these complex claims as the rollout of universal credit has meant simpler claims are now picked up by the DWP. An example of complex claims are those that have discretionary decisions, where care, support or supervision is provided and administered by local authorities. We are looking to issue digital solutions for information and have recently taken on a graduate to move progress this project. This should improve performance moving forwards.</p>	Finance and Transformation
O9	Number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	8 days	8 days	6 days	3 days	6 days	3 days	8 days	<p>Performance is in line with this time last year and better than the benchmark figure</p>	Finance and Transformation
O10	SARs compliance with timescales	Bigger is better	95%	80%-95%	82% (70 received)	75% (83 received)	75 % (66 received)	68 % (78 received)	74% (295 received)	<p>Q4 2023 /24 75% (50)</p> <p>YE 2023 /24 70% (218)</p>	N/A	<p>A Directorate breakdown is as follows: Q4 - ACE - 67 % (3) - Finance & Transformation - 85% (13) - Place - 64% (53) - People - 63% (9)</p> <p>Year End - ACE - 92% (13) - Finance & Transformation - 80% (44) - Place - 76% (188) - People - 56% (50)</p> <p>Despite receiving more SARs, our performance figures have gone up from 70% in 2023 / 24 to 74% in 24 / 25.</p>	Finance and Transformation
O11	FOI compliance with timescales	Bigger is better	95%	80%-95%	85% (266 received)	85% (243 received)	81% (252 received)	74% (326 received)	81% (1087 received)	<p>Q4 2023/24 85% (332)</p> <p>YE 2023/24 85% (1143)</p>	N/A	<p>A Directorate breakdown is as follows: Q4 - ACE 86% (21) - Finance & Transformation - 85% (52) - Place - 79% (186) - People - 46% (67)</p> <p>Year End - ACE - 90% (63) - Finance & Transformation - 91% (223) - Place 83% (578) - People 61% (223)</p> <p>Unfortunately despite having received less FOI's across the year the performance figures have gone down from 85% in 23 / 24 to 80% in 24 / 25.</p>	Finance and Transformation

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O12	Average working days for Stage 1 complaints (excl. ASC) to be responded to	Smaller is better	10 working days	5%	9.76 days	9.56 days	11.64 days	12.88 days	13.55 days	N/A	N/A	A Directorate breakdown is as follows: -ACE: 7.31 days (Corporate Customer 7 days, HR&OD 11 days) -Finance & Transformation: 7.75 days (Finance 11 days, Registration Services 1.50 days, Revenues & Benefits 7.85 days) -Place: 13.73 days (Environment 7.59 days, Housing 20.22 days, Regeneration & Growth 7.25 days) -People: 13.23 days (Children & Education 13.23 days)	Assistant Chief Executive
O13	Average working days to respond to Cllr enquiries	Smaller is better	10 working days	5%	6.65 days	6.38 days	6.96 days (7.20 days)	6.85 days (7.56 days)	7.56 days	N/A	N/A	A Directorate breakdown is as follows: -ACE: 2.67 days (Corporate Customer 2.67 days) -Finance & Transformation: 5.01 days (Finance 6.67 days, Registration Services 7 days, Revenues & Benefits 4.90 days) -Place: 6.83 days (Environment 5.62 days, Housing 8.83 days, Regeneration & Growth 4.74 days) -People: 10.06 days (Children & Education 6.92 days, Adult Social Care 16.67 days, Public Health 4.67 days, Sandwell Children's Trust 5.40 days)	Assistant Chief Executive
O14	Average working days to respond to MP enquiries	Smaller is better	10 working days	5%	10.21 days	10.58 days	11.28 days (11.24 days)	11.81 days (11.87 days)	11.87 days	N/A	N/A	The Customer Feedback Team have had initial face to face meetings with all MP office teams and have also hosted their first training session on Homelessness and Choice based lettings which took place in February, with a further session being arranged with Education and Children Services. All MP officers have confirmed that they are happy with the standard of responses as well as timescales especially when comparing the same with neighbouring local authorities they correspond with. Below is a breakdown of the average working days to respond by directorate for quarter 4 (Jan-Mar). -Finance & Transformation: 8.82 days (Registration Services 6 days, Revenues & Benefits 9.07 days, Finance 8 days) -Place: 12.06 days (Environment 8.48 days, Housing 14.68 days, Regeneration & Growth 7.23 days) -People: 10.81 days (Children & Education 10.31 days, Adult Social Care 12.63 days)	Assistant Chief Executive
O15	% of complaints received that are at stage 2	Smaller is better	N/A	N/A	8.54%	10.21%	10.66%	9.69%	9.69%	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	Reception Rating: 4.89	Reception Rating: 4.88	Reception Rating: 4.87	Reception Rating: 4.87	N/A	N/A	Customers are asked to leave a score of 1-5. These are some examples of the comments from customers at the One Stop Shop for Q4: "Excellent work very helpful", "Friendly, very good service", "Very quick an easy", "Went the extra mile to solve the problem", "Great customer services".	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)	4.58 (39,621 ratings)	4.57 (65,912 ratings)	4.59 (103,992 ratings)	NA - cumulative	4.52 (104,195 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)	4.42 (6,074 ratings)	4.39 (8,587 ratings)	4.37 (11,317 ratings)	NA - cumulative	N/A	N/A	As far as end-to-end customer experience (rating after service provided), 81% of the total customer ratings left an experience rating of 4 or 5 stars. Attendance at the tip continues to have 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 analysis if required). Environment in the Place directorate has the most positive feedback.	Assistant Chief Executive
O19	Customer satisfaction measure from residents survey (LGA)	Bigger is better	66%	5%	Annual	Annual	Annual	Annual	65%	64% Satisfaction (Sandwell 2023 Resident Survey)	LGA Benchmark June 2024: 55%	Performance is one percentage point better than last year, although we are just below target. However, we are above the GA benchmark.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O20	The percentage of top 5% of earners that are women	Bigger is better	54%	10%	55%	56.80%	54.80%	54.80%	NA - point in time	53.10%	57% Median for West Midlands METs (Infinitats 2022-23)	Outturn this year has improved compared to last year and has exceeded the target for the year.	Assistant Chief Executive
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	24%	10%	22.10%	23.30%	23.60%	23.00%	NA - point in time	22.90%	20% Median for West Midlands METs (Infinitats 2022-23)	Performance is just inline with the outturn for last year and short of the target for this year.	Assistant Chief Executive
O22	The percentage of top 5% of earners who have a disability	Bigger is better	3%	10%	2.80%	2.80%	4.10%	4.00%	NA - point in time	2.20%	5.5% Median for West Midlands METs (Infinitats 2022-23)	Performance was better than the outturn for last year and the target for this year.	Assistant Chief Executive
O23	The percentage Disabled employees	Bigger is better	4.50%	10%	4.30%	4.40%	4.20%	4.20%	NA - point in time	4.40%	9.5% Census 2021 (Sandwell Economically Active Population (16+))	Performance is slightly below the outturn for last year and missing the target of 4.5% for this year. The reduction from 4.4% in Q2 to 4.2% in Q4 was expected due to the switchover to disability data captured via employee self-service with effect from Fusion go-live.	Assistant Chief Executive
O24	The percentage Ethnic Minority employees	Bigger is better	26%	10%	25.90%	25.80%	26.10%	26.50%	NA - point in time	25.50%	41.1% Census 2021 (Sandwell Economically Active Population (16+))	Performance has improved compared to last year and is just above the target for this year.	Assistant Chief Executive
O25	Variance from budget - General Fund	Smaller is better	0%	0.50%	0.20%	-0.28%	-0.33%	-0.45%	N/A		N/A	The gross budget for the General Fund is £755.382m. There is a £3.363m underspend at the end of Q4.	Finance and Transformation
O26	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.50%	1.50%	-0.34%	-0.43%	-4.08%	N/A		N/A	The gross budget (expenditure) for the HRA is £151,109,000. There is a underspend of £6.159m at the end of Q4.	Finance and Transformation
O27	Council Tax Collection	Bigger is better	Q4 (Cumulative) = 96%	1%	27.86%	53.00%	77.85%	94.61%	NA - cumulative	95.17%	TBC	Collection rate is slightly down on 2023/24. In monetary terms we collected £153.5m in 2024/25 (for 2024/25) compared to £143.8m in 2023/24. This is due to increase in council tax charge and additional premiums payable due to empty properties.	Finance and Transformation
O28	Business Rates Collection rates	Bigger is better	Q4 (Cumulative) = 95.6%	1%	29.03%	56.75%	80.35%	94.00%	NA - cumulative	95.02%	TBC	The collection rate is slightly down by just over 1% on 2023/24 as the new hospital came into rating at the end of March 2025 which created a charge of £1.8m which won't be paid until 2025/26. In addition, we Council collected £101.7m in 2023/24 compared to £112m in 2024/25.	Finance and Transformation
O29	Rent collected as a % of rent due (including arrears brought forward)	Bigger is better	95.50%	5%	95.56%	96.04%	96.32%	96.91%	NA - cumulative	95.98%	Year End 2023/24 National Median 96.64% / English LA's and ALMOS >10k stock Median 96.15% Source; Housemark	Performance has exceeded the Year End Target of 95.60% and last year's performance of 95.98%. This achievement comes despite the challenges of the cost-of-living crisis, the wider rollout of managed migration, and the additional 53rd week in the financial year. A revised team restructure has enhanced employee retention and fostered better communication through a more streamlined organisational structure. The team's dedication and effective case management have been key factors in delivering these outstanding results. Sandwell's performance continues to exceed industry benchmarks, outperforming both local authorities and housing associations averages across the sector. When measuring arrears as a percentage of annual rent, Sandwell's was a significant 1.1% lower than the overall industry average for local authorities and housing associations combined (additional data provided by MobySoft, available on request).	Place (Housing)
O30	Debt servicing as percentage of core spending power	Smaller is better	12.10%	5%	12.31%	11.80%	11.18%	11.23%	NA - point in time	10.78%	2023/24 Median for Similar LAs - 9.8% England Median - 8.5% (Oflog)	The indicator is the amount a council spends on debt repayments, relative to the amount of money the council has to spend on services. The 2024/25 outturn is favourable compared to original budget expectations. The increase compared to the previous year is due to a change in policy for the Minimum Revenue Provision to ensure prudent charge to the General Fund for Prudential Borrowing.	Finance and Transformation

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O31	Total debt as a percentage of core spending power	Smaller is better	235.30%	5%	228.32%	228.32%	222.88%	222.88%	NA - point in time	231.08%	2023/24 Median for Similar LAs - 203.3% England Median - 210.2% (Oflog)	This PI is how much debt a council holds, relative to the amount of money the council has to spend on services. There has been a significant reduction compared to prior year due to a large change in Council's Core Spending Power (increased 8%).	Finance and Transformation
O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	Bigger is better	45.50%	5%	41.50%	43.50%	46.30%	46.80%	NA - point in time	43.30%	2023/24 West Midlands: 51.7% Statistical Neighbour: 49.3% England: 54%	There has been an improvement in young people in Education, Employment and Training aged 19-21 up to 46.8% (3.5% above same period last year) this continues to be an area of focus for Corporate Parenting Board.	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%	42.80%	43.60%	43.40%	NA - point in time	40.6%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	There has been a 2.8% improvement over the last 12 months on Care Experienced young people aged 19-25 in Education, Employment and Training	People (Children and Education)
O34	Care experienced and Children in Care apprenticeships filled (borough wide)	Bigger is better	9	1	7	12	16	17	NA - cumulative	N/A	N/A	More Care Experienced Young People (CEYP) are choosing apprenticeship opportunities as a pathway. Engagement in apprenticeships has improved due to incentives such as paid work experience. Also, CEYP apprenticeship ambassadors are sharing their experience.	People (Children and Education)
O35	Care experienced and Children in Care apprenticeships filled (Council)	Bigger is better	5	1	4	5	5	6	NA - cumulative	N/A	N/A	We currently have 6 Care Experienced Young People (CEYP) on apprenticeships. There were 6 apprenticeship offers made to CEYP in Q3, starts have been delayed due to issues including: provision of suitable ID for HR onboarding, suitable (local) accommodation to the apprenticeship, and waiting to move into a property.	People (Children and Education)
O36	Children in Care Work experience placements (Council)	Bigger is better	15	1	Annual	Annual	Annual	Annual	11	N/A	N/A	These are work experience placements as part of the 'ringfenced' CEYP vacancy recruitment process, which aim to establish suitability for an apprenticeship. Age ranges for these are from 16-22. We showcase the offer at our Metsec drop in's and it is advertised as part of the CEYP offer. We also utilise the work experience offer to encourage the young people to apply for apprenticeship opportunities and currently we are able to offer paid work placements for CEYP who are 18-21. The numbers of CEYP completing work experience has increased since last year. All CEYP who want to complete work experience are able to as opportunities are created around the young person. Some young people are completing multiple work experience placements. Performance will improve will increased demand for these opportunities.	People (Children and Education)
O37	The proportion of Sandwell Children we Care for with live Housing applications at the end of the previous quarter housed in this quarter	Bigger is better	N/A	N/A	47.37%	56%	72.22%	66.67%	NA - point in time	N/A	N/A	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 albeit a slight drop on quarter 3, with almost 70% housed in the timeframe, a significant improvement on the position at the start of the year. The main challenge is the availability of suitable properties and the bids/ choices being made by the individuals coupled with the reduced choice due to lower numbers of council properties becoming available. The service is making contact with these individuals to see if they still require housing and what may be preventing them from bidding and addressing some of the disparity between expectation of the types of homes they will secure and the reality. These are having a significant impact on the proportion who have been housed.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O38	Average applications per vacancy	Bigger is better	10	10%	9.5	10	9	8.9	NA - cumulative	8.6	N/A	Performance is below the yearend target of 10 applications per vacancy but slightly better than the performance for the previous year of 8.6. Q3 performance was amended from 6.9 to 9.0 days due to an error with the data. The outturn for this indicator will vary according to the type of roles being recruited and the availability of suitable candidates in the labour market.	Assistant Chief Executive
O39	Percentage of vacancies filled	Bigger is better	77%	10%	83.30%	57.60%	N/A - Under review	N/A - Under review	N/A - Under review	73.30%	N/A	This measure is under review. The difficulty with the measure is that most vacancies advertised in the one quarter may not be filled in the same quarter and some may be put on hold/ withdrawn. This causes quarterly performance to fluctuate as was the case during Q1 and Q2 above. For this reason, the measure was put on hold with a view to finding an alternative approach for monitoring recruitment activity.	Assistant Chief Executive
O40	Employee engagement survey : Employee Engagement Score	Bigger is better	N/A for 2024/25	5%	Biannual	Biannual	Biannual	Biannual	Biannual	60% (2023/24)	64% 2023 Employee Survey benchmark comparator provided by BMG	It is proposed that a full- length survey is conducted every 3 years to inform directorate delivery plans and underpin the refresh of the Council Plan / People Strategy. This will ensure that actions are consolidated and reported on consistently.	Assistant Chief Executive
O41	Apprentices as a percentage of FTE employees (entry level)	Bigger is better	1.50%	10%	1.1	1.1	1.1	1.1	NA - point in time	1.20%	N/A	The total number of entry level apprentices in post as at year-end was 39. This represents 1.1% of the total FTE and is below the outturn for last year and the target for this year. If we had recruited an additional 13 apprentices the we would have achieved the year-end target of 1.5%.	Assistant Chief Executive
O42	Average working days lost per employee due to sickness absence (FTE)	Smaller is better	8.7	5%	2.83	5.81	8.49	10.63	NA - cumulative	11.35	9.4 The Year end Median for 19 West Midlands Authorities (Infinitats 2022-23)	Average days lost due to sickness this year have reduced by 0.72 days compared to last year. However, performance continues to be well below the Council target of 8.7 days.	Assistant Chief Executive
O43	% of working days lost due to sickness absence	Smaller is better	5%	5%	5.12%	5.12%	5.00%	4.70%	NA - cumulative	5.11%	3.4% CIPD Health & Wellbeing At Work Survey 2023	Performance for this indicator was better than the target for the year of 5.0%.	Assistant Chief Executive
O44	% annual reviews completed (as of 2025)	Bigger is better	N/A	10%	Annual	Annual	Annual	Annual	N/A	N/A	N/A	Reporting for this indicator will commence once the annual review cycle has completed at the end of June 2025. The target for this indicator requires revision to a more realistic figure for 2025-26.	Assistant Chief Executive
O45	% Staff turnover	Smaller is better	<=15%	5%	1.90%	3.90%	5.70%	7.9%	NA - cumulative	8.8%	15.2% Median for 17 West Midlands Authorities (Infinitats 2022-23) 14% Median for LGA (2020/21)	Performance for this indicator is well within the target of less than/ equal to 15%, which was based on the median for the West Midlands Authorities (2022-23).	Assistant Chief Executive
O46	Voluntary leavers as a % of total leavers (Voluntary turnover)	Smaller is better	<= 10%	5%	0.80%	1.90%	2.90%	3.80%	NA - cumulative	4.90%	9.41% Median for 17 West Midlands Authorities (Infinitats 2022-23)	Performance for this indicator is well within the target of less than/ equal to 10%, which was based on the median for the West Midlands Authorities (2022-23).	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year	Benchmark	Commentary	Directorate
O47	% of Council Staff / Members completed child rights training	Bigger is better	N/A	N/A	N/A for Q1	N/A for Q2	2.15% (85 staff)	(2.78%) 111 staff	NA - point in time	N/A	N/A	Child Rights Training is part of the Child Friendly Sandwell Project. A Memorandum of Understanding has now been signed and the discovery phase has also been completed. Child Rights Training was delivered in November, December and January by UNICEF to 11 staff.	Assistant Chief Executive
O48	Members with PDPs	Bigger is better	TBC	TBC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	The Member development Programme is currently under review and the PDPs are part of this review. It is anticipated that there will be a process up and running by May/June. A member working group is looking at how PDPs are undertaken in order to get the best out of them to support members learning and development.	Assistant Chief Executive
O49	Response rate for citizenspace consultations	Bigger is better	750 per quarter and 3000 year end	5%	351	2,300	2,685	218	5,554	N/A	N/A	The team continues to deliver training across the organisation so that more surveys are undertaken through citizenspace, rather than through other survey tools. This means that over time, the number of responses will increase. Whilst we were below target in Q4, the annual outturn is well above target. In Q3, the online survey for the Council's Budget Consultation took place with 1,575 responses.	Assistant Chief Executive
O50	Response rate for SHAPE Survey	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	2,751	N/A	N/A	The Shape Survey took place in Q1 and there were 2,751 responses, a 141.5% increase from 2023.	Assistant Chief Executive
O51	Number of Schools engaging with the Council	Bigger is better	NA - revised PI in Q3	5%	N/A for Q1	N/A for Q2	100%	24%	100%	N/A	TBC	This quarter 28 schools were engaged through SHAPE and Child Friendly activity. There were another 2 schools engaged that were not in Sandwell, but include Sandwell children, these have not been included in the figures. Over the year, all schools have engaged with the Council.	Assistant Chief Executive
O52	Children's rights impact assessments - number of staff trained	Bigger is better	N/A	N/A	N/A for Q1	N/A for Q2	N/A for Q3	26	NA - point in time	N/A	TBC	This PI will be amended in 2026/27 to the number of Children's rights impact assessments being completed. This is because a programme of training will be put in place for 2025/26. Once staff are trained, the expectation is that the impact assessments will then be completed.	Assistant Chief Executive