

Corporate Performance Report 2025/26

Rag Rating

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

Growing up in Sandwell

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Children and young people are given the best start in life and are well prepared for school										
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 (September 2025)	5%	352	330 new places created (at the end of Spring Term 2025)	N/A	N/A	We have created 352 Places that are operational for children of 0-4 working parents. Money has been awarded to create an additional places across Sandwell. This has required building work and expansion in the summer term which is on track, and the places will be offered in September.	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	1444 (September 2025)	5%	586	449 (379 new places were funded 70 extended hours places secured)	N/A	N/A	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.	Children and Education
Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach national standard										
G6	Placeholder for replacement for '% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools'	Bigger is better	NA	2ppts	NA	NA - measure discontinued and alternative under review	88% (31 Aug 2024)	N/A	This measure has been discontinued and alternative is under review. Awaiting government guidance.	Children and Education
Children and young people in Sandwell are able to grow up in a safe, stable loving home										
G9	Rate of Children on a Child Protection Plan at period end (Rate per 10,000)	Smaller is better	45	<55.0%, >45.0	46.4	40.7	51.3	March 2024/25: Regional:44.7 National:41.6 Stat Neighbour: 61.2	The number of Children on a Child Protection Plan at the end of June 2025 is 403, a decrease from 417 in the previous month and 37 fewer Children on a Child Protection Plan in comparison to June 2024. The current rate of 46.4 per 10,000 children is lower than the March 2024 Statistical Neighbour Average (61.2) although above England Average (41.6). The number of children on a Child Protection plan and those exiting a plan continues to be monitored closely, by both the operational teams and safeguarding unit.	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	94.7	94.7	96.8	March 2024/25: Regional: 90 National: 70 Stat neighbour: 108.7	The number of children we care for has stabilised at 822 over the last month, it is lower the same period in the previous year (831). The current rate of children we care for is now at 94.7 per 10,000 which is below the statistical neighbour average of 108.	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%	8%	10.20%	11.70%	March 2024/25: Regional: 10% National: 10% Stat Neighbour: 9.5%	Children with 3 or more placement moves in last 12 months has decreased to 8.0% (66 children). It has decreased month on month since March 2025 and we are now 1.5% below Statistical Neighbour average.	Children and Education (SCT)

Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun

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 - 3414 (10% aged 6-12 in each town - unique) HAF - 23,500 (30% eligible population (FSM) - unique) SHAPE - 11,894 (10% annual target population 4-25yrs - attendances)	5%	GP 4621	GP 1964	GP 1,840	N/A	The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. There were a large number of Go Play sessions delivered in Q1.	Children and Education
					HAF 4846 (589 SEND)	HAF 2,492 (83 SEND)	HAF 6,814			
					CF 30 Shape-743	787	SHAPE 699			
G12b	Number of children and young people engaging in council led activities across the Youth Service	Bigger is better	Reach - 2220 (7% of target population) SEND - 290 (7% increase on last year) Detached - 12,134 (7% increase on last year)	5%	Reach of Young People: 645	Reach of Young People: 354	Reach of Young People: 639	N/A	The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. The reach of Declared SEND has been lower in Q1 due to capacity issues and only 1 SEND session being operational. This should improve from Q3 when a second session will start.	Children and Education
					Reach of Declared SEND Young People: 93	Reach of Declared SEND Young People: 45	Reach of Declared SEND Young People: 110			
					Engagement of Young People through detached Youth Work: 4088	Engagement of Young People through detached Youth Work: 3,188	Engagement of Young People through detached Youth Work: 2,578			
G13	Children's books issue figures (physical and electronic)	Bigger is better	48,392	5%	49,419	46,394	41,501	N/A	The target for this quarter has been achieved and exceeded by 1,027 (2%). We have seen an increased take-up of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations.	Place (Environment)
G14	The number of free activities for children in libraries	Bigger is better	1,857	5%	2,111	2,117	1,839	N/A	The target for this quarter has been achieved and exceeded by 254 (14%). Free activity for children and families is one of our primary objectives, especially where we can link it with borrowing books to improve literacy.	Place (Environment)

Children, young people and their families receive the right support, in the right place, at the right time

[illegible]

G31	Proportion of children in Reception who are overweight or obese	Smaller is better	N/A	N/A	Awaiting latest data	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	ASC and Health (Public Health)
G32	Proportion of children in Year 6 who are overweight or obese	Smaller is better	N/A	N/A	Awaiting latest data	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	ASC and Health (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	10.5% (June 2025)	10.5% (March 2025)	9.3% (June 2024)	June 2025: Regional: 7.7% National: 5.5%	The 18-24 claimant count has stayed the same 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 6.9% (regional) and 5.0% (national), although the increase has been steeper in Sandwell. Source: Nomis	

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Living in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Clean, well maintained public spaces and assets										
L2	NI195 - Improved street and environmental cleanliness	Smaller is better	litter: 2.50%	5%	N/A	3.00% (T3 - Dec-Mar)	6%	N/A	Awaiting results for T1 (April - July)	Place (Environment)
			detritus: 6.50%	5%	N/A	6.50% (T3 - Dec-Mar)	17%		Awaiting results for T1 (April - July)	
			graffiti: 1.50%	5%	N/A	0.5% (T3 - Dec-Mar)	3%		Awaiting results for T1 (April - July)	
			fly-posting: 0%	5%	N/A	0.5% (T3 - Dec-Mar)	0.50%		Awaiting results for T1 (April - July)	
L6	Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours	Bigger is better	90%	5%	82.57%	81.30%	95.88%	N/A	Target for this quarter has not been achieved. In total there were 109 cases, of which 90 (83%) were cleared and 19 (17%) were not cleared within the 4 hour timescale. Performance for hazardous waste is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted.	Place (Environment)
L7	Remove fly tips on public (contract maintained) land within 24 hours	Bigger is better	90%	5%	97.43%	98.30%	93.71%	N/A	The target for this quarter has been achieved and is an improvement compared to the same period last year. There were 3418 fly tips logged in this period of which 3330 (97%) were removed and 88 (3%) were not removed within the timescale.	Place (Environment)
L8	The number of new trees planted	Bigger is better	200	5%	210	1,425	208	N/A	The target for this quarter has been achieved and exceeded by 10. The Tree Nursery at Sandwell Valley was planted with native whips, selected trees planted in highway verges following special requests.	Place (Environment)
L9	The number of missed bins (not remedied within 24 hours) per 100,000 collections	Smaller is better	80 per 100,000	5%	372 (27.31%)	427 (27%)	900 (42.57%)	N/A	The target for this quarter has not been achieved. The target is extremely challenging (requiring more than 99.9% service accuracy) but it's the target that was agreed with Serco given the importance of service reliability to residents. However, missed collections are down from the same period last year and quarter 4 2024/25. This is due to additional resources, the rebalancing of the round earlier this year, less staff sickness and quicker turnaround with vehicles. This should have a positive impact on performance and meeting targets for the forthcoming quarters.	Place (Environment)
Safe and affordable homes										

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: 66.67% Stage 2: 0%	Stage 1: 55% Stage 2: 100%	Stage 1: 40% Stage 2: None	N/A	Performance continued to improve over Q1 of this year for the stage 1 outturn, with an increase of 26.67 percentage points since Q1 last year. Assuming the continued rate of improvement for stage one outcomes the target should be hit by the end of quarter 3. This has been possible as the innovative approach to securing hard to recruit to posts through career graded roles has meant the service now has 5 trainee officers who are progressing very quickly in their training and development with all officers now able to inspect and case hold without continuous oversight. The Stage 2 outturn for Q1 was impacted by a low number of cases at this stage (three), all of which exceeded timescales due to complications from both tenant delays and some staffing capacity issues. This will be rectified over the coming quarter to help the service to return to its previous gradual improvement journey.	Place (Housing)
L15	% of responsive repairs completed in timescale	Bigger is better	95%	5%	Emergency 94.94% Non-emergency 77.37%	Emergency 90.6% Non-emergency 75.7%	Emergency: 88.82% Non-emergency: 71.49%	Year end 2024/25 National English Median -Emergency 95.97%/Larger LA and ALMO's >15k 90.3% ; National English Median - Non-emergency 82.6%/Larger LA and ALMO's >15k 90.3% - Source; Housemark July 25.	Emergency figures are much improved, it is the routine repairs bringing the overall score down. Contractor completions are still a cause for concern, with jobs often completed on time but system not updated correctly. Weekly outstanding job reports are being sent to contractors to highlight WIP/non completions and monthly performance meetings are being held.	Place (Housing)
L16	Number of long term empty homes brought into use	Bigger is better	15	5%	15	14 (41)	8	N/A	As per the outturns at the tail end of last year, performance continues to meet the target. The service achieved some significant successes on complex long term cases over the last quarter which means the target of 15 just being met doesn't do sufficient justice to the level of work that was involved. This part of the service is going from strength to strength and bringing much needed empty properties back in to use.	Place (Housing)
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Bigger is better	100%	0%	99.7%	99.90%	98.89%	Year end 2024/25 National English Median - 99.97% (45.2% of organisations are fully compliant)- Large LA's and ALMO's >15k 100% (56.3% fully compliant) Source; Housemark July 25.	Sandwell MBC have a compliance rate of 99.6 % on properties where a Landlords Gas Safety Check is required. We are actively trying to access properties 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%	100%	100%	89.73%	Year end 2024/25 National English Median - 100% (76.3% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25.	All assessments were completed as of end June 2025.	Place (Housing)
L18c	Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Bigger is better	100%	0%	93.8%	34.10%	0.00%	Year end 2024/25 National English Median - 100% (78.5% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25.	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. 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%	Year-end 2024/25 National English Median - 100% (80.9% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (86.7% fully compliant) Source; Housemark July 25.	All risk assessments complete.	Place (Housing)
L18e	Housing Compliance Health Check (Over 6 key areas): Lift safety checks	Bigger is better	100%	0%	100%	100%	100%	Year end 2024/25 National English Median - 100% (75.9% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (73.3% fully compliant) Source; Housemark July 25.	All risk assessments complete.	Place (Housing)

L18f	Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (DEICR) under 5 years old (or in legal resolution)	Bigger is better	100%	0%	98.1%	97.50%	95.19%	Year end 2024/25 National English Median - 99.35% English LA's and ALMO's >10k 98.56% Source; Housemark July 25	A contractor has provided additional resource to increase outturn volumes. This will be proactively monitored to work towards 100% compliance to be achieved, allowing for the no access process to be followed.	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	0%	N/A	447 non decent / stock 27,820 (1.61%)	293 non decent / stock 27,892 (1.05%)	887 non decent/stock 26,872 (3.20%)	Year end 2024/25 National English Median - 0.52% (25.5% of organisations are fully compliant) Large LA's and ALMO's >15k 5.47% (0% fully compliant) Source; Housemark July 25.	11,005 properties have now had a stock condition survey and of these 352 are non-decent. There are also 95 properties with category 1 hazards resulting in 447 non-decent properties in June 2025.	Place (Housing)
L20	Total households in Temporary Accommodation (TA)	Smaller is better	250	5%	243	243	219	Qtr3 24/25 per 1000 properties Sandwell - 1.80, National Average - 5.28, West Midlands Average - 3.44	The service has achieved this target for the first time in around 18 months. The number of households in Temporary Accommodation (TA) remained static from Q4 and reduced from its peak for the first time in over 2 years. This plateau and change in profile of temporary accommodation use has equated to a Q1 reduction in spend on temporary accommodation of almost £300,000. This demonstrates that the range of mitigations set out for 2025/26 are starting to take effect with around 10% of the mitigation delivering the reduction to date of 17%. Work continues to push forward the mitigations over Q2 of this year and whilst the progress has been slower than anticipated, the impact has been greater proportionate to the mitigating units delivered. The service expects to continue to manage the use of TA throughout the remainder of 2025/26.	Place (Housing)
L21	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	65%	5%	82.5%	75.1%	60.9%	Qtr. 3 24/25 National Average - 53.8%, West Midlands Average - 53.7%	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 centred model and this has not just meant we perform well on this national measure but that we also have a Temporary Accommodation 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)
Improve outcomes for local people on local issues										
L23	The number of library visits in person	Bigger is better	164,924	5%	166,810	185,309	175,726	N/A	The target for this quarter has been achieved and exceeded by 1,886 (1%). Visits remain steady because of Welcoming Spaces, where refreshments are provided in libraries, along with free activities. This is funded through Household Support Fund. We have reduced the target for Smethwick Library compared to last year's outturn, because of the loss of a partner (visa applications) who shared our space, therefore, the overall targets are lower than 2024-25 as it would be impossible to achieve an increased target.	Place (Environment)

L33	% of contacts received through MySandwell	Bigger is better	N/A	N/A	61%	56%	57%	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 61% of all measured contact. Booking appointments at the tip, making payments and scheduling bin-day reminders are the most used services accounting for the digital uptake. The largest prospect for growth is channel shifting housing repairs contact – which is significantly the largest reason for customers’ calling the council. Operational challenges and subsequent performance in repairs attendance to reported defects and longer term scheduled maintenance, make channel shift challenging until service limitations are overcome. The Digital Team are however progressing with plans to develop functions to maximise channel shift for housing repairs contact, in partnership with the Repairs service. Quarter 1 figures are higher, this is mainly due to increase tip use in Spring and annual subscriptions for green waste. Also, payments tend to be higher due to Council Tax payments starting again in March. January and February attract far less payments, and the tip is used less over winter months which brings the overall year % down.	Assistant Chief Executive
Contextual Measures										
L34	Total recorded crime in Sandwell	Smaller is better	N/A	N/A	8,659	8,045	8,237	N/A	Total recorded crime in Sandwell has seen an increase compared to Quarter 4. The rise is primarily driven by Violence Against the Person offences, which increased by 180 incidents (3,438 in Q4 to 3,618 in Q1). This is partly linked to the introduction of a new knife crime policy and proactive enforcement activity under Operation Guardian. There has also been a small rise in theft offences (an additional 209 crimes), prompting a targeted focus on retail crime in town centres over the summer. All other crime categories have either decreased or remained stable.	Place (Environment)
L35	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	N/A	N/A	1341 crime 905 Non-Crime	1,612 Crime 934 Non-Crime	1,442 Crime / 927 Non-crime	N/A	Domestic abuse incidents reported to the police in Sandwell show a slight reduction compared to the previous quarter. This includes both crime (1,341 incidents) and non-crime reports (905 incidents). No specific causal factors have been identified for this decrease at this stage, and levels will continue to be monitored to identify any emerging trends.	Place (Environment)
L36	The number of cases referred to MARAC	Smaller is better	N/A	N/A	222	182	181	Operation Willowbay Q4: Region - 1920 Sandwell: 182 Birmingham: 799 Coventry: 334 Dudley: 188 Solihull: 106 Walsall : 144 Wolverhampton: 167	There has been an increase in the number of cases referred to MARAC this quarter, with 222 cases discussed. This is in line with SafeLives’ recommended volumes and reflects ongoing work to increase referrals from a broader range of agencies beyond the police. During this period, 25% of MARAC referrals came from partner agencies, meeting SafeLives’ recommended range of 25–40% and demonstrating improved multi-agency engagement in safeguarding high-risk domestic abuse victims.	Place (Environment)
L37	Child Poverty Rate	Smaller is better	N/A	N/A	42.6% (2023/24)	N/A	47% (2022/23)	2023/2024 National:31%	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. https://endchildpoverty.org.uk/child-poverty-2025/	
L38	Out of work benefits rate	Smaller is better	N/A	N/A	7.3% (May 2025)	7.5% (March 2025)	6.6% (June 2024)	May 2025: Regional: 5.6% National: 4.1%	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	£649.50 (2024)	£649.50 (2024)	£613.3 (2023)	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	29% (December 2024)	29% (December 2024)	28% (March 2024)	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	

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Healthy Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
People to lead healthy lives in their community and live well for longer										
H2	ASCOF 3D Proportion of people using social care who receive self-directed support, and those receiving direct payments	Bigger is better	18%	22%	15%	16%	18%	2023/24 25.5% (Direct Payments); 92.2% (Self Directed Support) - England Average	Figures shown are the percentage of adults receiving direct payments. The percentage receiving self-directed support is always 100%. Data is for service users only, and currently excludes carers. The Council has now trained 140 staff in the new approach for Direct Payments across finance and social work teams. So far this year there have been 3 panels held where officers review cases and eligibility for Direct Payments. Further panels are scheduled throughout the year and as of the 30th July, there were 12 new Direct Payment Offers. Considering the amount of work taking place in this area, we expect to see improvements in performance in the next 6 months.	ASC and Health
Peoples needs for care and support are reduced or prevented through early intervention and prevention programmes										
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%	57%	51%	50%	2023/24 79.4% - England Average	Performance has improved by 6% from Q4 2024/25 to Q1 2025/26, evidence of the impact of the work being undertaken with our transformation partner ARCC to improve our internal and externally commissioned reablement services (short-term, intensive support designed to help individuals regain their independence and confidence after an illness, injury, or period of reduced mobility). This includes reviewing the intermediate care pathway (such as the Short Term Assessment and Reablement (STAR) service, 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.	ASC and Health
H7	NHS Health Checks	Bigger is better	4,280 (annual)	5%	0	40	941	N/A	A new service is being mobilised with GP practices, which has taken longer than expected. This delay has meant there has been no delivery in Q1, but GP practices are expected to start delivery in August.	ASC and Health (Public Health)
H8	% community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	N/A	We continue to meet the target for Sandwell Community Alarms.	ASC and Health
H9	Number of adults completing a tier 2 weight management programme	Bigger is better	75% Completions from referrals	5%	2% (495 referred, 10 12 week completers)	0.5% (398 were referred, 2 12 week completers)	17.4% (420 referred, 73 12 week completers)	N/A	We continue to see a strong level of referrals to the Adult Weight Management programme, demonstrating the ongoing need for this service. However, we are still addressing performance challenges relating to the number of participants starting the 12-week programme and the percentage who complete it. To respond to this, we are developing new plans for Adult Weight Management that align with recently released NICE guidelines.	ASC and Health (Public Health)
People remain as independent as possible for as long as possible and lead fulfilled lives (re-ablement)										

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%	NA	65%	69%	2023/24: England Average 83.8%	Awaiting Q1 data	ASC and Health
H12	ASCOF 2E The proportion of people who receive long-term support who live in their home or with family	Bigger is better	Part 1 - 88% Part 2 - 70%	66%	Part 1 - 88% Part 2 - 68%	Part 1 88% Part 2 - 69%	59%	2023/24: England average : 81.6% for Part 1. No Part 2 figures published	The target has been achieved for 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). Performance is just below target for 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).	ASC and Health
Residents are protected from harms to their health and wellbeing										
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	98%	93%	99%	98%	95%	N/A	There's no benchmarking for ASCOF 4b. The definition for the measure changed in April 2023, however, comparative data for has not been published. Performance remains above target in Q1 of 2025/26.	ASC and Health
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	96%	90%	96%	98%	97%	N/A	Performance remains above target in Q1.	ASC and Health
Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced										
H21	Number of Non-English speaking residents who complete a English Language community programme/course	Bigger is better	325 Learners (2024/25 Academic Year)	90%	522 active learners	400 Learners (AY - 2023/24 Annual figure)	N/A	N/A	Sandwell Language Network provides a programme of free, community-based English language learning support across the borough. They are on track to significantly exceed learners enrolled on a English Language community programme/course for this academic year. Over the last quarter, the programme has delivered 35 courses, 1 new ESOL (English for Speakers of Other Languages) workshop and 878.5 hours of ESOL learning.	ASC and Health (Public Health)
Contextual Measures										
H22	Proportion of adults who are physically active	Bigger is better	N/A	N/A	48.5% (Nov 23-Nov 24) Released April 2025	NA	51.4% (Nov 22- Nov 23) (released April 2024)	Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%)	Data available from the Adult Active Lives Survey data. This is an annual data set so no new data will be available until 2026.	ASC and Health (Public Health)
H23	Proportion of children and young people who are physically active	Bigger is better	N/A	N/A	NA	38.9% (released Dec 2023)	N/A	N/A	Data source is the Children and Young People Active Lives Survey, however no data was available this year due to poor response rates. While the Active Lives Survey remains the nationally recognised reporting tool for local authorities, there are additional indicators that could more accurately reflect current activity levels in Sandwell . Moving forwards, the Children and Young People Active Lives Survey, completed internally as a measure of physical activity will be used for an outturn, given that low reports to the survey mean Sandwell figures are non-reportable. We are also reviewing other data sources, including the SHAPE survey.	ASC and Health (Public Health)
H24	Smoking prevalence	Smaller is better	In line with national average	N/A	Awaiting data release	17.7% (2023) (released Oct 2024)	21% (2022) (released Sep 2023)	2023: National: 11.6%	Data available annually from Fingertips. Next update due Oct 2025 (Q3 2025). Prevalence has reduced from 21% to 17.7% - this is good progress towards our Smoke Free Generation ambitions.	ASC and Health (Public Health)

H30	Smoking 4-week quits (per 100,000 population)	Bigger is better	In line with or better than National average	N/A	Awaiting data release	1,120 (2022/23) (released March 2024)	N/A	2022/23 Regional: 890 National: 1,620	Data available from Fingertips annually. Awaiting next data release. The number of quits in 2022/23 were 1,120 compared to 2373 in 2021/22. On 1 April 2025 a new smoking cessation provider commenced delivery in Sandwell. They are working to further develop pathways into service and will be a visible presence across Sandwell in order to engage more people with the offer.	ASC and Health (Public Health)
H31	Smoking at time of delivery	Smaller is better	In line with or better than National average	N/A	Awaiting data release	8.9% (373) (latest data release Nov 2024)	9.8% (released Nov 2023)	Released Nov 2024: National: 7.4%	Data available on Fingertips annually. Awaiting data release. Although still higher than the national average, smoking prevalence at the time of delivery reduced from 9.8% in 2022/23 to 8.9% in 2023/24 - lowest Number and proportion of smokers in 12 years. Monies from the Local Stop Smoking Services & Support Grant (LSSSG) have been allocated to support Sandwell's Healthy Pregnancy Team to deliver bespoke cessation support to pregnant smokers.	ASC and Health (Public Health)
H32a	Successful completion of drug treatment (opiates)	Bigger is better	In line with or better than National average	N/A	3.83% (37) (latest data release May 2025)	4.27% (41)	6.81% (Mar 2024)	National: 5.7% (Mar 2025)	While successful completion of treatment for opiates have decreased the number of new presentations for opiates has increased; from 222 in the 12 months prior to May 2023, to 295 in the 12 months to March 2025 - on average it takes 3 years for someone to successfully complete treatment for opiate dependency. Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need. 12 projects have recently been grant funded to provide activities to support recovery in Sandwell.	ASC and Health (Public Health)
H32b	Successful completion of drug treatment (non-opiates)	Bigger is better	In line with or better than National average	N/A	24.7% (latest data release May 2025)	25.53% (March 2024)	32.68.0% (June 2024)	National: 29.8% (Mar 2025)	A decrease compared to March 2024, but a slight increase compared to the previous quarter. Work is on-going to understand and mitigate against unplanned exits from treatment. Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.	ASC and Health (Public Health)
H32c	Successful completion of alcohol treatment	Bigger is better	In line with or better than National average	N/A	31.3% (latest data release Mar 2025)	31.5% (Dec 2024)	33.0% (Mar 2024)	National: 35.4% (Mar 2025)	Similar performance to the previous quarter and last year's position. Substance misuse services continue to work with entrenched drinkers who require intensive and often long-term support. Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.	ASC and Health (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	Awaiting data release	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).	ASC and Health (Public Health)
H34	(PH-HP) Vaccine Uptake : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY)	Bigger is better	In line with or better than National average	95% MMR Meet national benchmarks	Latest data Q4, MMR 1 dose - 24 months - 88.3% MMR 1 dose - 5 years - 92.2% MMR 2 dose - 5 years - 81.9% HPV and Men ACWY Annual (data released November) HPV 1 dose - 12/13 years (F)- 63.3% HPV 1 dose - 12/13- (M) - 58.8% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 47.9%	Q3 data MMR 1 dose – 24 months – 86.9% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 79.4% HPV 1 dose -12/13 years (F)- 63.3% HPV 1 dose - 12/13- (M) - 58.8% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 47.9%	MMR 1 dose – 24 months – 88.1% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 81.2% HPV 1 dose -12/13 years (F)- 63.3% HPV 1 dose - 12/13- (M) - 58.8% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 47.9% 23/24	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 - 73.0% (2023/24)	Data updated annually. Regional benchmarks available here: https://fingertips.phe.org.uk/profile/public-health-outcomesframework/data#page/1/gid/1000043/pat/6/par/E12000005/ati/302/are/E08000028/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/humanpapillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023	ASC and Health (Public Health)
H35	STI testing rate (rate per 100,000)	Bigger is better	In line with or better than National average	N/A	4001 (2024)	N/A	3940 (2023)	2024: National average: 4089	Data released annually. New data 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	ASC and Health (Public Health)
H36	Proportion of households in fuel poverty	Smaller is better	N/A	N/A	18.5% (2023)	22% (2022)	20.6% (2021)	2023: West Mids.: 16.7% England - 11.4%	Fuel poverty has decreased from 2022. This is in line with the regional and England figures which have also decreased by from 19.6% and 13.1% respectively.	ASC and Health (Public Health)
H37	Infant mortality rate (per 1,000)	Smaller is better	N/A	N/A	Awaiting latest data	7.1 (2021-2023)	6.1 (2020-2022)	2021-23: England: 4.1 West Midlands: 5.9	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)
H38	Healthy life expectancy	Bigger is better	N/A	N/A	Awaiting latest data	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	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)
H39	Premature mortality for those with severe mental illness	Smaller is better	N/A	N/A	Awaiting latest data	133.3 (2021-2023)	144.5 (2020-2022)	2021-23: West Mids.: 115.1 England: 110.8	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)

Corporate Performance Report 2025/26

Thriving Economy in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Residents and businesses are well connected and have a good travel experience in the borough										
T6	The number of road safety improvement schemes	Bigger is better	3	5%	3	20	3	NA	Target achieved for this quarter. The schemes completed were: 1. New Puffin Crossing, Londonderry Road, 2. Bollard son corner of Sandwell Road, West Bromwich to protect school children, 3. Hall Green Road Wednesbury – Road safety scheme and new pedestrian crossing.	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%	99.00%	99.00%	94.50%	NA	Performance remains ahead of target, maintaining the excellent performance from quarter 4 last year and an improvement on the same period in the previous year.	Place (Environment)
Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents										
T9	Number of Businesses supported	Bigger is better	130	5%	162	219	183	N/A	Between April and June 2025, the Business Growth Team supported a total of 162 businesses. Of the enquiries received during this period, 62 (38%) were related to financial assistance, 44 (27%) sought pre-start support, and 37 (23%) requested general business support and guidance. The remaining 19 (12%) of enquiries were distributed across various areas including Decarbonisation Net Zero Grants (DNZ), land and property expansion, social value initiatives, and workforce development.	Place (Regeneration)
T10	Business receiving Financial Assistance or Grants	Bigger is better	0	5%	0	46	21	N/A	No grants have been awarded so far under Year 4 of the Integrated Settlement UK Shared Prosperity Fund (UKSPF) 2025/2026 programme, primarily due to the delayed start of activity for this funding year. However, it is anticipated that the grant allocation process will progress in Quarter 2, with the expectation that awards will begin to be issued during that period.	Place (Regeneration)
T11	% of major planning applications decided on time	Bigger is better	90%	5%	90% (9 out of 10)	100% (10 out of 10)	100% (10 out of 10)	NA	The planning service has met their target and significantly exceeded the national target of 60% (National Target 60%). This is due to the dedication and professionalism of the service.	Place (Regeneration)
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	494	762	328	N/A	The statistics provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities.	Assistant Chief Executive
T17	Number of people supported by VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	113,820	132,069	91,774	N/A	The statistics 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
Sandwell will be a net zero council by 2030 and a net zero borough by 2041										
T18	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Bigger is better	7.5% Annual target only	5%	N/A	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	N/A	Not available in Q1, this will be available in Q2.	Place (Environment)

A thriving cultural, heritage, arts and leisure offer										
T28	No of externally organised events (through event application)	Bigger is better	N/A	N/A	51	3	67	N/A	The number of externally organised events have reduced compared to the same period last year due the number of applications received. However the attendance numbers have increased.	Place (Environment)
T29	No of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	75,017	1,970	73,769	N/A	The number of attendees has increased across externally organised events. This is due to some events operating for longer periods over the easter.	Place (Environment)
T30	Number of council organised events	Bigger is better	N/A	N/A	2	1	9	N/A	Internal events have reduced this quarter and compared to the same period last year due to the capacity of the Team to deliver large scale events.	Place (Environment)
T31	Number of event attendees at Council organised events (estimated)	Bigger is better	N/A	N/A	800	90	7,800	N/A	Internal events have reduced in quarter 1 due to the capacity of the Team to deliver large scale events.	Place (Environment)
T32	Visits to Leisure centres (SLT)	Bigger is better	647,723	5%	671,073	638,534 (cumulative 2,436,416)	628,857	N/A	The target for this period has been achieved and exceeded the projected outturn by 42,216 visits, or approximately 6.7%. This positive variance suggests that the service has outperformed expectations, potentially due to the early success of new initiatives. One likely contributing factor is the increased participation in Padel, recently introduced at Tipton Sports Academy, which appears to be generating strong interest and uptake.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	405	5%	415	461	399	N/A	The target for this quarter has been achieved and exceeded by 10 (2%). More events and activities have been put on as a result of the work done by our Cultural Development Officer. However, this year we won't have the Commonwealth Games Legacy funding that we received from West Midlands Combined Authority last year, which is why lower targets have been set for Q2 onwards compared to 2024-25.	Place (Environment)
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	118	5%	125	79	117	N/A	The target for this quarter has been achieved and exceeded by 7 (6%). We have delivered a few more events than in the same period last year and this is due to the development of our early years programming and activities delivered through partnership work which we are developing and are ongoing.	Place (Environment)
Contextual Measures										
T34	New business births/deaths	Bigger is better	N/A	N/A	Births: 370 Deaths: 315 (Q2 calendar year)	Births: 450 Deaths: 415 (Q1 calendar year)	N/A	(Q2 Calendar Year) Dudley – B: 290, D: 265 Walsall – B: 310, D: 250 Wolverhampton – B: 265, D: 270	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T35	Total Jobs	Bigger is better	N/A	N/A	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	£21,021 (2023)	£21,021 (2023)	£19,750 (2022)	2023: Black Country: £20,565 UK: £36,103	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T37	Employment rate	Bigger is better	N/A	N/A	66.5% (March 2025)	67.3% (2024)	69.8% (2023)	March 2025: Black Country: 70.3% UK: 75.4%	The employment rate in the Black Country was 70.3%, compared to 75.4% for UK overall. Since the year ending March 2024, for the Black Country, this decreased by 0.9pp while nationally it remained unchanged.	Place (Regeneration)

Corporate Performance Report 2025/26

One Council One Team										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
High quality inclusive services for all of our customers										
O1	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	6 minutes and 4 seconds	4 minutes 54 seconds	2 minutes and 38 seconds.	N/A	The first quarter was very busy with staff assisting customers with queries about the major change in the local Council Tax reduction scheme and more Benefit customers being transferred to Universal Credit, resulting in more enquiries for overpayments and how this affects the Council Tax reduction scheme. In total there were 12,597 calls this quarter compared to 11,108 last year (13.4% increase). Despite the increase in the number of calls regarding Council Tax, the collection rate has remained stable (see O27). We are continuing to explore Digital Options to reduce demand on the contact centre and are looking at a September/October go live for SMS reminders to encourage customers to make timely payments before bill date. This will reduce the number of accounts in default, decrease in footfall at front office and reduce calls received in the customer contact centre. It will also reduce the requirement for paper mail and postage. This will generate a cost saving and increased speed of income.	Finance and Transformation
O2	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	11.50%	10.00%	3.50%	N/A		Finance and Transformation
O3	Adult Contact Centre Average Wait Measure	Smaller is better	30 Seconds	5%	1 min 41 sec	1 min 35 sec	1 min 1 sec	N/A	Our Contact Centre Average wait measure has increased by 6 seconds from our last quarter and the abandonment rate was 7.28%, which remains above the target of 6%. Performance has been impacted this quarter by staff shortages i.e. vacancies, sickness and leave. Agency staff have been recruited to support the service however it has taken time to get agency staff trained on all call options. A new telephone system which will improve the customer experience will be implemented and the service is waiting for a date to go live. As part of the Adult Social Care Transformation programme, a deep dive has been completed using March 2025 information to analyse what informs the calls and emails received. We are now exploring the digital opportunities that may assist in reducing the volumes. An AI option for Blue Badges queries will go live in October. The Transformation Board continues to meet monthly to review data and identify opportunities for demand mitigation.	ASC and Health
O4	Adult Contact Centre Abandonment Rate	Smaller is better	6%	5%	7.28%	7.70%	3.51%	N/A		ASC and Health

O5	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	3.39%	7.30% (7.18%)	8.11%	N/A	Quarter 1 targets were achieved and have reduced by 4.72% compared to Q1 the previous year. This could be attributed to the 6.23% reduction of calls offered compared to the same quarter in 2024/25. The contact centre also continues to provide daily support to the One Stop Shop (2 x 37hrs) and a front-line service at both community hubs each Tuesday and Wednesday.	Assistant Chief Executive
O6	Corporate Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	1 minutes 17 seconds	2 minutes 13 seconds	3 minutes 18 seconds	N/A	Quarter 1 targets achieved. Average wait times have also reduced by 00:02:01 from the previous Q1 performance. Following the delivery of the Customer Service Training, Team Leaders are coaching advisors regularly to reinforce their strengths but also to offer advice and guidance to improve performance and customer service skills but more importantly to recognise their efforts and boost morale within the team.	Assistant Chief Executive
O7	Corporate Contact Centre – Call satisfaction	Bigger is better	95%	5%	100%	100%	99%	N/A	100% of customers who completed the survey confirmed they were happy with the service delivered by the Contact Centre. 70.78% confirmed that their enquiry had been resolved on the day, 14.38% didn't answer this question and the remaining 14.84% 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, Environmental and Tenancy Management enquires.	Assistant Chief Executive
O8	Number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	24.45 days	26 days	33 days	25 days	The increase in the number of days to process Housing Benefit New Claims and Changes in Circumstances is due to the increase in the number of Universal Credit(UC) and Council Tax Reduction notifications we are receiving from the Department for Work and Pensions due to the Universal Credit Migration and the changes to our Council Tax Reduction scheme. Overtime is being worked on a regular basis to keep on top of the increased workload and officers from other teams have also been providing support.	Finance and Transformation
O9	Number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	9.54 days	3 days	8 days	8 days		Finance and Transformation
O10	SARs compliance with timescales	Bigger is better	90%	80%-90%	58 % (66 received)	68 % (78 received)	82% (70 received)	N/A	Q1 Breakdown per Directorate - ACE : 2 Received -100% compliance - Finance & Transformation : 12 received - 67% - People - 19 Received : 60% - Place - 33 Received : 52%	Finance and Transformation
O11	FOI compliance with timescales	Bigger is better	90%	80%-90%	71 % (324 received)	74% (326 received)	85% (266 received)	N/A	Q1 Breakdown per Directorate - ACE - 21 Received :100% compliance - Place - 178 Received : 80% - Finance & Transformation : 72 received - 69% - People - 53 Received : 28%	Finance and Transformation

O12	Average working days for Stage 1 complaints (excl. ASC) to be responded to	Smaller is better	10 working days	5%	8.91 days	12.88 days	9.76 days	N/A	<p>Quarter 1 Breakdown per Directorate:</p> <ul style="list-style-type: none"> - ACE: 5.90 days (Corporate Customer: 5.56 days, HR & OD: 9 days). - Finance & Transformation: 7.52 days (Legal & Assurance: 36 days, Revenues & Benefits: 7.44 days, Registration Services: 5.14 days, Finance: 6.33 days). - P people: 18.25 days (Children & Education: 18.37 days, Public Health: 9 days). - Place: 6.85 days (Regen & Growth: 7.29 days, Environment: 6.84 days). <p>The quarter 1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded which means the additional data produced as a result needs further validation to ensure its accurate. A report has now been built to support with this, so future data reporting will be accurate and on time.</p>	Assistant Chief Executive
O13	Average working days to respond to Clir enquiries	Smaller is better	10 working days	5%	7.84 days	6.85 days (7.56 days)	6.65 days	N/A	<p>Quarter 1 Breakdown per Directorate:</p> <ul style="list-style-type: none"> - ACE: 2.05 days (Corporate Customer: 2.05 days). - Finance & Transformation: 6.52 days (Legal & Assurance: 8 days, Revenues & Benefits: 6.69 days, Registration Services: 5 days, Finance: 4.67 days). - People: 13.84 days (ASC: 19.39 days, Children's Trust: 16.29 days, Children & Education: 12.10 days, Public Health: 3 days). - Place: 7.59 days (Housing: 9.09 days, Regen & Growth: 6.99 days, Environment: 6.55 days). 	Assistant Chief Executive
O14	Average working days to respond to MP enquiries	Smaller is better	10 working days	5%	11.41 days	11.81 days (11.87 days)	10.21 days	N/A	<p>Quarter 1 Breakdown:</p> <ul style="list-style-type: none"> Finance & Transformation: 9.93 days (Revenues & Benefits: 9.93 days). People: 14.81 days (ASC: 17.50 days, Children & Education: 13.35 days). Place: 10.87 days (Housing: 12.46 days, Regen & Growth: 5.76 days, Environment: 9.04 days). <p>In Quarter 1 - 443 MP enquiries were received, compared to 398 during the same period last year-an increase of 11%. The average response time increased from 11 to 15 working days, aligning with the higher volume of enquiries. Within Housing Solutions, response times were particularly affected due to staffing shortages, leading to significant delays. This issue was resolved earlier this month, and we are now seeing consistent weekly improvements in our MP reporting.</p>	Assistant Chief Executive
O15	% of complaints received that are at stage 2	Smaller is better	N/A	N/A	6.09%	9.69%	8.54%	N/A	<p>The quarter 1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded which means the additional data produced as a result needs further validation to ensure its accurate. A report has now been built to support with this, so future data reporting will be accurate and on time.</p>	Assistant Chief Executive

O16	One Stop Shop – customer satisfaction	Bigger is better	4 out of 5	N/A	4.87	Reception Rating: 4.87	Reception Rating: 4.89	N/A	These are a selection of the positive comments provided by customers: “Excellent”, “Very helpful”, “Great service”, “Good service” and “Again, supportive and helpful...”	Assistant Chief Executive
O17	MySandwell - Satisfaction from process submissions (out of 5)	Bigger is better	4 out of 5	5%	4.64 (36,392 ratings)	4.59 (103,992 ratings)	4.58 (22,200 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%	4.35 (3,269 ratings)	4.37 (11,317 ratings)	4.40 (3,375 ratings)	N/A	As far as end-to-end customer experience (rating after service provided), 84% of the total customer ratings left an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip having the greatest positive impact on customer experience. Potholes and street maintenance was the single service that attracted the most negative feedback, where 69% of the total 100 ratings during this period 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). This is followed by Missed Collections, with 51% of 232 ratings 1 or 2 star, again (not resolved to my satisfaction” being the primary reason left.	Assistant Chief Executive
The Council understands and works with the community and has a diverse and engaged workforce representative of the local community										
O20	The percentage of top 5% of earners that are women	Bigger is better	55%	10%	56.30%	54.80%	55%	57% Median for West Midlands METs (Infinistats 2022-23)	At the end of Q1 56.3% of the top 5% of earners were women, which is an improvement compared to the last quarter and better than the yearend target.	Assistant Chief Executive
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	25%	10%	22.50%	23.00%	22.10%	20% Median for West Midlands METs (Infinistats 2022-23)	At the end of Q1 22.5% of the top 5% of earners were from BME communities. Performance has reduced compared to the previous quarter but remains within the 10% tolerance for the target for this year. The actual number of employees from BME communities in the top 5% earners bracket at the end of Q1 was 46 compared to 45 at the end of the previous quarter.	Assistant Chief Executive
O22	The percentage of top 5% of earners who have a disability	Bigger is better	4%	10%	3.80%	4.00%	2.80%	5.5% Median for West Midlands METs (Infinistats 2022-23)	At the end of Q1 3.8% of the top 5% of earners had a disability. Performance has reduced slightly compared to the previous quarter but is close to the yearend target of 4.0%. The actual number of employees with a disability in the top 5% earners bracket in Q1 was 46 compared to 45 at the end of the previous quarter.	Assistant Chief Executive
O23	The percentage Disabled employees	Bigger is better	5%	10%	4.20%	4.20%	4.30%	9.5% Census 2021 (Sandwell Economically Active Population 16+)	4.2% of all employees had declared that they have a disability in Q1 and performance is unchanged from the previous quarter.	Assistant Chief Executive
O24	The percentage Ethnic Minority employees	Bigger is better	27%	10%	26.50%	26.50%	25.90%	41.1% Census 2021 (Sandwell Economically Active Population 16+)	26.5% of all employees were ethnic minorities at the end of Q1 and performance is unchanged from the previous quarter.	Assistant Chief Executive

A sustainable financial strategy and frameworks to enable controlled and coherent delivery of the council's priorities										
O25	Variance from budget - General Fund	Smaller is better	0%	0.50%	0.30%	-0.45%	0.20%	N/A	The General Fund has a Gross Budget of £824.055m. There is a £2.218m overspend in Q1, resulting in a 0.3% variance.	Finance and Transformation
O26	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.50%	0.10%	-4.08%	1.50%	N/A	The Housing Revenue Account (HRA) has a Gross Budget of £157.023m. There is a £0.171m overspend in Q1, resulting in a 0.1% variance.	Finance and Transformation
O27	Council Tax Collection	Bigger is better	27.86%	1%	27.62%	94.61%	27.86%	TBC	For Q1, the Council Tax collection rate is within our target tolerance. The change to the Council Tax Reduction Scheme implemented in March has not adversely affected collection rates. The Council Tax debt portfolio has increased due to additional premium accounts, which are properties that are empty and unfurnished for 1 year or more (previously this was 2 years) and the team are taking action to recover these funds. However, overall recovery is stable this quarter.	Finance and Transformation
O28	Business Rates Collection rates	Bigger is better	29.03%	1%	30.33%	94.00%	29.03%	TBC	For Q1, Business rate collection has started well. Following the opening of the new Midland Metropolitan University Hospital, they paid their rates in full (£3.8m for 2025/26).	Finance and Transformation
O29	Rent collected as a % of rent due (including arrears brought forward)	Bigger is better	95.60%	5%	96.11%	96.91%	95.56%	Year End 2024/5 - National Median 97.82%/ English LA's and ALMOS >10k stock Median 97.09% Source; Housemark July 25	Performance for Quarter 1 is above the target of 95.60%. The team continues to take a proactive approach in managing rent arrears at an early stage, helping customers stay in control of their finances and maintain regular payments. In response to seasonal trends where rent tends to become a lower priority during the summer months, a targeted summer campaign has been launched. This initiative aims to support customers with the additional financial pressures of the season, including costs related to school uniforms, children's activities, and other summer expenses.	Place (Housing)
O30	Debt servicing costs as a % of net revenue budget	Smaller is better	TBC	5%	NA	TBC	TBC	TBC	Performance figure TBC	Finance and Transformation
An outstanding corporate parent, with all of the young people in our care reaching their full potential										
O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	Bigger is better	42%	5%	42.40%	46.80%	41.50%	2023/24 West Midlands: 51.7% Statistical Neighbour: 49.3% England: 54%	Performance has been achieved this quarter. A year-end target has been set of 49%. Targets have been profiled across the year as it can differ depending on the time of year. During Q1, some young people come out of education at the end of the academic year before starting further education, employment or training, which is why there is often a decrease. Performance is higher than this time last year.	Children and Education

O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	42.00%	5%	41.90%	43.40%	41.30%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	Performance is just below target this quarter. A year-end target has been set of 45%. Targets have been profiled across the year as it can differ depending on the time of year. During Q1, some young people come out of education at the end of the academic year before starting further education, employment or training, which is why there is often a decrease. Performance is higher than this time last year.	Children and Education
O34	Care experienced and Children in Care apprenticeships filled (borough wide)	Bigger is better	10	1	9	17	7	N/A	Performance is just below target this quarter. A year-end target has been set of 20. Targets have been profiled across the year as the outturn can differ depending on the time of year.	Children and Education
O35	Care experienced and Children in Care apprenticeships filled (Council)	Bigger is better	6	1	8	6	4	N/A	Performance is 8 this quarter. A year-end target has been set of 10. There are 5 apprenticeships ringfenced for 2025/26, but we expect to see a higher outturn with the upcoming apprenticeship opportunities coming up later in the year.	Children and Education
An employer of choice with an engaged, high performing workforce										
O39	Percentage of vacancies filled	Bigger is better	NA	10%	NA	N/A - Under review	83.30%	N/A	It is proposed that this performance measure is removed and replaced by more meaningful measure to monitor recruitment activity.	Assistant Chief Executive
O53	Number of entry level apprentice new starts	Bigger is better	100 (2025-26)	10%	10	new measure	new measure	N/A	This is a new measure and replaces the former measure 'Apprentices as a percentage of FTE employees (entry level)'. A large cohort of apprentices is expected in the Autumn and this will improve performance significantly.	Assistant Chief Executive
O42	Average working days lost per employee due to sickness absence (FTE)	Smaller is better	Q1 = 2.24	5%	2.66	10.63	2.83	9.4 The Year end Median for 19 West Midlands Authorities (Infinistats 2022-23)	Average working days lost due to sickness for Q1 this year was 2.66 compared to 2.83 for the same period last year. This is a reduction of 0.16 days. Whilst performance is on the right trajectory, it is below the expected level of 2.24 days in-order to be in reach of the yearend target of 8.7 days.	Assistant Chief Executive
O43	% of working days lost due to sickness absence	Smaller is better	5%	5%	4.91%	4.70%	5.12%	3.4% CIPD Health & Wellbeing At Work Survey 2023	The percentage working days lost due to sickness in Q1 was 4.91% compared to 5.12% for the same period last year. Performance for this indicator is within the year end target of 5.0%. Directorate summaries will be shared with DMTs before the end of July-25.	Assistant Chief Executive
O44	% annual reviews completed (as of 2025)	Bigger is better	80%	10%	89% (2025) Annual	84%	N/A	N/A	Q1 performance was the average across all directorates as at 30-Jun-25. The Directorate breakdown is as follows: Adult Social Care - 76% ACE- 94% Children and Education - 88.5% Finance and Transformation - 90% Place - 90.5% Public Health - 100%	Assistant Chief Executive

O45	% Staff turnover	Smaller is better	15% or less	5%	1.60%	7.9%	1.90%	15.2% Median for 17 West Midlands Authorities (Infinistats 2022- 23) 14% Median for LGA (2020/21)	Percentage staff turnover was 1.6% compared to 1.9% for the same period last year. The actual number of leavers during Q1 was 62. Turnover for Sandwell Council remains well below the median for the West Midlands Local Authorities of 15.1% (WME Infinistats 2022-23)	Assistant Chief Executive
O46	Voluntary leavers as a % of total leavers (Voluntary turnover)	Smaller is better	10% or less	5%	0.80%	3.80%	0.80%	9.41% Median for 17 West Midlands Authorities (Infinistats 2022- 23)	Percentage of voluntary staff turnover for Q1 was 0.8% and same as Q1 last year. Voluntary turnover for Sandwell remains well below the benchmark median for the West Midlands Authorities of 9.41% (WME Infinistats 2022-23).	Assistant Chief Executive
Clear and transparent decision making and effective governance (data driven)										
O47	% of Council Staff / Members completed child rights training	Bigger is better	TBC	N/A	N/A	(2.78%) 111 staff	NA	N/A	To be reviewed in line with the Child Friendly Development Priority Action Plan	Assistant Chief Executive
O48	Members with PDPs	Bigger is better	50%	TBC	N/A for Q1	NA	NA	N/A	Significant work has been carried out alongside members to co-design a refreshed member development strategy, member induction plan and to revitalise the member PDP process to ensure collaboration and engagement with members, identifying pathways for members as part of their learning and development. Training from the LGA is also being promoted and offered to elected members. Member PDP's will be completed from August 2025.	Assistant Chief Executive
All of our residents, including our children and young people, are active participants in influencing change – through being listened to, their opinions are heard and valued										
O50	Response rate for SHAPE Survey	Bigger is better	2,500	N/A	2552 (2025) Annual	2751 (2024)	N/A	N/A	Performance is above target but worse than last year. This is because the survey went out nearly a month later this year because of a new way we have undertaken to do the surveys. We now assign leads for each of the topic areas and the leads wanted more time to develop the questions. However, anything over 2,500 is considered a good response rate.	Assistant Chief Executive
O51	Number of Schools engaging with the Council	Bigger is better	80% Schools in the borough (annual target)	5%	CF - 4 SHAPE - 34	24%	N/A	TBC	This quarter 4 schools were engaged through Child Friendly activity and 34 schools were engaged through SHAPE.	Assistant Chief Executive
O52	Children's rights impact assessments - number of staff trained	Bigger is better	TBC	N/A	N/A	26	N/A	TBC	To be reviewed in line with the Child Friendly Development Priority Action Plan	Assistant Chief Executive