

Corporate Performance Indicators 2025/26 - Targets

Growing Up in Sandwell								
CP & D reference	CP Indicator	Frequency	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Benchmark	Directorate	Reason/notes
Children and young people are given the best start in life and are well prepared for school								
G1	The percentage of children achieving a Good Level of Development in the Early Years Foundation Stage (EYFS)	Annual	Bigger is better	64% (AY 2024/25)	2ppts	2023/24 AY: Regional 66% National 68%	People (Children and Education)	2 ppt increase on the target and outturn for 2023/24.
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	Quarterly	Bigger is better	457	5%	N/A	People (Children and Education)	Target set for September 2025
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	Quarterly	Bigger is better	1,444	5%	N/A	People (Children and Education)	Target set for September 2025
Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach national standard								
G4	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Annual	Bigger is better	60% (AY 2024/25)	2ppts	2023/24 AY Provisional Regional: 59% National: 60%	People (Children and Education)	1 ppt increase on target and outturn for 2023/24.
G5	Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 5 or above	Annual	Bigger is better	36% (AY 2024/25)	3ppts	2023/24 AY: Regional: 42% National: 46%	People (Children and Education)	In 2023/24 the outturn was 35% against a target of 40%. A target of 36% has been set for 2024/25 in light of the disparity in achievements between English and Maths (in 2023/24 performance in English was at grade 5 or above was 55%,15% above that in maths at 40%), and the need for a focus on Maths to drive up performance against this measure. Performance has improved by 4ppts compared to pre pandemic (31% in 2018/19) and has improved at a fast rate than national (by 3ppts from 43% in 2018/19 to 46% in 2023/24).
G27	Percentage LA disadvantaged pupils Nationally at KS4 attainment of English and maths at Grade 5	Annual	Bigger is better	24% (AY 2024/25)	1ppt	2023/24 AY provisional Regional: 26% National: 26%	People (Children and Education)	Target maintained from last year. There was a 1 ppt increase on outturn for 2023/24.
G26	Percentage LA disadvantaged pupils Nationally at KS2, achieving the expected standard in reading, writing and maths	Annual	Bigger is better	49% (AY 2024/25)	2ppts	2023/24 AY Regional: 48% National: 46%	People (Children and Education)	1 ppt increase on outturn for 2023/24 (48%).

G6	% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools	Biannual	Bigger is better	TBC	2ppts	N/A	People (Children and Education)	On hold until new framework announced
Children and young people have good levels of attendance at school								
G7	% of pupils with persistent absence (10% percent or more sessions missed): Primary	Annual	Smaller is better	16%	1ppt	2023/24 AY: Regional: 15.8% National: 14.6%	People (Children and Education)	Target is reduction on 2023/24 outturn of 16.6%. Smaller reduction forecast than previous, which was because of recovery following COVID.
G8	% of pupils with persistent absence (> 10% absence): Secondary	Annual	Smaller is better	25.10%	1ppt	2023/24 AY: Regional: 26.5% National: 25.6%	People (Children and Education)	Target is reduction on 2023/24 outturn of 27.3%. Reduction forecast because of targeted work in secondary schools in 2024/25 to reduce school absence.
G34	'% pupil attendance Primary'	Annual	Bigger is better	94.40%	0.25ppt	2023/24 AY: Regional: 94.2 National: 94.5% Stat Neigh:94%	People (Children and Education)	To be added. To provide additional context to the persistent absence PI (G7)
G35	'% pupil attendance Secondary'	Annual	Bigger is better	92%	0.25ppt	2023/24 AY: Regional: 91.0% National:91.1% Stat Neigh:91.2%	People (Children and Education)	To be added. To provide additional context to the persistent absence PI (G8)
G36	Rate of Secondary permanent exclusion	Annual	Smaller is better	Target TBC	TBC	TBC	People (Children and Education)	To be added. A key PI for the Directorate to monitor
G37	Rate of Secondary Pupils with 1 or more suspension	Annual	Smaller is better	Target TBC	TBC	TBC	People (Children and Education)	To be added. A key PI for the Directorate to monitor
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)	Quarterly	Smaller is better	45	<55.0%, >45.0	March 2024: SN Average 50.2 England 41.6	People (Children and Education) (SCT)	Target maintained from 2024/25
G10	Rate of Children in Care at period end (Rate per 10,000)	Quarterly	Smaller is better	94	<100.0, >94.0	March 2024: SN Average 95.2 England Average 70	People (Children and Education) (SCT)	Target maintained from 2024/25

G11	% of CYP that have had 3 or more placement (Foster, Family, Residential or other) moves in the last 12 months	Quarterly	Smaller is better	9%	<12.0%, >9.0%	March 2024: SN Average 9.8% England Average 10%	People (Children and Education) (SCT)	Target maintained from 2024/25
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	Quarterly	Bigger is better	Go Play - Annual target 3418 (10% of population 6-12 years (34,182)) (unique) reported quarterly HAF - Annual target 30% eligible population 7,050 (23,500 Free School meal children) (unique) reported June/Oct/Feb Shape and CF - Annual target 11,894 (10% of population 0-25 years) (attendances) reported quarterly	5%	N/A	People (Children and Education)	Figures will be reported quarterly but against the annual target and will not be RAG rated until Q4
G12a								
G12a								
G12b	Number of children and young people engaging in council led activities across the Youth Service	Quarterly	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%	N/A	People (Children and Education)	Figures will be reported quarterly but against the annual target and will not be RAG rated until Q4
G13	Children's books issue figures (physical and electronic)	Quarterly	Bigger is better	Year-End Cumulative: 197,892 Q1: 48,392 Q2: 56,784 Q3: 44,990 Q4: 47,726	5%	N/A	Place (Environment)	
G14	The number of free activities for children in libraries	Quarterly	Bigger is better	Year-End Cumulative: 8,269 Q1: 1,857 Q2: 2,212 Q3: 2,061 Q4: 2,138	5%	N/A	Place (Environment)	

G15	Percentage of schools (inc primary, secondary and specialist provision) that have achieved the EHWP charter mark	Quarterly	Bigger is better	80%	5%	N/A	People (Public Health)	Target maintained from 2024/25
G16	Number of early years setting that have achieved the EHWP charter mark	Quarterly	Bigger is better	7 new Early Years settings per year	5%	N/A	People (Public Health)	Target maintained from 2024/25

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

G18	Early Help - Number of Children/Young People receiving intervention	Quarterly	Within the range	900-1200	<>10%	Q4 2023/24: Regional average: 1,295	People (Children and Education)	Target maintained from 2024/25
G19	Out of the total number of open Single Assessments, the percentage of assessments completed within 45 working days	Quarterly	Bigger is better	85%	>70.0%, <85.0	Q4 2024/25: Statistical Neighbour Average – 83.7% West Midlands Average – 83.4% England Average – 84.5%	People (Children and Education) (SCT)	Target maintained from 2024/25

All children and young people have the same opportunities to achieve their full potential and are supported by adults, including parents and carers, to establish high aspirations

G20	Educational Attainment CIC - attainment at the expected level or above in reading, writing and maths at KS2	Annual	Bigger is better	To be set in Q2	2ppts	2022/23 AY: Regional: 34% National: 37%	People (Children and Education)	
G21	Educational Attainment CIC – KS4 attainment of English and maths at Grade 5	Annual	Bigger is better	To be set in Q2	2ppts	2022/23 AY Regional: 9% National: 10%	People (Children and Education)	
G22	Attainment rates for those with EHCP at the expected level or above in reading, writing and maths at KS2	Annual	Bigger is better	8% (AY 2024/25)	1ppts	2023/24 AY: Regional: 7% National: 9%	People (Children and Education)	1 ppt increase from outturn 2023/24 (7%).
G23	Attainment rates for those with EHCP attainment 8 scores (KS4)	Annual	Bigger is better	14.0 (AY 2024/25)	1 point	2023/24 AY provisional: Regional: 12.2 National: 14.2	People (Children and Education)	Maintain the target from 2023/24 in light of the outturn for 2023/24 of 12.7
G24	Attainment rates for those with SEN Support at the expected level or above in reading, writing and maths at KS2	Annual	Bigger is better	22% (AY 2024/25)	1ppts	2023/24 AY: Regional: 22% National: 26%	People (Children and Education)	1 ppt increase from outturn 2023/24 (21%).

G25	Attainment rates for those with SEN Support attainment 8 (KS4)	Annual	Bigger is better	31 (AY 2024/25)	1 point	2023/24 AY provisional: Regional: 32 National: 33.1	People (Children and Education)	Maintain the target from 2023/24 in light of the outturn of 28.6
G28	% EHCP 20 week completion rate, excluding exceptions	Quarterly	Bigger is better	50.3% (national average 2024)	5ppts	2023 calendar year Regional: 48.4% National 48.4%	People (Children and Education)	Target based on national average. Will be reported quarterly in 2025/26.
G38	Average number of weeks taken for statutory assessment (quarterly)	Quarterly	Smaller is better	20 weeks	5%	TBC	People (Children and Education)	To be added. A key performance indicator for SEN.
G39	phased transfers completed in time Yr6 and Yr 11.	Annual	Bigger is better	95%	5%	TBC	People (Children and Education)	To be added. A key performance indicator for SEN.
G40	-% early years children starting school with an EHCP plan (annual)	Annual	NA	monitoring only	5%	TBC	People (Children and Education)	To be added. A key performance indicator for SEN.

Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood

G29	% of 16s and 17s not in employment, education or training/not known (NEET/NK)	Quarterly	Smaller is better	Q1 2.6% Q2 6.0% Q3 6.8% Q4 2.6% Connexions Annual Target 4.5% (Dec - Feb)	5%	Quarter 4 2024/25 Statistical Neighbours - 5.5% WMids - 5.8% Black Country - 7.5% National - 5.2%	People (Children and Education)	Quarterly targets have been profiled this year as there is an increase for Q2 and Q3 where the destinations for young people are being confirmed. The annual target is based on 1st April-31st March, as per the Councils reporting. For information, DfE produce an Annual Scorecard where they rank LAs against %NEET/NK combined. They calculate this measure on the average %NEET/NK for December, January and February.
G30	Number of work experience placements	Annual	Bigger is better	275 - annual	5%	NA	People (Children and Education)	Annual target set

Contextual Measures

G31	Proportion of children in Reception who are overweight or obese	Annual	Smaller is better	N/A	N/A	2023/24: Regional: 23.4% National: 22.1%	People (Public Health)	N/A
G32	Proportion of children in Year 6 who are overweight or obese	Annual	Smaller is better	N/A	N/A	2023/24: Regional: 38.4% National: 35.8%	People (Public Health)	N/A
G33	18-24 claimant count in receipt of universal credit (18-24)	Annual	Smaller is better	N/A	N/A	December 2024: Regional: 7.6% National: 5.4%		N/A

Corporate Performance Indicators 2025/26 - Targets

Living in Sandwell								
CP & D reference	CP Indicator	Frequency	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Benchmark	Directorate	Reason/notes
Clean, well maintained public spaces and assets								
L1	Resident satisfaction (resident survey) - cleanliness of neighbourhood (LGA) How satisfied residents are with street cleaning	Annual	Bigger is better	68%	5%	LGA June 2024: 57%	Place (Environment)	Maintain 24/25 outturn position of 68% given we have improved since 2023/24 and we are well above the LGA benchmark. The start of alternate weekly collections in September may impact perceptions.
L2	NI195 - Improved street and environmental cleanliness	Quarterly	Smaller is better	litter: 2.50%	5%	N/A	Place (Environment)	Targets maintained from 2024/25
				detritus: 6.50%				
				graffiti: 1.50%				
				fly-posting: 0%				
L3	Household waste recycled and composted	Annual	Bigger is better	31%	5%	2023/24: Stat Neighbours: 37.17% England : 41.83%	Place (Environment)	Modest increase of target from 30% in light of the start of alternate weekly collections.
L4	Residual household waste per household	Annual	Smaller is better	600kg	5%	2023/24 average per household: Stat Neighbours: 514.12kg England 467.18kg	Place (Environment)	Modest decrease of target from 650kg in light of the start of alternate weekly collections.
L5	Recycling contamination rate	Annual	Smaller is better	15%	5%	2020/21 median: Stat Neighbours: 6.5% England 5.5%	Place (Environment)	Target maintained from 2024/25
L6	Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours	Quarterly	Bigger is better	90%	5%	N/A	Place (Environment)	Target maintained from 2024/25
L7	Remove fly tips on public (contract maintained) land within 24 hours	Quarterly	Bigger is better	90%	5%	N/A	Place (Environment)	Target maintained from 2024/25
L8	The number of new trees planted	Quarterly	Bigger is better	1428 (annual) Q1:200 Q2:200 Q3:514 Q4:514	5%	N/A	Place (Environment)	Based on programme for 2025/26

L9	The number of missed bins (not remedied within 24 hours) per 100,000 collections	Quarterly	Smaller is better	80 per 100,000	N/A	N/A	Place (Environment)	New target for 2025/26 (no target prior to this)
Quality green spaces								
L10	Resident satisfaction with green spaces	Annual	Bigger is better	78%	5%	LGA June 2024: 74%	Place (Environment)	Target increased to 78% (outturn was 76% in 2023/4)
Residents Feel Safe in their communities during the day and at night								
L12	How safe people feel in the day (residents survey)	Annual	Bigger is better	92%	5%	LGA June 2024: 91%	Place (Environment)	Target maintained from 2024/25, outturn was 91% in 2024 (92% 2023)
L13	How safe to people feel at night (residents survey)	Annual	Bigger is better	65%	5%	LGA June 2024: 71%	Place (Environment)	Target maintained from 2024/25, outturn was 63% 2024 (61% 2023)
Safe and affordable homes								
L14	% of PRS disrepair cases processed to formal notice, civil action/prosecution or closed with positive outcome within processing times	Quarterly	Bigger is better	75%	5%	N/A	Place (Housing)	Target maintained from 2024/25
L15	% of responsive repairs completed in timescale	Quarterly	Bigger is better	95%	5%	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.	Place (Housing)	Target maintained from 2024/25

L16	Number of long term empty homes brought into use (cumulative)	Quarterly	Bigger is better	Apr:5 May:10 June:15 Jul:20 Aug:25 Sept:30 Oct:35 Nov:40 Dec:45 Jan:50 Feb:55 Mar:60	5%	N/A	Place (Housing)	
L17	Satisfaction with the overall service provided (Tenant satisfaction survey)	Annual	Bigger is better	67%	5%	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	Place (Housing)	
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Quarterly	Bigger is better	100%	0%	Year-end 2023/24 National Median - 99.97% - Source; Housemark. Median for all Local Authorities - 99.9% Source; Regulator of Social Housing Nov 24	Place (Housing)	Target maintained from 2024/25
L18b	Housing Compliance Health Check (Over 6 key areas): Fire safety checks	Quarterly	Bigger is better	100%	0%	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	Place (Housing)	Target maintained from 2024/25

L18c	Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Quarterly	Bigger is better	100%	0%	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	Place (Housing)	Target maintained from 2024/25
L18d	Housing Compliance Health Check (Over 6 key areas): Water safety checks	Quarterly	Bigger is better	100%	0%	Year-end 2023/24 National Median - 100%/ 80% fully compliant – Source: Housemark. Median all Local Authorities - 100% - Source: Regulator of Social Housing Nov 24	Place (Housing)	Target maintained from 2024/25
L18e	Housing Compliance Health Check (Over 6 key areas): Lift safety checks	Quarterly	Bigger is better	100%	0%	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	Place (Housing)	Target maintained from 2024/25
L18f	Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (DEICR) under 5 years old (or in legal resolution)	Quarterly	Bigger is better	100%	0%	Nov 24 National Median - Nov 24 National Median - 99.30% (Domestic) - Source; Housemark.	Place (Housing)	Target maintained from 2024/25

L19	Homes that do not meet the Decent Homes Standard (to include proxy measure modelled on stock data to date)	Quarterly	Smaller is better	0%	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	Place (Housing)	No target for 2025/26 as full stock condition data will not be available until all surveys have been completed
L20	Total households in Temporary Accommodation	Quarterly	Smaller is better	To be set after Q1, Q1 profile target 250	5%	Qtr. 1 24/25 per 1000 properties Sandwell - 1.53, National Average - 5.08, West Midlands Average - 3.23	Place (Housing)	
L21	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Quarterly	Bigger is better	65%	5%	Qtr. 1 24/25 National Average - 52.2%, West Midlands Average - 51.20%	Place (Housing)	
Improve outcomes for local people on local issues								
L23	The number of library visits in person	Quarterly	Bigger is better	Year-End Cumulative: 712,563 Q1: 164,924 Q2: 187,150 Q3: 173,327 Q4: 187,162	5%	N/A	Place (Environment)	
L24	The number of community activities & events held in libraries or online	Quarterly	Bigger is better	Year-End Cumulative: 12,894 Q1: 3,006 Q2: 3,050 Q3: 3,327 Q4: 3,511	5%	N/A	Place (Environment)	

L25	Adults book issue figures (physical and electronic)'	Quarterly	Bigger is better	Year-End Cumulative: 244,990 Q1: 58,200 Q2: 64,955 Q3: 58,339 Q4: 63,496	5%	N/A	Place (Environment)	
L26	Number of visits to Community Hubs	Quarterly	Information	NA	NA	N/A	Assistant Chief Executive	No target for this PI
L27	One Stop Shop – numbers of customers seen	Quarterly	Information	NA	NA	N/A	Assistant Chief Executive	No target for this PI
L28	One Stop Shop – top 3 services	Quarterly	Information	N/A	N/A	N/A	Assistant Chief Executive	No target for this PI
Residents have resilience to achieve real change in financial circumstances								
L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits (cumulative)	Quarterly	Bigger is better	10,000 year-end/annual target Q1 = 2,500 Q2 = 5,000 Q3 = 7,500 Q4 = 10,000	5%	N/A	Place (Housing)	A reduction of 1K due to the loss of two posts from the establishment. In addition, the team has extensive training scheduled this year on debt management, and we are encouraging a higher volume of appeals, which tend to be more complex and involve court appearances. (Kelly Robinson)
L41	The total monetary value of benefits awarded assisted by the Welfare Rights Service	Quarterly	Bigger is better	Q1- £5,000,000 Q2- £10,000,000 Q3- £15,000,000 Q4- £20,000,000	5%	N/A	Place (Housing)	To be added - provides more information and context to L29 'The total number of people assisted by the Welfare Rights Service to claim additional benefits'
Residents in all parts of the borough have the skills and resources to access digital services								
L31	% of residents feel confident to complete basic tasks in the online world (Resident Survey)	Annual	Bigger is better	Target TBC	5%	N/A	Assistant Chief Executive	Previous outturns - 84% 24/25 PI to also sit in Digital Strategy.
L33	% of contacts received through MySandwell	Quarterly	Bigger is better	N/A	N/A	N/A	Assistant Chief Executive	No target for this PI
Contextual Measures								
L34	Total recorded crime in Sandwell	Quarterly	Smaller is better	N/A	N/A	N/A	Place (Environment)	No target for this PI
L35	Domestic Abuse incidents in Sandwell reported to police	Quarterly	Smaller is better	N/A	N/A	N/A	Place (Environment)	No target for this PI

L36	The number of cases referred to MARAC	Quarterly	Smaller is better	N/A	N/A	Operation Willowbay Q3: Region - 1764 Sandwell: 189 Birmingham: 789 Coventry: 243 Dudley: 141 Solihull: 95 Walsall : 149 Wolverhampton: 158	Place (Environment)	No target for this PI
L37	Child Poverty Rate	Annual	Smaller is better	N/A	N/A	2022/2023 Regional: 39% National:30%		No target for this PI
L38	Out of work benefits rate	Annual	Smaller is better	N/A	N/A	December 2024: Regional: 5.6% National: 4.1%		No target for this PI
L39	Median income (earnings per week)	Annual	Bigger is better	N/A	N/A	2024: Regional: £689.90 National: £729.80		No target for this PI
L40	Economic inactivity	Annual	Smaller is better	N/A	N/A	September 2024: Regional: 22.5% National: 21.6%		No target for this PI

Corporate Performance Indicators 2025/26 - Targets

Healthy Sandwell								
CP & D reference	CP Indicator	Frequency	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Benchmark	Directorate	Reason/notes
People to lead healthy lives in their community and live well for longer								
H1	ASCOF 1a and 1b Quality of life of people who use services	Annual	Bigger is better	19.5	19	19.1 - 2023/24 England Average	People (ASC)	
H2	ASCOF 3D Proportion of people using social care who receive self-directed support, and those receiving direct payments	Quarterly	Bigger is better	18%	22%	22.2% - 2023/24 England Average	People (ASC)	
H3	% residents self-reporting improvement in their wellbeing following engagement	Annual	Bigger is better	80%	5%	N/A	People (Public Health)	Outturn for 2024/25 was 82%, target was 70%. Target increased to 80% for 2025/26.
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	Quarterly	Bigger is better	60%	54%	79.4% - 2023/24 England Average	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	Annual	Bigger is better	61% (carers) 69% (service users)	64%	67.9% - 2023/24 England Average	People (ASC)	
H7	NHS Health Checks	Quarterly	Bigger is better	4,280 (annual)	5%	N/A	People (Public Health)	
H8	% community alarm alerts responded to within 1 hour	Quarterly	Bigger is better	100%	5%	N/A	People (ASC)	Target maintained

H9	Number of adults completing a tier 2 weight management programme	Quarterly	Bigger is better	75% Completions from referrals	5%	N/A	People (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	Quarterly	Bigger is better	68%	66%	83.8% - 2023/24 England Average	People (ASC)	
H11	% of council new build homes meeting accessible and adaptable standards (Council house new build programme only)	Annual	Bigger is better	100%	5%	NA	Place (Regeneration and Growth)	Target maintained
H12	ASCOF 2E The proportion of people who receive long-term support who live in their home or with family	Quarterly	Bigger is better	Part 1 - 88% Part 2 - 70%	66%	81.6% - 2023/24 England Average (relates to Part 1 only)	People (ASC)	
Carers feel supported in carrying out their caring role								
H13	ASCOF 1C Quality of Life of carers	Annual	Bigger is better	7.4	N/A	N/A	People (ASC)	
H14	ASCOF 1E Overall satisfaction of carers with social services (for them and for the person they care for)	Annual	Bigger is better	39%	N/A	N/A	People (ASC)	
H15	ASCOF 3B The proportion of carers who report that they have been involved in discussions about the person they care for	Annual	Bigger is better	71%	N/A	N/A	People (ASC)	
Residents are protected from harms to their health and wellbeing								
H16	ASCOF 4A The proportion of people who use services who feel safe	Annual	Bigger is better	77%	73%	71.1% - 2023/24 England Average	People (ASC)	

H17	ASCOF 4b The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that his risk was reduced or removed	Quarterly	Bigger is better	98%	93%	N/A	People (ASC)	
H18	(ASC) The percentage of concluded safeguarding enquiries where the individual or their representative was asked for their desired outcomes were partially or fully met	Quarterly	Bigger is better	96%	90%	N/A	People (ASC)	
H19	Number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum)	Annual	Smaller is better	0	5%	N/A	People (Public Health)	
Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced								
H21	Sandwell Language Network - annual number of learners engaged	Annual	Bigger is better	325 Learners (2024/25 Academic Year)	90%	N/A	People (Public Health)	Target to be achieved at the end of the AY 2024/25
Contextual Measures								
H22	Proportion of adults who are physically active	Annual	Bigger is better	N/A	N/A	Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%)	People (Public Health)	No target for this PI
H23	Proportion of children and young people who are physically active	Annual	Bigger is better	N/A	N/A	N/A	People (Public Health)	No target for this PI
H24	Smoking prevalence	Annual	Smaller is better	In line with national average	N/A	2023: National: 11.6%	People (Public Health)	
H30	Smoking 4-week quits (per 100,000 population)	Annual	Bigger is better	In line with or better than National average	N/A	2022/23 Regional: 890 National: 1,620	People (Public Health)	

H31	Smoking at time of delivery	Annual	Smaller is better	In line with or better than National average	N/A	Released Nov 2024: National: 7.4%	People (Public Health)	
H32a	Successful completion of drug treatment (opiates)	Annual	Bigger is better	In line with or better than National average	N/A	Released Nov 2024: National: 5.1%	People (Public Health)	
H32b	Successful completion of drug treatment (non-opiates)	Annual	Bigger is better	In line with or better than National average	N/A	Released Nov 2024: National: 29.5%	People (Public Health)	
H32c	Successful completion of alcohol treatment	Annual	Bigger is better	In line with or better than National average	N/A	Released Nov 2024: National: 34.2%	People (Public Health)	
H33	Drug-related death rate (annual, 3 years pooled)	Annual	Smaller is better	In line with or better than National average (5.1 per 100,000 pop)	N/A	National average: 5.5 per 100,000 pop	People (Public Health)	
H34	(PH-HP) Vaccine Uptake : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY)	Annual	Bigger is better	In line with or better than National average	N/A	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%	People (Public Health)	
H35	STI testing rate (rate per 100,000)	Annual	Bigger is better	In line with or better than National average	N/A	2023: National average: 4,100	People (Public Health)	
H36	Proportion of households in fuel poverty	Annual	Smaller is better	N/A	N/A	2022: West Mids: 19.6% England - 13.1%	People (Public Health)	No target for this PI

H37	Infant mortality rate (per 1,000)	Annual	Smaller is better	N/A	N/A	2020-22: National: 3.9	People (Public Health)	No target for this PI
H38	Healthy life expectancy	Annual	Bigger is better	N/A	N/A	2018-2020: West Mids: W - 62.6 M - 61.9 England: W- 63.9 M - 63.1	People (Public Health)	No target for this PI
H39	Premature mortality for those with severe mental illness	Annual	Smaller is better	N/A	N/A	2020-22: West Mids: 116.7 England: 111.2	People (Public Health)	No target for this PI

Corporate Performance Indicators 2025/26 - Targets

Thriving Economy in Sandwell								
CP & D reference	CP Indicator	Frequency	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Benchmark	Directorate	Reason/notes
Residents and businesses are well connected and have a good travel experience in the borough								
T1	Reductions in killed and seriously injured by 50% by 2030	Annual	Bigger is better	Reduction of 5%	1%	N/A	Place (Environment)	Target maintained to meet 2030 target
T2	Percentage of local authority motorways and A roads that should be considered for maintenance (highlight we don't have responsibility for motorways)	Annual	Smaller is better	2%	1%	N/A	Place (Environment)	Target met in 2024/25 and is being maintained
T3	Percentage of local authority B and C roads that should be considered for maintenance	Annual	Smaller is better?	2%	1%	N/A	Place (Environment)	Target met in 2024/25 and is being maintained
T4	The % of our unclassified carriageways in Red Risk condition	Annual	Smaller is better	22%	5%	NA	Place (Environment)	19% target not met in 2024/25, target revised up to 22% for 2025/26 which was the 2024/25 outturn. Increases are 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.
T5	National Highways and Transportation Public Satisfaction	Annual	Bigger is better	Upper quartile	NA	Comparison of results against those that participate (last year 111)	Place (Environment)	Target met in 2024/25 and maintained
T6	The number of road safety improvement schemes	Quarterly	0	Annual: 12 3 each quarter	5%	NA	Place (Environment)	Target set based on programme

T7	The % of pot holes that require urgent attention that have been temporarily or permanently repaired within 5 days	Quarterly	-7	95%	5%	NA	Place (Environment)	Target maintained
T8	Meters of new cycle network	Annual	Bigger is better	N/A	5%	NA	Place (Regeneration)	Proposed for removal

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	Quarterly	Bigger is better	Year-End Cumulative: 456 Q1: 130 Q2: 120 Q3: 130 Q4: 76	5%	N/A	Place (Regeneration)	
T10	Business receiving Financial Assistance or Grants	Quarterly	Bigger is better	Year-End Cumulative: 40 Q1: 0 Q2: 10 Q3: 15 Q4: 15	5%	N/A	Place (Regeneration)	
T11	% of major planning applications decided on time	Quarterly	Bigger is better	90%	5%	N/A	Place (Regeneration)	
T12	Number of social value delivery plans entered into	Annual	Bigger is better	15	15%	NA	Place (Regeneration)	
T13	New apprenticeships through social value	Annual	Bigger is better	50	5%	NA	Place (Regeneration)	
T14	New jobs created through social value	Annual	Bigger is better	50	5%	NA	Place (Regeneration)	
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Quarterly	Bigger is better	N/A	N/A	N/A	Assistant Chief Executive	No target for this PI
T17	Number of people supported by VCS organisations (commissioned by the Council)	Quarterly	Bigger is better	N/A	N/A	N/A	Assistant Chief Executive	No target for this PI

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)	Quarterly	Bigger is better	7.5% no quarterly target just report progress against annual target	5%	N/A	Place (Environment)	7.5% target maintained from 2024/25
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T19	A percentage reduction in carbon emissions within our corporate estate and across the wider borough (current measure) - 8% reduction in corporate emissions and 4% reduction in wider borough	Annual	Bigger is better	8% reduction in corporate emissions and 4% reduction in wider borough	5%	N/A	Place (Regeneration)	Target maintained to meet 2030 target
T20	The number of on-street residential EV charging points installed	Annual	Bigger is better	114	5%	N/A	Place (Regeneration)	
T21	Number of homes built achieving M(4)2 standard and an EPC rating of B as a minimum	Annual	Bigger is better	100%	5%	N/A	Place (Housing)	

Good homes that are well connected

T22	Number of new council homes built p.a. (Council house new build programme and the high rise programme)	Annual	Bigger is better	58	5%	N/A	Place (Regeneration)	
T23	Number of Council homes retrofitted	Annual	Bigger is better	625 for 2025/26	N/A	N/A	Place (Housing)	This is linked to grant funding
T24	Satisfaction in place to live – residents survey	Annual	Bigger is better	82%	5%	LGA June 2024: 75%	Assistant Chief Executive	Target maintained from 2024/25

A thriving cultural, heritage, arts and leisure offer

T28	No of externally organised events (through event application)	Quarterly	Bigger is better	N/A	N/A	N/A	Place (Environment)	No target for this PI
T29	No of event attendees at externally organised events (estimated)	Quarterly	Bigger is better	N/A	N/A	N/A	Place (Environment)	No target for this PI
T30	Number of council organised events	Quarterly	Bigger is better	N/A	N/A	N/A	Place (Environment)	No target for this PI
T31	Number of event attendees at Council organised events (estimated)	Quarterly	Bigger is better	N/A	N/A	N/A	Place (Environment)	No target for this PI
T32	Visits to Leisure centres (SLT)	Quarterly	Bigger is better	Year-End Cumulative: 2,334,668 Q1: 647,723 Q2: 643,585 Q3: 560,510 Q4: 482, 850	5%	N/A	Place (Environment)	

T33a	The number of Arts and cultural events delivered in libraries	Quarterly	Bigger is better	Year-End Cumulative: 1,620 Q1: 405 Q2: 405 Q3: 405 Q4: 405	5%	N/A	Place (Environment)	
T33b	The number of Arts and cultural events delivered in museums	Quarterly	Bigger is better	Year-End Cumulative: 598 Q1: 118 Q2: 194 Q3: 206 Q4: 80	5%	N/A	Place (Environment)	
Contextual Measures								
T34	New business births/deaths	Quarterly	Bigger is better	N/A	N/A	Black Country (Q4 calendar year) Births: 1,155 Deaths : 1,195	Place (Regeneration)	No target for this PI
T35	Total Jobs	Annual	Bigger is better	N/A	N/A	2022: Black Country : 446,000 Walsall : 102,000 Dudley : 110,000 Wolverhampton : 109,000	Place (Regeneration)	No target for this PI
T36	Gross Value Added (total/per head/per employee)	Annual	Bigger is better	N/A	N/A	2022: Black Country: £19,532 National: £33,227	Place (Regeneration)	No target for this PI
T37	Employment rate	Annual	Bigger is better	N/A	N/A	2023: Regional: 75.2%	Place (Regeneration)	No target for this PI
T38	Number of new homes built each year (all homes)	Annual	Bigger is better	N/A	N/A	TBC	Place (Regeneration)	No target for this PI

Corporate Performance Indicators 2025/26 - Targets

One Council One Team								
CP & D reference	CP Indicator	Frequency	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Benchmark	Directorate	Reason/notes
High quality inclusive services for all of our customers								
O1	Revs and Bens Contact Centre Average Wait Measure	Quarterly	Smaller is better	Q1- 3 mins 30 seconds Q2- 7 mins 30 seconds Q3- 3 mins 30 seconds Q4- 9 minutes	5%	N/A	Finance and Transformation	Targets for Q1 and Q3 have been maintained from last year. Reasons for Q2 and Q4 increases: Q2 and Q4 are the busiest periods due to annual billing/ recovery and also during Q2 we have maximum leave due to summer holidays so have less resource. The new telephony system should allow us to bring in additional back-office support when required to help maintain performance
O2	Revs and Bens Contact Centre Abandonment Rate	Quarterly	Smaller is better	Q1- 8% Q2- 9% Q3- 8% Q4-9%	5%	N/A	Finance and Transformation	
O3	Adult Contact Centre Average Wait Measure	Quarterly	Smaller is better	30 Seconds	5%	N/A	People (Adult Social Care)	Targets to remain the same until ASC Transformation Programme is complete and there is a new target operating model.
O4	Adult Contact Centre Abandonment Rate	Quarterly	Smaller is better	6%	5%	N/A	People (Adult Social Care)	Targets to remain the same until ASC Transformation Programme is complete and there is a new target operating model.
O5	Corporate Contact Centre Abandonment Rate	Quarterly	Smaller is better	8%	5%	N/A	Assistant Chief Executive	
O6	Corporate Contact Centre Average Wait Measure	Quarterly	Smaller is better	3 minutes 30 seconds	5%	N/A	Assistant Chief Executive	
O7	Corporate Contact Centre Call satisfaction	Quarterly	Bigger is better	95%	N/A	N/A	Assistant Chief Executive	
O8	Number of days taken to process Housing Benefit New Claims	Quarterly	Smaller is better	25 days	5%	25 days	Finance and Transformation	

O9	Number of days taken to process Housing Benefit Changes in Circumstances	Quarterly	Smaller is better	8 days	5%	8 days	Finance and Transformation	
O10	SARs compliance with timescales	Quarterly	Bigger is better	90%	80%-90%	N/A	Finance and Transformation	Target reduced to 90% from 95%. ICO class compliance of 95% as good, 90-95% as adequate and less than 90% as unsatisfactory.
O11	FOI compliance with timescales	Quarterly	Bigger is better	90%	80%-90%	N/A	Finance and Transformation	
O12	Average working days for Stage 1 complaints (excl. ASC) to be responded to	Quarterly	Smaller is better	10 working days	5%	N/A	Assistant Chief Executive	
O13	Average working days to respond to Cllr enquiries	Quarterly	Smaller is better	10 working days	5%	N/A	Assistant Chief Executive	
O14	Average working days to respond to MP enquiries	Quarterly	Smaller is better	10 working days	5%	N/A	Assistant Chief Executive	
O15	% of complaints received that are at stage 2	Quarterly	Smaller is better	N/A	N/A	N/A	Assistant Chief Executive	No target for this PI
O16	One Stop Shop customer satisfaction	Quarterly	Bigger is better	4 out of 5	N/A	N/A	Assistant Chief Executive	
O17	MySandwell - Satisfaction from process submissions (out of 5)	Quarterly	Bigger is better	4 out of 5	5%	N/A	Assistant Chief Executive	
O18	MySandwell – Satisfaction following enquiry closure	Quarterly	Bigger is better	4 out of 5	5%	N/A	Assistant Chief Executive	
O19	Customer satisfaction measure from residents survey (LGA)	Annual	Bigger is better	66%	5%	LGA Benchmark June 2024: 55%	Assistant Chief Executive	A 1% increase on 2024 (65%). Performance in 2023 was 64%. Performance is well above the LGA benchmark. A more stretching target can be set for 2026 following the installation of the new telephony system.

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	Quarterly	Bigger is better	55%	10%	57% Median for West Midlands METs (Infinistats 2022-23)	Assistant Chief Executive	
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Quarterly	Bigger is better	25%	10%	20% Median for West Midlands METs (Infinistats 2022-23)	Assistant Chief Executive	

O22	The percentage of top 5% of earners who have a disability	Quarterly	Bigger is better	4%	10%	5.5% Median for West Midlands METs (Infinistats 2022-23)	Assistant Chief Executive	
O23	The percentage Disabled employees	Quarterly	Bigger is better	5%	10%	9.5% Census 2021 (Sandwell Economically Active Population (16+)	Assistant Chief Executive	
O24	The percentage Ethnic Minority employees	Quarterly	Bigger is better	27%	10%	41.1% Census 2021 (Sandwell Economically Active Population (16+)	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	Quarterly	Smaller is better	0%	0.50%	N/A	Finance and Transformation	Target maintained
O26	Variance from budget - Housing Revenue Account	Quarterly	Smaller is better	0%	0.50%	N/A	Finance and Transformation	Target maintained
O27	Council Tax Collection	Quarterly	Bigger is better	Q1 - 27.86% Q2-53% Q3-74.65% Q4 = 96% Cumulative	1%	TBC	Finance and Transformation	
O28	Business Rates Collection rates	Quarterly	Bigger is better	Q1 - 29.03% Q2-56.75% Q3-80.35% Q4 = 95.6% Cumulative	1%	TBC	Finance and Transformation	Please note CTAX % Quarterly targets are lower than NNDR as we have more CTAX payments come in towards the end of the financial year as 42,370 (31%) residents are now paying over 12 months
O29	Rent collected as a % of rent due (including arrears brought forward)	Quarterly	Bigger is better	Q1- 95.60% Q2- 96.00% Q3- 96.50% Q4- 97.00%	5%	Year End 2023/24 - National Median 96.64%/ English LA's and ALMOS >10k stock Median 96.15% Source; Housemark	Place (Housing)	

O30	Debt servicing costs as a % of net revenue budget	Annual	Smaller is better	TBC	5%	2023/24 Median for Similar LAs - 9.8% England Median - 8.5% (Oflog)	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)	Quarterly	Bigger is better	Q1 – 42% Q2- 44% Q3- 47% Q4 – 49%	5%	West Midlands 2023 - 51.7% Statistical Neighbour 2023 - 49.3% England 2023 - 62%	People (Children and Education)	
O33	Care experienced young people 19-25 in Employment, Education and Training (EET) (cumulative)	Quarterly	Bigger is better	Q1 – 42% Q2- 43% Q3- 44% Q4 – 45%	5%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	People (Children and Education)	
O34	Care experienced and Children in Care apprenticeships filled (borough wide) (cumulative)	Quarterly	Bigger is better	Q1 – 10 Q2- 15 Q3- 20 Q4 – 20	1	N/A	People (Children and Education)	
O35	Care experienced and Children in Care apprenticeships filled (Council) (cumulative)	Quarterly	Bigger is better	Q1 – 6 Q2- 8 Q3- 10 Q4 – 10	1	N/A	People (Children and Education)	
O36	Children in Care Work experience placements (cumulative)	Annual	Bigger is better	12	1	N/A	People (Children and Education)	
An employer of choice with an engaged, high performing workforce								
O39	Percentage of vacancies filled	Quarterly	Bigger is better	N/A	10%	N/A	Assistant Chief Executive	PI proposed for removal
O40	Employee engagement survey : Employee Engagement Score	Biannual	Bigger is better	TBC	5%	64% 2023 Employee Survey benchmark comparator provided by BMG	Assistant Chief Executive	
O41	Apprentices as a percentage of FTE employees (entry level)	Quarterly	Bigger is better	NA	10%	N/A	Assistant Chief Executive	PI proposed for removal

O53	Number of entry level apprentice new starts	Quarterly	Bigger is better	100 (2025-26)	10%	new measure	new measure	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.
O42	Average working days lost per employee due to sickness absence (FTE)	Quarterly	Smaller is better	8.7 days Q1 = 2.24 Q2 = 3.86 Q3 = 6.21 Q4 = 8.70	5%	9.4 The Year end Median for 19 West Midlands Authorities (Infinistats 2022-23)	Assistant Chief Executive	
O43	% of working days lost due to sickness absence	Quarterly	Smaller is better	5%	5%	3.4% CIPD Health & Wellbeing At Work Survey 2023	Assistant Chief Executive	
O44	% annual reviews completed (as of 2025)	Annual	Bigger is better	80%	10%	N/A	Assistant Chief Executive	
O45	% Staff turnover	Quarterly	Smaller is better	15% or less	5%	15.2% Median for 17 West Midlands Authorities (Infinistats 2022-23) 14% Median for LGA (2020/21)	Assistant Chief Executive	
O46	Voluntary leavers as a % of total leavers (Voluntary turnover)	Quarterly	Smaller is better	10% or less	5%	9.41% Median for 17 West Midlands Authorities (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	Quarterly	Bigger is better	N/A	N/A	N/A	Assistant Chief Executive	
O48	Members with PDPs	Quarterly	Bigger is better	50%	TBC	N/A	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

O49	To what extent do you think Sandwell Council acts on the concerns of local residents (residents survey)	Quarterly	Bigger is better	NA - target to be set for 2026	5%	N/A	Assistant Chief Executive	
O50	Response rate for SHAPE Survey	Annual	Bigger is better	2,500	N/A	N/A	Assistant Chief Executive	A response rate over 2500 is considered good.
O51	Number of Schools engaging with the Council	Quarterly	Bigger is better	80% Schools in the borough (annual target)	5%	TBC	Assistant Chief Executive	
O52	Children's rights impact assessments	Quarterly	Bigger is better	Target TBC	N/A	TBC	Assistant Chief Executive	