

# 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	Q2 Performance	This Time Last Year (Q2 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	473	NA	N/A	At the end of Quarter 2, the target for this measure has been achieved. The Department for Education (DfE) provided funding for the provision of some new places. At the end of Q2, we have 283 non-grant funded places that have been created and are open and 190 DfE grant funded places have also been created. We are awaiting a further 131 places which have been delayed due to Council commissioning of LA sites, Ofsted registrations not yet being received and also contractors being allocated to building work.	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%	252 full places and 57 extended places	311 full places and 57 extended places	704 (prediction as no funding was allocated at this point)	N/A	Since the target was set, funding from the DfE has been scaled back because of the lower than predicted demand for wraparound care places in the borough. The target set is therefore not what we were working towards, therefore no RAG rating has been provided.  At the end of Quarter 2 (September) we had 311 full wrap around places with 57 extended places (where a setting has extended the existing provision). The predicted number of places was higher in Q2 last year because this was based on government funding and anticipated demand, which has since been revised down significantly. The figure for Q1 has also been revised, as this was based on incorrect information from some schools who provided the total number of places instead of new places. There are still 100 new wraparound places to be operational, so the 268 figure will increase over the next few months.	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										
G4	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	60% (AY 2024/25)	2ppts	Annual	61% (AY 2024/25) (Provisional)	59% (AY 2023/24)	2024/25 AY Provisional Regional: 60% National: 61% Stat Neigh: 60%	Based on provisional KS2 2024/25 Academic year data, performance exceeds the target, is in line with National and exceeds regional and statistical neighbour comparators.	Children and Education
G5	Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 5 or above	Bigger is better	36% (AY 2024/25)	0ppts	Annual	34% (AY 2024/25) (Provisional)	35% (AY 2023/24)	2024/25 AY Provisional: Regional: 41% National: 45% Stat Neigh: 38%	Based on provisional KS4 2024/25 Academic year data, performance is 2 percentage points (ppts) below the target but within tolerance. Performance is 11ppts below national, 7ppts below regional and 4 ppts below the average for the statistical neighbour group. Published data indicates that Sandwell school performance at KS4 English and Maths at grade 5 or above still remains below National figures, with the gap similar to previous years (currently 11%). Performance in English was at grade 5 or above was 55%, 17% above that in maths at 38%, with outcomes in English demonstrating an improving trend. Improving attainment in both subject areas remains a priority, but particularly in maths. The service has plans in place (subject to funding being approved) to improve performance, including; Peer to Peer support for schools is being continued into 2025/26, with a specific strand for maths and 121 peer support for Headteachers, a continuation of the Teaching and Learning Network, and support for vocational subjects at KS4, which is recognised as an area that needs to be improved.	Children and Education
G27	Percentage LA disadvantaged pupils Nationally at KS4 attainment of English and maths at Grade 5	Bigger is better	24% (AY 2024/25)	1ppt	Annual	23% (AY 2024/25) Provisional)	23% (AY 2023/24)	2024/25 AY Regional: 25% National: 26% Stat Neigh: 24%	Based on provisional KS4 2024/25 Academic year data, performance is 1 ppts below the target but within tolerance. Performance is 3ppts below national, 2 ppts below regional and 1 ppts below the average for the statistical neighbour group. Performance for the disadvantage group is relatively stronger when compared to performance for the KS4 cohort overall.	Children and Education

G26	Percentage LA disadvantaged pupils Nationally at KS2, achieving the expected standard in reading, writing and maths	Bigger is better	49% (AY 2024/25)	2ppts	Annual	50% (AY 2024/25) (Provisional)	48% (AY 2023/24)	2024/25 AY Provisional Regional: 49% National: 47% Stat Neigh: 51%	Based on provisional 2024/25 Academic year data, performance for the disadvantaged group at KS2 exceeds the target and National and regional Comparators. Performance for the Statistical neighbour groups is 1ppts higher.	Children and Education
G6	Placeholder for replacement for "% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools"	Bigger is better	NA	2ppts	NA - measure discontinued and alternative under review	NA	88% (31 Aug 2024)	N/A	This measure has been discontinued and alternative is under review. New Ofsted Framework will commence 10 November 2025, The new judgements are completely different from the old judgements and it isn't clear how data could be summarised yet. Some schools may not be inspected on the new framework for 5 years.	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	47.2	46.6	March 2024/25: Regional:44.7 National:41.6 Stat Neighbour: 61.2	The number of Children on a Child Protection Plan as of the 30th September 2025 is 410. This equates to a rate of 47.2 per 10,000 which is below Statistical Neighbour average of 61.2 and slightly above regional and national averages. Operational Service and Quality Assurance Service continue to ensure Children on Plans for over 15 months are reviewed, currently we have just two children on a plan for over 2 years	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	93.05	95.2	March 2024/25: Regional: 90 National: 70 Stat neighbour: 108.7	The number of children we care for has decreased to 808 (816 the last month). The current rate of children we care for is now at 93.05 per 10,000 which is below Statistical Neighbour average of 108. We currently have 40 Separated Young People (formerly Unaccompanied Asylum Seeking Children) open.	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%	8.7%	10.60%	March 2024/25: Regional: 10% National: 10% Stat Neighbour: 9.5%	The number of Children with 3 or more moves in the last 12 months remains below all our comparators, as of 30th September 2025, 70 Children we Care for have had 3 or more moves in last 12 months (1st October 2024 to 30th September 2025)	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 1708	GP 1463	GP 5,478	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.  Qtr. 2 Child Friendly activity was incorporated into HAF and Go Play activity there was no stand alone child friendly activity over Qtr. 2 period.  SHAPE engagement has predominantly been through the SHAPE Summer Fest which saw an attendance numbers of 4000 children and young people, SEND reference groups, youth forums and co-production sessions.	Children and Education
					HAF 4846 (589 SEND)	HAF 7800 (1121 SEND)	HAF 12,519			
					CF 30 Shape-743	SHAPE - 6594	SHAPE 4,719			
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: 937	Reach of Young People: 592	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. Performance across all three areas is better compared to last year for a number of reasons. The new youth bus was out during Q2 and as a result we have seen increased engagement in our detached sessions, which the bus supports. The better weather has also meant that we have had increased engagement during the summer in our Holiday Activity and Food Parks programme. The service also had increased funding for additional detached youth work sessions from the Violence Reduction Partnership in targeted neighbourhoods during the summer which has helped increase engagement. Finally, we have seen an increase in declared SEND in universal settings and a second session of MARVEL Youth Club is due to start in Quarter 3.	Children and Education
					Reach of Declared SEND Young People: 93	Reach of Declared SEND Young People: 91	Reach of Declared SEND Young People:41	N/A		
					Engagement of Young People through detached Youth Work: 4088	Engagement of Young People through detached Youth Work: 4,401	Engagement of Young People through detached Youth Work:2,984	N/A		
G13	Children's books issue figures (physical and electronic)	Bigger is better	56,784	5%	49,419	57,112	49,601	N/A	The target for this quarter has been achieved and exceeded by 328 (1%). This is due to an increase take-up of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations.	Place (Environment)

G14	The take up of free activities that are available for children under the age of 16, in libraries	Bigger is better	2,212	5%	2,111	2,344	2,190	N/A	Free activity for children and families is one of our primary objectives, especially where we can link it with borrowing books to improve literacy. We are using external funding (Covid) to pay for activities, which will end in 2025-26.	Place (Environment)
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 (all open cases at the end of the quarter that have received an Early Help Assessment- there is another PI that looks at new Early Help Assessments at the end of each month)	Within the range	900-1200	<=10%	798	727	838	Q4 2024/25: Regional average: 1,295	<p>The Additional Family Help Operational Group is analysing data to understand the recent decline in Early Help Assessments (EHAs), noting that many schools have not yet submitted their information. Early findings from the new school safeguarding audit suggest an increase in single-agency support, with delays in reporting partly due to DSL changes. More data is needed to gain a full picture across partners.</p> <p>The group continues to promote the value of multi-agency EHAs, which have been effective—75% of families supported this way do not need further help within a year. Partners have been reminded to advocate for multi-agency working, and three promotional events in November aim to boost EHA awareness and usage. This effort aligns with the Families First reform, emphasising early, coordinated support to prevent escalation and improve outcomes for children.</p>	Children and Education
G19	Out of the total number of open Single Assessments, the percentage of assessments completed within 45 working days	Bigger is better	85%	>70.0%, <85.0	87.94%	75.90%	73.30%	<p>March 2024/25: Regional: 83.4% National: 84.5% Stat Neighbour: 82.9%</p>	<p>The percentage of single assessments completed within 45 working days is 75.9%. In September 2025 performance in relation to new assessments is at 77.7% (206/265), with review assessments on current open children at 68.3% (43/63). This is below the England (84.5%), Statistical Neighbour (82.9%) and West Midlands Average (83.4%). Although performance over last 6 months is 87%. Reasons for the decrease include changes to staffing and the summer holiday periods. Moving forward with a full complement of staff performance is expected to improve.</p>	Children and Education
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										
G22	Attainment rates for those with EHCP at the expected level or above in reading, writing and maths at KS2	Bigger is better	8% (AY 2024/25)	1ppts	Annual	5% (AY 2024/25) (Provisional)	7% (AY 2023/24)	<p>2024/25 AY Provisional: Regional: 7% National: 9% Stat Neigh: 7%</p>	Based on provisional KS2 2024/25 Academic year data for pupils with an EHCP, performance is 3 ppts below the target. Performance is 4ppts below national, 2ppts below regional and 2 ppts below the average for the statistical neighbour group.	Children and Education
G23	Attainment rates for those with EHCP attainment 8 (KS4)	Bigger is better	14.0 (AY 2024/25)	1 points	Annual	15.4 (AY 2024/25) (Provisional)	12.8 (AY 2023/24)	<p>2024/25 AY provisional: Regional: 13.3 National: 14.8 Stat Neigh: 11.7</p>	Based on provisional KS4 2024/25 Academic year data for pupils with an EHCP, performance is 1.4 points above the target. Performance is 0.6 point above the national, 2.1 points above regional and 3.7 points above the average for the statistical neighbour group.	Children and Education
G25	Attainment rates for those with SEN Support attainment 8 (KS4)	Bigger is better	31 (AY 2024/25)	1 point	Annual	28.2 (AY 2024/25) (Provisional)	28.6 (AY 2023/24)	<p>2024/25 AY provisional: Regional: 32.6 National: 33.7 Stat Neigh: 30</p>	Based on provisional KS4 2024/25 Academic year data for pupils with receiving SEN Support, performance is 2.8 points below the target. Performance is 5.5 points below national, 4.4 points below regional and 1.8 below the average for the statistical neighbour group.	Children and Education
G24	Attainment rates for those with SEN Support at the expected level or above in reading, writing and maths at KS2	Bigger is better	22% (AY 2024/25)	1ppts	Annual	24% (AY 2024/25) (Provisional)	21% (AY 2023/24)	<p>2024/25 AY Provisional: Regional: 25% National: 28% Stat Neigh: 27%</p>	Based on provisional 2024/25 Academic year data, performance for the SEN Support group at KS2 exceeds the target and is 1ppt below regional Comparators. Performance is 4ppts below national and 3ppts below Statistical neighbours. The gap to national performance has closed from 5ppts last year to 4ppts this year.	Children and Education

G28	% EHCP 20 week completion rate, including exceptions	Bigger is better	50.3% (National average 2024)	5ppts	41.57%	15.65%	N/A	2023 calendar year: Regional: 48.4% National 48.4% Stat Neigh: 53.7%	<p>Timeliness in assessments dipped in Q2 mainly due to increased demand and system changes. Previously, Sandwell had very low rates of Education Health and Care Plans (EHCPs) for children aged 0–5, which meant many started school with unmet needs and later required plans in primary school. A redesigned early-years pathway has now made it easier for younger children with significant needs to receive EHCPs earlier, resulting in a sharp rise in assessments from both early-years and primary-age groups.</p> <p>Clearing the historic backlog in August also caused temporary disruption, as staff were moved back into the main statutory team and workflows were reorganised. Timeliness has further been affected by slow returns of statutory advice—health and social care return around 90% on time, while education returns only about 18%. New tracking systems, streamlined processes, and extra educational psychology capacity have been introduced to address these delays.</p> <p>Although timeliness has dipped, improved data quality compared to last year now allows the service to identify issues earlier, adapt pathways quickly, and prevent future backlogs while managing higher demand, especially among younger children</p> <p>Of plans issued in the period, 118 of 164 (71.95%) in July and 94 of 126 (74.60%) in August were backlog assessments. This has had a significant impact on our timeliness rate and the average time taken to finalise plans in the quarter. When backlog plans are excluded, the timeliness rate for this period increases to 39.81%, and the average time to finalise decreases to 22.10 weeks.</p>	Children and Education
G38	Average number of weeks taken for statutory assessment	Smaller is better	20 weeks	5%	41.11	57.82	NA	NA		Children and Education
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)	Smaller is better	6.0%	5%	2.40%	4.50%	5.90%	13.4% England 11.8% West Mids 12.1% SN 9.0% Black Country	Q2 performance of 4.5% NEET/NK is significantly better than the same quarter last year (5.9%). The figure consists of 1.7% NEET and 2.8%NK. The Q2 %NK element is our best performance in five years. Our overall Q2 performance is 2 or 3 times better than our comparators. We are on track to be in the top quintile again this year.	Children and Education
G30	Number of work experience placements	Bigger is better	275 (Annual)	5%	90	129 (total to date 219)	87	N/A	The request for school placements shifted from quarter one to quarter 2 in 2025. We are on track to meet our target for the full year.	Children and Education
Contextual Measures										
G31	Proportion of children in Reception who are overweight or obese	Smaller is better	N/A	N/A	Awaiting latest data	Awaiting latest data (Due Nov 2025)	24.2% (2023/24)	2023/24: Regional: 23.4% National: 22.1%	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	Awaiting latest data (Due Nov 2025)	44.6% (2023/24)	2023/24: Regional:38.4% National: 35.8%	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	10.3% (June 2025)	11% (September 2025)	9.7% (September 2024)	September 2025 Regional:8.1% National: 5.8%	The 18-24 claimant count has increased since last quarter and has increased since this time last year. This mirrors the picture regionally and nationally, both of which have increased since this time last year from 7.3% (regional) and 5.2% (national), although the increase has been steeper in Sandwell. Source: Nomis	

Corporate Performance Report 2025/26

Living in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year (Q2 2024/25)	Benchmark	Commentary	Directorate
Clean, well maintained public spaces and assets										
L1	Resident satisfaction (resident survey) - cleanliness of neighbourhood (LGA) How satisfied residents are with street cleaning	Bigger is better	68%	5%	Annual	69%	68%	57% (2024 LGA Benchmark)	In July 2025, MEL Research interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. The performance outturn for this measure this year was 1% above the Council target of 68% which is an improvement of 1% from last years outturn and 12% above the national LGA benchmark target of 57% (October 20204). Rubbish and litter remains the main neighbourhood concern, mentioned by one in three (33%) in the survey results.	Place (Environment)
L2	NI195 - Improved street and environmental cleanliness	Smaller is better	litter: 2.50%	5%	3.00% (T3 - Dec-Mar)	4.5% T1 (April-July)	5%	N/A	The target for litter and flyposting has not been achieved this quarter, but there is an improvement for litter compared to the same period last year. The proposed Litter Bin Strategy when enacted later this financial year should improve performance. The Service is also working with another local authority to understand best practice, which includes a more proactive approach to both fly tipping and littering with increased enforcement activity.	Place (Environment)
			detritus: 6.50%	5%	6.50% (T3 - Dec-Mar)	6.5% T1 (April-July)	11.5%			
			graffiti: 1.50%	5%	0.5% (T3 - Dec-Mar)	0.5% T1 (April-July)	3%			
			fly-posting: 0%	5%	0.5% (T3 - Dec-Mar)	0.5% T1 (April-July)	0.50%			
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%	80.61%	85.60%	N/A	Target for this quarter has not been achieved. In total there were 98 cases, of which 79 (81%) were cleared and 19 (19%) were not cleared within the timescale. Out of the 19 where the timescale was not met, 4 were out of hours and needed additional support to clear, 9 had access issues where the crew could not get to it and 5 were collected just over the timescale. Performance for hazardous waste and fly tips is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted.	Place (Environment)
L7	Remove fly tips on public (contract maintained) land within 24 hours	Bigger is better	90%	5%	97.43%	98.36%	95.49%	N/A	The target for this quarter has been achieved and is an improvement compared to the same period last year. There were 3720 fly tips logged in this period of which 3659 (98.36%) were removed and 61 (1.64%) were not removed within the timescale. The Council team is also training Serco staff on how to sift through fly tips for evidence, so that more prosecutions can be made.	Place (Environment)
L8	The number of new trees planted	Bigger is better	200	5%	210	125	220	N/A	The target was not achieved for this quarter as a decision was made to pause more planting due to the extremely dry summer and a high risk of the trees dying. Planting will be increased in the forthcoming quarters to achieve year-end target.	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%)	489 (24%)	495 (29.86%)	N/A	The target for this quarter has not been achieved. There has been an increase compared to the previous quarter and a slight decrease compared to the same period last year. This is not generally linked to the introduction of Alternative Weekly Collections that began in mid-September. The number of missed bins is an area that needs to be improved as part of the Serco Contract. There are now Client Officers in place that are monitoring contract performance and identifying ways to improve the service. This has resulted in new policies and procedures that should impact performance, one example being new 'Zone task and Finish Rounds' that ensure Serco teams are available in any given area if issues arise, rather than finishing work once a round is completed.	Place (Environment)
Quality green spaces										
L10	Resident satisfaction with Green spaces	Bigger is better	78%	5%	Annual	73%	76%	73% (2024 LGA Benchmark)	Performance against this measure in 2025 (73%) is 3% lower than last year (76%) and below the target of 78%. However, we are still in line with the LGA benchmark of 73%. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Place (Environment)
Residents Feel Safe in their communities during the day and at night										
L12	How safe people feel in the day (residents survey)	Bigger is better	92%	5%	Annual	92%	91%	91% (2024 LGA Benchmark)	Performance against this measure in 2025 (92%) is higher than last year (91%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Place (Environment)
L13	How safe do people feel at night (residents survey)	Bigger is better	65%	5%	Annual	65%	63%	71% (2024 LGA Benchmark)	Performance against this measure in 2025 (65%) is better than last year (61%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	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: 100% Stage 2: 50%	Stage 1: 46.15% Stage 2: 50%	N/A	Performance continued to improve over Q2 of this year for the stage 1 and stage 2 outturn, with a whole year impact of 60 percentage point increase for stage 1 and 50% for stage 2. The service remains on track to hit the target by the end of Q3. This improved performance is because of a substantial number of new staff into the service who have been undergoing a comprehensive training plan. As staff are fully trained the capacity in the service is steadily improving.	Place (Housing)

L15	% of responsive repairs completed in timescale	Bigger is better	95%	5%	Emergency 94.94% Non-emergency 77.37%	Emergency 95.62% Non-emergency 77.36%	Emergency 90.06% Non-emergency 72.88%	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 and Urgent repair performance remains excellent, showing strong improvement since the dedicated team was introduced in April 2025. However, Routine (non-urgent) repairs continue to impact overall results, though gradual improvement is seen.  Current staffing levels are sufficient for Emergency and Urgent work, but additional resources are needed for Routine repairs. To address this, new contractors have been engaged and 20 Multi-Trade positions advertised — 12 filled (pending HR checks for October start) and 8 to be re-advertised. Six additional trade-specific roles will replace internal staff who moved into Multi-Trade positions.  Routine repairs will now follow a 90-day target (previously 40 days) for jobs raised after 15 August 2025, following system updates. This change may temporarily increase overdue figures, but performance is expected to improve as backlog work is completed.  A new metric launching in September 2025 will measure Business-As-Usual performance under the updated 90-day target system.	Place (Housing)
L16	Number of long term empty homes brought into use	Bigger is better	15 (30)	5%	15	14 (29 cumulative)	10	N/A	The numbers of empty properties brought back in to use continues to improve. The service achieved some significant successes on complex long term cases over the first half of the year which means the target of 30 just being missed by 1 case doesn't do sufficient justice to the level of work that was involved. This part of the service is going from strength to strength.	Place (Housing)
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Bigger is better	100%	0%	99.7%	99.6%	99.48%	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.	Performance is better than this time last year, although slightly worse than Q1. All non-compliant cases are going through the legal/Access process to ensure we can get access to properties and complete the Landlord gas Safety Record.	Place (Housing)
L18b	Housing Compliance Health Check (Over 6 key areas): Fire safety checks	Bigger is better	100%	0%	100%	100%	94.41%	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 Fire Risk Assessments were completed as of the end September 2025.	Place (Housing)

L18c	Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Bigger is better	100%	0%	93.8%	100%	19.58%	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.	All housing blocks requiring a management survey are complete as of the end September 2025.	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 completed as of the end September 2025.	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.	A request has been made to Allianz (insurance and risk management company) to change how reports for lifting equipment are managed. At the moment, several pieces of equipment are grouped together in one report. Under the new system, each item of equipment will have its own separate report.  These individual reports will be uploaded directly into the company's 365 system, which keeps track of maintenance and safety checks. This change will make it easier to see the history of each asset, reduce duplicate records, and ensure that any repairs or follow-up actions are logged correctly. Overall, it will make the process more accurate, transparent, and efficient.	Place (Housing)
L18f	Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (EICR) under 5 years old (or in legal resolution)	Bigger is better	100%	0%	98.1%	98.6%	96.02%	Year end 2024/25 National English Median - 99.35% English LA's and ALMO's >10k 98.56% Source; Housemark July 25	We are continuing to schedule and complete all remaining Electrical Installation Condition Report (EICR) tests. Most of the overdue cases are due to limited access to properties, often because of tenancy-related issues.  As part of the ongoing improvements to the new 365 system, new features are being added to record and monitor any actions passed to the Housing Teams. This update will help us identify and report separately on overdue cases that are waiting on housing-related access issues.	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%)	590 non decent / stock 27,771 (2.12%)	1354 non decent/stock 27689 (4.89%)	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.	12,690 properties have now had a stock condition survey out of a total of 27,771 properties as of 30th September 2025. Data for September surveys is going through Quality Assurance process so non-decency remains at 449 from stock surveys. There are 141 properties with category 1 hazards (serious, immediate risks to health and safety) which will be addressed as a priority by the service. Added to the 449, the total number of non decent properties in September 2025 is 590.	Place (Housing)



L20	Total households in Temporary Accommodation (TA)	Smaller is better	250	5%	243	265	236	Qtr1 25/26 per 1000 properties Sandwell - 1.61, National Average - 5.43, West Midlands Average - 3.48	The service has fallen slightly behind target due to a surge in demand at the end of the summer and a reduction in available housing. This was caused by fewer properties being offered in the Private Rented Sector and delays in bringing council void properties back into use. However, changes in how temporary accommodation is being used and changes to the profile of temporary accommodation, has resulted in spending being almost £300,000 lower than projected. This will allow more funding to be used in securing more longer term properties and for reinvestment into prevention. The service remains focused on managing the use of temporary accommodation 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%	80.3%	59.8%	Qtr. 1 25/26 National Average - 53.9%, West Midlands Average - 56.9%	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 third of the national average. This is solely down to successful prevention.	Place (Housing)
Improve outcomes for local people on local issues										
L23	The number of library visits in person	Bigger is better	187,150	5%	166,810	184,385	196,015	N/A	Performance for this quarter is 1% below target. This is because in July 2024 (which the target was in part set against), Central and Wednesbury libraries were used as polling stations whilst remaining open to library users - we had no way of separating polling visits. However, it is expected that the service will make up for this over the course of the year and hit the annual target.	Place (Environment)
L24	The number of community activities & events held in libraries or online	Bigger is better	3,050	5%	3,236	3,301	3,020	N/A	Performance is better than target. The service is using external funding (Covid) to run activity; however, this funding will cease at the end of the financial year.	Place (Environment)
L25	Adults book issue figures (physical and electronic)	Bigger is better	64,955	5%	58,443	66,534	62,887	N/A	As in quarter 1, the service has seen an increase in the borrowing of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations.	Place (Environment)
L26	Number of visits to Community Hubs	Bigger is better	NA	NA	633	372	458	N/A	The Community Hubs continue to run out of West Bromwich Library on a Tuesday and Blackheath Library on a Wednesday. The main customer queries being addressed continue to be in relation to Housing and Repairs and Council Tax. In terms of customer satisfaction, 72% of customers rated the service 5 out of 5 stars, 27% of customers rated the service 4 out of 5 stars and 1% of customers rated the service 3 out of 5 stars.	Assistant Chief Executive
L27	One Stop Shop – numbers of customers seen	Information	NA	NA	11,344	12,105	8,154	N/A	For 2025/26 the figures are higher when compared with last year, this is due to the team at the One Stop Shop beginning to record walk-in enquiries. These don't require the customer to wait to see an advisor but are still dealt with by the team.	Assistant Chief Executive

L28	One Stop Shop – top 3 services	Information	N/A	N/A	Council Tax: 3,519, Housing: 2,959, Revs and Bens: 569	Council Tax: 3,403, Housing: 2,849, Revs and Bens: 661	Revs & Bens: 2,668 Housing: 1,599 Council Tax: 990	N/A	<p>Customer queries about Revenues, Benefits, and Council Tax have increased, partly because fewer staff were available to answer calls, prompting more people to visit in person. A Single Occupier review campaign also generated additional contact.</p> <p>Demand for Homelessness Support and Housing Allocations has grown significantly, with around 6,500 homelessness applications in the past year and more than 23,000 households on the housing register. Many people seek help at crisis point and prefer face-to-face support at the One Stop Shop.</p> <p>To meet rising and urgent demand, on-site capacity has been expanded, enabling triage within three days or even the same day for urgent cases. The service aims to make face-to-face assessments standard and is introducing an appointment system and revised processes to reduce unnecessary contact and improve efficiency.</p>	Assistant Chief Executive
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#### 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)	Bigger is better	5,000	5%	2,097	2,327 (4424)	5,354	N/A	Performance is below target for these measures. The main reason is that there are significant DWP backlogs, resulting in benefit awards being extended and therefore there is no requirement for review forms to be completed. However, the implementation of a new case management system and required extensive staff training has also impacted on performance. Our core team have and will continue to complete mandatory training into Q3 to ensure we are delivering a comprehensive service to our residents. The team have been affected by long term absences, however we have two full time new recruits who are currently in induction training. We anticipate that Q3 we will be back on target. * The outturn for Quarter 1 has been amended since original publication.	Place (Housing)
L41	The total monetary value of benefits awarded assisted by the Welfare Rights Service	Bigger is better	£10m	5%	£2,963,396	£3,713,166.44 (£7,843,900)	£4,332,794 (£10,524,134)	N/A		Place (Housing)

#### 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)	Bigger is better	TBC	5%	Annual	85%	84% (Sandwell 2024 Resident Survey)	N/A	Performance against this measure in 2025 (85%) is 1% higher than last year (84%). The question asked was 'Do you experience any particular barriers or difficulties in accessing the internet?'. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Assistant Chief Executive
L33	% of contacts received through MySandwell	Bigger is better	N/A	N/A	61%	62%	57%	N/A	Self-service via MySandwell continues to attract more contact than all other channels combined, accounting for 62% of all measured contact. The services driving this digital uptake are primarily booking appointments at the tip, making payments, and scheduling bin-day reminders. The largest prospect for further digital growth (channel shift) is with Housing Repairs contact, which is significantly the largest reason customers call the council. However, operational challenges - specifically relating to repairs attendance for reported defects and longer-term scheduled maintenance performance - make channel shift challenging. Following recent appointment of contractors to reduce backlogged repairs being chased, it is hoped to see related contact reduce into future quarters. The Digital Team continues to progress with plans to develop functions that will maximise channel shift for housing repairs contact, working in partnership with the Repairs service.	Assistant Chief Executive

#### Contextual Measures

L34	Total recorded crime in Sandwell	Smaller is better	N/A	N/A	8,659	8,547	8,611	N/A	There has been a slight decrease in recorded crime (Police data) compared to the previous quarter and the same period of the previous year, continuing the overall year-on-year downward trend. Hate crime reports have risen slightly, reflecting national trends and improved confidence in reporting. This is a positive sign that victims are coming forward, supported by local awareness campaigns and strong partnership working with the police and community groups.	Place (Environment)
L35	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	N/A	N/A	1341 crime 905 Non-Crime	1761 crime1023 Non-Crime	1,778 Crime 1014 Non-Crime	N/A	There has been a slight increase in reports compared to quarter 1 but remain within the normal range seen across the region. The rise is consistent with seasonal trends and continued national awareness campaigns. Local support services, including refuge and advocacy provision, continue to respond effectively to demand, with no capacity concerns reported.	Place (Environment)
L36	The number of cases referred to MARAC	Smaller is better	N/A	N/A	222	209	185	Operation Willowbay Q2: Region - 2188 Birmingham: 979 Coventry: 307 Dudley: 176 Solihull: 120 Walsall : 173 Wolverhampton: 194	There has been a slight decrease in reports compared to quarter 1 although an increase compared to the same period last year, but remain above national benchmark levels. All cases continue to be heard within three weeks of referral, with 16 multi-agency meetings held this quarter. Partner agencies confirm that the reduction reflects normal case flow and not a decrease in identified risk. Demand and resource levels are being reviewed through the Domestic Abuse Strategic Partnership (DASP) and Safer Sandwell Partnership governance structures.	Place (Environment)
L37	Child Poverty Rate	Smaller is better	N/A	N/A	42.6% (2023/24)	No new data	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 as part of the Aspiration work, looking at what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty. <a href="https://endchildpoverty.org.uk/child-poverty-2025/">https://endchildpoverty.org.uk/child-poverty-2025/</a>	
L38	Out of work benefits rate	Smaller is better	N/A	N/A	7.3% (May 2025)	7.1% (September 2025)	7.5% (August 2024)	September 2025: Regional: 5.5% National: 4.0%	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)	No new data	£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)	29.4% (June 2025)	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	

## Corporate Performance Report 2025/26

Healthy in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year (Q2 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%	16.5% (tolerance value)	15%	15%	17%	2023/24 25.5% (Direct Payments); 92.2% (Self Directed Support) - England Average	<p>Currently, 412 people in Sandwell receive support through Direct Payments (DPs) — 15% of all individuals accessing care. This number has remained stable since mid-2025. Since April 2025, significant work has been undertaken to strengthen and improve DP arrangements, including:</p> <ul style="list-style-type: none"> <li>-Training: Around 180 social workers trained across six sessions.</li> <li>-Guidance: New Direct Payment Practice Guidance produced and awaiting approval.</li> <li>-DP Practice Panel: Meeting fortnightly (and as needed) to resolve suspended DPs, improve request quality, and streamline collaboration between social work and finance. About 220 cases have been reviewed.</li> <li>-Process improvement: New DP forms and processes are being designed with input from finance and systems teams.</li> </ul> <p>After a period of decline, DP numbers have stabilised as new working practices have been embedded. The workforce is now trained, processes are more robust, and oversight has improved. Next steps include improving public information to help increase uptake of Direct Payments.</p>	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% (tolerance value)	57%	56%	48%	2023/24 79.4% - England Average	<p>Performance has dipped slightly since last quarter but remains 8% higher than the same time last year, reflecting the positive impact of work with transformation partner ARCC to strengthen reablement services. A full review of the intermediate care pathway — including STAR, Home-Based Intermediate Care, and the hospital discharge hub — has shaped a new operating model launched in November 2025.</p> <p>The new model introduces more informal advice at first contact and embeds a strengths-based approach that focuses on individuals' abilities, family and community support, and targeted interventions. This helps people stay independent at home. The model has been developed alongside NHS service redesign to ensure shared learning and a unified approach to delivering high-quality, community-based support.</p>	ASC and Health
H7	NHS Health Checks	Bigger is better	4,280 (annual)	5%	0	0	732	N/A	The start of the new NHS Health Checks service has been delayed; service delivery is due to begin early in Q3. The new model delivered through GPs has required contractual arrangements with 44 GP surgeries, rather than a sole provider, which has taken more time to set up. Around 40 of the GPs now have contracts and are starting health checks. The risk to the population is minimal as this is a five year programme and the late start does not impact on the ability to deliver a health check to residents aged 40-74 once every 5 years.	ASC and Health (Public Health)
H8	% community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	N/A	Community Alarms continue to meet the 100% target.	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 completers)	28% (530 referred, 45 completers) (May to July - report in August)	512 referred to intervention no further 85 week completers	N/A	Performance is below target. The current Sandwell Tier 2 Adult Weight Management Programme will therefore end on 31 January 2026 and a redesigned service will be in place from the end of January. All current residents on the programme will be able to complete and there will be no interruption to new referrals. A redesigned hybrid model with inhouse and external delivery incorporating new NICE guidance, will be tightly managed by a Public Health consultant and is scheduled for a February start.	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% (tolerance value)	65%	Not yet available	68%	2023/24: England Average 83.8%	Results not yet available	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% (tolerance value)	Part 1 - 88% Part 2 - 68%	Part 1 - 88% Part 2 - 67%	72%	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% (tolerance value)	99%	97%	97%	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 is just below target in Q2.	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% (tolerance value)	96%	97%	98%	N/A	Performance remains above target in Q2.	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	525	400 Learners (AY - 2023/24 Annual figure)	N/A	Q2 marks the end of the reporting year for the Sandwell Language Network as it runs in line with the academic year. The total number of learners engaged in activities is 525. The successful programme has been grant-funded for another 3 years so a new grant term started on the 1st September 2025 and will run to 31st Aug 2028. The new annual target set is 400.	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 May 2025	No new data (Due May 26)	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 December 2025. Although the latest Active Lives survey data has not yet been released, it is important to note that initiatives such as Active Green Spaces, walking and cycling programmes, leisure redirects, the Physical Activity Framework, and Sport England's Place-Based Expansion, along with other related projects and workstreams, continue to have a positive impact on physical activity levels across Sandwell.	ASC and Health (Public Health)

H23	Proportion of children and young people who are physically active	Bigger is better	N/A	N/A	Was not reported in 23/24	No new data (Due Feb 26)	38.9% (released Dec 2023)	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. The 2024-25 survey has been promoted with schools through the PHDO team and ABC partners we hope to get a data set Dec 2025. Although the latest Active Lives survey data has not yet been released, it is important to note that initiatives such as Active Green Spaces, walking and cycling programmes, leisure redirects, the Physical Activity Framework, and Sport England's Place-Based Expansion, along with other related projects and workstreams, continue to have a positive impact on physical activity levels across Sandwell.	ASC and Health (Public Health)
H24	Smoking prevalence	Smaller is better	In line with national average	N/A	Awaiting data release	Awaiting data release (Due Oct - Dec for 2025)	17.7% (2023) (released Oct 2024)	2023: National: 11.6%	Data available annually from Fingertips. Next update due Oct 2025 (Q3 2025). Prevalence has reduced from 21% to 17.7%. While this is good progress towards our Smoke Free Generation ambitions it remains above the England average of 11.6%.  In April 2025 a new provider started delivering smoking cessation services in Sandwell. The provider is aiming to be a visible presence in Sandwell with stop smoking clinics in accessible venues across the borough. Online digital support will also be available.	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	Data not released in March 2025 Nationally, Next release imminent. Local data shows that Sandwell residents who set a quit date in 2023/24, 62.7% successfully quit smoking. This is higher than both the West Midlands average of 42.5% and the England average of 53.8%.	1,120 (2022/23) (released March 2024)	2022/23 Regional: 890 National: 1,620	Data available from Fingertips annually. Awaiting next data release. However, new data shows that of Sandwell residents who set a quit date in 2023/24, 62.7% successfully quit smoking. This is higher than both the West Midlands average of 42.5% and the England average of 53.8%.  Local data from Sandwell's stop smoking service shows that in Q1 247 people quit smoking for at least 4 weeks.	ASC and Health (Public Health)
H31	Smoking at time of delivery	Smaller is better	In line with or better than National average	N/A	No updated Data	7.1% (298 decrease) (2024/25)	8.9% (373) (2023/24)	National: 6.1% (2024/25)	Data available on Fingertips annually.  Latest data for 2024/25 shows that smoking status at the time of delivery has reduced from 8.9% in 2023/24 to 7.1% in 2024/25. While this remains higher than the England average of 6.1%, the performance gap has reduced from 1.5% to 1.0%.  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 released May 2025)	4.25% (41 increase) (latest data released June 2025)	5.04% (49) (June 2024)	National: 5.8% (June 2025)	<p>A slight increase in performance from 3.83% in May 2025 to 4.25% in June 2025.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects complement clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions.</p> <p>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.</p> <p>12 projects have recently been grant funded to provide activities to support recovery in Sandwell.</p>	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% (May 2025)	25.4% (June 2025)	29.2% (June 2024)	National: 29.9% (June 2025)	<p>A decrease compared to June 2024, but a small increase compared to the previous quarter.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects complement clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions</p> <p>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.</p>	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)	30.3% (June 2025)	33.1% (June 2025)	National: 35.6% (June 2025)	<p>A slight decrease compared 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.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects complement clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions.</p> <p>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.</p>	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: 1.7 per 100,000 pop (2022-24)	Annual measure: 1.6 per 100,000 pop (2021-23)	National average: 5.8 per 100,000 pop (2022-24)	<p>Data available annually from Fingertips. Latest data was released in October 2025. Deaths from drug misuse in Sandwell have regrettably seen a slight increase from 1.6 per 100,000 population for the period 2021-23 to 1.7 for 2022-24). Over the same period deaths from drug misuse in England have increased from 5.5 to 5.8.</p> <p>Drug related deaths in Sandwell continue to be significantly lower than both the national and regional average. Our treatment services continue to deliver drugs prevention, early intervention, harm reduction and specialist treatment to reduce harm from drugs.</p>	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 2023/24  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)	Latest data available Q1 2024/25  MMR1 dose at 24 months - 86.1% MMR1 dose at 5 years - 90.4% MMR2 dose at 5 years - 75.6% HPV and Men ACWY data is not released	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)	The national trend shows a decline in vaccinations from pre covid levels. Vaccination hesitancy is being addressed directed by the NHS (Health Visitors) as well as by campaigns andthe community development work of public health teams. Data is updated annually. Regional benchmarks available here: <a href="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">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</a> 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: <a href="https://www.gov.uk/government/statistics/humanpapillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023">https://www.gov.uk/government/statistics/humanpapillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023</a> Data is updated 6 months retrospective, for 0-5 vaccinations. <a href="https://www.gov.uk/government/statistics/cover-of-vaccination-evaluated-rapidly-cover-programme-2025-to-2026-quarterly-data">https://www.gov.uk/government/statistics/cover-of-vaccination-evaluated-rapidly-cover-programme-2025-to-2026-quarterly-data</a>	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)	4001 (2024) Next update June 2026	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)	Next update August 2026	22% (2022)	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	7.1 (2021-2023)	Next update February 2026	7.1 (2021-2023)	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	Women: 54.8 years Men: 55.5 years (2021-2023)	Next update February 2026	Women: 54.8 years Men: 55.5 years (2021-2023)	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	133.3 (2021-2023)	Next update January 2026	133.3 (2021-2023)	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	Q2 Performance	This Time Last Year (Q2 2024/25)	Benchmark	Commentary	Directorate
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	Bigger is better	Reduction of 5%	1%	Annual	Increase of 12% (150 people) (2024)	Increase of 11% (133 people) (2023)	N/A	<p>There has been a 12% rise in those Killed or Seriously Injured compared to the previous year, relating to 150 people.</p> <p>The Council has a dedicated team focused on reducing road casualties through a combination of road safety engineering schemes, education initiatives, and close partnership working with enforcement agencies, neighbouring authorities, and regional partners across the West Midlands.</p> <p>The recent rise in casualties reflects a trend seen both regionally and nationally, and significant work is underway to understand the factors driving this increase. Targeted interventions over the past 12 months have already contributed to an indicative reduction in serious casualties during the first eight months of this year compared with the same period last year, and it is hoped this positive trend will continue.</p> <p>The Police have also noted that changes allowing people to self-register road casualties online may have artificially inflated reported numbers in recent years. A regional investigation is ongoing to determine the true causes of the increase, and further clarity will be available once this work is complete.</p>	Place (Environment)
T6	The number of road safety improvement schemes	Bigger is better	3	5%	3	3	6	NA	<p>The target has been achieved for this quarter. The schemes completed were:</p> <ol style="list-style-type: none"> <li>1. Oxford Street, Wednesbury - Mesty Croft Primary - New Zebra Crossing</li> <li>2. Alma Street, Wednesbury - Mesty Croft Primary - New Zebra Crossing</li> <li>3. Regent Road, Tividale – Tividale Hall Primary - New Zebra Crossing.</li> </ol>	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%	98.60%	95.90%	NA	<p>Performance remains ahead of target, maintaining the excellent performance from quarter 1 and an improvement on the same period in the previous year.</p>	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										
T9	Number of Businesses supported	Bigger is better	120	5%	162	210	194	N/A	<p>During this quarter, the Business Growth Team supported a total of 210 businesses. This support consisted of:</p> <ul style="list-style-type: none"> <li>• Financial assistance to 69 businesses (33%)</li> <li>• Pre-start Support to 67 businesses (32%)</li> <li>• General business support and guidance to 30 businesses (14%)</li> <li>• The remaining 44 businesses (21%) received support for enquires ranging across various areas including Decarbonisation Net Zero Grants (DNZ), land and property expansion, other council services, social value initiatives, product innovation/investor ready, export trading in new markets and workforce development.</li> </ul>	Place (Regeneration)
T10	Business receiving Financial Assistance or Grants	Bigger is better	10	5%	0	0	24	N/A	<p>Due to the later start of activity this year, grant awards under Year 4 of the Integrated Settlement UK Shared Prosperity Fund (UKSPF) 2025/2026 programme have not yet commenced. However, the team has established a strong pipeline of projects, with eight grants already approved in principal totalling £170,362.97.</p>	Place (Regeneration)

T11	% of major planning applications decided on time	Bigger is better	90%	5%	90% (9 out of 10)	100% (6 out of 6)	100.00%	NA	The service as substantially exceeded both the Council target and the national target of 60% for all planning decisions this quarter.	Place (Regeneration)
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	494	544	577	N/A	The stats provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities.	Assistant Chief Executive
T17	Number of people supported by VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	113,820	94,442	111,444	N/A	The stats provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators.	Assistant Chief Executive
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: 3.1%, Serco: 4%	Council: 2.5%, Serco: 1.9%	N/A	The Serco outturn is of contracted vehicles only. They are currently operating a large number of hire vehicles for which information is not held. Corporate Fleet Review is continuing but progress has slowed due to issues discovered and data gaps. Cenex consultants concluded their work and information gained has been used to successfully bid for funding towards a Depot feasibility study and design for electrification. The transition of Serco's LCV fleet to ZEV has been delayed with no confirmed date of delivery. At the current pace it is unlikely that the end of year target of 7% will be achieved.	Place (Environment)
T19	A percentage reduction in carbon emissions within our corporate estate and across the wider borough (current measure) - 8% reduction in corporate emissions and 4% reduction in wider borough	Bigger is better	8% reduction in corporate emissions and 4% reduction in wider borough	5%	Annual	8.8% reduction in corporate emissions (2023-2024) 6.8% reduction in wider borough (2023)	N/A	TBC	Carbon emissions for the corporate estate reduced by 1,724 tonnes CO2e or 8.8% between 2023 and 2024. Whilst a significant year on year reduction, it is below the required 2,691 tonnes CO2e emissions required to meet the 7.1% reduction against the 2016 benchmark of 37,683 tonnes CO2e (which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2030 net zero target by 10.2%. The challenging target was adversely affected by CO2 emissions from the electricity grid increasing, these will drop again in 2025 and additional projects, such as heat pump installations and fleet electrification, will continue reducing emissions.  Carbon emissions for Sandwell Borough are based on the latest UK government information for 2023 where CO2e emissions reduced by 90 kilo tonnes CO2e or 6.8% from 2022. A reduction of 64.7 kilo tonnes CO2e emissions are required to meet the 4% reduction against the 2016 benchmark of 1,617 kilo tonnes CO2e (again, which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2041 net zero target by 5.6% or 64.9 kilo tonnes CO2e. Borough emissions are heavily influenced by central government strategy and we continue to work with partner agencies in areas such as business and transport, to continue reducing the boroughs emissions.	Place (Regeneration)
Good homes that are well connected										
T24	Satisfaction in place to live – residents survey	Bigger is better	82%	5%	Annual	83%	82%	74% (2024 LGA Benchmark)	Performance against this measure in 2025 (83%) is higher than last year (82%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Assistant Chief Executive

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	33	31	N/A	The number of externally organised events have increased by 2 compared to the same period last year.	Place (Environment)
T29	No of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	75,017	75,027	52,487	N/A	The number of attendees has increased significantly by approximately 25% compared to the same period last year.	Place (Environment)
T30	Number of council organised events	Bigger is better	N/A	N/A	2	1	7	N/A	Internal events have reduced this quarter compared to the same period last year. This is due to new staff starting within a very busy period. The team will be able to plan more events once this busy period is completed.	Place (Environment)
T31	Number of event attendees at Council organised events (estimated)	Bigger is better	N/A	N/A	800	150	2,139	N/A	Due to only 1 council event organised in this period, this has resulted in only a small number of attendees. More events are scheduled for quarter 3 and 4 which will increase the attendees figures significantly.	Place (Environment)
T32	Visits to Leisure centres (SLT)	Bigger is better	643,585	5%	671,073	624,944	624,840	N/A	The target for this quarter has not been achieved, with a shortfall of 1.5% but in line with 2024/25 outturns. This modest variance reflects a slight flattening in footfall trends, likely influenced by seasonal factors. SLT will explore target initiatives to stimulate growth in the next quarter to get back on track to achieve the year-end target.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	405	5%	415	462	414	N/A	Activity is being funded through an external grant (Covid), enabling us to achieve targets. However, this funding will end in 2025-25.	Place (Environment)
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	194	5%	125	195	192	N/A	There has been a busy summer with Heritage Open Days but due to capacity because of staff sickness or vacant posts the service delivered fewer activities than it would have liked, therefore it has broken even on events delivered. There were a number of larger events in this period including a fantastic collaboration with Black Country Touring for a big theatre weekend, which the service wants to repeat subject to funding. There was also had an excellent medieval weekend in September bringing large re-enactment to an urban area where people wouldn't usually get a chance at this sort of event. There was great feedback from the community on these events.	Place (Environment)
Contextual Measures										
T34	New business births/deaths	Bigger is better	N/A	N/A	Births: 370 Deaths: 315 (Q2 calendar year)	Births: 405 Deaths: 320 (Q3 calendar year)	Births: 420 Deaths: 275 (Q3 2024 calendar year)	(Q3 Calendar Year) Black Country: Dudley – B: 255, D: 220 Walsall – B: 290 , D: 210 Wolverhampton – B: 305, D: 255	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T35	Total Jobs	Bigger is better	N/A	N/A	127,000 (2023)	127,000 (2023)	127,000 (2023)	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)	£21,021 (2023)	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	69.9% (March 2025)	70.6% (June 2025)	72% (June 2024)	June 2025: West Midlands: 78% UK: 78.8%	Source: Nomis	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	Q2 Performance	This Time Last Year (Q2 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	7 mins 30 seconds	5%	6 minutes and 4 seconds	7 Minutes 42 seconds	7 minutes 37 seconds	N/A	Call demand has increased at 10,189 calls this quarter compared to 9,271 calls in Q2 last year. Call handling times are also longer with an average of 9 minutes, 11 seconds this quarter. This is because many calls relate to the changes in the Council Tax reduction scheme. Some customers have never paid Council Tax before, so additional time is needed to set up new payment arrangements which adds to the length of the call. We still have vacancies and staff off on long term sickness and whilst there are agents currently in training, it is taking time for them to be sufficiently trained to deliver a full service. There has also been an increase in electronic contact (email/Mysandwell Live chat) and face to face contact which is requiring officers to divert from call handling. All of the customers who contacted us by these methods were dealt with either on the day or within the recognised SLA timeframes.	Finance and Transformation
O2	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	9%	5%	11.50%	10.5	9.90%	N/A	The service is commencing a project in Quarter 3 to understand demand in the contact centre, where increased digital channel migration can be achieved and where resources could be allocated differently in the future to help manage and mitigate this. An update will be provided as part of the Quarter 3 report.	Finance and Transformation
O3	Adult Contact Centre Average Wait Measure	Smaller is better	30 Seconds	5%	1 min 41 sec	3 minutes	47 sec	N/A	<p>Average wait times and call abandonment rates have increased since the last quarter, due to several factors including staff sickness and annual leave over the summer period. One of the main contributors to longer wait times has been the inclusion of trusted triage calls which are now part of the service model. These calls typically take between 20 and 30 minutes, and mean staff spend more time with the customer to ensure issues are fully resolved at the point of contact.</p> <p>Another key factor has been the rise in both the number of calls and repeat calls relating to Blue Badge applications. From November, customers will be able to apply for a Blue Badge online, which is expected to significantly reduce call volumes.</p> <p>In addition, digital solutions for enquiries related to safeguarding, Deprivation of Liberty Safeguards (DoLS), and Carers are being explored. The Service is also working with the Science and Technology Facilities Council to identify and prototype potential options to improve efficiency and accessibility.</p>	ASC and Health
O4	Adult Contact Centre Abandonment Rate	Smaller is better	6%	5%	7.28%	9.16%	2.73%	N/A	Our abandoned % has increased due to the factors stated above. Blue Badge backlog so receiving a lot of repeat calls. Social worker call backs & service users having to wait longer as agents on trusted triage calls whilst having low staffing from sickness & annual leave.	ASC and Health

O5	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	3.39%	9.64%	5.74%	N/A	Although the Quarter 2 target was missed, we are still below the cumulative target for the year. Comparing Quarter 2 from this year to the previous year, the total number of calls has increased by 13.36%. The main 2 areas for the increase are for Waste in September when calls increased by 81.16% due to the introduction of the Alternative Weekly Collection and Repairs where calls increased by 15.70% due to customers calling about gas and heating issues. When the new waste-collection process was introduced, the number of bin-related calls went up. Before the launch (15 September), calls had already started rising because residents received leaflets and wanted clarification. When blue bags were delivered, we got even more calls, as many residents said they hadn't received theirs. Call volumes didn't drop until a couple of weeks after the new process began. 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. We have also provided 2 advisors for 2 weeks to support the repairs back office as they had resource issues.	Assistant Chief Executive
O6	Corporate Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	1 minutes 17 seconds	3 minutes 23 seconds	2 minutes 29 seconds	N/A	Although Q2 targets were achieved, the increase can be associated with a number of variants i.e. Customer Services Advisor Vacancies 6.45 FTE's (Interviewing taking place in October 2025) , providing 2 advisors for 2 weeks support to repairs back office as they had resources issues, taking calls for Boscobel (Tennant Management Association) for 12 days while the team were on leave and phone issues over 3 days, one of which was a full day.	Assistant Chief Executive
O7	Corporate Contact Centre – Call satisfaction	Bigger is better	95%	5%	100%	99.57%	100%	N/A	99.57% of customers who completed the survey confirmed they were happy with the service delivered by the Contact Centre. 70.8% confirmed that their enquiry had been resolved on the day, 14% didn't answer this question and the remaining 15.2% 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 Housing enquires which included Choice based Lettings/ homeless and tenancy management.	Assistant Chief Executive
O8	Number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	24.5 days	26.3 days	26 days	Q1 National Average: 21 days	The increase in the number of days to process Housing Benefit New Claims and Changes in Circumstances is due to the ongoing 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 other DWP initiatives to ensure accuracy of the caseload. With the decline in routine new claims processing the complex caseload remaining is impacting processing times as the service seeks to make the correct decision first time. 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. Resource is also being diverted to processing claims Local Welfare  In addition, for Changes in Circumstances, options are being investigated to manage demand through identifying opportunities for additional automation, which will reduce demand. For New Claims from residents in Supported housing the service is reaching out to other local authorities to understand what they do differently, and if our current processes are as effective as they could be. An update will be provided as part of the Quarter 3 report.	Finance and Transformation
O9	Number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	9.54 days	12.58 days	8 days	Q1 National Average: 7.6 days		Finance and Transformation

O10	SARs compliance with timescales	Bigger is better	90%	80%-90%	53 % (63 received)	61% (91 Received)	75% (83 received)	N/A	<p>A directorate breakdown is as follows:</p> <ul style="list-style-type: none"> <li>-ACE - 100% (1)</li> <li>-Place - 71 % (39)</li> <li>-Finance and Transformation - 61 % (25)</li> <li>-Children and Education - 56% (10)</li> <li>- ASC and PH - 33% (16)</li> </ul> <p>The Governance Team is applying additional diagnostics to SARs and FOI figures to understand areas of poor performance so that interventions can target these specifically and also exploring what resource can be allocated to resolve SARs and FOIs across the organisation. There is also work taking place to mobilise digital solutions, with a pilot anticipated to take place within 90 days, the outcome of which can be included in the Quarter 4 report.</p>	Finance and Transformation
O11	FOI compliance with timescales	Bigger is better	90%	80%-90%	71 % (324 received)	67% (330)	85% (243 received)	N/A	<p>A directorate breakdown is as follows:</p> <ul style="list-style-type: none"> <li>- Finance and Transformation - 74% (55)</li> <li>- Place - 70% (199)</li> <li>- ACE - 65% (17)</li> <li>-Children and Education 48% (33)</li> <li>- ASC and PH 54% (26)</li> </ul>	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	10.80 days	9.56 days	N/A	<p>A directorate breakdown is as follows:</p> <ul style="list-style-type: none"> <li>-ACE: 5.03 days</li> <li>-Finance &amp; Transformation: 7.56 days</li> <li>-Children &amp; Education: 18.88 days</li> <li>-Place: 10.53 days</li> </ul> <p>Within Children and Education, timeliness in responding to SEND-related complaints has been affected by high volumes, complex investigations, and delays in the approval process. Two Assistant Directors have recently supported approvals, helping staff reduce the backlog over the past six weeks, which is expected to improve Quarter 3 performance. Additional measures are planned to help Inclusive Learning Services manage complaint volumes more effectively.</p>	Assistant Chief Executive
O13	Average working days to respond to Cllr enquiries	Smaller is better	10 working days	5%	7.84 days	8.02 days (8.60 days)	6.38 days	N/A	<p>A directorate breakdown is as follows:</p> <ul style="list-style-type: none"> <li>-Adult Social Care: 11.22 days</li> <li>-ACE: 1.64 days</li> <li>-Children &amp; Education: 13.45 days</li> <li>-Finance &amp; Transformation: 7.74 days</li> <li>-Place: 7.86 days</li> </ul>	Assistant Chief Executive

O14	Average working days to respond to MP enquiries	Smaller is better	10 working days	5%	11.4 days	10.5 days	10.58 days	N/A	<p>A directorate breakdown is as follows:</p> <ul style="list-style-type: none"> <li>- Adult Social Care: 11.89 days</li> <li>- Children &amp; Education: 16.51 days</li> <li>- Finance &amp; Transformation: 10.72 days</li> <li>- Place: 9.68 days</li> </ul> <p>There has been an improvement in the Place Directorate, with the average response time reducing from 12.69 days (April–September) to 10.51 days (July–September). The shift is most significant in the Housing Solutions team, where additional staff support has helped with responding to and closing enquiries on time. This is a positive step forward and shows good progress in managing workload efficiently.</p>	Assistant Chief Executive
O15	% of complaints received that are at stage 2	Smaller is better	N/A	N/A	6.09%	9.72%	10.21%	N/A	<p>The Q1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded means the additional data produced as a result needs further validation to ensure it's 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	4.88	4.89	N/A	<p>Good performance is being maintained. A selection of the positive comments provided by customers is as follows: "Excellent service", "Great service, thanks", "Thank you for your help", "Very good", "Very helpful".</p>	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)	4.64 (69,682 ratings)	4.58 (39,621 ratings)	N/A	<p>Process ratings show no major changes, suggesting that processes are stable and continue to meet residents' needs and expectations at the point of submission.</p>	Assistant Chief Executive
O18	MySandwell – Satisfaction following enquiry closure	Bigger is better	4 out of 5	5%	4.35 (3,269 ratings)	4.37 (7,133 ratings)	4.42 (6,074 ratings)	N/A	<p>In Q2 85% of the total customer ratings resulted in an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip had the greatest positive impact on customer experience, with all waste services and Housing Repairs receiving a 4 or 5-star average. Areas for improvement that attracted the most negative feedback included potholes and street maintenance and Street Obstruction. Of the 96 ratings left for these services, an average of 76% rated their experience 1 or 2 stars. Similarly, with Tree Requests, 87% of the 30 ratings were 1 or 2 stars. The primary reason for these low ratings is "Not resolved to my satisfaction" (customer comments are available for further analysis if required).</p>	Assistant Chief Executive
O19	Customer satisfaction measure from residents survey (LGA)	Bigger is better	66%	5%	Annual	72%	65%	56% (2024 LGA Benchmark)	<p>Performance against this measure in 2025 (72%) is 7% higher than last year (65%). The question asked was 'Overall how satisfied or dissatisfied are you with Sandwell Council runs things?'. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.</p>	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%	0.01% (underspend)	-0.28%	N/A	<p>The General Fund has a Gross Budget of £824.055m. There is a £0.101m underspend in Q2, resulting in a 0.01% variance.</p>	Finance and Transformation



O26	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.50%	0.10%	1.48%	-0.34%	N/A	The Housing Revenue Account (HRA) has a Gross Budget of £157.023m. There is a £2.317m overspend in Q2, resulting in a 1.48% variance. The overspend isn't cause for concern, as the majority of the overspend relates to planned expenditure, particularly in relation to asset management costs.	Finance and Transformation
O27	Council Tax Collection	Bigger is better	53.00%	1%	27.62%	52.29%	53.00%	TBC	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	56.75%	1%	30.33%	57.84%	56.75%	TBC	Business Rates collection is above target.	Finance and Transformation
O29	Rent collected as a % of rent due (including arrears brought forward)	Bigger is better	96.00%	5%	96.11%	96.57%	96.04%	Year End 2024/5 - National Median 97.82%/ English LA's and ALMOs >10k stock Median 97.09% Source; Housemark July 25	Quarter 2 performance exceeded the 96% target. The team remains proactive in managing rent arrears at an early stage, supporting customers in maintaining control of their finances and keeping up with regular payments. In the lead-up to Christmas, a Halloween themed campaign has been launched to encourage customers facing financial pressures to reach out to us early for support. The latest benchmarking from Mobysoft (a data insights and technology organisation for social housing providers (SHPs)) shows that Sandwell's performance continues to exceed Mobysoft benchmark customers, we are also closing the gap on our benchmarking peer groups within Housemark.	Place (Housing)
O30	Debt servicing costs as a % of net revenue budget	Smaller is better	9.74%	5%	9.74%	9.28%	9.63%	NA	The indicator is the amount a council spends on debt repayments, relative to the budget the council has set to spend on services. There is a projected underspend on debt costs due to sufficient cash-flow resources held to defer taking new debt during year compared to original budget predictions.	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	44%	5%	42.40%	47.82%	43.50%	2024/25 West Midlands: 52% Statistical Neighbour: 47.4% 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. 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	43.00%	5%	41.90%	43.40%	42.80%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	Performance is better than target this quarter and this time last year. 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.	Children and Education

O34	Care experienced and Children in Care apprenticeships filled (borough wide)	Bigger is better	15	1	9	12	12	N/A	Opportunities for Care Experienced young people to enter apprenticeships are showcased by the employment and skills team. Employers are being encouraged to generate opportunities.	Children and Education
O35	Care experienced and Children in Care apprenticeships filled (Council)	Bigger is better	8	1	8	9	5	N/A	It is anticipated numbers in apprenticeship posts will increase due to the recent Council '100 apprenticeship' campaign.	Children and Education
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	N/A	N/A	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	18% (13)	N/A	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 Local Government Association (LGA) is also being promoted and offered to elected members. Member PDP's will be completed from August 2025. Given this work only started mid way through Q2, the target of 50% is not applicable and a RAG rating has not been provided.	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										
O49	To what extent do you think Sandwell Council acts on the concerns of local residents (residents survey)	Bigger is better	NA - target to be set for 2026	5%	Annual	62%	56%	53% (2024 LGA Benchmark)	Performance against this measure in 2025 (62%) is 6% higher than last year (56%). This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	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	SHAPE - 47	N/A	TBC	Schools have been engaged through the SHAPE Survey, SHAPE Youth Forum, development of the Children and Young People's Engagement Strategy and SHAPE Festival.	Assistant Chief Executive
O52	Children's rights impact assessments - number of staff trained	Bigger is better	TBC	N/A	N/A	N/A	N/A	TBC	To be reviewed in line with the Child Friendly Development Priority Action Plan	Assistant Chief Executive