

## Corporate Performance Report 2024/25

### 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	Benchmark	Commentary	Directorate
G2	Ensuring there are good quality childcare places for children 0-4 of working parents to take up their 30 hours funded place by September 2025 - Number of places	Bigger is better	457	5%	N/A	N/A	N/A	N/A	88% of codes were issued to working parents in Sandwell were validated and there were no reports of parents being unable to find a place (we are awaiting validated data on how many new funded children there are this term).	People (Children and Education)
G3	To ensure that all working parents of children aged 4-11 have access to wraparound childcare during term if they require it - Number of new places created by September 2025	Bigger is better	1,568	5%	N/A	704	N/A	N/A	Allocated funding for 327 new breakfast club places and 377 new after school places totalling 704 new places created. Performance is not RAG rated as the target is annual. Please note that we are being asked to over supply the market to test to see if parents want to use it. So, we may have a situation where we have not reached our target but that all parents who want wraparound care can access it. So, a failure to meet the target at year end will not necessarily mean that parents cannot find provision. More information will be provided as it becomes available throughout the year.	People (Children and Education)
G4	Educational Attainment Sandwell All Pupils – attainment at the expected level or above in reading, writing and maths at KS2	Bigger is better	59% (AY 2023/24)	2ppts	Annual	58% (AY 2023/24 Provisional)	56% (AY 2022/23)	2023/24 AY Provisional Regional: 59% National: 60%	Provisional data for 2023/24 indicates a 2ppts improvement from 2022/23. National and regional data stayed the same so the gap is reducing.	People (Children and Education)
G6	% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools	Bigger is better	89% (31 Dec 2024)	2ppts	Bi-Annual	88% (31 Aug 2024)	86% (31 Aug 2023)	31 Aug 2024 National: 90% Regional: 89%	Data for 31 Aug 2024 indicates a 2ppts improvement from the same point last year bringing performance to 1ppt below national and 1ppt below the target of 89%. Next update will reflect as at 31st December 2024.	People (Children and Education)
G9	Rate of Children on a Child Protection Plan at period end (Rate per 10,000)	Smaller is better	45	<55.0%, >45.0	51.3	46.6	54.4	Q4 2023/24 Averages: Statistical Neighbour - 51.7 National - 46.53	The number of Children on a Child Protection (CP) Plan had decreased from 441 at end of August 2024 to 400 at end September 2024. This is also 64 fewer children on a CP Plan in comparison to September 2023 and is at a current rate of 46.6 per 10,000. This is also below Statistical Neighbour Average (51.7) and now in line with England Average (46.53). The number of children subject to CP plans continues to be monitored closely by both the operational teams and safeguarding unit.	People (Children and Education)

G10	Rate of Children in Care at period end (Rate per 10,000)	Smaller is better	94	<100.0, >94.0	96.8	95.2	97.4	Q4 2023/24 Averages: Statistical Neighbour - 96.7 National - 77.1	The number of children we care for has stabilised since the start of the quarter at 817, it is below the same period in the previous year (827). The current rate of children in our care is now at 95.2 (per 10,000 children) which is below Statistical Neighbour Average of 96.7 (updated March 2024) and the West Midlands Average of 101 per 10,000. There has been an increase of number of unaccompanied minors open in care since June 2023 from 20 to 34 as of end September 2024 (excluding UASC the rate would be 773 – 91.2 per 10,000), although this has decreased from 45 at end June 2024.	
G11	% of CYP that have had 3 or more placement moves in the last 12 months	Smaller is better	9%	<12.0%, >9.0%	11.70%	10.60%	8.70%	Q4 2023/24 Averages: Statistical Neighbour - 9.5% National - 10%	Placement stability has improved slightly since June 2024 but is below target. The figure for children in the same placement for 2+ years is 58.6%. Not all placement moves are negative with planned moves, as some children positively move to live with parents or family members. These positive moves are aligned with effective care planning. The ongoing project between the Children's Trust and Barnardo's is focusing on those children where there are signs of instability and offers intervention with carers and the child to see where support can be provided, or where moves are needed, to ensure this is done in a planned and positive way.	People (Children and Education)
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, SHAPE and Child Friendly Sandwell Activity	Bigger is better	Go Play 20% annual target population 5-12yrs (7760) Qtr. 2 – 40 % HAF 25% annual target population 4yrs-16yrs (unique participants) Qtr. 2 25% SHAPE 7% annual target population 4-25yrs (6429) Qtr. 2 63%	5%	GP 1840 HAF 6814 SHAPE 699	GP 5,478 HAF 12,519 (759 SEND) SHAPE 4,719	N/A	N/A	HAF figures represent 54% of the benefit related free school meal population which is the target audience which includes 759 children with SEND. Note with HAF and GP figures the summer holidays fall in to this quarter therefore figures will appear inflated but it is due to the additional level of activity during this period. The figures for SHAPE are made up from the Summer Fest (approx. 4,700 attendance - a true figure cannot be provided therefore this is an estimated amount based on entrance and exit numbers on the gates), and the SHAPE Youth Forum where 19 attended meetings during Q2, which was less than the estimated at 30, due to meetings being cancelled in summer holiday period.	People (Children and Education)
			Reach of Young People		Reach of Young People: 592 Reach of Declared SEND Young People: 41				Whilst the reach for young people within the target 11-19 age range is lower than expected, the Service saw an overall increase in the 8-25 age range (801). In addition retention rates of young people from Q1	

G12b	Number of children and young people engaging in council led activities across the Youth Service	Bigger is better	Reach of Young People aged 11-19yrs : Q2- 706 Reach of Declared SEND Young People aged 11-25yrs : Q2- 51 Engagement of Young People aged 11-19yrs through Detached Youth Work : Q2- 2471	5%	Reach of Young People: 639 Reach of Declared SEND Young People:110 Engagement of Young People through Detached Youth Work: 2578	Engagement of Young People through Detached Youth Work: 2984	N/A	N/A	have been sustained, which has an impact on capacity for engaging new young people. There are dedicated activities for children and young people with SEND however there was slightly reduced delivery during the summer. In addition to this there will be other children that access youth service provision who may have SEND but do not declare it and therefore it is not recorded. The Youth Service is currently exploring with the Meadows School operating a second night of provision, as well as promoting the offer in the Local SEND Offer and working with SCT to raise awareness of provision with the Children with Disabilities Team.	People (Children and Education)
G13	Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	46,192	5%	41,501	49,601	N/A	N/A	Ahead of target due to increase under 16's activities - early literacy is our primary focus.	Place (Environment)
G14	The number of free activities for children in libraries	Bigger is better	1,767 each quarter	5%	1,839	3,764	1,726	N/A	Service is focusing on children's activities, particularly to under 5s as part of the Play Talk Read scheme	Place (Environment)
G17	Vacancy Rate (% of case holding social worker posts not filled by a permanent employee)	Smaller is better	34%	≥34% <40.0%	27.70%	21.10%	27.40%	N/A	The number of permanent vacancies continues to decrease, reducing from 27.7% in June 2024 to 21.1% in September 2024	People (Children and Education)
G18	Early Help - Number of Children/Young People receiving intervention	Within the range	900-1200	<>10%	1,046	838	1023	Q4 2023/24: Regional average: 1,295	More closures tend to take place during the summer in Early Help and there tends to be less referrals received also resulting in low numbers at the start of the academic year that will increase going into Quarter 3.	People (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	82.70%	73.30%	76%	Q4 2023-24 Statistical Neighbour Average – 78.66% West Midlands Average – 82.9% England Average – 83.8%	The percentage of single assessments completed within 45 working days has decreased to 73.3% in Q2. Since the start of the quarter, 225 of 307 assessments were in timescale, in September 2024 this means that 82 assessments were over 45 working days (although still within contract tolerance). Of the 82 assessments outside of timescale, 32 (39%) of those were within two teams within the localities. Excluding these two teams performance would increase to 81%. Of the Single Assessments (SAs) that were out of tolerance (45 days), 40.2% (33 assessments) were completed between 46-48 days, just outside the timeframe.	People (Children and Education)
G22	Attainment rates for those with EHCP at the expected level or above in reading, writing and maths at KS2	Bigger is better	6% (AY 2023/24)	1ppts	Annual	7% (AY 2023/24 Provisional)	5% (AY 2022/23)	2023/24 AY provisional: Regional: 7% National: 9%	Provisional data for 2023/24 indicates a 2ppts improvement from last year bringing performance to 2ppt below national and 1ppt above the target of 6%.	People (Children and Education)
G24	Attainment rates for those with SEN Support at the expected level or above in reading, writing and maths at KS2	Bigger is better	21% (AY 2023/24)	1ppts	Annual	21% (AY 2023/24 Provisional)	20% (AY 2022/23)	2023/24 AY provisional: Regional: 22% National: 26%	Provisional data for 2023/24 indicates a 1ppts improvement from last year which is in line with the target of 21%. Regional performance improved by 1ppt and National performance improved by 2ppts.	People (Children and Education)
G26	Percentage LA disadvantaged pupils Nationally at KS2, achieving the expected standard in reading, writing and maths	Bigger is better	47% (AY 2023/24)	2ppts	Annual	48% (AY 2023/24 provisional)	46% (AY 2022/23)	2023/24 AY provisional: Regional: 47% National: 45%	Provisional data for 2023/24 indicates a 2ppts improvement from last year which is 1 ppt above the target. Regional and nationally performance improved by 1ppt.	People (Children and Education)

G29	% of 16s and 17s not in employment, education or training/hot known (NEET/NK)	Smaller is better	2.7%	5%	2.60%	N/A	Q1 2.3%	Q1 Black Country 5.1% ; Stats Neighbours 5.9% West Mids. 5.4% England 5.3%	Q2 Stats are not available yet. DfE do not close our stats until 31st October. The results are then published a couple of weeks later. Last year we were in quintile 1. We are on track to maintain that performance.	People (Children and Education)
Contextual Measures										
G31	Proportion of children in Reception who are overweight or obese	Smaller is better	N/A	N/A	23.1% (2022/23)	23.1% (2022/23)	N/A	2022/23: Regional: 22.2% National: 21.3%	Data is most recent available - NCMP data has yet to be released. Source: Public Health Outcomes Framework	People (Public Health)
G32	Proportion of children in Year 6 who are overweight or obese	Smaller is better	N/A	N/A	45.2% (2022/23)	45.2% (2022/23)	N/A	2022/23: Regional: 39.3% National: 36.6%	Data is most recent available - NCMP data has yet to be released. Source: Public Health Outcomes Framework	People (Public Health)
G33	18-24 claimant count in receipt of universal credit (18-24) (employment is high, but so is claimant count compared to others so this is where we need to focus)	Smaller is better	N/A	N/A	9.3% (June 2024)	10% (September 2024)	9.1% (September 2023)	September 2024: Regional: 7.5% National: 5.3%	Source: Nomis	People (Public Health)

Corporate Performance Report 2024/25

Living in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L1	Resident satisfaction (resident survey) - cleanliness of neighbourhood (LGA) How satisfied residents are with street cleaning	Bigger is better	64%	5%	Annual	68%	63% (Sandwell 2023 Resident Survey)	LGA June 2024: 57%	Performance is better than target, and well above the LGA benchmark	Place (Borough Economy)
L2	NI195 - Improved street and environmental cleanliness	Smaller is better	litter: 2.50% detritus: 6.50% graffiti: 1.50% fly-posting: 0%	5%	Litter: 6% Detritus: 17% Graffiti: 3% Fly-posting: 0.5% (Dec - March 2023/24)	Litter: 5% Detritus: 11.50% Graffiti: 2.50% Fly-posting: 0.50% (Apr - July 2024/25)	litter - 4% detritus - 7% graffiti - 1.50% fly-posting - 0% (Apr - July 2023/24)	N/A	This PI is reported over 3, 4 month periods over the financial year. Target not met for T1, issues with sweeper age and availability in addition to issues with weed spraying and growth trapping detritus. Serco are aware of the issue and have redirected crews to manually remove weeds across the borough following a weed spray.	Place (Environment)
L6	Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours	Bigger is better	90%	5%	95.88%	85.60%	85.90%	N/A	In total there were 107 cases, 5 more than in Q1. 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%	93.71%	95.49%	89.68%	N/A	Performance for 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. Increased resource has been put in place because of an increase in the number of fly tips, maintaining improved performance.	Place (Environment)
L8	The number of new trees planted	Bigger is better	200	5%	208	220	N/A	N/A	220 trees were planted in Q2 in Barnford park and Kendrick Park.	Place (Environment)
L9	The number of missed bins (not remedied within 24 hours) per 100,000 collections	Smaller is better	NA - information only	N/A	2,904 (46.81%)	495 (29.86%)	N/A	N/A	We work hard to keep missed collections as low as possible, it's in the best interests of the residents and us to ensure they are kept to a minimum. We have seen a reduction of 16.95% in Q2.	Place (Environment)
L10	Resident satisfaction with Green spaces	Bigger is better	72%	5%	Annual	76%	69%	LGA June 2024: 74%	76% of residents are satisfied with parks and open spaces in their area. This is 2pp above the LGA benchmark (74%). This satisfaction is 7pp above from June 2023 (69%).	Place (Borough Economy)
L11	The number of Friends Groups in parks working in Partnership with The Council	Bigger is better	13	(1 group)	13	13	9	N/A	We are currently continuing to support our 13 friends' groups.	Place (Environment)
L12	How safe people feel in the day (residents survey)	Bigger is better	92%	5%	Annual	91%	92% (Sandwell 2023 Resident Survey)	LGA June 2024: 91%	Performance has decreased by 1% point, but we are still on par with the LGA benchmarking figure.	Place (Borough Economy)
L13	How safe to people feel at night (residents survey)	Bigger is better	65%	5%	Annual	63%	61% (Sandwell 2023 Resident Survey)	LGA June 2024: 71%	Performance has improved since last year although we are still below target, and below the LGA benchmark.	Place (Borough Economy)

L14	% of PRS disrepair cases processed to formal notice, civil action/prosecution or closed with positive outcome within processing times	Bigger is better	75%	N/A	Stage 1: 40% Stage 2: None	Stage 1: 46.15% Stage 2: 50%	N/A	N/A	<p>This is a new performance indicator and replaces 'Number of tenant complaints/LL interventions closed with positive outcomes'.</p> <p>The service has improved significantly since its redesign in 2022 and has seen recruitment to new posts and some turnover during late 2023 into 2024. The recruitment of housing standards professionals is a very competitive market and as such, the service introduced a career graded role to train and develop staff for these roles after two unsuccessful rounds of recruitment. To that end, five of the eight staff have had to be trained from the start in all required fields of expertise. This has taken some time and as such, three of these staff are only now able to progress cases in full from start to end. This means that performance against this measure will improve gradually over 2024/25 and we expect to fully achieve target in early 2025.</p>	Place (Housing)
L15	% of responsive repairs completed in timescale	Bigger is better	95%	5%	Emergency: 88.82% Non-emergency: 71.49%	Emergency 90.06% Non-emergency 72.88%	Emergency 90.40% Non-emergency 78.57%	Year-end 2023/24: National Median - Emergency 94.8% ; Non-emergency 81.5% Source; Housemark	<p>We have realigned the current Direct Labour Organisation workforce by moving a number of multi-trade operatives from our Void department into our Repairs department. This has resulted in performance around emergency repairs improving significantly but is having little impact on the backlog. We are currently exploring options to bring in additional resource to address the backlog. Whilst we manage the backlog, the measure will look worse before the improvement is shown, as we will be completing work that is already identified as overdue. Whilst we will continue reporting this measure, we will also identify the performance of the new jobs with the backlog excluded to give some assurance of the improvements being made.</p>	Place (Housing)

L16	Number of long term empty homes brought into use	Bigger is better	20	5%	8	10	1	N/A	The outturn fell short of target due to a number of those brought back in to use to date being long standing complex cases (spanning 3 years). The team have an additional 143 in progress at various stages so we expect this number to increase and recover in line with target during the remaining two quarters. There is more than sufficient scope within the active cohort to hit this year and future years targets, however, with all empty properties there is a lead in time from the point of the officers initial involvement to any relevant actions delivering outcomes, be these through positive interventions or through enforcement activity. The Empty Property Officer post was introduced as a new role and the officer has not long been in post. It has taken some time to pull together the current workload list and to prioritise the relevant approaches for each case. This has been evidenced by the change to the year outturn reported for 2023/24. This was previously incorrectly reported as 2 empty properties brought back in to use as at end of 2023/24. The reality was the team brought 30 properties back in to use in 2023/24 which is a significant increase on the previous reported figure. This means there is in fact a cumulative figure to date of 40 properties brought back in to use.	Place (Housing)
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Bigger is better	100%	0%	98.89%	99.48%	99.45%	Year-end 2023/24 National Median - 99.97% - Source; Housemark.	All non-compliant properties are in the legal/access process where access will be achieved once completed - currently 134 are out of date. To achieve top quartile performance, forced entry on date of expiry is being explored which will mitigate any compliance issues caused by no access.	Place (Housing)
L18b	Housing Compliance Health Check (Over 6 key areas): Fire safety checks	Bigger is better	100%	0%	89.73%	94.41%	81.43%	Year-end 2023/24 National Median - 100%/ 72.7% fully compliant - Source; Housemark.	Fire Risk Assessments (FRA) are in a catch up programme due for completion in March 2025. This is on track and improving month on month. All high risk buildings have a valid FRA and there are other visits made to the lower risk blocks throughout the year, where any urgent concerns would be escalated.	Place (Housing)
L18c	Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Bigger is better	100%	0%	0.00%	19.58%	NA	Year-end 2023/24 National Median - 100%/ 65.3% fully compliant - Source; Housemark.	Whilst a management survey is in place for all blocks required, there are still gaps in the evidence for re-inspection surveys based on an annual review. The data analysis is underway to identify the blocks that require these reinspection's (where asbestos containing materials, ACM, has been identified). Circa 50% of the surveys have been reviewed and a programme of inspections has been initiated using in-house resource. The remaining 50% are being continued to be reviewed and any further inspections required will be added to the programme. The target for completion of this exercise is March 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 2023/24 National Median - 100%/ 80% fully compliant - Source; Housemark	Performance is on target. An audit will be undertaken (as with all data sets) to check all blocks without Water Risk Assessments, that may have shared water. Any that are identified will have a Water Safety Check undertaken. This data held in Contractor system.	Place (Housing)
L18e	Housing Compliance Health Check (Over 6 key areas): Lift safety checks	Bigger is better	100%	0%	100%	100%	100%	Year-end 2023/24 National Median - 100%/ 80.8% fully compliant - Source; Housemark	We are 100% compliant for this performance indicator and there are no known issues.	Place (Housing)
L18f	Housing Compliance Health Check (Over 6 key areas): The percentage of properties with a domestic electrical installation condition report (DEICR) under 5 years old (or in legal resolution)	Bigger is better	100%	0%	95.19%	96.02%	93.31%	Aug 24 National Median - 98.75%/ 10% fully compliant - Source; Housemark	There is an ongoing issue with customers allowing access for the EICR checks to be carried out. There are proactive communications being created with adverts in the Herald for autumn as well as bitesize versions to put on the Sandwell social media feeds to ensure tenants understand the importance of these checks. The access process has been reviewed and will align with the gas process resulting in legal intervention. There have been unforeseen delays with the legal aspect of signing and mobilising the new contractor which has resulted in additional delays to reduce the backlog. Work is ongoing to ensure the contractor has scaled up their resources to support in the delivering EICR compliance.	Place (Housing)
L19	Homes that do not meet the Decent Homes Standard (to include proxy measure modelled on stock data to date)	Smaller is better	N/A	N/A	887 non decent/stock 26,872 (3.30%)	1354 non decent/stock 27689 (4.89%)	Annual outturn: 548 non decent/stock 26907 (2.03%)	Year-end 2023/24 National Median - 0.31%/ 25.6% fully compliant - Source; Housemark.	We continue to seek to identify the most effective means of determining our current performance in relation to achievement of the Decency Standard and associated investment requirements. Stock condition data is currently being collected. Once complete and an agreed investment strategy is in place we will be able to report more accurately.	Place (Housing)
L20	Total households in Temporary Accommodation	Smaller is better	223	5%	219	236	161	Year-end 23/24 per 1000 properties: Sandwell - 1.35 West Midlands - 3.09 National Average - 4.87	Due to the demand increases on homeless approaches, the number of households in temporary accommodation (TA) increased by 69% over 2023/24 when compared to the previous year. This stabilised over the previous 10 weeks but still at a much higher end position. The Council still fares very well when compared to the England rate of households in TA per 1,000 households, with Sandwell performing at one quarter of the national rate and significantly better than the regional comparator. A range of activity is underway to limit the need to use temporary accommodation by securing an intended 100 properties in the private rented sector for use as longer term accommodation through a targeted support model to increase affordability.	Place (Housing)



L21	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	60%	5%	60.9%	59.8%	57.6%	Year-end 23/24: West Midlands - 51.3%. National Average 51.0%	The service fell slightly short of target for Q2 but remains very successful at preventing homelessness; our operating model has a range of impactful tools to help keep people in their homes. The service averages around 60% (in excess of national and regional averages by 9%) of these cases being successfully prevented. When people approach early we can impact positively in these cases through our action. If people present to us for the first time at the point or near to being evicted/roofless, the prevention tools we have in place have no effect and guarantees an escalation of their case in needing their homelessness relieved. The current housing climate makes successful prevention more difficult; the increased number of people presenting to us has meant extended response times, and therefore less time to prevent homelessness. Secondly, the success rate of negotiations with landlords to retain a tenancy has reduced significantly (a mirror issue of what we have seen in securing new properties in our Secure and Sustain model, with some regular landlords becoming more risk averse or considering reducing their portfolio so offers have slowed significantly). Thirdly, the properties offered are becoming increasingly more unaffordable for our clients; many clients in receipt of benefits or on low incomes cannot afford the rental rates we can afford, despite these being lower than market rate in many instances. We do expect this figure to continue to reduce as the 2024 year progresses.	Place (Housing)
L23	The number of library visits in person	Bigger is better	171,396	5%	175,726	196,015	164,157	N/A	Increased visits for welcoming spaces; increased levels of activities and events (as below)	Place (Environment)
L24	The number of community activities & events held in libraries or online	Bigger is better	2,677	5%	2,976	3,020	2,528	N/A	Successful Arts and Culture Festival in July/August (91 events, 3,877 attending)	Place (Environment)
L25	Over 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	46,192	5%	63,059	62,887	NA	N/A	Increased uptake of electronic newspapers and magazines since moving to the new BorrowBox platform (access to eAudiobooks, eBooks and now ePress (Magazines and Newspapers) for free in a new app) in June 2024. Over 16 issues account for 59.9% of total items borrowed from libraries (112,487 in Q2)	Place (Environment)
L26	Number of visits to Community Hubs	Bigger is better	NA	NA	449	458	NA	N/A	This PI is being monitored for information only to understand footfall. Community Hubs is run by Corporate Customer, not Libraries; however sessions are held in 2 libraries.	Assistant Chief Executive
L27	One Stop Shop – numbers of customers seen	Information	NA	NA	8,714	8,154	11,046	N/A	Comparing the outturn for Q2 to this time last year, there has been a reduction to Revenues and Benefits customers seen at the one stop shop due to customer migration onto Universal Credit and increased online services like Live chat and online forms, which has reduced the need for customers to visit in person. The online services have also impacted Council Tax figures.	Assistant Chief Executive
L28	One Stop Shop – top 3 services	Information	N/A	N/A	Revs & Bens: 2,680 Housing: 1,716 Council Tax: 1,096	Revs & Bens: 2,668 Housing: 1,599 Council Tax: 990	Revs & Bens: 3,573 Housing: 1,877 Council Tax: 2,223	N/A		Assistant Chief Executive

L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits (cumulative)	Bigger is better	5,500	5%	2,884	5,354	4,951	N/A	The number of residents assisted by Welfare Rights during the second quarter was 2,470. This was 280 below the target of 2,750. The dip in performance in the quarter is a consequence of short-term capacity issues from unplanned absence. The team have been working on promotional campaigns to improve the support and take-up of the Winter Fuel Payment and Pension Credit. We expect Q3 performance to improve as a direct response from the pro-active promotional work delivered throughout Q2. This work is supporting those most in need during the winter period.	Place (Housing)
L30	% of residents who have are aware of the availability of Social Tariffs (Resident Survey)	Bigger is better	40%	5%	Annual	25%	37% (Sandwell 2023 Resident Survey)	N/A	The figure of 25% is based on the 53 individuals who responded that they faced barriers or difficulties in accessing the internet due to the cost of broadband packages.	Assistant Chief Executive
L31	% of residents feel confident to complete basic tasks in the online world (Resident Survey)	Bigger is better	65%	5%	Annual	84%	62% (Sandwell 2023 Resident Survey)	N/A	Performance is significantly better than last year and above target.	Assistant Chief Executive
L32	Number of Databanks in Sandwell	Bigger is better	5	5%	10	10	N/A	N/A	Performance has been maintained from Q1.	Assistant Chief Executive
L33	% of contacts received through MySandwell	Bigger is better	N/A	N/A	57%	57%	55%	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 57% of all measured contact. The Digital Transformation team have a working prototype that allows a resident to review all outstanding repairs and check their status through the MyHousing Accounts area. This is the next project that we anticipate could have a significant impact on reduced call volumes and continue the growth of MySandwell self-service. We are working for this to be in place to impact Q4 and into next financial year. Otherwise based on previous years this is likely to remain stable.	Assistant Chief Executive
Contextual Measures										
L34	Total recorded crime in Sandwell	Smaller is better	N/A	N/A	8,237	8,611	9,111	N/A	The outturn increased slightly to 8,611, but still remained lower than the same period in 2023/24, which saw 9,111 crimes. The year-on-year comparison indicates a 5.5% decrease, pointing towards continued progress in reducing crime.	Place (Environment)
L35	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	N/A	N/A	1,442 Crime / 927 Non-crime	1,783 Crime / 928 Non-Crime	1,696 Crime / 1,047 Non-crime	N/A	The number of domestic abuse-related crime incidents in Sandwell has been on a downwards trajectory but have increased in Q2. Non-crime incidents have remained stable, suggesting consistent reporting and continued need for support services.	Place (Environment)

L36	The number of cases referred to MARAC	Smaller is better	N/A	N/A	181	171	358	Operation Willowbay Q2: Sandwell: 141 Birmingham: 786 Coventry: 229 Dudley: 127 Solihull: 77 Walsall : 124 Wolverhampton: 147	The latest MARAC data shows 171 referrals this quarter, with 19% (32) being repeat cases. 2023/24 saw several changes within MARAC, including a regional review by West Midlands Police called 'Operation Willowbay'. This review was put into place as a response to the growing demand within MARAC and the increasing waiting times, which at times in Sandwell would exceed 12 weeks.  Operation Willowbay reviewed Police referrals and found that there was a requirement to quality assure (QA) and threshold test these at the point of referral. This QA evidenced that thresholds for referrals were unmanageable and enabled some referrals to be re-directed to established local multi-disciplinary partnerships for case management. The impact of this QA process was seen Q4 (23/24) with 202 referrals made, which was 67.1% of the same quarter within the previous year. In contrast to the average of the previous 3 quarters in 23/24, Q4 referrals were 68.5% of this (Q1-Q3 average = 295).	Place (Environment)
L37	Child Poverty Rate	Smaller is better	N/A	N/A	47% (2022/2023)	47% (2022/2023)	44.6% (2021/2022)	2022/2023 Regional: 39% National:30%	Data Source: <a href="https://endchildpoverty.org.uk/child-poverty-2024/">https://endchildpoverty.org.uk/child-poverty-2024/</a>	
L38	Out of work benefits rate	Smaller is better	N/A	N/A	6.7% (June 2024)	7.5% (August 2024)	6.1% August 2023)	August 2024: Regional: 5.8% National: 4.3%	Data Source: nomis	
L39	Median income (earnings per week)	Bigger is better	N/A	N/A	£613.3 (2023)	£613.3 (2023)	£550.5 (2022)	2023: Regional: £650.7 National: £682.6	Data Source: nomis	
L40	Economic inactivity	Smaller is better	N/A	N/A	28% (March 2024)	28% (March 2024)	30.9% (March 2023)	Apr 23 - Mar 24: Regional: 21.9% National: 21.4%	Data Source: nomis	
L41	Percentage of Full Fibre Broadband across Sandwell (provided quarterly by WM5G)	Bigger is better	N/A	N/A	55.51%	76.62%	N/A	West Midlands 71.60% WMCA 77.96% UK 71.88%	Data Source: WM5G	Assistant Chief Executive
L42	Percentage of Gigabit Broadband across Sandwell (provided quarterly by WM5G)	Bigger is better	N/A	N/A	92.55%	94.57%	N/A	West Midlands 89.09% WMCA 95.96% UK 85.40%	Data Source: WM5G	Assistant Chief Executive

Corporate Performance Report 2024/25

Healthy Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year	Benchmark	Commentary	Directorate
H2	ASCOF 3D Proportion of people using social care who receive self-directed support, and those receiving direct payments	Bigger is better	22%	22%	18%	17%	20%	26.2% - 2022/23 England Average	Data is for service users only, and currently excludes carers.  We have commenced a transformation project with one strand is looking at our Direct Payment pathways which will help us to ensure we are supporting citizens to purchase their own support. This includes the appointment of a consultancy to review our provision of DP to ensure that we support people to make informed choices around their provision of care. It is not anticipated that within the short-term performance in this area will improve, however, we should start to see an improvement in 12 -18 months when new practices are embedded.	People (ASC)
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 (Oflog)	Bigger is better	60%	54%	50%	48%	50%	77.5% - 2022/23 England Average	We currently have a programme of work in progress to improve our internal and externally commissioned reablement services. This includes providing more informal advice and support at the front door and having a strength-based approach in our conversations with customers (which means working with customers to understand what they can do themselves or with the support of others (e.g. family) and what they need support with) so that we provide the services and interventions they need to remain healthy and independent in their own homes. Improvements to performance should be seen the next 6-12 months	People (ASC)
H7	NHS Health Checks	Bigger is better	1500	5%	941	732	496	N/A	Performance is below target in Q2. Instead of letters (given the cost per letter was £1.35), the decision was taken to send a second invite via text message. However, there was then an error on the side of the provider and this meant that the 2nd text wasn't sent. This is being rectified and we are going to have more events before February (when the contract ends) to improve the numbers. This contract is on a payment by results model, with a target of 6,000 Health Checks per year (over 2 years) prior to any PBR being claimed.  Approval has been granted by Cabinet to recommission this service, to begin on 1 April 2025, using a different delivery model.	People (Public Health)

H8	% community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	N/A	Performance continues to be on target. In total there were 995 physical responses in Q2, of which 100% were responded to in an hour. of these, 95.38% were responded to in 45 minutes.	People (ASC)
H9	Number of adults completing a tier 2 weight management programme	Bigger is better	N/A (900 Annual target, but no quarterly targets)	5%	198 started on intervention with 73 completing 12 weeks	346 currently accessing intervention no further 12 week completers	N/A	N/A	To date the provider has received 930 referrals to the service, we are seeing a higher % than expected dropping out. We are reviewing reason with provider and referral partners.	People (Public Health)
H10	ASCOF 2D The proportion of Older people (65 and over) who were still at home 91 days after discharge from hospital	Bigger is better	68%	66%	69%	TBC	67%	82.3% - 2022/23 England Average	Q2 result unlikely to be available before November 2024	People (ASC)
H12	ASCOF 2E The proportion of people who receive long-term support who live in their home or with family	Bigger is better	70%	66%	59%	72%	N/A	N/A	Definition for ASCOF 2E has changed for 2024/25, to include all long term service users and all Primary Support Reasons (PSRs) (i.e. category of main reason why a person is getting support, e.g. Learning Disability, Mental Health, Physical, etc. - previously just 18-64s with a PSR of Learning Disability. Current performance cannot therefore be compared to past performance).  Sandwell has a lower number of residents who self fund when compared to other neighbouring authorities that puts more pressure on the need of our residents for council support. However, over the last 5 years Sandwell has seen a marked reduction in those entering into residential care, whilst the numbers receiving home domiciliary care has increased in recent years. No RAG has been provided for this indicator as we intend to baseline with the new definition to determine if the target set is correct.	People (ASC)
H17	ASCOF 4b The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that his risk was reduced or removed	Bigger is better	95%	93%	95%	97%	N/A	N/A	Performance is above target for this measure, This is also reported and scrutinised by the Statutory Safeguarding Adults Board. There's no benchmarking for ASCOF 4B. The definition for the measure changed in April 2023, so there's no comparative data yet.	People (ASC)
H18	(ASC) The percentage of concluded safeguarding enquiries where the individual or their representative was asked for their desired outcomes were partially or fully met	Bigger is better	92.50%	90%	97%	98%	N/A	N/A	Performance is significantly above target. This is also reported and scrutinised by the Statutory Safeguarding Adults Board.	People (ASC)
H20	(PH-HP) Number of care home sites meeting good standards of infection prevention control compliance.	Bigger is better	95%	85%	98%	100%	N/A	N/A	Care home audits are on target and the compliance rate has improved from Q1.	People (Public Health)

Contextual Measures										
H22	Proportion of adults who are physically active	Bigger is better	N/A	N/A	51.4% (Nov 22- Nov 23) (released April 24)	51.4% (Nov 22- Nov 23) (released April 24)	56.3% (2021/22)	Nov 22 - Nov 23) National: Inactive 25.8% - Fairly active 11.1% - Active 63.1%	This is the latest data available. Active Lives Survey released April 24 (data set from Nov 22 to Nov 23) inactive 38.2% - fairly active 10.5% - active 51.4%	People (Public Health)
H23	Proportion of children and young people who are physically active	Bigger is better	N/A	N/A	38.9% (released Dec 2023)	38.9% (released Dec 2023)	N/A	N/A	This is the latest data available. Active Lives Survey CYP released Dec 2023 active 38.9% - fairly active 25.0% - less active 36.1%	People (Public Health)
H24	Smoking prevalence	Smaller is better	In line with national average	N/A	21% (2022) (released Sep 2023)	17.7% (2023) This is new data released Oct 2024	N/A	2023: National: 11.6%	Data available from Fingertips - updated annually. Next update due Oct 2025 (Q3 2025). Prevalence has reduced from 21% to 17.7% -this is good progress towards our SmokeFree Generation ambitions	People (Public Health)
H25	(ASC) The dementia diagnosis rate	Bigger is better	N/A	N/A	72.2% (Feb 24)	72.2% (Feb 24)	N/A	ICB 64.4% (May 24)	Data updated by NHSE, frequency is under review. ICB combined position is now being published (Oct 24)	People (ASC)
H26	Self-reported wellbeing - people with a low satisfaction score	Smaller is better	N/A	N/A	6% (2022/23)	6% (2022/23)	N/A	2022/23: Regional:5% National:6%	Available from Fingertips, Public Health Profiles	People (Public Health)
H27	Self-reported wellbeing - people with a low worthwhile score	Smaller is better	N/A	N/A	6% (2022/23)	6% (2022/23)	N/A	2022/23: Regional:4% National:4%	Available from Fingertips, Public Health Profiles	People (Public Health)
H28	Self-reported wellbeing - people with a low happiness score	Smaller is better	N/A	N/A	8% (2022/23)	8% (2022/23)	N/A	2022/23: Regional:9% National:9%	Available from Fingertips, Public Health Profiles	People (Public Health)
H29	Self-reported wellbeing - people with a high anxiety score	Smaller is better	N/A	N/A	21% (2022/23)	21% (2022/23)	N/A	2022/23: Regional:23% National:23%	Available from Fingertips, Public Health Profiles	People (Public Health)
H30	Smoking 4-week quits (per 100,000 population)	Bigger is better	In line with or better than National average	N/A	1,120 (2022/23) (released March 2024)	1,120 (2022/23) (released March 2024)	N/A	2022/23 Regional: 890 National: 1,620	Data updated annually. Value to be entered during Q4 given March 25 annual release date	People (Public Health)
H31	Smoking at time of delivery	Smaller is better	In line with or better than National average	N/A	9.8% (released Nov 2023)	9.8% (released Nov 2023)	N/A	Released Nov 2023: National: 8.8%	Data updated annually. Value to be entered during Q3 given Nov 24 annual release date.	People (Public Health)
H32a	Successful completion of drug treatment (opiates)	Bigger is better	In line with or better than National average	N/A	4.6% (released Nov 2023)	4.6% (released Nov 2023)	N/A	Released Nov 2023: National: 5.0%	Data updated annually. Value to be entered during Q3 given Nov 24 annual release date.	People (Public Health)
H32b	Successful completion of drug treatment (non-opiates)	Bigger is better	In line with or better than National average	N/A	26.2% (released Nov 2023)	26.2% (released Nov 2023)	N/A	Released Nov 2023: National: 31%	Data updated annually. Value to be entered during Q3 given Nov 24 annual release date.	People (Public Health)
H32c	Successful completion of alcohol treatment	Bigger is better	In line with or better than National average	N/A	31.6% (released Nov 2023)	31.6% (released Nov 2023)	N/A	Released Nov 2023: National: 35%	Data updated annually. Next release to be entered during Q3 (Nov 24 annual release date)	People (Public Health)
H33	Drug-related death rate (annual, 3 years pooled)	Smaller is better	In line with or better than National average (5.1 per 100,000 pop)	N/A	Annual measure: 2.1 per 100,000 pop (2020-22)	Annual measure: 1.6 per 100,000 pop (2021-23)	N/A	National average: 5.5 per 100,000 pop	Data updated annually latest release Oct 2024: 1.6 per 100,000 pop (2021-23) latest annual outturn. 5.5 per 100,000 pop Nationally. Next update due Oct 2025 (Q3 of 2025).	People (Public Health)

H34	(PH-HP) Vaccine Uptake : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY)	Bigger is better	In line with or better than National average	N/A	MMR 1 dose – 24 months – 85.4% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 80.2% HPV- not available Men ACWY - not available (2022/23)	MMR 1 dose – 24 months – 86.9% MMR 1 dose – 5 years – 90.2% MMR 2 dose – 5 years – 79.4% HPV 1 dose -12/13 years (F)- 50.1% HPV 1 dose - 12/13- (M) - 53.3% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 53.5% (2021/222)	N/A	2023/24: England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% HPV 1 dose -12/13 years (F)- 71.3% HPV 1 dose - 12/13- (M) - 65.2% HPV 2 dose - 13/14- (F) - 62.9% HPV 2 dose - 13/14 - (M) - 56.1% Men ACWY - 79.6% (2021/222)	Data updated annually (Sept 24). Regional benchmarks available here: <a href="https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/1/gid/1000043/pat/6/par/E12000005/ati/302/are/E08000028/yr/3/cid/4/tbm/1/page-options/car-do-0">https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/1/gid/1000043/pat/6/par/E12000005/ati/302/are/E08000028/yr/3/cid/4/tbm/1/page-options/car-do-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/human-papillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023">https://www.gov.uk/government/statistics/human-papillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023</a>	People (Public Health)
H35	STI testing rate (rate per 100,000)	Bigger is better	In line with or better than National average	N/A	3,940 (2023)	3,940 (2023)	NA	2023: National average: 4,100	Data updated annually. New data available in 2025.	People (Public Health)
H36	Proportion of households in fuel poverty	Smaller is better	N/A	N/A	20.6% (2021)	22% (2022)	N/A	2022: West Mids: 19.6% England - 13.1%	The proportion of households in fuel poverty is significantly higher than the figure for England which is 13.1% and higher than the regional figure which is 19.6%. Source : Public Health outcomes framework.	People (Public Health)
H37	Infant mortality rate (per 1,000)	Smaller is better	N/A	N/A	6.1 (2020-2022)	6.1 (2020-2022)	N/A	2020-22: National: 3.9	Sandwell is in the worst 25th percentile for this indicator. Performance information is the latest available. Source : Public Health outcomes framework.	People (Public Health)
H38	Healthy life expectancy	Bigger is better	N/A	N/A	Women: 60.5 years Men: 61.6 years (2018-2020)	Women: 60.5 years Men: 61.6 years (2018-2020)	N/A	2018-2020: West Mids: W - 62.6 M - 61.9 England: W- 63.9 M 63.1	For men, Rutland have the highest healthy life expectancy at 74.7 years, Blackpool has the lowest at 53.5 years. For women, Wokingham has the highest life expectancy at 71.2 years, and Blackpool has the lowest healthy life expectancy at 54.3 years. Source : Public Health outcomes framework.	People (Public Health)
H39	Premature mortality for those with severe mental illness	Smaller is better	N/A	N/A	144.5 (2020-2022)	144.5 (2020-2022)	N/A	2020-22: West Mids: 116.7 England: 111.2	The figure for Sandwell is worse than the regional and national figure. Source : Public Health outcomes framework	People (Public Health)

Corporate Performance Report 2024/25

Thriving Economy in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year	Benchmark	Commentary	Directorate
T6	The number of road safety improvement schemes	0	7	5%	3	9	9	NA	<p>There have been 6 schemes delivered this quarter, taking the cumulative figure to 9, which is above target. The schemes are as follows:</p> <ul style="list-style-type: none"> <li>-Woden Road Signal Upgrade – Add pedestrian signal stages to signals to aid pupils from Wood Green High and Stuart Bathurst High School.</li> <li>-Perry Hill Road Puffin Crossing – New pedestrian crossing to aid children on previous school crossing patrol site</li> <li>-Waterfall Lane Zebra Crossing - New pedestrian crossing to aid children on previous school crossing patrol site</li> <li>-Moor Lane Pedestrian route upgrades – Resurfacing of right of way, new steps and wayfinding to give pedestrians alternative safe route to walking along Moor Lan which has no footway.</li> <li>-Tollhouse Way Phase 4 – Install 1km of new segregated cycle lanes and improved pedestrian crossing facilities</li> <li>-Londonderry Lane Phase 3 Traffic Calming and 20mph zone – final phase of infrastructure works related to Smethwick Swimming Centre legacy work.</li> </ul>	Place (Environment)
T7	The % of pot holes that require urgent attention that have been temporarily or permanently repaired within 5 days	-7	95%	5%	94.50%	95.90%	58%	NA	The Corporate KPI's have returned to being on track at Q2, having been narrowly short of target at Q1.	Place (Environment)
T9	Number of Businesses supported	Bigger is better	60	5%	183	194	59	N/A	Between July and September 2024, the Business Growth Team provided support to 194 businesses. Of the enquiries received during this period, 48% focused on pre-start and startup assistance, aimed at helping new businesses launch. Additionally, 40% of the enquiries were related to financial aid, highlighting the continued need for monetary support among businesses in Sandwell. Since last year, the launch of Business Growth West Midlands has led to enquiries being received through their platform. We also now offer SME, Decarbonisation Net Zero (DNZ), and Start-Up grants, and have enhanced our system for tracking enquiries.	Place (Regeneration)
T10	Business receiving Financial Assistance or Grants	Bigger is better	10	5%	21	24	N/A	N/A	In the current quarter, a total of 24 grants have been awarded to businesses located in Sandwell. These grants were distributed through various projects, including SME Grants, Decarbonisation Net Zero (DNZ), and the Start-Up Grants Programme. The funding for these grants has been provided through the UK Shared Prosperity Fund (UKSPF).	Place (Regeneration)



T11	% of major planning applications decided on time (Oflog)	Bigger is better	60%	5%	100%	100%	NA	N/A	The local planning authority has exceeded the government set target of 60% for this quarter. All information was validated and has been submitted to the Office for Local Government (Oflog), a new performance body for local government, which provides authoritative and accessible data and analysis about the performance of local government, and support its improvement.	Place (Regeneration)
T15	Value of grants administered through the start-up grant programme	Bigger is better	£30,000	5%	£11,943	£11,956.56	NA	N/A	Between July and September, four grants were awarded through the Start-Up programme, totaling £11,956.56. The Start-Up Support Programme currently has 35 participants at different stages of their entrepreneurial journey. An additional £24,000 in grants has been approved in principle, with a further £15,000 allocated to participants who have been given a passcode to apply. The slower uptake of these grants is primarily due to businesses requiring additional time to prepare their business plans and complete the application process. We will review the grant expenditure over the next quarter and determine whether any underspend should be reallocated to the regional SME grant funding programme.	Place (Regeneration)
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	328	577	N/A	N/A	The stats provided are 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	91,774	111,444	N/A	N/A	The stats provided are taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators.	Assistant Chief Executive
T18	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Bigger is better	7.50%	5%	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	N/A	N/A	Council fleet transition is pending the Corporate Fleet Review, this is well underway and will be at Leadership early November. Serco fleet transition is expected to remain the same until (Serco) decisions are made regarding the replacement of their light goods vehicles - Serco's delay may impact year-end outturn.	Place (Environment)
T24	Satisfaction in place to live – residents survey	Bigger is better	82%	5%	Annual	82%	81% (Sandwell 2023 Resident Survey)	LGA June 2024: 75%	Performance is one percentage point higher than last year and is significantly above the LGA benchmark.	Assistant Chief Executive
T25	Visits to Forge Mill Farm	Bigger is better	TBC	TBC	24,753	31,209 (55,962 cumulative)	28,356 (55,913)	N/A	Visitor numbers have increased due to the successful growth of an education and outreach programme which includes reaching SEND and alternative provision schools, and children and parents from low-income families.	Place (Environment)

T26	Event attendance at Sandwell Valley open space (internal and external events) (estimated)	Bigger is better	N/A	N/A	17,929	9,699	N/A	N/A	During Quarter 2 there were 2 less events organised by the events team compared to Q1, and no civic events due. The events organised were smaller and therefore attendance numbers are also lower than Quarter 1.	Place (Environment)
T27	No of externally organised events (through event application)	Bigger is better	N/A	N/A	67	31	N/A	N/A		Place (Environment)
T28	No of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	73,769	52,487	N/A	N/A		Place (Environment)
T29	Number of council organised events	Bigger is better	N/A	N/A	9	7	N/A	N/A		Place (Environment)
T30	Number of event attendees at Council organised events (estimated)		N/A	N/A	7,800	2,139	N/A	N/A		Place (Environment)
T31	Visits to Leisure centres (SLT)	Bigger is better	574,886	5%	599,330	624,840 (cumulative 1,224,170)	574,886 (cumulative 1,102,343)	N/A	Performance is particularly encouraging as this is the first like-for-like comparison with Sandwell Aquatics Centre opening in Q2 2023/24. Haden Hill Leisure Centre remains closed which makes the growth even more impressive. Also encouraging to see substantial growth from Q1 – principally from increased learn-to-swim and fitness attendances.	Place (Environment)
T32a	The number of Arts and cultural events delivered in libraries	Bigger is better	1436 Annual - Each Q 359	5%	399	414	300	N/A	Successful Arts and Culture Festival in July/August 2024. 6,532 attended arts/culture events and activities (+49% over 2023/24 Q2)	Place (Environment)
T32b	The number of Arts and cultural events delivered in museums	Bigger is better	38	5%	117	192	70	N/A	Increased activity as part of Jazz Festival and heritage open days.	Place (Environment)
Contextual Measures										
T33	New business births/deaths	Bigger is better	N/A	N/A	Births: 425 Deaths: 490 (Q2 calendar year)	Births: 415 Deaths: 270 (Q3 calendar year)	Births : 364 Deaths : 284	Black Country (Q3 calendar year) Births: 1,325 Deaths : 1,005	(All data is published by calendar year) Black Country business births increased by 1.5% (+20) on the quarter to total 1,325 (in Q3 2024), while business births across the UK decreased by 7.6%. Business births increased in Wolverhampton by 10.3%, while Dudley and Walsall saw a decrease (-1.8% and -1.6% respectively). Sandwell had the same number of business births as the previous quarter. Comparing Q3 2024 to Q3 2023, business births in the Black Country decreased by 3.6% (-50), the decrease across the UK was -3.7%. Sandwell increased by 12.2% and Dudley was unchanged compared to Q3 2023. Black Country business deaths decreased by 8.6% (-95) on the quarter, totaling 1,005 in Q3 2024 - the UK decreased by 13.2%. Walsall was the only Black Country local authority to see an increase in business deaths (+17.4%). Wolverhampton had a greater quarterly decrease (-24.6%) than the UK average. Comparing Q3 2024 to Q3 2023, Black Country business deaths decreased by 12.2% (-140). The UK decreased by 4.2%. All Black Country local authorities saw greater decreases than the UK average.	Place (Regeneration)

T34	Total Jobs	Bigger is better	N/A	N/A	126,000 (2022)	126,000 (2022)	124,000 (2021)	2022: Black Country : 446,000 Walsall : 102,000 Dudley : 110,000 Wolverhampton : 109,000	No further update available	Place (Regeneration)
T35	Gross Value Added (total/per head/per employee)	Bigger is better	N/A	N/A	£19,750 (2022)	£19,750 (2022)	£18,698 (2021)	2022: Black Country: £19,532 National: £33,227	No further update available	Place (Regeneration)
T36	Employment rate	Bigger is better	N/A	N/A	69.8% (2023)	69.8% (2023)	63.9% (2022)	2023: Regional: 75.2%	No further update available	Place (Regeneration)

Corporate Performance Report 2024/25

One Council One Team										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	This Time Last Year	Benchmark	Commentary	Directorate
O1	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	2 minutes and 38 seconds.	7 minutes 37 seconds	6 minutes 33 seconds	N/A	Performance was affected due to staff absence from leave, sickness, and training. Customer services in this service area spend 60% of their time on calls, in addition they cover counter at Oldbury on a full time basis, answer emails from residents, respond to the live chat on the website with residents and manage a stakeholder line. This reduces the available resource for answering telephone calls. We have taken on one member of staff and currently trying to recruit 2 further customer advisors. We have seen no increase in the number of complaints to the service in Q2 and are assessing options to improve the telephone average wait measure and abandonment rate.	Finance and Transformation
O2	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	3.50%	9.90%	8.77%	N/A		Finance and Transformation
O3	Adult Contact Centre Average Wait Measure	Smaller is better	30 Seconds	5%	41 Seconds	1 min 1 sec	1 min 27 secs	N/A	Our Contact Centre average wait measure for Q2 was above our target at 1 minute and 1 second, this has increased since last quarter by 20 seconds due to staff vacancies and sickness. We are continuing with the ASC Transformation Programme which will review the demand and resource in the contact centre. The contact centres across SMBC are due to have the new system implemented in Q4 2024/25, subject to testing and sign off. ASC is also commencing a digital pilot called 'AskSarah'. This digital tool enables our customers to provide information in relation to 'aids and adaptations' they require – the information then puts them through to the correct service, e.g. Occupational Therapists or the Joint Equipment Store, reducing the number of calls that go through the Call Centre. There are currently on average 50 calls a day about equipment, so the potential to reduce demand on the call centre is significant.	People (Adult Social Care)
O4	Adult Contact Centre Abandonment Rate	Smaller is better	6%	5%	2.40%	3.51%	5.84%	N/A	Our Contact Centre abandonment rate for Q2 was within target at 3.51%, this has increased since last quarter by 1.1% due to staff vacancies and sickness. However, we are still below the target of 6%.	People (Adult Social Care)

O5	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	8.11%	5.74% (6.96%)	9.09% (12.35%)	N/A	The target was achieved in Q2. The Vacancy rate increased this quarter to 16.9%, which includes 6.9% on hold as part of the corporate savings. We have recently recruited 5 full time vacancies; 3 advisors commenced their employment in September and the remaining 2 will be in place by the end of October. Sickness levels remain consistent at 5.2% since the start of the financial year and we are continuing to manage as per the sickness management procedure. The improvement in performance since last quarter and last year can be put down to new members of staff being well experienced and performing well, call coaching to improve the quality of our calls and recent customer service training.	Assistant Chief Executive
O6	Corporate Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	3 minutes 18 seconds	2 minutes 29 seconds	3 minutes 39 seconds	N/A	The target was achieved in Q2. We have continued to provide face to face service at the One Stop Shop (OSS) with 2 advisors per day to help deal with footfall, as well as 1 advisor covering both the West Bromwich and Blackheath Community Hub weekly.	Assistant Chief Executive
O7	Corporate Contact Centre – Call satisfaction	Bigger is better	N/A	N/A	99%	100%	99%	N/A	At the end of each call all customers are asked if they want to take part in the Customer Satisfaction survey where the question 'are you happy with the service you have had today' is asked. The outturn of 100% is for those customers who opted to do the survey and answered this question. There are some sub questions that are asked that include; 'have we resolved your query today?', 'If not, why?', 'which service is further action required from?' 'how easy was it to get your service request resolved today?'. The less satisfied comments to these follow up questions were generally around back offices not responding in a timely manner, chasing repair appointment / jobs, waiting for call backs and being unhappy with a various processes.	Assistant Chief Executive
O8	Number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	33 days	26 days	22 days	25 days	New claim performance has improved compared to Q1. Performance for this measure is demand driven, which the Council cannot control. The DWP now handle many claims, with Local Authorities administering claims for Pensioners and Specialist Accommodation, which are complex and take longer. Performance is determined by the number of these claims we get each quarter.	Finance and Transformation
O9	Number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	8 days	8 days	5 days	8 days	Performance is on target this quarter.	Finance and Transformation
O10	SARs compliance with timescales	Bigger is better	95%	5%	82% (70)	75% (83)	69%	N/A	A Directorate breakdown is as follows: ACE - 7 Received - 100% Place - 50 Received - 76.09% Finance - 11 Received - 71.43% People - 15 Received - 61.54%	Finance and Transformation
O11	FOI compliance with timescales	Bigger is better	95%	5%	85% (266)	85% (243)	84%	N/A	A Directorate breakdown is as follows: Finance & Transformation - 63 Received - 90% Place - 124 Received - 88% ACE - 8 Received - 88% People - 48 Received - 69%	Finance and Transformation

O12	Average working days for Stage 1 complaints (excl. ASC) to be responded to	Smaller is better	10 working days	5%	9.76 days	9.56 days	N/A	N/A	<p>A breakdown for each directorate is as follows:  ACE: 6.81 days  People: 14.16 days  Place: 8.99 days  Finance &amp; Transformatiom: 9.60 days</p> <p>In the People Directorate, the response time to Stage 1 complaints is largely down to the a significant increase in enquires in relation to EHCP's and in particular delays and poor communication from the service experienced by parents &amp; carer . Responses are generally complex with more than one team in Inclusive Learning Services involved , which has exacerbated the situation causing increased frustration with families and led to an increase in stage 1 complaints. The directorate are working hard to resolve the situation with a number of key appointments in senior posts to address delays and timeliness of the EHCP process and the need to keep families engaged and informed which will help to address, which is turn will help to reduce the volume of complaints. There is also now a robust internal process in place for managing all enquiries and complaints with oversight by the Assistant Director, to ensure the timeliness of responses. Other services in the directorate perform well with deadlines met.</p>	Assistant Chief Executive
O13	Average working days to respond to Clir enquiries	Smaller is better	10 working days	5%	6.65 days	6.38 days	N/A	N/A	<p>Performance is better than target. A breakdown for each directorate is as follows:  ACE: 2.80 days  PEOPLE:8.08 days  PLACE: 6.27 days  FINANCE &amp; TRANSFORMATION: 7.31 days</p>	Assistant Chief Executive
O14	Average working days to respond to MP enquiries	Smaller is better	10 working days	5%	10.21 days	10.58 days	N/A	N/A	<p>There has been an increase in MP inquiries during Q2 which may be attributable to new MP's being elected during July and increased pressures on providing timely responses. Across all Directorates, timely responses to complaints, Member and MP enquiries continues to be a priority. A breakdown for each directorate is as follows:  PEOPLE:10.13 days ( Children &amp; Education 9.22, Adult Social Care 12.20, Public Health 9.00)  PLACE: 10.59 days (Environment 12.18, Housing 10.75, Reg &amp; Growth 5.83)  ACE: No MP enquires  FIN &amp; TRAN: 11.57 days (Finance None, Legal &amp; Assurance None, Registrations 2.00, Revs &amp; Bens 13.17)</p>	Assistant Chief Executive
O15	% of complaints received that are at stage 2	Smaller is better	N/A	N/A	8.54%	10.21%	N/A	N/A	No target just provided as information only to see how many of our complaints received are at stage 2.	Assistant Chief Executive
O16	One Stop Shop – customer satisfaction	Bigger is better	N/A	N/A	Reception Rating: 4.89	Reception Rating: 4.89	N/A	N/A	These are some examples of the comments from customers at the One Stop Shop for quarter 2: "Excellent service", "Helpful", "Very polite and welcoming".	Assistant Chief Executive

O17	MySandwell - Satisfaction from process submissions (out of 5)	Bigger is better	4 out of 5	5%	4.58 (22,200 ratings)	4.58 (39,621 ratings)	4.58 (29,960 submission ratings)	N/A	No major changes to any process ratings which suggest processes remain stable and meeting residents needs and expectations as far as ratings on submission.	Assistant Chief Executive
O18	MySandwell – Satisfaction following enquiry closure	Bigger is better	4 out of 5	5%	4.40 (3,375 ratings)	4.42 (6,074 ratings)	N/A	N/A	As far as end-to-end customer experience (rating after service provided), 85% of the total customer ratings left an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip having the greatest positive impact on customer experience. Missed collections was the single service that attracted the most negative feedback, where 49% rated their experience 1 or 2 stars, citing “not resolved to my satisfaction” being the primary reason for low ratings (customer comments are available for analysis if required). Borough Economy have the most positive feedback.	Assistant Chief Executive
O19	Customer satisfaction measure from residents survey (LGA)	Bigger is better	66%	5%	Annual	65%	64% Satisfaction (Sandwell 2023 Resident Survey)	LGA Benchmark June 2024: 55%	Performance is one percentage point better than last year, although we are just below target. However, we are above the LGA benchmark.	Assistant Chief Executive
O20	The percentage of top 5% of earners that are women	Bigger is better	54%	10%	55%	56.80%	52.90%	57% Median for West Midlands METs (Infinistats 2022-23)	The percentage of top 5% of earners that are women at the end of Q2 was 56.8%, which is better than the yearend target of 54%. The threshold for the top 5% earners bracket remains at SCP 45 (Mid-point in Band I). There has been a net increase of 3 women in the top earners brack compared to Q1.	Assistant Chief Executive
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	24%	10%	22.10%	23.30%	24.00%	20% Median for West Midlands METs (Infinistats 2022-23)	The percentage of top 5% of earners from black and minority ethnic communities at the end of Q2 was 23.3%. There has been a net increase of 2 ethnic minority employees in the top 5 percent earners bracket compared to Q1.	Assistant Chief Executive
O22	The percentage of top 5% of earners who have a disability	Bigger is better	3%	10%	2.80%	2.80%	1.80%	5.5% Median for West Midlands METs (Infinistats 2022-23)	The percentage of top 5% of earners who have a disability at the end of Q2 was 2.8% and remains below the yearend target of 3.0%. The actual number of Disabled employees in the top 5% earners bracket is 5 which is the same as the previous quarter.	Assistant Chief Executive
O23	The percentage Disabled employees	Bigger is better	4.50%	10%	4.30%	4.40%	4.20%	9.5% Median for West Midlands METs (Infinistats 2022-23)	The percentage of Disabled employees at the end of Q2 was 4.4% compared to the yearend target of 4.5%. The actual number of Disabled employees increased by 3 compared to the previous quarter. The outturn for this measure is expected to change once reporting switches to data maintained via employee self service in Fusion.	Assistant Chief Executive

O24	The percentage Ethnic Minority employees	Bigger is better	26%	10%	25.90%	25.80%	25.20%	41.1% Median for West Midlands METs (Infinitats 2022-23)	The percentage of ethnic minority employees at the end of Q2 is 25.8% and this is just below the yearend target of 26%. The actual number of ethnic employees was 1,052 as at the end of Q2, which is a net decrease of 11 compared to the previous quarter.	Assistant Chief Executive
O25	Variance from budget - General Fund	Smaller is better	0%	0.50%	0.20%	-0.28%	£1.222m overspend	N/A	The gross budget for the General Fund is £755.382m. The Q2 forecast variance from budget for the General Fund is an underspend of £2.119m	Finance and Transformation
O26	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.50%	1.50%	-0.34%	£0.596m overspend	N/A	The gross budget (expenditure) for the HRA is £151,109,000. There is a £0.514m underspend for the HRA in Q2.	Finance and Transformation
O27	Council Tax Collection (Oflog)	Bigger is better	54.00%	1%	27.86%	53.00%	53%	54%	Performance is just below target but is in line with this time last year (tracking rate for 23/24).	Finance and Transformation
O28	Business Rates Collection rates	Bigger is better	57.00%	1%	29.03%	56.75%	57%	56%	Performance is just below target and this time last year but is largely tracking the rate for 23/24.	Finance and Transformation
O29	Rent collected as a % of rent due (including arrears brought forward)	Bigger is better	95.40%	5%	95.56%	96.04%	95.34%	Year End 2023/24 National Median 96.64% English LA's and ALMOS >10k stock Median 96.15% Source: Housemark	The Q2 outturn of 96.04% exceeds the target of 95.4%. The proactive use of the Housing Support Fund (HSF) has contributed to this. The fund is used to help customers manage their on-going rent charge, and in exceptional circumstances rent arrears and other essential bills. Where the HSF has been used to help with on-going rent and or manage rent arrears, officers are taking the opportunity to change behaviours, encourage direct debit payments, and direct payments for rent. The HSF presents an incentivised opportunity for Income Management to re-educate customers and ensure rent is treated as a priority debt moving forwards.	Place (Housing)
O30	Debt servicing as percentage of core spending power (Oflog)	Smaller is better	12.10%	5%	12.31%	11.80%	8.4% 2023/24	2023/24 Median for Similar LAs - 9.8% England Median - 8.5% (Oflog)	The indicator is the amount a council spends on debt repayments, relative to the amount of money the council has to spend on services.  Performance is better than target. Delays in taking new debt is reducing interest payable by the Council.	Finance and Transformation
O31	Total debt as a percentage of core spending power (Oflog)	Smaller is better	235.30%	5%	228.32%	228.32%	222% 2023/24	2023/24 Median for Similar LAs - 203.3% England Median - 210.2% (Oflog)	This PI is how much debt a council holds, relative to the amount of money the council has to spend on services  Performance is better than target.	Finance and Transformation



O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	Bigger is better	45.50%	5%	41.50%	43.50%	45.80%	West Midlands 202360% Statistical Neighbour 202358% England 202362%	Performance has improved slightly in relation to 19-21 year olds engaged in employment education and training since end of last quarter (June 2024) by 2% although we are 2.3% below September 2023. There are a cohort of young people who are unable to engage in EET due to physical disability, mental health and being young parents/carers and pregnancy.	People (Children and Education)
O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	42.60%	5%	41.30%	42.80%	42.7%	N/A (Dfe Measures 17-18 and 19-21 year olds as benchmarking data)	Performance has improved from 41.3% to 42.8% over the last quarter and slightly above same position in previous year. As above, there are a number of young people who are unable to engage in EET due to physical disability, mental health and being young carer/parents and pregnancy.	People (Children and Education)
O34	Care experienced and Children in Care apprenticeships filled (borough wide)	Bigger is better	9	1	7	12	N/A	N/A	Overall there are 12 young people across Children We Care For and Care Experienced Young People in apprenticeships.  We currently have 5 Care Experienced Young People (CEYP) on apprenticeships in the Council and Sandwell Schools (3 SMBC (Employment and Skills Team and REvenues and Benefits), 2 schools). One of these is a progression to another directorate-undertaking a qualification more aligned to their long-term career goals and upskilling in maths(sustained employment and learning). We also have 4 Care Experienced young people waiting to start apprenticeships with 2 in the Creche and 2 in Stores.	People (Children and Education)
O35	Care experienced and Children in Care apprenticeships filled (Council)	Bigger is better	5	1	4	5	N/A	N/A		People (Children and Education)
O37	The proportion of Sandwell Children we Care for with live Housing applications at the end of the previous quarter housed in this quarter	Bigger is better	N/A	N/A	47.37%	56%	N/A	N/A	The narrative for the housing solutions measures paints a picture of a very difficult housing climate and reducing numbers of council properties becoming available - thus increasing wait times. This measure shows a positive result with over 50% housed in the timeframe. Out of the 15 young people registered in Q2, 8 young people were under offer in the quarter. Of the 25 that were registered at the end of Q1, 11 are still awaiting an offer of accommodation with 2 showing as having withdrawn their application and 1 declined an offer made to them. The main challenge is the availability of suitable properties and the bids/ choices being made by the individuals. 6 people are on the live list with an application date prior to 2024 and only 1 of these had bid in the last 12months. The service is making contact with these individuals to see if they still require housing and what may be preventing them from bidding. These are having a significant impact on the proportion who have been housed.	Place (Housing)
O38	Average applications per vacancy	Bigger is better	10	10%	10.5	9.8	N/A	N/A	Average number of applications per vacancy was 9.8 to the end of Q2 compared to 8.6 for the year 2023-24. Breakdown by Directorate varies considerably and will be dependent on the type of roles being recruited to and availability of suitable candidates in the labour market.	Assistant Chief Executive

O39	Percentage of vacancies filled	Bigger is better	77%	10%	83.30%	57.60%	N/A	N/A	The percentage vacancies filled at the end of Q2 is lower compared to the Q1 stage. Although, performance is cumulative year to-date, there is currently medium confidence in the method of calculation used for this indicator. This is because some of the filled vacancies may have been advertised prior to the start of this financial year. We are currently reviewing this measure.	Assistant Chief Executive
O41	Apprentices as a percentage of FTE employees (entry level)	Bigger is better	1.50%	10%	1.1	1.1	N/A	N/A	This is a quarterly PI but the target is annual, therefore no RAG rating has been applied. Apprentices as a percentage of the total full-time equivalent employee (FTE) at the end of Q2 was 1.1% and has remained unchanged from Q1. Performance is below the yearend target of 1.5%. Assuming the FTE does not change significantly, approximately 15 more apprentices will need to be recruited to meet the yearend target for 2024-25.	Assistant Chief Executive
O42	Average working days lost per employee due to sickness absence (FTE)	Smaller is better	3.86	5%	2.83	5.81	5.75	9.4 The Median for 19 West Midlands Authorities (Infinitats 2022-23)	Average days lost per employee at the end of Q2 was 5.81, which is marginal increase compared to the same period last year. However, the switch over to Fusion had prevented managers from updating sickness absence records from the 23-Aug to go-live date. Occupational Health were also unable to add new absences from the 17-Sept. Therefore, the Q2 outturn and the trend will need to be treated with caution. Access has now resumed for managers/ Occ. Health to update sickness records directly in Fusion, which will be reflected in Q3 monitoring.  Managers will need to ensure that sickness absence records for their direct reports are kept up to-date in Fusion including adding the Return To Work (RTW) interview promptly. This is because the actual working days lost will be picked up from the RTW record in Fusion.  Sickness absence summaries by directorate have been shared with the Executive Directors and this will be followed by Directorate Dashboards.	Assistant Chief Executive
O43	% of working days lost due to sickness absence	Smaller is better	5%	5%	5.12%	5.12%	5.21%	3.4% CIPD Health & Wellbeing At Work Survey 2023	Percentage working days lost at the end of end of Q1 was 5.12%, compared to 5.21% for the same period last year. Based on the percentage working days lost Housing and Adult SC have higher sickness absence rate than the target of 5.0%. Sickness absence summaries by directorate have been shared with the Executive Directors and this will be followed by Directorate Dashboards.	Assistant Chief Executive
O45	% Staff turnover	Smaller is better	<=15%	5%	1.90%	3.90%	5.00%	15.2% Median for 17 West Midlands Authorities (Infinitats 2022-23) 14% Median for LGA	The percentage of staff turnover as at the end of Q2 was 3.9% compared to 5.0% for the same period last year. Performance is well within the yearend target of 15% or less.	Assistant Chief Executive

O46	Voluntary leavers as a % of total leavers (Voluntary turnover)	Smaller is better	<= 10%	5%	0.80%	1.90%	3.00%	9.41% Median for 17 West Midlands Authorities (Infinistats 2022-23)	The percentage of voluntary staff turnover as at the end of Q2 was 1.9% compared to 3.0% for the same period last year. Performance is well with the yearend target of 10% for voluntary turnover.	Assistant Chief Executive
O47	% of Council Staff / Members completed child rights training	Bigger is better	N/A	N/A	N/A for Q1	N/A for Q2	N/A	N/A	Child Rights Training is part of the Child Friendly Sandwell Project. A Memorandum of Understanding has now been signed and we are in the discovery phase. The discovery phase will come to an end in February. Child Rights Training will be delivered in November, December and January by Unicef and therefore we will be able to report on this in the Q3 report.	Assistant Chief Executive
O48	Members with PDPs	Bigger is better	TBC	TBC	N/A for Q1	N/A for Q2	N/A	N/A	The approach to member PDPs is being reviewed. A member working group will be set up to look at how PDPs are undertaken in order to get the best out of them to support members learning and development. An update will be provided as part of the Q3 report.	Assistant Chief Executive
O49	Response rate for citizenspace consultations	Bigger is better	750 per quarter and 3000 year end	5%	351	2,300	909	N/A	The team continues to deliver training across the organisation so that more surveys are undertaken through citizenspace, rather than through other survey tools. This means that over time, the number of responses will increase. Performance will also improve further in Q3 when more surveys are scheduled to be undertaken, including the Council's budget consultation.	Assistant Chief Executive
O50	Response rate for SHAPE Survey	Bigger is better	N/A	N/A	Annual	2,751	N/A	N/A	The Shape Survey took place in Q1 and there were 2,751 responses, a 141.5% increase from 2023. This is an annual measure but is being reported in Q2 as the data is available.	Assistant Chief Executive
O51	Number of School Councils engaging with the Council	Bigger is better	50% by Q3, 100% by Q4	5%	N/A for Q1	N/A for Q2	N/A	TBC	This will be reported in Q3, when there will be a report following UK parliament week.	Assistant Chief Executive
O52	Children's rights impact assessments	Bigger is better	N/A	N/A	N/A for Q1	N/A for Q2	N/A	TBC	These are expected in Q3 once the business planning process has started and will be reported in Q4.	Assistant Chief Executive